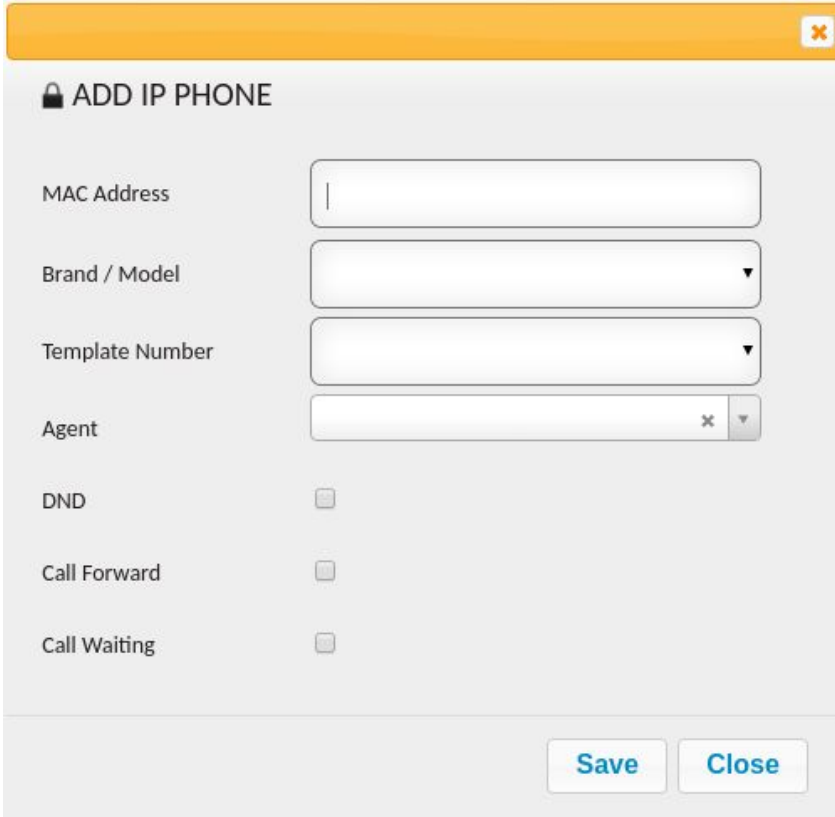# IP Phone

The IP phone tab is used to set up IP phones for agents to use in coordination with Call

Center Studio's software.

Adding an IP Phone

1. Click the new button, ➕, in the top right corner the following pop-up screen will
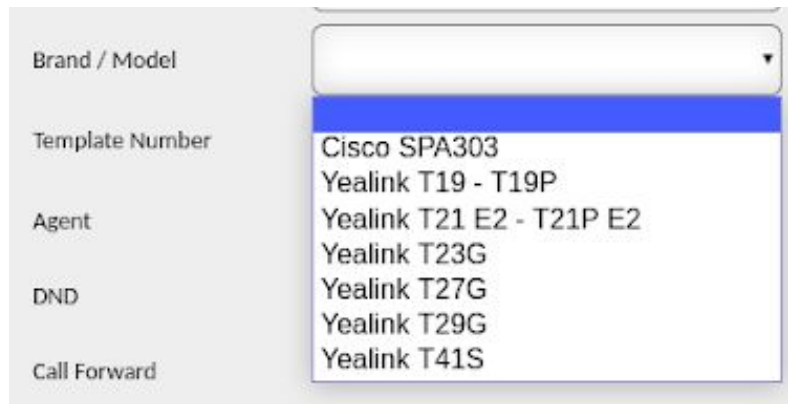
   appear as shown below:

2. In the "MAC Address" input box, type the MAC address of the desired IP Phone.

   (Normally a 12 digit alphanumeric string located on the bottom of the IP phone or in
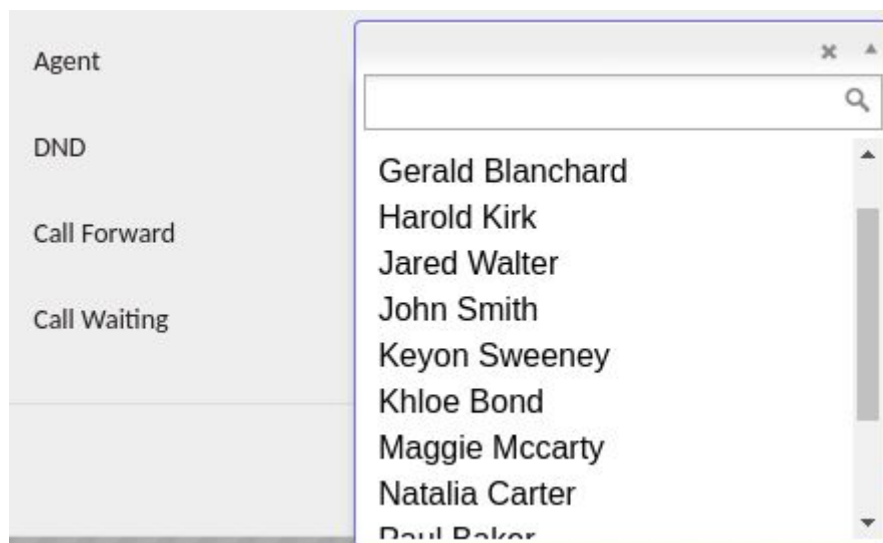
   the settings on the phone.)

3. Click the "Brand / Model" dropdown box, the following brands and models are

   currently compatible with Call Center Studio's software:

4. Click the "Template Number" dropdown box, chose from the following template

   numbers:
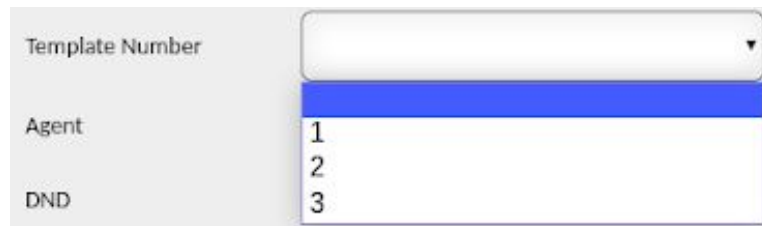
5. Click the "Agent" dropdown box, select the desired agent for the IP phone. An
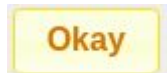
   example is shown below:

6. Below the "Agent" dropdown box, the following checkboxes are shown:

DND	When checked, the "Do Not Disturb" feature can be used on the IP phone.
Call Forward	When checked, the "Call Forward" feature can be used on the IP phone.
Call Waiting	When checked, the "Call Waiting" feature can be used on the IP phone.

