



Aastra Communications Systems

**Ascotel® IntelliGate®
150/300
Ascotel® IntelliGate®
2025/2045/2065
OpenCom 1000**

OfficeSuite
User's Guide

AASTRA



OfficeSuite is a user-friendly CTI (Computer Technology Integration) client that is ideally suited to a lively and work-intensive environment. CTI (Computer Technology Integration) designates the connection from telephone to computer systems.

With its contemporary design and clearly structured user interface OfficeSuite increases the possibilities offered by Office system terminals. A multitude of options and functionalities make for high-quality telephony at the click of a mouse.

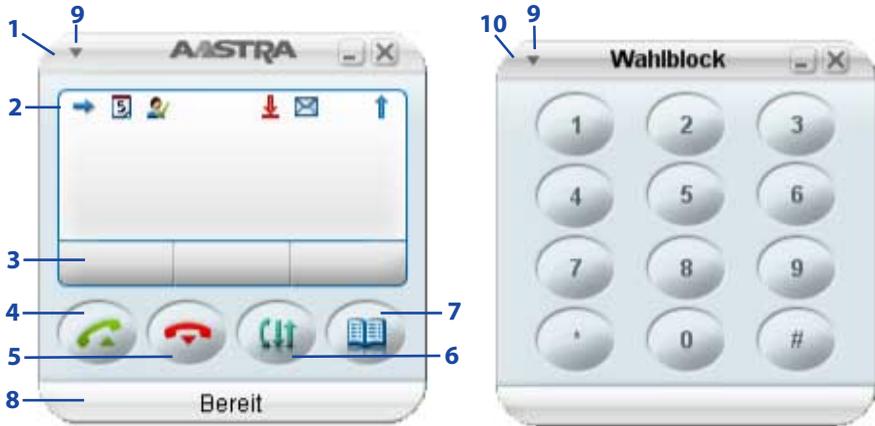
OfficeSuite integrates perfectly into your PC work environment, supporting and facilitating efficient work in your busy business life. You can thus answer an incoming call while working on a document. With a Windows®-based CTI client you can make and manage your calls with comfort and ease.

■ Managing calls with OfficeSuite

Be it for direct dialling, call follow-up through the journal, dialling using the Hotkey, or the Note-pad functions, OfficeSuite is a well thought-out agent and practical tool for PC-based professional call control and management.

This tool is not only meant for reception or office activities; it also aims at other people who have to handle a lot of phone calls. OfficeSuite offers a lot of options and functions, packaged in an appealing design with a clear, well-structured menu.

OfficeSuite has different functions and options that make call and information management still much easier: The call-management module, presence indicator and journal give you the best overview. Moreover, communication is facilitated by the address book service and presence profile. You can also configure your terminal to suit your imaginations and needs.



■ Operating elements

- 1 **Telephony window**
- 2 **Display with row of symbols**
Status display with symbols, current displays on telephone traffic
- 3 **Foxkeys**
- 4 **Call key**
Set up / answer a call.
- 5 **End key**
 - Ends a call.
 - Exits input without saving and goes back to the idle state.
- 6 **Journal key**
Opens call lists and redial.
- 7 **Phone book key**
Opens phone books.
- 8 **Footer (connection status)**
- 9 **Context menu**
Opens the context menu.
- 10 **Dial pad**



■ Display symbols call forwardings

New events such as a call in your absence, a new message or activated functions (e.g. Forwarding) are signalled on the display in the idle state by a symbol or a display text. Click the symbol to call up the corresponding information.



No forwarding, forward on busy or on no reply



Call Forwarding Unconditional



Destination: Voice Mail



Destination: Operator Console



Twin: Forwarded to DECT

■ Phone status display symbols



Available



Not available



Absent



Busy



Meeting

■ Display symbols profiles



No active profile



Profile activated

■ Further display symbols



Missed (unanswered) calls



New text messages



New Voice Mail



Redial



Loudspeaker

■ Safety Information

Failure to observe this information can be hazardous and infringe existing laws.

■ User information

Your OfficeSuite has been delivered with this User's Guide. An on-line version of this documentation is also available to you. You can download the latest version of this documentation from <http://www.aastra.com/docfinder>. More information can be found at www.aastra.ch or in the documentation or your dealer's homepage. It is your responsibility to inform yourself about the scope of functions, operation and proper use of your equipment.

- Check whether you have all the user information available on your product, whether it conforms to your product's version and whether it is up to date.
- Read through the user information carefully before using your OfficeSuite.
- This User's Guide is also available OfficeSuite in online-friendly HTML format [link].
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the OfficeSuite.

■ Intended Purpose

This CTI client is part of Ascotel® IntelliGate® and OpenCom 1000 communications systems and is intended for use on these systems.

The software can only be launched if a PBX system, configured accordingly, is detected.

Ascotel® IntelliGate® / OpenCom 1000 is an open, modular and comprehensive communication system that comprises the IP-PBX (referred to in the end-user information as "the system"), a vast number of expansion cards and modules, and a complete family of system terminals including IP system terminals. The system and all its component parts were designed to cover in full all the telecommunication requirements of companies and organisations with a single user-friendly solution. The individual components of the overall system are fully compatible and must not be used for other purposes or replaced by third-party components (except when connecting other authorized networks, applications and terminals to the interfaces provided specifically for that purpose).

■ Scope of functions

Besides the wide variety of additional functions in its capacity as CTI client, the scope of functions of OfficeSuite basically corresponds to that of a system terminal.

■ Availability

The product's availability depends on the operational reliability and power supply of the PC as well as the availability of the data network and telecommunications system (including OIP server). If the product is not available, calls are routed to a substitute destination set up by the system administrator.

■ Disclaimer

This product was manufactured in accordance with ISO 9001 quality guidelines.

This product and the user information supplied with it have been produced with the utmost care. The product's functions have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded. The warranty is limited to the replacement of defective hardware.

The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour on the part of a product. Potential hazards are mentioned in the relevant places in the User Guides. Liability for loss of profit shall be excluded in any case.

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OfficeSuite

The following sections explain the necessary steps you need to take to comfortably integrate OfficeSuite in your everyday business life.

<i>Starting OfficeSuite</i>	9
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Starting OfficeSuite

OfficeSuite is installed by your system administrator so that it starts automatically whenever you start your PC. You can also start OfficeSuite manually by double-clicking the program icon  on your Desktop. Please contact your system administrator if you have any further questions.

Each time OfficeSuite starts up, the system checks whether the latest software version of the program is available. If not, the program is automatically updated.



Starting OfficeSuite:

Double-click .

→ OfficeSuite starts up. The phone window appears automatically.

If you are starting OfficeSuite for the first time (if not yet set up by your system administrator):

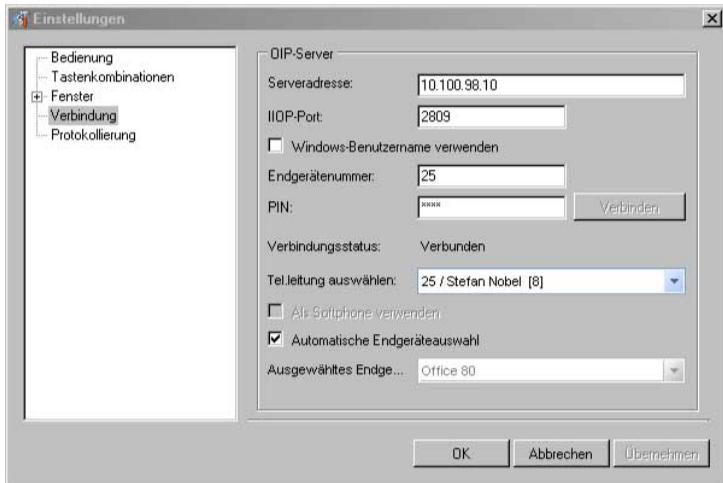
Right-click to open the context menu in the info area of the taskbar and select *Settings* > *Connection*.

