



A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000

AC-Win MQ SL V3

Attendant Console AC-Win MQ SL V3

User Manual

08/2024

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Contents

1 Overview

The attendant console PC running Microsoft Windows is installed on your workstation by a Unify 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.

AC-Win MQ offers you many advantages:

- an easy-to-use system with
 - a straightforward user interface,
 - simple operation using the keyboard and mouse,
 - distribution of the calls to multiple queues,
 - parallel presentation of calls,
- ability to customize the user interface to suit your individual requirements
- numerous attendant functions
- the option of integrating the attendant console and an electronic telephone directory within a Microsoft Windows environment.

Overview

AC-Win MQ attendant console

1.1 AC-Win MQ attendant console

From the Window user interface of your attendant console, you can transfer telephone calls and search for numbers in the directory window. The attendant console allows

- simple operation with user prompting,
- user-friendly answering and transferring of calls from up to 12 queues,
- simultaneous processing of up to six calls,
- parallel presentation of calls at several attendant consoles,
- user-friendly attendant and administrative functions,
- freely configurable name keys,
- simple overriding of calls,

The DS-Win add-on package provides the following additional options:

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

1.2 Prerequisites

The attendant console PC running Microsoft Windows is installed on your workstation by a Unify technician. You must install the AC-Win MQ SL 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.

1.3 About these operating instructions

1.3.1 Aim

These operating instructions will allow you to use all attendant functions under the 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 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

The AC-Win MQ enhanced attendant console is based on the principle of parallel signaling. Incoming calls are signaled simultaneously at all available attendant consoles in the same group and can, therefore, be answered by every console in this group. The individual attendant functions are listed below:

- speed transfer:
transfer of incoming trunk calls without prior announcement;
- standard transfer:
transfer of incoming trunk calls with prior announcement;
- attendant camp on with connection of trunk calls to free or busy subscribers,
- attendant camp on - tie-trunk and internal calls
- extending of outgoing trunk calls,
- attendant loop transfer to a different attendant console,
- attendant busy override for extending trunk calls,
- automatic recall - trunk, tie-trunk and internal calls
- holding of trunk calls,
- toggling between arbitrary calls,
- selective personal calls,
- extending of tie-trunk and internal calls,
- overriding in internal traffic,
- setup of outgoing calls,
- parallel signaling and requesting of incoming calls,
- number redial of last dialed number or stored number,
- toll calls,
- call forwarding if a call has not been answered after a certain definable period of time (overflow),
- name keys for numbers or trunk group code dialing,
- dialling using the notebook,
- serial call,
- various night service modes,
- paging,
- control of diversion,

- call retrieval,
- joining.

1.5 Administration functions

- processing and enabling remote call forwarding for subscribers,
- enabling internal traffic restriction for subscriber groups,
- enabling class of service switchover for subscriber groups,
- enabling do-not-disturb function for subscriber groups (do-not-disturb group),
- tape recorder for recording calls,
- trunk number identification.

Overview

Administration functions

2 Starting up/shutting down the program

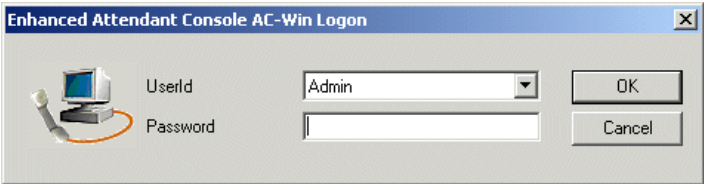


1. Double-click the AC-Win program icon or select AC-Win MQ via the start menu.

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 MQ 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 initial startup.

AC-Win MQ starts and the workspace is displayed.

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

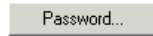
Starting up/shutting down the program

Changing the password

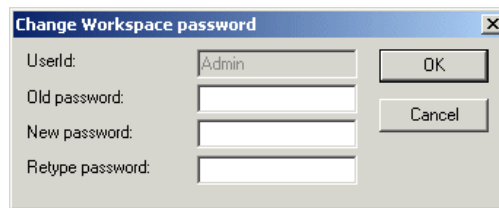
2.2 Changing the password

You can change your password.

To do this, select the *Application Settings* command in the *Options* menu.



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

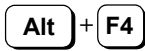


2. Enter the old password in the *Old password* box.
3. Enter the new password in the *New password* box.
4. Re-enter the new password in the *Retype password* box.

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 press **<Alt> + <F4>**.



AC-Win MQ 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!

2. Click **Start**.
3. Close Windows with **Exit...**
4. Switch off the attendant console PC.

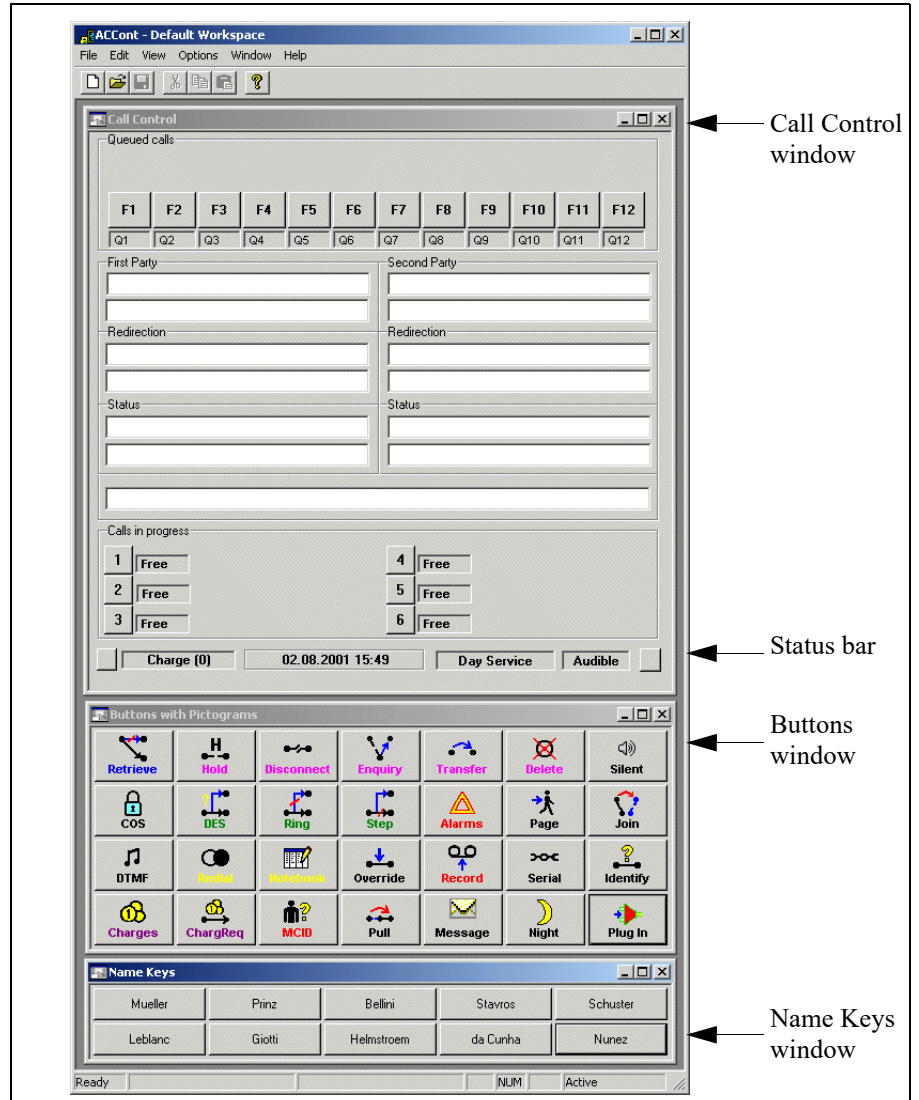


Starting up/shutting down the program

Switching off the attendant console PC

3 The workspace

The illustration below displays the workspace which appears when AC-Win MQ is started. You can choose between a range of predefined workspaces.



