



A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000 Assistant V11

Test Simulation of Key Function Activity

Test Simulation of Key Function Activity

Help

12/2023

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1 Overview

TSKA: Test Simulation of Key Function Activity

The TSKA application enables the OpenScape 4000 Assistant user to display and simulate OptiSet, OptiPoint, OpenStage, and Desk Phone IP devices at a customer's site. TSKA displays:

- display messages,
- LED status,
- function key assignments,
- "Self Labeling Key" texts.

The user can remotely simulate the pressing of function keys and keys of the keypad. Therefore, a graphical representation of the device in a browser window is provided.

TSKA allows also to open the WBM (Web Based Management) page for an IP Phone connected via a CGW board.

NOTE: Please note that only one TSKA user is allowed to start and work with TSKA at a time.

NOTE: Functionality of Service Applications on AP-E

Service Applications such as TSKA on AP-E cannot be guaranteed to work on the AP-E since these packages are not included in the split Assistant Hotfix, which is sent to AP-Es. The Service Applications will function correctly if they work correctly in the base load. However, if any software correction via HF Activation is needed, this can only be provided for Host systems, and not for AP-Es. You can try to fix the problems on the AP-E Service Applications by manually installing the rpm package from the host.

Overview

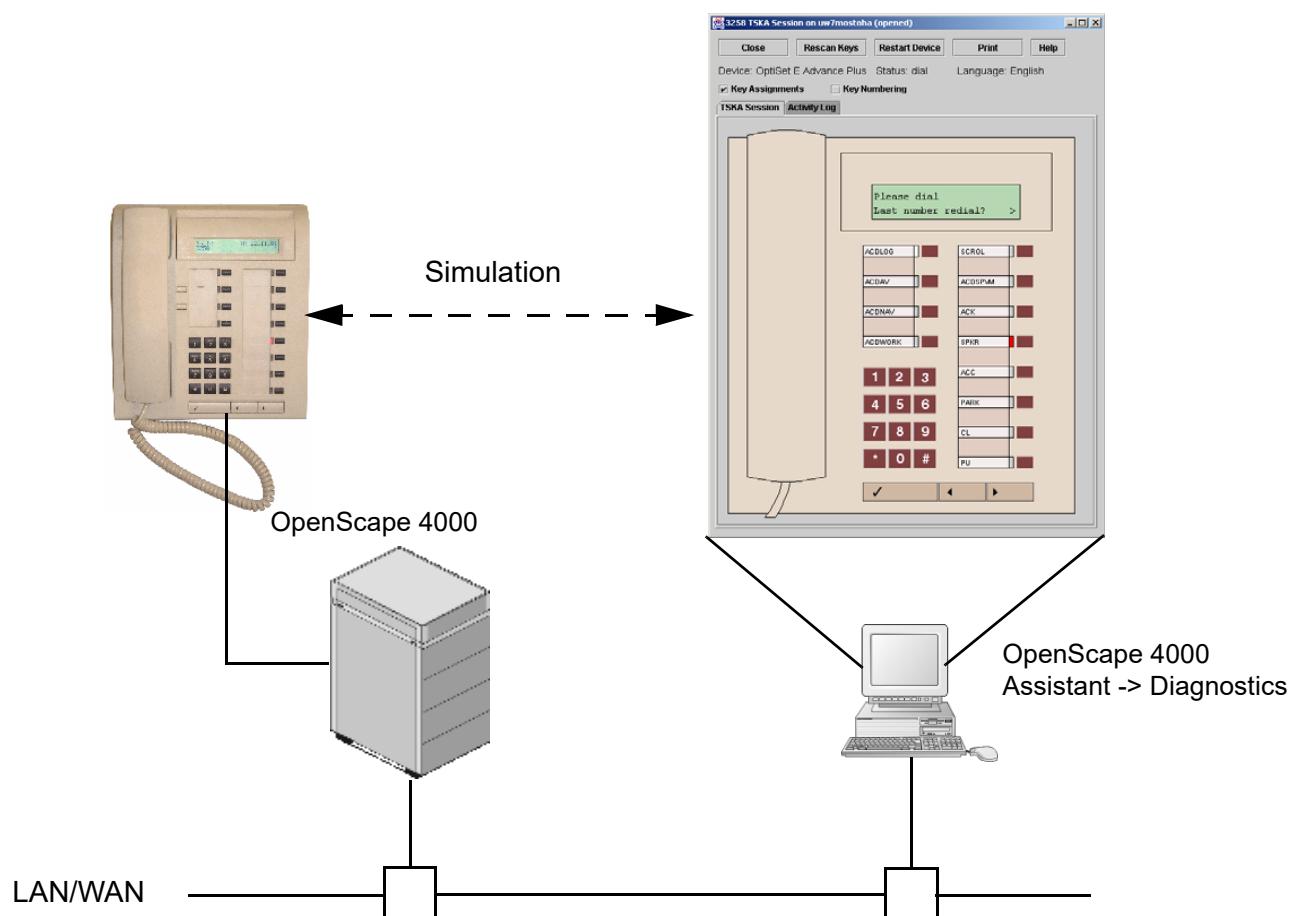
Scenario: Simple Telephone Problems (buttons not working, menu problems...)

1.1 Scenario: Simple Telephone Problems (buttons not working, menu problems...)

The telephone user reports problems with the device, e.g. the Call forward button or name key doesn't work.

The TSKA user selects the station from the TSKA homepage and "takes over" the telephone. He carries out remotely the tasks that fail. This should enable the TSKA user to understand the sequence of events and diagnose the error further. The TSKA homepage display of the telephone data also provides assistance with basic configuration data. The telephone itself is locked while the tests are carried out. The telephone user can interrupt the TSKA session at any time and regain control of the phone.

