computertalk ice

icePhone

Student Guide

Server Version 15.x

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Introduction

The icePhone allows users to handle phone and chat contacts natively within iceBar. It provides a standard user interface within iceBar for agents to handle calls and chats without needing a separate softphone such as Microsoft Teams. To use the icePhone, ensure the icePhone class of service is enabled for voice and/or chat contacts.

Launching iceBar

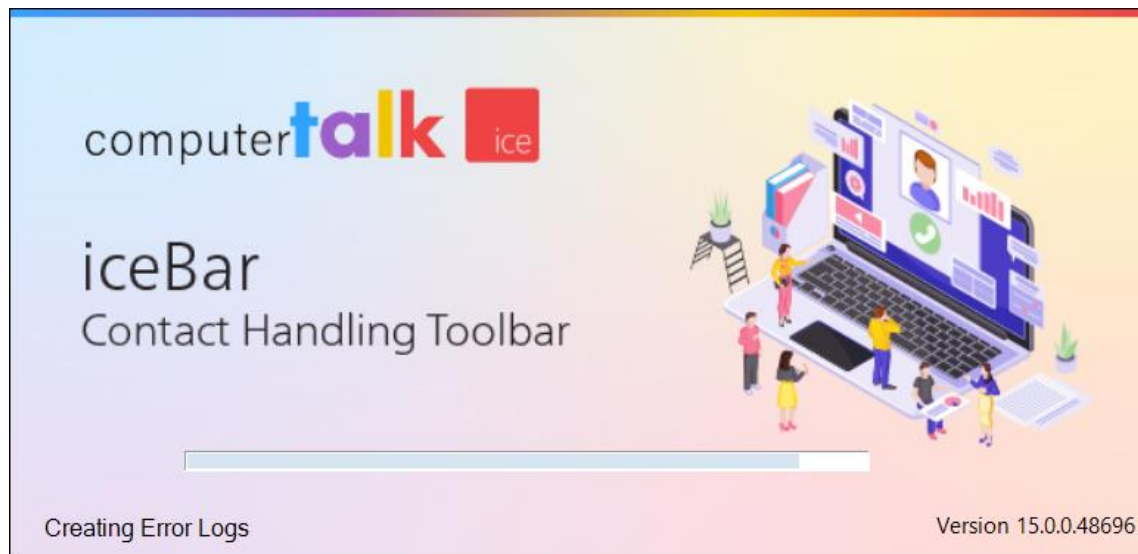There are two ways to launch iceBar, depending on your contact center's configured options:
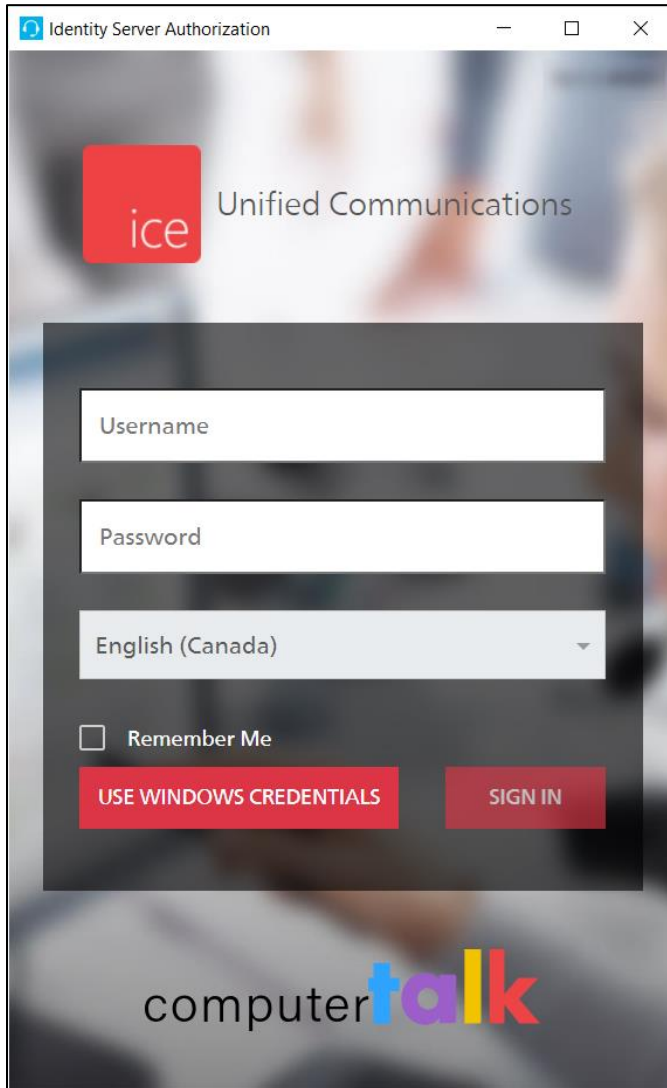
Start up your workstation

OR

Double-click the iceBar desktop icon

Once you launch iceBar, the application will load.

Logon Procedures

After you launch the iceBar application, the Identity Server Authorization window will open:

1. The Identity Server Authorization window will prompt you to enter your User ID and Password.
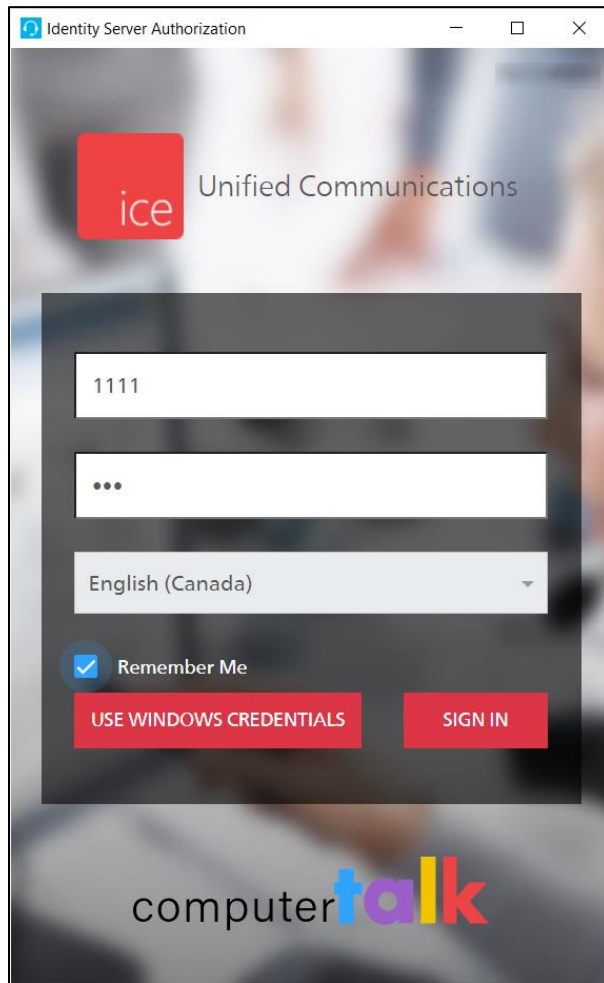
You can enable the Remember Me checkbox to save your User ID.

2. Click the Use Windows Credentials button if you have Single Sign-On enabled. You may be prompted to enter your Windows Credentials. Otherwise, click the Sign In button to proceed.

The toolbar will load with your profile settings at the top of your screen.
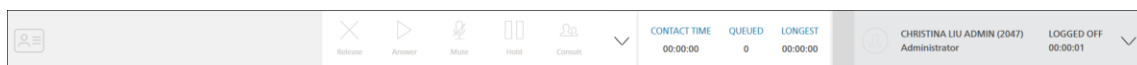
You will be required to enter your password each time you login for security purposes.

Users have the option to logon to ice and queues, or to log on to ice only.

Logging onto Queues

To log on to ice and queues:

1. Click on the drop-down in the User Panel.
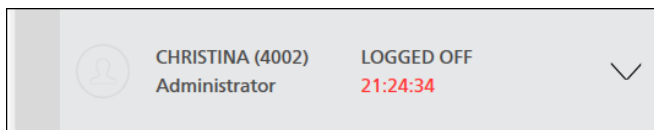
To use the icePhone to handle contacts, the "Use icePhone" checkbox must be enabled before logging in.

Click *Log In*. The following drop-down menu appears, showing all queues you have access to.

2. Enable the checkbox next to *LOG IN TO ICE*.

3. Under the LOG IN QUEUES section, select the queues you want to log into. You can enable the checkbox for *SELECT ALL* to log into all available queues.

4. Click *APPLY*. The drop-down menu will disappear, and ice will log you on.

Logoff and Exit Procedures

You can log off from selected queues or selected profiles without exiting from iceBar.

Users have the option to logoff of queues and ice or queues only.

To logoff of queues and ice:

1. Click on the drop-down arrow in the User Panel.
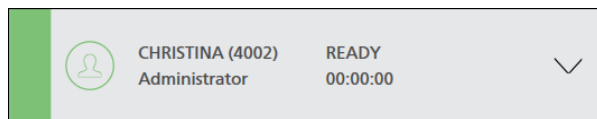
2. Click on *Log In*. The following drop-down appears, showing all queues you have access to.
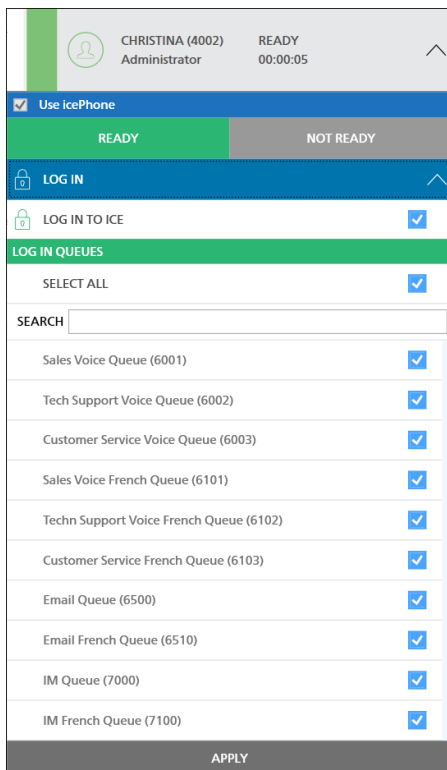
3. Deselect *LOG IN TO ICE*. This will deselect all available queues.

4. Click *APPLY*. The drop-down menu will disappear and ice will log you off of all of the selected queues.

Your status bar will now be greyed out if you are not logged on to ice.
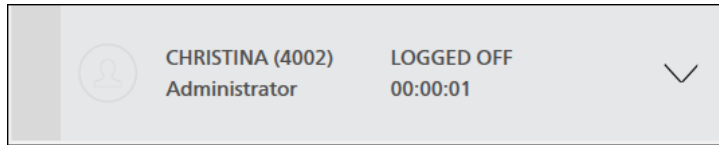
To Exit:

1. Click on the drop-down arrow in the User Panel.
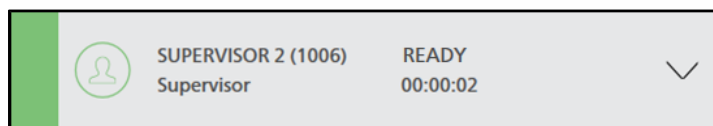
2. Click on the *Exit* button to close iceBar.
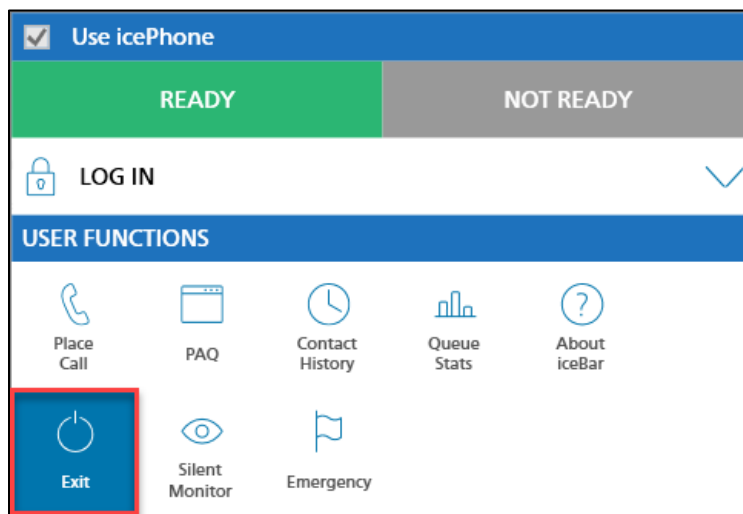
Alternatively, to Exit:

1. Right-click anywhere on the iceBar to see the following options.
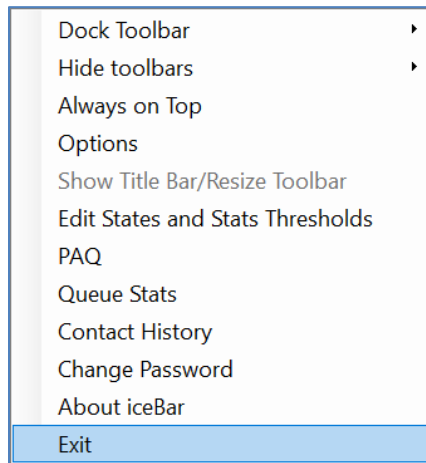
2. Select *Exit*.

