



optiClient Attendant V7.0 PC Attendant Console

HiPath 2000
HiPath 3000
HiPath 5000

User Manual

SIEMENS

Global network of innovation

Before You Begin

This manual describes how to operate and configure the optiClient Attendant V7.0 PC Attendant Console on your HiPath communications platform.

This manual is supplied with the optiClient Attendant as online help and can be called up at any time → Page 15.

While the instructions describe all optiClient Attendant functions, you may find that some functions you wish to use are not available. This is due to one of the following reasons:

- The function has not been configured for your optiClient Attendant system. Please contact System Support.
- Your communications platform does not support this function. Address any questions to the Siemens sales representative responsible for upgrading your system.
- You do not have the latest version of the optiClient Attendant software. Contact your Siemens sales representative to update the software.

CE (customer equipment) does not continue to support emergency dialing after loss of mains power, if battery back up and power fail switchover to emergency analogue phones is not available.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

The trademarks used are owned by Siemens AG or their respective owners.

optiClient Attendant

In purchasing the optiClient Attendant, you have acquired an advanced PC attendant console for your HiPath communications platform.

Your PC must be connected to your communications platform to perform all switching functions from your PC.

Three different options are available for this, depending on the implementation site:

- Via IP using the LAN cable of your PC.
- Via a USB cable (not at HiPath 2000) to an optiPoint 500 or optiPoint 600 office system telephone at your communications platform.
- Via the control/data adapter on the optiset E system telephone at your communications platform.

The optiClient Attendant software is compatible with different Windows operating systems so that you can conveniently transfer telephone calls and look up phone numbers in Outlook "Contacts" while simultaneously running other PC applications such as Microsoft® Office programs.

The optiClient Attendant attendant console provides you with:

- A variety of switching and administration functions;
- A high degree of user friendliness thanks to the:
 - Clearly designed Windows-based user interface;
 - Straightforward operation using a keyboard and mouse;
- Simultaneous use of other PC applications;
- Supports two screen solutions (ask your relevant service personnel),
- Direct switching from Microsoft Outlook "Contacts," and
- A user-friendly search option in Microsoft Outlook "Contacts," busy lamp field and system telephone directory.

Contents

Before You Begin.....2

optiClient Attendant2

Basic Operating Instructions.....8

User Interface of optiClient Attendant.....	8
How To Use These Operating Instructions.....	9
Overview of Features.....	10
Main Improvements and Changes.....	10
Convenient Call Number Search.....	11
Target Group for this Manual.....	11
Requirements.....	12

Operating the optiClient Attendant

Operating optiClient Attendant.....13

User Interface - Desktop.....14

Main Window.....	15
Menu bar.....	15
Toolbar.....	16
Status Bar.....	17
Attendant Monitor.....	18
Busy Lamp Field.....	23
Representation.....	23
Calling Up the Busy Lamp Field.....	24
Entering a Station.....	26
Moving Station Numbers.....	29
Deleting a Station.....	30
Sorting Stations.....	30
Menu Window.....	31

Making and Answering Calls32

Answering Calls. 32
 Answering a Call 33
Using Call Waiting (Second Call) 34
 Answering a Second Call (Call Waiting) 34
 Activating/Deactivating the Call Waiting Tone 35
Picking up Calls 36
Activating/Deactivating the Ringer Signal 37
Setting the Volume 38
Activating/Deactivating the Microphone (Mute) 38
Actuating the Entrance Telephone Connection/Door Opener 39

Terminating a Call40

Making Calls41

Making External Calls 41
 Personal Calls 41
 Turning DTMF Suffix-Dialing On and Off 42
Making Internal Calls 42
Making Calls With Repertory Dial Keys 42
Making Calls With the Busy Lamp Field 43
 Idle State 43
 Switching State 43
Making Calls With Redial 45
Making Calls with the Electronic Telephone Book 46
Making Calls From “Contacts” in Microsoft Outlook 47

Consultation/Transfer/Conference48

Transferring Calls. 48
 Screened Transfer 49
 Unscreened Transfer 50
 Speed Transfer 51
 Transfer after parking/placing on hold 52
Consultation Hold 53
Hold 54
 Placing External Calls on Hold 54
Toggle 55
Conference 56
Park 57
Overriding Calls 58
Overriding Do Not Disturb 58
Station Number Display Suppression 59

Reaching Parties More Effectively.....60

Automatic Callback 60
 Displaying and Canceling Callback Requests..... 61
 Paging 62
 Speaker Call..... 63
 Messages 64
 Sending a Message 64
 Display/Delete Sent Info 66
 Receiving a Message..... 67
 Transferring an External Trunk..... 68
 Releasing an External Trunk 69
 Radio Paging (PSE) (Not for U.S.) 70

Forwarding Calls71

Night Answer72

Entering a Night Destination 72
 Selecting a Night Destination 73
 Activating Night Answer 74
 Deactivating Night Answer 74

Notebook.....75

Call Detail Recording for Individual Calls.....76

Programming/Changing Redial Keys.....77

Use Caller List78

Return Calls 78
 Delete Individual Entries 79
 Delete Entire List..... 79

Electronic Directory (ETD)80
Starting the ETD 80
Searching for a Station 81
Adding New Stations..... 82
Editing an Entry 84
Delete Entry..... 85

Telephone Book Function with Outlook “Contacts”86
Searching for a Station 86
Searching on the Basis of Other Station Data..... 88
Updating Telephone Book Data..... 88

Search the Telephone Book89

Starting telephone directory CD90
Using a number on the telephone directory CD 90

Opening search window for LDAP server.....91

Emergency Operation92

Special Functions in the LAN (PC Network).....93

↓ **Configuring the optiClient Attendant**

Entering Settings	94
System	94
Calls	97
Paging	98
Redial Keys	99
Night Destinations	100
Saving Settings	101
Configuration Manager	102
Starting Configuration Manager	102
Entering Settings	103
Telephone Book	103
Busy Lamp Field	104
Function Keys	105
Incoming and Outgoing Calls	106
Connection via IP	107
Connection for Braille Console	113
Statistics	114
Licensing	115
Saving Settings	116
Error Correction in optiClient Attendant	117
Startup Problems	117
Operating Problems	118
Index	120

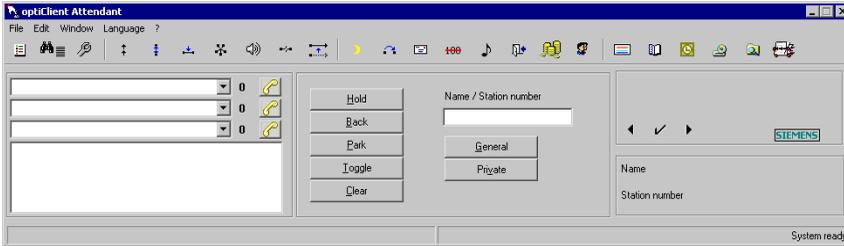
↓ **Keyboard Commands**

Important Keyboard Commands	123
--	------------

Basic Operating Instructions

User Interface of optiClient Attendant

optiClient Attendant main window



Busy lamp field(s) (display optional)

100	120	140	160	180	501	521	541	561
101	121	141	161	181	502	522	542	562
102	122	142	162	182	503	523	543	563
103	123	143	163	183	504	524	544	564
104	124	144	164	184	505	525	545	565
105	125	145	165	185	506	526	546	566
106	126	146	166	186	507	527	547	567
107	127	147	167	187	508	528	548	568
108	128	148	168	188	509	529	549	569
109	129	149	169	189	510	530	550	570
110	130	150	170	190	511	531	551	571
111	131	151	171	191	512	532	552	572
112	132	152	172	192	513	533	553	573
113	133	153	173	193	514	534	554	574
114	134	154	174	194	515	535	555	575
115	135	155	175	195	516	536	556	576
116	136	156	176	196	517	537	557	577
117	137	157	177	197	518	538	558	578
118	138	158	178	198	519	539	559	579
119	139	159	179	199	520	540	560	580

Menu Window (may be activated)



How To Use These Operating Instructions

You will find a graphic representation of the steps in logical sequence on the left side. Below is an explanation of the symbols:



Click the right mouse button once.



Hold down the left mouse button and move the mouse (click and drag).



Click the left mouse button twice.



Click the left mouse button once.



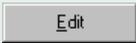
Enter letters or numbers from the PC keyboard (for example, user names or station numbers).



Select an option from the menu bar, a pop-up menu or a tab in a program window.



Press Return to accept input from the keyboard or confirm a program call.



Click the button with the left mouse button.



Press the key on the PC keyboard.



 Note or remark.

1. A numbered list describes steps you must complete in the order given.

- Bulleted text indicates an enumeration.

→ Page 8 Reference to a page.

Overview of Features

- Incoming and outgoing call display
- Call answering/dialing/transferring
- Toggling between two calls
- Three-party conference
- Call holding and parking
- Redialing of the last ten numbers dialed
- Dialing with busy lamp field and repertory dial keys
- Dial via Caller list
- Callback and send message
- Call override
- Activate/deactivate call forwarding
- Activate/deactivate night answer
- Telephone book functions
(in the ETB using Microsoft Outlook "Contacts"):
 - Look up and display stations
 - Look up and display station data
 - Automatic provision of the station number for dialing

Main Improvements and Changes

- Enhanced caller list → Page 78
- Statistics function for incoming calls with extensive sorting options → Page 114
- Dial in canonical form with Outlook "Contacts" → Page 86 and LDAP searches → Page 91
- Internal telephone book (ETD) → Page 80 can be imported from Attendant P V4.0 (ask relevant service personnel for further details)
- Simplified Configuration Manager start-up → Page 102
- Zoom option in the busy lamp fields → Page 23
- Easy to operate enter, delete and speed transfer functions via a popup menu in the busy lamp field → Page 26, → Page 30, → Page 44
- Message and Substitute function in the busy lamp field → Page 27, → Page 27
- Sort function in the busy lamp field → Page 30
- Improved program interface (for example, toolbar regrouping, integrating the display in the main window)

Convenient Call Number Search

The optiClient Attendant enables you to access different data sources for the station number search, depending on your configuration.

- Searching in the Electronic Telephone book (ETB) → Page 80
- Searching in the Microsoft Outlook contacts (if Microsoft Outlook is installed) → Page 86
- Searching in the telephone book → Page 89
- Searching in the telephone book on CD-ROM (if the CD-ROM is available) → Page 90
- Searching per LDAP server (if LDAP server is available) → Page 91

If a desired function is not available, please contact the relevant service personnel.

Target Group for this Manual

This manual is intended both for personnel working with the optiClient Attendant console who are familiar with the Windows user interface and for System Support (service personnel), who configure and oversee the optiClient Attendant console.

The manual contains all the information you will need to operate and configure the optiClient Attendant attendant console:

- To make important information easy to find, the first section of this manual deals with **Operating the optiClient Attendant** → Page 13.
- The second section describes **Configuring the optiClient Attendant** and operating the Configuration Manager → Page 94.
- If you run into any problems operating the optiClient Attendant, refer to the third section of this manual, **Error Correction in optiClient Attendant.** → Page 117
- The chapter **Important Keyboard Commands** provides an overview of shortcuts and function keys → Page 123.

Requirements

You or System Support must install the attendant console hardware and optiClient Attendant software for the Microsoft Windows operating system on your PC (see Installation Instructions in the CD-ROM booklet optiClient Attendant).

The PC's power management system must not be activated during optiClient Attendant

To use the telephone book functions (ETB) with Microsoft Outlook, Microsoft Outlook must be installed on the PC.

An LDAP server must be available to use the LDAP search function.



Whenever the optiClient Attendant is used with various user profiles, it may be necessary to change the access rights for the configuration files before configuring the optiClient Attendant itself. If this is the case, please contact your system specialist or administrator.

Operating optiClient Attendant requires some elementary knowledge of PCs and Windows.

For hardware and software requirements, please refer to the Installation Instructions in the optiClient Attendant CD-ROM booklet.

Operating optiClient Attendant

You can configure your attendant console PC so that the optiClient Attendant switching program starts up automatically when you switch on the PC.

If the program has not been configured to start up automatically, you must start it manually or set up optiClient Attendant for automatic start up.

Automatic startup

Switch on the attendant console PC. As soon as your operating system loads, optiClient Attendant automatically starts up and the program window opens.

Manual startup

When you install the program, it is added to the Programs section of the Start menu of your operating system.

Start up the optiClient Attendant from the Start menu. The program window with the attendant monitor opens.

Configuring Automatic Startup (Example: Windows 2000)

1. Click the "Start" button on the task bar and select "Settings," "Taskbar & Start menu..," and then click the "Advanced" tab in the next window.
2. Click the "Advanced" button.
The "Explorer - Start menu" window will open.
3. In the left column, open the "Program files" directory and locate the optiClient Attendant directory.
4. Right-click to copy the "optiClient Attendant" shortcut to the right column.
5. Go to the "Autostart" folder in the left column and insert the "optiClient Attendant" shortcut into the right column, using the right mouse button.
6. Close "Exploring". On the "Task Bar Properties" screen, click "Apply," then "OK". Exit and re-start the PC.

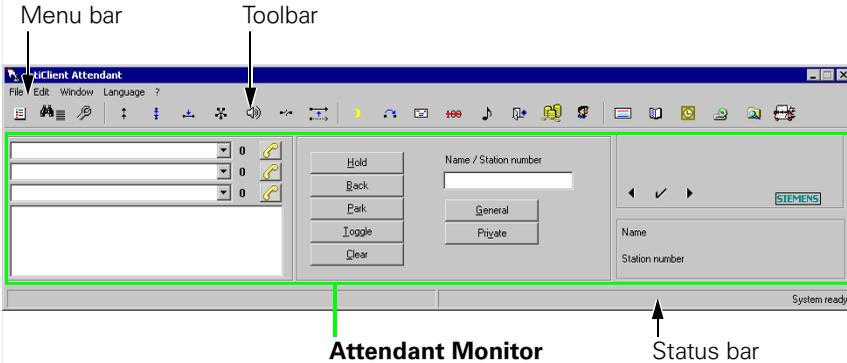
User Interface - Desktop

The optiClient Attendant program windows are your work area. The program windows can be independently positioned on the screen.