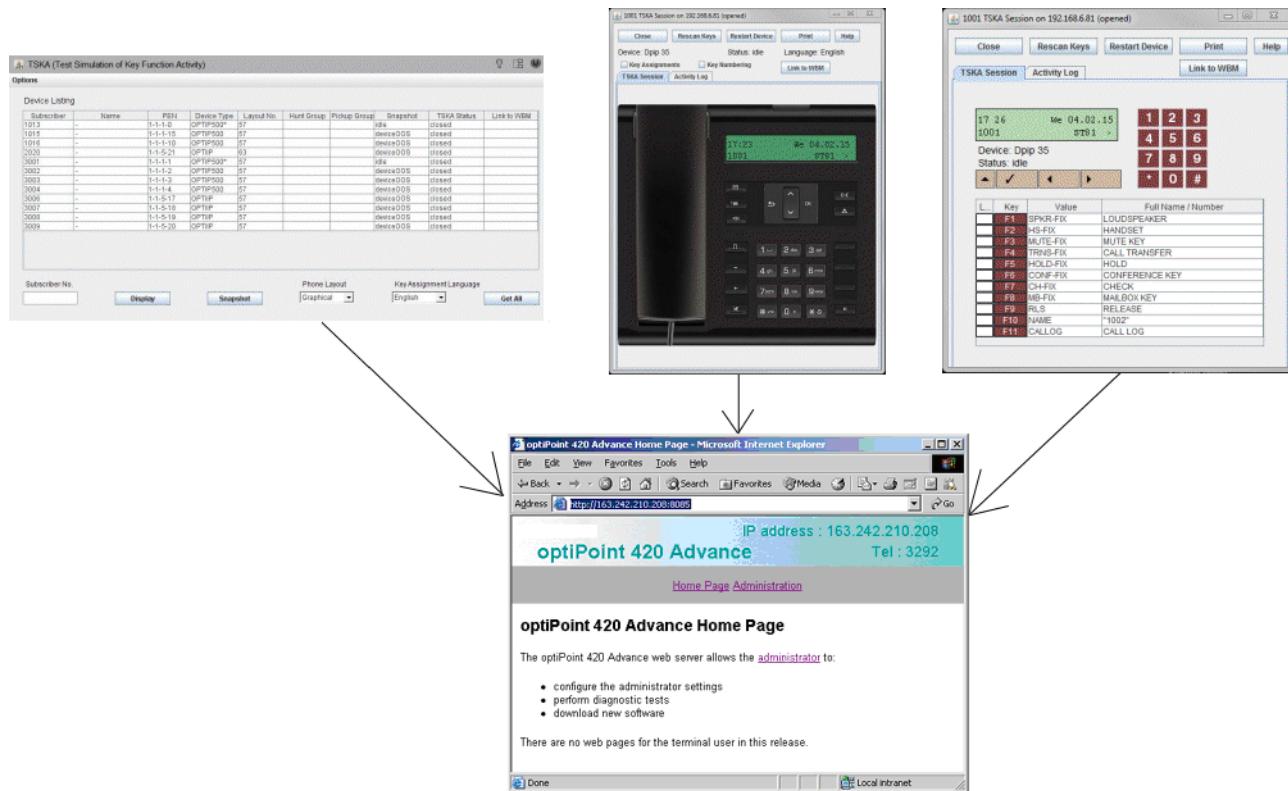
TSKA Session



1.2 Scenario: Accessing the WBM Interface of an IP Phone

TSKA allows to open the WBM (Web Based Management) page for an IP Phone connected via a CGW board. In the starting TSKA page, the additional column 'Link to WBM' is introduced. Clicking on the 'connect' table cell under the 'Link to WBM' column, the WBM is started.

Alternately, it is possible to click on the 'Link to WBM' buttons in both the Graphical and List Views of an IP Phone. The connection to the WBM is done by means of port forwarding.



Overview

Scenario: Accessing the WBM Interface of an IP Phone

2 TSKA Homepage

The TSKA homepage enables you to display and select a device and to start applet windows for TSKA Sessions. Up to 10 devices can be opened at a time, each in its separate window.

Device Listing

Subscriber	Name	PEN	Device Type	Layout No.	Hunt Group	Pickup Group	Snapshot	TSKA Status	Link to WBM
1013	-	1-1-1-0	OPTIP500*	57			idle	closed	
1015	-	1-1-1-15	OPTIP500	57			deviceOOS	closed	
1016	-	1-1-1-10	OPTIP500	57			deviceOOS	closed	
2020	-	1-1-5-21	OPTIIP	63			deviceOOS	closed	
3001	-	1-1-1-1	OPTIP500*	57			idle	closed	
3002	-	1-1-1-2	OPTIP500	57			deviceOOS	closed	
3003	-	1-1-1-3	OPTIP500	57			deviceOOS	closed	
3004	-	1-1-1-4	OPTIP500	57			deviceOOS	closed	
3006	-	1-1-5-17	OPTIIP	57			deviceOOS	closed	
3007	-	1-1-5-18	OPTIIP	57			deviceOOS	closed	
3008	-	1-1-5-19	OPTIIP	57			deviceOOS	closed	
3009	-	1-1-5-20	OPTIIP	57			deviceOOS	closed	

Subscriber No. Phone Layout Key Assignment Language Get All

The following control elements are available on the TSKA homepage:

- [Field descriptions](#); see [page 11](#)
- [Toolbar](#); see [page 12](#)
- [Device Listing](#); see [page 13](#)
- [Buttons of TSKA Homepage](#); see [page 14](#)

See also

- [Starting a TSKA Session for a Device](#); see [page 17](#)

TSKA Homepage

Starting the TSKA application

2.1 Starting the TSKA application

To start the "Test Simulation of Key Function Activity" application please proceed as follows:

1. Click **Diagnostics** on the OpenScape 4000 Assistant Start Page.
2. Click the **TSKA** link. The **TSKA Test Simulation of Key Function Activity** homepage appears ([TSKA Homepage](#) see [page 9](#)).

NOTE: If the **TSKA** link is not visible on the start page in the **Diagnostics** section, you might have to enable TSKA via **Base Administration -> Application Control**.

Single User Access

Only one TSKA user is allowed to start and work with TSKA at a time:

- If there is already another user working with TSKA a corresponding message is displayed.



- Confirm this message with **OK**.
- The TSKA homepage appears, but all controls are deactivated.

See Also:

- [TSKA Session on page 15](#)

2.2 Field descriptions

Subscriber No. (TSKA homepage)

This field shows the station number of the selected subscriber. You can enter an existing station number (up to 12 digits) or click on a line in the device list to select a subscriber.

Phone Layout (TSKA homepage)

This field shows the way a device is displayed within a TSKA session. With the selection list you can enter a value:

Value	Description
Graphical	The selected device is displayed with buttons, display, LEDs key assignments and SLK texts. If a Graphical View is selected, but there is no Graphical View available for that device (e. g. OptiSet Memory), the List View will be used instead. The message "Graphical View unavailable, using List View instead" will be displayed briefly in the List View window
List	The selected device is displayed via a list providing all information about buttons, display, LEDs, key assignments and SLK texts.