The iceBar application closes.

Your ice configuration may include an alternate Exit window:
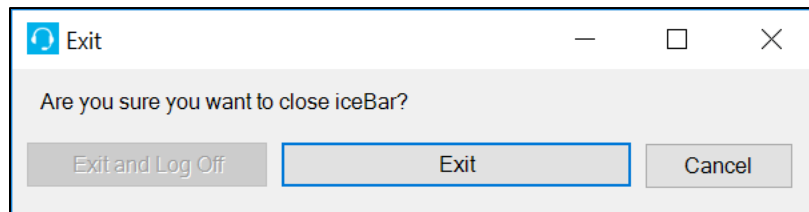
Selecting *Exit* closes iceBar. Selecting *Cancel* keeps the iceBar open.

If you have not logged off of your queues before attempting to exit, you will see the following pop-up.
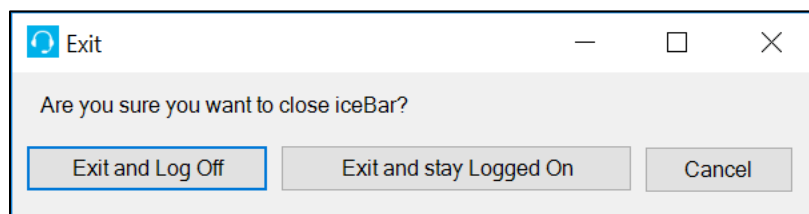
You may select *Exit and Log Off*, which will allow you to exit safely from iceBar, or you may choose to *Exit and stay Logged On*, which will allow you to close the application but remain logged on to the server and queues.

It is strongly recommended that you ensure that your state says Logged Off before exiting iceBar. If you *Exit and stay Logged On*, then only the iceBar application closes. You will stay logged in to ice, which could lead to inaccurate statistics, calls being connected to unattended telephone sets, and problems for users who try to log on in subsequent shifts.
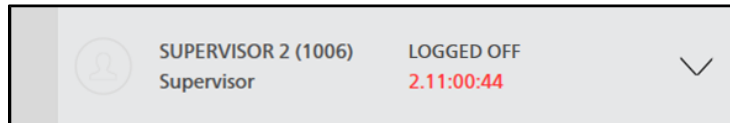
Another alternative to Exit:

1. In your system tray, right-click on the iceBar icon.

2. Click *Exit*.

Understanding the icePhone

The icePhone provides a unified interface to handle chat and voice contacts within the same client. You can find the icePhone buttons beside the Contact Functions panel on your iceBar toolbar. The following section will describe the different icePhone buttons.
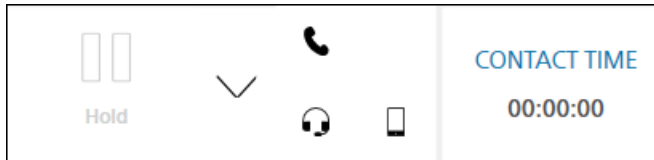
The icePhone buttons will only be available if the 'Use icePhone' checkbox is enabled on your User Panel.

Show icePhone

The *Show icePhone* button opens the icePhone client. If you are currently handling a contact, it will populate with the contact's information allowing you to handle the contact using the buttons along the top of the window.
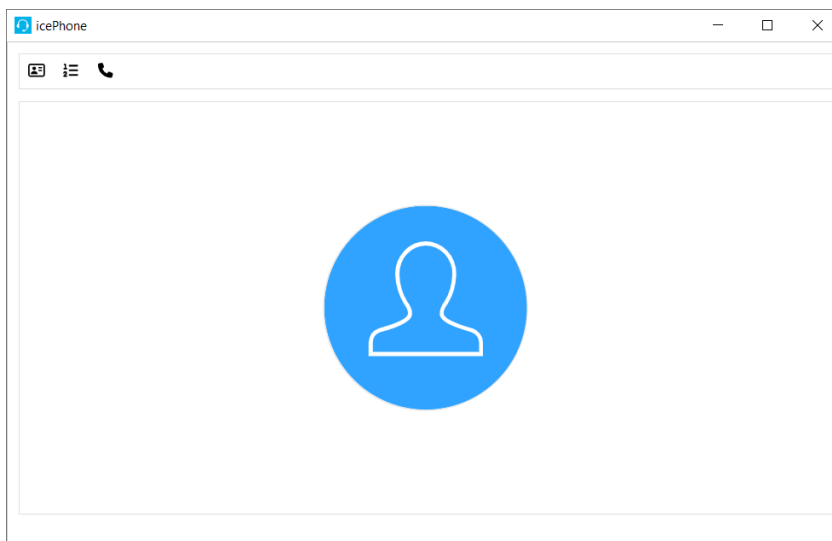
Note: Closing the icePhone window does not release your contact. To release your contact, click the *Release* button on your toolbar or the *End-Off Hook* button on the icePhone client.

Devices

The *Devices* button opens the devices window to set the user's speaker and microphone device preferences.
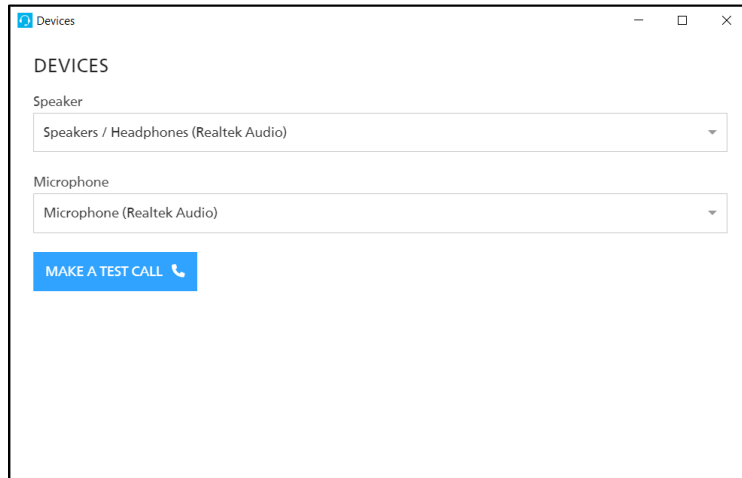
The *Make a Test Call* button allows you to place a test call to test your speaker and microphone input. You will be instructed to record a message after the beep to test your inputted audio configuration.
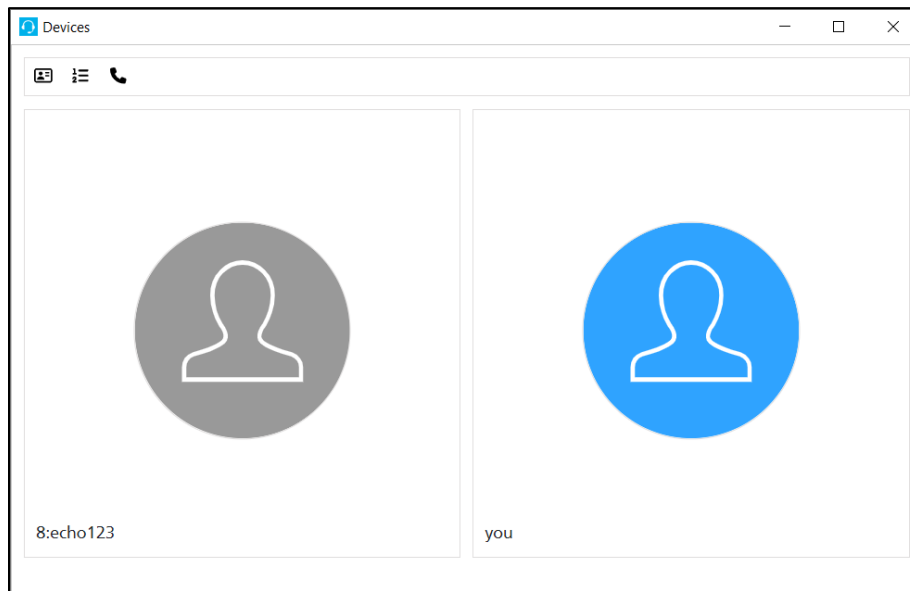
To close the Devices window, click End Call.
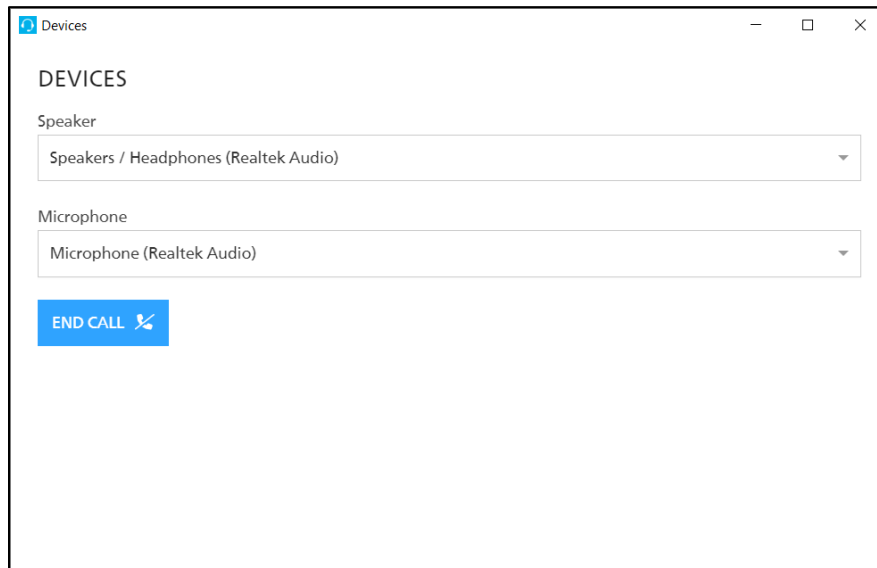
End Off Hook/ Set as active call device

The function of this button will depend on whether you are on-hook or off-hook.

If you are already on-hook, clicking this button will set your current iceBar as your active call device and will place you off-hook in preparation for your next contact.

You may only be active on one device at a time. If you have set your icePhone on iceBar for desktop as your active call device, the button will be unavailable on iceBar for web.

If you are off-hook, the button will be blue. Clicking this button will release any contact you are handling and will place you on-hook.

For more information on On Hook and Off Hook, please refer to the *iceBar for Desktop User Manual.*

Note:

- You must have the 'Use icePhone' box enabled in order to be able to use the icePhone buttons.
- If you have the *Drop ice user line between calls* class of service enabled, the button will only be available as an *End Off-Hook* button. It will only be available when you are handling a contact and will set you on-hook and release the contact when clicked.

icePhone for Voice contacts

icePhone allows agents to receive and handle interactions through one interface. Agents can handle and place calls from either the iceBar for Desktop or iceBar for Web without the use of a separate softphone, such as Teams.

The following section will describe the icePhone buttons you can use while handling a voice contact on the icePhone client window.

