



A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000

Attendant Console AC-Win 2Q SL V3

AC-Win 2Q SL V3

User Manual

08/2024

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1 Welcome to AC-Win

With AC-Win you have acquired an extraordinarily modern and easy-to-use attendant console. This program allows you to transfer calls easily in a Microsoft Windows environment. If you have installed the DS-Win add-on package you will also have access to an electronic telephone directory. This integration of the transfer function and an electronic directory will facilitate your work at the attendant console considerably.

AC-Win offers you many advantages:

- an easy-to-use system with
 - a user interface you'll understand at a glance, and
 - simple operating procedures using the keyboard and mouse,
- the ability to customize the user interface to your own individual requirements,
- a myriad of attendant functions,
- the possibility of integrating the attendant console and an electronic telephone directory within a modern Windows environment.

1.1 AC-Win Attendant Console

From the Windows interface of your attendant console you can transfer calls and look for numbers in the directory window. The attendant console offers you:

- easy operating procedures with user prompting,
- user-friendly answering and transfer of telephone calls,
- user-friendly switching and administration functions,
- freely configurable name keys,
- an easy-to-use override function,
- display of all parked calls.

The DS-Win **add-on package** also offers:

- automatic dialling of a number from the DS-Win electronic telephone directory,
- a convenient and fast search and find function for party numbers,
- the display of further information about parties,
- searches based on various criteria, e.g. name, telephone number, department, or keyword.

1.2 Prerequisites

The attendant console PC running Microsoft Windows operating system is installed on your workstation by a Unify GmbH & Co. KG technician. You must install the AC-Win application before you can use the attendant console PC. Proceed as described in the Administration Manual. Basic PC and Windows knowledge is required to operate the program.

Please see the Release Notes for the current supported Windows versions

1.3 About these operating instructions

1.3.1 Aim

These operating instructions will allow you to use all attendant functions under the supported Microsoft Windows graphical user interface.

1.3.2 Target group

These operating instructions are intended for attendant console users who have already been instructed in the use of the Microsoft Windows user interface on an active attendant console.

1.3.3 Explanation of the symbols

NOTE: To indicate information

- Texts that follow this symbol are bullets.

Dialog box names, text box names and menus are displayed *in italics*.

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

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

NOTE: The screen masks and keys described in these operating instructions are displayed in their default layout. They may deviate from the default configuration.

1.4 Attendant functions

- Display current calls and traffic
- Answer telephone calls
- Transfer / release / override calls
- Serial call (Multiple Transfer)
- Toggling (alternating)
- Call parking
- Call hold
- Dialling / correcting dialling errors / saved number redial / programming name keys
- Notebook
- Call charge reservation
- Activating the night service
- Finding out alarm causes
- Call journal
- Paging

1.5 Administration functions

- Enabling/disabling traffic restriction for user groups
- Enabling/disabling class of service switchover for user groups
- Enabling/disabling do-not-disturb function for user groups
- Tape recording calls
- Trunk number identification

Welcome to AC-Win
Administration functions

2 Starting up/shutting down the program

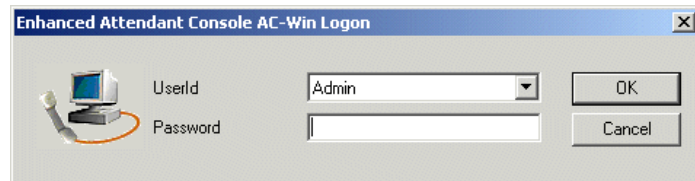


Double-click the AC-Win program icon or select AC-Win via the start menu.

NOTE: The AC-Win logon dialog window automatically appears after the PC has been switched on if this option has been configured on your attendant console PC.

2.1 Logon

A logon dialog window appears when AC-Win is opened. The password is entered in this logon window. The "admin" user ID must be used for the initial logon procedure.



1. Select your user ID.
2. Enter your password. "Admin" is the password for the initial startup.

AC-Win starts and the workspace is displayed.

NOTE: The entry of the password is protected for safety reasons, i.e. only stars are displayed (*).

Starting up/shutting down the program

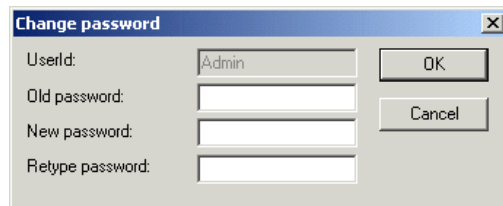
Changing the password

2.2 Changing the password

1. Select the *Application Settings* command in the *Options* menu.

Password...

2. Click the **Password...** button. The *Change password* dialog box opens:



3. Enter the old password in the *Old password* box.
4. Enter the new password in the *New password* box.
5. Re-enter the new password in the *Retype password* box.

NOTE: The entry of the password is protected for safety reasons, i.e. only stars are displayed (*).

2.3 Switching off the attendant console PC

1. Select *Exit* in the *File* menu or

Alt + **F4**

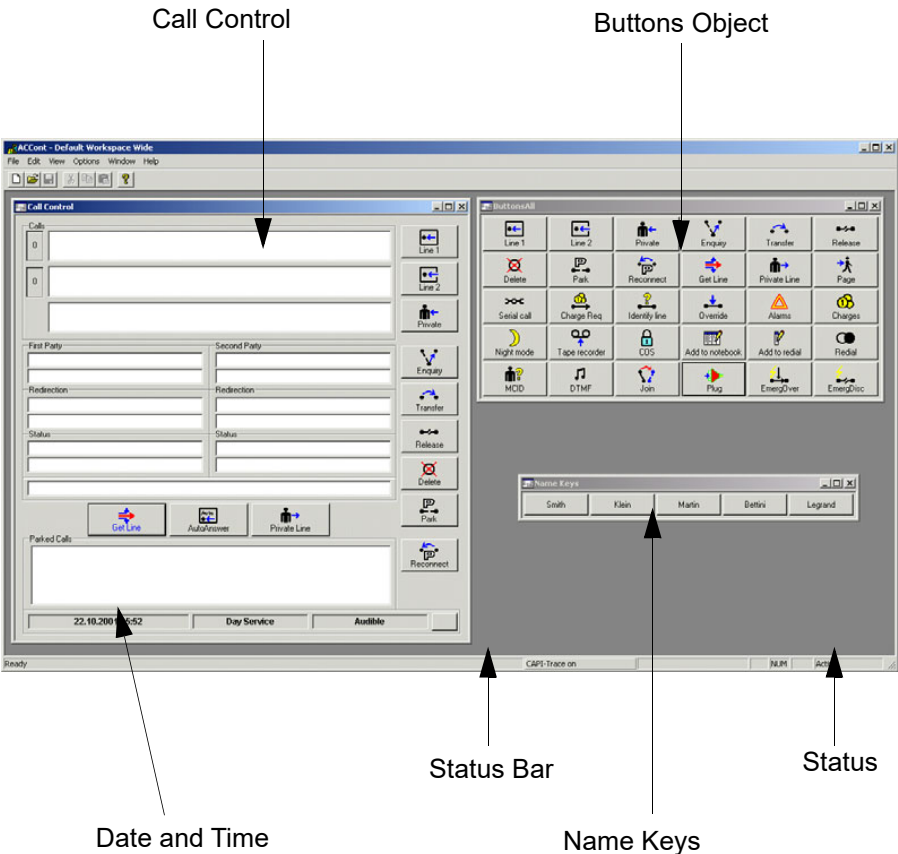
press <Alt> + <F4>.

AC-Win is terminated.

NOTE: Close Windows before you switch off the attendant console PC. Switching off the attendant console without closing Windows can result in the loss of data!

3 The workspace

The following illustration shows the standard workspace which appears when AC-Win is started. You can chose from a range of predefined workspaces.

