



A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000

Unify OpenScape 4000, Attendant Console AC-Win MQ SL V3

Administrator Manual

06/2020

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1 Introduction

1.1 About this manual

This manual is designed for the system administrator. It describes how to configure AC-Win MQ SL. Using AC-Win MQ SL is described in the operating instructions.

1.2 Explanation of symbols

NOTE: This symbol is used for warnings, 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.

1.3 System requirements

1.3.1 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 Netinfo

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

1.3.2 Software

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

1.3.3 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 Configuration options

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

2.1 Workspaces

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

2.2 Objects (dialog boxes)

Objects (dialog boxes) are the "working windows" of AC-Win MQ. 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.

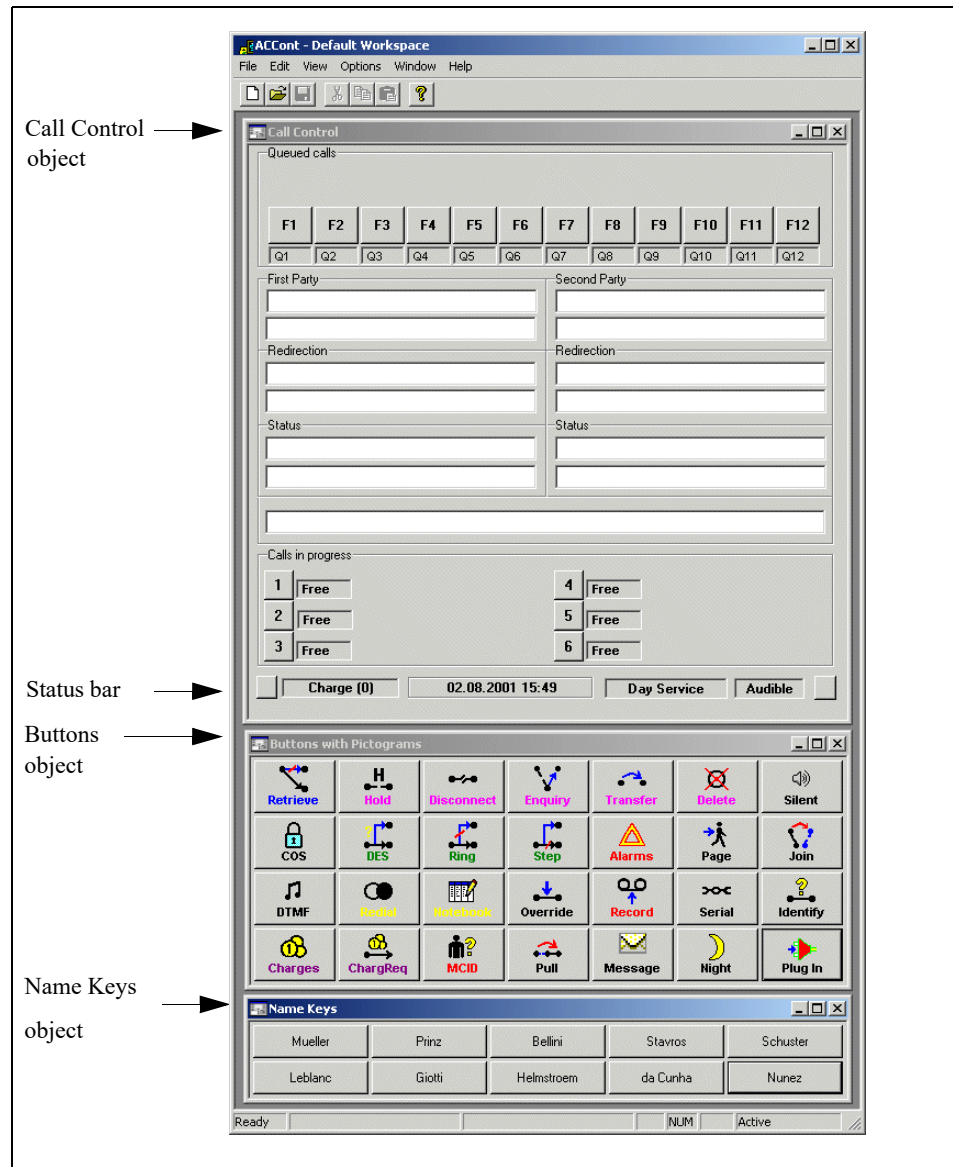
The illustration below depicts a typical AC-Win MQ workspace. This example shows the AC-Win Call Control, Buttons and Name Keys objects in one workspace.

2.3 Application settings

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

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

- *Call Control*,
- *Name Keys* and
- *Buttons*.



2.4 Initial administration steps

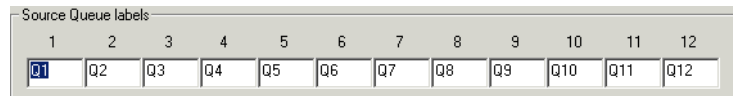
The following steps must be performed once AC-Win MQ has been installed:

Basic application settings:

1. Make the global settings for directory structure, preset language, wallpaper etc. The procedure is described in "Application settings".
2. Create the user (see "User management").

Label source buttons:

The source buttons in the *Call Control* object represent the incoming call queues. Depending on the configuration of the communication system, different call types are assigned to separate queues. When AC-Win MQ is installed, wildcards (Q1 to Q12) are entered in the name fields under the source buttons:



1	2	3	4	5	6	7	8	9	10	11	12
Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12

1. Change the label based on the current communication system settings (select **AC-Win Settings, Queues** in the **Options** menu).
2. Save the settings. You have the following options:
 - Save the source queue label (**Save button**). The labels stored apply to all workspaces.
 - Export a label to a file.

Use the document template or the file in which the labels are saved for setting up additional workspaces.

Configuration options

Initial administration steps

3 Setting up workspaces

AC-Win MQ 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 "The AC-Win MQ objects" auf Seite 47). This allows AC-Win MQ to be configured for use in specific cases. It is also possible to configure a workspace for each user.

AC-Win MQ provides two different objects/workspaces:

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

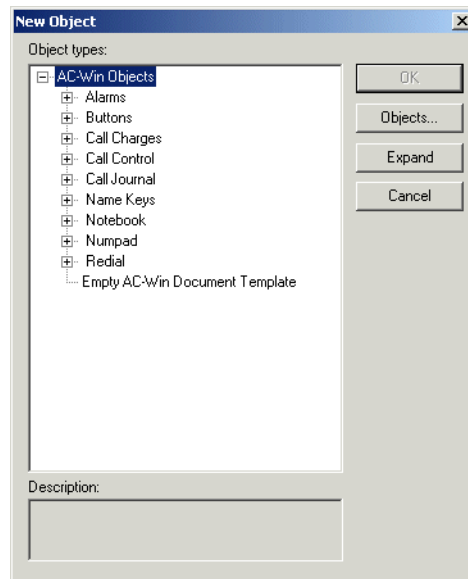
When working with AC-Win MQ, use object/workspace documents. An object/workspace template is used to create documents. You can then format these documents as required and make them available as templates or documents.

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.

3.1 New workspace

A predefined workspace with Call Control, Buttons and Name Keys objects is automatically opened the first time you start up the program. 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:

1. Start AC-Win MQ by double-clicking the program icon.
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** once more from the **File** menu. Select **Open Object** from the **File** menu to add objects you have defined and saved yourself (see "The AC-Win MQ objects" auf Seite 47).
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.

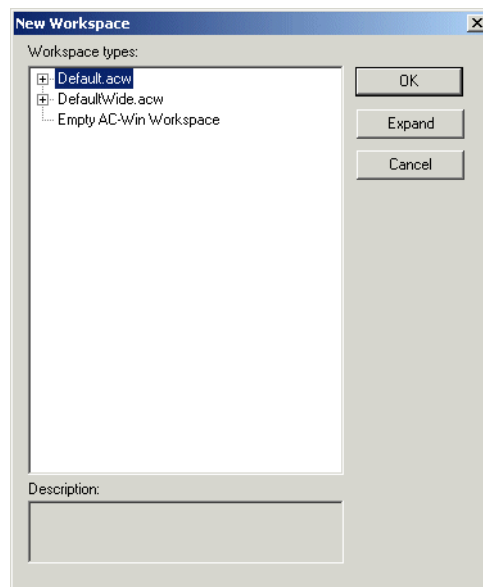
3.2 Switching workspaces

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.

