



**Ascotel Office 1560/1560IP
Quick User's Guide**

Ascotel IntelliGate Telecommunication Systems



- Before you begin -

Welcome to the Office 1560/1560IP, the softphone for operator consoles; with its user-friendly interface it sets the standard for a versatile and modern operator workstation and integrates ideally into the Office PC environment.

Content

- Before you begin -	
About the Guide	page 2
About the product	page 3
How to use the Office 1560/1560IP in a professional environment	page 4
- Working with the Office 1560/1560IP -	
Starting the Office 1560/1560IP	page 5
Operating the Office 1560/1560IP	page 5
- Office 1560/1560IP modules -	
Busy Indicator	page 8
Phone books	page 8
Logbook	page 9
- Quick Reference -	
Functions	page 10
Icons	page 10
Shortcuts	page 10

About the Guide

The Quick User's Guide is designed to acquaint you with the world of the Office 1560/1560IP. Online help is also available to offer you further support (simply press F1 or select the menu [?/Help](#)).

Your system administrator has equipped your Office 1560/1560IP with a media device. The device can be a telephone handset or a headset connected directly to the PC or a system terminal of the Office family. Depending on the device used, the operation of the device may vary slightly from the instructions given here.

Document no: eud-0618_de/1.0

About the product

Purpose

The PC phone (softphone) is a system terminal; it can only be used in connection with the appropriate PBX system. The software starts up only if it recognises a PBX system configured accordingly. The PC phone can be used as an operator console on a stand-alone system or in a networked environment with several systems.

Functional scope

Besides the wide array of telephone operator functions the phone also provides all the featurephone functions required for personal use.

Availability

The availability of the softphone depends on the PC's performance and power supply and on the availability in general of the data network and telecommunication system (incl. OIP server). If the phone is not available, calls are routed to a substitute destination, which has been set up by your system administrator.

Supplementary equipment

The Office 1560IP has been extensively tested with a whole range of corded and cordless media devices (incl. Bluetooth equipment). Only use the media devices specifically recommended by the manufacturer.

Disclaimer

This product is manufactured in compliance with ISO 9001 quality criteria. Please read through the enclosed user information carefully. The product's functions have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded. The manufacturer shall not be liable for direct or indirect damage that may result from incorrect handling, improper use or any other unsuitable behaviour with a product. Potential hazards are clearly indicated where applicable in the operating instructions. Liability for loss of profit is excluded in any case.

How to use the Office 1560/1560IP in a professional environment

Office 1560/1560IP, the professional operator console

Using an Office 1560/1560IP offers many advantages for switchboard operators compared with conventional operator consoles: Call transfer using drag&drop, indication of the internal subscribers available, interactive queue for calls pending, quick and convenient dialling by name, simple handling of call lists, unlimited number of contacts, synchronization with a Microsoft Exchange server, direct access to contact databases, to mention but a few. At the same time you also have access to all the added features of Office system terminals, with the high standard of quality you have come to expect.

Regardless of whether you use the softphone as an Office 1560 together with a corded Office system terminal or as an Office 1560IP with a PC media device via the IP network, you are certain to appreciate its outstanding versatility. You will undoubtedly appreciate the versatile features.

And of course the Office 1560/1560IP can also be used as a personal telephone.

Using the Office 1560/1560IP as a group tool

If several people are responsible for answering customer calls, it makes sense to organise the unit in workgroups. Irrespective of whether incoming calls are also simultaneously routed to your partners or whether you divide up the calls based on the caller numbers: The Office 1560/1560IP provides you with a user-friendly group tool.

Using the Office 1560/1560IP on different workplaces

You can set up your Office 1560/1560IP on several PCs. Calls are then automatically routed to the PC you are currently using. If for example you work some of the time at a branch office, calls will automatically be routed there as soon as you start up the Office 1560/1560IP.

- Working with the Office 1560/1560IP -

Starting the Office 1560/1560IP

Your Office 1560/1560IP has been installed as standard so that it opens automatically whenever you start your PC. You can also start the Office 1560/1560IP manually using the program icon on your Desktop.

Each time Office 1560/1560IP starts up, the system checks whether the latest software version of the programme is installed. If this is not the case, you can have the program update itself automatically.

During the start up process, you are prompted for your user name and PIN. Key in the internal call number of your Office 1560/1560IP under *User Name*. After starting the first time, change the default PIN (0000) with a PIN of your choice. Click *Save PIN* if you do not want the prompt to appear the next time you start the program.

Note: *Please note that any PIN stored on the PC can be read by someone else with malicious intent and your phone subsequently put to improper use.*

Click *OK*. Your Office 1560/1560IP starts up.

Alternative destination if your Office 1560/1560IP is not started

If your Office 1560/1560IP is not started, calls are automatically re-routed to a pre-configured destination. You can of course re-route the calls to the alternative destination of your choice before you exit the program.

