

SeaBeam Stick Softphone User Guide

(Edition 1.0)

(Coral Main Ver 15.84)



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Introduction

Welcome to the Coral SeaBeam softphone, a co-brand of CounterPath's eyeBeam 1.5. The Coral SeaBeam stick is a USB Flash memory storage device which houses the SeaBeam softphone. Coral SeaBeam is an advanced SIP softphone that supports voice, video, and much more. Coral SeaBeam runs on Microsoft Windows and functions as a terminal on Coral IPx and FlexiCom systems. Connection to the Coral is possible via a Tadiran SIP Terminal license. Coral SeaBeam lets you integrate your telephony experience with your desktop and mobile computer solutions. Coral SeaBeam is conveniently activated from your desktop, making this phone flexible and easy to use. With the click of a button or the tap on the keyboard you can dial, answer, or choose how you want to personally manage your calls and availability.

This guide provides a full description of the capabilities and operation of the softphone when connected to the Coral system. Although the features provided by the Coral are large in number, their operation is straightforward and user-friendly. In addition to the many Coral features, this guide also describes the softphone's internally programmed features.

Many of the Coral features, which have been assigned during initial installation, are provided on an individual extension (station) basis. Feature allocation may also be changed to suit a changing working environment. Not every feature code in this guide is likely to have been installed in your system or extension. Check with your system administrator for a list of the features actually installed.

■► **Note:** Coral features are subject to COS authorization and some features require a later Coral Main Software version. For more information, contact your system administrator.

This guide provides a full description of the capabilities and operation of the Coral SeaBeam softphone.

A phone overview is presented describing the softphones' user relevant internal software. The next section includes a detailed description of all the Coral features that can be operated with Coral SeaBeam, in alphabetical order. The Table of Contents also doubles as an index to the various features that the Coral supports for Coral SeaBeam.

■► **Note:** Certain features have various user options. In this case all of the options are listed under the major feature name; examples of this are ACD & UCD Groups, Boss Group and Speed Dialing.

The appendices, located at the end of this guide, give explanations of special terms and operations used throughout the guide, and are useful when a more detailed description of telephony terms is required. The last two appendices describe basic configuration options available on your softphone and list the minimum PC requirements to run SeaBeam on your computer.


Symbols and Conventions

Before using your Coral SeaBeam softphone it is important to understand the symbols and typographical conventions used in this guide. These symbols and conventions indicate information that requires special attention, as described in the tables below:

The following symbols are used throughout this guide.

Symbols	Description
✓	Activation Code, see <i>Activation Code</i> on page 55.
✕	Cancellation Code, see <i>Cancellation Code</i> on page 68.

The following typographical conventions are used throughout this guide.

Convention	Description
	Fixed key figures might be used to represent the actual fixed keys on the Coral SeaBeam keypad.
<i>Station Features</i> on page 44	References to items in this book (or other books) are indicated in italics type.
RECORD	Fixed function keys and keyboard keys (such as F1 and CTRL+1) are displayed in narrow Bold text.
Privacy Rules	Bold text is used to indicate the following items: <ul style="list-style-type: none">Names of buttons, icons, menus, and menu optionsNames of Coral SeaBeam windows and dialog boxesNames of fields and options in windows and dialog boxes
Initializing...	Text in a bold Courier font indicates a message on the Call display.

Related Documentation

Refer to the following documentation, as required, for information regarding the operation of your Coral SeaBeam softphone.

- Coral SeaMail Quick Reference Card
- Coral SeaMail User Guide
- Program Interface and Database Reference Manual (Version 15.8 or higher)

List of Feature Codes

The following feature codes are the default feature codes for all Coral IPx and Coral FlexiCom systems. Your Coral system may employ different feature codes. See your system administrator for the correct feature codes. An arrow (→) between two sets of numbers indicates a range of code numbers available for operating that particular feature, for example 5600→5849.

Feature	Code No.	Feature	Code No.
Account Code	#1990	Privacy	#186 or #6
ACD & UCD Groups:		Call Forward:	
Load ID (for ACD Group)	#1973	All Calls	#141 or #8
Log-In/Out (for single ACD Group)	#1974	All Calls External	#17702
Primary Log-In (for ACD Group)	#1442	Busy	#140
Release/Resume From All ACD/UCD Groups	#1975	Busy External	#17701
Release/Resume From a Single UCD Group	#1991	No Answer	#142
Wrap-Up Code (ACD Group)	#1977	No Answer External	#17703
Wrap-Up Time (ACD/UCD) On/Off	#1976	Busy/No Answer	#147 or #2
Activation Code ✓	#11, #*1, or *1	Busy/No Answer External	#17705
Auto Answer	AA fixed key	Timed	#1985
Boss Group:		Timed External	#17704
Call Forward All Calls	#168	Undefined Station	#17717
Call Forward All Calls External	#17707	Call Hold	HOLD fixed key
Call Forward Busy	#167	Call Park	#183 or 79 or #7
Call Forward Busy External	#17706	Call Pickup:	
Call Forward No Answer	#169	Directed	#180 or 77
Call Forward No Answer External	#17708	Group	#181 or 76
Call Forward Timed	#1984	Night (Bell/UNA)	#192 or 78
Call Forward Timed External	#17709	Camp-On Call Back	#176

Feature	Code No.	Feature	Code No.
Cancellation Code ✕	#10, #*0, or *0	Enabling Voice Mail (IVR) commands.....	*4
Canned Messages.....	#7026→7041	Call divert to desk phone	*5
Class of Service (COS) Switchover.....	#149	Call Recording / Help Requesting.....	*6
Conference (Audio/Video):		Follow Me Internal+External	#189
Method 1.....	CONF fixed key (AA off / AC off)	Follow Me External	#17713
Method 2.....	CONF fixed key (AA off / AC on)	Freedom (IRSS).....	#17714
Method 3.....	CONF fixed key (AA on / AC on)	Placing a new IRSS call.....	*1
Conference (Audio only):		Call transfer.....	*2
Multiparty	7098→7099	Call divert to Coral station.....	*3
Release.....	#1983	Enabling Voice Mail (IVR) commands.....	*4
Do Not Disturb (DND).....	#145 or DND fixed key	Call Recording / Help Requesting.....	*6
Executive Privilege	#170	Group Calls.....	5600→5849
Flash.....	FLASH fixed key	Add-On (Temporary) Group Call	#1449
FlexiCall:		Forced Release of a Participant.....	#1446
FlexiCall All	#17710	Forced Release of an Entire Group Call	#1447
FlexiCall Internal.....	#17711	Last Number Redial	REDIAL fixed key or * or #143
FlexiCall External.....	#17712	Malicious Call Trace on/off.....	#1740
Placing a new call	*1	Malicious Call Trace Printout	#1741
Call transfer	*2	Message:	
Call divert to Coral station.....	*3	Answering	#175

Feature	Code No.	Feature	Code No.
Leaving	#175 or #5		
Cancellation	#1440		
Mute (Microphone)	MUTE fixed key		
Night Answer (Central Bell/UNA Pick Up)	#192 or 78		
Page _Q	7060→7069		
Paging, Announcing:			
Public Address	7074→7079		
Voice (To Single Keypad)	#191 or #3		
Zone (To Keypad Group)	7300-7309		
Passcode Change	#179		
Phone Dial Lock	#148		
Record (Call)	RECORD fixed key		
Relay (Accessory)	7086→7091		
Reminder Request	#172		
Room Status	#7026→7041		
Security Line	#17700		
Speed Dialing: Programming Private Library	#193		
Transfer	XFER fixed key		
Wakeup Request	#173		

Phone Overview

The following pages provide a general overview of the Coral SeaBeam softphone's options.

See the [Station Features](#) section, beginning on [page 44](#) for a complete list of the softphone's station features.

SOFTPHONE OPTIONS	PAGE
CORAL SEABEAM ONSCREEN SOFTPHONE	2
PHONE COMPONENT DESCRIPTIONS	3
GETTING STARTED	4
CALL DISPLAY	7
USING THE FIXED FUNCTION KEYS	9
VIDEO DRAWER	14
CALLS & CONTACTS DRAWER	17
MAKING CALLS	34
RECEIVING CALLS	41
ENDING CALLS	43


Coral SeaBeam Onscreen Softphone



Phone Component Descriptions

The following table describes the main components of Coral SeaBeam.

Table 1: Coral SeaBeam Components

Component	Description
Show Coral SeaBeam menu	Button used for opening the Coral SeaBeam menu, which is used to configure Coral SeaBeam, view log files, access the Help file, and exit Coral SeaBeam. See <i>Coral SeaBeam Menu</i> on page 7.
Hide Coral SeaBeam	Button used for hiding Coral SeaBeam. Click  in the system tray to display Coral SeaBeam again.
Minimize Coral SeaBeam	Button used to minimize Coral SeaBeam. Click the Tadiran Coral SeaBeam button in the taskbar to display Coral SeaBeam again.
Call Display	Displays relevant icons and calling information, based on the softphone status (e.g., idle, busy, dialing...). See <i>Call Display</i> on page 7.
Open Video drawer	Button used to expand the softphone to display the Video drawer (see <i>Video Drawer</i> on page 14).
Open Contacts drawer	Button used to expand the softphone to display the Calls & Contacts drawer (see <i>Calls & Contacts Drawer</i> on page 17).
Line keys	Six keys used for line selection. See Table 3 on page 10 and Table 4 on page 12 .
Fixed function keys	Fourteen basic fixed function keys are available: XFER, HOLD, RECORD, AA, AC, DND, CONF , which appear below the line keys, and DIAL, FLASH, REDIAL, HANG UP, MUTE, CLEAR, SPEAKER PHONE , which appear on the bottom half of the softphone (see Table 3 on page 10).
Dial pad	Number buttons used for dialing and entering codes, passwords, names, etc.
Microphone Control	Slider to the left of the dial pad used to adjust microphone volume (i.e., the volume of your voice heard by callers).
Speaker Control	Slider to the right of the dial pad used to adjust the speaker volume (i.e., the volume of the sound you hear from the headset).

Getting Started

Before using your SeaBeam stick, ensure that:

- Your computer meets the minimum requirements (see “Appendix F - Minimum Requirements” on page F-1)
- You are connected to your organization’s IP network
- You are configured for IP connectivity

To use your Coral SeaBeam stick for the first time:

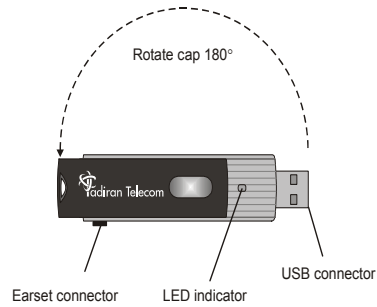
■► *Note: The next time you want to use your SeaBeam stick on this computer, just insert it into a USB port.*

1. Open the package and carefully remove the SeaBeam stick (USB Flash Drive) from its protective plastic casing.
2. Remove the keychain from the package and attach the keychain clip to the hole at the top of the stick’s cap.
3. Pull up and then rotate the SeaBeam stick cap 180° until the USB connector is exposed (see figure on following page).
4. Remove the earset from the package and insert it into the SeaBeam stick (see figure on following page).
5. Insert the SeaBeam stick into a USB port on your computer; wait while Windows configures your SeaBeam softphone.
6. Once Windows has finished installing your SeaBeam, you may be prompted to restart your computer. Close all programs and click Yes to restart your computer.
7. After your computer restarts, SeaBeam is launched and appears on your desktop.

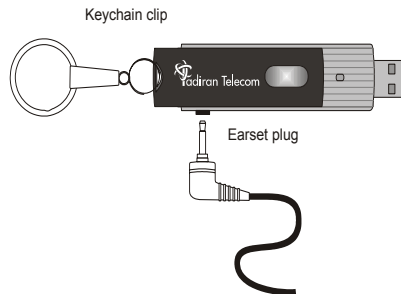
Note: If SeaBeam does not appear, click **My Computer**, and then double-click the **Tadiran** drive to run SeaBeam.
8. When SeaBeam appears on your screen, right click on the softphone and click **Help** for instructions on registering, configuring, and using your SeaBeam.



1 Pull up the SeaBeam stick cap.



2 Rotate the cap 180°.



3 Attach the keychain clip to the hole at the top of the cap.

4 Insert the earset plug into the earsset connector.

Operating the softphone

The following pages describe how to operate your softphone:

CALL DISPLAY	7
USING THE FIXED FUNCTION KEYS	9
VIDEO DRAWER	14
CALLS & CONTACTS DRAWER	17
MAKING CALLS	34
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Call Display

Depending on your call status, various text information and icons appear in the Call Display area. For example, during an established call, the following information is displayed: name / number of calling party and the duration of the call.

■▶ *Note: Call display information is automatically refreshed when the next call is established. To clear the display information of the last call when the phone is idle, click the **CLEAR** button below the dial pad.*

The figure on the left shows typical information that is displayed on the Call Display when your softphone rings; the figure on the right shows information that is displayed on the Call Display when the call is successfully established.












Typical Call Display when Coral SeaBeam rings



Typical Call Display during an established call

Table 2: Call Display Buttons

Button	Function/Indication	Description
	Ignore Call	Click to ignore an incoming call; the phone stops ringing.
	Message(s) Waiting	<p>The envelope indicates you have one or more new messages waiting for you. Click to access your messages.</p> <p>If clicking this icon does not connect to voicemail, contact your system administrator.</p> <p>For more information about voicemail, refer to the Coral SeaMail User Guide.</p>
	New Missed Call(s)	The red telephone indicates there are one or more unacknowledged calls. Click to clear; the Calls & Contacts drawer opens on the Calls tab, displaying the Missed Calls list. For more information about call lists, see the <i>Calls Tab</i> on page 29.
	Call-In-Progress	Displayed during a call, indicating that your voice is being transmitted.
		Displayed during a call, indicating that you are currently not speaking.
		<p>Displayed when mute mode is activated by clicking the Mute button.</p> <p>During mute mode, your voice is not transmitted because your microphone is muted.</p>
	Add Caller	Displayed during a call, indicating that this caller is not on your contacts list. Click to add this caller; the Add Contact dialog box appears (see page 33).
	Security	Displayed when the current call has signaling and media encryption.
		Displayed when the current call has signaling but no media encryption.

Using the Fixed Function Keys

Your phone is equipped with fixed function and line keys that allow you to activate features quickly (see Table 3 on page 10) from your keypad phone panel.



Table 3: Keypad Line and Function Key Descriptions









Feature Icon	Feature Name	Description	See:
	Line Keys	Six line keys used for making and receiving calls. Selecting another line does not hang up the current call; it puts the call on hold. Clicking the line during a call also puts the call on hold. You can move the pointer over this icon to view call information. Call information can include call status (such as 'on hold'), current codecs used, and the name or number of the caller.	<i>Line Key Icon Statuses on page 12</i>
	Transfer	Used for transferring calls.	<i>Transfer on page 141</i>
	Hold	Used to hold calls when necessary. To resume a call that is on hold, click the line.	<i>Hold on page 109</i>
	Record	Used to record conversations.	<i>Recording Calls on page 130</i>
	Auto Answer	Used to automatically answer calls as they come in.	<i>Auto Answer on page 56</i>
	Auto Conference	Used to establish a conference call in Auto Conference mode.	<i>Conference on page 77</i>
	Do Not Disturb	Depending on system configuration, sends all incoming calls to voicemail or causes the caller to hear a busy tone.	<i>Do Not Disturb (DND) on page 81</i>
	Conference	Used to create conference calls.	To learn about conference calls, see page 74

Table 3: Keypad Line and Function Key Descriptions









Feature Icon	Feature Name	Description	See:
	Dial	After entering digits from the dial pad, used to send the digits and thereby complete the call. You can also press ENTER on the keyboard to place the call.	<i>Send</i> on page 136
	Flash	Used to pick up incoming calls. If you are already on an active call or if a line is on hold, clicking FLASH will provide a new line.	<i>Flash</i> on page 84
	Redial	Used to dial the last called number. You can move the pointer over this icon to view the number in the tooltip.	<i>Last Number Redial</i> on page 111
	Hang Up	Used to end the call. Details of the call remain on the Call display. You can also right-click the Tadiran Coral SeaBeam icon  in the system tray, and then select End Call.	
	Mute	Used to mute your voice while in conversation with another party (or parties during a conference call).	<i>Mute Microphone</i> on page 117
	Clear	Used to clear dial digits and call information on the Call Display area. You can also press BACKSPACE on the keyboard to clear digits and call information. <i>NOTE: The Call Display cannot be cleared while engaged in an active call.</i>	
	Speaker Phone	Used to put the caller (or callers during a conference call) on the speaker phone. You must have a speakerphone (sound card or USB) device.	

Table 4: Line Key Icon Statuses














Icon	Color	Indicates
	Black	An available line
	Yellow	Incoming call
	Red	Call on hold
	Blue	Line to be transferred when activating the transfer feature
	Green	Line selected or call in progress


Table 5: Coral SeaBeam Icon Statuses (appear in your computer's system tray)

Icon	Color	Indicates
	Green	Coral SeaBeam is running
	Green/Red	Dial or call in progress
	Green/White	Coral SeaBeam is running but inactive (to modify the <i>Auto-detect idleness</i> setting, see page E-13)
	White/Red	You are not connected to the network
	Green/Red/White	DND feature has been activated

Showing, Hiding, and Exiting the Coral SeaBeam Softphone

Click  to hide Coral SeaBeam. Click the Tadiran Coral SeaBeam icon  in the computer's system tray to display Coral SeaBeam again.

Click  to minimize the softphone. Click the Tadiran Coral SeaBeam icon  in the system tray or  in the taskbar to display Coral SeaBeam again. You can still receive calls when the phone is hidden or minimized.

Click  and then **Exit** to close Coral SeaBeam. To reopen Coral SeaBeam, click My Computer, and then double-click the Tadiran drive.

If you exit when Coral SeaBeam is hidden or minimized, Coral SeaBeam will start next time as hidden or minimized.

You can set up Coral SeaBeam so that when the softphone is completely or partially covered, hidden, or minimized, you will be notified when a call comes in. See [*“Options > General > Alerts and Sounds” on page E-11.*](#)











Video Drawer

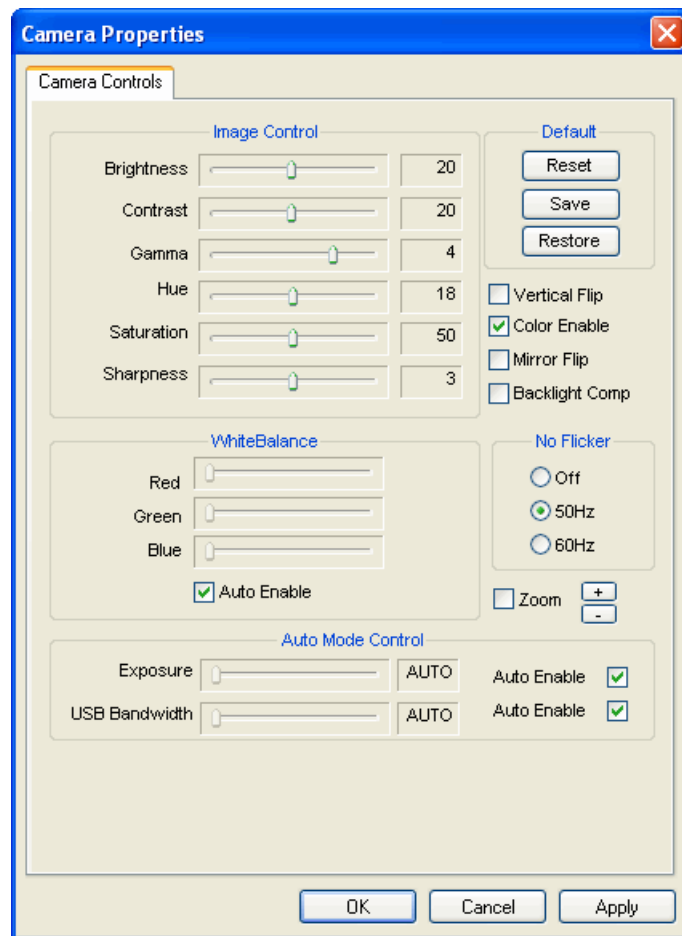
The Video drawer is used for video conferencing. The drawer is comprised of an upper and lower pane. The upper pane is used to display the other party's video transmission; the lower pane for transmitting your video transmission to the other party. (The other party sees your video in the upper pane of their video drawer.) Both sides must have camera devices to successfully engage in video conferencing.

