net2phone

net2phone RCON

User Guide

ABOUT net2phone Receptionist Console (RCON)

This guide outlines the features of the net2phone Receptionist Console (RCON), a professional cloud-based communication tool designed to streamline receptionist and call management operations. As a key component of the net2phone UNITE unified communications platform, RCON is specifically engineered for efficient call handling, customer interactions, and contact management.

Key RCON features:

- **Manage Multiple Calls**: Efficiently handle inbound and outbound calls simultaneously.
- **Monitor Team Availability**: See the real-time presence (availability) of all company contacts.
- **Quick Access**: Favorite your most frequently used contacts for instant access.
- **Seamless Transfers**: Easily and quickly transfer calls to the right person.
- **Voicemail Control**: View and listen to your voicemail messages directly within the console.

The net2phone RCON is available via the net2phone web application or as a dedicated downloadable client.

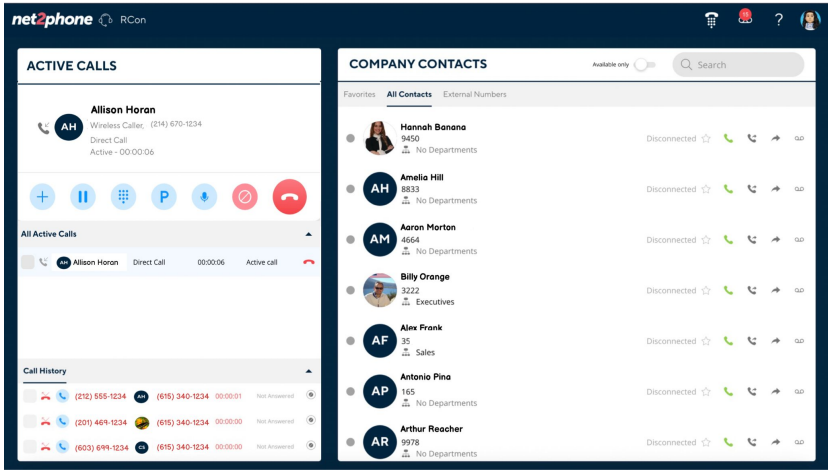
net2phone RCON: Main Interface Overview

The RCON console is divided into three main sections

📞 Left Panel: Active Calls & History

The Left Panel is your **real-time call management hub**. Here you can:

- Monitor **all currently active inbound & outbound calls.**
- View essential **call details,** including caller information (Caller ID).
- Access the **Call History**, which logs past calls with timestamps and status indicators.



🛠️ Top Right Bar: Essential Tools

- **Voicemail Management:** Easily access and manage your messages. You can view, play, and organize all recorded voicemails directly within the console.
- **Dialer Interface:** Quickly initiate outbound calls. Use the integrated softphone dialpad to enter a number and connect instantly.

net2phone RCON: Main Interface Overview - Continued

The RCON console is divided into three main sections

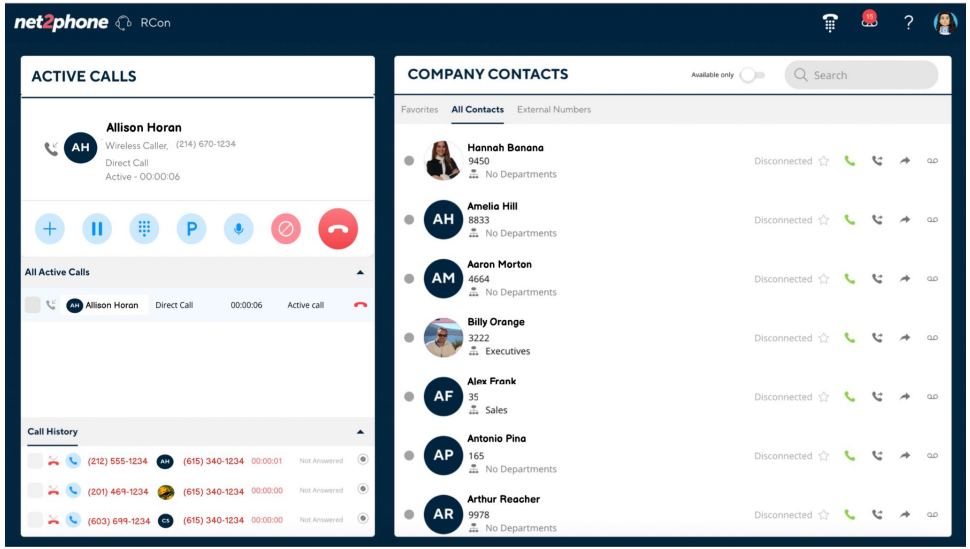
👤 Right Panel: Company Contacts

The Center Panel helps you quickly locate and manage team members and external contacts. This section features a tab-based interface with three views:

