

AIRBUS DS Communications QUICK REFERENCE CARD

VESTA® 9-1-1 Console Release 6

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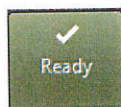
E-mail: techpubs@Airbus-DSComm.com

VOICE CALLS

To:

Do this:

Go ready/Not ready



Ready



Not ready

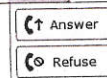
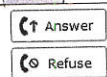
Answer a voice call

Do one of the following:

- ◆ On the PCA or ICA (ACD), click the **Identification** area.



- ◆ On the PCA or ICA (ACD), click the ringing icon and then **Answer**.



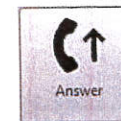
VOICE CALLS

To:

Do this:

Answer a voice call
(continued)

- ◆ On the toolbar, click **Answer** (for priority answer on ICA/PCA: for example, longest ringing call).

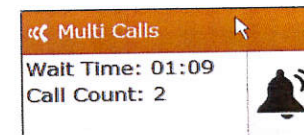


- ◆ Genovation keypad—Click programmed **Answer**.



Answer a voice call with
the highest priority on all
MCAs

- ◆ Click the **Identification** area.



VOICE CALLS

To:

Do this:

Release a call

Do one of the following:

- ◆ On the toolbar, click **Release** when you want to disconnect from the call. (Three-way conference call—other parties stay connected)



- ◆ Genovation keypad—Click programmed **Release**.

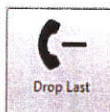


For conference calls:

- ◆ On the toolbar, click **Drop All** to disconnect all parties from the call. The call is terminated.



- ◆ On the toolbar, click **Drop Last** to drop only the last party that was added to the conference.



VOICE CALLS

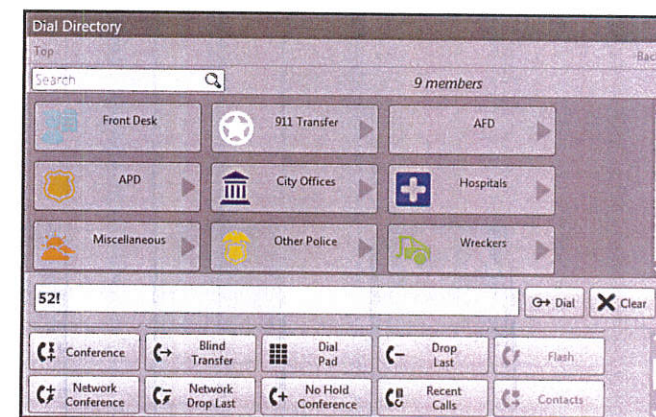
To:

Do this:

Place a call





Do one of the following:

- ◆ In the **Dial Directory** window, either
 - ◆ Click a single contact button or group button to open contacts.
 - ◆ In the text box, enter a number to dial. Click **Dial** or press **Enter** on the keyboard.




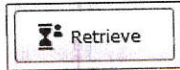

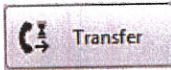



- ◆ Activate the **Dial Pad** window and enter the number that you want to dial. Click **Dial**.
Depending on the configuration, the system dials a Direct Access Admin Line or through a dial plan.




VOICE CALLS




To:	Do this:
Place a call on hold	<p>Do one of the following:</p> <ul style="list-style-type: none"> On the toolbar, click System Hold.  <p><i>Only for two-person calls. Anyone with an SCA configured on their layout can retrieve the call. Not allowed on TTQ transfers.</i></p> <ul style="list-style-type: none"> On the toolbar, click Local Hold.  <p><i>Only the call-taker who put the call on hold can retrieve it. Other conferenced parties on local hold can continue to talk.</i></p> <ul style="list-style-type: none"> Genovation keypad—Click programmed Hold.  <ul style="list-style-type: none"> Click the Call button on a call appearance, then click Local Hold (ICA/PCA) or System Hold (ICA/PCA/SCA). 

VOICE CALLS


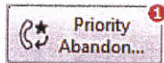
To:	Do this:
Retrieve a call on hold	<ol style="list-style-type: none"> Click Local Hold (ICA/PCA) or a System Hold icon (PCA/SCA) icon to expand.   <p>Local Hold System Hold</p> <ol style="list-style-type: none"> Do one of the following: <ul style="list-style-type: none"> On an SCA, click the Identification area.  <ul style="list-style-type: none"> Click Retrieve. 
Transfer a call	<ol style="list-style-type: none"> Click the contact button in the Dial Directory.  <p>Carine Unit</p> <ol style="list-style-type: none"> Click Transfer or Blind Transfer.   <p><i>With Transfer, the caller is put on soft hold. Blind Transfer is configured in either Unsupervised mode (you are disconnected when you hear ringing) or Supervised mode (you are disconnected when the call is answered).</i></p> <ol style="list-style-type: none"> Enter the number and click Dial or click the desired contact button. If using the Transfer button, click Transfer again to be automatically released. The two parties will still be connected. <i>This step is not required when using the Blind Transfer button.</i>