Click **Start** to start video; click **Stop** to stop video.



Table 6: Video Drawer Description

Feature Icon	Feature Name	Description	Comment
	Open Video Drawer	Located to the left of the call display area, used to expand the softphone to display the video drawer	You can open (display) the video drawer at any time
	Close Video Drawer	Located to the left of the video drawer area, used to hide the video drawer	You can close (hide) the video drawer at any time
	Video Settings	Click to display a standard window for viewing / adjusting camera properties	See figure on the next page
	Detach Video Drawer	Click to detach the video drawer from the softphone	You can detach and reattach the video drawer at any time
	Reattach Video Drawer	Click to reattach the video drawer to the softphone	Click  to minimize the detached video drawer. Click  in the taskbar to display the drawer again. Click  to close the video drawer.
	Start Sending Video	During an established call, the Start button appears in green if the other party has video enabled on their side. Click to start a video conference.	Not Sending Video appears to the left of this button
	Stop Sending Video	During an established video conference, the Stop button appears. Click to stop the video conference.	Sending Video appears to the left of this button



Calls & Contacts Drawer

The Calls & Contacts drawer displays your contacts list and lists of recent calls. To display the Calls & Contacts drawer, click the black button to the right of the Call display.

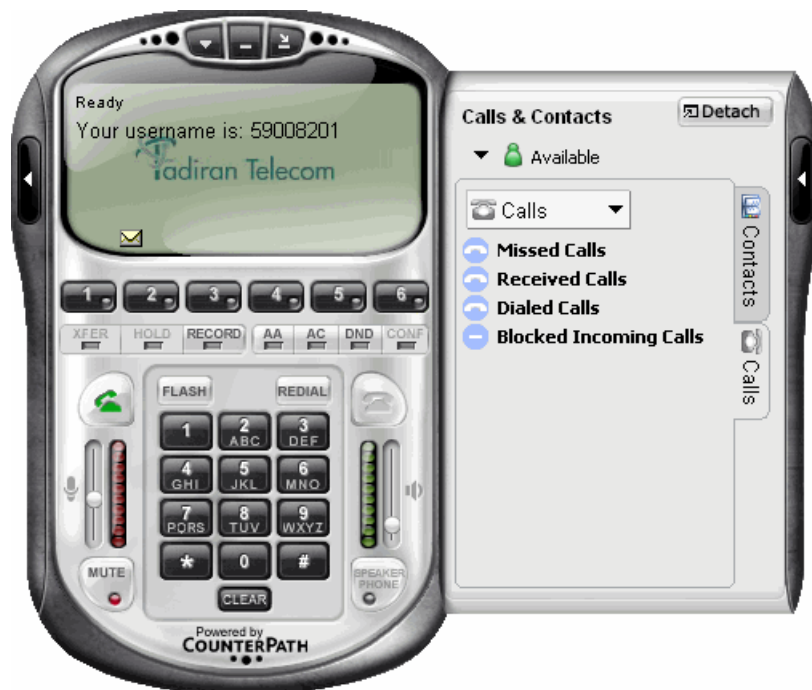












Table 7: Calls & Contacts Drawer Description

Feature Icon	Feature Name	Description	Comment
	Open Calls & Contacts Drawer	Located to the right of the call display area, used to expand the softphone to display the calls & contacts drawer	You can open (display) the calls & contacts drawer at any time
	Close Calls & Contacts Drawer	Located to the right of the calls & contacts drawer area, used to hide the calls & contacts drawer	You can close (hide) the calls & contacts drawer at any time
	Detach Calls & Contacts Drawer	Click to detach the calls & contacts drawer from the softphone	You can detach and reattach the calls & contacts drawer at any time
	Reattach Video Drawer	Click to reattach the calls & contacts drawer to the softphone	Click  to minimize the detached calls & contacts drawer. Click  in the taskbar to display the drawer again. Click  to close the calls & contacts drawer.
	Available	Availability indicator drop-down list. <i>NOTE: For future use only.</i>	See <i>Availability</i> on page 33
	Contacts Tab	Click to display the contacts tab.	See <i>Contacts Tab</i> on page 19
	Calls Tab	Click to display the calls tab.	See <i>Calls Tab</i> on page 29

Contacts Tab

The **Contacts** tab displays your Coral SeaBeam contacts. In addition to making calls, the **Contacts** tab allows you to:

- Manage contacts - see [page 25](#) to [page 28](#)
- Manage contact groups - see [page 23](#)
- Change the **Contacts** tab view - see [page 28](#)

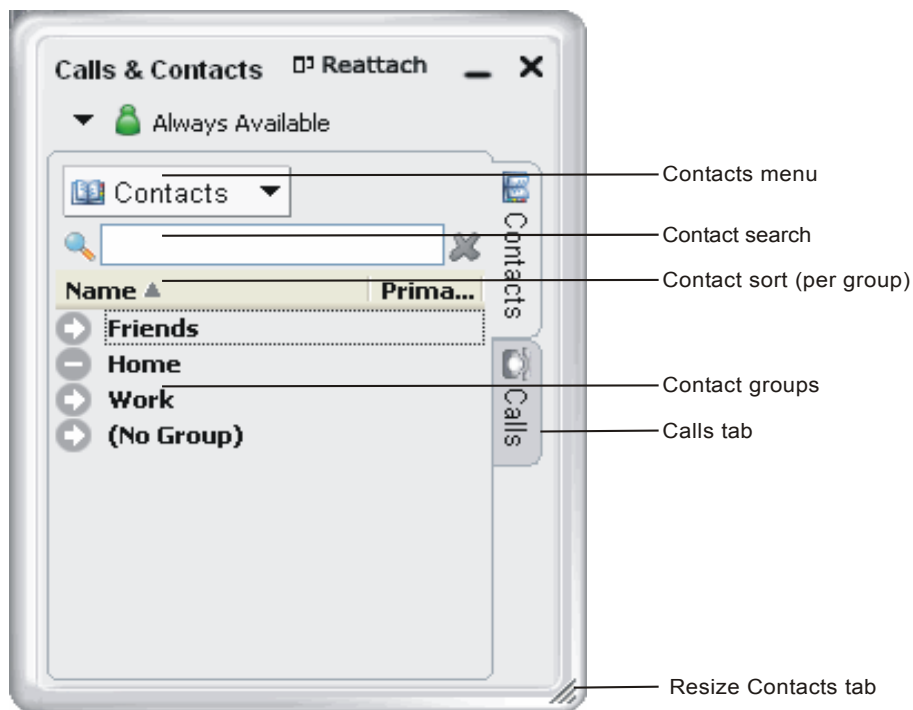


Table 8: Contacts Tab Description

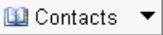













Feature Icon	Feature Name	Description	Comment:
	Contacts Menu	Contacts tab menu.	See Table 9 .
	Contact Search	If your contacts list is long, use this field to filter the contacts that are displayed.	To show all contacts again, clear the field or click  .
	Sort by Name	Click to sort by contact name in descending / ascending order within each group.	 indicates that contacts are sorted in ascending order by name;  indicates that contacts are sorted in descending order.
	Sort by Primary Contact Method	Click to sort by primary contact method in descending / ascending order within each group.	 indicates that contacts are sorted in ascending order by primary contact method;  indicates that contacts are sorted in descending order.
	Contact Groups	Indicates a group with contacts. Click to display the list of contacts.	There are three built-in groups: Friends, Home, and Work. Contacts not associated with any group appear under (No Group). You can add new groups as required. For more information, see <i>Managing Contact Groups</i> on page 23
		Indicates a group with contacts displayed. Click to hide the list of contacts.	
		Indicates a group that does not contain any contacts.	
	Calls Tab	Click to display the calls tab.	See <i>Calls Tab</i> on page 29
	Resize tab	Drag to resize the Contacts tab.	Only appears when tab is detached.

Table 9: Contacts Menu Options

Option	Description	See:
Add Contact	Click to add a new contact. The Contact Properties dialog box appears	See <i>Contact Properties Dialog Box</i> on page 25 .
Manage Groups	Click to manage contact groups	See <i>Managing Contact Groups</i> on page 23 .
Show Groups	Click to display contacts in their respective groups; click again to display all contacts in one list.	
Show Contacts	<ul style="list-style-type: none">• All - to display all your contacts• Show online contacts only - to display only contacts that are available (for future use only)	
Sort By	Select your preferred sorting method	
Import Contacts	Click to import a contact list	See <i>Importing Contacts</i> on page 27 .
Export Contacts	Click to export a contact list	See <i>Exporting Contacts</i> on page 28 .

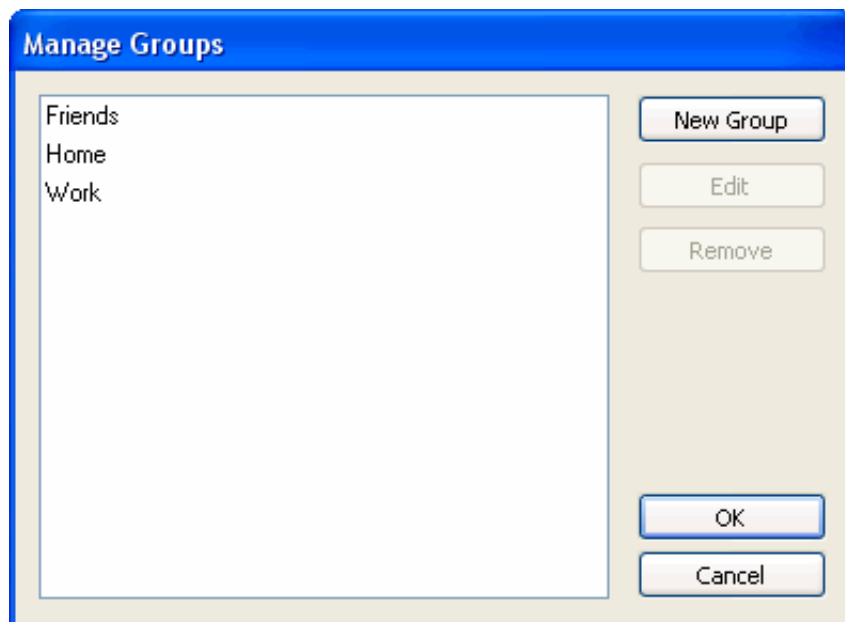
■► **Note:** Additional options appear when you select a contact within a contact list before opening the Contacts menu.
See [Table 10](#) below.

Table 10: Contacts Tab Actions

Action	Procedure	Comments
Call a contact	<ul style="list-style-type: none"> Double-click or drag the contact to the Call display. OR Right-click the contact, and then click Call. OR Select the contact. Then, from the Contacts menu, click Call. 	<ul style="list-style-type: none"> Used to dial the contact's primary number. If more than one number has been defined for this contact, click the required number.
Add to Conference	<ul style="list-style-type: none"> Right-click the contact, and then select Add to Conference OR Select the contact. Then, from the Contacts menu, click Add to Conference. 	Available during an established call. To learn about conference calls, see page 74 .
Email a contact	<ul style="list-style-type: none"> Right-click the contact, and then select Send E-mail OR Select the contact. Then, from the Contacts menu, click Send E-mail. 	Available for contacts with defined email addresses
Edit information of an existing contact	<ul style="list-style-type: none"> Right-click the contact, and then select Edit. OR Select the contact. Then, from the Contacts menu, click Edit. 	The Contact Properties dialog box appears (see page 25).
Delete a contact	<ul style="list-style-type: none"> Right-click the contact, and then select Delete. OR Select the contact. Then, from the Contacts menu, click Delete. 	The contact is deleted from your contacts list.

Managing Contact Groups

Contacts are typically organized into groups. To manage these groups, click the **Contacts** menu, and then select **Manage Groups**. The **Manage Groups** dialog box appears.



The **Manage Groups** dialog box allows you to add, delete, and rename contact groups.

To create a new contact group:

In addition to the three built-in groups (Friends, Home, and Work), you can add more groups:

- Click **New Group**, type a name, and then click **OK**.

To rename a contact group:

- Double-click the group so that only the text is selected. Type the new text, and then click **OK**.

To delete a contact group:

- Select the group, and then click **Remove**. The group is deleted.

Note: Contacts associated with the group are moved to **No Group**.

You can also manage a group from the Contacts tab by right-clicking the group:

Table 11: Group Options

Option	Description	See:
Add Contact	Click to add a new contact to this group. The Contact Properties dialog box appears	See <i>Contact Properties Dialog Box</i> on page 25 .
Manage Groups	Click to manage contact groups	See <i>Managing Contact Groups</i> on page 23 .
Delete Group	Click to delete this group. Contacts associated with this group are also deleted.	
Delete all contacts in this group	Deletes all contacts associated with this group without deleting the group itself.	

To associate a contact with a different group:

- Select the contact and drag it to the new group. Contacts can be associated with more than one group.

Contact Properties Dialog Box

The **Contact Properties** dialog box allows you to add / edit contact details. To define a new contact, click the **Contacts** menu, and then select **Add Contact**; to change details of an existing contact, right-click the contact, and then select **Edit**; the **Contact Properties** dialog box appears.

Contact Properties

General Details

Name: First: Mike, Last: Edwards

Display as: Mike Edwards

Group(s): Work (Select More...)

Contact Methods

Type	Phone / Address	Primary
Business	2195	<input checked="" type="radio"/>
E-mail		<input type="radio"/>
Fax		<input type="radio"/>
Home		<input type="radio"/>
Mobile		<input type="radio"/>
Softphone	Medwards@domain.com	<input type="radio"/>

☒ Show this contact's Availability

OK Cancel

Table 12: Contact Properties dialog box

Field	Description
Name	Complete as required.
Display as	Required. This is the name that will appear in the Call display and the Call Alert when this person phones you.
Groups	Either: <ul style="list-style-type: none">• Select one group.• Click Select More and select several groups. The contact will be added to each group.• Create a new group by clearing the field and typing in a new name. The new contact will be added to this new group.• Clear the displayed group to add the contact to No Group.
Contact Methods	Specify one or more contact methods for each contact. E-mail and SIP (softphone) entries must be in the following format: <name>@<domain> Identify one of these methods as the primary contact method by selecting the Primary option in the relevant row.
Details tab	Complete as required.

To add or edit a contact:

1. Enter the required information on the two tabs.
2. When you click **OK**, the contact is added to the specified group or groups, with the specified primary contact method displayed in the list.

Importing Contacts

You can import a contacts list from:

- A comma-separated file. Use this method to import from a Microsoft® Excel ® file. You will first have to set up the file; see [below](#).
- A Microsoft® Outlook® or Microsoft® Exchange contacts list (a *.pst file).
- A vCard file (*.vcf file). A vCard is an electronic business card that is often attached to an email.
- An XML file.

The new contacts will be added to the existing contacts.

To import a contacts list:

1. Click the **Contacts** menu, and then select **Import Contacts**. The **Import Contacts** wizard starts.
2. After clicking **Finish** on the wizard, the **Contacts** tab is updated to show the imported entries.

To set up an Excel file for import:

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)
2. Insert a blank row as the first row, then insert the headings that Coral SeaBeam will use to interpret the meaning of each column. The columns can be in any order. The most commonly used headings are:
 - display-name
 - entry_id
 - given_name
 - surname
 - postal_addressFor a complete list of headings, see Contact List Headings, page 89.
3. Save the file as *.csv.

Exporting Contacts

You can export a contacts list to a comma-separated file, a pst file or a vcf file.

To export a contacts list:

1. Click the **Contacts** menu, and then select **Export Contacts**. The **Export Contacts** wizard starts.
2. When you click **Next**, the export starts. A file of the specified type is created. The result is:
 - For an Outlook export, the existing .pst file is updated to include the entries from the Coral SeaBeam contacts list. If Outlook is open, the entries immediately appear in the contacts list.
 - All information in the Coral SeaBeam contacts list is exported to Microsoft Outlook. Only information that can be displayed in Outlook actually appears in the Outlook Contacts window. Typically this means that all SIP addresses are exported (and stored in custom fields) but not displayed in Outlook.
 - For other formats, a new file of the specified type is created.

Using Remote Storage

A contacts list can be stored remotely for retrieval using XCap or WebDAV. The contacts list must be formatted for the chosen protocol. Your system administrator specifies the remote location in the **Accounts** window, **Storage** tab.

Each time Coral SeaBeam is started, the contacts list is retrieved from the remote storage. Each time a contact is added to the contacts list, it is immediately copied to remote storage.

Changing the Contacts Tab View

- To display the drawer in a resizable window, detach the Calls & Contacts drawer by clicking **Detach**.
- To show contacts organized into groups, click the **Contacts** menu, and then select **Show Groups**.
- To sort contacts, click the **Contacts** menu and select the required sort rules.

Calls Tab

The Calls tab displays calls you made and received.

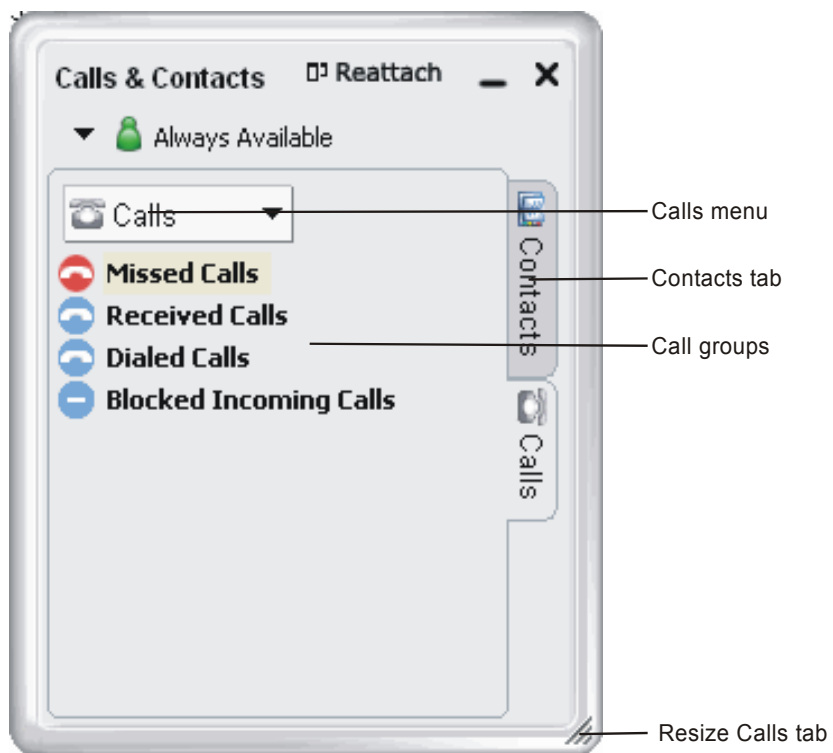
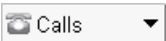















Table 13: Calls Tab Description

Feature Icon	Feature Name	Description	Comment:
	Calls Menu	Calls tab menu. <ul style="list-style-type: none"> Delete All Calls - to delete all the calls you made and received 	You can also right-click a specific list, and then click Delete All Calls to delete all entries from that list.
	Missed Calls	Click to display the list of incoming calls that you missed.	See Table 14 for the meaning of all the Call icons.
	Received Calls	Click to display the list of incoming calls that you answered.	
	Dialled Calls	Click to display the list of both answered and unanswered outgoing calls and calls that were hung up.	
	Blocked	Click to display the list of calls that you blocked.	
	Calls Tab	Click to display the Calls tab.	See <i>Calls Tab</i> on page 19
	Resize tab	Drag to resize the Calls tab.	Only appears when tab is detached.