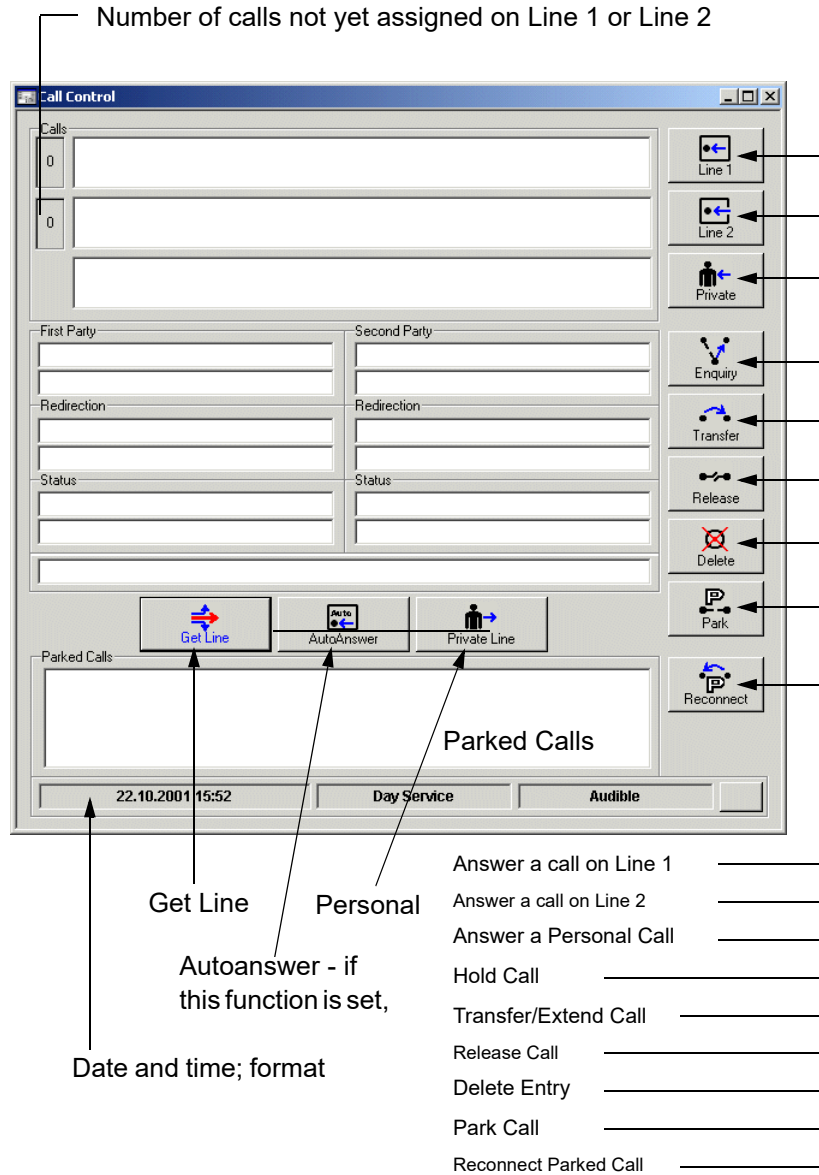


The workspace

The Call Control window

3.1 The Call Control window

The *Call Control* window is used for answering and processing calls



3.1.1 First party

These boxes contain the

- telephone number,
- name

of the party who has just been answered and is currently connected or selected, if this information is known to the system.

3.1.2 Second party

These boxes contain information about the second party in a connection.

3.1.3 Redirection

These boxes contain the telephone number and name (if available) relating to any redirected calls for the relevant party.

3.1.4 Status

These boxes contain the current call status. The Status box contains the following display options:

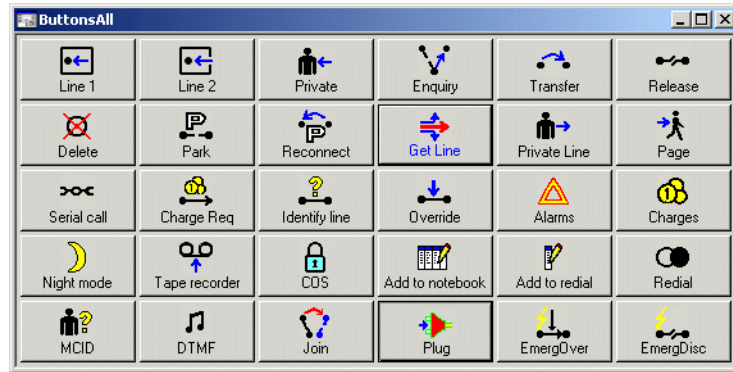
- Busy
- On hold
- Connected
- Free

The workspace

Buttons window

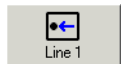
3.2 Buttons window

The *Buttons* window contains buttons for the attendant and system functions. The illustration below displays the 29 buttons in the default layout. Your current configuration may deviate from the configuration displayed here.

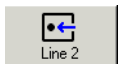


3.2.1 Button functions

The functions of the individual buttons are listed below in their default configuration. The functions are grouped according to specific subjects and described in detail in the sections below.



Answer Trunk Call on Line 1



Answer Trunk Call on Line 2



Answer Private Call



Announce and Transfer Call



Transfer / Extend Call



Release Call



Park Call



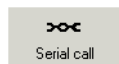
Reconnect Parked Call



Delete Entry



Reserve Trunk Group



Serial Call



Place Personal Call



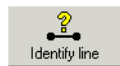
Call Charge Registration



Retrieve Call Charges

The workspace

Buttons window



Trunk Number Identification



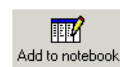
Redial



Store Number for Redial



Paging



Notebook



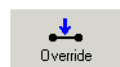
Class of Service Switchover



Alarm



Tape Recorder



Override



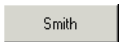
Night Service



Malicious Call Identification (MCID) (this feature must be managed in Hicom).



Activate/Deactivate AC-Win
(corresponds to unplugging the headset).



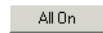
Name Key



Alphanumeric Entry



Dial Number, Enter Digits



All On button



Switch to Dual-Tone Multifrequency Signalling (DTMF).



Join



Emergency Override



Emergency Disconnect

The workspace

Name key window

3.3 Name key window

You can store frequently used transfer destinations on name keys and dial subscribers by clicking the relevant name key.



NOTE: You can configure the name keys as required. The procedure is described in the section entitled [Programming name keys](#).

4 Navigating on the workspace

4.1 Operation with keyboard or mouse

You can use either the keyboard or the mouse to navigate in the workspace windows and activate buttons. We recommend using the keyboard to control call processing because it is quicker and easier than doing it with the mouse. Selected buttons appear “pressed”. Depending on the incoming call, the appropriate buttons are activated in the “Call Control” object and can be directly activated by pressing the <Enter> or <Space> key.

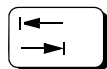
4.2 Operation with the function keys

You can also control the buttons using the function keys. Function keys can be freely assigned to the buttons. The Administration Manual describes how to assign function keys to buttons. The current assignment of the function keys is indicated in the [Buttons window](#).

NOTE: You can only use function keys when “Function Keys” is open as a symbol or window.



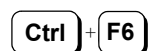
Buttons which appear marked (pressed) can be activated by simply pressing **Enter**.



You can select active buttons and fields in succession by pressing the **Tab** key.



You can use **Ctrl + Tab** or



Ctrl + F6 to select the different windows in the workspace.

Navigating on the workspace
Operation with the function keys



The cursor keys allow you to scroll through lists.

5 Acoustic and optical user support

5.1 Dial tones for user prompting

Tone	Sound	Meaning
Dial tone (optional)	The tone sequence is dependent on the setting of the communication system	Please dial (internal / external)
Ring tone		No. or service is free.
Busy tone		No. or service is busy
Override tone		You are overriding a call
Wait acknowledgment	Music or message "Please hold the line"	Please wait! Other party conducting a consultation call
NU tone (advisory tone)	Three-tone sequence (- - -) with 1-s pauses	Station/ext. not connected or telephone number does not exist

5.2 Ringing tones for call signalling

Tone	Sound	Meaning
Normal call	according WAV-file	Normal call to be answered
Special call	according WAV-file	Special call (i.e. Emergency call)

NOTE: The meaning of the two ringing tones depends on the configuration of your communication system and the country used. Individual settings are possible.

Acoustic and optical user support

Appearance of the buttons

5.3 Appearance of the buttons

Appearance	Status	Meaning
Normal	Enabled	Function can be activated
Grey	Disabled	Function cannot be activated at present
Coloured	Activate	Function is activated

6 Call handling

This section introduces all the activities and functions that are important for answering and transferring the calls.

6.1 Answering calls

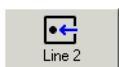


Before you can transfer or extend a call, you must first answer it.

If only one call is waiting, you can answer it directly by simply pressing **<Enter>** or you can also answer the call by pressing the corresponding button.



answering call on line 1



answering call on line 2



answering personal call

If several calls are waiting, you can answer calls according to the call type by pressing the corresponding button.