Under *Terminal number* enter your phone's internal number.

Under *PIN* enter your terminal PIN.

Confirm with *Connect*.

→ OfficeSuite is connected with your terminal.



Note:

- The *Connection state* shows whether connection has been set up correctly.
- For further information on *connection* go to Chapter "[Window settings](#)", page 10.

Setting up OfficeSuite

■ Window settings

Once OfficeSuite is started up, you can carry out the configuration using the OfficeSuite icon in the info area of the taskbar. Right-click to open the context menu and select *Settings*. Click *Apply* to confirm the modifications.

You can carry out the following settings:

Operation: Select any of the available languages or highlight *System*; when the system restarts, OfficeSuite appears in this language or in the language of your system (if available). Click the control box to specify that OfficeSuite is to start automatically along with Windows.

Hotkeys: You can specify a hotkey (e.g. F10 or Ctrl+Alt+End) for the three frequently used functions *Dial selected number*, *Answer call* and *Hang up*. This allows you to conveniently end a call using your shortcut instead of clicking the End key.

Window: The desktop properties of all the windows are stored here. Define:

- A main window for OfficeSuite (default setting: phone window). All the other windows will be attached to this window. telephony window). An dieses Fenster hängen sich alle anderen Fenster an. When you close or move the main window on the desktop, all windows are closed/moved.
- whether a window should automatically dock on to another window of OfficeSuite
- a window should be in the foreground, i.e. covering all the other applications
- a window should be completely opaque or whether other applications should be able to shine through.
- For *Phone*, *Journal* and *Presence indicator* set whether auto-hide should then apply again to the window after a period, speed and display type defined by you. If you activate this feature, the window is displayed only in case of new action, e.g. an incoming call.

Connection: Your connection data for the OIP server, phone number and terminal PIN, which your office administrator has already set up, are stored here. If a corresponding OIP user is opened with the same name, you can activate the *Use Windows username* checkbox. The system then automatically selects the connected terminal. If you have registered several terminals in your OfficeSuite (example in twin mode) you can select the phone line you want here. The selection is automatic if you tick the *Auto-switch used terminal* checkbox. For more information contact your system administrator.

Logging: You can specify the log level for which a log file is to be written. For more information contact your system administrator.

■ Telephony settings

You can carry out your *Telephony settings* after starting your OfficeSuite:

- The *Sound* tab contains a variety of internal and external ring tones.
- In the *Alpha-dialling* tab, highlight the phone books for the search and the number of search results. Check *Use alpha-dialling*, if you wish to search or dial by names.



Open the context menu in the phone window and select *Telephony settings*.

Sound:

Select the *Sound* tab.

→ Click to open the list of available sound data.

→ You can listen to the sound data with .

Click *Apply* to confirm the selection.

Alpha-dialling:

Select the *Alpha-dialling* tab.

Select the settings you want and click *Apply* to confirm.

■ Help

Falls Sie einmal nicht mehr weiter wissen - die OfficeSuite-Hilfe steht Ihnen mit Rat und Tat zur Seite. Folgende Möglichkeiten, die Hilfe aufzurufen, stehen Ihnen zur Verfügung:



Hilfe aufrufen:

Öffnen Sie das Kontextmenü im Infobereich der Taskleiste mit der rechten Maustaste und wählen Sie *Hilfe* aus.

→ Fenster *Hilfe* wird geöffnet.

Hilfe aufrufen im Menü:

Drücken Sie jeweils die Taste F1.

→ Fenster *Hilfe* wird geöffnet.

Journal

The following sections explain how to maintain an overview and keep control of your calls, voice mails and text messages.

<i>Settings of the Journal</i>	13
<i>Call lists</i>	15
<i>Text messages and Voice Mail</i>	16
<i>Additional functions in the journal</i>	17

Settings of the Journal

This section explains how to adapt the journal to suit your personal requirements.

■ Settings

You can activate the call lists to be displayed. You can also specify when an entry should be marked as read.

You can also set the journaling mode to *Permanent* (all calls are entered in the journal), *Dynamic* (calls are entered in the journal only if the application is open), or *Disabled* (calls are never entered in the journal).



Click on  in the telephony window.
→ The *Journal* window opens.



Open the context menu and select *Settings*.
→ The *Journal settings* window opens.

Select the settings you want and click *OK* to confirm.
→ The settings are stored.

■ Window settings

You want to adapt the journal window settings to your personal needs. All the setting possibilities are described in Chapter "[Window settings](#)", page 10.



Open the context menu in the journal window and select *Window settings*.

Select the settings you want and click *OK* to confirm.
→ The settings are stored.

■ Display symbols

The screenshot shows the 'Journal' application window with a toolbar and a list of records. The toolbar includes icons for 'Anrufen', 'Kontakt', 'Eintrag löschen', 'Notiz bearbeiten', 'Notiz löschen', 'Aufgabenliste', and 'Sperren'. The list has columns for 'Name', 'Rufnummer', 'Datum/Zeit', 'Dauer', and 'Weitergeleitet von'. The records are as follows:

Name	Rufnummer	Datum/Zeit	Dauer	Weitergeleitet von
	23	03.08.2007 17:05:08	00:00:12	
	23	03.08.2007 17:04:39	00:00:00	
	*3823	03.08.2007 17:04:22	00:00:00	
	23	03.08.2007 17:04:06	00:00:12	
	23	03.08.2007 17:03:25	00:00:35	
	23	03.08.2007 17:02:23	00:00:51	
	23	03.08.2007 17:02:01	00:00:06	
	23	03.08.2007 17:01:39	00:00:09	

At the bottom left of the window, the status 'Bereit' is displayed.



Missed (unanswered) calls



Answered calls



Redial



Text messages



Voice Mail



Note



To do



Locked

Call lists

This section explains how to make calls via the journal.

■ Call list of unanswered calls

You want to call someone who has previously tried to reach you.

Your OfficeSuite automatically stores the phone number of this subscriber in a call list and the display reads . You can now call the person back using the journal.

The system erases all entries in the journal after a specific time (default setting: 10 days). Contact your system administrator for more information. You can lock individual subscribers if you do not want them to be erased from any of the lists.



Click on  in the telephony window.
→ The *Unanswered* tab opens and shows the list of unanswered calls.



Or:
Click  in the phone window and select the *Unanswered* tab.
→ The list of unanswered calls is displayed.



Call subscriber:
Highlight the subscriber and click *Dial*.
→ The selected phone number is dialled.

Note:
All other available additional functions are described in Chapter "[Additional functions in the journal](#)", page 17.

■ Call list of answered calls

You want to call back someone whose call you answered.

Your OfficeSuite automatically stores this subscriber's phone number. You can now call the person back using the journal.



