

Fonality HUD (Heads-Up Display) Software



Fonality HUD icon

It can take a minute or so to start up.

Minimize/dock

Full/smaller height

Close

Micro display

As with all software, on Mac, the X closes the window but does not quit the software program.

Your phone

This shows that I'm on the phone with Dave.

Your voice mail

Double click a message to play, or select one and play here.

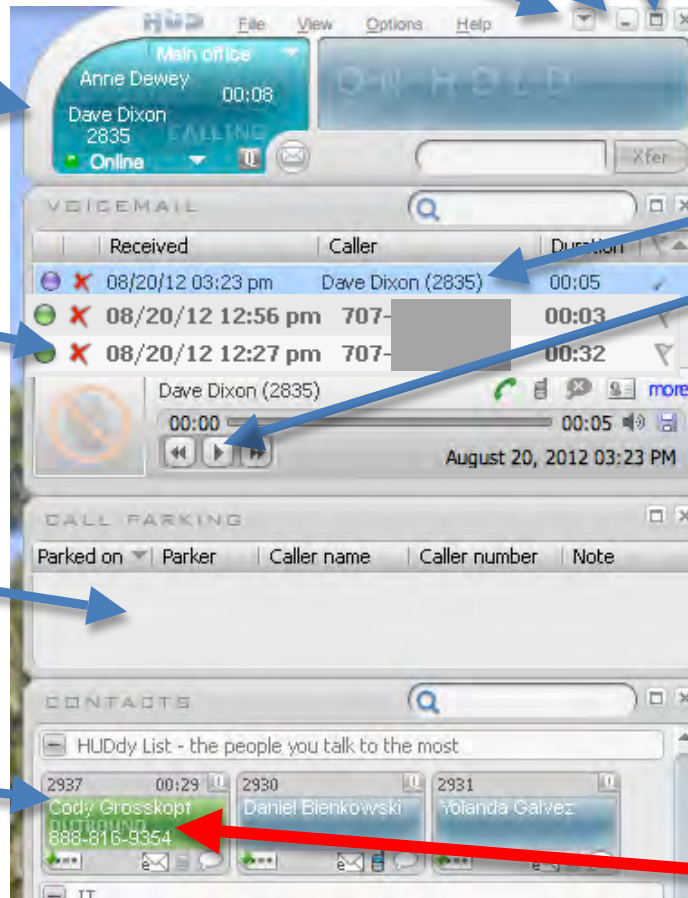
Parking space

You can resize each area to meet your needs.

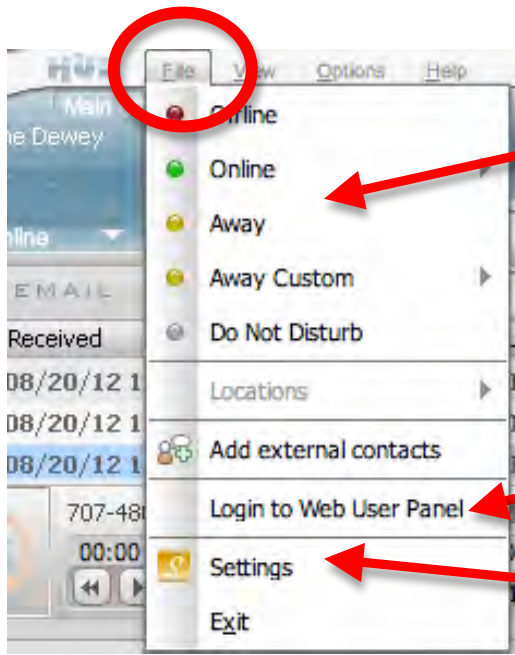
Your department head may have your software set to show other people in your department.

Parking a call is like putting it on hold, except you can pick the call up anywhere in the building.

If you have this, you can see whether someone you need is already on the phone. This shows that Cody is on the phone.



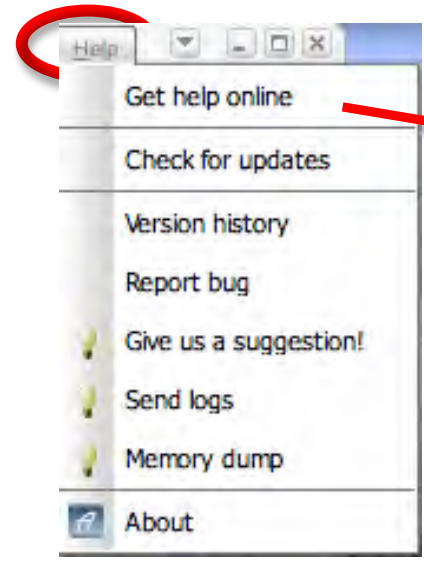
Here are some useful things in the menus.