Default value: Graphical (if the corresponding layout is available).

NOTE: TSKA sessions that already have been started are not influenced by the setting in the **Phone Layout** field.

Key Assignment Language (TSKA homepage)

This field on the TSKA home page shows the language of the assignments for key functions. You can set the language either to German or to English.

The default value depends on the language setting in your browser: If this language is set to German, the default language is German. In all other cases the default language is English.

2.3 Toolbar

The following navigation icons are available in the toolbar:



Help	Link to context help
Start	Link to OpenScape 4000 Assistant Start Page
Logoff	Logs you off, closing the current session for all associated browser windows, and brings you back to the Logon screen.

2.4 Device Listing

The list of devices shows OptiSet/OptiPoint, OpenStage, and Desk Phone IP devices in numerical order. You can change the order of columns with drag and drop, and you can change the column width as well.

The Device Listing table can be sorted: Clicking on any of the columns will sort the table according to that column.

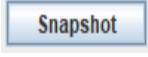
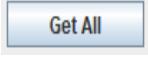
The following columns are displayed:

Column	Description
Subscriber	The subscriber's station number.
Name	The subscriber's name.
PEN	Port Equipment Number: A unique identifier for the device. Identifies a port location based on its LTG-shelf-slot-port-TSI.
Device Type	The long name of the device family to which this type of voice terminal belongs.
Layout No.	The number of a standard key layout allocated to the subscriber's device.
Hunt Group	The name of the hunt group the station is assigned to.
Pickup Group	The name of the pickup group the station is assigned to.
Snapshot	Shows the status of the device at the time of the snapshot. Possible values include: idle, dial, rbk, talk, block, busy.
TSKA Status	After a TSKA session has been started this field indicates the status. Possible values: observed, queued, open (control/take over), closed.
Link to WBM	All active IP Phones (WBM: Web Based Management) connected via a CGW board have an entry 'connect' in this column. Clicking on the table cell with a 'connect' entry, a new window is brought up containing the WBM interface to the corresponding IP Phone.

TSKA Homepage

Buttons of TSKA Homepage

2.5 Buttons of TSKA Homepage

Button	Function
	Starts a TSKA session for the subscriber in the Subscriber No. (TSKA homepage) field. If a window is already opened for the subscriber, then this window is brought to the foreground.
	Checks the status of the device selected in the Subscriber No. field. The Snapshot status will be displayed in the Device Listing table in the Snapshot column. See also: Device Listing
	Displays all OptiSet/OptiPoint, OpenStage, and Desk Phone IP devices configured in the switch in the Device Listing table. This action may take some time, depending on the number of subscribers configured.

3 TSKA Session

A TSKA session enables you to test or to monitor a device. A separate applet window is opened for each device, displaying the function keys, display messages, LEDs, SLK texts and buttons of the device. You can start up to 10 different TSKA sessions at the same time.



- **TSKA Session** tab sheet

The applet window shows the buttons, display messages, LEDs, key assignments and SLK texts in the List View or in the Graphical View: [TSKA Session Tab Sheet](#) see [page 21](#).

- **Activity Log** tab sheet

You can activate an activity log to store the relevant actions via the **Activity Log** tab sheet in the TSKA Session window: [Activity Log tab](#) see [page 31](#)

See also

- [Starting a TSKA Session for a Device](#) see [page 17](#).
- [Control Elements of the TSKA Session Window](#) see [page 18](#).

States of a TSKA Session

The state of the TSKA session is displayed in brackets in the applet window's title bar. After starting a TSKA session the applet window is in "observation" state where the TSKA user can see activity on the remote phone.

State	Description
[observed]	The remote device can be monitored: The phone's display, LEDs and buttons are displayed in real time. The phone user does not notice that his phone is monitored. He can continue using the phone.
[control]	The device is controlled remotely by the TSKA user. The phone user is locked out and can not use his/her phone as long as the phone is remotely controlled by TSKA. The phone user can regain control of his phone at any time by pressing the * key on the device.
[queued]	This state serves for taking over control of a phone without overriding a current call. The state is like the observation state for the time the phone is not idle. TSKA takes over the control of the phone and switches to the "control" state once the phone reaches an idle state.

Deactivate TSKA control on the phone

After the TSKA user has taken over the control of a phone, the phone is locked and the display shows the following text:

Phone Service

Press * to exit

The Phone user can regain control of his phone by pressing the * key on his phone. This action is reported to the TSKA user by the following message



3.1 Starting a TSKA Session for a Device

To start a TSKA session please proceed as follows:

1. Start the TSKA application:

- Click **Diagnostics** in the OpenScape 4000 Assistant start page and
- click the **TSKA** link.

NOTE: If the **TSKA** link is not visible on the start page in the **Diagnostics** section, you might have to enable TSKA via **Base Administration -> Application Control**

The **TSKA Test Simulation of Key Function Activity** home page appears (see [page 9](#)).

2. Select a device: You can either

- directly enter the station number of the device in the **Subscriber No.** field, or
- display all configured stations with the **Get All** button and choose a device by clicking the corresponding line in the **Device Listing** table. See also [Device Listing on page 13](#).

3. Set the phone layout and key assignment language with the selection lists of the corresponding fields.

4. Click the **Display** button. The selected device is displayed in an applet window according to the settings made in step 3:

- [Graphical Representation in TSKA Session tab see page 23](#)
- [List View in TSKA Session tab see page 27](#)

See also

[To Simulate a Keypress on page 33](#)

TSKA Session

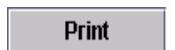
Control Elements of the TSKA Session Window

3.2 Control Elements of the TSKA Session Window

Each TSKA session window provides the following control elements:

- [Buttons of TSKA Session window see page 18](#)
- [Device Information see page 19](#)
- [Display Messages see page 19](#)

