

VOIP AGENT DATALINK

User Manual

v8.28.0

This manual covers everyday use of VoIP Agent Datalink: getting set up, controlling calls, managing contacts, the Speed Bench, transfers, keyboard shortcuts, settings, and troubleshooting.

Getting Started

VoIP Agent Datalink connects to your desk phone over the local network and lets you control it from your PC.

Step 1 — Run Phone Setup

Click **SETUP** in the header. Enter your phone's IP address and the phone's web UI password (default: **admin**).

Step 2 — Download and Load the Config

Click **Download Config File**. Load it on the phone via the phone's web UI: Settings → Auto Provision → Select Config File. The phone reboots and the app shows “Event: registered” in the Event Log.

Step 3 — Make a Test Call

Type an extension in Quick Dial and click **CALL**. You should see “OK click-to-dial” in the Event Log. If you see HTTP 404, the phone's allow-IP doesn't include your PC — re-run Setup.

Dashboard Overview

- **Active Call tile** (left) — call state and connection info; drag onto a contact to transfer
- **Call Control tile** — Answer, Hang Up, Hold, Mute, Speaker, Redial
- **DND tile** — Do Not Disturb toggle with animated indicator
- **Transfer tile** — blind transfer + send to voicemail
- **Quick Dial + Contacts** (right) — search, call, pin contacts
- **Speed Bench** (bottom) — up to 20 pinned one-touch contacts

Call Control

Answering

When the phone rings the tile turns yellow. Click **ANSWER**.

Hanging Up

Click **HANG UP**. The tile returns to IDLE.

Hold / Resume

Click Hold / Resume (or Alt+O). Tile turns blue. Click again to resume.

Mute

Click **MUTE** — button turns red. Caller cannot hear you. Click again to unmute.

Speaker

Click **SPEAKER** — button turns teal. Switches to speakerphone.

Redial

Dials the last number called on the phone.

Do Not Disturb

Toggle DND from the tile or with Ctrl+Alt+D from any window. The dot pulses red when active.

DND Schedule

Set a start/end time in Settings to automatically enable DND (e.g. during lunch). Select which days to apply.

Status Rows

- **Extension** — phone IP and extension number
- **Device** — phone model and firmware (populated after first status read)
- **DND** — current Do Not Disturb state (live)
- **Last sync** — time of the most recent status read
- **Connection** — ● Active when connected, ■ Not connected when not

Contacts List

The Contacts list (right side) is your full directory. The hint pill at the top-right of the panel reminds you of the two main actions: double-click to call, and drag the CALL panel here to transfer.

Calling

Double-click any contact row to dial their extension. A single click just selects the row — only one row is selected at a time.

Searching

Type in the search box above the list to filter instantly. It matches name, extension, location, department, role, and alternate number — so typing part of any of those narrows the list.

Right-Click Menu

Right-click any contact for more options. The menu changes based on whether a call is active:

- **Call** — dials the extension
- **Call alternate** — dials the alternate number (shown only when the contact has both an extension and an alternate)
- **Blind Transfer / Send to voicemail** — only shown while a call is active
- **Pin to Speed Bench** — adds them to the next open slot
- **Edit / Delete** — manage the contact

Department Colors

The colored badge beside each name shows their department:

- Brand blue — Management, Admin
- Teal — Sales, Parts
- Yellow — Shop, Service
- Red — IT
- Neutral grey — any other or blank department

Transferring a Call to a Contact

While you are on a call, drag the CALL panel (the large tile at the top-left that shows the live call) and drop it onto any contact in the list. The call blind-transfers to that contact. The row highlights as you drag over it.

Pinning to the Speed Bench

Drag a contact row down onto the Speed Bench to pin them to the next empty slot, or use the right-click menu's Pin to Speed Bench.

Clearing the Whole Directory

The **CLEAR ALL** button in the Directory window removes every contact at once. Use it when you are starting over — importing a fresh company list, or handing the PC to a different agent.

Because this cannot be undone from inside the app, it asks twice:

- First a confirmation showing exactly how many contacts (and how many Speed Bench pins) will be removed
- Then a prompt where you must type **CLEAR** to proceed — anything else cancels

Before anything is deleted the app writes a timestamped copy of your directory to the backups folder, and the confirmation message tells you the exact file path. Clearing also empties the Speed Bench, since the pinned contacts no longer exist.

The button is greyed out when the directory is already empty.

Speed Bench

The Speed Bench is the strip of one-touch buttons along the bottom of the window. It holds up to 20 of your most-used contacts so you can dial or transfer to them in a single click. Each tile shows a black number badge, the contact's name, and their extension.

Calling and Transferring

What a tile does depends on whether you are on a call:

- **No active call** — clicking a tile DIALS that contact. The tile shows a teal DIAL chip.
- **Call in progress** — clicking a tile blind-TRANSFERS the call to that contact. The chip turns amber and reads TRANSFER.
- The chip switches automatically — you never set it manually.

Keyboard Shortcuts

Each slot has a hotkey. Hover any tile to see its exact combo in the tooltip:

- Slots 1–9: Alt+1 through Alt+9
- Slot 10: Alt+0
- Slots 11–19: Ctrl+Alt+1 through Ctrl+Alt+9
- Slot 20: Ctrl+Alt+0

Collapsing the Bench

Click the ▼ SPEED BENCH header to collapse the bench and free up screen space; the arrow flips to ■. Click again to expand it.