Contact Data

The *Contact Data* button displays information about your contact including the Contact ID, State, Originator Name and Address, Target Name and ID, Receiving Address and User Data.
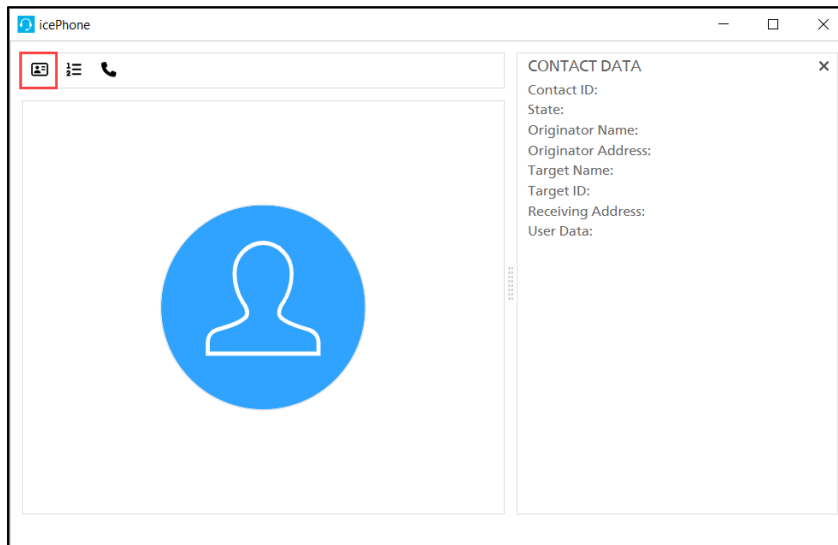
To close this tab, either click on the *Contact Data* button again, or click on the 'x' in the top right corner of the tab.

Dial Pad

The *Dial Pad* button opens the icePhone dial pad. You can dial a number and click the Place call button on the bottom of the dial pad.
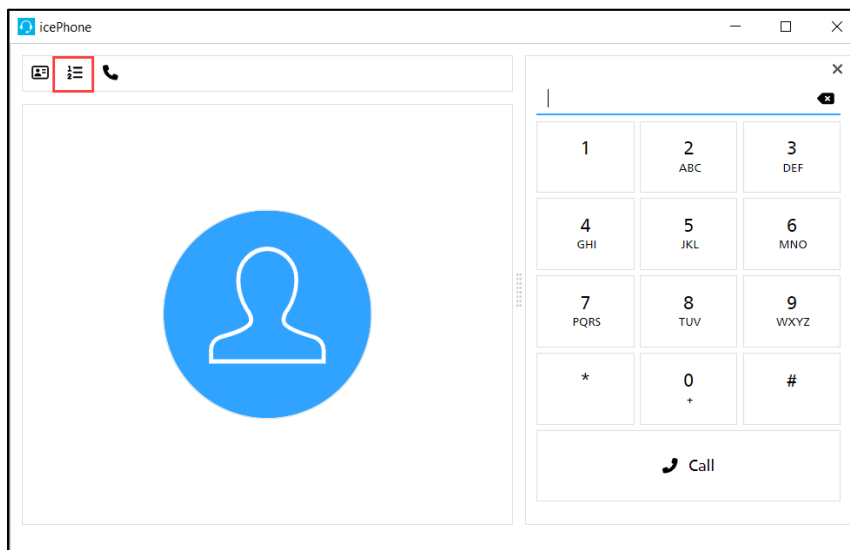
To close this tab, either click on the *Dialpad* button again, or click on the 'x' in the top right corner of the tab.

End Off-hook / Set as active call device

This button is the same as the End off-hook/ Set as active call device button on the iceBar toolbar.
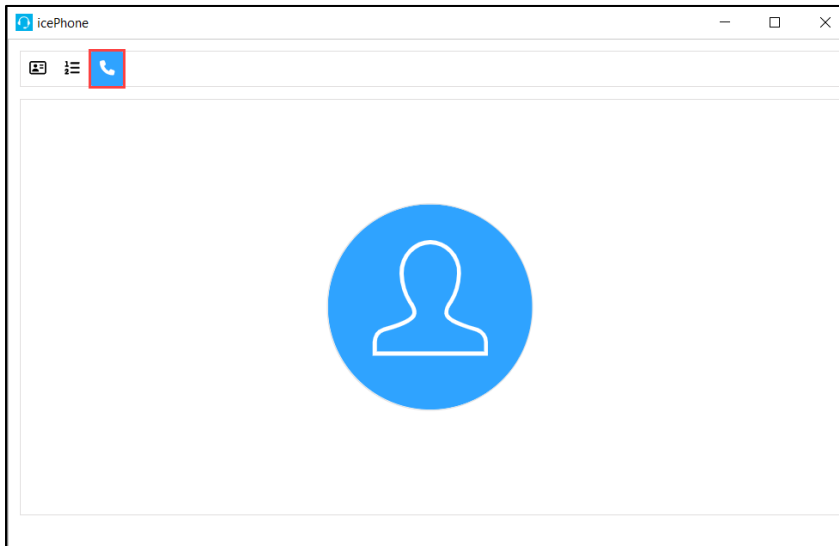
To close this tab, either click on the button again, or click on the 'x' in the top right corner of the screen.

Note: Closing the icePhone window does not end your call. You must click the Release button on your toolbar, or the End Off-hook button on your icePhone to end the call. If you close the icePhone and would like to open it again at any point during your call, you can do so from the icePhone button on your toolbar.

icePhone for Chat contacts

The icePhone chat client can be used to handle chat contacts. The client is composed of a content panel, where the chat conversation with your contacts is displayed and a set of contact handling buttons along the top of the window.
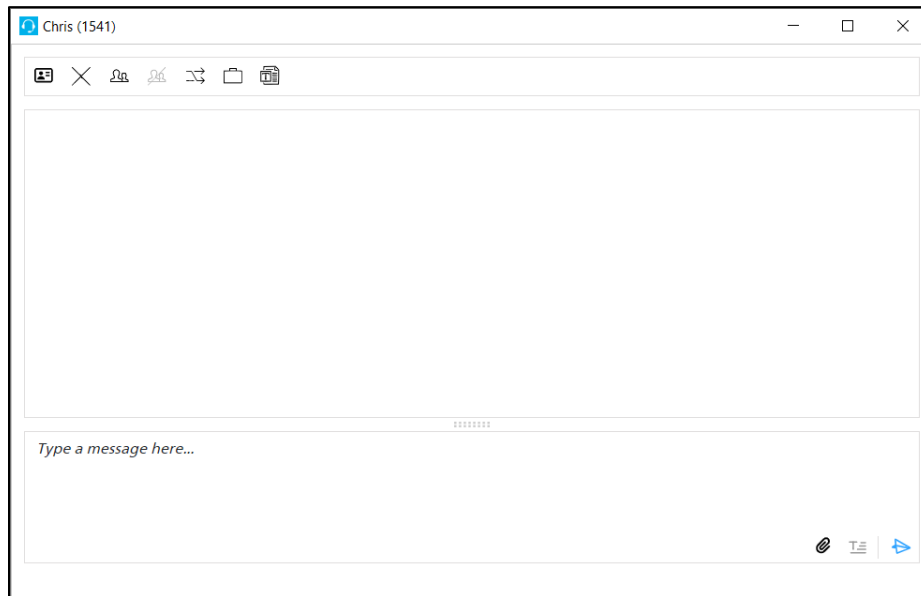
The following section will describe the additional icePhone buttons available when handling a chat contact. Ensure that your profile is configured for IM handling in order to be able to use the buttons for icePhone for Chat. Buttons on the icePhone that are available for chat contacts include Consult, End Consult, Transfer, LOB, and Canned Responses. These buttons are still accessible on the iceBar toolbar and can be used instead. The buttons covered in icePhone for Voice on page 15 are also available for IM contacts.

Consult

There may be occasions when you wish to consult a third party while you are handling an IM. Perhaps you need assistance with a customer or would like to confirm something with a supervisor. To do this, you can use the Consult button.

Transfer

There may be occasions when you wish to transfer an IM to a different queue or user. To do this, you can use the Transfer button. For more information on how to use the Transfer button, refer to *the iceBar for Desktop* manual.

LOB (Line of Business)

You may be asked to tag contacts with one or more Line of Business Codes. The codes are a way of categorizing the contact, based on the nature of the contact. To do this, you can use the LOB button.

Canned Responses

Canned responses are predetermined responses to common questions. Users can select a canned response from a pre-defined list while handling an IM contact. To do this, you can use the Canned Responses button.

Contact Attachments

The Contact Attachments button allows the user to select a file from their local machine to upload in the chat window. To do this, you can use the Contact Attachments button.
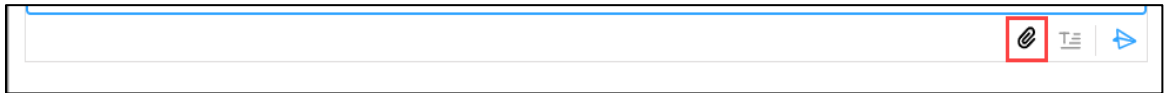
icePhone Configuration

Multiple tabs in the icePhone Client can be open at the same time. You can configure the icePhone client by resizing or reordering the tabs.

Resize Tabs

To resize a tab, you can click and drag the edges of the tab to your desired size.
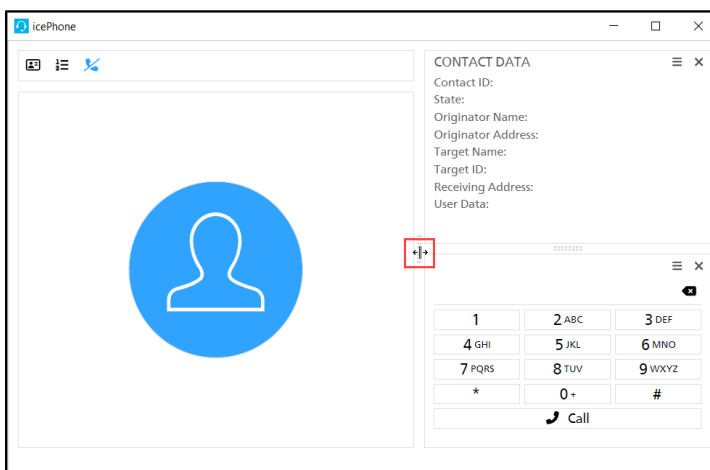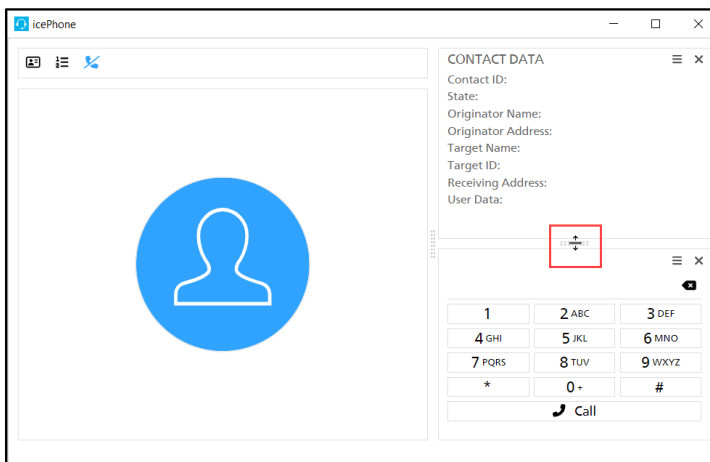
The tabs will expand or decrease in size.

Reorder Tabs

To reorder a tab, click on the hamburger icon in the top right corner of the tab and drag the tab to your preferred location.
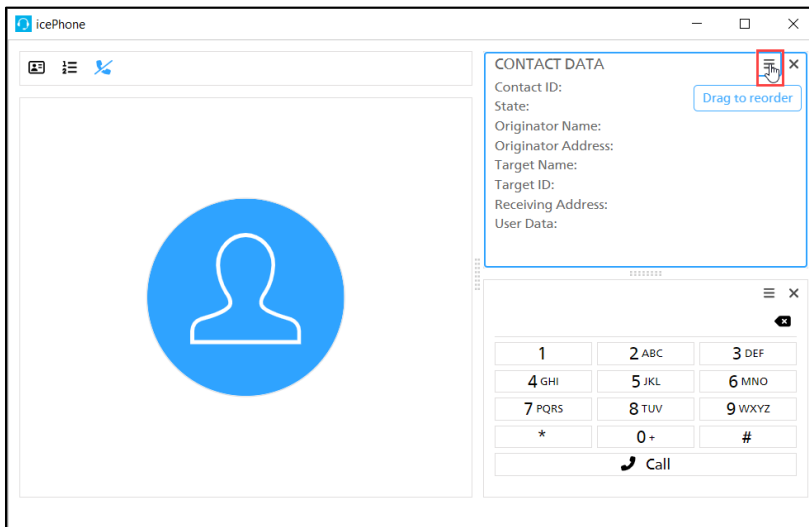
The tabs can be reordered up or down.

Handling Voice Contacts with icePhone

Placing a Call

There are two ways to place a call using icePhone: through the *Place Call* button on your iceBar toolbar or through the *dial pad*.