You can set your status to Away or Away Custom (for a meeting), or Do Not Disturb.

See Web User Panel guide.

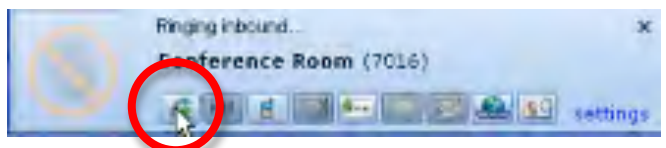
Most Settings should be left as-is.



HUD Help online includes several videos on HUD features.

As of this printing, the online Help home page is: <http://help.fonality.com/HUD>

Optional: Answer calls using the Desktop Alert. This will use your computer's speakers and mic, a headset with mic plugged into your computer.



Hang up in same spot.

You can answer a call on your phone, put the call on hold, then use HUD.

If you answer a call on HUD, you stay on HUD until you transfer or park the call, or send it to voice mail.

ie: The call must be on Hold to switch between HUD and a phone.

Put a Call on Hold using HUD

Call comes in.



Click arrow.
Caller hears
on-hold music.



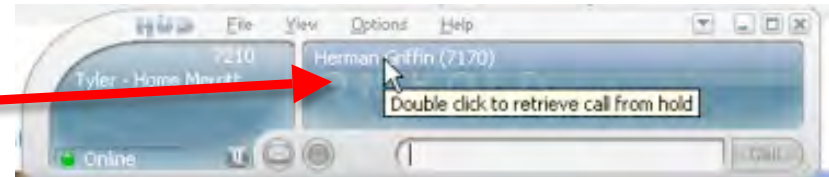
Call is on Hold.



Multiple calls on Hold

You can choose the one you want to pick up – either here in HUD, or scroll through your phone's display.

Double-click to
get call back.

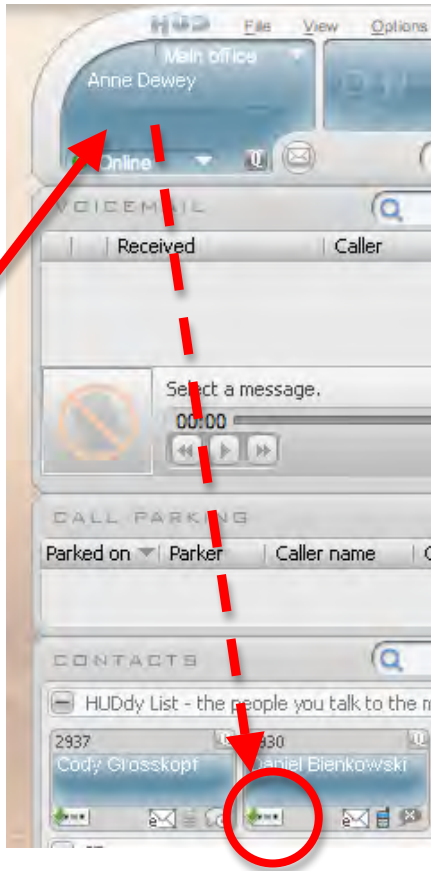


Transfer Calls Using HUD Software

Put caller directly into someone's voice mail.

Put caller on hold and using the HUD software, drag the call to the voice mail icon for that person.

Example:
Click and drag from anywhere in my name to Dan's voice mail icon to send the caller directly to Dan's voice mail.



Transfer caller directly to someone in your department

Put caller on hold and using the HUD software, drag the call to the person's block.

Example:
Click and drag from anywhere in my name to Dan's area.

NOTE: This does NOT give you a chance to talk to the person getting the call – it blind transfers.



