Customizing the V.Com Intercom

We recommend printing this guide to make it easier to follow the steps.

How the V.Com Intercom works

In order to customize the V.Com Intercom for your computer, you will need to have a basic understanding of it. If you would prefer to jump right in and get started using the V.Com Intercom right away, please go to the "**Getting Started**" section on page 6.

We will be focusing on five main parts to the V.Com Intercom:

- V.Com Banner
- Banner Settings
- Message Panel
- Hot Keys
- Message Pad

The V.Com Banner

The V.Com Banner sits on the top of every computer screen in the office and displays the messages being sent. When a message is sent, the sound associated with that person is played.

At times, the V.Com Banner may have more messages than can be displayed on one screen. For such situations, the Banner can be set to either flash through the different messages, or scroll through them.

Let's look at an example of a working V.Com Banner in a real office.

Let's take a closer look at these messages.

- The first message "Dr. Jonson-To-Chair 2" is surrounded by a red box making it easy to tell which message was sent first.

- Some messages may be sent as urgent and will be displayed in red with a red icon in front of it. In our example "Dr. Smith-To-Chair 1", the message was sent as urgent.

- The next message "Kelly-Phone-Line 1" has a response, "Take a message". Responses show up in brackets next to the original message.

You can respond to a message in one of two ways:

1. Right click on the Banner → Response → "Kelly-Phone-Line 1."

2. Right click on the V.Com Icon in front of the message you want to respond to, and then click "Respond."

Both of these methods will bring up the following screen:

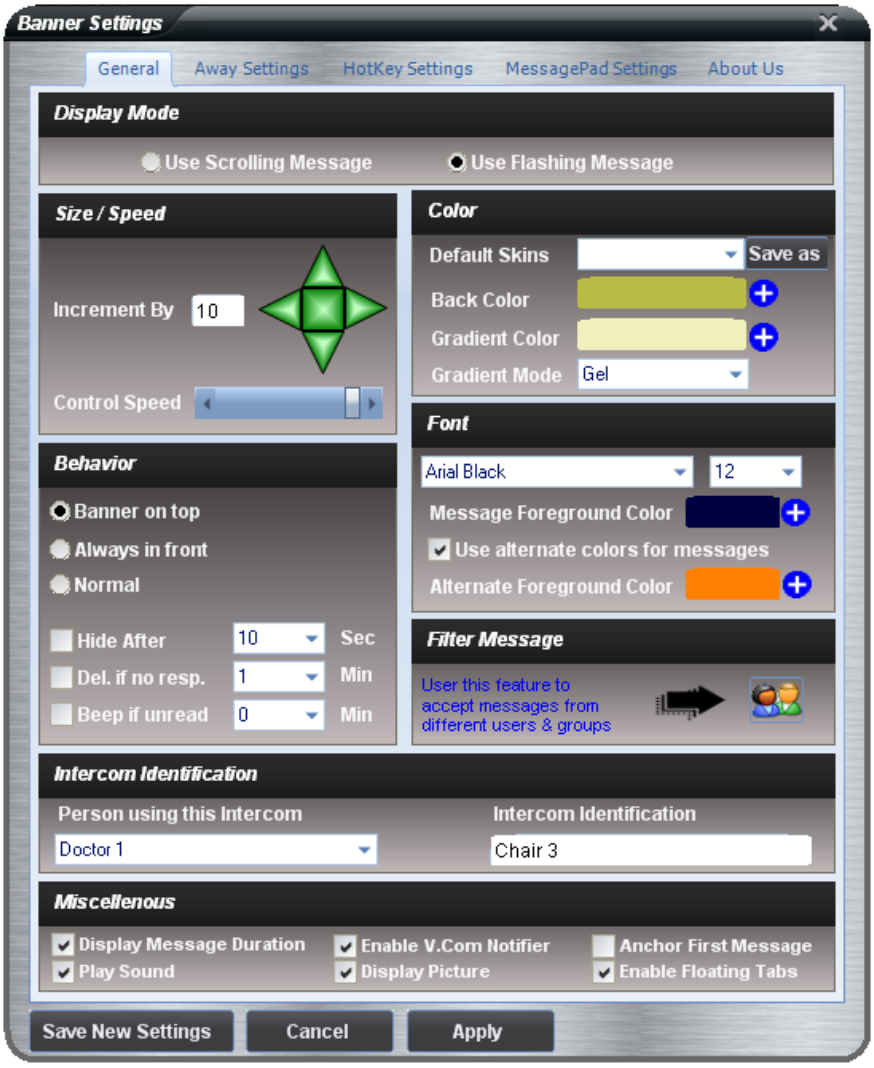
Here you can either click on a pre-defined message or you can type a response and click "*Send*."