Ensure that you have the 'Use icePhone' box enabled to be able to use icePhone.

To place a call using the Place Call button:

1. Click the *Place Call* button on iceBar.

    The 'Enter number to call' dialog box appears.

2. Enter the number that you wish to call. Click *Place call*.

    Alternatively, you may select a number from a list of available users. To view a list of available users, click on the drop-down menu.

After placing a call, your state will change to "On a Call".

To place a call using the icePhone dial pad:

1. Click the *Show icePhone* button.

    The icePhone window will open.
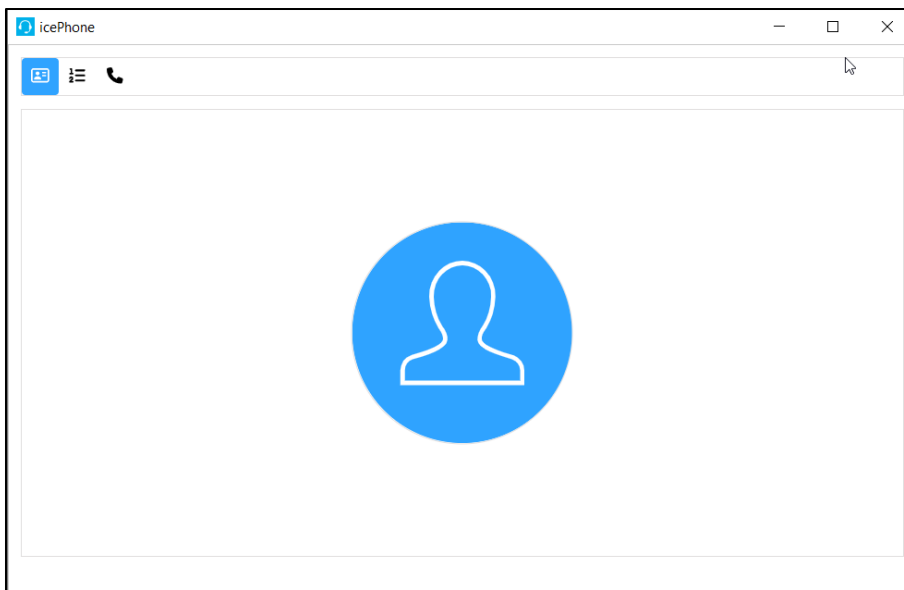
2. Click the *Dial Pad* button.
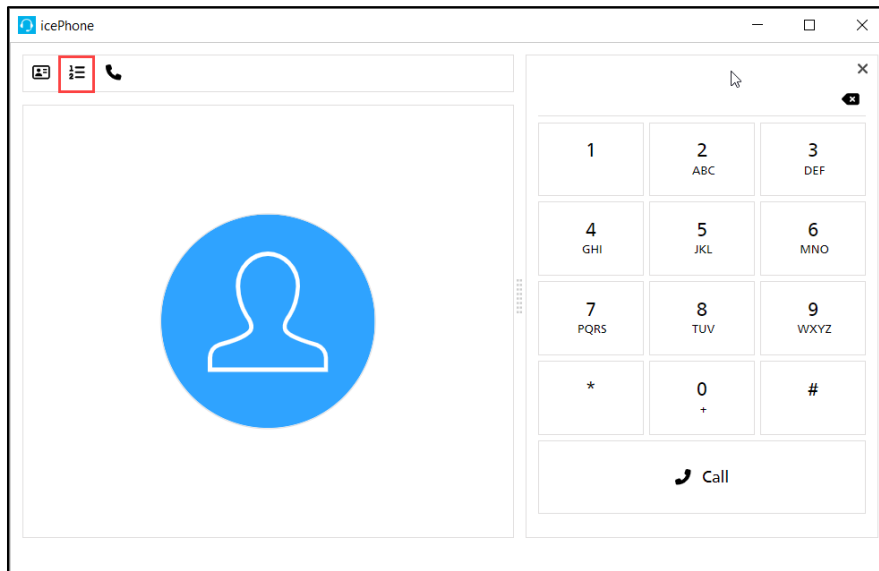
The Dial Pad tab will open.
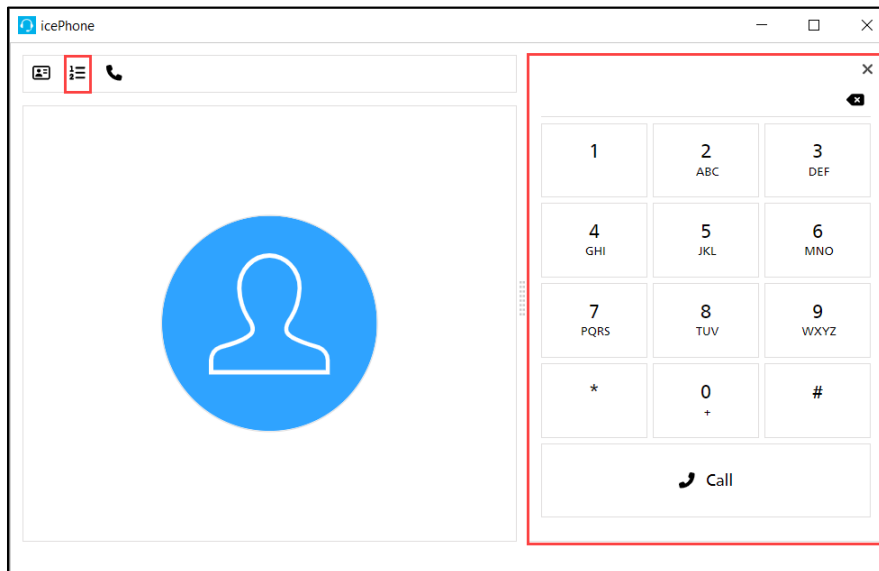
3. Enter the number that you wish to call by pressing the buttons on the dial pad.
   Click the *Call* button. You will not have access to the user directory from ice or access to the 365 tab if you are placing a call using the dial pad.
   After placing a call, your state will change to "On a Call".
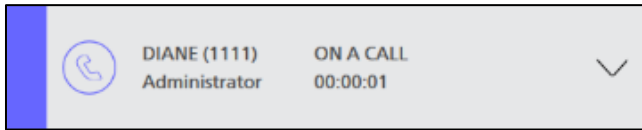
Releasing a Call

You can also release a call from the icePhone.

Ensure that you have the 'Use icePhone' box enabled to be able to use the icePhone buttons.

To release a call using the icePhone:

1. Click the *End Off-hook* button on the icePhone client to release the contact and to place yourself back on-hook.
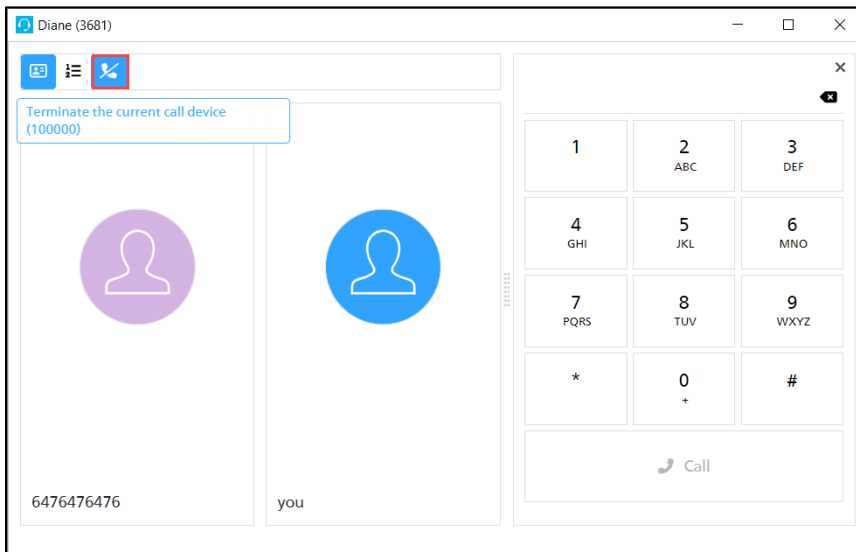
You may also click the *End Off-hook* button on the iceBar panel.
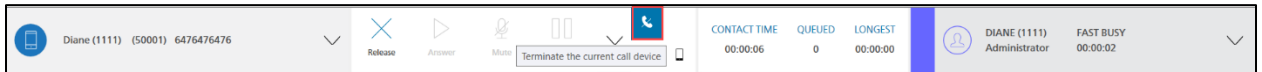
The icePhone window will remain open after clicking the *End Off-hook* button. Closing the icePhone window will not release the contact. You must end the call using the *Release* or *End Off-hook* buttons.

Receiving a Call

To receive a queued or direct call, you must be in the Ready state. In the instructions below, the following assumptions are made: that you are in the Ready state, are wearing a headset, and have icePhone enabled.

You can answer a call on iceBar with the *Answer* button. The following section explains how to answer a call using the Answer button.

Answering with the Answer Button

ice can be configured so that users must press the *Answer* button before they are connected to the caller. If this is the case for your contact center, iceBar plays a beep in your headset to indicate that you are being presented with a call. To be connected with the caller, press the *Answer* button on iceBar.

Note:

- The *Answer* button does not become available until you are presented with a call.
- You can also answer a call through the Toast Window if it is configured in your Notification Options.
- If icePhone is configured for the user, the icePhone window will not automatically open after clicking the *Answer* button on iceBar. You can still use the buttons on the Contact Functions panel to handle your contact. If you need to open the icePhone window, click the *Show icePhone for selected contact* button on your iceBar.

Handling Chat Contacts with icePhone

Placing an Outbound IM

To place an outbound IM:

1. Click the *Start IM* button on iceBar.

    The 'Enter IM address' dialog box appears.
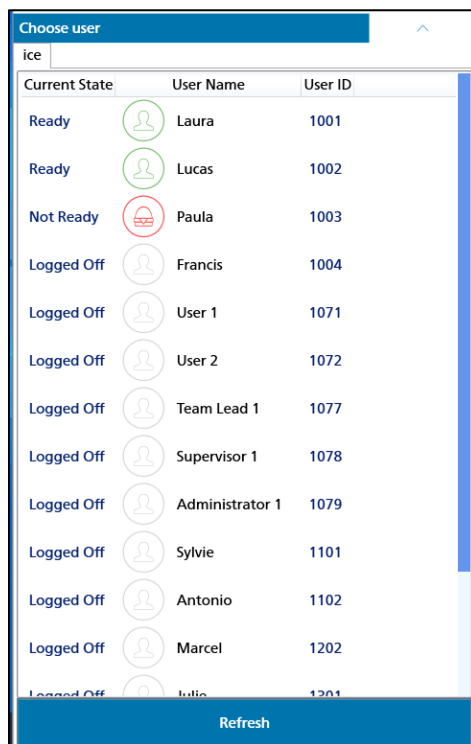
2. Enter the SIP address or User ID that you wish to contact. You must include *sip:* before the start of a SIP address. Ex: sip:asmith@company.com. Click *START IM*.

    Alternatively, you may use the ice directory below to see the list of users and their availability. Only users who are designated to handle IMs and have the IM addresses configured will be displayed in the list.

3. A new chat window will open with the icePhone client after clicking the *Start IM* button.

Receiving an IM from Queue

ice can be configured so that instant messages and web chats are queued to a selected group of users. For example, your contact center may receive messages through a Live Chat button on your website: mailto:support@widgets.ca. These are directed to the first available user in the Live Chat queue.

This functionality requires iceChat, a product within the ice suite.

