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Interaction Client
Web Edition

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Purpose

The purpose of this document is an introduction to the Interaction Client Web Edition (From here on referred to as ICWE) for use with a remote number. A remote number is defined as a phone which is not managed by CSUs VoIP servers. This can include any mobile phone, including CSU issued mobiles, or any users personal phone. This can also include any remaining PABX CSU phones.

This document will cover the following key areas:

- How to access this service
- Logging in
- Daily use

Introduction

Interaction Client Web Edition (ICWE) is a cut down version of Interaction Client .NET Edition which can be accessed from either Thin Client or any PC accessing the CSU network via VPN.

It allows a mobile phone or hotel room phone, for example, to act as if it were a CSU phone in your office.

Incoming phone calls will appear in the ICWE window under 'My Interactions'. From here a user can choose to either send the call to the phone they are using, or send the call to Voicemail. Ignoring or missing a call would also mean this call would be sent to voicemail.

How Do I Access This Feature?

To obtain access to be able to use ICWE, you will need to log a call with the CSU IT Service Desk requesting access. You will need to provide an account code. You can contact the Service Desk either by calling 84357 or going to www.csu.edu.au/sdesk.

Access to ICWE (which will also allow access to Interaction Client .NET Edition) carries a one-off fee of \$100.

You will need to obtain your account manager's approval before requesting this access.

Getting Started

Accessing ICWE

Accessing ICWE is easy, simply open a web browser and enter in this address <http://icweb.csu.edu.au> from wherever you are connected to the internet.

Logging In

To login, you will need to enter the following information:

User Id – CSUMAIN\<<CSU Username>

Password - <CSU Password>

Station Type – Change this to ‘Remote Number’

Remote Number – The phone number where you are

For example my information would look like this:

User Id CSUMAIN\ethorpe
Password ●●●●●●●●
Station Type Remote Number
Workstation
Remote Number 0263386525
 Persistent
 Remember me
 Automatically log me in next time
 Open in new window
Connect
[Help](#)

If you'd like the page to remember your information, tick 'Remember me' and/or 'Automatically log me in next time'.

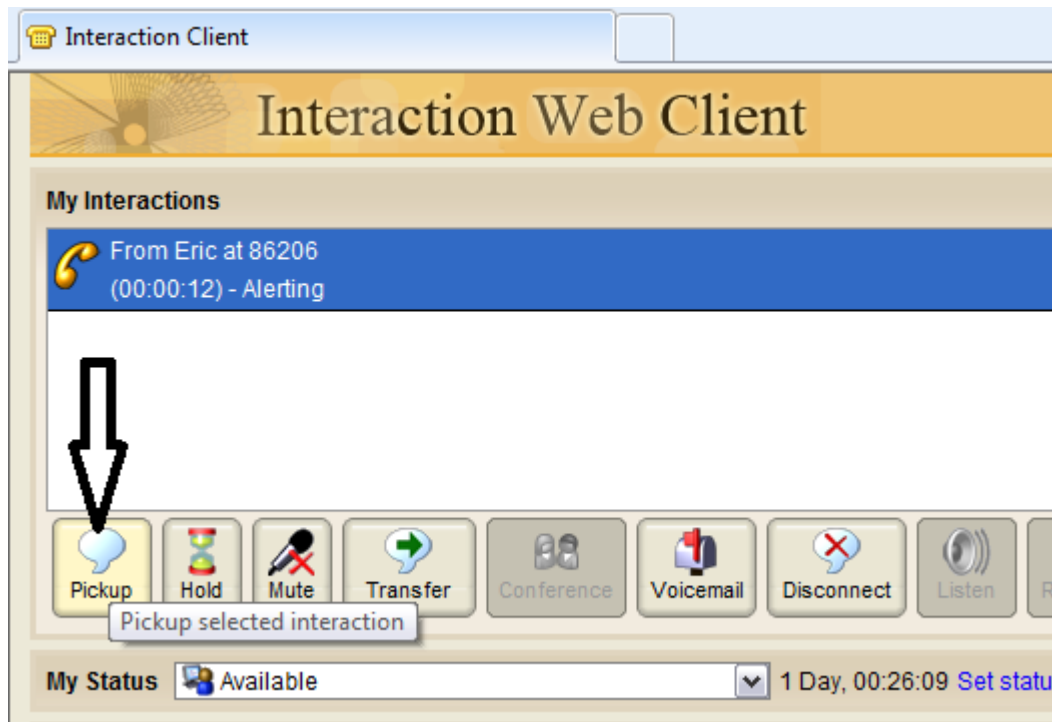
Then select 'Connect'. The next screen will look like this.