You can also answer calls by pressing **<Enter>** or **<Space>**. The type of call which is answered first depends on the way in which your attendant console is configured. The attendant console is preset to take calls on line 1 first.

NOTE: If the message “No connection possible” appears in the status bar when you answer and then extend a call, it is useless to try to extend the call the call again. You can delete this unsuccessful connection and select another user.

6.2 Transferring / extending calls

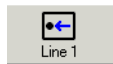
An answered call can be transferred or extended to a user or operator using the normal transfer procedure or the speed servicing procedure.

6.2.1 Normal transfer

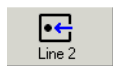
Use normal transfer if you wish to notify the user at the destination extension of the call *before transferring it*, or if you wish to speak to the caller and target party alternately before switching the call through.



1. Answer the call by pressing **<Enter>**
or by pressing the corresponding button:



Line 1



Line 2



Personal call



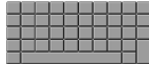
2. To hold the call press **<Enter>**.



or press the **Enquiry** button.

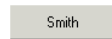


3. Dial the destination extension using the number pad or



if you have an electronic directory installed, enter the name of the target party.

or



press the name key of the target party.

Target party answers:



Press **<Enter>** or **Transfer / Extend Call** if you hear a ring tone, busy tone or if the called party answers.



If you hear a ring tone or a busy tone:

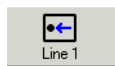
The call is transferred directly to the target extension. If the target party does not answer within approximately 30 seconds, the call is displayed at the attendant console again.

6.2.2 Speed servicing

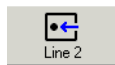
Use speed servicing if you do not wish to notify the user of the call before you transfer it.



1. Answer the call by pressing **<Enter>** or by pressing the corresponding button:



Line 1



Line 2



2. Dial the destination extension using the number pad or



if you have an electronic directory installed, enter the name of the target party.



3. When the target party has been found, press **<Enter>** to setup the connection.

You remain connected to the caller until the call has been transferred.

If the target party does not reply, the call is displayed at the attendant console again after approximately 30 seconds.

6.3 Releasing (disconnecting) a call



Use the **Release Call** button to release the connection with the caller and, where applicable, the target party and terminate the call.

6.4 Deleting a connection using the Delete-Button



Press the **Delete Entry** button and release the call. You can then dial an alternative extension.

NOTE: If the target party cannot be reached, you can release the connection by pressing "Delete Entry" and dial an alternative number.

6.5 Emergency Disconnect



Use the **EmergDisc** button to enable an existing call to be disconnected within a communication network if

- all tie lines are busy or
- the destination number itself is busy

when a connection is set up to the required destination. The required tie lines are provided by disconnecting without notice. This function is only available in the communication network if the corresponding configuration has been set.

NOTE: You must have set the Emergency Disconnect code that corresponds to the communication system (for example, *24) if you want to use this feature. To do this, select the **AC-Win Settings** command in the **Options** menu. Enter the relevant code in the *Access codes* box of the *Call Control* tab.

Call handling

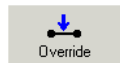
Overriding a call

6.6 Overriding a call

If the line to the target party is busy, in urgent cases, you can override the busy line and speak to the party in question (only possible internally).



1. To override a busy line, dial the number of the internal user. The line is indicated as “busy”.



2. Press the **Override** button in order to speak with both parties. The target party hears a tone indicating that you are overriding the line.

Case 1: Target Party Ends Current Call



1. Press the **Transfer / Extend Call** button. The caller is connected to the target party.

Case 2: Caller Wishes to End Call



Press **<Enter>** or the **Override** button to end the override operation.



6.7 Emergency Override (optional)



Enables call override to a busy tie line or a busy subscriber within a communication network (e.g. in emergencies) if

- all tie lines are busy or
- the destination number itself is busy.

This function is only available in the communication network if the corresponding configuration has been set.

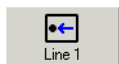
NOTE: You must have set the Emergency Override code that corresponds to the communication system (for example, *24) if you want to use this feature. To do this, select the **AC-Win Settings** command in the **Options** menu. Enter the relevant code in the *Access codes* box of the *Call Control* tab.

6.8 Serial call (multiple transfer)

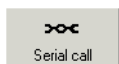
If a caller wishes to be connected to several parties in succession, you can process the call as a serial call:



1. Answer the call by pressing <Enter> or



by pressing the button Line 1 or Line 2.



2. Press the **Serial Call** button to start a serial call.

You can now transfer the call using the normal or speed servicing procedure. As soon as the internal party replaces the handset, the call is returned to be answered again and the serial call mode is automatically deleted. If a new serial call is to be placed, it must be initiated each time before the call can be transferred again.

Call handling

Putting a call on hold

Depending on the configuration of your attendant console, the symbol in the Serial Call button is coloured when the function is activated. The factory setting for the colour is red.

3. You can cancel serial call mode by pressing the Serial Call button again.

NOTE: This feature is applying to external calls only. Whether external calls are signalled on Line 1 or Line 2 depends on the settings of the communication system.

6.9 Putting a call on hold

You can put a call on hold while you consult an internal party.

Press the **Enquiry** button to hold a caller, e.g. while you consult an internal party. The line is held. The caller cannot hear your conversation with the internal party.



6.10 Continuing a call on hold



1. Press the **Enquiry** button again to return to the caller.



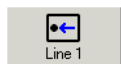
2. Press the **Transfer** button.

6.11 Toggling (alternating between parties)

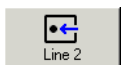
The toggle function allows you to speak with both parties alternately. The party you are not speaking to cannot listen in on your conversation.



1. Answer the call by pressing **<Enter>** or by pressing the corresponding button.



Line 1



Line 2



Personal call



2. Press **<Enter>** or the **Enquiry** button.



3. Dial the destination extension using the number pad.



4. Alternate between the caller and target party by pressing **<Enter>** or the **Enquiry** button.



Call handling

Toggling between the Lines

The message “Connected” appears on the status bar for the extension to which you are connected. “Hold” appears on the status bar for the waiting party.



5. Press the **Transfer / Extend Call** button to connect the two parties.

6.12 Toggling between the Lines

You can toggle between Line 1, Line 2 and Personal Call by pressing the corresponding buttons. The previously active call is held and appears again in the Calls window.

6.13 Parking a call

You can park an answered call which you have not transferred or extended. There are ten park positions available.



Press the **Park Call** button to park an answered call or connection that has been set up.

The parked calls are displayed in the “Parked Calls” field of the “Call Control” window.

6.13.1 Activating a parked call

To activate a parked call, press the **Reconnect** button.



The selected call is reconnected.

You can only activate parked calls if the “First Party” and “Second Party” fields are empty.

6.14 Join



Press the **Join** button to connect a selected parked call with the current party.

7 Dialling

To set up a connection with a subscriber, you must dial the subscriber's number. The number can be entered in several ways. The various options for entering a number are described below.

The terminal is idle - i.e. you are not answering a call -



you can dial the number after pressing the **Get Line** button **or**



the **Private Call** button.



If you enter a number without first selecting a line, a line is automatically seized when you dial the first digit of the number.

When transferring a call you can,



with or without pressing **Enquiry**



simply dial the desired extension number.



Press the **Transfer / Extend Call** button.

Incorrect entries can be deleted



by pressing the **** key or the **Delete Entry** button.

Dialling

Dialling with redial (Redial last number saved)

7.1 Dialling with redial (Redial last number saved)

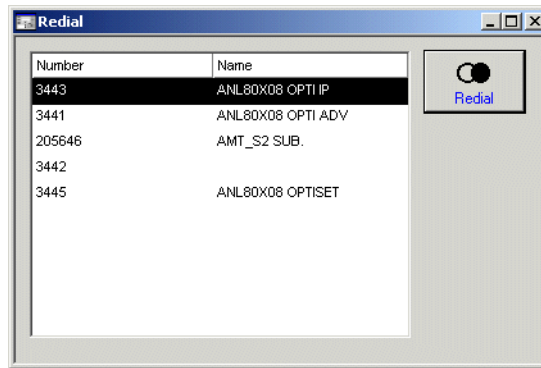


You can dial the last number saved by pressing the **Redial** button.

If you wish to dial a saved number other than the last one saved, you must open the “Redial” window.

7.2 Dialling with redial (Saved number)

Activate the “Redial” window by clicking on it.



Mark the number you wish to dial using the arrow keys and press **<Enter>** or the **Redial** button. The number is dialled.



