



# Welcome to Aastra

**Thank you for choosing a product of an Aastra communication solution. Our product meets the strictest requirements with regard to quality and design.**

**The following user's guide will assist you in using the OfficeSuite. If you require further technical support or information about other Aastra products, please refer to our website or our Aastra 400 and Aastra IntelliGate DocFinder.**

OfficeSuite is a user-friendly CTI client that is ideally suited to a lively and work-intensive environment. CTI (Computer Technology Integration) designates the connection from telephone to computer systems.

OfficeSuite can not only be connected to a corded terminal but also to an additional, cordless phone or softphone. Moreover, it can switch over automatically to each of the terminals used.

With its contemporary design and clearly structured user interface OfficeSuite increases the possibilities offered by Office system terminals. A multitude of options and functionalities make for high-quality telephony at the click of a mouse.

OfficeSuite integrates perfectly into your PC work environment, supporting and facilitating efficient work in your busy business life. You can thus answer an incoming call while working on a document. With a Windows®-based CTI client you can make and manage your calls with comfort and ease.

## Managing calls with OfficeSuite

Be it for direct dialling, call follow-up through the journal, dialling using the hotkey, or the Notepad functions, OfficeSuite is a well thought-out agent and practical tool for PC-based professional call control and management.

This tool is not only meant for reception or office activities; it also aims at other people who have to handle a lot of phone calls. OfficeSuite offers a lot of options and functions, packaged in an appealing design with a clear, well-structured menu.

OfficeSuite has different functions and options that make call and information management still much easier: The call-management module, presence indicator and journal give you the best overview. Moreover, communication is facilitated by the address book service and presence profile. You can also configure your terminal to suit your imaginations and needs.

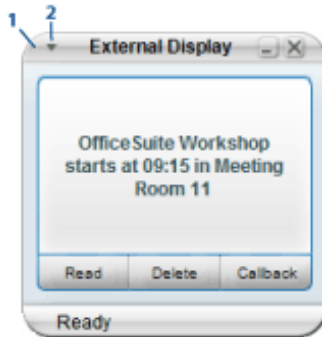
# Operating and display elements

## Telephony and dial pad operating elements



1	<b>Telephony window</b>	
2	<b>Display with row of symbols</b> Status display with symbols, current displays on telephone traffic	
3	<b>Foxkeys</b>	
4	<b>Call key</b> Set up / answer a call.	
5	<b>End key</b> <ul style="list-style-type: none"> <li>Ends a call.</li> <li>Exits input without saving and goes back to the idle state.</li> </ul>	
6	<b>Journal key</b> Opens call lists.	
7	<b>Phone book key</b> Opens phone books.	
8	<b>Footer (connection status)</b>	
9	<b>Context menu</b> Opens the context menu.	
10	<b>Dial pad</b>	

## External display operating elements



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### 1 External display

You can also display on your PC screen alarm messages displayed on your terminal display.

---

### 2 Context menu

Opens the context menu. ▼

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## External display settings

You can choose a different ring tone for each alarm message (for example alarm, urgent, message). Information is displayed on the terminal according to the defined priority. The priority settings are part of the display profile (see chapter "[Notification profiles](#)", page 86).

- ▼ Open the *External display* window using a window context menu > *Other windows* > *External display*.
- ▼ Open the context menu and select *Settings*.  
→ The *External display settings* window opens.  
Select the settings you want and click *OK* to confirm.  
→ The settings are stored.

## External display window settings

You want to adapt the external display window settings to your personal needs. All the setting possibilities are described in Chapter "Settings: Operation", page 15.



Open the context menu in the external display window and select *Window settings*.

Select the settings you want and click *OK* to confirm.

→ The settings are stored.

## Display symbols

New events such as a call in your absence, a new message or activated functions (e.g. Forwarding) are signalled on the display in the idle state by a symbol or a display text. Click the symbol to call up the corresponding information.

### Call forwarding display symbols



No forwarding, forward on busy or on no reply



Call Forwarding Unconditional



Destination: Voice mail



Destination: Operator



Destination: Cordless phone, mobile phone



Destination: Do not disturb

### Phone status display symbols



Available



Not available



Absent



Busy



Meeting

## Profile display symbols



No active profile



Profile activated



Activated profile with changes

## More display symbols



Missed (unanswered) calls



New text messages



New voice message



Redial



Microphone deactivated



Loudspeaker activated



Ring Alone activated



Ring Alone activated on another terminal



OfficeSuite symbol in the info area of the taskbar flashes red in case of new events (if you tick the *Timeout idle state* setting). Click the symbol; the log opens automatically.

# Security

## Safety Information

Failure to observe this information can be hazardous and infringe existing laws.

## User information

DocFinder for the Aastra 400 and Aastra IntelliGate communication platforms: [www.aastra.com/docfinder](http://www.aastra.com/docfinder)

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Your product is supplied with a quick user's guide, safety information and, where applicable, with other product-specific information.

The user's guide of the OfficeSuite is available as a PDF version and as online version. For the online version press the F1 key if needed.

These and all other user documents are available for download from the Aastra 400 and Aastra IntelliGate DocFinder as individual documents or as a documentation set. It is your responsibility to keep up to date with the scope of functions, the proper use and the operation of your product.

- Please make sure you have all the user documents required to operate your product efficiently and correctly.
- Make sure that the versions of the user documents comply with the software level of the Aastra 400 or Ascotel® IntelliGate® products used and that you have the latest editions.
- Always read the user documents first before you put your product into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the product.
- When handing over your product to others, make sure you enclose the relevant user information.

## Purpose and function

This product is part of the Aastra 400 and Aastra IntelliGate communication solution.

The software can only be launched if a communication server, configured accordingly, is detected.

OfficeSuite is always connected to a desk phone, cordless or mobile phone. Besides the wide variety of additional functions in its capacity as CTI client, the scope of functions of OfficeSuite basically corresponds to that of an Aastra system phone.

Aastra 400 and Aastra IntelliGate are open, modular and comprehensive communication solution for the business sector with several communication servers of different output and expansion capacity, a comprehensive telephone portfolio and a multitude of expansions. They include an application server for Unified Communications and multimedia services, an FMC (Fixed Mobile Conversion) controller for integrating mobile phones, an open interface for application developers and a multitude of expansion cards and modules.

The business communication solution with all its components was developed to cover in full the communication requirements of businesses and organisations, in a way that is both user- and maintenance-friendly. The individual products and components are coordinated and must not be used for other purposes or replaced by third-party products or components (unless it is to connect other approved networks, applications and telephones to the interfaces certified specially for that purpose).

### One number user concept:

Your system administrator can set up several phones for you that hold all the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phone you make your calls. The advantage is that you can always be reached under the same phone number, regardless of where you happen to be.

With Personal call routing and Ring Alone you can define where incoming calls shall be routed to (see chapter "[Activating personal call routing](#)", page 70 and "[Activating ring alone](#)", page 70). Your system administrator can set whether or not you are busy for further incoming calls (Busy if busy). You are still able to make further outgoing calls with the other terminals.

Call lists and contacts are available on all your phones and are automatically synchronised.

An announcement is signalled on all your phones which support announcement.

## **Protection against listening in and recording**

The Aastra 400 and Aastra IntelliGate communication solutions comprise features which allow calls to be monitored and recorded without the call parties noticing. Please note that these features can only be used in compliance with national data protection provisions.

## **Availability**

The availability of the softphone depends on a functioning PC with power supply, and the availability of the data network and the communication server (including OIP server).

## **Exclusion of Liability**

All parts and components of the Aastra 400 and Aastra IntelliGate communication solution are manufactured in accordance with ISO 9001 quality guidelines.

The relevant user information has been compiled with the utmost care. The functions of the Aastra 400 and Aastra IntelliGate products have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour. Potential hazards are mentioned in the relevant places in the user information. Liability for loss of profit shall be excluded in any case.

## Trademarks

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# Integration OfficeSuite


The following sections explain the necessary steps you need to take to comfortably integrate OfficeSuite in your everyday business life.

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## Starting OfficeSuite

OfficeSuite is installed by your system administrator so that it starts automatically whenever you start your PC. You can also start OfficeSuite manually by double-clicking the program icon  on your desktop. Contact your system administrator for more information.

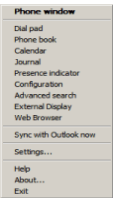
The system constantly checks whether the latest OfficeSuite software version is available. If not, the program is automatically updated.



### Starting OfficeSuite:

Double-click .

→ OfficeSuite starts up. The phone window appears automatically.



### If you are starting OfficeSuite for the first time (if not yet set up by your system administrator):

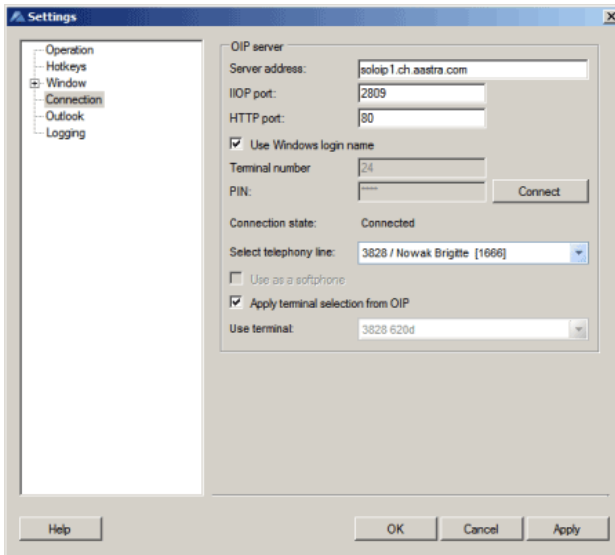
Right-click to open the context menu in the info area of the taskbar and select *Settings > Connection*.

Under *Terminal number* enter your user phone number.

Under *PIN* enter your user PIN.

Confirm with *Connect*.

→ OfficeSuite is connected with your phone.



### Note:

The *Connection state* shows whether connection has been set up correctly.

## Setting up OfficeSuite



Once OfficeSuite is started up, you can carry out the configuration using the OfficeSuite icon in the info area of the taskbar. Right-click to open the context menu and select **Settings**. Click **Apply** to confirm the modifications.

### Note:

OfficeSuite can be integrated into a Citrix or terminal server environment. If your OfficeSuite is integrated into a Citrix or terminal server environment, you will find this menu in the context menu of the telephony window > **Settings**. Contact your system administrator for more information.

You can carry out the following settings:

### Settings: Operation

- Select a *Language* or *System*; the language change (selected language or language of your system, if available) will take effect after restarting OfficeSuite.
- Under *Missed event ring tone* click  to open the list of available audio files. You can listen to the audio files with .
- Click the control box *Start automatically with Windows* to specify that OfficeSuite is to start automatically along with Windows.
- Tick *Idle state timeout* and indicate the period after which the status of OfficeSuite has to change to idle.
- Tick *Default application for "callto:" URLs*, so that "callto: URLs" are opened on websites with OfficeSuite. The phone number in the URL address is dialed directly.

### Settings: Hotkeys

Check first *Activate hotkeys* control box.

- Under *Open/close window* you can enter the key combination for all windows with which the corresponding window can be opened/closed when a key is pressed.
- You can specify a hotkey (e.g. F10 or Ctrl+End) for the three frequently used telephony functions *Dial selected number*, *Answer call* and *End call*. This allows you to conveniently end a call using your shortcut instead of clicking the End key.
- Select *Show/hide window* under *Hotkey mode* to open a window with the first hotkey and to close it with the second. Open a window using the hotkey with *Show window*.