Using HUD to Park a Call

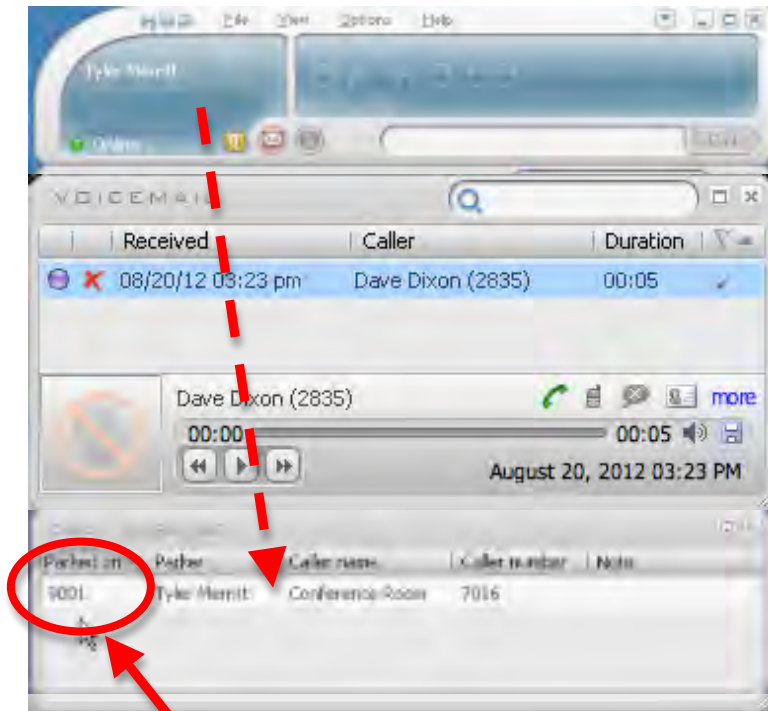
What is Call Parking?

It's like putting it on Hold, except that you (or anyone) can pick up the call on any computer in the building that has HUD.

When would you use this?

- To transfer a confidential call to a private room.
- To allow someone else to pick up your calls when you are on the phone.
- When you aren't sure who can help the caller, and need to ask.

Click and drag the call into the Call Parking window.



This call is parked on extension **9001**.

Now that the call is parked...

... you (or someone else) can pick up the call in another room by dialing the extension – in this example, dial 9001.

... you can click and drag the call to anyone in your contacts list to transfer it.

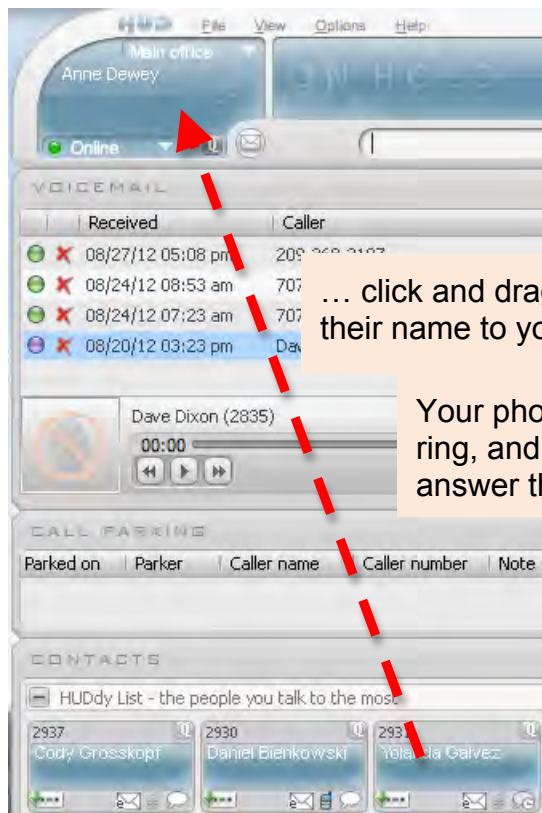
... you can ask someone else to pick up the call on extension 9001.

... you can drag and drop the call back to your name to get the call back.

NOTE: To pick up a parked call, you need to have HUD open.

