



Avaya one-X[®] Attendant v3.07 IE
Release 1.0
User's Guide

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Issue 1

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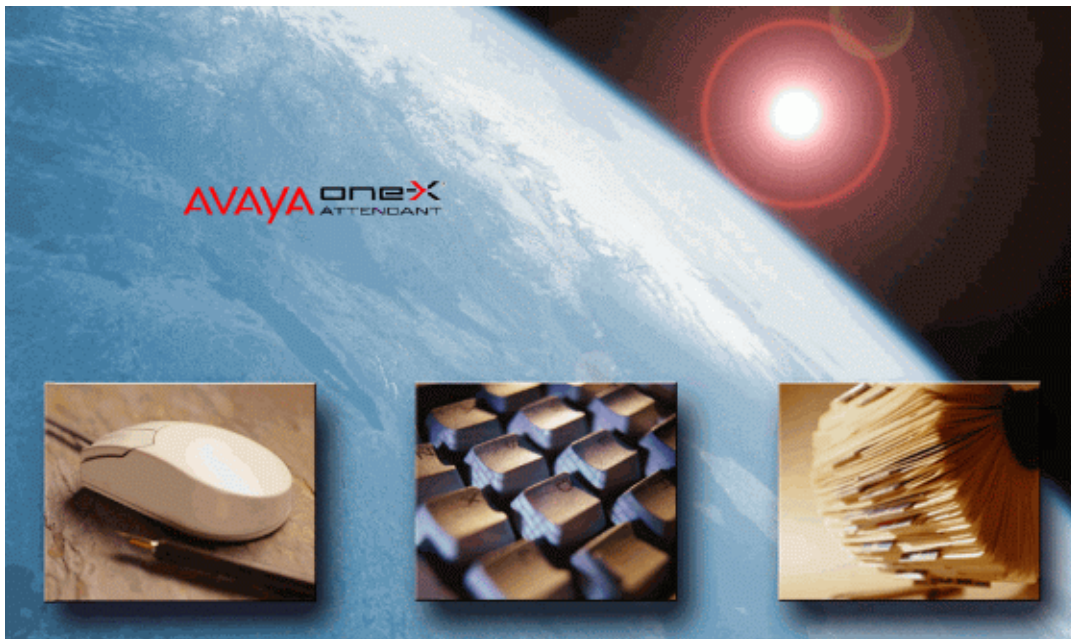
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Avaya one-X® Attendant



Whether you serve as a switchboard for many users or connect calls on a smaller scale, the Avaya one-X® Attendant operator position provides just the tools and functions you need to expertly forward calls to the correct party.

One of the defining features of the Avaya one-X® Attendant operator position is the operator-friendly user interface. The user interface can be customized to your needs. You can change the position and size of dialog boxes and define which dialogues you need. No matter whether you prefer working with the keyboard or the mouse, operating the system is easy. For many features you can switch between using the keyboard or the mouse.

Introduction

This user guide describes the one-X Attendant. one-X Attendant is a PC-based operator position. It operates on the Avaya Integral Enterprise PBX.

In general, the type of OS (short for Operator Set) is irrelevant for the description of operational procedures. Therefore, the following sections refer simply to the operator set (OS).

About this user guide

This guide is a step-by-step introduction into the use of the one-X Attendant application. Once you have read a few pages you will notice that topics are structured similarly:

Usually, an introduction to the topic is provided first. Prerequisites or necessary skills are often described next. Instructions follow the prerequisites or necessary skills. Illustrations or examples further clarify the topic.

Which version is this?

The following table lists information about this version of the guide.

Created:	September 2009
Based on:	Avaya one-X® Attendant Application version 3.00
Editor	GCS/CCD-HW5 - Behnke
Available as:	Context-sensitive Help (CHM file) and printable file (PDF file)

Where Can You Find Additional Information?

This guide describes necessary knowledge and prerequisites you need to operate the one-X Attendant application.

You can find information about installation and first use in the service manual:

Avaya one-X® Attendant v3.00 connected to Avaya Integral Enterprise, Service and Installation Manual, 16-603458

Creating a Hard Copy File

In addition to the Help, a PDF file with identical content is supplied. This file has a printer-friendly layout.

Hardware

Your OS comprises the following components:

- PC
- one-X Attendant application

- **1st party connection to Integral Enterprise:** OS33 operator set or
- **3rd party connection to Integral Enterprise:** Suitable Avaya telephone with headset
- PBX
- Database

The tasks of each component are described below.

Notes:

A **1st party connection** is a direct connection between the operator set and the one-X Attendant PC. In a **3rd party connection** both the one-X Attendant PC and the phone are connected to the PBX via their own lines. The connection type determines which functions are available and how they are used.

PC

Operating system: Windows XP, Windows Vista, Windows 2003 Server, Windows 2008 Server.

The PC must have an available COM port in order to attach an OS33 using a 1st party connection or to attach a Braille display.

The one-X Attendant application

The one-X Attendant application mirrors the user interface of your operator position. This means you can use a regular PC for your operator work.

Furthermore, with the relevant user rights, the one-X Attendant application offers the following capabilities:

- Change settings
- Configure and edit users
- Configure and edit work profiles
- Configure and edit an integrated phone book
- Evaluate statistical data

The terms User and Work Profile will be explained in detailed in this guide.

All the one-X Attendant data is stored in a database.

Console

With a **1st party connection** on the Integral Enterprise PBX, the operator set is an OS33. The following text will therefore deal with either the OS or OS33 operator set.

The OS33 operator set establishes the connection with the PBX.

The operator set works concurrently with many of the features of the one-X Attendant application.

When your switchboard telephone is connected with the PBX via a **3rd party connection**, you can use the following Avaya telephones for your operator activity:

- ISDN telephones: T3 Compact (not recommended), T3 Classic, T3 Comfort
- IP Telephones: Avaya one-X® deskphone edition, T3 Compact (not with CIE), T3 Classic, T3 Comfort

All switchboard telephones should ideally be equipped with headsets. Please ask your system administrator which Avaya headsets are approved for operation.

PBX

The one-X Attendant supports Avaya Integral Enterprise either with or without Customer Interaction Express (CIE) being connected.

Database

The one-X Attendant application uses a database for its various settings and data.

The database stores user data, work profiles, and data for the integrated phone book.

This database can be located on a different PC within the network. Thus, shared data storage for all one-X Attendant users can be ensured.

If the one-X Attendant application is installed on several PCs, you the user are able unlock any operator set. When you log in, you will see your usual user interface.

When you unlock the one-X Attendant application (by logging in), your specific data is loaded.

You do not need a separate license for this database.

System dependent functionality

This user guide/help describes all the functionality available in one-X Attendant version 3.00. The functionality that is available to you depends on your system configuration.

When connected to Integral Enterprise, three different configurations are possible:

- 1st party connection on Integral Enterprise with OS33 operator set,
- 3rd party connection on Integral Enterprise *without* Customer Interaction Express (CIE),
- 3rd party connection on Integral Enterprise *with* CIE.

Each of the options offer differing amounts of functionality.

- Any features based on feature buttons are only available if the feature buttons are configured within your one-X Attendant. Depending on your system it is possible that the feature buttons cannot be configured. Please refer to the [Overview](#) [[→ page 18](#)] for more information on this or contact your system administrator.

This guide does not specifically highlight system dependent limitations. It is possible that certain functions are only available in a 1st party connection, and not in a 3rd party connection.

- Those functions which are **only** available in a 3rd party connection with CIE are marked in the heading or text with "CIE".

Features overview

The following table lists all one-X Attendant v3.00 features and their dependence on the system configuration.

The respective chapters contain detailed descriptions of each of these features.

Features / Applications	Integral Enterprise		
	1st party with OS33	3rd party with CIE	3rd party
Switchboard features / Switching calls			

	Making Calls with a Locked Operator Set	X	X	X
	Switch internal -> external	X	X	X
	Switch external -> internal	X	X	X
	Key block with function keys or destination keys	X	X	X
	Switching a call	X	X	X
	Override do not disturb	X		
	Three-way conference	X		
	Switch an outside line to an internal subscriber	X		
	Find and assign an available trunk line (bundle)	X		
	Serial call	X		
	Keep caller waiting	X	(X)	(X)
	Interposition call and transfer	X		
	SSD	X		
	Cut-in	X		
	Switching on night service	X	X	X
	Switching on charge metering manually	X		
	Holding connections	X		
	Assign line from bundle	X		
	Specific hold 1-3	X	(X)	(X)
	PRIO call			
	RUL override			
	Post Messages			
Call center (CIE) features				
	Logging in/out as an agent		X	
	Logging into CC		X	
	Starting the Off function		X	
	ACW		X	
Call types				
	Operator call	X	X	X
	Internal call	X		
	Trunk line call	X	X	X
	DID call	X		

	DID return	X		
	Recall	X		
	Hold call	X		
	Specific hold calls	X		
	Intrude prompt	X		
	Charge call	X		
	Renewed call	X		
	Emergency call	X		
	Interposition call and transfer	X		
	CFWD (all busy)			
	CFWD (busy)			
	RWL			
	DND			
	CFWD (after time)			
	RecallGoToAttendant			
	DIV			
	Return to attendant			
	Return to the night service station			
	Return after time			
	CFWD (SAC)			
	Overload view 1 and 2 in answer keys	X		
	Specific answering of call types	X		
	General answer button for all call types	X	X	X
	Show queue per call type	X		
	Signaling call queue in the PBX	X	X (via CIE)	
Applications				
	one-X Attendant internal			
	Display time zones	X	X	X
	Start/Stop audiotape	X	X	X
	Switch class of service	X		
	ITB list	X	X	X
	Calendar functions	X	X	X
	Charge display	X		
	Network-wide busy display	X	X	X

	About connections	X		
	Working with containers	X	X	X
	Call list	X	X (SVA)	X (SVA)
	Dial using destination dialing	X	X	X
	Redial	X	X (SVA)	X (SVA)
	Extended redial	X	X (SVA)	X (SVA)
	Caller ID display	X		
	Emergency call	X	X	X
	PUM	X	X	
	DTMF dialing	X		
	Suppress internal number	X		
	Monitor operator positions	X		
	Using the phone book	X	X	X
	Use top 100	X	X	X
	Use favorites	X	X	X
	Use subscriber properties	X	X	X
	Busy display (max 10 tabs)	X	only network-wide busy display	only network-wide busy display
	- Signaling when subscriber busy on internal call	X	X	X
	- Signaling when subscriber busy on external call	X	X	X
	VIP display (max 10 tabs)	X		
	Network wide busy display using SVA-Manager			
	Internal/external busy status	X	X	X
	Use of 20 tabs	X	X	X
	Signaling of name and telephone number	X	X	X
	Signaling via call forwarding	X	X	X
	Signaling of connection data	X	X	X
	Absences through AIS			
	Absences through Outlook and Exchange	X	X	X
	Absences in the ITB-window	X	X	X
	Absences in the phone book	X	X	X

	Absences in the network-wide busy display	X	X	X
	Calendar function			
	Calendar function through Outlook and Exchange	X	X	X
	Calendar function through Lotus Notes	X	X	X
	View subscribers' Outlook contacts	X	X	X
	Transfer presence and absence from calendar (Lotus Notes and Outlook)	X	X	X
	External database connection			
	Connection to external databases through JDBC, ODBC or LDAP	X	X	X
Editing the user				
	Starting user administration	X	X	X
	User details	X	X	X
	Insert, change, copy or delete	X	X	X
	Assigning work profiles	X	X	X
Work profiles				
	Using different work profiles	X	X	X
	Destinations	X	X	X
	Features	X	X	X
	Macros	X		
	Editing hotkeys	X	X	X
	Configuring the key block	X	X	X
	OS33 key assignments	X		
	Configuring the busy display	X	only network-wide busy display	only network-wide busy display
	Network-wide busy display	X	X	X
	Configure PUM	X	X	
	Configure VIP view	X		
	Edit time zones	X	X	X
	Subscriber properties	X	X	X
	Editing switching options	X	exch. AC only	exch. AC only

	Edit overload display	X		
	Printing labeling strips	X		
	Assign users	X	X	X
Configuration				
	Acoustic settings	X		
	Change password	X	X	X
	Entering an emergency number	X	X	X
	Changing fonts	X	X	X
	V.24 settings	X		
	Phone book	X	X	X
	Absence management	X	X	X
	Select OS	X		
	Configure agents		X	
Statistics				
	Create statistical data	X	X	X
	Configure statistics	X	X	X
	Views	X	X	X
	Export statistics	X	X	X
	Delete statistical data	X	X	X
Service and diagnostics				
	one-X Attendant database			
	- Backup	X	X	X
	- Restore	X	X	X
	Address parser			
	- Standard, France, Spain	X	X	X
	- USA, Russia	X	X	X
	Record messages	X	X	X
	Importing and exporting users	X	X	X
	Importing and exporting profiles	X	X	X
	Importing and exporting destinations	X	X	X
	Importing and exporting the phone book	X	X	X
	Importing CM data into the one-X Attendant			

	Select operator set	X		
	Select CTI server access	X	X	X
	one-X AttendantInfo	X	X	X
	one-X Attendant config tool	X	X	X
	Wizard (diagnostics)	?	X	X

Quick-start guide

Basics

Before you start working with one-X Attendant this chapter explains the basics of the application.

It tells you how to launch the one-X Attendant, how to start your operator tasks, how to switch calls and how you finish your work.

The quick-start guide only describes one workflow per operator task, even if various paths are possible. The various workflows that are available will be described in the relevant topic chapters.

The quick guide assumes that you are using the keyboard.

Installation

Please speak with your system administrator about how to install the one-X Attendant.

Configuration

In order for you to be able to use the quick-start guide as described, your coordinator in charge must first perform the following tasks:

- The user and password are set up.
- A work profile is set up.
- The integrated phone book with the relevant subscribers is set up.
- The window position with the Operator dialog box and the integrated phone book is saved.
- A shortcut key (such as **CTRL+ALT+O**) should be set up to enable easy start-up of one-X Attendant.
- The busy display is set up accordingly.
- **In addition with 1st party connection:**
- In the switching options, automatic login must be enabled.
- In the switching options, passive assignment must be enabled.

Note:

- In order to be able to use the various comfort functions of the one-X Attendant application, such as serial calls, these must be set up on the key block or hotkeys. It is recommended to assign every user a [work profile](#) [[→ page 125](#)] containing this key configuration.

Launching one-X Attendant

The **one-X Attendant** application can be launched in several ways.

- **With a shortcut key (if configured):**
Press the configured shortcut key, for example, **CTRL** and **ALT** and **O**.
- **By clicking an icon on the Windows task bar:**

Select **Start > Programs > Avaya > Avaya One-X Attendant >**  **one-X Attendant.**

- **By clicking an icon on your desktop (if configured):**

Double-click the one-X Attendant icon on your desktop.

The login window appears.

one-X Attendant components status indicators

Each time you start one-X Attendant, the essential components are checked for correct functioning. If a component is not configured or installed correctly, a corresponding component button appears at the bottom of the one-X Attendant Start window. Click the button to access the associated Configuration dialog.

The component buttons disappear when the settings have been corrected.

Verification of additional components is canceled if an error has been found in the licenses or the database connection. These errors must be corrected before additional components can be checked.

Note:

All configuration dialog boxes are grouped in the [System Configuration](#) [[→ page 30](#)] tool. If you are a system engineer, you can access this tool from the Login window via the same button.

one-X Attendant components error reporting	
Button	Meaning
	Licensing settings.
	Database connection settings.
	Phone book settings.
	SVA Manager settings.
	Calendar function settings.
	Absence display settings.
	SVA Manager IP Link (3rd Party) or Service Provider V.24 parameters (1st Party) settings.

Licensing

Name of box/button	Meaning
License server URL	Complete address at which the license server in the network can be accessed. <i>Default:</i> With the default address, it is assumed that the license server on this PC was installed with default settings. Note: An address is only required here if the WebLM license server is used for licensing.
Request license	Tests whether a connection to the server can be established with the URL and whether the license is valid.

Database

Name of box/button	Meaning
Server name	Name of the database server <i>Default:</i> <server hostname>_one-X Attendant
Connection parameters	Returns the system setting for the "one-X Attendant" ODBC data source <i>Default:</i> TCPIP {serverport=21638} Note: In case of problems with the database link enter the computer name (host) on which the database server runs: Example: TCPIP {host=ospcserver3;serverport=21638}
Login	
User name	Name under which you are registered on the database server.
Password	Password associated with the user name.
Status area	Messages relating to the current status.
Connection setup	Tests whether a connection can be made to the database server using the settings

Telephone Book

Name of Box/Button	Meaning
Server name	Name of telephone book server
Port	Port on which the telephone book server is listening
Connection setup	Tests whether a connection can be established to the server with the settings

SVA Manager

Name of box/button	Meaning
Server name	Name of SVA Manager
Port NBA	Port on which SVA Manager is listening

Name of box/button	Meaning
Port IPL	IP link port used for communications between the QTAPI server and SVA Manager.
Connection setup	Tests whether a connection can be made to SVA Manager using the settings.

Calendar

Name of Box/Button	Meaning
Last name	Last name of subscriber whose calendar is to be opened.
First name	First name of subscriber whose calendar is to be opened.
Calendar status	Tests whether Outlook is sending calendar information from the entered subscriber
Open calendar	Opens the calendar of the entered subscriber

Absence

Name of Box/Button	Meaning
Generate test message	Checks the connection to the telephone book server. A test message is requested.

IPL connection status

Name of box/button	Meaning
Connection setup	Checks the connection to the server. A test message is requested. Your system administrator will make any changes using the SVA Manager Configuration Tool.

Service Provider - V.24 Parameter

Name of box/button	Meaning
Port	Select COM port which you use for activation of the OS33
Data bits, stop bits, parity	Select the setting: "8, none, 1"
Protocol	Select "V24"
Baud rate	Select "38400" for newer software

Calls without being logged in

When the one-X Attendant is locked (logged out), you can accept an *operator call* and have a conversation. An operator call is a call with the internal extension number of your operator set.

You can also make an emergency call to a predefined number from a locked operator set.

Terminal Call Button

The **T call button** is shown below. The button indicates the current state. The button is part of the login window.

	Button in idle state
	It is ringing
	The handset is off-hook, you are making a call

Proceed as follows to answer an operator call.

1. The operator set is being called. The **T call** button is yellow.
2. Pick up the handset. You are connected with the external subscriber. The icon of the **T call** button changes.
3. You can either go on-hook or click the **T call** or **End** button to end the call.

Prerequisites to make an Emergency Call

An emergency number must be configured for you to be able to make an emergency call. Your administrator will configure the emergency number.

Making an Emergency Call

The Emergency call button is shown below. The button is part of the login window.



You want to make an emergency call. Proceed as follows.

1. Click the **Emergency call** button.
2. You are asked whether you want to make an emergency call to the configured number. Click **Yes** to make the emergency call.
3. The emergency call number is dialled automatically.
4. During the call, the icon and name of the Terminal call button change.
5. You can either go on-hook or click the **End** button to end the call.

Logging in (unlock)

You can log in as a one-X Attendant user in the Login window.

The requirements for login are:

- The license server and database components must be correctly connected (no red buttons are displayed).

- A work profile must be enabled for you.
- The operator set must be logged out.

Proceed as follows:



1. Press the **Space** key or the  button. The **User Login** dialog is displayed.
2. Enter your user name. If you were the last user logged in, your name appears automatically. Press the **Enter** key.
3. Enter your six-digit password. Press the **Enter** key.
4. A *work profile* [[→ page 31](#)] will be shown. Use the default setting. Press the **Enter** key. The system checks your user name and password. The main dialog box is displayed with the appropriately configured user interface.

Notes:

- After the first login as a default user with the default password it is highly recommended that for security reasons you set up *new users* [[→ page 30](#)] with the appropriate user rights.
- If you have entered the name and password of a system engineer, you can use the "System Configuration" button to *configure all one-X Attendant components* [[→ page 30](#)].

Language

The language of the login window is the same as the language set in the operating system. Every user is assigned a language. The one-X Attendant views only correspond to the user profile after login.

User

Every person using the the one-X Attendant application is a user.

At least one work profile is assigned to each user. A unique name is necessary to identify a user. Users must log in to the system using this name and password.

The following settings will be set and saved per user:

- User-specific language for the one-X Attendant interface.
- Customized window positions.
- Rights corresponding to the user type:
 - Administrator
 - Supervisor
 - Operator
 - Temporary staff
- User options determining the handling of the application.

System Configuration

All configuration dialog boxes are grouped in the "System Configuration" tool. This dialog box can only be accessed by system engineers. It can be called from the Login window via the System Configuration button.

Each component is displayed with a tab.

Faulty configurations display red marks next to the title of the tab.

The individual tabs correspond to the [configuration dialog boxes for login](#) [[→ page 26](#)] to the PBX.

Work profile

The work profile is a tool for maintaining data that is not dependent on the user. A work profile can be assigned to multiple users. When work profile data is changed, this affects all assigned users. When you have logged on as a user and have selected a work profile, your user data and the work profile are loaded on the operator set (1st party connection) and in the one-X Attendant application. Several work profiles can be made available to a user for selection. During login, the user must select the appropriate work profile.

Retrieve version

You can retrieve the following information in the login window:

- one-X Attendant version
- Copyrights

The following illustration shows the Info button.



To retrieve the information:

1. Click the **Info** button. The **About one-X Attendant** dialog opens. It shows the version number and copyrights.
2. Click **OK** to close the dialog.

Logging in and logging out

After you have logged in your operator position will have the status "Off" (1st party) or "Logged off" (CIE).

The current operator position status is indicated by an [icon](#) [[→ page 38](#)] on the left-hand side of the toolbar.

This status only allows incoming operator calls.

In order to receive calls from the exchange your operator position must be logged in at the exchange.

Call routing

Several operator sets can be connected to your PBX/CIE. All of these operator sets are set up in your PBX/CIE and can be accessed with a uniform number. Consequently, calls must be distributed when multiple operator sets are involved. This is controlled by call distribution of the PBX/CIE.

In CIE agents are also associated with so-called agent groups. Each agent can belong to several agent groups.

E.g. in the PBX/CIE operator positions or agent groups can be configured so that some of them only receive external calls and others only internal calls.

The PBX only routes calls to an operator position once the operator has advised the PBX that someone is working at the position. The operator position must be logged in at the PBX.

Login

Note that your operator set can be set up to log in to the call distribution automatically upon login.

You can log in using two different procedures:

Option 1

1. Select **Log in** in the **one-X Attendant** menu. The following message is displayed.
Please wait, terminal is logging in.
If your one-X Attendant is connected to a CIE as agent, a "Login to Agent Groups" login dialog opens.
2. Login takes about one second. This message is displayed for three seconds. The **OS Status** icon indicates that the operator set is logged in.

Option 2

1. Click the **OS Status** icon button, for example, . The following message is displayed.
Please wait, terminal is logging in.
If your one-X Attendant is connected to a CIE as agent, a "Login to Agent Groups" login dialog opens.
2. Login takes about one second. This message is displayed for three seconds. The **OS Status** icon  indicates that the operator set is logged in.

Log out

You have various ways to log out from call distribution:

Option 1

1. Select **Log out** in the **one-X Attendant** menu. The following message is displayed.
 1. **Please wait, terminal is logging out.**
 2. If several one-X Attendant positions are set up, then the following message also appears:
Caution! You have logged out of the last operator position,
if there are otherwise no more operator positions with one-X Attendant logged in. This message must be acknowledged with the Return key or a mouse click on **OK**.
2. Logging out takes about one second. This message is displayed for three seconds. The **OS Status** icon indicates that the operator set is logged out.

Option 2

1. Click on the **OS status** icon button. The following message is displayed.
Please wait, terminal is logging out.
2. Logging out takes about one second. This message is displayed for three seconds. The **OS Status** icon indicates that the operator set is logged out.

Log into agent groups (CIE)

1. Select **Log in** in the **one-X Attendant** menu.
2. A dialog opens which lists all the agent groups for which you (the operator) are configured as an agent.
3. Select the checkbox on the left beside all the agent groups which you would like to log into.
4. Remove the selection beside all the agent groups which you do not wish to log into.
5. Close the dialog by clicking on the **Login / logout** button. The one-X Attendant will be logged in as agent to all the call groups ticked.

Logged out / taking a break from agent group (CIE)

1. Select **Log in** in the **one-X Attendant** menu.
2. A dialog opens which lists all the agent groups for which you (the operator) are configured as an agent.
3. Click on the **Pause** button to place your one-X Attendant agents on the CIE into the pause state.
4. Remove the selection against all agent groups.
5. Close the dialog by clicking on the **Login / logout** button. The one-X Attendant will be logged out as agent from all call groups.

Internal > external switching

A caller would like to speak to an external subscriber.

The operator dialogue shows the answer visiting card in the left sector and the assignment visiting card in the right sector.

1. You receive an incoming call. The answer visiting card shows the call.
2. Press the **RETURN** key. The call is answered..
3. You speak to the caller. The caller would like to speak to an external subscriber and names the desired call number.
4. Enter the call number. This appears in the assignment visiting card.
5. Press the **RETURN** key to connect both subscribers.

