A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000

Unify OpenScape 4000, Attendant Console AC-Win 2Q SL V3

Administrator Manual
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Mitel

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1 Introduction

1.1 About this Manual

This manual is designed for the AC-Win system administrator. It describes how to configure AC-Win IP. The separate Operating Instructions describe how to operate AC-Win IP.

1.1.1 Explanation of symbols

NOTE: This symbol is used for tips and comments.

1. Texts which follow this symbol describe the steps you have to follow.

- Texts which follow this symbol indicate listed points.

Keyboard keys, for example, <**Enter**> are displayed in **bold** and enclosed in brackets.

Buttons in screen windows, for example, **Delete** are displayed in **bold**.

1.2 System requirements

1.2.1 Hardware

Windows operating systems, suitable PC, with:

– Processor: Pentium 4 or equivalent >=1.7 GHz,

– Memory: >= 2 GByte RAM,

– Hard disk: 256 MByte free hard disk space,

– CD-ROM or DVD drive;

– Monitor: CRT or LCD monitor, >= 19",

– Sound card with multimedia keyboard or PC speakers.

USB handset or headset certified for AC-Win IP.
(see https://netinfo.unify.de/es/products/product_optipoint_handset_v10/sales_marketing_support)

NOTE: System resources must be extended if AC-Win is used parallel with other software applications.

1.2.2 Software

Please see the Release Notes for the current supported Windows versions.

1.2.3 Communication system

AC-Win 2Q SL V3 and AC-Win MQ SL V3 are supported starting with **OpenScape 4000 V8R0** communication platform and **ONLY** with:

- SoftGate virtual gateways vHG3500 (Q2330-X)
- STMIX Gateway Board (Q2343-X)

2 AC-Win configuration options

AC-Win can be configured in a number of ways. This allows you to set the program for the individual application and user.

Workspaces

Workspaces consist of one or more objects or dialog boxes. The user can define specific settings for workspaces (e.g. the language) independent of the given application settings. This allows workspaces to be individually defined for each user. You can also select one of several default workspaces.

Objects (dialog boxes)

Objects (dialog boxes) are the “working windows” of AC-Win. Various settings can be defined using different objects (e.g. layout of buttons). Objects can be saved separately with the given workspace or as templates.

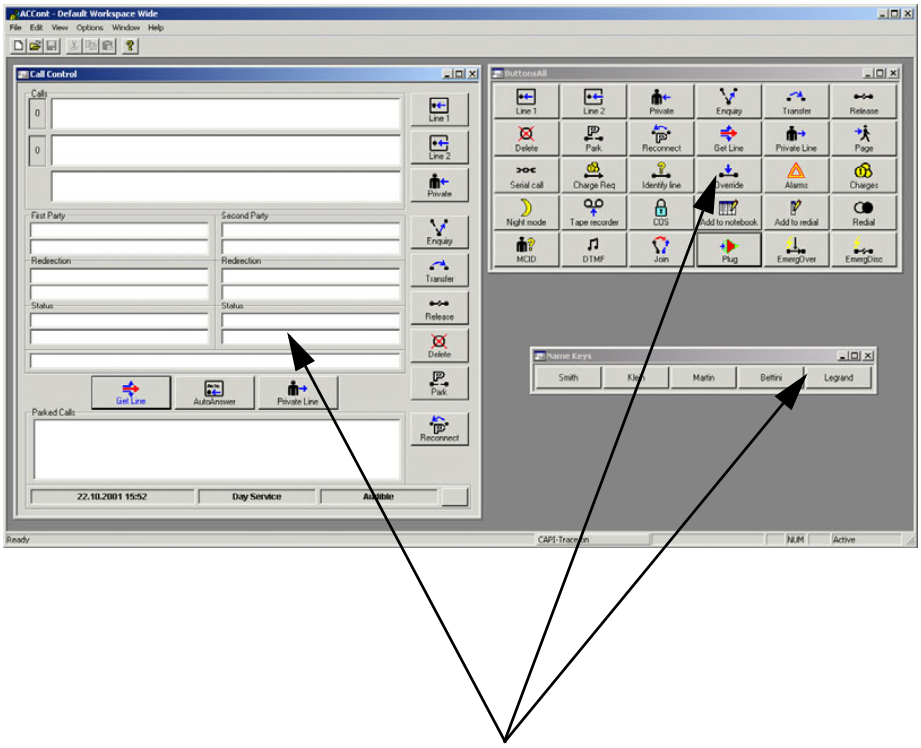
The illustration below depicts a typical AC-Win workspace. In this example, the Call Control, Buttons and Name Keys objects are integrated in one workspace.

Application settings

Application settings are valid for the entire AC-Win program. Important working directories for the entire program can be defined here.

A typical AC-Win workspace consists of the following objects:

- Call Control
- Name Keys and
- Buttons



Typical AC-Win objects

2.1 Setting up workspaces

AC-Win allows you to set up and save individual workspaces. Specific objects can be displayed in the workspaces according to the given requirements. The individual
objects can be adapted to your specific requirements (e.g. you can label the Name Keys as you wish). You can save changed objects under a new name and integrate them into workspaces (see section “AC-Win objects”). This allows AC-Win to be configured for use in specific cases. It is also possible to configure a workspace for each user.

AC-Win provides two different objects/workspaces:

- Object/workspace **templates**
- Object/workspace **documents**

When working with AC-Win, use object/workspace documents. An object/workspace template is used to create documents. You can then format these documents as required and make them available as templates or documents.

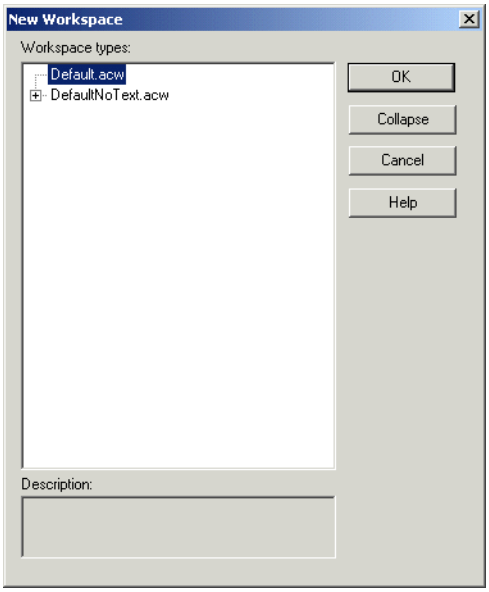
To ensure that users do not inadvertently overwrite workspace and object templates, templates can only be saved by administrators with the "Admin" ID. You can also assign a password to a workspace. Objects of this kind can only be opened by entering this password.

2.1.1 New Workspace

1. Start AC-Win by double clicking the program icon.

   A predefined workspace is automatically opened the first time the program is started. You can supplement and change this workspace and then save it under a new name. You can also set up a new workspace by proceeding as follows:

2. Select **New Object** from the **File** menu.



3. Select the required object and click on **OK**.

   The selected object is added to the workspace.

4. To add additional objects, select **New Object** from the **File** menu.
   Select **Open Object from** the **File** menu to add objects you have defined and saved yourself (see section “AC-Win objects”).

5. To remove objects which have been added to the workspace, select **Close Object** from the **File** menu.

6. Position the individual objects where you wish within the workspace.

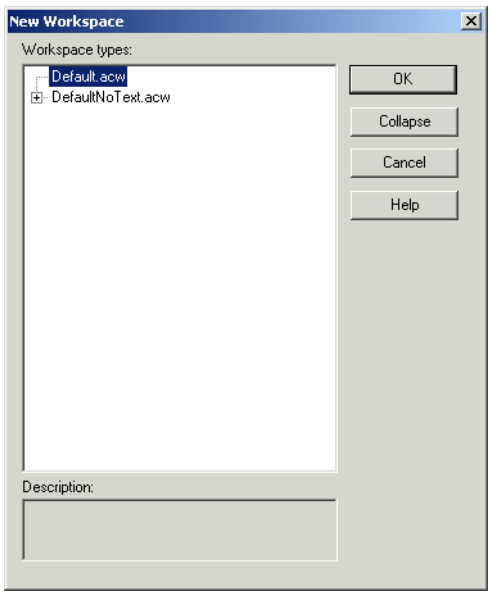
2.1.2 Switching workspaces

You want to change the current workspace in order to select another display. You can also select one of several default workspaces.

- Use "Default Workspace Wide" for screen resolutions of up to 1024 x 768 pixel:
  - under *File*, *Open Workspace*, select the file *DefaultWide.cnw* or
  - under *File, New Workspace*, select the file *DefaultWide.acw.*
- Select "Default Workspace" for higher screen resolution:
  - under *File, Open Workspace*, select the file *Default.cnw* or
  - under *File, New Workspace*, select the file *Default.acw*.

Proceed as follows to change the workspace:

1. Select **New Workspace** from the **File** menu.

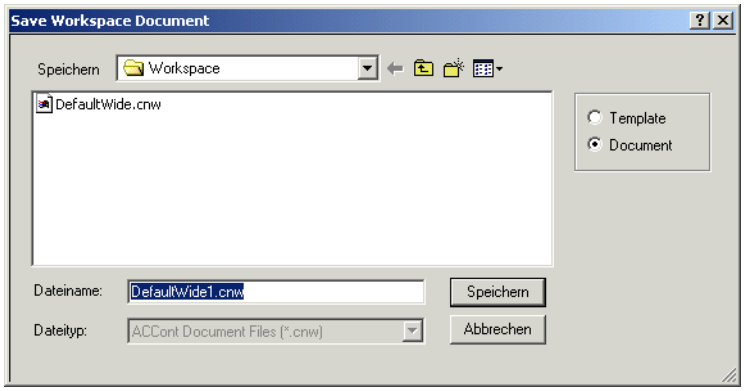


2. Select the required workspace and click on **OK.**
   The selected workspace is added.
3. Select **Open Workspace from** the **File** menu to add workspaces you have defined and saved yourself.
4. Select **Close Workspace** from the **File** menu to close the current workspace.

2.2 Saving the current workspace

When you have modified a workspace to suit your specific requirements, you can save it.

1. Select **Save Workspace As** from the **File** menu.



2. Select whether you want to save the workspace as a
   - document (*.acw) or
   - template (*.cnw).

   Saving a workspace as a template is recommended if you want to use the current settings for other workspaces. The AC-Win user class “Administrator” is required to save templates.
3. Enter the name you have chosen for your workspace and its path.
4. Click on **OK**. The current workspace is saved.