These users can either be regular users set up to handle multiple modalities or they can be dedicated IM users set up to only handle IM contacts.
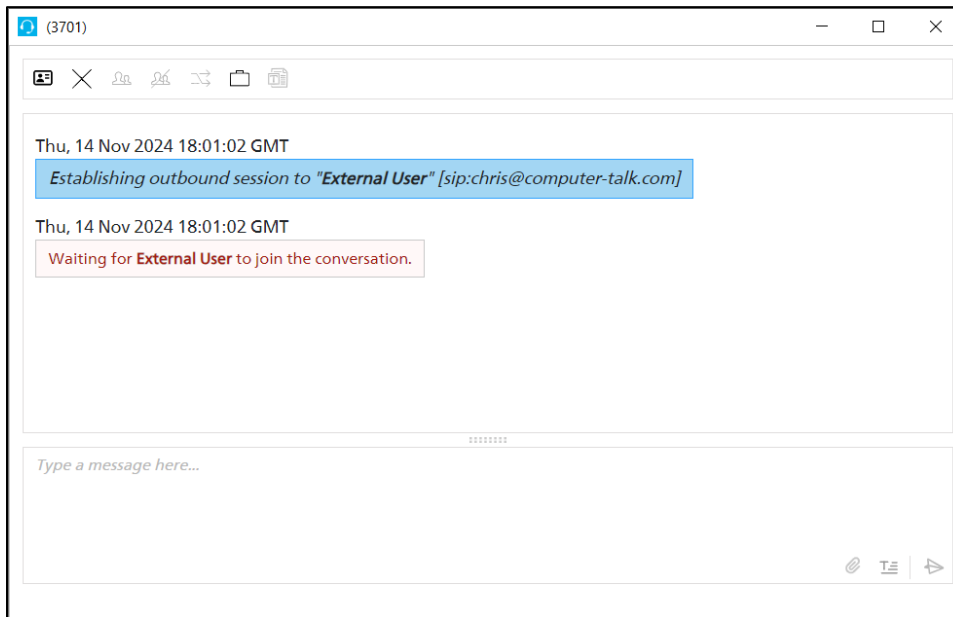
If you are logged on to a queue that receives IMs, you are notified of an incoming IM with the 'Incoming IM' dialog box. The fields displayed in this dialog box are explained in the table that follows it. If you are off hook when the IM arrives, you will also be notified by a beep in your handset or headset.
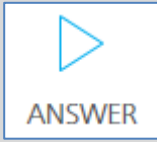
Note:

- If you have the Auto Answer Email or IM class of service, you will be presented with this window, however the *Answer* button will be disabled. Instead you will hear a beep in your headset and you will be immediately presented with the email message.

- Users will receive web chats, social media messages, SMSs in the same client that they use to handle IMs.

To receive an IM from the queue, you must be in a Ready state. When you receive a message, the 'Incoming IM' dialog box appears:
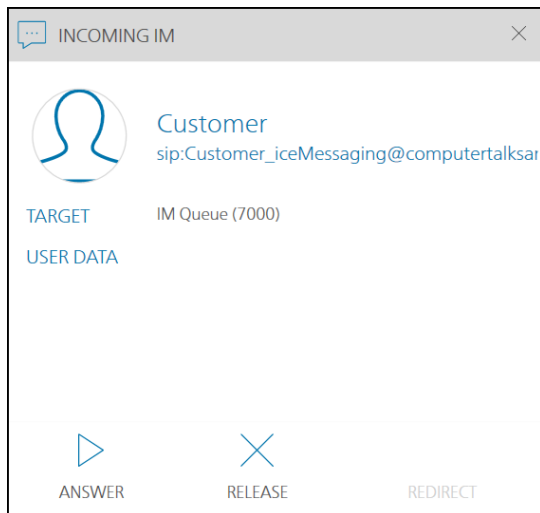
The table below describes the fields displayed in the 'Incoming IM' window.

Incoming IM	
Field	**Description**
Target	The IM queue to which the message has been sent.
User Data	Any data the IM sender may have entered.
	'Answer' button. Clicking 'Answer' is only required if the Auto Answer Email/IM class of service is disabled.
	'Release Call' button. ice sends the message back to the queue.
	This option is grayed out. You cannot redirect incoming SMS messages.

Releasing a Chat

The icePhone chat client can be used to handle and respond to chats. The client is composed of a content panel, where the chat conversation with your contacts is displayed and a set of contact handling buttons along the top of the window. Once you are on a contact, you can also use the Release button with icePhone.

To do this, follow the steps below:

1. While in the On IM state, click the *Release* button on the icePhone client.
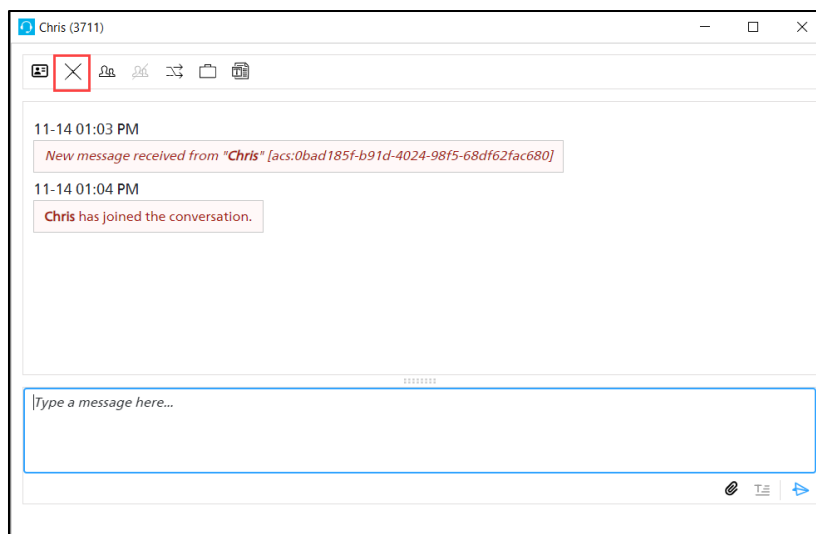
2. After clicking the Release button, you will be notified that you are the only party left in the conversation and depending on your user profile configuration, your state will change to Wrap-up or Ready.
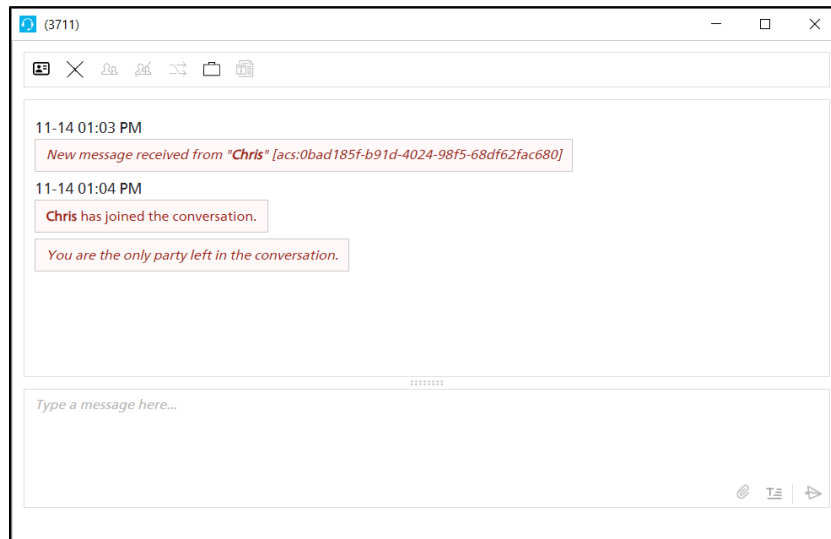
To handle the IM:

Note: If you have the Auto Answer Email/IM class of service, you may skip the step below.

If you are set as an on-hook user, you will have to click *Answer* in the Incoming IM toast window or on the toolbar.

1. Click *Answer* on the 'Incoming IM' dialog box.

    Notice the *Ready* button changes to indicate that you are in the On IM state.

Off Hook Users

1. If you are off-hook, you will only need to click the Answer button in the Incoming IM toast window. icePhone will open with the IM conversation after you click the Answer button.
   If you have icePhone configured and if Canned Responses are enabled, the Canned Responses button will be available in the icePhone client window.
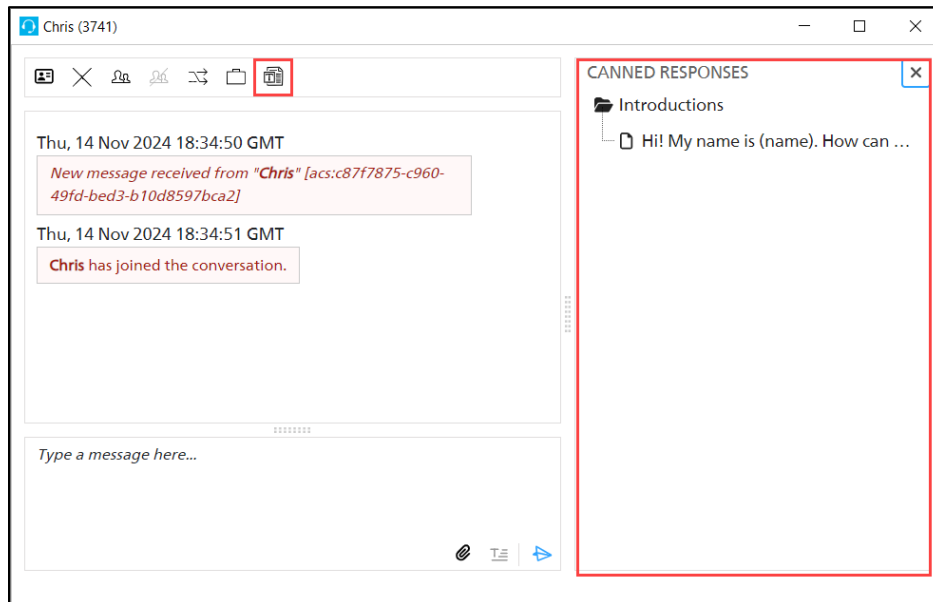
2. The IM content is located in the left text box. Type your response in the lower text box or select a canned response and hit the 'Enter' key on your keyboard to send the message. If you wish, you can resize the chat window as well as the Canned Response list using your mouse.

3. To use canned responses, simply select the response that you would like to use from the list and it will populate in the text box. Alternatively, you may double-click the entry and it will automatically appear in the conversation box.
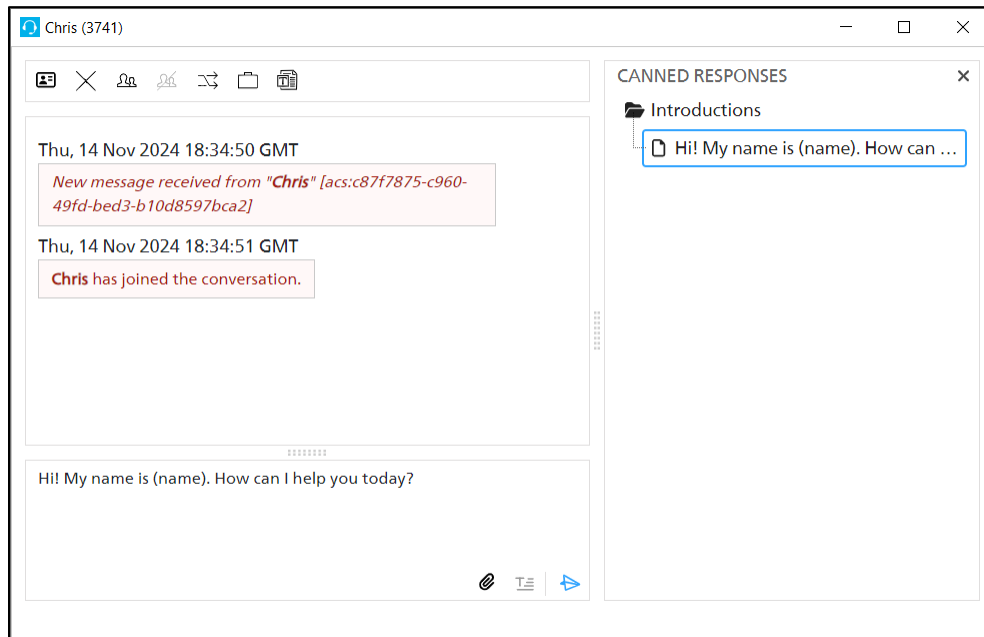
Once the entry has been inserted, you can edit it for additional personalization, before sending the message.
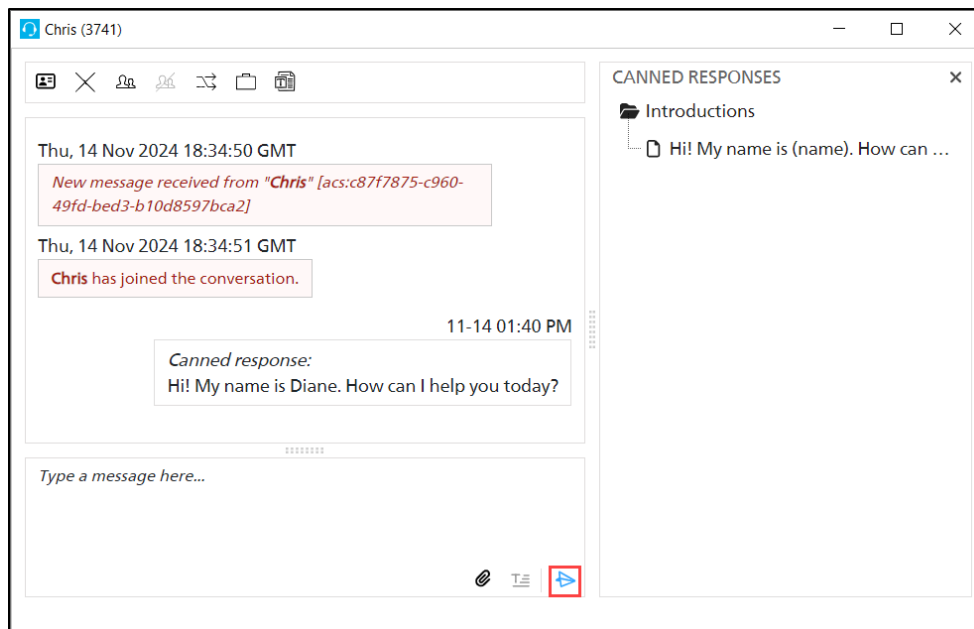
To configure the canned responses on your system for icePhone, please refer to the iceBar for Desktop Manual.

