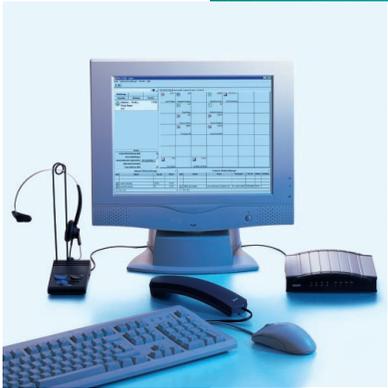
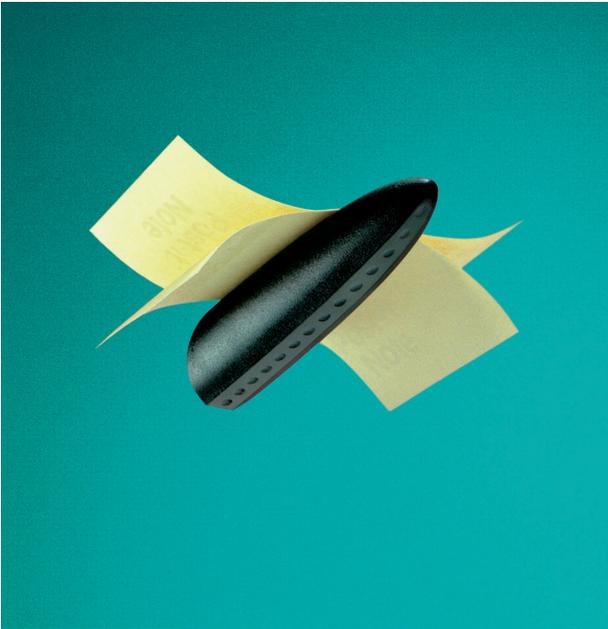


# Ascotel *Office Terminals* by **ascom**

## Office 1550

### Start Guide





# Congratulations!

Congratulations on your purchase of the PC Operator Office 1550. With its efficient integration of call transfer and information centre functions the Windows-based PC Operator will prove an invaluable aid to you in dealing with your many different tasks.

## **Calls transferred quickly and efficiently**

With its Fox-key concept the Office 1550 provides simple, intuitive operation. One glance at the enhanced busy lamp field tells you immediately whether an internal subscriber is free, busy or absent, and a simple keystroke is all it takes to connect the call through.

## **Up-to-date information at your fingertips**

External and internal electronic phone books with full management of absences and stand-ins gives you up-to-date information at all times, with user-friendly search functions.

## **A good impression all round, both within and outside the company**

The logbook of phone calls with its notepad function provides optimum management of external calls for absent members of staff. When a customer calls you can instantly call up additional information on your call partner, for instance the subject of the previous phone call. That way you are ideally prepared for the call.

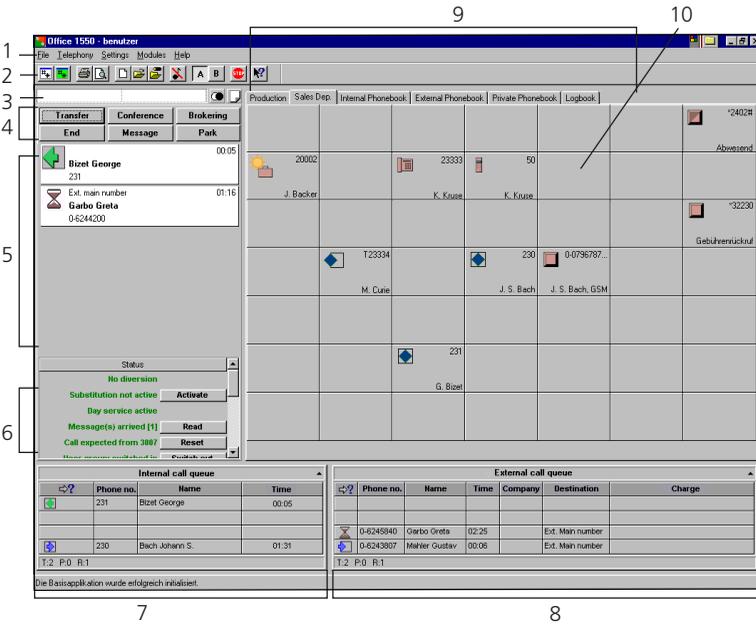
This Guide will help you familiarise yourself with the Office 1550. An online Help system is also available to assist you with the operation of the various functions; its operation is described in the Section entitled "The Online Help System".