Click  in the phone window and select the *Answered* tab.
→ The list of answered calls is displayed.



Call subscriber:
Highlight the subscriber and click *Dial*.
→ The selected phone number is dialled.

Note:
All other available additional functions are described in Chapter "[Additional functions in the journal](#)", page 17.

■ Redial list

You want to call a person you have already called.

In the last-number redial list your OfficeSuite automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.



Click on  in the display.

→ The last phone numbers dialed are displayed.



Or:

Click  in the phone window and select the *Redial* tab.

→ The list of the last phone numbers dialed is displayed.



Call subscriber:

Highlight the subscriber and click *Dial*.

→ The selected phone number is dialed.

Note:

All other available additional functions are described in Chapter "[Additional functions in the journal](#)", page 17.

Text messages and Voice Mail

This section explains how to retrieve messages via the journal.

■ Text messages

You want to read a text message you have received.



Click on  in the telephony window.

→ The *Text messages* window opens.



Read Text Messages:

Highlight the subscriber and click *Read text message*.

→ The text message opens.



Deleting a text message from the list:

Highlight the subscriber and click *Delete*.

→ The text message is deleted from the list.

Note:

- To find out how to compose a text message, refer to the Chapter "[Functions in phone book](#)", page 23.
- Chapter "[Additional functions in the journal](#)", page 17 explains all the additional functions still available to you here.

■ Voice Mails

You want to listen to a voice mail you have received.



Click on  in the telephony window.
→ The *Voice mail* window opens.

Listen Voice Mail:

Highlight the subscriber and click *Listen to voice mail*.
→ The voice mail is played back.

Note:

Chapter "[Additional functions in the journal](#)", page 17 explains all the additional functions still available to you here.

Additional functions in the journal

No matter the list on which you are, you can edit an entry as follows:

■ Actions



Storing a subscriber in the phone book:

Highlight the subscriber and click *Contact*.
→ The *Edit contact* window opens.



Complete the contact data and click *Save and close*.

Note:

Further information on phone book is given in Chapter "[Phone Book Management](#)", page 20.



Deleting a subscriber from the list:

Highlight the subscriber and click *Delete*.
→ The subscriber is deleted from the list.



Writing a note for a subscriber:

Highlight the subscriber and click *Edit note*.
→ The *Edit note* window opens.

During a call you can also leave a note for this subscriber and confirm with *OK*.



Drawing a To-do list for the subscriber:

Highlight the subscriber and click *To do*.
→ This flag serves as a reminder (example: call back subscriber).



Locking a subscriber:

Highlight the subscriber and click *Lock*.
→ The subscriber is locked. This means that the subscriber cannot be deleted from the system.

Phone book

The following sections explain which phone books are available to you and how you can use them.

<i>Settings of the phone book</i>	19
<i>Phone Book Management</i>	20
<i>Functions in phone book</i>	23

Settings of the phone book

This section explains how to adapt the phone book to suit your personal requirements.

The response time may vary greatly depending on the size and the number of phone books connected and selected.

■ Settings

You can carry out the following settings:



Click on  in the telephony window.
→ The *Phone book* window opens.



Open the context menu and select *Settings*.
→ The *Phone book settings* window opens.

Select the settings you want and click *OK* to confirm.
→ The settings are stored.

■ Window settings

You want to adapt the phone book window settings to your personal requirements. All the setting possibilities are described in Chapter "[Window settings](#)", page 10.



Open the context menu in the phone book window and select *Window settings*.

Select the settings you want and click *OK* to confirm.
→ The settings are stored.

Phone Book Management

This section explains which phone books are available to you, how to create a new entry in the phone book and how to edit or delete an entry.

■ Available phone books

Communication inside the company becomes much more effective if telephony is integrated into the IT systems. The already existing directories, databanks and phone books can be used to make calls by name or to identify incoming calls (displaying names instead of just numbers) on all system terminals. Calendar entries in Microsoft Outlook are stored on system terminals. This is particularly very useful with DECT handsets, since appointments are also displayed while you are away.

there are PBX directories, OIP directories and external directories. In the PBX directory all subscribers from your communication system are stored. OIP (Open Interface Platform) is a software component that combines language with IT, thus telephony with computer applications and e.g. integrates phone books, Exchange contacts and Outlook calendar. OIP and PBX are synchronised on a regular basis. It is therefore sensible to display either the OIP or the PBX directories. OIP directories have a larger capacity; a contact can have several phone numbers; the OIP private phone book enables subfolders.

Depending on the system configuration and the phone books integrated by your system administrator, you can display various internal and external phone books.

- PBX directories: *Short-dial directory, PBX subscribers, PISN subscribers/Interlaced subscribers*
- OIP directories: *OIP Public phone book, OIP users*
- Standard databases: *LDAP directories, Microsoft Active Directory*
- External electronic directories: e.g. *Twixtel, Das Telefonbuch*.
- Private phone books: *OIP private phone book* (incl. private Outlook contacts), *PBX private phone book*



Displaying phone books:

Click on  in the telephony window.
→ The *Phone book* window opens.

Highlight *All phone books* and right-click to open the context menu.

Select *Other phone books* and select all the phone books to be displayed.
→ The selected phone books are displayed.

**Note:**

You can change the presentation of phone book entries with the *View* button between *List* and *Cards*.

Hiding a phone book:

Highlight the phone book you want, right-click to open the context menu and select *Hide phone book*.

→ The selected phone book is hidden.

■ Editing Phone Books

You can only create new private phone books / private contacts, and rename or delete them.



Click on  in the telephony window.

→ The *Phone book* window opens.

Creating a new phone book:

Highlight the private phone book you want, right-click to open the context menu and select *New phone book*.

Enter a name.

→ The new phone book is created.

Rename phone book:

Highlight the private phone book you want, right-click to open the context menu and select *Rename phone book*.

Enter a new name.

→ The phone book is renamed.

Delete phone books:

Highlight the private phone book you want, right-click to open the context menu and select *Delete phone book*. Answer *Yes* to the security question.

→ The selected phone book is hidden.

■ Creating a New Phone Book Entry

You want to create private contacts.

You can store private contacts in a private phone book only.



Highlight the private phone book you want and click *New*.

→ The *Edit contact* window opens.



In the *General* or *Details* tab enter all the contact data you want and confirm with *Save and close*.

→ The data is now stored.

■ Modifying or deleting a phone book entry

You want to modify a contact stored in a private phone book.

You can only edit entries in a private phone book.



Modifying a contact:

Highlight the contact in the private phone book and click *Edit*.

→ The *Edit contact* window opens.



Modify the contact data and confirm with *Save and close*.

→ The data is now stored.



Delete contact:

Highlight the contact in the private phone book and click *Delete*. Answer *Yes* to the security question.

→ The entry is now deleted.

Functions in phone book

This section explains useful phone book functions.

■ Search in phone book

You want to search a contact directly in one of the connected and selected phone books. You also have the following search possibilities:

- Highlight the contact you want to find directly in the corresponding phone book.
- Click the right edge of the phone book window  or  the corresponding letters.
- **Quick find:** In the highlighted phone book enter the first letters of the name to find until the subscriber you are looking for appears. Whether you must first enter the first letters of the first name or surname depends on how the contacts are displayed. Contact your system administrator for more information.
- **Advanced search:** In advanced search mode you can limit your search with specific search criteria in order to obtain target search results. The search criteria are: **Search:** in *contacts* or *journal entries* (if advanced search was opened via telephony window); **Search in:** Select specific phone books by clicking ; **Search text:** Enter a meaningful search text such as name or phone number. All fields will be searched if you do not specify any field limitation; **In Fields:** Limit the search to a specific field (for instance, company).