Program windows include:

- the optiClient Attendant main window with menu bar → Page 15, toolbar → Page 16, the attendant monitor → Page 18 and status bar → Page 17.
- the busy lamp fields → Page 23 (max. 3, display optional) and
- the menu Window → Page 31 (may be activated).

For certain functions, you can open additional windows, for example: ETD → Page 80, Search the telephone book → Page 89, Directory CD search window → Page 90, LDAP server search window → Page 91, Windows Notebook → Page 75.



100	120	140	160	180	501	521	541	561
101	121	141	161	181	502	522	542	562
102	122	142	162	182	503	523	543	563
103	123	143	163	183	504	524	544	564
104	124	144	164	184	505	525	545	565
105	125	145	165	185	506	526	546	566
106	126	146	166	186	507	527	547	
107	127	147	167	187	508	528	548	
108	128	148	168	188	509	529	549	
109	129	149	169	189	510	530	550	
110	130	150	170	190	511	531	551	
111	131	151	171	191	512	532	552	
112	132	152	172	192	513	533	553	
113	133	153	173	193	514	534	554	
114	134	154	174	194	515	535	555	
115	135	155	175	195	516	536	556	
116	136	156	176	196	517	537	557	
117	137	157	177	197	518	538	558	
118	138	158	178	198	519	539	559	
119	139	159	179	199	520	540	560	



Menu window (may be activated)

Busy lamp field(s) (Display optional)

Main Window

Menu bar

The menu bar contains a series of main menu options. Clicking one of these main menu options with the left mouse button opens a corresponding submenu (pull-down menu) with additional menu options.

- **File**
This menu allows you to configure general settings for the optiClient Attendant. The Exit command terminates the optiClient Attendant application.
- **Edit**
Use this option to activate DTMF suffix-dialing during a call, select the night answer destination and activate/deactivate various functions.
- **Window**
With this menu, you can call the busy lamp field, the Windows notebook and the search window.
- **Repdial keys (optional)**
You can dial your party directly from this menu with these repdial keys. (This menu option only if you have configured repdial keys in the optiClient Attendant).
- **Find**
From this menu, you can selectively search for the names, companies, cities or postal codes of any stations in the Microsoft Outlook "Contacts" folder.
- **Paging (optional)**
This menu option allows you to broadcast a speaker announcement to telephones in a specific group.
(This menu option appears only if you have configured paging groups and have activated them in the optiClient Attendant.)
- **Language**
Use this option to set the language that you want optiClient Attendant to use for menus and dialog boxes (windows)
- **? (Help)**
Use the "Help" option to access the optiClient Attendant context-sensitive online help function, where you will find general information on the program layout and explanations of the individual functions.
Use the "About..." option to view general information about optiClient Attendant.

Toolbar

In the talk state or idle state you can call important functions from the toolbar by clicking them with the mouse.

In the case of functions which can be activated or deactivated, an icon in the status bar → Page 17 displays the activated function.

Some functions are only available in the toolbar if they are configured for your telephone.



Call busy lamp field → Page 23.



Display caller list → Page 78.



Open Configuration Manager → Page 102.



Display list of most recently dialed numbers → Page 45.



Activate/deactivate callback → Page 60.



Override busy station → Page 58.



Initiate conference → Page 56.



Set volume → Page 38.



Release trunk → Page 69.



Transfer trunk → Page 68.



Activate/deactivate night answer → Page 74.



Activate/deactivate call forwarding → Page 71.



Send message → Page 64.



Activate/deactivate calling line identification restriction → Page 59.



Initiate DTMF suffix dialing (tone dialing) → Page 42.



Open door lock → Page 39.



Request call charges (pay phone) → Page 76.



Speaker call → Page 63.



Open menu window → Page 31.



Call up Electronic Telephone Book (ETD) → Page 80.



Display popup menu for advanced search in Outlook → Page 88.



Start telephone directory CD → Page 90.



Opening search window for LDAP server → Page 91.



Open search window for telephone book → Page 89.

Status Bar

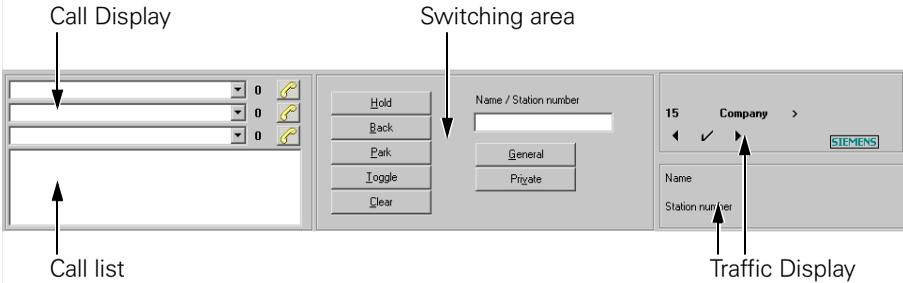
Advisory and system messages on the status bar:

- The current status of optiClient Attendant during the loading operation is displayed on the right-hand side. The program is ready when System ready is displayed in the status bar.
If the data of the communications platform has been modified, the Please wait message appears in the system bar to inform you that the program is being updated with the new system data.
- In operational status, icons for the current settings are displayed on the left-hand side e.g. "Camp-on without tone" .
To deactivate a function, left-click the relevant icon.

Attendant Monitor

The attendant monitor is the main work area of the attendant console. From here, you can control the switching functions and obtain information from your communications platform.

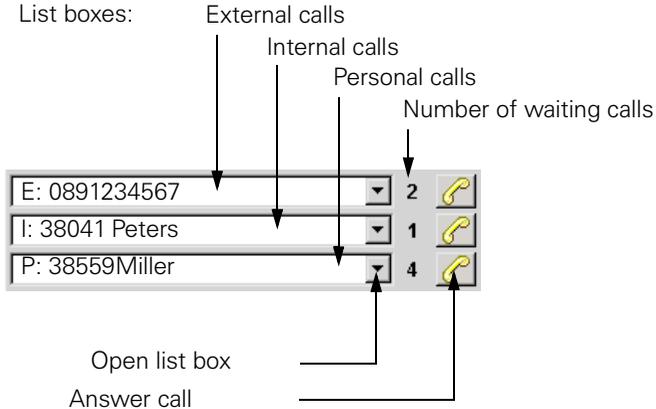
- You can answer all pending calls from the **call display**.
- Any held or parked calls are indicated in the **call list**.
- The **switching area** allows you to initiate the switching functions.
- The **traffic display** indicates the current trunk seizure.



A pending call appears in the call display. When you call a party or answer a pending call, the data appears in the left column of the traffic display. If you call another station for switching purposes, the data for this station appears in the right column of the traffic display; the data of the held station appears in the call display.

Call Display

Waiting calls are displayed in the list boxes on the call display. Using the mouse, you can scroll through the list boxes and select individual calls. A call can be answered by clicking the answer call button .



You can also recognize the different call types by means of the flags and the list field where the call is displayed:

Type ¹	Flag	Field	Call type
0	E:	External	External call
1	I:	Internal	Internal call
2	P:	Private	Private call
3	I:	Internal	Doorbell call
4	R:	Internal	Callback
5	W:	External	External recall
6	W:	Internal	Internal recall
7	A:	External	External call intercept
8	A:	Internal	Internal call intercept
9	W:	Internal	Internal recall from park
10	W:	External	External recall from park
11	P:	Internal	Priority call

¹ Type number for flagging in the statistics → Page 114.

A priority call is always displayed at the top of the middle list field so that it is clearly visible.

The number of waiting calls is indicated to the right of the list boxes.

Switching area

You can call a user by manually entering the station number in the “Name/ Station number” entry field of the switching area. If you enter a name, a search for this name will be initiated in → Page 103 either the ETD → Page 46 or Microsoft Outlook “Contacts” → Page 86, depending on the Configuration Manager settings.

Call Processing Buttons

→ Page 54

→ Page 40

→ Page 57

→ Page 55

→ Page 40

Dialing Buttons

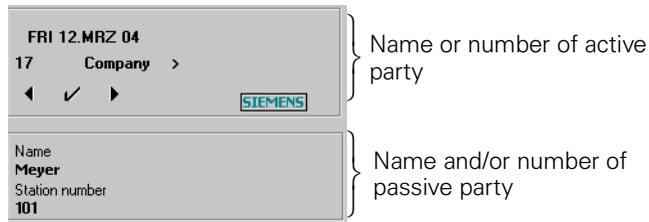
→ Page 41

→ Page 41

Only visible in the case of automatic line seizure:

→ Page 42

Traffic Display

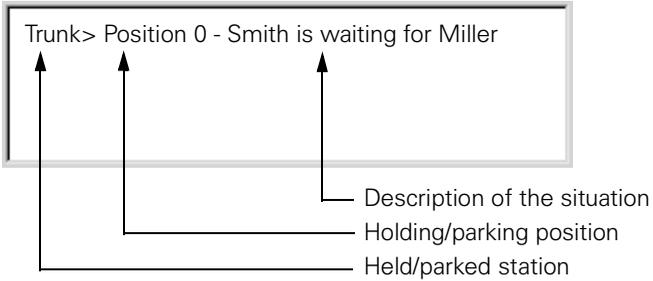


The upper column of the traffic display shows the first party when you answer or place a call (same display as in an optiPoint device). The passive call is displayed in the lower column of the traffic display if, for example, you put a party in consultation state to call a second party.

For internal calls, the station number and (if possible) the station name are displayed. For external calls, the station number and possibly the name are displayed only in the case of a networking connection (ISDN, IP) with CorNet N.

Call list

The call list indicates all calls which are currently on hold or parked.
If a text has been entered by the station user in connection with holding or parking, this is also displayed.
For information about configuring text input in connection with holding or parking, see → Page 106.



You can retrieve the call from the hold → Page 54 or park → Page 57 status by double-clicking the left mouse button on the entry in the call list.

Busy Lamp Field

The Busy Lamp Field (BLF) is used for signaling the line status of individual stations (e.g. "external busy") with colors and for convenient and rapid station number dialing.

Representation

Up to three busy lamp fields may be configured, each with max. 240 status keys, i.e. 720 status keys in total.

Every status key which has been assigned to a station → Page 26 displays the station's number in Number mode. When the mouse pointer pauses on the key, the associated name, if available, is displayed as a tool tip.

In Name mode, station numbers (if available) are immediately displayed as key labels. The relevant station number is displayed as a tool tip. Up to 140 status keys may be configured per BLF in this mode.

Depending on the status key color configuration, different colors are used to signal the trunk status of the station.



You can resize a busy lamp field by clicking and dragging its margin. The size of the status keys and their labeling is automatically adapted; the number of status keys remains unchanged.

For further details on configuring BLFs (number of BLFs, labels, number of status keys, color and mode) see → Page 104 and → Page 105.

To select a station, click the status key assigned to this station → Page 43.

Calling Up the Busy Lamp Field

The busy lamp field opens automatically when you start optiClient Attendant (depending on configuration → Page 105). If it does not appear, follow the steps below to open it:



or



Click the busy lamp field button in the toolbar.

Select the BLF option from the Window menu.

The busy lamp field (max. 3 configurable) appears:

100	120	140	160	180	501	521	541	561	
101	121	141	161	181	502	522	542	562	
102	122	142	162	182	503	523	543	563	
103	123	143	163	183	504	524	544	564	
104	124	144	164	184	505	525	545	565	
105	125	145	165	185	506	526	546	566	
106	126	146	166	186	507	527	547		
107	127	147	167	187	508	528	548		
108	128	148	168	188	509	529	549		
109	129	149	169	189	510	530	550		
110	130	150	170	190	511	531	551		
111	131	151	171	191	512	532	552		
112	132	152	172	192	513	533	553		
113	133	153	173	193	514	534	554		
114	134	154	174	194	515	535	555		
115	135	155	175	195	516	536	556		
116	136	156	176	196	517	537	557		
117	137	157	177	197	518	538	558		
118	138	158	178	198	519	539	559		
119	139	159	179	199	520	540	560		

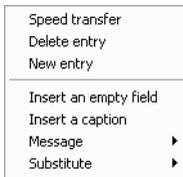
Status key

When you click one of the labeled status keys, the number for this station is automatically dialed → Page 43.



Double-clicking a status key has the same effect as single-clicking it.

Right-clicking displays a context-sensitive pop-up menu with additional functions (example):



You can perform the following functions via the pop-up menu on the BLF:

- Speed Transfer → Page 44
- Deleting a Station → Page 30
- Manual Input → Page 26
- Inserting an empty field → Page 28
- Inserting Captions for Station Groups → Page 28
- Creating a Note for a Station User → Page 27
- Determining a Substitute for a Station → Page 27
- Sorting Stations → Page 30

Entering a Station

To assign status keys to internal stations, you must label the buttons with the station numbers.

This is possible by:

- setting the numbers and names of internal stations on the system on which the optiClient Attendant is registered → Page 95,
- manual input.



You can also store codes for controlling voice mail systems and answering machines on status keys.

Manual Input



Select the busy lamp field.



Right-click the desired status key. A popup menu with several functions opens.



Select "New entry" from the popup menu. The following dialog box opens.

The dialog box is titled "Office" and has a close button (X) in the top right corner. It contains a text input field labeled "Station number". To the right of the input field are two buttons: "OK" and "Cancel". Below the input field is a horizontal line.



Enter the station number and click OK to confirm your entry.

The following dialog box opens.

The dialog box is titled "Office" and has a close button (X) in the top right corner. It contains a text input field labeled "Name". To the right of the input field are two buttons: "OK" and "Cancel". Below the input field is a horizontal line.



Specify the name of the station, if desired. Confirm with the "OK" button.

The station is now saved under this status key.

Creating a Note for a Station User

You can store a note or information for any station entered in the BLF (e.g. Mr Müller is on holiday).



Select the busy lamp field.



Right-click the desired station.
A popup menu with several functions opens.



Select "Note" from the popup menu.



Select "Add/change note" from the popup menu.
The dialog for entering a note opens.



Enter the relevant text.



To delete a note, invoke the "Note" menu item and click the specified note. Click "OK" to confirm.

Determining a Substitute for a Station

You can assign two substitutes to each station entered in the BLF. If necessary, you can call the substitutes directly → Page 43.