Double-click on the desired number and click on **Redial**.

NOTE: Refer to the “Redial” section for information on how to open the “Redial” window and how to store telephone numbers for redialing.

7.3 Dialling with name keys

Smith

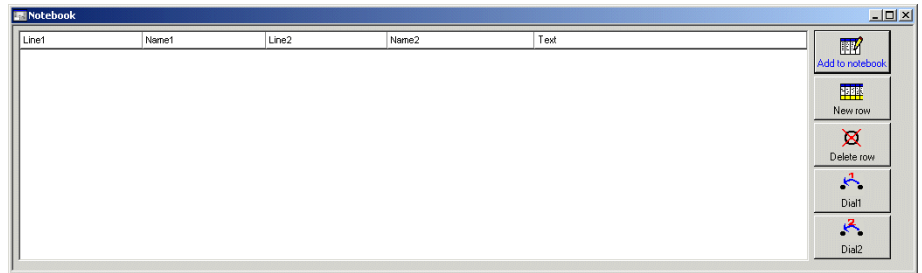
In the “Name Keys” window, click the button of the number you wish to dial.

The programmed number is then dialed.

NOTE: For information on how to program Name Keys, refer to the “[Programming name keys](#)” section.

7.4 Dialling with the notebook

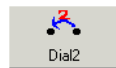
1. Activate the “**Notebook**” window by clicking on it.



2. Select an entry from the “**Notebook**” window.



3. Press the “**Dial 1**” button, to dial the first number.



4. If a second telephone number is listed for the entry, press the “**Dial 2**” button to dial the second number.

The connection is established.

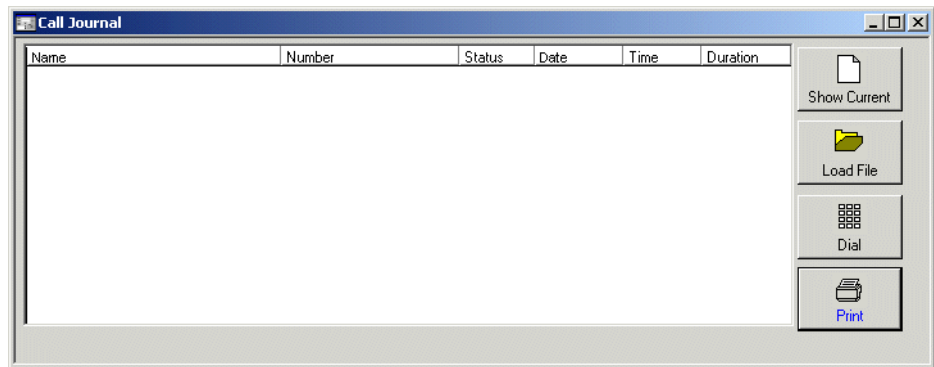
NOTE: For further information about the Notebook, refer to the “[Notebook](#)” section.

Dialling

Dialling using the call journal

7.5 Dialling using the call journal

1. Open the *Call Journal* window by selecting the **File, New Object, Call Journal** menu.



2. Select the line containing the required connection in the list.
3. Click the **Dial** button or double-click the entry.

The telephone number of the logged connection is dialed.

NOTE: You will find additional information about the call journal in "[Call journal](#)" section.

7.6 Dialling using the clipboard

You can dial external numbers (digit sequence) from a different application (forexample, a personal telephone directory) by copying these numbers to AC-Win via the Clipboard. The trunk prefix is automatically inserted in front of the digit sequence copied from the Clipboard.

The copied number may contain characters other than numbers; such characters are automatically deleted by AC-Win.



Copy the number from the external application into the Clipboard by simultaneously pressing the <Ctrl> and <C> key combination.

Maximize or activate the CallControl window and click the *First Party* or *Second Party* box.



Insert the number into the box by simultaneously pressing the <Ctrl> and <V> key combinations.

7.7 Dialling using "Drag and Drop"

You can insert external numbers from other applications such as personal telephone directories directly into AC-Win windows by means of the mouse:

Click the number in the application and drag the number into the required window (forexample into the *First Party* box in the AC-Win CallControl window).

NOTE: This procedure only functions if the connection to the communication system has been set up. If this is not the case, the number cannot be dragged with the mouse.

Dialling

Entering numbers with the mouse

7.8 Entering numbers with the mouse

You can dial numbers on the screen using the keyboard or mouse.

1. To do this, open the *Numpad* window by selecting the *File, New Object, Numpad* menu.



2. Click the digits with the mouse or the fingers if you have a touch screen.

7.9 Activating DTMF suffix dialling

You would like to listen to a message on your answering machine or call up information offered by a specific service within a hierarchical structure. You must activate DTMF to navigate this hierarchy.

Prerequisite:

Automatic DTMF generation is not activated.

Set up a connection to your answering machine first.



Press the **DTMF** button.

Dual-tone multifrequency signalling is activated.



Enter your remote answer code (suffix dialling).

NOTE: You must have set the DTMF code that corresponds to the communication system (for example, *24) if you want to use this feature. To do this, select the *AC-Win Settings* command in the *Options* menu. Enter the relevant code in the *Access codes* box of the *Call Control* tab.

8 System functions

AC-Win provides additional functions.

8.1 Paging

You can use the pager to locate a subscriber who is absent from his/her terminal.

Prerequisite:

You must have set up a code number for the paging function. To do this, select the *AC-Win Settings* command in the *Options* menu. Enter the relevant code in the *Access codes* box of the *Call Control* tab.



Press the **Page** button.



Dial the subscriber or pager number.

Paging begins. Wait until the paged subscriber responds.



You can cancel the paging operation by pressing the **Release** button if the subscriber does not respond or if the pager is deactivated after a certain period of time.

The paging function is canceled.

System functions

Paging

9 Tape recorder

You can record a call if your communication system allows this function and the proper setting was made in the AC-Win IP Configuration.

AC-Win will create an audio file for each call, but the audio file is only saved if the recording is activated.

9.1 Activating the tape recorder



Press the Tape Recorder button to activate the recording of calls - the button is now highlighted in black, this means the created audio file will be saved at the end of every future call (including the current one).

9.2 Deactivating the tape recorder



Press the Tape Recorder button when it's highlighted in black to disable the recording of calls - the button is not highlighted anymore, this means that the audio file will be deleted at the end of any future call (including the current one). Existing audio files from previous calls are not affected.

9.3 Automatically activating the tape recorder

Proceed as follows if you would like the tape recorder to be automatically activated for every external call:

1. Select the **AC-Win Settings** command in the **Options** menu.
2. Click the **Automatic tape recording** option in the **Call Control** tab.

Tape recorder

Activating MCID (malicious call identification)

9.4 Activating MCID (malicious call identification)

This function allows you display the call data on the operator terminal of your communication system.

Prerequisite:

This feature must be administrated in the communication system.

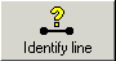
Press the **MCID** button while you are connected to the caller.

The call data (telephone number, date, time, attendant console number) are displayed on the operator terminal of your communication system.



10 Trunk number identification

You should first establish the trunk line number before you report line faults to Customer Service.

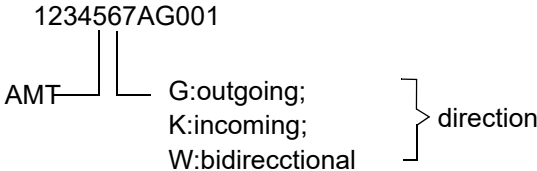


Press the **Identify Line** button.

The trunk line number is displayed in the status box in the *Call Control* window.

1234567AG001

The trunk line number(s) of the external trunk(s) is displayed in the status bar of the workspace.



Press the **Identify Line** button a second time to deactivate the function.

Trunk number identification

11 Name keys

The section entitled [Dialling with name keys](#) describes how to set up a connection using the name keys.

The *Name Keys* window is always contained in the default workspace. This window is always displayed with the programmed name keys when you start up AC-Win if you have programmed name keys and saved the workspace.

You also have the option of opening new name key windows and saving them under an appropriate name.

11.1 Opening a new name key window

1. Select the **New Object** command in the **File** menu.
2. Select the **Name Keys** entry in the list.
3. Click the **OK** button.



NOTE: To open a pre-programmed window, click the *Open Object* menu item in the *File* menu.