Example for search field: Enter the first letters of surname, first name and town each separated by a space, for example "no s so" for Noble Stephen in Solothurn. This function is not available if no external phone book is connected.



Click  in the phone window and highlight the phone book you want or *All phone books*.

Schnellsuche

Quick find:

In the *Quick find* window enter the first letters of the name to find until the subscriber you are looking for appears.

Note:

For Quick find to be displayed, the size of the phone book window must be adjusted accordingly.

Search (Advanced search):

Click *Search*.

→ The Advanced search window opens.

Enter your search criteria and click *Find now*.

→ The subscriber or list is displayed.

Notes:

- The search function is not affected by upper/lower case and special characters.
- You can also access the advanced search function through the context menu of each window.



■ Calling from the phone book

You can make a call directly from the phone book or from an open contact.

Highlight the contact in the phone book you want.



Click *Call* and select the phone number you want.
→ The selected phone number is dialed.

Note:

For further information refer to Chapter "[Dialling from the phone book](#)", page 34.

■ Writing a text message from the phone book

You want to send a written message to an internal subscriber.

You can write a text message directly from the phone book.

Requirement: The internal subscriber must have a phone capable of receiving messages.

Highlight the contact in the phone book you want.



Click *Text message*, write the text you want and confirm with *Send text message*.
→ The text message is sent.

Presence indicator

These sections explain how you can integrate the presence indicator to your everyday business life for a quick overview.

<i>Presence indicator settings</i>	26
<i>Presence state</i>	29
<i>Groups and participants</i>	30
<i>Actions</i>	31

Presence indicator settings

This section explains how to adapt the presence indicator to suit your personal requirements.

■ Settings

You can adjust the size of the subscriber window for flexibility purposes (*large, small*). You can show or hide the team members (*Show team members*) and their skills (*Show ACD skills*). Choose whether calls are to be indicated with a flashing presence indicator (*Flash on ringing call*) and ringing signal on/off (*Stop sound*).



Open the *Presence indicator* window using a window context menu > *Other windows* > *Presence indicator*.



Open the context menu and select *Settings*.
→ The *Presence indicator settings* window opens.

Select the settings you want and click *OK* to confirm.
→ The settings are stored.

■ Window settings

You want to adapt the presence indicator window settings to your personal needs. All the setting possibilities are described in Chapter "[Window settings](#)", page 10.



Open the context menu in the presence indicator window and select *Window settings*.

Select the settings you want and click *OK* to confirm.
→ The settings are stored.

Subscriber field

The presence indicator tells you at a glance which of your subscribers or groups is currently available or busy.

For even greater clarity you can drag individual subscribers directly onto your desktop.

The number of subscriber fields is limited by the size of the presence indicator window.



1 Subscriber name

2 Subscriber phone number

3 Presence state/Absence reason

Symbols see the Chapter "[Phone status display symbols](#)", page 28.

4 Subscriber phone number definition

Shows the phone number (private or professional) that is active in the presence indicator. Symbols see the Chapter "[Display symbols subscriber number](#)", page 28.

5 Subscriber status

Colours see the Chapter "[Colour display of subscriber status](#)", page 28.

Phone status display symbols



Connected



Alerting



Conference



Available



Not available



Absent



Busy



Meeting



Unknown state

■ Display symbols subscriber number



Private



Office



Dect



Conference



Do not disturb



Follow me



Forwarded



Pause (Agent state)



Wrap up time (Agent state)

■ Colour display of subscriber status



Connected



Available



Absent



Occupied, announcement



Meeting, conference



Not available

Presence state

■ Setting the presence state

You wish to specify your presence state manually.

Presence states are set states that provide information about the current presence and availability of an OIP user. The presence state can be specified for each OIP user and, thus, for each PBX subscriber. It is indicated through the *presence indicator*. It gives several instances that can set the presence state. The presence indicator always shows the last presence state set.

For further information refer to Chapter "[Presence state](#)", page 53.



Open the context menu in the phone window and select *Set presence state*.

From the selection, select the *Presence state* you want as well as *Absence reason*, enter *Message*, *Location* and *Duration* then confirm with *OK*.

- The settings are stored.
- The corresponding symbol is indicated in the phone window display (see Chapter "[Presence indicator settings](#)", page 26). To obtain more details click the symbol once.

Groups and participants

These sections explain how to manage groups and subscribers.

■ Add/delete/rename group

You want to add a new group to your presence indicator (or rename or delete a group).



Add group:

Open the context menu in the presence indicator window and select *Add group*.

Enter a new group name and confirm with *OK*.

→ The setting is stored.

Rename group:

Highlight the group you want, right-click to open the context menu and select *Rename group*.

Enter a new group name and confirm with *OK*.

→ The setting is stored.

Delete group:

Highlight the group you want, right-click to open the context menu and select *Delete group*.

Answer *Yes* to the security question.

→ Group is deleted.

■ Add subscriber

You want to add new subscribers to a new group.

You can set the properties (*Name, Sound, Pop-up, Opacity*) individually for each subscriber.

Note:

Subscribers can be attached to several groups at the same time.

Highlight the group you want, right-click to open the context menu and select *Add subscriber*.

→ The *Subscriber properties* window opens.

Select the settings you want and click *OK* to confirm.

→ The settings are stored.

Actions

The following sections explain how you can make calls directly in the presence indicator.

■ Making calls

Place the cursor over the subscriber you want, to trigger any of the following actions.

Call:

Open the context menu of the subscriber you wish to call; right-click or double-click *Calling*.

→ The phone number is dialled.

Announcement:

Open the context menu of the subscriber you want to address; right-click *Announcement to*.

→ The announcement starts.

Call back:

Open the context menu of the subscriber to whom you want to make a call-back request; right-click *Call back from*.

→ Call back is activated.

Send message:

Open the context menu of the subscriber to whom you want to send a text message; right-click *Send message to*.

→ The *Text message* window opens.

Write your text message and confirm with *OK*.

→ The text message is sent.

■ Answering Calls

You can take another subscriber's call, regardless of the authorisation profile assigned to you by the system administrator.

Picking Up a Call:

Open the context menu of the subscriber whose call you wish to take then click *Pick up from*.

→ You are connected.

Supplementary features

The following sections explain the supplementary features provided by your phone for more efficient use.

<i>Making and answering calls</i>	33
<i>Using functions while in a call</i>	38
<i>Absence</i>	41
<i>Functions for special situations</i>	42

Making and answering calls

This section explains the different ways you can make or answer a call with your OfficeSuite.

■ Answering a Call

Your phone rings, and the phone window appears in the foreground. To answer the call, proceed as follows: Choice available:

- Pick up the handset on the terminal.
- Click the call key  or Foxkey *Answer*; Open-listening mode is automatically activated.
- Use a hotkey you have specified (see Chapter "Window settings", page 10); Open-listening mode is automatically activated.

Note:

Stop Open listening by picking up the handset on the terminal.