Select the busy lamp field.



Right-click the desired station.
A popup menu with several functions opens.



Select "Substitute" from the popup menu.



In the Substitute menu, select the "Change Substitute 1/2" menu item.
The dialog for entering a substitute opens.



Enter the substitute's station number (for example, 0089123456) and confirm your entry with "OK".



To delete a substitute's station number, invoke the Substitute dialog as described above and click "Cancel". Alternatively, delete the station number entry from the dialog and confirm with "OK". Click "OK" to confirm.

Inserting Captions for Station Groups

You can insert captions for a status key in the BLF in order to define a station group.



Select the busy lamp field.



Right-click the desired status key.
A popup menu with several functions opens.



Select "Insert a caption" from the popup menu.
The dialog for entering a caption opens.



Specify the relevant text for the station group caption (e.g. company name or department).

The key caption is underlined for display.

Inserting an empty field

In the BLF in the area containing predefined status keys, you can insert a key without any function (empty field) to which you can assign a station or caption at a later stage.



Select the busy lamp field.



Right-click the status key before which you want to insert the empty field.
A popup menu with several functions opens.



Select "Insert an empty field" from the popup menu.
An empty field is inserted above the selected status key.

 All subsequent status keys move down a position as a result of this insertion. The functionality of the last key (lower right corner of the BLF) is deleted by the BLF.

Moving Station Numbers

In the BLF, you can move station numbers from one status key to another in order to group certain station numbers for example.



Select the busy lamp field.



Press the "Ctrl" and "Shift" keys while simultaneously left- or right-clicking the status button that you want to move.



While holding down the mouse button, drag the status button to the position required. When you release the mouse button, the station will be in the new position.

Deleting a Station



Select the busy lamp field.



Right-click the desired status key.
A popup menu with several functions opens.



Select "Delete entry" from the popup menu.
The station number is deleted from the busy lamp field.



Deleting a station from the busy lamp field does not delete it from your system; in other words, you can reconfigure it at any time
→ Page 26.

Sorting Stations



You can sort the stations of a group in alphabetical order in the BLF.

Select the busy lamp field.



Hold down the "Shift" key and, at the same time, right-click the **first** status key of the group or area you want to sort. The name of the status key is displayed in **bold** font.



Hold down the "Shift" key and, at the same time, right-click the **second** status key of the group or area you want to sort. The name of the status key is displayed in **bold** font.



Right-click one of the status keys displayed in **bold** font.
A popup menu with several functions opens.



Select "Sort" from the popup menu.
A list of all subscribers for the selected area is displayed in alphabetical order.

Menu Window

The Menu Window emulates the telephone display and keys (2 lines for optiset E and optiPoint 500 telephones/8 lines with optiset E memory and optiPoint 600 office). Likewise, some of this information is constantly displayed in the upper area of the traffic display of the attendant monitor
→ Page 18.

Calling the Menu Window

The menu window dialog box automatically appears when you initiate a procedure such as sending messages.

You can also call the menu window manually to execute functions or procedures that cannot be initiated via toolbar buttons or pop-up menus (for a description of these functions and procedures and how to execute them, refer to the user manual for your communications platform).

Click the "Menu Window" toolbar button.
The menu window is displayed.



 To avoid incorrect menu text display (some characters missing), data compression should not be activated in the communications platform (to deactivate, ask your relevant service personnel).

Operation

The keys have the following meanings:



Confirm a function.



Scroll between functions.



Confirm changes
(corresponds to the "DIAL" key on the optiset E memory/optiPoint 600 office).



Scroll between lines.



Delete input one letter at a time from right to left.



Call up window to input alphanumeric characters.



Set telephone (e.g. ringer volume)

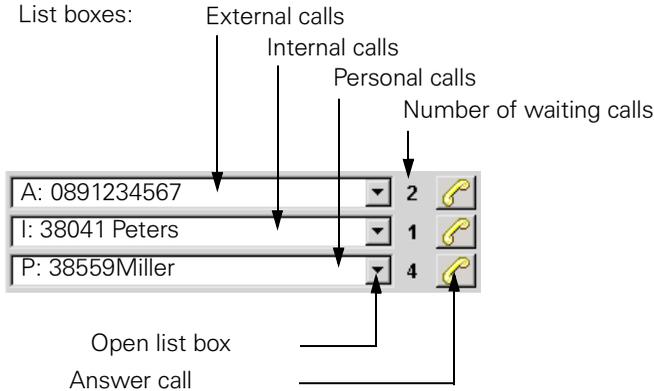


Close the menu window.

Making and Answering Calls

Answering Calls

The call display provides you with a convenient means of answering incoming calls. It contains pull-down list boxes that display all pending external, internal and personal calls. You can selectively choose and answer any call.



Call Types

For a complete overview of all possible call types, see → Page 19.
Examples:

- **External:** A call from a party outside your communications platform who has dialed the system number and operator number (such as 0) or whose call was not answered by an internal party (and optiClient Attendant is programmed as the intercept position).
- **Internal:** A call from another party to your communications platform.
- **Private:** A call from a party outside your communications platform who has dialed the system number and internal operator number (such as 100).

When you receive an incoming call, you hear a signal via the telephone speaker and/or the PC speaker (depending on the setting) and also see a display on the telephone screen (only if optiPoint or optiset E telephones are installed) and in the call display list box.



If you are working with another Windows application when a call is received, the system automatically changes to the optiClient Attendant. Note that the system cannot change to the optiClient Attendant while a screen saver is activated. In this case, the call is signaled by the speaker only.

Answering a Call



Left-click one of the handset buttons.
This accepts the first call waiting in the respective list field.

or



Click one of the arrows for the list box with the left mouse button to open the list and select the call that you wish to answer.



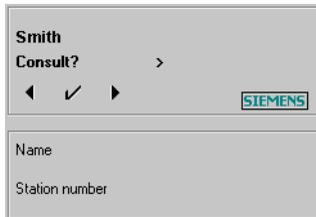
Answer the selected call.

or



Press the space bar on the keyboard.
This answers the first call in the queue, depending on the priority. The calls are prioritized as follows:
Recall - External calls - Internal calls - Personal calls.

The answered call appears in the traffic display:



➡ When you answer a call, it makes no difference whether the telephone handset is on-hook or off-hook because the telephone's hookswitch is activated only during emergency operation
→ Page 92 (not with connection via IP).

Using Call Waiting (Second Call)

Answering a Second Call (Call Waiting)

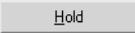
While you are engaged in a call, you are also available to other callers. During the call, you are informed acoustically (by a call waiting tone if this tone has not been deactivated → Page 35) and visually (in the call display) that a second call is waiting. The call continues to be signaled in the call display until you have answered it.

1.

A rectangular button with a light gray background and a thin black border. The word "Clear" is centered in a small, dark font.

Terminate the current call with the “Clear” button.
The waiting call is indicated in the call display.

or

A rectangular button with a light gray background and a thin black border. The word "Hold" is centered in a small, dark font.

Click the Hold button to place the current call on hold → Page 54. The waiting call is signaled in the call display.

or

A rectangular button with a light gray background and a thin black border. The word "Park" is centered in a small, dark font.

Click the Park button to park the current call → Page 57. The waiting call is signaled in the call display.

2.



Accept the call.
You are speaking to the second caller.

or

A rounded rectangular button with a black background and white text. The text "Space Bar" is centered.

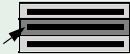
Activating/Deactivating the Call Waiting Tone

The call waiting tone lets you know that a second caller is trying to reach you while you are engaged in another call.

If the call waiting tone is deactivated, the “Camp-on without tone” message appears in the upper area of the traffic display. The waiting call (second call) continues to be signaled visually in the display.

 The communication platform can be configured in such a way, that when the optiClient Attendant is started up, the call waiting tone is automatically deactivated (ask relevant service personnel).

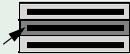
Deactivating the Call Waiting Tone



Select the “Camp-on without tone on/off” menu item from the “Edit” main menu.

The camp-on tone is deactivated and the  icon appears in the status bar.

Activating the Call Waiting Tone



Select the “Camp-on without tone on/off” menu item from the “Edit” main menu.

or



Left-click the icon in the status bar.

The camp-on tone is activated and the  icon goes out.

Picking up Calls

You can pick up calls for other telephones on your own telephone using the busy lamp field (not for stations in networked systems).

When a station is being called, the background of the status key turns (to set up the colors see → Page 104).

You cannot pick up a call

- if the status key is displaying one of the busy states; in this case the destination party already picked up the call,
- if you are engaged in another call or
- If the call display is signaling a call

Prerequisite: The background or label of a status button in the busy lamp field changes color (e.g. yellow).

181

With the left mouse button, click the colored status button for the station being called.

The call is picked up and you can speak to the other party.

Activating/Deactivating the Ringer Signal

By connecting via USB or a control/data adapter (not at HiPath 2000) you can deactivate the speaker on the system telephone, and thus the ringer signal on the telephone receiving an incoming call. When the ringer signal on the telephone is deactivated, the telephone signals the call only visually, although you can have it signaled audibly using wave files (to activate wave files → Page 97 and → Page 106).

optiClient Attendant can be configured so that the ringer signal for incoming calls is automatically deactivated when optiClient Attendant starts up → Page 94. The “Mute on/off” message then appears in the menu window and the  icon appears in the status bar.

Deactivating the Ringer Signal



Select the menu item “Ringing on/off” from the “Edit” main window.

The ringer signal is deactivated at the telephone and the  icon appears in the status bar.

Activating the Ringer Signal



Select the menu item “Ringing on/off” from the “Edit” main window.

or



Left-click the icon in the status bar.

The ringer signal is activated on the telephone and the  icon disappears from the status bar.

Setting the Volume

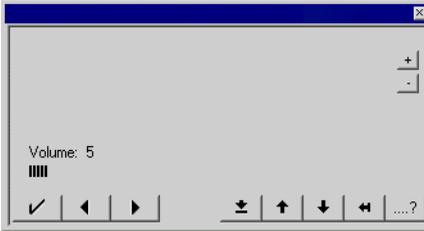
You can change the volume of the handset speaker; in other words, you can select the volume at which you would like to hear the other party.

Prerequisite: You are making a call.



Click the volume button in the toolbar.

The menu window is displayed:



You can use the **+** and **-** buttons to set the volume at which you would like to hear the other party at any of eight different levels.

Activating/Deactivating the Microphone (Mute)

You can temporarily deactivate the microphone on your telephone handset or headset. If the microphone is deactivated, you can continue listening to the other party, but they can no longer hear you.

Prerequisite: You are making a call.

Deactivating the Microphone



Select "Mute on/off" from the "Edit" main menu.

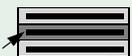
or



Press the "F9" key (this must be programmed → Page 105).

The microphone is deactivated.

Activating the Microphone



Select "Mute on/off" from the "Edit" main menu.

or



Press the "F9" key (this must be programmed → Page 105).

The microphone is activated.

Actuating the Entrance Telephone Connection/Door Opener



This function is not available network-wide → Page 93.

If a service technician has configured one or more entrance telephones, you can speak to visitors at the entrance telephone and activate the door opener from your own telephone. The entrance telephones are assigned internal station numbers.

Speaking to Visitors via the Entrance Telephone

Prerequisite: Your telephone rings and the entrance telephone station number appears in your call display.



Take the call within 30 seconds. You speak to the visitor on the entrance telephone.

or

Space Bar

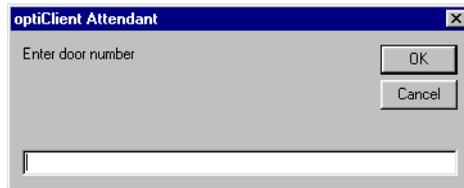
Opening the Door

You can operate the door opener while engaged in a call with the entrance telephone or when your phone is idle.



Click the door lock button in the toolbar.

The following dialog box is displayed:



Enter the entrance telephone's internal station number and click OK to confirm your entry. Simply click OK if the entrance telephone number appears in the window while you are talking to the entrance telephone party.

The door is opened.

Terminating a Call

One Party

A rectangular button with a light gray background and the word "Clear" in a small, dark font.

or

A square button with a rounded border, containing the text "F3" in a bold, black font.

Click the "Clear" button (= hanging up) or the "F3" button (must be configured → Page 105) to terminate your current call.

Two Parties

A rectangular button with a light gray background and the word "Back" in a small, dark font.

or

A square button with a rounded border, containing the text "F5" in a bold, black font.

Click the "Back" button or press "F5" (this must be configured → Page 105) to terminate your current call and change to the waiting call.

If you are speaking to two parties alternately (toggling) or simultaneously (conferencing), you can interconnect the two parties by clicking the Connect button (the Clear button is replaced by the Connect button). optiClient Attendant returns to idle mode and you can answer other calls again.

Making Calls

Your optiClient Attendant attendant console allows you to initiate internal and external calls. When placing an external outgoing call, you also have the option of setting it up as a personal call. Such calls are specially marked during call charge evaluation so that they can be billed separately.

 Outgoing external calls can automatically be identified by the length of the number to be dialed. If the number exceeds a certain length, the external code is prefixed automatically. To configure automatic external codes see → Page 106.

Making External Calls



or



Enter the external code and the external station's number. The number is dialed as soon as you press Enter.

Enter the external code and the external station's number. Then click the General button.
The station number is dialed.

Personal Calls

Using the Private button, you can conduct external personal calls. These calls are specially marked for call charge evaluation.



Enter the external code and the external station's number. Then click the Private button. The station number is dialed.

 If you must dial the external code before dialing the external station number, the system is programmed so that automatic line seizure is deactivated. In this case, the Internal button does not appear in the attendant monitor.
If automatic line seizure is activated, you do not need to dial the external code. However, for internal calls you must then click the Internal button before dialing.

Turning DTMF Suffix-Dialing On and Off

While engaged in an external call, you can activate a sequence of digits to control answering machines or information and switching systems.

Select "Tone dialing" from the "Edit" menu or click the "Tone dialing" button.



or



A window for entering the DTMF digit sequence appears. Enter the digit sequence and click the "OK" button.

Making Internal Calls

Enter the number of the internal station and press Enter to confirm.