VOICE CALLS

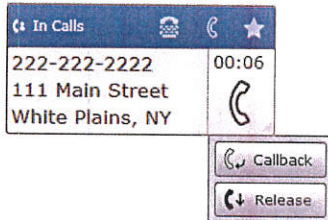
To:	Do this:
Conference a call	<ol style="list-style-type: none"> 1 Click a contact button in the Dial Directory.  2 Click Conference to put the caller on soft hold or click No Hold Conference to ensure the caller is able to listen to you throughout the conference.  or  3 Enter a number and click Dial, or click a contact button. 4 If you clicked Conference in step 2, click Conference again to join all parties.

Network conference an ESInet 9-1-1 call	<ol style="list-style-type: none"> 1 Click a contact button in the Dial Directory.  2 Click Network Conference.  3 Enter a number and click Dial. <i>You can then click Release or Network Drop Last, depending on whether you want to disconnect or drop participants from the call.</i> 
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VOICE CALLS

To:	Do this:
Return the highest priority abandoned call	<ul style="list-style-type: none"> ◆ Do one of the following: <ul style="list-style-type: none"> ◆ On the toolbar, click Priority Abandoned Callback.  ◆ On the Dial Directory, click Priority Abandoned Callback.  <p>The call is initiated on an available PCA.</p>

Return an abandoned queued call, answered call, or a returned call from the console	<ol style="list-style-type: none"> 1 In the Abandoned Calls window, click the: <ul style="list-style-type: none"> ◆ Queued tab ◆ Answered tab ◆ Called tab 2 Do one of the following: <ul style="list-style-type: none"> ◆ Click Dial. ◆ Double-click the list entry.
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Return a distributed abandoned call	<ol style="list-style-type: none"> 1 With the abandoned call location information showing in the Call Information Display window or ICA, click on the ICA: <ul style="list-style-type: none"> ◆ On the expander, click Answer. ◆ Click the Identification area. 2 On the expander, click Callback. 
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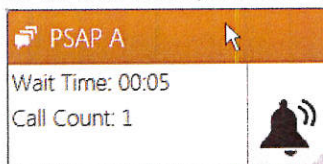
TEXT CALLS

To:

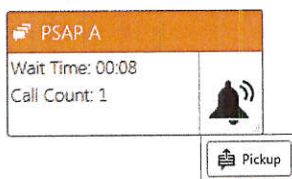
Do this:

Pick up an emergency text call

- On the **Text MCA**, click the **Identification** area.



- On the **Text MCA**, click the ringing icon and then **Pickup**.



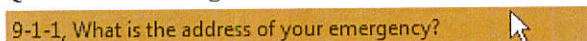
- In the **Text Calls** window, either double-click a text call entry or click **Pickup**.

Date	Time	Queue	CPN	Location	Initial Text Message	State	Owner
3/5/2015	10:01:19 AM	PSAP D	(613) 555-7147	ALL line 1 - ALL line 2 -	Help	Queued	
3/5/2015	10:01:27 AM	PSAP E	(613) 555-8563	ALL line 1 - ALL line 2 -	Help	Connected	Agent_234
3/5/2015	10:01:37 AM	PSAP F	(613) 555-3173	ALL line 1 - ALL line 2 -	Help	Queued	
3/5/2015	10:01:44 AM	PSAP G	(613) 555-4614	ALL line 1 - ALL line 2 -	Help	Queued	
3/5/2015	10:01:51 AM	PSAP I	(613) 555-5882	ALL line 1 - ALL line 2 -	Help	Queued	
3/5/2015	10:02:00 AM	PSAP J	(613) 555-4813	ALL line 1 - ALL line 2 -	Help	Queued	

Pickup Selected text call

Send a Quick Text message

- In the **Text Conversations** window, click one of the **Quick Text Message** tabs and double-click a message.



You can click the message once and edit it in the text box.

Send a manual message

- In the **Text Conversations** window, type a message in the text box and click **Send**.

Is anyone injured?

TEXT CALLS

To:

Do this:

Release and close a text call

Depending on the configuration of your console, the text conversation remains in or disappears from the **Text Conversations** window.

- Click the **Release** button.

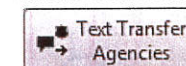


- To remove a remaining conversation, click the **Close** button.



Transfer a connected text call to an agency queue

- In the **Dial Directory**, click **Text Transfer Agencies**.



- To transfer the text call to a queue, click a transfer agency.

Return an abandoned text call

- In the **Recent Calls** window, click the **Inbound** tab.
- Click an abandoned text call entry for a call and click **Dial**.



Abandoned text call indicators

Notes

Notes