External > internal switching

A caller calls you and would like to speak to subscribers in your telephone system.

1. You receive an incoming call.
A caller would like to talk to a subscriber in your telephone system. The answer visiting card shows the call.
2. Press the **RETURN** key.
The call is answered. The application automatically changes in the assignment visiting card.
3. You speak to the caller.
The caller would like to speak to a subscriber in your telephone system and tells you the name of the subscriber.
4. Enter the desired name.
When the entries are clear and understandable, the full name will appear on the visiting card. The integrated telephone book dialogue appears at the same time. The appropriate name is marked. You can see whether the required extension is free (🟢) or busy (🟡 or 🔴).
5. The subscriber you have called identifies him/herself.
Announce the call.
6. Press the **RETURN** key. Both subscribers are now connected.

Logout (lock)

If you want to end your work at the operator position and another agent wants to log in, you can **Logout**. Proceed as follows:

1. Select **Logout** in the **one-X Attendant** menu.
2. A prompt appears asking you whether you want to save the current window position. Click **Yes** in order to see

- the same interface layout the next time you log in.
3. one-X Attendant opens the launch window and the agent can log in.

Exit

You can exit the one-X Attendant application at any time. If your operator set is logged in at the exchange to participate in the call distribution, it is automatically removed from the call distribution.

1. Select **Exit** in the **one-X Attendant** menu.
Alternatively you can press **ALT** and **F4**.
A prompt appears asking **Do you really want to exit one-X Attendant?**.
2. Select the **Save window positions** check box if you have changed the screen layout and want to have the same screen layout displayed next time.
3. Press the **Enter** key. The one-X Attendant application will close.

Main dialog

Once you have logged in to the operator set, the Avaya one-X Attendant main dialog box is displayed. Additional dialog boxes appear based on your individual settings and your work profile.

Title bar

The title bar shows the icon and name of the application.

By clicking the respective boxes at the right end of the title bar, you can minimise, maximise or close the application.

If several dialogs are open at the same time, the title bar of the active dialog has a different colour than the title bars of the inactive dialogs.

Menu bar

The menu bar shows the available menus.

Toolbar

Besides the various states the operator set may be in, diverse general conditions arise and are displayed. Graphical icons show these states in the icon bar.

Status bar

The status bar shows the following information from left to right:

- Information about the current command
- User name
- Work profile
- Date
- Time

Note: The time display format is based on the language setting in the Control Panel program (Start > Settings

> Control Panel > Regional and Language Options).

Menus and Commands

The following tables show which commands can be found in which menu. The functions of the commands are explained briefly. For further information please refer to the respective chapters.

Options in the one-X Attendant menu

The following table shows the commands and functions of the **one-X Attendant** menu.

Command	Function
Logout	If you want to end your operator activity, and another user wants to use the one-X Attendant , all you need to do is log out.
Login or Logout	1st party: Logs the operator set in to the call distribution when you are logged out or logs the operator set out of the call distribution when you are logged in. CIE: A dialog opens containing a list of all agent groups for which the one-X Attendant is configured as an agent. You can log into new groups or logout from any in which you are logged in.
Exit	Closes the one-X Attendant application

Commands of the View Menu

Command	Function
Call list	Shows or hides the call list.
Extended Redial	Shows or hides the extended redial.
Busy display	Shows or hides the busy display.
PUM	Shows or hides PUM.
International times	Shows or hides a selected international time.
Statistics	Shows the statistics configuration.
Phone book	Shows or hides the phone book.
ITB list	Shows or hides the integrated telephone book.
Favorites	Shows or hides the favorites.
Top 100	Shows or hides the Top 100.
Subscriber properties	Shows or hides the subscriber properties.
Hotkeys	Shows or hides the hotkeys.
Key block	Shows or hides the key block.

Command	Function
In addition with 1st party connection:	
Bundle menu	Shows or hides the bundle menu.
Preview	Shows or hides the preview.
VIP View	Shows or hides the VIP view.
Supervisor	Shows the Supervisor terminal function.

Commands of the View Menu with Network-Wide Busy Display (1st Party)

The following table shows the additional commands and functions of the View menu when you can use the network-wide busy display (with active SVA Manager only).

Command	Command Level 2	Function
Busy display	OS	Shows or hides the busy display.
	Network-wide	Shows or hides the network-wide busy display.

Commands of the Edit Menu

The following table lists the commands and functions of the **Edit** menu.

Command	Level 2 Command	Function
one-X Attendant	Fonts	Allows you to change the fonts used for labeling buttons.
	Emergency number	Allows you to enter or change the emergency number.
	Select OS (1st party)	You will have to specify the operator set.
	V.24 settings (1st party)	You can change the V.24 settings.
	D channel reporter (1st party)	Starts and closes the D channel reporter.
Acoustics (1st party)	-	Shows the acoustics settings. You can change these settings.
Change password	-	Allows you to change your password. A temporary staff user cannot change his/her password.
External numbers	-	You can set the number length from which a call will automatically be classified as external.

Command	Level 2 Command	Function
Phone book	Fields	Allows you to configure the fields of the phone book.
	Configure	Allows you to customize the phone book.
	Export	Exports data from the phone book.
	Import	Imports data from a phone book.
	Delete records	Allows you to delete the records from the telephone book.
	Destinations - Export	Allows you to export the destinations of the phone book.
	Destinations - Import	Allows you to import the destinations of the phone book.
Work profiles	Edit	Shows the work profiles. Allows you to edit work profiles.
	Export	Exports the work profiles in file format.
	Import	Imports work profiles from a file.
User	Edit	Shows the users. Allows you to edit users.
	Export	Exports users in file format.
	Import	Imports users from a file.
Statistics	Delete	Deletes defined statistical data.
	Export	Exports defined statistical data.

Commands of the Help menu

The following table shows the commands and functions of the Help menu.

Command	Function
Contents	Shows the contents of the online Help.
Info	Shows information about the one-X Attendant application.

Icons and Functions of the Toolbar

The toolbar is located at the bottom of the main dialog. The icons indicate different basic conditions of the operator terminal. All icons are buttons as well. You can activate a function by clicking the icon. The icons show the status of the function. Crossed-out icons indicate disabled functions.

Icons and Their Meaning

The figure below shows the toolbar as an extract from the main dialog box. For detailed definitions of each icon, please refer to the corresponding chapters.



Icon	Function name	Meaning	Function
		No entries in the call list.	No function
		The call list contains read entries.	Opens the call list
		New entry in the call list.	Opens the call list
		Contacts	Switches to Outlook Contacts. This function can only be used during an established call or when making a call.
		Calendar	Shows the Outlook or Lotus calendar. This function can only be used during an established call or when making a call. Click the button to display the calendar of the caller or called party.
		Statistics	Appears when the Statistics option has been activated in the user profile.
	Position status	The operator position is logged out. <i>With CIE link:</i> The operator position is not logged in to any agent group.	Logs the operator set in. <i>With CIE link:</i> The "Log agent groups in/out" dialog opens.
	Position status	Operator position is logged on. <i>With CIE link:</i> The operator position is logged in to one agent group at least.	Logs the operator set off. <i>With CIE link:</i> The "Log agent groups in/out" dialog opens.
	Position status	The operator set has been placed in Off mode. <i>With CIE link:</i> The agent is in the Off state. He/She cannot be reached via a topic call.	Ends position status "Off". <i>With CIE link:</i> The "Log agent groups in/out" dialog opens.

Icon	Function name	Meaning	Function
	SVA Manager	SVA-Manager is currently not available.	For information only.
The following functions are only available with a 1st party connection:			
	Position status	The operator position is logged out. The operator set was logged out after time.	Logs the operator set in.
	Ringer	The ringer is on.	Switches the ringer off.
	Ringer	The ringer is off.	Switches the ringer on.
	Mute	The microphone is on.	Switches the microphone off.
	Mute	The microphone is off.	Switches the microphone on.
	DTMF	The DTMF transmitter is on.	Switches the DTMF transmitter off.
	DTMF	The DTMF transmitter is off.	Switches the DTMF transmitter on.
	Speaker	Speaker mode is on.	Switches speaker mode off.
	Speaker	Speaker mode is off.	Switches speaker mode on.
	Handsfr.	Handsfree mode is on.	Switches handsfree mode off.
	Handsfr.	Handsfree mode is off.	Switches handsfree mode on.
	Tape	The tape recorder is on.	Switches the tape recorder off.
	Tape	The tape recorder is off.	Switches the tape recorder on.
	HS	The headset is on.	Switches the headset off.
	HS	The headset is off.	Switches the headset on.
		Anonymous off - number suppression is switched off	Click to switch on number suppression.

Icon	Function name	Meaning	Function
		Anonymous on - number suppression is switched on.	Click to switch off number suppression.
	Overload 2	overload	This icon is displayed when the overload indicator is enabled and a system overload occurs.
		Automatic answer on	This button is displayed when the feature is enabled. This feature is enabled in the switching options.

PC-OS connection fault

If the following symbol appears at the right-hand edge of the tool bar, there is no connection between the OS operator set and the PC. Check the connection.



For special applications the one-X Attendant can be used without an operator set. This symbol also appears in this case.

Support of recording threatening calls (3rd party connection only)

If the corresponding options are set in the user configuration, the toolbar shows the “tape” button (from the 1st party connection) followed by the phone number of the contrahent. This phone number view may be configured visible or hidden.

Clicking the tape button has the only effect that the button state toggles between „switched on” and „switched off”. But the button, together with the number view, may be scanned by an external screen scan software (example: ASC Screenscan), and in this way calls may be recorded to a connected voice recording system.

To enable the recording of a call even if the call has already been finished, the contrahent number remains displayed until the next incoming call is answered or the next outgoing call is initiated. Then the contrahent number is cleared and the tape button is reset to “switched off” state.

Key Block with Feature Buttons or Destination Keys

System engineers or supervisors can assign feature buttons on a key block. Each feature is assigned to one button. Click the respective button to use a feature.

Your work profile shows the key block assignment.

Opening the Key Block

Proceed as follows to display the key block.

1. Select **Key block** from the **View** menu. The Key Block dialog opens.
2. If you let the mouse pointer rest on a button, a quick tip with information about the respective function will pop up.

Key Block Illustration

The illustration below shows an example section of a key block. Any of the available functions can be assigned to the keys of the key block.



Hotkeys

Feature buttons, macros or destinations can be assigned to hotkeys by system engineers or supervisors. Each feature, macro or destination is assigned to one button.

Fixed Hotkeys

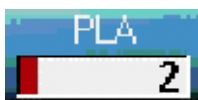
Hotkeys **F1** and **F10** have permanently assigned functions.

Hotkeys	Functions
F1	Opens the context-sensitive online help.
F10	Switches to the menu bar.

To activate a function, click the icon or press the respective hotkey of your PC keyboard. The hotkey assignment is determined in your work profile.

Hotkeys with Assigned Answer Keys

The following illustration shows a hotkey with an assigned answer key. In the example, two operator calls are pending. You answer the call with the hotkey.



With a red bar and a number the hotkey shows how many calls of the respective call type are currently pending. This function is optional. You can set it in the "Edit, Work Profile, Edit, Key Assignment- menu item.

Opening and Using Hotkeys

Open the **hotkeys** to see the hotkey assignment. You do not have to open this view to use the hotkeys. The hotkeys are always operational.

1. Select **Hotkeys** from the **View** menu. The hotkeys appear with their assignment.
2. Passing the mouse pointer over a button displays information about the corresponding feature.
3. Press the appropriate feature button on your PC keyboard to perform the function.

List of All Feature Buttons

The following function keys are available. This list shows the names of the keys, the abbreviations, and the corresponding features.

Name of key	Name	Functions
Trunk	Trunk	Seizes any exchange line.
Switch on	On	Connects your operator set to the call distribution.
Tape recorder	Tape	Switches a connected tape recorder on or off.
End	End	Ends a connection.
Clear	Clear	Clears the current connection or aborts initiated actions.
Transfer	Transfer	Used to transfer calls to another subscriber.
The following functions are only available with a 1st party connection:		
0, 1,...9	-	Dial digits.
A, B, C, D, E, F	-	for special functions.
Asterisk and pound	* #	for special functions.
Switch off	Off	Removes your operator set from the call distribution.
Answer	Answer	Answers a current incoming call (all call types).
Acoustics	Acoustics	Changes ringtones and signal tones.
Anonymous	Anon	Suppresses your internal call number. This must be supported by your provider.
Cut-in	Cut-in	Cuts into an existing connection to announce a call.
Logout	Logout	Logs your operator set out.
Busy display	BA	Shows the busy display.
Change class of service	Change CoS	Changes the class of service of internal subscribers.

Name of key	Name	Functions
Bundle	Bundle	Seizes a specific bundle. This requires preparation in the PBX.
SSD	SSD	Used for code dialing of a centrally stored number.
Interrupt	Interrupt	Used to cut in to a line when the do not disturb feature has been set up for the subscriber.
Answer renewed call	Renew	Used to answer a renewed call or a cut-in call.
Electronic telephone book	ETB	Electronic telephone book in the OS. Here, you can search for and dial numbers.
Answer external call	EXT	Used to answer calls via an exchange line.
Handsfree	Handsfr.	Switches microphone and loudspeaker on or off.
Charge request	CHG	Displays the recorded charges.
Charges	Charges	Used to record charges for connections.
Answer hold call	HOLD	Used to answer specific hold calls.
Hold field 1 (answer or assign)	Hold1	Used to answer and place on hold a specific call in hold field 1.
Hold field 2 (answer or assign)	Hold2	Used to answer and place on hold a specific call in hold field 2.
Hold field 3 (answer or assign)	Hold3	Used to answer and place on hold a specific call in hold field 3.
Hold	Hold	Used to place the current connection on hold. This results in a hold call.
Identify	Ident.	Displays additional information about a connection.
Answer internal	INT	Used to answer internal calls
Serial call	SerCall	Used to connect a caller with several subscribers in succession.
Conference	Conf	Interconnects several subscribers in a conference (three-way conference).
Contrast	Contrast	Used to change the display contrast of the operator set OS33.
Speaker	Speaker	Switches the speaker on or off.
List	List	Used to display incoming calls (call list).
DTMF transmitter	DTMF	Switches the DTMF transmitter on or off.
Mute microphone	Mute	Switches the microphone off.
Password	Password	Used to change the password on the OS33 operator set. If you are working with the one-X Attendant application, you cannot use this feature on the operator set.
Take a break	PK	Temporarily removes the operator set from the call distribution.
Answer operator call	OP	Used to answer a call with an operator number.
Answer operator transfer	AnsOp-Trans	Used to answer a connection that another OS has transferred to you.

Name of key	Name	Functions
Operator transfer	OpTrans	Used to transfer a connection to another OS.
Setup	Setup	Used to change options and set up and change destinations on the operator set. If you are working with the one-X Attendant application, you cannot use this feature on the operator set.
Headset	HS	Switches the headset on or off.
Ringer	Ringer	Switches the ringer on or off.
Redial	Redial	Redials a number. You can choose from among the last seven dialed numbers.
Answer recall	RCLL	Used to answer a repeated call (or renewed call, depending on the profile).
Main telephone book	MTB	Used to access the main electronic telephone book feature. Your PBX must be equipped with the corresponding feature.

Application example for Reconnect

Scenario

The operator would like to have a conference call with up to six people.

Requirements

- one-X Attendant has the **Reconnect** feature button configured.

Workflow

1. You speak with the first conference participant shown in the answer calling card.
2. Enter the number of the second conference participant.
This is shown in the assignment calling card.
3. When the called party picks up, press the **Reconnect** button.
You are now conferenced with both participants.
4. Enter the number of another conference participant, if required.
This is shown in the assignment calling card.
5. When the called party picks up, press the **Reconnect** button again.
You are now conferenced with three participants.
6. Repeat steps 4 and 5 to add up to two further participants to the conference.
7. To end the conference, click on the **Exit** button.
The other conference participants are then connected to each other.

Layout of the Operator dialog

The Operator dialog box contains all important switching information and controls. For regular switching operation, it is sufficient for you to be familiar with the functions of this dialog box. You can answer calls, transfer calls, and end calls.

The Operator dialog box is divided into three parts: answer calling card, calling card to be assigned, and the multi-function area.

Answer Calling Card

The answer calling card displays information about a current or answered call.

Assign Calling Card

The Assign calling card shows information about an assigned call.

Operating States

Two operating states are distinguished for both calling cards, idle and working state. The calling cards offer different information during these two states.

Idle State of a Calling Card

During idle state, a calling card offers two input boxes and a list box.

You can enter a call number or name in the upper input box.

You can select a box in the list box. You can enter a search term in the bottom input box. Only the selected category is searched for the term. The red-highlighted text "No entry available" indicates that the search was unsuccessful.

Working Mode of a Calling Card

In working mode, the calling card shows the following information:

Icon

In working mode, a calling card indicates the

Call Types

Each call type is displayed accordingly in the calling cards. The call type is displayed with text and with an icon. The following list shows the possible text displays, icons, call types, and explanations.

Note:

If you are linked to CIE and if you disable "Show topic" you only have "Operator call" as an available call type. In the Busy Display internal calls and trunk line calls are differentiated by color.

Icons	Call types and displays	Explanations
	Trunk line call	This identifies an exchange call that is made via an analog exchange line. This line cannot be dialed directly.
	Request trunk line	A semi-restricted extension dials the exchange line access code and triggers an internal call to the operator set. The operator accepts the call and allocates a trunk line to the extension.
	Direct call	A subscriber can be configured so that it directly calls an operator position after a specific amount of time, without dialing a number.

Icons	Call types and displays	Explanations
	Direct inward dialing call return (DID return)	A participant dials an invalid number and is connected to the operator position.
	Direct inward dialing call (DID call)	The operator set is called via the call distribution, e.g., using the 0 for the operator.
	Cut-in	An internal subscriber calls the operator in consultation. The subscriber's consultation is accepted. If the internal subscriber hangs up, the consultee is automatically connected to the external party.
	Renewed call	If the held exchange connection to an extension is interrupted after consultation, because the internal party hangs up or attempts a non-permitted pickup, this call is forwarded to the answering station. Renewed calls also occur for serial calls.
	Charge call	If charge recording was initiated manually for an external call, the charge record for this call is displayed on the operator set once the call is finished.
	Hold call	If the connection cannot be made immediately, as the extension is busy, the call can be placed in a queue by pressing a key.
	Internal call	An internal subscriber calls the operator station number.
	Emergency call	The operator position is called using an emergency code (e.g. emergency call in elevator).
	Operator transfer	External calls can be transferred from another answering position.
	Universal answer	The call type is not used for digital operator sets.
	Call number direct inward dialing (CN DID)	The operator set is dialed from an external location with the physical number.
	Operator call	An internal subscriber calls the operator set with the physical number.
	Recall	If an operator has allocated a trunk line call to an extension, but nobody answers, the call is automatically returned to the operator position after a defined amount of time.

or conversation by means of an icon.

Bitmap graphic

If the integrated telephone book contains an entry for a subscriber, and this entry contains a bitmap graphic, this graphic is displayed.

Information about the call

Additional information about the connection is displayed in up to five lines of plain text.

Time bar

A time bar shows the time that has elapsed since the call was first reported. After one minute has elapsed, the color of the time bar changes from green to yellow. After two minutes have elapsed, the time bar changes to red. A numeric display is shown in addition to the time bar. This display indicates the exact time of the call in minutes and seconds (mm:ss) format.

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	Operator call	An internal subscriber calls the operator set with the physical number.
	Recall	If an operator has allocated a trunk line call to an extension, but nobody answers, the call is automatically returned to the operator position after a defined amount of time.

Multifunctional button

The multifunctional button consists of the following function keys.

	Transfer for toggling calls between the answering and the assigning side.	
Answer to answer the current call (all call types).		End to terminate a connection or the switching to a subscriber
	Clear to clear the current connection or cancel an initiated action.	

Changing the Size

You can change the size of the **Switching** dialog. However, there is a fixed minimum size. You cannot reduce any further.

Focus control standard/advanced

You can switch the focus control between standard and advanced in the user settings. Please refer to the "Editing Users" chapter under the section "Entering Users: *Focus Control of the Operator Window* [[→ page 121](#)]".

If the assign mode is set to active in the profile settings and advanced focus control is selected, the focus goes to the "Transfer" button as soon as a call is answered.

If the assign mode is set to passive, then advanced focus control automatically goes to the "End" function.

Working with the Application

You can activate all functions and perform all actions with the mouse.

All switching operations and most of the other functions can be performed with the PC keyboard.

Using the Mouse

Some convenient functions can only be executed with the mouse. One of these functions is e.g. switching a call to a subscriber of the Busy display by dragging the mouse.

Working with the PC Keyboard

We recommend using the PC keyboard to enable you to perform operator duties quickly. You can perform all of the necessary functions on the keyboard. A convenient focus control function assists you in your work.

Shortcuts

Shortcuts are key combinations used for certain auxiliary functions. You can use shortcuts to:

- switch to a certain window, i.e. bring it to the front
- set the optimum column width
- switch between search fields
- copy search criteria between applications

The shortcuts which you can use in one-X Attendant are listed in the appendix.

What is Focus Control?

The application assists you with an intelligent focus control function. The focus control automatically selects the most likely next function you will need, depending on the current connection status. You activate the function by pressing the ENTER key.

The following restrictions apply to the focus control:

- The focus control will not change the active dialog.
- The focus control is only active for the Operator dialog.

- You cannot change the sequence of functions selected by the focus control.

The focus control is a user option that you set either as a **default** or an **extended** option. The difference and how to configure the options is explained in [Focus Control within the Operator window](#) [→ page 121].

Working with Hotkeys

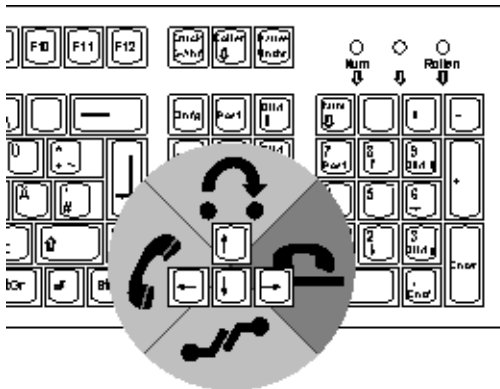
You can program frequently used features or destinations on hotkeys. These features can be activated with the PC keyboard or the mouse.

If you assign all required features to hotkeys, you can carry out most activities entirely with the PC keyboard. This allows you to work efficiently without having to switch between the mouse and the PC keyboard.

Assignment of the multifunction buttons and PC keyboard

The individual functions are assigned in a circular direction. The assignment of the functions corresponds with the direction keys on your PC keyboard.

The following illustration shows this assignment:



The operator window has to be the active window (if necessary make a single click onto the title bar with the mouse).

Using the Number Block of the PC Keyboard

You can also use the arrow keys of the number block. Please note that Num Lock must be inactive. However, if you want to enter call numbers with the number block of your keyboard, you have to activate Num Lock. This is why it is not recommended to use the arrow keys of the number block.

Selecting Commands with the PC Keyboard

You can also use the PC keyboard to select menu commands. You must use the underscored letters.

1. Drücken Sie **ALT** und den entsprechenden Buchstaben für das gewünschte Menü, z.B. **A** für **A**nsicht. The menu commands appear.
2. Press the underlined letter for the command. The command is carried out.

Simultaneous operation one-X Attendant and OS33

You can perform some switching functions both from one-X Attendant and from the operator set.

With the 1st party connection of a OS33, the operator set and the one-X Attendant operate mostly simultaneously. This means that you can switch between the PC and the operator set at any time during operation.

This is also possible even if your one-X Attendant PC is not yet ready for operation.

Some features can only be used with the one-X Attendant application.

The following lists show the differences.

Simultaneous operation one-X Attendant/OS33

The following features work in the one-X Attendant application and the operator set at the same time. You can switch between the two operating activities at any time.

- Switch
- Accept specific calls
- Record charges
- Preview
- Bundle menu
- Display statuses
- Overload display
- Change class of service

one-X Attendant and OS33 cannot be operated at the same time

You may not switch between the PC and the operator set when using the following features.

- Acoustics
- Call list
- Extended redial
- Login and logout

Operation only possible with one-X Attendant

You can only use the following features with the one-X Attendant application. These features and settings then only apply for the one-X Attendant operator position.

- Supervisor position
- Statistics
- Subscriber properties
- PUM
- Network-wide busy display
- VIP View
- Phone book
- Favorites
- Top 100

Similarities in operation between one-X Attendant and OS33

Operation of the busy display is similar for the one-X Attendant application and the operator set OS33.

These features cannot operate at the same time. You can either use the busy display of the one-X Attendant operator position or the busy display of the operator set.

The pages displayed by the one-X Attendant application can differ from those displayed by the operator set.

Making calls as usual

You can use your operator set to make calls just as you would with any normal telephone.

When calling subscribers in the public telephone network, you can decide whether to use a specific or any random trunk line.

Your operator set distinguishes between dialing within your PBX (internal) and external dialing to the public telephone network (trunk).

Prerequisites

The Internal and Trunk keys must be configured. The keys can be configured on the key block or as hotkeys.