Managing the Lists of Calls

The following table describes the meaning of each Call icon:

Table 14: Call Icons

Icon	Meaning
	This group is currently empty.
	There are entries in this group. Click the icon to expand the list.
	There are entries in the Missed Calls group. Click the icon to expand the list.
	This group is currently expanded to show the contents. Click the icon to collapse the list.
	The Missed Calls group is currently expanded to show the contents. Click the icon to collapse the list.
	This call was answered or blocked.
	This call was missed (unanswered).

You can move the pointer over an entry in any list to view details about the call:

Table 15: Call Entry Details

Option	Description
Name	The display name of the other party.
Number	The user name/number of the other party.
Account	Your SIP address

Table 15: Call Entry Details

Option	Description
Time	The date and time the call was established.
Comment	Status comment about the call (for missed and unanswered calls).
Duration	Duration of the call (for received and answered calls).

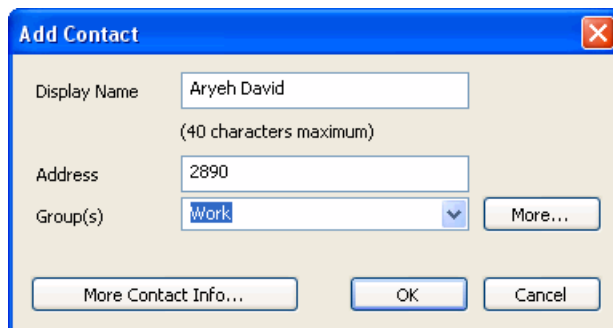
You can right-click an entry in any list to:

Table 16: Call Entry Options


Option	Description
Call	Call this person. You can also drag the contact to the Call display.
Add to Conference	Call and add this person to an active conference call. For more information about conference calls, see page 74 .
Instant Message	For future use only
Ban this Person	This person will not be able to send you phone calls. To change these privacy rules at any time, see page 20 .
Add to Contacts	The Add Contact dialog box appears (see below).
Delete Call	Remove the call from the group.

To add / edit a contact from the Calls tab:

1. Right-click an entry in any Calls list.
2. Select **Add to Contacts**. The **Add Contact** dialog box appears.



3. Complete the dialog box, and then click **OK**.

 Tip: Click **More Contact Info** to add more contact details. The **Contact Properties** dialog box appears (see [page 25](#)).

Availability

Availability refers to the ability to see the availability status (online, on phone, busy, and so on) of other SIP softphone users. Availability information is displayed in the Calls & Contacts drawer.


You can publish your availability to contacts who have SIP addresses, and you can set up Coral SeaBeam to view the availability of other contacts who have SIP addresses.


 **Note:** For future use only.

Making Calls

When making calls, you dial phone numbers as you would with any other phone. As with most IP phones, after dialing the digits, you must choose one of the following methods in order to indicate to the system to send the digits and thereby complete the call.

Send Digits Options:

- Click the  **Dial** button on the Coral SeaBeam keypad.

■► *Note:* Before you dial, you can delete the last digit(s) or all the digits. Use **Clear** to delete the last digit(s) or the **Hang Up**  button to clear all digits.

- Press ENTER on your keyboard.

Dialing Methods

Different dialing methods, based on whether certain phone features are operated, allow the user a greater array of dialing methods. These methods are listed in [Table 17](#).

Notes:

- 1) If required, add line access code when dialing external numbers.
- 2) Some systems might be programmed with a limit on duration of outgoing external calls. Once the pre-defined limit is reached, the call is automatically disconnected.

Table 17: Phone Dialing Methods

Dialing Method	Procedure	Comments
Dial a number	<ol style="list-style-type: none">1. Dial each number in sequence from the Coral SeaBeam dial pad.2. Click Dial or press ENTER to send the digits.	<ul style="list-style-type: none">• Includes internal, external dial numbers, as well as Coral Private and Public Dial numbers.• For Private Libraries, See <i>Programming Coral Private Libraries</i> on page 137.

Table 17: Phone Dialing Methods



Dialing Method	Procedure	Comments
Dial a name	Same as above, but use your computer keyboard to enter the letters into the Coral SeaBeam Call display.	If you start to enter a name and the Letters-to-digits feature is on, these letters are converted to numbers. Press CLEAR , then press SPACEBAR and try again. See <i>Options > General > Application</i> on page 9 for details about the Letters-to-digits feature.
Call a SIP address	Same as above, but enter the SIP address into the Coral SeaBeam Call Display using the numpad on your computer keyboard.	Enter the SIP address in the following format: name/number@domain. For example, 2250@172.25.8.80 <i>NOTE: Press SPACEBAR to switch between numeric and other characters (ie., '@' and '.')</i>
Partial dialing	When dialing an entry, a suggestion for completing the entry might appear on the Call Display: 1. Press TAB to accept the suggestion. 2. Click Dial or press ENTER to send the digits.	
Drag-and-drop	Drag an entry from the Contacts tab or any list in the Calls tab to the Call display; the call is automatically placed.	<ul style="list-style-type: none"> If the contacts list contains many contacts, use the  field to filter the list. To learn more about the Calls & Contacts drawer, see page 17.

Table 17: Phone Dialing Methods



Dialing Method	Procedure	Comments
Right-clicking	Right-click an entry on the Contacts tab or any list in the Calls tab, and select Call . You can also double-click an entry; the call is automatically placed.	<ul style="list-style-type: none">• If the contacts list contains many contacts, use the  field to filter the list.• To learn more about the Calls & Contacts drawer, see page 17.
Redialing	Redial the last number.	See <i>Last Number Redial</i> on page 111

Which Account is Used

If you have more than one account enabled, the account that is used for the call depends on the following:

- If you enter the account prefix before the number (for example, #1) then that account is used.
- Otherwise, the rules of the dial plan determine which account is used. If you have not modified the dial plan, the dial plan will always select the default account.

The outgoing call might be encrypted, depending on your security settings. For information about the current security settings, contact your system administrator.

- If an encrypted call is established, the  icon appears on the Call display. This icon indicates that the call is guaranteed to be secure between you and your proxy, and might or might not be secure beyond that first hop. See your system administrator for more details about how encryption works.
- If an unencrypted call is established, the unencrypted icon  appears.
- If the call cannot be established with the specified security, the call will fail.

Response messages during calling states

During and after you place a call, you may be offered any one of the following relevant display messages options. These messages are listed in [Table 18](#). The response messages indicate the current condition of this request. The status code

values are divided into six general categories. Most messages are for system managers and technicians and will not be seen during normal operation. If a message returns frequently notify system manager.

Table 18: SIP Phone Response Messages

Status Code	Response Type	Description
100—199	Provisional Informational	The result of the call cannot be determined because the call process did not finish yet. <ul style="list-style-type: none">• 100 Trying• 180 Ringing• 181 Call is being forwarded• 182 Queued• 183 Session progress
200—299	Successful	The call was processed successfully and accepted. <ul style="list-style-type: none">• 200 OK• 202 Accepted
300—399	Redirected	The call must be redirected to be completed successfully. You are prompted to redirect the call to another location or use an alternative service. <ul style="list-style-type: none">• 300 Multiple choices• 301 Moved permanently• 302 Moved temporarily• 305 Use proxy• 380 Alternative service

Table 18: SIP Phone Response Messages

Status Code	Response Type	Description
400—499	Failure	<p>The call was not processed successfully and was therefore rejected by the switch. Try another number.</p> <ul style="list-style-type: none">• 400 Bad request• 401 Unauthorized : Used only by registrars. Proxys should use proxy authorization 407• 402 Payment required• 403 Forbidden• 404 Not found : User not found• 405 Method not allowed• 406 Not acceptable• 407 Proxy authentication required• 408 Request time-out : Couldn't find the user in time• 409 Conflict• 410 Gone : The user existed once, but is not available here any more.• 411 Length required• 413 Request entity too large• 414 Request-URI too large• 415 Unsupported media type• 416 Unsupported URI Scheme• 420 Bad Extension: Bad SIP Protocol Extension used, not understood by the server• 421 Extension Required• 423 Interval Too Brief

Table 18: SIP Phone Response Messages

Status Code	Response Type	Description
400—499 (cont.)	Failure	<p>The call was not processed successfully and was therefore rejected by the switch. Try another number.</p> <ul style="list-style-type: none">• 480 Temporarily Unavailable• 481 Call/Transaction Does Not Exist• 482 Loop Detected• 483 Too Many Hops• 484 Address Incomplete• 485 Ambiguous• 486 Busy Here• 487 Request Terminated• 488 Not Acceptable Here• 491 Request Pending• 493 Undecipherable: Could not decrypt S/MIME body part
500—599	Switch Error	<p>You dialed a valid number but the switch failed to complete the call. Try the number again.</p> <ul style="list-style-type: none">• 500 Server Internal Error• 501 Not Implemented: The SIP request method is not implemented here• 502 Bad Gateway• 503 Service Unavailable• 504 Gateway/Server Time-out• 505 SIP Version Not Supported: The server does not support this version of the SIP protocol• 513 Message Too Large

Table 18: SIP Phone Response Messages


Status Code	Response Type	Description
600—699	Global Failure	<p>The call cannot be processed under any circumstances. Try another number.</p> <ul style="list-style-type: none">• 600 Busy Everywhere• 603 Decline• 604 Does Not Exist Anywhere• 606 Not Acceptable

Receiving Calls

In order to answer incoming calls, Coral SeaBeam must be running;

When your softphone rings, the line of the incoming call is lit (in yellow). If you have Call Alerts on, the **Call Alert** box might appear. If you have the popup phone feature on, the phone comes to the front. For information about call alerts and the popup phone feature, see *[“Options > General > Alerts and Sounds” on page E-11](#)*.

When your phone rings, you can answer the call in the following ways:

- Click  on the softphone

- Click **Answer** on the **Call Alert** box




- Click the lit (yellow) line number on the softphone.
- Press **ENTER** (on the keyboard), if the softphone is the active application.

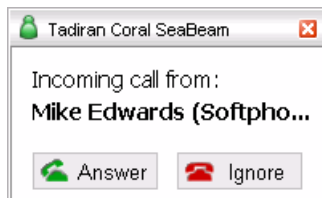
■► **Note:** See also *Waiting Calls — Receiving* on page [143](#).

Ignoring Calls

You can ignore a call in any of the following ways:

- Click  **IGNORE** on the Call display; a message appears to the caller advising that the call could not be made. The phone stops ringing. The call is added to the Received Calls list.

-
- Click **Ignore** on the **Call Alert** box




- Leave the call and allow it to eventually go to voicemail (see [Coral Call Forwarding on page 65](#)).

Banning a Call

You can block incoming calls from specified numbers.

To permanently ban a caller:

- Click  **IGNORE** on the Call display; the call is added to the Missed Calls list.
- In the Missed Calls list, select the entry, right-click, and select **Ban this Person**.

Ending Calls

After you have finished your conversation, you may end the call and return to idle state using any of the following methods:

- Click  on the Call display
- Right-click the Tadiran Coral SeaBeam icon  in the system tray, and then select **End Call**

☞ Tip: Details of the call remain on the Call display. To clear the Call display, click **Clear**.

|||▶ *Note: Selecting another line does not hang up the current call; it puts the call on hold.*

Station Features

The following pages list the features that are available from your softphone.

Some features are restricted by Class of Service (COS), might require further Coral programming, or require a later Coral software version. If a feature is restricted by COS, then a **COS Restricted** message is displayed on your phone and you will not be able to activate the feature.


Ask your system administrator for a list of the specific features installed.

This section is organized alphabetically, on a feature-by-feature basis.

When your company is equipped with a Call Accounting System, call statistics are printed through the Station Message Detailed Records (SMDR) report. The Call Accounting System is defined system-wide and among the various types of statistics that the report gives is cost monitoring or pulse metering, which can be assigned to a particular client account number. The printout includes the call's date and time. When activated, the Account Code is useful in facilitating billing by individuals, regardless of the phone used to call, or by client account.

To activate Account Code from idle:

Dial the entire procedure in a single block sequence.

1. Dial Account feature code **#1990**.
2. Dial the account number.
3. Dial external line code. (Last Number Redial code or Speed Library number can also be used.)
4. Dial outside number.
5. Click the  **Dial** button on the Coral SeaBeam keypad.


■► **Note:** Depending upon your system definition, up to 16 digits are available for Account Numbers.

Account Code (Forced)

Forced Account Code procedures from idle:


To make external calls:

Dial the entire procedure in a single block sequence.

1. Dial external line code.
2. Dial account number.
3. Dial external number.
4. Click the  **Dial** button on the Coral SeaBeam keypad.


To redial the last number:

Dial the entire procedure in a single block sequence.

1. Dial feature code **#143**.
2. Dial account number.
3. Click the  **Dial** button on the Coral SeaBeam keypad.

To dial a Speed Dial Public or Private Library Number:

Dial the entire procedure in a single block sequence.

1. Dial a Speed Call library number.
2. Dial account number.
3. Click the  **Dial** button on the Coral SeaBeam keypad.

■► **Note:** If you dial a wrong account number when VFAC is installed in your system, a reorder tone is heard followed by disconnect.

ACD & UCD Groups

An ACD/UCD group is a number of stations operating together for the purpose of automatic call distribution.

The ACD/UCD groups form the building blocks for modern call centers. The Automatic/Uniform Call Distribution Systems improve incoming call handling by queuing and routing callers. They are used in businesses handling a large volume of incoming calls. ACD/UCD systems prevent sending a busy tone to incoming callers. They encourage callers to wait rather than ring elsewhere.

The incoming calls are distributed among a group of agents. Agents can log in or out of the group. When all lines are in use, an announcement plays for callers waiting in queue. If the queue is full, calls are routed to a predetermined phone number. Calls incoming to an ACD/UCD group are answered by free agents, according to system-wide defined rules. The most common ACD rule enables the longest waiting call to be answered by the agent who has been waiting for a call for the longest period of time. UCD groups do not provide call distribution to the longest waiting staff. The UCD system automatically delivers each incoming call to the next available agent.



The following ACD/UCD features are available:

FEATURE	PAGE
LOAD ID - FOR ACD GROUP	48
LOG-IN/OUT - FOR A SINGLE ACD GROUP	49
PRIMARY LOG-IN - FOR ACD GROUP	50
RELEASE/RESUME FROM ALL GROUPS.....	51
RELEASE/RESUME FROM A UCD GROUP	52
WRAP-UP CODE - FOR ACD GROUP	53
WRAP-UP TIME ON/OFF	54

This feature allows the system to identify an ACD group agent when joining the system for the first time during a session. Your ID number remains in the system as long as you are still logged into at least one ACD group. However, once you have logged out of the last group your ID number is deleted from the system. You are required to reload the ID in order to re-enter the ACD group.

To activate Load ID:



Dial the entire procedure in a single block sequence.

1. Dial Load ID feature code **#1973**.
2. Dial your ID number (four digits).
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.



■► **Note:** Only one ID number is allowed per station. Any additional Load ID replaces the current one. The ID number can be changed as many times as needed.

This feature is used when an ACD group member joins or leaves an ACD group. A user can simultaneously be a member of numerous ACD groups. Dial the entire procedures in a single block sequence.

To Log-In to a single group:

1. Dial Log-In/Out feature code **#1974**.
2. Dial your ACD group number.
3. Dial activation code ✓.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

To Log-Out from a single group:

1. Dial Log-In/Out feature code **#1974**.
2. Dial your ACD group number.
3. Dial cancellation code ✕.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.



- **Notes:**
- 1) When logging in or out from additional groups, the above procedures are repeated as many times as needed.
 - 2) In some groups, in order to log in, you must first have defined an ID number (see [page 48](#)).
 - 3) If you log-out from your primary group using this feature code, you must also log-out as primary, so the group is no longer marked as your primary (see [page 50](#)).

This feature allows defining one of your ACD groups as having priority over other groups of which you are a member. Once you have logged in to your primary group, waiting calls are always routed to you from this group first. Only when no more calls are waiting on the primary group queue, do you receive calls from your other groups.

■►►► **Note:** If no group is defined as primary or if log-out is defined for the primary group, then the first group you logged into is defined as primary by system.

To Log-In to the Primary Group:

Dial the entire procedure in a single block sequence.

1. Dial Primary Log-In feature code **#1442**.
2. Dial your ACD group number.
3. Dial activation code ✓.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

■►►► **Notes:** 1) Some groups might require you to define an ID number before logging in to the group (see [page 48](#)).
2) Only one group can be marked as primary. When you log in again on a different group as primary, the previous primary log-in is overridden.
3) Upon logging in to mark a group as primary, you are also logged in as a member of the group (see [page 49](#)).

To Log-Out from the Primary Group:



1. The procedure is the same as logging out from a single group (see previous page), except that the primary ACD group number is entered.

■►►► **Note:** After logging out so the group is no longer marked as primary, you must remain logged in as a member of the group (see [page 49](#)).

You can temporarily release yourself from all of the ACD/UCD groups of which you are a member. This feature also allows you to resume connections with the ACD/UCD groups from which you have been released.



To release from all ACD/UCD groups:

Dial the entire procedure in a single block sequence.

1. Dial feature code **#1975**.
2. Dial activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

To resume connection with all ACD/UCD groups:



Dial the entire procedure in a single block sequence.

1. Dial feature code **#1975**.
2. Dial cancellation code ✕.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

When your station is a member of a UCD group you can temporarily exit the UCD group and then rejoin when required.



To leave a single UCD Group:

Dial the entire procedure in a single block sequence.

1. Dial Release/Resume UCD Group feature code **#1991**.
2. Dial your UCD Group number.
3. Dial activation code ✓.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

To return to a single UCD Group:



Dial the entire procedure in a single block sequence.

1. Dial Release/Resume UCD Group feature code **#1991**.
2. Dial your UCD Group number.
3. Dial cancellation code ✕.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

After an ACD incoming call has been completed, information about the call can be sent to the Call Center. This information might include whether or not the customer is satisfied, or the origin of an incoming call. The types of information that can be sent to the Call Center and the relevant codes are defined system-wide.

To activate the Wrap-Up Code:

Dial the entire procedure in a single block sequence.

1. After the ACD call is completed, hang up.
2. Dial Wrap-Up feature code **#1977**.
3. Dial the required wrap-up code (four digits).
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.



Use this table to create a list of Wrap Up Codes and their description (See your supervisor for a list of codes).

Wrap-up Code				Description

Wrap-Up time provides an idle ACD/UCD group member with a time-out period between consecutive ACD/UCD calls. The time-out period is determined for each group, system-wide. This feature allows an agent to utilize the Wrap-Up code without interfering with outside calls.



To activate Wrap-Up Time:

Dial the entire procedure in a single block sequence.

1. Dial Wrap-Up Time feature code **#1976**.
2. Dial activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

To cancel Wrap-Up Time:

Dial the entire procedure in a single block sequence.

1. Dial Wrap-Up Time feature code **#1976**.
2. Dial cancellation code ✕.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

Activation Code**#11, #*1, or *1**

Use the Activation code as required when programming features.

The following symbol in this manual indicates an activation code: ✓

See your system administrator, as to which activation code is used in your system.



Auto Answer can be used to enable your softphone to automatically answer all incoming calls.

To turn Auto Answer on:

- Click .