## Settings: Window

The desktop properties of all the windows are stored here. Define:

- A *Main window* for OfficeSuite (default setting: phone window). The change will take effect after restarting the OfficeSuite. All other windows stick to this window. When you close or move the main window on the desktop, all windows are closed/moved.
- whether a window should automatically dock on to another window of OfficeSuite (*Sticky*),
- whether a window should be *always on top*, i.e. covering all the other applications
- whether a window should be completely opaque (*Opacity*) or whether other applications should be able to shine through.
- For *Phone*, *Journal*, *Presence indicator* (only hiding), *External display*, *Calendar* (only showing), and *Agent control* set whether auto-hide should then apply again to the window after a period, speed and display type defined by you. If you activate these features, the window is displayed only in case of new action, e.g. an incoming call. If you tick *Leave visible if mouse pointer is on window*, the window remains visible as long as the mouse pointer is on the window.
- Set the windows effects you want for *Phone*, *Journal*, *Presence indicator*, *External display*, *Calendar*, *Web browser*, and *Agent control*.

### Note:

If *Journal*, *Phone book* and *Calendar* are attached to the main window, the window settings for this main window are taken. You must first release the window again to be able to make individual settings.

## Settings: Connection

Your connection data for the OIP server, phone number and user PIN, which your office administrator has already set up, are stored here. If a corresponding OIP user is opened with the same name, you can activate the *Use Windows username* checkbox. The system then automatically selects the connected phone. If you have registered several phones in your OfficeSuite (example in twin mode), you can select the phone you want here. The selection is made according to the OIP user profile if you tick the *Apply terminal selection from OIP*. Contact your system administrator for more information.

### Note:

You may link OfficeSuite to all Aastra 400 and Aastra IntelliGate system phones.

## Settings: Outlook

### Local Outlook integration (Microsoft Exchange synchronization):

OIP supports the integration of an Microsoft Exchange server for directory synchronization. Moreover, for this local Outlook integration, personal Outlook address books are synchronized with private OIP directories, and configured public contact folders with the public OIP directory. Contact your system administrator for more information.

### Activate Outlook synchronization:

Activate the checkbox *Activate Outlook synchronisation* and answer the security question to set the synchronization settings between Outlook and OfficeSuite you want.

Select from the following settings:

- *Use Outlook profile*: Select the Outlook profile you want;
- *Synchronization period*: Synchronization period *Manual* or automatically after time;
- *Hotkey to launch synchronization*: Choose the hotkey you want.
- Synchronisation contents: *Synchronize calendar*, *Synchronize contacts*, or both. Tick *Include subfolders* to enable the synchronisation of all subfolders of the selected folder. Please note that only private folders can be synchronised.
- *Synchronization direction* (default settings: *Update Outlook data to OfficeSuite*), and if required the master in case of data conflicts;



#### Setting up synchronization:

Right-click to open the context menu in the info area of the taskbar and select *Settings > Outlook*.

1. Tick *Activate Outlook synchronization* to activate the synchronization between Outlook and OfficeSuite.
2. You can select the Outlook profile you want, depending on the user rights given to you by the system administrator.
3. Select the synchronisation settings you want and click *Apply* to confirm.  
→ OfficeSuite and Outlook will be synchronized according to your settings.



#### Starting the synchronization manually:

Right-click to open the context menu in the info area of the taskbar and select *Sync with Outlook now*.

→ Manual synchronisation of Outlook and OfficeSuite is now triggered.



#### Synchronization report:

Right-click to open the context menu in the info area of the taskbar and select *View sync report*.

→ Last synchronisation is displayed.

## Settings: Logging

You can specify the *Log level* for which a log file is to be written. Contact your system administrator for more information.

## Telephony settings

You can carry out your *Telephony settings* after starting your OfficeSuite:

### General:

- In the *Identify external numbers* tab you can set the system in such a way that external numbers are automatically recognised as external call numbers for an outgoing call. Use either the system settings (*Use system default settings*) or enter the number of digits you want (*Minimal external call number length*).
- If you tick *Display ACD information*, an external call coming in via an automatic call distribution system (ACD) is displayed.
- If you tick *Keep visible on active calls and call back expected*, the display remains visible.

### Audio:

In this tab, you can select the ring device, and the ring melodies for internal and external calls.

### Dialling by name:

- In this tab, highlight the phone books for the search and the number of search results.
- Check *Use name dialling*, if you wish to search or dial by names.



Open the context menu in the phone window and select *Telephony settings*.

#### General:

Select the *General* tab.


Select the settings you want and click *Apply* to confirm.



#### Audio:

Select the *Audio* tab.

→ Click  to open the list of available audio files.

→ You can listen to the audio files with .

Click *Apply* to confirm the selection.

#### Dialling by name:

Select the *Name dialling* tab.

Select the settings you want and click *Apply* to confirm.

## Calling via Aastra 2380ip

You wish to link OfficeSuite to Aastra 2380ip. Aastra 2380ip can be used to configure and deploy OfficeSuite as Softphone.

When your system administrator has set up your OfficeSuite and Aastra 2380ip, you can connect and use OfficeSuite together with Aastra 2380ip just like with any other phone (see Chapter "[Starting OfficeSuite](#)", page 14).

Perform all audio settings, such as media device, call output and volume, in Aastra 2380ip (See "Aastra 2380ip User's Guide" on the [Aastra 400 and Aastra IntelliGate DocFinder](#)).

You can start OfficeSuite after both applications are installed and configured. Aastra 2380ip opens automatically at the background. You can now make you calls comfortably via OfficeSuite and use all OfficeSuite functions.

**Note:**

You may link OfficeSuite to all Aastra 400 and Aastra IntelliGate system phones.

## Help

Should you have further questions - the OfficeSuite help offers you advice and assistance. Choice available to call the help:

**To call the help:**

Right-click to open the context menu in the info area of the taskbar and select *Help*.

→The *Help* window opens.

**To call the help in the menu:**

Press the F1 key if needed.

→The *Help* window opens.

# Journal

**The following sections explain how to maintain an overview and keep control of your calls, voice messages and text messages.**

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---

## Settings of the Journal

This section explains how to adapt the journal to suit your personal requirements.

### Settings

#### Visible tabs:

Under *Visible tabs* you can activate the call lists to be displayed.

Activate whether an entry is marked as read after a certain period, or when scrolling to the next entry.


#### Journal mode:

You can also set the *Journal mode* to *Permanent* (all calls are entered in the journal), *Dynamic* (calls are entered in the journal only if the application is open), or *Disabled* (calls are never entered in the journal).

#### Read entries:

Tick *Mark entry as read* and the entries you want.



Click on  in the telephony window.

→The *Journal* window opens.

Open the context menu and select *Settings*.

→The *Journal settings* window opens.

Select the settings you want and click *OK* to confirm.

→The settings are stored.

## Window settings

You want to adapt the journal window settings to your personal needs. All the setting possibilities are described in Chapter "Settings: Operation", page 15.

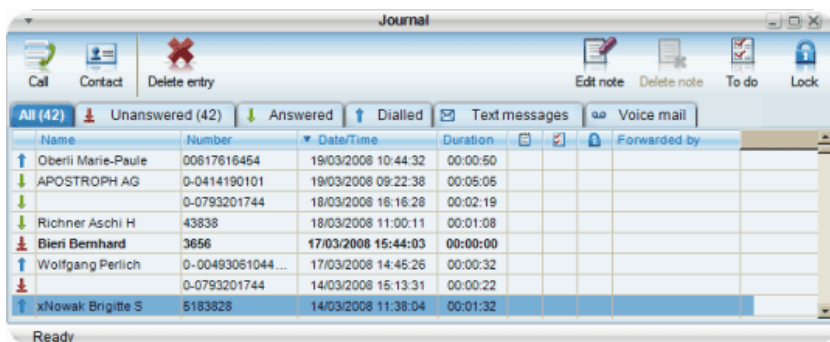


Open the context menu in the journal window and select *Window settings*.

Select the settings you want and click *OK* to confirm.

→The settings are stored.

## Display symbols



### Journal display symbols



Missed (unanswered) calls



Answered calls



Redial



Text messages



Voice mail



Lock



Note




Reminder

## Call lists

This section explains how to make calls via the journal.


### Call list of unanswered calls

You want to call someone who has previously tried to reach you.


Your OfficeSuite automatically stores the phone number of this user in a call list and the display reads . You can now call the person back using the journal.

The system erases all entries in the journal after a specific time (default setting 10 days). Contact your system administrator for more information. You can lock individual users if you do not want them to be erased from any of the lists.



Click on  in the telephony window.  
→The *Unanswered* tab opens and shows the list of unanswered calls.



**Or:**  
Click  in the phone window and select the *Unanswered* tab.  
→The list of unanswered calls is displayed.



**Call user:**  
Highlight the user and click *Call*.  
→The selected phone number is dialled.

**Note:**


All other available additional functions are described in Chapter "Additional functions in the journal", page 27.

### Call list of answered calls

You want to call back someone whose call you answered.

Your OfficeSuite automatically stores this user's phone number. You can now call the person back using the journal.



Click  in the phone window and select the *Answered* tab.  
→The list of answered calls is displayed.



**Call user:**  
Highlight the user and click *Call*.  
→The selected phone number is dialled.

**Note:**

All other available additional functions are described in Chapter "Additional functions in the journal", page 27.

## Redial

You want to call a person you have already called.

In the redial list your OfficeSuite automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this list.



Click on ↑ in the display.

→ The last phone numbers dialed are displayed.

**Or:**

Click ⇄ in the phone window and select the *Redial* tab.

→ The list of the last phone numbers dialed is displayed.



**Call user:**

Highlight the user and click *Call*.

→ The selected phone number is dialed.

**Note:**

All other available additional functions are described in Chapter "Additional functions in the journal", page 27.


## Text messages and voice messages

This section explains how to retrieve messages via the journal.

### Text messages

You want to read a text message you have received.




Click on  in the telephony window.

→ The *Text messages* window opens.



**Or:**

Click  in the phone window and select the *Text messages* tab.

→ The list of text messages is displayed.



#### Read text messages:

Highlight the user and click *Read text message*.

→ The text message opens.



#### Deleting a text message from the list:

Highlight the user and click *Delete entry*.

→ The text message is deleted from the list.


#### Notes:

- To find out how to compose a text message, refer to the Chapter "Functions in phone book", page 33.
- Chapter "Additional functions in the journal", page 27 explains all the additional functions still available to you here.

## Voice messages

You want to listen to a voice message you have received.




Click on  in the telephony window.

→The *Voice mail* window opens.



**Or:**

Click on  in the phone window and select the *Voice mail* tab.

→The list of voice messages is displayed.



### **Listen to voice message:**

Highlight the user, click on *Listen to voice mail* and select the media to play the voice message.

→Voice message is played back.



### **Deleting a voice message from the list:**

Highlight the user and click *Delete entry*.

→The voice message is deleted from the list.

### **Notes:**

- Chapter "Additional functions in the journal", page , Seite 27 explains all the additional functions still available to you here.
- To find out how to set a voice mail greeting, refer to chapter "Voice mail greetings", page 86.

## Additional functions in the journal

No matter the list on which you are, you can edit an entry as follows:

### Actions



#### Storing a user in the phone book:

Highlight the user and click *Contact*.

→The *Edit contact* window opens.



Complete the contact data and click *Save and close*.

#### Note:

Further information on phone book is given in Chapter "Phone Book Management", page 30.



#### Deleting a user from the list:

Highlight the user and click *Delete entry*.

→The user is deleted from the list.



#### Writing a note for a user:

Highlight the user and click *Edit note*.

→The *Edit note* window opens.

#### Note:

During a call you can also leave a note for this user and confirm with *OK*.



#### Deleting a note:

Highlight the user and click *Delete note*.

→The note is deleted.



#### Add follow up to user:

Highlight the user and click *Follow up*.

→This flag serves as a reminder (example: call back user).



#### Delete follow up:

Highlight the user and click again *Follow up*.

→Flag is deleted.



#### Locking a user:

Highlight the user and click *Lock*.

→The user is locked. This means that the user cannot be deleted from the system.



#### Deleting locking:

Highlight the user and click *Lock* again.