■ Ending a Call

You can end the call as follows:

- Replace the handset on the terminal.
- Click the End key  or Foxtkey *End*.
- Use a hotkey you have specified (see Chapter "Window settings", page 10).

■ Dialling with the Phone Number

Open the OfficeSuite phone window. You can make, answer or process calls here.

After entering a phone number directly or using the dial pad, you have the following call-set-up possibilities:

- Press Enter on the PC keyboard (the phone window must be activated); Open listening is automatically activated.
- Click the call key  or Foxkey *Call*; Open-listening mode is automatically activated.

Note:

You can also make calls directly from the *phone book* ("Dialling from the phone book", page 34), *Journal* ("Call lists", page 15), or from the *Presence indicator* ("Actions", page 31).

■ Dialling by Name

You want to make a call by entering a name.

Requirement: The name and the corresponding call number are stored in one of the system's phone book or in an external phone directory connected to the system.

For dialling by name, enter the corresponding letters in the telephony window until the subscriber you want or a list is displayed. Since the subscriber you want must be searched for in all the selected phone books, the reaction time may be much longer. Extend your search by entering the surname, first name, and location (separated by a space). For instance, "nobel stef solo" for Nobel Stefan in Solothurn. Ask your system administrator whether you should start with the surname or the first name.

In the phone window enter the first letter of the surname (and first name and location) to find until the subscriber or a list is displayed, then select the corresponding subscriber.



Click the call key.

→ The selected phone number is dialled.

■ Dialling from the phone book

You want to search a contact directly in one of the connected and selected phone books. You also have the following search possibilities:

- Highlight the contact you want to find directly in the corresponding phone book.
- Click the right edge of the phone book window **123** or **AB** the corresponding letters.
- **Quick find:** In the highlighted phone book enter the first letters of the name to find until the subscriber you are looking for appears. Whether you must first enter the first letters of the first name or surname depends on how the contacts are displayed. Contact your system administrator for more information.
- **Advanced search:** In advanced search mode you can limit your search with specific search criteria in order to obtain target search results. The search criteria are: **Search:** in *contacts* or *journal entries* (if advanced search was opened via telephony window); **Search in:** Select specific phone books by clicking ; **Search text:** Enter a meaningful search text such as name or phone number. All fields will be searched if you do not specify any field limitation; **In Fields:** Limit the search to a specific field (for instance, company).

Example for search field: Enter the first letters of surname, first name and town each separated by a space, for example "no s so" for Noble Stephen in Solothurn. This function is not available if no external phone book is connected.

Notes:

- You may change the view of the phone book entries under *View* between *List* and *Cards*.
- The response time may vary greatly depending on the size and the number of phone books connected.



Click  in the phone window and highlight the phone book you want or *All phone books*.



Quick find:

In the *Quick find* window enter the first letters of the name to find until the subscriber you are looking for appears.

Note:

For Quick find to be displayed, the size of the phone book window must be adjusted accordingly.



Click *Call* and select the phone number you want.

→ The selected phone number is dialed.

Search (Advanced search):

Click *Search*.

→ The advanced search window opens.



Enter your search criteria and click *Find now*.

→ The subscriber or list is displayed.

Highlight the subscriber you want then click *Select* to select the phone number you want.

→ The selected phone number is dialed.



Notes:

- The search function is not affected by upper/lower case and special characters.
- To find out to create a new contact in your private phone book, refer to the Chapter "[Creating a New Phone Book Entry](#)", page 21.
- You can also access the advanced search function through the context menu of each window.

■ Dialling from another application

You are in a different application, for instance a Word document, and wish to dial a phone number stored in this document.

You can make a call directly from the application.

Highlight the number you want.

Open OfficeSuite and press the hotkey you have stored (see Chapter "[Window settings](#)", page 10).

→ The selected phone number is dialed.

■ Requesting a Callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external subscribers. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.

If the called party does not answer, you can also request a callback. The subscriber then obtains a message indicating your callback request on his display.

Callback



Deactivate



You called someone and hear the busy tone or the ring-back tone.

To activate a callback request:

Click on *Call back* Foxkey.

→ The display shows *Call expected from...*

Reset callback:

Click on *Deactivate* Foxkey.

→ Callback is deactivated.

Note:

You can only have 1 callback activated at a time and only 1 callback can be expected from you. Your callback request will automatically be cancelled by the system after about half an hour.

■ To answer the callback request

Someone has asked you to call back. The display reads *Call back requested...*

Call



Reset



To answer the callback request:

Click on *Call* Foxkey.

→ The phone number is dialled.

Reset callback:

Click on *Reset* Foxkey.

→ Callback is deactivated.

■ Call Waiting on an Internal Subscriber

You want to talk to an internal subscriber. However, the person is busy.

As a result of your call waiting, the person hears a call waiting tone and your phone number or name appears on his display. The person can either answer or reject your call.

Requirement: It is essential that the internal subscriber has not barred the Call waiting function on his phone (for configuration see the Chapter "[Protection](#)", page 47).

Ask your system administrator whether the Call waiting function is enabled on the system.

Call waiting**Subscriber is busy:**

Click on *Call waiting* Foxkey.

→ You hear the dialling tone.

Note:

If the person rejects your call request or if call waiting is not possible, the call is disconnected (busy tone).

■ Answering Call Waiting

You are in a call and hear the call waiting tone. Someone is urgently trying to reach you.

You can either answer, deflect or reject the call.

Answer**Answering the call:**

Click on *Answer* Foxkey.

→ 1. Your original call partner is put on hold. You are now connected with the party who initiated the call waiting.

Note:

For more detailed information on how to broker between callers or set up a conference, please refer to the Chapters "[Brokering between an Enquiry Call Party and Your Call Partner](#)", page 39 and "[Making a Conference Call](#)", page 39 respectively.

Deflect**Deflect call:**

Click the Foxkey *Deflect*, enter the subscriber's phone number and confirm with the Foxkey *Deflect*.

→ Call-waiting party is put through.

Reject**Rejecting the call:**

Click on Foxkey *Reject* or End key.

→ You remain connected with your first call partner. The call-waiting party hears the busy tone.

End call**Ending a current call:**

Click on *End call* Foxkey.

→ 1. The first call is terminated. You are now connected with the party who initiated the call waiting.

■ Starting an Announcement

You want to address internal subscribers directly via their loudspeaker – where available – , without waiting for a reply (similar principle to that of an intercom system).

Requirement: It is essential that the internal subscriber has not barred his phone against announcement (for configuration see the Chapter "[Protection](#)", page 47).

Announcement

Enter the phone number and click the Foxkey *Announcement*.

→ Subscriber is made aware of the announcement by an acoustic signal. The connection state reads *Announcement*

■ Receiving an Announcement

After an attention tone you will be addressed via your loudspeaker.

You can listen to the announcement or stop it.



To continue the announcement as a phone call:

Click on *Answer* Foxkey.



To stop the announcement:

Click the End key.

Using functions while in a call

This section explains the different options provided by your phone while you are in a call.

■ Enquiry Call During a Call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the *Enquiry call* function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external subscribers.



You are making/taking a call:

Enter the phone number of the enquiry call party.

Click on *Enquiry* Foxkey.

→ Enquiry call party is called; 1st call partner is on hold.