**Note:** This Guide is also available in electronical form the online Help system.

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# Control and Display Elements



## 1. Menubar

### 2. Toolbar



Open Ascotel Feature Wizard (AFW)

Open AFW with parameters of the active call

Print Preview

Page view

New subscriber card file

Open subscriber card file

Write note

Context-sensitive help (direct help on an element displayed on the screen)

Information about the application

Company B

Company A

Switches the acoustic signalling one and off

## 3. Input line

The input line is used to enter a phone number or name in order to set up an outgoing call.



Redial key: calls up the last 20 numbers dialled



Notepad key: buffers numbers during a call or in the idle state.

## 4. Foxkeys

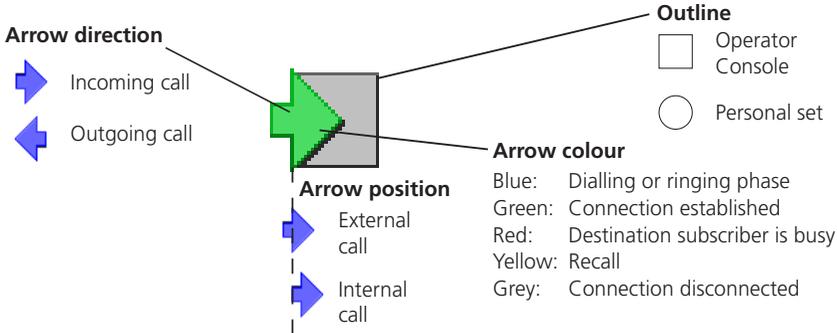
Six intelligent keys with several functions

# Control and Display Elements

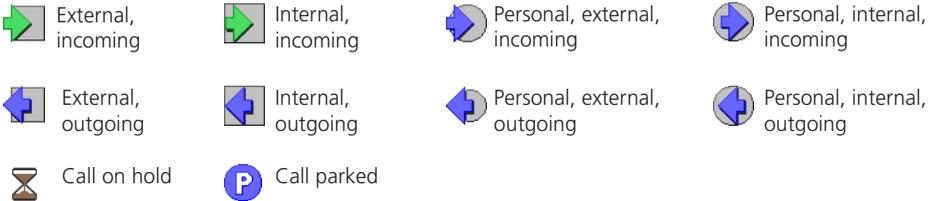
## 5. Call connection states

Displays the active call and - where applicable - the call on hold and any personal calls.

This provides you with the following information: call connection state and type (connected, internal, outgoing, etc.) and the other party (name, phone number). The call connection state and type are represented by the following icon (see the Help system for the complete list of all the icons; see also the Chapter "Online Help System" in these Instructions):



## Important icons



## 6. Status field

Indicates the status of functions such as night service, stand-in or message received.

## 7. Internal call queue

Display and handling of internal telephone traffic.

## 8. External call queue

Display and handling of external telephone traffic.

## 9. Modules (tabs)

There are three types of modules: busy lamp field, phone book and logbook.

## 10. Busy lamp field

The busy lamp field consists of keys that represent the status of a subscriber connection. Double-clicking a key sets up a connection with the subscriber.



**Green:** The subscriber is in an internal call.  
**Blue:** The set is ringing (internal call).



**Green:** The subscriber is in an external call.  
**Blue:** The set is ringing (external call).

# Overview of the Office 1550

## Operator console and personal phone set

Your Office 1550 is both an operator console used for transferring internal and external phone calls and your personal telephone set, which you as an ordinary subscriber can use for your own telephone traffic. This means your PC Operator has an external number, an internal number for the switching functions, and a personal number that corresponds to your subscriber number. Some features such as call diversion can only be used for personal calls.

## Operator and added-feature functions

The PC Operator Office 1550 is a convenient way of transferring phone calls using the Windows graphical user interface. To make call transfers all the more efficient, your set also has a number of added features: all the Ascotel features such as intrusion, callback or send message are easy to operate on the Office 1550.

## The modules - components of the information centre

The basic application is complemented with configurable modules. This modular concept allows you to adapt the Office 1550 ideally to your specific requirements.

### The busy lamp field

The busy lamp field represents internal telephone connections with busy, absence and team display; it also features telephony functions such as dial-up, fetch call, activate callback or send message.

### The phone books

There are three phone books: internal, external or private. They contain additional information such as absences, stand-ins, workspaces. This module features a number of convenient search functions (different search criteria) as well as list and print functions. You can connect through directly to a subscriber with a simple keystroke and also display the subscriber card file of a call partner at any time, also with a simple keystroke: this enables you to prepare for a call and also to enter information in the card file during a call.

### The logbook

The logbook automatically stores all the call data. You can append a note to each phone call. With its convenient filter, list and print functions this module is ideally suited for handling calls. You can also deal with any unanswered calls quickly and call a partner back directly simply by pressing a key.

# Start

## **Starting the application**

On the workspace double-click the Office 1550 application icon to bring up the login window: enter your user name and password.