To turn Auto Answer off:

- Click .

CAUTION ! Leaving your softphone while Auto Answer is activated will cause your station to answer an incoming call. All conversations in the room can be heard. A trunk call trapped in Auto Answer could lock up the trunk until released by the system.

Boss Group

A Boss Group is a number of stations operating together in which the individual stations might or might not simultaneously ring, as defined by the system per Boss Group. Arriving calls can be answered by any group member. Any keyset (FlexSet, DKT, T207M, T208M, T207M/NP or T208M/BL) group member can join a conversation; however, only one additional member can join, when the original group member is not in privacy mode.

Calls arriving at your boss group can be forwarded, according to certain criteria, to ring at various destinations. The system can distinguish between calls arriving from an internal or external source when forwarding. Calls from Internal and External sources can be forwarded to different destinations (See *Internal/External Call Forwarding* on page 64). Possible forward destinations are *operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the Boss Group itself for external calls)*. (See [page 59](#) for forwarding procedure).

The following Boss Group features are available:

FEATURE	PAGE
CALL FORWARD.....	58
PRIVACY	60

All Calls: Forwards all your incoming Boss Group calls to a selected destination. The destination can call back or return calls to your group, and outgoing calls can still be placed from within the group.

Busy: Forwards your incoming boss group calls to another destination when your Boss Group lines are all busy.

No Answer: Forwards your incoming Boss Group calls to another destination when none of your Boss Group lines has been answered within a system-defined number of rings.

Timed: Forwards your incoming Boss Group calls to another destination, for a time period determined by the system. The system defined time can include up to two separate time periods, for example, between 12:00pm and 12:30pm and between 6:00pm and 6:30pm, your calls can be forwarded to the group secretary. Use the form below to specify the system-defined time periods.

Time Period	From	To
1 st		
2 nd		



Table 1: Boss Group Call Forward Codes

Call Forward Type	Feature Codes	
	Internal and External Calls	External Calls Only
All	#168	#17707
Busy	#167	#17706
No Answer	#169	#17708
Timed	#1984	#17709

Boss Group Call Forward



To activate Call Forward:

Dial the entire procedure in a single block sequence.

1. Dial the appropriate Call Forward feature code (see [Table 1 on page 58](#)).
2. Dial your boss group number.
3. Dial the destination number where calls are to be forwarded.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Click the  **Hang Up** button.

To cancel Call Forward:

Dial the entire procedure in a single block sequence.



1. Dial required call forwarding feature code (see [Table 1 on page 58](#)).
2. Dial your boss group number.
3. Dial cancellation code ✕.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Click the  **Hang Up** button.

■► **Note:** If you hear the reorder tone, Call Forward is denied at your station (as defined by Class of Service). In order to use this feature, ask the attendant to activate Call Forward for your boss group.

Use the Boss Group Privacy feature to prevent other members of your Boss Group from accidentally joining your current conversation.



To activate Privacy for all calls:

Dial the entire procedure in a single block sequence.

1. Dial Privacy feature code **#186**.
2. Dial activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

To cancel Privacy:

Dial the entire procedure in a single block sequence.

1. Dial Privacy feature code **#186**.
2. Dial cancellation code ✕.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

Calls arriving at your station can be forwarded to ring at various destinations, depending on the state of the terminal (all, busy, no answer, timed). Your softphone can distinguish between calls arriving from an internal or external source when forwarding. Calls from Internal and External sources can be forwarded to different destinations. Possible forward destinations are *operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the station itself for external calls)*.

Call Forwarding features can be programmed using one of two different methods:

- Coral Feature codes (see *Coral Call Forwarding Options* [on page 62](#))
- Call Forwarding from the phone's Configuration options (see *Call Forwarding Using the Phone's Configuration options* [on page 66](#))

When any one of these Call Forwarding options are defined using **both** methods, the call forward destination defined by using the Coral Feature codes is used.

Call Forward

Coral Call Forwarding Options

- **All:** Forwards all your incoming calls to a designated destination. The destination can call back or return calls to your softphone, and you can still place outgoing calls from your softphone.
- **Busy:** Forwards your incoming calls to another destination when your softphone is busy.
- **No Answer:** Forwards your incoming calls to another destination when you do not answer within a system-wide defined period.
- **Busy/No Answer:** Forwards your incoming calls to another destination when your softphone is busy, or when you do not answer within a predefined number of rings.
- **Undefined:** Forwards your incoming calls to another destination when your station is unplugged or when your station has lost its IP Primary Call Agent because of network problems.
- **Timed:** Forwards your incoming calls to another destination, for a time period determined by the system. The system defined time can include up to two separate time periods. See your system administrator for the time period definitions. For example, between 12:00pm and 12:30pm and between 6:00pm and 6:30pm, calls can be forwarded to the group secretary.

Time Period	From	To
1 st		
2 nd		

Call Forward

Table 2: Coral Call Forward Codes

Coral Call Forward Type	Internal and External Calls	External Calls Only
All	#141 or #8	#17702
Busy	#140	#17701
No Answer	#142	#17703
Busy/No Answer	#147 or #2	#17705
Timed	#1985	#17704
Undefined	#17717	N/A

Call Forward

Internal/External Call Forwarding

In addition to the different call forwarding options, you can set different call forward destinations based on the incoming call source: external or internal callers, for each forwarding feature (forward all, when busy, on no answer, etc.). The Internal/External Call Forwarding allows:

- Forwarding internal and external calls to the same destination
- Forwarding internal and external calls to different destinations
- Forwarding internal calls only, while allowing external calls to continue ringing at your station
- Forwarding external calls only, while allowing internal calls to continue ringing at your station

For Example, the Call Forward All feature is used to demonstrate the different possibilities:

Forward Option				Resultant Call Destination	
Case	Call Forward All (#141) Set To:		Call Forward External (#17702) Set To:	Internal Calls Go To:	External Calls Go To:
1	Feature not set	and	Feature not set	Your own Station	Your own Station
2	Destination X	and	Feature not set	Destination X	Destination X
3	Feature not set	and	Destination Y	Your own Station	Destination Y
4	Destination X	and	Destination Y	Destination X	Destination Y
5	Destination X	and	Destination Y (programmed as Your own Station)	Destination X	Your own Station

Possible destinations for **X** are: operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number.



Possible destinations for **Y** are the same as for **X**, plus your own station number, thus facilitating forwarding of internal calls to another destination, while retaining external calls at your own station, as shown in Case [5](#).

Call Forward

Coral Call Forwarding



To set Coral Call Forward:

Dial the entire procedure in a single block sequence.

1. Dial the required Coral Call Forward feature code (see [Table 2 on page 63](#)).
2. Dial the destination number where calls are to be forwarded.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

To cancel Coral Call Forward:

Dial the entire procedure in a single block sequence.

1. Dial the required Coral Call Forward feature code (see [Table 2 on page 63](#)).
2. Dial the cancellation code ✕.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

■► **Note:** If you hear a [Reorder Tone](#), Call Forward is denied at your station (as defined by Class of Service).

Call Forward


Call Forwarding Using the Phone's Configuration options

You can enable or disable forwarding using your softphone's configuration options. When forwarding is enabled, every call that comes in will be forwarded to another phone number, depending on system configuration.

■► **Note:** Although Call Forwarding can be configured via your softphone, it is recommended that you use the Coral Call Forwarding features instead (see [Coral Call Forwarding Options on page 62](#)). The phone allows you to define the following Call Forward types:

- **Always forward to this address:** Immediately forwards all incoming calls.
- **Forward to this address when busy:** Forwards all calls when the phone is in a busy state (i.e. engaged in conversation).



To define the Call Forward address:

1. Click  at the top of the softphone, select **SIP Account Settings**, and then click **Properties** for the required SIP account; the **Properties of Account** window appears.
2. Select the **Voicemail** tab.
3. In the **Forwarding** area, select the required forwarding option and enter the Call Forward address in the adjacent field.
4. Click **OK**.

When a station or a network destination is busy or does not answer, or when an outside line is busy, you can request that the system automatically call you back when the required destination number or outside line is available.



To Camp-On to a destination from an idle station:

Dial the entire procedure in a single block sequence.

1. Dial Camp-On Call Back feature code **#176**.
2. Dial destination number.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button. Your softphone will ring after the camped-on port is available.

To cancel Camp-On before you are called back:

Dial the entire procedure in a single block sequence.

1. Dial Camp-On Call Back feature code **#176**.
2. Dial cancellation code *****.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

►Notes: 1) If you have camped on to a number of destinations, the oldest number camped on is cancelled. Repeat the procedure as many times as required to cancel the next oldest camped on number each time.

2) Camp-On is automatically cancelled after a system-wide defined period after activation.

When your softphone rings (destination station now idle):

Answer Call.

Cancellation Code**#10, #*0, or *0**

Use the Cancellation code as required when programming features.

The following symbol indicates a cancellation code: ✖

See your system administrator, as to which cancellation code is used in your system.

Use the Canned Messages feature to set one of any 16 canned messages for your station. Any internal caller to your station sees this message displayed on the second line of their station display until you answer the call.



Canned message texts are pre-programmed by your system administrator. They can be used to indicate your status (or any other pertinent information) to the calling party.

Contact your system administrator for the list of canned message texts used in your organization. Use the **Canned Message** form below to write down the canned messages available at your softphone.

- **Notes:** 1) Check with your system administrator whether your Coral system supports the Canned Messages or Room Status feature. If your Coral system supports the Room Status feature (see [page 133](#)), the Canned Messages feature is unavailable.
- 2) Ensure that only one Canned Message is turned on. Otherwise, you might be displaying an unintended canned message to your caller.

To activate or set a Canned Message:



Dial the entire procedure in a single block sequence.

1. Dial Canned Message access code.
2. Dial activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

Canned Messages

To cancel or reset a Canned Message:

Dial the entire procedure in a single block sequence.

1. Dial Canned Message access code.
2. Dial cancellation code ✖.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

Canned Messages



Table 3: Canned Message - Text and User Access Codes

Canned Message Number	Access Code	Canned Message Text
0	7026	
1	7027	
2	7028	
3	7029	
4	7030	
5	7031	
6	7032	
7	7033	
8	7034	
9	7035	
10	7036	
11	7037	
12	7038	
13	7039	
14	7040	
15	7041	

Each station has a Primary and Secondary Class of Service (COS), which provides the basis for dialing and feature capabilities for a particular station. You can change from one COS to another. See *“Class of Service (COS)” on page A-2* for further details.

To select your station’s Secondary COS:



Dial the entire procedure in a single block sequence.

1. Dial COS Switchover feature code **#149**.
2. Dial your passcode (four digits).
3. Dial activation code ✓.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

Class of Service (COS) Switchover

To return to your station's Primary COS:

Dial the entire procedure in a single block sequence.

1. Dial COS Switchover feature code **#149**.
2. Dial your passcode (four digits).
3. Dial cancellation code *****.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

- **Notes:** 1) To perform COS Switchover at your softphone, you must first have a defined passcode (see [page 124](#)).
2) The selection of secondary COS is denied when your softphone is in Check Out mode.

Conference Calls

Conference calls can be set up one of two ways:

- **Audio Only Multi-Party Conference Calls** (see [page 79](#)) - this type of conference call allows up to 6 or 15 participants to join a multi-party conversation, depending on the system hardware assigned to the conference call.
- **Audio/Video Multi-Party Conference Call options** - There are three ways to set up an audio/video conference call using Coral SeaBeam fixed keys (see [page 75](#) to [page 78](#)). Video conference calls can include up to four people. Audio conference calls can include up to seven individuals—the conference host and a participant on each of the six lines. You can establish multiple conference hosts in order to “daisy chain” together a conference call with more than seven participants. For example, one person can host six other parties (to occupy all of the available lines) with one of those parties being a conference of their own containing five other parties. This would bring the total number in the aggregate conference call to 12.

■► **Note:** Coral SeaBeam will automatically switch to the best codecs available, as required (as participants are added).

To activate the video feature during a conference, click **Start** on the Video drawer to send video to the other parties. You will see the other parties in the top video panel (each in a separate tile) if they have enabled video at their end. Use the speaker adjustment (to the right of the dial pad) to adjust volume of the sound you are hearing.

The following Conference Call methods and features are available:

AUDIO/VIDEO (MULTI-PARTY) CONFERENCE CALLS...PAGE

METHOD 1 [75](#)

METHOD 2 [77](#)



METHOD 3 [78](#)

AUDIO ONLY CONFERENCE CALLS.....PAGE



CONFERENCE [79](#)

RELEASE [80](#)


You can host a conference by calling the other parties involved, or by allowing them to arrange the call themselves.

■►Note: When using this method, insure that the  and  buttons are turned off. While the conference call is in progress, you can change to any of the other methods (see [page 77](#) and [page 78](#)) by enabling the required combination of AA and AC. *Coral SeaBeam* will start handling the conference in the relevant way.

To establish a conference using method 1:

1. With one active call on one of the lines, place the call on hold by either:
 - selecting another line and dialing a third party
 - accepting an incoming call
2. Click  to conference all calls. All lines will be part of the conference – both the lines on and the line you are speaking to (if any).
3. To suspend the conference, click  again to place all other parties on hold. The other participants cannot speak to one another.


You can talk privately to one line by clicking the relevant line.

If another call comes in while the conference is on hold, you can choose to answer this line. If you then click  again, all lines (including the new line) will be added to the conference.

4. Click  again to restart the conference call.

■►Note: You can be the host even if you did not initiate the call to the first person. For example, one person can call you, then you can place and accept other calls, and establish the conference.


To add a party to an active conference:

1. Click  to place the conference on hold.
2. Invite another party to the conference by either:




Conference Calls Method 1

- Selecting the line of an incoming call
- Selecting an available line to initiate a call to an outside party
- Right-clicking a name in the **Calls & Contacts** tab

You can speak to this new party while the conference is on hold.


3. To conference in all lines, including the newcomer, click .

To release a party during an active conference:


1. Click  to suspend the conference.
2. Select the line of the participant who will be leaving the conference, and then click the  **Hang Up** button.
3. Click  to re-establish the conference.

Note: A party can also leave a conference on their own by simply hanging up.


To release all parties during an active conference:

1. Click the  **Hang Up** button to hang up on all parties; the conference is ended.

You answer calls manually and *Coral SeaBeam* adds each to the conference automatically.



■►Note: When using this method, insure that the  button is turned off. While the conference call is in progress, you can change to any of the other methods (see [page 75](#) and [page 78](#)) by enabling the required combination of AA and AC. *Coral SeaBeam* will start handling the conference in the relevant way.

To establish a conference using method 2:

1. Click  on.
 2. Manually answer the first call. There is no need to put the call on hold.
 3. When the next call comes in, on another line, answer the call. As soon as you answer the call, a conference will be set up among the three parties.
 - The conference is established even if you had another line on hold.
 - All lines are included in the conference call, including all those that are on hold.
- Notes:
- 1) If another call comes in while the conference is in progress, the call will automatically be added to the conference as soon as you answer it.
 - 2) If the conference was on hold, it will automatically be re-established with all lines, both those on hold and those that are active.
 - 3) To release a party or all parties during an active conference, see [page 76](#).

Using this method, Coral SeaBeam acts as a fully-automated conference server.

To establish a conference call using method 3:

1. Click  on and  on.
2. When the first call comes in, Coral SeaBeam will automatically answer. You can speak to this person.
3. As new calls come in, Coral SeaBeam will automatically answer it and add it to the conference call.
4. If you put the conference on hold and a new call comes in, it will automatically be added.


■►Note: To release a party or all parties during an active conference, see [page 76](#).

Coral Conference calls allow several users to join a multi-party conversation. Up to 6 or 15 participants are permitted depending on the system hardware assigned to the conference call. You can use any one of the following Coral conference features:


- ***Meet-Me Conference:*** The participants decide on a particular time for commencing the conference. At the designated time, all participants dial the assigned conference number allowing each one to join the conference.
- ***Conference Release:*** An authorized user can release each participant from the conference.
- ***Group Call:*** see [page 102](#).

To join a Meet-me Conference (at the assigned hour):

Dial the entire procedure in a single block sequence.



1. Dial assigned conference number **7098-7099**.
2. Click the  **Dial** button on the Coral SeaBeam keypad.
A warning tone is heard by all participants.

To leave a conference:

1. Click the  **Hang Up** button or see *Ending Calls* on page [43](#).

To release a single participant from a conference (authorized user only):

Dial the entire procedure in a single block sequence.

1. Dial Conference Release feature code **1983**.
2. Dial assigned conference number **7098-7099**.
3. Dial participant number.
4. Dial activation code ✓.
5. Click the  **Dial** button on the Coral SeaBeam keypad.
6. No confirmation is heard.
7. Click the  **Hang Up** button.

■► **Note:** If you do not enter the participant number (trunk or station number), you will remove an unidentified member from the conference. The first to be removed is always the first member who joined the conference, the second to be removed is the second member who joined the conference, and so on. When a member is removed, a warning tone is heard by all remaining participants.

This feature enables you to block ringing at your station. You may still place outgoing calls, even when DND is activated at your station. Any call forwarding to your softphone is automatically cancelled when you activate the DND feature. Only a station with DND Override privilege can call your station.

The phone can be placed in Do Not Disturb (DND) mode using either one of two methods:



- Coral DND
- DND using Coral SeaBeam fixed key

■► **Note:** When DND is activated using the softphone's fixed key, Coral users cannot override the softphone's DND status by using DND override.

Coral DND

To activate Coral DND:

Dial the entire procedure in a single block sequence.



1. Dial Do Not Disturb feature code **#145**.
2. Dial activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

CAUTION ! When Coral DND is activated at your station, no indicators are displayed on your phone's screen to remind you that you are in DND mode.

Do Not Disturb (DND)


To cancel Coral DND:

Dial the entire procedure in a single block sequence.


1. Dial Do Not Disturb feature code **#145**.
2. Dial cancellation code *****.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

DND using Coral SeaBeam fixed key:

To activate DND using the softphone's fixed key:


- Click . The **Do-not-disturb enabled** message appears on your Call display indicating that DND has been activated at your station.

To cancel DND using the softphone's fixed key:


- Click . The **Do-not-disturb disabled** message appears on your Call display indicating that DND has been deactivated at your station.

Executive Privilege allows you to use the features available at your station from any other station in the system. This feature operates for a single call.




To activate Executive Privilege:

1. Dial Executive Privilege feature code **#170**.
2. Dial your own station number.
3. Dial your passcode (four digits).
4. Dial the required number.
5. Click the  **Dial** button on the Coral SeaBeam keypad.

- **Notes:**
- 1) Some softphones may be denied the Executive Privilege feature (defined by Class of Service).
 - 2) In order to use Executive Privilege your station must be defined with a passcode (see [page 124](#)).
 - 3) Executive Privilege remains in effect for a single call only. Once the call is completed the softphone returns to its original Class of Service.

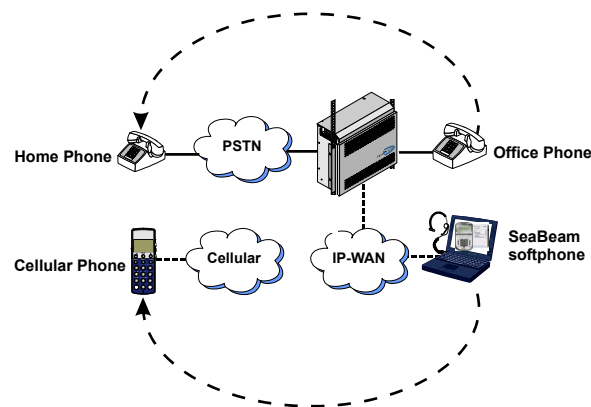
The  **Flash** button on *Coral SeaBeam* works the same way as Flash or Link works on a traditional telephone.