Note: *Any telephone on the system can act as the alternative destination. However the operator functions are available only if an Office 1560/1560IP or an Office 45 VA is used as an alternative destination.*

Operating the Office 1560/1560IP

Main user console

With the main user console of the Office 1560/1560IP you can make phone calls and operate the busy indicators, the phone book or the logbook (see [Page7](#)).

Frequently used functions are operated with the mouse via the *toolbar* (see "[Toolbar functions](#)", [page 10](#)).

The call number is entered in the *input line*. Here you can browse either the phone books using alphanumeric dialling, transfer the call number from the redial list or enter a number directly (see also "[Input line functions](#)", [page 10](#)). The *Seize* Foxkey allows you to set up a connection.

The *Foxkeys* provide the telephony functions that are the most useful for each particular situation.

The *status field* displays the status of switching groups and other functions such as substitute circuits or call diversions.

The *internal* and *external queues* are used on the one hand to display calls that are pending. They can each indicate up to 10 calls waiting. You can also seize a line by double-clicking the lines in the queue.

Advanced search

Besides the tried-and-tested dialling by name you can also look up a contact using an advanced search dialog box. In addition to the integrated phone books this feature allows you to access external telephone directories too and to search through them directly for the contact you are looking for.

E-Mail Interconnection

If a subscriber cannot be reached and you want to send him note, simply click the e-mail icon on the toolbar and your e-mail application will open the standard mask you normally use to create a message. The address is entered automatically, provided of course it is stored in the subscriber card file.

Ascotel Feature Wizard (AFW)

This integrated tool is a convenient way of operating the countless Ascotel features, which you can store in one of the busy indicator fields as required.

Background mode

When you are working in a different application, your Office 1560/1560IP is automatically in the background if you so wish. When a call is received, a dialog box opens with information about the caller. You can then carry out the main functions for dealing with the call directly in the dialog box. The background mode can be activated or deactivated under *Settings/Signalling Configuration* and configured to your requirements.

Keyboard operation

You can also use the keyboard to operate your Office 1560/1560IP. A number of shortcuts are available for that purpose to help you with the navigation and to make phone calls.

You can edit many of the default shortcuts under *Settings/Other Shortcuts*. To maintain a clear overview of your personal choices, enter the shortcuts by hand or electronically in the boxes provided for this purpose (see "Shortcuts", page 10).

The Foxkeys can be operated using the six-key block of the PC keyboard (above the arrow keys). These keys are arranged in the same way as the Foxkeys on the user interface, which means that the functions are also identically assigned.

Pressing the Enter key executes the next most obvious command in any given situation.

The <Esc>, <Shift>, <Tab> and <Arrow ...> keys are assigned with the standard Windows-compliant navigation functions.

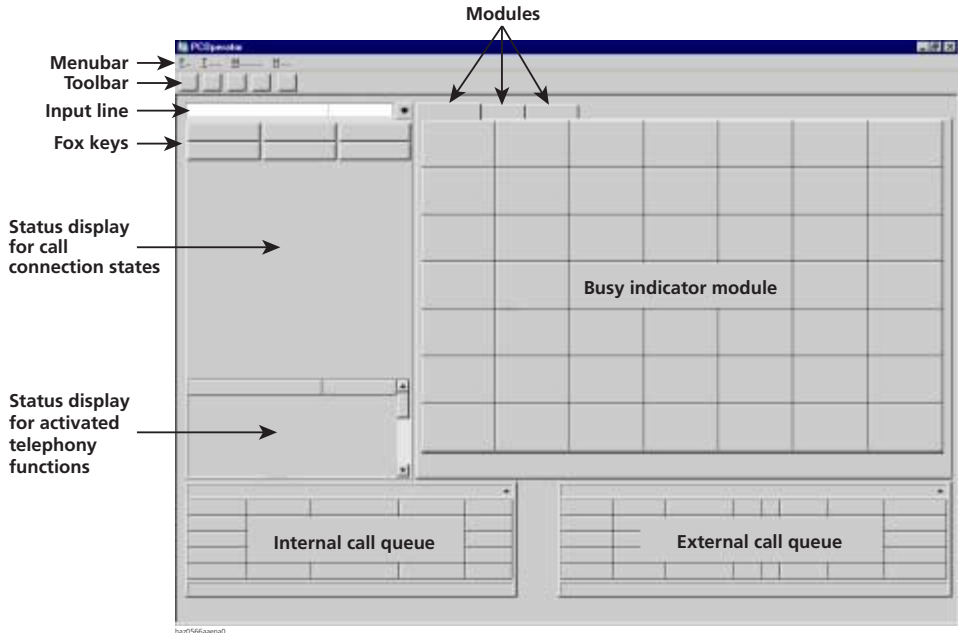


Figure: The main user console of the Office 1560/1560IP

- Office 1560/1560IP modules -

The module view on the right-hand side of the screen provides a number of modules in the form of tabs. Clicking the tab once opens the module required. The modules available are as follows: Busy Indicator and Dynamic Busy Indicator, Phone Books and Logbook.