## **Changing the password**

From the menubar select the command "File/Change Password".

## **Background mode**

If you're doing other work on your PC, the Office 1550 application switches to background mode. When a call is received, a dialog box with all the main call data opens immediately (caller identification). You then have the possibility either of refusing or answering the call.

## **To end the application**

From the menubar select the command "File/Exit".

# Before making your first phone call

## Different ways of making phone calls

### With the handset or with the headset

You can make phone calls using either the handset or the optional headset (the instructions on how to operate the handset can be found in the Online Help System; the headset is supplied with separate operating instructions). If both are connected, another person can listen in to the call using the second device.

**Please note:** Bear in mind that your telephoning behaviour will differ completely depending on whether or not the direct mode is switched on.

### Direct mode switched on

If the direct mode is switched on, the Office 1550 recognises whether the handset is on-hook or off-hook - or if the headset is switched on or off - and responds like a conventional telephone set.

It terminates a call when the handset goes on-hook and seizes a line directly when the handset goes off-hook:

- If there is no incoming call, a line (internal, external or personal depending on the configuration of the line seizure) is seized to set up a connection;
- If there is one incoming call, that call will be answered;
- If there are several calls, the call with the highest priority will be answered.

To bypass direct line seizure, you must first set up a connection or answer a call via the Office 1550 application and then go off-hook or switch on the headset.

**Please note:** If both the headset and the handset are connected, a call will only be terminated if both devices are on-hook.

### Direct mode switched off

Picking up and replacing the handset or switching the headset on and off do not affect the response of the PC Operator: pick up the handset and set up a connection or answer a call in the Office 1550 application.

### PC switched off

When the PC is switched off the handset can be used like an ordinary telephone set.

**Please note:** If the PC is switched off, the headset should also be switched off.

# Before making your first phone call

## Various settings

### Selecting the language

Menu "Settings / \*Language": Look for the "\*" character, even on a foreign language.

### Switching direct mode on/off and line seizure configuration

From the menubar select the command "Settings / Office 1550 Settings": A dialog box appears. Next open the dialog page "Line Seizure". For more help press the Help button in the dialog box.

### Setting the ringing volume and ringing pattern

Calls are signalled via the PC loudspeakers and on the handset. There are different ringing patterns for external, internal and personal calls.

From the menubar select the command "Settings / Signalling Configuration" and configure the ringing tone.

Adjust the ringing volume on the computer speakers.

Proceed as follows to set the ringing tone on the handset:

			Volume:		to	
Pick up the handset	Press the Programming key	Press numeric key 1	Pitch:		to	

## Application configuration

In the basic application and in each module you can carry out a number of user configurations. For the relevant description please refer to the online Help system.

# The Operating Concept

## The Foxkeys

Like all Ascotel Office terminals your PC Operator has intelligent keys - known as Foxkeys - which provide whatever functions are appropriate in any given situation: Foxkeys always know what to do when.

### Fox-keys are very easy to operate on your PC keyboard using the six-key group

Say, for instance, you dial an internal subscriber who happens to be busy. The Fox-keys will suggest the following functions:

To activate a callback, for example, simply press the [Home] key. (Always make sure the scroll mode is activated: using the [Scroll Lock] key).



## The Insert key



Pressing the Insert key in a call situation carries out the command that is most obvious in that situation: for example seizing a line if a number has just been entered. As a matter of principle the button currently marked as "activated" is the one that is triggered.

# The Operating Concept

## Operation and navigation with the keyboard

You can operate your PC Operator with both mouse and keyboard.

The Office 1550 is divided up into four main workspaces. It is very easy to move from one workspace to another and to move around within a workspace: your current position is marked as "activated". Pressing the Insert key triggers the activated button.

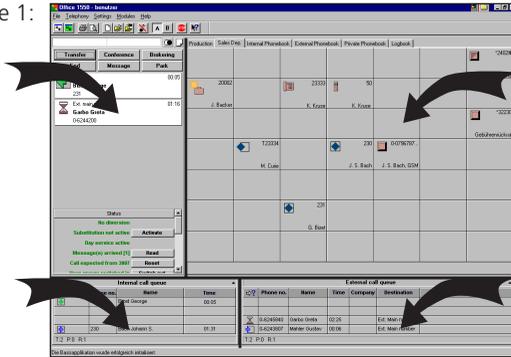
### Navigating between workspaces

With the help of key combinations you can navigate between the workspaces:

To switch to workspace 1:

[Ctrl] + 1 oder [Esc]

(press several times if necessary)



To switch to workspace 2:  
[Ctrl] + 2

To switch to workspace 3:  
[Ctrl] + 3

To switch to workspace 4:  
[Strg] + 4



The [Esc] key generally takes you up one structural level (e.g. from the inside page of a module to the level of the module itself); at the highest level this takes you up to workspace 1.