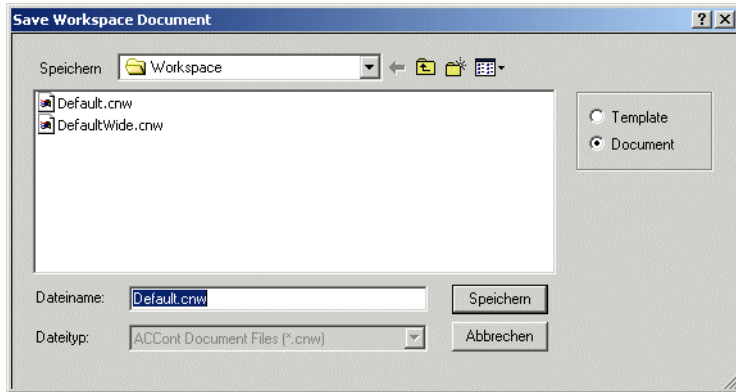
Setting up workspaces

Saving the current workspace

3.3 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**.

3.4 Loading a workspace

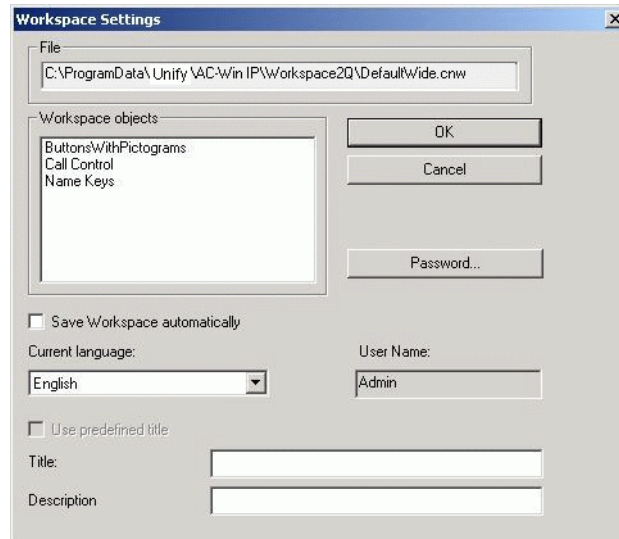
1. Select **Open Workspace** from the **File** menu.
2. Select the workspace you wish to open from the list.
3. Click on **OK**. The current workspace is loaded.

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

4 Workspace settings

You can now enter your settings for the workspace:

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



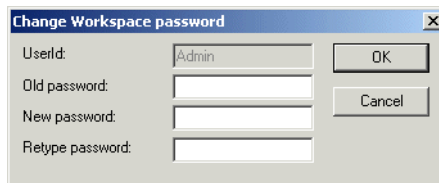
2. Enter the required settings.
 - **Workspace objects:** The objects included in the current workspace are listed in this window.
 - **Save Workspace automatically:** Select this check box if you wish to save the workspace automatically when you close AC-Win or when you close the workspace.
 - **Current language:** In this window the current language used for that program is displayed. You may change 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**.

Workspace settings

Setting or changing a workspace password

4.1 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.

A screenshot of a dialog box titled "Change Workspace password". It contains four text input fields: "Userid:" with "Admin" entered, "Old password:", "New password:", and "Retype password:". To the right of the fields are two buttons: "OK" and "Cancel".

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**.

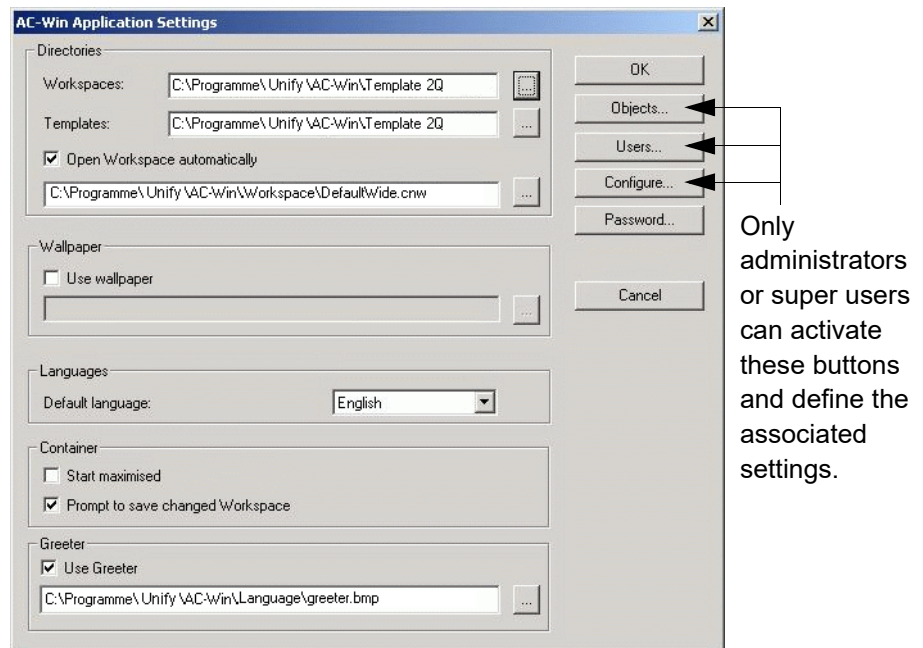
5 Application settings

The *AC-Win Application Settings* window allows you to define global settings for AC-Win MQ. Certain settings, such as the language, can also be defined separately for individual workspaces (see "Setting up workspaces").




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

A predefined workspace is automatically opened the first time the program is started.


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 "Saving objects as templates"). Click on  if you wish to change the predefined directory.
- **Open Workspace automatically:** Use this option to set the workspace you wish to be opened when AC-Win MQ is started (see also "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.

Application settings

- **Default language:** In this window the current language used for that program is displayed. You may change the language with the AC-Win IP configuration program.
 - **Start maximised:** If this check box is marked, AC-Win MQ will be displayed in maximum size, filling out the entire screen instead of just one window.
 - **Prompt to save changed Workspace:** If this check box is marked, a Save prompt appears when you quit AC-Win MQ if the workspace was modified.
 - **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**.

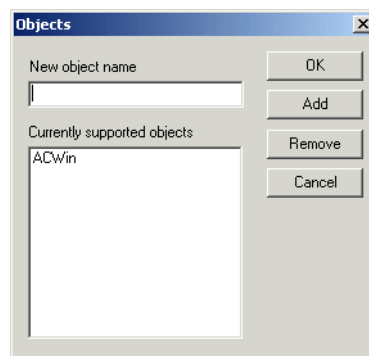
5.1 Adding OLE objects to the workspace

This function allows you to add objects from other Windows applications to the workspace. Please note that only applications certified for integration with AC-Win MQ can be integrated in an AC-Win workspace (default).

NOTE: Only administrators or super users can open the document for integrating applications.

Proceed as follows:

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. To close the *Supported objects* window, click on **OK**.
To close the window without saving the changes you have made, click on **Cancel**.

5.2 User management

AC-Win MQ allows you to use a password to protect the program from unauthorized access. AC-Win MQ 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):

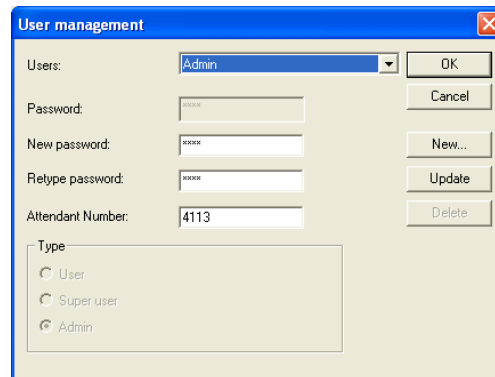
Activity	U	SU	A
Change own password	3	3	3
Change password of other user		3	3
Change password of other super user			3
Add, change, delete user		3	3
Add super user		3	3
Change, delete super user			3
Add, change* administrator			3
Make application settings		3	3
Configure application			3
Change, save document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

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

5.3 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.



If you wish to create a new user:

3. Click on the **New** button.



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

Set up a password:

1. Select from the dropdown list *User* the user for whom the password is being set up.
2. Define the user class.
You can choose between User, Super User and Administrator.
3. Enter the desired password in the *New password* field. Please note that 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**.