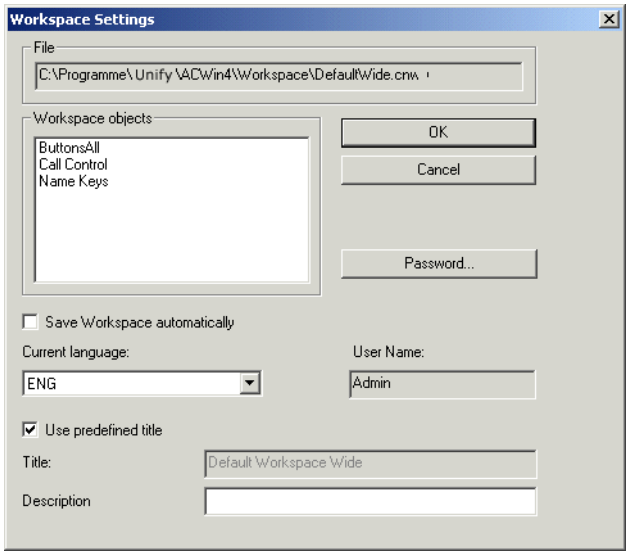
2.2.1 Loading a workspace

1. Select **Open Workspace from the File menu**.
2. Select the workspace you wish to open from the list.
3. Click on **OK**. The current workspace is loaded.

NOTE: It is possible load a specific workspace automatically at startup. For information on this operation, see section “Application Settings“.

2.3 Workspace settings

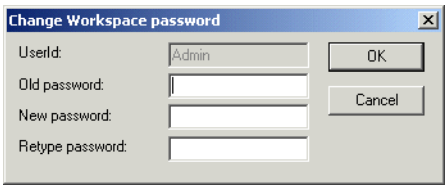
1. Select **Workspace Settings** from the **Options** menu.



2. Enter the required settings.
   - **Workspace objects*:*** The objects included in the current workspace are listed in this window.
   - **Save Workspace automatically:** Select this check box if you wish to save the workspace automatically when you close AC-Win or when you close the workspace.
   - **Current language:** This window shows the current used language for that program. You may set the language with the AC-Win IP configuration program.
   - **User Name:** This window contains the owner of the workspace.
   - **Use predefined title*:*** Mark this check box to enter a title for the workspace in the *Title* field. The title is entered automatically if this check box is not marked.
   - **Description:** In this field you can enter a description, e.g. special settings for this workspace.
3. Close the window by clicking on **OK**. All settings are saved. To close the window without saving the changes you have made, click on **Cancel**.

2.3.1 Setting or changing a workspace password

1. Click on the **Password** button in the *Workspace Settings* window to define a password for the current workspace or to change the existing password.



Setting a password:

- Enter the desired password in the *New password* field. The *Old password* field remains empty.
- Enter the new password again in the *Retype password* field.
- Complete your entries by clicking on **OK**.

The new valid password must now be entered when opening the workspace.

Changing a password:

- Enter the previously valid password in the *Old password* field.
- Enter the desired password in the *New password* field.
- Enter the new password again in the *Retype password* field.
- Complete your entries by clicking on **OK**.

The valid password must now be entered when opening the workspace.

2. To close the *Workspace Settings* window, click on **OK**. All settings are saved. To close the window without saving the changes you have made, click on **Cancel**.

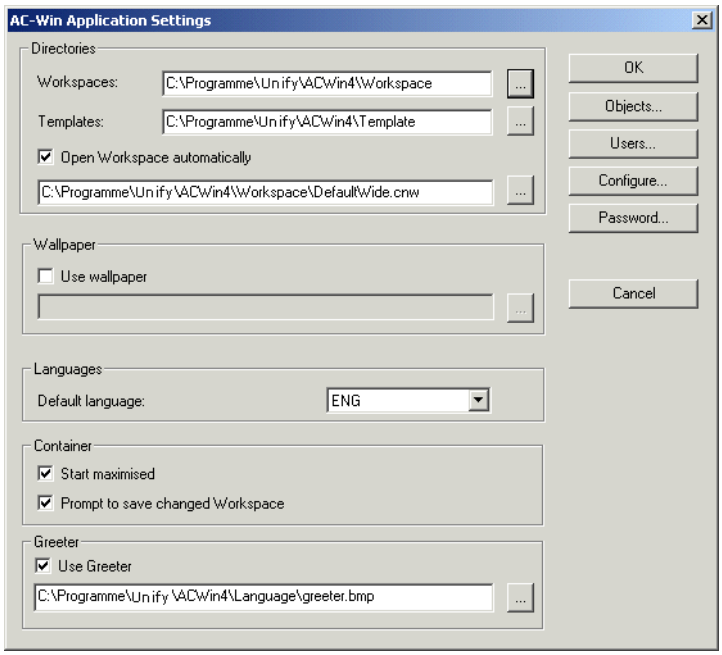
2.4 Application settings

The “Application Settings” window allows you to define global settings for AC-Win. Certain settings, such as the language, can also be defined separately for individual workspaces (see section “Setting Up Workspaces”).

1. Start AC-Win by double clicking on the program icon.

   A predefined workspace is automatically opened the first time you start up the program.

2. Select **Application Settings** from the **Options** menu.



3. Enter the required settings:

   - **Workspaces:** Use this field to specify the directory in which you wish to save workspaces and objects. Click **on** [...] if you wish to change the predefined directory.
   - **Templates:** Use this field to specify the directory in which you wish to save your templates for objects (see section “Saving objects as templates”). Click on [...] if you wish to change the predefined directory.
   - **Languages:** This window shows the current used language for that program. You may set the language with the AC-Win IP configuration program.

General settings:

- **Open Workspace Automatically:** Use this option to set the workspace you wish to be opened when AC-Win is started (see section “Setting up workspaces”).
- **Use Wallpaper:** If this check box is marked (selected), you can use the … button to set the “wallpaper” (background) that is loaded when the program is started. The wallpaper must be available in BMP format.
- **Start Maximized:** If this check box is marked, AC-Win will be displayed in maximum size, filling out the entire screen instead of just one window.
- **Use Greeter:** If this check box is marked, you can use the … button to select the greeter to be displayed when the program is started. The greeter must be available in BMP format.

4. Click on **OK** to complete your entries. All settings are saved. To close the window without saving the changes you have made, click on **Cancel**.

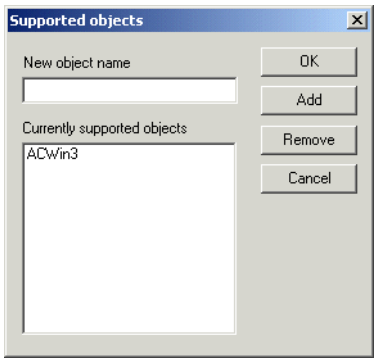
2.4.1 Adding OLE objects to the workspace

This function allows you to add objects from other Windows applications to the workspace, e.g. AC-Voice. Please note that only applications certified with AC-Win can be integrated in an AC-Win workspace.

NOTE: Only administrators or superusers can open the dialog for integrating applications.

To integrate objects from other Windows applications in the AC-Win workspace:

1. Select **Application Settings** from the **Options** menu.
2. Click on the **Objects** button.



3. Enter the name of the application which you wish to integrate in the “New Object Name” field. The name must be identical to the registered Windows name of the application.
4. Click on **Add**. The object will be added to the list of “Currently Supported Objects” and can now be added to your workspace.
5. Close the”Supported Object“ window by clicking on **OK**. To close the window without saving the changes you have made, click on **Cancel**.

2.4.2 User management

AC-Win allows you to use a password to protect the program from unauthorized access. AC-Win distinguishes between the following different user classes:

- User (uses the functions available on the user interface)
- Super user (uses some simple configuration functions in addition to the user functions)
- Administrator (uses all configuration functions).

The restrictions of the individual user classes have been kept to a minimum.

The following table indicates the access rights for **U** (user), **SU** (super user) and **A** (administrator):

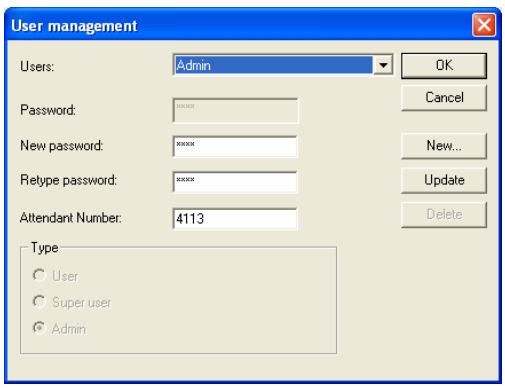
Activity	**U**	**SU**	**A**
Change own password	3	3	3
Change password of other user		3	3
Change password of other super user			3
Add, change, delete user		3	3
Add super user		3	3
Change, delete super user			3
Add, change* administrator			3
Make application settings		3	3
Configure application			3
Change, save document templates		3	3
Change traffic restrictions		3	3

* The "Admin" password is required to delete administrators.

2.4.3 Adding a user

To set up or change users, proceed as follows:

1. Select **Application Settings** from the **Options** menu.
2. Click on the **Users** button.



Create new user:

1. Click on the **New** button.

2. Enter a name for the new user.
3. Complete your entries by clicking on **OK**.

Setting a password:

1. **From the *Users* selection list, select the user for whom you want to specify a password.**
2. Specify the user class.
   You have the choice of user, superuser or administrator.
3. Enter the desired password in the *New password* field.
   The password is case-sensitive.
   The *Password* field will remain empty.
4. Enter the new password again in the *Retype password* field.
5. Complete your entries by clicking on **OK**.

Entering the private number for AC-Win

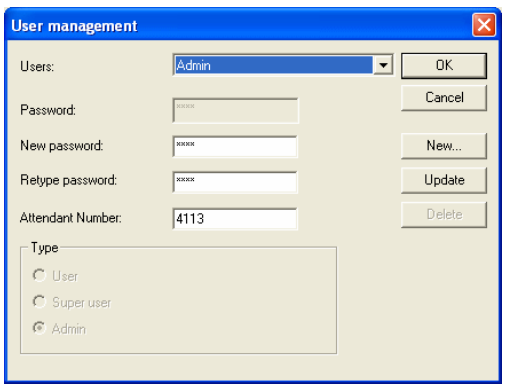
1. Enter the private number for AC-Win in the *Phone number* field. This number is used with the AMO ACSU.
2. To close the *User management* window, click on **OK**. All settings are saved. To close the window without saving the changes you have made, click on **Cancel**.