First Name	Last Name	Extension	Department	Status
		2488		Available
	ShelSew Conf Phone	2472		Available
		2453		Invalid Status
	D460 Spare	2463		Invalid Status
		2455		Invalid Status
		2456		Available
		2457		Invalid Status
	Nutrition Clinic	2458		Available
	Evaluation Room	2459		Available
	VOP Casual Waga	2460		Available
	Spore	2461		Invalid Status
	Research Lab Rm 234	2462		Invalid Status
	Student Intercom	2463		Available
	Student Intercom	2464		Invalid Status
	Student Intercom	2465	Dentistry & Health Sciences, School	Invalid Status

Call Control

Receiving Calls

When you receive a call, the phone you are using as your remote station will not ring. Instead, providing you have speakers, your pc will ring and a new call will display inside interaction client. To answer this call, select the 'Pickup' icon. This will cause the phone you are using to ring, enabling you to pick up the call using that phone's handset.



If you do not wish to answer the call, select the 'Voicemail' icon to send this call to voicemail, or simply ignore it.

If you miss any calls, they will stay in the ICWE window for 2 minutes. You will also receive an email to show a missed call while you are logged in to a remote number.

Making Calls

You can make a call using two easy steps.

Step 1. Type the number you wish to dial into the box 'Enter number to dial'.

Step 2. Select either 'Enter' or 'Make Call'. This will put the call into a state of 'Initialising'.



The system will then dial your phone. After you answer your phone, it will then dial the other party as if it were a normal call.

Remember that the system acts as if this were your office phone, you can dial any number you would normally do as if you were at the University, this includes any of the 5 digit extensions.

General Call Control

While on a call, the call control icons will become available and you will be able to manipulate any calls as you see fit.



Hold

To place a call on hold, select the 'Hold' icon. The caller will hear on hold music. Press the 'Hold' icon again or the 'Pickup' icon to take the selected call off hold.

Mute

You can mute your own microphone using Interaction Client. Select the 'Mute' icon. This will stop the system sending sound to the other party. Select the 'Mute' icon again to disable it.

Transfer

To transfer a call, select the 'Transfer' icon, this will open a dialog box. Simply enter the number that you wish to transfer the call to here and then press OK.

Voicemail

Selecting the 'Voicemail' icon will send the selected call to your voicemail, regardless of whether you are talking to them or not.

Disconnect a call

Select the 'Disconnect' icon to end a call. Alternatively, just hang up the phone you are using.

Create a Conference Call

You can create a conference call including up to 5 callers using ICWE. To do this, call the first party you want in the conference, then select the 'Conference' icon. This will change the call to a 'Conference Call'.

To add additional parties to the conference, simply dial the next number using the 'Enter number to dial' box. When you make this next call, it will place the original party on hold, but allow them to speak to anyone else within the conference. Once you connect to the next party, click on the call you made to them and press the Conference button again. This will add them to conference.

You can repeat this process for up to 5 people.