Caution: The 'Enter' key does not act as a carriage return; anything you have typed in the text box will be displayed to the recipient as soon as 'Enter' has been pressed.

4. Once you have finished the conversation, you can end the contact by clicking the *Release* button on your iceBar. If the *Close Window on Release* setting is configured for your user, then your chat window will automatically close as soon as you click the *Release* button.

You will automatically be put into the Ready state unless you have wrap-up time enabled.

Note:

- If you have the 'Allow Multiple IM Handling' class of service feature, you will need to click *Ready* to remove yourself from the On IM state.

- If you close your window while on an active chat while using icePhone, the window will pop up once the other participant replies.

- If you minimize the window while on an active chat while using icePhone, the icon on your taskbar will flash to indicate that you have a new message.

5. Click the *Ready* button to remove yourself from the *Wrap up* state. You may also click the *Sidebar* to move to the *Not Ready* state.

Transferring a chat with icePhone

There may be an instance when you need to transfer a caller to another user, queue or external number. You can use the Transfer button with icePhone.
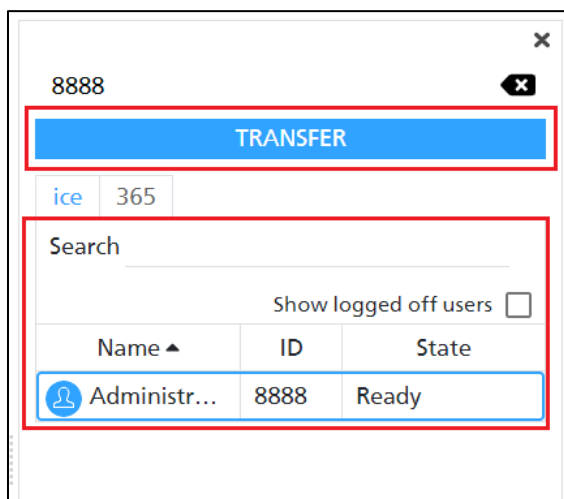
To do this, follow the steps below:

1. While in the On IM state, click the Transfer button. The transfer tab opens on the right.
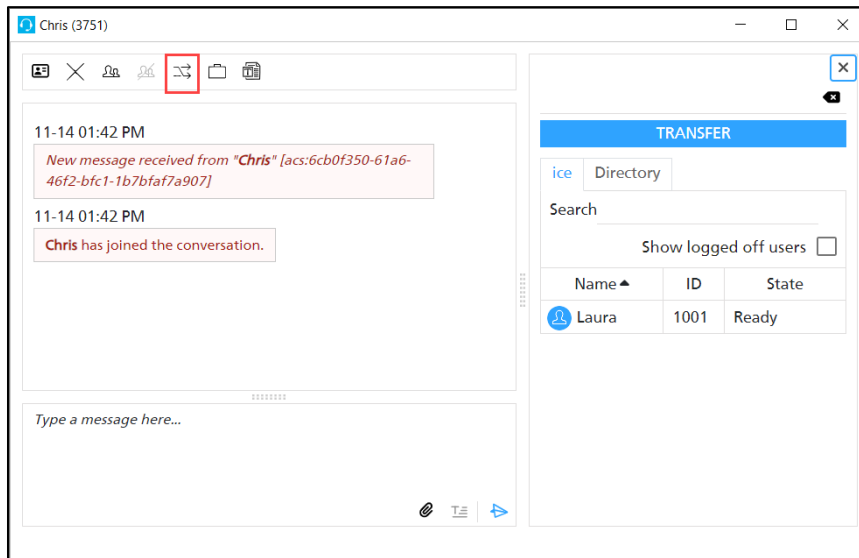
2. Enter the Queue ID, user ID, or SIP address you would like to transfer the IM to.

    Use the ice directory below the Transfer button to see the list of users and their availability. Only users who are designated to handle IMs and have IM addresses configured will be displayed in this list.

Enable the 'Show Logged off Users' checkbox to see a list of users configured for your contact centre including logged off users.

3. Click Transfer.

The IM will then be transferred to the destination you entered. You will be put into Wrapup or Ready state to handle the next contact.

Consulting with icePhone

There may be an instance when you need to consult with a third party when you are on a call. You can use the Consult button with icePhone.

To do this, follow the steps below:

1. Click the Consult button on the icePhone client window.

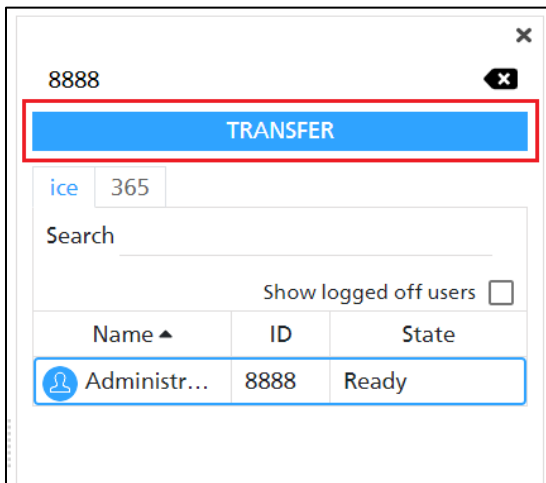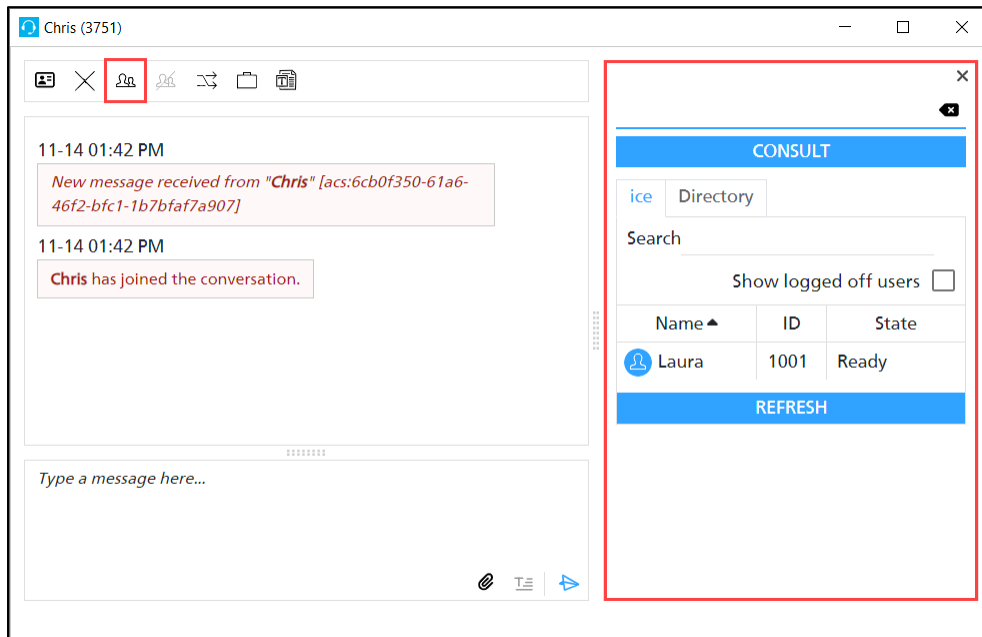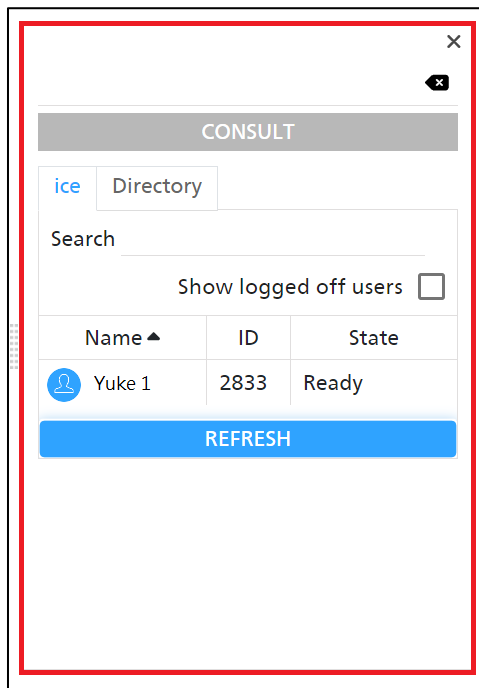The Consult button will open the Consult tab on the right.

2. Enter the Queue ID, user ID, or SIP address you would like to consult with.

    Use the ice directory below the Consult button to see the list of users and their availability.

Enabling the Show Logged off Users checkbox will show you a list of users configured for your contact centre.

While consulting, the End Consult button will be available. When you are ready to return to your caller, click End Consult.

Using Line of Business Codes (LOBs)

You may be asked to tag contacts with one or more Line of Business Codes. The codes are a way of categorizing the contact, based on the nature of the contact. To do this, you can use the LOB button. You can use the Line of Business codes (LOB) button with icePhone.

To do this, follow the steps below:

1. Click the LOB button on the icePhone client window.

The LOB tab will open on the right.

2. Select the code(s) that apply.

   If you do not know the meaning of the codes, check with your supervisor.

3. Click the Submit button to submit the Line of Business Code(s) associated with the contact.

To close the LOB tab, click on the 'x' in the top right corner, or click on the LOB button again.

Using Contact Attachments

The Contact Attachments button on the icePhone chat client allows the user to select a file from their local machine to upload in the chat window. When this button is selected, iceBar will open the file explorer window which will allow the user to select an attachment to upload in the chat. To use contact attachments, this feature must be enabled in the configuration settings in iceManager. For more information, please refer to the *iceManager User Manual.*
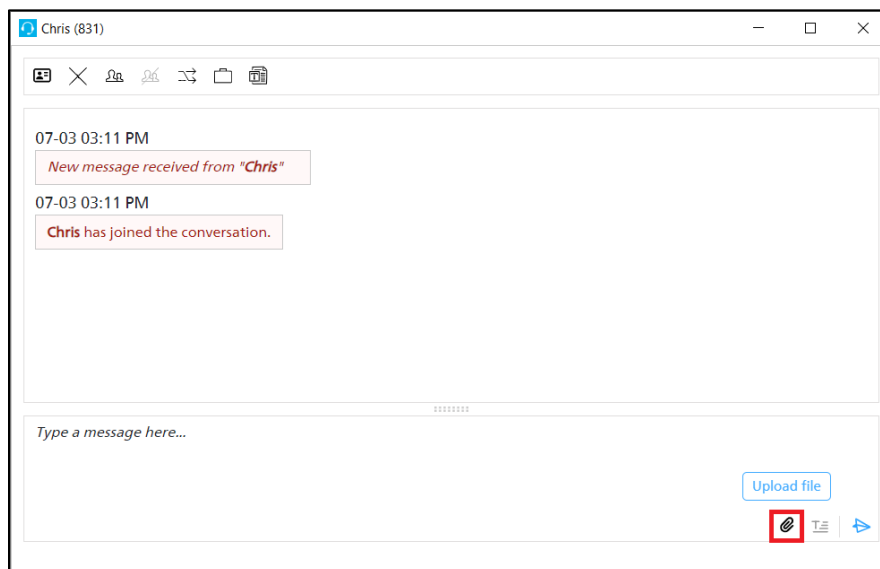
To upload a file in the chat:

1. Click the "Upload File" button. Icebar will open the file explorer window on your local machine.
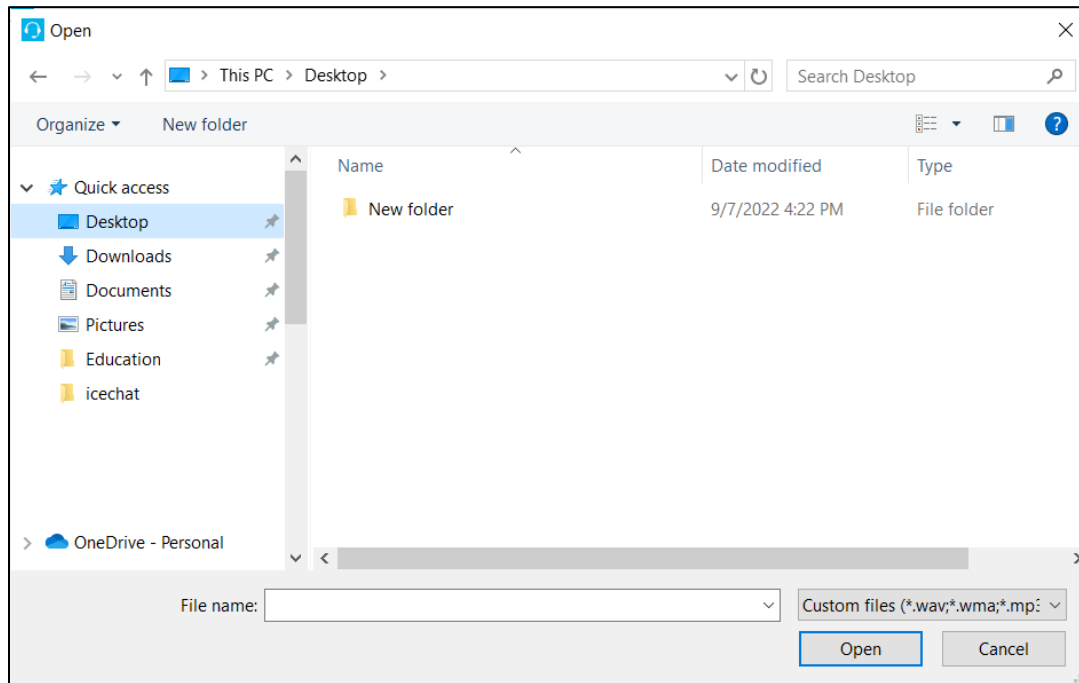
2. Select a file to upload in the chat.
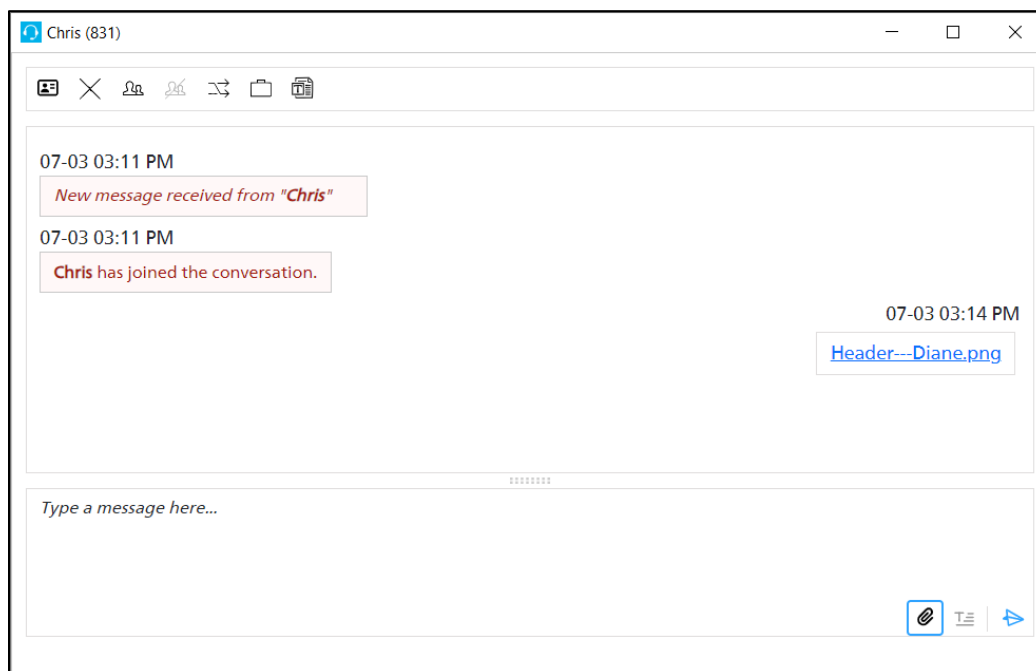
Once a file has been uploaded, the website visitor will be able to open the file in their local machine.
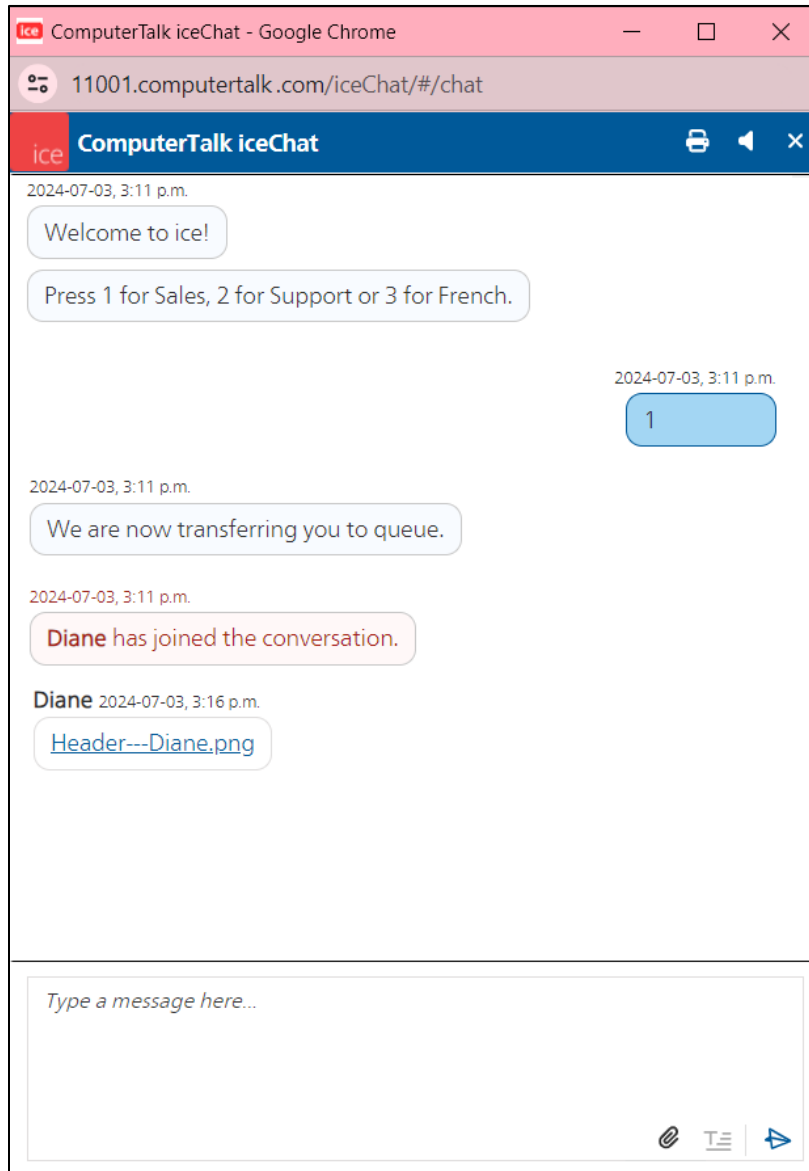
Note: Once you have selected an attachment to upload in the chat, it cannot be recalled or cancelled. The attachment link will only be valid for the amount of time specified in the Contact Attachment settings.

Multi-contact Handling

Multi-Contact Handling allows a user to handle more than one contact at once. A user can handle email and IM contacts while handling a phone call. The number of contacts handled by a user can be limited in the user's profile.

If a user is handling a contact and is also configured to handle multiple contacts, the user will automatically be alerted for another contact that is waiting in the queue. The user does not need to change their state back to Ready to accept the next queued contact. If you are using icePhone and handling multiple chats, each chat will open in a separate chat window.

Note: Ensure that your user profile is configured to use the Multi-Contact Handling feature.

Switching your focus contact

The buttons on the toolbar will only work for one contact at a time: the focus contact.

Take a look at the contact details panel to see which contact you are currently focused on.
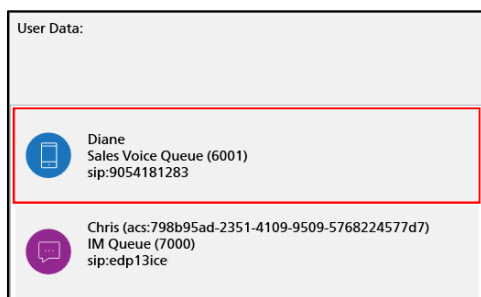
To switch the focus of the iceBar toolbar, open the contact details panel and click on the appropriate contact. This will be your focus contact.

Clicking on the icePhone button on the iceBar toolbar will open the focus contact.

For example, if you are focused on the chat contact, clicking the icePhone button will pop up the chat window on your desktop.
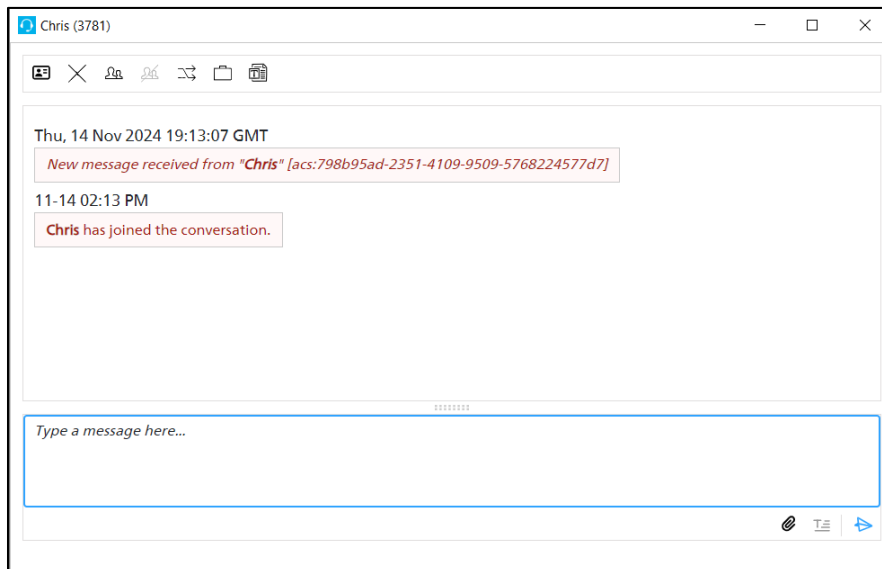
If you are focused on the voice contact, clicking the icePhone button will open the icePhone for the voice contact.
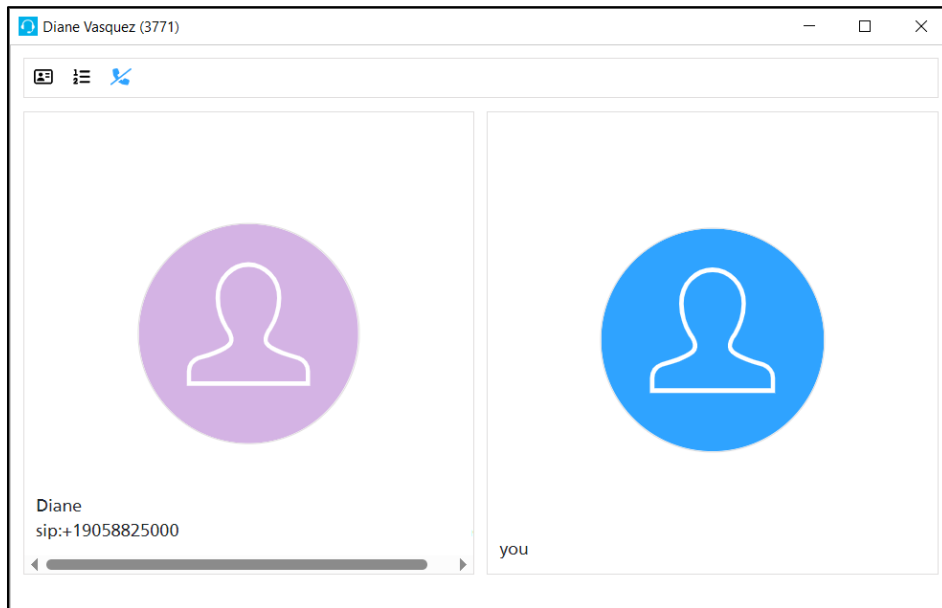
Note: Closing the chat window does not end the chat. If you close the chat window during your chat, you can reopen the window at any time by clicking on the icePhone button. If the other chat participant sends you a message while your chat window is closed, the chat window will pop open on your screen to show the new message and your conversation history.

