

ISymphony Quick Reference

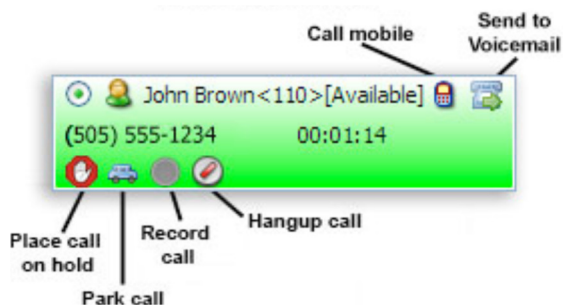
My Extensions

The My Extensions window shows all extensions that the current profile uses.

Call Status

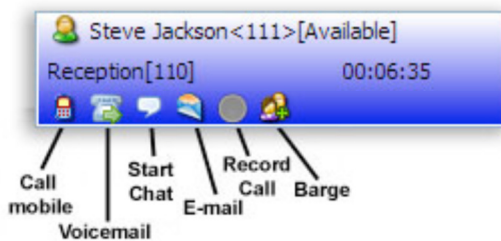
Call status is represented by the color of the extension boxes.

- Grey – Phone not registered to this extension.
- Light Blue – Phone registered but idle.
- Yellow – Ringing.
- Purple – Making outgoing call.
- Dark Blue – On the line with an office extension.
- Green – On the line with an outside number.
- Orange – On line with call that came from a queue.



Extensions

This window shows all other extensions.



Held Calls

Held calls that are placed on hold via iSymphony are displayed in the Held Calls window. No other iSymphony user can see anyone else's calls on hold. You can set a note on each held call by selecting the note cell for a specific held call item.

Views

1. Simple View
 - a) Allows you to view and manage the extension's most recent linked call.
2. Detailed View
 - a) Allows you to view and manage all of the extension's linked calls.
3. List View(Only available in the Extensions area)
 - a) Allows you to view extensions in a compact grid like view.
 - b) Allows you to view and manage all the extensions calls. (If turned on in Preferences)
 - c) To show all the calls that the extension is on expand the extension using the "+" button at the beginning of the extension row.