You can also dial the station from Outlook "Contacts" → Page 86, the busy lamp field → Page 43, or the repertory dial keys → Page 42.



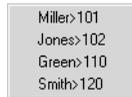
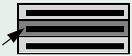
 You can program the system so that automatic line seizure is activated. It will then be unnecessary to dial the external code when placing external calls.

However, you will then have to click the "Internal" button before placing internal calls. This button is displayed only if automatic line seizure is activated.

Making Calls With Repertory Dial Keys

Use the repertory dial keys to call a station directly. If repertory dial keys have been configured in optiClient Attendant → Page 99, the Repdial keys option appears on the menu bar.

Select the Repdial keys option from the menu bar to open a pull-down menu with the repertory dial keys.



Select the name of the station that you want to call. The station number is dialed.



 You can also store codes for controlling voice mail systems and answering machines on repertory dial keys.

Making Calls With the Busy Lamp Field



Click the busy lamp field button in the toolbar.
The busy lamp field appears.

Idle State

You are not in the talk state and want to place a call.

Calling a Station



103

Left-click the status button of the station you want to call.

The station number is automatically dialed.

Calling a Substitute

Prerequisite: The station must already be assigned at least one substitute
→ Page 27.



Right-click the desired station.
A popup menu with several functions opens.



Select "Substitute" from the popup menu.



In the Substitute menu, select the station number for the relevant substitute.

The station number is automatically dialed.

Switching State

You are engaged in a call and want to forward the call to a station in the busy lamp field. There are three ways to do this:

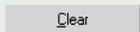
Screened Transfer



103

With the left mouse button, click the status button for the station to which you want to transfer the call.

Wait until the destination station responds and announce the call.



Connect the station by clicking the Clear button.

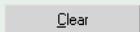
Unscreened Transfer



103

With the left mouse button, click the status button for the station to which you want to transfer the call.

Wait for the ring tone.



Connect the station by clicking the Clear button.



103

Speed Transfer

Right click the status button for the station to which you want to transfer the call. A popup menu with several functions opens.



Select the menu item "Speed transfer" from the popup menu. The call is immediately forwarded to the selected station. If this station is busy, the busy station is automatically camped on after approximately five seconds (can be configured by the relevant service personnel). If the station cannot be reached, the call is signaled in the call display as a recall after approximately forty seconds (can be configured by the relevant service personnel).



Double-clicking a status button has the same effect as single-clicking it.

Making Calls With Redial

The last ten station numbers dialed are automatically stored. If the station you dialed is busy or unavailable, you can initiate a redial the next time you call instead of having to reenter the station number.



Click the redial button in the toolbar to open a pull-down menu with the last station numbers dialed.



Select the desired station number. The number is automatically dialed.

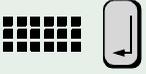


By default, optiClient Attendant saves both internal and external station numbers. However, you can program optiClient Attendant to store only external station numbers in the redial list → Page 94.

Making Calls with the Electronic Telephone Book

Prerequisite: the search in Outlook "Contacts" is deactivated → Page 103.

1.



In the "Name/Station number" entry field of the attendant monitor, enter the surname of the party you want to find in the traffic display and press "Enter" to confirm. If the name is saved in the Electronic Telephone Book → Page 80, it opens automatically displaying the matching name.

or



Open the Electronic Telephone Book and highlight an entry.

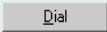
2.

or



If you want to call a user on his/her cellphone, for example, instead of via the default number, you can select this number from the "Station number" selection list, provided it is entered in the ETD → Page 82.

3.



Click the "Dial" button or confirm with "Return".

or



The station number is dialed.

For a detailed description of this function see → Page 81.

Making Calls From “Contacts” in Microsoft Outlook

Prerequisite: the search in Outlook “Contacts” is enabled → Page 103.

1.



In the “Name/Station number” entry field of the attendant monitor, enter the surname of the party you want to find and press “Enter” to confirm. If the name is stored in Microsoft Outlook, the Outlook search list window opens and the name(s) are listed.

2.



Using the left mouse button, double-click the line containing the required entry.

The station number is dialed.

For a detailed description of this function see → Page 86.

Consultation/Transfer/Conference

Transferring Calls

The following methods can be used to transfer an answered call to an internal or external station. If you are unable to transfer calls to external stations, this is because you are not authorized to do so (consult your relevant service personnel).

- **Screened transfer:** The person you are talking to would like to consult another party. Call the desired party and announce the call.
- **Unscreened transfer:** The person you are talking to would like to consult another party. Dial the number of the desired party, wait for the ring tone, and connect the two parties without announcing the call.
- **Speed transfer:** The person you are talking to would like to consult another party. Dial the number of the desired party and connected the two parties without waiting for the ring tone.
- **Transfer after parking/holding:** The external party you are talking to would like to consult another party. You place the call on hold or park the call. Dial the number of the wanted internal or external party, announce the call and then connect the two parties.

Screened Transfer

1.



Accept the call.
The call appears on the traffic display.

or

Space Bar

2.



103

While engaged in the call, left-click the status button for the station to which you want to transfer the call. The system dials the number.

or



While engaged in the call, enter the number of the station you wish to reach and press Return to confirm. The system dials the number (you can also dial the party from Outlook "Contacts" → Page 86 or using repertory dial keys → Page 42.)

The two stations appear in the traffic display:
The first party is automatically placed on hold.

3.



Wait until the destination station responds and announce the call.

4.

Clear

Connect the station by clicking the Clear button.

As soon as the stations are connected, their data is deleted from the traffic display and you are free to answer another call.

If the station is busy or does not answer, click the Back button to return to the first party.

Unscreened Transfer

1.



Accept the call.
The call appears on the traffic display.

or

Space Bar

2.



While engaged in the call, left-click the status button for the station to which you want to transfer the call. The system dials the number.

or



While engaged in the call, enter the number of the station you wish to reach and press Return to confirm. The system dials the number (you can also dial the party from Outlook "Contacts" → Page 86 or using repertory dial keys → Page 42.)

Both stations appear in the traffic display.
The first party is automatically placed on hold.

3.

Clear

Wait for the ring tone and connect the station by clicking the Clear button.

As soon as the stations are connected, their data is deleted from the traffic display and you are free to answer another call.

If the third party is busy or does not answer, click the "Back" button to return to the first party. If the third party does not answer the transferred call within 40 seconds (time can be programmed by the relevant service personnel), the call appears as a recall in the call display.

Speed Transfer

1.



Accept the call.
The call appears on the traffic display.

or

Space Bar

2.



103

While still conducting the call, right-click the status button for the station to which you want to transfer the call. The station number is dialed and the call is automatically forwarded to the station dialed.

If the party does not answer the transferred call within 40 seconds (time can be programmed by the relevant service personnel), the call appears as a recall in the call display.

Transfer after parking/placing on hold

Prerequisite: You have placed an external call on hold → Page 54 or parked it → Page 57. The held/parked call is indicated in the call list.

1.



Click the left mouse button on the status button of the user whom you wish to call. The number is dialed.

or



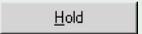
During the call, enter the number of the internal or external party whom you wish to call, confirming your input with the “Return” button. The number is dialed. (You can also use Outlook “Contacts” → Page 86 or the repertory keys → Page 42 to dial this party.

2.



Announce the call to the wanted party.

3.



Click the “Hold” button.

or



Press the “F4” button (this must be configured → Page 105).

4.



Double-click the left mouse button on the entry for the held/parked call in the traffic display.



Connect the station by clicking the Clear button.

As soon as the stations are connected, their data is deleted from the traffic display and you are free to answer another call.

Consultation Hold

You are conducting a call and want to obtain information from another internal or external party without the first party overhearing. If you are unable to transfer calls to external stations, this is because you are not authorized to do so (consult your relevant service personnel)

Prerequisite: You are making a call.



Enter the station number and press Enter to confirm your entry. The station number is dialed.

(You can also dial the station from Outlook “Contacts” → Page 86, the busy lamp field → Page 43, or the repertory dial keys → Page 42.)



When the station answers, you can conduct a consultation call. The first party is automatically placed on consultation hold, meaning that he or she cannot overhear your conversation.

When the other party hangs up, you automatically return to the party on hold.

Terminating Consultation Hold

Back

Click the Back button to terminate the consultation and return to the waiting party.

Hold

You can place external calls on hold whenever you want, for example, to call another station. → Page 52



Internal calls cannot be placed on hold.

They can, however, be placed on consultation hold → Page 53 or parked → Page 57.

Placing External Calls on Hold

Prerequisite: You are currently conducting an external call.

Hold

Click the “Hold” button.

or

F4

Press the “F4” button (this must be configured → Page 105).

If configured, → Page 106 you can enter any text for the party to be placed on hold under “Name / Station number” (field becomes green). You can still speak with the caller while entering the text.

Confirm the input.

The other party is placed on hold and cannot listen in. The held call is indicated in the call list.

Clear

Click the Clear button. You are now available to answer other calls.

You can also place more than one external call on hold.

Activating a Held Call

Prerequisite: You are not engaged in a call.



Using the left mouse button, double-click the line in the call list which contains the held call you wish to take.

You are reconnected to the held party.

Toggle

The toggle function allows you to alternate between two calls. The station currently waiting cannot overhear your conversation.

Prerequisite: You are currently conducting a call and another party is waiting (for example, on consultation hold).

Toggle

Click the Toggle button to change to the waiting party.

or

F6

Press the “F6” button (this must be configured → Page 105).

You change to the waiting party.



You cannot activate the toggle function if you used the Hold button to place one of the two parties on hold.

Interconnecting Two Parties

Clear

Click the Clear button to interconnect the two stations.



Set up conference

You can set up a three-party conference between yourself and the other two parties by clicking the “Set up conference” button → Page 56.

Conference

You can add another party to an existing call to form a three-party conference in which all three parties can speak to one another.

Prerequisite: You are currently conducting a call and another party is waiting (for example, on consultation hold).



or



Press the “F10” button (this must be configured → Page 105).

The message Conference is displayed in the status box for both parties. The three-party conference is initiated.

The  icon appears in the status bar.

 You can also initiate the conference after toggling (several times) → Page 55.

Terminate conference



Left-click the icon in the status bar.

All conference members are then disconnected and the  icon disappears from the status bar.

Click the Clear button to leave the conference; the other two parties remain interconnected.

Park

You can park a call that you have answered but have not forwarded. The parked call can be connected to another party → Page 52. Your optiClient Attendant can be configured so that a waiting call automatically places the current call on hold. For more information on this function, please get in touch with your relevant service personnel.

Prerequisite: You are engaged in a call.

Park

Click the Park button to park the call.

or

F7

Press the “F7” button (this must be configured → Page 105).

If configured, → Page 106 you can enter any text for the party to be parked under “Name / Station number” (field becomes green). You can still speak with the caller while entering the text. Confirm the input.

The parked call is shown on the call display. The optiClient Attendant automatically parks the call in the next available park slot.

Each telephone system has park slots for ten calls, which both you and other internal parties can park.

Answering Parked Calls

Prerequisite: You are not engaged in a call.



Using the left mouse button, double-click the line in the call list which contains the parked call you wish to take. You are reconnected to the held party.

The parked call disappears from the call display.



If calls simply “disappear” from your parking list, they may have been answered by other internal parties.

Overriding Calls

 This function is not available network-wide → Page 93.

If an emergency arises and you must speak to a busy internal station, you can break into the busy station's call and speak to the party. You will then hear an alerting tone.

In order to prevent parties from breaking into existing calls undetected, the message "Override: ..." appears on the display of the telephone involved and the parties are reminded every two seconds by a dual tone that they are in an override situation.

1.



Dial the internal station number. You hear a busy signal. As soon as you heard the ring tone you are camping on at the other station.

2.



Click the override button in the toolbar.
You can speak to both parties.

or



Press the "F8" button (this must be configured → Page 105).
You can speak to both parties.

Click the Clear button to leave the call. The other parties remain interconnected.

Overriding Do Not Disturb

 This function is not available network-wide → Page 93.

Prerequisite: You are authorized to override do not disturb (can be configured by relevant service personnel).

You urgently need to reach an internal station that has activated do not disturb.



Dial the internal station number. You hear a busy signal.
After a brief wait, the system automatically overrides do not disturb. You hear a ring tone and the destination telephone starts ringing.

Station Number Display Suppression

You can prevent the attendant console's station number or name (for example, Switchboard) from appearing on the called party's display (not for internal calls).

You must activate this display suppression before dialing; it then remains activated until you cancel it.

Activating Display Suppression



Select "Privacy on/off" from the "Edit" main menu or click the "Privacy on/off" button.

or



The  icon appears in the status bar.

If you now call external party, neither the station number nor the name of the attendant console will appear on his or her display.

Deactivating Display Suppression



Select "Privacy on/off" from the "Edit" main menu.

or



Left-click the icon in the status bar.

The  icon disappears from the status bar.

The next time you place an external, your station number or name will appear on the called party's display.

Reaching Parties More Effectively

Automatic Callback

When you cannot reach specific parties, you can send them callback requests to save yourself from attempting additional calls.

1.



Enter the station number and press “Enter” to confirm your entry. The station cannot be reached.

2.



Click “Activate callback” in the toolbar. The  icon appears in the status bar.

Your callback request is sent to the called station.

The system automatically calls back when:

- The called party hangs up.
- The called party returns and has conducted a call.
- The called party displays his or her messages and responds to the callback request.

When you answer the callback, you first will hear a dial tone and then the other party will be called.



You can store up to ten callback requests.

Displaying and Canceling Callback Requests

You can display and cancel callback requests that you have already issued.

Click the “Menu Window” button.

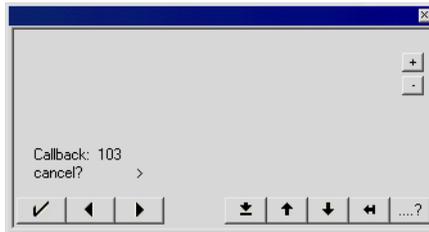


or



Left-click the icon in the status bar.

The menu window is displayed.



Using the ,  and  buttons, you can retrieve and cancel the callback requests.

The  icon disappears from the status bar.

Using the  button in the menu window, you can cancel the input and close the window.

Paging

 This function is not available network-wide → Page 93.