Pinning a Contact

- Drag a contact from the Contacts list down onto a slot
- Right-click a contact → Pin to Speed Bench
- Click the + on any empty slot to open the directory and choose someone

Reordering

Drag any filled tile to a new position to swap slots. The target highlights yellow as you drag over it.

Unpinning

Right-click a tile and choose Unpin to remove that contact and free the slot.

How Many Slots

Set the number of visible slots (1–20) in Settings. The bench reflows to fit your window width.

Transferring Calls

Blind Transfer — three ways

- Drag the Active Call tile onto a contact
- Click a Speed Bench slot during a call
- Right-click any contact → Blind transfer
- Click TRANSFER CALL and pick a contact

The caller goes directly to the target. You are disconnected.

Send to Voicemail

Sends the caller straight to a contact's voicemail box without ringing their phone.

- Click SEND TO VOICEMAIL on the Transfer tile, then pick a contact
- Or right-click any contact during a call → Send to voicemail

Uses the voicemail prefix from Settings (defaults to *) — e.g. *3127 routes to extension 3127's voicemail.

Troubleshooting

- Transfer fails immediately — confirm a call is active (CONNECTED or ON HOLD)
- Send to voicemail disabled — check the Voicemail Transfer Prefix in Settings
- Voicemail rings the extension instead — your PBX may not use the * prefix; check with your phone admin

Keyboard Shortcuts

Global — work even in the background

Ctrl+Alt+D	Toggle Do Not Disturb
Ctrl+Alt+H	Hang up
Ctrl+Shift+D	Dial from clipboard

Window-level — app must have focus

Alt+A	Answer
Alt+H	Hang up
Alt+M	Toggle mute
Alt+O	Hold / Resume
Alt+D	Focus Quick Dial
Alt+S	Speaker toggle
Alt+1 – Alt+9, Alt+0	Speed Bench slots 1–10 (slot 10 = Alt+0)
Ctrl+Alt+1 – 9, Ctrl+Alt+0	Speed Bench slots 11–20 (slot 20 = Ctrl+Alt+0)
↑ in Quick Dial	Recall last dialed
Enter in Quick Dial	Dial

Settings & Configuration

Phone

- IP Address — phone's IP (e.g. 192.168.1.142)
- Port — 443 (HTTPS) or 80 (HTTP)
- Username / Password — web UI credentials (default: admin / admin)
- Extension — your SIP extension; leave blank to auto-detect

Themes

Click the theme button (top-right) to toggle Clean (light) ↔ Midnight (dark). Saved automatically.

DND Schedule

Set start/end time and days. The app enables DND at the start time and disables it at the end time.

Speed Bench

Adjust slot count (1–20) under Settings.

Config Backup

- Auto-backup runs on every successful phone status read (keyed to MAC address)
- Manual: Settings → Config Backup → Backup Now
- Location: %APPDATA%\VOIPAgentDatalink\backups\

Directory Backup

- A timestamped copy of your contacts is written automatically before Clear All
- Filename: directory-YYYYMMDD-HHMMSS.json
- Same folder as config backups: %APPDATA%\VOIPAgentDatalink\backups\

Config file

%APPDATA%\VOIPAgentDatalink\config.json — edit directly for advanced settings (voicemail prefix, key delay).

Troubleshooting

HTTP 404 on all commands

Phone's allow-IP doesn't include your PC.

- Open phone web UI at `http://<phone-ip>`
- Features → Remote Control → Action URI allow IP = your PC's IP
- Save, then re-run SETUP in the app
- If PC IP changes (DHCP), set a static IP or DHCP reservation

Status rows show dashes

Phone status scrape failed. Call control still works — cosmetic only. Re-run Phone Setup and restart the app.

Calls not in Event Log

Action URLs not configured. Re-run SETUP, download config, load on phone (Settings → Auto Provision → Select Config File).

callout shows caller=\$caller

Phone isn't substituting variables. Re-run SETUP and reload the config file on the phone.

Transfer fails silently

- Confirm call is CONNECTED or ON HOLD
- Check Event Log for “Blind transfer to X failed”
- If Push XML returns 401 in the log, transfers fall back to BTrans automatically

I cleared my contacts by mistake

The app backs the directory up before every Clear All. To restore it:

- Close VoIP Agent Datalink
- Open `%APPDATA%\VOIPAgentDatalink\backups\` and find the newest `directory-*.json`
- Copy it over `%APPDATA%\VOIPAgentDatalink\directory.json` (replacing the empty one)
- Restart the app — Speed Bench pins are not restored, so re-pin as needed

App won't start

Open Task Manager, end any VoipAgentDatalink.exe process, then relaunch.

Log files

- Crash log: `%APPDATA%\VOIPAgentDatalink\crash.log`
- Config: `%APPDATA%\VOIPAgentDatalink\config.json`

- Backups: %APPDATA%\VOIPAgentDatalink\backups\

Sending a report

Click EMAIL LOG in the Event Log tile. Attach crash.log for unexpected crashes.