The workspace

Call Control window

3.1 Call Control window

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

The screenshot shows the **Call Control** window interface. It is divided into several sections:

- Queued calls:** At the top, there are 12 source keys (F1-F12) with call counts above them: F1 (1), F10 (2), and F11 (1). Below these are fields for CO, Tie, Hot/Ox, Re/Se, Consu, Loc/Int, Per/Ox, and Under.
- Call details:** A central area for a selected call, showing First Party (3440, KOPF A.) and Second Party (2408, SANDLER M.). It includes Redirection (On hold / Connected) and Status fields.
- Calls in progress:** A lower section showing a list of active calls with loop keys (1-6) and status indicators (On Hold, In Use, Free).
- Footer:** Contains a Charge (0) field, a date/time display (WED 29.03. 14:16), and Day Service/Audible buttons.

Annotations with arrows point to various elements:

- Number of holding calls per queue:** Points to the call counts above the F10 and F11 keys.
- 12 source keys for answering calls (F1 ... 12):** Points to the F1-F12 keys.
- Source key labels (call types):** Points to the labels below the keys (CO, Tie, etc.).
- Tel. number:** Points to the First Party and Second Party number fields.
- Name:** Points to the First Party and Second Party name fields.
- Tel. number/name for call forwarding:** Points to the Redirection fields.
- First status field:** Points to the First Party Status field.
- Second status field:** Points to the Second Party Status field.
- Display of receipts, infos:** Points to the empty field below the status fields.
- 6 loop keys with status info:** Points to the list of calls in progress.
- Opens the Call Charges window:** Points to the Charge (0) button.
- Number of available call charge data records:** Points to the Charge (0) field.
- Date and time; format depends on your Windows configuration:** Points to the WED 29.03. 14:16 display.
- Activates/deactivates audible call signals:** Points to the Audible button.

3.1.1 Queued calls source keys

The 12 source keys in the *Queued calls* box are used for displaying and answering calls at the attendant console. Every source key represents one or more types of calls. The call type or source is permanently set and a descriptive name is displayed in the text box under every source key.

The number of waiting calls is displayed above the key by means of bars. A bar represents a waiting call. The colour of the bar indicates the length of time the caller has been waiting.

	Default	Configuration
Wait time colour change	15 s	in the communication system
Overflow time	30 s	
Colour up to wait time	Green	in the <i>AC-Win Application Settings</i> menu
Colour after wait time	Red	

Overflow:

Waiting calls are directed to a different attendant console group once the overflow time has expired and are no longer displayed on your attendant console.

To answer a call, you can either click a source key on the screen with the mouse or press the relevant function key (F1 ... F12) on the keyboard.

The assignment of the source keys is specific to the configuration of the communication system. The source keys labels can be defined in AC-Win MQ.

The following table displays the default configuration of the source keys and provides a suggestion for the source key label.

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

The workspace

Call Control window

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: The "Call type" column describes the default configuration in the communication system. The source keys labels can be defined in AC-Win MQ. Your display may, therefore, deviate from the display described here.

3.1.2 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.

3.1.3 Second party

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

3.1.4 Redirection

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

3.1.5 Status

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

- Busy
- On hold
- Connected
- Free

3.1.6 Calls in progress

The six loop keys and their related status boxes represent calls that are currently being processed by the attendant console. The subscriber information (telephone number and name if available) is displayed for every loop key.

A free loop key is automatically allocated if you

- answer a call with a source key,
- start dialling (digit entry).

In Use is displayed in the status box beside the loop key. You are now connected to the subscriber. Only one loop key may have active status at one time.

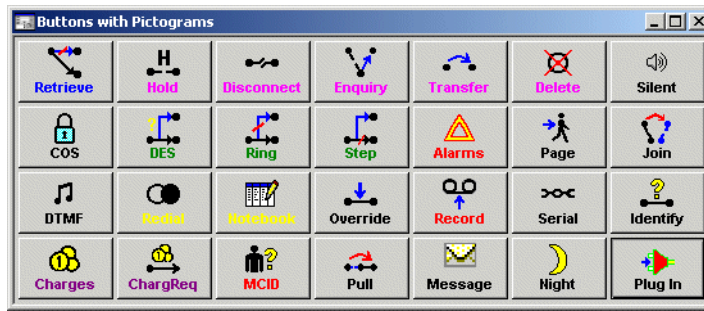
You can click a button on the screen with the mouse or press one of the 1 ... 6 keys on the keyboard to manually select and activate a loop key.

The workspace

Buttons window

3.2 Buttons window

The *Buttons* window contains buttons for the attendant and system functions. The illustration below displays the 28 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.



Retrieve

The last transferred call is retrieved to the attendant console, provided that it was not answered by the destination station.



Hold

The call is held on the loop key at the attendant console.



Disconnect

Disconnects the connection to the first subscriber and to the second subscriber (if one exists).



Consultation

Varying function depending on the current situation:

- **Consultation:** The caller is switched to "consultation on hold" and you can dial a destination number.
- **Toggle:** Toggles between the first and second subscriber. The call that is not connected is put on hold.



Transfer

Varying function depending on the current situation:

- **Connects** the first (on-hold) and second subscriber following an enquiry or consultation.
- **Hold** function: After a call has been answered it is held at the attendant console if a connection cannot be set up.



Delete

Deletes any information or connection that is displayed in the *Second Party* box. Otherwise the first party is deleted.



Silent

Deactivates the acoustic signalling of incoming calls.



COS

COS changeover.



Direct Extension Select

Allows you to override a call forwarding destination.

The workspace

Buttons window



Ring

Allows you to call a destination number for which call forwarding has been activated (in conjunction with the **DES** button).



Step

Allows you to call the call forwarding destination directly (in conjunction with the **DES** button).



Alarms

Opens the *Alarms* window.



Page

Activates the page function by means of a pager.



Join

Connects the current call with an other call held at the attendant console.



DTMF

Switches to dual-tone multifrequency signalling (DTMF).



Redial

Dials the last dialed number.



To Redial (optional)

Inserts the last dialed number into the redial list.



Notebook

Inserts the information relating to the current call contained in the *First Party* and *Second Party* boxes as a new entry into the notebook.



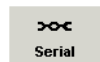
Override

Allows you to intrude in a call if the dialed extension is busy or to call an extension on which the DND feature (Do Not Disturb) has been activated.



Record

Activates the record function to record a current call.



Serial

Press this button before you transfer the calls if a caller wishes to conduct several calls in succession. The caller is reconnected to the attendant console after the first call.



Identify

Displays information relating to the external line.



Charges

Opens the *Call Charges* window and loads the call charge data record.



Charge Request

Starts the call charge recording of the current call.

The workspace

Buttons window



Malicious call identification

Output of the call data (telephone number, date, time, attendant console number) on the operating terminal of the communication system.



Pull

A subscriber conducted a consultation call with the attendant console while the other party is put on hold:

Pull connects you with the caller holding for the subscriber. The subscriber is disconnected from the original caller and from the attendant console.



Message

Plays messages on the answering machine of the attendant console.



Night

Activates night service.



Plug out/Plug in

Connects/disconnects the attendant console to/from the system. The relevant function is displayed. This function corresponds to the plugging in/out of the headset.



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.



Emergency Disconnect (optional)

Enables 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.