Depending on your call status,  behaves in the following ways:

- If you are on an active call, clicking  will provide a new line. The active call is put on hold.
- If a call is coming in, clicking  will pick up the call.
- If a line is on hold, clicking  will pick up the line.

Calls ringing at your Coral station can simultaneously ring at any designated internal or external phone (e.g. home phone, mobile, second station) and can be answered at either phone. Your station can distinguish between calls arriving from an internal or external source when ringing at the remote destination (see [page 86](#)). Calls can be transferred back to the original station anytime during the call.

The FlexiCall feature is an ideal solution for office applications requiring a “courtesy” phone, and applications requiring an extension phone to a system station. The FlexiCall feature may be used also to “semi-connect” ancillary devices such as answering machines, fax machines, or data modems to your station, without using a separate phone number.



- **Notes:**
- 1) The remote destination rings even when your station is in a Registrar Fail state.
 - 2) The remote destination does not ring if any of the following features is activated at your Coral station:
 - Do Not Disturb
 - Call Forward All, Call Forward Busy, Call Forward Timed
 - Auto Answer
 - 3) The remote destination does not ring for the following incoming calls:
 - Group call
 - Boss Group call (only the first member of a Boss Group rings)
 - ELA Group call (only one member of an ELA Group rings)
 - Bell/UNA
 - Reminder, Wakeup
 - Voice Page

FlexiCall

Internal/External FlexiCall

You can distinguish between calls arriving from an internal or external source when operating the FlexiCall feature. You can set your softphone to send your calls as follows:

- **All**, internal and external calls ring at your remote phone
- **Internal** calls ring at your remote phone
- **External** calls ring at your remote phone

Case	FlexiCall Option			Resultant Call Destination			
	All (#17710)	Internal (#17711)	External (#17712)	Internal Calls ring at:		External Calls ring at:	
				Coral station	Remote phone	Coral station	Remote phone
1	✗	✓	✗	✓	✓	✓	
2	✗	✗	✓	✓		✓	✓
3	✓	Irrelevant	Irrelevant	✓	✓	✓	✓
4	✗	✓	✓	✓	✓	✓	✓

Table 4: FlexiCall Forward Codes

FlexiCall Type	Feature Codes
All	#17710
Internal	#17711
External	#17712



FlexiCall

To operate FlexiCall:

Dial the entire procedure in a single block sequence.



1. Dial the appropriate feature code (see [Table 4 on page 86](#)).
2. Dial the remote destination number (internal number or Public/Private Library number), at which calls ring simultaneously with your Coral station.

A remote destination can be: *an operator, station, network number, UNA/Central Bell, or external number (stationary or cellular) via Public/Private Speed Call Library.*

3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

To cancel FlexiCall:

Dial the entire procedure in a single block sequence.

1. Dial the appropriate feature code (see Table 4 on page 86).
2. Dial cancellation code ✖.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

■▶ **Note:** If you hear a reorder tone, FlexiCall is denied at your station (as defined by Class of Service).

FlexiCall

Receiving calls at an off-site remote destination

If your remote destination is located outside the enterprise (connected to the PSTN or public cellular network), you can answer all your incoming calls from your remote destination.

■► **Note:** Your remote off-site (non-Coral) phone is activated as a part of the Coral system only after a FlexiCall call is picked up at that phone.

When your softphone rings:

1. Answer the FlexiCall call as you would answer a regular call. (See your remote phone User Guide).
2. Once you have answered a FlexiCall call at your remote destination, you can activate any of the options described in Table 5, [*“FlexiCall Options from Remote Destination”*](#).

Table 5: FlexiCall Options from Remote Destination

Option	Dial	Description
Place a new call	*1	<ul style="list-style-type: none"> Your original conversing party is disconnected. You hear a dial tone indicating that you can place a call to a new contact. Include outside line access codes for external numbers.
Transfer call	*2	<ul style="list-style-type: none"> A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened. To return to the original conversing party (when the transfer destination is busy or does not answer) dial *2 again. <p>For more information on Transfer options, see Transfer on page 141.</p>
Switch to Broker/ Consultation/3-Way Conference call	*2	A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of the three party functions is activated as defined in <i>Broker/Consultation/3-Way Conference call</i> on page 98.
Divert call to Coral station	*3	<p>A dial tone prompts you to enter the divert number. You are disconnected and your conversing party is transferred to the divert number.</p> <p>Your number is not displayed on the diverted party's display.</p>
Access voice mail/IVR	*4	For instructions on accessing voice mail from your remote phone, see page 90 .
Divert call to your station	*5	<p>You are disconnected and your conversing party is transferred to your Coral station.</p> <p>If your station does not answer within the system defined time-out period, the call returns to your remote phone.</p>
Call Recording / Help Requesting	*6	<p>Used to Start/Stop Recording incoming calls (requires a system-wide defined Navigator application).</p> <p>Or send Help request (requires a pre-selected system-wide defined keyset station).</p>

FlexiCall

To activate voice mail/IVR from your remote phone:

You can access your voice mailbox, retrieve messages and setup voice mail options for your Coral station.

1. Answer the remote call.
2. Dial *1. Listen for dial tone. Your original party will be released.
3. Dial the voice mail (or IVR) dial number.
4. Wait for the automated voice mail answer.
5. Dial the voice mail remote access code followed by your station number to access your station's voice mailbox.
6. Dial *4 as soon as the Automated voice mail answers. This allows the system to recognize the voice mail (or IVR) commands.
7. Choose the required option from the voice mail (IVR system) menu.

■► **Note:** Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code.
Use the table below to record the number and code:

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

This feature allows you to collect your calls from another station. The source station is then put into a Call Forward All state. Follow Me can be activated only from the **new** location. You can choose between two Follow Me options:



- **Forwarding all**, your internal and external calls to your new location, provided that Call Forward All External is not defined at your station
- **Forwarding only your external** calls to your new location, while internal calls continue ringing at your softphone

Table 6: Follow Me Codes

Follow Me Type	Feature Codes
All	#189
External	#17713

To activate Follow Me:



Dial the entire procedure in a single block sequence.

1. Dial the appropriate Follow Me feature code (see Table 6) from the *remote* location where you wish the calls to be forwarded.
2. Dial your own station number.
3. Dial activation code ✓.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

Follow Me



To cancel Follow Me from secondary location:

Dial the entire procedure in a single block sequence.

1. Dial the appropriate Follow Me feature code (see [Table 6 on page 91](#)) from *any* station.
2. Dial your own station number.
3. Dial cancellation code ✖.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

To cancel Follow Me from your own station:

Dial the entire procedure in a single block sequence.



1. Dial Call Forward All (or External) feature code **#141** (or **#17702**) (see [Table 2 on page 63](#)).
2. Dial cancellation code ✖.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

The Freedom feature, also known as Individual Remote System Services (IRSS), enables you to connect an off-site non-Coral phone (such as your home phone or mobile) to the Coral and make calls from within the system. Many of the Coral's extensive features (e.g. transfer, conference call, voice mail, access to public and private libraries) are available from this off-site phone. The off-site phone operates as a virtual station in the Coral network, retaining the original features of the external phone in addition to the Coral features.

To enable the Freedom feature (for remote phones providing Caller ID):

■▶ **Note:** To enable the Freedom feature at your Coral station, you must first program a Private/Public Library number with your off-site phone number (see [pages 137-140](#)). Use the table below to record library numbers that contain your Freedom destinations.

Dial the entire procedure in a single block sequence.



1. Dial Freedom feature code **#17714**.
2. Dial the number of a Private/Public Library defined with your off-site phone number
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

Private/Public Library Number	Freedom Phone Number

Freedom (IRSS)

To cancel Freedom destination:.

Dial the entire procedure in a single block sequence.

1. Dial Freedom feature code **#17714**.
2. Dial cancellation code *****.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

Freedom (IRSS)

Placing Freedom calls

- For Freedom calls placed from phones that send Caller ID, the Freedom feature must be enabled at your Coral station. See steps below.
- For Freedom calls placed from phones that do not send Caller ID information, the Freedom feature must be enabled using the Executive Privilege feature. See [page 96](#).

To place a call from a Freedom phone providing Caller ID:

1. Place a call to your Coral station.
2. Listen for a distinctive dial tone.
3. Dial your four-digit passcode (if required by Class of Service).
4. Listen for dial tone.
5. Dial the required destination number.

Possible destinations include: *external number (stationary or cellular), network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, or voice mail.*

- ▶Notes:
- 1) If your destination is an external number, it should be preceded by an external line access code.
 - 2) If your destination is voice mail (IVR access code), skip to [page 99](#).
 - 3) If your destination is a FlexiCall All feature, skip to [page 100](#).
 - 4) To enable another Freedom phone, skip to [page 101](#).
6. Listen for the ringback tone.
 7. Wait for an answer.
 8. You can activate any of the options described in the table on [page 97](#).

Freedom (IRSS)

To place a call from a Freedom phone that does not provide Caller ID:

This applies for Freedom calls from off-site phones that do not possess a Caller ID number and, therefore, cannot be identified by the Coral.

- ■ ■ ■ **Notes:** 1) Some phones may be denied the Executive Privilege feature (defined by Class of Service).
- 2) In order to use Executive Privilege your station must be defined with a passcode (see [page 124](#)).
1. Place a call to the Executive Privilege number (contact your system administrator for that number).
 2. Listen for dial tone.
 3. Dial your own Coral station number.
 4. Dial your four-digit passcode.
 5. Listen for distinctive dial tone.
 6. Dial the required destination number.

Possible destinations can be: *external number (stationary or cellular), network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, voice mail.*

■ ■ ■ ■ **Note:**

- If your destination is an external number, it should be preceded by an external line access code.
 - If your destination is voice mail (IVR access code), skip to [page 99](#).
 - If your destination is a FlexiCall All feature, skip to [page 100](#).
 - To enable another Freedom phone, skip to [page 101](#).
7. Listen for the ringback tone.
 8. Wait for an answer.
 9. You can activate any of the options described in the table on [page 97](#).

Freedom (IRSS)

Options available while in an established Freedom call

To	Dial	Description
Place a new call	*1	Listen for a dial tone indicating that you can place a call to a new contact. Your original conversing party is disconnected.
Transfer call	*2	<ul style="list-style-type: none">A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened.To return to the original conversing party (when transfer destination is busy or does not answer) dial *2 again. For more information on Transfer options, see page 141 .
Switch to Broker/ Consultation/3-Way Conference call	*2	A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of three party functions is activated, see <i>Broker/Consultation/3-Way Conference call</i> on page 98 .
Divert call to a Coral station	*3	A dial tone prompts you to enter a divert number. You are disconnected and your conversing party is transferred to the divert number. Your number is not displayed on the diverted party's display.
Access voice mail/IVR	*4	For instructions on accessing voice mail from an Freedom phone, see page 99 .
Call Recording / Help Requesting	*6	Used to Start/Stop Recording outgoing calls (requires a system-wide defined Navigator application). Or send Help request (requires a pre-selected system-wide defined keyset station).

Freedom (IRSS)

Broker/Consultation/3-Way Conference call

While engaged in an established FlexiCall or Freedom call, you can use one of the options listed below, as defined by your Coral station Class of Service.

To activate a Broker call:

1. Dial *2.
2. Dial the third party and wait for an answer.
3. Dial *2 to alternate between parties (any number of times).
4. When you hang up, the other parties remain in conversation.

To activate a Consultation call:

1. Dial *2.
2. Dial the number of the person you wish to consult with.
3. When your conversation is concluded, dial *2 to return to the original call. The consulted party is released.

To activate a 3-way Conference call:

1. Dial *2.
2. Dial the number of the person you wish to add on to the call.
3. When the party answers, dial *2 for a 3-way call.

To activate a combination of Consultation/Broker/3-way Conference calls:

1. Dial *2.
2. Dial the third party number and wait for an answer.
3. Dial *2. The third party is put on.

Freedom (IRSS)

4. .When you have concluded your private conversation, dial *2 to complete a 3-way Conference call.

To access voice mail/IVR from your Freedom phone:

You can access your voice mailbox, retrieve messages, and setup voice mail options for your Coral station.

1. Place a Freedom Call:

- For a phone that provides Caller ID, repeat steps 1-4 on [page 95](#).
- For a phone that does not provide Caller ID, repeat steps 1-4 on [page 96](#).

2. Dial the voice mail (or IVR) dial number.

3. Wait for the automated voice mail answer.

4. Dial the voice mail remote access code followed by your station number.

5. Dial *4 as soon as the automated voice mail answers. This allows the system to recognize the voice mail (or IVR) commands.

6. Choose the required option from the voice mail (IVR system) menu.

■► **Notes:** 1) Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code.

- 2) Use the table below to record that number and code:

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

Freedom (IRSS)

To activate the FlexiCall All feature from your Freedom phone:

(For information on the FlexiCall feature, refer to *FlexiCall* on page [85](#)).

1. Place a Freedom call:
 - For a phone that provides Caller ID, repeat steps 1-4 on [page 95](#).
 - For a phone that does not provide Caller ID, repeat steps 1-4 on [page 96](#).
2. Dial the FlexiCall All feature code **#17710**.
3. Listen for dial tone.
4. Dial the destination number. Calls ringing at your desk phone simultaneously ring at that destination.
Possible destinations are: operator, station, network number, UNA/Central Bell or external number (stationary or cellular) via Public/Private Speed Call Library
5. Listen for the confirmation tone.

To cancel the FlexiCall All feature from your Freedom phone:

1. Repeat steps 1-3 above.
2. Dial cancellation code **✖**.
3. Listen for the confirmation tone.

Freedom (IRSS)

To enable a new Freedom phone from your current Freedom phone:

- **Note:** To enable the Freedom feature at your Coral station, you must first program a Private/Public Library number with your off-site phone number. Use table on [page 93](#) to record Library numbers that contain your Freedom destinations.

Dial the entire procedure in a single block sequence.

1. From your current Freedom phone, place a call to your Coral station:
 - For a phone that provides Caller ID, repeat steps 1-4 on [page 95](#).
 - For a phone that does not provide Caller ID, repeat steps 1-4 on [page 96](#).
2. Listen for dial tone.
3. Dial Freedom feature code **#17714**.
4. Listen for dial tone.
5. Dial a Private/Public Library number defined with your **new** off-site phone number.
6. Listen for the reorder tone. You are now disconnected. You can now access your station from your newly assigned Freedom phone.

To cancel the Freedom feature from an Freedom phone:

Dial the entire procedure in a single block sequence.

1. Repeat steps 1-4 above.
2. Dial cancellation code *****.
3. Listen for a short burst of confirmation tone. Freedom is cancelled at your station.

Group Calls (Conference)

Group calls are conference calls for up to 100 participants. Each Group Call has a unique dial number. Group Call members can be internal stations or external numbers dialed through Public Library numbers. There are two types of group calls:

- **Preset** Group Calls have pre-defined members
- **Temporary** (Add-On) Group Calls have no predefined members; the Group Call initiator adds participants

Participants in group calls include the group call operator (controller), the group call initiator (usually responsible for subject matter and discussion), and the other group call members.

Signals heard during a group call depend on the system settings. Optional signal include a warning tone heard by the conference initiator when activating the group call and a signal heard by all participant every time a participant joins or leaves an ongoing conference call. When a Group Call is placed, all stations defined as registered members for that particular group ring. Unanswered stations continue to ring until a pre-defined timeout period expires.

Participation in group calls can be limited by:

- Blocking group members from joining after the ringing has stopped
- Blocking users that are not registered to the group call (locking the call)

There are two ways in which non-registered users can join non-locked group calls:

- A non-registered user can dial the access number
- A registered user can connect the non-registered user to the group call.

The Group Operator has the option of controlling the Mute / Non-Mute mode of conference participation of each participant. Mute mode means the participant may only listen. Typically, a conference initiator might initiate a muted conference in which only the conference initiator can speak; during the conference, the Group Operator can grant permission to individual participants to speak.

Group Call options are set in the Group Call definitions. A user can be authorized to force release a participant or terminate an entire conference.

Group Call Features


The following Group Call features are subdivided into the topics listed below:

FEATURE	PAGE
PRESET CONFERENCE ACTIVATION	104
TEMPORARY CONFERENCE ACTIVATION	105
JOINING	106
FORCED RELEASE OF A PARTICIPANT	107
FORCED RELEASE OF AN ENTIRE GROUP CALL	108

Preset Group Calls are comprised of a number of specified members whose stations ring simultaneously when an assigned Group Call number is dialed. This feature allows a conference initiator to contact all the registered members by dialing an access code. The maximum number of participants is 100, depending on the system configuration.

To call a preset group:

Dial the entire procedure in a single block sequence.

1. Dial the Group Call access code.
2. Click the  **Dial** button on the Coral SeaBeam keypad.
3. All the member stations start ringing.
4. Wait for members to join, hear a warning tone (if defined system-wide) every time a member answers.
5. Start speaking.


Use the following form to write in your group numbers and destination.

Zone/Area/Members	Access Code

The Temporary Conference feature allows an authorized user to establish an Temporary (Add-On) Group Call by adding participants as the conference is being set up. For this purpose, *vacant* Group Calls containing no preset members are defined system-wide. The Group Call initiator adds members from their station. A Temporary Group Call may include internal stations and/or external softphone numbers via a public speed call library. A few preset group calls may be joined to a Temporary Group Call via Public Libraries.

To call a temporary group:

Dial the entire procedure in a single block sequence.

1. Dial Add-On Group Call feature code **#1449**.
2. Dial the Group Call access code.
3. Dial required stations and/or Public Libraries (up to 5 or 14 destinations, depending on the system configuration).
4. When the list of participants is completed, dial activation code ✓.
5. Click the  **Dial** button on the Coral SeaBeam keypad.
6. All the called stations start ringing.
7. Wait for members to join, hear a warning tone (if defined system-wide) every time a member answers.
8. Start speaking.

■► **Note:** For Group Call access code, see the table on [page 104](#).

Registered members join a conference by answering the incoming group call. Provided the conference is not locked against non-registered participants, they can join the conference by dialing the group call access code or can be transferred to the group call by an authorized user.


To join a group while your softphone is ringing:

1. Answer the group call.

A warning tone is heard by all established participants (if defined system-wide).

To join an ongoing group call (after station has stopped ringing):


Dial the entire procedure in a single block sequence.

1. Dial the Group Call access code.
2. Click the  **Dial** button on the Coral SeaBeam keypad.

A warning tone is heard by all participants (if defined system-wide).

■► **Note:** When the group is defined as blocked against joining an ongoing conference, a busy tone is heard.



To leave a conference:

Click the  **Hang Up** button. A warning tone is heard by all participants (if defined system-wide).

This feature allows an authorized user, from idle, to release a participant from an ongoing conference.

To release a single participant:



Dial the entire procedure in a single block sequence.

1. Dial the feature code **#1446**.
2. Dial participant number.
3. Dial activation code ✓.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. There is no confirmation tone.
6. Click the  **Hang Up** button.

This feature allows an authorized user, from idle, to release an entire Group Call.

To release an entire group call:


Dial the entire procedure in a single block sequence.

1. Dial the feature code **#1447**.
2. Dial the access code of the required Group Call.
3. Dial activation code ✓.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. No confirmation tone is heard.
6. Click the  **Hang Up** button.

A calling party can be placed on Hold while another call is made. The held party hears music while waiting.

To place a call on Hold:

▮▮▮▮▶ **Note:** To dial another line (i.e. receive dial tone) while the first call is being held, press the down navigator key.

1. Click , the active line, or another line.


The **Call placed on hold** message appears on your Call display.

To return a call placed on Hold:

1. Click  again.

The **Call taken off hold** message appears on your Call display.

To end a call placed on Hold:

- Click the  **Hang Up** button on the Coral SeaBeam keypad.


