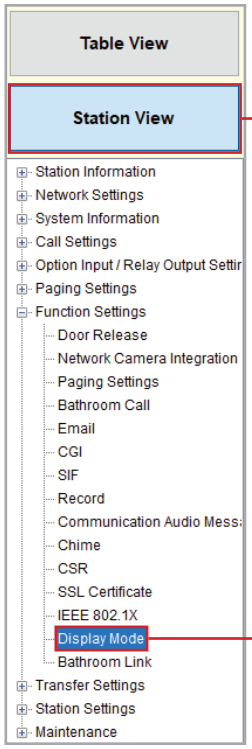
IX Series 2

Receptionist Mode

GENERAL OVERVIEW:

Receptionist Mode is a virtual receptionist that allows a user limited access to call lists and other functions to communicate to predetermined locations.

Receptionist Mode

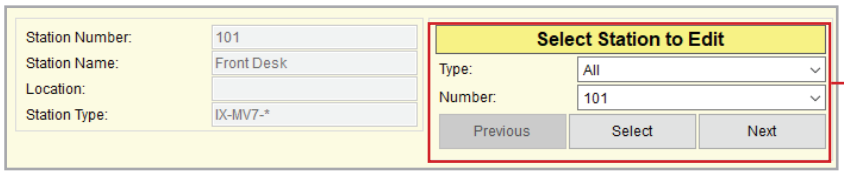


1.1 - Station View

Switch from Table View to Station View by clicking the Station View button in the top left-hand of Support Tool.

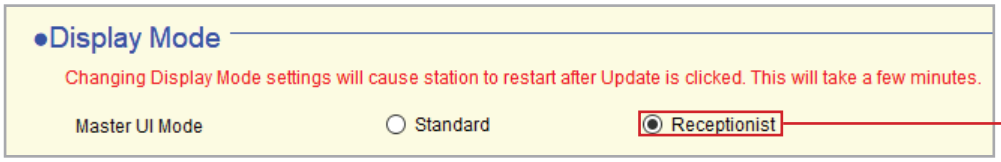
1.2 - Display Mode

Expand **Function Settings** and click **Display Mode**.



1.3 - Select a Station

Use the drop-down menu to choose the station number of the master station to be configured and click Select.



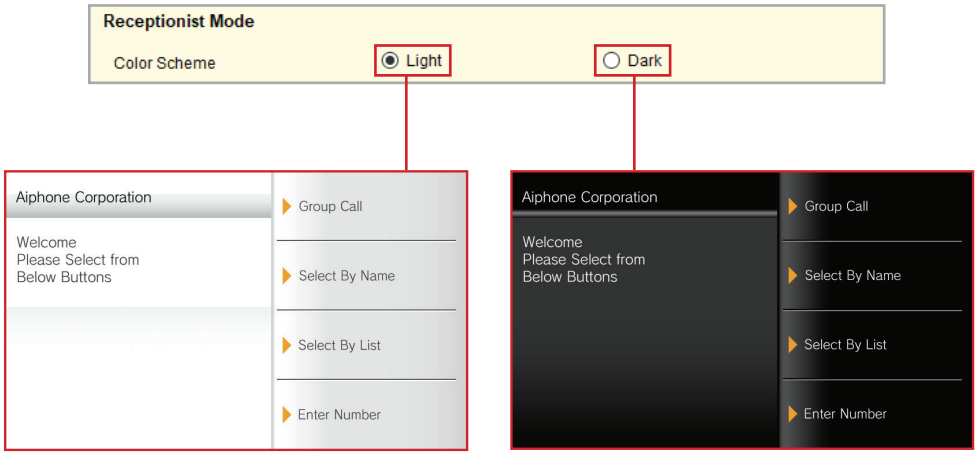
1.4 - Receptionist

Click the Receptionist radio button to enable the options listed below.