Enter private number for AC-Win

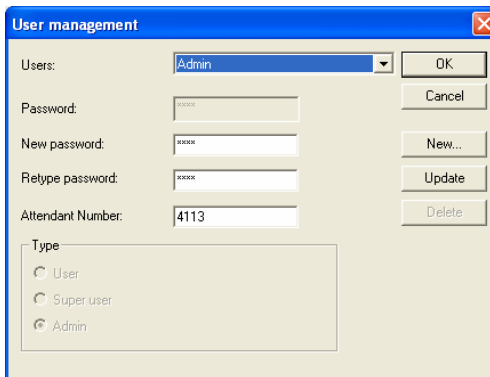
1. Enter the private number for AC-Win in the Attendant number field. This number is used with the AMO ACSU.
2. To close the *User management* window, click on **OK**. All settings are saved. To close the window without saving the changes you have made, click on **Cancel**.

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

5.4 Changing a 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.

The image shows a 'User management' dialog box with a blue title bar and a close button (X) in the top right corner. Inside the dialog, there are several fields and buttons. At the top, there is a 'Users:' dropdown menu with 'Admin' selected, and 'OK' and 'Cancel' buttons to its right. Below this are three password fields: 'Password:', 'New password:', and 'Retype password:', each with a small 'XXXX' placeholder. To the right of these fields are 'New...', 'Update', and 'Delete' buttons. Below the password fields is an 'Attendant Number:' field with '4113' entered. At the bottom, there is a 'Type' section with three radio button options: 'User', 'Super user', and 'Admin', with 'User' selected.

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**.

6 AC-Win Configuration Settings

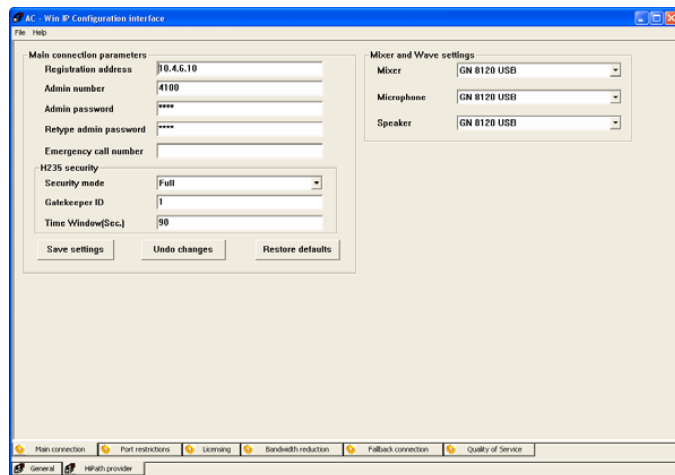
After the installation, or with
Start->Programs->AC-Win [2Q|MQ] IP->AC-Win IP Configuration
the configuration interface is displayed. The first window displayed is the "Main connections" window.

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.

6.1 The "OpenScape provider" Tables

6.1.1 Settings for the Main Connection



- **Registration address:** the IP address of the OpenScape 4000 IP gateway (STM12 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 arbitrary password can be assigned for use when logging on to AC-Win.

Note: The password is case-sensitive.

AC-Win Configuration Settings

The "OpenScape provider" Tables

- 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

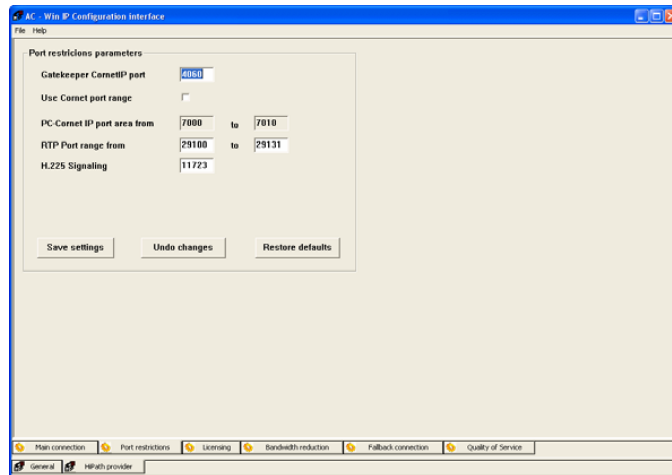
Cornet TLS Port: this port is used for the signalling.

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.

6.1.2 Port Restrictions

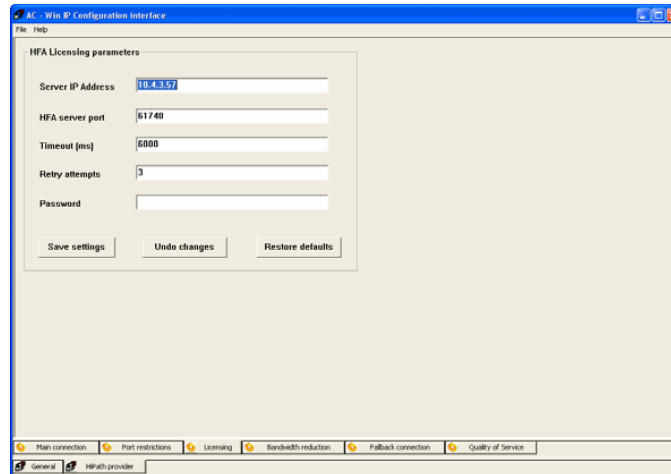
This dialog is for specifying the port numbers used by AC-Win and the IP gateway.



- **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.

6.1.3 Licensing

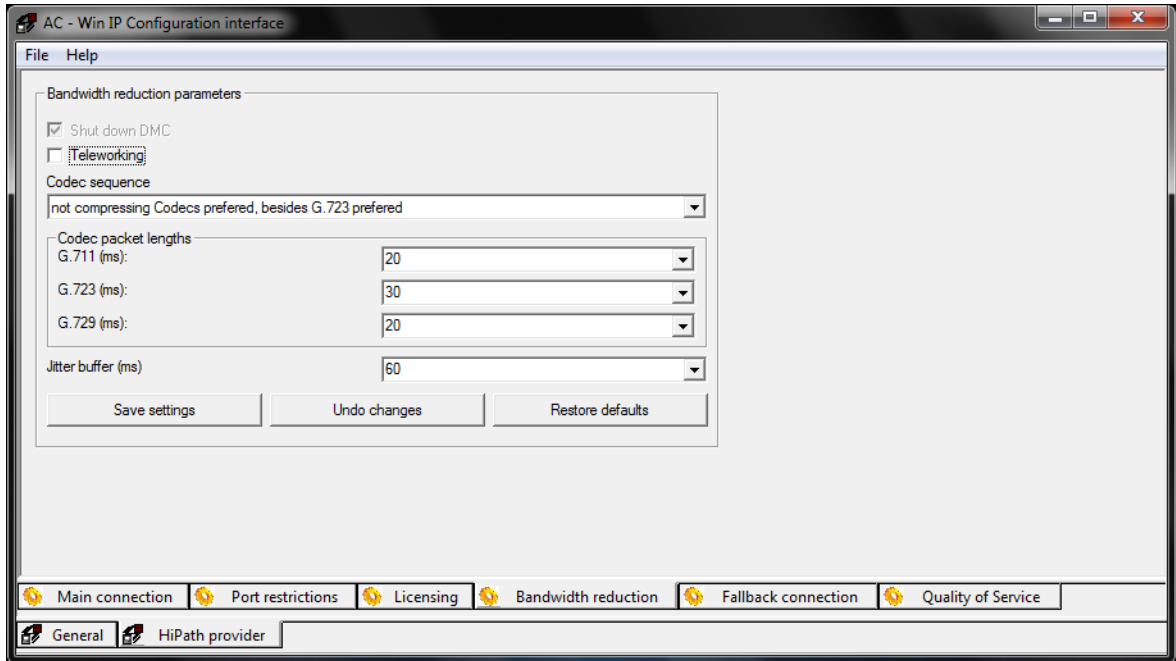
This dialog is for configuring the access to the CLA (Common Licensing Agent).



- **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.

6.1.4 Bandwidth Reduction

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



7

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.

6.1.5 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.