▮▮▮▮▶ **Note:** The held calls are returned in First In/First Out order.

Hot Line (Immediate)

The Hot Line provides a direct connection to a predefined destination.


Immediately upon dialing any number your softphone may be automatically routed to a pre-defined destination. This feature cannot be defined at your softphone, but is typically defined by the attendant. In addition, the attendant can cancel the feature or set up Hot Line Immediate for other destinations.

To activate Hot Line Immediate (when defined at your softphone):

1. Dial any number.
2. Click the  **Dial** button on the Coral SeaBeam keypad.
3. The hot line destination phone rings immediately.
4. Wait for answer.

The last number dialed over outgoing trunk or internal extension is automatically stored in memory.



To activate Last Number Redial:

1. Dial feature code **#143** or press *.
or
2. Click the  **Redial** button on the Coral SeaBeam keypad.

Details of incoming calls can be recorded using Malicious Call Trace. They are added to the record when your station rings even if you do not answer. The number of calls stored for your station is defined by your system administrator. When this number is exceeded, details of the next call received replace the oldest record. Details of calls are recorded until you cancel the feature. The details recorded are: Originating number (for external calls: ANI if available, else trunk number), your station number and the time of calls.

To activate malicious call trace:

Dial the entire procedure in a single block sequence.



1. Dial feature code **#1740**.
2. Dial the activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

|||► **Note:** If you hear a reorder tone, Malicious Call Trace is denied at your station (as defined by the Class of Service). To use the feature, ask your Attendant to activate Malicious Call Trace at your station.

Malicious Call Trace

To cancel malicious call trace:



Dial the entire procedure in a single block sequence.

1. Dial feature code **#1740**.
2. Dial the cancellation code **✖**.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

The malicious call trace printout shows the calls traced for your station. The printout can be requested at any time from your station or from the Attendant.

To print the malicious call trace record:

Dial the entire procedure in a single block sequence.

1. Dial feature code **#1741**.
2. Dial the activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

- **Notes:**
- 1) If the Malicious Call feature is not currently active the reorder tone is heard.
 - 2) The details recorded include the Originating number (for external calls: ANI if available, else trunk number), your station number and the time of the calls.
 - 3) The listing is not deleted when printed out. It can be reprinted later, including subsequent updates.



A callback indicator can be left at any system station equipped with a message lamp, at station groups, or at network numbers. The message is comprised of the word “CALL” followed by your station name or number.

Once the message is left at the destination station, it lights the station’s MWI indicating that at least one message is waiting.

■► **Note:** When a message left to a boss group turns ON the message lamp of the first boss group member only.

To leave a message at a vacant desk or forwarded station (from idle):

Dial the entire procedure in a single block sequence.



1. Dial Message feature code **#175**.
2. Dial station, boss group or network number.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

■► **Note:** When you try to leave a message at a station, and receive a reorder tone, the station is probably not equipped with a message waiting lamp, or not configured to accept messages.


The originator of the message can also cancel the message.


To cancel a message that you left:

Dial the entire procedure in a single block sequence.


1. Dial Message Cancellation feature code **#1440**.
2. Dial station or network number.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.




During a conversation you may need to temporarily turn off the microphone on your telephone (handset and speakerphone). This will prevent the other party from hearing a portion of your conversation. The  **Mute** button is an on/off switch and can be pressed as many times as necessary.

The mute feature deactivates the microphone for your speakerphone or headset. Press the toggle key again to reactivate the microphone. The  icon appears on the Call display when Mute is activated. When you mute, you might also want to stop video feed, if any.

To turn off the microphone during a call:

1. Click the  **Mute** button on the Coral SeaBeam keypad.

Party cannot hear your side of the conversation. The  icon appears on the Call display

To return to 2-way conversation:

- Click the  **Mute** button again.


Calls may be answered after the attendant leaves or when a central bell is ringing. Normally this feature is activated for incoming calls during the night answering period. There are two types of call pickups: Group Pickup and Directed Pickup.

Group Pickup

Pick up any central bell that rings within your pickup group by dialing the Night Answer group pickup feature code.

To answer incoming calls within your pickup group:

Dial the entire procedure in a single block sequence.


1. Dial Night Answer feature code **#192**.
2. Click the  **Dial** button on the Coral SeaBeam keypad.
3. Answer the call.

Directed Pickup

Allows you to pick up any ringing central bell in the system, by dialing the Directed Pickup feature code and the required bell number.

To answer a UNA call ringing within the system:


Dial the entire procedure in a single block sequence.

1. Dial Directed Call Pickup feature code **#180**.
2. Dial the number of the ringing bell.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Answer the call.

■► **Note:** UNA (Universal Night Answering) Pickup is also known as Bell Pickup.

You can pick up calls placed in a Page Queue destination. **To pick-up a call placed in Page_Q:**

Dial the entire procedure in a single block sequence.

1. Dial assigned Page_Q number **7060-7069**.
2. Click the  **Dial** button on the Coral SeaBeam keypad.
3. Answer the call

or

Voice Page (see *Paging* on page [120](#)) to announce the call for pick up. Make sure to include both the name of the person being notified and the relevant Page_Q number.

■► **Note:** If the call is not picked up within a predetermined time, it automatically returns to the originating station from which Page_Q was placed.

When a Public Address system is connected to the Coral, voice paging may be accomplished via a system station. Use the form below to write in locations or areas and their associated access codes.

To voice page:

Dial the entire procedure in a single block sequence.



1. Dial Public Address Paging access code.
2. Click the  **Dial** button on the Coral SeaBeam keypad.
3. Announce your message.
4. Click the  **Hang Up** button.

Table 7: Voice Paging - Access Codes

Location/Area	Access Code
	7074
	7075
	7076
	7077
	7078
	7079

You can voice page an idle or busy keypad (FlexSet, DKT, T207M, T208M, T207M/NP or T208M/BL).


To voice page (from idle):

Dial the entire procedure in a single block sequence.

1. Dial Voice Page feature code **#191** followed by the keypad dial number.

or

Dial a Keypad Voice Page number.

2. Click the  **Dial** button on the Coral SeaBeam keypad.

3. Listen for the Voice Page tone.

4. Begin paging when tone stops.

5. Click the  **Hang Up** button.



■► **Note:** Each Keypad has a unique Voice Page number, which is defined through the Coral system.

You can page a preprogrammed group of keysets (FlexSet, DKT, T207M, T208M, T207M/NP or T208M/BL) within a zone, area or dispersed within your company. Use the form on this page to write in the various paging zones or areas in your company and their associated access codes.

■► **Note:** Only idle keysets can receive a page.

To operate Zone Page:

Dial the entire procedure in a single block sequence.


1. Dial the Zone Page access code.
2. Click the  **Dial** button on the Coral SeaBeam keypad.
3. Listen for the Voice Page tone.
4. Begin paging when tone stops.
5. Click the  **Hang Up** button.

Location/Area	ACCESS CODE	Location/Area	ACCESS CODE
1.	7300	6.	7305
2.	7301	7.	7306
3.	7302	8.	7307
4.	7303	9.	7308
5.	7304	10.	7309

Calls can be placed in a Coral *Park* destination for other users to pick-up. You may use your phone to pick-up a call placed in Park.

To pick-up a parked call from another station:

Dial the entire procedure in a single block sequence.

1. Dial Park feature code **#183**.
2. Dial station number at which call was parked.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Answer the call.

■► **Notes:** 1) More than one call can be parked at a single station. Calls are retrieved on a first-in, first-out basis (FIFO). That is, the first parked call (first in) is the first call that is picked up (first out).

- 2) If the parked call is not picked up within a predetermined time, the call automatically returns to the originating station from which the park was made.



You can define a private unique Coral passcode for your station set. The passcode will allow you (if defined in your COS) to operate the following Coral features:

- COS Switchover (see [page 72](#))
- Executive Privilege (see [page 83](#))
- Freedom (IRSS) (see [page 93](#))
- Phone Lock (see [page 126](#))

The passcode can easily be changed. Defining a passcode for the first time or changing a passcode must be performed from your own softphone.

To enter your Coral Passcode for the first time:

Dial the entire procedure in a single block sequence.

1. Dial Passcode feature code **#179**.
2. Dial your new passcode (four digits).
3. Redial your new passcode.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.



CAUTION !

Once a Coral passcode has been defined, the code is known only to you and the system administrator. If you forget the passcode you cannot utilize the features that require the code. Therefore, write your passcode number in a secure place for future reference.

Passcode

To change your Coral Passcode:



Dial the entire procedure in a single block sequence.

1. Dial Passcode feature code **#179**.
2. Dial your current passcode (four digits).
3. Dial your new passcode (four digits).
4. Redial your new passcode.
5. Click the  **Dial** button on the Coral SeaBeam keypad.
6. Listen for the confirmation tone.
7. Click the  **Hang Up** button.

You can lock your softphone to prevent unauthorized persons from dialing from your station. Once locked, you must unlock your softphone before anyone can make a call from it. However, incoming calls can be picked up at your locked phone.



To lock your softphone:

Dial the entire procedure in a single block sequence.

1. Dial Phone Lock feature code **#148**.
2. Dial your passcode (four digits).
3. Dial activation code ✓.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

To unlock your softphone:

Dial the entire procedure in a single block sequence.

1. Dial Phone Lock feature code **#148**.
2. Dial your passcode (four digits).
3. Dial cancellation code ✕.
4. Click the  **Dial** button on the Coral SeaBeam keypad.
5. Listen for the confirmation tone.
6. Click the  **Hang Up** button.

■► **Note:** You must first define a passcode (see [page 124](#)) in order to use this Coral feature.


You can answer other ringing system stations either by using a Group Pickup or Directed Pickup code.

Group Pickup

Allows you to pick up any softphone that rings within your pre-programmed pickup group, by dialing the Group Pickup feature code.

To answer a call within your Pickup group:

Dial the entire procedure in a single block sequence.


1. Dial Group Call Pickup feature code **#181**.
2. Click the  **Dial** button on the Coral SeaBeam keypad.
3. Answer the call.

Directed Pickup

Allows you to pick up any ringing softphone in the system, by dialing the Directed Pickup feature code and the required softphone number.

To answer any call within the system:

Dial the entire procedure in a single block sequence.

1. Dial Directed Call Pickup feature code **#180**.
2. Dial the number of the ringing phone.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Answer the call.



Receiving Calls / Answering Calls

See *Receiving Calls* on page [41](#).

You can switch a relay On or Off in order to activate certain external devices, such as an external alarm, or electric locks. These devices are installed by your organization. Use the form below to write down the types of external devices that are installed and their associated codes.



To switch on a relay:

Dial the entire procedure in a single block sequence.

1. Dial Relay code.
2. Dial activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

To switch off a relay:

Dial the entire procedure in a single block sequence.

1. Dial Relay code.
2. Dial cancellation code ✕.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

List of External Devices and Relay Codes


External Device	Relay Code
1.	7086
2.	7087
3.	7088
4.	7089
5.	7090
6.	7091

This feature allows you to start recording while in conversation with a second party, 3-way or multi-party conference. It is operated while the current call is in progress, without disrupting the call.

Recordings are saved on your PC as WAV files (Waveform audio format, is an audio file format standard for storing audio on PCs). They are saved in the location specified in the **Options** window (see *Options > General > Application* on page 9).

■► **Note:** The WAV files are saved in the location specified in the **Options** window (see “*Options > General > Application*” on page E-9). You can change the path in the **Recorded Calls Location** field under the **Application** tab.

Activating Call Recording (while in conversation):

1. Click the  **Record** button any time during a call.
2. Continue current call.



Stop Call Recording (while in conversation):

- Click the  **Record** button again.

You can program your softphone to ring at a designated time. If you do not answer, your softphone rings three more times, at one minute intervals, before the feature cancels. More than one reminder time can be entered by repeating the procedure for each time.

To enter a Reminder time:

Dial the entire procedure in a single block sequence.

1. Dial Reminder feature code **#172**.
2. Dial activation code ✓.
3. Dial in the time you wish to be called.
(four digits are required [12 hour clock - use leading 0], e.g. 0805 for five past eight).
4. Dial **2** for **AM** or **7** for **PM**.
5. Click the  **Dial** button on the Coral SeaBeam keypad.
6. Listen for the confirmation tone.
7. Click the  **Hang Up** button.

To answer a Reminder ring:



When the phone rings, the **"REMIN" CALLING** message appears indicating that this is a reminder call:

1. Answer the call; the **"REMIN"** message appears.
2. End the call (see *Ending Calls* on page [43](#)).

Reminder

To cancel a Reminder time:

Dial the entire procedure in a single block sequence.

1. Dial Reminder feature code **#172**.
2. Dial cancellation code *****.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

|||► **Note:** Reminder times must be cancelled one at a time. If you have more than one reminder time programmed, then the closest reminder time to the present hour is cancelled. You must repeat this procedure to cancel each subsequent reminder time.



You can turn on or off any one or more of 16 room status choices for your station.

Use the form on the next page to list the various room statuses and related access codes available with your phone.

■► **Note:** This feature is applicable for Hotel/Motel use. Check with your system administrator whether your Coral system supports the Room Status or Canned Messages feature. If your Coral system supports the Canned Messages feature (see [page 69](#)), the Room Status feature is unavailable.



To activate or set the Room Status:

Dial the entire procedure in a single block sequence.

1. Dial Room Status access code.
2. Dial activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

To cancel or reset the Room Status:

Dial the entire procedure in a single block sequence.

1. Dial Room Status access code.
2. Dial cancellation code ✕.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

Room Status

Room Status Numbers and Access Codes



Room Status #	Access Code	Name
0	7026	
1	7027	
2	7028	
3	7029	
4	7030	
5	7031	
6	7032	
7	7033	
8	7034	
9	7035	
10	7036	
11	7037	
12	7038	
13	7039	
14	7040	
15	7041	

This feature ensures that another station may not Break-Into your call. When Security is applied, Call Waiting tones and Break-In from other stations are blocked. When Security is on, a caller who tries to break into your station receives a reorder tone.

Only a station with *Security Override* privilege can break in to your secured softphone.

To activate Security Line:



Dial the entire procedure in a single block sequence.

1. Dial Security feature code **#17700**.
2. Dial activation code ✓.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

Your phone is now blocked against break-in attempts.

To cancel Security Line:

Dial the entire procedure in a single block sequence.

1. Dial Security feature code **#17700**.
2. Dial cancellation code ✕.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button. All break-in attempts are allowed.

Send



This feature enables you to notify the system that dialing has been completed. You can send a signal to the system indicating the end of a stream of dialed digits. In response to your command the system sends your call immediately towards the destination.

When you have finished dialing:

- Click the  **Dial** button on the Coral SeaBeam keypad or press ENTER on your keyboard to send the digits.

You may program your softphone with your own private Speed Dial directory. Each entry is called a **Private Library** number. The Private Library can be programmed with an external or internal dial number. When entering external dial numbers, make sure to include the external access code into the Private Library number as well.

The speed dial numbers are programmed per station and are unique to each station. Therefore, dialing the same private library number at one station will most likely include a different destination than dialing the same Private Library number at another station.



Use the table below to list your Coral Speed Dial numbers (default Private Library numbers are **7000 to 7009**, these may differ in your system, see your system administrator for your system's Private Library numbers).

Coral Private Library Number	Coral Private Library Contents (Destination)
7000	
7001	
7002	
7003	
7004	
7005	
7006	
7007	
7008	
7009	

Speed Dialing Programming Coral Private Libraries

To program or change a Coral Private Library Speed Dial number:


Dial the entire procedure in a single block sequence.

1. Dial Private Speed Dial feature code **#193**.
2. Dial the required Private Library Number **7000-7009**.
3. Dial the outside line access code.
4. Dial the outside softphone number (Use special codes. See table on [page 139](#)).
5. Click the  **Dial** button on the Coral SeaBeam keypad.
6. No confirmation tone is heard.
7. Click the  **Hang Up** button.


- **Notes:**
- 1) Possible outside line access codes are: trunk number, trunk group number, dial service, routing access or another public/private library number.
 - 2) The number of digits that can be programmed for an outside phone number, including dial codes, is limited by the system (defined system-wide). Trying to enter a longer digit string than allowed, causes a reorder tone and programming stops.
 - 3) A new number programmed into a utilized private library number replaces the old number.

To delete a Single Coral Private Library:

Dial the entire procedure in a single block sequence.

1. Dial Private Speed Dial feature code **#193**.
2. Dial the required Private Library number **7000-7009**.
3. Dial cancellation code *****.
4. Click the  **Dial** button on the Coral SeaBeam keypad.

Speed Dialing Programming Coral Private Libraries

5. No confirmation tone is heard.
6. Click the  **Hang Up** button.
7. The private library is now empty and can be reprogrammed when necessary.

The following table defines the special codes which may be used as part of the outside phone number.


Dial Codes	
Codes	Description
*X	X = 1 through 9 seconds delay
#0	Stop dial (end of outside number)
#1	Outpulsing wait period during which user can dial any number of digits
#2	All following digits are Dial Pulse
#3	All following digits are Touch-Tone Dialing (DTMF) tones
#4	Inhibits display (for Call Accounting System)
#5	Enables display (for Call Accounting System)
#6	Wait for second Dial Tone
#8	Display '-' (for Call accounting System)
#9	Calibrated Opening on trunk (Flash)
**	Dial * out
##	Dial # out

Speed Dialing: Using Private and Public Libraries

Speed dialing using a Private Library or system Public Library number is basically the same, therefore the process is described generally for both dialing systems. If Public Speed Dialing is available on your system, consult your company directory for library numbers.

■► **Note:** You can also make calls to numbers in your contact lists (see *Contacts Tab* on page [19](#)).

To dial a Public or Private Speed dial number:


1. Dial speed call library number (Private or Public).
2. Click the  **Dial** button on the Coral SeaBeam keypad.


■► **Note:** In some cases the Speed Dialing number must be followed by a Forced Account code. When Forced Account code is required the distinctive dial tone is heard after dialing the speed call library number.

You can transfer both internal and external calls to other users within your system. You announce the call before transferring the call (attended transfer).

- **Notes:**
- 1) Screened Transfer cannot be activated when Call Forward No Answer or Divert is invoked by the transfer destination.
 - 2) Screened Transfer to groups (Boss, Hunt) is not supported.
 - 3) Unattended (unscreened) transfer is for future use only.



To perform attended transfer of an established outgoing call:

1. During an established call that you initiated, click another available line. The original call is automatically put on hold.
2. Dial the Transfer destination number.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Hear ringback tone.

- **Notes:**
- 1) If the third party is busy, you do not hear a ringback tone. You will not be able to proceed with the transfer unless the transfer destination is defined with multi-appearance.
 - 2) If the Transfer destination is defined with multi-appearance, then you hear a busy tone and may decide to end the call and continue to dial another transfer destination.
5. Wait for answer.
 6. Announce the call, then click the  Transfer button. The line of the original call is now red and the line of the third party is blue.
 7. Select the original line (the line that is red). The transfer is made and the lines on your softphone are now free (black).

Transfer

To perform attended transfer of an established incoming call:

1. During an established call that the other side initiated, click another available line. The original call is automatically put on hold.
2. Dial the Transfer destination number.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Wait for answer.
5. Announce the call, then click the original line. The third party line is automatically put on hold.
6. Click the  Transfer button. The line of the original call is now blue and the line of the third party is red.
7. Select the third party line (the line that is red). The transfer is made and the lines on your softphone are now free (black).

Waiting Calls — Receiving

A waiting call tone heard during a conversation indicates that an additional call is waiting for you to answer.

When you hear this tone you can do one of the following:



- Continue with your current call and ignore the waiting call.
- Terminate the current call, wait for a ring and then answer the waiting call.
- Put the current call on hold (see *Hold* on page [109](#)) and answer the waiting call
- Select the line of the incoming call (the line that is yellow); the original call is put on hold.