NOTE: A new user can only be added by an administrator or super user.

2.4.4 Changing User Password

As an administrator or super user, you can use this function to change user passwords.

1. Select **Application Settings** from the **Options** menu.
2. Click on the **Users** button.



3. Select the user whose password you want to change in the *Users* field.
4. Overwrite the entry in the *New password* field with the desired password.
5. Enter the new password again in the *Retype password* field.
6. Complete your entries by clicking on **OK**.

3 AC-Win Configuration Settings

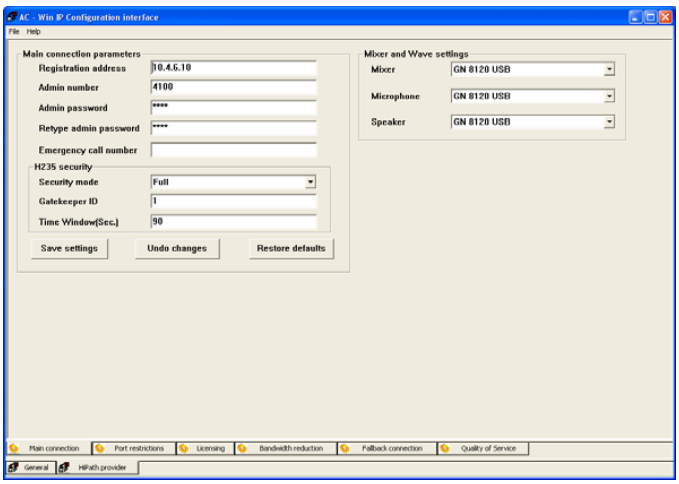
After the installation, or with
Start->Programs->AC-Win [2Q|MQ] IP->AC-Win IP Configuration
the configuration interface is displayed. The first window displayed is the "Main connections" window.

Every window includes the following buttons:

- **Save settings:** The changes are adopted and written to the registry.
- **Undo changes:** The last changes made are rolled back.
- **Restore defaults:** The values from the registry are displayed and the changes discarded.

3.1 The "OpenScape provider" Tables

3.1.1 Settings for the Main Connection



- **Registration address:** the IP address of the OpenScape 4000 IP gateway (STMI2 module).
- **Admin number:** AC-Win number which is used with the Admin user ID.
- **Admin password/Retype admin password:** If a password is assigned when setting up the AC-Win number in the OpenScape 4000, enter it here. Otherwise, an arbbitrary password can be assigned for use when logging on to AC-Win.
  Note: The password is case-sensitive.

– Emergency call number: has no use at present.

– **Security mode, Gatekeeper ID, Time Window(Sec.):** Enter the same values in these fields that were set in the OpenScape 4000.

– **Signalling and Payload encryption (SPE)**:

  Type of connection: select TCP, if no encryption is required or TLS for SPE-encryption

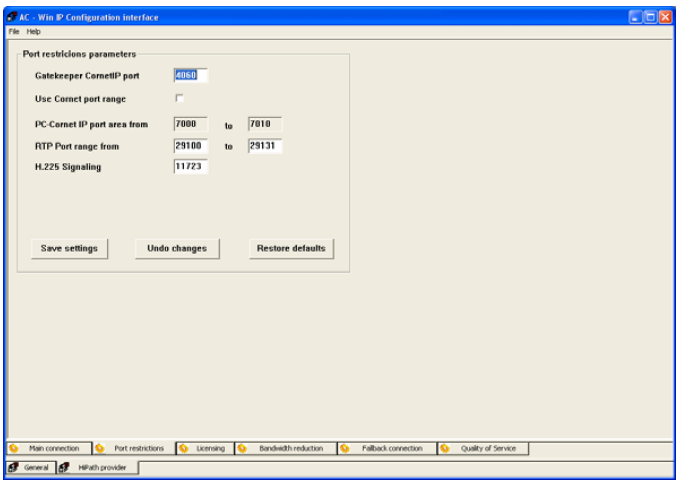
  Cornet TLS Port: this port is used for the signalling.

  TLS H.225 Port: this port is used for the voice connection to the common gateway. The values entered here must correspond with the values at the common gateway.

– **Mixer, Microphone, Speaker:** Specify the audio I/O device (headset) to be used with AC-Win here.
  Note: Before these values are specified, the headset must be connected. Only then can the corresponding I/O devices be selected. If these values are not set, AC-Win will not operate.

3.1.2 Port Restrictions

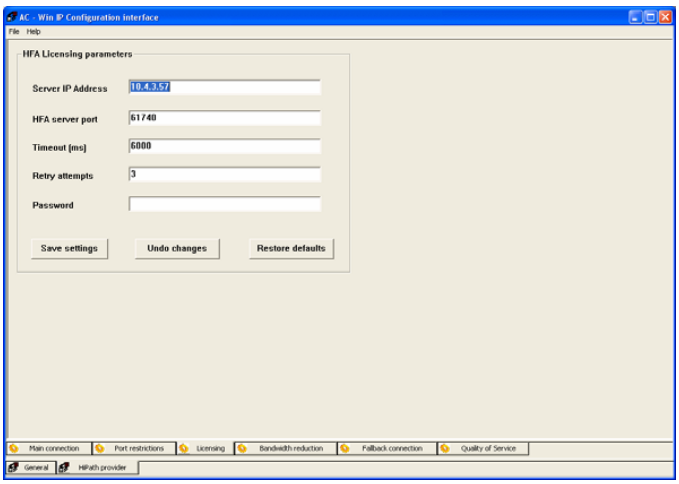
This dialog is for specifying the port numbers used by AC-Win and the IP gateway.



- **Gatekeeper CornetIP port:** By default, the OpenScape 4000 IP gateway uses port number 4060 for communication with the IP terminals. If a different port number has been configured in the IP gateway, enter it here.
- **Use Cornet port range/ PC-Cornet IP port area:** A specific Cornet IP port range can be used for the AC-Win PC. The preset port numbers are 7000 to 7010. If you want to use a different range, enter it here.
- **RTP Port range:** Change the port number range for the voice connection here.
- **H.225 Signaling:** For VoIP signaling, port number 11723 is used by default. If conflicts with other applications (e.g. NetMeeting) arise, you can change this port number here.

3.1.3 Licensing

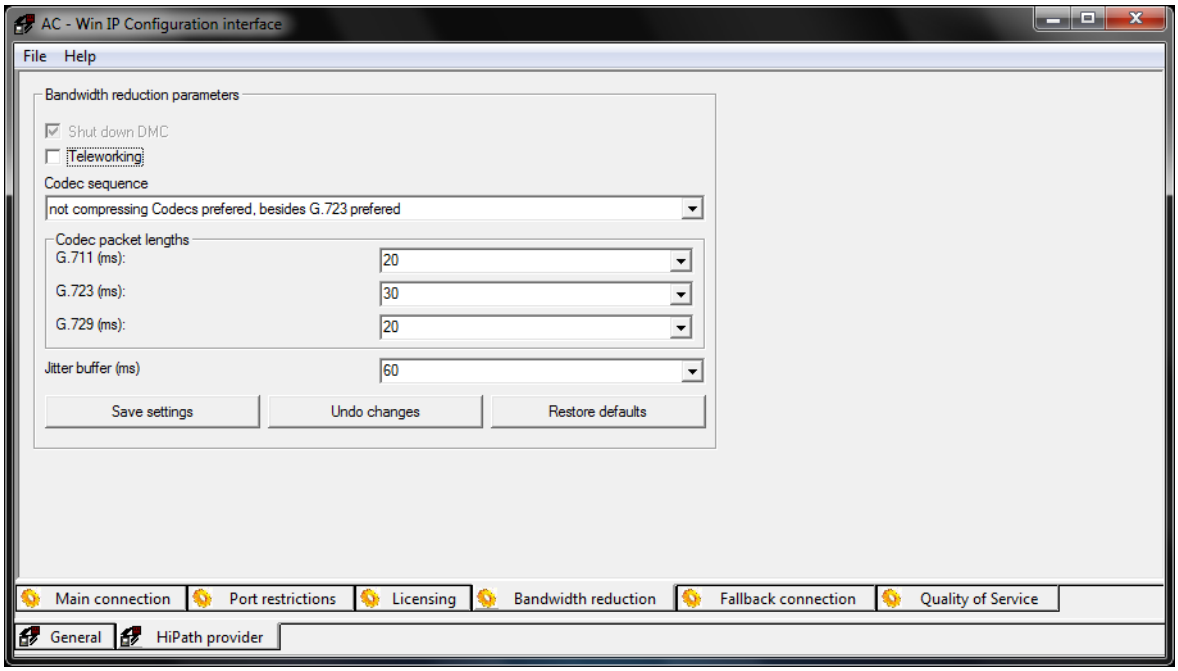
This dialog is for configuring the access to the CLA (Common Licensing Agent).



- Server IP Address: Enter the IP address of the computer on which the CLA (Common License Agent) application is installed.
- HFA server port: the port number (default 61740) over which access to the CLA application occurs.
- Timeout (ms): maximum time per connection attempt to the CLA application.
- Retry attempts: maximum number of connection attempts to the CLA application.
- **Password:** If a password has been configured for access to the CLA application, enter it here.

3.1.4 Bandwidth Reduction

This dialog is for making settings to reduce the bandwidth needed by the IP connection.



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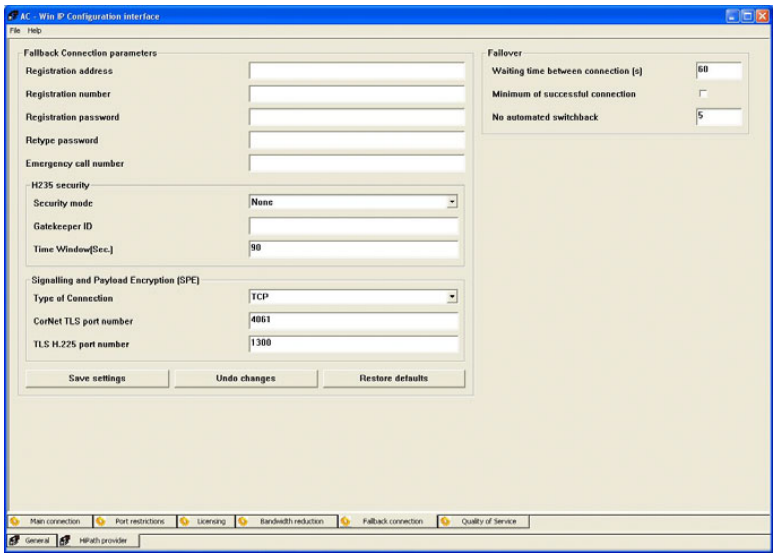
WARNING

DMC is NOT supported on AC-Win SL V3!