The workspace

Name Keys window

3.3 Name Keys 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](#).

Entries via name keys are indicated in the operating instructions by means of the following symbol:



Name keys

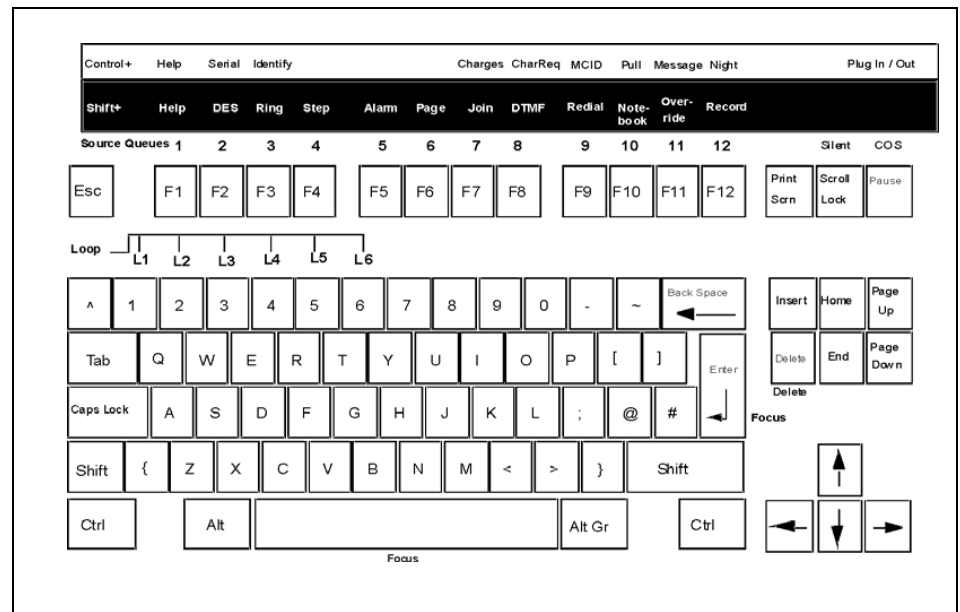
4 Basic operating procedures

4.1 Operation with the keyboard or mouse

You can use both the keyboard and the mouse to navigate the workspace windows and activate buttons. We recommend using the keyboard to control call processing since it is significantly quicker and more convenient than using the mouse.

4.2 The keyboard

Some of the keys on the PC keyboard are preassigned with attendant console functions:



NOTE: The keyboard functions are freely configurable. This procedure is described in the AC-Win MQ Administration Manual.

Entries made using the alphanumeric keyboard are indicated in the operating instructions by means of the following symbol:



Alphanumeric entry.

Basic operating procedures

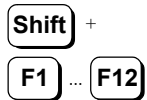
Loop keys

4.2.1 Special function keys F1 ... F12



The special function keys are assigned the 12 source keys in the Call Control window. They represent the call types and are used to answer calls.

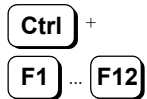
4.2.2 Shift and special function key



The special function keys are assigned additional call processing and system functions when used in conjunction with the Shift key. This is illustrated on the keyboard.

To call these functions, press and hold down the <Shift> key and simultaneously press the required special function key <F1> ... <F12>.

4.2.3 Ctrl and special function key



The special function keys are assigned additional call processing and system functions when used in conjunction with the Ctrl key (see the illustration on the keyboard).

To call these functions, press and hold down the <Ctrl> key and simultaneously press the required special function key <F1> ... <F12>.

NOTE: To call the Help function, simultaneously press <Shift> and <F1> or <Ctrl> and <F1>.

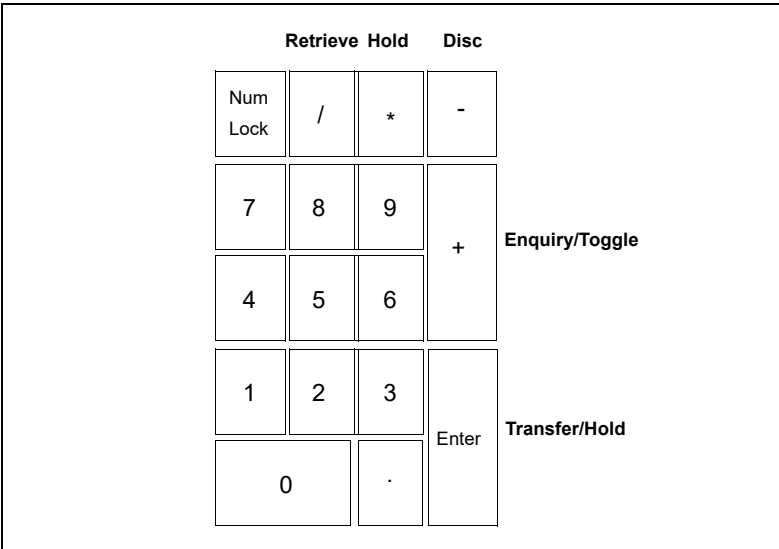
4.3 Loop keys

Calls that are on hold at your attendant console or calls that are currently being processed are automatically assigned to one of the six loop keys. The current status of the line is displayed beside the keys. Pressing a loop key has the following effect, depending on the status of the line:

Status	Effect when activated
On hold	You are connected to the caller on hold. The display changes to <i>In Use</i> .
Free	The line is seized by you. You can dial the required number. The display changes to <i>In Use</i> .
In Use	No effect.

4.4 The keypad

You can use the numeric keys on the numeric keypad to the right of the keyboard to dial numbers. <Num Lock> must be activated for this purpose. Num Lock is automatically activated when AC-Win MQ is started. The remaining keys of the numeric keypad are assigned as follows:



NOTE: Keyboard templates with the default configuration may be obtained under the ordering number.

Entries made using the numeric keypad are indicated in the operating instructions by means of the following symbol:



Dial telephone number, enter digits.

4.5 Other keyboard functions



Emphasized buttons are displayed with a thick frame. You can execute such functions directly by pressing **<Enter>** (alphanumeric keypad) or **<Space>**.



The **<Enter>** key on the numeric keypad has a different function, depending on the current situation:

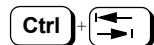
- **Transfer keyboard function: Connects** the first (on-hold) and second subscriber following an enquiry or consultation.
- **Hold keyboard function:** A call is put on hold at the attendant console following an enquiry if a connection cannot be set up.



Deletes incorrect entries (same as the **Delete** button in the *Buttons* window).



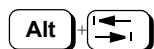
You can select all active buttons and fields one after the other using **<Tab>**.



You can select the various workspace windows using **<Ctrl> + <Tab>**.



You can scroll in the lists with the cursor keys.



You can toggle between the activate Windows applications using **<Alt> + <Tab>**.



You can call the menus in the command line in accordance with Windows operation and directly select menu options using **<Alt> + <Shortcut>**.

Basic operating procedures

Other keyboard functions

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 tone 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
	Enabled	Function can be activated
	Disabled	Function cannot be activated at present
	Activate	Function is activated

6 Answering calls

This chapter describes all tasks and functions that are significant to the answering and transferring of calls. Operational procedures using both the mouse and the keyboard are described for frequently required steps.

Unanswered calls are represented by coloured bars displayed above the **F1** to **F12** source keys in the *Call Control* window. The colour of the bar indicates the length of time the caller has been waiting:

	Default	Configuration
Wait time colour change	15 s	in the communication system
Overflow time*	30 s	
Colour up to wait time	Green	in the <i>AC-Win</i> <i>Application Settings</i> menu
Colour after wait time	Red	

*Waiting calls are directed to a different attendant console group once the overflow time has expired and are no longer displayed on your attendant console.

To answer a call

click the source key using the mouse or



press the relevant <F1> ... <F12> function key on the keyboard.



You are now connected to the subscriber. The telephone number, name and any assigned call forwarding destination are displayed in the *First Party* status boxes if this information is available. The first free loop key in the *Calls in progress* box is assigned to the call. Its status changes to *In Use*. If several calls are waiting, you can answer each call using one of the source keys.

Answering calls

Transferring/extending calls

6.1 Transferring/extending calls

An answered call can be transferred or extended to a subscriber or operator using the standard transfer procedure or the speed transfer procedure.

6.1.1 Normal transfer

Use the standard procedure if you wish to notify the subscriber at the destination extension of the call before transferring it or if you wish to speak to the caller or destination subscriber alternately before connecting the call.

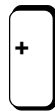
Answer the call with a source key or



the relevant <F1...12> function key.



You are connected to the subscriber. The name and telephone number of the subscriber appear in the status boxes. The first free loop key in the *Calls in Progress* box is assigned.



Press <+> on the numeric keypad or



press the **Enquiry** button.

The caller is switched to "consultation on hold".



Dial the destination using the numeric keys or



determine the destination number if you have installed DS-Win or



click the name key of the relevant subscriber.

If you hear a ring tone, busy tone or the destination subscriber answers:



Press **<Enter>** on the numeric keypad or



press the **Transfer** button.

The call is transferred directly to the destination subscriber.

