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Aspire

**PC Attendant
User Guide**

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This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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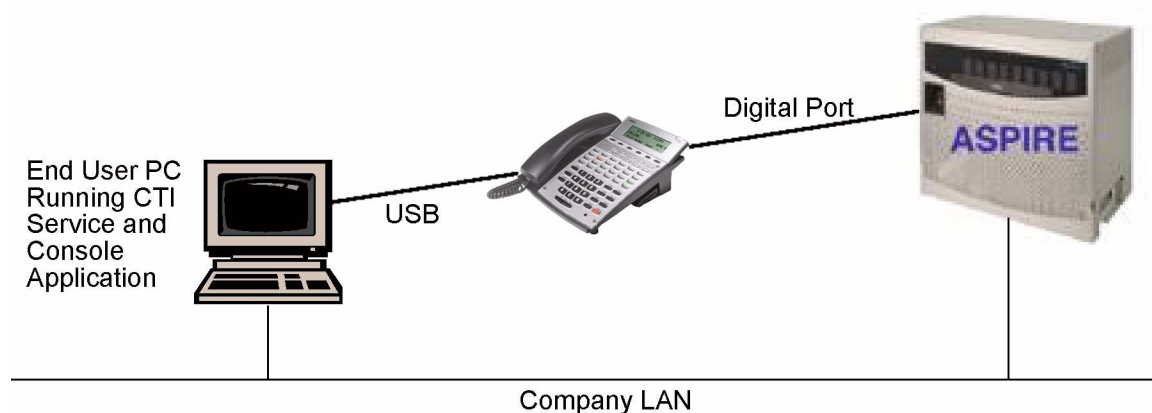
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The PC Attendant Console is a software product that provides access to the most common functions required by an operator or receptionist. By using this application in conjunction with an Aspire S, M, L, or XL system, the attendant can easily manage their call handling tasks without having to switch their attention between the telephone and the PC. A company directory, recording capability, and PC-to-PC messaging, provide additional features to further enhance the operation. (The attendant telephone requires a CTU Adapter (P/N 0890059) installed with connection directly to the end-user PC for the Call Recording and Personal Greeting voice functions.)

The PC Attendant application uses a CTI (Computer Telephony Integration) service that is provided with the product in order to integrate with the Aspire telephone systems. Through the CTI service, an ethernet connection over the company LAN, and an Aspire keyset for audio, the PC Attendant application is able to monitor all extensions on the phone system and control the actions of the attendant's phone, including placing calls.

The CTI service on the PC communicates with the Aspire system through the CTI port on the telephone system. An administration utility (Telephony Administrator) is provided which allows the system administrator to configure the global settings for the console application.

The following diagram shows the system configuration for a single console installation.



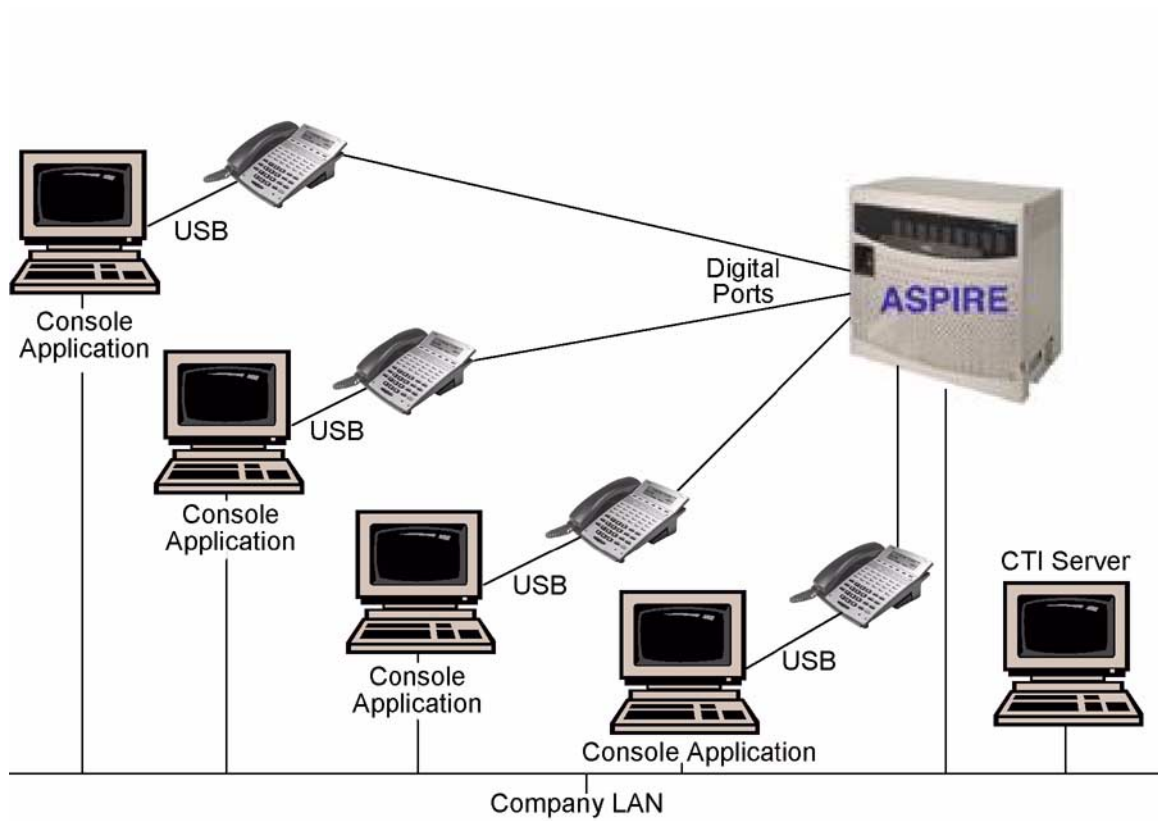
The PC Attendant application can also be installed on multiple PCs for installations that need to support more than one attendant position (each attendant PC would require a licensed version of the PC Attendant installed). **Up to 8 PC Attendant positions can be installed.**

The PC Attendant application also includes a supporting application, call Quick Message. By installing the Quick Message client on individual PCs, the attendant is able to quickly send short messages to other employees, who can respond with a single keystroke.

