

## Arc Express – *user notes*

### Using the console – frequently asked questions

#### **Description**

This quick reference document describes solutions to commonly asked questions when using the Arc Express attendant console application. Other TechNotes are available to help you use the Directory Module, Installation Wizard and keyboard functions.

#### **Q. How do I log in to a client?**

A. Double click on the Console shortcut on the desktop, this will launch the console, you will be presented with a login, enter your credentials and this will log you in. The other associated applications will also open automatically. Directory and Calendar will open.

#### **Q. How can I quickly navigate between the console window and directory?**

A. You are able to flick between the console and directory search screen by using F12 and the escape key. Once you have answered a call from a console queue, simply start typing the name of the person you wish to search for. The speed search screen will appear. Once you have typed the search text, hit return for the Lastname/Firstname search or F2-F6 for other field searches as shown on screen..

#### **Q. What are the client logins?**

A.

Username: Administrator  
password: 54321 (full administration rights)

Username: Admin  
Password: <blank> (Supervisor rights)

Username: OP1  
Password: <blank> (Operator rights)

#### **Q. The console phone is ringing but the queues are not?**

A. This is correct behavior. The calls will only be delivered to the phone once they have been answered. Do not direct any calls directly to the phone as the calls should queue on the logical queue of the console. You should place calls to the primary queue directory numbers (DNs) that were configured when you set the Arc Express system up using the Installation Wizard – see the “*Call Delivery Methodology*” TechNote for further information

#### **Q. I want to choose which queue I answer calls from**

A. Normally, when you hit the ‘Answer’ key, the call with the highest priority will be delivered to the operator phone. This is based on the queue priority assigned when the queues were set up using the Installation Wizard. To override this, use the F7 (Selective Answer) key to highlight the queues window in the console, and use the cursor keys then <enter> to choose which queue you wish to answer the next call on.