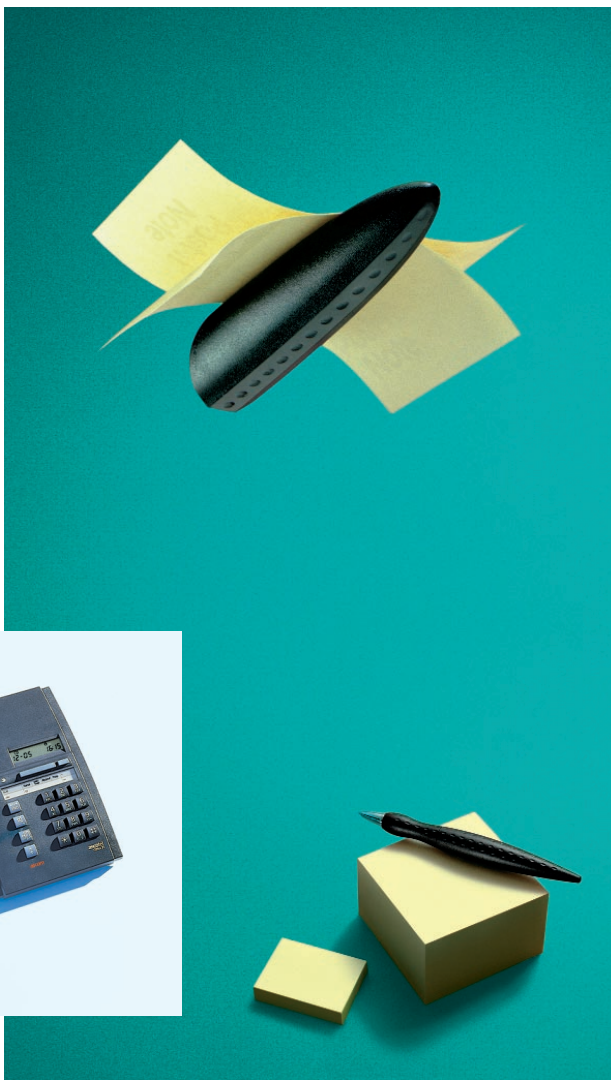


Ascotel *Office Terminals* by **ascom**

Office 20 User's Guide



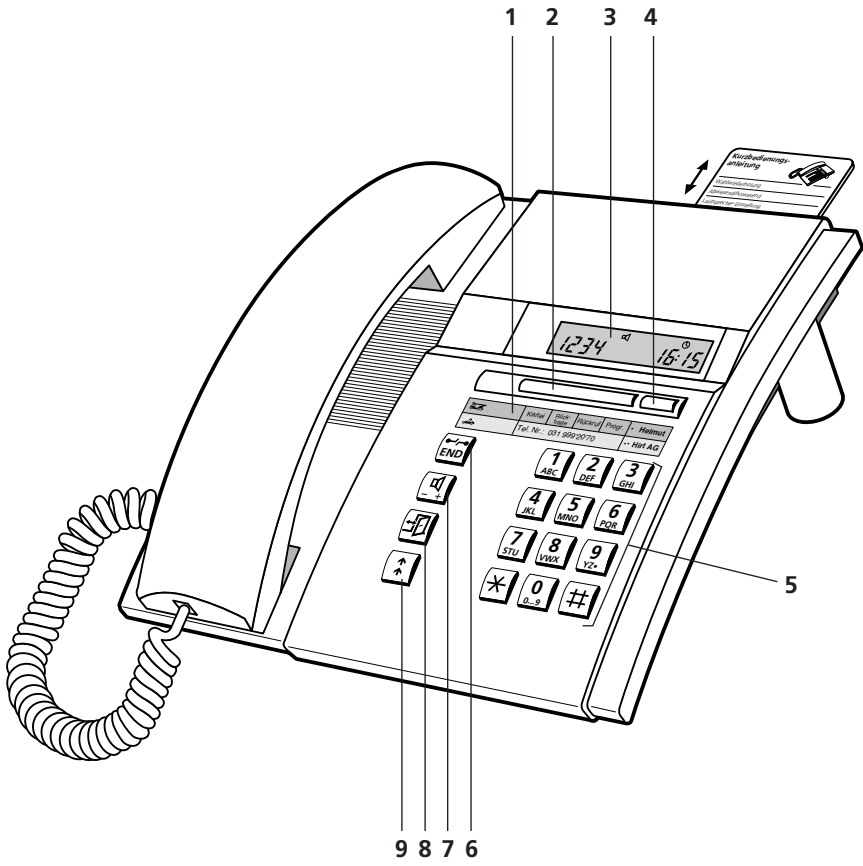
Congratulations!