To end the enquiry call:

Click on *End call* Foxkey.

→ You are now back through to your first call partner.

Note:

If your enquiry call party hangs up and you also go on-hook by mistake, you will hear a continuous ringing signal for 10 seconds to draw your attention to the person still on hold. If you pick up the receiver during the continuous ringing, you will be reconnected with your first call partner.

■ Brokering between an Enquiry Call Party and Your Call Partner

You are talking with an enquiry call party and have your original call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the *brokering* function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external subscribers. You can also broker between conference parties as a group and an enquiry call party.

Brokering



Brokering:

Click on *Brokering* Foxkey.

→ Your call partner changes. The other call party is put on hold.

End call



To terminate the current connection:

Click on *End call* Foxkey.

→ Call party disconnected. Connected with the call party on hold.

■ Making a Conference Call

You are in a call and have a call party on hold at the same time. You want to include the party on hold in the conversation and hold a conference call.

With the *conference* function you can include a call party on hold in the current conversation. From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party.

Depending on the system, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external subscribers.

Conference



To connect the call party on hold:

Click on *Conference* Foxkey.

→ The call party on hold is now included in the call.

Note:

Depending on the system's configuration you may hear an attention tone.

Leaving a conference call:

Click the End key.

→ The other conference parties remain in the call.



■ Transferring a Call Partner

You want to put your call partner through to someone else.

With the *Connect* function you can connect your call partner with someone else. You can connect internal and external subscribers with one another.

Enquiry call



Click the Foxkey *Enquiry* and enter the subscriber's phone number.
→ 1. Your original call partner is put on hold.

Connect



Connecting with notification:

Wait until the person has answered the call. Then click the Foxkey *Connect*.
→ 1. Your call partner and the other person are now connected with each other.

Note:

If the other subscriber does not answer, you can cancel the enquiry call with the *End call* Foxkey, and take back the first call.

Connecting without notification:

Wait for the first ringing tone then click the End key.
→ The other party is then called directly by your first call partner.

Note:

Recall: If the other party does not answer, the call comes back to your phone.



■ Parking a Call Partner

You want to put your call partner on hold without using a phone channel as a result.

You can park your call partner locally. A locally parked call partner can only be retrieved by the phone from which the function was initially carried out.

Park



Park call party:

Click on *Park* Foxkey.
→ Your call partner is now parked locally.



Click the End key.

Unpark



To retrieve a parked call party:

Click on *Unpark* Foxkey.
→ Connected in hands-free mode.

Absence

This section explains how to configure call forwarding if you wish to leave your desk or if you do not have the time to take any call.

■ Call Forwardings

You can specify the destinations for the diversions as standard.

You can set the following diversions:

Call forwarding unconditional (CFU): Calls for you are to be forwarded to a different destination (phone, Voice Mail, operator). With Call Forwarding you can forward incoming calls directly to a different destination.

Call forwarding on busy: Calls for you are to be forwarded to a different destination, if you are already busy on the phone.

Call Forwarding on No Reply (CFNR) You want calls that you receive on your phone to be forwarded to another destination. Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy (see chapter "[Destinations](#)", page 46).



Open the context menu in the phone window and select *Call forwardings*.
→ The *Call forwardings* window opens.

Select the tab you want (*Call forwarding (CFU)*, *Occupied*, *No answer*) then the destination you want (*To number*, *Voice mail*, *Text message*, *Operator*).

Enter the phone number or select the destination you want (*Voice mail*, *Text message*, *Operator*) and confirm with *OK*.

→ The settings are stored. The corresponding symbol is displayed (see Chapter "[Display symbols call forwardings](#)", page 4).

Note:

Please note that only one forwarding can be activated.

Functions for special situations

This section explains the different options provided by your OfficeSuite to deal with special situations.

■ Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another subscriber.

With the function *Deflect* you can deflect calls to an internal or external subscriber or to the Voice Mail during the ringing phase.

To deflect the call from your OfficeSuite, proceed as follows.

Deflect



Deflect call:

Click the Foxkey *Deflect*, enter the subscriber's phone number and confirm with the Foxkey *Deflect*.

→ The call is deflected to the desired subscriber.

■ Reject a call during the ringing phase

You do not want to answer a call.

You can reject a call already during the ringing phase

Reject



Click on Foxkey *Reject* or End key.

→ The connection is rejected and the caller obtains the busy tone.

■ Send text messages

You want to send a written message to an internal subscriber.

You can send a text message to an internal subscriber.

Requirement: The internal subscriber must have a phone capable of receiving messages.



Click on  in the telephony window.

→ The *Phone book* window opens.

Highlight the contact in the phone book you want.



Click *Text message*, write the text you want and confirm with *Send text message*.

→ The text message is sent.

■ Read text messages

Your display shows the envelope symbol in the phone window.



Click on .

→ The *Text messages* tab opens and shows the list of all text messages.



Read Message:

Highlight the message you want and click or double-click *Read text message*.



To delete the message:

Highlight the text message you want and click *Delete entry*.

Configuration

The following sections explain how to adapt the basic settings of OfficeSuite to your personal requirements so that it combines ideally with other activities and your PC.

For the moment the configuration is only carried out for Ascotel® IntelliGate® terminal.

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<i>User</i>	46
<i>Terminal</i>	48
<i>Profile</i>	53

Settings in the configuration

This section explains how to adapt the configuration to suit your personal requirements.

■ Settings



Open the configuration window via a window context menu > *Other windows* > *Configuration*.



Open the context menu in the configuration window and select *Settings*.
→ The *Settings* window opens.

Select the settings you want and click *Apply* to confirm.
→ The settings are stored.

■ Window settings

You want to adapt the configuration window settings to your personal requirements. All the setting possibilities are described in Chapter "[Window settings](#)", page 10.



Open the context menu in the configuration window and select *Window settings*.

Select the settings you want and click *OK* to confirm.
→ The settings are stored.

User

Carry out the following partial steps to make your personal settings.

■ Private settings

You can enter your personal data such as *Password* for OfficeSuite (by default *0000*), *Terminal pin* as well as your personal phone number and e-mail addresses.



In the configuration window select the *User* dialogue field.

Select the *Private settings* tab.

Enter a password / terminal PIN:

Click , change the value and confirm with *OK*.

→ The settings are stored.



Changing the password / terminal PIN:

Click , change the value and confirm with *OK*.

→ The settings are stored.



■ General

Here you can activate/deactivate whether you want an *Entry in call list when busy* (you will receive an entry in the call list even if you are already busy), or *Unanswered calls via UG in call list* (all subscribers in a user group receive an entry in the unanswered call list). Deactivate this setting.



In the configuration window select the *User* dialogue field.

Select the *General* tab.

Select the settings you want and click *Apply* to confirm.

→ The settings are stored.

■ Destinations

No matter the authorisation profile given to you by your system administrator, you have the right to set the following destinations and options for your terminal in OfficeSuite.

- *Predefined destinations*: Call forwarding (CFU and CFNR) is made to a specific destination.
- *Forwarding options*: If you enable *Call forwarding on busy*, any incoming call is deflected directly. If you enable *CFU on first call*, you will be alerted to an incoming call although call forwarding has been enabled; in this case, you have 5 seconds to answer the call.
- *Default call forwardings*: Define standard call forwarding for internal and external calls on no

answer, on busy or when the terminal is not available.