3.2.1 Buttons of TSKA Session window

Button	Function
	<p>Enables you to take over control of the phone if the device is in an idle state. The local user of the physical device will be locked out for the duration of the remote control by TSKA. On the home page the TSKA status for the device changes to "opened". The phone user can regain control of his phone at any time by pressing the * key on the device.</p> <p>If the device is not in an idle state a message dialog is displayed, allowing you to decide how to continue:</p> <ul style="list-style-type: none">• If you want to wait until the phone is in idle state, click the Queue button in the message dialog. On the home page the TSKA status for the device changes to "queued".• If you want to override the phone user's call or activity, click the Open immediately button. On the home page the TSKA status for the device changes to "opened".• If you want to close the message dialog without taking over the control of the phone, click the Cancel button. On the home page the TSKA Status for the device stays "observed".
	Stops the control of a phone by TSKA and closes the applet window for the TSKA session. On the home page, the TSKA status for the device changes to "closed". This button only appears during the control of a phone.
	Cancels the request for taking over control of a phone. This button only appears when the TSKA session is in the "queued" state. On the home page the TSKA status for the device stays "observed".
	Refreshes the assignment and text of the displayed function keys. The function keys of a phone are initially scanned when a TSKA session for the device is started and the applet window appears. The function keys may be changed during the TSKA session using any other administration tools such as AMOs, Configuration Management, etc. In this case the displayed information of TSKA may not be up to date.
	Resets the displayed device regardless of the current state (including a "talk" state). This action may take several seconds. The LEDs will be cleared, as well as the phone's display. A device can only be restarted if it is in an TSKA session under service control. You cannot click the Restart Device button if the TSKA session is in an "observed" or "queued" state since this button is greyed out.
	Prints the current window as it is displayed and opens the Print dialog.
	Opens the help system of TSKA and displays the corresponding help topic.

Button	Function
	Opens the Web Based Management interface. This button only appears if the device is an IP Phone connected via a CGW board.

3.2.2 Device Information

Each TSKA session window contains the following information about the device:

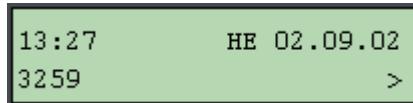
Information	Description
Device Number	The title bar of the TSKA session window contains as the first entry the station number of the displayed device.
Device	The long name of the device family to which this type of voice terminal belongs.
Status	Shows the current status of the device. Possible values include: idle, dial, rbk, talk, block, busy.

3.2.3 Display Messages

When the TSKA session is initially started, the display will be empty (underlined rows) until the first display message is received.

Two-Line-Display

Display messages are represented by a 2 rows x 24 columns character area, corresponding to the display area on an OptiSet or OptiPoint device. The display shows the correct extended characters to support 7 and 8 bit character sets (for languages other than English or German) based on the assigned language for the device. 16 bit character sets are not supported.

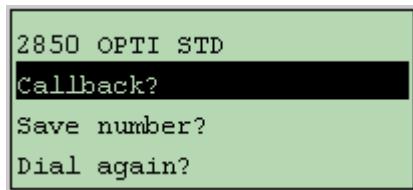


Display With More Than Two Lines

- Display of an OptiSet device with more than 2 lines (e.g. OptiSet Memory 8 lines):
The two display lines that are common to other OptiSet devices are displayed in the **TSKA session** window. The additional lines are not displayed since this information is not available on the system.
- Display of an OptiPoint device with 4 lines (e.g. OptiPoint 410 Advance or OptiPoint 420 Advance): The 4 lines are displayed in the **TSKA session** window:

TSKA Session

Control Elements of the TSKA Session Window



Time display

The display will show the current time on the device in either a 12 or 24 hour format, as it would be shown on an OptiSet or OptiPoint device.

If the feature Different Time Zones for IPDA is used, and if OptiSet and OptiPoint devices have different times set than the time in the switch, then TSKA cannot guarantee the correctness of the time display on any of the displayed devices. In this case a value for time will be displayed, but it will not necessarily correspond with the display on the physical device.

3.3 TSKA Session Tab Sheet

The applet window shows the buttons, display messages, LEDs, key assignments and SLK texts in the List View or in the Graphical View.

Supported Devices

- OptiPoint 500
- OptiPoint 410 devices with SLK key modules (previously SLK key modules were ignored in this configuration); Graphical view
- OptiPoint 420 devices with paper key modules (previously paper key modules were ignored in this configuration)
- OptiSet

NOTE: BLF key modules are not supported by TSKA.

Compliance to OpenStage and Desk Phone IP devices

TSKA supports Desk Phone IP and all OpenStage models; however, not all are supported to the same extent.

Desk Phone CP 200, Desk Phone IP 35, Desk Phone 35G Eco, OpenStage 10, OpenStage 15, OpenStage 20, OpenStage 30:

- Graphical and List view.
- These devices behave similarly to an existing OptiPoint 500 or OptiPoint 410.

Desk Phone CP 400, Desk Phone CP 600, Desk Phone IP 55 and OpenStage 40, 60 and 80 models are functional phones. Unlike stimulus phones, some controls and parts of the display are not controlled by the switch. These parts cannot be influenced by TSKA. As a result, the following limitations apply:

- Graphical and List View for Desk Phone CP 400, Desk Phone CP 600
- Only the List View is available for other functional phones.
- No guarantees can be made about the display emulation in TSKA.
- When TSKA takes over the phone, the local (non switch-driven) features of the phone are still accessible.
- The local (non switch-driven) features of the phone are not accessible from within TSKA.

The 12-key OpenStage key modules are supported in List View only. The 18-key OpenStage key modules are supported in both List and Graphical Views.

TSKA Session

TSKA Session Tab Sheet

See also

- [Graphical Representation in TSKA Session tab see page 23](#)
- [List View in TSKA Session tab see page 27](#)

3.3.1 Graphical Representation in TSKA Session tab

Depending on the setting in the **Phone Layout** field on the TSKA home page, the **TSKA Session** tab sheet contains a graphical representation of the device's layout.