The screenshot shows the 'AC-Win Configuration interface' window. The 'Failover' tab is selected in the bottom navigation bar. The interface is divided into two main sections. The left section, titled 'Fallback Connection parameters', contains fields for 'Registration address', 'Registration number', 'Registration password', 'Retype password', and 'Emergency call number'. Below these is the 'H235 security' section with a 'Security mode' dropdown (set to 'None'), 'Gatekeeper ID', and 'Time Window[Sec.]' (set to '90'). The right section, titled 'Signalling and Payload Encryption (SPE)', contains a 'Type of Connection' dropdown (set to 'TCP'), 'CorNet TLS port number' (set to '4061'), and 'TLS H.225 port number' (set to '1300'). At the bottom of the left section are three buttons: 'Save settings', 'Undo changes', and 'Restore defaults'. The right section contains 'Failover' settings: 'Waiting time between connection [s]' (set to '60'), 'Minimum of successful connection' (checkbox), and 'No automated switchback' (set to '5'). The bottom navigation bar includes icons for 'Main connection', 'Port restriction', 'Licensing', 'Bandwidth reduction', 'Failback connection', and 'Quality of Service'.

- **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.

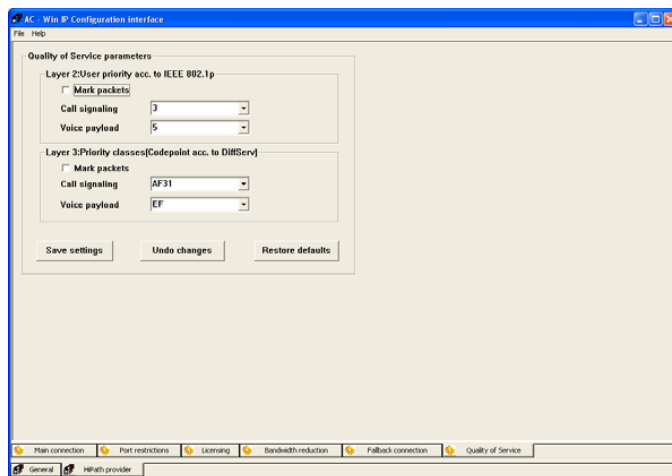
TLS H.225 Port: this port is used for the voice connection to the common gateway. The values entered here must correspond with the values at the common gateway.

- **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.

6.1.6 Quality of Service

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

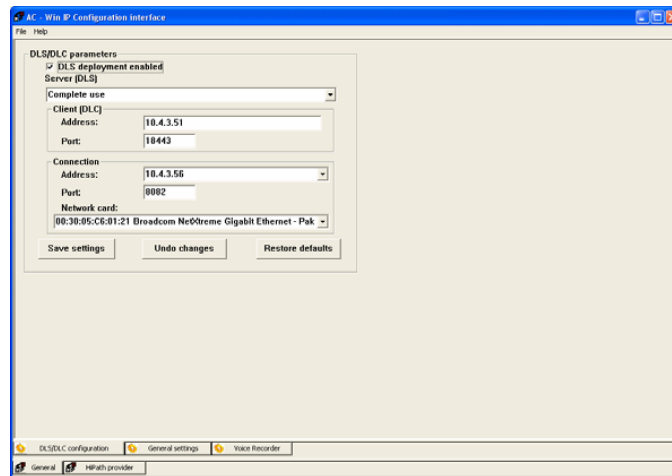


- **Mark packets:** This setting specifies whether the packets should be marked to improve quality of service in Layer 2 and/or Layer 3.
- **Call signaling/Voice payload:** Specify the values for marking the packets here.

6.2 The "General" Tables

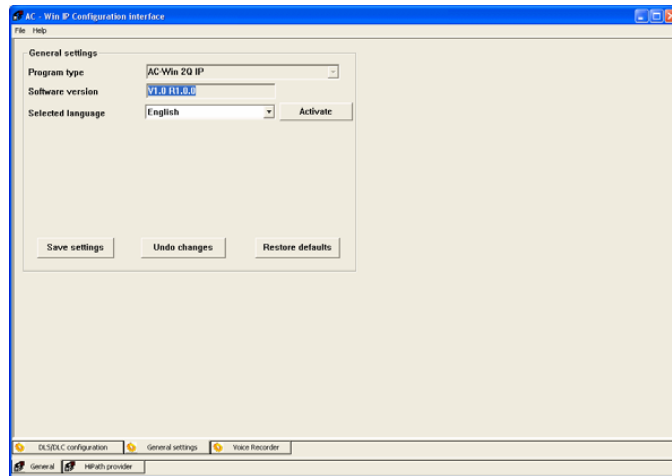
6.2.1 DLS/DLC Configuration

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.

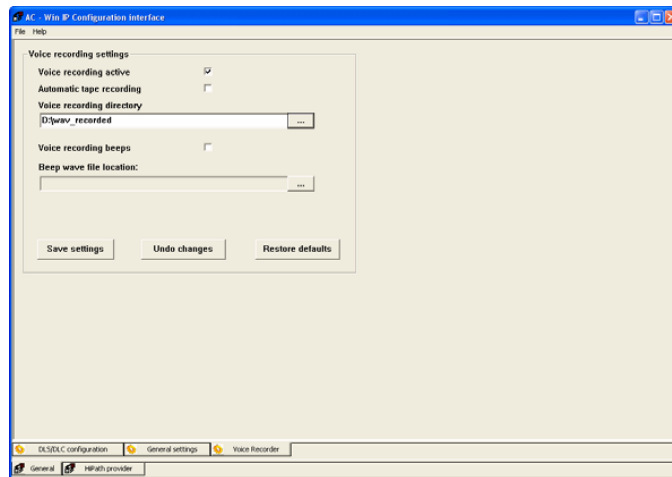
6.2.2 General Settings



- 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.

6.2.3 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.
- **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.

7 AC-Win settings

This function allows you to configure:

- the Call Control object,
- the Redial, Call Journal, Alarm and Call Charging objects,
- the accelerators,
- the colours.
- the appearance and behaviour of the queues

7.1 Call control settings

1. In the **Options** menu, select **AC-Win Settings**.

The screenshot shows the 'AC-Win Settings' dialog box with the 'Call Control' tab selected. The dialog has several tabs: 'Call Control', 'Objects', 'Accelerators', 'Call Control Colours', 'Button Colours', and 'Queues'. The 'Call Control' tab contains the following settings:

- Call Control specific:**
 - ☐ Calls on hold show time instead of "OnHold": This checkbox is checked. Below it is a text input field with the value '10'.
 - ☐ Update every # seconds: This field contains the value '10'.
 - ☐ Calls on hold change color after # seconds: This field contains the value '60'.
- Limit Silence Timer:**
 - ☒ Limit Silence Timer: This checkbox is checked. Below it is a text input field with the value '1'.
 - ☒ Startup in Plug-In mode: This checkbox is checked.
 - ☒ Get focus on first incoming call: This checkbox is checked.
 - ☐ Automatic retrieve for call charges: This checkbox is unchecked.
 - ☐ Automatic tape recording: This checkbox is unchecked.
 - ☐ Enable external name retrieval: This checkbox is unchecked.
 - ☐ Automatic answer: This checkbox is unchecked.
- Alerting tone on call queue changes:**
 - ☒ Off: This radio button is selected.
 - ☐ Single tone on increase: This radio button is unselected.
 - ☐ Periodical (seconds): This radio button is unselected. Below it is a text input field.
- Access codes:**
 - External line: [text input field]
 - Paging: [text input field]
 - DTMF: [text input field]
 - Mailbox: [text input field]
 - Emergency override: [text input field]
 - Emergency disconnect: [text input field]

On the right side of the dialog, there are three buttons: 'OK', 'Save', and 'Cancel'.

2. Enter the required settings:
 - **Calls on hold show time instead of "On Hold"**: The hold time for held calls is displayed and updated on the basis of the entry in the field *Update every # seconds*.
 - **Calls on hold change colour after # seconds**: enter the time allowed to elapse before the held call beside the line key changes colour.
 - **Limit Silence Timer**: The acoustic call signal is automatically activated on expiry of the time entered in the *Silence Timer in minutes* field.