You can issue a speaker announcement to specific groups through your telephone. These groups can be made up of telephones and speaker systems; they are configured and assigned group numbers by the relevant service personnel. These group numbers must be set to “active” mode in the optiClient Attendant → Page 98.



Select the Paging option from the menu bar to open a pull-down menu with the paging groups.



Select the group that you want to page.
The group number is dialed automatically. You can now make your announcement.



 The Paging menu option appears in the menu bar only if paging groups have been activated in the Settings window.

Speaker Call

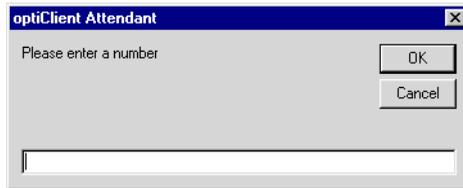
 This function is not available network-wide → Page 93.

You can record an announcement without any assistance via connected loudspeakers (ask relevant service personnel) or at an internal station with access to a system telephone.



Click the "Speaker call" button.

The following dialog box is displayed:



Enter the number of the station to which you want to directly speak and click "OK" to confirm your entry.

The station is automatically dialed and you can then speak immediately

Messages

Sending a Message

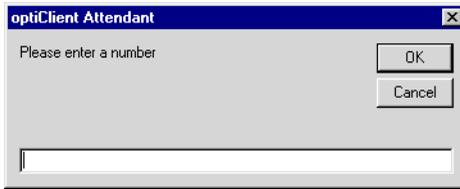
You can send info texts to individuals or station number groups with system telephones. Info texts sent to system telephones without a display (for example, optiPoint 500 entry), ISDN, impulse or tone dial telephones are saved as callback requests.

 Messages can also be sent to stations in networked systems.



Click the message button in the toolbar.

The following dialog box is displayed:



Enter the number of the internal station or group to which you want to send a message and click "OK" to confirm your entry.

The menu window appears.



Using the ,  and  buttons, you can select from among ten predefined, brief messages, or enter a separate text:

- 0 = Please callback
- 1 = Someone is waiting
- 2 = Appointment
- 3 = Urgent call
- 4 = Do not disturb
- 5 = Fax waiting
- 6 = Dictation please
- 7 = Please come see me
- 8 = Please make copies
- 9 = Ready to depart
- Enter other text

The number and content of the brief messages listed here may differ from the messages actually stored in your system.

If you selected "Enter other text" you can enter any text. Click the  button to open the text input window and enter a text.

As soon as you confirm the option "Send" in the menu, the message is sent.

Using the  button in the menu window, you can cancel the input and close the window.



Display/Delete Sent Info

Click the “Menu Window” button.

The menu window is displayed.

Scroll down using the  button to “Sent message” and confirm with  .



The ,  and  buttons enable you to view the sent messages and the time at which they were sent, and delete these messages.

The  button in the menu window enables you to cancel the display and close the window.

Receiving a Message

If messages are waiting for you, these appear in the menu window. These are signaled by the “message”  icon in the status bar.

 Texts sent to groups can only be deleted by the sender.



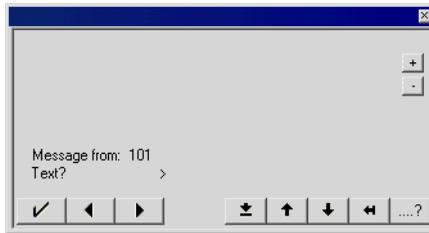
or



Click the “Menu Window” button.

Left-click the icon in the status bar.

The menu window is displayed.



Using the ,  and  buttons, you can view the messages received, call the sender and delete the message. If there are no further messages in the list after deletion, the  icon disappears from the status bar.

Using the  button in the menu window, you can cancel the input and close the window.

Transferring an External Trunk

 This function is not available network-wide → Page 93.

If configured, you can transfer an external trunk to an internal user who is not authorized to set up outgoing external calls, thus enabling this party to set up an external call independently.

Prerequisite: You are talking to a party who does not have direct trunk access.

Click the Transfer trunk button.



Clear

Click the Clear button. You are now available to answer other calls.

 Parties without direct trunk access must enter the external code before dialing an external number.

Releasing an External Trunk

 This function is not available network-wide → Page 93.

You want to place an urgent external call and receive a busy signal because no external trunk is available. You can select a busy trunk and disconnect the call on this trunk to make the trunk available for your call.

Keep in mind that this function disconnects calls in progress and should be used only in dire emergencies.

Releasing a Busy Trunk

You wish to dial an external station number but already hear a busy signal before you dial.



Click the release trunk icon in the toolbar.

The menu window appears.



Using the ,  and  buttons, you can select and release an external trunk.

Using the  button in the menu window, you can cancel the input and close the window.



Now enter the station number and press Enter to confirm your entry. The station is dialed via the released trunk.

 If your system is not configured for releasing an external trunk, the release trunk button will not appear in the toolbar.

Radio Paging (PSE) (Not for U.S.)

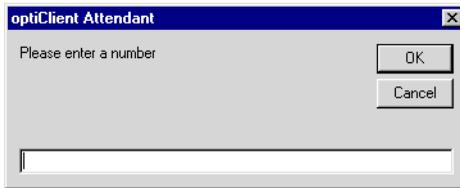
 This function is not available network-wide → Page 93.

If you call an internal station and cannot reach the party at his or her workstation, you can call the absent party using the radio paging equipment.

Prerequisite: radio paging must be programmed in the system.

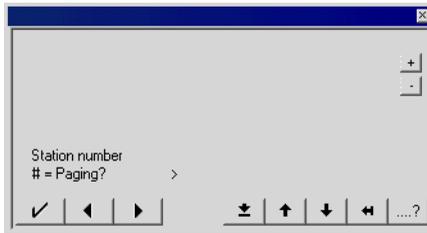
Select the “PSE” menu item from the “Edit” main menu.

The following dialog box is displayed:



Enter the desired party's station number (for example, his or her pager number) and press Enter to confirm your entry.

The menu window appears.



Using the ,  and  buttons, you can enter a message (for example, a station number) for the party and page this party.

Using the  button in the menu window, you can cancel the input and close the window.

If the party paged does not respond or if the radio paging equipment shuts off after a certain period of time, you can cancel the page by clicking the Clear button.

Clear

Forwarding Calls

You can forward both internal and external calls to various destinations (internal or external telephones) (whether external destination is possible depends on system configuration).

Activating Call Forwarding



Click "Activate call forwarding" in the toolbar.

The following dialog box is displayed:

 A screenshot of a dialog box titled "optiClient Attendant". It has a blue title bar with a close button (X) on the right. The main area is light gray and contains a text input field labeled "Station number" with a cursor inside. To the right of the input field are two buttons: "OK" and "Cancel".


Enter the station number of the call forwarding destination (internal or external telephone) and click OK to confirm your entry.

Call forwarding is activated and the  icon appears in the status bar.

Deactivating Call Forwarding



Left-click the icon in the status bar.

Call forwarding is deactivated and the  icon disappears from the status bar.

Night Answer

 This function is not available network-wide → Page 93.

Night answer is activated when your attendant console is unattended (for example, after office hours). External calls are forwarded to any internal night destination (such as the security officer) that you select. The service personnel can configure whether or not the optiClient Attendant will be authorized to activate night answer.

You can enter and select from among up to eight different internal night destinations.

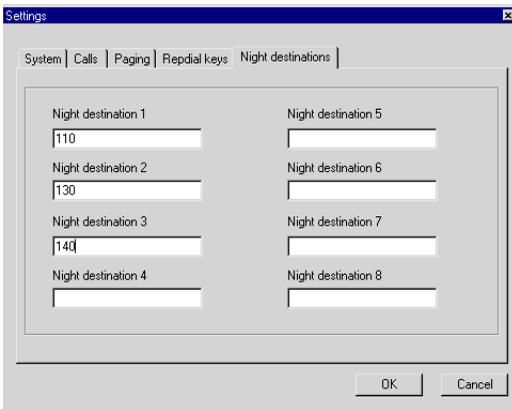
Entering a Night Destination



From the File menu, select the Settings option to open the Settings window.



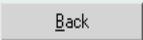
Select the Night destinations tab.



Enter the possible internal night destinations in the text boxes.



Click OK to confirm your entries.



Click the Back button to return to the attendant monitor.

To select a night destination, click "Change night dest." in the Edit menu → Page 73 and click the Night service button to activate it → Page 74.

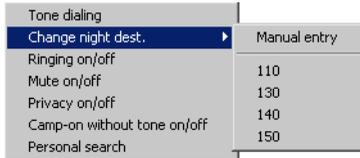
Selecting a Night Destination

You can select which night destination (from among up to eight internal night destinations) will answer incoming calls. To do this, either select a predefined night destination → Page 72 or enter one manually.

Predefined night destination



Select “Change night dest.” from the “Edit” menu. The following pull-down menu appears:



Select a night destination. The night destination selected is identified by a check mark.

After you activate the night service → Page 74, all calls are forwarded to this night destination.

Entering a night destination manually

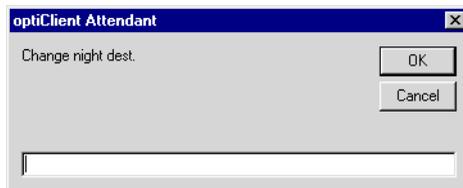


Select “Change night dest.” from the “Edit” menu. The following pull-down menu appears:



Select the “Manual input” option.

The following dialog box is displayed:



Enter the night destination number and click OK to confirm.

To select the night service programmed in the system by the service personnel, enter an asterisk (*) for the night destination.

After you activate the night service → Page 74, all calls are forwarded to this night destination.



Activating Night Answer

Click the “Activate night answer” icon in the toolbar.

Call forwarding to the night destination is activated and the  icon appears in the status bar.



You must still answer any waiting calls in the call display. Any new calls are forwarded to the night destination.

Deactivating Night Answer



Left-click the icon in the status bar.

Call forwarding to the night destination is deactivated and the  icon disappears from the status bar.

Notebook

The Notebook function opens the “Editor” program in Windows.

Opening the Notebook



From the Window menu, select the Notebook option.

The Editor is displayed.

You can save, open and print the notebook files via “File” in the Editor menu.

Call Detail Recording for Individual Calls

 This function is not available network-wide → Page 93.

When a party using an internal telephone (one that is accessible to the public, such as a pay phone) terminates a chargeable call, the call charges can be displayed on the optiClient Attendant console. However, the service personnel must have configured the “pay phone” function in the system.



Click the “Call box” button.

The menu window appears.

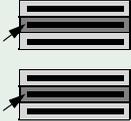


Using the ,  and  buttons, you can select the internal station and display, print or delete the call charges incurred and the call duration.

Using the  button in the menu window, you can cancel the input and close the window.

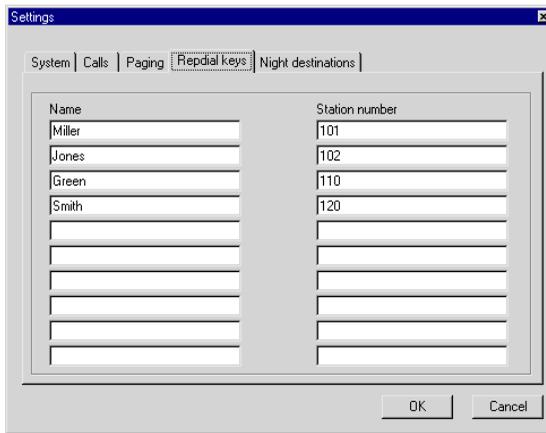
Programming/Changing Repdial Keys

You can program the station numbers or codes you use the most on the ten repertory dial keys. A sequence of codes can be used to control a voice mail system or an answering machine or activate functions on the communications platform (such as entering “#82” to display the caller list).



From the File menu, select the Settings option to open the Settings window.

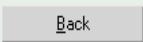
Select the Repdial keys tab.



In the text boxes, enter the names and station numbers of the stations desired.



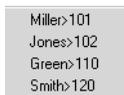
Click OK to confirm your entries.



Click the Back button to return to the attendant monitor.

You can now reach your parties directly via the repdial keys.

From the menu bar, activate the Repdial keys menu → Page 42 to access the pull-down menu with the repdial keys.



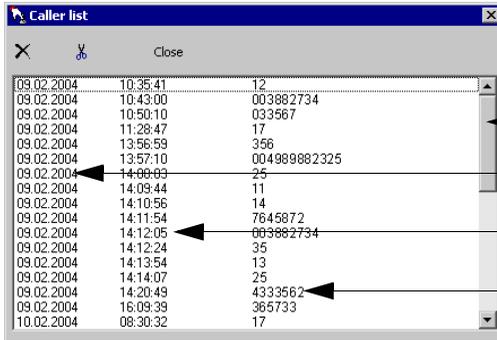
The Repdial keys option appears in the menu bar only if you have configured repertory dial keys in the Settings window → Page 99.

Use Caller List

The caller list displays all incoming calls (answered and unanswered) in a chronologically sorted list. You can use this list to conveniently return calls and delete entries from the list.



Click the "Caller list" button. It opens the "Caller list" window.



- ← Scroll bar
- ← Date of call
- ← Time of call
- ← Caller station number



The list window can only be displayed if entries are found in the list.

The list is sorted in chronological ascending order, for example, the most recent calls are located at the end of the list. If the entries do not fit in the list window, a scroll bar appears to view the complete list.

Close

Click on the "Close" button to close the window.

Return Calls



Using the left mouse button, double-click the line containing the required entry.

The station number is dialed.

Delete Individual Entries



Highlight some list entries by clicking and dragging.

or



+



Add individual entries to those highlighted or delete individual entries from your selection.



Click “Delete Selected Entries” in the list window.

The selected entries are deleted without requesting confirmation.

Delete Entire List



Click “Delete List” in the list window.

The entire list is deleted without requesting confirmation and the list window is closed.

Electronic Directory (ETD)

The electronic directory provides you with a convenient means of searching for stations and dialing the numbers. You can also display detailed information on the stations.

In the default configuration, a database for the ETD is loaded when the optiClient Attendant is started up.

Starting the ETD



or



To start the ETD, select the Directory option from the Window menu.

Click the directory button in the toolbar.