For the following instructions it is assumed that **Internal** (Intl) is configured on hotkey **F2** and **Trunk** (Trnk) on hotkey **F3**.

Calling an Internal Subscriber

You can proceed as follows to call an internal subscriber.

1. Press hotkey **F2** for **Internal**. With this you initiate dialling of an internal call number. The Answer calling card shows the message **internal ready**.
2. Dial the required number. The number is displayed on the Answer calling card.
3. The Answer calling card shows whether the subscriber is free. You can then make your call. If the subscriber is busy, the information busy is shown on the card.

Calling an External Subscriber

You can proceed as follows if you want to call an external subscriber.

1. Press hotkey **F3** for **Trunk**. With this you initiate dialling of an external call number. The Answer calling card shows **Outgoing trunk**.
2. Dial the required number. The number is displayed on the Answer calling card.
3. The Answer calling card shows whether the subscriber is free. You can then make your call. If the subscriber is busy, the information **busy** is shown on the card.

Making a Call

When making a call, you can use a handset, a headset, or handsfree mode. You can also allow third parties to listen in on the call. The microphone can be disabled for special purposes.

Requirement

Use the mouse for the following instructions.

You can also use the headset, handsfree, and speaker features with the keyboard if the corresponding keys are set up on the hotkeys.

Using the Handset

Click the **Answer** button or lift the handset to accept a call.

1. You can conduct the call as usual. When you replace the handset the connection will be closed.
2. You can also click the **End** key to end the call.

What is a Headset?

A headset is a combination of headphones and microphone designed for users who have to make lots of calls and want to keep their hands free for taking notes.

A headset can be connected to the AEI interface or handset interface of your operator set.

Using a Headset

Click the **Answer** key to accept a call. Your operator set can be configured so that calls will be connected automatically after a certain time.

1. Press the Headset icon in order to switch a connected headset on or off.
2. The headset icon shows the current status.
3. You can conduct the call as usual with the headset.
4. Click the **End** button to end the call.

What does Handsfree mean?

You can make a call without using the handset. This also allows other people in the room to take part in the conversation.

Activating Handsfree

Proceed as follows to activate handsfree.

1. Please inform the person you are talking with that other people are listening.
2. Click the **Handsfree** icon. With this you switch on the handsfree function.
3. The **Handsfree** icon shows the current state.

What does Speaker mean?

Other persons in the room with you can listen to the conversation.

Activating the Speaker

Proceed as follows to let other persons listen to a conversation.

1. Please inform the person you are talking with that other people are listening.

2. Click the **Speaker** icon. With this you switch on the speaker.
3. The **Speaker** icon shows the current state.

Microphone

You can mute the microphone. The person you are talking to cannot hear you talking e.g. with other persons in the room.

Mute

Proceed as follows to mute the microphone:

1. Click the **microphone** icon to mute the microphone.
2. Note that you can only mute the microphone during a call.

Taking a Break

When you want to take a break, you can temporarily remove your operator set from the call distribution. You will continue to receive operator calls. You must still process calls in the caller ID preview. These calls are not returned to the PBX during Off mode.

The feature provided by one-X Attendant for taking a break is called the **PK** feature.

Requirement

The **PK** feature button must be set up.

PK can be set up on the key block, the hotkeys or the OS keyboard.

Taking a Break

To take a break, you can do the following: The instructions below are based on the assumption that the **PK** feature button has been set up on the key block.

1. Select **Key Block** from the **View** menu. The key block appears.

2. Click the **PK** button . The **OS Status** icon indicates that the operator set is logged in.

Reconnecting

To end the break, proceed as follows.

1. Click the **OS Status** icon button .
2. Login takes about three seconds. The **OS Status** icon  indicates that the operator set is logged in.

Using Help

The one-X Attendant comes with comprehensive online documentation with context-sensitive help. The online documentation is presented with Windows software.

Tooltips provide quick help.

The information in the online documentation is identical to the user guide.

Quick Tips

Quick tips are provided for all buttons and commands. Quick tips consist of brief information about the functions of buttons or commands.

How to get quick tips for buttons

Proceed as follows to get a quick tip for a button.

1. Let the mouse pointer rest on the button for about a second.
2. A small box provides information about the button.

To get a Quick Tip for a Command

Proceed as follows to get a quick tip for a command.

1. Click a menu.
2. Point to a command with the mouse pointer.
3. The status bar provides information about the function of the command.

Opening the Help Contents

Proceed as follows to open the help contents.

1. Select **Contents and index** from the **Help** menu. The online help opens.
2. Click an entry for further information.

How to obtain Context-sensitive Help

You can open the documentation for every command and dialog.

1. A dialog is open. Press the **F1** key.
2. The online help for this dialog opens.

Finding a Certain Topic

Proceed as follows to find references to a certain topic.

1. Select **Find** from the **Help** menu. The online help opens.
2. Click the **Find** tab.
3. Enter the topic in the text box. All matches are listed.
4. Click an entry for further information.

Switching Calls

This chapter describes all functions you need for switching calls.

With your work profile your system administrator determines which functions you can use.

Please keep in mind for the following instructions, that you can activate the functions either with the mouse or the PC keyboard.

Switching a call

You can connect a caller to a subscriber in your PBX (extension) at any time. External calls and internal calls are switched in the same way. After you have initiated the new connection, your line is free again.

The switching of calls is independent of your system configuration.

TIP:

An answered call can also be dragged to a key in the busy display or network-wide busy display or PUM. This switches the caller directly.

Prerequisites

The Cut-in (Cut) function key must be configured on a hotkey or the key block and the corresponding feature must be released in the PBX if you want to be able to cut in on a busy line.

Passive assignment can be set in the switching options. If active assignment is set you keep connected with the caller during switching.

To an available extension

The following assumes that you are using the keyboard. The Focus control helps you switch the call with only very few actions on your part. You can also switch the call using the mouse.

1. You receive a call. The answer calling card shows the call.
2. Press the **Enter** key. The call is answered.
3. You are on the phone. The caller would like to speak to a subscriber in your PBX.
4. Enter the number. This is shown in the assignment calling card. You will see whether the extension is available or busy.
5. When the called party answers, announce the call.
6. Press **Enter** to connect the two subscribers.

To a busy extension without cutting in

In the following instructions it is assumed that you work with the mouse. The call number is however entered using the PC keyboard. You can also only work with the PC keyboard.

1. You make a call. The caller would like to talk to a subscriber in your telephone system.
2. Enter the required call number. This appears in the assignment visiting card. You can see whether the required extension is free or busy.
3. Click on the **Exit** button. The caller waits till an extension is available. You are then automatically connected.

Cutting into a busy extension using Cut-in

The following instructions assume that you are using the mouse. The number is entered using the PC keyboard however. You can also work with just the PC keyboard. To do this however, you must have the "Cut-in" key set up as a hotkey.

1. You are on the phone. The caller would like to speak to a subscriber in your PBX.
2. Enter the desired number. This is shown in the assignment calling card. You will see whether the extension is available or busy.
3. If the extension is busy, click on the **Cut-in** button to announce the call. The called subscriber and their call partner hear the cut-in tone. Announce the external call, during which only the called subscriber hears you.
4. If the call is not accepted, click again on the **Cut-in** button. By doing this you end the cutting-in.
5. Click the **End** button. The caller waits until the extension is free. They will then be connected automatically.

Change extension during connection

When connecting a caller with a subscriber, if you notice that the desired extension is busy, the subscriber cannot be reached or you have misdialled, proceed as follows:

1. You are on the phone. The caller would like to speak to a subscriber in your PBX.
2. Enter the number. This is shown in the assignment calling card. You will see whether the extension is available or busy.
3. In the **Switchboard** dialog, click on **Clear** and the action will be stopped.
You now have the opportunity to discuss further action with the caller by connecting with them using the assign button.
You can however also continue directly with the next point.
4. Select the desired new extension with the assignment calling card, enter a number or end the call by clicking on **End**.
5. Click the **End** button. The caller waits until the extension is free. They will then be connected automatically.

This assumes that you are working with the mouse. The number is entered using the PC keyboard however. You can also work with just the PC keyboard.

Notes - Switching to a Busy Extension

If the called subscriber does not accept the external call within a certain period of time, you get a recall.

Toggle-swap

While you are phoning with a subscriber, another calls or you call another subscriber. You can use the Toggle-swap feature to switch between the two subscribers (toggle).

1. Operate the **Transfer** feature.
2. You are now reconnected to the first party. The other subscriber is left waiting.

Overriding Do-not-disturb

You can switch a call even if the called subscriber has activated do-not-disturb (DND). You have to override DND before you can switch the call.

Prerequisites

You can only override DND if your operator set is configured accordingly.

The **Override (Over)** function key must be configured on a hotkey or the key block and the feature enabled in the PBX.

Method

You can decide whether you want to override DND or not.

1. You are trying to switch a call. The Assign calling card shows that DND is active.
2. Activate the **Override** function. You now override do-not-disturb. You can switch the call only if the subscriber answers.
3. Use the **End** function. This ends assignment. If the subscriber has answered he is connected with the caller.

Three-way Conference

With a three-way conference, you can set up a call connection between your operator set and any two terminals. All subscribers can talk to each other during the three-way conference. This saves you the time-consuming process of having to make several calls.

Requirement

The **Reconnect** feature button must be set up on a hotkey or on the key block.

Passive distribution must be set up in the switching options (1st party only). If active distribution is set up, you will be connected to the second subscriber when ending and toggling the three-way conference.

Workflow

1. You are speaking with a subscriber. Click the "Transfer" button to enter consultation mode.
2. Select the second subscriber with whom you want to set up the conference.
3. Once the connection has been established, activate the **Recall** function.
This sets up the conference. You and the two subscribers are connected.

When the call with the two subscribers is over, you can end the conference and speak to the first subscriber again or connect the two subscribers.

Ending the conference and connecting the subscribers

You have set up a conference.

1. Click the **End** button.
2. The two subscribers are connected.

Ending the conference and resuming the call with the first subscriber

You have set up a conference.

1. Click the **Clear** button.
2. You are now reconnected only to the first party.

Toggling between Conference Calls

You have established a conference. Now you can override the conference and toggle between both participants.

1. Use the **Transfer** function.
2. You are connected with the first subscriber again. The other subscriber is waiting.

See also [Brokering](#) [[→ page 57](#)]

Connect an exchange line to an internal subscriber

You can assign an exchange line to an extension by a simple key stroke. In doing so you can choose whether to connect over any exchange line or a particular one.

An extension comes to the answering position with an exchange line request if an attempt is made to dial into the external exchange from a restricted or semi-restricted extension (e.g. by dialing "0").

Requirement

The **Exchange** feature button must be set up on a hotkey or on the key block.

If you wish to occupy a particular exchange line, the bundle must be suitably set up in the PBX (1st party only).

Assigning Any Trunk

Proceed as follows to assign a trunk to a subscriber.

The subscriber tells you the external call number

1. A semi-restricted subscriber requests a trunk.
2. Use the **Trunk** function. You seize any free outside line. You hear the dial tone.
3. If the subscriber has given you a call number dial the number.
4. Finish the assignment with the **End** key.

The subscriber dials the external call number himself

1. A semi-restricted subscriber requests a trunk.
2. Use the **Trunk** function. You seize any free outside line. You hear the dial tone.
3. Finish the assignment with the **End** key. The subscriber is assigned the trunk line and has to dial the external number.

Seizing a Specific Trunk

You can use the bundle menu with the mouse only.

1. A semi-restricted subscriber requests a trunk.
2. Select **Bundle menu** from the **View** menu. The bundle assignment is displayed.
3. Click the icon of the free bundle you want to use.
4. If the subscriber has given you a call number dial the number. Otherwise use the **End** key.

Find and assign an available trunk line (bundle) (1st party)

In your PBX, several trunk lines and tie line connections may be grouped together in a bundle. You can occupy one free line of a free bundle. The bundle must already be set up in your PBX.

You can only use the mouse to operate the bundle menu. The bundle menu display in one-X Attendant only shows the installed bundles.

The bundles must already be set up in the PBX (soft key assignment to your operator position/device).

Opening the Bundle Menu

Proceed as follows to open the bundle menu.

1. Select Bundle Menu from the View menu.
2. The bundle menu opens.

Bundle States

The bundle display informs you about the states of bundles. You can see whether a bundle is free, busy, blocked or off.

Icons	Colour	Meaning
	Green	The bundle is free. You can seize a line of the bundle.
	Red	The bundle is busy. You cannot use the bundle.
	Grey	The bundle is blocked. You cannot use the bundle.
	Grey	The bundle is off. You cannot use the bundle.

Making a Call via a Certain External Trunk

Proceed as follows to make a call via a certain external trunk line.

1. Open the bundle menu.
2. Click the icon of the bundle to seize a free trunk of the bundle.
3. Dial the call number. You hear ringing or busy tone. Make your call when the subscriber answers.

Closing Bundle Menu

The bundle menu closes automatically. However, beforehand you can also close the bundle menu manually.

1. Double-click the bundle menu icon. The bundle window is closed.

Or

1. The window closes automatically after ten seconds.

Serial Call

If an external subscriber tells you that he would like to speak with several subscribers, you can connect him to these subscribers one after the other. After each call, the subscriber will automatically be switched back to you.

Requirement

The **Serial call** feature button must be set up on a hotkey or on the key block.
You can only switch a serial call for calls from the call distribution.

Initiating a Serial Call

Proceed as follows to initiate a serial call:

1. You are on the phone. The caller would like to speak to several subscribers in your telephone system.
2. Click the ***serial-cal** key. This sets up the connection for a serial call. You can now connect the external subscriber to the first subscriber as usual using the transfer function. When the call is over, he will be connected back to you.

Canceling a Serial Call

Proceed as follows to cancel a serial call:

1. The subscriber tells you that he does not want to be connected to any additional subscribers after the next call.
2. Click the **Serial call** button again. The subscriber will not be connected back to you after his last call.
3. If the subscriber hangs up, the serial call is automatically canceled.

Notes

You may also select a serial call if several internal subscribers would like to speak in turn to the same external subscriber.

This is useful if you would like to keep a trunk line running.

Interposition call and transfer

You can also forward external calls to other one-X Attendants and have them transferred to you from them.

Requirement

The feature buttons **Answer operator transfer** and **Operator transfer** must be set up as hotkeys or on the keypad. To be able to transfer a call to an operator set, you will need the logical operator number of the operator set. The logical operator number is always two figures in length.

Accepting Transferred Calls

Proceed as follows to answer a transferred call.

1. You are called. **Operator call** is signalled on the Answer calling card. This connection has been forwarded to you from a different operator set.
2. Activate the **Answer operator transfer** function to accept the call. You are connected with the external subscriber.

Or

1. You can also choose the answer key, if the call is pending.

Transferring a Call to Another Operator Set

Proceed as follows to transfer a call to another operator.

1. You receive a call and answer it. You want to transfer this call to another operator.
2. Activate the **Operator transfer** function.

3. Dial the logical position number of the other operator set. This must always consist of two digits, e.g. 02.
4. Now use the Assign key.
5. Announce the external call.
6. Use the **End** function. You have now forwarded the connection. This completes the operation.

Keep caller waiting

If you are unable to switch one or several calls immediately, you can put up to three calls on hold. This feature allows you to answer several calls directly regardless of the order in which the calls were received.

Requirements

In order for you to be able to hold up to three calls the **Hold 1**, **Hold 2** and **Hold 3** feature buttons must be assigned to hotkeys or to the key block.

You must open the Caller ID preview to see the held calls.

Hold call workflow

You can route one or several calls immediately.

To hold a current call:

Use the **Hold 1** feature.

1. You are connected with the caller.
2. Use the **Hold 1** feature. The call is waiting and is listed in the caller ID preview.
3. You can put up to three calls on hold. The hold slot number as well as the subscriber's number are shown.

Answer Hold field calls workflow

You can answer a held call with the same feature button with which you put the call on hold.

1. Using the corresponding feature, here **Hold 1**, you answer the specific all. The general answer button cannot be used to answer calls in the hold field.
2. You are then reconnected with the caller.
3. You transfer the call as usual with **Transfer**.

Answering a Specific Call

This chapter describes how to answer a specific call and which requirements have to be met.

The ways to answer the most common specific calls are described in this chapter. You proceed accordingly for other call types and answer keys.

Requirements

Pending calls will be shown to you differently in the answer calling card. The *name and icon of the call type* [→ page 45] appear in the answer calling card. The call type tells you which way your operator position is being called. If there are several calls waiting at the same time, the extended advance display helps you to decide which call you should retrieve first.

You can accept every call type with the **Answer** function. You can however also accept any call type in a selective way with the Answer key set up for it. In this way, if for instance there are several calls, you could selectively answer an external call.

Your controller or supervisor determines which call type you can answer with which Answer button. The controller or supervisor determines that, for instance, you can use the **EXT** feature to answer external and exchange line request call types.

A characteristic of the answer button is the display of waiting calls (filling level display).

TIP:

As well as using the keyboard, calls in the preview can also be dragged onto the standard telephone calling cards using the mouse.

What answering keys are there?

The following answering keys can be set up:

- Answer OS transfer (OTrA)
- Answer internal charge call (INT)
- Answer charge call (CHRG)
- Answer operator call (OS)
- Answer an external call (EXT)
- Answer hold calls (HOLD)
- Answer recall (RECL)
- Answer renewed call (RENEW)

Assigning Call types and Answer Keys

Please note that not every call type has an individual answer key. Your operator set might be configured so that you answer several call types with one answer key.

Overload Display 1 on Answer Keys

Answer keys can feature a so-called overload display 1 in addition to the label. The overload display 1 shows a bar and a number. The bar and the number show the number of calls still waiting at the operator set.

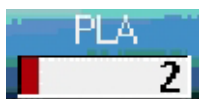
Prerequisites

Overload displays appear only if they are selected in your work profile. You can turn the overload display stage 1 on or off in the Edit/Work Profile menu. Please refer to [Editing the Overload Display](#) [→ page 151]

Example

The following illustration shows an example of an answer key with overload display.

1. The **Answer operator call** (OS) key is used for the example. Two calls are pending in this example.



Accepting Recalls

You assign an external call to a subscriber. The call is returned to you if the call is not answered within a certain period of time. Recall is signalled on the Answer calling card. After-sales service sets the time up to the recall.

Prerequisites

The **Answer renewed call** function key must be configured on a hotkey or the key block.

Answering a Recall

Proceed as follows to answer a recall.

1. The called subscriber has not answered the assigned call. The calling card signals the recall.
2. Use the **Answer recall** function. You answer the call again. You can now re-assign the call to the same or another extension. You can also answer the call with the general answer key.

Transferring the Call to the Same Extension Again

Proceed as follows to transfer the call to the same extension again.

1. Use the **End** function. The call is transferred to the same extension again.

Transferring the Call to Another Extension

Proceed as follows to transfer the call to another extension.

1. Use the **Clear** function. You now clear the previous connection to the extension.

2. Dial the required number. The number appears on the Assign calling card. You see whether the required extension is free or busy.
3. Use the **End** function.

Accepting Renewed Calls

An external call is automatically returned to you if the internal subscriber returns the call, e.g. if he cuts a consultation call short by hanging up. **Renewed call** is displayed on the Answer-calling card.

Prerequisites

The **Answer renewed call** function key must be configured on a hotkey or the key block.

Answering a Renewed Call

Proceed as follows to answer a renewed call:

1. You are called. **Renewed call** is displayed on the Answer calling card. An extension has returned an external line call to you.
2. Activate the **Answer renewed call** or the **Answer** key to accept the call. You are connected with the external subscriber.
3. If the external subscriber would like to talk to another subscriber you can transfer the call as usual with the **Transfer** function.

To accept calls via the **Answer** key applies only with several calls pending and if a call of a special call type is to be preferred to the usual order.

The following rule always applies:

When the call appears on the calling card's switching window, simply use the Answer key to answer the call.

Accepting Internal Subscribers

An internal call is a call made by an internal subscriber to the general operator number.

Prerequisites

The **Answer internal call** function key must be configured on a hotkey or the key block.

Answering an internal call

Proceed as follows to answer an internal call.

1. You are called internally with the operator number. **Internal call** is signalled on the Answer calling card.
2. Use the **Answer internal** function. You now answer the call. You can now transfer the call internally or externally. (You can also answer the internal call with the **Answer** function.)

Answering Operator Call

An operator call is an internal or external call to the physical number of the operator terminal.

Prerequisites

The **Answer operator call** function key must be configured on a hotkey or the key block.

Answering an operator call

Proceed as follows to answer an operator call:

1. A subscriber calls you with the physical call number of your operator terminal (terminal call number). **T call** is signalled on the Answer calling card.
2. The operator terminal can be called with its physical number even if the terminal is locked.
3. Use the **Answer operator call** function. You now answer the call. (You can then transfer the call internally or externally.)

Cut-in (External Call from a Consultation Call)

A subscriber of your PBX calls you. After answering the consultation call the subscriber's external call can be transferred to you. This call type is called cut-in.

Prerequisites

The **Answer renewed call (RENEW)** function key must be configured on a hotkey or the key block.

Accepting the External Call

Proceed as follows to accept the external call offered via consultation call:

1. You are called. **Consultation call** is signalled on the Answer calling card. An extension calls you in a consultation call.
2. Use the **Answer renewed call (RENEW)** function. You can now talk to the extension user.
3. If the extension user hangs up you are automatically connected with the external subscriber.

Applications

This section describes applications which you will find very useful while carrying out your operator tasks. It will teach you how you can use the features available in one-X Attendant and how they simplify your work. It covers the use of the controls available in the user interface, the call list, the phone book, the busy display and many other features.

Tone ringing

You can switch off the tone ring for 10 seconds or completely. A call is then only displayed through the message in the request visiting card. When "monitoring" is switched on (setting under VT options), the tone ring switches back on again after 10 seconds in the first case.

Prerequisites

You can activate this function via the tool bar or the **Ringer** function key. The **Ringer** function key must be configured on a hotkey or the key block.

Turning Ringer On/Off

Proceed as follows to switch the ringer on or off.

1. Click the **Ringer** icon. The ringer is switched on or off.
2. The icons for the ringer are shown below.



Busy Display

Your operator set has a user-friendly busy display. You will see by the color of the key whether a number is free or busy

[Calendar](#) [[→ page 77](#)] and [absence](#) [[→ page 70](#)] information can also be displayed on the keys.

You can choose whether to display the terminals with their numbers or with the names of the subscribers on the busy display. The entry from the "display name" field in the telephone book or the specified database is used.

Note: In a 3rd party connection (with or without CIE) only the network-wide busy display is available. You open it using the **Busy display** menu.

Note: If parts of the name are separated by a comma in this field, the entry will be shown on the key up to the comma.

		
avail.	internally busy	externally busy

A busy display can manage up to 2,000 terminals. In the example below, you can see a section from a busy display that is set to indicate the terminal numbers:

00 - 99	2100 - 2199	2200 - 2299	2500 - 2599	▶ 2800 - 2899
2800	2801	2802	2803	2804
2805	2806	2807	2808	2809
2810	2811	2812	2813	2814
2815	2816	2817	2818	2819

Requirements for busy display

- The one-X Attendant must be active (not in night service)

Properties of the Busy Display

The busy display can contain a maximum of 10 register cards. A register card shows the consecutive subscriber call number of your telephone system. The positions of the call numbers are determined. The first is top left and the last is bottom right. An arrow ➡ specifies the marked register card.

Entries stored in the internal phone book display the name.

An auditor or supervisor can set the call numbers, automatic display, display time and close with end for the busy display.

Your personal editor can optionally determine whether the name of the subscriber should be shown instead of the call number. The name of the subscriber has to be stored in the internal telephone book.

If parts of a name are separated by commas when entered in this field, then the entry is displayed up until the comma on the key.

Switching Tabs

Proceed as follows if the subscriber you need is not on the active tab:

1. An external caller wants to talk to a subscriber of your PBX. The busy display is open. The subscriber needed is not on the active tab.
2. Point to the Answer calling card with the mouse pointer. Keep the left mouse button pressed. The symbol of the mouse pointer changes.
3. Drag the pointer to the header of the required tab. The tab becomes active after about one second. The arrow in the header of the tab shows that the tab is active.
4. Drag the symbol to the respective button of the busy display. Release the left mouse button.
5. Caller and subscriber are connected.

Configuration

Busy display one-X Attendant

You can configure the busy display of one-X Attendant. Up to 1,000 subscribers can be displayed on one page.

Busy display OS33

The busy display of the operator set covers 10 pages. Fifty subscribers are shown on each page.

Opening the Configuration

Requirements: You are registered as auditor or supervisor.

1. Go to editing work profiles by clicking **Edit > Work Profiles > Edit...**
2. Select the **Busy Display** in the **Edit** menu. The busy display configuration dialogue appears.
3. You can configure the busy display.

or



1. Click the button . The busy display configuration dialogue appears.
2. You can configure the busy display.

Options

You will receive information in the chapter work profiles -> [work profiles](#) -> [busy display](#) [[→ page 136](#)].

Opening the Busy Display

You have to open the view in order to use the busy display. Proceed as follows:

1. Select the **Busy Display** in the view menu.
2. The busy display appears.

If the network-wide busy display is licensed, proceed as following:

1. Select
View > Busy Display > OS in the menu..

Connecting a Subscriber

To connect an external subscriber with an extension of the busy display do the following using the mouse.