AC-Win settings

Call control settings

- **Startup in Plug-In mode:** Calls can be answered immediately once AC-Win has been started.
- **Get focus on first incoming call:** AC-Win becomes the active application when an initial incoming call is signalled.
- **Automatic retrieve for call charges:** Signalled call charge records are automatically retrieved.
- **Automatic tape recording:** Calls are recorded automatically according to the call queue settings.
- **Enable external name retrieval:** In the case of external calls, the name of the user is displayed if this information is available in a directory service application (e.g. DS-Win).
- **automatic answer:** Calls are automatically answered according to the queue settings.
- **alerting tone on callqueue changes:**
 - off: no alerting tone
 - single tone on increase: alerting tone for each new call
 - Periodical: periodical alerting tone with given interval

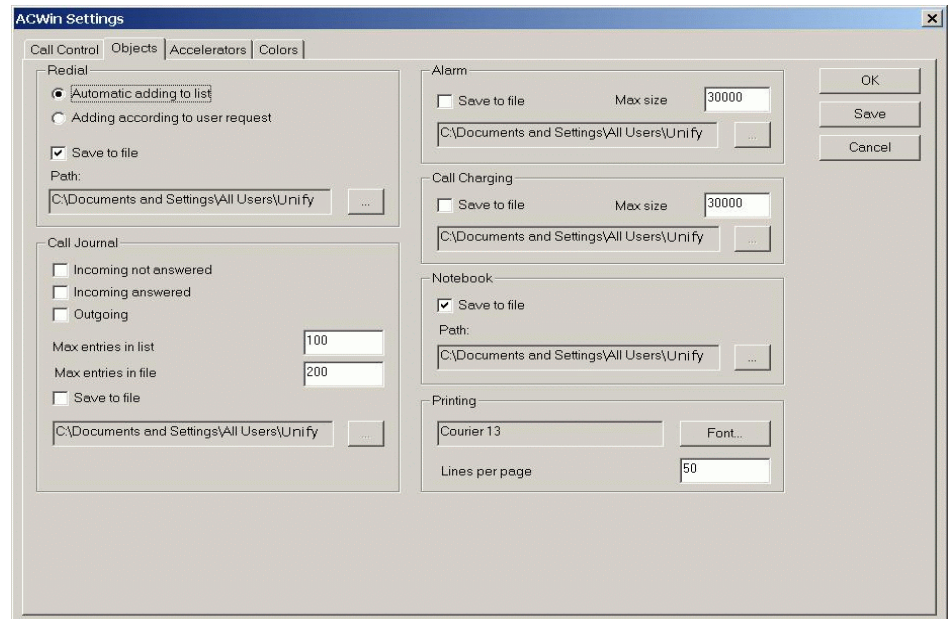
Access codes:

Enter your communication system codes here for:

- external line (the trunk code used in your communication system),
 - paging,
 - switching to dual-tone multifrequency (DTMF) signalling,
 - mailbox retrieval,
 - emergency override,
 - emergency disconnect
3. Saving the settings with **Save**.
 4. Complete your entries by clicking on **OK**.




7.2 Object settings

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




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 **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 or the file name.
- **Alarm:** Click on *Save to file* if you wish to save the alarm reports. Enter the maximum size. Click on  if you wish to change the predefined directory or the file name.
- **Call Charging:** Click on *Save to file* if you wish to save the call charges. Enter the maximum size. Click on  if you wish to change the predefined directory or the file name.

AC-Win settings

Object settings

- **Notebook:** Click on *Save to file* if you wish to save the notebook entries. Click on  if you wish to change the predefined directory or the file name.
 - **Printing:** Specify the font and number of lines per page for printing.
4. Saving the settings with **Save**.
 5. Complete your entries by clicking on **OK**.

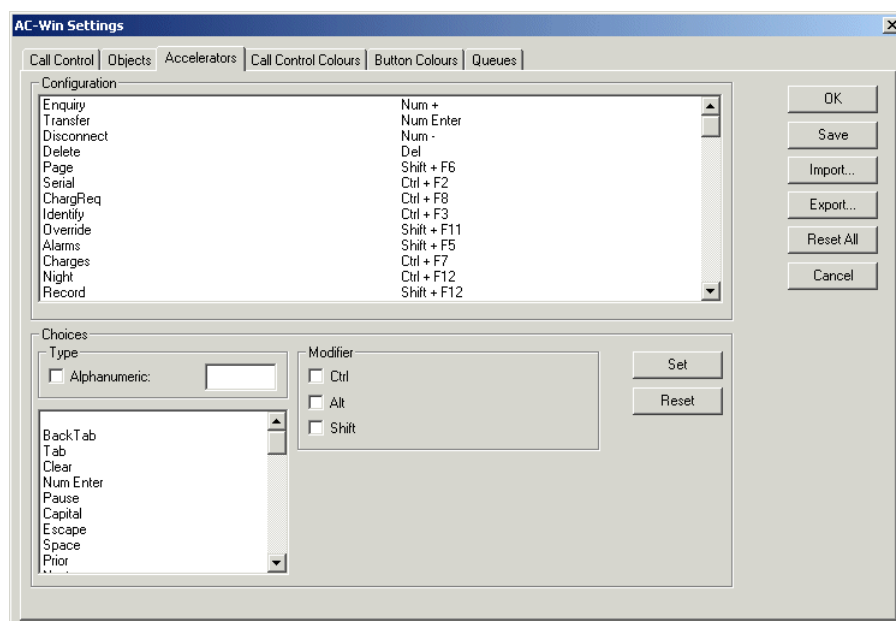
7.3 Accelerator settings

The following rules apply to the definition of accelerators:

- Only the keys <1>, <2>, <3>, <4>, <5>, <6> on the alphanumeric keyboard can be used without the modifiers <Alt> and/or <Shift> and/or <Ctrl>. All other alphanumeric keys can only be assigned using these modifiers.
- All alphanumeric keys can be used, with the exception of country-specific letters such as <ä>, <ö>, <ü>, <ß>.

Proceed as follows to assign an accelerator:

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



3. The *Configuration* list contains the AC-Win functions in the first list and the assigned key combinations in the second column. Select the function for which you wish to assign or change an accelerator from the first column.
4. Click on **Reset** to remove an existing assignment or click on **Reset All** to assign the default accelerators.
5. Select a new key combination from the *Choices* list or under *Type* (letter key) and, where applicable, a key under *Modifier* to be pressed simultaneously.
6. Click on **Set** to assign a single accelerator.
7. Repeat steps 3 until 6 to assign other accelerators.

AC-Win settings

Accelerator settings

8. Click on **Cancel** to discard definitions. Changes can always be reversed unless you have pressed **OK** or **Save**.

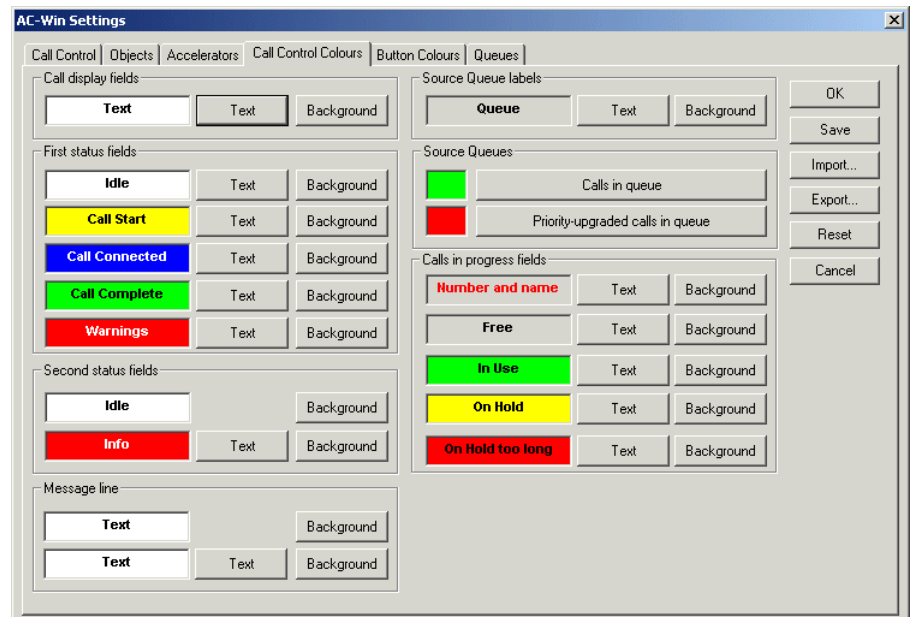
Exporting and importing accelerator settings:

If you wish to use the same accelerators at each attendant console, you can export the current assignment as a file with the extension ".acf". Click on the **Export** button. You can load a saved assignment by clicking **Import**. A window for entering/selecting the file name opens.

