


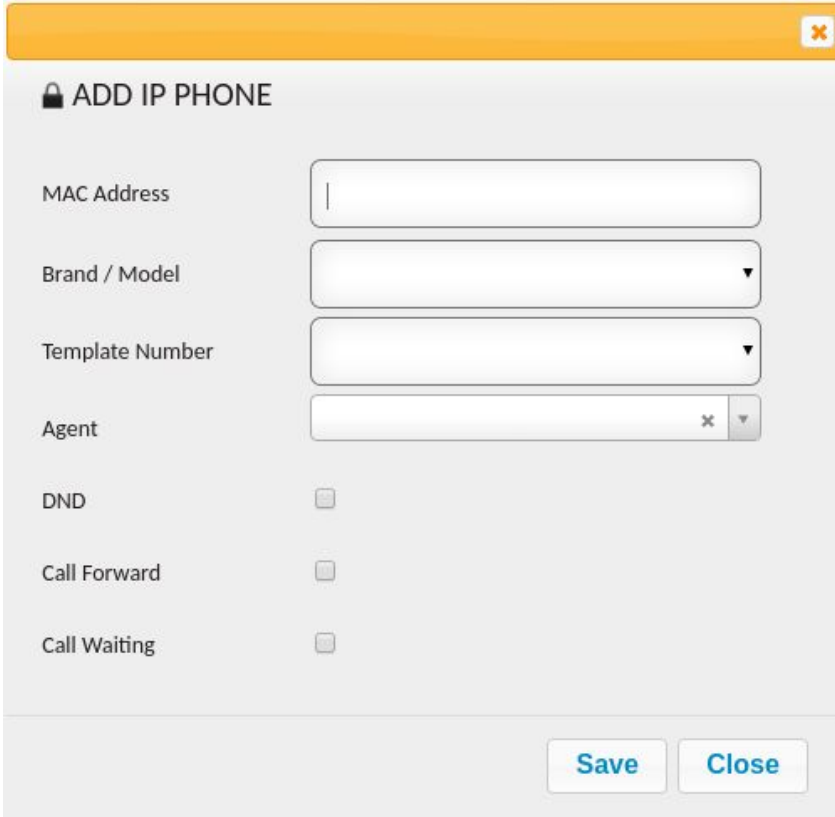
## **IP Phone**



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:



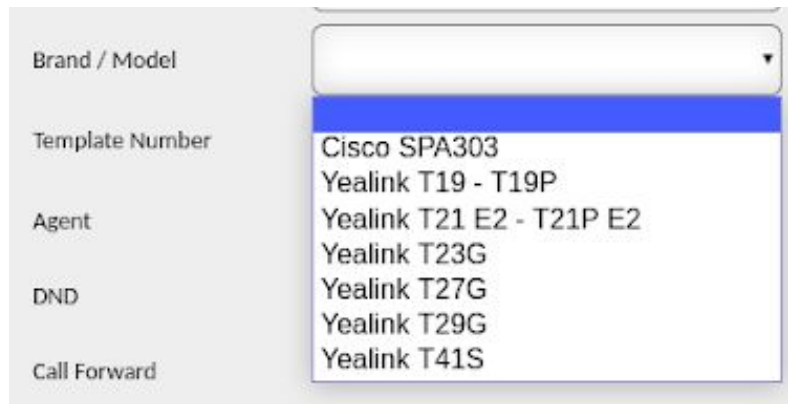
The screenshot shows a pop-up window titled "ADD IP PHONE" with a close button in the top right corner. The form contains the following fields and options:

- MAC Address: A text input field.
- Brand / Model: A dropdown menu.
- Template Number: A dropdown menu.
- Agent: A dropdown menu with a close button (x) and a dropdown arrow.
- DND: A checkbox.
- Call Forward: A checkbox.
- Call Waiting: A checkbox.