Text Values and Screen Layouts

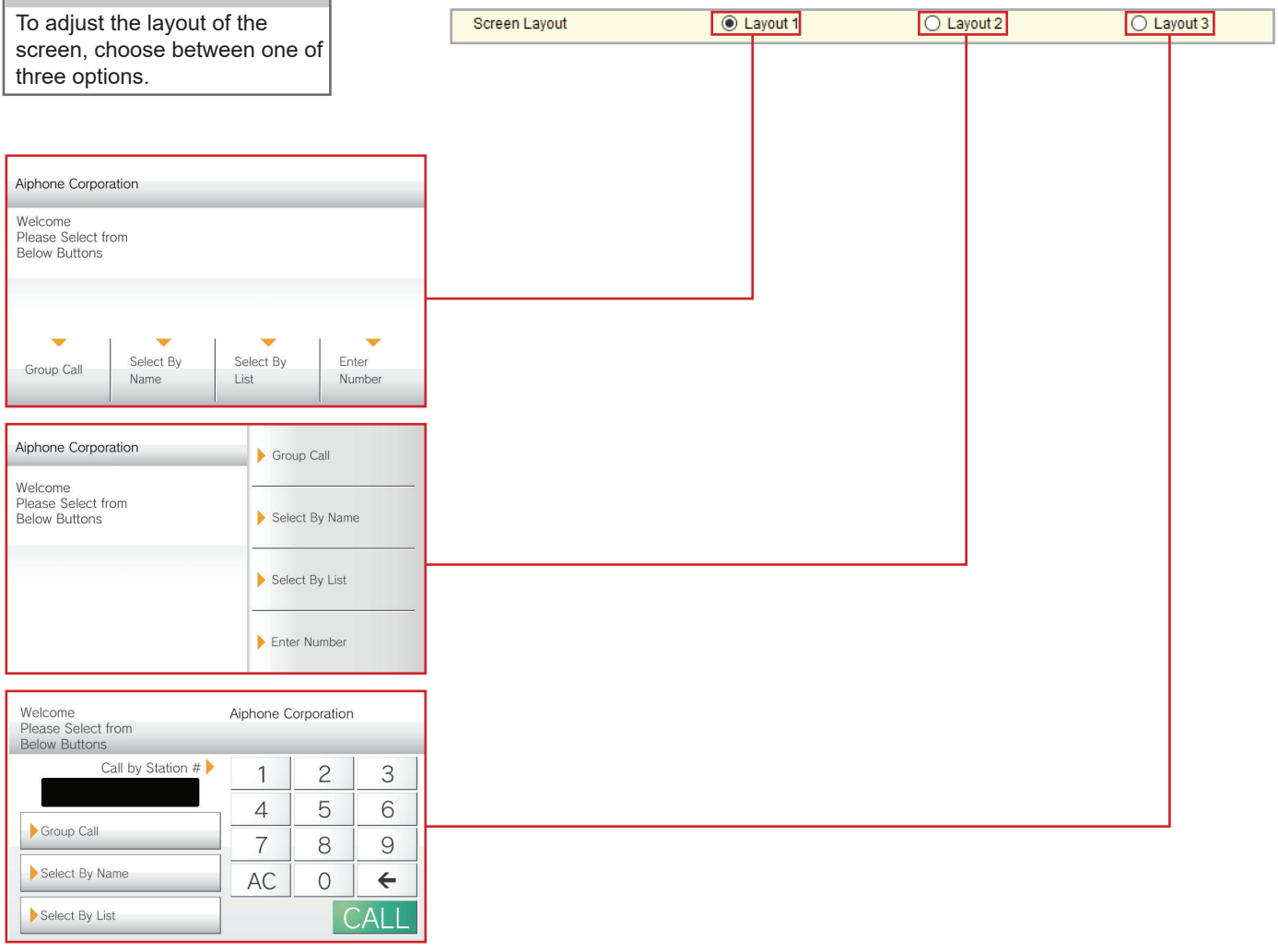
2.1 - Color Scheme

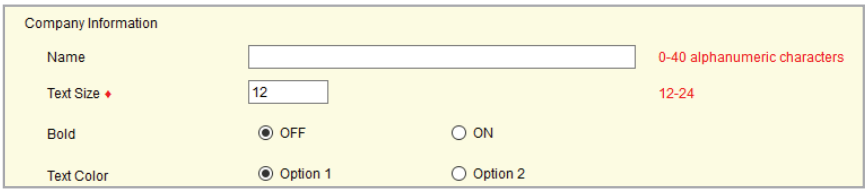
Choose the color scheme of the master station's UI by choosing either **Light** or **Dark**.



2.2 - Scene Layout

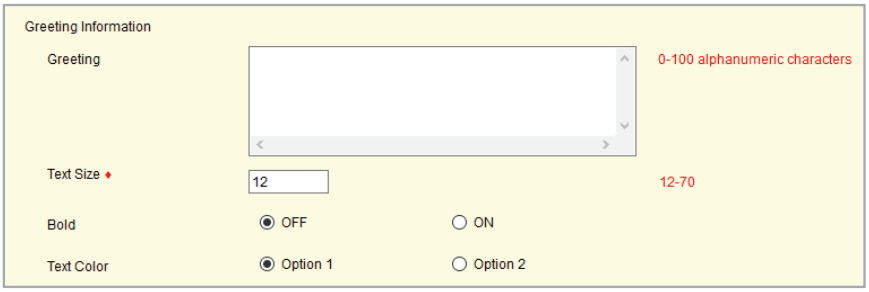
To adjust the layout of the screen, choose between one of three options.





2.3 - Company Information

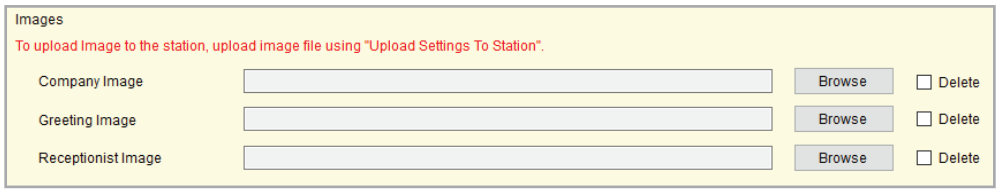
The company's name is shown at the top of the master station's screen when in Receptionist Mode. **Name** should contain the name of the company, and **Text Size**, **Bold**, and **Text Color** customize this text.