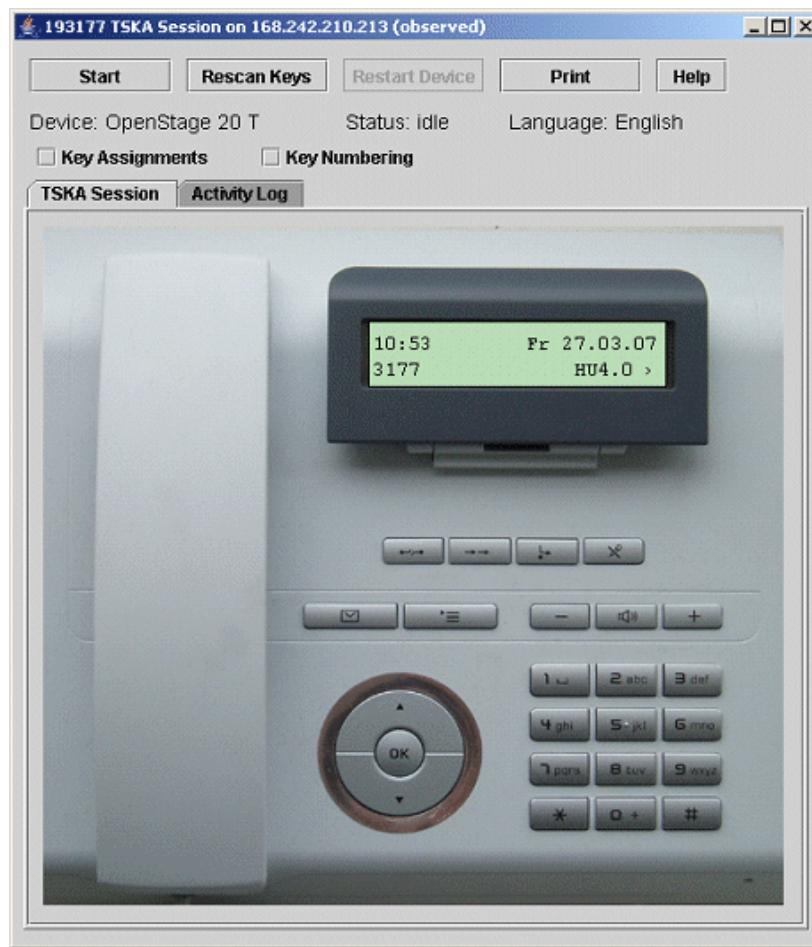
NOTE: If a Graphical View is selected, but there is no Graphical View available for that device (e. g. OptiSet Memory), the List View will be used instead. The message "Graphical View unavailable, using List View instead" will be displayed briefly in the List View window.

TSKA Session

TSKA Session Tab Sheet

3.3.1.1 Graphical Representation - OpenStage 20 only

In case of an OpenStage 20 phone, a graphical representation of this device's layout is shown.



NOTE: TSKA supports the 3-way navigator (for menu navigation) and the function and audio keys (mute, call forwarding, redialing, release, loudspeaker, menu, messages) of the OpenStage 20.

Please note that some of these fixed keys have integrated LEDs as part of the key; this is supported by the application. When the LED is lit on a function key, this function key is updated.

Pressing on the up arrow, down arrow, and OK button on the OpenStage 20 3-way navigator presses in that button and triggers the required event (in control mode).

Controls and Fields

The following control elements are available:

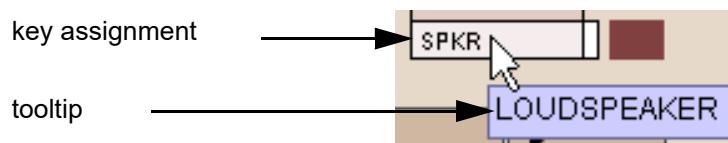
- Buttons of [TSKA Session window](#) see [page 18](#)
- [Device Information](#) see [page 19](#)
- [Display Messages](#) see [page 19](#)

Field descriptions

- [Key Assignments \(TSKA Session window\)](#)
- [Key Numbering checkbox \(TSKA Session window\)](#)
- [SLK Text checkbox \(TSKA Session window\)](#)

Key Assignments (TSKA Session window)

If this checkbox is marked, the assignments of the function keys are displayed in the graphical representation.

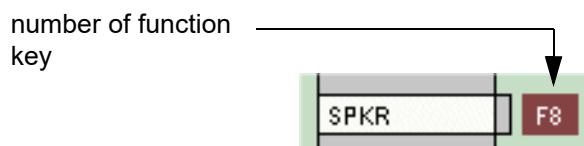


The language is set in the [Key Assignment Language \(TSKA homepage\)](#) field (see on [page 11](#)) on the TSKA home page.

Moving the mouse over a Key Assignment will bring up a tooltip which will show the long name of the abbreviated key, or the number assigned to the key (if a number has been assigned to it).

Key Numbering checkbox (TSKA Session window)

If this checkbox is marked, the numbers of the function keys are displayed in the graphical representation.



The numbering of function keys starts with **F1** (e.g. **F1-F12** for a standard OptiSet E). The numbering of additional devices starts again with **F1** for each additional device.

TSKA Session

TSKA Session Tab Sheet

SLK Text checkbox (TSKA Session window)

If this checkbox is marked (default setting), the labels of the self labeling keys are displayed beside the function keys.



If you unmark the checkbox, the AMO key assignments are displayed instead.

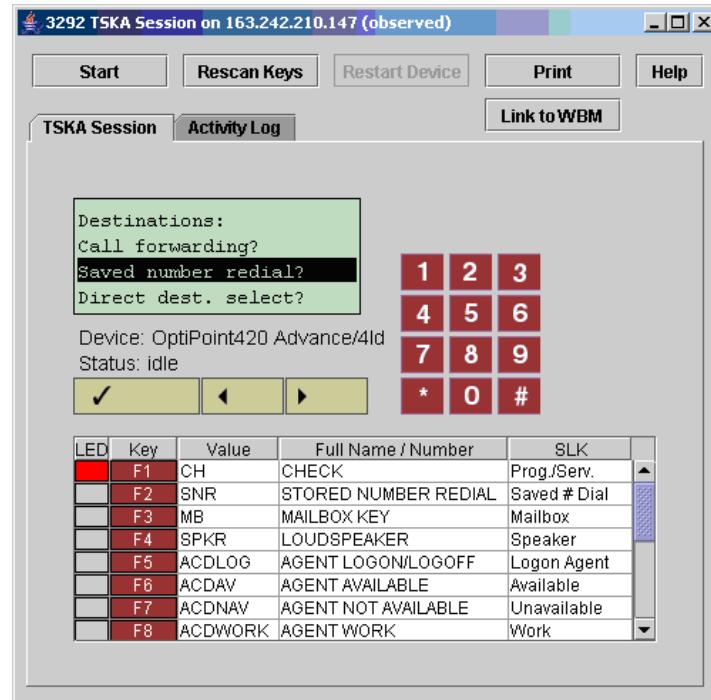
NOTE: This checkbox appears only, if the device is equipped with Self Labeling Keys.