→Lock is deleted.

# Phone book

The following sections explain which phone books are available to you and how you can use them.

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## Settings of the phone book

This section explains how to adapt the phone book to suit your personal requirements.


The response time may vary greatly depending on the size and the number of phone books connected and selected.

### Settings

#### General:

Tick *Show also contacts without name entry*, if you also wish to display contacts for whom the name field has not been filled in.



Click on  in the telephony window.

→The *Phone book* window opens.

Open the context menu and select *Settings*.

→The *Phone book settings* window opens.

Select the settings you want and click *OK* to confirm.

→The settings are stored.

### Window settings

You want to adapt the phone book window settings to your personal requirements. All the setting possibilities are described in Chapter "[Settings: Operation](#)", page 15.



Open the context menu in the phone book window and select *Window settings*.

Select the settings you want and click *OK* to confirm.

→The settings are stored.

## Phone Book Management

**This section explains which phone books are available to you, how to create a new entry in the phone book and how to edit or delete an entry.**

### Available phone books

Communication inside the company becomes much more effective if telephony is integrated into the IT systems. The already existing directories, databanks and phone books can be used to make calls by name or to identify incoming calls (displaying names instead of just numbers) on all system phones.


There are communication server directories, OIP directories and external directories. All your communication system users are stored in the communication server directory. OIP (Open Interfaces Platform) is a software component that combines language with IT, thus telephony with computer applications and e.g. integrates phone books, Exchange contacts and Outlook calendar. OIP and communication server are synchronised on a regular basis. It is therefore sensible to display either the OIP or the communication server directories. OIP directories have a larger capacity; a contact can have several phone numbers; the OIP private phone book enables subfolders.

Depending on the system configuration and the phone books integrated by your system administrator, you can display various internal and external phone books.

- Communication server directories: *Public phone book, User directory, Network users*
- OIP directories: *Public phone book (OIP), User directory (OIP)*
- Microsoft directories: *Microsoft Active Directory*
- Standard data bases: *LDAP directory, JDBC/ODBC directory*
- External electronic directories: e.g. *TwixTel, DasTelefonbuch*
- Private phone books: *Private contacts, Private contacts (OIP)* including private Outlook contacts



#### Displaying phone books:

Click on  in the telephony window.

→ The *Phone book* window opens.

Highlight *All phone books* and right-click to open the context menu.

Select *Other phone books* and select individually the phone books to be displayed.

→ The selected phone books are displayed.

**Note:**

You can change the presentation of phone book entries with the *View* button between *List* and *Cards*.

**Hiding a phone book:**


Highlight the phone book you want, right-click to open the context menu and select *Hide phone book*.

→ The selected phone book is hidden.

## Editing Phone Books

You can only create new private phone books, and rename or delete them.



Click on  in the telephony window.

→ The *Phone book* window opens.

**Creating a new phone book:**

Highlight the private phone book you want, right-click to open the context menu and select *New phone book*.

Enter a name.

→ The new phone book is created.

**Rename phone book:**

Highlight the private phone book you want, right-click to open the context menu and select *Rename phone book*.

Enter a new name.

→ The phone book is renamed.

**Delete phone books:**

Highlight the private phone book you want, right-click to open the context menu and select *Delete phone book*. Answer *Yes* to the security question.

→ The selected phone book is deleted.

## Creating a New Phone Book Entry

You want to create new private contacts.

You can store private contacts in a private phone book only.

A contact can have several entries (phone number, address, e-mail). You can define one of these entries as default. Activate the checkbox  behind the entry.

For the System (communication server, OIP, Microsoft Outlook, TwixTel) to identify an external number it is recommended to store the number in canonical format (+Country Code (Region Code) Phone Number). You can store the phone number in one of the following formats:

- 0-004132655xxxx
- 004132655xxxx
- 9-004132655xxxx
- +41 (32) 655xxxx



Highlight the private phone book you want and click *New*.  
→The *Edit contact* window opens.



In the *General* or *Details* tab enter all the contact data you want and confirm with *Save and close*.  
→The data is now stored.

## Editing or deleting a phone book entry

You want to modify a contact stored in a private phone book.

You can only edit entries in a private phone book.



### Modifying a contact:

Highlight the contact in the private phone book and click *Edit*.  
→The *Edit contact* window opens.



Modify the contact data and confirm with *Save and close*.  
→The data is now stored.



### Delete contact:





Highlight the contact in the private phone book and click *Delete*. Answer *Yes* to the security question.  
→The entry is now deleted.

## Functions in phone book


This section explains useful phone book functions.

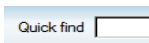
### Searching in phone book

You want to search a contact directly in one of the connected and selected phone books. You also have the following search possibilities in the phone book:

- Highlight the contact directly in the phone book you want.
- Click the right edge of the phone book window  or  the corresponding letters.
- **Quick find:** In the highlighted phone book enter the first letters of the name to find until the user you are looking for appears. Whether you must first enter the first letters of the first name or surname depends on how the contacts are displayed. Contact your system administrator for more information.
- **Search (Advanced search):** In advanced search mode you can limit your search with specific search criteria in order to obtain target search results. The search criteria are:
  - **Search:** in *Contacts* or *Journal entries* (if you opened the Advanced Search via the telephony window);
  - **Search in:** Select specific phone books by clicking ;
  - **Search text:** Enter a meaningful search text such as name or phone number. All fields will be searched if you do not specify any field constraints. If the fields are not displayed, click . The search text in the advanced search can contain any part of the stored contact.



Click  in the phone window and highlight the phone book you want or *All phone books*.



#### Quickdial:

In the *Quick find* window enter the first letters of the name to find until the user you are looking for appears.

#### Note:

For Quick find to be displayed, the size of the phone book window must be adjusted accordingly.



## Search (Advanced search):

Click *Search*.

→The *Advanced search* window opens.

Enter your search criteria and click *Find now*.

→The user or list is displayed.

### Notes:

- The search function is not affected by upper/lower case and special characters.
- You can also access the advanced search function through the context menu of each window.

## Calling from the phone book

You can make a call directly from the phone book or from an open contact.



Highlight the contact in the phone book you want.



Click *Call* and select the phone number you want.

→The selected phone number is dialled.

### Note:

For further information refer to Chapter "[Dialling from the phone book](#)", page 57.

## Sending message from the phone book

To find out how to send a message, refer to the Chapter "[Sending Messages](#)", page 69 .

# Presence indicator and Calendar

You can use the Presence indicator to view the telephony status (free, in a call) of a user and also his/her presence status (available, busy, meeting). You can also send text messages or make a call directly from the presence indicator.

Once you have carried out the synchronization settings you want, the OfficeSuite and Outlook calendars will be synchronized according to your settings. Define in that chapter where to complete your calendar entries.

In the presence indicator you can also configure your function keys and, if set up by your system administrator, your Line keys.

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## Presence indicator settings

These sections explain how you can integrate the presence indicator to your everyday business life for a quick overview.

### Settings


#### General:

*Show team keys:* The team keys programmed on the phone are displayed. If this option is enabled, manual settings are erased when next the presence indicator is started.

*Show ACD skills:* If a user is set as an ACD agent, the group members are displayed in an individual window.

Choose whether calls are to be indicated with a flashing presence indicator (*Flash on ringing call*) and ringing tone on/off (*Ringing tone off*).

You can adjust the *Item size*, for flexibility purposes.

Select the colour for the individual elements (user, function key, Line key) you want by clicking on the  colour field.

#### Note:

You can also disable the ringing tone for an incoming call, by opening the context menu of the corresponding user and clicking *Ring tone off*.



Open the *Presence indicator* window using a window context menu > *Other windows* > *Presence indicator*.



Open the context menu and select *Settings*.

→ The *Presence indicator settings* window opens.

Select the settings you want and click *OK* to confirm.

→ The settings are stored.

## Window settings

You want to adapt the presence indicator window settings to your personal needs. All the setting possibilities are described in Chapter "[Settings: Operation](#)", page 15.



Open the context menu in the presence indicator window and select *Window settings*.

Select the settings you want and click *OK* to confirm.

→ The settings are stored.

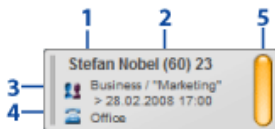
## Item field

The presence indicator shows at one glance which function or Line keys you have configured and which of your team partners or groups are currently available. The presence status of the users is indicated on the one hand by different colours for the user fields and on the other by the symbols of status.

For even greater clarity you can drag individual items directly onto your desktop.

The number of item fields is limited by the size of the presence indicator window.

### User:



1	<b>User name</b>
2	<b>User phone number</b>
3	<b>Presence state/Absence reason</b>
4	<b>User phone number definition</b> Indicates the call number (private, business number) on which a user can be reached.
5	<b>User status</b>
	<b>Position user fields</b> You can fix or adjust the position of the user fields.

### Function key:



The function key summary gives you an overview of the functions keys you have configured. The function key status is presented in various colours.

## Display symbols

### Phone status/Presence status display symbols



Making a call



Alerting



Connected



Conference



Available



Not available



Absent



Busy



Meeting



Unknown

### User phone number display symbols



Private



Office



Cordless phone, mobile phone



Voice mail



Conference



Do not disturb



Follow me



Forwarded

### Agent status display symbols



Pause



Wrap up time

### Colour display user status



Connected



Available



Absent



Busy, announcement



Meeting, conference



Not available

### Function key display symbols



Function



Function deactivated



Function activated

## Presence state

The presence indicator shows your current status. The subscriber status is set automatically depending on the destination or you change it manually.

In the presence indicator the subject of the appointment and the status are automatically displayed. Busy is displayed instead of the subject for calendar entries that are marked as private.

If you activate the reminder function, a reminder message is displayed on your phone if set accordingly. Calendar entries in Microsoft Outlook are also displayed on your phone as a reminder. This is particularly very useful with cordless or mobile phones, since appointments are also displayed while you are away.

The reminder message is displayed on the cordless phone if twin comfort mode is activated.

## Setting the presence state

You wish to specify your presence state manually.

For further information regarding presence state refer to Chapter "Presence state", page 81.



Open the context menu in the phone window and select *Set presence state*.

From the selection, select the *Presence state* and *Absence reason*, enter *Subject*, *City* and end time, then confirm with *OK*.

→ The settings are stored.

→ The corresponding symbol is indicated in the phone window display (see Chapter "Presence indicator settings", page 36). To obtain more details click the symbol once.

### Notes:

- If you enter the end time, this time is automatically entered in the OIP/Exchange calendar.
- You can also modify your own presence status by opening your user field context menu in the presence indicator and choosing *Presence*.

## Groups and items (Presence indicator)

These sections explain how to manage groups and items.

### Adding/deleting/renaming group

You want to add, rename or delete a (new) group.



#### Add group:

Open the context menu in the presence indicator window and select *Add group*.

Enter a new group name and confirm with *OK*.

→The setting is stored.

#### Rename group:

Select the group you want, right-click to open the context menu and select *Rename group*.

Enter a new group name and confirm with *OK*.

→The setting is stored.

#### Delete group:

Select the group you want, right-click to open the context menu and select *Delete group*.

Answer *Yes* to the security question.

→Group is deleted.

### Adding/editing/deleting users

You want to add new users to a group.

You can set the properties (*Name*, *Ring tone*, *Popup*, *Opacity*) individually for each user.

#### Note:

Users can be attached to several groups at the same time.

### Adding items:

Select the group you want, right-click to open the context menu and select *Add item*.

→ The *Item properties* window opens.

Select the *Presence* type, then the user and the settings you want and click *OK* to confirm.

→ The settings are stored.

### Editing properties:

Open the context menu of the user you want to change the settings; right-click *Properties*.

→ The *Item properties* window opens.

Select the settings you want and click *OK* to confirm.

→ The settings are stored.

### Deleting items:

Open the context menu of the user you want to delete; right-click and select *Delete item*.