Congratulations on the purchase of your Ascotel Office, a telephone which is extremely easy to use thanks to its Foxkey. Read these operating instructions to find out how simple it is to telephone with the Ascotel Office.

You will find a credit-card-sized operating guide in the base of your Ascotel Office. Keep it there for quick reference!

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Operation and display elements

- 1 Label**
- 2 Foxkey (multi-function key)**
Directory, enquiry call, programming call back, programming mode
- 3 Display**
Your telephone is equipped with a two-line numeric display
- 4 Programmable dual-function key**
For storing numbers and/or functions
- 5 Dialling keypad**
- 6 END key/Disconnect key**
Reset for new call, break off a started function, end programming
- 7 Loudspeaker key**
Loudspeaker function, adjustment of receiver and loudspeaker volume: normal/loud (with double click).
- 8 Absence key**
Subscriber is absent/present
- 9 Last number redial key**
Calls up the last 4 numbers dialled

Special display symbols

	Loudspeaker mode		Diversion
	Time		Call back activated
	Date	MESSAGE	Required call back
	Charges	Team	User group off
	Code lock	 	Redial
	Absence	U	Diverted call
11	Private directory	P	Programming mode
L	* - symbol	=	Transparent mode (DTMF)
0	# - symbol	t	User group call

Volume adjustment

Adjusting the ring volume during ringing



While the phone is ringing you can adjust the ringing volume of your telephone by pressing the dialling keys 1 (down) till 4 (up).

Adjusting the volume of the receiver and the loudspeaker during a conversation



The volume of the receiver and of the loudspeaker are preset to "normal". By double clicking the Loudspeaker key, the volume will be reduced. Double click again to return to the normal setting.

Telephoning

Dialling with dialling preparation

Dialling with dialling preparation is an important new feature offered by your telephone which you have probably not come across before. Without to lift the handset enter the desired number, which you can check, and then press the Loudspeaker key. Then you have your hands free, until the call is answered.

If desired, dialling preparation can be aborted by pressing the END-key.

Dialling by digits



Enter digits, lift handset or press the Loudspeaker key.

or

Dialling using the programmable key



Single or double click the programmable key, lift the handset or press the Loudspeaker key.

or

Dialling using Last number redial key



Press the Last number redial key: once for the last number dialled, twice for the second-last, and so on (up to 4 numbers can be saved under this key), lift the handset or press the Loudspeaker key.

Telephoning

Dialling a number from the private directory



Press the Foxkey (M: Memory), enter the card number (0..9), lift the handset or press the Loudspeaker key.

Note You can of course also dial in the normal way: Lift the handset and dial the number. Up to twelve digits will be displayed on your telephone during dialling; You can however enter more digits, in which case you will see the sign "f" at the first place.

Listening by loudspeaker

The loudspeaker allows you to listen through the receiver in the handset and through the loudspeaker, so that other persons in the room can listen in on your call.



Press the Loudspeaker key at any time during the call.


Note If you wish to continue the call with the loudspeaker off, press the Loudspeaker key again.

Storing numbers in the private directory



If you want to store the number displayed, press the dialling key corresponding to the card number (0... 9) until the acknowledgement signal is heard.

Charges

During an external call the charges will be shown together with the symbol .

Telephoning

Transparent mode/Tone dial mode (DTMF)

After setting up a connection the tone dial mode can be used to activate a function such as, for example, the remote control of an answering machine.



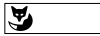
Keep the Star key pressed down until the display symbol "∗" appears and then enter the dialling code for the desired function.



Press the END key to leave the tone dial mode.

Enquiry call

You are conversing with one party and wish to make a brief call to another party while holding the existing connection.



Enter the number for the enquiry call, press the Foxkey.



At the end of your enquiry call, press the END key.

Note If you press the wrong key or replace the handset after terminating the enquiry call, a continuous ringing tone is emitted for around 10 seconds to remind you that the first call is still connected. If you lift the handset during this time you will return to the first call.

Brokering

To switch between the first call and the enquiry call.



or



Press the dialling key 2 or the Foxkey¹⁾.

Transferring the call

After initiating an enquiry call you wish to connect the two call partners.



Replace the handset.

1) Depends on the PBX-type

Telephoning

Conference

After initiating an enquiry call you wish to set up a conference together with your original call partner.