- The last message "Elana NP running 5 min late", was sent as a **Freeform** message. You can learn more about the different types of messages that can be used, by referencing the Dispatcher QuickStart Guide.

Banner Settings

The V.Com Banner in the above screenshot may look a little different than the one running on your computer. You can change the "look and feel" of the Banner from the settings screen.

If you would like to change these settings, place your mouse over the V.Com Banner. Two floating tabs will appear directly below the Banner, click on the "*Settings*" tab on the right, and the Banner Settings screen will appear.



As was mentioned on page 1, the Banner can either flash through the different messages being displayed or it can scroll through them. These settings are found in the “Display Mode” section found at the top of the screen.

The appearance of the Banner can be customized to suit the user. There are several skins to choose from as well as custom colors that can be chosen. In addition to the Colors of the Banner, the Fonts can be changed as well. All of these settings can be found in the “color” and “font” sections on the right side of the screen.

The V.Com Banner can be set to always be shown regardless of other programs running on your computer, or to auto hide after a set period of time, along with several other options. These settings can be found in the “Behavior” section on the left side of the settings screen.

In order for the Hot Keys to function properly, the Intercom Identification must be filled in correctly. Typically you should enter your location as the Intercom ID. This field can be found in the “Intercom Identification” section on the bottom of the screen.

Message Panel

As with any busy office, messages need to be sent quickly and easily. With the V.Com Message Panel, you can send a message in as little as 3 clicks of the mouse.

Hot Keys

There are several messages that you may want to send repeatedly throughout the day. The Hot Keys feature allows you to send preset messages at the press of a button. For example, You can set a Hot Key like CTRL+F5 to send a message such as “Dr. Smith-Phone-Line 3.” If you would like to learn more about how Hot Keys work, please refer to the Dispatcher QuickStart Guide.

Message Pad

In the past, when a phone call came in, the message would be recorded on a piece of paper only to be forgotten and thrown out the next day. Now with V.Com, no messages will be missed or forgotten. When a message is taken on the V.Com Message Pad,

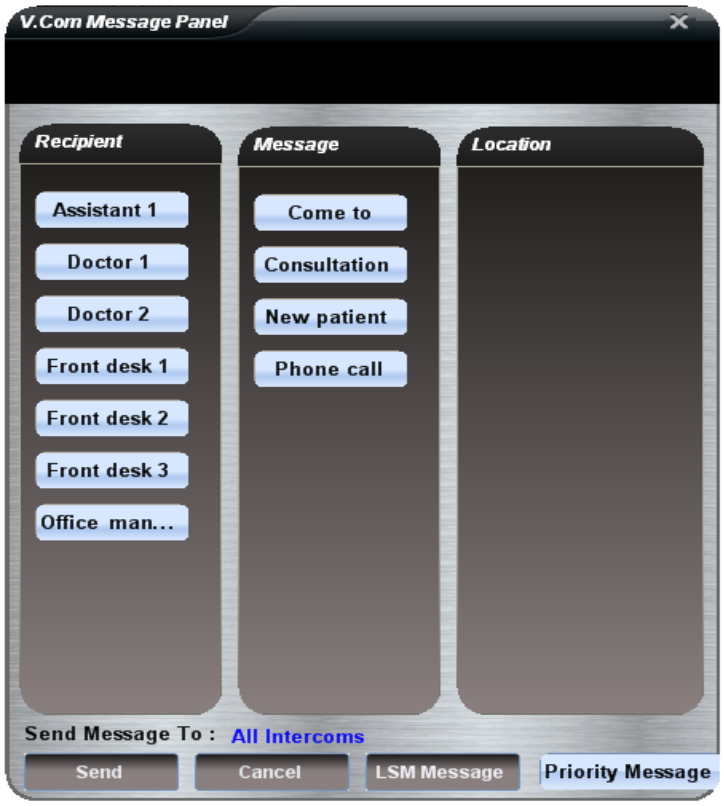
a Notifier pops up on the correct desktop as long as the “Person using this Intercom” field is set correctly. This setting can be adjusted from the “Settings Tab”. Please reference **Banner Settings** on page 3 for more information on the “**Settings”** tab.

