simplesignal
Business VoIP – Simplified.

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SimpleSignal Toolbar

SimpleSignal Toolbar fully integrates with Internet Explorer and Outlook. With the Toolbar you can easily turn on and off features, click-to-dial contacts, see detailed calls logs, and have advanced call control from your desktop.

Highlights

- Improve accessibility & usability of switch features for end users
- Call control
- Tight platform integration (BroadWorks)
- Easy deployment and update
- Popup Alerts – receive inbound/outbound call notifications
- Outlook Integration – tight integration with MS Outlook contact repository
- One-Click Dialing

- Call Control – easily manipulate calls at the touch of a button
- Contact Searching – find the contact you need quickly
- Dial random numbers, and right-click dial from Internet Explorer
- Customizable Interface
- Caller/Caller ID – know who is calling and who you are calling at all times
- Call Register – access dialed, received and missed call logs and return calls with a single click

Advanced Call Control
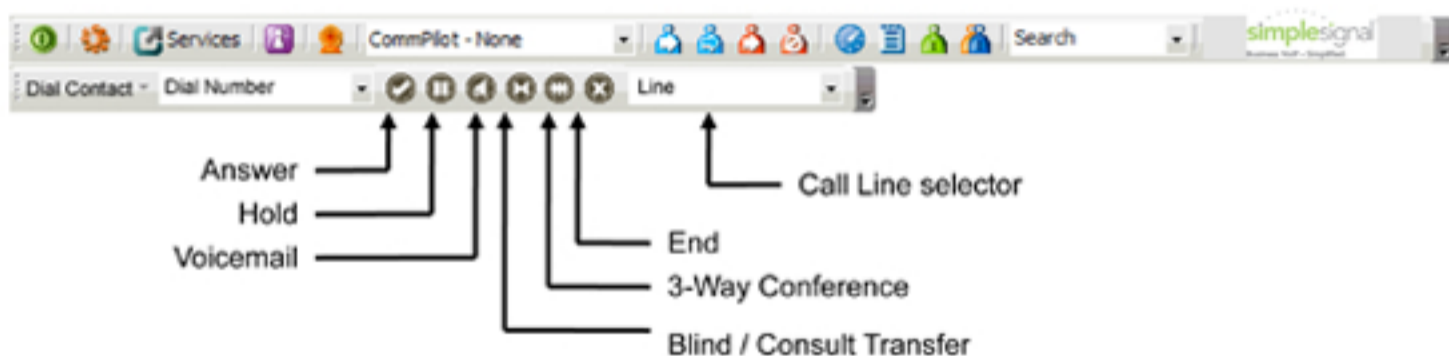
Answer

Incoming call received to user's phone

- Select the call line and select the toolbar answer button
- Divert the call to voicemail
- End the call via the toolbar end button

Mid Call Hold

- Select a call using the call line drop-list
- Place this call on hold via toolbar hold button
- Answer via the toolbar answer button

Voicemail Transfer

A user may transfer a call to voicemail by:

- Selecting a call from the Call Line Selector
- Pressing the Voicemail Dial/Transfer button

Voicemail Dial

A user may dial their voicemail by:

- When the Call Line Selector is blank or when there are no calls on the device (i.e. no call entries)
- Pressing the Voicemail Dial/Transfer button

Mid Call Transfer (Blind)

- Receive and answer an incoming call
- Dial a second party using dial contact, dial number or one-click dial (without putting previous party explicitly on hold – if first part placed on hold, this operation will not work since the Toolbar will not know the first party in the transfer operation)
- Select toolbar transfer button without waiting for the second party to answer

Mid Call Transfer (Consult)

- Receive and answer an incoming call (first party)
- Dial a second party using dial contact, dial number or one-click dial (without putting previous party explicitly on hold – if first party placed on hold, this operation will not work since Toolbar will not know the first party is in the transfer operation)
- Select toolbar transfer button but waits for the second party to answer

Mid Call 14-Way Conference

- User already has exactly two calls on the device
- User can now select the enabled toolbar 14-Way conference toggle button
- User can end the entire conference by selecting the 14-Way conference toggle button
- User can end individual calls by selecting the call line and terminating via the toolbar end button.

End Call

- End the call selected on the call line selector

Call Line Selector

Auto Select: One call vs. more than one call

- When no calls are on the device and a call is either placed or received, the call line selector will automatically select that call.
- When at least one call is on the device and subsquent calls are placed or received, the user must manually change the call line selector in order to deal with these other calls. That is, the call line selector will not automatically change to the most recent in or out bound call made.
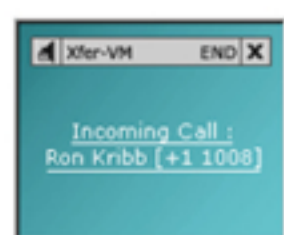
Pop-Up Notification

- Answer by clicking the call link
- Transfer to Voicemail by clicking the Xfer-VM icon
- End the call by clicking the end icon