If you hear a ring or busy tone:

The call is displayed at the attendant console after approx. 30 seconds if the destination subscriber does not answer the call.

6.1.2 Speed transfer procedure

Use the speed transfer procedure if you do not wish to notify the subscriber of the caller before answering it.



Answer the call with a source key or



the relevant **<F1...12>** function key.

You are connected to the subscriber. The name and telephone number of the subscriber appear in the status boxes.



Dial the destination number using the numeric keys or



enter the name of the destination subscriber if you have installed DS-Win or

Answering calls

Disconnecting a call

click the name key of the relevant subscriber:



The call is transferred once the last digit of the number has been dialed and the destination subscriber's line is not busy.

You remain connected to the caller until the caller is transferred.

If you hear a ring or busy tone:

The call is displayed again at the attendant console after approx. 30 seconds if the destination subscriber does not answer the call.

6.2 Disconnecting a call



Using the <-> key on the numeric keypad or



using the **Disconnect** button, you can disconnect the connection to the caller and, where applicable, to the destination subscriber and terminate the call.

6.3 Disconnecting a call using Delete



Press or



press the **Delete** button to disconnect the connection to the destination subscriber that you have dialed.

You can subsequently dial a different destination.

NOTE: You can use the **Delete** button to disconnect a call and dial a new destination if a destination subscriber cannot be reached or if *No connection possible* is displayed in the status bar.

Answering calls

Overriding a call

6.4 Overriding a call

If the destination subscriber's line is busy, you can override the busy line in urgent cases and speak to the destination subscriber (function only enabled for internal calls).



To override a busy line, dial the number of the internal subscriber.

The first free loop key in the *Calls in progress* box is assigned.
The destination subscriber is displayed with the *busy* status.



Press <Shift> + <F11> simultaneously to speak to the destination subscriber or



click the **Override** button.

You are now intruding in the call. Both subscribers hear a tone indicating that you are overriding the line.

First scenario:

Destination subscriber wishes to accept a waiting call:



Press <Enter> or



press the **Transfer** button.

The caller is connected to the destination subscriber.

Second scenario:

Destination subscriber does not wish to accept a waiting call:



Press <Shift> + <F11> or



click the **Override** button to disable the override function.

Answering calls

Serial call (multiple transfer)

6.5 Serial call (multiple transfer)

You can process the call as a serial call if a caller wishes to be connected to several subscribers in succession:



Answer the call using a source key or



the relevant <F1...12> function key.

You are connected to the subscriber. The name and telephone number of the subscriber appear in the status boxes. The first free loop key in the *Calls in progress* box is assigned the call.



Press the **Serial** button to start a serial call (multiple transfer).

You can now use the standard transfer or speed transfer procedure:

- The transferred call is returned to be answered again as soon as the internal calling party replaces the handset.
- Serial call mode is now automatically deleted.
- If a new serial call is to be placed, it must be initiated each time before the call can be transferred again.

The **Serial** button label is displayed in colour if serial call mode is activated. The colour of the label depends on the configuration of your attendant console. The default colour is blue.

Pressing the **Serial** button a second time disables serial call mode.

6.6 Putting a call on hold

You can put a call on hold to transfer other intermittent calls while the caller on hold waits (forexample, if you want to page a person).



Press <*> on the keypad to put a caller on hold, for example, while you consult an other subscriber or



press the **Hold** button:

The call is put on hold. The loop key (1...6) switches to the *On Hold* status and the name and telephone number of the caller on hold are displayed beside the loop key.

6.7 Transferring a call on hold

A loop key on which a call is held is marked as *On Hold*.
To return to a caller on hold, press the loop key to which the held call is assigned:



Press the relevant loop key (<1 ... 6>) on the numeric keypad or



click the relevant loop key **1 ... 6** in the *Calls in progress* box.

Continue with speed transfer or the standard transfer procedure ().

Answering calls

Toggle (alternating between parties)

6.8 Toggling (alternating between parties)

The toggle function allows you to speak to both parties alternately. The party on hold cannot listen in on your conversation with the other party.



Answer the call using a source key or



the relevant <F1...12> function key.

You are connected to the subscriber. The name and telephone number of the subscriber appear in the status boxes. The first free loop key in the *Calls in progress* box is assigned.



press <+> on the numeric keypad or



press the **Enquiry** button.

The caller is switched to "consultation on hold".



Dial the destination using the numeric keys or



determine the destination number if you have installed DS-Win or



click the name key of the relevant subscriber.



Toggle between the caller and the destination subscriber using <+> or



the **Enquiry** button.

Connected appears in the status bar for the extension to which you are connected. *Hold* appears in the status bar for the party on hold.

Answering calls

Toggle function with calls on hold

6.9 Toggle function with calls on hold

You wish to toggle between a call in progress and a call on hold.



Put the first call on hold: Press <*> on the numeric keypad or



press **Hold**.

The call is put on hold. The loop key (**1...6**) switches to the *On Hold* status and the name and telephone number of the caller on hold are displayed beside the loop key.



Answer the second call using a source key or



the relevant <F1...12> function key.



To speak to the caller on hold, press the loop key or button (**1 ... 6**) on which the call is held. The second caller is put on hold on its assigned loop key.



You can toggle between the calls on hold by clicking the relevant loop key.

To connect a call in progress with a call on hold,



press the **Join** button and subsequently



press the loop key or button (**1 ... 6**) of the holding party.

The calls are connected and deleted from the attendant console.

6.10 Retrieving a call

The last transferred call can be retrieved to the attendant console as long as the destination subscriber has not answered the call yet.



Press < 1 > on the keypad or



press the **Retrieve** button.

Both parties involved in the last transferred call are displayed in the *First Party* and *Second Party* boxes if the call has not been connected yet. The attempt to transfer the call to the destination subscriber is cancelled. You are now connected to the caller.

6.11 Pulling a call

An internal subscriber conducted a consultation call with the attendant console while the caller to which the subscriber is connected is put on hold. You are connected to the call on hold if the subscriber replaces the handset or if you:



Press the **Pull** button.

The telephone number and name of the caller are displayed in the *First Party* box. The internal subscriber is disconnected from the original caller and from the attendant console.

6.12 Control of diversion

You can control whether fixed call forwarding is ignored, or whether the call is diverted to the forwarding destination.

To call a number for which call forwarding is activated:



Press the **DES** button,



dial the destination number.

Step or Ring? appears in the *status* box if call forwarding is activated for the destination.

To ring at the destination subscriber:



Press the **Ring** button.

To ring at the call forwarding destination:



Press the **Step** button.

NOTE: You do not need to press the **DES** key if permanent call forwarding control is configured in your communication system.

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.

1 Free

When the terminal is idle, i.e. when you are not answering a call, you can dial the number after pressing a free loop key and/or



If you dial a number without first selecting a loop key, a loop key is automatically seized when you dial the first digit of the number. *In Use* appears beside the loop key.

The dialed number and the name of the subscriber (if available) are displayed in the *Second Party* window.

When transferring or extending calls you can:

with or without



directly enter the required extension number (speed servicing option). The call is automatically connected after the last digit has been entered.



Press the **Enquiry** button and enter the extension number (standard transfer procedure). Pressing **Transfer** connects the call.

The dialed number and the name of the subscriber (if available) are displayed in the *Second Party* window.

Deleting incorrect entries:



Press **** on the keyboard or



click the **Delete** button.

Dialling

Dialling with redial option (last stored number)

7.1 Dialling with redial option (last stored number)

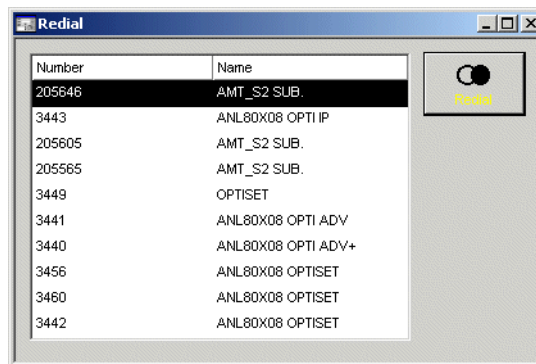


You can dial the last stored number by pressing the **Redial** button.