Press dialling key 3

Note Don't worry! When you are setting up a conference call none of your call partners will be disconnected. The connections will only be disconnected if the END key is pressed or if the handset is replaced!

Call waiting

If during a conversation another caller tries to reach you, you will here a muted tone in the handset, and the number of the caller will appear on your display (for example, "EH £ 2 15").



If you wish to speak to this person without losing your current connection, press the Foxkey (brokering).



If you do not wish to speak to the caller press the END key

Call back

You request a call back from an internal subscriber whose line is busy or who is not answering.



Press the Foxkey and replace the receiver.

Note Only one callback can be activated at a time.

Call back requested

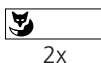
A subscriber tried to reach you; "MESSAGE" and the number of the calling subscriber appear in the display.

Calling back



Press the Foxkey in idle state and lift the handset.

Deleting call back

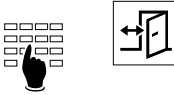


Press the Foxkey twice (double click) in idle state.

Telephoning

Present/absent

This key activates/deactivates the desired functions if you are leaving your office or returning to it. Ex factory this key is programmed as the call diversion key.

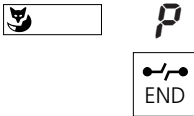


Enter the number of your deputy and then press the Absence key. Pressing the key again deactivates call diversion.

Note You can store another function under this key. See: "Programming the Absence key".

Programming your telephone

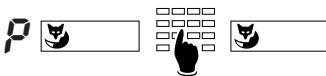
Programming mode on/off



To access the programming mode press the Foxkey until the symbol "P" appears in the display. This mode allows you to access the functions described below. Exit the programming mode by pressing the END key.

Storing a number in the private directory

You can store up to 10 numbers in the private directory of your telephone.



Press the Foxkey in the programming mode, enter the desired card number (0...9) and the telephone number to be stored and press the Foxkey.

Note A simpler way to store numbers is described on page 2.

Storing numbers under the programmable key


You can store numbers or consecutive functions under the freely-programmable key, so that you can initiate a complete procedure (for example, operating the door opener) with a single keystroke.



Select the memory of the freely-programmable key in the programming mode (press once: memory 1, twice: memory 2), enter the character sequence required and press the Foxkey.

Programming your telephone

Programming the Absence key

Under the Absence key you can store functions which are composed of macro language and function codes. Memory 1 activates the function and the symbol , memory 2 switches both off.



In the programming mode press the Absence key (once: memory 1, twice: memory 2). Enter code (00... 15) confirm by pressing the Foxkey. (memories 1 and 2 always have the same code).



On the display you will see the actual macro command, which you can then complete as necessary. Confirm by pressing the Foxkey.

Code	Function	Display memory 1	Display memory 2
00	Free for programming	<i>PRF-00_</i>	<i>PRF-00_</i>
• 01	Intrusion/call waiting blocked	<i>PRF-01-R_04PH</i>	<i>PRF-01-R_04PH</i>
• 02	Do not disturb	<i>PRF-02-R_26PH</i>	<i>PRF-02-R_26PH</i>
• 03	Divert to subscriber	<i>PRF-03-R_21PH</i>	<i>PRF-03-R_21PH</i>
• 04 ¹⁾	Divert to Pager	<i>PRF-04-R_28PH</i>	<i>PRF-04-R_28PH</i>
• 05	Park	<i>PRF-05-F 14o 1o</i>	<i>PRF-05-F 14o0o</i>
• 06 ¹⁾	Message	<i>PRF-06-R_24 14oPH</i>	<i>PRF-06-R_24PH</i>
• 07	Night service	<i>PRF-07-R_85 12PH</i>	<i>PRF-07-R_85 11PH</i>
• 08	Relay 1	<i>PRF-08-R_755PH</i>	<i>PRF-08-R_755PH</i>
• 09	Relay 2	<i>PRF-09-R_756PH</i>	<i>PRF-09-R_756PH</i>
• 10	Relay 3	<i>PRF-10-R_757PH</i>	<i>PRF-10-R_757PH</i>
• 11	Call forwarding	<i>PRF-11-R_6 1PH</i>	<i>PRF-11-R_6 1PH</i>
• 12	User-group off (Team)	<i>PRF-12-R_48PH</i>	<i>PRF-12-R_48PH</i>
• 13	Weekend service	<i>PRF-13-R_85 13PH</i>	<i>PRF-13-R_85 11PH</i>
• 14 ¹⁾	Courtesy group 1	<i>PRF-14-R_93 1PH</i>	<i>PRF-14-R_93 1PH</i>
• 15 ¹⁾	Courtesy group 2	<i>PRF-15-R_932PH</i>	<i>PRF-15-R_932PH</i>







Note All functions marked with • are only possible with the correct authorization.