2.4 - Greeting Information

This text is below the Company Information and is used to give a simple greeting or instructional information. Click **Enter** to show a pop-up window to fill in the text with desired spacing, and **Text Size**, **Bold**, and **Text Color** customize this text.

Images



Company Image

Choose an image to appear in the Company Information section.

Recommended resolution **(WxH) 400x120**, and the file type must be .PNG.

Click **Browse** to choose the image to be uploaded.

This image is not uploaded at this time, this is done in Step 3.

Greeting Image

Choose an image to appear in the Greeting section.

Recommended resolution **(WxH) 400x240**, and the file type must be .PNG.

Click **Browse** to choose the image to by uploaded.

This image is not uploaded at this time, this is done in Step 3.

Receptionist Image

Choose an image to appear in the background while in Receptionist Mode.

Recommended resolution **(WxH) 800x340**, and the file type must be .PNG.

Click **Browse** to choose the image to by uploaded.

This image is not uploaded at this time, this is done in Step 3.

*Note: The **Company** and **Greeting** images may be used at the same time. However, the **Receptionist** image will take the place of both the **Company** image and the **Greeting** image when used.*

Button Function

Up to 4 buttons can be added to the Receptionist Mode screen for navigation. Click the drop-down menu for buttons 1-4 and choose between **Group Call, Select By Name, Select By List,** or **Enter Number**.

Group Call

Call a pre-configured group of stations to receive a call.

Select By Name

Select a station to call in the master station's address book by typing in the destination station's station name.

Select By List

Select a group to call from a list of groups.

A station can be added to its own group to add a single station to the list.

Enter Number

Select a station to call in the master station's address book by typing in the destination station's station number.

If **Group Call** is selected, use **Group Call Destination** to choose a group number of an existing group for the button to call. A group must be created under "System Information > Group".

Reject Incoming Call

Reject Incoming Call

Determines if the master station can be called by other stations while in **Receptionist Mode**.

Update

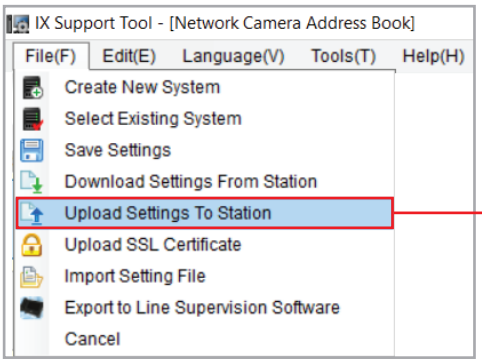
2.5 - Update

Click the Update button to save changes

Uploading Settings

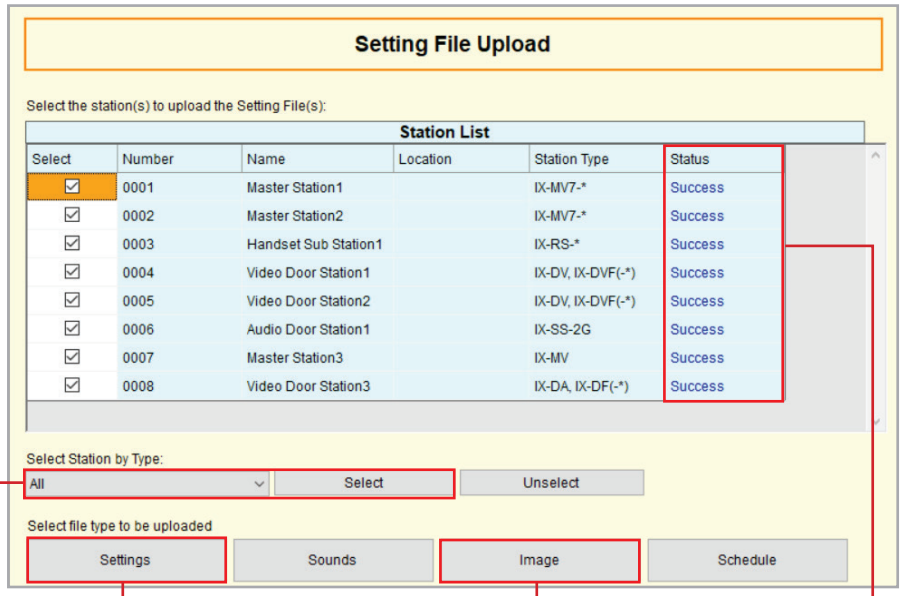
The final step in this process is uploading the setting file to each station. This program file contains the Image files, as well as the Reception Mode settings configured for each station.

Note that without uploading a setting file, most functions and features will be unavailable to the stations.



3.1 - Upload Settings to Station

From the menu bar select **File** then **Upload Settings To Station**



3.2 - Select Stations

Click **Select** to check all stations in the system.

3.3 - Upload Settings

Click **Settings** to begin the upload process.

3.4 - Upload Image

Click **Image** to begin the upload process.

3.5 - Confirm Status

Using the **Status** column confirm, that each station has received its setting file.