- **Teleworking:** deactivates the cyclical monitoring message between the IP gateway and AC-Win, resulting in reduced data volume.
- **Codec sequence:** Specify the preferred compression algorithm (G.711, G.723, G.729) or an alternate.
- **Codec packet lengths:** For each codec, you can specify the voice packet length in milliseconds here.
- **Jitter buffer (ms):** To minimize delay losses, enter the jitter buffer size in milliseconds here. The better the network connection is, the lower the buffer size can be.

3.1.5 Failover / Small Side Redundancy (SSR)

With the failover (small side redundancy) feature, AC-Win can switch automatically to an alternate connection (another OpenScape 4000 node or another IPDA shelf) if its main connection fails.



- **Registration address:** Enter here the IP address of the alternate gateway to be used if the main connection fails.
- **Registration number:** the number to be used by AC-Win when logging on to an alternate IP gateway.
- **Registration password:** If a password is assigned when setting up the AC-Win number in the alternate system, enter it here.
  Note: The password is case-sensitive.
- **Emergency call number**: has no use at present.
- **Security mode, Gatekeeper ID, Time Window:** Enter the same values in these fields that were set in the alternate IP gateway.
- **Signalling and Payload encryption (SPE)**:

  Type of connection: select TCP, if no encryption is required or TLS for SPE-encryption

  Cornet TLS Port: this port is used for the signalling.

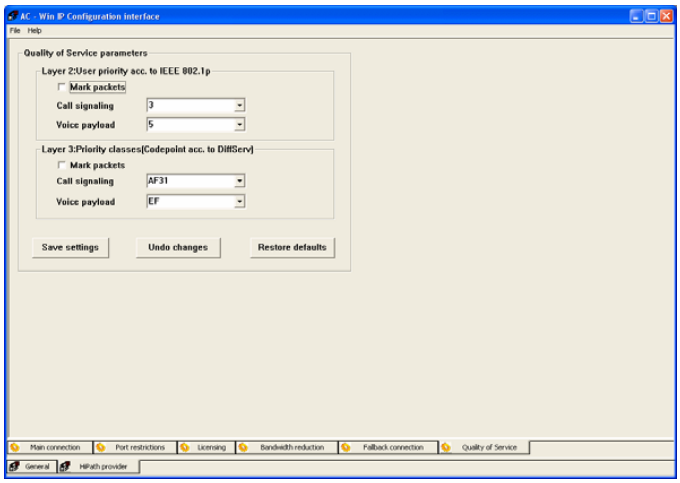
  TLS H.225 Port: this port is used for the voice connection to the common gateway. The values entered here must correspond with the values at the common gateway.
- **Failover:** Enter settings here for switching back to the main connection.

– **Minimum of successful connection/Waiting time between connection (s):** This value specifies the minimum number of connection attempts to the main system before switching back to the main connection. You can also specify the interval between these connection attempts.

– **No automated switchback:** This setting determines whether or not automatic switchback is possible.

3.1.6 Quality of Service

This dialog is for making Quality of Service (QoS) settings for the IP connection.



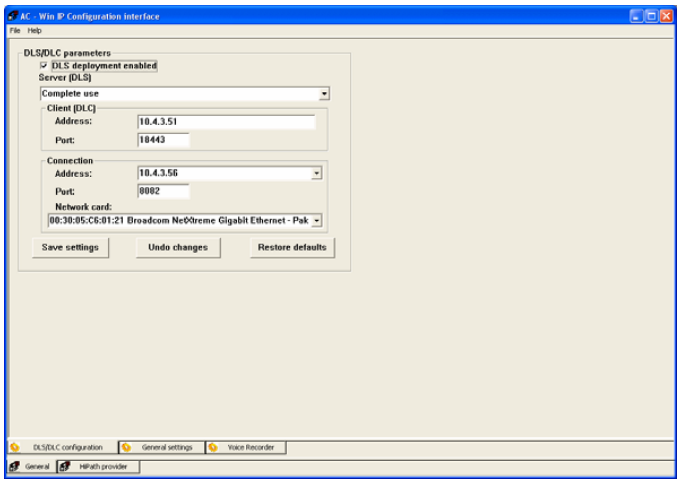
– Mark packets: This setting specifies whether the packets should be marked to improve quality of service in Layer 2 and/or Layer 3.

– Call signaling/Voice payload: Specify the values for marking the packets here.

3.2 The "General" Tables

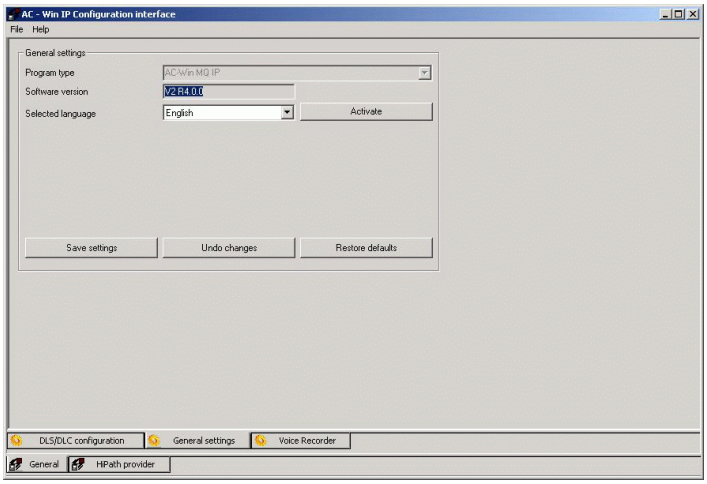
3.2.1 DLS/DLC Configuration

Set parameters for Deployment Service (DLS or central configuration) here.



- DLS deployment enabled: specifies whether or not the central configuration is to be used.
- **Server (DLS):** Specify here whether all DLS services are to be used, or only the encryption of voice packets.
- Client (DLC)
  - Address: IP address or DNS name of the DLS.
  - Port: port number of the DLS
- Connection
  - Address: AC-Win IP address to be used for communication with the DLS.
  - Port: port number of the DLS connection on the AC-Win PC.
  - **Network card:** MAC address at which the data will be stored on the DLS.

3.2.2 General Settings



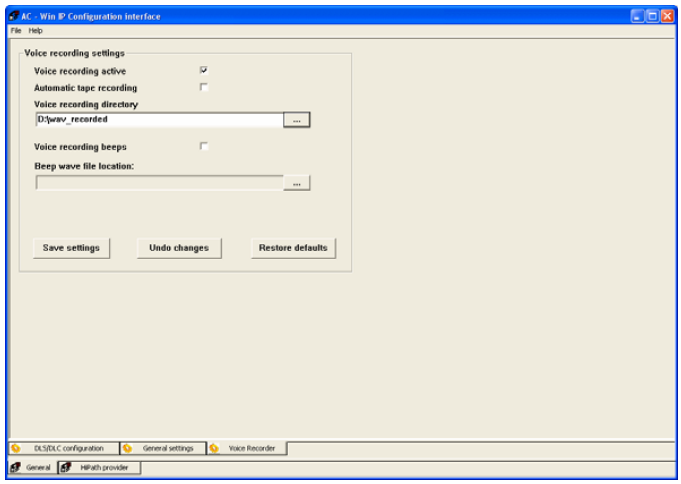
– Program type: shows which attendant console (2Q/MQ) is installed.

– **Software version:** software version of the installed AC-Win application.

– **Selected language:** from this list, you can select one of the AC-Win languages.

3.2.3 Voice Recording

Use this dialog to make settings for digital voice recording at the attendant console.



- **Voice recording active:** This setting activates voice recording in AC-Win.
  Note: In the OpenScape 4000, use AMO ZAND to set the parameter TAPALOW =YES in the ATND branch.
- **Automatic tape recording:** If this setting is activated, voice recording starts automatically (without pressing the record button) after a call is taken.
- **Voice recording directory:** This is the directory where the digital speech files (.wav files) are stored.
  Note: We recommend that you use a local directory. With network drives, delays can result.
  Please do not store files in the C:\Program Files directory or any subdirectories.
- **Voice recording beeps:** When this setting is active, a beep is played at intervals while a conversation is being recorded.
- **Beep wave file location:** here you can select the *.wav file with the voice recording beeps.

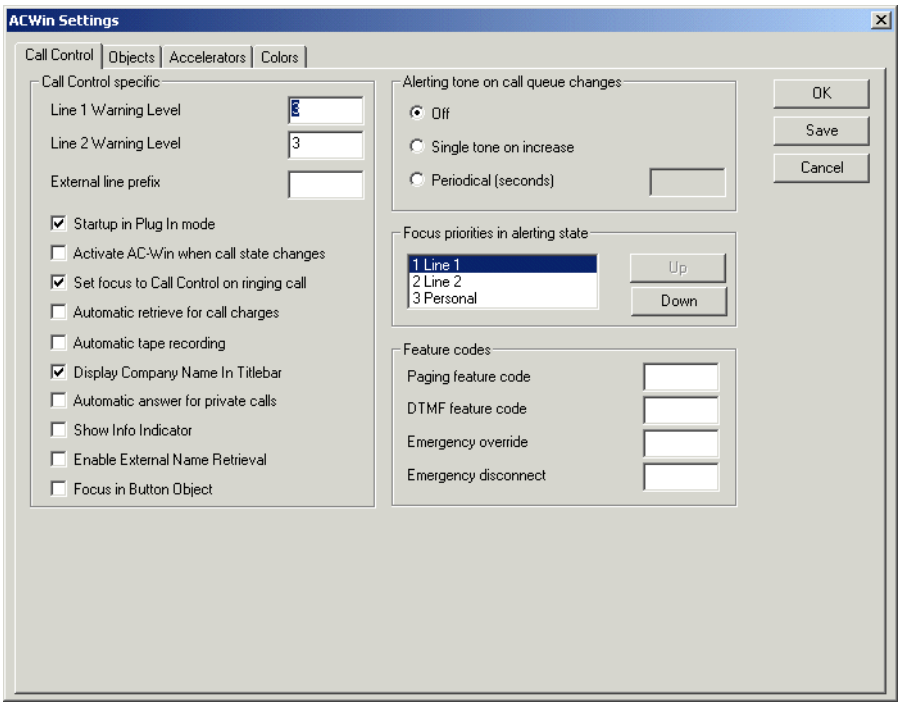
4 AC-Win settings

This function allows you to configure:

- the Call Control object,
- the Redial, Call Journal, Alarms and Call Charges objects,
- the accelerators,
- the colours.