See also

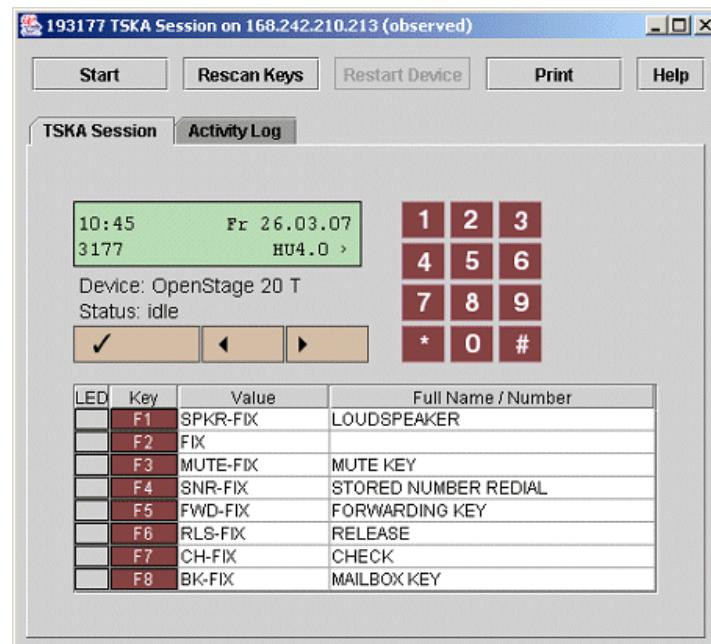
- [TSKA Session see page 15](#)
- [List View in TSKA Session tab see page 27](#)
- [Activity Log tab see page 31](#)

3.3.2 List View in TSKA Session tab

Depending on the setting in the **Phone Layout** field in the TSKA homepage, the TSKA Session tab sheet contains a list view of the device's control elements.



In case of an OpenStage 20 phone, a list view of this device's control elements is shown.



TSKA Session

TSKA Session Tab Sheet

- Buttons of TSKA Session window see page 18
- Display Messages see page 19
- Device Information see page 19
- Display of LED Function in the "LED" Column see page 28
- Numbering of Function Keys in "Key" column see page 30
- Display of SLK Texts see page 30

3.3.2.1 Display of LED Function in the "LED" Column

The LED status is displayed as follows:

LED (phone)	LED column TSKA	Comment
on	solid red	-
off	white	-
?	greyed out	LED status is unknown
flashing	pink and number	the number in the LED box represents the flash interval (see table below)

Flash Interval

LED (phone)	Number in LED box	On Time [ms]	Off Time [ms]
on	-	100%	0%
off	-	0%	100%
flashing	1	50	50
flashing	2	450	50
flashing	3	500	500
flashing	4	50	100
flashing	5	250	250
flashing	6	750	750

3.3.2.2 Numbering of Function Keys in "Key" column

The numbering of function keys starts with F1 (e.g. F1-F12 for a standard OptiSet E). The numbering of additional devices continues with Fn-1, Fn-2, Fn-3... Fn-x for each additional device (n = number of function key; x= number of additional device). The background color of the **Key** column changes for every additional device.

Function keys 11 and 12 of the main device

Function keys 1 and 2 of the first additional device

	F11	DSS	DIRECT STATION SELECTION KEY
	F12	NAME	NAME KEY
	F1-1	VACANT	NOT IN USE
	F2-1	VACANT	NOT IN USE

In case of an OpenStage 20 device, the list view is very similar to the existing optiSet and optiPoint list views, except that the fixed standard key layouts for OpenStage are used for the fixed keys. These key layouts are assigned on the fly when an OpenStage device is plugged into a port.

LED	Key	Value	Full Name / Number
	F1	SPKR-FIX	LOUDSPEAKER
	F2	FIX	
	F3	MUTE-FIX	MUTE KEY
	F4	SNR-FIX	STORED NUMBER REDIAL
	F5	FWD-FIX	FORWARDING KEY
	F6	RLS-FIX	RELEASE
	F7	CH-FIX	CHECK
	F8	BK-FIX	MAILBOX KEY

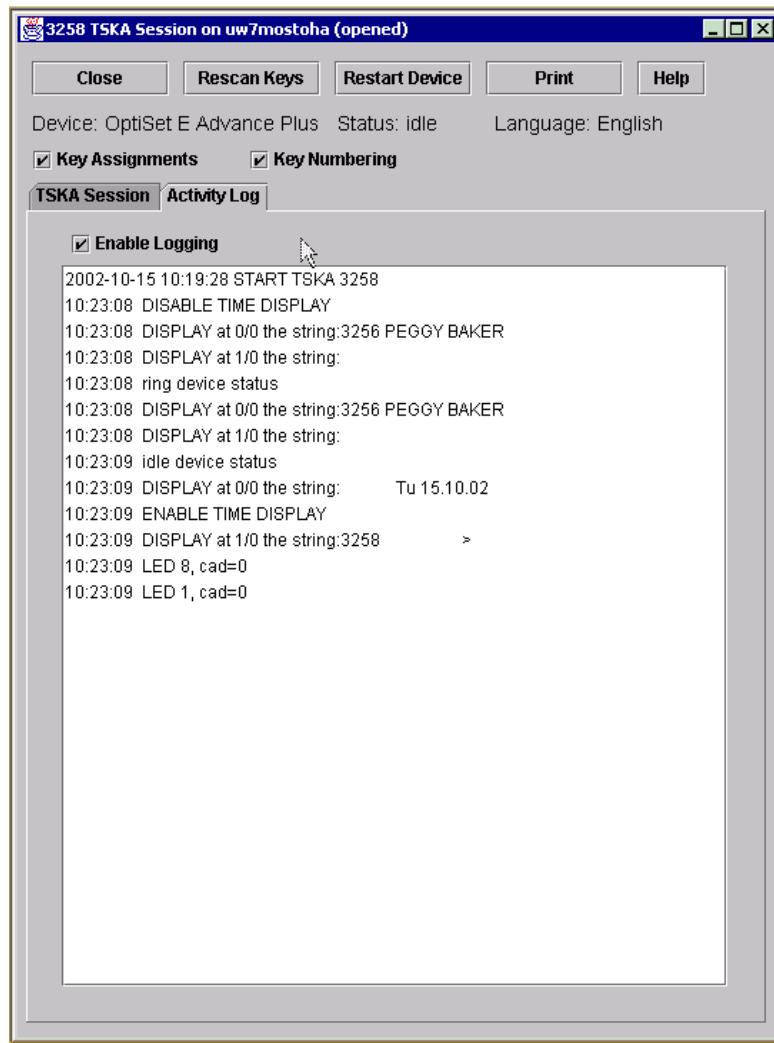
3.3.2.3 Display of SLK Texts

If the phone is equipped with self labeling keys, the **SLK** column is displayed in the list. This column contains the text labels displayed for the self labeling keys on the device.