In the configuration window select the *User* dialogue field.

Select the *Destinations* tab.

Select the settings you want and click *Apply* to confirm.
→ The settings are stored.

■ Protection

You want to protect yourself against certain types of calls.

You can set your phone so that these functions are not permitted on it.

- *Call waiting*: You are already making/taking a call. You are notified by a waiting tone and phone number or name in the display that someone else is trying to reach you. You can either answer or reject this second call.
- *Intrusion*: A third participant can intrude into your active call and listen to your conversation.
- *Call Forwarding Unconditional* Incoming calls are forwarded directly to your phone.
- *Announcement*:: You can address internal subscribers directly via their loudspeaker – where available – , without waiting for a reply (similar principle to that of an intercom system).
- *Do Not Disturb* (Call Protection) Incoming calls are automatically forwarded to a specific destination.
- *Remote control*: Allowing/blocking remote control of your terminal:



In the configuration window select the *User* dialogue field.

Select the *Protections* tab.

Select the settings you want and click *Apply* to confirm.
→ The settings are stored.

Terminal

Carry out the following partial steps to configure your terminal using OfficeSuite. Note that these settings depend on the type of terminal (comfort level, DECT or corded terminal) you have connected to OfficeSuite.

■ General

You want to view or modify your terminal's settings. You can choose the following settings:

- *Language*: Display language.
- *Idle text*: The text that will appear on the display when the terminal is idle.
- *Lock the phone*: Lock only the *Configuration* so nobody can modify your phone settings, or the entire *Terminal* so your private data cannot be viewed and external calls from your phone are only allowed as per system settings.
- *Hands-free operation*: You can answer a call without picking up the handset or pressing the call key. It can also be activated for announcement only. For corded terminals only.
- *Headset*: Schalten Sie den Headset-Betrieb ein, wenn Sie parallel zum Hörer ein Headset angeschlossen haben. If you answer a call in headset mode using the Call key or Loud-speaker key, the call is provided on the headset. Alternatively you can also answer the call by picking up the handset.
- *DTMF activated*: Activate the DTMF mode if you want to be able to use your phone to control other equipment or to access certain services, such as remote polling of an answering machine or telebanking. In the DTMF mode each key press generates a tone.

For DECT terminals you can also activate/deactivate the following features:

- *Direct answer*: Answering a call directly by taking out the phone from the charging bay without pressing the call key.
- *Key confirmation tone*: Each key you press is confirmed by a tone.
- *System overload beep*: A beep sounds once you are in a "coverage hole" or the system is overloaded.
- *Range beep*: You will also hear a beep as soon as the connection between your phone and the system is borderline.



In the configuration window select the *Terminal* dialogue field. If you have registered several terminals, highlight the terminal you want.

Select the *General* tab.

Select the settings you want and click *Apply* to confirm.

→ The settings are stored.

■ Audio

You can modify the following ring settings of your terminal:

- Normal ring settings: *Volume*, *Melody* and *Speed*.
- *Handset* volume level: from very low to high.
- *Loudspeaker* volume level: from very low to high.
- *Attention tone*: Call-waiting or announcement tone.

For DECT terminals you can also carry out the following settings:

- *Vibra call*: Choose between *Audio*, *Vibra call*, *Both* or *LED only*.
- *Discreet ringing*: Enable discreet ringing if you do not want to be disturbed by your phone ringing. The phone rings just once.



In the configuration window select the *Terminal* dialogue field. If you have registered several terminals, highlight the terminal you want.

Select the *Audio* tab.

Select the settings you want and click *Apply* to confirm.

→ The settings are stored.

■ Display

You can modify the following ring display settings of your terminal:

- *Idle display*: Display picture in idle state.
- *Illumination*: Off, On, 10 min, 1 day
- *Backlight intensity*
- *Contrast*



In the configuration window select the *Terminal* dialogue field. If you have registered several terminals, highlight the terminal you want.

Select the *Display* tab.

Select the settings you want and click *Apply* to confirm.

→ The settings are stored.

■ Configurable Keys

You want to store a number or function under an available configurable key (*Foxtkey* or *configurable key*) of your terminal.

The available configurable keys depend on your terminal. You can obtain more details from your system administrator or in the User's Guide for your terminal.

You can assign each key with a specific action type so you can trigger a particular action by simply pressing that key. Choice available:

- **Number key:** Under each Foxkey and each configurable key you can store one number and two numbers respectively, including names.
- **Function key:** Activate/deactivate function. Usually the function is assigned so that you activate the function with the first keystroke, and deactivate the command again with a second keystroke.
- **Team key:** Organisation within the team. For more information on this refer to your terminal's User Guide.
- **Line key:** Setting up a key phone (Line keys must be set up by your system administrator): For more information on this refer to your terminal's User Guide.



In the configuration window select the *Terminal* dialogue field. If you have registered several terminals, highlight the terminal you want.

Select the *Configurable keys* tab.



Click the Foxkey or configurable key you want.

→ The *Edit key* window opens.

Selecting an action type:

Select the action type you want (*To number*, *Team* or *Function*).

To store the phone number:

Select the single and double-click assignment you want and confirm with *OK*.

→ The settings are stored.

Storing a function:

Enter the name, select the function, carry out the settings you want and confirm with *OK*.

→ The settings are stored.

Store Team key

Select the partner terminal and its audio and answering properties then confirm with *OK*.

→ The settings are stored.

Store Line key:

Select the line key you want and its audio and answering properties then confirm with *OK*.

→ The settings are stored.



Printing equipment labels (Ascotel® IntelliGate® only):

Once you have configured all the keys, click *Print labels*.

→ The *Print labels* window opens.

Select what you want to print out and click *Print*.

→ Labels are printed.

To clear a key:

Click the key you want then click *Delete key*, answer the security question with *Yes* and confirm with *OK*.

→ The key is deleted.

You can activate an individual function, for example call forwarding, with the help of function commands, or assign it to a key.

A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a function key (select *free configurable* function).

Tab. 1 The following function commands are available (depending on the terminal):

"A"	Seize line with highest priority
"I"	Seize line
"X"	Disconnect
"P"	Pause 1 second before the next operation
"Lxx"	Seize line xx (Line keys)
"N"	Use the phone number entered in call preparation
."	Control key function (up-circuit system)
"Z"	Activate/deactivate DTMF mode
"R"	Use the phone number last dialled
"Y"	Disconnect and re seize the line.

Tab. 2 Examples of how to define a function:

"IR"	Seize line ("I"), dial phone number last dialled ("R")
"I201"	Seize line ("I") and dial phone number 201
"I*21201X"	Seize line ("I"), activate call forwarding unconditional ("*21") to phone number 201, disconnect ("X")
	<p>Notes:</p> <ul style="list-style-type: none"> • Functions that are not available via the menu can be activated using */# procedures (see "User's Guide */# Procedures as of I7.1"). • You can either type in a */# procedure directly or store it under a key. • You can only activate certain */# procedures if the same function cannot be obtained via the menu. • The availability of certain */# procedures may be restricted depending on the system and software version. • A list with all the */# procedures can be found at http://www.aastra.ch/doc-finder ("User's Guide */# Procedures as of I7.1").

Profile

Carry out the following partial steps to specify your personal profiles.