The main window of the directory is now displayed containing all the stations in the directory with their data.

Record

Data fields

Generate new record

Provide station number for dialing

Edit Record

Return to Attendant Monitor

Searching for a Station

You wish to call Mr. Adams. However, you do not know Mr. Adam's station number.

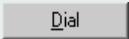
Prerequisite: the search in Outlook "Contacts" is deactivated → Page 103.



Enter the first few letters of the name of the party you want to find in the "Name/Station number" entry field of the attendant monitor (for instance, "Ada") and press "Enter" to confirm. If the electronic directory contains the combination of initial letters entered, it automatically opens the telephone book with the matching entries.



The first station name in the ETD that matches the initial letters entered is highlighted. Select the desired station.



Click the Dial button.
The saved station number is dialed.



When you search the ETD for a station, the first 100 records located are displayed. If you do not see the station you are looking for, enter a more specific search word.

Adding New Stations

New entry

In the directory's main window, click the New entry button to open another window that has two different tabs on which you can enter a new station in the ETD.

Save record

General tab

Directory

Close

General Additional

Name	Station number
Company	Fax number
Street	Private
Postal code	Radio
City	Alternative

Return to main directory window

Additional tab

The window contains the two tabs "General" and "Additional". On these tabs you can enter additional data for the station.

General

On the "General" tab you can enter the user's name, company, address and various telephone numbers.

When calls are made by way of the telephone directory → Page 47, the number is displayed in the "Station number" field (default setting) and then dialed. The four other possible numbers can then also be selected.

Directory

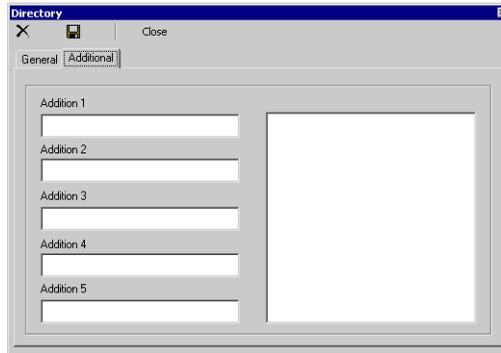
Close

General Additional

Name	Station number
Adam, Franz	08972212345
Company	Fax number
Siemens AG	08972254321
Street	Private
Hofmannstr. 51	081234567
Postal code	Radio
81369	01727654321
City	Alternative
München	0171234567

Additional

You can use the “Additional” tab in order to enter further data, for example the user’s department or corporate rank or several lines of notes, e.g. details of the company’s business hours.



Click the save icon to save the data.

Close

Click the “Close” button to return to the main directory window
→ Page 80. The new station and its data are displayed here.



If you click the “Close” button without saving the record, the record is automatically saved and you are returned to the directory’s main window.

Click the “Close” button in the main directory window to exit the ETD and return to the attendant monitor.

Editing an Entry

Click the Edit button in the directory's main window to open another window with two different tabs on which you can modify the information for the selected party.



From the directory's main window, select the party whose entry you would like to modify.

Edit

Click the "Edit" button.

Another window is displayed with two different tabs on which you can modify the party's data.

Save record

Name	Station number
Adam, Franz	08972212345
Company	Fax number
Siemens AG	08972254321
Street	Private
Holmannstr. 51	081234567
Postal code	Radio
81359	01727654321
City	Alternative
München	0171234567

Return to main directory window



Click the save icon to save the data.

Close

Click the "Close" button to return to the main directory window → Page 80. The new station and its data are displayed here.



If you click the "Close" button without saving the record, the record is automatically saved and you are returned to the main directory window.

Click the "Close" button in the main directory window to exit the ETD and return to the attendant monitor.

Delete Entry



Click the "Edit" button in the main directory window to open another window with which you can delete the entry.

From the main directory window, select the party whose entry you would like to delete.

Edit

Click the "Edit" button.

Delete record

Name	Station number
Adam, Franz	08972212345
Company	Fax number
Siemens AG	08972254321
Street	Private
Hofmannstr. 51	081234567
Postal code	Radio
61359	01727854321
City	Alternative
München	0171234567



Delete the entry with "Delete."

Confirm your request with "Yes."

Click the "Close" button in the main directory window to exit the ETD and return to the attendant monitor.

Telephone Book Function with Outlook "Contacts"

The telephone book function provides you with a convenient means of searching for stations and dialing the numbers. The Microsoft Outlook "Contacts" folder is used as a data source for this.



Please note:

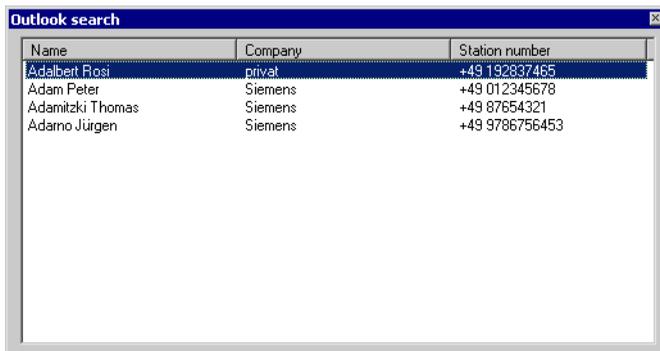
- Microsoft Outlook Express is not supported.
- Canonical format is supported.
- Special features must be taken into consideration regarding the format of the contact name in Microsoft Outlook → Page 118.
- Only the entries in the Outlook "Contacts" folder are used when running searches in Microsoft Outlook. Sub-directories are not searched.

Searching for a Station

You wish to call Mr. Adams. However, you do not know Mr. Adam's station number.

Prerequisite: the search in Outlook "Contacts" is enabled → Page 103.

Enter the first few letters of the name of the party you want to find in the traffic display in the "Name / Station number" entry field of the attendant monitor (for instance, Ada) and press Enter to confirm. If "Contacts" in Microsoft Outlook contains the combination of initial letters entered, the "Outlook search" list window displaying the search results is automatically opened.



Name	Company	Station number
Adalbert Rosi	privat	+49 192837465
Adam Peter	Siemens	+49 012345678
Adamitzki Thomas	Siemens	+49 87654321
Adamo Jürgen	Siemens	+49 9786756453

The first station name that matches the initial letters entered is highlighted. Select the desired station.

Using the left mouse button, double-click the selected line.



or



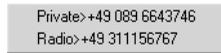
Press Enter.

or



Right-click the selected line if you wish to call a user on his/her cellular phone, for example, instead of via the default number.

If several numbers were entered in the ETB for the same user, a pop-up menu appears. Select the required number from the menu.



The station number is dialed.



When you search for a station, the first 100 records located are displayed. If you do not see the station you are looking for, enter a more specific search word.

Searching on the Basis of Other Station Data

You can also base a search on other data such as a company name, city or postal code. The example below uses a company name. A search by city or postal code is conducted in a similar manner.



Click the "Outlook" button. The following popup menu appears:



Select the desired property from the menu which will be used in the search, for example, "Company".

The following dialog box is displayed:



Enter the company desired and click OK to confirm your entry.

If the company is stored in "Contacts" in Microsoft Outlook, the "Outlook search" list window opens with a list of the parties employed by this company. The first party is highlighted.

Updating Telephone Book Data

To enter new data or modify existing station data in the Microsoft Outlook "Contacts" folder, please refer to the Microsoft Outlook documentation.



Search the Telephone Book

This function searches for names and phone numbers in the telephone book.

 This function must be supported by your communications platform. Please ask your service personnel to activate this function.

1.



Click the "Telephone Book" button.

or



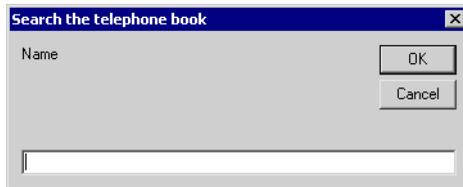
Select the "Search the telephone book" menu item from the "Window" menu.

or



Press the "F12" key.

The "Search the telephone book" window opens.



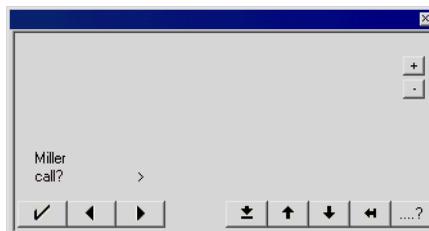
2.



Enter a name. You can also enter part of a name, for example "mil" for "Miller". The search function is not case-sensitive. Confirm with "OK".

3.

If one or more entries are found, these are displayed in the menu window.



Using the ,  and  buttons, you can select and call a station.

Using the  button in the menu window, you can cancel the input and close the window.

Starting telephone directory CD



A telephone directory CD can be started by way of the “telephone directory CD” button in the main window of the optiClient Attendant. The precondition is that the telephone directory CD has been integrated into optiClient Attendant.

Integration of the telephone directory CD function, see → Page 103.

Operation of the telephone directory CD varies according to the telephone directory CD software which is used.

In order to use the telephone directory CD, please read the documentation supplied with the telephone directory CD software.

Using a number on the telephone directory CD

The number located on the telephone directory CD is transferred by copying it and then entering it in the traffic display of the optiClient Attendant.



Use the mouse to mark the wanted number in the telephone directory CD program.



Press “Ctrl” and “C” to place the data in temporary storage.



Position the cursor in the “Name/Station Number” field in the switching area.



Press “Ctrl” and “V” to copy the data from temporary storage to the traffic display.

Opening search window for LDAP server



The search function within the LDAP server is activated with the “Search window for LDAP server” button in the main window of the optiClient Attendant.



Please note:

- Canonical format is supported.
 - Names are only searched for in the “Surname” field in Microsoft Active Directory Server.
-

The precondition is that this search function has been integrated in the optiClient Attendant. To activate this search function, see → Page 103.



This search function uses functions of your PC operating system which are only available after an update under Windows® 98 and Windows® NT.

Please get in touch with your system administrator to update your operating system.

Emergency Operation

When you exit the optiClient Attendant or in the event of an application failure, the optiClient Attendant changes over to emergency operation. All features of your telephone system remain unchanged and your optiPoint or optiset E system telephone can perform all call-processing functions (not with connection via IP).

To return to your PC attendant console, restart the optiClient Attendant program → Page 13.

Special Functions in the LAN (PC Network)

If your optiClient Attendant is operating in a HiPath 5000 system, multiple HiPath 2000/HiPath 3000 communications platforms are interconnected via a LAN (**L**ocal **A**rea **N**etwork, e.g. proprietary PC network). Your telephone calls are conducted via the LAN.

Busy Lamp Field

It is not possible to set station names and numbers network-wide. Station names and numbers outside the local number plan must be entered manually → Page 26.

Additional Special Features

The following functions are not available network-wide:

- Door Opener → Page 39
- Overriding Calls → Page 58
- Overriding Do Not Disturb → Page 58
- Paging → Page 62
- Speaker Call → Page 63
- Transferring an External Trunk → Page 68
- Releasing an External Trunk → Page 69
- Radio Paging (PSE) (Not for U.S.) → Page 70
- Night Answer → Page 72
- Call Box → Page 76

Entering Settings

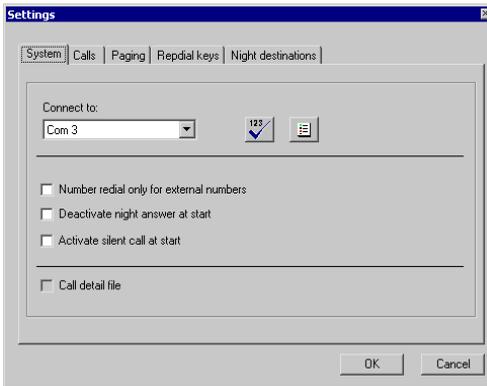
The settings that can be activated in the optiClient Attendant "Settings" window are described in this section. For further settings see → Page 102.



Whenever a change is detected in the system configuration after start of the optiClient Attendant or during its operation, the optiClient Attendant is automatically updated. This procedure is indicated in the status bar by the message "Please wait".

System

In the "System" directory, you can specify the connection type, activate the settings for the busy lamp fields (BLF) and activate general settings for the attendant console.



Connect to: Com 1

Select the PC interface for the following connection types in the selection list field:

- optiset control/data adapter (not at HiPath 2000): "COM 2" or "COM 1"
 - USB (not at HiPath 2000): "COM 3"
 - IP connection: "IP"
- Further parameters are required with this connection type → Page 107.

System Update

Data relevant to optiClient Attendant, such as the local call plan for example, are transferred from the system to the PC via the "System Update" key.

Set BLF

The "Set BLF" key allows you to transfer user data from the local call plan (your system's users) to a busy lamp field.

 Stations from networked systems can only be entered manually → Page 26.

To move status buttons on the BLF see → Page 29.

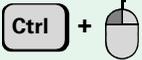
Prerequisite: A call plan was loaded using "System Update" → Page 94 and at least one BLF is displayed → Page 24.



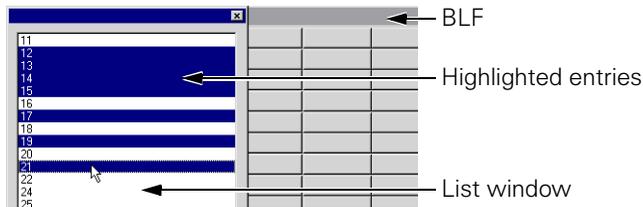
Click the "Set BLF" key.
A list window displaying the current user data opens automatically.



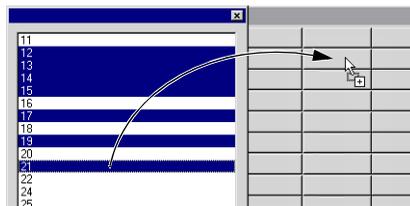
Highlight some or all of the list entries by clicking and dragging.



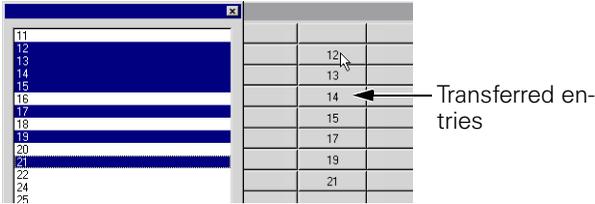
Add individual entries to those highlighted or delete individual entries from your selection.