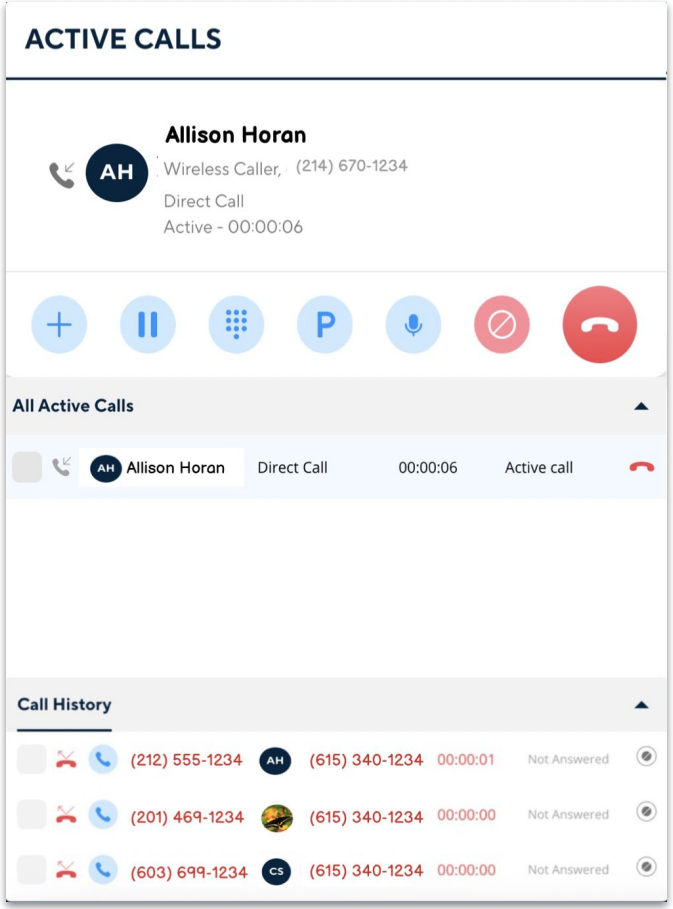
- **Favorites**: Your personalized list for frequently used contacts.
- **All Contacts**: The complete company directory.
- **External Numbers**: Contacts outside of your internal directory.

Key Tools:

- Use the **search functionality** to instantly locate any contact.
- Check **real-time presence indicators** (e.g., Available, Disconnected) to confirm a contact's status before transferring a call.



net2phone RCON: Managing Active Call



Viewing Current Calls

The **Active Calls** section on the left side of the console serves as your real-time dashboard for all ongoing calls. Each call entry provides essential information at a glance, including:

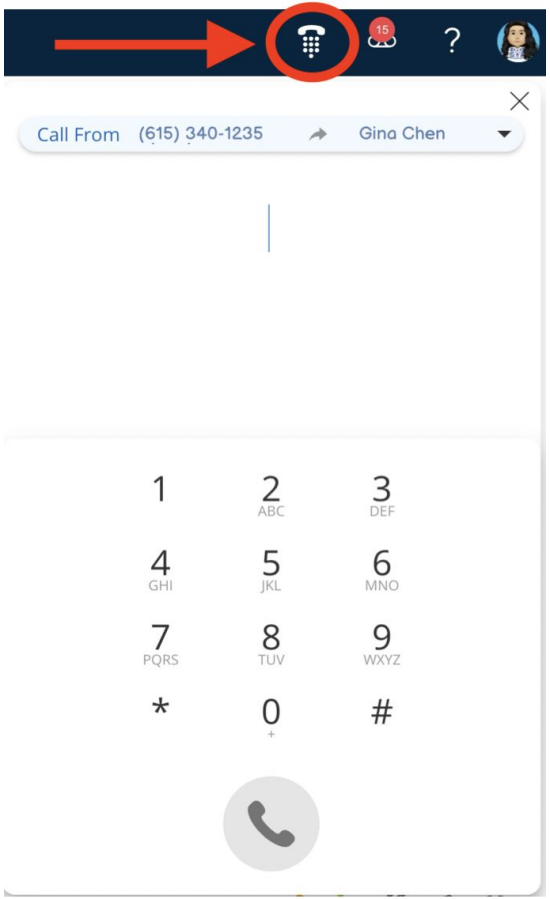
- **Caller ID**: The caller's name and identifier.
- **Duration**: The current length of the call, displayed in HH:MM:SS format.
- **Call Status**: The current state of the call (e.g., Connected, Ringing, Holding).