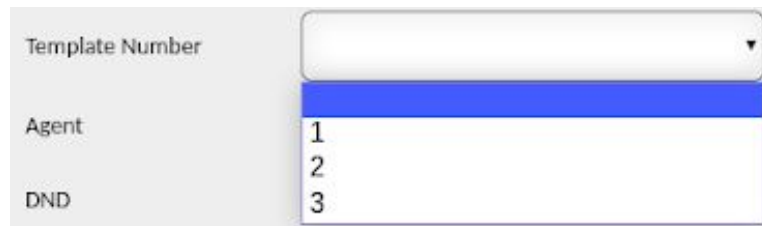
At the bottom of the form are two buttons: "Save" and "Close".

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.)

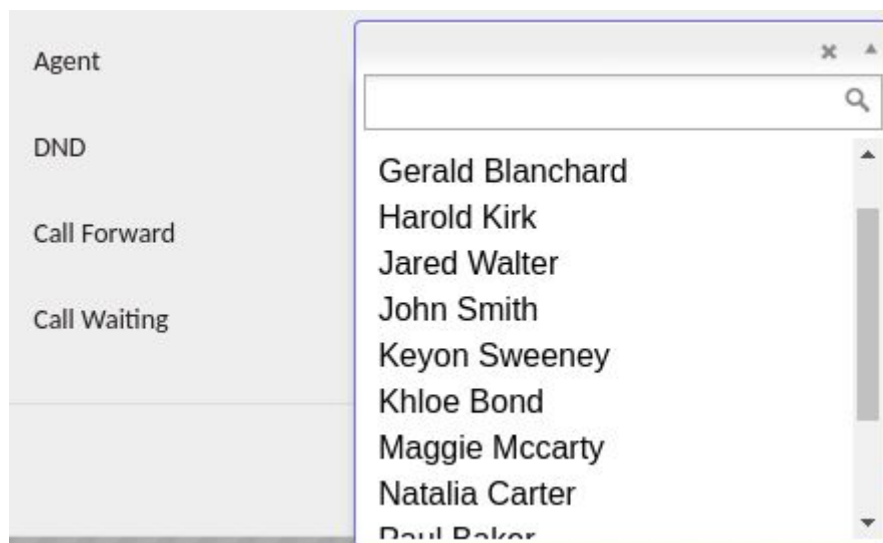
3. Click the “Brand / Model” dropdown box, the following brands and models are currently compatible with Call Center Studio’s software:



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:

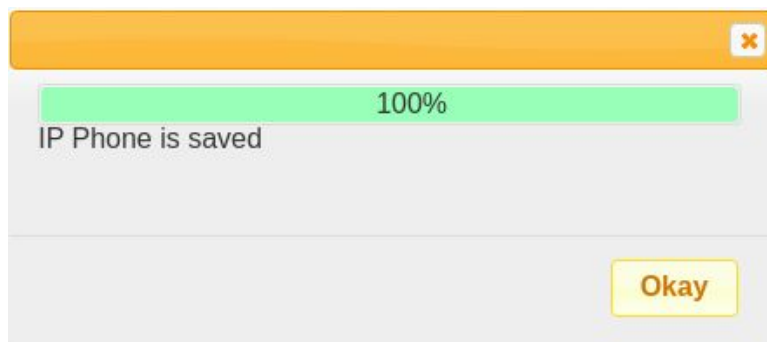


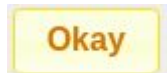
6. Below the “Agent” dropdown box, the following checkboxes are shown:

DND	<input type="checkbox"/>
Call Forward	<input type="checkbox"/>
Call Waiting	<input type="checkbox"/>


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, . The following pop-up window will appear:



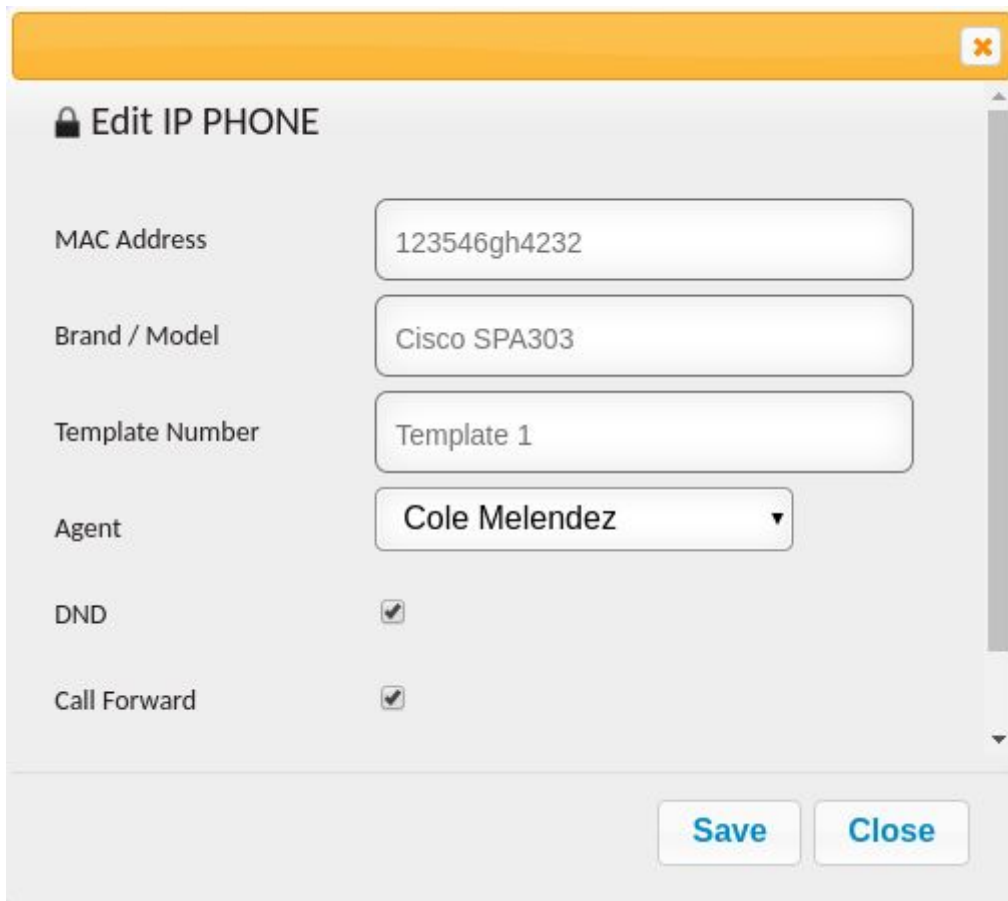
8. Click the okay button, .

## 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:



A screenshot of a dialog box titled 'Edit IP PHONE'. The dialog has a yellow header bar with a close button (x) on the right. Below the title bar, there is a lock icon and the text 'Edit IP PHONE'. The main area contains several fields and checkboxes:


- MAC Address: 123546gh4232
- Brand / Model: Cisco SPA303
- Template Number: Template 1
- Agent: Cole Melendez (dropdown menu)
- DND:
- Call Forward:

At the bottom right of the dialog are two buttons: 'Save' and 'Close'.

2. Make changes as desired.

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## 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, , to cancel the deletion.
- Select the OK button, , to confirm the deletion.

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

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

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## 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:

A screenshot of a user interface element. It consists of a light gray rectangular background. On the left side of this background, the text "MAC Address" is displayed in a gray font. To the right of the text is a white rectangular input box with a thin gray border and rounded corners.

*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:

A screenshot of a user interface element. It consists of a light gray rectangular background. On the left side of this background, the text "Brand / Model" is displayed in a gray font. To the right of the text is a white rectangular input box with a thin gray border and rounded corners.

*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:

A screenshot of a user input field. It consists of a light gray rectangular area containing the text "User" on the left and a white rounded rectangular input box on the right.

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