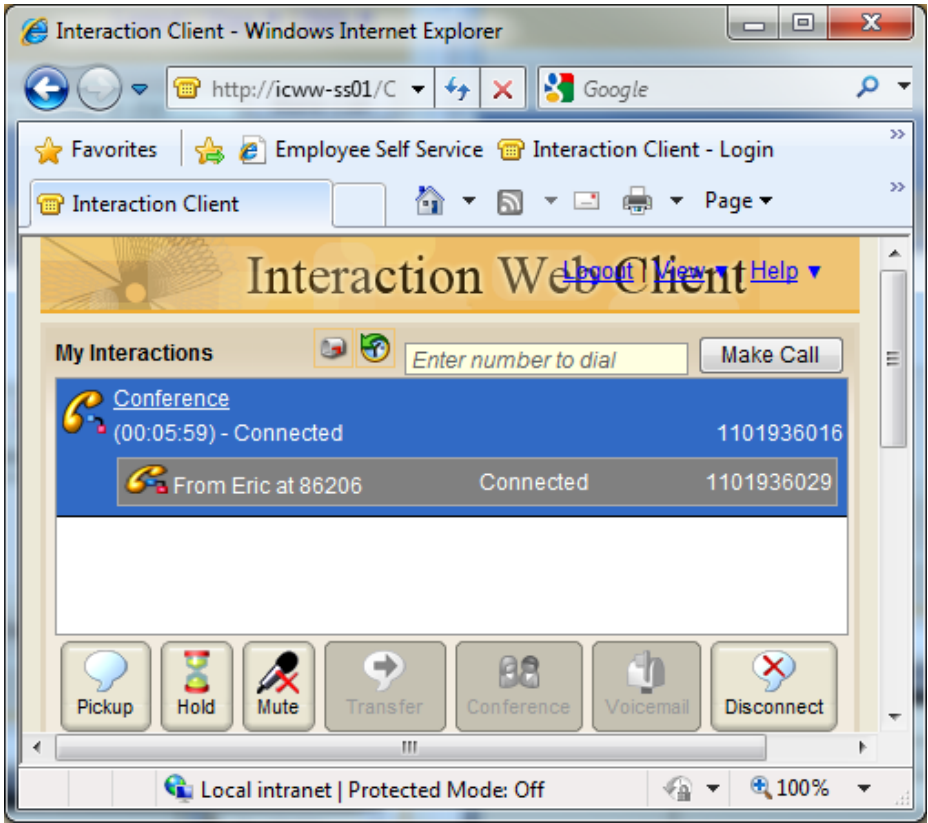


Figure 1 - With the original call selected press the Conference button

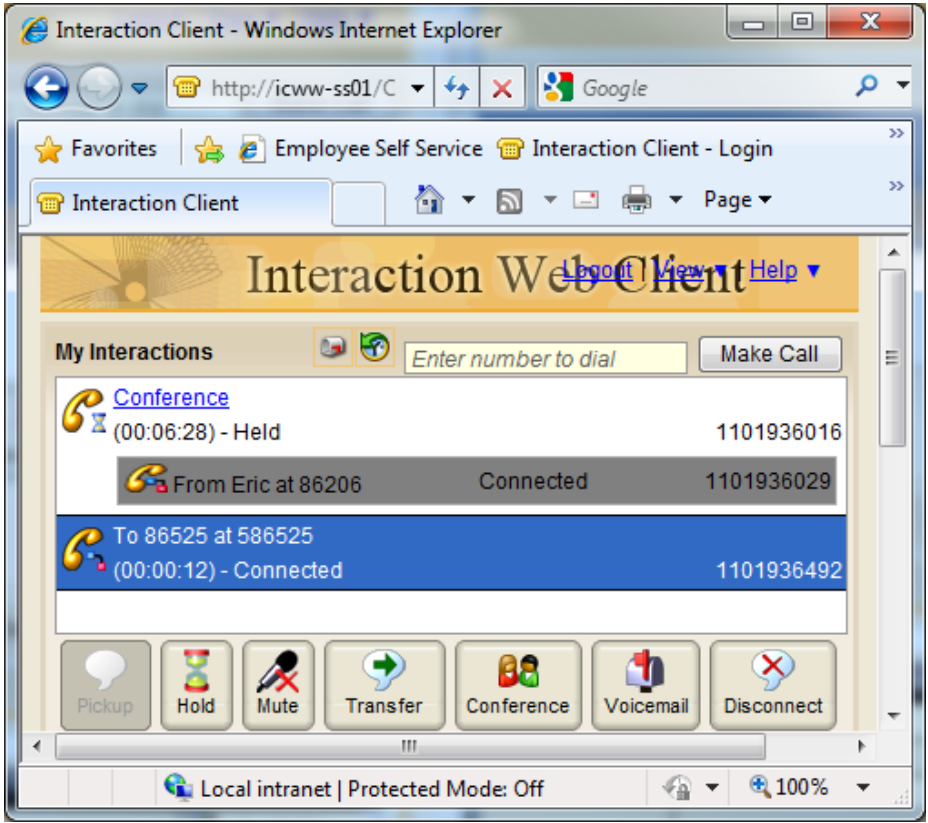


Figure 2 - Dial the next number and click on the Interaction to select it

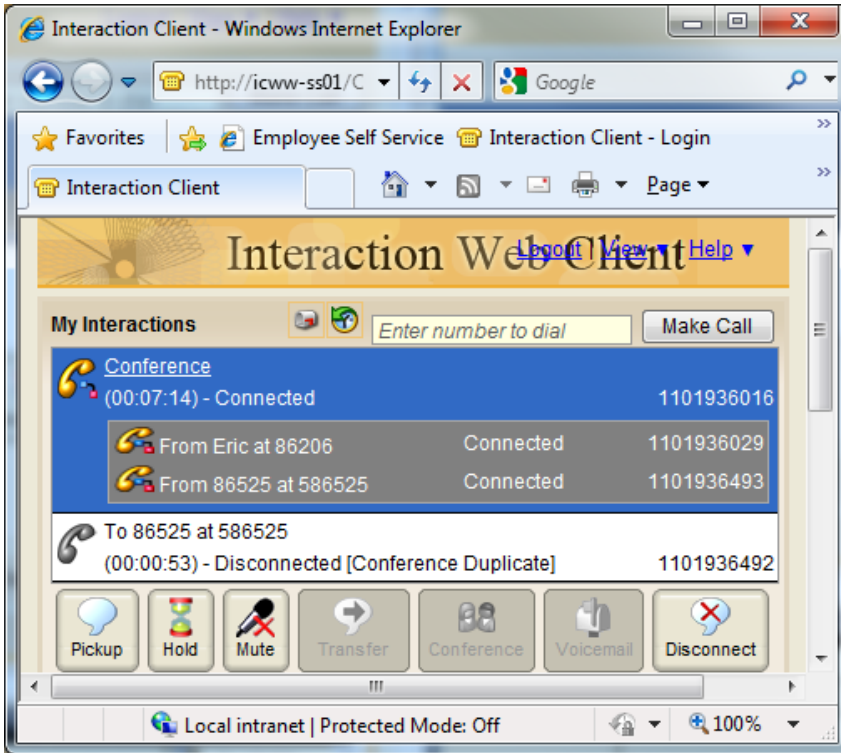
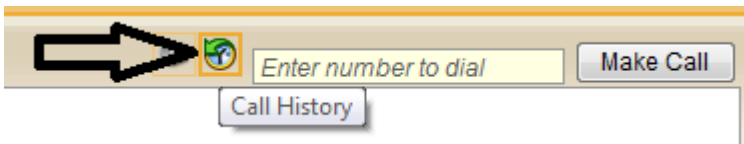


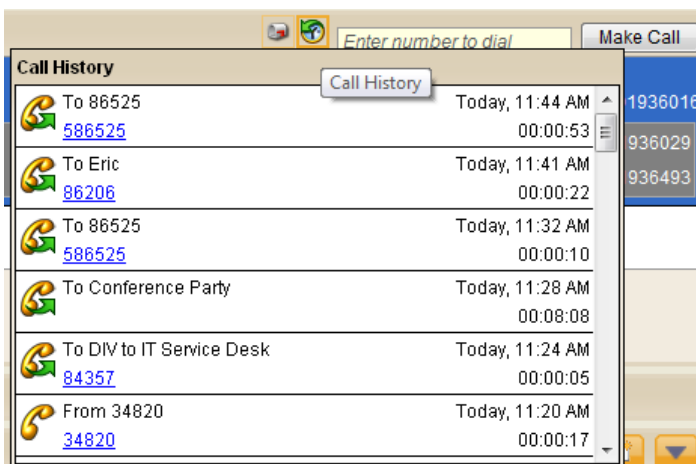
Figure 3 - Press the Conference button again to add the selected party to the conference




Checking your call history

To check your call history for calls made, received and missed, click the call history button located near the top right of the screen.



You will then see a new window in which you can view calls. This window will save the last 2 days of calls up to a maximum of 300 calls.



-  This indicates a call dialled
-  This indicates an answered call
-  This indicates a missed call