7. Click the save button, [Save] . The following pop-up window will appear:
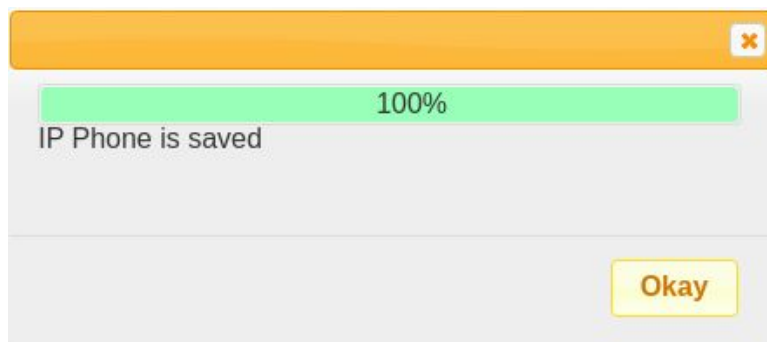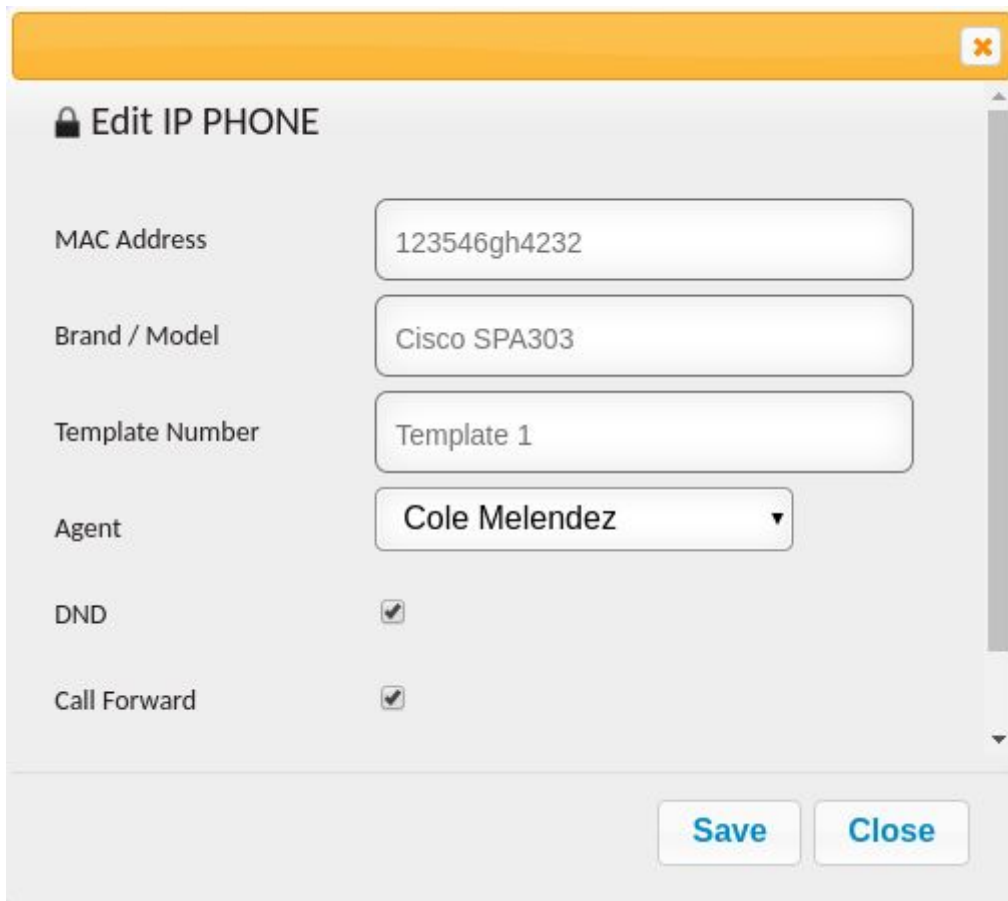

8. Click the okay button, [Okay] .

Editing an IP Phone

1. To edit an IP Phone, click the edit button, , located on the far right of the IP MAC

   address after the "Template Number" column as shown below:

After clicking the edit button, the IP Phone window will appear as shown:

2. Make changes as desired.

Deleting an IP Phone

1. From the IP Phone list, click the delete button, ✗ , to the right of the edit button, ✏ .

   When the delete button is clicked the following pop-up will appear:

   demo.callcenterstudio.com says

   123546gh4232 will be deleted permanently. Do you want to continue?

   Cancel   OK

- *Select the cancel button,* Cancel *, to cancel the deletion.*

- *Select the OK button,* OK *, to confirm the deletion.*

2. Confirm the deletion by clicking the OK button, OK .

The screen will reload, and the deleted IP Phone will not be shown.

Searching for an IP Phone

There are three ways to search for an IP Phone.

- MAC Address

- Brand / Model

- User

MAC Address

1. Click the "MAC Address" input box, type the MAC Address, the input box is shown below:

Note: Partial names can be used, when spelled correctly.

Brand / Model

1. Click the "Brand / Model" input box, type the Brand / Model, the input box is shown below:

Note: Partial names can be used, when spelled correctly.

User

1. Click the "User" input box, type the user's name, the input box is shown below:

Note: Partial names can be used, when spelled correctly.