Getting Started

Lets get started using V.Com.
If the V.Com Banner is not running,
Go to: Start → All Programs → V.Com → Intercom.

Sending Messages

Place your mouse over the Banner. You’ll notice that two floating tabs appear under it. Let’s start with the “Message” tab. Click the tab and the V.Com “Message Panel” will appear.



There are two types of messages that can be sent with V.Com:

- **Standard Message**
- **Freeform Message**

For more information on the different types of messages please reference the first page of the Dispatcher QuickStart Guide.

Now we will send a **Standard** message:
Choose a Recipient, Message and Location.
That's it. You just sent your first message with the V.Com Intercom.

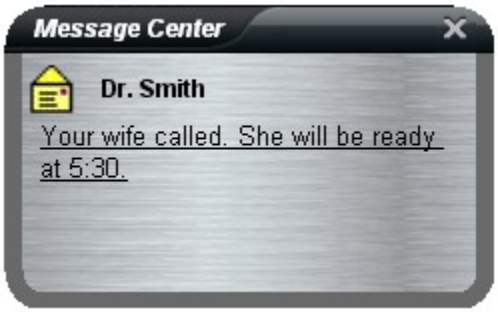
Now let's send a **Freeform** message:
Place the mouse over the V.Com Banner again. Click on the "Message" tab. This time type a message into the message bar.

For example: "Dr. Smith Come to Room 6" and click "*Send*".
Now let's move on to the Message Pad.

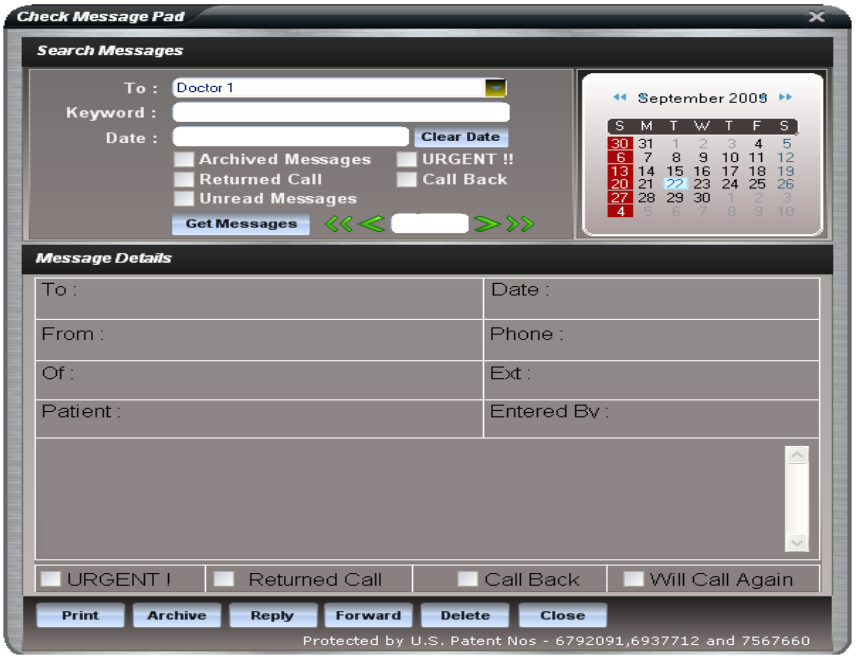
Message Pad

In order to add a message to the message pad, right click on the V.Com Banner. A menu will appear. Now click on "*Add to Message Pad*". Fill out the form and click "*Send Message*".

The recipient of the message will see a little screen pop-up on the bottom right corner of their screen notifying them that they have a message waiting.



You do not need to be by your computer to check for messages. They can be checked from any computer in the office by right clicking on the V.Com Banner and selecting "*Check Message Pad*".



You can sort through your messages easily using the built-in filters.

For Example: Fill in the "To" field and check the "URGENT" box. Then click "*Get Messages*". This will return only the messages marked urgent.

Congratulations ! You are now ready to experience the power of V.Com. The V.Com Intercom offers many powerful features. In this document we were only able to cover the basic features of V.Com. If you would like to learn more, please see the V.Com Intercom Manual.