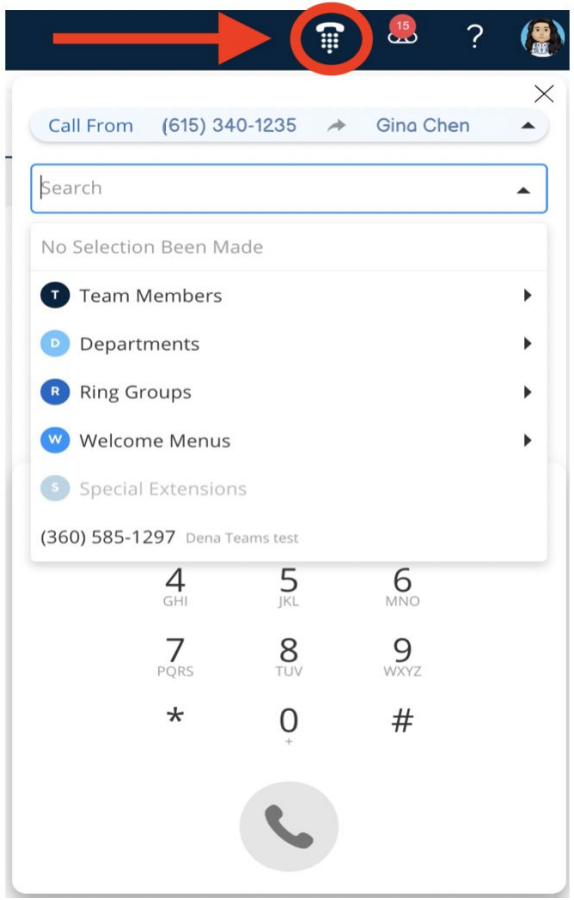
Reviewing Call History

The **Call History** section, located directly below the active call list, allows you to review a comprehensive log of all previous interactions. This detailed log includes:

- Caller information
- Recipient extension (where the call was directed)
- Call duration
- Call status and precise timestamp

net2phone RCON: Making Calls





Initiating Calls: Using the Dialer Interface

The **Dialer Interface** allows you to place outbound calls directly from the RCON console.

Flexible Outbound Caller ID

You have the ability to control your outgoing identity. You can set your **Outbound Caller ID** to any phone number you have access to within your company, providing flexibility and professional consistency when connecting with clients.

net2phone RCON: Accessing Company Contacts

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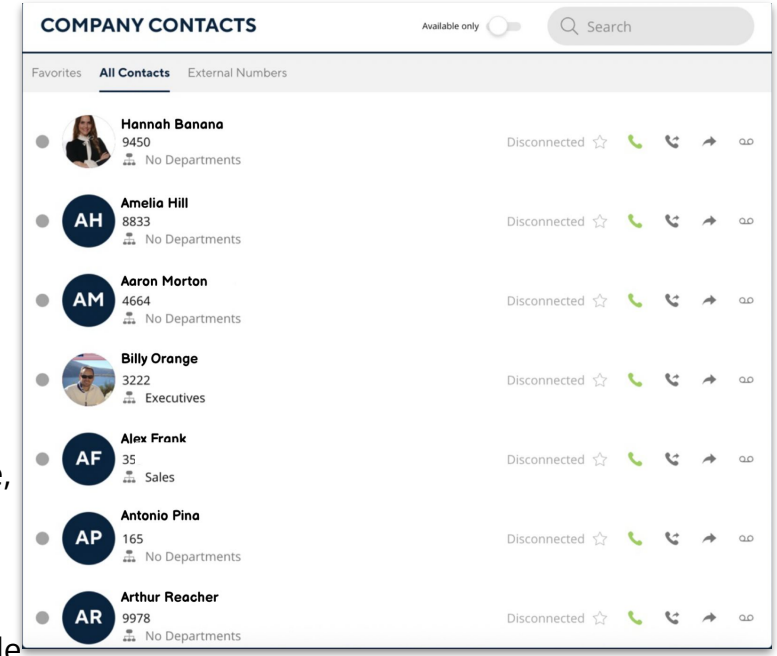
The Company Contacts section provides quick and flexible access to the entire directory, organized into three distinct tab views:



Contact Views

- **All Contacts:** Displays the complete, alphabetically organized company directory. Each entry provides full context, including:
  - Name and avatar
  - Extension number and department
  - Real-time status indicator (Presence: e.g., Available, Disconnected)
- **Favorites:** Your personalized list of frequently contacted colleagues for instant communication.
- **External Contacts:** A directory of phone numbers outside of your company. This view includes a dedicated **Transfer To** feature for quick routing of external calls.

net2phone RCON: Voicemail Notifications and Access

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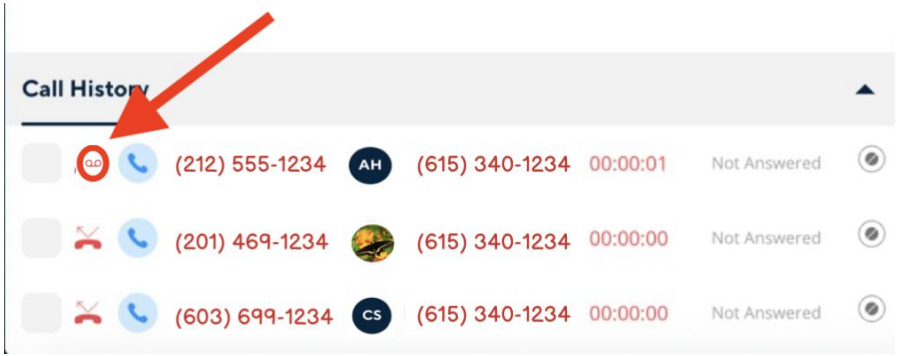
RCON ensures you never miss a message by providing two primary notification indicators:

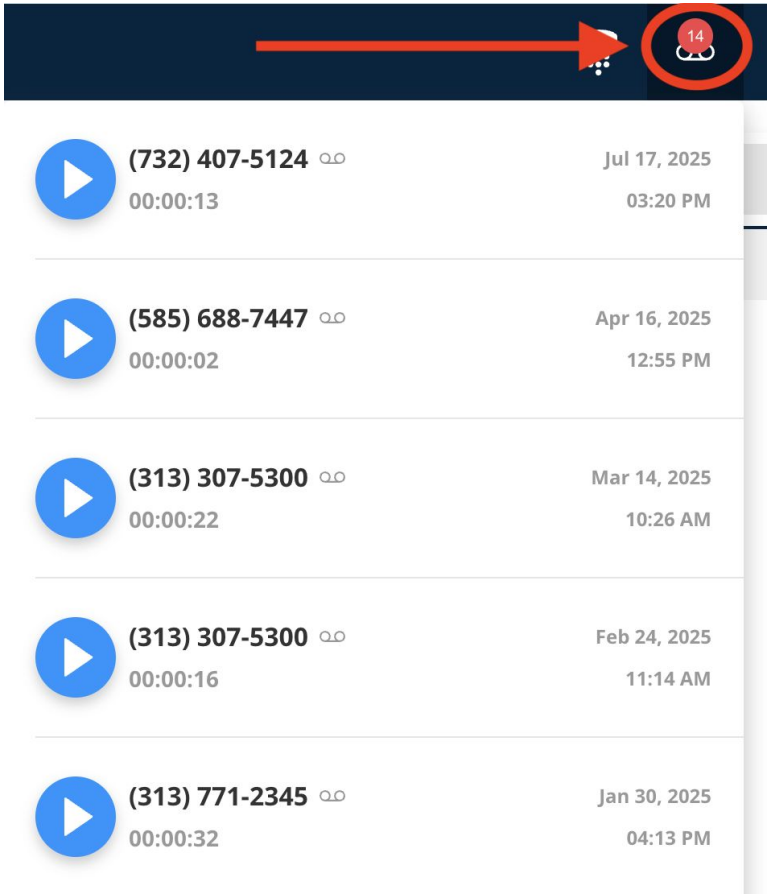
Notification Indicators

- **Top Right Bar:** A **numbered badge** will appear over the **Voicemails icon** in the Top Right Bar, indicating the total number of unread messages.
- **Call History:** Individual voicemail entries will also be noted within the main Call History list.

Accessing Messages

To manage and listen to your voicemails, simply **click the Voicemails icon** (located in the Top Right Bar) to access your complete message list.





For additional information, check out our Knowledge Base at support.net2phone.com

You can always reach our Support Team by emailing support@net2phone.com

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