9. To save changes to the windows registry click on **Save**, to save changes and close the AC-Win Settings dialog click **OK**. The accelerators are stored for use in the application.

7.4 Colour settings

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



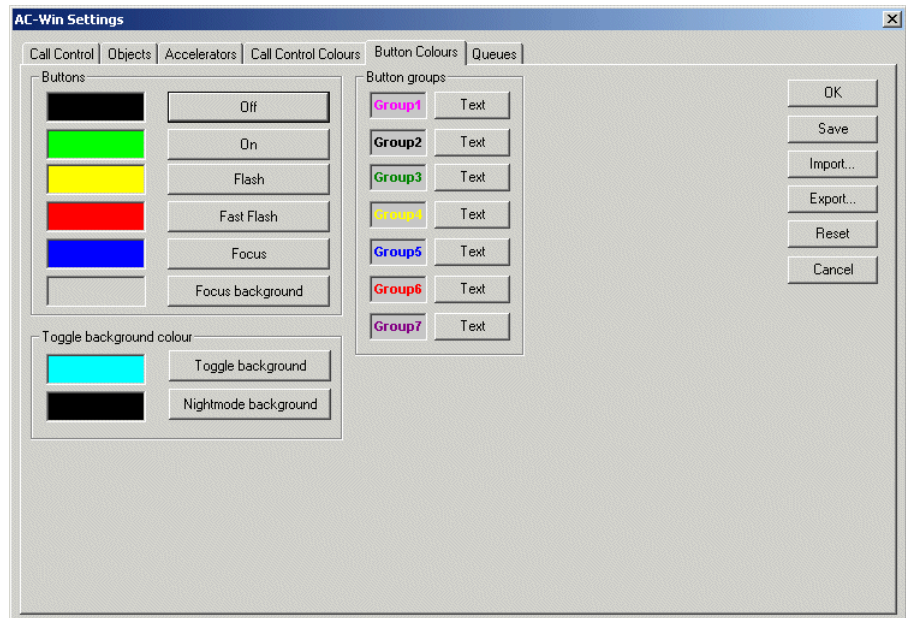
3. Select the colours for the following elements:
 - *Call display fields,*
 - *First status fields,*
 - *Second status fields,*
 - *Source Queue labels,*
 - *Source Queues,*
 - *Calls in progress fields.*

Defining colors:

- Click on the button assigned to the element to be modified. The *Colours* window opens.
 - Click on the desired colour. Use the **Define Colours** to set new colours.
 - Click on **OK** in the *Colours* window to assign the colour of the selected element.
 - Repeat steps for additional elements.
4. Complete your entries by clicking on **OK**.
 5. Click on the **Button Colours** tab.

AC-Win settings

Colour settings



6. Select the colours for the following elements:

- *Buttons*
- *Toggle background colour*
- *Button groups*

Defining colors:

- Click on the button assigned to the element to be modified. The *Colours* window opens.
 - Click on the desired colour. Use the **Define Colours** to set new colours.
 - Click on **OK** in the *Colours* window to assign the colour of the selected element.
 - Repeat steps for additional elements.
7. Click on **Cancel** to discard definitions. Changes can always be reversed unless you have pressed **OK** or **Save**.

Exporting and importing colour settings:

If you wish to use the same colour settings at each attendant console, you can export the current assignment as a file with the extension ".ccf". Click on the **Export** button. You can load an assignment already saved by clicking on **Import**. A window for entering/selecting the file name opens.

8. To save changes to the windows registry click on **Save**, to save changes and close the AC-Win Settings dialog click **OK**.

7.5 Queue settings

You can label the fields under the source buttons. The label informs the user about the type of calls in the assigned queue. The assignment of the individual call types and calls based on their origin to the 12 queues is system-specific and is performed by OpenScape 4000 administration. Additionally, you can specify the queue priorities for automatic answering and enable automatic tape recording.

1. In the **Options** menu, select **AC-Win Settings**.
2. Click on the **Queues** tab.

AC-Win Settings

Call Control | Objects | Accelerators | Call Control Colours | Button Colours | **Queues**

Source Queue labels

1	2	3	4	5	6	7	8	9	10	11	12
Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12

Queue priorities for automatic answering

1	2	3	4	5	6	7	8	9	10	11	12
0	0	0	0	0	0	0	0	0	0	0	0

0 = Automatic answering disabled for this queue
1 = Highest priority ... 12 = Lowest priority

Automatic tape recording

☐ Q1 ☐ Q2 ☐ Q3 ☐ Q4 ☐ Q5 ☐ Q6 ☐ Q7 ☐ Q8 ☐ Q9 ☐ Q10 ☒ Q11 ☐ Q12

☐ Automatic tape recording

OK
Save
Import...
Export...
Reset
Cancel

Configure queues

Labels of the source key name fields

3. Click on the desired **name field** and enter a text.

Queue priorities for automatic answering

4. Click on the desired **field for the queue** and set up a priority value between 0 and 12.

A value of 0 disables automatic answering for the queue. 1 is the highest priority. For equal priorities, the calls from the queue with the lowest number will be answered first.

To come into operation, automatic answering must be enabled in the call control settings.

Automatic tape recording

5. Select "**Automatic tape recording**" for generally enabling the feature.

Then select the queues for which you want to enable automatic tape recording.

Exporting and importing settings:

If you wish to use the same labels and settings at each attendant console, you can export the current setting as a file with the extension "qcf". Click on the Export button. You can load labels and settings that have already been saved by clicking Import. A window for entering/selecting the file name opens.

6. Click on **Cancel** to discard definitions. Changes can always be reversed unless you have pressed **OK** or **Save**.
7. To save changes to the windows registry click on **Save**, to save changes and close the AC-Win Settings dialog click **OK**.

The following table shows default source button configuration.

Key	Label	Call Type
F1	CO	External calls (central office trunk calls)
F2	Tie	Tie trunk calls
F3	-	Unassigned
F4	-	Unassigned
F5	-	Unassigned
F6	-	Unassigned
F7	Hot/Ov	Hotline calls, Overflow CO first calls, Overflow tie first calls, Overflow local first calls
F8	Re/Se	CO recalls, CO serial calls, Tie recalls, Tie serial calls, Local recalls
F9	Cons	CO in consult, CO on hook in consult, Tie in consult, Tie on hook in consult
F10	Loc/Int	Local prio calls, Local first calls
F11	Per/Op	Attendant loop transfer, Personal calls
F12	Undef	Undefined calls

NOTE: Source button labelling depends on the configuration of the Communication system. Your current display may differ from this.
For further information about call types, refer to the service manual for the communication system.

7.6 TAPI Dialing Function Settings

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

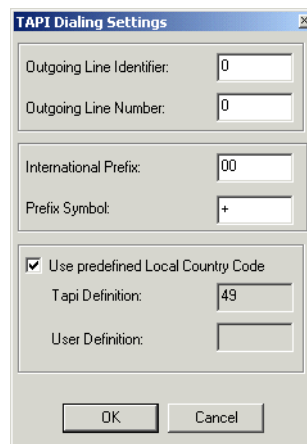
- Telephone book CD's
- Directory service applications
- Specific Internet/Intranet pages

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.

Example: 00 49 (89) 722-4711

			SN = Subscriber Number
			NDC = National Destination Code
			CC = Country Code
			IP = International Prefix

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 **089-4711815** 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.

8 The AC-Win MQ 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.

AC-Win provides a number of objects. The following chapter describes the predefined objects with configuration options.

8.1 Overview of objects

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

- "Alarms"
- "Buttons"
- "Call charges"
- "Call control"
- "Call journal"
- "Name keys"
- "Notebook"
- "Numpad"
- "Redial"

8.2 Opening predefined objects

1. In the **File** menu, select **New Object**.

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.

8.3 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.

8.4 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. 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.
3. Enter the desired name and click on **OK**.

The standard directory defined under *Application Settings* is "Workspaces".