You must open the *Redial* window if you want to dial a different stored number.

7.2 Dialling with redial option (stored number)

Open the *Redial* window by selecting the *File, New Object, Redial* menu.



Double-click the required number or select the number and press the **Redial** button in the *Redial* window.



NOTE: You will find information on how to store numbers for redialling purposes in the section entitled "Redial".

7.3 Dialling using name keys

Miller

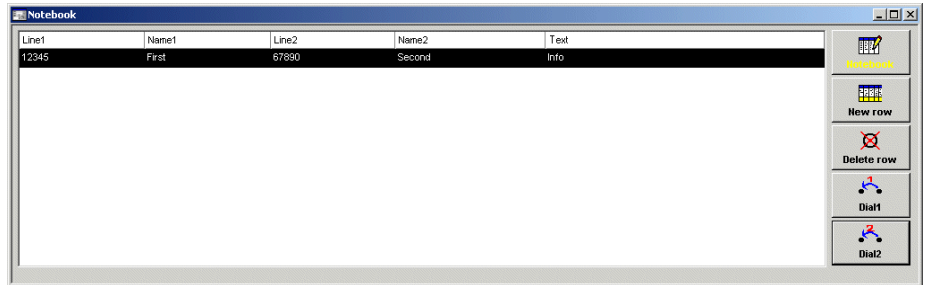
Navigate to the *Name Keys* window and click the button whose number you would like to dial.

The pre-programmed number is dialed.

NOTE: You find information on how to pre-program name keys in the section entitled "Programming name keys"

7.4 Dialling using the notebook

Open the *Notebook* window by selecting the *File, New Object, Notebook* menu.



Select an entry in the *Notebook* window.



Press the **Dial 1** button to dial the first number.

The connection is set up; or



press **Dial 2** to dial a second number if the entry contains a second number.

The connection is set up.

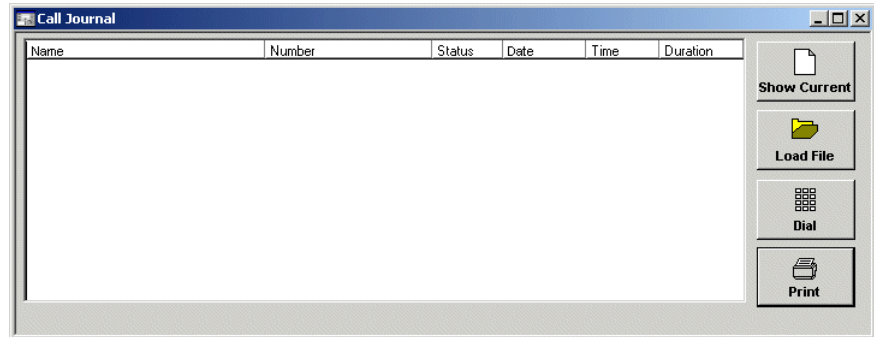
NOTE: You will find additional information about the notebook in the section entitled [Notebook](#).

Dialling

Dialling using the call journal

7.5 Dialling using the call journal

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



Select the line containing the required connection in the list.



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 the section entitled [Call journal](#).

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 bysimultaneously pressing the <Ctrl> and <C> key combination.

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

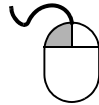


Insert the number into the box by simultaneously pressing the <Ctrl> and <V> key combinations.

A free loop key is assigned. The number is now automatically dialed.

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).

A free loop key is automatically allocated.

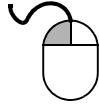
NOTE: This procedure only functions if the connection to the communication system has been set up. If this is not the case, the number cannot be dragged with the mouse.

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.



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



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



The direct entry of numbers with the mouse or keyboard is symbolized in these operating instructions by the Numpad illustration.

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).



Terminate the connection using the <-> key on the keypad

or



press the **Disconnect** button.

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.

Dialling

Activating DTMF suffix dialling

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 **Disconnect** button if the subscriber does not respond or if the pager is deactivated after a certain period of time.

The paging function is cancelled.

Example:

If a caller would like to speak to someone who is away from his/her desk, you can page this subscriber. The paged subscriber responds by calling the attendant console.



Put the first call on hold: Press **Hold**.

The call is put on hold. The loop key switches to *On Hold* status and the name and telephone number of the caller on hold are displayed.

System functions

Retrieving mailbox messages

Activate the paging function for the destination subscriber. The paged subscriber calls your attendant console.



Answer the call at your attendant console.



To connect the two parties, press the **Join** button and subsequently



press the loop key or button of the holding party.

The calls are connected and deleted from the attendant console.

8.2 Retrieving mailbox messages

You can listen to the voicemail messages on your attendant console.

8.2.0.1 Prerequisite:

You must have set up a code number to access the mailbox. To do this, select the *AC-Win Settings* command in the *Options* menu. Open the *Call Control* tab and enter the relevant code number in the *Mailbox* field under *Access codes*.

The *Message* button in the Buttons window is highlighted if your mailbox contains new messages.



Press the **Message** button to listen to the messages in your mailbox.

You are automatically disconnected once you have listened to the messages.

NOTE: If messages which have not yet been retrieved are stored in the mailbox, a letter symbol appears on the Message button.

8.3 Activating the tape recorder

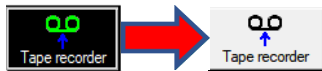
You can record a call if your communication system allows this function and the proper setting was made in the AC-Win IP Configuration.



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

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). You can record a call if your communication system supports this function.

8.4 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.

8.5 Automatically activating the tape recorder

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

To do this, select the *AC-Win Settings* command in the *Options* menu.

Click the *Automatic tape recording* option in the *Call Control* tab.

8.6 Activating MCID (malicious call identification)

This function allows you display the call data (telephone number, date, time, attendant console number) 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.

System functions

Trunk number identification

8.7 Trunk number identification

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



Press the **Identify** button.

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



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

9 Name keys

The section entitled [Dialling using 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 MQ if you have programmed name keys and saved the workspace.

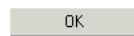
You also have the option of opening new name key windows and saving them under an appropriate name.

9.1 Opening a new name key window



Select the *New Object* command in the *File* menu or press the <Ctrl> and <N> keys simultaneously. The *New Object* window opens.

Select the *Name Keys* entry in the list.



Click the **OK** button or



press <Enter>.

A new *Name Keys* window without any programmed names opens:



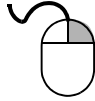
NOTE: To open a pre-programmed window, click the *Open Object* menu item in the *File* menu.

Name keys

Programming name keys

9.2 Programming name keys

You can program assigned or unassigned name keys.

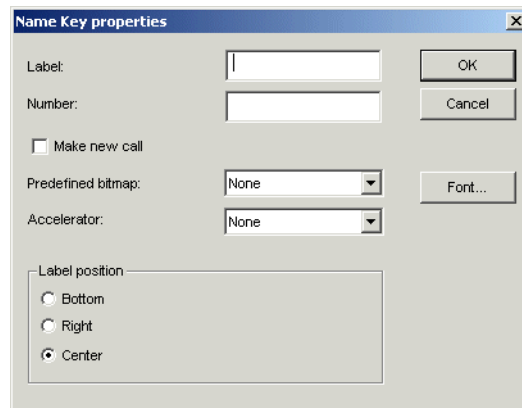


Position the cursor on a name key in the *Name Keys* window and press the right mouse button.



Select the *Name Key properties* command.

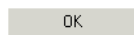
The *Name Key properties* window opens.



Enter the name key label in the *Label* box.



Enter the telephone number that is to be dialed when the name key is pressed in the box beside *Number*.



Close the *Name Key properties* window by pressing **OK** or



press **<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.

Name keys

Saving name key windows

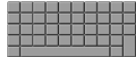
9.3 Saving name key windows

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 MQ is started.

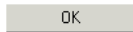
NOTE: The section entitled [Saving the workspace \(\)](#) contains a detailed description of the procedures for saving the workspace.

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

To do this, select the *Save Object as* command in the *File* menu. The *Save As* window opens.



Specify a window name and directory.



Confirm your entries with **OK** or



press <**Enter**>

The *Name Keys* window is stored under the specified name.