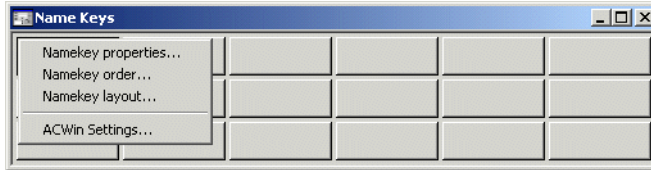
Name keys

Programming name keys

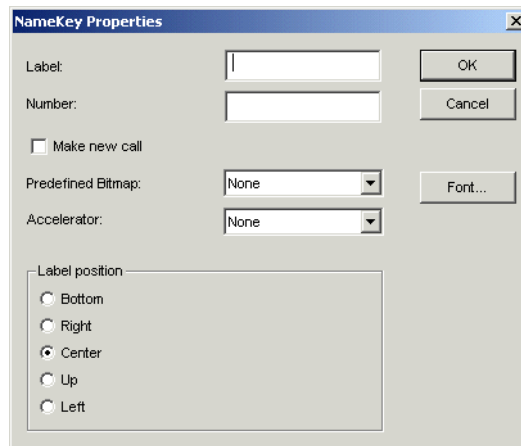
11.2 Programming name keys

You can program assigned or unassigned name keys.

1. Position the cursor on a name key in the *Name Keys* window and press the right mouse button.



2. Select the *Name Key properties* command.



3. Enter the name key label in the *Label* box.
4. Enter the telephone number that is to be dialed when the name key is pressed in the box beside *Number*.
5. Close the *Name Key properties* window by pressing **OK** or **<Enter>**

The name key with the name is displayed in the *Name Keys* window.

You can now use the name keys to dial a number.

NOTE: Remove the entries from the boxes and confirm with **OK** to clear a name key.

11.3 Saving name key windows

Any changes that made been made to the name keys can be saved along with the workspace. A dialog window containing the programmed/modified name keys is displayed when AC-Win is started.

NOTE: The section entitled "[Saving the workspace](#)" contains a detailed description of the procedures for saving the workspace.

You can also save the created or modified name key window as a stand-alone window.

1. Select the *Save Object as* command in the *File* menu.
The *Save As* window opens.
2. Specify a window name and directory.
3. Confirm your entries with **OK**

Name keys

Saving name key windows

12 Redial

You can use the redial function to save a number and dial it at a later date. This function is useful, for example, if you tried to reach a subscriber and failed. Up to 10 numbers can be saved for redial purposes.

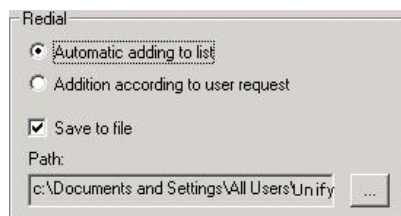
12.1 Basic settings

You can define which numbers are to be entered in the list in the *Redial* window:

- Save number automatically:
Every dialled number is incorporated in the list in the *Redial* window.
- Save number manually:
You decide whether or not the dialled number is to be saved as a redial number.

Proceed as follows to set an option:

1. Select the *AC-Win Settings* command in the *Options* menu.
2. Click the *Objects tab*.



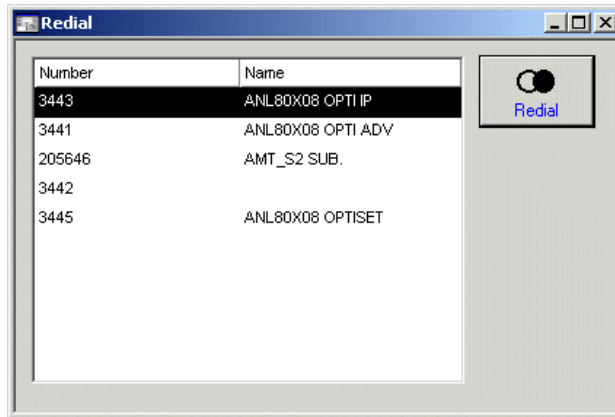
3. Click the required option.
4. Click *Save to file* if you want to write the redial list to the specified file.
5. Click **Save** to save these settings.
6. Confirm your entries with **OK**.

Redial

Opening a new redial window

12.2 Opening a new redial window

1. Select the *New Object* command in the *File* menu
2. Select *Redial* from the list of dialog windows.
3. Click the **Open** button.



NOTE: You can also open a previously saved window. To do this, click the *Open Object* command in the *File* menu.

12.3 Manually saving a number for redial

Prerequisites:

- The option to manually save numbers is set (see "[Basic settings](#)").
- The optional **To Redial** button was configured in the *Buttons* window. This procedure is described in the AC-Win Administration Manual.



You have dialed a number or answered a call.



Save the dialed number or the caller's number using the **Add to Redial** button. The number you dialed and not a configured call forwarding destination is saved.

The number is added to the list of numbers with the name of the called party (if available). The list can contain a maximum of 10 entries.

You can disconnect the call using the <-> key on the keypad.



press the **Release** button.

12.4 Saving the redial window

You can save the current *Redial* window along with the workspace. The *Save to file* option (see "[Basic settings](#)") must be activated to allow you to save the existing entries.

The *Redial* dialog window containing the existing entries is displayed by default when AC-Win is started.

NOTE: The section entitled "[Saving the workspace](#)" contains a detailed description of the procedures for saving the workspace.

Redial

Saving the redial window

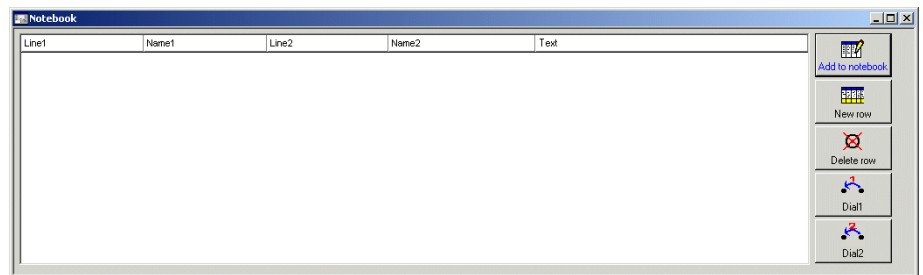
13 Notebook

You can use the notebook to store call data, i.e. you can store the numbers of both parties in the notebook. This is useful, for example, if you want to set up a connection and a subscriber cannot be reached.

The section entitled [Dialling with the notebook](#) describes how to set up a connection using the notebook.

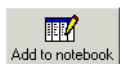
13.1 Opening a new notebook

1. Select the *New Object* command in the *File* menu.
2. Select *Notebook* from the list.
3. Click the **Open** button.



NOTE: You can also open an existing notebook. To do this, click the *Open Object* command in the *File* menu.

13.2 Adding a connection to the notebook



1. Press the **Add to Notebook** button to save call information from the *Call Control* window (first, and if available, second party data).

Notebook

Entering personal data in the notebook

13.3 Entering personal data in the notebook

You can type numbers, names and notes directly into the notebook using the PC keyboard.

Use the mouse or keyboard to move the insertion point to the position at which the entry is to be made.



1. Click the **New row** button. A new, empty row is inserted.



2. Enter the required data.

13.4 Deleting notebook entries

1. Select a notebook entry.



2. Press the **Delete row** button.

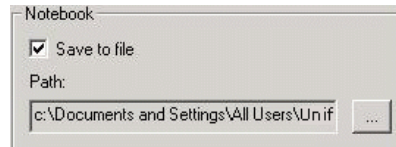
The entry is deleted from the notebook.

NOTE: The notebook entries are automatically deleted when AC-Win is terminated. Notebook entries can be saved with the entire workspace.

13.5 Saving the notebook

You can save the current notebook with the workspace. The following basic settings must be made to allow entries to be saved:

1. Select the *AC-Win Settings* command in the *Options* menu.
2. Click the *Objects* tab.



3. Click *Save to file* if you want to write the entries to the specified file.
4. Click **Save** to save this basic setting.
5. Confirm your entries with **OK**.
6. Save the workspace.
This procedure is described in the section entitled "Saving the workspace".

The notebook with its stored entries is displayed by default when AC-Win is started.

Notebook

Saving the notebook

14 Call journal

A call journal is a list containing the following call data:

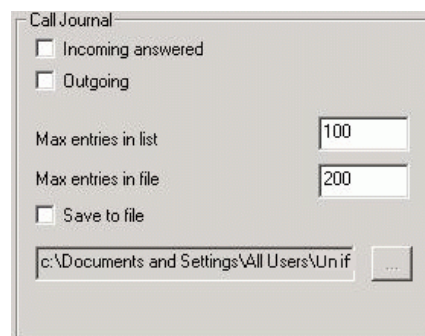
- name (if available),
- telephone number,
- status (incoming or outgoing), depending on the setting,
- date,
- time,
- call duration.

