iSymphony Quick Reference Guide

Logging In

You can access the iSymphony portal by following the link below:
http://is.1pointcom.com:58080/client/client

Once there, please login with the username and password that was provided to you.

My Stream

Dragging Calls
Calls listed in the My Stream Widget can be dragged to the following locations in order to transfer that call to the destination.

- User Extensions
- User Alternative Phone Numbers
- User Voicemail Boxes (will not ring destination extension)

Transfer to Alternate Phone Numbers

Transfer to Voicemail

Call Actions
When a call is listed in the My Stream Widget it will contain buttons that will allow the User to perform actions on the call.

- Hangup: Hangup the call. If the call is currently ringing and not yet picked up the hangup button will perform an ignore of the call possibly sending the call to the User's Voicemail box.

Call History
The History section will show all call history for the selected user. Users can double click one of these call history items in order to originate a call from their selected extension.

Users

This window shows all other users.

Call Status Colors
Call status is represented in the application by changing the color of specific Users. The system has several default colors for each call status.

- White - A white color signifies that an extension is currently registered but idle.
- Light Grey - A light grey color signifies that an extension is currently unregistered.
- Dark Grey - A dark grey color signifies that a call is currently on hold.
- Yellow - A yellow color signifies a ringing call. This is used for both incoming and outgoing rings. (By default both incoming and outgoing ringing state is represented by the same color)
- Light Green - A light green color signifies a linked call with an outside line.
- Dark Green - A dark green color signifies a linked call with a local phone system destination (Extension to Extension)
- Orange - An orange color signifies a call that came from a queue.