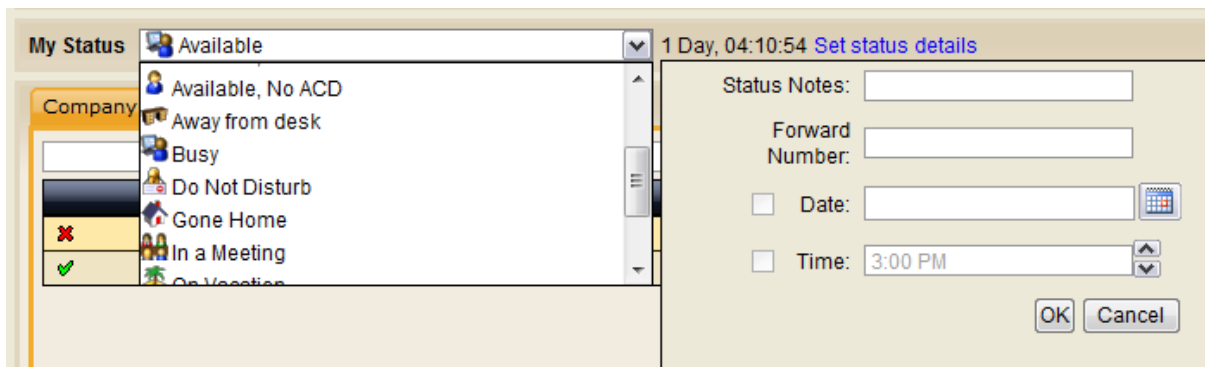
Setting your status

Your status can be set from ICWE using the 'My Status' drop down menu in the middle of the page. Most options, for example - 'At Lunch', 'In a Meeting', 'Out of the Office', will send your calls directly to your voicemail.

Status's such as 'Follow-Me' need to be setup using Interaction Client .NET, otherwise a call can be logged to the service desk with the phone numbers you wish your calls to be forwarded to, and the order in which you would like them to be forwarded. These preferences can then be set up by IT.

Selecting 'Available', 'Forward' will prompt you with a dialog box into which you can enter a number you wish your extension to be forwarded to. This can be any number, be it a mobile, or a colleague's number.

Just to the right of 'My Status', you will see a blue clickable link reading 'Set status details'. Clicking this will allow you to set your forward number, notes that other people with Interaction Client can read, as well as an estimated time and date you will be back if you have set your status to 'Out of the Office' or 'At Lunch' for example.



Directories

ICWE has built in directories similar to Interaction Client .NET. While there are some limitations, most directories, workgroups and features are available. The default has the company directory which can be searched and shows Name, Number, Department and Status of users, as well as information indicating if they are logged into their phone or not.

	First Name	Last Name	Extension	Department	Status
✘	VoIP Casual Wagga		34820		Available
✘			32835		Invalid Status
✘			35999		Available
✘			35998		Available
✘			35997		Available
✘			35996		Available
✘			35995		Available
✘			35994		Available
✘			35993		Available

Searching Directories

To search through a directory, you simply need to type a keyword into the box above the column you wish to filter for. For example if you wish to search for Tim Brown you could type 'Tim' into the box above First Name, and 'Brown' into the box above last Name.

First Name	Last Name	Extension	Department	Status
Tim	Brown	84239	Information Technology, Division	Available

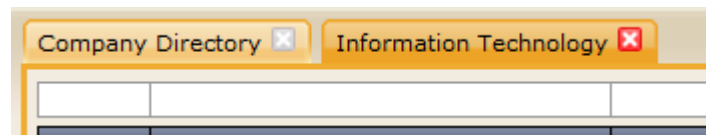
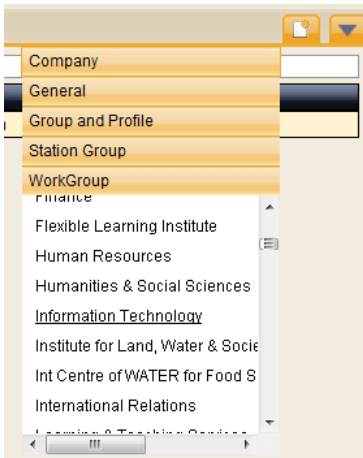
Making calls from Directories

To call a person from within a directory, click the blue number listed under 'Extension' or select the entry and click the 'Dial' icon at the bottom of the page, and ICWE will dial that person's number.


Adding Directories

Extra directories can be added to the window quite easily. Most University workgroups are listed. These 'Workgroups' break down into listings of the university's sections, schools and divisions.

To add a directory, click the 'New Page' icon located to the centre right of the screen, select 'Work Group', then click the directory to add to the page. It will appear as a new tab to the right of the Company Directory.



Removing a Directory

To remove a directory, click the 'Close' icon  on the 'Directories' tab. Any tab you remove can always be added again later by following the 'Adding Directories' instructions above. The company directory cannot be removed.