The section entitled [Dialling using the call journal](#) describes how to set up a connection using the call journal.

14.1 Activating the call journal

You must enable the recording function in order to use the call journal:

1. Select the *AC-Win Settings* command in the *Options* menu.
2. Click the *Objects* tab.
3. Select the type of calls to be logged.



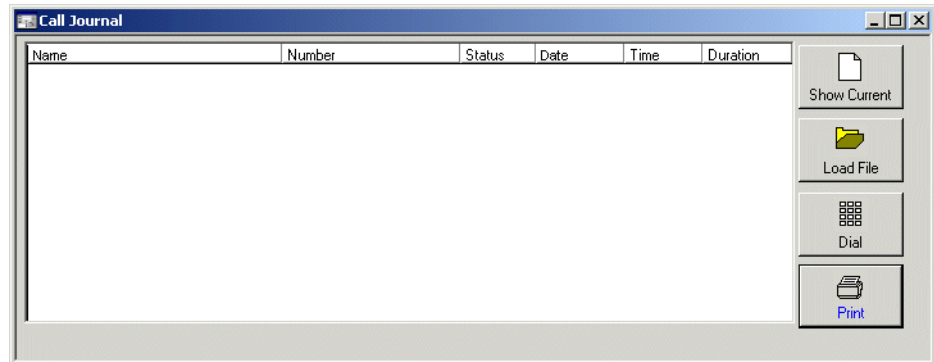
4. Click *Save to file* if you want to load the data into the specified file.
5. Click **Save** to save this basic setting.
6. Confirm your entries with **OK**.

Call journal

Opening the call journal

14.2 Opening the call journal

1. Select the *New Object* command in the *File* menu
2. Select *Call Journal* in the list.
3. Click the **Open** button.



14.3 Viewing current call data

1. Press the **Show Current** button in the *Call Journal* window.

The call data that has been logged since the startup of AC-Win is displayed.



14.4 Viewing saved call data

1. Press the **Load File** button in the *Call Journal* window.

The saved call data record is loaded and displayed.



14.5 Printing call data

1. Press the **Print** button in the *Call Journal* window.

The call data is printed on the default printer (Windows Control Panel).



14.6 Saving the call journal

The call journal is automatically saved if this setting is activated in the *Options, AC-Win-Settings* menu in the *Objects* tab (see [Activating the call journal](#)). This setting is deactivated by default.

NOTE: You can save the call journal with the workspace. The procedure is described in the section entitled [Saving the workspace](#).

Call journal

Saving the call journal

15 Call charge registration

AC-Win allows you to register call charge data at the attendant console. This feature must be configured on the communication system for this purpose.

15.1 Basic settings

You can define whether

- the call charge records are to be manually or automatically updated,
- the records are to be saved in one general file.

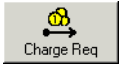
Proceed as follows:

1. Select the *AC-Win Settings* command in the *Options* menu.
2. Select the *Call Control* tab.
3. Click the *Automatic retrieve for call charges* check box if the list of call charge records in the *Call Charges* window is to be automatically updated.
4. Select the *Objects* tab.
5. Click *Save to file* if you want to load the call charge records into the specified file.
6. Click **Save** to save this basic setting.
7. Confirm your entries with **OK**.

Call charge registration

Activating call charge registration

15.2 Activating call charge registration



1. Press the **ChargeReq** button.

The call charge registration feature is activated for the current call. A data record containing the call charges incurred by this call is created.

15.3 Deactivating call charge registration



1. Press the **ChargeReq** button.

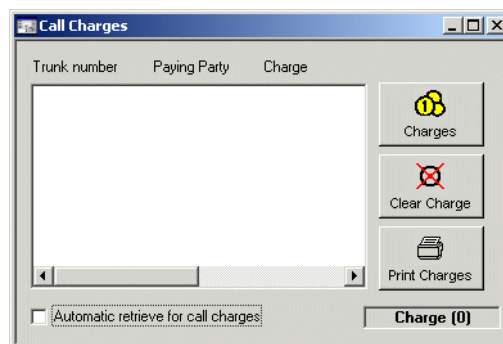
The call charge registration feature is deactivated.

15.4 Requesting call charges

The *Call Charges* window is used to display the call charge records. The contents of this window are updated manually or automatically, depending on the basic settings.



1. Press the **Charges** button in the buttons window



Press the **Charges** button in the *Call Charges* window.

The list in the *Call Charges* window is updated.

15.5 Printing call charges



Press the **Print Charges** button in the *Call Charges* window.

The call charge data is printed on the default printer (Windows Control Panel).

15.6 Clearing call charges



Press the **Clear Charge** button in the *Call Charges* window.

The call charge window is deleted.

15.7 Saving the call charges window

The call charge records are automatically saved if this option is configured in the basic settings (). This setting is deactivated by default.

NOTE: You can also save the *Call Charges* window with the workspace. The procedure is described in the section entitled [Saving the workspace](#).

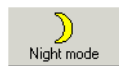
Call charge registration

Saving the call charges window

16 Night service

Night service alerts the system that the attendant console is unstaffed. When the last operator in an AC group activates the night service function (e.g. after working hours), all incoming calls are routed to a night service station (e.g. the porter).

16.1 Activating night service



1. Press the **Night** button.

The colour of the *Night* button changes. Calls still displayed in the Call control window must be answered.



2. Click the **Plug** button.

Waiting or new incoming calls (except private calls) are routed to the attendant consoles or to the night service station.

Night service

Automatic night service

16.2 Automatic night service

Night service is automatically activated after a certain time interval (default: 60 s) if

- one or more calls are waiting in the queue and
- no call processing function is performed during this interval.

Call processing functions in this context include for example

- answering calls
- transferring/extending calls
- conducting telephone calls
- querying line information
- dialling
- starting the paging function

NOTE: The time interval after which night service is automatically activated is set at the communication system and cannot be modified in AC-Win.

16.3 Deactivating night service



1. You can deactivate night service mode using the **Night** button if the headset was not unplugged.



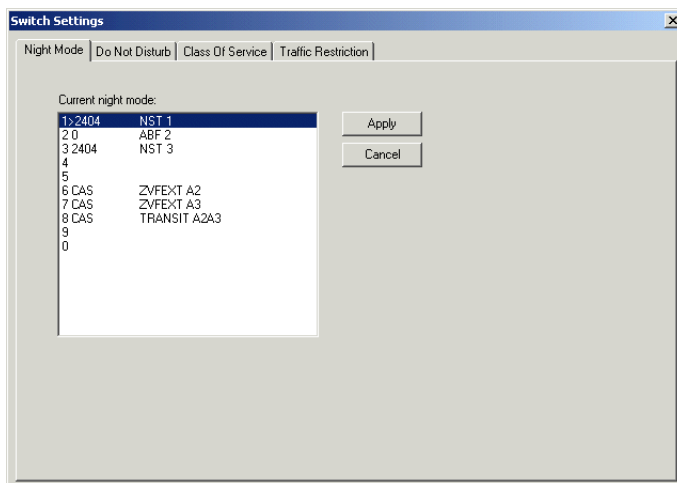
2. Click the **Plug** button. Night service is automatically deactivated.

16.4 Checking and changing night service stations

The night service variant that was last selected from any attendant console is the one that is currently active in the list of available night service variants. Up to eight different night service variants can be configured per attendant console group. This depends on the configuration settings in the communication system.

1. Select the *Switch Configuration* command in the *Options* menu.

A list of night service variants is displayed in the *Night Variant* tab. The current station is indicated by the ">" symbol in the list.



2. Select a different night station and click **Apply**.

The new night variant is set for the entire attendant console group.

NOTE: The available night service variants are system-specific and are not managed using AC-Win.