1) Depends on the PBX-type

Programming your telephone

Macro language

Note In the programming mode the following keys have other meanings:

Key	Meaning	Display
	Lift handset This symbol can be programmed as the first symbol in a sequence. Whenever the sequence is selected, the loudspeaker function will be automatically switched on. If a sequence programmed this way is selected while the handset is off-hook, the loudspeaker function will not be switched on.	<i>R</i>
2x 	Replace handset, switch off loudspeaker: The connection will be broken	<i>H</i>
	Dialling delay of one second	<i>P</i>
	Control key on a pre-switched installation	<i>9</i>
	Stores the number displayed	<i>n</i>
2x 	Transfer to Tone dial mode (DTMF)	<i>=</i>

Example:

R L 2 1 n o P H

Lift handset (*R*). Start call diversion (*L 2 1 o*) on a number in dialling preparation (*n*) pause (*P*) of one second and replace handset (*H*).

Programming your telephone

Barring and unbarring your telephone

Your telephone allows you to protect your private data and programming against unauthorized access and prevent it being used by others during your absence. The same procedure is used for barring and unbarring.

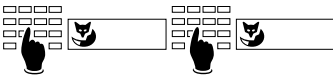


In the programming mode enter the digit 4 and your 2- to 10-character password (initially "0000") and press the Foxkey.

Changing the password



In the programming mode enter the digit 5 followed by your old password, and press the Foxkey.



Enter your new 2- to 10-character password and press the Foxkey. To confirm enter the new password again and press the Foxkey.

Programming the basic setting

Setting the ringing volume



In the programming mode enter the digit 1 followed by further digits between 1 (quiet) and 4 (loud) and press the Foxkey. The adjusted call signal sounds for a short time.

Setting the ringing speed



In the programming mode enter the digit 2 followed by further digits between 1 (slow) and 4 (fast) and press the Foxkey. The adjusted call signal sounds for a short time.

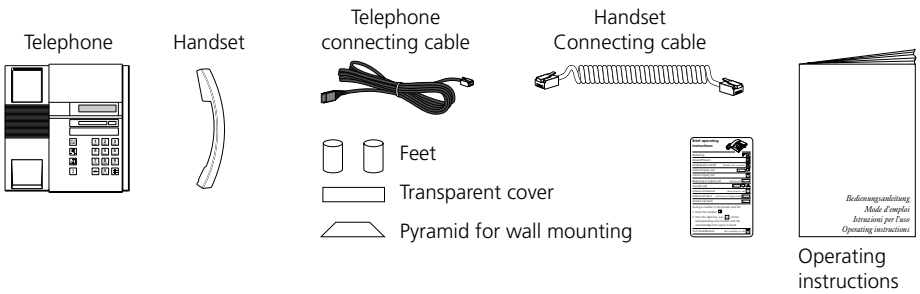
Setting the ringing melody



In the programming mode enter the digit 3 followed by further digits between 1 and 4 and press the Foxkey. The adjusted call melody sounds for a short time.

Installation

Contents of packaging

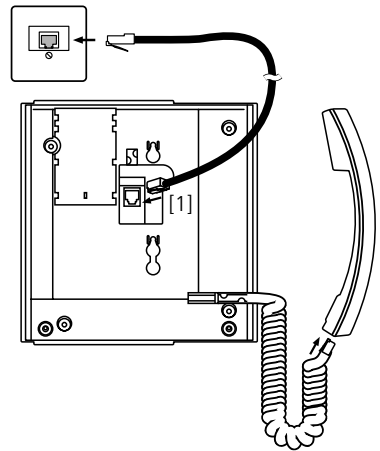


Connecting handset and telephone

After you have unpacked the telephone, connect the handset first, by inserting the longer straight end of the spiral connecting cable into the small socket on the base of the telephone. By gently pulling, check that the cable connector is correctly in place. Insert the other end of the cable into the handset.

Now connect the telephone by inserting the connector on the telephone connecting cable into the large socket on the base of the telephone. By gently pulling, check that the cable connector is correctly in place. Put the cable through the provided tension relief channel. Insert the other end of the cable into the telephone connection socket.

If you are using your telephone as a desktop model, insert the two support feet into the top of the telephone base.