1. An external caller wants to talk to a subscriber of your PBX. The busy display is open. You see that the subscriber is free.
2. Point to the Answer calling card with the mouse pointer. Keep the left mouse button pressed. The mouse pointer symbol changes to handset symbol.
3. Drag the symbol to the respective button of the busy display. Release the left mouse button.
4. Caller and subscriber are connected.

Agent status (CIE)

The agent statuses will be shown on the keys of the network-wide busy display, the PUM and in the ITB lists. These agent statuses are symbolized on the keys with colored bars on the left-hand side of the key. Colored icons are used in the ITB list.

These colors have the following meanings:

ITB Icon	Status marking on the network-wide busy display buttons	Explanations
		Not logged in to an agent group
		Pause
		Logged in to at least one agent group
		In wrap-up
Absent	None	Not logged in

Dialling an Entry

You can call a subscriber via the busy display. You can only use this function with the mouse.

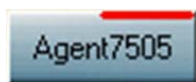
1. Click an entry.
2. The call number is dialled automatically.

Busy Display Statuses

You can tell from the *color of the key* [[→ page 67](#)] whether a number is free or busy.

The button in the top right corner also has red tag if **Out of office** has been turned on in Outlook or using WebAccess.

Out of office example:



A small icon is shown on the button if the subscriber has set up call forwarding:



In addition, if suitably set up, the **absent/present** message from the Microsoft Outlook or Lotus Notes applications can be read. For more information, refer to the *Calendar functionality* [[→ page 77](#)] chapter.

Finding a Subscriber

Your operator set can be set up in such a way that the busy display appears automatically if the selected internal number can be attributed to a range in the busy display.

This method of finding an available subscriber is also called dynamic display.

Example for Dynamic Display

A busy display is configured for the numbers 100 to 149. You dial an internal subscriber and enter the yet incomplete call number 11. The busy display opens. You can see at once whether the subscriber, e.g. 115 is free or busy.

DTMF Dialling

You can transmit DTMF dialling signals with your operator terminal.

DTMF is the abbreviation of **D**ual**T**one**M**ultifrequency **D**ialing. These dialling signals are transmitted as frequency combinations.

You need DTMF signals e.g. for pagers, IVRs, answering machines and other services.

Switching DTMF on/off

You can also access this function using the DTMF icon in the toolbar or using the feature button **DTMF transmitter**. The **DTMF transmitter** feature button must be set up on a hotkey or on the key block.

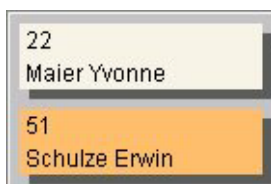
You can switch on the DTMF transmitter at any time.

1. To enable the functionality click the **DTMF transmitter** icon.
You can now send DTMF signals. You can also use the "*" and "#" special functions.
2. To disable the functionality click the **DTMF transmitter** icon.

Using Favorites

You can use the Favourites function for subscribers you contact often. You can add favourites as you see fit. Favourites are user-related. Every user can customise his favourites.

The illustration display a section of the Favourites window.



Opening Favorites

You have to open Favourites before you can use it.

1. Select **Favorites** from the **View** menu.
2. The **Favourites** dialog opens.

Creating favourites

Proceed as follows to create a subscriber in the favourites.

You can only accept subscribers from the Top 100 to the favourites. Create favourites with Drag & Drop. For this, favourites and Top 100 have to be in different windows.

1. Open **Favorites** and **Top 100**.
2. Click onto an entry in the Top 100 and keep the mouse button clicked down.
3. Drag the entry to the desired place in the favourites.
4. Let go of the mouse button. The entry now appears in the favourites. If you create the entry on a programmed key, the existing entry is overwritten.

Favorites Display

Favourites shows up to twenty subscribers in tabular form. A button shows the call number and display name for each subscriber.

Information from favourites

You can view further information on an entry.

1. Click onto the appropriate entry with the right mouse button. A context menu appears.
2. Select **Display in Telephone Book**. The telephone book appears with the appropriate information on the entry in the dataset.

Select from favourites

Double click on the appropriate subscriber button to select favourites from a specific subscriber.

Removing a Favorites Entry

You can remove (delete) an entry anytime.

1. Click an entry with the right mouse button. A context menu opens.
2. Select **Remove entry**. The entry is deleted.

Using Subscriber Properties

The Subscriber properties display field presents subscriber-related information corresponding to the dataset of the telephone book. See also [What is a Dataset?](#) [[→ page 88](#)]

It is possible to directly jump to the corresponding phonebook entry from the Subscriber properties display and change it by clicking on the "Modify" button.

Moreover, the display field Subscriber properties offers two additional buttons, "Contacts" and "Calendar".

	The calendar lets you view the presence or absence of persons you may want to call. This calendar function can be called up in Microsoft Outlook or Lotus Notes.
	Press this button to access the Microsoft Outlook subscriber contacts to be maintained.

ITB List

The one-X Attendant application contains an integrated telephone book to assist you in your work. The abbreviation ITB is used to indicate the integrated telephone book. The integrated telephone book is displayed as an ITB list. **The ITB list indicates the search results of a calling card search.**

This telephone book is maintained by your coordinator in charge.

Note

When you open the integrated telephone book of the one-X Attendant application, it does not appear simultaneously on the OS33 operator set. When using the extended redial function, you cannot switch between the PC and the operator set.

Agent status (CIE)

The ITB list also indicates agent statuses. To do this, *colored icons* [→ page 69] are used.

Operator set phone book

The phone book of the operator set can store 1000 entries. A maximum of 1000 selected entries can be transferred from the one-X Attendant application integrated phone book to the phone book of the operator set. These can then also be dialed using the operator set.

You can transfer entries from the phone book into the operator set phone book.

Opening the ITB List

You have to open the ITB display before you can use it. Proceed as follows. The ITB opens automatically when you enter a name or select a field of the calling card.

1. Select **ITB list** from the **View** menu.
2. The **Integrated telephone book** dialog opens.

Subscriber status

Colored icons represent the various states an internal subscriber can be in.

The icons are only shown if the numbers are present in the busy display as well.

In the integrated phone book the operating states are indicated by the icons shown on the following page.

Icons	Meanings
	The internal subscriber's line is free.
	The internal subscriber is on a call internally.
	The internal subscriber is on the phone with an external party.

Configure dialogue window

You can adjust the display of the ITB list to your requirements. You can **delete**, **alter** or **add** columns. You can also set the width of a column. You can set up to 20 columns in the ITB list.

1. The integrated telephone book is opened. Click onto a title of a column with the right mouse button. A context menu appears.
2. Click onto the requested function. You can choose **Delete Column**, **Alter Column** or **Add Column** in xxxxxx. In case of **Add Column** and **Alter Column** in xxxxx you have to select the appropriate entry from the telephone book.

Deleting an Entry

You can delete an ITB entry. You delete the ITB entry from the phone book.

1. The ITB is open. Click the entry to be deleted with the right mouse button. A context menu opens.
2. Select **Delete**. You are prompted.
3. Click **Yes** to delete the entry. The entry is deleted from the phone book.

Properties of the ITB list

The ITB list comprises the following properties.

1. Display of telephone book fields compiled in tables.
2. Default fields are: busy, display name and primary call number
3. The integrated telephone book can display the operating states with internal subscribers.
4. Additional columns (max. 20) can be added, deleted or altered.
5. Entries can be selected, altered or deleted

Status area

The status area of the dialogue field shows how many data sets have been found. Only 50 entries are displayed in order to speed up the indication. You can view the next or all data sets.

	Load and view the next 50 data sets
	Load and view all data sets

Changing an Entry

You can change an ITB entry of the default database. You create the settings of an ITB entry with the phone book.

1. The ITB is open. Click the entry to be changed with the right mouse button. A context menu opens.

2. Select **Edit**. The phone book opens with the respective settings. You can change the entry.
3. Click **Save** in the phone book to save your settings.

Calling an ITB Entry

You can conveniently call an ITB number with the mouse. The ITB is open.

1. To call a subscriber click the entry with the right mouse button. A context menu opens.
2. Click **Dial**. The subscriber is dialled automatically.

Or

1. Double-click an entry. The subscriber is dialled automatically.

Using Placeholders

You can use the following placeholders on the calling card. You must enter at least one alphanumeric character or one alphanumeric character **and** one placeholder.

This makes your search more effective and the calling card you search for will display much faster.

The search field contains text boxes for search dialogues and a table where the search result is listed. The columns are linked by an AND condition. The following wildcard characters can be used:

Expression	Description	Result
%en	Searches for all words containing en .	Pettengill, Lencki,Cohen
_ish	Searches for all words starting with any one character and then containing ish .	Bishop, Cavendish
M[ae][iy]er	Searches for words starting with Maier, Mayer, Meier or Meyer, that is, all combinations of characters from the first or second bracket.	This returns the following combinations: ai, ay, ei, ey
[M-Z]owell	Searches for all words starting with a letter from M to Z and containing owell.	Powell
M[^c]	Searches for all words starting with M and not containing c as second letter.	Moore, Mulley, Miller, Masalsky

Entering Names

On a calling card, you can enter the subscriber's name instead of his number. The subscriber must be stored in the phone book.

1. You want to switch a call. The caller tells you the name of the subscriber he wants to be connected to.
2. Enter the name in the corresponding field of the calling card. If you inputs are correct, the complete name appears on the calling card. The integrated phone book dialog appears at the same time. The respective name is highlighted. You see whether the required extension is free or busy. You can correct errors with the back-space key.
3. If the result list should not be clear enough, you can transfer the calling card search criteria to the telephone book. You can refine the search there.

Importing Search Criteria into the TB

By means of the **CTRL-Alt-T** shortcut, you can transfer to the telephone book search criteria you have entered in ITB. There, you can refine your search with further criteria.

Information on connections

Various information on individual connections can be shown on your visiting cards.
Other than the call number i.e. the name of an internal subscriber.

You can identify the membership of a caller not known to the system to a company or authority or, for example, the place of origin of the call based on the code (header number) provided that the appropriate entry is in the telephone book.

Requirements

The information must have been programmed centrally in your telephone system. The **Identify** feature button must be set up on a hotkey or on the key block.

In order to identify a user's association with a company, an agency, etc., the telephone book must contain the relevant "head number". Thus, a caller who is not yet known in your system and who calls with the head number "0697505" will still be displayed as a caller from Avaya, provided the telephone book contains the entry "Avaya" along with the head number "0697505".

Information List for Identification

You can switch between the following kinds of information (if programmed for your PBX) with the Identify function:

- Extn. call number / Name
- Tr./Tie Line / Tie line
- OP OP call number
- Bndl Bundle number
- SSD System Speed Dial
- DIV Diversion destination
- R/b Refer-back (consultation call)

Displaying Information

Proceed as follows to have additional information about a connection displayed:

1. The calling card shows the call number of an extension of your PBX.
2. Activate the **Identify** function. Additional information about the connection is displayed.
3. If you want to hide the additional information again use the **Identify** key once more.

Suppress internal number

You can suppress your internal number (anonymous). Only the general number of your telephone system will be included.

Prerequisites

You can activate this function with the tool bar icon or the **Anonymous** function key. The **Anonymous** function key must be configured on a hotkey or the key block.

Calling Anonymously

Proceed as follows to make an anonymous call.

1. Click the **Anonymous** icon.
2. The icon shows that your internal terminal call number is not transmitted when dialling.
3. Dial an internal or external number as usual.

Your internal call number is suppressed.

Ending Suppression

You want to end call number suppression.

Click the **Anonymous** icon again. Your terminal call number is transmitted again.

Calendar Functions

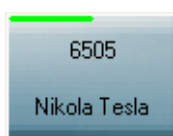
If your one-X Attendant is suitably set up, it can indicate the presence/absence of subscribers via the calendar function of the Microsoft Outlook or Lotus Notes systems. For it to work this information has to be maintained on the allocated server.

In the views:

- Busy display
- Network-wide busy display
- VIP view
- PUM

the present or absent states are indicated by colored bars above the buttons.

The first example below shows a view with a free subscriber:



The next example shows a subscriber whose Outlook is indicating he is "busy". He has also switched on his *Out of Office* [→ page 70] (red bar top right) and is currently on the telephone (yellow button):



The assignment of the bar colors in the top left to statuses and systems is shown in the table below:

Display function	Microsoft Outlook	Lotus Notes
Present, free	Green	Green
with reservation	Cyan	Setting in Lotus not possible
booked	Dark blue	Dark blue
absent	red	Setting in Lotus not possible; displayed as booked (dark blue)

You can also access the calendar of a caller or called party via the toolbar. Depending on whether the user has enabled his calendar for you to see, you can see not only the relevant present/absent status, but also the names of the appointments, where they are being held, etc.

You can also access the calendar from the "Subscriber properties". Here, the present/absent status of a caller/called party is also indicated in plain text next to the calendar icon.

Dialling with DSD

Frequently used numbers can be stored on destination keys. The destination keys indicate the operating states of internal subscribers.

Prerequisites

Entries for destination speed dialling are created with the ITB. Your system administrator maintains the ITB. A number to be used as a destination speed dialling number must be configured on a hotkey or the key block.

Operating States of the Destination Keys

The colours of the keys signal the different operating states of internal subscribers.

Colour	Meaning
Grey	The internal subscriber is free.
Yellow	The internal subscriber is talking internally.
Red	The internal subscriber is talking externally.

Dialling with DSD

Proceed as follows to dial a destination speed dialling number.

1. Click or press a destination speed dialling key.

2. The call number is dialled automatically.

Destination speed dialling with operator set

You can also use all destination speed dialling keys with the operator set and with DSS modules. Use the Telephone book key of the operator for this purpose.

Charge display

The charge display offers the following features:

- o You can record the charges of the current call.
- o The charges are not saved.
- o You can have the charges printed.
- o You can also start recording the charges anytime during an external call.

Prerequisites

The **Charges** and **View charges** function keys must be configured on hotkeys or the key block.

Recording charges

Proceed as follows to record call charges for a call:

1. You have seized a trunk for a subscriber of your PBX.
2. Activate the **Charges** function. The charges for the call are recorded.

Displaying Charges

The subscriber has finished the external call. Your operator set signals a charge call.

1. Use the **View charges** or the general Answer key.
2. The information is displayed.
3. To print the charges click the **Print** button. The charges are printed. This ends the operation.
4. Click the **Close** button if you do not want to print the charges.

Call Information

The following information is displayed for a charge call:

1. Subscribers' call numbers
2. Reason for the call (business or private)
3. Trunk
4. Cost centre
5. Units and cost of the call
6. Date and time

Network-wide Busy Display

Several telephone systems can be combined to form a network (telephone system network). In order to identify busy numbers in the network, you need a network-wide busy display.

You must configure the network-wide busy display according to your requirements.

Requirements for using the network-wide busy display

The following prerequisites must be met if you want to use the network-wide busy display:

- The network-wide busy display must be licensed (and configured).
- The SVA Manager application (service) must be running.

Properties

The network-wide busy display shows up to 20 tabs. Up to 500 numbers can be configured on each tab. The network-wide busy display must not exceed 10000 numbers in total. These can be numbers in your PBX or numbers in another PBX in the network of PBXs.

Optionally, the network-wide busy display can indicate the name of the subscriber rather than the number. The entry from the "display name" field in the telephone book or the specified database is used.

If parts of the name are separated by a comma in this field, the entry will be shown on the key up to the comma. You can tell from the *color* [→ *page 67*] of the key whether a number is free, internally busy, or externally busy. An absence report via WebAccess or the calendar is indicated by a red bar at the top of the key.

If you have changed an entry in the telephone book, you must log out to refresh the data for the network-wide busy display.

Opening the Configuration

Proceed as follows to open the configuration of the network-wide busy display.

1. Select **Network-wide** under **Busy Display** in the **Edit** menu. The network-wide busy display configuration dialogue appears.
2. You can edit the properties.

Note:

The default configuration of the network-wide busy display is prepared on the server using config tools.

Configuration

The "Net-wide Busy Display Configuration" dialog is open.

1. Define the size of the matrix.
2. Click **New**. A new page opens.
3. You can change the name of the page.
4. If you configure more pages you can determine their order with the Up and Down buttons. You delete a selected page with Delete.
5. Click a field of the matrix. Enter a call number in the free field.
6. Repeat the last step for all call numbers you want to configure.
7. Click **OK** to verify your settings.

Properties dialogue window

- **Matrix**
Set up a matrix for the network-wide busy display. This matrix is divided up like a chart in lines and columns. The max. size of the matrix is calculated from the lines multiplied by the columns. This should not exceed 500.
 - **Lines**
Shows the amount of lines displayed (horizontal). You can enter max. 99 lines.
 - **Columns**
Shows the amount of columns displayed (vertical). You can enter max. 99 columns.
- **Pages**
You can configure max. 20 pages. A page appears in the application as a registry. You can determine the sequence of the pages.
- Further options on the network-wide busy display can be found by clicking **Options**:
 - **Display Name**
You have to set the appropriate option in Options / Display Names to show the names.
 - **Display Call Diversion**
You have to activate the appropriate option via Options/Call Diversion in order to have the call diversion of a subscriber shown.

Open network-wide busy display

In order to use the network-wide busy display, you must open this view. Proceed as follows:

1. Select the menu
View > Busy display > net wide.

Note: In a 3rd party connection (with or without CIE) only the network-wide busy display is available. You open it using the **Busy display** menu.

Redial

With your operator set, you can easily redial a number automatically once you have entered it. You have the following options: You can redial the last internal or external number or a specific stored number (extended redial). In addition, the number of the last call is stored. You can store up to six numbers with extended redial. You can store numbers from incoming and outgoing calls. You can use the extended redial function during or after a call. If necessary, you can delete one or all entries.

Note for 1st party connection

Simultaneous operation on the operator set is not possible.

When you access the extended redial feature of the one-X Attendant application, it does not appear simultaneously on the operator set. When using the extended redial function, you cannot switch between the PC and the operator set.

Display

The extended redial function shows the following information in tabular form:

- Last dialled internal call number
- Last dialled external call number

- Last active call number
- Memory positions 1 to 6

Extended Redial Icons

The extended redial icons have the following meanings.

Icons	Meaning
	Call number of the internal subscriber dialled last
	Call number of the external subscriber dialled last
	Call number of last call
1	Number of the memory position

Opening Extended Redial

You have to open the Extended Redial display before you can use extended redial.

1. Select **Extended redial** from the **View** menu.
2. The **Extended redial** dialog opens.

Saving an Entry

Extended redial is open. You are talking to a subscriber or just finished a call. The call number last dialled is pre-selected.

1. Click the right mouse button. A context menu opens.
2. Click a command, e.g. **Save 5**.
3. The selected call number is saved to the selected memory position.

Dialling an Entry

Way 1

Extended redial is open.

1. Click an entry with the right mouse button. A context menu opens.
2. Select the **Dial** command. The stored number is dialled automatically.

Way 2

Extended redial is open.

1. Double-click an entry. The stored number is dialled automatically.

Deleting an Entry

Extended redial is open.

1. Select the entry to be deleted.
2. Click the right mouse button and select the **Delete entry** command.
3. The stored call number is deleted.

Deleting All Entries

Extended redial is open.

1. Click the right mouse button and select the **Delete all entries** command.
2. **All** stored call numbers (memory positions 1 to 6) are deleted.

Starting and Stopping a Tape Recorder

A recording device, e.g. a tape recorder, can be connected to your operator set.

Your operator terminal can be configured such that it starts the recorder automatically at the beginning of a call and stops it at the end of the call. You can also control the recorder manually.

Prerequisites

You can activate this function with the tool bar icon or the Tape function key. The **Tape function** key must be configured on a hotkey or the key block.

Starting Recording

You are on the phone and want to record the call.

Click the icon  Tape connection. The icon indicates that the tape is switched on.

Stop Recording

You want to stop the tape after the call.

Click the icon  Tape connection again to stop the recording.

Call list

You can display a list of callers who have tried unsuccessfully to reach you, indicating their name, number, and call time. This call list can contain up to twenty entries. The call list shows only operator calls. You can select and delete entries from the call list or delete all entries.

What Does the Call List Show?

The call list shows a field for each entry in table format. This field contains the number and name of the caller, if the caller is in the telephone book, and the date/time of the call.

Opening Call List

You have to open the call list display before you can work with the call list. Proceed as follows:

1. The **Call list** icon shows that the call list contains one or more new entries.
2. Select **Call list** in the **View** menu or double-click the **Call list** icon. The **Call list** dialog opens.

Deleting Entry

The call list is displayed.

1. Click an entry with the right mouse button. A menu with the commands **Dial**, **Delete entry** and **Delete all entries** opens.
2. Click the **Delete entry** command with the left mouse button. The selected entry is deleted.

Call List, close

The window closes automatically after you have activated the **Dial** function or if more than ten seconds have passed between your inputs.

Deleting All Entries

The call list is displayed.

1. You can delete all call list entries. Click an entry with the right mouse button.
2. Click the **Delete all entries** command with the left mouse button. All entries are deleted.

Selecting Entry

The call list is displayed. You can double-click an entry to dial it. You use the right mouse button in the instructions below.

1. Click an entry with the right mouse button. A menu with the commands **Dial**, **Delete entry** and **Delete all entries** opens.
2. Click the **Dial** command with the left mouse button. The displayed number is dialled automatically.
3. The entry is automatically deleted from the call list after the call.

PUM

PUM signifies **P**ersonal **U**ser **M**obility. With PUM you can see which users (agents) are logged-in on which terminal and how many users are present.

Requirements

The following prerequisites must be met before you can use PUM.

1. PUM must be installed and configured.
2. You have a valid license for PUM.

Open and select PUM.

Open PUM

You have to open the view in order to use PUM. Proceed as follows:

1. Select **PUM** in the **View** menu.
Note: This menu point is only available when you have a licence for this feature.
2. The PUM view appears.

Select an entry

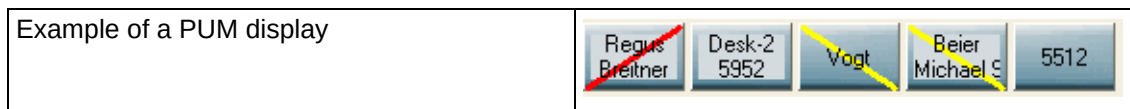
You can call a subscriber of PUM at all times. You can only use this function with the mouse.

1. Click onto the desired entry.
2. The call number is automatically selected.

Colour signaling

You can see the following statuses of a subscriber with PUM:

Button colours	Statuses	Explanations
Grey	Free	The subscriber is free
Amber	Busy internally	The subscriber is on an internal call
Red	Busy externally	The subscriber is on an external call
Web access with calendar (These statuses are only displayed for users/agents who are logged on, not for the hardware numbers)		
Red forward slash (/)	Absent	
The absence tool in Outlook calendar (Absence is only displayed for users who are logged on)		
Green backward slash (\)	free	
Cyan backward slash (\)	conditionally	
Amber backward slash (\)	booked	
Red backward slash (\)	absent	
Absence tool with Lotus Notes		
Green backward slash (\)	free	
Amber backward slash (\)	booked	



Call number

A key in PUM can display two call numbers. The first call number (above) is the physical call number. The second call number (below) is the subscriber call number (also agent call number). Here you can determine whether a subscriber is registered or not. When a subscriber is registered with PUM, a grey square is displayed on the button of the subscriber. Additional information about the subscriber (tool tip) appears if you keep the mouse pointer on the button. This includes the following:

- Display name (physical call number)
- Busy status
- Area (if entered)
- Subscriber (with display name and call number)

In the PUM display you can view the connections with their numbers. If a name is entered for a subscriber then the name is always displayed. This is no option for this display. The entry from the field "Display Name" in the telephone book or the given database is used.

If parts of a name are separated by commas when entered in this field, then the entry is displayed up until the comma on the key.

Logging Agents in/out

Logging in a subscriber (agent)

You can log in an agent on a free terminal. You need the agent's call number and password. Proceed as follows.

1. Click a button with the right mouse button. A context menu opens.
2. Select **Login**. The **Login on xy** (xy stands for the call number) dialog opens.
3. Enter the agent's call number and password. You can generally use the default password. <Standard> nutzen. The password is hidden (*).</Standard>
4. Click **OK**. The agent is logged in on the selected terminal.

Logging out a subscriber (agent)

You can log out a subscriber. Proceed as follows.

1. The button shows the physical call number and the agent call number. Click the button with the right mouse button. A context menu opens.
2. Select **Logout**. The agent is logged out.

Properties

PUM shows a maximum of ten tabs. Up to a hundred call numbers can be configured for each tab. It does not make a difference whether a call number is a number of your PBX or another PBX of the network. PUM can display the subscriber's name instead of his call number. You can log in (sign on) an agent on a terminal or log out (sign off) a logged-in agent.

If you have changed a phone book entry you have to log out to update the PUM data.

Use telephone book

You have the possibility to search all connected databases in the telephone book. You can use much more detailed search criteria than in the ITB.