■► **Note:** Some phones might not be configured for Waiting Calls and the calling party hears a Busy tone.

You can program your softphone to call you at a designated time. If you do not answer, you are called three more times, at one minute intervals, before the feature cancels. In some systems, if you do not answer by the third ring, the wakeup call is routed to the attendant and a wakeup report is printed.

To enter a Wakeup request:

Dial the entire procedure in a single block sequence.

1. Dial Wakeup feature code **#173**.
2. Dial activation code ✓.
3. Dial in the time you wish to be awoken.
(four digits required [12 hour clock - use leading 0], e.g. 0805 for five past eight).
4. Dial **2** for **AM** or **7** for **PM**.
5. Click the  **Dial** button on the Coral SeaBeam keypad.
6. Listen for the confirmation tone.
7. Click the  **Hang Up** button.

■► **Note:** If you hear the reorder tone, Wakeup is denied at your station (as defined by Class of Service). In order to make use of this feature you must make a request from the attendant to activate Wakeup at your station.

To answer a Wakeup Call:



When the phone rings, the **"WAKE" CALLING** message appears indicating that this is a wakeup call:

1. Answer the call; the **"WAKE"** message appears.
2. End the call (see *Ending Calls* on page [43](#)).

Wakeup

To cancel a Wakeup request:

Dial the entire procedure in a single block sequence.

1. Dial Wakeup feature code **#173**.
2. Dial cancellation code *****.
3. Click the  **Dial** button on the Coral SeaBeam keypad.
4. Listen for the confirmation tone.
5. Click the  **Hang Up** button.

■► **Note:** Wakeup request times must be cancelled one at a time.

If you have more than one wakeup request time programmed, then the closest wakeup time to the present hour is cancelled. You must repeat this procedure to cancel each subsequent wakeup time.

Appendix A - Glossary

- Access Code Number** A series of digits, which must be dialed to gain access to an outside line or a Coral feature.
- AEC** Acoustic Echo Cancelation. Processing of the audio or video signal to reduce the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone.
- AGC** Automatic Gain Control. Processing of the audio or video signal to adjust the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low a volume (due to too low input level).
- AVI** Audio Video Interleaved. A multimedia container format. AVI files contain both audio and video data in a standard container that allows simultaneous playback.
- Broadband** Broad or wide bandwidth. In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
- Central Office (CO)** Area switching facility serving customers in a defined geographical location.

Appendix A - Glossary (cont.)

- Class of Service (COS)** A class-of-service (COS) consists of a list of features that are available to the telephone line user. However, the user may be denied certain features. Each internal telephone is marked with two classes-of-service, Primary and Secondary, which can be defined differently. In order to increase flexibility, Coral allows switching between the Primary and Secondary COS, but only one COS can be utilized at a time. When the telephone is in check-out mode the telephone is marked by a system-wide defined COS and the user is denied this feature (see [page 72](#)).
- Codec** The format by which audio or video streams are compressed for transmission over networks.
- Coral** An enterprise PBX that provides a VoIP service, allowing a user to connect to the Internet in order to make VoIP phone calls using Coral SeaBeam. Coral sets up a SIP account for the user.
- Database** The memory in which the ‘flexible database system information’ is stored. The programming of the database is usually carried out during installation, however, it is field or remotely modifiable.
- Default Account** The SIP account that will be used when placing an outgoing call, if Coral SeaBeam does not determine that another account should be used. Coral SeaBeam uses the dialing plan to determine the account to use. You can mark one account as the default account.
- Dial** For the purposes of this guide “Dial” means entering the relevant digits that operate a feature or sends a call to a destination.


Appendix A - Glossary (cont.)

- Dialing Plan** The rules that Coral SeaBeam follows in order to interpret the SIP address or phone number that the user has entered and to modify the number or address, as required, to ensure that the call will be placed successfully.
- Digitized Voice Message System (DVMS)** DVMS is the utility that provides the means for embedding prerecorded announcements into the system. Recorded messages can be informative, for example: transfer messages, or advertisements.
- Enter** In this Guide, “Enter” means entering a password or other alphanumeric characters.
- Forced Account Code** A feature that forces the station user to dial an account code before accessing an outside line. After dialing the account code, the user will be able to continue dialing the required number.
- Idle** A station or extension that is not ringing or busy, therefore available for use.
- Intercept** If you misdial or dial an unauthorized code (restricted to you), you will receive reorder tone or will be routed directly to the operator/master extension/attendant, as defined in your system.
- IP** Internet Protocol. A data-oriented protocol used for communicating data across a network. IP is the most common protocol used on the Internet.
- IP Address** A unique number that devices use in order to identify and communicate with each other on a computer network using the IP standard.

Appendix A - Glossary (cont.)

- Key Set** Digital or electronic key telephone set. The key set proprietary telephone is a general name for the FlexSet, FlexSet-IP, DKT, DST, T207M, T208M, T207M/NP, T208M/BL, T207S, T208S, T207S/NP, T208S/BL, etc., or any telephone having several buttons, display unit, loudspeaker, microphone, etc.
- Media** In a VoIP phone call, the audio and video portion of the information in a call. Compare with *“Signaling”* below.
- MWI** Message Waiting Indicator. An indicator that there is a message waiting or a voicemail message for the owner of an account.
- Narrowband** In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
- Operator/Attendant** The operator is responsible for answering incoming calls and connecting them to their required destination. The attendant also attends to trunk, system and station feature controls.
- Outside Line Access Code** A series of digits which must be keyed in order to gain access to a trunk or trunk group.
- Port** Provides access to a device, station or trunk from within the system.
- Proxy** See *“SIP account”* below.
- PSTN** Public Switch Telephone Network. The traditional land-line phone network.

Appendix A - Glossary (cont.)

- Recall-Automatic** The call that you have transferred to another extension that is busy or that does not answer or that you have put on 'hold', which has returned to you after a predetermined time-out period.
- RTP** Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. *"SRTP"* (see below) is another media protocol.
- Send** After digits are dialed in a SIP phone, the digits must be sent to the server. If express dialing is defined for your phone, the digits are sent automatically. Otherwise you must click  or press ENTER to send the digits.
- Signaling** In a VoIP phone call, the information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
- SIP** Session Initiation Protocol. The signaling protocol used by Coral SeaBeam for handling phone calls.
- SIP account** An account that provides the user with the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
- SIP address** The address used to connect to a SIP endpoint. In other words, the "phone number" used in a VoIP phone call. For example, sip:Mike@domainA.com.
- SRTP** Secure Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is a secure protocol, which means that the media is encrypted. *"RTP"* (see above) is another media protocol.

Appendix A - Glossary (cont.)

- Station/Extension** Each Coral internal telephone is called a station/extension and it performs many activities dealing with input and output along the communications system.
- Station Group** A number of stations linked together (members) for a common function, such as Hunt group or Boss group. A station can be defined as a member of many Hunt groups and/or Boss groups.
- TCP** Transmission Control Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are *“TLS”* (see below) and *“UDP”* (see below).
- TLS** Transport Layer Security. A transport protocol for delivering data over an IP network. TLS is a secure transport protocol, which means that all the data being transmitted (signaling and media) is encrypted. Other transport protocols are *“TCP”* and *“UDP”*.
- Time-Out** A predetermined period of time allowed to complete a specific function. If the function is not completed, for example dialing, the caller is dropped. See also *“Recall-Automatic”*.
- Trunk** An outside line from the telephone company that terminates at the customer’s location.
- Trunk Group** A number of trunks linked together (members) for a common outgoing function.
- Trunk Number (Coral)** The access code number that is dialed by station users to gain access to a specific outside line.

Appendix A - Glossary (cont.)

- Trunk Number, CO** Usually referred to as CO Trunk Number. This is the number dialed by an outside telephone user from the public network (through the Central Office) in order to call an internal station. (Number listed in the local telephone directory.)
- UDP** User Datagram Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are “*TCP*” and “*TLS*”.
- URI** Uniform Resource Identifier. A name or address that identifies a location on the world wide web. A SIP address is a type of URI.
- URL** Uniform Resource Locator. A URI that both identifies a name or address and indicates how to locate it.
- USB device** Universal Serial Bus device. A device that follows a specific communications standard. A headset can be a “USB type” of headset.
- VAD** Voice Activity Detection. A technology that detects if audio is a human voice or background noise. Coral SeaBeam includes a feature (Preserve bandwidth on the **Network** tab of the **Options** window) that controls whether audio is transmitted when VAD determines that no one is actually speaking.
- Vcard** An electronic business card that is often attached to an email. It often appears as a “signature” block that identifies the person, their title, and their business.
- Verified Forced Account Code (VFAC)** A feature that forces the station user to dial a secret authorization account code before accessing an outside line. Before dialing is allowed, VFAC verifies the presence of the account code in the system. If the code is not found, dialing is blocked; when the code is found, dialing is allowed. Each code can have specific dialing restrictions.

Appendix A - Glossary (cont.)

VoIP Voice over Internet Protocol. A variation of IP used for sending voice data (that is, making phone calls) over the Internet.

WAV Or WAVE. A file format standard for storing audio on PCs.

Appendix B - Tones

While using the Coral communication system, many different tones are heard. These tones may vary for different locations as each system is customized during installation. Therefore, the sound of the tones are not described; instead, their general use is listed below. In order to familiarize yourself with these tones, try accessing various features and listen to the resultant tone signals. The most frequently heard tones are:

Break-In/Break-Out Tone	Warning tone received by a station user indicating that a third party has broken into or is leaving (breaking out) an existing conversation.
Break-In Warning Tone	Background tone heard during the entire break-in period. Indicates that a third party is listening. (Not used in North America.)
Busy (Engaged) Tone	When the destination you have dialed (extension or trunk) is busy.
Call Waiting Tone	Tone heard while engaged on a call indicating that another call is waiting to be answered.
Confirmation Tone	Tone heard when you have successfully accessed or activated a feature (for example Camp-On, or Call Forward).
Outside Dial Tone	When connected to an external (trunk) line.
Reorder Tone	A tone heard when you try to access a denied feature or when you misdial, etc., or: <ul style="list-style-type: none">• You have stayed off-hook too long before dialing. On-hook and start again, or:• The station you have called has not answered in time. On-hook and call later, or:• The handset is not correctly on-hooked. Replace handset on the cradle, or:• The station you have called is in Do Not Disturb mode.
Ringback Tone	A tone heard when the destination you have dialed is ringing.
Second Ringback Tone	Indicates that the destination you have dialed is busy, and your call is waiting to be answered.

Appendix B - Tones (cont.)

Stutter	A tone heard when the handset is lifted indicating that there is a message waiting for you.
Tick Tone	A tone indicating that you may continue dialing.
Voice Paging Tone	A warbling tone when using the paging facility.
Whisper Page Tone	A tone heard while engaged in a conversation, indicating that a third party wants to break into the conversation with a whisper. The second conversing party does not hear the tone.

Appendix C - Application Hot Keys

The following table provides a list of the Coral SeaBeam keyboard shortcuts:

Feature	Key board Shortcut
Select Line 1	F1 or CTRL+1
Select Line 2	F2 or CTRL+2
Select Line 3	F3 or CTRL+3
Select Line 4	F4 or CTRL+4
Select Line 5	F5 or CTRL+5
Select Line 6	F6 or CTRL+6
Options window	F8 or CTRL+8
View Diagnostic File (if diagnostic logging enabled)	F9 or Ctrl + 9
Clear	BACKSPACE
Dial	ENTER
Display Help	CTRL+F1
Turn Auto-Answer (AA) on/off	CTRL+A
Open Calls & Contacts drawer	CTRL+B
Turn Do Not Disturb (DND) on/off	CTRL+D
Turn Auto-Conference (AC) on/off	CTRL+F
Hang up	CTRL+H or ESC

Appendix C - Application Hot Keys

Feature	Key board Shortcut
Ignore incoming call	CTRL+I
Mute	CTRL+M
Hold	CTRL+O
Display SIP Account Status window	CTRL+P
Exit Coral SeaBeam	CTRL+Q
Redial the last number	CTRL+R
Send to voicemail	CTRL+S
Transfer	CTRL+T
Paste	CTRL+V
Display voice statistics notification balloon	CTRL+F9
Increase/Decrease Speaker Volume	UP/DOWN ARROW keys
Increase/Decrease Microphone Volume	RIGHT/LEFT ARROW keys

Appendix D - Contact List Headings

Following is a list of all the headings that are used in the Coral SeaBeam contacts list. This list can be useful when formatting a contacts list to import it into Coral SeaBeam.

For details, see *“Importing Contacts”*, page 27.

uri	business_number	sms_addresss
display-name	business_number2	sms_address2
entry_id	business_number3	sms_address3
given_name	business_number4	sms_address4
surname	business_number5	sms_address5
email_address	business_number6	sms_address6
email_address2	mobile_number	custom_fields
email_address3	mobile_number2	custom_fields2
email_address4	mobile_number3	custom_fields3
email_address5	mobile_number4	custom_fields4
email_address6	mobile_number5	pres_subscription
sip_address	mobile_number6	
sip_address2	fax_number	
sip_address3	fax_number2	
sip_address4	fax_number3	
sip_address5	fax_number4	
sip_address6	fax_number5	

Appendix D - Contact List Headings

home_number	fax_number6	
home_number2	groups	
home_number3	comment	
home_number4	postal_address	
home_number5	default_address	
home_number6	default_address_type	

Appendix E - Basic Configuration Options

Before you Configure your Coral SeaBeam

Use the right column of the following table to record important information about your Coral SeaBeam. You can obtain this information from your system administrator:

Table 1: Information form about your Coral SeaBeam

User Details	Meaning	Fill in your Coral SeaBeam data
User name	The prefix of your SIP account number (in Mike_Sip@172.50.5.28, the user name is "Mike_Sip")	
Password	Your SIP account password (provided by your system administrator)	
Authorization user name	Your SIP account authorization user name (provided by your system administrator)	
Domain	The suffix of your SIP account number (in Mike_Sip@172.50.5.28, the domain is "172.50.5.28")	
Proxy address and port (might not be required)	The domain name (for example, domain.com) or IP address (for example, 123.456.789.012) of the outbound proxy	
Dial number	The phone number other people dial to call you. For example, 6789 (internal) and 456-6789 (external)	

Appendix E - Basic Configuration Options

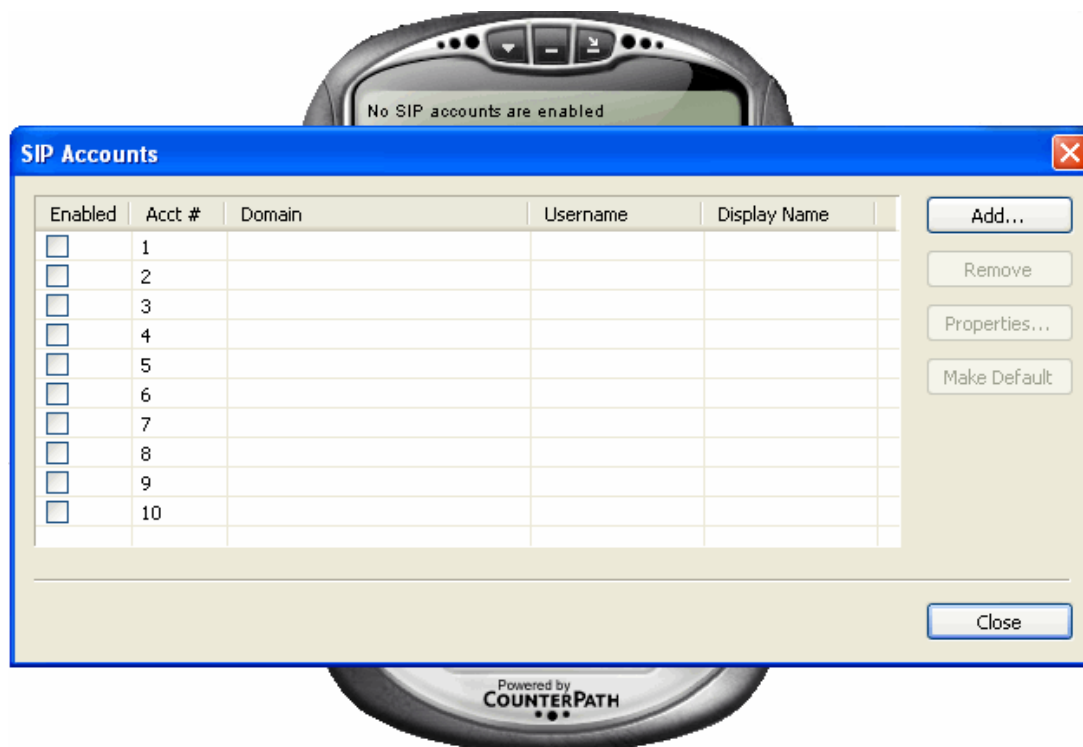
To configure Coral SeaBeam for the first time:

After installing Coral SeaBeam, you must set up and enable at least one (default) SIP account.

1. If no SIP accounts have been set up and enabled, the **No SIP accounts are enabled** message and **SIP Accounts** window appear, indicating that Coral SeaBeam has yet to be configured.

Appendix E - Basic Configuration Options

2. Click **Add** to set up a SIP account. The **Properties of Account** window appears.



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3. In the **Account** tab, complete the **User Details** area (see [Table 1](#)).

The screenshot shows a Windows-style dialog box titled "Properties of Account1". It has a blue title bar with a close button (X) in the top right corner. Below the title bar is a tabbed interface with the following tabs: "Account" (selected), "Voicemail", "Topology", "Presence", "Storage", "Security", and "Advanced".

The "Account" tab is active and contains two main sections:

- User Details:** This section has a blue header. It contains five text input fields:
 - Display Name: Contains the character "I".
 - User name: Empty.
 - Password: Empty.
 - Authorization user name: Empty.
 - Domain: Empty.
- Domain Proxy:** This section has a blue header. It contains:
 - A checked checkbox labeled "Register with domain and receive incoming calls".
 - A label "Send outbound via:" followed by two radio buttons:
 - "domain": Selected.
 - "proxy": Unselected.
 - An "Address" label followed by an empty text input field.

At the bottom of the dialog, there is a "Dialing plan" label followed by a text input field containing the value "#1\a\A.T;match=1;prestrip=2;".

At the very bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

Appendix E - Basic Configuration Options

4. For the remaining tabs, accept the default settings. If you want to make other changes, contact your system administrator.

5. After you finish setting all the parameters of the SIP account, click **OK**. The **SIP Accounts** window appear again, with the details of your default SIP account. Ensure that the **Enabled** check box is selected.

■► **Note:** You can enable more than one account at a time. Each time you start Coral SeaBeam, you are automatically logged into every enabled account. For more information about enabling accounts, contact your system administrator.

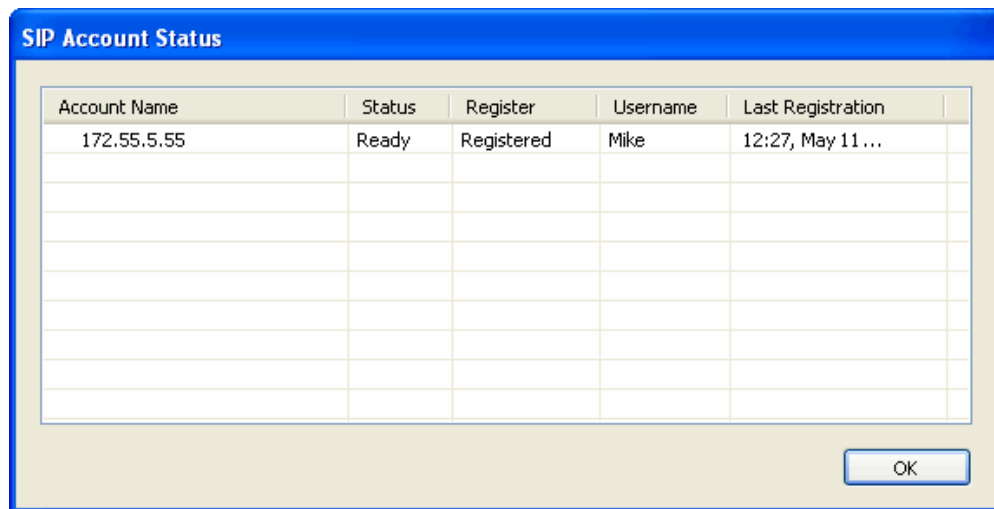
6. Click **Close**. Your user name and the **Ready** message appear on the Call display.