Busy Indicator

Busy Indicator

The Busy Indicator places in a matrix all the subscribers you have selected. Double-clicking a subscriber field calls the subscriber in question; calls can be transferred directly by dragging the call display to a subscriber field using the mouse.

A subscriber's current status, i.e. free, busy, dialling or absent, is indicated by icons (see "[Icons](#)", [page 10](#)). If your Office 1560/1560IP is synchronized with an MS Exchange server, the absence information from the Outlook calendar is also integrated and displayed.

Alternatively a field in the matrix can also be assigned with a function, team or number key.

You can set up several busy indicators which are then arranged as individual tabs in the module view.

Dynamic busy indicator

To scan the status of a subscriber not displayed on the busy indicator, you can drag the subscriber entry you want from any given situation from the subscriber list to a field in the dynamic busy indicator, thereby setting up a temporary subscriber field. The dynamic busy indicator is then reset whenever you exit your Office 1560/1560IP.

If you are handling a very large number of subscribers on your busy indicators, the dynamic busy indicator helps you to quickly access the most important subscribers at any given moment.

Phone books

The private telephone directory allows you to set up several private phone books with your own personal contacts. This directory is empty after the first installation.

You also have 2 other predefined phone books at your disposal: The *Public* phone book contains all the contacts stored as abbreviated dialling numbers on the system

and available to all the subscribers; the *PBX subscribers* phone book contains the contacts for all the internal subscribers.

In the module view each of the phone books is accessible using its own tab.

If your company uses an MS Exchange server to manage its contacts and appointments, your Office 1560/1560IP can be synchronised with the server. This allows you not only to synchronize your private contacts folder in MS Outlook with the private phone books of your Office 1560/1560IP but also gives you direct access via the public phone book to the company contacts stored in MS Exchange.

Logbook

The logbook logs all the incoming and outgoing calls as events. Each entry not only provides useful information but also tells you the nature of the event, when it took place, the subscriber involved and how long the event lasted. You can also add a short note for each entry (both during and after a call).

To find the entries you want quickly in the logbook, you can specify which entries are to be displayed. You can choose from a number of criteria such as name, date, time, connection type or call destination.

You can of course also dial a connection directly from the logbook by simply double-clicking the entry in question.

Logbook data can also be hidden for reasons of data protection. When data protection is activated, the entries displayed are those corresponding only to those calls which you handled personally. Data protection is activated or deactivated by your system administrator.

The system administrator also determines the length of time the entries are to be retained in the logbook before they are deleted (entries which contain notes are not deleted automatically).

- Quick Reference -

Functions

Input line functions

- Redial key: Retrieves the 20 last numbers dialled
- Notepad key: Buffers numbers during a call or in the idle state.

Toolbar functions

- Open Ascotel Feature Wizard (AFW)
- Open the Ascotel Feature Wizard (AFW) with the parameters of the active connection
- Activate and deactivate DTMF
- Open subscriber card file
- Create new subscriber card file
- Open notepad
- Print
- Page view
- Mute microphone (ON/OFF)
- Activate and deactivate acoustic signalling
- A B** Switch over between Company A and B
- Activate stand-in
- MCID; activate malicious call monitoring

Icons

Call connection states

Operator calls

- Internal call, incoming
- External call, incoming
- Internal call, outgoing
- External call, outgoing
- P** Parked call

Personal calls

-

Colour code:

- Green: Connection established
- Blue: Subscriber phone ringing
- Red: Subscriber is busy
- Yellow: Recall

Subscriber status

- Internal/external connection. Colour code:
 - Green: Talking
 - Blue: Subscriber phone ringing
 - Amber: Subscriber is making a call
 - Red: Subscriber is busy
- Subscriber is free
- Subscriber is not available
- Subscriber is absent (general absence, holiday, training course, sick leave/doctor's appointment, business absence, military service, civilian service)

Shortcuts

Jump to the information and control elements:

Str+1, F3¹⁾

Jump to the module view:

Str+2

Jump to the internal queue:

Str+3

Jump to the external queue:

Str+4

Open busy indicator:

Str+B

Open internal phone book:

Str+I

Open public (external) phone book:

Str+E

Open private phone book:

Str+R

Open logbook:

Str+L

Callback:

Alt+F8

Redial:

Alt+F9

Notepad:

Alt+F10

Answer call in the internal queue in the 1st/2nd line:

F11, F12

As above and open subscriber card file at the same time:

Shift+F11 (F12)

Answer call in the internal queue in the 1st to 4th line:

F5 ... F8

As above and open file at the same time:

Shift+F5 (.. F8)

User-defined shortcuts:

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

¹⁾ First start setting. Please enter your own shortcuts in the left field (electronically using the Acrobat PDF Reader or manually on the printout)