Answer *Yes* to the security question.

→ Item is deleted.

## Adding/editing/deleting function keys

You want to add new function keys to a group.

You can set the properties (*Name*, *Hotkey*, *Popup*, *Opacity*) individually for each function key.

### Adding items:

Select the group you want, right-click to open the context menu and select *Add item*.

→ The *Item properties* window opens.

Select the *Function key* type, click *Edit* to select the function and settings you want, then click *OK* to confirm.

→ The settings are stored.

### Editing properties:

Open the context menu of the function key you want to change the settings; right-click *Properties*.

→ The *Item properties* window opens.

Select the settings you want and click *OK* to confirm.

→ The settings are stored.

### Deleting items:

Open the context menu of the function key you want to delete; right-click and select *Delete item*.

Answer *Yes* to the security question.

→ Item is deleted.

## Actions in the presence indicator

The following sections explain how you can make calls directly in the presence indicator.

### Making calls

Place the cursor over the user you want, to trigger any of the following actions.

#### Call:

Open the context menu of the user you wish to call; right-click or double-click *Calling*.

→The phone number is dialled.

#### Announcement:

Open the context menu of the user you want to address; right-click *Announcement to*.

→The announcement starts.

#### Callback:

Open the context menu of the user to whom you want to make a call-back request; right-click *Callback from*.

→Callback is activated.

#### Send text messages:

Open the context menu of the user to whom you want to send a text message; right-click *Send message to*.

→The *Text message* window opens.

Write your text message and confirm with *OK*.

→The text message is sent.

### Answering calls for another user

You can take another user's call, depending on the authorisation profile assigned to you by the system administrator.



Open the context menu of the user whose call you wish to take then click *Pick up from*.

→You are connected.

### Line Keys

This section explains the different options provided by your OfficeSuite, if your system administrator has assigned you one or more configurable keys as Line keys. Line keys turn your phone into a key phone.

A line has a number which can be used to make an external or internal call. One or usually several phones can be connected to this line, for example, in a travel agent's all the staff assigned to handling Europe as a travel destination. In the presence indicator you can see the status of the line key and are able to operate the line key.

### Settings

In the *Presence Indicator Settings* window you can carry out the settings that apply to all lines (individual line key settings see "[Adding/editing/deleting lines](#)", page 48).

Further information regarding the settings in the *General* is given in chapter "[Adding/editing/deleting lines](#)", page 48.

In the *Line hotkeys* tab choose the hotkey for each function by pressing one or two modification key (Alt, Ctrl, Shift) together with the letter, number or function key (F1-F12), or adapt the preset values.



Open the *Presence indicator* window using a window context menu > *Other windows* > *Presence indicator*.



Open the context menu and select *Settings*.

→ The *Presence indicator settings* window opens.

Select the settings you want and click *OK* to confirm.

→ The settings are stored.

### Window settings

All the setting possibilities are described in Chapter "[Settings: Operation](#)", page 15.

## Operating the line keys

Once you have carried out all settings, you have various possibilities to operate the line keys. For all variants you first have to activate the line with the appropriate hotkey or with single click. The bar left in the line field flashes shortly.

- Operating with hotkey, see chapter "[Settings: Operation](#)", page 15 and "[Settings](#)", page 36.
- Right-click to open context menu and select the function you want.
- Operating with double-click, e.g. *Seize line/Answer* with 1. double-click, *End call* with 2. double-click, *Unpark*.

## Personal key

If you do not want to phone via a line key, use your OfficeSuite as described in chapter "[Making and answering calls](#)", page 55.

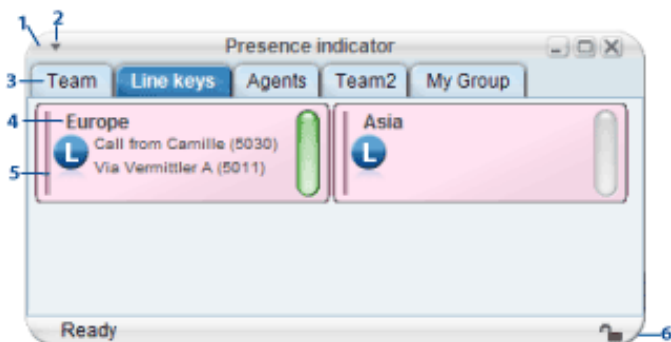
## Line key field

The presence indicator shows at a glance which lines are available and their status. The status of the monitored line is indicated on the one hand by different colours for the line fields and on the other by the symbols of status.

For even greater clarity you can drag individual lines directly onto your desktop.

The number of item fields is limited by the size of the presence indicator window.

## Line key:



1	<b>Presence indicator</b>	
2	<b>Context menu</b> Opens the context menu.	▼
3	<b>Groups</b>	
4	<b>Line name</b>	
5	Flashes when line is active.	█
6	<b>Position of line fields</b> You can fix or adjust the position of the line fields.	🔒 🔓

### Colour display Line key status

█	Connected (internally)	█	Connected (external)
█	Absent	█	Busy, announcement
█	Meeting, conference	█	Not available
█	Available		

## Groups and participants (line keys)

These sections explain how to manage groups and lines.

### Adding/deleting/renaming group

You want to add, rename or delete a (new) group.



#### **Add group:**

Open the context menu in the presence indicator window and select *Add group*.

Enter a new group name and confirm with *OK*.

→The setting is stored.

#### **Rename group:**

Select the group you want, right-click to open the context menu and select *Rename group*.

Enter a new group name and confirm with *OK*.

→The setting is stored.

#### **Delete group:**

Select the group you want, right-click to open the context menu and select *Delete group*.

Answer *Yes* to the security question.

→Group is deleted.

### Adding/editing/deleting lines

You want to add new lines to a group.

You can set the properties (*Name, Hotkey, Ringtone, Popup, Opacity*) individually for each line.

#### **Note:**

Users can be attached to several groups at the same time.

#### **Add line:**

Select the group you want, right-click to open the context menu and select *Add item*.

→ The *Item properties* window opens.

Select the *Line key* type, then the line and the settings you want and click *OK* to confirm.

→ The settings are stored.

#### **Editing properties:**

Open the context menu of the line you want to change the settings; right-click *Properties*.

→ The *Line key properties* window opens.

Select the settings you want and click *OK* to confirm.

→ The settings are stored.

#### **Deleting line:**

Open the context menu of the line key you want to delete; right-click and select *Delete item*.

Answer *Yes* to the security question.

→ Line is deleted.

## Actions (line keys)

### Answering a Call on a Line Key

You are called on one or more Line keys. The line key(s) flash green. You want to answer the call on one of the Line keys.

You decide which call you want to answer on which line key by selecting a line and answering the call with the appropriate operation (see chapter "Operating the line keys", page 45).



Select the line key you want and seize the line (*Seize line/Answer*) with double-click, your hotkey or via context menu.

→The line is selected.

### Phoning via a Line key

You want to make a call via a Line key.

You can make a call via any free Line key. Each Line key has its own phone number; in other words when you make a phone call you transfer the phone number belonging to the active Line key.



Select the line key you want and seize the line (*Seize line/Answer*) with double-click, your hotkey or via context menu.

→Line is automatically externally seized.

Enter the call number in the telephony window.

**Or:**

Search the call number for instance in the phone book and drop it on the line key you want.

→The phone number is dialled.

### Parking a call on Line key

You are connected with your call partner via a Line key and decide to park the call.

You can park your call partner on the current Line key.

**Park call:**

*Park* a call party using the context menu.

→ Call is parked.

**Note:**

While your call party waits on the line, you have "Do Not Disturb" and this line cannot be used for another call.

**To retrieve a parked call:**

*Unpark* a call party using the context menu.

→ You are now back through to the parked call partner.

### Switching active lines

You are in a call and want to answer a call on another Line key or make a call.

You can seize the line you want with double-click. The active call is automatically parked locally.

**Parking the call and switching lines:**

Double-click on the line you want.

→ The active call is parked. The call on the selected line is activated.

**To retrieve a parked call:**

Select line and retrieve call party with double-click, hotkey or via context menu.

→ You are now back through to the parked call partner.

### Further functions

Select the line you want, right-click to open the context menu and select one of the context-dependent functions.

## Configure line keys on terminal

### Setting the response of a line key on terminal

When your system administrator has set up the line keys, you can set the response of the line key.

You can choose whether you also want a ringing signal in addition to the flashing Line key when you receive a call on a Line key. You can configure a ringing delay for the ringing tone.

#### Note:

If you want to use a Line key under a configurable key of the Aastra M535 expansion key module, store this function on level 1.



In the configuration window select the *Terminal* dialogue field. If you have registered several terminals, highlight the terminal you want. Select the *Configurable keys* or *Expansion key module* tab.  
→The line keys are displayed.

#### Storing Line key:

Click on the line key you want.

→The *Edit key* window opens.

Select the audio, answer and seize options you want and click *OK* to confirm.

→The settings are stored.



#### Printing equipment labels:

Once you have configured all the keys, click *Print labels*.

→The *Print labels* window opens.

Select what you want to print out and click *Print*.

→Labels are printed.

#### Clear a key:

A line key can only be deleted by your system administrator.

### Calendar

**This section explains how to adapt the calendar to suit your personal requirements.**

#### Settings

Choose the ringing tone with which you wish to be reminded about your calendar entries.

If you want calendar events to be also displayed on your phone display, open the context menu in the phone window > *Notifications* and tick calendar events.



Open the *Calendar* window using a window context menu > *Other windows* > *Calendar*.



Open the context menu and select *Settings*.

→The *Calendar settings* window opens.

Select the settings you want and click *OK* to confirm.

→The settings are stored.

#### Window settings

You want to adapt the calendar window settings to your personal needs. All the setting possibilities are described in Chapter "*Settings: Operation*", page 15.



Open the context menu in the calendar key window and select *Window settings*.

Select the settings you want and click *OK* to confirm.

→The settings are stored.

## Actions in the calendar

This section explains how to adapt the calendar to suit your personal requirements.

### Displaying/adding/editing/deleting a calendar entry

You wish to make, edit or delete a new entry in your calendar.

#### Displaying a calendar entry:

Choose the entry you wish to display and double-click to open it.

→ opens.

#### Adding a calendar entry:

Double-click the calendar day you want, then open the context menu on the right in the calendar window and choose *New*.

→ The *New calendar entry* window opens.

Select the settings you want and click *OK* to confirm.

→ The setting is stored.

#### Editing a calendar entry:

Select the entry you want, right-click to open the context menu and select *Edit*.

Select the settings you want and click *OK* to confirm.

→ The setting is stored.

#### Deleting a calendar entry:

Select the entry you want, right-click to open the context menu and select *Delete*.

Answer *Yes* to the security question.

→ The entry is now deleted.

# Supplementary features

The following sections explain the supplementary features provided by your phone for more efficient use.

Please note that some features are not supported in all systems or with all system versions.

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---

## Making and answering calls

This section explains the different ways you can make or answer a call with your OfficeSuite.

### Answering a Call

Your phone rings, and the phone window appears in the foreground. To answer the call, proceed as follows: Choice available:


- Pick up the handset on the phone.
- Click the call key  or Foxkey *Answer*; Open-listening mode is automatically activated.
- Use a hotkey you have specified (see Chapter "[External display window settings](#)", page 5); Open-listening mode is automatically activated.

**Note:**

Stop Open listening by picking up the handset on the phone.

### Ending a Call


You can end the call as follows:

- Replace the handset on the phone.
- Click the End key  or Foxkey *Exit*.
- Use a hotkey you have specified (see Chapter "[External display window settings](#)", page 5).

### Dialling with the Phone Number

Open the OfficeSuite phone window. You can make, answer or process calls here.

After entering a phone number directly or using the dial pad (to open via context menu *Other windows - Dial pad*) you have the following call-set-up possibilities:

- Press Enter on the PC keyboard (the phone window must be activated); Open listening is automatically activated.
- Click the call key  or Foxkey *Call*; Open-listening mode is automatically activated.