7. Coral SeaBeam is now connected to a network and ready for use.

☞ **Tip:** To view details about the status of your SIP accounts, click **CTRL+P**. The **SIP Account Status** dialog box appears.

Appendix E - Basic Configuration Options




Account Name	Status	Register	Username	Last Registration
172.55.5.55	Ready	Registered	Mike	12:27, May 11 ...

OK

Setting Up a Contacts List

Use of a contacts list is optional, but is the most efficient way to make calls. You can set up contacts in several ways:

- During a call that you place or receive, you can add the other party to your contacts list (see  on [page 8](#)).
- You can add contacts to the contacts list one by one. See *“Contact Properties Dialog Box”* on [page 25](#).
- You can import a contacts list from a file or from another application. See *“Importing Contacts”* on [page 27](#).
- You can retrieve a remotely stored contacts list using WebDAV or XCap. See *“Using Remote Storage”* on [page 28](#).
- For general information about contacts, see *“Contacts Tab”* on [page 19](#).

Appendix E - Basic Configuration Options

Coral SeaBeam Menu



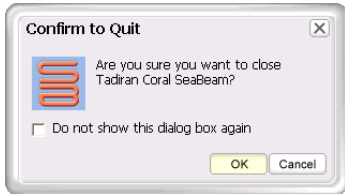
Access the Coral SeaBeam menu by clicking  above the Call display. The Coral SeaBeam menu includes the following options:

Table 2: Coral SeaBeam menu options

Option	Description	See:
Options	Controls the way that you work with Coral SeaBeam. Options apply to all accounts. <i>NOTE: Options is comprised of a General and Advanced pane. Tabs under the Advanced pane are intended for system administrators only and are not described in this guide. Changing settings inappropriately could cause the Coral SeaBeam to malfunction.</i>	<i>“Options > General > Application” on page 9</i>
SIP Account Settings	These settings are set by your system administrator. They determine how Coral SeaBeam interacts with the Coral PBX, and are set individually for each account.	
Privacy Rules	Rules for determining the contacts you want to allow or ban from contacting you.	<i>“Privacy Rules” on page 20</i>
Open Diagnostic Log	Customer support might ask you to open this log if you are experiencing problems with Coral SeaBeam.	
Open Diagnostic Folder	Customer support might ask you to open the diagnostics log if you are experiencing problems with Coral SeaBeam.	
Help	Link to Tadiran Telecom’s support website - http://www.tadirantele.com	

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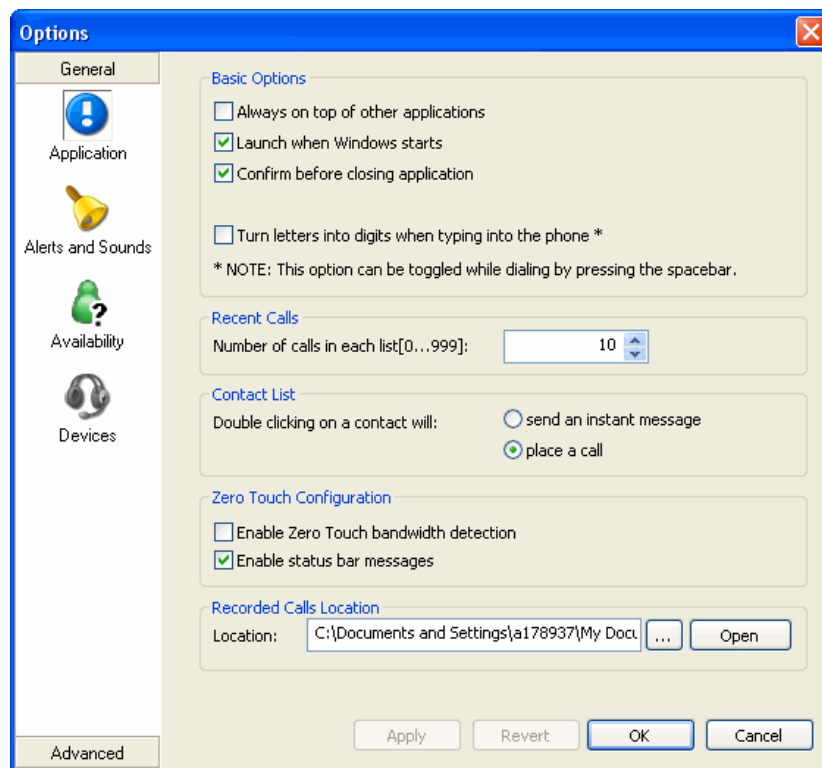
Table 2: Coral SeaBeam menu options

Option	Description	See:
About	<p>Displays information about Coral SeaBeam, including license, version, and build numbers.</p> 	
Exit	<p>Opens the Confirm to Quit dialog box. Click OK to exit Coral SeaBeam.</p> <p><i>NOTE: You can also exit Coral SeaBeam by pressing CTRL+Q when the softphone is in focus.</i></p> 	

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Options

Options > General > Application



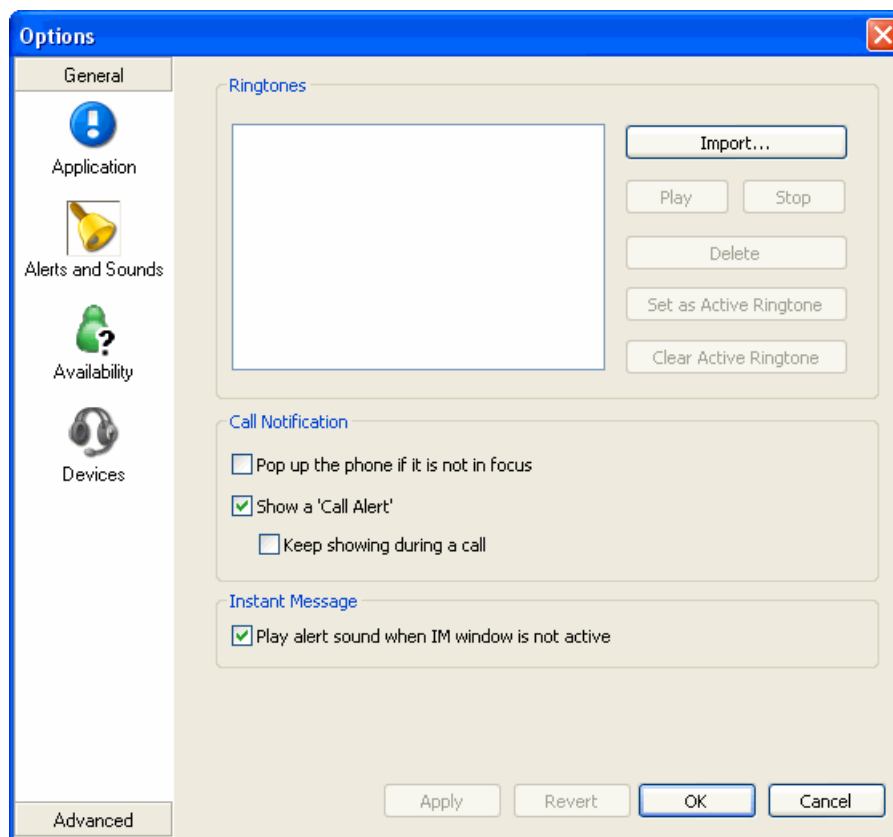
Appendix E - Basic Configuration Options

Table 3: General pane, Application tab

Area	Field	Description
Basic Options	Always on top of other applications	Select or clear, according to your preference.
	Launch when Windows starts	
	Confirm before closing application	
	Turn letters into digits when typing into the phone	Select or clear, according to your preference. You can also turn this toggle feature on and off by pressing the SPACEBAR .
Recent Calls	Number of calls in each list	Enter number, according to your preference.
Contact List	Double clicking on a contact	Select the option, according to your preference.
Zero Touch Configuration	Enable Zero Touch bandwidth detection	When selected, Coral SeaBeam detects the speed of your network connection and the potential bandwidth. If you move your computer to a different IP address, Coral SeaBeam automatically detects the new speed. When cleared, you must specify the network connection. The recommended setting is On. See "Options > General > Devices" on page 15.
	Enable status bar messages	When selected, messages relating to zero touch configuration will appear in a notification balloon at the lower right corner of the screen, whenever the configuration automatically changes. <i>NOTE: Notification balloons are supported in newer versions of Windows.</i>
Recorded Calls Location	Recorded calls location	Specify a location for saving files when you record your conversations.

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Options > General > Alerts and Sounds



Appendix E - Basic Configuration Options

Table 4: General pane, Alerts and Sounds tab

Area	Field	Description
Ringtones	Ringtones	Use this area to Import, play, activate and clear ringtones. Ringtones are saved in wav file format.
Call Notification	Pop up the phone if it is not in focus	Select to automatically bring the softphone to the front when an incoming call is received.
	Show a 'Call Alert'	Select to display the Call Alert box (page 41) when an incoming call is received and the softphone is not in focus.
	Keep showing during a call	Select to continue displaying the Call Alert box during the call. <i>NOTE: The Show a 'Call Alert' option must also be selected.</i>
Instant Message	Play alert sound when IM window is not active	For future use only.

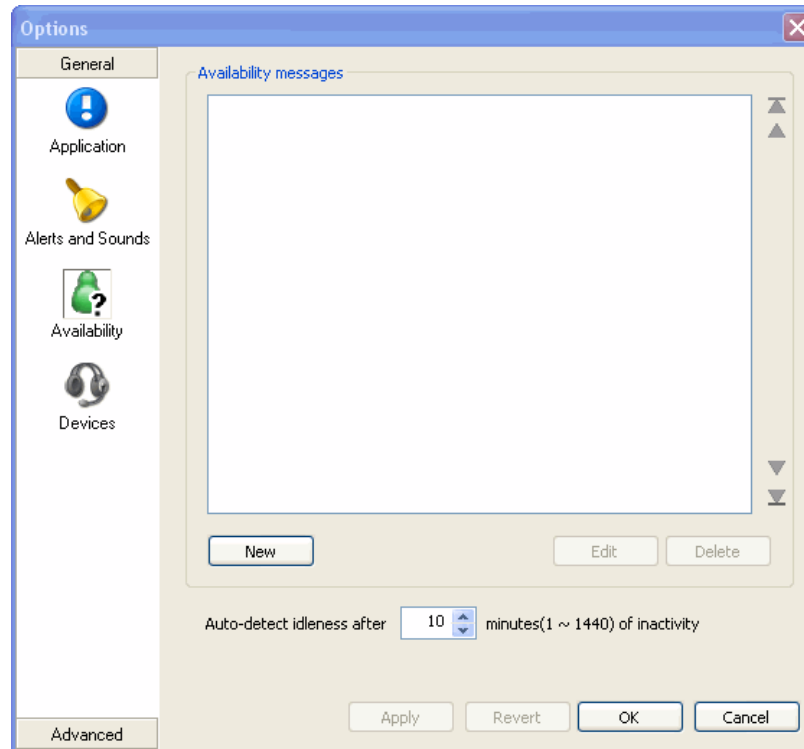
Appendix E - Basic Configuration Options

Options > General > Availability

The **Availability** tab allows you to add status indicators to the standard Availability indicators built into Coral SeaBeam. At the bottom of this tab you can also modify the Auto-detect idleness period.

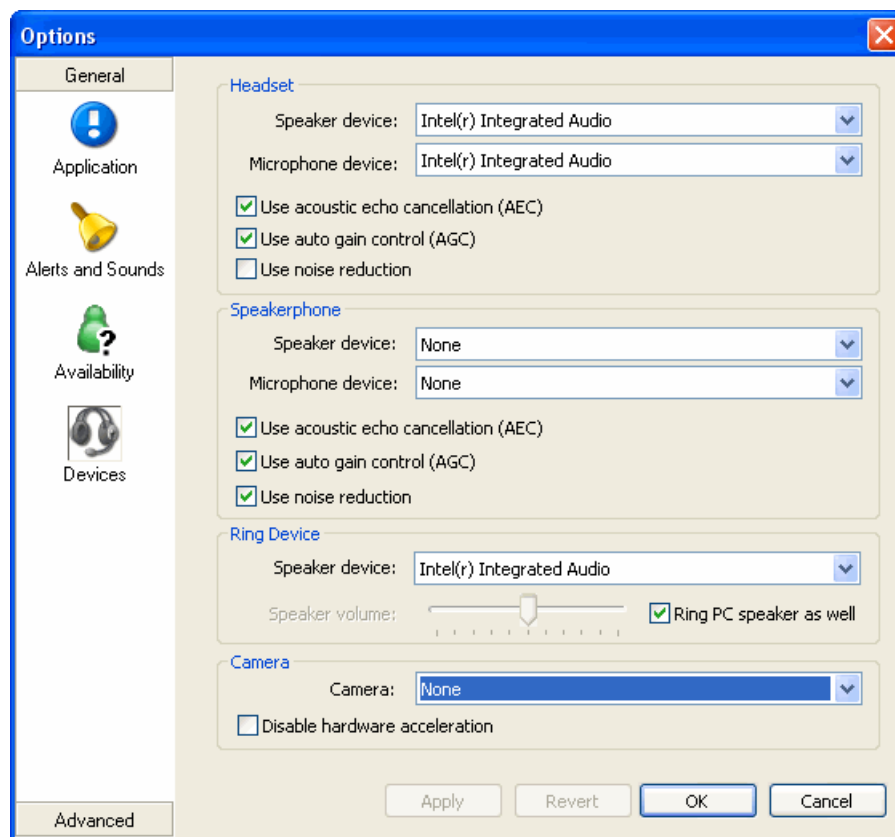
■► *Note: Availability option is for future use. At the bottom of this tab you can modify the **Auto-detect idleness** period.*

Appendix E - Basic Configuration Options



Appendix E - Basic Configuration Options

Options > General > Devices



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The **Devices** tab allows you to specify the devices you are using and then enable features for those devices.

There are two ways to specify devices:

- **Automatically** - Coral SeaBeam automatically detects the devices attached to your computer and chooses which ones to use for audio and video, according to the options set in this tab.
- **Manually** - You can override the options in this tab.

|||▶ *Note: The Speakerphone option is not relevant for the stick version.*

Appendix E - Basic Configuration Options

Table 5: General pane, Devices tab

Area	Field	Description
Headset	Speaker device	Change these fields only if you want to override the devices that Coral SeaBeam automatically selected.
	Microphone device	<p>In both these fields, select the headset you are using.</p> <p>The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only case in which the headset is not used is when the SPEAKER PHONE button on the keypad is activated.</p> <p>Therefore, unless you will always be using Coral SeaBeam in speakerphone mode, you must make a selection here.</p>
	Use acoustic echo cancellation (AEC)	<p>Reduces the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone. Turning this feature on improves sound quality.</p> <p>The recommended setting is On.</p>
	Use auto gain control (AGC)	<p>Automatically adjusts the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level).</p> <p>The recommended setting is On.</p>
	Use noise reduction	<p>Automatically attempts to remove background noise.</p> <p>Typically Off for the headset.</p>

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Table 5: General pane, Devices tab

Area	Field	Description
Speaker-phone (not relevant for stick version)	Speaker device	<p>Change this field only if you want to override the devices that Coral SeaBeam automatically selected.</p> <ul style="list-style-type: none"> Select the device that you want to use for audio out (the sound you hear) when SPEAKER PHONE is activated. Ensure you select a speaker device (not headset). Select None if you do not have a speaker phone. SPEAKER PHONE on the keypad is disabled.
	Microphone device	<p>Change this field only if you want to override the devices that Coral SeaBeam automatically selected.</p> <ul style="list-style-type: none"> Select the device that you want to use for audio in (recording your voice) when the SPEAKER PHONE button on the keypad is activated. It can be any microphone: it does not have to be the microphone on the device you specified as the speaker device (e.g., it can be the microphone on your camera). Select None if you do not have a speaker phone. SPEAKER PHONE is disabled.
	Use acoustic echo cancellation (AEC)	<p>Reduces the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone. Turning this feature on might improve the sound quality of the speakerphone. However, this uses more processing power, which might slow down other applications.</p> <p>The recommended setting is On.</p>
	Use auto gain control (AGC)	<p>Automatically adjusts the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level). The recommended setting is On.</p>
	Use noise reduction	<p>Automatically attempts to remove background noise. Typically On for speakerphone.</p>


Appendix E - Basic Configuration Options

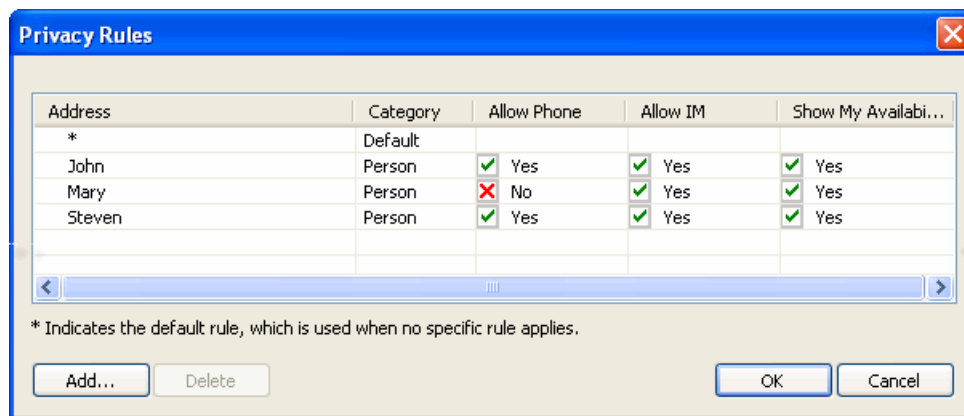
Table 5: General pane, Devices tab

Area	Field	Description
Ring Device	Speaker device	Change this field only if you want to override the devices that Coral SeaBeam automatically selected. The device from which you want to hear the phone ringing: the headset, the speakephone, or none.
Camera	Camera	Change this field only if you want to override the devices that Coral SeaBeam automatically selected. Select the camera model.

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Privacy Rules

To allow or ban another person from contacting you, click  at the top of the softphone, and then select **Privacy Rules**. The **Privacy Rules** window appears. You can ban or allow an individual person, or an entire domain. You can set up a default rule, which applies when the incoming call does not fall within the scope of a specific rule. You can also ban a person from the Received, Dialed or Blocked list on the **Calls** tab. Right-click the name, and then select **Ban this person**.



 **Note:** The **Allow IM** and **Share My Available** columns are for future use only.

Appendix F - Minimum Requirements

In order to run Coral SeaBeam stick, ensure that your computer meets the following minimum requirements:

Component	Description
Processor	700 MHz or higher
Memory	256 RAM
Operating System	Windows 2000, XP, or Vista
Connection	IP network connection via broadband (ADSL / cable), LAN, or wireless and Network Interface Card (NIC)
Sound Card	Full-duplex, 16-bit
Video Camera	For video conferencing
USB Interface	USB 1.1 or higher



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User Guide (Coral IPx and Coral FlexiCom)
Edition 1.0**