If the results of a search procedure in the ITB appears too complex then you can transfer the search criteria used to the telephone book using the shortcuts **CTRL-ALT-T**. Here you can carry out a more detailed search.

The telephone book is divided up into two areas:

- In the upper area **Search** [[→ page 90](#)], enter your search criteria like for example the initial letter of the surname.
Below you'll see the results of your search.
- In the lower area **Data set** [[→ page 88](#)] You'll see the data set of a selected entry from the results. This data set contains all information on the selected entry.

The screenshot displays the telephone book application interface, divided into two main sections: 'Suchen' (Search) and 'Dataset'.

Suchen (Search) Section:

- Datenquellen:** A dropdown menu set to 'Alle'.
- Search Criteria:** Four input fields for 'Anzeigenname', 'Aufgabe', 'Abteilung', and 'primäre Rufnummer'.
- Suchergebnisse:** A status bar showing 'Suchergebnisse: 0' and 'geladen: 0'.
- Buttons:** '>', '>>', and 'neu laden'.

Dataset Section:

- Tabs:** 'Verbindungen', 'Person', 'Ort', and 'Notizen'.
- Form Fields:**
 - Firma:** A dropdown menu.
 - Titel:** A dropdown menu.
 - geschäftlich 1:** A dropdown menu.
 - Mobil 1:** A dropdown menu.
 - privat 1:** A dropdown menu.
 - Fax:** A dropdown menu.
 - eMail 1:** A dropdown menu.
 - Web 1:** A dropdown menu.
 - Vertreter:** A section with a 'Vertreter 1' dropdown menu and four empty input fields.
- Buttons:** 'Fertig' and 'Speichern'.

Functions of the Telephone Book

You can use the following functions in the telephone book.

- Search (for all databases)
- Create entry (for default database)
- Change entry (for default database)
- Delete entry (for default database)
- Change search mask (for all databases)
- Select subscriber (for all databases)
- Open new message in Outlook (for all databases)
- Open Web or local address in browser (for all databases)
- Add an entry to the local telephone book of the operator set (for all databases) (1st party connection only)

Note

Emergency numbers and special numbers such as 110 **cannot** be called from the telephone book.

What is a Dataset?

A dataset shows information on a subscriber. The data is arranged on four tabs.

A dataset has the following tabs.

- Connections
- Person
- City
- Notes

You can determine which information a tab shows.

Dataset information

A dataset can show the following information in the tabs. The information is in alphabetical order. You are able to set up the information shown in a dataset. Only the fields last name and business related 1 have to be set up.

The "proxy" fields have a special status, as they are made up of the two fields "name (left) and "call number" (right). These fields no longer appear in another place as individual fields, but are only managed in the proxy field. We recommend that the field "name" of the proxy field be written in the following way: Last name,[blank]first name.

The field length column details how many characters a field will take. For pure display fields (marked with an *), or fields that are to be filled with a pre-selection, e.g. sex, an n.a. is entered for the field length.

A to F	Field length	G to P	Field length	R to Z	Field length
Absent *	n.a.	Industry	30	Region	30
Absent due to *	255	Language	50	Room	10
Absent from *	n.a.	Last name	50	Screen name	100
Absent until *	n.a.	Mobile 1	30	Search name	50
Address	30	Mobile 2	30	Secretary	30
Address 1	50	Mobile 3	30	Sex	n.a.

Address 2	50	NB (a line break counts as a character)	255	System no.	30
Building	30	Nickname	50	Telephone	30
Building description	30	Pager	30	Title	50
Building number	10	Picture	n.a.	Web 1	50
Business related 1	30	Place	30	Web 2	50
Business related 2	30	Place description	30	Web 3	50
Business related 3	30	Position	30		
Busy *	n.a.	Post code	10		
Category	30	Primary call number *	30		
Comment 1	30	Private 1	30		
Comment 2	30	Private 2	30		
Comments on the address	30	Product 1	30		
Company	50	Product 2	30		
Country	30	Product 3	30		
DECT	30	Project 1	30		
Department	50	Project 2	30		
Desk	50	Project 3	30		
Email 1	50	Proxy 1	30		
Email 2	50	Proxy 2	30		
Email 3	30	Proxy 3	30		
Fax	30	Proxy 4	30		
Federal state	40	Proxy 5	30		
First name	50				
Floor	10				

Using several data sources

For the phone book you can use one or multiple databases as data source. The databases are set up by your system administrator. You can specifically use all databases, the one-X Attendant database or other databases (name of database). You select the database you want to use via a combo box.

- **All**
to use all data sources.
- **one-X Attendant**

To use the one-X Attendant data source only.

- **Name of database**

To use a specific data source. The is name is specified by your system administrator. Please note that it is not possible to edit data from other data sources.

Search the phone book

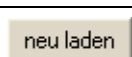
You can search the phone book for a record. You can determine the information to be searched. You can change the columns of the search mask.

You can widen your search to also find similar terms by configuring the [phonetic search](#) [[→ page 112](#)].

Place-holder	Description	Example	Results
%	Placeholder for any characters	%is	Searches for all words starting with any characters and then containing "is", e.g. Driscoll or Liszt.
_	Placeholder for any one character	_ish	Searches for all entries starting with any character and then containing "ish".
[character]	Placeholder for a certain character	M[ae][iy]er	Searches for all entries with Maier, Mayer, Meier or Meyer.
[character-character]	Placeholder for a certain string	[M-Z]owell	Searches for all entries starting with a letter from M to Z and then containing 'owell'.
[^c]	Placeholders for exceptions	M[^c]	Searches for all entries starting with M and not containing 'c' as second letter.

Proceed as follows to search for an entry;

1. Enter a search pattern in the corresponding field. The more characters you enter the more restricted the search. You can use placeholders. You can search for matches in multiple data fields. The fields can be selected using the Tab key or by clicking on them with the mouse.
2. Subscribers matching the search term are listed in the results window. You can change or delete an entry.
3. The events list shows how many records were found. In order to make viewing quicker, only 50 entries are shown at first. You can view the next records or all records.

	Loading and viewing the following 50 records
	Loading and viewing all records
	Reload records

4. If there are no subscribers matching your search criteria a message in red font appears saying "No entry found".

Dialling from Dataset

You can dial a subscriber with a dataset. Proceed as follows to call a subscriber.

1. In the dataset, double-click on the corresponding call number, e.g. Mobile 2. If you activate the dataset, the number "Business 1" is always dialled automatically.

2. The call number is dialled automatically and displayed on the calling card.

Creating a New Message in Outlook

You can create a new message with the dataset. Proceed as follows to create a new message.

1. Double-click an entry in the dataset, e.g. e-mail 1.
2. Outlook opens. A new message to the respective subscriber is created.

Opening an Address with the Browser

You can open an address with the dataset. This address must be entered in one of the fields Web 1, Web2 or Web3. The field name Web 1-3 may contain Web addresses or addresses located on your local hard drive. Proceed as follows to open a Web address.

1. Double-click an entry in the dataset, e.g. Web 1.
2. The browser opens. The respective subscriber's site is displayed.

Editing a Phonebook Entry

The Phonebook offers the following functions to edit data:

Create

Proceed as follows to create an entry.

1. Click **New**. The record shows empty fields.
2. Enter your settings.
3. Click **Save** to save your settings.

If you enter an external subscriber, you must enter the number with the area code (example: 0711 1358612). This also applies if the subscriber is located in the same area. The area code signals to the one-X Attendant application that this is an external subscriber.

Note: You can also include an **image** in the record:

1. While making your entry, click . A dialog box opens. Any images (.gif, .jpg, .bmp) which you had selected before will be shown as Thumbnails.
2. To be shown new images for selection click **New**. A dialog box opens. You can now select further images, which will also be shown as thumbnails.
3. Click the image which you would like to add to the record.
4. Click **Select**. The dialog will be closed and the selected image will be displayed.

Modify

Proceed as follows to change an entry.

1. Click an entry in the search mask or the dataset with the right mouse button. A context menu opens.
2. Select **Edit**.
3. Change the settings.
4. Click **Save** to save your entries.

Delete

Proceed as follows to delete an entry.

1. Click an entry in the search mask or the dataset with the right mouse button. A context menu opens.
2. Select **Delete**. You are asked if you want to delete the user.
3. Click **Yes** if you want to delete the entry. The entry is deleted from the phone book.

Changing Columns in Search Masks

You can customise the columns of the search mask. Proceed as follows to customise the columns.

1. Click a column header with the right mouse button. A context menu opens.
2. Select **Insert column**, **Delete column** or **Update column to**. You have to select the corresponding column before executing the **Insert column** and **Update column to** commands.

Saving Entry to the ITB of the OS33/13

You can save an entry of a dataset to the local ITB of the operator set. You can save a maximum of 1000 destinations for the operator set.

Proceed as follows to save an entry to the ITB.

1. Click **Change** in the dataset. You can change the entry.
2. Click **Destinations**. The field names of the call numbers are listed. The respective call number is displayed.
3. Select a field with a call number.
4. Click **Close**.
5. Click **Save** to save your entries.

Absence Display

The phone book shows the Outlook out of office reply for a subscriber.

The date, time and a text are displayed. The text field can accommodate up to 255 characters. In this text field, the first line of the Outlook absence display (i.e. up to the first [return] in the Outlook text field; maximum of 255 characters displayed) is shown. In the dataset and the subscriber properties, the text is displayed in four lines, but is just as long (maximum of 255 characters) because the width of the display is shortened.

Busy display

You can see in the phone book whether a subscriber is in a call or whether they are available. The *"Busy"* [[→ page 92](#)] column must be configured.

The *icons* [[→ page 73](#)] are the same as those used in the integrated phone book.

Delete Records

Allows you to delete all records in the one-X Attendant telephone book:

1. Go to Edit > Phone book > Delete data sets ...
2. You are prompted whether you really want to delete all the records from the one-X Attendant data source.
3. Confirm by clicking on the "yes" button.

Monitor operator positions (1st party)

You can provide information about the activities of other operator positions. You then use your operator position as supervisor position. The function **Supervisor position** shows you the following information for each operator position in your telephone system: position, name, profile, status, returns and call.

The information in the display is updated every 30 seconds.

The counters **Returns** and **Call** count sequentially from the point at which you start the supervisor position function. You may delete these counters at any time. Delete means reset.

In addition, the supervisor position shows the number of waiting calls, the number of operator positions, the date and the time.

Date and time show the moment at which the function was started.

Requirement

The function **Supervisor position** can only be used by a **Supervisor** user type. The relevant features must be set in the PBX for your operator position.

This feature can only be used with the one-X Attendant application.

Opening the Supervisor Display

You have to open the supervisor display before you can use your set as a supervisor set. Proceed as follows.

1. Select **Supervisor** from the **View** menu.
2. The **Supervisor Terminal** dialog opens.

Evaluate displays

The supervisor position display provides the following displays for each operator position connected to your PBX. These will be explained below.

View	Meanings
Station	Shows the number of the operator position.
Name	Shows the name of the operator position. The display only occurs with the server version of one-X Attendant.
Profile	Shows which work profile the operator position is using. The display only occurs with the server version of one-X Attendant.
Status	Shows the current status of the operator position. Icons indicate the status.
Returns	Shows the number of returned calls, e.g. after setting an operator set to night service.
Calls	Shows the quantity of all calls.

Supervisor Status Icons

The statuses are indicated with symbols. The following list shows the symbols and their meanings.

Icons and their meanings



The operator terminal is logged-off.



The operator terminal is logged-in and off-hook.



The operator terminal is signed-on to call distribution.



The operator terminal is signed-on to call distribution and off-hook.

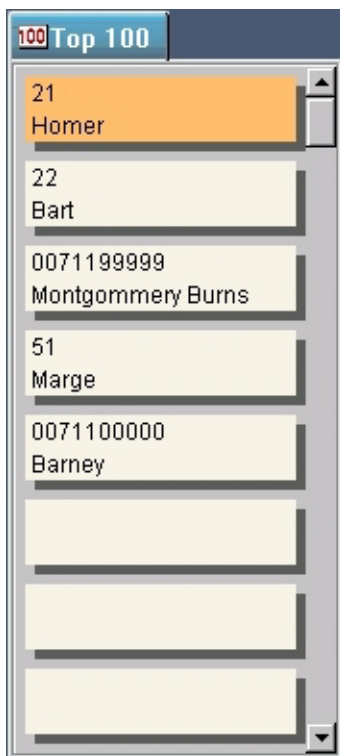
Deleting Counters

You can delete the Returns and Calls counters anytime.

1. Click the **Delete** button.
2. The counters are reset to zero.

Use top 100

When a user logs in, one-X Attendant automatically creates a list with a maximum of 100 entries, containing the most often dialed numbers.



Creating the Top 100

The Top 100 relate to the database.

A counter in the database counts how often a certain subscriber has been called. The subscribers in the Top 100 hit list are sorted according to frequency.

Please note that the Top 100 is not your personal list. If several operators work in one system the Top 100 are created across all users.

Opening the Top 100

You have to open the Top 100 before you can use it.

1. Select **Top 100** from the **View** menu.
2. The **Top 100** dialog opens.

Displaying Information on a Top 100 Entry

You can view additional information on an entry.

1. Click an entry with the right mouse button. A context menu opens.
2. Select **Display dataset**. The dataset opens with information on the entry.

Updating the Top 100

The Top 100 is updated upon login. But you can also update the Top 100 without having to log out and in again. Proceed as follows to update the Top 100.

1. Click an entry with the right mouse button. A context menu opens.
2. Select **Update**. The entries of the Top 100 are updated according to the database.

Display time zones

You can have as many international times displayed as you wish.

The display of the international times on one-X Attendant is digital.

Prerequisites

The international times must be configured in the work profile. A time difference with the local time is set for the international times.

Opening International Times

Proceed as follows to have an international time displayed.

1. Select the desired international time under **International time** from the **View** menu.
2. The time is displayed.

COS Changeover

You can change the programmed classes of service (COS) of certain internal subscribers.

Prerequisites

The **COS changeover (COSc)** function key must be configured on a hotkey or the key block. Your system engineer determines the individual changes.

COS Changeover

Proceed as follows for carrying out a COS changeover.

1. Use the **COS changeover** function. This initiates programming.
2. Click the buttons **COS ON** or **OFF** to change the COS. The subscriber is assigned the new setting.
3. End the function with the **Close** button.

VIP View

VIP view is another type of busy display.

The busy display always shows a group of consecutive numbers. However, for certain individuals (such as supervisors), you need a special display. You can use the VIP view for this purpose.



As on the busy display, in the VIP view, you can choose whether to display the terminals with their numbers or with the names of the subscribers. The entry from the "display name" field in the telephone book or the specified database is used.

If parts of the name are separated by a comma in this field, the entry will be shown on the key up to the comma.

Prerequisites

The VIP View must be configured by your responsible administrator.

The number of buttons can be set. It is possible to freely set which call number or name is assigned to which button.

The call numbers of the VIP View must be in the busy display.

Opening VIP View

You have to open the VIP View before you can work with it.

1. Select **VIP View** from the **View** menu.
2. The **VIP View** dialog opens.

VIP View status options

The following status options are available for a subscriber:

Button color	Status	Explanations
Gray	Available	The subscriber is free.
Yellow	Internally busy	The subscriber is on the phone with another internal party.
Red	Externally busy	The subscriber is on the phone with an external party.
Absence tool (WebAccess) (These status options are only displayed for logged in users/agents, but not for the hardware number.)		
Red bar at top right	Absent	
Absence with Outlook calendar (Absence is only shown for users who are logged in)		
Green bar at top left	avail.	
Cyan bar at top left	with reservation	
Yellow bar at top left	booked	
Red bar at top left	absent	
Absence with Lotus Notes calendar		
Green bar at top left	avail.	
Yellow bar at top left	booked	

Selecting VIP View Entry

You can call a subscriber via the VIP View. You can only use this function with the mouse.

1. Click an entry.
2. The call number is dialled automatically.

Connecting Subscribers

If you want to connect a caller with a subscriber of the VIP View you can use the mouse:

1. An external caller wants to talk to a subscriber of your PBX. The VIP View is open. You see that the subscriber is free.
2. Point to the Answer calling card with the mouse pointer. Keep the left mouse button pressed. The mouse pointer symbol changes to handset symbol.
3. Drag the symbol to the respective button of the VIP View. Release the left mouse button.
4. Caller and subscriber are connected.

Caller ID

The caller ID gives you information about additional calls pending on the operator set. You can display the number of waiting callers using the "Queue" feature button.

Overview

The preview shows the following information in tabular form:

1. Icon for the call type
2. Call type
3. Call number
4. Waiting time

The waiting time shows graphically and digitally for how long the call has been waiting. The graphic display shows a bar. After one minute the colour of the bar changes from green to yellow. The colour of the bar changes from yellow to red after the caller has waited for two minutes. The colour does not change again. Once you answer a call the colour of the bar is also shown on the calling card.

Opening Caller ID

In order to use the caller ID, you must open this view. Proceed as follows:

1. Select **Caller ID** from the View menu.
2. The Caller ID dialog box appears.

Answer Call

The preview is open and shows calls.

To answer any call (e.g. the call in third position) of the preview, double-click the entry.

Working with Containers

What is a container?

A feature is displayed as a tab in a container. A container within one-X Attendant is a window within the one-X Attendant work interface.

The following features appear as tabs in a container:

- Call list
- Preview

- Extended redial
- VIP view
- Busy display
- Bundle menu
- ITB list

Create container

You wish to create a new container. Proceed as follows:

1. Click the tab label. Hold down the mouse button.
2. Drag the tab onto a free area within one-X Attendant. A new container will appear, with the same name.

Working with Containers

You can create a new container, move a container and change the name of a container. You cannot create an empty container.

By using **Drag & Drop** it is possible to move a container's feature into another container.

Move container

You can move a container to any location within the one-X Attendant work interface:

1. Click the title bar of a container and hold down the mouse button.
2. Drag the container to any location within the one-X Attendant work interface and let go of the mouse button.

Moving Tabs

You would like to move a tab to another Container. Proceed as follows:

1. Click on the tab heading. Keep the mouse button pressed.
2. Drag the tab to another container. A new tab with the respective name opens.

Changing a Container Title

You would like to change the name of a container. Proceed as follows.

1. Click the system menu icon of the container. A context menu opens.
2. Select **Name of container**.
3. Enter a name.
4. Click **OK** to verify your settings.

Change container

You want to change to the next container. Proceed as follows:

1. Click the container's system menu field. A pop-up menu opens.
2. Select **Next**. The next container appears.
Alternatively: Use the Ctrl-Tab shortcut.

Configuration

This chapter will tell you about the following configuration possibilities:

Acoustic settings

On your operator set, you can set the volume of the handset, the speaker and the ringer, as well as the sound of the ringer. These settings apply to the operator set OS33.

All acoustic settings are saved by the operator set. These settings are no longer effective if the power supply of your operator set has been interrupted.

Simultaneous operation on the OS is not possible.

When you access the acoustic settings feature of the one-X Attendant application, they do not appear simultaneously on the operator set.

Because these settings are saved by the operator set, you can change the settings with the one-X Attendant application or on the operator set.

Changing the Acoustics

Please proceed as follows to change the acoustics settings.

1. Select **Acoustics** from the **Edit** menu.
2. The Acoustics dialog opens.
3. Configure the settings.
4. Click **OK** to save your settings.

Handset Volume



With this setting you can change the volume of the handset. You can set the volume between 0 and 3.

Speaker Volume



With this setting you can change the volume of the built-in speaker. You can set the volume between 0 and 7.

Ringer Volume



With this setting you can change the volume of the ringer. You can set the volume between 0 and 7. The altered ring tone sounds so you can check it.

Ringer Sound



With this setting you can change the frequency of the ringer. You can set the volume between 0 and 7. The altered ring tone sounds so you can check it.

Sound Card

The one-X Attendant application does not support a sound card. You cannot use your PC to make audible signals.

Change password

You can change your password anytime if you are a system engineer, supervisor or operator. The password must have six digits.

Proceed as follows to change or set the password:

1. Select **Change password** from the **Edit menu**.
2. The **Change Password** dialog opens.
3. Enter your old password.
4. Click **OK**.
5. Enter the new password. Use six digits.
6. Confirm your new password by entering it again.
7. Click **OK**. You have to use your new password the next time you log in.

Entering an Emergency Number

As a system engineer or supervisor, you can enter an emergency number or change it at any time. You can use up to 24 digits for the emergency number. The emergency number can designate an external destination (exchange) or an internal destination (PBX). You can dial the emergency number even when you are logged out. Note that only one emergency number is valid for the one-X Attendant application. The emergency number is independent of the user. With a 1st party connection, the emergency number is stored in the operator set.

Prerequisites

You must be logged in as system engineer or supervisor if you want to enter or change the emergency call number.

Enter the number

To enter the emergency number or to change it, proceed as follows:

1. Select **Emergency number** in the **one-X Attendant** menu under **Configuring**.

2. The Input Emergency Number dialogue appears.
3. Enter the emergency number.
4. Click **OK**.

Changing Fonts

For certain buttons, you can select the font type, style, and size. This enables users who require a larger font to read these buttons more easily.

The settings apply to the following buttons in the following dialog boxes:

- Hotkeys
- Key block
- VIP view
- Busy display

Font Properties

You can use the fonts (with their properties) installed on your PC.

Changing font size

To change font size, proceed as follows:

- Select **Fonts** under **one-X Attendant** in the **Edit** menu.
- The Setting the Button Label dialog appears.
- Select the desired specification.
- Click **OK**. The settings take effect immediately.

Note:

This setting does not apply to all windows and entries. Some fonts are controlled internally by Windows and only depend on the screen resolution.

V.24 Settings

The V.24 interface connects your PC with the OS33 operator set. The same parameters must be set for the V.24 interface on both devices.

Requirements

You must be logged in with user type "administrator" to be able to change the parameters of the V.24 interface of the PC. The first time that you use an operator position, you must check the V.24 interface parameters and set them accordingly.

Parameters

You can set the following parameters for the V.24 interface:

Baud Rate

Specifies the Baud rate of the V.24 interface on your PC. You may set a value chosen from the following values. 600, 1200, 2400, 4800, 9600, 19200, 38400

When operating together with the one-X Attendant, the operator set can work with a maximum Baud rate of 38400.

Data bits, parity and stop bit

Specifies the number of data bits, the parity and the stop bit of the V.24 interface. You can set these to "8, none, 1" or "8, odd, 1".

Protocol

Specifies the protocol which is being used. Only the V.24 protocol is possible.

Port

Specifies the V.24 port used by your PC. You can set a port.

Settings when logging in

You are starting the one-X Attendant application for the first time. Check the parameters of the V.24 interface.

1. Click on **Login**. The Log in user dialog opens.
2. Log in as administrator and enter your six digit password.
3. Click **OK**. A work profile will be shown. The V.24 settings button will only appear when you are logged in as administrator.
4. Click on the **V.24 settings** button.
5. Set the appropriate parameters.
6. Click **OK** to save your settings.

Changing parameters while one-X Attendant is being used

To change the settings of the V.24 interface, proceed as follows.

1. Select **V.24 settings** under one-X Attendant in the **Edit** menu. The dialog Service Provider - V.24 Parameters is shown.
2. Set the appropriate parameters.
3. Click **OK** to save your settings.

Configuring the Telephone Book

You can customise the phone book. You determine where and on which tab you want a field of the phone book displayed.

Overview data set

The telephone book shows four register cards in the data set. You can adapt the register card to suit your requirements. You can create, alter or delete new fields.

You can see the various register cards.

Connection

You can determine assignments for the following fields of the Connections tab:

- Two fields side by side on the calling card
- Six fields one below the other, left below the calling card
- Five fields one below the other, lower right

Person

You can determine assignments for the following fields of the Person tab:

- Eight fields one below the other, left
- Eight fields one below the other, right

City

You can determine assignments for the following fields of the Location tab.

- Four fields one below the other, upper right
- Six fields one below the other, lower left
- Six fields one below the other, lower right

Notes

You can determine assignments for the following fields of the Notes tab.

- Two fields one below the other

Not Configurable

You cannot change the tabs themselves. You can neither change the maximum number of fields on a tab nor their arrangements.

Phone Book Tabs and Fields

You can edit the tabs and fields of the phone book.

Opening the Phone Book

You have to open the phone book before you can edit tabs and fields. Proceed as follows.

1. Select **Configure** under **Phone book** from the **Edit** menu. The Phone Book dialog opens.

Editing Fields

The fields of the phone book are displayed as select windows. You can select a field. Proceed as follows.

1. Click a tab.
2. Select a field. The field name is shown on the field.

Zwischenkapitel

- [Create, alter or delete a field \[→ page 106\]](#)

Saving

You have to save the phone book after you have edited it. Proceed as follows.

1. Click **Save**. Your changes are saved. A dialog shows whether your configuration was saved successfully.
2. Click **OK**.

Finish Configuring the Phone Book

You can save your changes before you finish configuring the phone book. Proceed as follows.

1. Click **Finish**.
2. If you have changed the phone book you are prompted. You can save your changes (**Yes**) or not (**No**). Click a button. The phone book in configuration mode is closed.

Create, alter or delete a field

You can create, alter or delete the default database.

Fields are differentiated between RL types, structure types and statistic types. Structure types and statistic types are found together in the structure types register card.