4.1 Call control settings

1. Select **AC-Win Settings** from the **Options menu**.



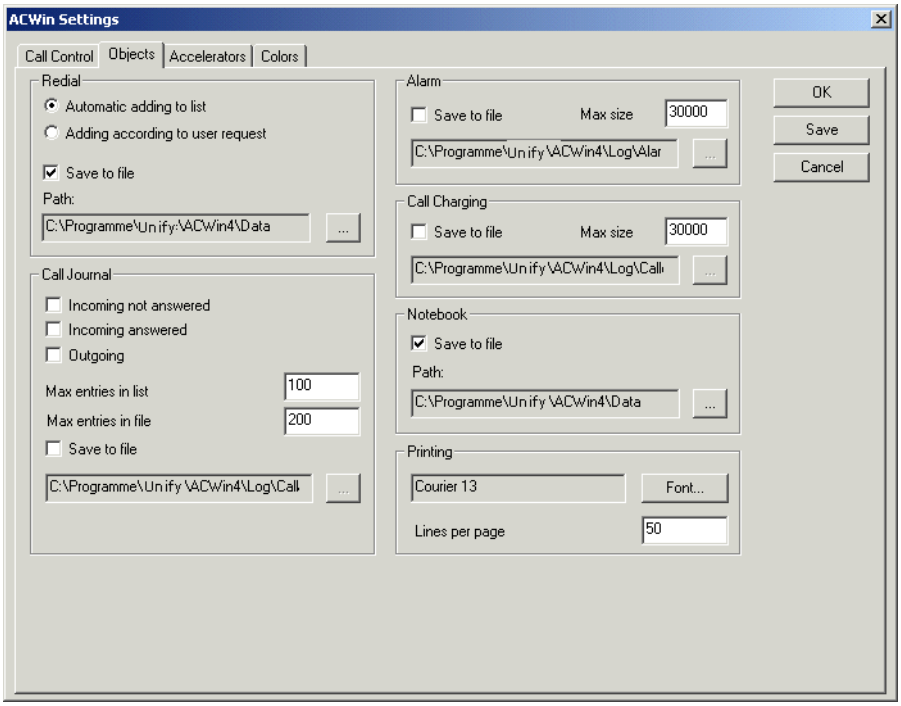
2. Enter the required settings:

   - **Warning Levels:** The colour of the corresponding gauge changes if the number of waiting calls exceeds the number in this field.
   - **External Line Prefix:** Enter the trunk code used in your switch system.
   - **Automatic tape recordin**g: Calls are recorded automatically according to the settings.
   - **General Settings:** Define the following AC-Win settings on the basis of your requirements:
     “Focus in Buttons Object”: If you work with the object “Call Control No Buttons”, when this box is activated, the focus is automatically placed on the “Function Keys” object.
     “Show Info Indicator”: This option is provided for functions which will be available in future versions of the program, e.g. mail box. This function is not supported at present.
   - **Feature codes:** Enter your switch system codes for paging and switching to dual-tone multifrequency signalling here. These codes are selected by clicking on the corresponding button (see Chapter “Buttons”).
   - **Alerting tone on call queue changes:** You can specify here how waiting calls are to be signalled at the attendant console.
   - **Focus priorities in alerting status:** You can specify here the type of call on which the focus should be laid when incoming calls arrive simulataneously. Select the call type which you wish to shift. To shift the call type, click on the **Up** or **Down** button.

3. Save your entries by clicking on **Save**.
4. Complete your entries by clicking on **OK**.

4.2 Object settings

1. Select **AC-Win Settings** from the **Options** menu.
2. Click on **Objects**.



3. Enter the required settings:

   - **Redial:** Define here whether the dialled/displayed number should be added to the redial list automatically or on the request of the user.

NOTE: If you selected *Addition according to user request*, you must add the **Add to Redial** key in the *Buttons* object! Otherwise, the user cannot save any number for redial.

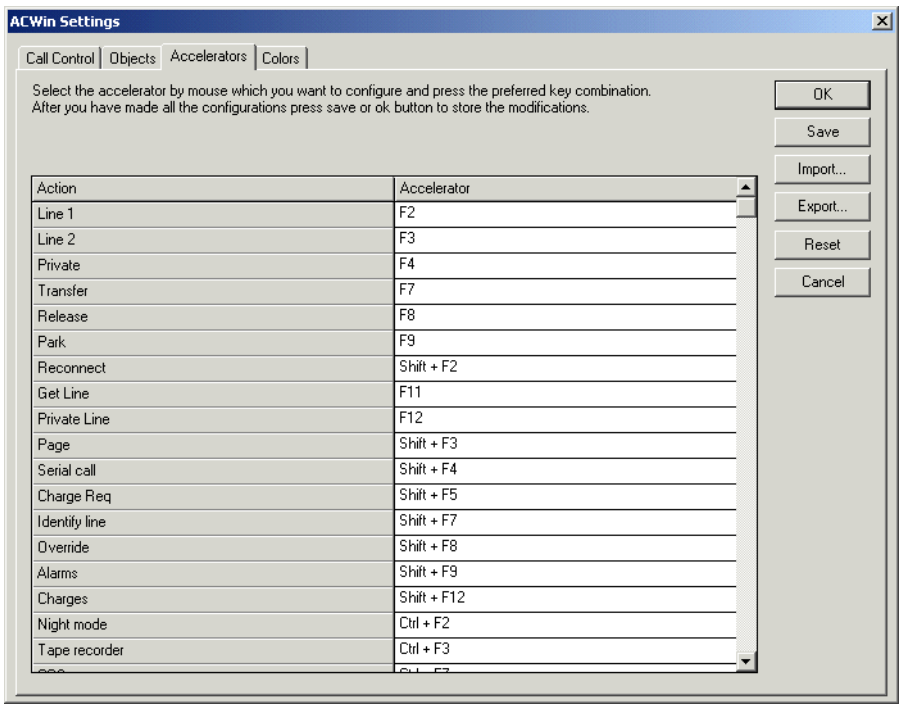
   - **Call Journal:** Define here which calls are to be recorded in the Call Journal. Specify a limit for the maximum number of entries in the list/file. Click on ... if you wish to change the predefined directory.
   - **Alarm:** Click on “Save to File” if you wish to save the alarm reports. Enter the maximum size and click on ... if you wish to change the predefined directory.

- **Call Charges:** Click on “Save to File” if you wish to save the call charges. Enter the maximum size and click on … if you wish to change the predefined directory.
- **Notebook Object:** Click on “Save to File“if you wish to save the notebook entries. Click on … if you wish to change the predefined directory.
- **Printing:** Specify the font and number of lines per page for printing.

4. Save your entries by clicking on **Save**.
5. Complete your entries by clicking on **OK**.

4.3 Accelerator settings

1. Select **AC-Win Settings** in the **Options** menu.
2. Click on the **Accelerators** tab.

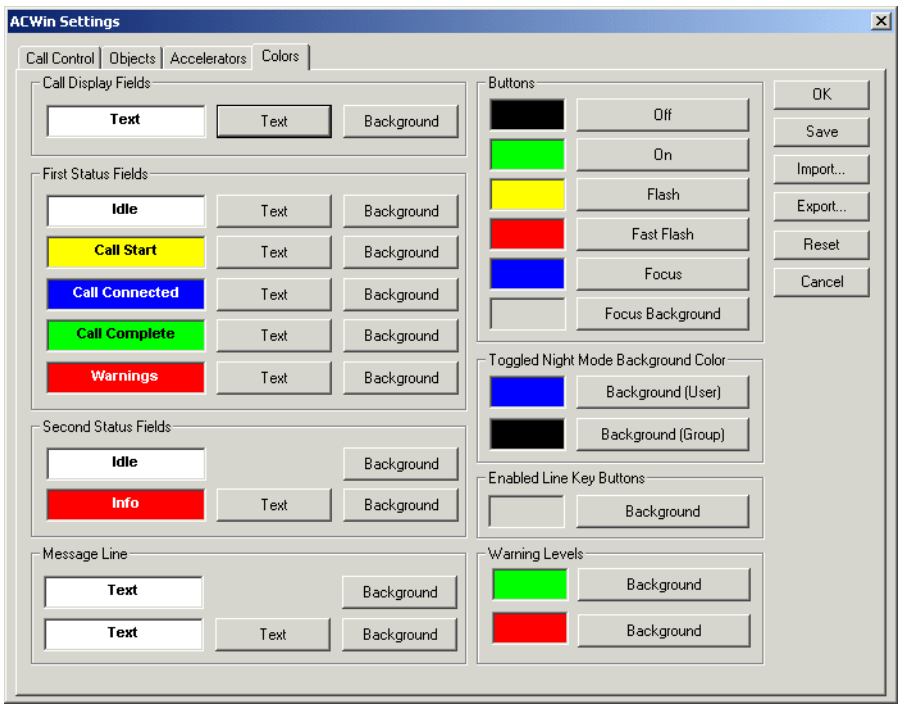


3. Select the function, to which you wish to assign an accelerator from the “Accelerator” column.
4. Now press the key(s), to which you wish to assign this function.
5. Repeat steps 3 and 4 to assign other accelerators.

   Exporting and importing accelerator settings:
   If you wish to use the same accelerators at each attendant console, click in the **Export** or **Import** button.
6. Save your entries by clicking on **Save**.
7. Complete your entries by clicking on **OK**.

4.4 Colour settings

1. Select **AC-Win Settings** from the **Options** menu.
2. Click on the **Colors** tab.



3. Select the colours for the following elements:
   - Call Display Fields
   - First and Second Status fields
   - Warning levels (gauge)
   - Buttons
   - Toggled Night Mode Background Color
   - Enabled Line Key Buttons

   Exporting and importing colour settings:
   If you wish to use the same colour settings at each attendant console, click on the **Export** or **Import** button.
4. Save your entries by clicking on **Save**.
5. Complete your entries by clicking on **OK**.

