






### About Status Indicators



Status indicators keep you aware of what's going on in the Response Point Assistant program. Displayed throughout the user interface, these icons provide helpful user and system information. For example, you'll know when calls are parked in your office, if a coworker is on the phone, and whether your phone is ready to place calls. If you pause over a status indicator, you'll see a screen tip reminding you why it's there.





Use this table to identify all status indicators in Assistant, understand what each means, and locate them on your computer screen.

Icon	Definition	Location
	<p>The program icon that tells you when the Assistant is running and you're logged on. You can right-click the icon to close or exit the program.</p> <p>Screen tip: <b>Microsoft Response Point Assistant - logged on</b></p>	Notification area

	<p>Tells you when the Assistant is running and you're logged off. You can right-click the icon to open or exit the program.</p> <p>Screen tip: <b>Microsoft Response Point Assistant - logged off</b></p>	Notification area
	<p>Replaces the green phone icon when your phone is not paired with the Assistant. In this case, your phone name will be <b>Not Paired</b>. Click the underlined text to get more information on how to pair your phone with the program.</p> <p>Screen tip: <b>Assistant is not paired with a phone. In order to click-to-call your contacts or to retrieve parked calls, you must pair a phone with the Assistant program. Click the "Not Paired" link for more information.</b></p>	Status area

Icon	Definition	Location
	<p>Status area: Represents your in-call status, indicating that you are not engaged in an active call.</p> <p>Core information always displays next to this icon, such as your name, extension number, and phone name.</p> <p>Contact list: Represents the in-call status of other Response Point users, indicating that they are not engaged in any active calls.</p> <p>Screen tip: <b>Available</b></p>	Status area / Contact list
	<p>Represents an external contact that you've manually added or imported from your contact store. Assistant can't detect the status of contacts outside of the phone system, so the screen tip says "No status" at all times.</p> <p>Screen tip: <b>No status</b></p>	Contact list

	<p>Status area: Represents your in-call status, indicating that you are engaged in an active call. Your call-forwarding rules will take effect, so callers can still leave you voice messages when you're on the phone.</p> <p>Contact list: Represents the in-call status of other Response Point users, indicating that they are engaged in active calls.</p> <p>Screen tip: <b>In a call</b></p>	Status area / contact list
	<p>Lets you know that Assistant can't locate any information about a Response Point user's phone. For example, the user might not have a phone, it could be temporarily disconnected from the network, or it could be unplugged.</p> <p>Screen tip: <b>No status</b></p>	Contact list

Icon	Definition	Location
	Flashes over the Assistant icon whenever you park a call.	Notification area
	Alerts you that calls are parked in your office. You can right-click this icon and choose a call you want to retrieve.  Screen tip: A menu of parked calls will appear. Pause on an item to see who parked the call and at what time. If all calls have been retrieved, you'll see <b>No Parked Calls</b> .	Status area
	Displays when no calls are parked in your office.  Screen tip: <b>No Parked Calls</b>	Status area
	Appears when you pause on a contact with your mouse, helping you see which contact you've selected in the list.	Contact list