Introduction to icePhone Supervisor Functions

The icePhone allows users to handle phone and chat contacts natively within iceBar. This section of the icePhone Student Guide helps Supervisors and Administrators of ice understand how to configure the following icePhone related settings found in iceManager and iceAdministrator. This section will be covering the iceMonitor Right-click Menu options, ACS settings, configuration groups, ice connection and backup settings, and finally, chat styles.

iceMonitor Right-click Menu options

Right-click on a row in the table to perform additional tasks, such as log in the user or toggle their state from Ready to Not Ready.
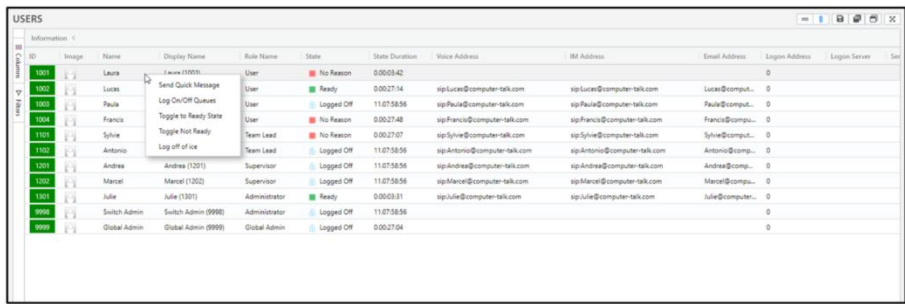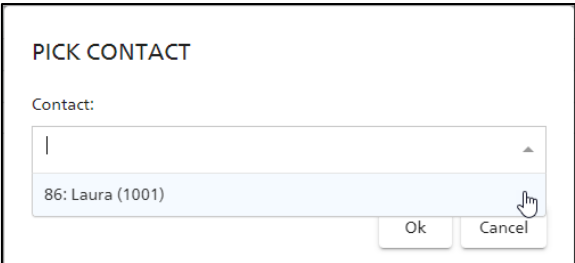

The table below provides information on right-click menu options in the Users gallery.

User Table Right-Click Menu	
Menu Option	**Function**
Log on to ice	Log the user onto ice.

User Table Right-Click Menu	
Menu Option	**Function**
	Select the 'Use icePhone' box to set the user's connectivity to the icePhone for the user. **Note:** This option is only available when the user is logged off. The 'ACS Settings' COS must be enabled in iceAdministrator in order for the user to use the icePhone feature.
Send Quick Message	Select this option to use the Quick Text feature and send a message to the selected user.
Log On/Off Queues	Logs the user on or off select queues. 1. Select this right-click option. 2. A pop up will appear, prompting you to select queue(s) to log the user on or off. Select the checkbox next to Log On to log the user on to all queues. **Note:** This option is only available when the user is logged on and if *Force Logon All Queues* is disabled.
Call User	Select this option to call the selected user.

User Table Right-Click Menu	
Menu Option	**Function**
	Note: If you are on-hook, you will receive a call to your Connection Address/Remote DN.
Monitor User	Select this option to perform silent monitoring on the selected user. **Note:** You may only monitor one user at a time. The monitor, coach and call user buttons will not be available for any other users while you are in the monitoring state.
Coach User	Select this option to perform coaching on the selected user.
Toggle to Monitor	Select this option to toggle from coaching to monitoring the selected user. **Note:** This option is only available when you are in the coaching state.
Stop Monitoring User	Select this option to stop monitoring the selected user. **Note:** This option is only available when you are in the monitoring state.
Stop Coaching	Select this option to stop coaching. **Note:** This option is only available when you are in the coaching state.
Toggle to Ready State	Change the user's state to Ready. **Note:** This option is only available when the user is logged on.
Toggle Not Ready	Change the user's state to Not Ready. **Note:** This option is only available when the user is logged on.
Pick PAQ Call	Select this option to pick a call from the user's PAQ. In the window that appears, enter the position number to pick from: POSITION: Position: [Position:] [Ok] Cancel

User Table Right-Click Menu	
Menu Option	**Function**
Pick Contact	Select this option to pick the contact that the user is currently handling. PICK CONTACT Contact: 86: Laura (1001) Ok　Cancel **Note:** This option is only available when the user is handling a contact.
Pick Held Call	Select this option to pick the call that the user has placed on hold. **Note:** This option is only available when the user has a caller on hold.
Log off of ice	Log the user off ice. **Note**: This option is only available when the user is logged on.

IM Connections

ice allows your users to handle queued instant messages (IM). In the iceAdministrator tool, the user's Connections tab allows you to configure the connection address or the Directory Number (DN) at which ice can reach this user when they log on to iceBar.

In order to use icePhone to handle chat contacts, the user must have both the 'Can Handle IM Contacts' from ice and the 'Use ACS' box enabled in this tab. When the 'Use ACS' box is enabled, this will auto-populate and lock the address field.

Note:

- Users with the 'Can Handle IM Contacts from ice' feature enabled can handle IM messages only, IM messages and calls, or another combination of contacts. In order to handle IM contacts the user must be assigned to an IM queue and must be logged into the IM queue on iceBar. For more information, refer to the *iceBar User Manual*.

ACS Settings

iceAdministrator is the tool that helps you manage your contact center. In the iceAdministrator tool, the Class of Service features are used to determine user privileges with respect to iceBar and the manner in which a user handles contacts. The ACS Settings allows you to use icePhone while handling contacts. For more information, please refer to *the iceAdministrator User Manual*.

To modify a user, ensure that you are in Edit Mode and have a user type that allows you to access the Users, Queues, Teams & Skills folder that is part of iceAdministrator's tree view.

Enable ACS Voice

This feature allows a user to enable and use the icePhone. If the Enable ACS Voice is enabled, the user can handle voice contacts using icePhone. By default, this feature is disabled.

Enable ACS IM

This feature allows a user to enable and use the icePhone. If the Enable ACS IM is enabled, the user can handle chat contacts using icePhone. By default, this feature is disabled.

Note: In order for the user to use icePhone to handle chat contacts, they must have both the 'Use ACS' box enabled in the Connections tab, and the 'Enable ACS IM' box enabled in the Class of Service tab.

iceManager Configuration Groups

iceManager is the website that allows you to download tools, access monitoring information, and configure recording settings in your contact center. The configuration groups section allows an administrator to group a set of users and apply specific settings to only those users.

Column Heading	Details
Name	The name of the configuration group.
Order	This illustrates the hierarchy of the configuration groups. If a configuration item is set to be inherited, it would inherit from a parent group that they also belong to. Use the arrows to change the order of the configuration group.
Type	This is how members have been grouped. Options include Users, Teams, and Roles.
Members	Once a type has been selected, members can be specified. Users: members are selected from a list of ice users Teams: members are selected from a list of ice teams Roles: members are selected based on their ice user type
Action	Allows users with administrator privileges or higher to edit or delete the configuration groups. All other user types cannot add or modify configuration groups

icePhone settings in Configuration Groups

Under the General tab, you can configure the *Default User Connectivity* and *User Connectivity Changeable from iceBar*.

Under the icePhone tab, you can configure the *Close Window on Release* and *Allow Contact Attachments from Agent*.

For details on each field, refer to the table below.

General	
Default User Connectivity	Options include *iceAdministrator defined, icePhone* and *Inherit* which will decide the default connectivity for users in this configuration group. If this setting is set to iceAdministrator defined, it will set the remote DN field in the global iceBAR XML to blank, prompting the server to use the iceAdministrator configuration when the agent logs into ice. If set to icePhone, it will set the remote DN field to "8:acs:" which informs the server that the agent will use icePhone. The Inherit option forces the system to look at a parent configuration group that a user is also part of. If the user is not part of another configuration group, the system will use the Default Config Group settings.
User Connectivity Changeable from iceBar	Options include *Enable, Disable* and *Inherit* which will control whether an agent's remote DN on their iceBar and iceBar is editable or not. If this setting is enabled, the remote DN field in the iceBar is editable. If it is disabled, the remote DN field in the iceBar is disabled, as well as the "Use icePhone" checkbox. In the server profile page, the "Roaming DN", "Use iceMA assigned

	remote DN" and "Use icePhone" fields will also be disabled. The Inherit option forces the system to look at a parent configuration group that a user is also part of. If the user is not part of another configuration group, the system will use the Default Config Group settings.
icePhone	
Close Window on Release	Options include *Enable, Disable* and *Inherit.* By default, chat windows will stay open when the contact is completed. When this setting is enabled, chat windows will close when the agent selects the release button.
Allow Contact Attachments from Agent	Options include *Enable, Disable* and *Inherit.* If enabled, agents belonging to this configuration group will be allowed to upload contact attachments. **Note:** For the file upload button to be available for the agent, this setting must be enabled **and** the *Allowed File Extensions for Agent* setting in *Core Settings > Contact Attachments* must have at least one file type specified.

icePhone Connection and Backup Settings

Voice Settings:

The following table describes the settings required to configure icePhone as a primary or backup connection for voice calls. This includes settings in iceManager Configuration groups, as well as settings in iceAdministrator. For more information on the settings in iceManager, refer to the iceManager User Manual.

For more information on the settings in iceAdministrator, refer to the iceAdministrator User Manual.

iceAdministrator						iceManager Configuration Groups	
Voice		**Enable ACS Voice**	**Connection address (Remote DN)**	**Use MS Teams Direct Routing**	**Block PSTN remote DN**	**Default User Connectivity**	
Primary	**Backup**					**Voice Primary**	**Voice Backup**
Teams Direct Routing	icePhone	✔	Direct Routing number	✔	✔	iceAdministrator-defined	icePhone

Teams Direct Routing	**PSTN**		PSTN number	✓		iceAdministrator-defined	iceAdministrator-defined
PSTN	**icePhone**	✓	PSTN number			iceAdministrator-defined	icePhone
icePhone	**PSTN**	✓	PSTN number			icePhone	iceAdministrator-defined
icePhone	**Teams Direct Routing**	✓	Direct Routing number	✓	✓	icePhone	iceAdministrator-defined

Note: If the *User Connectivity Changeable From iceBar* setting is enabled in iceManager Configuration Groups, the iceBar remote DN will override any settings in iceAdministrator and iceManager.

IM Settings

The following table describes the settings required to configure icePhone as a primary or backup connection for IMs. These settings are configured in iceAdministrator.

For more information on the settings in iceAdministrator, refer to the iceAdministrator User Manual.

IM		Enable ACS IM	IM Address
Primary	**Backup**		
icePhone	**SIP**	✓	Sip address
SIP	**icePhone**	✓	Sip address

Consider the following example to set Teams Direct Routing as the primary connection, and icePhone as the backup.

In iceManager:

1. In iceManager settings, locate the correct Configuration Group, and open the General Tab.
2. Set the *Default User Connectivity* to iceAdministrator defined.

In iceAdministrator:

1. In iceAdministrator, ensure that both the *Enable ACS Voice* and *Enable ACS IM* class of service features are enabled.

2. In the user's Connections tab, set the Connection address to their Direct Routing number.

3. Ensure both *Use MS Teams Direct Routing* and *Block PSTN Remote DN* are enabled.
   Note: *Use MS Teams Direct Routing* and *Block PSTN Remote DN* can only be enabled by the Global Administrator. If you require these settings to be enabled, please contact Computer Talk.

4. Set the user's IM Address to their sip address, and enable the "Can Handle IM Contacts from ice" checkbox.

To switch the connection from the primary to the backup:

Open Configuration Groups in iceManager, and set the *Default User Connectivity* to 'icePhone'. No changes are required in iceAdministrator.