**Please note:** "[Ctrl] + [Number]" are basic setup values, which you can alter.

### Navigating within a workspace



The **Cursor** keys are used to scroll through lists and tabs and to move through field columns and lines.



[Tab] lets you select all the fields in a row.



The [Home], [End], [PageUp] and [PageDn] keys allow you to move to the beginning or to the end of a column or line.

# The Operating Concept

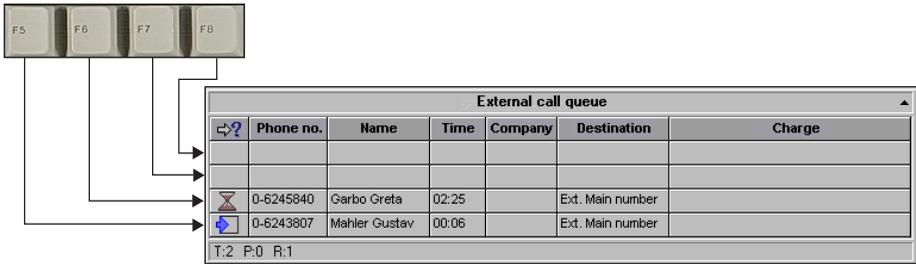
## F-keys and shortcuts

With the F-keys and shortcuts you can carry out a function directly by pressing the key. The Office 1550 is supplied with default settings for the F-keys and shortcuts. You can of course easily change these settings (in the menu "Settings/Shortcuts").

### Important shortcuts for handling external calls

Calls in the external call queue are treated with the keyboard via the function keys F5 up to F8.

Activate the line of the external call queue - to set up a connection (blank line) or answer a call (or retrieve a parked call):



[Ctrl]+F5 answers the call that arrived first in the external call queue.

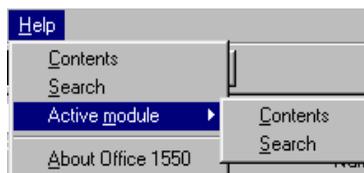
[Shift]+F-key <n> opens the subscriber card file of the party corresponding to the call on line <n>.

# The Online Help System

A Help system is available online to help you with the operation of the Office 1550.

## To access the Help system

To open the Help menu from the menubar:



- **Contents:**

This command opens the contents of the entire Help system

- **Search** (also available by pressing the F1 key directly):

Use this command to search for a specific help topic. Various possibilities will be offered to you: access to the Index or word search in all help topics.

- **Active module:**

From this menu you can also directly access the Help of the module currently displayed on your screen. In this menu item you will once again find the two commands "Contents" and "Search", which then only relate to the activated module.

## Context-sensitive help

You can request help on an element displayed on the screen. This context-sensitive help provides a short, precise answer to questions such as "What is this?" or "What can I do with this?".

To access the context-sensitive help: From the toolbar click  once, then once again click the element you want help with (or use [Shift]+F1). A pop-up window appears with the help text; to remove the window, simply click the mouse.

## Help with particular situations

If you are not yet entirely familiar with the new PC Operator, you can find some useful hints in the online Help system in the Chapter "Added Features" under "What feature do I need to...".

## Contents overview (command "Help/Contents")

Listed here are the main topics of the Help index as well as sub-topics mentioned in these instructions:

### Making a call

### Answering a call

### Transferring a call

### Added features

- What feature do I need to...

- Ascotel features

### Saving numbers and functions

### The Office 1550 modules

- Busy lamp field

- Phone books

- Logbook

### Setup and configuration Annex

- Explanation of the icons used in Office 1550

- Operating the handset

- Problem Handling

### Glossary

# Safety Instructions

If you have any questions, contact a specialist; make sure all servicing work is carried out by a specialist.

## Personal safety

- Never telephone near water
- Never touch the plug contacts with sharp and/or metal objects
- Do not install and/or use the phone sets in locations subject to explosion hazards.

## Equipement (handset, terminal Adapter)

- Never open the sets yourself
- Never replace the plugs on the connecting cables.
- Protect the sets against wetness, heavy dust, aggressive fluids and water vapour.
- Always operate the sets within a temperature range of +5°C to approx. +35°C.
- Place the sets on a non-slip surface.

## Maintenance

- Clean the sets with a soft, slightly moist or anti-static cloth.
- Never use detergents or chemical substances to clean the sets.

# Malfunctions

## Computer failure

If the computer on which the Office 1550 is installed should crash, all calls - manual or automatic and with delay (depending on the emergency concept implemented) - will be diverted to a second set. For more information please contact your telephone engineer.

## Other malfunctions

For all problems relating to operation, please refer to the online Help system in the "Problem Handling" in the Annex.