Click a highlighted list entry and press and hold the mouse button to drag the entry to **the** BLF status key after which you want to transfer the selected entries (a "+" icon appears at the mouse cursor).



The highlighted entries are transferred to the BLF once you release the mouse button.



Number redial only for external numbers

This option allows you to restrict the number redial list to external calls.



External station numbers can be identified by the number of digits. The number of digits can be configured → Page 106. Ensure that you configure the trunk access code correctly → Page 106.

Deactivate night answer at start

If you select this option, night answer is automatically deactivated (if it was previously activated) when the optiClient Attendant is started.

Activate silent call at start

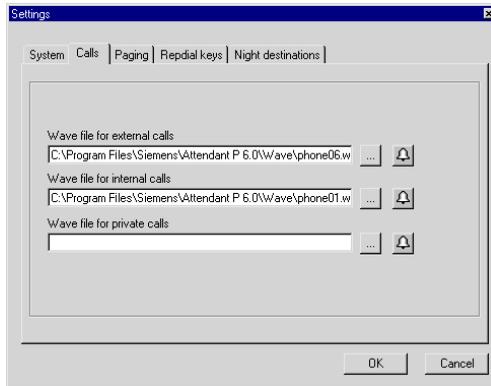
If you select this option, the ring tone is automatically deactivated when starting optiClient Attendant (only in the case of connection via USB or a control/data adapter, not at HiPath 2000).

Call Detail File

This option (cannot be changed in optiClient Attendant) displays whether all chargeable calls with their values are to be saved in a call detail file. Contact your service personnel to set up this function. The call detail file is stored in the installation directory of optiClient Attendant .

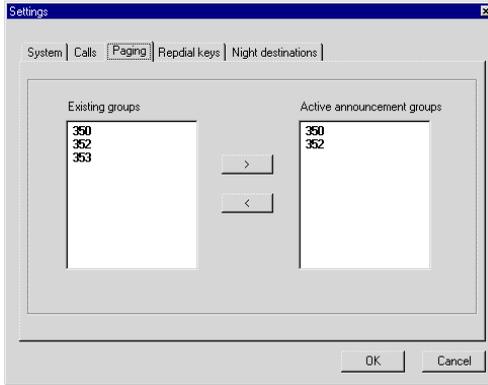
Calls

In the other text boxes under this tab, specify the paths to the wave files (included in the software package) for ringer signaling on the PC. You can also assign individual Wave files with the “...” key and play them back with the speaker key. This must be activated for call signaling via wave files
→ Page 106.



Paging

Under the "Paging" tab, you can configure the existing groups in the communication system as active paging groups.

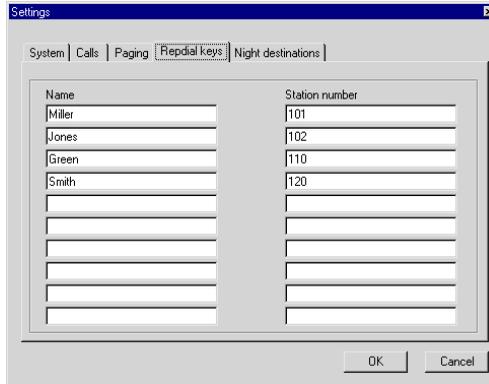


From the Existing groups box, select the groups that you want to be able to reach with a speaker announcement and transfer them to the Active announcement groups box.

"Paging" is now displayed as a menu option in the optiClient Attendant menu bar. This menu option allows you to issue speaker announcements to the configured groups.

Repdial Keys

Use the “Repdial keys” tab to program the ten station numbers or codes you use the most on repertory dial keys. A sequence of codes can be used to control a voice mail system or an answering machine or activate functions on the communication server (such as entering “#82” to display the caller list).



In the input fields, enter either the name and station number of the station your wish to reach or the name and code for controlling a voice mail system or answering machine.

The Repdial keys menu option is now displayed in the optiClient Attendant menu bar. This option provides you with a pull-down menu from which you can call the configured stations and access the configured functions directly.

Night Destinations

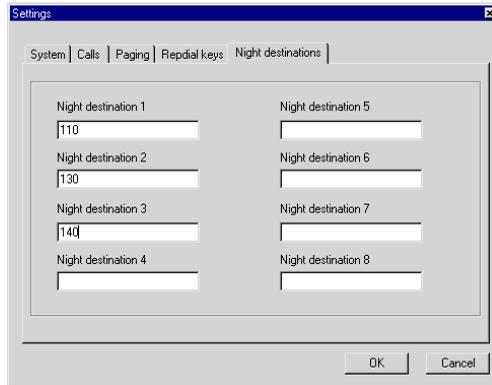
In the "Night destinations" tab, you can enter up to 8 different internal night destinations. From the "Edit" menu with the "Change night dest." menu item, you can select a night destination and activate it via the "Night answer" button. All calls are forwarded to this destination.

The screenshot shows a window titled "Settings" with a tabbed interface. The active tab is "Night destinations". The window contains eight input fields arranged in two columns. The first three fields in the left column contain the numbers "110", "130", and "140". The remaining five fields are empty. At the bottom of the window, there are two buttons: "OK" and "Cancel".

Night destination 1	Night destination 5
110	
Night destination 2	Night destination 6
130	
Night destination 3	Night destination 7
140	
Night destination 4	Night destination 8

Saving Settings

Once you have entered your settings in the Settings window, you must save your entries in order for the changes to be applied.

A rectangular button with a dashed border and the text 'OK' centered inside.

In the Settings window, click OK to confirm your entries.

When you return to the attendant monitor, the message Please wait may appear in the status bar of the attendant monitor while optiClient Attendant is being updated with the new settings. As soon as the update operation has been completed, the message System ready is displayed. The optiClient Attendant is ready for operation.



Click the Back button to return to the attendant monitor without save the changes.

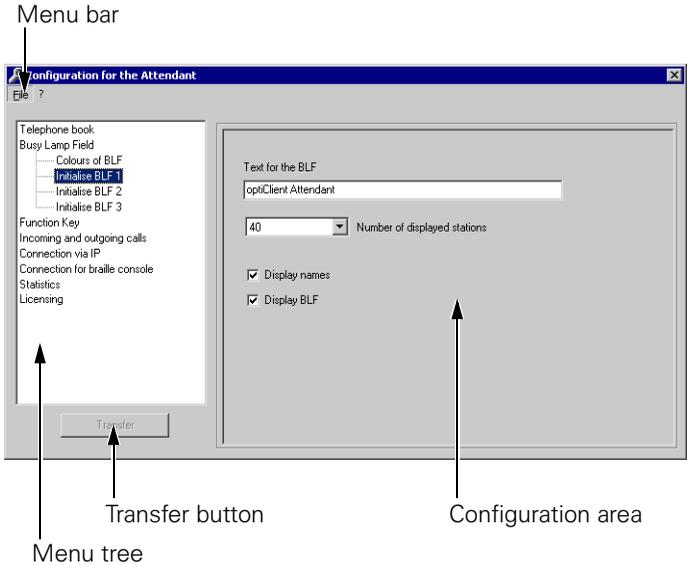
Configuration Manager

This program can be used to activate additional settings not available under "File" - "Settings" for optiClient Attendant.

Starting Configuration Manager



Click the "Configuration Manager" button in the toolbar. The Configuration Manager is opened.



➡ optiClient Attendant must be restarted in order for the changes to some functions to be applied.

To apply changes to BLFs → Page 104, you must simply activate them via the key.

Entering Settings



Experience in configuring IP networks is required for certain settings. Please contact your relevant service personnel for further information.

Incorrect configuration can result in the failure of important optiClient Attendant functions.

Telephone Book

CD-ROM Telephone book
D:\TB-CDROM\dirinfo.exe ...

LDAP Server (IP Address or Name)
123.155.227.1

Use MS Outlook as telephone directory

To run a search in a Telephone book CD → Page 90, enter the complete path to a telephone book program under "CD-ROM Telephone Book" or select an executable file via "..."

To run a search on the LDAP server → Page 91, enter a valid IP address or specify the name of the LDAP server under "LDAP Server"

Activate "Use MS Outlook as telephone directory" in order to use the "Contacts" folder from the Microsoft Outlook program as a data source when searching in the "Name/Call number" entry field of the attendant monitor → Page 86.

If this box is not checked, the ETD is used instead as a database for the search → Page 81.

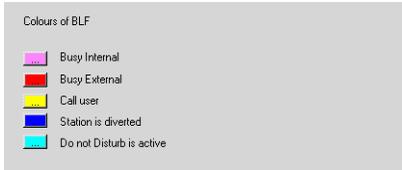


Busy Lamp Field

Double-click the "Busy Lamp Field" entry with the left mouse button to show/hide its submenus.

Colors of BLF

You can determine the colors to be used for signaling the various line statuses of the status keys on the BLF here → [Page 23](#).



Click the key beside the status whose color you wish to change. A color selection dialog appears.

You can select one of the predefined colors by clicking it or alternatively you can mix your own color.

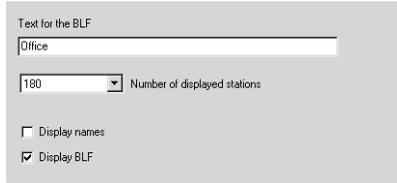
Click "OK" to confirm.



The availability of the "Station is diverted" and "Do not Disturb is active" functions depends on your version of the communications platform.

BLF Configuration

The following settings can be performed for each of the three available BLFs → Page 23.



Text for the BLF
Office

180 Number of displayed stations

Display names
 Display BLF

Enter the text that should appear in the title bar of the relevant BLF in the “Text for the BLF” field.

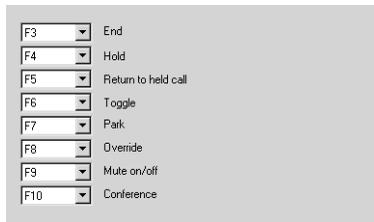
Specify how many status keys the BLF contains in the selection list field. You can select 20 to 240 status keys (number specified in multiples of 20). Up to 140 keys can be selected in Name mode.

Activate “Display name” if you want the name to appear directly on the status key (Name mode). The names must be available for this.

If you activate “Display BLF” the relevant BLF is visible and is automatically displayed when starting optiClient Attendant. Configuration and key assignment are not deleted if the BLF is deactivated.

Function Keys

You can select the assignment of function keys on your PC keyboard.



F3	End
F4	Hold
F5	Return to held call
F6	Toggle
F7	Park
F8	Override
F9	Mute on/off
F10	Conference

Select a function key from “F1” to “F10.”

For standard key assignment see → Page 124.

Incoming and Outgoing Calls

Do not change focus on incoming call

Text input in Hold and Park

Wave file activated

Deactivate automatic hold with end key

Show the caller destination number

Extend trunk
[]

Min. length of external number
[]

- "Do not change focus on incoming call"
Here you can specify if optiClient Attendant is automatically displayed on top if multiple Windows programs are open.
- "Text input in Hold and Park"
This function allows you to input text if a station is in Hold → Page 54 or Park → Page 57 state.
- "Wave file activated"
Here you can specify if the configured wave files → Page 97 should be audible for call signaling.
- "Deactivate automatic hold with end key"
Activate this function if simplified hold (hold without end key) is configured in your communications platform.
- "Show the caller destination number"
Activate this function so that in the case of incoming calls which are not for you, the number of the station which the caller wanted to reach is entered in the field "call number/name" (the call number can then be directly dialed with "Enter").

If automatic line seizure is not activated for the communications platform (contact System Support):

- you can specify which codes can be prefixed for external calls (e. g. "0") in the "Extend trunk" field.
- you can activate automatic external code prefixing for trunk seizure from the specified number of digits by entering a station number length.

Connection via IP

Enter the parameters here which are required for an IP connection to optiClient Attendant via the LAN cable of your PC. To do this, you must first select the corresponding connection type → Page 94.



Parameters should not be entered or changed if you do not have previous IP network administration or VoIP experience. Please ask System Support Staff if in doubt.



Double-click the "Connection via IP" entry with the left mouse button to show/hide its submenus.

Main connection

The main connection parameters are required for connection via IP. Additional parameters can be configured for the fallback connection if there is a fallback system on the communication platform → Page 108.

The screenshot shows a configuration form with the following fields:

- IP Address HG 1500:
- Attendant's number:
- Password:
- Emergency number:
- Security mode:

- "IP address HG 1500"
Enter the IP address of the main connection to HG 1500 here.
- "Attendant's number"
Enter the station number of the main connection to contact optiClient Attendant via IP.
- "Password"
Enter the password of the main connection to contact optiClient Attendant via IP.
- "Emergency number"
Enter the emergency number of the main connection here.
Note: This parameter is specifically for the use of optiClient Attendant in USA.
- "Security mode"
Select the security mode (from the list) for the connected communication system.
The following security modes are available:
 - None: No security
 - Half: Medium-level security
 - Full: High security

Fallback connection



You are not required to enter values here if you are operating your optiClient Attendant on a communication platform without fallback connection.

The screenshot shows a configuration form with four input fields, each with a label to its left:

- IP Address HG 1500
- Attendant's number
- Password
- Emergency number

Each label is followed by a white rectangular input field.

- "IP address HG 1500"
Enter the IP address of the fallback connection to HG 1500 here.
- "Attendant's number"
Enter the station number of the fallback connection to contact the optiClient Attendant via IP.
- "Password"
Enter the password of the fallback connection to contact the optiClient Attendant via IP.
- "Emergency number"
Enter the emergency number of the fallback connection here. This parameter is specifically for the use of optiClient Attendant in USA.

Failover



You are not required to enter values here if you are operating your optiClient Attendant on a communication platform without fallback connection.

If there is a fallback system on the communication platform, the optiClient Attendant can be switched automatically to the fallback system if the main connection fails.