Night service

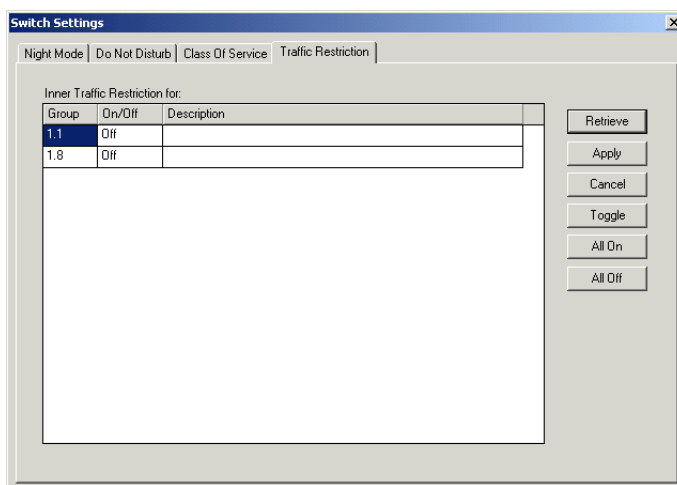
Checking and changing night service stations

17 Internal traffic restriction for subscriber groups

The super user or administrator can prevent the subscribers in certain subscriber groups from making internal (station-to-station) calls. These calls can only be made via the operator (for example in hotels).

17.1 Viewing internal traffic restrictions for subscriber groups

1. Select the *Switch Configuration* command in the *Options* menu.
2. Click the *Traffic Restriction* tab. The traffic restriction list is displayed.



3. Press the **Retrieve** button to update the data from the communication system.

NOTE: The available internal traffic restriction options are system-specific and are not managed using AC-Win.

Internal traffic restriction for subscriber groups

Activating and deactivating internal traffic restrictions for subscriber groups

17.2 Activating and deactivating internal traffic restrictions for subscriber groups

1. Select the subscriber group in the *Traffic Restriction tab*.

Toggle

Press the **Toggle** button to toggle between on/off or off/on or double-click the subscriber group using the mouse.

All On

Press **All On** to activate traffic restrictions for all subscriber groups.

All Off

Press **All Off** to deactivate traffic restrictions for all subscriber groups.

Apply

Press **Apply** to save your settings.

Cancel

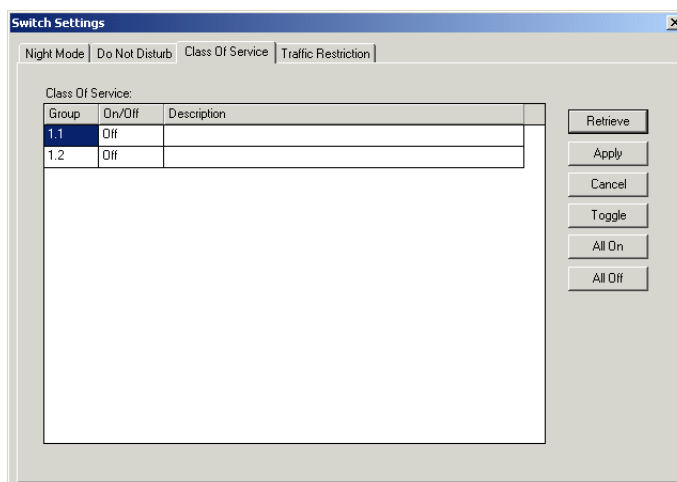
Press **Cancel** to close the traffic restriction window.

18 Class of service changeover for subscriber groups

You can change the class of service for certain subscriber groups. Changing the class of service allows you, for example, to prevent toll calls from being made after working hours.

18.1 Viewing the classes of service for subscriber groups

1. Click the **COS** button or select the *Switch Configuration* command in the *Options* menu.
2. Click the *Class of Service* tab. The class of service list is displayed.



3. Press the **Retrieve** button to update the data from the communication system.

NOTE: The available classes of service are system-specific and are not managed using AC-Win.

Class of service changeover for subscriber groups

Activating and deactivating classes of service for subscriber groups

18.2 Activating and deactivating classes of service for subscriber groups

1. Select the required entry in the *Class of Service* tab.

Toggle

Press the **Toggle** button to toggle between on/off or off/on.

All On

Press **All On** to restrict the class of service for all subscriber groups.

All Off

Press **All Off** to cancel class of service restrictions for all subscriber groups.

Apply

Press **Apply** to save your settings.

Cancel

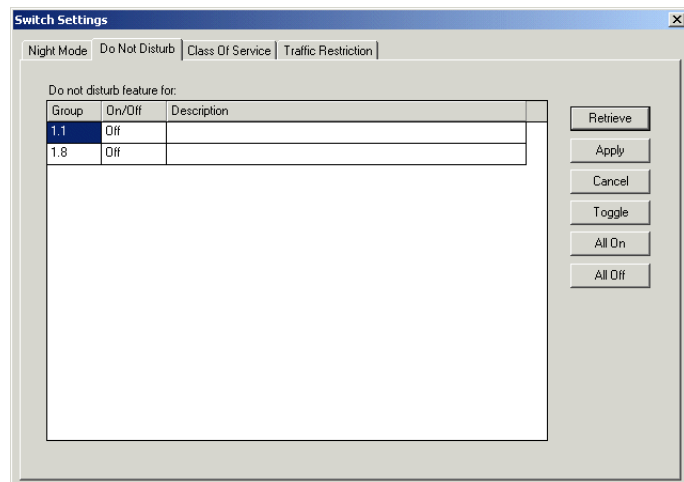
Press the **Cancel** button to close the service window for subscriber groups.

19 Do not disturb for subscriber groups (do-not-disturb group)

The "do not disturb" feature can be activated temporarily for certain subscriber groups if these subscribers do not wish to be disturbed by incoming calls.

19.1 Viewing subscriber groups with "do not disturb"

1. Select the *Switch Configuration* command in the *Options* menu.
2. Click the *Do Not Disturb* tab.



3. Press the **Retrieve** button to update the data from the communication system.

NOTE: The available do not disturb options are system-specific and are not managed using AC-Win.

Do not disturb for subscriber groups (do-not-disturb group)

Activating/deactivating the "do not disturb" feature for subscriber groups

19.2 Activating/deactivating the "do not disturb" feature for subscriber groups

1. Select the required entry in the *Do Not Disturb* tab.

Toggle

Press the **Toggle** button to toggle the classes of service between on/off or off/on or double-click the entry using the mouse.

All On

Press **All On** to activate the do-not-disturb feature for all subscriber groups.

All Off

Press **All Off** to cancel the do-not-disturb feature for all subscriber groups.

Apply

Press **Apply** to save your settings.

Cancel

Press the **Cancel** button to close the do-not-disturb window.

20 Alarm

The colour of the alarm button changes when faults occur at the attendant console. You can identify the nature of the fault from the colour of the alarm button.

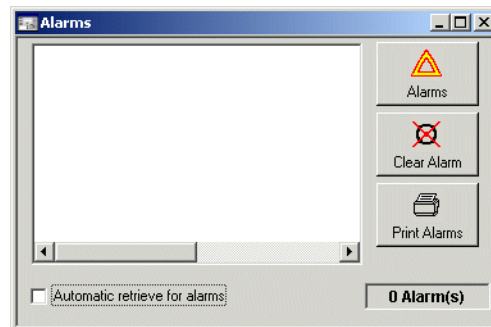
Yellow indicates minor faults. Red indicates faults which must be reported to Customer Service immediately.

Colour	Alarm
red	urgent alarm
yellow	general alarm

20.1 Displaying alarm messages



1. Press the **Alarms** button. The *Alarms* window opens.



The causes of the alarms are indicated in this window. The display should be refreshed if the *Alarms* window is open for a long time.



2. Press the **Alarms** button in the *Alarms* window. One fault message appears each time the button is pressed.

Alarm

Printing alarm messages

20.2 Printing alarm messages

The causes of the alarms are displayed in the *Alarms* window.



Press the **Print Alarms** button in the *Alarms* window.

The entries in the *Alarms* window are printed on the default printer (Windows Control Panel).

20.3 Deleting alarm messages

The causes of the alarms are displayed in the *Alarms* window.