RL Types are active types. This means that an activity is carried out with a double click. This can be either Select, Create New Message (with the default e-mail client), Open Contacts or Open Website.

Structure Types are passive types. A double click on such a field does not carry out an action. The structure types only serve as information.

Statistic Types are also passive types. A double click on such a field does not carry out an action. The statistic types only serve as information. They are an integral part of the database and cannot be deleted.

Proceed as following to create, alter or delete fields:

1. Select Edit > Telephone book > Fields ... in the menu
The configure telephone book fields dialogue appears. It displays the RL types, structure types or statistic types in a list under the appropriate Reiter name features.
2. Select the appropriate Reiter
3. Select the desired field
4. Only the field names can be altered in statistic types.
RL types and structure types can be added and deleted. You can alter their "Field Names". Structure types also contain a field description. This is simply a commentary field and can be altered as required.
5. If you alter a field name, then this name appears in the telephone book dialogue instead of the old name. This field name appears for selection when configuring the telephone book fields.
6. Click **OK** to store your details
7. You can return to the normal display via the button **Close**

Exporting a phone book

You can export the phone book so that the data from the one-X Attendant phone book database can be used in other applications. The one-X Attendant application exports the phone book in the format CSV. You can import the CSV format into other applications (e.g. Microsoft Excel) and then use the data. Two files are created during export, a CSV file and a TXT file.

Proceed as follows to export the phone book.

1. Select **Export** from under **Phone book** in the **Edit** menu.
2. Select a folder.
3. Enter a name.
4. To export the phone book, click on **Save**. Please note that, depending on the volume of data in the phone book, the export may take a few minutes.

Importing a Phone Book

If the phone book to be imported was exported from one-X Attendant, you do not need to read the requirements and can skip straight to the instructions described in steps 1 to 5 below.

phone book.

The following requirements must be met:

- You need the phone book in two files:
The phone book data must be stored in a .csv file (with a file name such as Importfile.csv). This must include the content of all fields (even empty ones) in quotation marks in the same order as in the column names file and separated by semicolons.
- The column names must be in a .txt file. The name of this file must be the same as that of the .csv file with "_ctrl.txt" at the end. So, using the example above: Importfile_ctrl.txt. The column names are listed without quotation marks and separated by semicolons. The values must have the one-X Attendant's own name.
- Be careful with modified or user-defined field names, these must have the same name in the import file as in your one-X Attendant!

How to proceed:

1. Select **Import** under **Phone book** in the **Edit** menu. The **Import file from ITB data** dialog opens.
2. You can choose whether existing records are replaced or whether the new records should be appended. Select an option.
3. Select an appropriate file for the import. Click  to select a file.
4. Click **Start** to start the import. Please note that depending on the volume of your data the import may take a few minutes. There is a bar which shows the progress of the import.
5. If a record is already in the phone book, you can select to not import it (**Ignore**), to not import all subsequent records which are the same (**Ignore all**), to replace the existing record (**Replace**) or to replace all records which are the same (**Replace all**). Fields email1-3, web1-3 and deputy have a special role. These fields must have the following format in the .csv file:
 "Displayvalue\$\$Address_of_Displayvalue@email.de\$\$" (or email@email.de), or.
 "Displayvalue\$\$www.Address_of_Displayvalue.de\$\$" (or www.address.de), or.
 "Displayvalue-Telno\$\$ \$\$Deputyname".

The data can also be provided without specifying the display value. The corresponding separator character between the display value and the actual entry is then also omitted.

Deleting data sets

You can delete all telephone book entries. More details can be found under [Applications](#) [[→page 92](#)].

Importing destinations

You can import destinations that have been exported from another profile.

1. Select **Edit > Telephone book > Destinations > Importing** .
The **Import Destinations** dialogue appears.
2. You can choose whether to remove existing destination or add new destinations. Select the desired option.
3. Click on .
4. Select the desired import file and click on **Open**.
5. Start the import by clicking on **Start**.
A bar shows the import progress.

6. Confirm the "complete!" report after the completion of the import.
7. Close the import dialogue by clicking on **Cancel**.

Export destinations

You can export destinations in order to import these into other profiles.

1. Select **Edit > Telephone book > Destinations > Exporting** .
The **Export Destinations** dialogue appears.
2. Click on .
3. Enter the name of the file, under which the destinations should be stored.
Click on the **Store** button.
4. Start the export by clicking on **Start**. A progress bar shows the progress of the export.
5. Confirm the "complete!" report after the completion of the export.
6. Close the export dialogue by clicking on **Cancel**.

Absence management

As switchboard you can manage the absence of other subscribers. In addition, you can change the password of a subscriber. Each subscriber can also use absence management for themselves.

Note

Please note that the following instructions refer to an additional tool. You can use one-X Attendant to display the absence but not edit it however.

Requirements

The following prerequisites must be met if you want to manage absences.

- A modern browser is installed.
- The system administrator has installed the necessary components (Web server).
- Web server for one-X Attendant is operating
- **In addition, for absence management via Outlook:**
 - The absence info server must be installed for absence management via Outlook.

Absence Indicator

Absence is indicated by the network-wide busy display (NBD), the busy display, the ITB list, PUM (for a logged in user), the telephone book, the subscriber properties, and the VIP view. These indicate the date, time, and an out-of-office notice comprising up to 255 characters.

When entering an absence via the Web, the user can specify a start date and an end date for the absence. With absence management in Outlook, a user is absent until he indicates in Outlook that he is again present.

Start Absence Management

Proceed as follows to start the absence management. You need the forename, surname, telephone number and the password of the subscriber. Your system administrator can provide the name of the web server (NameWebServer).

1. Start a browser.

2. Enter the following address after `http:// NameWebServer:Port/one-X Attendantwebaccess/Login.jsp`.
As the port, enter the value entered by your system administrator under Config Tools (default = 21080). The entry is case-sensitive.
3. Enter the forename, surname, telephone number and password.
4. Click **Log on**. You can set absence and change the password.
5. Click on **Logout** to finish absence management.

Settings

Proceed as follows to set an absence.

1. The Absence Manager is open.
2. Enter date and time of the absence. Use the format dd.mm.yyyy HH:MM (day, month, year, hour, minute), e.g. 23.10.2001 10:00.
3. You can enter a message. You can use 255 alphanumeric characters maximum.
4. Click **Save** to save the absence.

Change Password

Proceed as follows to change the password:

1. The Absence Manager is open. Click Set password.
2. Enter the new password.
3. Repeat the new password.
4. Click **Set password**. The password is changed.

Setting absence - Outlook

As a subscriber you can enter your absence using Microsoft Outlook. Please refer to the chapter Requirements > [Requirements](#) > [Absence](#) [[→ page 108](#)].

The first line of the absence notice (up to the first [return] in the Outlook text field, up to a maximum of 255 characters) then appears in the one-X Attendant.

Please refer to the respective documentation for information on how to use Microsoft Outlook to enter absence

one-X Attendant WebAccess Admin Tool

This tool is used to reset a subscriber's password for access to WebAccess. It must be set up by your service engineer and appears with its own icon on your screen.

If a subscriber has forgotten their password, double-click the relevant icon on your screen (AbsenceAdmin tool). Please input the first name, surname and phone number of the subscriber. Then click on the "Find subscriber" button. If the subscriber is found, the button "Find subscriber" becomes disabled and the "Reset password" button becomes enabled. Please click on this. The password will be reset. The "Reset button" password will become disabled and the button "Find subscriber" becomes enabled again.

You can then access the subscriber via the WebAccess tool without having to enter a password. The subscriber also can now access their application without giving a password and can then assign a new password.

Select OS

You must select which operator set you are using and which software is loaded on it. You will find more detailed information on this under *Service and Diagnosis* [*→ page 156*].

Statistics

This chapter will tell you about possible statistical evaluations.

Statistics Data

To assess the workload of an operator, you can record and evaluate statistical data for a user.

Prerequisites for Creating Statistics

The Statistics option must be selected for a user if statistical data is to be generated. Please refer to the chapter [Editing users](#) [→ page 118] for how to select this option.

The following icon appears for the user on the right-hand side of the icon bar. This icon indicates to the user that the events are being recorded.



Recording Time

The statistics data is saved in the database for as long as the user is logged-in and the statistics option is active. Calls processed while the user is logged-out are not recorded.

If calls are active when you log in these calls are recorded. But times are recorded only from the moment you log in.

If calls are still active when you log out these calls are recorded. But only the times until logout are recorded.

Recording Interval

After each recording interval the recorded data is saved to the database. You cannot change the duration of this interval. The recording interval is 15 minutes. It cannot be set.

The first recording interval starts upon login. The last interval ends upon logout. The recording intervals are synchronised to full hours. Generally, as a result of this, the first and last recording intervals may be shorter than the set recording interval.

Prerequisites for Evaluating Statistics

You have to be logged in as system engineer or supervisor if you want to evaluate, delete or export statistical data.

Recorded Events

The statistics report records the following events for statistical purposes:

- User is active
- Pause
- Wait time until answer
- Conversation duration

All displayed events are calculated from these events.

Note

Active time is the time during which the user is logged in to the one-X Attendant but is not in "pause" mode.

Evaluation of a statistic

The following list displays how you should proceed when evaluating a statistic. This procedure should help you in evaluating a statistic for the first time.

Detailed explanations can be found on the following pages.

1. Start the configuration of the statistic by selecting **Statistic** in the **View** menu.
2. Select a user.
3. Enter a date.
4. Select a diagram (only histogram is possible)
5. Enter a time period.
6. Click **OK**. The statistic is shown in the chosen diagram.

Settings

You have to configure the settings before you can have statistics displayed.

Starting Statistics

You are logged-in as supervisor or system engineer.

1. Select **Statistics** from the **View** menu. The Statistics Configuration dialog opens.
2. Configure the settings.

Statistics Settings

You can determine the following settings for statistics.

User

All users with active statistics, that is recording data, are displayed. You can select a user.

Date

The statistics date is shown. The statistics is provided for the day if you select day as period. If you select week as period, the week including this day is displayed. You can enter any date. Use the dd.mm.yy (e.g. 13.12.01) format for the date.

Presentation

Currently you can have statistics presented only as a histogram.
A representation in form of a bar diagram is currently not yet implemented.

Period

You can select either day or week as period.

Period: Day

If day is selected, the time presented on the x-axis (horizontal) is divided into hours. The resolution is one hour. The day specified in the Date field is presented. You can limit the presented period for the day. You can further reduce the period e.g. to working hours 7:00 AM to 4:00 PM.

Period: Day

If week is selected, the time presented on the x-axis (horizontal) is divided into days. The resolution is one day. The week including the day entered in the date field is evaluated. You can select whether Saturday and Sunday are to be included or not.

Views

One-X Attendant offers you the facility to easily represent statistical data as a histogram or a bar chart.

...as histogram

The statistics data is presented numerically and graphically in the histogram. The evaluation is presented for the selected user.

Prerequisites

You have selected histogram as mode of presentation in the **Statistics Configuration dialog**.

Explanation of Display

Active time

The active time indicates how long the operator set was logged in without being in "pause" mode. This can differ from the time during which the operator set participated in the call distribution.

The active time is displayed numerically and graphically. A blue bar indicates the active time. The numerical display shows the minimum, maximum, and average values. The active time is the sum of the idle time and conversation duration.

Idle time

Idle time indicates how long the operator set was logged in to the call distribution without an established connection. The idle time is displayed numerically. The numerical display shows the minimum, maximum, and average values.

Waiting time

The waiting time indicates how long all calls waited before being answered. The waiting time is displayed numerically. The numerical display shows the minimum, maximum, and average values.

Conversation duration

The conversation duration indicates how long the user spoke. The conversation duration is displayed numerically and graphically. A red bar indicates the conversation duration. The numerical display shows the minimum, maximum, and average values.

x-axis (horizontal axis)

The x-axis is divided into hours or days, based on the time period setting. The active time and conversation duration data is displayed graphically for each unit.

y-axis (vertical axis)

The y-axis is based on the period setting for the day. For example, if you have set 7:00 AM to 4:00 PM as the time period, the y-axis represents 9 hours.

Changing the Configuration

You can change the configuration of the display.

1. Click the **Statistics** dialog with the right mouse button. A menu with the commands **Configure**, **Period day** and **Period week** opens.
2. You can **change the configuration** or select a **different period**. Click the respective command.

...as bar chart

This feature is not yet implemented.

Exporting Statistics

You can export statistics data if you want to use it with other applications.

Exporting Statistical Data

Statistics data must have been recorded for a user before you can use this function.

1. Select **Export** of the **Edit** command from the **Statistics** menu. The **Export Statistics** dialog opens.
2. Select a mode and enter the respective details. Enter the settings.
3. Click **OK**.
4. Enter a file name and select a folder.
5. Click **OK**. The data is exported. You can now import the data with another application.

Export Modes

The following modes are available for exporting statistical data:

All

All statistical data is exported. You do not need to make any further selections.

All within period

The statistical data for all users within the defined period is exported. Enter the period start and period end information. Use the dd.mm.yy format (e. g., 12.12.07) to enter the time period.

User

The statistical data for the selected user is exported. You can select a user. You cannot set the time period.

User within period

All statistical data of the user within a specific time period is exported. You can select a user and set a time period.

About the Export File

The export file contains the following entries.

Name

Shows the user name.

CounterID

Shows the event. Each event has an unambiguous identification number.

CounterID 0 stands for active time.

CounterID 1 stands for idle time.

CounterID 16 stands for waiting time.

CounterID 17 stands for conversation time.

Start

Shows the starting time of the recording interval. Date and time are given.

End

Shows the ending time of the recording interval. Date and time are given.

Number

Shows the number of events during the recording interval. The CounterID shows the kind of event.

Completed

Shows the number of events completed during the recording interval.

TotTime

Shows the total time of all events during the recording interval. The time is given in seconds.

MaxTime

Shows the longest duration of an event during the recording interval. The time is given in seconds.

MinTime

Shows the shortest duration of an event during the recording interval. The time is given in seconds.

Creating an Export File

The following list shows an example export file:

Name	Counter ID	Start	End	Number	Completed	Total-Time	Max-Time	MinTime
Switch-board	16	11.12.07 9:42	11.12.07 9:42	1	1	2	2	2
Switch-board	17	11.12.07 9:42	11.12.07 9:42	1	1	0	0	0

Name	Counter ID	Start	End	Number	Completed	Total-Time	Max-Time	MinTime
Switch-board	16	11.12.07 9:46	11.12.07 9:48	4	4	5	2	1
Switch-board	17	11.12.07 9:46	11.12.07 9:48	4	4	18	12	1
Switch-board	0	11.12.07 9:49	11.12.07 9:51	1	1	103	103	103
Switch-board	1	11.12.07 9:49	11.12.07 9:51	3	3	100	60	16
Switch-board	16	11.12.07 9:49	11.12.07 9:51	2	2	6	3	3
Switch-board	17	11.12.07 9:49	11.12.07 9:51	2	2	4	2	2
Switch-board	0	12.12.07 8:53	12.12.07 8:55	1	1	85	85	85
Switch-board	1	12.12.07 8:53	12.12.07 8:55	3	3	82	54	11
Switch-board	16	12.12.07 8:53	12.12.07 8:55	6	6	106	51	1
Switch-board	17	12.12.07 8:53	12.12.07 8:55	6	6	20	4	1

Deleting Statistics Data

The database stores the statistics data. It may make sense to delete the statistics data from time to time. This way you limit the storage space taken up in the database.

Deleting Statistics Data

Before deleting statistics data, you can export the data and save it as a file. In this way, you can take recourse to the data at a later time.

1. Select **Delete** of the **Edit** command from the **Statistics** menu. The **Delete Statistics Data** dialog opens.
2. Select a mode and enter the respective details. Enter the settings.
3. Click **OK**. You are asked if you want to delete the data.
4. Click **Yes**. The statistics data of the selected period is deleted. You cannot restore the data.

Modes for Deleting Statistical Data

The following modes are available for deleting statistical data:

All

All statistical data is deleted.

All before date

All statistical data before the specified date is deleted. Enter the date. Use the dd.mm.yy format (e.g., 12.12.07).

User

All statistical data for the selected user is deleted. Select a user.

User before date

All statistical data for the selected user before the specified date is deleted. Enter the date and select a user.

Editing users

In this chapter you will learn how to create users and which entries are necessary for them.

Starting User Administration

You can assign appropriate settings for each operator of the one-X Attendant operator set. Each operator is set up as a user in the one-X Attendant. Depending on the user type, this user can use various features of the application.

You can configure any number of users. However, only one user can be active at a time.

The one-X Attendant application is supplied with a default user called Avaya. You cannot delete this user.

After you have added a user, you can assign one or more [work profiles](#) [[→ page 125](#)] to this user.

Requirements

The following two conditions must be fulfilled in order for you to edit users:

- You must be logged on as a system engineer or supervisor user type.
Note: Temporary staff and the switchboard can only change the language, password, agent call number, "display topic" and the phonetic phone book search within their own user settings.
- You must be logged out of the call distribution.

Take account of the following restriction for a supervisor.

- A supervisor cannot set up or change any controllers.

A controller can set up and edit all user types.

Opening User Administration

Please proceed as follows to edit a user.

1. Select **User** from the **Edit** menu.
2. The Edit OS User dialog opens.

Creating Users

The following instructions show how to create a user. The instructions are intended to help you if you are creating a user for the first time.

Name and user ID must be unique.

Please refer to the following pages for details.

1. Open the **Edit OS User** dialog.
2. Click **Insert**.
3. Enter the user settings.
4. Click **OK**.
5. Click **Profiles**.
6. Assign one or more profiles.
7. Click **OK**.
8. Click **Close**. You have created a user with all necessary settings.

Closing User Administration

Please proceed as follows to quit editing users.

1. Click **Close**. The dialog is closed.
2. Changes are saved to the database.

Emergency user

Click on "Emergency User" in the "Edit OS User" dialogue. Here you can enter or delete name, ID and password.

User settings

The following information must be entered for every user.

- Name
- ID (identification number)
- Password
- Language
- Type
- Audible Signalling
- Statistics
- Signalling

The entries are explained below.

Name

You can use 18 alphanumeric characters for the name of a user. It is not case-sensitive.

Note:

With a third party connection, if the operator is also working as an agent in a connected CIE, the user name and the password for the one-X Attendant and CIE must be identical. Only then can the one-X Attendant user identify to both the one-X Attendant and the CIE.

Identification number (ID)

You can use a minimum of one digit and a maximum of five digits as a user identification number (ID). The identification number must be unambiguous. A number cannot be assigned twice.

Password

You have to enter a six-digit user password for a user.

Language

The language indicates the language used for the dialog boxes and menus of the one-X Attendant application and the operator set display. You can choose from among all of the languages that were selected during installation. If necessary, ask your system administrator if other languages can be installed.

Type

You can assign one of the following four types. Each type has different authorisations.

- System engineer
- Supervisor
- Operator
- Temporary staff

User Type Authorisations

The following table shows the authorisations of the different user types:

Authorisation	User type			
	System engineer	Supervisor	Operator	Temporary staff
Editing the integrated telephone book (ITB)	Yes	Yes	Yes	No
Editing the hardware settings	Yes	No	No	No
Editing work profiles	Yes	Yes	No	No
Changing the password	Yes	Yes	Yes	No
Creating and editing system engineers	Yes	No	No	No
Creating and editing supervisors	Yes	Yes	No	No
Creating and editing operators	Yes	Yes	No	No
Creating and editing temporary staff	Yes	Yes	No	No

Audible signalling, second call

You can set the audible signalling for the second call. You can choose from the following settings.

Additional calls are not signalled any more.

Signalling mode	Explanation
not audible	Signalling is indicated visually
Like first call	The set rings like in the first call. It is not possible to differentiate.
Buzzer once	short "beep"
Buzzer periodically	The "beep" is repeated in intervals until the call is answered

Statistics

Check this box for a statistical evaluation of the user's activities.

Signaling

By default, the one-X Attendant window automatically pops up in the foreground during a call and displays the call for you. This occurs regardless of whether you have minimized one-X Attendant or whether it is hidden behind your active window.

This automatic pop-up may disturb you if you are working with other applications in parallel with the one-X Attendant.

The Signaling window area contains the **With confirm** and **If minimized only** options, which you can use to control the behavior of your one-X Attendant during a call.

Selected Option	Behavior of the one-X Attendant during a call
None selected	Window always appears in the foreground.
With confirm	"Do you want to activate one-X Attendant?" prompt is displayed. One-X Attendant is only displayed in the foreground upon confirmation. </br>
If minimized only	Window only appears in the foreground if one-X Attendant was minimized beforehand. *)
With confirm and If minimized only</br>	"Do you want to activate one-X Attendant?" prompt only appears if one-X Attendant was minimized beforehand. *)

*) Please note that special settings must be made on your operating system for these options to work.

Focus Control of the Operator Window

With **Focus Control of the Operator Window** you can select from either **Standard** or **Advanced** parameters.

In the **Advanced** setting, the focus control behavior depends on the setting for the **Assign Mode** parameter.

If this mode is set to "**Passive**", then the focus goes to **End** on answer and the **End** function is activated by pressing **Enter** on the keyboard.

If this mode is set to "**Active**", then the focus goes to **Transfer** on answer and the transfer function is executed by pressing **Enter**.

[ENTER] in the search results in the telephone book

You can choose between standard default and extended.

Standard default:

If the "**Standard Default**" option field is activated and the focus of the results is not on the call number or a function field (i.e. e-mail; web...) then the primary call number of the selected subscriber is selected by pressing the [Enter] key.

Extended

If the "**Extended**" option is activated, then the primary call number of the selected call number is not selected by [Enter], when the field of "**Company**" or "**Department**" is activated, but the appropriate contents of the selected field are copied into the search line and a new search is started so that, for example, all employees of the "Sales" department are displayed.

If another field is activated like a call number or a function field, then the primary call number of the subscriber is selected on [Enter].

Independent of these settings, a selected value can be copied into the search line via the "**Ctrl-Shift-C**" key combination and a search for this value is automatically started.

Search result from the operator window

You can start a search from the operator window. If for instance you enter an "M", all subscriber entries whose names start with an "**M**" will be displayed from the selected list.

You can use these two option fields to select whether you want the display of the search results in the ITB or phone book.

If the option **TB** is chosen, then the focus changes with the search into the TB.

If the option **ITB** is chosen, the focus remains in the switching window.

Note:

The phone book only then shows the search results if the first two columns are configured so that they display the surnames and first names.

Busy display

Using the option field you can select whether the subscriber connected to the extension is also displayed via the busy display. If you move the mouse pointer over the busy display then you can see when there is a connection or call, **Connected with: Name or Call Number**.

Search Names

Default

Standard search with wildcards. [standard search](#) [[→ page 90](#)]

respect accents and umlauts

Normally when you search in the phone book "Québec" you will find also "Quebec" or "Qüebec". If you set this flag, then only the names with the absolute correct spelling are found.

with matching of X% (phonetic search)

The search in the phone book can be extended so that the search terms do not have to exactly match the letters entered. This may be useful for instance when you are not sure of how the surname of the person being searched for is written.

You can extend the level of overall matching from 100 percent to any value below. The 100% setting corresponds to the standard search, where you can also use wild cards.

Note:

Please test various settings so that you can optimize the scope of the search results to your requirements.

Agent phone number

If in a 3rd party connection, the operator is also working as an agent in a connected CIE, enter the agent phone number assigned in the CIE.

Show topic

When the topic of a call should be shown in the calling card of a caller instead of the call type, select the control box **Show topic**.

Note:

When there is a call to a topic, the search in the phone book is only for entries which also have had this topic entered. Entries without this topic will not be found.

3rd party tape button (3rd party connection only)

If the option **show tape button** is checked, the „tape“ button is shown in the toolbar.
If the option **show OAD** is checked, a small view is added to the toolbar containing the current contrahent number. This number view may be configured **visible** or **hidden** (completely invisible for the user).

Inserting, Editing, Copying or Deleting other Users

As a user of the respective type you can **insert**, **edit**, **copy** or **delete** other users.

Please note the possibilities and limitations. An error message appears if the entries are incomplete.

Inserting Users

The Edit OS User dialog is open.

1. Click the **Insert** button. The OS User dialog opens.
2. Enter the settings.
3. Click **OK** to save your settings.

User, edit

Please note that you cannot edit your own name and identification number.
The Edit OS User dialog is open.

1. Select a user.
2. Click the **Edit** button. The OS User dialog opens.

3. Change the settings.
4. Click **OK** to save your settings.

User, Copy

The following settings are copied when you copy a user.

- Type
- Statistics
- Audible signalling, second call

The Edit OS User dialog is open.

1. Select a profile.
2. Click the **Copy** button. The OS User dialog opens.
3. Enter the settings.
4. Click **OK** to save your settings.

Deleting Users

As a supervisor, you cannot delete any system engineer-type users. The Avaya user cannot be deleted. Moreover, you cannot delete an active user.

The Edit OS User dialog box is open.

1. Select the user to be deleted.
2. Click the **Delete** button. You are prompted.
3. Click **Yes** to delete the selected user. The user is deleted.