4.5 TAPI Dialing Function Settings

The TAPI dialing function enables AC-Win software-based connections to third-party applications, such as

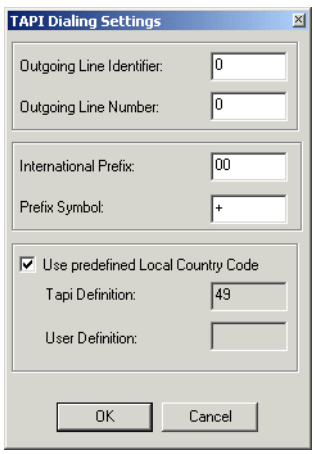
- Telephone book CD's
- Directory service applications
- Specific Internet/Intranet pages

TAPI dialing enables third-party applications to transfer a phone number to AC-Win and consequently the PABX by simply pressing a button. In this way, operations such as call processing can be easily started from the third-party application and thus significantly shortened.

NOTE: This function can only be used by a third-party application if the application supports the standardized TAPI (Telephony Application Programming Interface) dialing function.

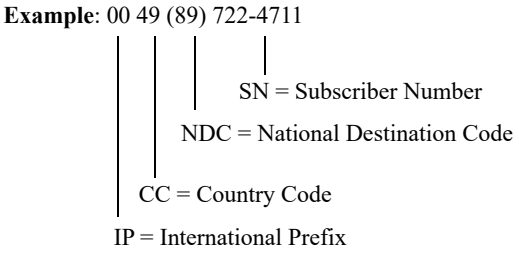
Parameter Settings:

1. Select **AC-Win Settings** from the **Options** menu .



NOTE: The TAPI window for parameter settings is not linked to the AC-Win language settings. Hence it is only available in English.

Generally, the third-party application's phone numbers are saved in a specific format. For this reason, many applications currently support the ITU-T (International Telecommunication Union) E.164 numbering plan.



The TAPI dial setting parameters provide conformity between the phone number format in the third-party application and that used in the PABX.

Automatic Prefix Dialing of External Access Codes:

2. In the **Outgoing Line Identifier** field, enter the access code for an external number in such a way that the PABX recognizes it as a number that has been saved in a third-party application.
3. In the **Outgoing Line Number** field, enter the external access code of the PABX.

   By doing this, the access code entered in the Outgoing Line Number field will automatically be dialed when transferring the phone number to AC-Win.

   Example: The phone number **0**89-4711815 is selected in a third-party application (e.g. a telephone book CD) and transferred to AC-Win. The number "**0**" is saved in the Outgoing Line Identifier field, i.e. AC-Win recognizes an external number for the PABX. The access code "**9**" is configured for an external line in the PABX. This access code must also be entered as an outgoing line number. AC-Win takes the number 9-089-4711815 and sends it to the PABX.

   All phone numbers saved in the third-party application that do not begin with "0" are interpreted by AC-Win as internal numbers. In this case, the Outgoing Line Number is not sent to the PABX.

Setting up the Symbol for an International Prefix

4. In the **International Prefix** field, enter the international prefix access code (e.g. 00).

5. In the **Prefix Symbol** field, enter a symbol that is often used to indicate the international prefix, such as "+" (e.g. **+**49 89 722-4711 instead of **00**49 89 722-4711).

   On TAPI dialing, AC-Win replaces the number sequence that is saved as the international prefix with the symbol saved in the **Prefix Symbol** field and transfers this to the PABX.

Filtering Your Own Country Code

In the case of international phone numbers that are saved in the third-party application according to the E.164 numbering plan, one’s own local country code rarely needs to be transferred to the PABX.

The AC-Win TAPI dialing function automatically filters the local country code out of the phone number transferred from the third-party application and inserts a "0" before the national target code.

By default, the local country code is taken from the MS-Windows system settings (see System Settings -> Phone and Modem Options -> Edit -> Country/Region). By clearing the **Use predefined local Country Code** checkbox, you have the option to enter the local country code manually.

5 The AC-Win objects

AC-Win provides a number of predefined dialog boxes or objects. Objects are the “working windows” of AC-Win. Objects can be integrated in workspaces and saved with them. They can be changed and saved under a new name. Objects can also be saved as templates.

This chapter describes the various objects provided by AC-Win and how they can be configured.

5.1 Overview of objects

AC-Win provides the objects listed below. For more information about the individual objects, refer to the section “Configuring objects“.

- Alarms
- Call Control
- Buttons
- Call Charges
- Name Keys
- Call Journal
- Numpad
- Notebook
- Redial

5.2 Opening predefined objects

1. Select **New Object** from the **File** menu.

   The “New Object” window appears.

2. Select the required object and click on **OK**.

   You can now adapt the selected object to your individual requirements and save it under a new name.

5.3 Opening user-defined objects

1. Select Open Object from the **File** menu.

   The file selection window appears.

2. Select the required object and click on **OK**.

   You can modify the selected object and save it under the same name or a new name.

5.4 Saving objects

Modified objects can be saved under new names and in this way you can build up a library of objects which you can use when setting up workspaces. To save objects:

1. Select **Save Object As** from the **File** menu.
2. Enter the file type (template or document) you have chosen and click on **OK**. Administrator or super user authorisation is required for saving templates. Saving an object as a template is useful if you want to use the current settings for other objects of the same type.

The standard directory defined under “Application Settings” is “Workspaces“.

5.5 Closing objects

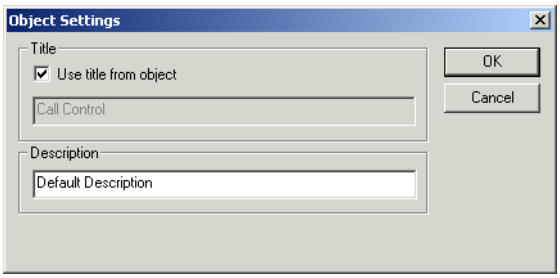
Previously opened objects can be removed from the current workspace by closing them. To close objects:

1. Select the object which you wish to close.
2. Select **Close Object** from the **File** menu.

5.6 Object settings

Specific settings can be defined for each object in the “Object Settings” window. To define object settings:

1. Insert the desired object in the workspace.
2. Mark the object.
3. Select **Dialog Settings** from the **Options** menu or click with the right mouse button in the corresponding object window and select **Dialog Settings**.



4. Enter the required settings:
   - **Title:** Enter the title displayed in the object header bar.
   - **Description**: You can enter more information about the object here.
5. Complete your entries by clicking on **OK**. All settings are saved. To close the window without saving the changes you have made, click on **Cancel**.

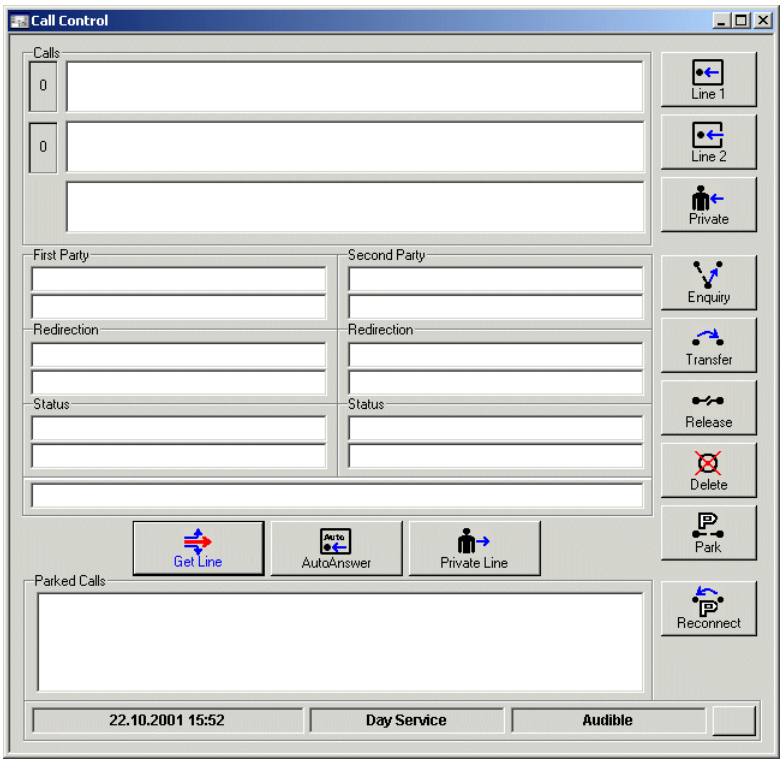
5.7 Configuring objects

In addition to object settings which are the same for all AC-Win objects, it is possible to define individual properties for certain objects. All of the AC-Win predefined objects and their specific setting options are described below.

NOTE: The operation of the individual objects is described in the AC-Win Operating Instructions.

5.8 Call control

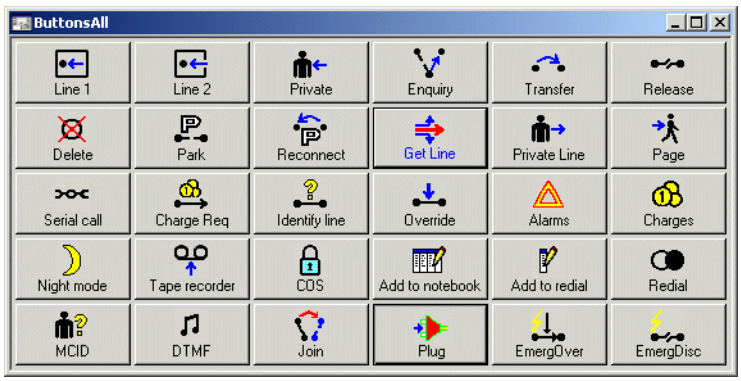
The “Call Control” window is the main object window in AC-Win. All important call-processing procedures are executed from this window.



NOTE: Information on how to configure the “Call Control Window” can be found in the section “Call control settings”.