Answering Someone Else's Phone Using HUD

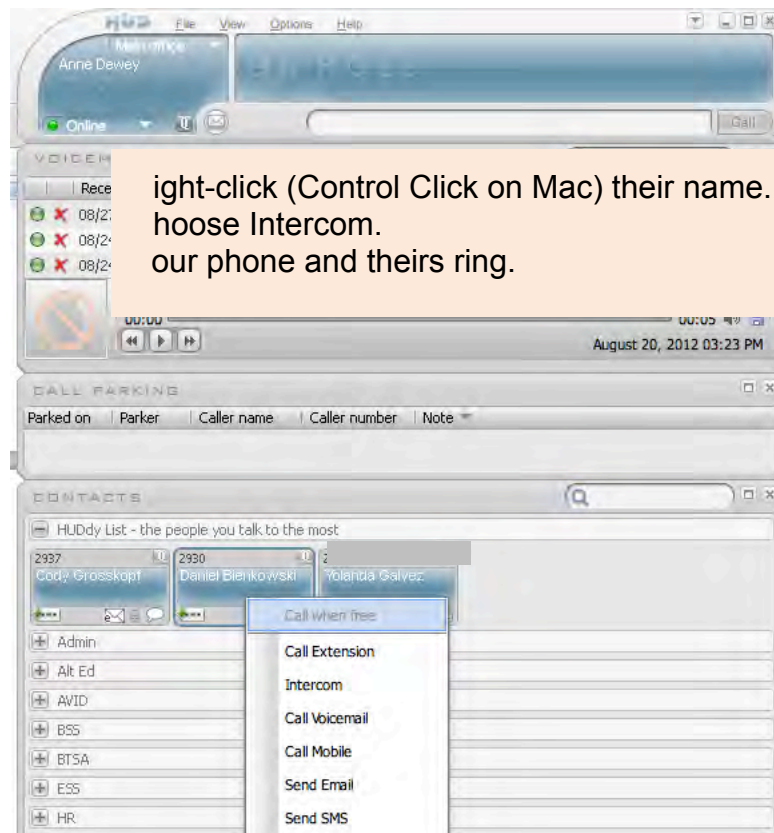
You hear their phone ringing – or see it on HUD – and...



... click and drag from their name to yours.

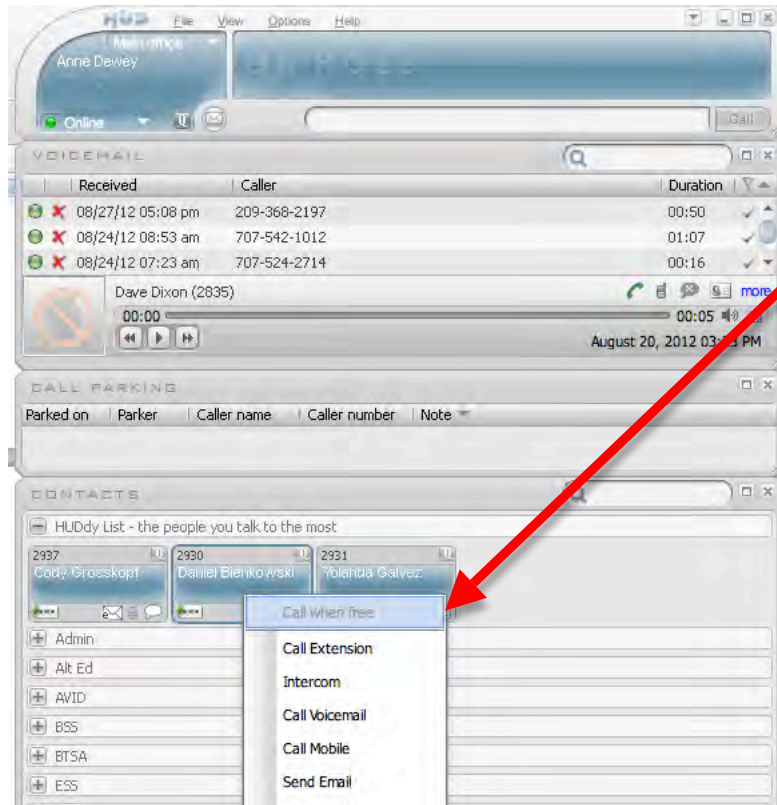
Your phone will ring, and you can answer the call.

Using HUD for Intercom Calls



Right-click (Control Click on Mac) their name. Choose Intercom. Your phone and theirs ring.

More Right-Click Features



Call when free - If they are on the phone, and you want to talk with them as soon as they hang up, choose this. When they hang up, both your phones will ring.

Call extension – Speed dial

Intercom

Call voicemail – Speed-dial their voice mail to leave a message.

Call mobile – Speed dial their mobile phone.

Send Email – Not configured for Zimbra.