#### Note:

You can also make calls directly from the *Phone book* ("Dialling from the phone book", page 57), *Journal* ("Call lists", page 23), or from the *Presence indicator* ("Actions in the presence indicator", page 43).

### Dialling by name

You want to make a call by entering a name.

Requirement: The name and the corresponding call number are stored in one of the system's phone book or in an external phone directory connected to the system.

For dialling by name, enter the corresponding letters in the telephony window until the user you want or a list is displayed. Since the user you want must be searched for in all the selected phone books, the reaction time may be much longer.

Extend your search by entering the surname, first name, and location (separated by a space). For instance, "nobel stef solo" for Nobel Stefan in Solothurn.

Ask your system administrator whether you should start with the surname or the first name, or whether you can search independently from this constraint.

In the phone window enter the first letter of the surname (and first name and location) to find until the user or a list is displayed, then select the corresponding user.





Click the call key.

→ The selected phone number is dialled.

## Dialling from the phone book


You want to search a contact directly in one of the connected and selected phone books. You also have the following search possibilities in the phone book:

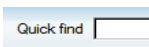
- Highlight the contact you want to find directly in the corresponding phone book.
- Click the right edge of the phone book window **123** or **AB** the corresponding letters.
- **Quick find:** In the highlighted phone book enter the first letters of the name to find until the user you are looking for appears. Whether you must first enter the first letters of the first name or surname depends on how the contacts are displayed. Contact your system administrator for more information.
- **Advanced search:** In advanced search mode you can limit your search with specific search criteria in order to obtain target search results. The search criteria are:
  - **Search:** in *Contacts* or *Journal entries* (if you opened the Advanced Search via the telephony window);
  - **Search in:** Select specific phone books by clicking ;
  - **Search text:** Enter a meaningful search text such as name or phone number. All fields will be searched if you do not specify any field constraints. If the fields are not displayed, click . The search text in the advanced search can contain any part of the stored contact.

### Notes:

- You can change the presentation of the phone book entries with the *View* button between *List* and *Cards*.
- The response time may vary greatly depending on the size and the number of phone books connected.



Click  in the phone window and highlight the phone book you want or *All phone books*.



### Quickdial:

In the *Quick find* window enter the first letters of the name to find until the user you are looking for appears.

### Note:

For Quick find to be displayed, the size of the phone book window must be adjusted accordingly.



Click *Call* and select the phone number you want.

→ The selected phone number is dialled.



### Search (Advanced search):

Click *Search*.

→ The advanced search window opens.

Enter your search criteria and click *Find now*.

→ The user or list is displayed.



Highlight the user you want then click *Select* to select the phone number you want.

→ The selected phone number is dialled.

**Notes:**

- The search function is not affected by upper/lower case and special characters.
- To find out to create a new contact in your private phone book, refer to the Chapter "Creating a New Phone Book Entry", page 32.
- You can also access the advanced search function through the context menu of each window.

## Dial from another application

You are in a different application, for instance a Word document, and wish to dial a phone number stored in this document.

You can make a call directly from the application.

Highlight the number you want.

Open OfficeSuite and press the hotkey you have stored (see Chapter "Settings: Operation", page 15).

→ The selected phone number is dialled.

## Requesting a Callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.

If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

**You called someone and hear the busy tone or the ring-back tone.**



**To activate a callback request:**

Click on *Callback* Foxkey.

→ The display shows *Call expected from*.

**Reset callback:**

Click on *Deactivate* Foxkey.  
 → Callback is deactivated.

**Note:**

You can only have 1 callback activated at a time and only 1 callback can be expected from you. Your callback request will automatically be cancelled by the system after about half an hour.

## To answer the callback request

Someone has asked you to call back. The display shows *Callback requested*.

**To answer the callback request:**

Click on *Call* Foxkey.  
 → The phone number is dialled.

**Reset callback:**

Click the *Reset* Foxkey.  
 → Callback is deactivated.

## Call waiting on an internal user

You want to talk to an internal user. However, the person is busy.

As a result of your call waiting, the person hears a call waiting tone and your phone number or name appears on his display. The person can either answer, deflect or reject your call.

Requirement: It is essential that the internal user has not barred the Call waiting function on his phone (for configuration see the Chapter "[Protection](#)", page 74).

Ask your system administrator whether the Call waiting function is enabled on the system.

**User is busy:**

Click the *Call waiting* Foxkey.  
 → You hear the dialling tone.

**Note:**

If the person rejects your call request or if call waiting is not possible, the call is disconnected (busy tone).

### Answering Call Waiting

You are engaged in a conversation and hear a waiting tone, and the footer displays "New call". Someone is urgently trying to reach you.

You can either answer, deflect or reject the call.

**Answering the call:**

Click the *Answer* fox key.

→ 1. Your original call partner is put on hold. You are now connected with the party who initiated the call waiting.

**Make a conference call directly:**

Click on *Conference* Foxkey.

→ All call participants are connected to each other.

**Note:**

For more detailed information on how to broker between callers or set up a conference, please refer to the Chapters "Brokering between an Enquiry Call Party and Your Call Partner", page 62 and "Making a Conference Call", page 63 respectively.

**Deflect call:**

Click the Foxkey *Deflect*, enter the user's phone number and confirm with the Foxkey *Deflect*.

→ Call-waiting party is put through.

**Rejecting the call:**

Click on Foxkey *Reject* or End key.

→ You remain connected with your first call partner. The call-waiting party hears the busy tone.

**Ending a current call:**

Click on *End call* Foxkey.

→ 1. The first call is terminated. You are now connected with the party who initiated the call waiting.

### Starting an Announcement

You want to address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).

Requirement: It is essential that the internal user has not barred his phone against announcement (for configuration see the Chapter "[Protection](#)", page 74).



Enter the phone number and click the *Announcement* Foxkey.

→ User is made aware of the announcement by an acoustic signal. The connection state reads *Announcement*

## Receiving an Announcement

After an attention tone you will be addressed via your loudspeaker.

You can listen to the announcement or stop it.



**To continue the announcement as a phone call:**

Click the *Answer* key.

**To stop the announcement:**

Click the End key.

## Using functions while in a call

This section explains the different options provided by your phone while you are in a call.

### Enquiry Call During a Call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the *Enquiry call* function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.



**You are making/taking a call:**

Click on *Enquiry* Foxkey.

Enter the phone number of the enquiry call party.

→ Enquiry call party is called; 1st call partner is on hold.



**To end the enquiry call:**

Click on *End call* Foxkey.

→ You are now back through to your first call partner.

**Note:**

If your enquiry call party hangs up and you also go on-hook by mistake, you will hear a continuous ringing signal for 10 seconds to draw your attention to the person still on hold. If you pick up the receiver during the continuous ringing, you will be reconnected with your first call partner.

### Brokering between an Enquiry Call Party and Your Call Partner

You are talking with an enquiry call party and have your original call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the *Brokering* function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.



**Brokering:**

Click on *Brokering* Foxkey.

→ Your call partner changes. The other call party is put on hold.



**To terminate the current connection:**

Click on *End call* Foxkey.

→ Call party disconnected. Connected with the call party on hold.

## Making a Conference Call

You are in a call and have a call party on hold at the same time. You want to include the party on hold in the conversation and hold a conference call.

With the *conference* function you can include a call party on hold in the current conversation.

From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party. A conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.



### To connect the call party on hold:

Click on *Conference* Foxkey.

→ The call party on hold is now included in the call.

#### Note:

Depending on the system's configuration you may hear an attention tone.



### Leaving a conference call:

Click the End key.

→ The other conference parties remain in the call.

## Connecting the call parties

You want to put your call partner through to someone else.

With the *Connect* function you can connect your call partner with someone else. You can connect internal and external users with one another.



Click on *Enquiry* Foxkey and enter the phone number of the enquiry call party.

→ 1. Your original call partner is put on hold.



### Connecting with notification:

Wait until the person has answered the call. Then click the Foxkey *Connect*.

→ 1. Your call partner and the other person are now connected with each other.

#### Note:

If the other user does not answer, you can cancel the enquiry call with the *End call* Foxkey and take back the first call.



### Connecting without notification:

Wait for the first ringing tone, click on the End key or the *Connect* Foxkey.

→ The other party is then called directly by your first call partner.

#### Note:

Recall: If the other party does not answer, the call comes back to your phone.

### Parking a Call Partner

You want to put your call partner on hold without using a phone channel as a result.

You can park your call partner locally. A locally parked call partner can only be retrieved by the phone from which the function was initially carried out.



**Park call party:**

Click on *Park* Foxkey.

→ Your call partner is now parked locally.



Click the End key.



**To retrieve a parked call party:**

Click on *Unpark* Foxkey.

→ Connected in hands-free mode.

## Absence

This section explains how to configure call forwarding if you wish to leave your desk or if you do not have the time to take any call.

### Call Forwardings

You can specify the destinations for the diversions as standard.

You can set the following diversions:

*Call Forwarding Unconditional (CFU)*: Calls for you are to be forwarded to a different destination (e.g. phone, voice mail, operator).

*Call forwarding on busy*: Calls for you are to be forwarded to a different destination, if you are already busy on the phone.

*Call Forwarding on No Reply (CFNR)*: You want calls that you receive on your phone to be forwarded to another destination. Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy (see chapter "Destinations", page 74).

#### Note:

A forwarding applies to all connected phones.



Open the context menu in the phone window and select *Call forwardings*.  
→ The *Call forwardings* window opens.

Select the tab you want (*Call forwarding (CFU)*, *Call Forwarding on Busy*, *Call Forwarding on No Reply (CFNR)*) then the destination you want (*Call number*, *Voice Mail*, *Text message*, *Operator*, *Twin*).

Enter the phone number or select the destination you want (*Voice mail*, *Text message*, *Operator*) and confirm with *OK*.

→ The settings are stored. The corresponding symbol is displayed (see Chapter "Display symbols", page 5).

#### Note:

Please note that only one forwarding can be activated at the same time.

## Functions for special situations

This section explains the different options provided by your OfficeSuite to deal with special situations.

### Function selection for configurable key

This section contains a list of all the functions you can store under a configurable key via the menu. Contact your system administrator for more information.

More information on how to store functions under a configurable key using function commands and function codes can be found in Chapter "Function commands", page 79.

Function	Description
<i>Intrusion barred</i>	A third participant can intrude into your active call and listen to your conversation. For further information refer to Chapter "Protection", page 74.
<i>Announcement barred</i>	You can address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system). For further information refer to Chapter "Protection", page 74.
<i>Hands-free operation</i>	This function activates the loudspeaker and the microphone. For further information refer to Chapter "General", page 77.
<i>CFU to user</i>	With this function you forward incoming calls directly to a different destination. For further information refer to Chapter "Call Forwardings", page 65.
<i>CFU on busy</i>	With this function you forward incoming calls directly to a different destination if you are busy. For further information refer to Chapter "Call Forwardings", page 65.
<i>Text message</i>	With this function you forward incoming calls directly to a text message you want.
<i>Call Forwarding Unconditional</i>	With this function you forward incoming calls directly to a different destination. For further information refer to Chapter "Call Forwardings", page 65.
<i>Freely configurable</i>	You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key. For further information refer to Chapter "Function commands", page 79.
<i>Configurable red/green</i>	You can store two phone numbers: the first with red indicator LED, the second with green indicator LED.
<i>Park</i>	With this function you put your call partner on hold without using a phone line as a result. For further information refer to Chapter "Parking a Call Partner", page 64.