Labelling the programmable key

Below the programmable key, note down the names of the two stored numbers onto the removable identification label, on the last page of this booklet. Finally, cover the label using the transparent cover.

Safety Advice

Read this booklet carefully, and keep it in a safe place.

If you have questions, please ask a specialist. Have your service work carried out by a specialist. Never open up the telephone yourself.

Do not touch the connector contacts with sharp or metallic objects.

Place your telephone on a non-slip surface.

Ensure that the telephone is not positioned in direct sunlight or near other heat sources.

Do not install or use your telephone in areas where there is a risk of explosion.

Protect your telephone from moisture, heavy dust, aggressive liquids and steam.

Do not place your telephone near electro-magnetic fields (electrical motors, household units) which can impair voice quality. Avoid positions close to radios, TV and video units.

Only connect the connecting cable of your telephone to sockets intended for this use.

Never replace the connector of the connecting cable.

Never carry your telephone by the connecting cable.

Do not use the telephone in the vicinity of water.

Clean your telephone using a soft, slightly damp or anti-static cloth. Do not use any cleaning solvents or chemical substances for cleaning. Only use the telephone in a temperature range from +5 °C to +35 °C.

Troubleshooting

Your call partner cannot hear you or you cannot hear him

Ensure that the handset cable is correctly plugged into the handset and the telephone.

Handset off-hook, no dialling tone, no display

Ensure that the telephone connecting cables on the telephone and at the telephone socket are correctly plugged in.

Display showing but no connection

Your telephone is connected correctly but it might be barred. Unbar it (see: "Barring and unbarring your telephone").

Programmable key cannot be programmed

Your telephone might be barred. Unbar it, see "Barring and unbarring your telephone".

Unbarring the telephone if password is forgotten

Ask the operator to over write your password from the exchange.

Call charge display does not work

The charge pulse is not being received; check with your operator or a specialist.

"Error" shown on display

Another terminal has been logged in initially. If you wish to log in your telephone correctly, press the Foxkey twice for longer than 2 seconds. Note that you may lose your private entries while logging in. If you do not wish to change the terminal which has been logged in, you can still use the standard functions despite the "Error" message.

Display: "- - - - -"

The telephone can not be logged in; check with your operator or a specialist.

Standard messages

Standard messages ¹⁾

Number	Message	New Message
01	Meeting at:
02	Please call back!
03	Following meeting is cancelled:
04	I need info about:
05	Urgent delivery!
06	Come here at once please!
07	Please fetch mail!
08	Mail present
09	I'm in the stores!
10	I'm in room!
11	I'm back on:
12	I'm not available until:
13	I'm away, please contact:
14	I'm away for a short time
15	Please do not disturb!
16	I'm reachable at number:

1) Depends on the PBX-type

Function codes

Which prefix code numbers to dial

Standard dialling	Key sequence
Abbreviated dialling numbers generally PBX	7000...7999 ¹⁾
Door intercoms	851... 852 ¹⁾
Emergency codes	12 ¹⁾
External line	
business	0
private	10
to include cost centre code	13 CC no.
Routing codes	170... 199 ¹⁾
Switchboard attendant	11 ¹⁾
User group codes	860... 888 ¹⁾

Suffix dialling

Brokering (switching between two connections)	2
Call back	
activate while subscriber is busy	9 or *37
activate while subscriber is free	9 or *37
Call waiting	6 or *43
reject	0
answer with hold	2
answer without hold	1
answer with conference	3
Coded ringing	
activate	8 or *81
Conference	
establish from connection	3
exclude internal subscribers	*31
Intrusion	7 or *44
reject	0
answer with hold	2
answer without hold	1
Message display on	*38
Paging system on ¹⁾	8 or *81

1) The definition and the number range are software and PBX dependant

3) The function is software and PBX dependant

Function codes

Re-booking ongoing call to cost centre number	*78 CC no.
Parking connection	*76
Transfer call	1

Prefix dialling

Announcement

to a single subscriber	*7998 subs. no.
to a group	*79 group no.
answer announcement to a group	*89

Answer circular call

*83

Appointments reminder call (wake-up call) ²⁾

activate standing order	*56 hh mm
cancel standing order	#56
activate one-off order	*55 hh mm
cancel one-off order	#55