Assigning Work Profiles

A profile determines all settings of the operator terminal for switching purposes. You can assign one or more work profiles to a user. The user can select one of the assigned profiles during login.

Displaying Work Profiles

The Edit OS User dialog is open.

1. Select a profile.
2. Click the **Profiles** button. The Work Profiles User dialog opens.
3. The available profiles are displayed. You can assign profiles to the user.

Assigning or removing

The Work Profiles User dialog is open.

1. Select a profile.
2. Click the >> button to assign a profile or the << button to remove a profile.
3. The profiles appear in the respective box.
4. Click **OK** to save the assignments.

Work profiles

This chapter describes how to edit work profiles. It also explains which settings you can adjust.

Configuration of the work profile menu

For editing work profiles, the one-X Attendant offers a different dialog to that in switchboard operation. Please first become familiar with the menus, commands and buttons before you edit a work profile.

Prerequisites: Work Profile

The following two prerequisites must be fulfilled in order for you to edit work profiles:

- You must be logged on as a system engineer or supervisor user type.
- You must be logged out of the call distribution. Note that you will continue to receive operator calls.

Opening

To edit a work profile, proceed as follows:

1. From the **Edit** menu, select the **Work Profiles** command, followed by **Edit**. The **Edit Work Profiles** and **Avaya one-X Attendant - Edit Work Profile "Name of Work Profile"** dialog boxes are displayed.
2. You must select a work profile before you can edit its settings.

Title bar

The title bar shows the icon and the name of the dialog. The title bar also shows the name of the work profile.

Menu bar

The menu bar shows the menus.

Toolbar

The following schematic illustration shows a tool bar.



The tool bar provides the following buttons for frequently required functions of the work profile:

Button	Function
	Busy display and VIP view

Button	Function
	Switching options
	International times
	Subscriber properties
	Destinations
	Functions
	Hotkeys
	Key block
	End profile editing
The following symbols will be displayed in addition with a 1st party connection:	
	Macros
	When an OS33 is connected, the key occupancy of the OS33 opens under this button
	DSS module 1
	DSS module 2

Status bar

The status bar shows the following data from left to right.

- Information about the current command
- User name
- Work profile
- Date
- Time

Menu Structure of the Edit Work Profile dialog

The following tables show which commands can be found in which menu.

Menu bar

The menus of the menu bar are shown below.

Work profile Edit Help

Commands of the Work Profile Menu

The following table shows the commands and functions of the work profile menu.

Command	Function
Select	Displays all work profiles You can select a work profile.
Save	Saves the changed settings of a work profile.
Exit profile editing	Exits editing of a work profile
Exit	Closes the one-X Attendant application

Commands of the Edit Menu

The following table shows the commands and functions of the Edit menu.

Level 1 Command	Level 2 Command	Function
Key assignment	Destinations	Shows the destinations.
Key assignment	Hotkeys	Shows the key block assignment.
Key assignment	Default key assignment	Reconverts the adjusted operator set to the default key assignment.
Busy display	-	Shows the configuration of the busy display.
Switching option	-	Shows the switching option.
International time	-	Shows the configured international times.
Subscriber properties	-	Shows the subscriber properties.
Key assignment	Macros	Shows the created macros. You can create macros and change them.
Key assignment	OS	Shows the key assignment of the operator set.
Key assignment	DSS module 1	Shows the key assignment of the DSS module 1.
Key assignment	DSS module 2	Shows the key assignment of the DSS module 2.
Key assignment	Overload display	Switches overload display 1 on or off.
Key assignment	Function	Shows the possible functions.
Key assignment	Layout OS33	Exclusive selection modifies interface.
Font size	-	Displays the font size for the label strips.
Label strips	-	Prints the label strips

Commands of the **Edit** menu with network-wide busy display and PUM

The following table shows the additional commands and functions of the **Edit** menu if you use network-wide busy display and PUM.

Level 1 Command	Level 2 Command	Function
Busy display	OS	Shows the configuration of the normal busy display.
Busy display	Network-wide	Shows the configuration of the network-wide busy display.
PUM	-	Shows the configuration of PUM.

Commands of the Help menu

The following table shows the commands and functions of the Help menu.

Command	Function
Index	Shows the index of the online Help.
Info	Shows information about the one-X Attendant application

Working with a work profile

The following functions and settings are specified in a work profile:

- Busy display and VIP view
- Switching options
- International times
- Destinations
- Functions
- Key assignment of the operator set
- Key assignment of DSS modules 1 and 2
- Overload display
- Hotkeys
- Key block

You can also print out label strips for the operator set. You can set the font size for the label strips.

Creating a Work Profile

The following list shows the steps you can take to create a work profile. You can use these as a guide the first time you create a work profile. International times are not taken into account in the listing.

For detailed information about each item, please refer to the following pages.

1. Open the **Edit Work Profile** dialog box.
2. Insert a new work profile.
3. Open the **Functions and Destinations** dialog boxes.
4. Open the **Hotkeys, keypad** dialog boxes.
5. Assign the destinations and features as required.
6. Configure the busy display and VIP view.

7. Set the switching options.
8. Assign the work profile to one or more users.
9. Save the work profile and all the settings.

Selecting a Work Profile

You can select, insert, copy, rename or delete work profiles. Each work profile has an unambiguous name. You can use up to 18 alphanumeric characters for the name. The name entry is case-sensitive.

Open work profile

In order to select a work profile you can either:

1. Select the following commands in the main dialogue in the **Edit** menu: **Work Profiles** and then **Edit**. The **Edit Work Profiles** dialogue is automatically opened.

Or if you are already working on a work profile:

1. Select **Selection** in the work profile menu.
2. A safety prompt follows after you have altered the current work profile.
3. Click on **Yes** to save your changes. The **Edit Work Profiles** dialogue appears.

Selecting a Work Profile

You have to select a work profile before you can edit its settings.
The **Edit Work Profiles** dialog is open.

1. Select the work profile.
2. Click the **Select** button. You can edit the settings of the work profile.

Inserting a Work Profile

You have to insert a work profile in the list before you can create a new work profile.

1. Click the **Insert** button.
2. Enter an unambiguous name for the new work profile.
3. Click **OK**. The new work profile is listed. Click **Select** to edit its settings.

Copying a Work Profile

You can use a profile already configured as the basis for a new one.

1. Select the work profile.
2. Click the **Copy** button.
3. Enter an unambiguous name for the new work profile.
4. Click **OK**. The settings of the selected work profile are copied. The new work profile is listed. Click **Select** to edit its settings.

Renaming a Work Profile

You can rename a work profile anytime.

1. Select the work profile.
2. Click the **Rename** button.

Deleting a Work Profile

You can delete a work profile anytime.

1. Select the work profile.
2. Click the **Delete** button. You are asked if you want to delete the data.
3. Click **Yes** if you want to delete the marked work profile.

Assigning Users

You can assign users to the selected work profile.

For further information please refer to the topic: [Assigning users](#) [[→ page 152](#)]

Closing Work Profile Editing

After you have made the changes close the Edit Work Profiles dialog.



1. Click  (**Close profile editing**) if you have completed editing work profiles.

Destinations, features, macros

You can assign destinations, macros (1st party only) and features to different keys:

- on keys of the operator set,
- on keys of the DSS module,
- on the keypad of the one-X Attendant,
- on the hotkeys of the one-X Attendant,

The assignment procedure is always the same:

1. [Open the list](#) [[→ page 130](#)] with the features, macros or destinations which you wish to apply to keys.
2. Open the dialog [which shows you the keys](#) [[→ page 131](#)] which you would like to assign.
3. [Assign the keys](#) [[→ page 131](#)].

Notes: The operator set can manage up to 1000 destinations. All the destinations can be managed by the user of the operator set with the electronic phone book.

Display possible key assignments

Proceed as follows to display all possible features or destinations:

1. Select Edit > Key Assignment > Functions (Destinations).
The selected dialog box opens.
2. Edit the required [destinations](#) [[→ page 132](#)] as necessary.

Note: The [destinations](#) [[→ page 131](#)] must be defined beforehand so that they appear in the dialog boxes.

Please refer also to [Creating macros](#) [[→ page 143](#)].

Displaying Key Fields

Open the dialog box displaying the required key fields:

1. For keys in one-X Attendant: Edit > Key assignments > Keypad (Hotkeys) or
For keys on the operator set or expansion module:
Edit > Key Assignment > OS (Expansion Module).

The selected dialog box appears.

Alternative access options and additional information can be found in the chapters on the [Keypad](#) [[→ page 133](#)], [Hotkeys](#) [[→ page 132](#)] and [Operator set](#) [[→ page 134](#)].

Assigning Features or Destinations

You can assign keys using a drag-and-drop operation:

1. Move the mouse pointer over the required entry in the list of features (destinations).
2. Click the entry and hold down the mouse left button.
3. Drag the symbol onto the desired key
of the operator set or expansion modules (only with 1st party connection), of the key block or hotkeys.
4. Release the left mouse button.
5. If you have selected keys 1-24, the **Change Label** dialog box opens. Enter an appropriate name for the function and confirm with **OK**.
6. The features or destination is assigned. The key now has a feature or destination associated with it.

Note:

- Ask the system administrator of your Communication Manager which features are set up in Communication Manager for keys 1-24. Only set up feature buttons if their meaning is entirely clear for the user.
- The [overview](#) [[→ page 42](#)] shows various particularly useful functions.

Changing Key Names

You can change the names of keys 1-24 at any time.

1. Right-click the key you want to rename.
2. From the context menu, select "Change Label".
The **Change Label** dialog box is displayed.
3. Change the name.
4. Confirm the new name with **OK**.

Determine data set as destination

You are only offered the data sets for key or hotkey programming, which have been determined as destinations.
Procedure:

1. Open the telephone book
2. Search the data set you want to determine as a destination.
3. Select the entry in the results list.
4. Click on to destinations.

This data set is offered to you as a destination ("Edit work profile" dialogue then Edit > Key Assignment > Destinations) on the menu "Edit".

Editing Destinations

You can edit destinations with the phone book.

1. To edit a destination double-click the entry or click the **ITB** button.
2. Please refer to the topic [Using the Telephone Book](#) [[→ page 87](#)] for how to select this option.

Deleting Assignments

You can delete a key assignment anytime.

1. Position the mouse pointer on the key.
2. Press the right mouse button.
3. Select **Delete** to cancel the assignment.

Or

1. Position the mouse pointer on the key.
2. Press the **Delete** key on your PC keyboard. The assignment is deleted.

Importing and exporting Destinations

You can import destinations that have been exported from other profiles. This is, for example, necessary if you also want to accept the destinations of this profile after a profile import.

Exporting

1. Open the menu Edit > Telephone Book > Export Destinations.
 2. Search for the file you want to export.
 3. Click on "Save".
- The destinations are stored and can now be imported into another profile.

Importing

1. Open the menu Edit > Telephone Book > Import Destinations.
 2. Search for the file you want to import.
 3. Click on "Open".
- The destinations are imported.

Editing Hotkeys

You can assign destinations or features to hotkeys. Certain hotkeys are defined by the operating system.

Displaying Hotkeys

There are two ways to open hotkeys.

1. In the **Edit** menu, select **Key Assignment** followed by **Hotkeys**. The hotkeys appear.
2. You can assign any features or destinations to the available hotkeys.

or



1. Click on the  button. The **Hotkeys** dialog box opens.

The hotkeys are arranged on a bar at the bottom of your one-X Attendant window. The figure below shows two example hotkeys.



Defining Hotkeys

In the basic configuration, the hotkeys already have important features. However, if you want to change these, you can simply drag other features to the required position using a drag-and-drop operation.

1. You have opened the hotkeys.
2. Open **Destinations** or **Functions** via **Edit, Key Assignment**, followed by the required feature.
3. Click a feature and hold down the mouse button.
4. Point to a hotkey and release the mouse button.

Example

A brief example of hotkey assignment:

1. Open the **Functions** window.
2. Drag the "Headset" feature to hotkey **F11** and release the mouse button.
3. You can now access the "Headset" feature quickly via hotkey **F11**.

Switching the Overload Display On

Level 1 of the overload display is switched on or off by right-clicking the hotkey F12.

Level 2 of the overload display, which is activated when a call is pending for more than 40 seconds or if there are more calls pending than there are operator desks, must be switched off from the PBX.

Configuring the Key Block

You can assign features or destinations to the key block. You can then use these features or destinations during switching operations.

You can configure the layout, i.e., the number of keys. For a user-friendly layout, you can leave some keys unassigned.

Opening the Key Block

There are two ways to open the key block

1. Select **Key Block** of the **Key assignment** command from the **Edit** menu. The key block appears.
2. You can configure the layout of the key block before you can assign keys.

Or



1. Click the button. The key block appears.

Determining Layout

You have to configure the key block layout. The Key Block dialog is open.

1. Click the **Key Block** tab with the right mouse button. The **Configure** button appears.
2. Select **Configure**. The **Configure Key Block** dialog opens.
3. Enter rows, columns and key space.
4. Click **OK** to save your settings. The key block with the defined layout opens.

Observe the following limits when setting the layout:

Number of rows

Determines the number of rows. You can set 20 rows maximum.

Number of columns

Determines the number of columns. You can set 20 columns maximum.

Maximum number of keys

The maximum number of keys is calculated by multiplying rows with columns. This number must not exceed 120.

Space between keys

You can define the space between the keys. You can select a value between 0 (no space) and 9 (highest value).

OS33 key assignments

You can determine the key assignment of the OS33 operator set and the DSS modules.

You can apply the same functions to the key assignment of the operator set and to the key block. In operation you can then choose whether you wish to use the function at the operator set or in the one-X Attendant application.

Operator set key assignment

Shows the key assignment for the current configuration of the OS33 operator set.

Open the operator set key assignment

In order for you to be able to assign the keys of the operator set, you must open the key assignment.

1. Click on the  button. The key assignment of the connected OS33 operator set is shown.

DSS module 1 key assignment

Shows the key assignment in the current configuration of the DSS module 1. There are 36 keys on a DSS module 1.

Open the DSS module 1 key assignment

In order for you to be able to assign the keys of the DSS module 1, you must open the key assignment.

1. Click on the  button. The key assignment of the DSS module 1 is shown.

DSS module 2 key assignment

Shows the key assignment in the current configuration of the DSS module 2. There are 36 keys on a DSS module 2.

Open the DSS module 2 key assignment

In order for you to be able to assign the keys of the DSS module 2, you must open the key assignment.

1. Click on the  button. The key assignment of the DSS module 2 is shown.

OS33 operator set standard assignment

The following table shows the standard assignment of the OS33 operator set. The standard assignment is supplied with the work profile called ospc.

+	EXT	HAL	WIE	ERN	INT	Ausloggen
-	GEB	PLA	Halten	Hall	PK	
			Anruf	Besetzt Anzeige	Akustik	
			Abfrage	Sprechzeug	Freisprechen	
			Überweisen	Telefonbuch	Laushören	
			Trennen	Setup	Tonruf	
			Intern	Gebühren	Anrufliste	
			Ende	Ami	Wahlwiederholung	
			ESC	CLEAR		
			<	^	>	
				v		
				OK		

Default Key Assignment

Each operator set has a default key assignment. The OS can be set back to the standard assignment using the menu sequence Edit > Work profiles > Key assignment > Default assignment and then selecting the menu option Default assignment.

Configuring the Busy Display

The busy display indicates which subscribers in your PBX are busy and which are free.

The busy display of the one-X Attendant application can be configured and can represent up to 1000 subscribers on one page.

In the one-X Attendant, individual pages of the busy display are represented on tabs.

Busy display OS33

The busy display of the operator set covers 10 pages.

Fifty subscribers are shown on each page.

Busy display one-X Attendant

The busy display of the one-X Attendant application can be configured and can represent up to 500 subscribers on one page. Ten pages will then be calculated for the operator set. You can set up ten pages as for the operator set.

In the one-X Attendant, individual pages of the busy display are represented on tabs.

Open the configuration of the busy display

There are two options to open the configuration of the busy display.

1. Select **Busy display** in the **Edit** menu. The dialogue window Configure busy display appears.
2. You can configure the busy display.

or

1. Click on the button . The dialogue window **Configure busy display** appears.

Numbers

For each required page of the busy display, you must enter the first number of the subscriber range.

The range for one page is calculated from the numbers/page setting.

For example, if you enter number 1100, and the numbers/page setting is 100, subscribers with numbers 1100 to 1199 are shown in the busy display.

Matrix

You can determine the following settings for the layout of the busy display.

Numbers/Page

Specifies how many numbers appear on one page of the busy display.

Up to 500 numbers can be displayed on one page. This setting is used to calculate the number of pages for the one-X Attendant application.

The formula for the number of pages shown in the busy display is as follows:

The number of pages is 1000 divided by **numbers/page**.

Columns/Rows

Specifies how many columns appear on one page of the busy display.

You can enter up to 100 columns.

The "numbers/page" setting must be divisible by "number of columns" with no remainder.

Options

You can set the following options for the busy display:

Display name

You can choose whether to display the number or name in the busy display. The name is only displayed if the integrated telephone book contains an entry with the number. If the name is displayed, the display name of the entry appears on the button up to the first comma.

Configuring the Busy Display

The Busy Display Configuration dialog is open.

1. First select the required options.
2. Define the matrix size. Select 100, preferably, for **numbers/page**. We recommend 10 as the number of columns.
3. For each page, enter the first number.
4. Use the **Tabulator (Tab)** key on your PC keyboard to jump to the next entry. The range is calculated automatically.
5. Click **OK** to save your settings.

Network-wide Busy Display

You can use the network-wide busy display to identify which subscribers of your PBX or another PBX in the network (subsystem) are busy or free.

You must configure the network-wide busy display according to your requirements.

Note

If you do not configure the network-wide busy display, a default setting will be used. This shows all the known numbers in one window. The quantity of numbers which will be displayed is specified in the one-X Attendant Config Tool.

Opening

Proceed as follows to open the network-wide busy display.

1. From the **Edit** menu, select Network-Wide under **Busy Display**. The **Network-Wide Busy Display Configuration** dialog appears.
2. You can edit the properties.

Properties

Matrix

You configure a matrix for the network-wide busy display. This matrix is sub-divided into lines and columns like a table. The maximum quantity of numbers in the matrix is calculated by multiplying the lines by the columns. The result must not exceed 500.

- *Lines*
Gives the number of horizontal lines represented. You can enter a maximum of 99 lines.
- *Columns*
Gives the number of vertical lines represented. You can enter a maximum of 99 columns.

Pages

You can configure a maximum of 20 pages. One page appears in the application as an index. You can specify the order of the pages.

- *"New" button*
Creates a new page.
- *"Properties" button*
You call up the properties of a page using the "Properties" button. You can use this dialog to additionally set the name of the page, start number (e.g. 75056000) and head number (e.g. 7505).
- *"Up/down" button*
You can use this to set the sequence of the pages.
- *"Remove" button.*
Deletes the selected page.

"Options" button

You can select the following display options under Options:

- *Display names*
The keys of the network-wide busy display will show the names of the subscribers instead of the numbers.
- *Display call diversion*
An call diversion symbol will be shown in addition on the keys of the subscribers who have activated call diversion.
- *Sorting*
You can specify whether sorting on the phone number matrix is by phone numbers, by names (with the "Display names" option enabled), or that no sorting will occur.
- *Expand pages dynamically*
If there are more phone numbers than fields present, the number of pages will automatically be increased.

"Reset" button

This button deletes all numbers from the matrix, sets the matrix to (0:0) and deletes all page definitions.

"Number list" button

Opens a dialog with a list of all the phone numbers configured in the network-wide busy display, together with the associated names.

"Load" button

Loads all programmed phone numbers of the one-X Attendant into the currently edited work profile.

"Sort" button

If you have switched the display from phone numbers to names, (under "Options"), then you have the facility to sort the display alphabetically. The sorting is only performed after you have pressed the "Sort" button.

If you have checked the control box "per page", all the phone numbers already configured in the network-wide busy display will be sorted per page. If the box is not checked, the sorting is done over all pages.

Hint:

An automatic sort is done also on login depending on the parameters under "options" and the "per page" control box.

"Fill" and "Fill all" buttons

In the phone number matrix, mark the cell where the "Fill" should start. With "Fill" all the following cells in this page will be written with values in sequence (+1).

"Fill all" proceeds with the filling process on all the subsequent pages.

In both cases any cells which already contain data will be overwritten.

Configuring

The **Net-wide Busy Display Configuration** dialog is open.

1. Define the size of the matrix.
2. Click **New**. A new page opens.
3. You can change the name of the page.
4. If you configure more pages you can determine their order with the **Up** and **Down** buttons. You delete a selected page with **Delete**.
5. Click a field of the matrix. Enter a call number in the free field.
6. Repeat the last step for all call numbers you want to configure.
7. Click **OK** to verify your settings.

Configure PUM

PUM shows which subscribers (agents) are logged into which telephone sets and which subscribers are absent at the time.

Opening

Proceed as follows to open PUM.

1. Select **PUM** from the **Edit** menu. The PUM Display Configuration dialog opens.
2. You can edit the properties.

Properties

Matrix

You define a matrix for PUM. This matrix is broken down like a table into lines and columns. The maximum number of cells in the matrix is calculated from the cells multiplied by the columns. This number should not exceed 100.

- *Lines*
Gives the number of (horizontal) lines represented. You can enter a maximum of 99 lines.
- *Columns*
Gives the number of (vertical) columns shown. You are able to enter a maximum of 50 columns.

"Reset" button

"Reset" deletes all the numbers out of the matrix, sets the matrix to (0:0) and deletes all the page definitions.

"Fill" and "Fill all" buttons

Mark the cell in the call number matrix, where "fill" should start. With "fill" all the following cells on this page are described with the sequential values (+1).

"Fill all pages" continues the filling process on all the following pages.

In both cases, cells that have already been allocated are overwritten.

Pages

You are able to configure a maximum of ten pages. One page appears in the application as a tab.

- *"New" button*
Produces a new page.
- *"Properties" button*
The name of the page can be amended.
- *"Up" / "Down" buttons*
Using these buttons you can decide the sequence of the pages.
- *"Remove" button*
Deletes the highlighted page.

Configuring

The PUM Display Configuration dialog is open.

1. Define the size of the matrix.
2. Click **New**. A new page opens.
3. You can change the name of the page.
4. If you configure more pages you can determine their order with the Up and Down buttons. You delete a selected page with Delete.
5. Click a field of the matrix. Enter a call number in the free field.
6. Repeat the last step for all call numbers you want to configure.
7. Click **OK** to verify your settings.

Configure VIP view

The VIP view is a section of the busy display.

You can set the size of the VIP view and configure the buttons as required.

Opening

The **Busy Display Configuration** dialog is open.

1. Click the **VIP View** button. The **VIP View Configuration** dialog opens.
2. You can define the matrix and configure keys.

Matrix Settings

You set a matrix for the VIP View. Like a table, this matrix is divided into rows and columns. The maximum number of fields of the matrix is calculated by multiplying rows with columns. This number must not exceed 500.

Rows

Shows the number of rows (horizontal). You can set a maximum of 99 rows.

Columns

Shows the number of columns (vertical). You can set a maximum of 50 columns.

Configuring Buttons

You need the subscribers' call numbers for the keys.

The call numbers must be configured in the busy display.

If you have checked the Display name option for the busy display, names will also appear in the VIP View. Please note that you have to assign a call number to every key. You cannot leave keys empty.

1. Double-click a field of the matrix.
2. Enter the call number.
3. Press **Enter**. The call number is shown on the matrix.
4. Enter a call number for each key.
5. Click **OK** to save your settings.

Edit time zones

You can define as many international times as you wish. Each defined international time can be represented in a window with the one-X Attendant application. You can specify a time difference for the international time.

Opening

There are two ways to open the international times display.

1. Select **International times** from the **Edit** menu. The **Edit International Times** dialog opens.
2. You can **insert**, **change** or **delete** international times.

Or



1. Click the button. The **Edit International Times** dialog opens.

Settings

You can specify the following settings for an international time:

Location name

The location name indicates where the displayed time is valid. The location name appears on the title bar of the International Time window. You can use up to 20 alphanumeric characters.

Time difference

The time difference is calculated using the plus/minus sign, the value given and the current time of your PBX. This time is displayed digitally in the International Time window. You can specify a time difference of between -23 and +23 hours.

Inserting and Changing

The International Times dialog is open.

1. Click the **Insert or Change** button. The Edit International Times dialog opens.
2. Enter name of location and time difference.
3. Click **OK** to save your settings. The international time is listed.

Delete

The Edit International Times dialog is open.

1. Select the international time to be deleted.
2. Click **Delete**. The international time is deleted.

Subscriber properties

You can specify the following properties as subscriber proprieties:

- **Automatic display**

You can specify whether subscriber properties are displayed automatically during a call.

Note: If the window "Subscriber properties" is already open in the background, it also remains in the background.

If you do not select this option, a user must open the subscriber properties manually.

- **Referencing**

You can specify whether to use "OAD" or "RAD if possible" for caller identification.

- **OAD**

OAD stands for Originating Address. OAD identifies the number of the calling subscriber.

- **RAD**

RAD stands for Redirecting Address. RAD identifies the number of the redirecting subscriber. It is used for identification purposes.