Minimum number of successful connection attempts to fallback system to switch the failure there:	<input type="checkbox"/>
Minimum number of successful connection attempts to primary system to switch back:	<input type="checkbox"/>
Delay between connection retries:	<input type="checkbox"/>
<input type="checkbox"/> No automatic switchback to primary system	

- "Minimum number of successful connection attempts to fallback system in order to switch in the event of a failure"
Before switching to the fallback system, the operating status of the fallback system is automatically checked. Specify the minimum number of successful connection attempts to the fallback system required for the main system to be able to switch over to the fallback system.
- "Minimum number of successful connection attempts to main system in order to switch back"
After switching to the fallback system, an attempt is made to automatically re-establish a connection to the main system. Specify the minimum number of successful connection attempts to the main system here.
- "Delay between connection attempts"
Enter the delay in seconds between connection attempts here.
- "No automatic switchback to main system"
Activate this checkbox if you want to prevent automatic switchback to the main system after successful connection attempts.

Bandwidth reduction

Different settings are available to adapt your network installation in order to optimize voice transfer quality.

The screenshot shows a configuration window with the following elements:

- A checkbox labeled "Suppress cyclical control message" which is currently unchecked.
- A dropdown menu showing "non-compressing codecs preferred, otherwise G.723".
- A section titled "Codec packet lengths" containing three rows:
 - G.711 (ms) with a dropdown menu set to "10".
 - G.723 (ms) with a dropdown menu set to "30".
 - G.729 (ms) with a dropdown menu set to "10".
- A label "Jitter buffer (ms)" above a small, empty text input field.

- "Suppress cyclical control message"
Activate this checkbox to reduce data volume or bandwidth requirements.
- "Codec sequence"
Define the sequence in which the codecs are to be used for voice connection.
- "Codec packet lengths"
Here you can specify individual voice packet lengths for codecs G.711, G.723 and G.729 by entering a number in milliseconds.
- "Jitter buffer (number of packets)"
Here you can specify the buffer size in order to avoid delay changes (jitter).

The following applies for optimum configuration: the higher the network quality, the smaller the jitter buffer; the larger the jitter buffer, the longer the voice delay.

The value can be between 4 and 20.

Port restriction

- "PC-CorNetIP port range from - to"
Enter the port range for your local PC here. If you do not enter a port range, arbitrary ports assigned by the operating system will be used on your PC.
- "RTP port range from - to"
Enter the port range for voice connection here.
- "H.245 port range from - to"
Enter the port range for signaling connection here.
- "H.225 port number"
Enter the port range for operating Netmeeting in parallel to optiClient Attendant here, e. g. to release documents on another PC without audio connection. Default is port 1720.

Click the "Reset" button to reset the port restriction values to default configuration.

Quality of service

For each transmission layer

- "Layer 2: User priority acc. to IEEE802.1p" and
- "Layer 3: Priority classes (Codepoint acc. to DiffServ)"

you can specify using the "Mark packets" checkbox whether or not the optiClient Attendant data for traffic types "Call Signaling" and "Voice payload" should incorporate the configured values.

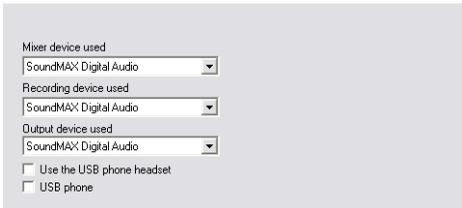
Virtual Private Network



Mode: no
IP address:

- “Mode”
The following security mechanisms are available:
 - no: no security
 - automatic: automatic security
 - manual: manual security
- “IP address”
Enter the IP address of the corresponding VPN network subscriber here.

Sound device



Mixer device used: SoundMAX Digital Audio
Recording device used: SoundMAX Digital Audio
Output device used: SoundMAX Digital Audio
 Use the USB phone headset
 USB phone

- “Mixer device used”
Select a mixer device (from the list) to be used for audio signals on the PC.
- “Recording device used”
Select the device (from the list) installed on your PC to be used for audio recording on the PC.
- “Output device used”
Select the device (from the list) installed on your PC to be used for audio output on the PC.
- “Use the USB phone headset”
Activate this checkbox if you want to make calls using the Siemens USB phone headset (not at HiPath 2000).
- “Siemens USB phone”
Activate this checkbox if your USB phone is a Siemens USB phone (not at HiPath 2000).

Connection for Braille Console

The following information is required for connecting a braille console.



Select the COM port

Com 1

Active

From the selection list field, select the interface for the braille console ("Com 1" to "Com 4") and check the "Active" checkbox if the console should be activated via the selected interface.

Statistics

The statistics function contains information on all incoming calls.

Type of call (see Call Types → Page 19)

Caller station number

Name of the caller

Destination station number

Date of call

Time of call

Type	Number	Name	Destin...	Date	Time
0	00816122436		12	11.03.2004	12:44:59
0	008161714775		12	12.03.2004	10:57:41
0	00816122436		12	12.03.2004	11:56:39
1	11		15	10.02.2004	11:13:37
1	12		15	11.02.2004	11:55:45
1	12		15	11.02.2004	12:00:16
1	12		15	11.02.2004	13:35:04
1	12		15	11.02.2004	13:48:47
1	12		15	11.02.2004	13:50:57
1	12		15	11.02.2004	13:54:54
1	12		15	13.02.2004	07:27:04
1	12		15	13.02.2004	08:05:24
1	12		15	13.02.2004	10:01:16
1	20		15	16.02.2004	09:33:03
1	15		17	11.03.2004	11:58:59
1	15		17	11.03.2004	16:11:05
1	15		17	11.03.2004	16:11:33
1	15		17	12.03.2004	09:28:26
1	15		17	12.03.2004	11:05:01

Reset button

If the entries do not fit in the list window, a scroll bar is displayed to view the entire list.

Change display

Change column width:



To change the column width, click on the edge of a column (mouse pointer changes to a double-headed arrow) and drag the edge to the left or right by pressing and holding down the mouse key.

Change sort sequence:



Left-click the top of the column whose sort sequence (ascending or descending) you want to change.

Reset statistics

You can delete the statistics list. The empty list will then be filled up again with subsequent incoming calls.

Click the "Reset" button. The contents of the list are deleted without confirmation request.



Licensing

The following specifications are necessary for CLA licensing.

Parameters apply for connection to a system < V5.0

IP address of the License Agent (CLA)

127.0.0.1

License Agent port

61740

Under "IP address of the license agent (CLA)," specify the IP address of the license agents.

Under "License agent port (CLA)," specify the port number of the license agents.

For further information on licensing, please contact your service personnel.

Saving Settings

You must save your entries in order for the changes in Configuration Manager to be applied.

Transfer

Click "Transfer" to confirm changes.
Click "OK" to confirm the message in the dialog box.



The "Transfer" button is only active if at least one modification was made in the Configuration Manager.

Error Correction in optiClient Attendant

This section discusses possible solutions to problems that may arise when operating optiClient Attendant.

Startup Problems

The optiClient Attendant does not start correctly

- Check whether you have too many other programs open.
- Shut down your computer and switch it off and on.
- If the problem persists, uninstall the optiClient Attendant software and then reinstall it (see the - CD-ROM CDoptiClient Attendant booklet).

A licensing error is displayed at startup.



- Ensure that the license agent (CLA) is available on the PC.
- Check the Configuration Manager settings with respect to the CLA data → Page 115.

For further information on licensing, please contact your service personnel.

Operating Problems

The optiClient Attendant is no longer responding

- Close any 16-bit applications that are open (e.g. Word 6.0).
- Check whether the HiPath system is still operating by verifying another telephone's operation (the system may have failed).
- Shut down your computer and switch it off and on.

"Please wait" is permanently displayed on the status bar.

- For optiset E telephones:
Check the cable to ensure that the connection between the system telephone's optiset E data/control adapter and the PC has been established.
- For optiPoint telephones with USB connection (not at HiPath 2000):
Check the USB cable to ensure that connection between the system telephone's USB port and the PC has been established.

Once the system is correctly connected, the message disappears and the optiClient Attendant is again ready for operation.

The busy lamp field is malfunctioning

- If the status button for a station is always red (indicating that the station is busy), it may not mean that the station is constantly conducting calls but, instead, that the station telephone is defective or was removed from the communication system. If such is the case, update the busy lamp field → Page 94 and → Page 95.
- If the status button for a station is always yellow (indicating that the station is being called) and you cannot pick up the call, it may mean that you are conducting a call or that you have a call waiting. In such cases, you cannot pick up the call.

Existing Outlook contacts are not displayed as a search result

Searches for a name in Outlook "Contacts"; optiClient Attendant are only performed in the "Surname" field.

It is therefore necessary to enter the sequence "Surname First name" when adding a contact, as otherwise the default settings in the Outlook contact options will save an entry such as "Hofmann" as a "First name".

Solution

Change the default contact options settings in Outlook.

To do this, open “Extras” - “Options” - “Settings” - “Contact options” in the Outlook menu and change the name sequence to “Surname First name”.



Only entries contained in the “Contacts” folder are used when running a search in Microsoft Outlook. Subdirectories are not searched.

Troubleshooting Using the Trace Button (Service Personnel Only)

The trace button allows you to store special error codes for reproducible errors in a text file that can then be passed on to a service technician at Siemens AG (intended for relevant service personnel only).

Configuring the Trace Button

- In the optiClient Attendant root directory, open the config.cfg file using any text editor.
- Insert the following line under <System>: Trace=1
- Save the file and restart the optiClient Attendant. The Trace button now appears in the toolbar.

Click the “Trace” button in the toolbar to open the error code window. Delete any old error codes using the “Clear” button. Generate the reproducible error and save the file. The file is saved as trace.txt in the optiClient Attendant root directory. Make a backup copy and send the file to the service technician for error analysis.

Index

A

accepting a waiting call	34
answering calls	32
attendant monitor	18

B

braille console	113
brief messages	65
busy lamp field	8, 14
BLF name	105
configuring	105
defining colors	104
deleting a station	30
determining a substitute	27
enter note	27
inserting captions	28
labelling status keys	26
making calls	43
moving a status key	29
representation	23
sorting status keys	30
speed transfer	44

C

call detail file	96
call detail recording	76
call display	18, 19
call list	18, 22
call number display	
suppressing	59
call type list	19
call waiting on/off	35
callback	
automatic	60
calls	
answering	32
forwarding	71
picking up	36
terminating	40
conference	56
configuration	
braille terminal	113

busy lamp field colors	104
call characteristics	106
call signaling	97
CD-ROM, LDAP, MS Outlook	103
connection type	94
connection via IP	107
data transfer to PC	94
licensing	115
night destinations	100
paging groups	98
redial keys	99
save in configuration manager	116
saving settings	101
set BLF	95
starting configuration manager	102
statistics function	114
configuration manager	102
configuring station groups in the BLF ...	28
connection type	94
consultation hold	53

D

desktop	14
determining a substitute in the BLF	27
dialing	
with redial keys	42
do not disturb	58
door opener	39

E

Electronic Directory (ETD)	46, 80
emergency operation	92
empty field	28
entrance telephone	39
ETD	
adding stations	82
editing entry	84, 85
searching for stations	81
starting	80
ETD tab	
additional	83
general	82
explanation of symbols	9
external call	41

F

features 10
 function keys
 configuring 105
 default assignment 124

H

hold
 external calls 54

I

internal call 42
 IP telephony 93

K

keyboard commands 123

L

LAN telephony 93
 LDAP server 91
 activating searches 103
 list of call types 19

M

main window 8
 making calls 41
 external 41
 from Outlook "Contacts" 47
 internal 42
 with electronic telephone book 46
 with redial 45
 with the busy lamp field 43
 menu bar 15
 menu window 31
 message
 receiving 67
 sending 64
 microphone activate/deactivate 38
 mute 38

N

name mode 105
 night answer 72
 activating 74
 deactivating 74
 night destination 100
 entering 72
 selecting 73
 notebook 75

O

opening search window
 for LDAP server 91
 operating procedure 9
 Outlook "Contacts"
 editing entries 88
 entering users 88
 searching by station data 88
 searching for stations 86
 telephone book function 86
 override 58

P

paging 62, 63, 98
 park 57
 pull-down menu 15

R

radio paging (PSE) 70
 reaching 60
 redial 45
 releasing an external trunk 69
 redial keys 42, 77, 99
 requirements 12
 ringer signal
 deactivating 37

S

screened transfer	49
search	
Outlook "Contacts"	86
telephone book	89
second call	34
set BLF	95
settings	
calls	97
night destinations	100
paging	98
redial keys	99
system	94
silent call waiting	35
sorting stations in the BLF	30
speed transfer	51
start	
configuration manager	102
starting the telephone directory CD	90
startup	
automatic	13
manual	13
statistics function	114
status bar	17
status button	
defining colors	104
status key	23
creating notes	27
defining the number	105
inserting an empty field	28
inserting captions	28
labeling	26
moving	29
sorting	30
substitute	27
substitute	
call	43
system update	94

T

telephone book CD	
activating searches	103
toggle	55
toolbar	16
traffic display	18, 21
transfer	
after parking/placing on hold	52
screened	49
speed	51
unscreened	50
transferring an external trunk	68
transferring calls	48

U

unscreened transfer	50
---------------------------	----

V

volume	
setting	38

W

wave file	97
activating	106

Important Keyboard Commands

You can initiate the most important functions of the optiClient Attendant using the keyboard.

Keyboard

Space Bar

Answer calls.

Alt + A

Dial station number in General trunk group.

Alt + H

Place calls on hold.

Alt + M

Toggle between two calls.

Alt + P

Park calls.

Alt + S

Disconnect calls.

Alt + V

Dial station number in Private trunk group.

Alt + Z

Return to waiting call.

Del.

Clear text boxes.



Dial station number.

Function Keys

The function keys on your PC keyboard can have the following functions (default assignment), depending on the configuration of your optiClient Attendant → Page 105:

- F1** Call Help.
- F2** Find by name.
- F3** Terminate call (Clear).
- F4** Calls on hold.
- F5** Return to the waiting party.
- F6** Toggle between two calls.
- F7** Park the call.
- F8** Override a call.
- F9** Activate/deactivate microphone (mute).
- F10** Initiate conference.
- F12** Search the telephone book.

www.siemens.com/hipath



The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

The trademarks used are owned by Siemens AG or their respective owners.

© Siemens AG 2006
Siemens Communications
Hofmannstr. 51 • D-81359 Munich

Ref. No.: A31003-H1012-C126-11-7619

Subject to availability. Right of modification reserved.
19.01.2006