5.9 Buttons

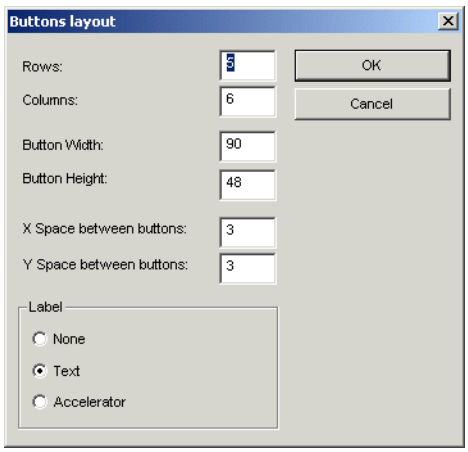
This object window shows the assignment of the buttons in AC-Win. In addition to defining the object settings, you can also define the layout and assignment of these buttons. You can save the modified objects individually or with the entire workspace. An example of this window is shown below.



5.9.1 Buttons layout

To set the layout of the buttons:

1. Select the “**Buttons**” window.
2. Click with the right mouse button in the buttons window and select **Layout.**



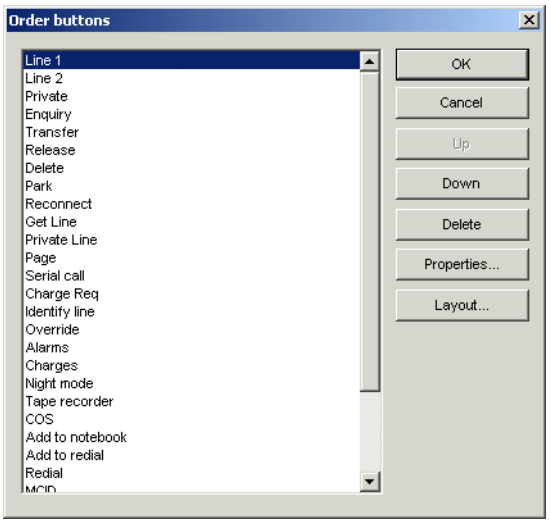
3. Set the required button grid and size.
4. Complete your entries by clicking on **OK**.

   The changes you have made take effect immediately. The new layout of the “Buttons” window appears.

5.9.2 Buttons Order

To set the order of the buttons in the “Buttons” window:

1. Select the “Buttons” window.
2. Click with the right mouse button in the “Buttons” window and select **Buttons Order**.



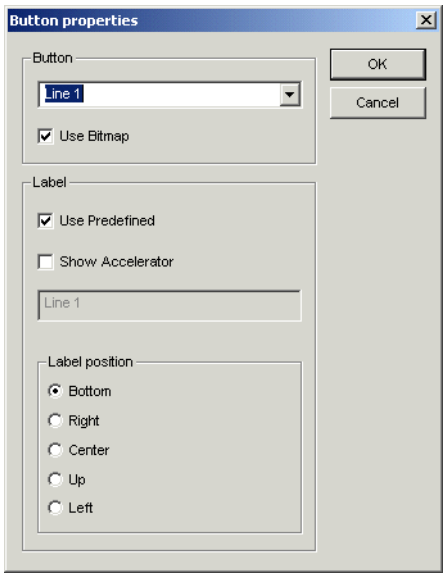
3. Select a function and click on the **Up** and **Down** buttons to change the order of the buttons.
4. Complete your entries by clicking on **OK**.

5.9.3 Button Properties

To set the button properties:

1. Select the “Buttons” window.
2. Click with the right mouse button in the “Buttons” window and select **Button Properties**.

   The Button Properties window appears showing the current settings.



3. You can now enter your settings:
   - **Button:** You can assign a different/new function to the selected button here. (The button can be free or already have a function assigned to it.).
   - **Label:** Enter the button label and its position or select the predefined settings.
4. Complete your entries by clicking on **OK**.

   The changes you have made take effect immediately. The new layout of the “Buttons” window is displayed.

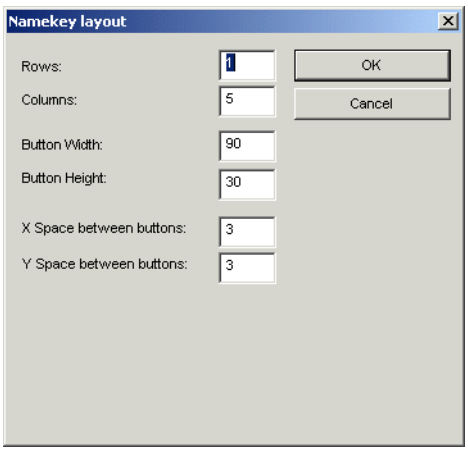
5.10 Name keys

This object shows the name keys. In addition to the object settings, you can also define the layout and assignment of the name keys. You can save the changed object individually or with the entire workspace.

5.10.1 Name key layout

To set the layout for a name key:

1. Select the “Name Keys” object.
2. Click with the right mouse button in the “Name Keys” window and select **Name Key Layout** from the pop-up menu.



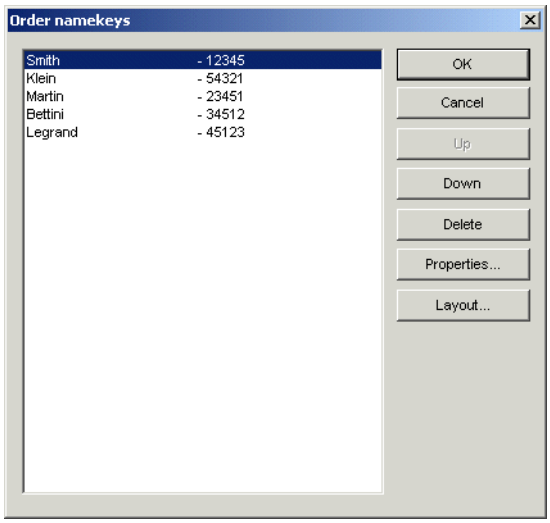
3. Select the required key grid and size.
4. Complete your entries by clicking on **OK**.

   The entries you have made take effect immediately. The new layout of the “Name Key” window is displayed.

5.10.2 Name key order

To set the order of the name keys as they appear in the “Name Keys” window:

1. Select the “Name Keys” window.
2. Click with the right mouse button in the “Name Keys” window and select **Name Key Order**.

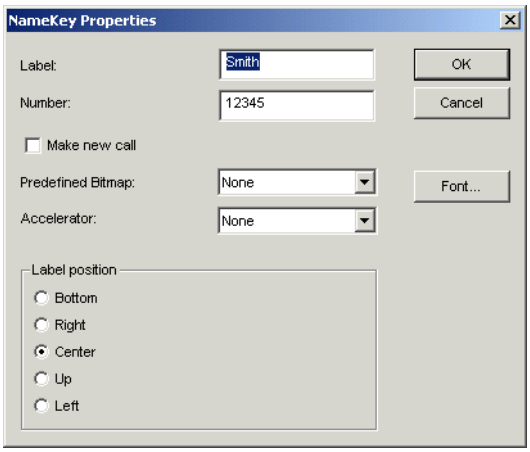


3. Select a name key and click on the **Up** and **Down** buttons to rearrange the order as required.
4. Complete your entries by clicking on **OK**.

5.10.3 Name key properties

To set the name key properties:

1. Select the name key whose properties you wish to set in the “Name Keys” window. If the name keys are not assigned, the “Name Key Layout” window opens immediately.
2. Click with the right mouse button in the “Name Keys” window and select **Name Key Properties**.

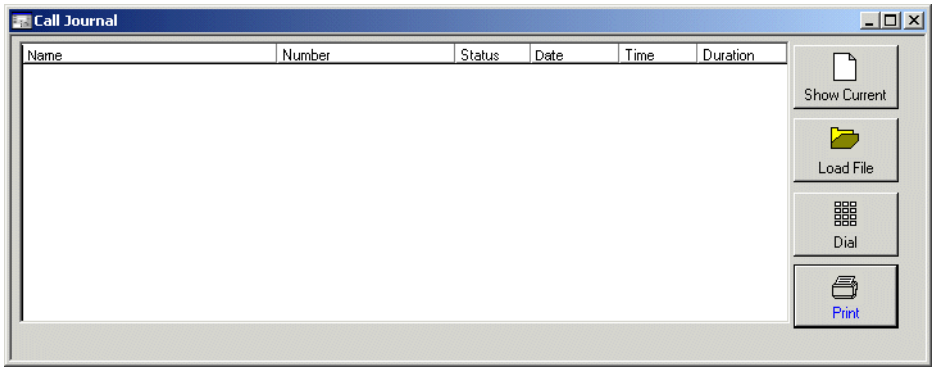


3. Enter the label text and telephone number to be assigned to the name key(s).
4. If you select the “**Make New Call**” box, a new line will be seized each time you click on this name key. If this box remains deactivated, it is possible to set up a chain of name keys, i.e. these predefined digits are added to a dialled number.

NOTE: The operation of the individual objects is explained in the AC-Win Operating Instructions.

5.11 Call journal

This object records the calls which have been processed using AC-Win. This object has no other settings.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window.

In accordance with the settings made under *AC-Win Settings*, the current calls are displayed when you start AC-Win (basic setting).

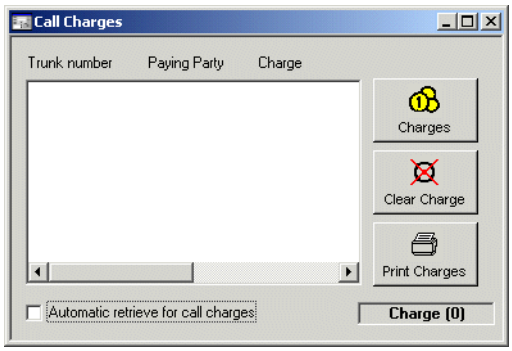
- Click on **Load File** to display call data saved in the log file. Saving call data may take a little time. The call data is recorded in the log file, at the latest, when you quit AC-Win.
- Click on **Show Current** to display the current call data.

5.12 Number pad

The Numpad (number pad) object is used to dial numbers using the mouse. This object has no other settings.

5.13 Call charges

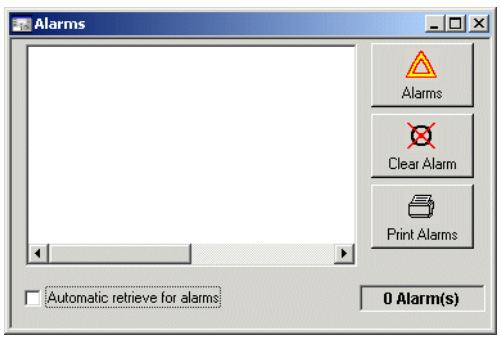
This object window contains information about call charges. This object has no other settings.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window.