8.5 Closing objects

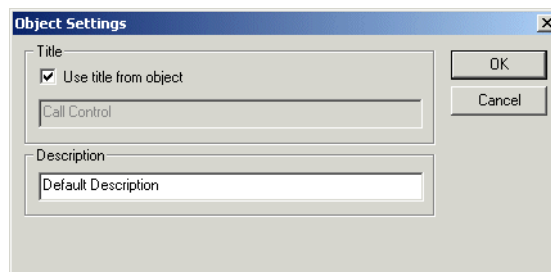
Previously opened objects can be removed from the current workspace by closing them. To close objects:

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

8.6 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 (see "Adding objects").
2. Mark the object.
3. Select **Object Settings** from the **Options** menu or click with the right mouse button in the corresponding object window and select **Object 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**.

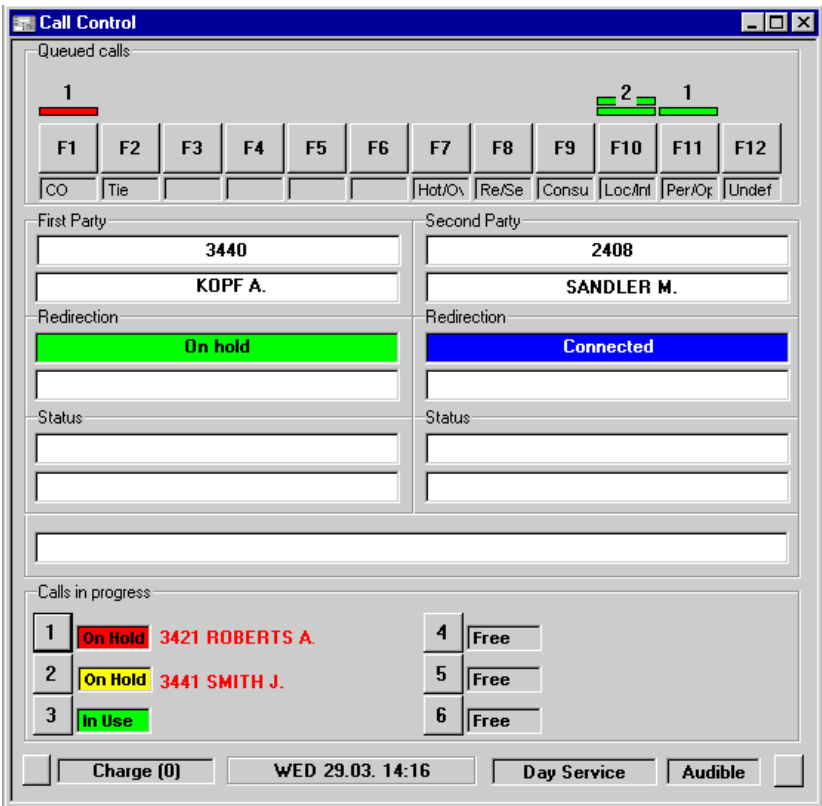
8.7 Configuring objects

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

NOTE: Using the individual objects is explained in the AC-Win MQ Operating Instructions.

8.8 Call control

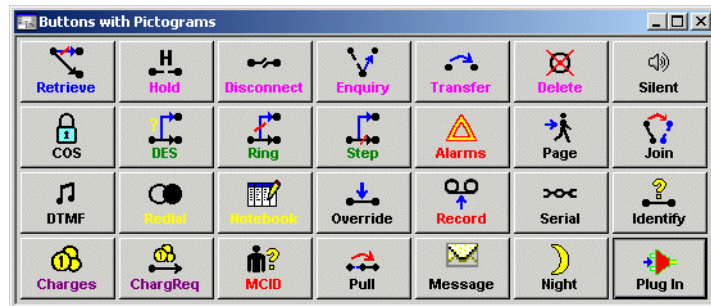
The *Call Control* window is the main object window in AC-Win MQ. All important call processing procedures are executed from this window.



NOTE: Information on how to configure the Call Control can be found in the section [Call control settings](#).

8.9 Buttons

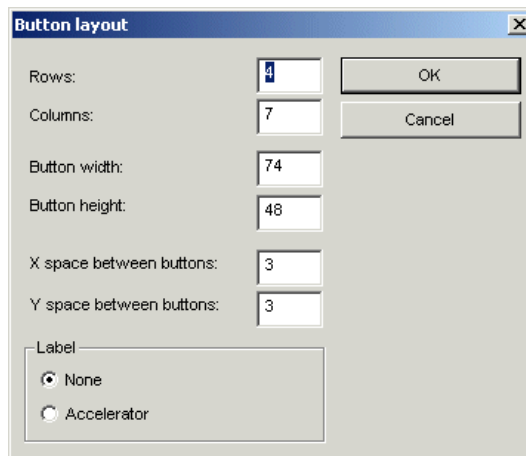
This object window shows the assignment of the buttons in AC-Win. In addition to defining the object settings, you can also define the layout and assignment of these buttons. You can save the changed object individually or with the entire workspace. An example of this window is shown below.



8.9.1 Button 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 **Button layout**.

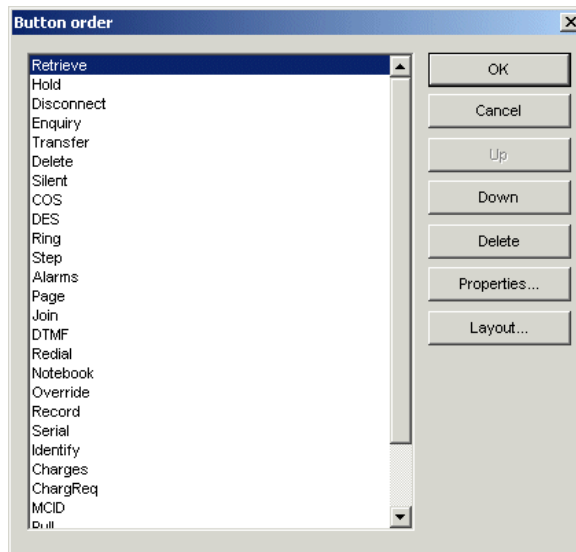


3. Set the required button grid and size.
4. Complete your entries by clicking on **OK**.
The changes you have made take effect immediately. The new layout of the *Buttons* window appears (e.g. five lines, seven columns).

8.9.2 Button 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 **Button order**:



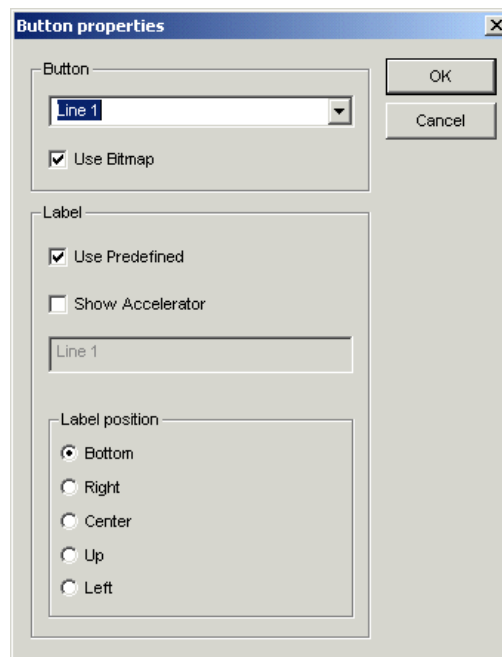
3. Select a function and click on the **Up** and **Down** buttons to change the order of the buttons.
4. Complete your entries by clicking on **OK**.

8.9.3 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.

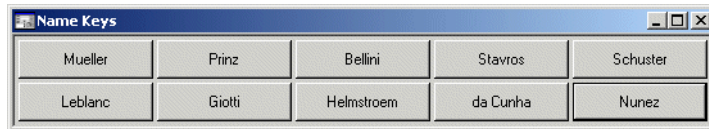


3. You can now enter your settings:
 - **Button:** You can assign a different/new function to the selected button here. (The button can be free or already have a function assigned to it.).
 - **Label:** Enter the button label and its position or select the predefined settings.
4. Complete your entries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

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

8.10 Name keys

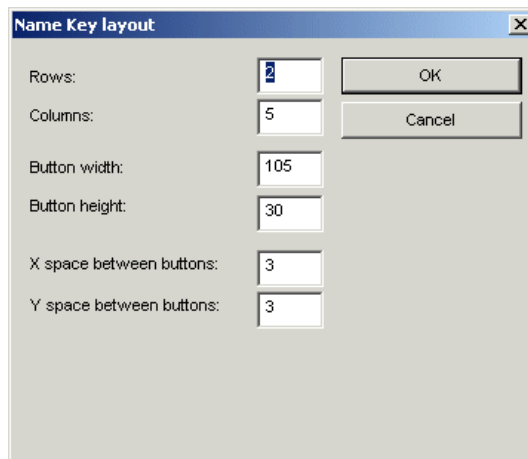
This object shows the name keys. In addition to defining the object settings, you can also define the layout and assignment of these buttons. You can save the changed object individually or with the entire workspace.