10 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.

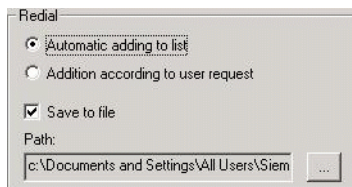
10.1 Basic settings

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

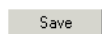
- **Save number automatically:**
Every dialed number is incorporated in the list in the *Redial* window.
- **Save number manually:**
You decide whether or not the dialed number is to be saved as a redial number.

10.1.0.1 Proceed as follows to set an option:

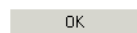
1. Select the *AC-Win Settings* command in the *Options* menu.
2. Click the *Objects tab*.
3. Click the required option.



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**.

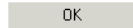
Redial

Opening a new redial window

10.2 Opening a new redial window



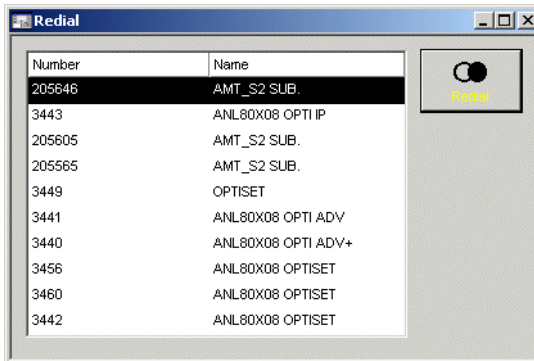
1. Select the *New Object* command in the *File* menu or press the <Ctrl> and <N> keys simultaneously. The *New Object* window opens.
2. Select *Redial* from the list of dialog windows.



3. Click the **Open** button or



press <Enter>.



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

10.3 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 MQ Administration Manual.



You have dialed a number or answered a call.



Save the dialed number or the caller's number using the **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 or



press the **Disconnect** button.

Redial

Saving the redial window

10.4 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 MQ is started.

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

11 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.

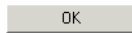
The section entitled [Dialling using the notebook](#) () describes how to set up a connection using the notebook.

11.1 Opening a new notebook



1. Select the *New Object* command in the *File* menu or press the <Ctrl> and <N> keys simultaneously.

The *New Object* window opens.



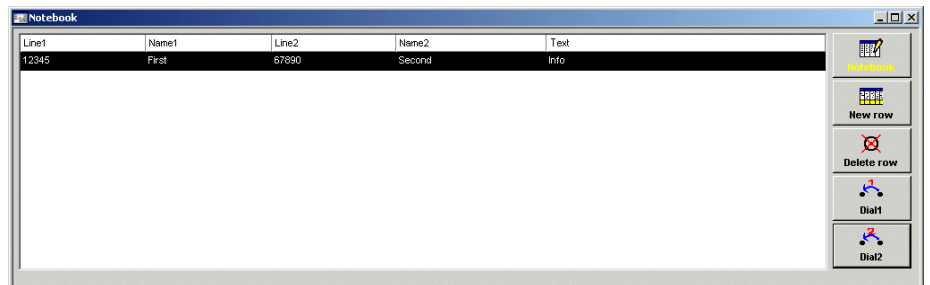
2. Select *Notebook* from the list.

3. Click the **Open** button or



press <Enter>.

A new *Notebook* window opens:



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

Notebook

Adding a connection to the notebook

11.2 Adding a connection to the notebook



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

11.3 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.



Enter the required data.

11.4 Deleting notebook entries



1. Select a notebook entry.
2. Press the **Delete row** button.

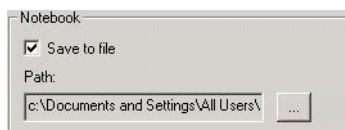
The entry is deleted from the notebook.

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

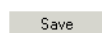
11.5 Saving the notebook

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

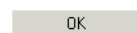
1. Select the *AC-Win Settings* command in the *Options* menu.
2. Click the *Objects* tab.



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 MQ is started.

Notebook

Saving the notebook

12 Call journal

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

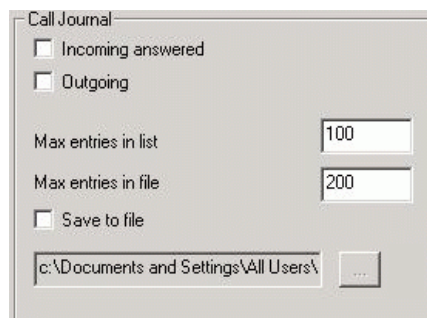
- name (if available),
- telephone number,
- status (incoming or outgoing), depending on the setting,
- date,
- time,
- call duration.

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

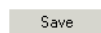
12.1 Activating the call journal

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

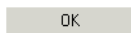
1. Select the *AC-Win Settings* command in the *Options* menu.
2. Click the *Objects* tab.
3. Select the type of calls to be logged.



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**.

The recording function is enabled.

Call journal

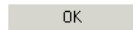
Opening the call journal

12.2 Opening the call journal

Select the *New Object* command in the *File* menu or press the **<Ctrl>** and **<N>** keys simultaneously. The *New Object* window opens.



Select *Call Journal* in the list.

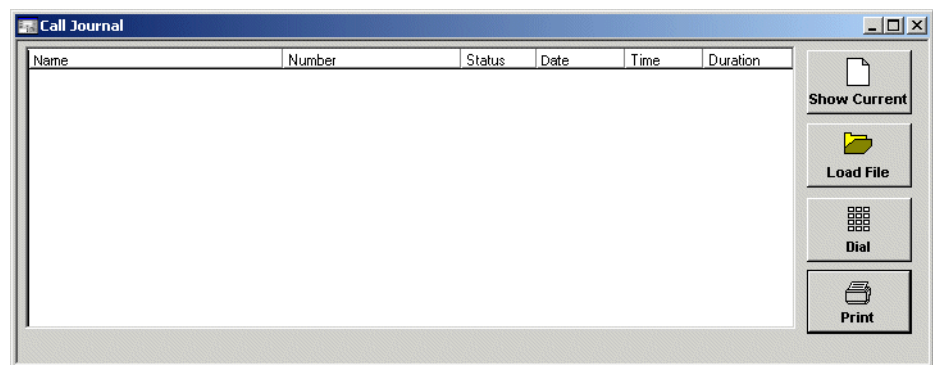


Click the **Open** button or



press **<Enter>**.

A new *Call Journal* window opens.



12.3 Viewing current call data

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



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

12.4 Viewing saved call data

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



The saved call data record is loaded and displayed.

12.5 Printing call data

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



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

12.6 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

13 Call charge registration

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

13.1 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

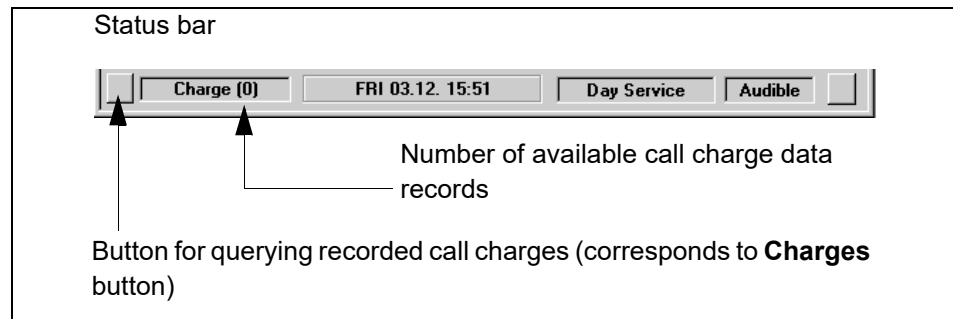
Activating call charge registration

13.2 Activating call charge registration



Press the **ChargReq** 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. The number of call charge data records in the status bar is increased by one after the call has been disconnected.