LED	Key	Value	Full Name / Number	SLK
	F1	CH	CHECK	Prog./Serv.
	F2	SNR	STORED NUMBER REDIAL	Saved # Dial
	F3	MB	MAILBOX KEY	Mailbox
	F4	SPKR	LOUDSPEAKER	Speaker

3.4 Activity Log tab

The logging function allows you to record all actions and events related to the display, LEDs, and user key presses for the current TSKA session.



The first entry in the log is the date and time when the TSKA session has been started. The log can store a list of up to 1000 entries. After this buffer has been filled the oldest entry is deleted and the new entry is added.

Enable Logging checkbox

To activate the logging function you have to enable this checkbox . By default the Activity Log is disabled because of performance reasons.

Copy Log Entries to Clipboard

Lines can be copied to the system clipboard by first selecting them and then pressing **Ctrl+C**. You may paste the log entries into any text processing tool by pressing **Ctrl+V**.

3.5 To Simulate a Keypress

During a TSKA session you can simulate a keypress on the device:

- [To Simulate a Keypress Via the Graphical Representation page 33](#)
- [To Simulate a Keypress Via the List View page 33](#)

See also

[Starting a TSKA Session for a Device on page 17](#)

3.5.1 To Simulate a Keypress Via the Graphical Representation

To simulate operation of the device you first have to take over control of the phone by selecting the **Start** button (see [Buttons of TSKA Session window on page 18](#)).

- You can simulate a keypress on the subscriber's phone by clicking the key in the graphical representation.
- You may also click on the navigation buttons to call the menu and to navigate through the menu structure.
- The display shows the corresponding messages.

See also

- [TSKA Session see page 15](#)
- [Graphical Representation in TSKA Session tab on page 23](#)

3.5.2 To Simulate a Keypress Via the List View

To simulate operation of the device you first have to take over control of the phone by selecting the **Start** button (see [Buttons of TSKA Session window on page 18](#)).

- You can simulate a keypress on a function key by clicking the corresponding line in the list view.
- You may also click on the navigation buttons to call the menu and to navigate through the menu structure.
- The display shows the corresponding messages.

See Also

- [TSKA Session on page 15](#)
- [List View in TSKA Session tab see page 27](#)

TSKA Session

To Simulate a Keypress

TSKA Session
To Simulate a Keypress

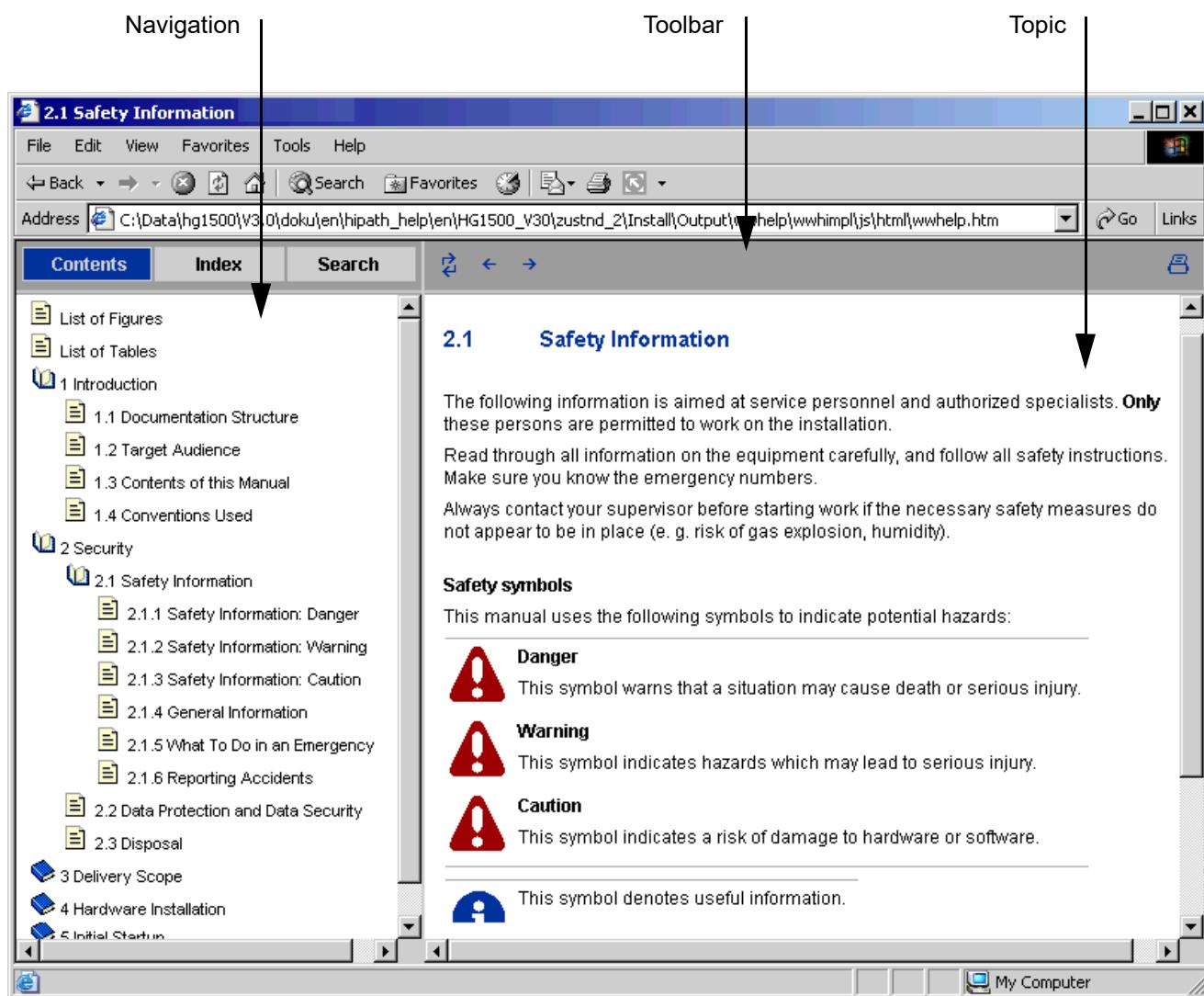
TSKA Session

To Simulate a Keypress

4 Using the Help

4.1 Layout

The Help is displayed in a Web browser and is split into the three areas shown below:



Using the Help

Layout

Navigation

The navigation area is displayed at the left of the browser window and contains the following tabs:

- **Contents tab**
The Contents tab displays all topics relevant to the Help. Click the book icon to expand or collapse the subtopics. Click any entry to display the relevant topic in the Topic area.
- **Index tab**
Click the Index tab to view all index entries. An alphabetical list of keywords for each topic is displayed. Click any index entry to display the relevant topic.
- **Search tab**
Click the Search tab to search for a word or phrase. Enter the search term and click **Go**. If you do not know the exact word or phrase, you can enter a star "*" before or after the term. Click any search result entry to display the relevant topic. (For details see "[Search Within the Help](#)").

Toolbar

The toolbar is displayed at the top of the browser window and contains the following buttons:

- **Display in Contents**
Click this button to synchronize the contents currently displayed in the Topic area with the list of contents. If you navigate through the Topic area with the "Previous Topic" or "Next Topic" buttons, you can use the "Display in Contents" button to display the relevant topic entry in the list of contents.
- **Previous Topic**
Click this button to revert to the previous related topic. By contrast, click the "Back" button of the browser to revert to the last topic viewed.
- **Next Topic**
Click this button to jump to the next related topic.
- **Print**
Click this button to print the topic currently displayed in the Topic area. (For details see "[Printing Help Topics](#)").

Topic

The Topic area is at the right of the browser window and displays the information on the selected topics.

The browser's caption displays the title of the current Help page.

4.2 Overview of Key Functions

- Key combination ALT+ TAB
You can use this key combination to switch between the Help and the application.
- Text highlighted in **blue** (links)
Within a Help topic, you can click a link (text highlighted in **blue**) to obtain further information about the topic. This information is displayed in the Topic area as well.
- Popup windows
Within a Help topic, you can click a link (text highlighted in **blue - bold**) to obtain further or more detailed information in an additional window (popup). These popup windows are displayed in the lower left corner by default.
If you click another popup link while a popup window is open, the contents of the popup window will be changed accordingly.
A popup remains displayed until it is closed or the entire Help is closed.
- Drop down text
If you click on text identified with the  icon within a Help topic, a drop down text box containing additional information will open under the text. Click the icon again to collapse this text box.
To collapse all drop down text boxes in a Help topic, click the browser's **Refresh** button.
- Start page
Click the first entry in the table of contents to open the start page for the Help. The start page may contain the following information about the open Help:
 - Title of the Help
 - Help ID number
 - Link to **HTML download**
 - Link to **PDF download**
 - Link to **Feedback**
 - Version number and release date of the Help

Using the Help

How to Use the Help

4.3 How to Use the Help

You can use the following functions to navigate the Help system:

- [Open the Help Window](#)
- [Search Within the Help](#)
- [Printing Help Topics](#)
- [Key Combinations in the Help](#)

4.3.1 Open the Help Window

There are different ways of opening the Help depending on the application.

Display the Help topics

- Open the contents of the integrated Help by using the **Help** menu in the application.
Or
 - Left-click the Help icon in the application toolbar to open the content of the Help.
Or (if implemented)
 - Left-click the Help icon or the Help button in the application window.

Context-sensitive help for a window (if implemented)

- Press key F1 if you require information about a window.

Context-sensitive help for an element (if implemented)

- Select an element (field, button, tab, etc.) in the user interface and press the SHIFT + F1 keys to open the context-sensitive help.
Or
 - Open the context-sensitive help by using the **Help** menu in the application.
Or
 - Left-click the Help icon  in the application toolbar.
The cursor will become a question mark .
Now click an element (field, button, tab, etc.) in the user interface to view the relevant Help text.

4.3.2 Search Within the Help

The Help has an integrated full-text search function which makes it easy for you to find the information you need.

1. To search for a word or phrase, click the **Search** tab in the Navigation area on the left.
2. Enter the search term in the input field. To optimize the search, you can search for several words at the same time. If you do not know the exact word or phrase, you can insert an asterisk "*" before or after the term. Spaces between words are interpreted as AND operators (see examples). The search is not case-sensitive.

Examples

Te*

This will display all topics containing a phrase beginning with the letters *Te...* or *te...*, such as *text*, *teleworking*, *telephone*, *telephone connection*, *Telephone Connection*, etc.

Find text

This will display all topics containing the word *find* or *text* or both.

3. If the Help consists of several books, you can optionally select a specific book.
In this case a drop down list showing the names of all books will be displayed. The preselected option in this drop down list is **All available books**. If you select this entry, the search is run in all available books. The search result displayed indicates the source (book).
4. Click the **Start** button to initiate the search.
5. Click an entry in the list of search results (in the **Title** column) to display the required topic.

The more often the search term occurs on the page, the higher its **priority** will be. Results also have priority if the search term occurs in the heading.

The **title** shows the heading of the chapter in which the term occurs.

The **book** in which the term occurs is displayed last.

NOTE: You can also use your browser's (CTRL + F) search function to run a search within a Help topic.

Using the Help

How to Use the Help

4.3.3 Printing Help Topics

- Right-click the topic you want to print and click Print.
Or
- Click the print icon in the toolbar.
Or
- Press the CTRL + P keys.

Popup windows:

To print the contents of a popup Help topic, right-click anywhere in the popup window and click Print topic.

Drop down list:

If you wish to print the information displayed in dropdown text, it must be visible. Be sure to open the desired drop down text boxes prior to printing the topic.

4.3.4 Key Combinations in the Help

Key combinations	Action
ALT+TAB	Switch between the Help and other open windows.
TAB	Jump to the next link within a Help topic.
SHIFT+TAB	Revert to the previous link within a Help topic.
F5	Refresh the display.
CTRL+POS1	Go to the top of the page.
CTRL+END	Go to the end of the page.
CTRL+A	Select all the text in a window.
CTRL+F	Search within a Help topic.
CTRL+P	Print a topic.
ALT+left arrow	Revert to the previously displayed topic.
ALT+right arrow	Go to the next (previously displayed) topic.
ALT+F4	Close the Help.

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