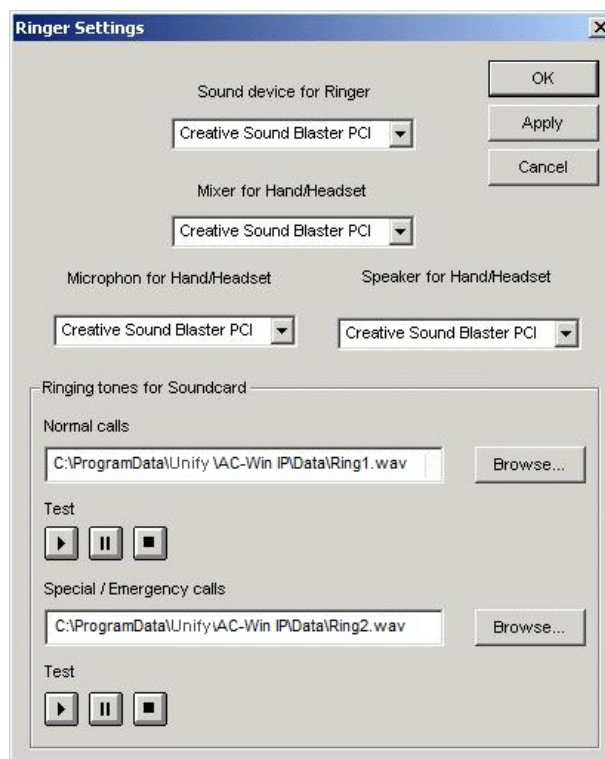
Press the **Clear Alarm** button in the *Alarms* window.

The entries in the *Alarms* window are deleted.

21 Setting the volume

In the Ringer Settings dialogue you set the input/output media for speech. If you have a soundcard installed you can allocate different wav-files to normal calls and special/emergency calls.

1. Select the *Ringer Settings* command in the *Options* menu.



2. Select in the respective fields the driver for:
 - Sound device for Ringer (output)
 - Mixer for Hand-/Headset (output)
 - Microphon for Hand-/Headset (input)
 - Speaker for Hand-/Headset (output)

Setting the volume

You are using a sound card

3. In the *Ringling Tones for Soundcard* field click on Browse to select wav-files for *Normal calls* and *Special / Emergency calls*.
4. Click the **OK** button.
5. Check the selected wav-files. If you wish to allocate different wav-files repeat step 3.
6. Click **Apply**, to apply the settings.
7. Click **Cancel** to return to the workspace without applying or saving the settings.
8. Click the **OK** button.

22 Troubleshooting

In case of malfunctions of the AC-Win application you can easily run diagnosis programs which will help the service technician to find the faults. You can choose between the following:

- CAPI (Common ISDN Application Interface) Trace
- AC-Diagnosis
- Information about software version of the used AC-Win application

22.1 Activating CAPI Trace

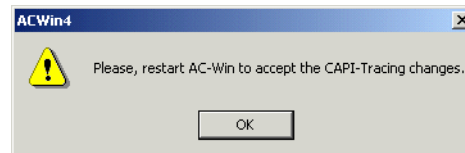
With the CAPI Trace function you get information about the CAP interface.

1. Select **CAPI Trace** from the **Options** menu.

In the status bar you see the following:



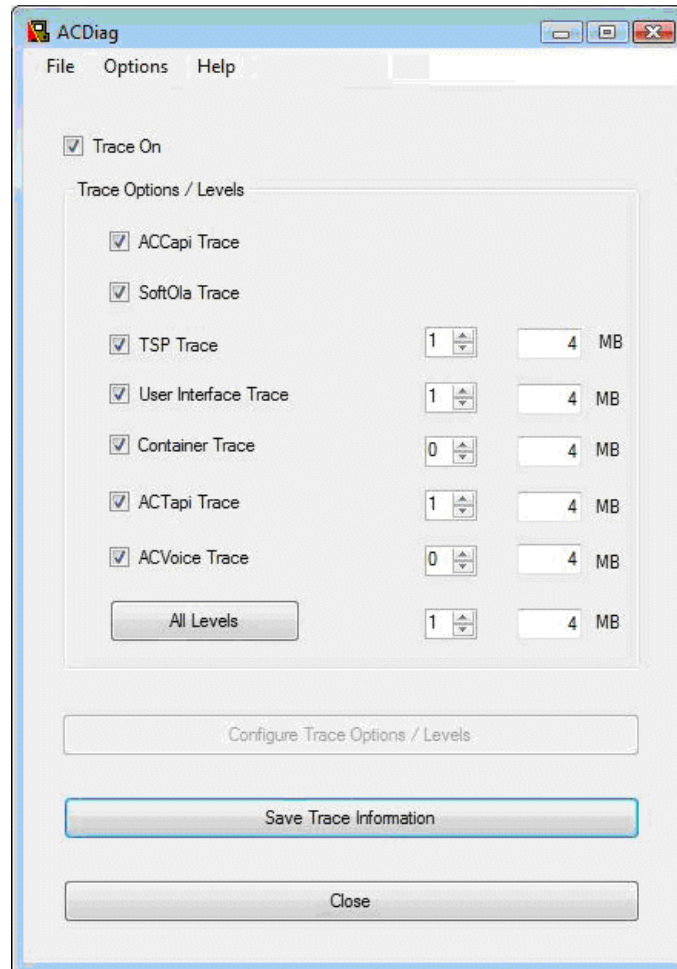
2. To terminate CAPI Trace close AC-Win and restart the application.



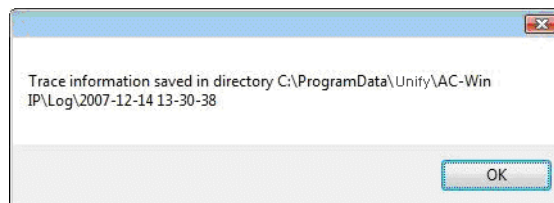
22.2 AC-Diagnosis

The AC-Diagnosis function delivers information about the behavior of AC-Win.

1. Select **AC-Diag** from the **options** menu.

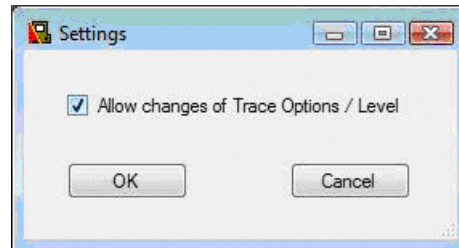


2. Click on **Save AC-Trace information**.

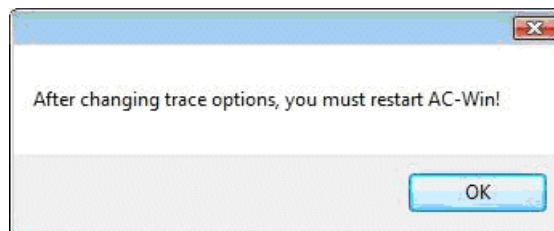


The trace-information is saved in the file displayed in the dialog box. In Windows this file is "hidden" by default. In order to display this file select the option "show all files and folders" in the Windows Explorer.

3. Changing the trace options select Options->Settings then activate "Allow changes of Trace Option / Level".



4. After clicking OK the following message will be displayed.

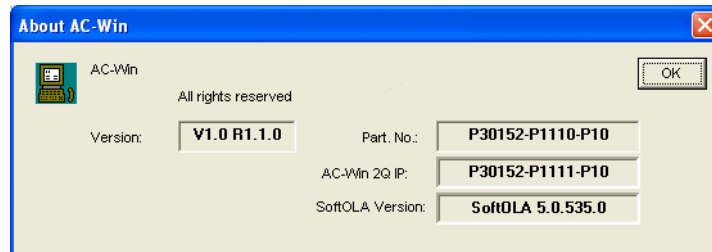


5. To activate the changed Trace settings restart AC-Win.

22.3 Version numbers

To find out the used version of AC-Win and further information do the following:

1. Select **About AC-Win** in the **Help** menu.



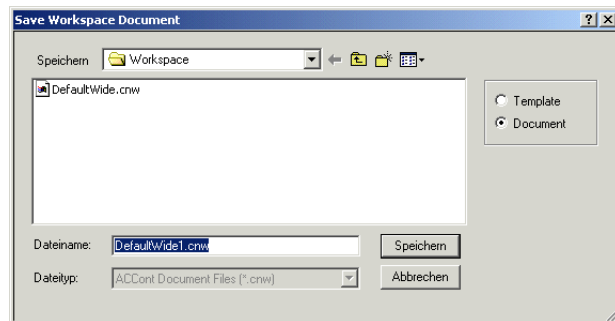
This window delivers information about the

- AC-Win version
- Part Number for AC-Win
- Part Number for AC-Win 2Q SL
- SoftOLA version

23 Saving the workspace

You should save the workspace if you have made changes to your workspace, for example, if you have changed the name keys.

1. Select the *Save Workspace as* command in the *File* menu.



2. Enter the file name and directory path.
3. Click **OK**.

Your workspace is saved.

Saving the workspace

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