8.10.1 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.



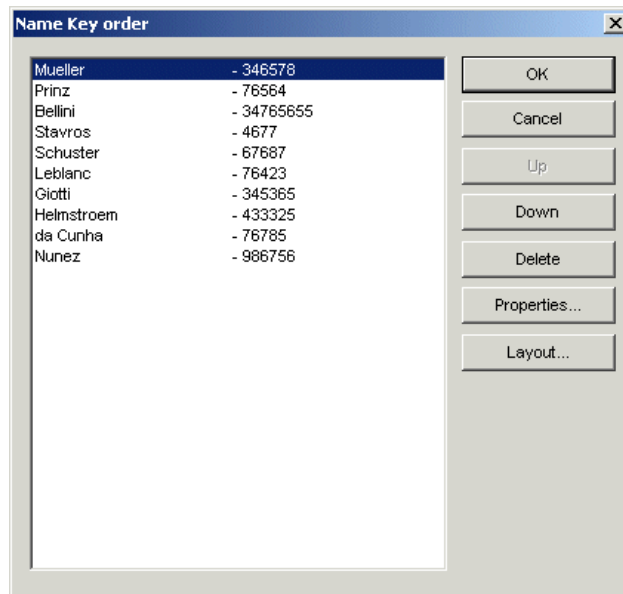
3. Select the required key grid and size.
4. Complete your entries by clicking on **OK**.

The changes you have made take effect immediately. The new layout of the *Name Keys* window is displayed.

8.10.2 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**:

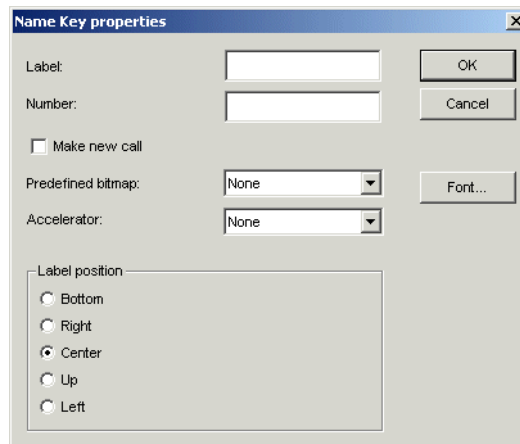


3. Select a line and click on the **Up** and **Down** buttons to rearrange the order as required.
4. Complete your entries by clicking on **OK**.

8.10.3 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 properties* window opens immediately.
2. Click with the right mouse button in the *Name Keys* window and select **Name Key properties**.

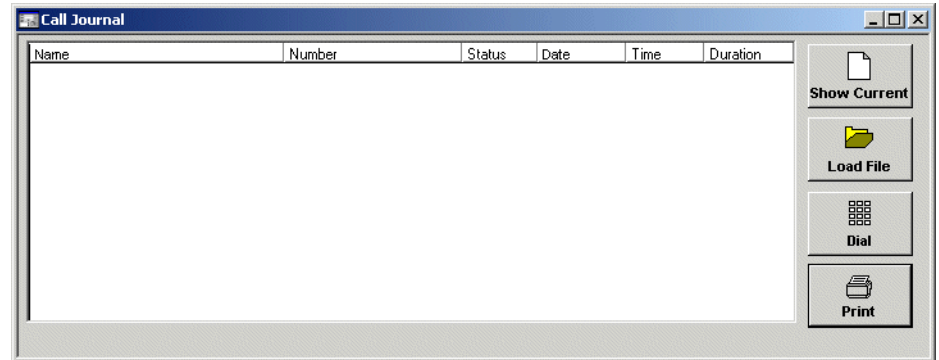


3. Enter the label text and telephone number to be assigned to the name key(s).
4. If you mark the check box **Make new call**, a new connection is always set up when you click this name key. If this check box remains deactivated, a number of name keys can be linked, i.e. these predefined digits are added to an already dialled call number.

NOTE: Using the individual objects is explained in the AC-Win MQ Operating Instructions.

8.11 Call journal

This object records the calls which have been processed using AC-Win MQ.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window (see [Object settings](#)).

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.

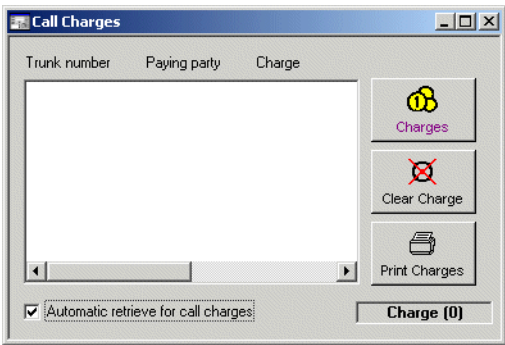
8.12 Numpad

The *Numpad* object is used to dial numbers using the mouse. This object has no other settings.



8.13 Call charges

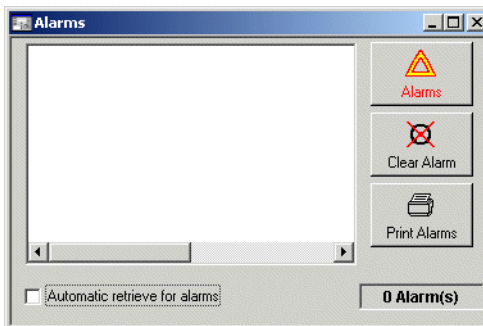
This object contains information about call charges.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window (see [Object settings](#))

8.14 Alarms

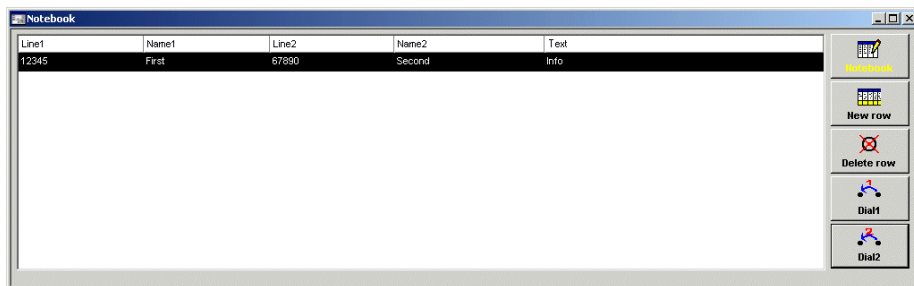
This object lists alarm causes.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window (see [Object settings](#)).

8.15 Notebook

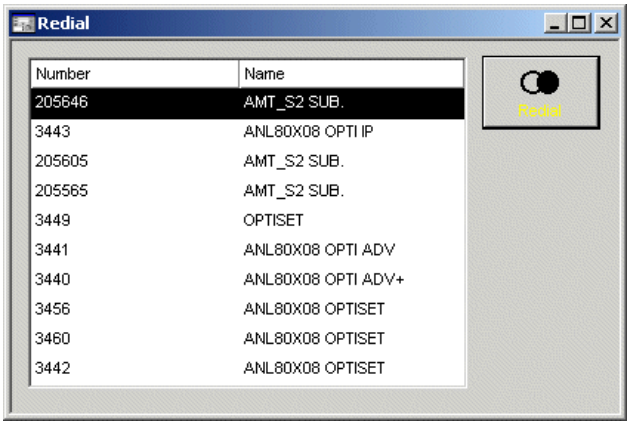
This object can be used to note and retrieve previously noted telephone numbers.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window (see [Object settings](#)).

8.16 Redial

Numbers can be stored and retrieved for redial in this object.



NOTE: The settings for this object are made under *Objects* in the *AC-Win Settings* window (see [Object settings](#)).

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