5.14 Alarms

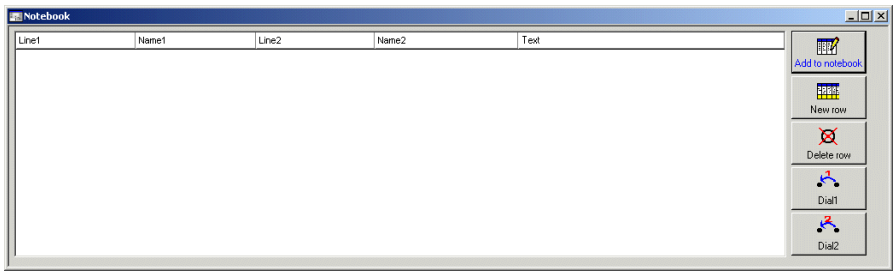
This object window lists alarm causes. This object has no other settings.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window.

5.15 Notebook

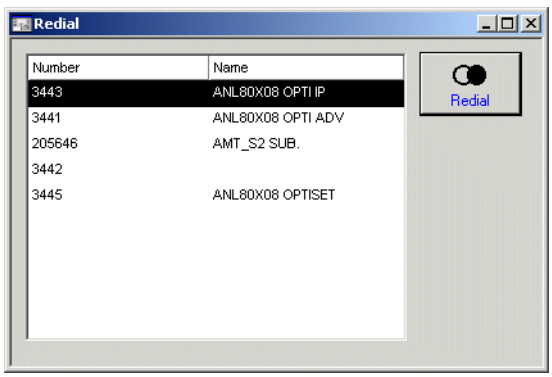
This window can be used to note and retrieve previously noted telephone numbers. This object has no other settings.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window.

5.16 Redial

Numbers can be stored and retrieved for redial in this window. This object has no other settings.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window.

6 AC-Voice

AC-Voice is a supplementary software module that is used together with AC-Win Call Control. AC-Voice gives a possibility to attach voice files for inincoming calls, and play them automatically when calls occur. The announcement can be heard by the calling party and by the attendant her/himself.

Different voice files can be attached for each call type. The following call types are supported:

- External,
- Internal,
- Personal,
- Returned busy,
- Returned free,
- Diverted,
- Redirected.

In addition, if several companies have been configured in one OpenScape 4000 PBX, unique voice files can be added for each company.

6.1 Getting Started

Before using AC-Voice, AC-Win must be configured so, that AC-Voice objects can be added to the application. Normally AC-Voice does this automatically during installation, but if AC-Voice is not included in the supported objects list in AC-Win this configuration has to be done manually. To do this, apply the following steps:

1. Start Enhanced Attendant Console AC-Win
2. From menu, select Options - Application settings…
3. In the Object name field, write AC-Voice
4. Press Add button
5. Press OK button

Now you are able to add AC-Voice object to the AC-Win application.

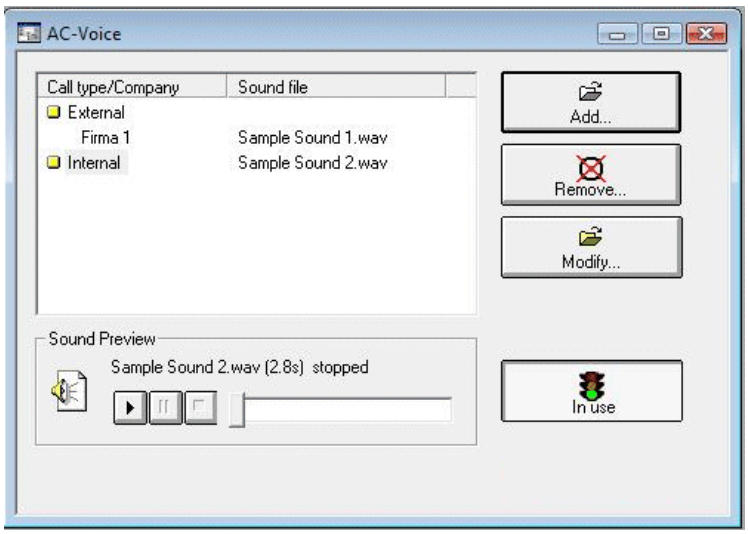
Do the following:

1. From menu, select File - New…
2. From the object list, select AC-Voice Voice
3. Press OK button.

6.2 User Interface

The Voice list shows all responses that the user has already added to the AC-Voice object. Right after the AC-Voice installation the list is empty, because it is the user her/himself who has to provide her/his individual sound files for AC-Voice. For each response, the call type and sound file is shown. If company name is attached to the voice, then the row is indented, and company name is shown instead of call type.

- New voices can be added by pressing Add… button.
- Voice can be removed from the document by pressing Remove… button.
- Voice can be modified by pressing Modify… button.
- The selected sound can be played using Sound Preview tools.
- AC-Voice can be temporarily activated/deactivated. See Activating AC-Voice.



6.3 Creating Voice Files

AC-Voice voice response files are wav files with recommended 8,000KHz, 16Bit, Mono format. The files are stored in a wav-directory which is created during the AC-Voice installation under the AC-Voice installation main directory.

The new files must be stored to the AC-Voice wav-directory because the available voice file list is created from this directory.

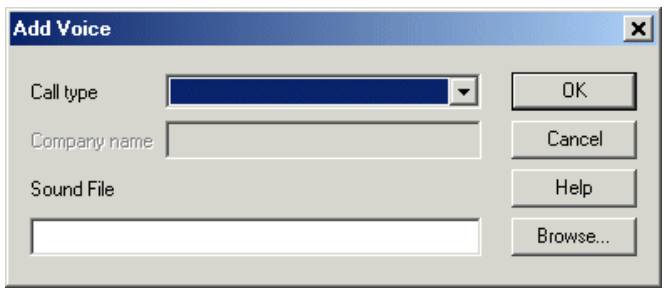
When AC-Voice is included to the user workspace all the AC-Voice configuration info (e.g. what wav-files are used) is stored to that workspace. This means that each user can use their own wav-files for their own workspaces.

NOTE: A microphone has to be connected to the sound card.

6.4 Adding Voice

To add a new voice to the AC-Win document, carry out the following steps:

1. Press Add… button. The following dialog box appears:

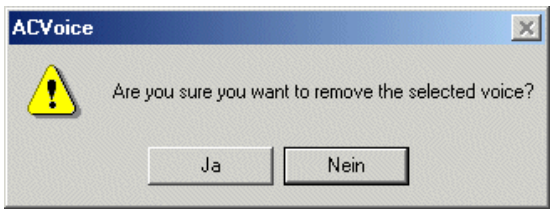


2. Select call type from Call type list
3. Write company name to the Company name field. This step is optional. Give the company name only if voice is going to be added for some specific company. There is no limit given by the AC-Voice application that restricts the number of company names that can be configured in AC-Voice.
4. Give sound file by writing its name to the Sound File field, or by pressing Browse… button.
5. Press OK button.

6.5 Removing Voice

The voice is removed from AC-Win application by applying the following:

1. Select the voice to be removed from the voice list
2. Press Remove… button
3. AC-Voice asks for confirmation by showing the following dialog:

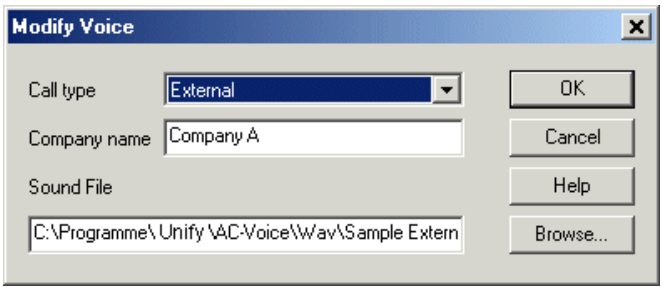


4. Press Yes button.

6.6 Modifying Voice

To modify an existing voice, carry out the following steps:

1. Select the voice to be modified from the voice list
2. Press Modify… button.
   The following dialog box appears:



3. Change call type, company name or sound file.
4. Press OK button.

6.7 Sound Preview

Voice files can be played using the controls in the Sound Preview group. First select the voice in the voice in the voice list. In the Sound preview group, the selected voice file and its length in seconds is shown

To play the voice, press button.

To pause playing the voice, press button.

To resume playing the voice, press again button.

To stop playing the voice, press button.

6.8 Activating AC-Voice

By default, AC-Voice is activated immediately, when AC-Voice object is inserted to the AC-Win application. If you temporarily want to deactivate AC-Voice so that it will not play voices any longer, press In Use button. When pressed, AC-Voice is deactivated and the text in the button is changed to Not in use. To activate AC-Voice again, press the In use button a second time.

6.9 Mapping between call types

The following table shows the mapping between

- Call Types as they are displayed in AC-Win when an incoming call is alerting and
- Call Types as they are defined in AC-Voice.

Call Type	System Call Type (English)	AC Voice Call Type
Initial external call on line 1 (trunk line)	Direct Call external	External
Initial internal call on line 2 (attendant line)	Direct Call internal	Internal
Initial call on personal line	Direct Call personal	Personal
Recall on line 1, party free	Recall external, no answer	Returned free
Recall on line 2, party free	Recall internal, no answer	Returned free
Recall on personal line, party free	Recall personal, no answer	Returned free
Recall on line 1, party busyt	Recall external, busy	Returned busy
Recall on line 2, party busy	Recall internal, busy	Returned busy
Recall on personal line, party busy	Recall personal, busy	Returned busy
Intercept (external)	Diverted Call external	Diverted
Intercept (internal	Diverted Call internal	Diverted
Consultation request line 1	Consultation Call external	Internal (!)
Consultation request line 2	Consultation Call internal	Internal
Consultation request personal line	Consultation Call personal	Personal
On-hook, line 1	On Hook Call external	Internal (!)
On-hook, line 2	On Hook Call internal	Internal
On-hook, personal line	On Hook Call personal	Personal
Serial call	Serial call	External
Emergency call (only internal)	Hotline Call (only internal)	Internal
Redirected call to attendant	Redirected Call to Attendant	Redirected

In case no sound track is provided in AC-Voice for a given Call Type, no announcement is applied for these calls. Some System Call Types are mapped to the same AC Voice Call Types (see table above). In that case you will hear the same sound track for different System Call Types.

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