- **Side**

You can choose whether subscriber properties show properties of the answering side or properties of the active side.

- **Outlook contacts from**

For referencing contacts, you can either select the default folder for Outlook Contacts or enter an appropriate folder. Individual folders are entered according to their sequence and separated by pressing [ENTER].

For instance:

Public folder [Enter]

All public folders [Enter]
All possible

Opening Subscriber Properties

There are two ways to open Subscriber properties.

1. Select **Subscriber properties** from the **Edit** menu. The **Subscriber properties** dialog opens.

Or

1. Click the button. . The **Subscriber properties** dialog opens.

Calendar Function

If the feature is licensed and Outlook or Lotus Notes is installed on the one-X Attendant Client computer, you are either connected to the Microsoft Outlook calendar or the Lotus Notes calendar.

You will see the calendar symbol in the subscriber properties window at the side of the dataset. At the left-hand side of the calendar symbol you will see the text "Calendar:" Availability status. Depending on whether you are connected to Microsoft Outlook or Lotus Notes, the availability status can have different values:

Availability status Microsoft Outlook	Availability status Lotus Notes
avail.	avail.
with reservation	avail.
booked	booked
absent	booked

The displays of the availability status each refer to a period of "now + 5 minutes"

Creating macros (1st party)

You can use macros to conveniently group several functions in one key.

Restrictions

You can program a maximum of 29 functions or keys as a sequence to a macro key. You program macro sequences with drag&drop. You cannot use macros within macros.

You can save up to 50 macros.

You can change the order of the macro key sequence at a later time. Please note that you cannot change the name of a macro later.

Opening

There are two ways to open a macro.

1. Select **Macros** of the **Key assignment** command from the **Edit** menu. The **Macros** dialog opens.
2. You can **insert**, **change** or **delete** macros.

Or



1. Click the button. The **Macros** dialog opens.

Entries for macros

A macro consists of a name and a key sequence.

Name

A macro needs an unambiguous name. You can use up to 10 alphanumeric characters. The entry is case-sensitive. The name appears on a key once you have assigned the macro to the key.

Key sequence

The functions or destinations are shown in the order in which they are processed.

Configuring a Macro

In this example a macro to call the subscriber Glaser anonymously is created.

1. Open the dialogs **Destinations**, **Function** and **Macro**.
2. Click the **Insert** button in the **Macro** dialog. The Change/Create Macro dialog opens.
3. Enter a name for the macro in the name field.
4. Click a function, e.g. Anonymous.
5. Press and hold down the left mouse button and drag the function onto the Key sequence field. Release the left mouse button. The function is entered in the key sequence field.
6. Click a destination, e.g. Glaser.
7. Press and hold down the left mouse button and drag the destination onto the key sequence field. Release the left mouse button. The destination is entered in the key sequence field.
8. Click **OK** to save the settings.
9. You can now assign this macro to a key.

Changing the Key Sequence

You can change the order of the key sequence anytime. The Change/Create Macro dialog is open.

1. Select a key.
2. Press and hold down the left mouse button and drag the key to its new position. Release the left mouse button. The key is repositioned.

Deleting a Macro

You can delete keys of the key sequence anytime. The Change/Create Macro dialog is open.

1. Select the key to be deleted.
2. Click the **Delete** button. The key is deleted from the key sequence.

Editing Switching Options

You can set the following switching options:

- Call types
- Call Options
- Display
- Held calls
- Variants
- Assign
- Audible signal
- Outgoing Traffic

Only the "External line code (trunk code)" switching option is available with a 3rd party connection.

All the settings of a switching option will be shown in a tab.

Opening Switching Options

There are two ways to open the switching options.

1. Select **Switching options** from the **Edit menu**. The **Switching Options** dialog opens.
2. Click a tab to change the settings. You switch the tabs with the two direction buttons.

Or



1. Click the button. The **Switching Options** dialog opens.

Call Types

You can make the following settings with the **Call Types** tab.

Call Types

Your PBX distinguishes the following call types:

- External call
- Trunk request
- DID return
- DID call
- Direct call
- Cut-in
- Renewed call
- Charge call
- Hold call
- Internal call
- Emergency call
- Operator transfer
- CN DID
- CN operator call
- Universal answer
- Recall

Number of calls

With the call distribution version 1 you can determine how many calls may be pending for a certain call type. No more calls are assigned.

Answer Key

You can configure an answer key for each call type. You can then answer the defined call types with these answer keys.

Answer Keys

- EXT answer
- HOLD answer
- RECL answer
- RENW answer
- INT answer
- OTrA answer
- CHRG view
- O answer

Priority

You can set a priority for the call type. 9 marks the highest, 0 the lowest priority.

If e.g. an external call with priority 7 and an internal call with priority 1 are pending, the external call appears on the Answer-calling card while the internal call appears in the preview. The call with the highest priority is shown on the Answer calling card.

Call Options

You can make the following settings with the Call Options tab.

Return Call after Timeout

If a call is not answered during the defined period (0 to 999) in seconds, the call is returned to call distribution. If you enter 0 the call is not returned.

Night Service Time

If a call is not answered during the defined period (0 to 999) in seconds, the call is transferred to the night answering terminal. If no other operator terminal is participating in call distribution, the operator terminal is logged out. If you enter 0 the night service time is deactivated.

Automatic Answering

A call is answered automatically after the set period (0 to 99) in seconds. The user does not have to press the answer key.

If you enter 0 automatic answer is switched off.

Trunk Code Conversion

If you do not want a trunk code conversion you do not have to enter a digit. Active trunk code conversion analyses incoming call numbers.

If the first digits of the call number match the trunk code conversion number, these digits are replaced by the selection code.

The trunk code conversion number can have one or two digits.

Example:

1. A call with the number 094711 comes in. The first two digits (09) mark an incoming bundle.
2. You cannot call back if this number is entered in the call list.
3. You must have set the trunk code conversion 09 at the operator terminal.
4. The first two digits (09) match the trunk code conversion number. The digits are replaced with the selection code, e.g. 0.
5. The entry 04711 is written to the call list.

Call Distribution Version 1

Call distribution assigns as many calls to the operator set as have been configured during login.

There is no overload display.

Call Distribution Version 2a

The PBX assigns only one call at a time to the operator set.

The overload display informs the operator about all calls waiting at the PBX.

Call Distribution Version 2b

The PBX assigns one call plus terminal calls to the operator (the number of terminal calls can be set in the options). Terminal calls are: Direct call, Hold call, Operator transfer, CN DID, Terminal call and Recall.

Call Distribution Version 2c

Like version 2a, but with a different overload display. Call types that are not distributed via call distribution are always handled according to Version 1. This also applies if a different version is set.

Display

You can make the following settings with the Display tab.

Priority

You can set the priorities 1 to 7 for the options name, trunk, bundle, OS, SSD, diversion and call number.

You do not have to set a priority (no entry).

Preview

The Name or call number display can be selected for the preview. The name is only displayed if a corresponding entry (ISDN number) exists in the ITB.

- Off
- Call number
- Name

Last 4 Digits for Charges

You can display or suppress the last four digits of the subscriber's number for the charges display.

The last four digits are marked with an asterisk (*) if suppressed.

Braille Module

If a Braille module is connected to the operator set you have to activate it.

The OS13 transfers the information to the Braille module.

Hold Calls

You can make the following settings with the Hold Calls tab.

Number

You can determine the maximum number of calls (0 to 9) that can be put on hold.

Return to CD upon Sign-off

You can determine whether calls on hold are returned to the PBX if the operator set is signed off.

CD stands for call distribution.

Return to CD after Timeout

You can define the time (0 to 99 seconds) after which hold calls are returned to the call distribution.

Return to CD upon sign-off must be enabled.

Return after 2 Minutes

You can set that hold calls are returned to the PBX after two minutes.

Extras

You can make the following settings with the **Extras** tab.

Tape Recorder on at Beginning of Call

A tape recorder can be automatically switched on at the beginning of a call.

Relay contacts of the V.24 interface of the operator set control the recorder.

Please pay attention to the settings for internal and external relays.

Tape Recorder off at the End of Call

A tape recorder can be automatically switched off at the end of a call.

Please pay attention to the settings for internal and external relays.

Simulating END Key for Answer

If you select **Simulate End key for answer**, the current connection is automatically released when you press the answer key.

Handset off when On-hook

You can choose whether the handset is switched **off** or **on** at the beginning of a call when the cradle switch is on-hook.

Speaker off on going Off-hook

You can choose whether the speaker is automatically switched off or not when you go off-hook.

Reporting

This option is needed for service purposes. Do not activate this function!

ETB-Win connected

You have to check this option if you want to use an electronic telephone book on your PC.

Sign-on

You can select that your operator set signs on to call distribution automatically upon login.

Assigning

You can make the following settings with the **Assign** tab.

Dial tone, Ringing tone, Busy tone

You can select whether these tones are audible during assigning or not.

Time monitoring

If time monitoring is active, a call can only be assigned to a subscriber after two seconds.

Assigning

passive:

The caller is waiting (gets an announcement) while you are assigning the call. You can announce the call.

active:

You keep connected with the caller while you are assigning the call.

Assign on Busy 2

You can switch Assign on Busy 2 on or off. This option will only be implemented for French sets. Always disable this option.

Audible Signalling

You can make the following settings with the Acoustic Signaling tab.

Monitor Ringing Tone

You can determine if the tone ringing is monitored. If the function is **active** a switched off tone ringing is switched back on after ten seconds.

Buzzer for Overload

You can switch the acoustic signalling for overload on or off.

Internal Relay

On the OS33 the settings have the following effect on the operator set:

- **off:** The Internal relay feature is disabled (old hardware default), only in this setting can the DECT headset be connected to the OS33.
- **Call:** The internal relay switches when there is a call (old hardware). Only in this setting can the older Ellipse headset be connected to the new hardware.
- **Day/night:** The internal relay switches upon signing on to and off from call distribution (new hardware: no function).
- **Tape:** The internal relay is used for tape control in the old hardware. The Tape key is enabled. Please note the specifications for the tape on the versions. In the new hardware, this setting has no function.

External Relay

The external relay of the T1 module can be programmed to switch as follows:

- **Off:** The External relay function is switched off (default).
- **Call:** The external relay switches upon a call.
- **Day/Night:** The external relay switches upon signing on to and off from the call distribution.
- **Tape:** The external relay is used to control the tape recorder. The Tape key is active. Please observe the settings for the tape recorder on the Extras tab.

Hold calls

You are able to set hold calls to be indicated by a reminder beep.

Outgoing Traffic

You can set the trunk code on the Outgoing Traffic tab.

Trunk Code

You set the selection code (0 to 99).

Automatic Seizure

You can select whether an internal or an external connection is initiated for automatic seizure.

DTMF transmitter

This function has a partial effect on incoming communication.

You can switch the DTMF transmitter on or off. When the DTMF transmitter is on you can send DTMF signals with the dialling keys. This is also the case for incoming calls. Thus, regardless of the assignment variant (active; passive), a transfer to the manual assignment page must take place via the assignment key.

You can set the DTMF transmitter so that it is automatically switched on at the beginning of a conversation. It is then only active for outgoing calls! You can switch the DTMF transmitter on or off with the setting by using the function key.

You can switch the DTMF transmitter on or off with the function key as long as it is not switched on due to preliminary settings. In this case, the function key has no effect. If the DTMF transmitter is switched on via the function key, then the setting is also effective for incoming calls (i.e. gate station).

Editing the Overload Display

The call distribution load or overload is signalled at the operator terminal with a two-level overload display.

Overload Display 1

Overload display 1 depends on the call distribution version. With version 2a and 2b:

The number of waiting calls (at the operator and the PBX) is signalled on the respective key if at least one call is awaiting call distribution.

With version 2c:

The number of calls waiting at the PBX (not the operator) is signalled on the respective key if at least one call is awaiting call distribution.

Overload Display 2

If a call has to wait longer than 40 seconds or if there are more calls in call distribution than operator sets are connected, this is indicated by an overload icon (Overload 2 !) on the answer calling card. On the operator set, the overload window appears instead of the international times.

Switching the Overload Display On or Off

You can switch overload displays for the answer keys on or off.

1. Select Overload display of the **Key assignment** command from the **Edit** menu. The overload displays are

switched on or off.

Printing labeling strips

The OS33 has 23 function keys which can be allocated by the administrator. Please refer to the OS33 Operating Instructions for further information. Labels can be inserted between the function keys of the operator set (label strips).

A maximum of 36 functions can be assigned on the DSS modules.

You can print out the label strips for the OS33 operator set and the DSS modules on your chosen printer under Windows.

The key functions are printed on the label strips. The strips must be cut out and placed in the recesses provided on the housing.

Adjusting the Font Size

You can adjust the font size for printing the labelling strip. The font size is given in millimeters. You can set the font size between 1 and 10 mm.

1. Select **Font size** from the **Edit** menu. The Options dialog opens.
2. Enter a font size. We recommend a font size of 5.4 mm.
3. Click **OK** to save your entry.

Printing Labelling Strips

Proceed as follows to print the labelling strips. Adjust the font size before you print.

1. Select **Labeling strip** from the **Edit** menu. The Print dialog opens.
2. Adjust the settings.
3. Click **OK**. The labelling strips are printed on a sheet (DIN A4).

Assigning Users

After you have edited the work profile you can determine which user can use it.

Displaying Users

The **Edit Work Profiles** dialog is open.

1. Select a profile.
2. Click the **Users** button. The Assign Work Profile dialog opens.
3. The available users are shown. You can assign users to the work profile.

Assigning or Removing Users

The Assign Work Profile dialog is open.

1. Select a profile.

2. Click the >> button to assign a user or the << button remove a user.
3. The user is displayed in the respective field.
4. Click **OK** to save the assignments.

Closing Work Profile Editing

The work profile settings are stored in the database.

You can save work profiles as you see fit or when you quit editing.

Please note that changes of a work profile take effect only after you logged out and logged back in.

Saving the Work Profile

You can save a work profile without closing the dialog. Use this function if you are making a lot of changes. Save the settings from time to time.

1. Select **Save** from the **Work profile** menu.
2. The work profile is saved. You can continue editing the **Work profile**.

Ending Editing of Work Profiles

When you quit editing a work profile you are asked if you want to save the settings. There are two ways to quit editing profiles.

1. Select **Quit editing profiles** from the **Work profile** menu. You are asked if you want to save the settings.
2. Click **Yes** to save your settings.
3. The work profile is saved. You can sign on to call distribution again.

Or



1. Click the button.

Service and Diagnostics

You can back up and reload the one-X Attendant database. You can import and export users and profiles.

Database

Once you have created all users and work profiles, you can back up the database and all entries. You can revert to this data at any time and restore the data. These functions help you to quickly and easily set up an operator position with the usual work profiles and users or for example if you reinstall the operating system. The file called ospcdb.db contains the complete database for one-X Attendant. You can use tools to back up the database while it is running and restore it when it is switched off. The appropriate tools are set up during the installation process.

Backing Up the Database

You can back up the database during operation. Proceed as follows:

1. Click **Start**.
2. Click **Programs**.
3. Click **Avaya**.
4. Click on **Avaya one-X Attendant**.
5. Click on **Back up one-X Attendant**.
6. If the backup folder does not exist, the following prompt appears: Directory does not exist. Create it. Acknowledge this prompt with **Y** (yes). The backup folder is created, and the database ospcdb.db is copied to the folder.
7. You can back up the ospcdb.db file to a data medium (such as a tape drive).

Restoring the Database

You cannot restore a database during operation. Proceed as follows:

1. Exit the database server.
2. Click **Start**.
3. Click **Programs**.
4. Click **Avaya**.
5. Click on **Avaya one-X Attendant**.
6. Click on **Restore one-X Attendant**. The database is copied.
7. Press any key.

Recording Messages

The operator terminal features a D channel reporter option for service purposes. All messages to and from the PBX can be recorded in a log file.

Prerequisites

The following conditions must be met if you want to use this feature.

- You have to be logged in as system engineer.
- You have to be signed off from call distribution.
- The Report option must be enabled on the Extras tab of the Switching options.

Starting Recording

Recording can be started at any time.

1. Select **D-channel reporter** under **one-X Attendant** in the **Edit** menu. The D-channel reporter dialog opens.
2. Enter a name for the file or choose a file.
3. You can enter a description.
4. Click **Start** to start recording.

Stopping recording

A recording which has been started can be stopped at any time.

1. Select **D-channel reporter** under **one-X Attendant** in the **Edit** menu. The D-channel reporter dialog opens.
2. Click **Stop** to stop recording.

Importing and exporting profiles

You can export and import work profiles and users. Because of this, you can set up work profiles and users for instance on a lap-top and use the work profiles and users on another PC with the one-X Attendant application.

Prerequisites

You have to be signed-off from call distribution if you want to export or import profiles and users.

Formats

The one-X Attendant application uses the XML format for the export and import of work profiles and users. XML means Extensible Markup Language. XML is a metalanguage for the definition of document types.

Exporting Work Profiles

You want to export work profiles. Proceed as follows:

1. Select **Export** of the **Work profiles** command from the **Edit** menu. The **Export Profiles** dialog opens. The configured profiles are listed.
2. Select the profiles to be exported or click **Export all**.
3. Click **Start export**. The **Save as** dialog opens.
4. Enter a name.
5. Select a folder.
6. Click **Save** to export the work profiles. The message Profiles exported successfully is displayed.
7. Click **OK**.

Exporting Users

You want to export users. Proceed as follows:

1. Select **Export** of the **Users** command from the **Edit** menu. The Export Users dialog opens. The configured users are listed.
2. Select the users to be exported or click **Export all**.
3. Click **Start export**. The **Save as** dialog opens.
4. Enter a name.
5. Select a folder.
6. Click **Save** to export the users. The Users exported successfully message is displayed.
7. Click **OK**.

Importing Work Profiles

You wish to import work profiles. Proceed as follows:

1. Select **Import** from under **Work profiles** in the **Edit** menu. The **Import profiles from XML file** dialog opens.
2. Double-click on the relevant file. A list shows the work profiles which can be imported.
3. Select a work profile.
4. Click on >>. If there is already a work profile with the same name, you must change the name of the work profile.
5. Repeat points 3 and 4 for all the work profiles to be imported.
6. To import the selected work profiles, click on **Import**. The work profiles will be imported. The message "Profile import was performed successfully" appears.
7. Click **OK**. You can use the work profiles in the one-X Attendant application.

Note: If you have imported a profile which contains destinations, these are not yet available in the imported profile. **Destinations must first be imported separately.** Without a separate import, all destinations will be lost during the first start of the imported profile!

Importing Users

You wish to import users. Proceed as follows:

1. Select **Import** from under **Users** in the **Edit** menu. The **Import users from XML file** dialog opens.
2. Double-click on the relevant file. A list shows the users which can be imported.
3. Select a user.
4. Click on >>. If a user with the same name already exists, you must change the name of the user.
5. Repeat points 3 and 4 for all the users to be imported.
6. To import the selected users, click on **Import**. The users will be imported. The message "User import was performed successfully" appears.
7. Click **OK**. The users are now available for use in the one-X Attendant application.

Select operator set

You must select the relevant type of operator set.

You will find the reference number and the type designation of the operator set on the underside, on the identification plate.

The software displays the idle display when it is in the logged out state.

If you select the incorrect type of operator set, the application and the operator set will **not** function.
If you wish to correct the setting, start the one-X Attendant application in offline mode.

Procedure

You must be logged out of the call distribution. To select the type of operator set, proceed as follows.

1. Select **Select OS** under **one-X Attendant** in the **Edit** menu. The Select OS dialog opens.
2. You will find the reference number and/or the type designation of your operator set on the underside on the identification plate. Select the relevant type.
3. Select the software version running on your operator set.
4. Click **OK** to save your settings.

Set address parser

The address parser is used to convert all numbers sent by a PBX, read from a database or entered by a user to a common, consistent format.

The converted numbers are saved to a shadow database, which is not visible to the user. The address parser is only used to uniquely identify a record from the telephone directory.

To perform this conversion, the address parser requires information on its own PBX number. You must enter the information on the Code Number tab.

The address parser is configured using the **one-X Attendant Config Tool**. This is installed at the same time as one-X Attendant is installed.

Notes

Please note the following points concerning the address parser:

- The address parser is only used to uniquely identify a record from the telephone directory.
- Only an administrator can enter or change the settings of the address parser.
- The address parser must be configured so that a record can be uniquely identified and the corresponding features in the one-X Attendant application (for example, subscriber properties) work correctly.

PBXs in a network

If multiple PBXs are connected together in a network, you will also need the Call Number Replacement tab. With the help of this information the one-X Attendant application can also identify a subscriber of a networked system when they are making an external call.

Call number replacement does not change the value of the number of a call. You must also specify the digits used in the search and what replaces them.

Open the number scheme and, on the Call Number Replacement tab, assign the PBX numbers to the node numbers. This replaces the PBX number of the external location with the PBX number of its own location and the node number of the external location.

If the numbering scheme is closed, you only need to specify the PBX number of the locations. This replaces the PBX number of the external location with the PBX number of its own location.

Code Numbers

When you enter an internal subscriber in the telephone book, the address parser adds the corresponding code numbers to the call number.

The converted call number is not visible to the user. The call number is stored in a shadow database. In the telephone book, the user always sees the call number in the form in which he entered it.

Call Number Substitution

You must enter the following for the data in the example.

From	To
+49697505	4971113586
PBX call number of the external location	PBX call number of own location

Example

PBX 1 in Stuttgart

Call number: +4971113586

Node number: 88

PBX 2 in Stuttgart

Call number: +49697505

Node number: 99

We are in PBX 1 in Stuttgart

If you now enter a subscriber from Frankfurt with the internal call number 991234 (99 is the node number for Frankfurt) in the telephone book, the address parser generates the following shadow call number:

+49 711 13586 991234

Country code Local network Local PABX Extension

Call number substitution settings

You must enter the following for the data in the example.

From	To
+49697505	+497111358699
PBX call number of the external location	PBX call number of your own location and node number of the external location

one-X Attendant Info

If you have any problems with the one-X Attendant, you can record all of the states of your computer by calling Start > Programs > Avaya > Avaya one-X Attendant > Avaya one-X Attendant Info and provide these to the Service department for use in checking your settings and applications.

If the path is not changed during installation, the program and the one-X AttendantInfo.bat application are installed under Programs\Avaya\Avaya one-X Attendant\.

The program creates a file (`OSPCInfllog.txt`) containing the relevant information in the root directory. You can send this file to your service technician.

Appendix

Some useful one-X Attendant shortcuts are given below:

Action		Shortcut
Switch containers		CRTL - TAB
Optimal column width in the C++ ITB (for blind users)		CRTL - [Num] +
Move window to the front (English):		
	Call list	CRTL - Shift - A
	Preview	CRTL - Shift - V
	Extended redial	CRTL - Shift - W
	VIP view	CRTL - Shift - P
	Busy display (if network-wide busy display is not installed)	CRTL - Shift - B
	Busy display - OSx	CRTL - Shift - O
	Network-wide busy display	CRTL - Shift - N
	PUM	CRTL - Shift - U
	Statistics	CRTL - Shift - S
	Telephone book (TB)	CRTL - Shift - T
	ITB list	CRTL - Shift - I
	Favorites	CRTL - Shift - R
	Top 100	CRTL - Shift - L
	Supervisor	CRTL - Shift - F
	Subscriber properties	CRTL - Shift - E
	Key block	CRTL - Shift - K
Move window to the front (language-independent):		
Operator window		CRTL - Shift - X or
		CRTL - Shift - Page Up
Phone book		CRTL - Shift - Page Down
Charges window		CRTL - Shift - 9
Telephone book:		
	Switch between search field, results list, and data set	CRTL - Arrow up/down

Action		Shortcut
	Switch to the data set in one step	CRTL - Shift - Arrow down
	Switch to the search field set in one step	CRTL - Shift - Arrow up
	Copy a value from the results list to the search field and search	CRTL - Shift - C
Clear the entire current search field		Shift - Delete
Clear all search fields (entire search mask)		CRTL - Shift - Delete
Execute a function (dial, send e-mail, etc.)		Enter
Perform switching in one step		Shift - Enter
Context-menu from the ITB (Braille)		
	Search	Menu - Key , then S
	Dial	Menu - Key, then W
	Dial and connect	Menu - Key , then V
	Add	Menu - Key , then E
	Change	Menu - Key , then Change
	Delete	Menu - Key , then L
Copy search criteria from the switching options window of the TB		CRTL - Alt - T

Abbreviations

Abbreviation	Meaning
CIE	Customer Interaction Express
CSV	Character Separated Values
Renew	Renewed call
ETB	Electronic telephone book
EXT	External call
CHG	Charge display
INT	Internal call

Abbreviation	Meaning
ITB	Integrated telephone book
Network-wide busy display	Network-wide busy display
OS	Operator Set
OSPC	Operator Set PC
PK	Pause Key
OP	Operator call
PUE	Operator transfer
PUM	Personal User Mobility
SVA	Smart operator set
HS	Headset
VIP	Very Important Person
VT	Call assignment
RCLL	Recall
WW	Redial
MTB	Main telephone book

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