Call diversion

suppress incoming ²⁾	*02
enable incoming ²⁾	#02
activate unconditional ²⁾	*21 dest. no.
cancel unconditional ²⁾	#21
activate to most recently defined subs. no., uncond.	*21#
cancel to most recently defined subs. no., uncond.	#21
activate to pre-defined subs. no. ²⁺³⁾	*22
cancel to pre-defined subs. no. ²⁺³⁾	#22
activate when busy ²⁾	*67 dest. no.
cancel when busy ²⁾	#67
activate to most recently defined subs. no., when busy	*67#
cancel to most recently defined subs. no., when busy	#67
activate to standard text ²⁺³⁾	*24 text no.#
cancel to standard text ²⁺³⁾	#24
activate to pager or circular call with ring code ²⁺³⁾	*28
cancel to pager or circular call with ring code ²⁺³⁾	#28

Call forwarding (automatic call transfer if no answer)

suppress incoming ²⁾	*02
enable incoming ²⁾	#02
activate ²⁾	*61 dest. no.
cancel ²⁾	#61
activate to most recently defined subs. no.	*61#
cancel to most recently defined subs. no.	#61
activate to pre-defined subs. no. ²⁺³⁾	*62
cancel to pre-defined subs. no. ²⁺³⁾	#62
activate to pager or circular call with ring code ²⁺³⁾	*68
cancel to pager or circular call with ring code ²⁺³⁾	#68

2) Remote control possible

3) The function is software and PBX dependant

Function codes

Call pick up	*86 subs.no.
Call waiting indication ²⁾	
suppress incoming	*04
enable incoming	#04
Cancel call back	#37
Code call	
activate	*81 subs. no.
answer	*82
Conference	
variable	*71 subs. no. 1*
	... subs. no. 5# ¹⁾
pre-defined ³⁾	*70 conf. no
Connection	
park	*76
recall parked	#76
Courtesy Service ³⁾	
switch on group 1	*931
switch off group 1	#931
switch on group 2	*932
switch off group 2	#932
Day, night, weekend answer connection (Switch group 1)	
day (Position 1)	*8511
night (Position 2)	*8512
weekend (Position 3)	*8513
Deactivate all activated services ²⁾	*00
(except user group)	
Do not disturb (station guarding) ²⁾	
activate	*26
cancel	#26
External line	
activate with charge recall	*32 subs. no.
Follow me	
activate	*23 subs. no.
cancel	#23
Intrusion ²⁾	
suppress incoming	*04
enable incoming	#04
Least Cost Routing (LCR)	
Force an alternative network operator ³⁾	*90

1) The definition and the number range are software and PBX dependant

2) Remote control possible

3) The function is software and PBX dependant

Function codes

Messages (standard messages with/without defined parameters) ²⁺³⁾

send to a single subscriber	*3598 subs. no text no.#
send to a group	*35 group no. text no.#
broadcast	*3599 text no.#

Message display ²⁾

activate	*38 subs. no.
cancel (target terminal)	#38 subs. no.

Open doors

*751... *752 ¹⁾

Paging ³⁾

page	*81 subs. no.
answer with one search path	*82
answer with multiple search paths	*82 subs. no.

Relays

activate	*755... *757 ¹⁾
deactivate	#755... #757 ¹⁾

Remote control

activate (from another set)	*06 subs. no. *21 dest. no.
activate remote control / enter remotely controllable number / enter desired *-procedure (e.g. *21 dest. no.)	
deactivate (from another set)	*06 subs. no. #21
activate remote control / enter remotely controllable number / enter desired #-procedure (e.g. #21)	
deactivate (from own set)	#21
enter #-procedure (e.g. #21)	

Switch groups (incoming)

switch group x, pos. 1	*85x1 ¹⁾
switch group x, pos. 2	*85x2 ¹⁾
switch group x, pos. 3	*85x3 ¹⁾
Note: x = 2 to 9	

User group ²⁾

join	*48
leave	#48

1) The definition and the number range are software and PBX dependant

2) Remote control possible

3) The function is software and PBX dependant

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	Directory	Enquiry	Call-back	Progr.	•
					••




	Directory	Enquiry	Call-back	Progr.	•
					••




	Directory	Enquiry	Call-back	Progr.	•
					••




	Directory	Enquiry	Call-back	Progr.	•
					••




	Directory	Enquiry	Call-back	Progr.	•
					••




	Directory	Enquiry	Call-back	Progr.	•
					••




	Directory	Enquiry	Call-back	Progr.	•
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	Directory	Enquiry	Call-back	Progr.	•
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	Directory	Enquiry	Call-back	Progr.	•
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	Directory	Enquiry	Call-back	Progr.	•
					••

	Directory	Enquiry	Call-back	Progr.	•
					••



Office 10



Office 20



Office 30



Office 40



Office 130



Office 150