13.3 Opening the call charges window

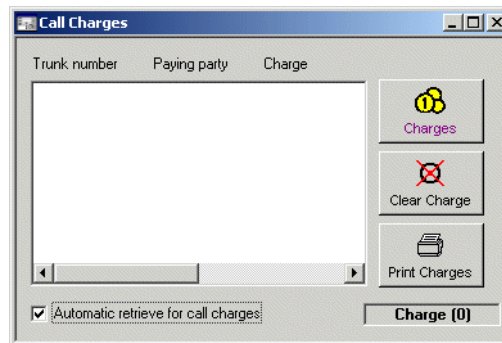
The *Call Charges* window is used to display the call charge records. The contents of this window are updated manually or automatically, depending on the basic settings.



Press the **Charges** button or



press the button in the status bar of the *Call Control* window.



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

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

13.4 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).

Call charge registration

Clearing call charges

13.5 Clearing call charges



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

The call charge window is deleted.

13.6 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](#) ().

14 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).

14.1 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 out** button.

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

NOTE: The total number of calls on all source keys is displayed in the status bar beside the *Night Service* display if the night service function is activated on the last attendant console of a group.

Night service

Automatic night service

14.2 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 MQ.

14.3 Deactivating night service



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



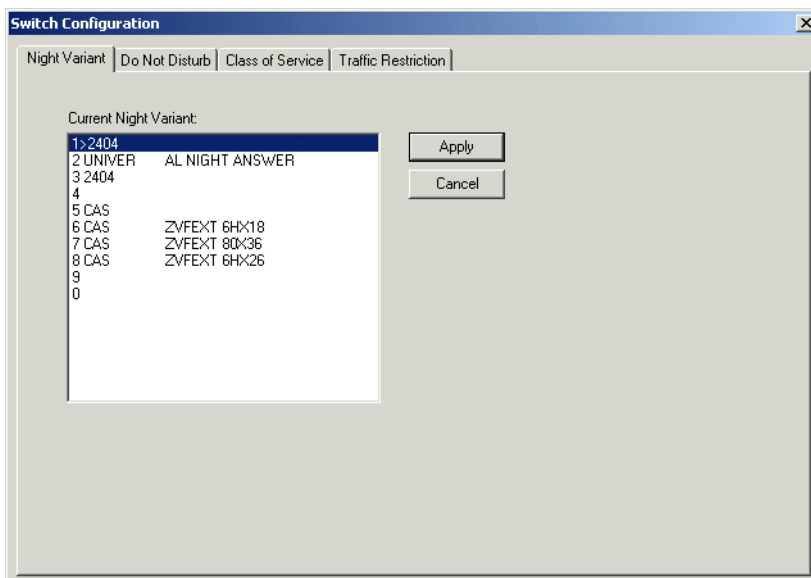
2. click the **Plug in** button. Night service is automatically deactivated

14.4 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.



Apply

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 MQ.

Night service

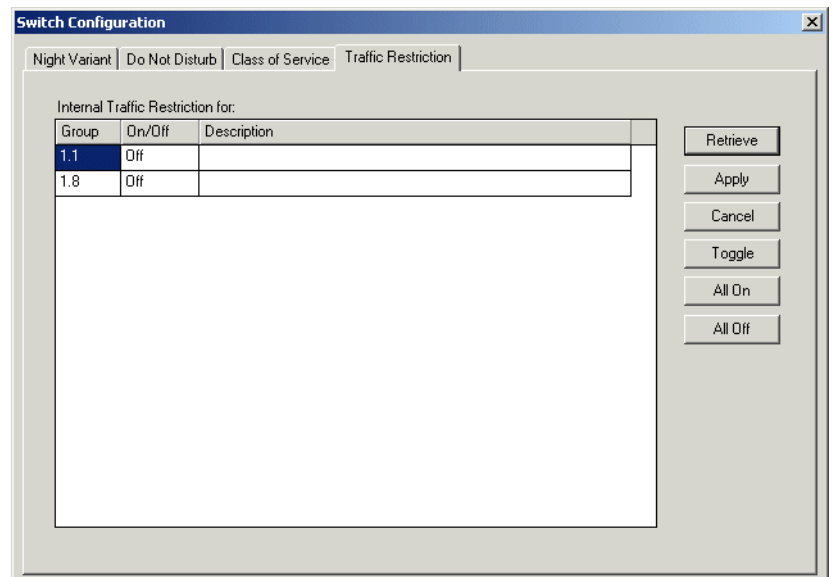
Checking and changing night service stations

15 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).

15.1 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 MQ.

Internal traffic restriction for subscriber groups

Activating and deactivating internal traffic restrictions for subscriber groups

15.2 Activating and deactivating internal traffic restrictions for subscriber groups

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.

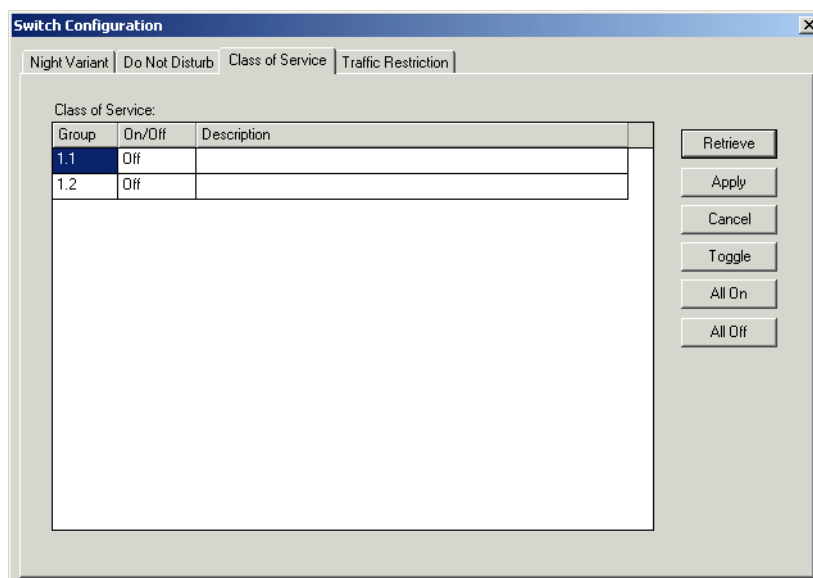
16 Class of service changeover for subscriber groups

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.

16.1 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 MQ.

Class of service changeover for subscriber groups

Activating and deactivating classes of service for subscriber groups

16.2 Activating and deactivating classes of service for subscriber groups

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.

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

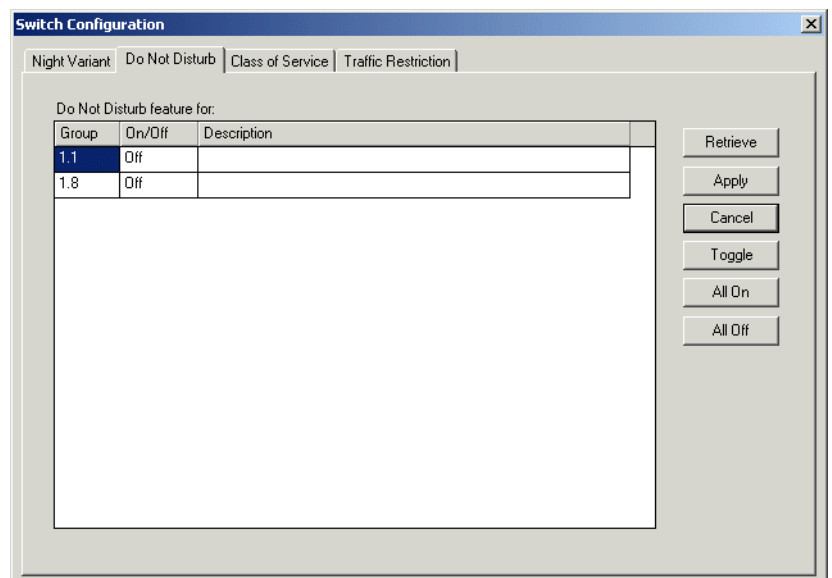
The "do not disturb" feature can be activated temporarily for certain subscriber groups if these subscribers do not wish to be disturbed by incoming calls.

17.1 Viewing subscriber groups with "do not disturb"

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

Click the *Do Not Disturb* tab.

The list of subscriber groups for which the "do not disturb" feature has been activated is displayed.



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 MQ.

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

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

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

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.