Function	Description
<i>Welcome announcement</i>	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.
<i>Discreet ringing</i>	With this function the phone rings only once. For further information refer to Chapter "Audio", page 76.
<i>ACD log</i> <i>ACD pause</i> <i>ACD wrap up time</i>	Automatic Call Distribution: The call routing of calls in the queue can be controlled using an ACD application.
<i>MCID</i>	This function lets you track a malicious call.
<i>Substitution</i>	This function is available if the system phone to be controlled is configured as operator console.
<i>Deflect</i>	This function lets you deflect an incoming call to another user. For further information refer to Chapter "Deflect a call during the ringing phase", page 68.
<i>CLIR per call</i>	This function lets you prevent your call number from being displayed to the caller.
<i>Headset</i>	This function lets you activate the headset mode. For further information refer to Chapter "General", page 77.
<i>Take</i>	You can take an incoming call or an active call from another phone to your phone.
<i>Redkey</i>	Actuating a redkey triggers the function configured on the connected third-party system. Contact your system administrator for more information.
<i>Greeting</i>	This function allows you to activate/deactivate the greeting you want. For further information refer to Chapter "Voice mail greetings", page 86.
<i>CFU to voice mail</i>	With this function you forward incoming calls directly to the Voice Mail. For further information refer to Chapter "Call Forwardings", page 65.
<i>CFU on busy to VM</i>	With this function you forward incoming calls directly to the Voice Mail on busy. For further information refer to Chapter "Call Forwardings", page 65.
<i>CFNR to voice mail</i>	With this function, you can also forward incoming calls to voice mail. For further information refer to Chapter "Call Forwardings", page 65.
<i>Home alone</i>	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
<i>CLIR permanent</i>	This function lets you prevent your call number from being displayed to the caller.
<i>Ring alone</i>	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept). For further information refer to Chapter "Activating ring alone", page 70.

Function	Description
<i>Personal call routing</i>	This function lets you specify where incoming calls are routed to (as part of the one-number user concept). For further information refer to Chapter " <a href="#">Activating personal call routing</a> ", page 70.
<i>Ring off</i>	With this function the phone does not ring.
<i>Presence profile</i>	Menu for selecting a presence profile. For further information refer to Chapter " <a href="#">Presence state</a> ", page 40.
<i>Presence menu</i>	Menu for selecting a presence profile. For further information refer to Chapter " <a href="#">Presence state</a> ", page 40.

### Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another user.

With the function *Deflect* you can deflect calls to an internal or external user or to the voice mail during the ringing phase.

To deflect the call from your OfficeSuite, proceed as follows.



#### **Deflect call:**

Click the Foxkey *Deflect*, enter the user's phone number and confirm with the Foxkey *Deflect*.

→The call is deflected to the user you want.

### Rejecting a call during the ringing phase

You do not want to answer a call.

You can reject a call already during the ringing phase



Click on Foxkey *Reject* or End key.

→The connection is rejected and the caller obtains the busy tone.

## Sending Messages


You want to send a written message to a user.

You can send the following messages to a user:

- *Text message via communication server*: The message is sent via communication server (to communication server users).
- *Text message via OIP*: The message is sent via OIP (to OIP users).
- *E-mail*: The message is sent as e-mail (depending on the OfficeSuite licence; Contact your system administrator for more information).
- *Display text*: The message is written as text on the phone display and on the external display.

Requirement: The user must have a phone capable of receiving messages.



Click on  in the telephony window.  
 → The *Phone book* window opens.  
 Highlight the contact in the phone book you want.




Click *Messages*, select the message type you want, write the text you want and click *Send* to confirm.  
 → The message is sent.

## Reading Text Messages

If you receive a *Text messages via communication server*, the envelope symbol will appear on your display, in the telephone window.



Click on .  
 → The *Text messages* tab opens and shows the list of all text messages.



**Read Message:**  
 Highlight the message you want and click or double-click *Read text message*.



**To delete the message:**  
 Highlight the text message you want and click *Delete entry*.

### Activating personal call routing

You want to specify which of your phones shall ring when you receive a call.

If your system administrator has set up a phone number with several phones for you as well as the 5 call routings, you can specify which of your phones shall signal a call by using the personal call routing. Your system administrator can set up up to 5 call routings (also see chapter "[Configuring personal call routings](#)", page 75). You can only answer a call on phone where the call is signalled. Contact your system administrator for more information.

You can activate a call routing for all phones. If you have not configured a call routing, the factory setting (all phones are ringing) is used as default.

The function must be stored under a Foxkey or a function key of the phone (see chapter "[Configurable keys/Expansion key module](#)", page 78) or under a function key in the presence indicator (see chapter "[Adding/editing/deleting function keys](#)", page 42).

**Store a personal call routing on a function key in the presence indicator:**

Configuring function key in the presence indicator, select function *Server operations* > *Personal call routing*, and *Call routing ID* from list. Confirm with *OK*.

**Activate/deactivate personal call routing:**

Activate/deactivate the function key for <*Personal call routing*> with double-click in the presence indicator.

**Store a personal call routing on a Foxkey or a function key of the phone:**

Configuring foxkey or function key in the configuration window, select *Function* > *Personal call routing*, and *Call routing ID* from list. Confirm with *OK*. Activate/deactivate function key for <*Personal call routing*> on the phone.

### Activating ring alone

You want to specify which of your phones shall ring acoustically when you receive a call.

When your system administrator has set up a phone number with several phones, you can define on which phones a call shall acoustically be signalled using ring alone (depending on phone).

When you have activated ring alone on a phone, the acoustic ringing tone is deactivated for all other phones (🔕). An incoming call is signalled in the display of all phones. You can answer the call on each of your phones.

**Note:**

When you have activated ring alone but deactivated the personal call routing for a phone in parallel, an incoming call is not acoustically but only visually signalled.

The function must be stored under a Foxkey or a function key of the phone (see chapter "[Configurable keys/Expansion key module](#)", page 78) or under a function key in the presence indicator (see chapter "[Adding/editing/deleting function keys](#)", page 42).

**Store Ring alone on a function key in the presence indicator:**

Configuring function key, select function *Server operations > Ring Alone* and *Terminal ID* from list. Confirm with *OK*.

**Activate/deactivate Ring Alone:**

Activate/deactivate the function key for *<Ring Alone>* with double-click in the presence indicator.

**Store Ring alone on a Foxkey or a function key of the phone:**

Configuring function key, select *Function > Ring Alone* and *Terminal ID* from list. Confirm with *OK*. Activate/deactivate function key for *<Ring alone>* on the phone.

## Silent intrusion

*Silent intrusion* is a variant of the *Intrusion* function and is used mainly in call centres.

Another user can intrude on your active call and listen in to your conversation without you and your call party noticing. Unlike *Intrusion* you will receive neither a visual nor an acoustic signal.

This means you cannot reject *Silent intrusion*. The third user's microphone remains switched off. He can however intrude on the call at any time by enabling his microphone or pressing the *Intrusion* function key.

Your system administrator can allocate this function to a configurable key.

**Notes:**

- *Silent intrusion* has to be enabled. Contact your system administrator for more information.
- *Silent intrusion* may infringe on your national data protection provisions or be permitted only under certain circumstances.
- If you intend to use this function notify your call party in advance.

# Configuration

The following sections explain how to adapt the default settings of OfficeSuite to your personal requirements so that it combines ideally with other activities on your PC.

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## Settings in the configuration

This section explains how to adapt the configuration to suit your personal requirements.

### Window settings

You want to adapt the configuration window settings to your personal requirements. All the setting possibilities are described in Chapter "Settings: Operation", page 15.



Open the context menu in the configuration window and select *Window settings*.

Select the settings you want and click *OK* to confirm.

→ The settings are stored.

## User

Carry out the following partial steps to make your personal settings.

### Private settings

You can enter your personal data such as *Password* for OfficeSuite (by default *0000*), your user *PIN* as well as your personal phone number and e-mail addresses.

#### Note:

Your PIN applies to all your phones.



In the configuration window select the *User* dialogue field. Select the *Private settings* tab.



#### Enter a password/user PIN:

Click , change the value and confirm with *OK*.

→ The settings are stored.

## Destinations

Depending on the authorisation profile given to you by your system administrator, you have the right to set the following destinations and options for your phone in OfficeSuite.

- **Predefined destinations:** Call forwarding (CFU and CFNR) is made to a specific destination.
- **Forwarding options:** If you enable *Call forwarding on busy*, any incoming call is deflected directly. If you enable *CFU on first call*, you will be alerted to an incoming call although call forwarding has been enabled; in this case, you have 5 seconds to answer the call.
- **Default forwardings:** Define standard call forwarding for internal and external calls on no answer, on busy or when the phone is not available.



In the configuration window select the *User* dialogue field. Select the *Destinations* tab.



Select the settings you want and click *Apply* to confirm.  
→The settings are stored.

## Protection

You want to protect yourself against certain types of calls.

Activate the checkbox so that the following functions will not be allowed on your telephone:

- **Call waiting barred:** You are already making/taking a call. You are notified by a waiting tone and phone number or name in the display that someone else is trying to reach you. You can either answer or reject this second call.
- **Intrusion barred:** A third participant can intrude into your active call and listen to your conversation.
- **CFU barred:** Incoming calls are forwarded directly to your phone.
- **Announcement barred:** You can address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).
- **Do not disturb:** Incoming calls are automatically forwarded to a specific destination.
- **Remote control:** Blocking remote control on your phone.
- **Silent intrusion barred:** Another user can intrude on your active call and listen in to your conversation without you and your call party noticing. Unlike Intrusion you will receive neither a visual nor an acoustic signal.




In the configuration window select the *User* dialogue field.  
 Select the *Protections* tab.  
 Select the settings you want and click *Apply* to confirm.  
 →The settings are stored.

## Line access

You want to transfer line access to a user.

You can assign a user a right (*Control* or *Monitor*) for the own line.




**Add line:**  
 In the configuration window select the *User* dialogue field.  
 Select the *Line access* tab.  
 Select the line you want using *Add*, transfer the right and confirm using *Apply*.  
 →The settings are stored.

**Deleting line:**  
 Highlight the line you want, click *Delete* and click *Ok* to confirm.  
 →Line is deleted.

## Configuring personal call routings

You want to configure a selection of personal call routings.

Depending on the authorisation profile assigned to you by the system administrator you can set up up to 5 call routings and define on which phones a call shall be signalled. For further information on personal call routing go to chapter "[Activating personal call routing](#)", page 70.

### Note:

You can only configure a personal call routing when you have selected at least 1 phone.




In the configuration window select the *User* dialogue field.  
 Select the *Personal call routing* tab.  
 Enter a name for the call routing and activate the checkboxes you want. Confirm with *Apply*.  
 →The settings are stored.

## Terminal

Carry out the following partial steps to configure your phone using OfficeSuite. Note that these settings depend on the type of phone (comfort level, desk phone cordless or mobile phone) you have connected to OfficeSuite. Moreover, the communication server determines which settings you can make via OfficeSuite and which ones you can make directly on the terminal.

### Audio

You can modify the following ring settings of your phone:

#### Normal ring settings:

*Volume, Melody* and *Speed*.

#### External ring tones:

Activate the checkbox *Use external ring melody* to acoustically tell internal from external calls (depending on the terminal).

#### Discreet ringing (only on cordless / mobile phones):

- *Volume, Melody* and *Speed*.
- Enable discreet ringing if you do not want to be disturbed by your phone ringing. The phone rings just once.

#### Vibra call (only on cordless / mobile phones):

Choose between *Audio, Vibra call, Both* or *LED only*.

#### Attention tone:

- Call-waiting or announcement tone.
- Checkbox for *Attention tone for messages*.

#### Loudspeaker/handset:

*Handset* and *Loudspeaker* volume level:



In the configuration window select the *Terminal* dialogue field. If you have registered several terminals, highlight the terminal you want. Select the *Audio* tab.



Select the settings you want and click *Apply* to confirm.  
→ The settings are stored.