The presence profile enables you to manage your individual incoming calls according to your presence status. If you are leaving your desk, you can activate the corresponding presence profile. During your absence, this profile manages call switching, call notification and voice mail activities. When you return to your desk, activate the corresponding presence profile.

It is also possible to have presence profiles activated and deactivated automatically according to the current presence status.

■ Presence state

Presence states are set states that provide information about the current presence and availability of an OIP user. The presence state can be specified for each OIP user and, thus, for each PBX subscriber. It is indicated through the *presence indicator*. It gives several instances that can set the presence state. The presence indicator always shows the last presence state set.

Example:

If in the OIP calendar the presence status of a PBX subscriber is set to *Occupied*, the presence indicator displays *Occupied*. The subscriber changes the presence status manually via his or her OfficeSuite (see Chapter "Setting the presence state", page 29) to *Available*. The presence indicator changes to *Available*. The presence status of the OIP calendar remains on *Occupied*.

If OIP is associated with a Microsoft Exchange Server, the OIP calendar accepts the presence status of Microsoft Outlook.

■ Activate profile

You can activate individual presence profiles. If you select another presence profile, the current profile is automatically deactivated.

The presence profile is activated independently of the presence status (see Chapter "Presence state", page 53). Otherwise, you can activate a presence profile manually ("Setting the presence state", page 29) via your terminal.

When a presence profile is activated all the settings for this profile are activated.



In the configuration window select the *Profile* dialogue field.



Highlight the presence profile you want and click *Activate profile*.
→  is displayed when the presence profile is activated.

Note:

You can also *activate a profile* from the phone window context menu.

■ General

Your system administrator has configured your OfficeSuite with default profiles. You can use these default profiles or adapt them to your requirements, no matter the configuration of your OfficeSuite.

Force settings of the profile: prevents other instances from modifying the forwarding settings defined here, as long as this presence profile is active. Other instances can be: User interaction through the system terminal or a Softphone, forwarding destinations of the presence indicator, OfficeSuite or a Softphone, default forwarding destinations defined in the PBX.

Profile controls call forwarding:

Profile to deactivate manually: The profile can only be deactivated manually and not through the profile switch.

Profile availability: *Private* (available only to the owner), *Public* (available to all OIP users; can be activated/deactivated individually), *Template* (for producing public and private profiles). The template cannot be used directly as a profile and, therefore, cannot be activated, *System* (produced by an OIP service and is as a rule not modifiable).



In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *General* tab.

Select the settings you want for this profile and click *Apply* to confirm.
→ The settings are stored.

■ Call Forwardings

You can specify the destinations for the diversions as standard.

For further information refer to Chapter "[Absence](#)", page 41.



In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *Call forwardings* tab.

Select the settings you want for this profile and click *Apply* to confirm.

→ The settings are stored.

Note:

You can also open the *Call forwardings* window using the corresponding symbol in the phone window (see Chapter "[Display symbols call forwardings](#)", page 4), or via the context menu in the phone window > *Call forwardings*.

■ Voice Mail

You want to forward a call to a voice mail.

You can specify the voice mail to which the call is to be forwarded. Assign a voice mail profile to your presence profile.



In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *Voice mail* tab.

Click *Configurations* and select the profile you want.

→ The settings are stored.

■ Notifications

You want to specify on an individual basis how you are to be notified in each case. Assign a notification profile to the presence profile.

You have to indicate in a notification profile whether and how to be notified about a specific event. The various events are assigned information destinations. You can, for instance, specify that an e-mail message should be generated after an unanswered call. You can activate notification profiles for *Notification*, *Display*, and *Audio*.

These events trigger a notification:

- *My unanswered internal/external calls*
- *My answered internal/external calls*
- *My Voice Mails*
- *My text messages*
- *My calendar entries*
- *All I/O*

These destinations are notified:

- *Facsimile to me*
- *Display by me*
- *Text message to me*
- *Message waiting at me*



In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *Notifications* tab.

Click *Configurations*.

→ Window *configurations: Notification* is opened.



An existing or new profile:

Highlight the profile you want or click *New*; enter a name and confirm with *OK*.



Copy profile:

Highlight the profile you want, click *Copy*; enter a name and confirm with *OK*.



Configure sources:

Click *Configure sources* and select the events that should lead to a notification by clicking the button. Confirm with *OK*, then *Apply*.



Configure targets:

Click *Configure targets* and select the targets to be notified, by clicking the  button. Highlight the information content you want under *Information level*. Confirm with *OK*, then *Apply*.

Delete sources/targets:

Highlight the profile and source/target you want and click *Remove*, then *Apply*.
→ Source/target is deleted.

■ Functions

You can specify the profile to be activated automatically when you launch (*On activation*) or shut down (*On deactivation*) OfficeSuite. Assign a function profile to the presence profile.

The following categories and its functions are available:

- *Call diversion: CFU, CFU to text/Pager, CFNR, CFNR to pager, CFB, CFU to Voice Mail, CFNR to Voice Mail, CFB to Voice Mail, Do not disturb*
- *Privacy: Call waiting protection/Aufschalten/Announcement/Call forwarding/Fast Take/Remote control, CLIR permanent*
- *PBX operations: Courtesy, User group logout, User group logout all, Home Alone, User alarm, Macro stateless*
- *Other applications: Voice Mail greeting, Redkey*



In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *Functions* tab.

Click *Configurations*.
→ Window *configurations: Functions* is opened.



Existing profile:

Click *New*, enter a name and confirm with *OK*.



New profile:

Click *New*, enter a name and confirm with *OK*.



Copy profile:

Highlight the profile you want, click *Copy*; enter a name and confirm with *OK*.

Add function:

Highlight the profile you want and click *Add*.
→ The *Define function* window opens.



Click , to select the category and function you want from the *Select function* window and confirm with *OK*.

Activate the corresponding action, enter the phone number or function you want and confirm with *OK*, then *Apply*.

Delete function:

Highlight the profile and function you want and click *Remove*, then *Apply*.
→ Function is deleted.

Modifying a function:

Highlight the profile and function you want and click *Modify*. Make the modifications you want and confirm with *OK*, then *Apply*.
→ The function is modified.

■ New profile, copy profile, delete profile

Regardless of the authorisation profile assigned to you by your system administrator, you have the right to create, copy or delete new profiles in OfficeSuite. Contact your system administrator for more information.

You may either create a new profile or take any of the available default profiles and adapt it to your own needs.

You may only define the profiles you have defined yourself. You cannot delete default profiles.



In the configuration window select the *Profiles* dialogue field and highlight the profile you want.

New profile:

Click *New profile*, enter a name and confirm with *OK*.
→ You can now enter your settings for this profile.



Copy profile:

Click *Copy profile*, enter a name and confirm with *OK*.
→ You can now enter your settings for this profile.



Note:

You can copy any profile type (*Private*, *Public*, *Template*).

Delete profile:

Click *Delete profile*. Answer *Yes* to the security question.



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Declaration of Conformity

Aastra Telecom Schweiz AG hereby declares that the equipment Ascotel® and Ascotel® IntelliGate® and the accessories there to comply with the basic requirements and other relevant stipulations of Directive 1999/5/EG.

You will find the complete text of the declaration of conformity and other documents for this device and the telecommunication systems Ascotel® and Ascotel® IntelliGate® under:

<http://www.aastra.com/docfinder>

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