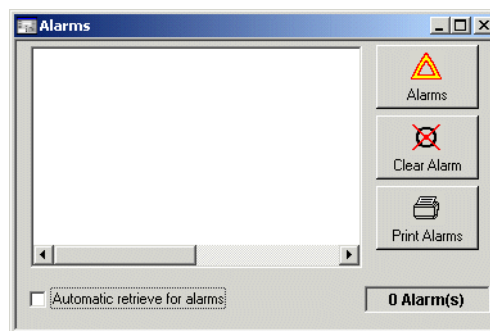
18 Alarm

The Alarms button is highlighted (activated) if faults occur at the attendant console.

18.1 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.

18.2 Printing alarm messages

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

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



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

Alarm

Deleting alarm messages

18.3 Deleting alarm messages

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

1. Press the **Clear Alarm** button in the *Alarms* window. The entries in the *Alarms* window are deleted.

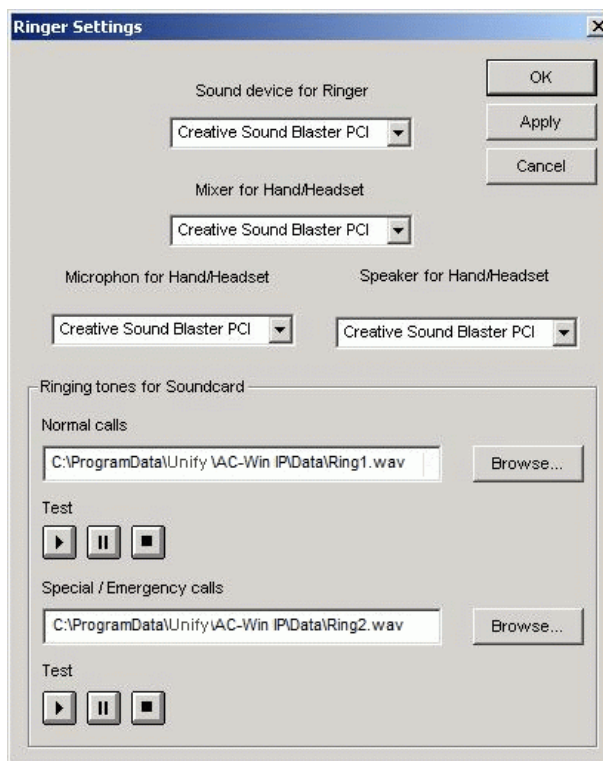


NOTE: You can close the *Alarms* window using **<CTRL>+<F4>** or using the system menu field.

19 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)

You are using a sound card

3. In the *Ringing 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.

Setting the volume

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.

20 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
- Informationen about software version of the used AC-Win application

20.1 Activating CAPI Trace

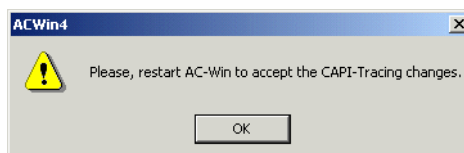
With the CAPI Trace function you get informationen about the CAPI interface.

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

In the status bar you see the following:



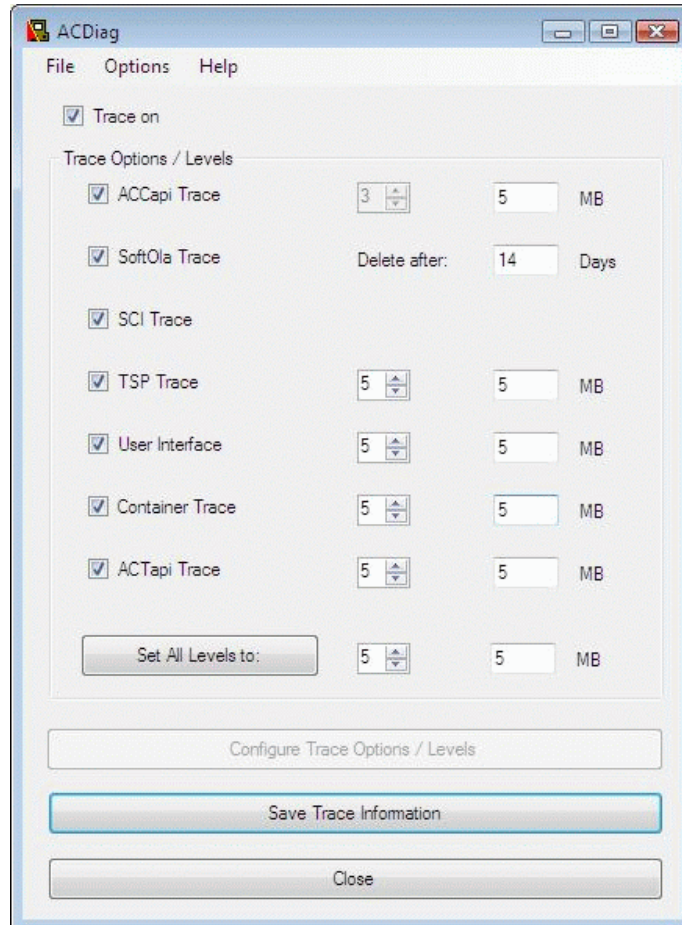
2. To terminate CAPI Trace close AC-Win and restart the application.



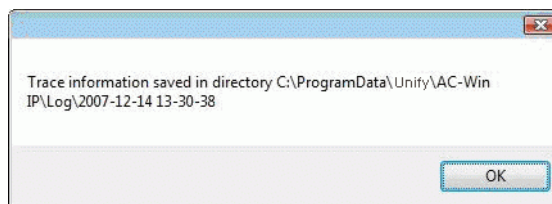
20.2 AC-Diagnosis

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**.

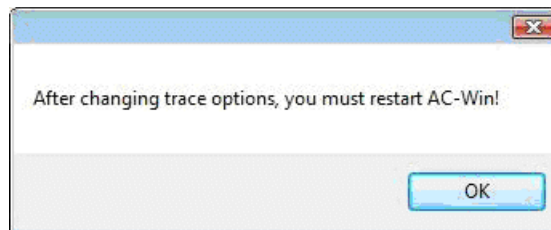


The trace-information is saved in the file displayed in the dialog box. In Windows this file is "hidden" by default. In order to display this file select the option "show all files and folders" in the Windows Explorer.

3. If you want to change the trace options select Options->Settings then Allow changes.



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

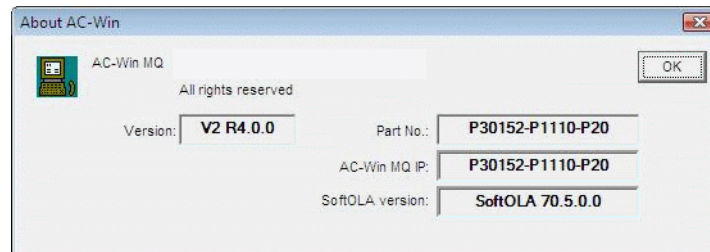


5. To activate the changed Trace settings restart AC-Win.

20.3 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

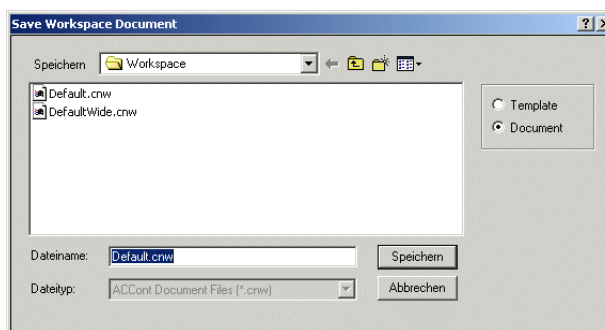
- AC-Win version
- Part Number for AC-Win MQ
- Part Number for AC-Win MQ SL
- SoftOLA version

21 Saving the workspace

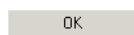
You should save the workspace if you have made changes to your workspace, for example, if you have changed the name keys.

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

A window for entering the file name and path of the workspace to be saved opens if the workspace is being saved for the first time.



2. Enter the file name and directory path.



3. Click **OK**.

Your workspace is saved.

Saving the workspace

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