## General

You want to view or modify your phone's settings. You can choose the following settings:

- *Language*: OfficeSuite display language.
- *Lock the phone*: Lock only the *Configuration* so nobody can modify your phone settings, or the entire *Terminal* so your private data cannot be viewed and external calls from your phone are only allowed as per system settings.
- *Hands-free operation*: You can answer a call without picking up the handset or pressing the call key. It can also be activated for announcement only. For cordless phones only.
- *Idle text*: The text that will appear on the display of your phone when idle.
- *Headset*: Enable headset mode if you have connected a headset in parallel to the handset. If you answer a call in headset mode using the Call key or Loudspeaker key, the call is provided on the headset. Alternatively you can also answer the call by picking up the handset.
- *DTMF activated*: Activate the DTMF mode if you want to be able to use your phone to control other equipment or to access certain services, such as remote polling of an answering machine. In the DTMF mode each key press generates a tone.

For cordless or mobile phones you can also activate/deactivate the following features:

- *Direct answer*: Answering a call directly by taking out the phone from the charging bay without pressing the call key.
- *Key confirmation tone*: Each key you press is confirmed by a tone.
- *System overload beep*: A beep sounds once you are in a "coverage hole" or the system is overloaded.
- *Range beep*: You will also hear a beep as soon as the connection between your phone and the system is borderline.



In the configuration window select the *Terminal* dialogue field. If you have registered several terminals, highlight the terminal you want. Select the *General* tab.



Select the settings you want and click *Apply* to confirm.  
 → The settings are stored.

## Display

You can modify the following ring display settings of your phone:

- **Illumination:** Duration of backlight (*Off, On, 10 min, 1 day*).
- **Backlight intensity** Dark to light backlight.
- **Contrast:** Contrast between backlight and font.
- **Idle display:** Display picture in idle state.



In the configuration window select the *Terminal* dialogue field. If you have registered several terminals, highlight the terminal you want. Select the *Display* tab.



Select the settings you want and click *Apply* to confirm.  
→ The settings are stored.

## Configurable keys/Expansion key module

You want to store a number or function under an available configurable key (*Foxkey, Softkey*) or *Configurable key*) of your phone.

The available configurable keys depend on your phone. You can obtain more details from your system administrator or in the User's Guide for your phone.

You can assign each key with a specific *Action type* so you can trigger a particular action by simply pressing that key. Choice available:

- **Number key:** On each Foxkey you can store one number and name, and on each configurable key you can store two call numbers and the associated names.
- **Function key:** Activate/deactivate function. Usually the function is assigned so that you activate the function with the first keystroke, and deactivate the command again with a second keystroke.
- **Team key:** Organisation within the team. For more information on this refer to your phone's User Guide.
- **Line key:** For further information refer to Chapter "Line Keys", page 44.

Function selection see the Chapter "Function selection for configurable key", page 66.



In the configuration window select the *Terminal* dialogue field. If you have registered several terminals, highlight the terminal you want. Select the *Configurable keys* or *Expansion key module* tab.



Click the Foxkey or configurable key you want.  
→ Window *Edit key*: opens.

### Selecting an action type:

Select the action type you want (*Number key, Team key* or *Function key*).

**To store the phone number:**

Select the single and double-click assignment you want and confirm with *OK*.  
 →The settings are stored.

**Note:**

It depends on the phone if you can use your configurable keys single or double.

**Storing a function:**

Enter the name, select the function, carry out the settings you want and confirm with *OK*.

→The settings are stored.

**Note:**

For further information regarding all functions, refer to chapter "Supplementary features", page 54 or the user's guide of your phone.

**Store Team key**

Select the phone you want of your team partner and its audio and answering properties then confirm with *OK*.

→The settings are stored.

**Printing equipment labels:**

Once you have configured all the keys, click *Print labels*.

→The *Print labels* window opens.

Select what you want to print out and click *Print*.

→Labels are printed.

**To clear a key:**

Click the key you want then click *Delete*, answer the security question with *Yes* and confirm with *OK*.

→The key is deleted.



## Function commands

You can use function commands to define a function to suit your personal requirements.

A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a function key (select *free configurable* function).

**The following function commands are available (depending on the phone):**

"A"	Seize line with highest priority
"I"	Seize line
"X"	Disconnect
"P"	Pause 1 second before the next operation
"Lxx"	Seize line xx (Line keys)

## The following function commands are available (depending on the phone):

"N"	Use the phone number entered in call preparation
":"	Control key function (up-circuit system)
"Z"	Activate/deactivate DTMF mode
"R"	Use the phone number last dialled
"Y"	Disconnect and resize the line

## Examples of how to define a function:

"IR"	Seize line ("I"), Dial phone number last dialled ("R")
"I201"	Seize line ("I") and dial phone number 201
"I*21201X"	Seize line ("I"), activate call forwarding unconditional ("*21") to phone number 201, disconnect ("X")

### Notes:

- Functions that are not available via the menu can be activated using function codes (see "User's Guide Function Codes" on the Aastra 400 and Aastra IntelliGate DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder)).
- You can either type in a function command or code directly or store it under a key.
- You can only activate certain function codes if the same function cannot be obtained via the menu.
- The availability of certain function codes may be restricted depending on the system and software version.

## Function codes

You can find a list of all function codes in the "User's Guide Function Codes" on the Aastra 400 and Aastra IntelliGate DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder).

## Profile

The presence profile enables you to manage your individual incoming calls according to your presence status. If you are leaving your desk, you can activate the corresponding presence profile. During your absence, this profile manages call switching, call notification and voice mail activities. When you return to your desk, activate the corresponding presence profile.

It is also possible to have presence profiles activated and deactivated automatically according to the current presence status.

### Presence state

Presence states are set states that provide information about the current presence and availability of you or another OIP user. The presence state can be specified for each OIP user and, thus, for each communication server user. It is indicated through the *Presence indicator* (see chapter "[Presence indicator and Calendar](#)", page 35). It gives several instances that can set the presence state. The presence indicator always shows the last presence state set.

#### Example:

If in the OIP calendar your presence status is set to *Busy*, the presence indicator displays *Busy*. Change now your presence status manually via your OfficeSuite (see chapter "[Setting the presence state](#)", page 40) to *Available*. The presence indicator changes to *Available*. The presence status of the OIP calendar remains on *Busy*.

If OIP is associated with a Microsoft Exchange Server, the OIP calendar accepts the presence status of Microsoft Outlook. The assignment of the Exchange status versus the OIP status is as follows:

Presence stateOfficeSuite	Presence state Microsoft Outlook Calendar
Available	Free
Absent	Out of Office
Meeting	Busy
Busy	Busy
Not available	Tentative
Unknown	Absent

## New profile, copy profile, delete profile

Depending on the authorisation profile assigned to you by your system administrator, you have the right to create, copy or delete new profiles in OfficeSuite. Contact your system administrator for more information.

You may either create a new profile or take any of the available default profiles and adapt it to your own needs. You can create as many presence profiles as you want.

You may only define the profiles you have defined yourself. You cannot delete default profiles.

### Note:

Find further information for profile settings in the following chapters.



In the configuration window select the *Profile* dialogue field.



#### New profile:

Click *New profile*, enter a name, select the template you want and confirm with *OK*.

→ You can now enter your settings for this profile.



#### Copy profile:

Highlight the profile you want and click *Copy profile*. Enter a name, choose the template you want and press *OK* to confirm.

→ You can now enter your settings for this profile.

#### Note:

You can copy any profile type (*Private, Public, Template*).



#### Delete profile:

Highlight the profile you want and click *Delete profile*. Answer *Yes* to the security question.

## Activate profile

You can activate individual presence profiles. If you select another presence profile, the current profile is automatically deactivated.


The presence profile is activated independently of the presence status (see Chapter "Presence state", page 81). Otherwise, you can activate a presence profile manually ("Setting the presence state", page 40) via your phone.

When a presence profile is activated all the settings for this profile are activated.



In the configuration window select the *Profile* dialogue field.



Highlight the presence profile you want and click *Activate profile*.  
→  is displayed when the presence profile is activated.

**Note:**

You can also *activate a profile* from the phone window context menu.

## Profile switch

You can use the profile switch to activate and deactivate presence profiles according to the OfficeSuite presence status. If you have linked OfficeSuite to Microsoft Outlook, the presence profiles will be switched according to Outlook's presence status.

Open the profile switch window and make the following settings:

- Choose the profiles for each presence status under *Change profile if presence status changes*.
- You can choose the profile for each event under *Change profile for application event*.

Once the presence status changes or an event occurs, and if you have set the profile for it, the current presence status activates the associated presence profile.



In the configuration window select the *Profile* dialogue field.



Click *Profile switch*.  
→ The *Profile switch* window opens.

Select the profile you want for each presence status and event and confirm with *OK*.  
→ The settings are stored.

## General

Your system administrator has configured your OfficeSuite with default profiles. You can use these default profiles or adapt them to your needs, depending on the user rights given to you by the system administrator.

*Name:* Profile name.

*Profile availability:* *Private* (available only to the owner), *Public* (available to all OIP users; can be activated/deactivated individually), *Template* (for producing public and private profiles). The template cannot be used directly as a profile and, therefore, cannot be activated, *System* (produced by an OIP service and is as a rule not modifiable).

*Deactivation locked for profile switch:* The profile can only be deactivated manually and not through the profile switch. For further information refer to Chapter "[Profile switch](#)", page 83.

*Presence state:* for instance *Available*, *Meeting*. Is inserted in the user field in the presence indicator. Further information see chapter "[Presence state](#)", page 81.

*Absence reason:* for instance *Business*, *Vacation*, *Doctor*. Is inserted in the user field in the presence indicator.

*Message:* Text inserted in the user field in the presence indicator.

*Location:* Is inserted in the user field in the presence indicator.



In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *General* tab.



Select the settings you want and click *Apply* to confirm.

→ The settings are stored.

## Call forwarding profiles

You can specify the destinations for the diversions as standard.

For further information refer to Chapter "Absence", page 65.

*Profile controls call forwarding:* This forwarding is also activated/deactivated when the presence profile is activated/deactivated. If unchecked, the settings are ignored and call forwarding is not activated/deactivated.

*Destination:* Destination of call forwarding.

*Force settings of the profile:* prevents other instances from modifying the forwarding settings defined here, as long as this presence profile is active. Other instances can be: User interaction through the system phone or softphone, forwarding destinations of the presence indicator, OfficeSuite or a softphone, default forwarding destinations defined in the communication server.

Set the personal call routings in chapter "Configuring personal call routings", page 75.

### Notes:

- You can only activate 1 call forwarding at a time.
- Personal call routing can simultaneously be activated with *Call forwarding on busy* or *Call forwarding on No Reply*.



#### Configuring call routings:

In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *Call forwardings* tab. Select the call forwarding you want and click *Change*.

→The *Call forwarding* window opens.



Select the destination you want and the relevant settings and click *OK*, then *Apply* to confirm.

→The settings are stored.

#### Note:

You can also open the *Call forwarding* window using the corresponding symbol in the phone window (see Chapter "Display symbols", page 5), or via the context menu in the phone window > *Call forwardings*.



#### Configuring call routings:

In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *Call forwarding* tab. Tick *Profile controls personal call routing*, select the call routing you want and click *Apply* to confirm.

→The settings are stored.

## Voice mail profiles

You want to forward a call to a voice mail.

You can specify the voice mail to which the call is to be forwarded. Assign a voice mail profile to your presence profile.



In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *Voice Mail* tab.



Select the setting you want in the *Configuration* window. You can listen to and record the greeting with  and . Confirm with *Apply*.

→The settings are stored.

**Note:**

To find out how to set a voice mail greeting, refer to chapter "Voice mail greetings", page 86.

## Voice mail greetings

You want to record a new voice mail greeting or activate another one.

You can set the voice mail greeting to be played back to your callers.



Open the context menu in the phone window and select *Voice mail greetings*.

→The *Voice mail greetings* window opens.



Highlight the greeting you want then make the settings you want by clicking the corresponding button.



Click *Activate*.

→The greeting is activated.

**Note:**

You can also set *Voice mail greetings* in the configuration window > dialogue field *Profile* > tab *Voice mail*.

## Notification profiles

You want to specify on an individual basis how you are to be notified in each case.


Assign a notification profile to the presence profile. You can activate notification profiles for *Notification*, *Display*, and *Audio*.


**Notification profile:** You have to indicate in a notification profile whether and how to be notified about a specific event. The various events are assigned information destinations. You can, for instance, specify that an e-mail should be generated after an unanswered call.


**Audio profile:** The phone ring tone signals, as well as the loudspeaker and handset speaker volume, are set in an audio profile.


**Priority** Define here the phone display priority: *Message, Function, Display, Unimportant, Warnings, Important, Urgent, Critical, Alarm*).


**Display profile:** A display profile is used to determine how an event will be displayed on the phone based on its priority.


- 


In the configuration window select the *Profile* dialogue field.
- 



Highlight the profile you want and select the *Notification* tab.
- 


Select the notification profile you want for *Notification, Display* or *Audio* or click the relevant *Configurations*.  
 →The *Configurations*: window: opens.
- 

**Creating a new profile:**  
Click *New*, enter a name and confirm with *OK*.
- 

**Copy profile:**  
Highlight the profile you want, click *Copy*; enter a name and confirm with *OK*.
- 

**Configuring notification profile:**  
Highlight the profile you want, click *Add* and choose under Source the event that will trigger a notification.  
Then select the notification destination, under "Destination".  
Confirm with *Apply*.  
→Profile is configured.
- 

**Configuring targets/sources:**  
Click *Configure sources* or *Configure targets*, select the event or target you want, click  and *OK* to confirm. Under *Information level* select the information level you want and click *Apply* to confirm.
- 

**Delete sources/targets:**  
Highlight the profile and source/target you want and click *Remove*, then *Apply*.  
→The settings are deleted.
- 

**Configure display or audio profile:**  
Highlight the profile you want, enter your settings and click *Apply* to confirm.  
→Profile is configured.

**Note:**

You cannot modify default profiles.

## Notifications

You can configure you system in such a way that you will be notified by e-mail each time you receive *New voice messages* (from internal/external callers or unanswered/answered calls).

You can also have *Calendar events* displayed on your phone display.

Set the *Attention tone for messages* in chapter "Audio", page 76.



Open the context menu in the phone window and select *Notifications*.

→The *Notifications* window opens.

Carry out the settings you want by activating the corresponding checkboxes then confirm with *OK*.

→The settings are stored.

## Function profiles

A functions profile contains one or more predefined communication server functions. When the function profile is activated the functions are activated or deactivated in the sorting order. Some functions still require some additional arguments.

You can specify the profile to be activated automatically when you launch (*On activation*) or shut down (*On deactivation*) OfficeSuite. Assign a function profile to the presence profile.

The following categories and its functions are available:

### Call Forwardings:

- *Call Forwarding Unconditional (CFU):*
- *CFU to pager*
- *CFU on busy*
- *CFU to voice mail*
- *CFU on busy to VM*

With this function you forward incoming calls directly to a different destination. For further information refer to Chapter "Call Forwardings", page 65.

### Leave a message

- *Call Forwarding on No Reply (CFNR)*
- *CFNR to pager*
- *CFNR to voice mail*

With this function you forward incoming calls you receive on your phone to another destination. For further information refer to Chapter "Call Forwardings", page 65.

### Do not disturb

With this function incoming calls are automatically forwarded to a specific destination. For further information refer to Chapter "Protection", page 74.

<b>Protection</b>	
<i>Call waiting protection</i>	You are already making/taking a call. You are notified by a waiting tone and phone number or name in the display that someone else is trying to reach you. For further information refer to Chapter " <a href="#">Protection</a> ", page 74.
<i>Call intrusion protection</i>	A third participant can intrude into your active call and listen to your conversation. Further information see Chapter " <a href="#">Protection</a> ", page 74.
<i>Announcement protection</i>	You can address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system). For further information refer to Chapter " <a href="#">Protection</a> ", page 74.
<i>CFU protection</i>	Incoming calls are forwarded directly to your phone. For further information refer to Chapter " <a href="#">Protection</a> ", page 74.
<i>Fast take protection</i>	You can take an incoming call or an active call from another phone to your phone. For further information refer to Chapter " <a href="#">Protection</a> ", page 74.
<i>Remote control protection</i>	Blocking remote control on your phone. For further information refer to Chapter " <a href="#">Protection</a> ", page 74.
<i>MCID</i>	This function lets you track a malicious call.
<ul style="list-style-type: none"> <li>• <i>CLIR permanent</i></li> <li>• <i>CLIR per call</i></li> </ul>	This function lets you prevent your call number from being displayed to the caller.
<b>Telephony functions:</b>	
<i>Dial phone number</i>	
<i>Conference</i>	
<ul style="list-style-type: none"> <li>• <i>Announcement to user</i></li> <li>• <i>Announcement to group</i></li> </ul>	You can address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).
<i>Pick up a call</i>	You can take an incoming or an active call from another phone to your phone.
<i>Deflect</i>	This function lets you deflect an incoming call to another user. For further information refer to Chapter " <a href="#">Deflect a call during the ringing phase</a> ", page 68.
<i>Park</i>	With this function you put your call partner on hold without using a phone line as a result. For further information refer to Chapter " <a href="#">Parking a Call Partner</a> ", page 64.

Server operations:	
<i>Welcome announcement</i>	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.
<ul style="list-style-type: none"><li>• <i>Log out from user group</i></li><li>• <i>Log out from all user groups</i></li></ul>	In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
<i>Home alone</i>	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
<i>User alarm</i>	<ul style="list-style-type: none"><li>• <i>Macro with status</i></li><li>• <i>Macro without status</i></li></ul> You can enter a function command directly with this function.
<i>Ring alone</i>	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept). For further information refer to Chapter " <a href="#">Activating ring alone</a> ", page 70.
<i>Personal call routing</i>	This function lets you specify where incoming calls are routed to (as part of the one-number user concept). For further information refer to Chapter " <a href="#">Activating personal call routing</a> ", page 70.
Other applications:	
<i>Voice mail greeting</i>	This function allows you to activate/deactivate the greeting you want. For further information refer to Chapter " <a href="#">Voice mail greetings</a> ", page 86.
<i>Redkey</i>	Actuating a redkey triggers the function configured on the connected third-party system. Contact your system administrator for more information.
<i>Profile switch</i>	You can use the profile switch to activate and deactivate presence profiles according to the OfficeSuite presence status. For further information refer to Chapter " <a href="#">Profile switch</a> ", page 83.



In the configuration window select the *Profile* dialogue field.



Highlight the profile you want and select the *Functions* tab.



Select the relevant action (*On Activation* or *On Deactivation*) and click the *Configuration* button.

→ The *Configurations*: window: opens.



### **New profile:**

Click *New*, enter a name and confirm with *OK*.



### Copy profile:

Highlight the profile you want, click *Copy*; enter a name and confirm with *OK*.

### Add function:

Highlight the profile you want and click *Add*.

→The *Define function* window opens.

Choose the category and function you want, activate or deactivate the function and press *OK* to confirm.

### Modifying a function:

Highlight the profile and function you want and click *Modify*. Enter the settings you want and click *OK* to confirm.

→The function is modified.

### Delete function:

Highlight the profile and function you want and click *Remove*.

→Function is deleted.

### Note:

You cannot modify default profiles.

# Creating work groups (Agent control)

If several people deal with customer matters on the phone, it makes sense to create work groups. Regardless of whether you are working in a reservation centre, a help desk, for a hotline or in a customer service centre, with OfficeSuite you have a comfortable team-work tool. In addition to standard group functions like pause and wrap up time, you can clearly display your team members in the presence indicator.

In this section you will know the possibilities your OfficeSuite offers if configured in the system as member of a work group.

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## Agent Control settings

This section explains how to adapt the agent control to suit your personal requirements.

### Settings

Tick *Show/hide automatically* to select the various agent settings.



Open the *Agent Control* window using a window context menu > *Other windows* > *Agent Control*.



Open the context menu and select *Settings*.  
→ The *Agent control settings* window opens.

Select the settings you want and click *OK* to confirm.  
→ The settings are stored.

### Window settings



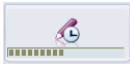


You want to adapt the agent control window settings to your personal needs. All the setting possibilities are described in Chapter "[Settings: Operation](#)", page 15.



Open the context menu in the agent control window and select *Window settings*.









Select the settings you want and click *OK* to confirm.  
→ The settings are stored.

## Operating elements

1	<b>Log in agent</b> Click this button to log in as agent.	
2	<b>Log off agent</b> Click this button to log off as agent.	
3	<b>Agent in wrap up time</b> Button displays the wrap up time defined by your system administrator. Click this button to end the wrap up time prematurely.	
4	<b>Activate pause</b> Click this button to activate pause.	
5	<b>Deactivate pause</b> Click this button to deactivate pause.	

## Display symbols

The current skill statuses to which the agent is assigned are displayed as follows:

	Agent logged on		Agent available
	Agent ringing		Agent busy
	Agent on pause		Agent in wrap up mode
	Calls waiting		Skill active

## Member of a work group

You can log in and log out as member of a work group, and activate the pause and wrap up status, using agent control.

Your system administrator determines which users belong to which work group. A user can belong to several work groups.

### Call distribution

A call is offered to a member of a work group. If this member does not take the call within a defined period, the call is signalled to the next member. If the call is not taken by the last member, the system sends the call back to the first member.

Your system administrator can define whether the next call should first be signalled again to the same member or first to the next member on the row, to ensure a more balanced call distribution.

### Logging in/logging out from a work group

You are a member of one or more work groups and wish to log in or out (only logged members receive calls meant for the respective work groups).



Open the *Agent Control* window using a window context menu > *Other windows* > *Agent Control*.

→ All work groups which you are logged onto are listed.



#### Log on to a work group

Click *Login*.

→ You are logged on to all the work groups in which you are registered as a member.



#### Log out from a work group

Click *Logout*.

→ You are logged off from all work groups in which you are registered as a member.

### Answering a Call in a Work Group

There is an incoming call in your work group. The call may already have been offered to other group members but they were busy. The call is now offered to you.

The phone window shows the work group for which the call is meant.



Click the call key.

### Ending wrap up time manually

After each call, you have a wrap up time during which calls to the work group are not signalled to you. The wrap up time starts automatically at the end of a conversation so that you can wrap up the finished conversation before taking the next call.



Click *Wrap up time off* to end the wrap up time manually.

→ You are available again immediately to answer incoming calls.

### Activating / deactivating pause

You want to call someone on behalf of the work group.



**Activate pause:**

Click *Pause on* to activate pause.



**Deactivate pause:**

Click *Pause off* to deactivate pause.

→ You are available again immediately to answer incoming calls.

### Making calls via work group

You want to select the phone number that your call partner is signalled when you make a call as logged in agent.

Under *Outgoing CLIP* you can select whether the outgoing call is made with the CLIP settings of the private line or of the assigned skills. This setting is temporary and set back to default as soon as you log out as an agent.



Under *External CLIP* select the work group you want.

Enter the phone number you want and click the conversation key.

→ The phone number is dialled.

**Note:**

If it is all about an external user, the called party sees the phone number or name of the work group. If it is an internal user, the called party sees your personal, internal phone number or name.

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## Declaration of Conformity

Aastra Telecom Schweiz AG hereby declares that

- the Aastra 400 products conform to the basic requirements and other relevant stipulations of Directive 1999/5/EC.
- all our products are manufactured in conformity with RoHS and WEEE (2002/95/EC and 2002/96/EC).

The product-specific declarations of conformity can be found on the Aastra 400 and

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[www.aastra.com/docfinder](http://www.aastra.com/docfinder).

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