The host PC to be used as the CTI Server requires Windows XP, Windows 2000, or Windows 2003 and an interface to the Aspire system through the 3rd-party CTI link to monitor and control the telephone activity (*Windows Small Business Server 2003 is not currently supported by the Aspire CTI/TAPI server*). When installing the PC Attendant Console on multiple PCs for more than one attendant position, the PC requires Windows XP, Windows 2000 or Windows 2003. (Note that if the client PC is to be used for other TAPI 2 applications (ex: Microsoft Outlook dialing), you would need to use Windows 2000 or 2003 - Windows XP will not support all TAPI 2 applications.)

Introduction

The following diagram shows an example of a system configuration for a multi-console installation. A maximum of eight attendant consoles can be connected to a single CTI Server.



Requirements for PC Attendant

This section describes the requirements for the PC Attendant Console.

Note: *With the release of the PC Attendant 0.3.0, all servers and clients with the application installed, must be updated to 0.3.0 or later software. Version 0.3.0 is not compatible with earlier versions of the PC Attendant Console.*

Telephone System

The PC Attendant Console will work with digital keysets for all Aspire systems (Aspire S, Aspire M, Aspire L, or Aspire XL). **The TAPI 2 function is required for the PC Attendant.** This means that with the *Aspire M, a Feature Upgrade PAL chip is required. The Aspire L/XL systems use the enhanced NTCPU* which provides the TAPI function.

A keyset is required for the attendant to provide audio for the call. The operator can use the handset or connect a headset for easier operation.

Operating System Support

The PC Attendant application can be used with Windows 2000, Windows 2003 and Windows XP.

Windows Small Business Server 2003 is not currently supported by the Aspire CTI/TAPI server.

PC Requirements

The PC requirements for running the CTI Server can vary depending on the number of stations that will be monitored and the number of Console applications that will be used. However, the following guidelines are the recommended PC components.

CTI Server / Stand-Alone PC:

A dedicated PC is recommended for the Aspire CTI Server.

Processor:	Pentium III, 800 MHz
Memory:	512M RAM
Available Hard Disk Space:	<ul style="list-style-type: none">● 10M for installation● 75M for .NET framework (if not already installed)● 5M for directory and configuration files
Media:	CD-ROM
Communications:	Ethernet Port
USB Port:	Required for license key

PC with Console Application:

Processor:	Pentium III, 500 MHz
Memory:	256M RAM
Available Hard Disk Space:	<ul style="list-style-type: none">● 10M for installation● 75M for .NET framework (if not already installed)● 2M+ for call log, based upon call volume and call recording
Media:	CD-ROM
Communications:	Ethernet Port
USB Port:	Required for license key A second USB port, if recording or personal greeting required

Requirements

- For Your Notes -

Installation Steps

Refer to the Aspire PC Attendant Manual, P/N 0893142, for step-by-step installation instructions.

Note: *With the release of the PC Attendant 0.3.0, all servers and clients with the application installed, must be updated to 0.3.0 or later software. Version 0.3.0 is not compatible with earlier versions of the PC Attendant Console.*

1. In the Aspire system, for any extension to be used as a PC Attendant, set the extension's Class of Service option in **Program 20-13-06 : Class of Service Options (Supplementary Service) - Automatic Off Hook Signaling** to "1". This setting is required to ensure the proper operation for Voice Mail, Camp-On and Voice Over.
2. If a CTU Adapter (P/N 0890059) is to be installed on any keyset which will be assigned to the PC Attendant as an operator, **the CTU driver must be installed on the PC prior to the TAPI 2 driver.**

*If the TAPI 2 has been installed prior to the CTU driver, the TAPI 2 must be removed from the system (using **Start-Setting-Control Panel-Add or Remove Programs-AspireTSP**), then install the CTU driver, followed by reinstalling the TAPI 2 driver. (The PC Attendant program would not need to be removed in this case.)*

If the CTU driver and TAPI drivers is not installed first, there could be unexpected interactions with the PC Attendant application. If you wish, you can install the CTU driver prior to any installation, whether a CTU will be used or not - it will not affect an installation. This would prevent you from having to uninstall all the PC Attendant applications and reinstalling should it be determined later that a CTU is required.
3. Install the third-party CTI (TAPI 2) driver on the PC which will be used to run the CTI Service (this is the host PC to which any other client PCs will be connected when multiple operators are used). **This must be installed prior to installing the PC Attendant application.**

*If the Aspire CTI (TAPI 2) driver is installed in multi-line mode (required when virtual extensions need to ring the operator), you also need to make sure to set the Aspire **Program 20-23-03 : System Options for CTI - Trunk Virtual Bridge - TSP Driver** to "1" (enabled). This allows the virtual extension information to be sent to the PC Attendant, enabling it to ring for incoming calls.*
4. Install the PC Attendant software on the host PC.
5. Install the PC Attendant software on any client PCs to be used for multiple operator positions. **A maximum of 8 operator positions are possible with the PC Attendant.**
6. Install the Quick Message client on any PC to which the operator should be able to send a message.

It is important to remember that any time changes are made within the phone system which affects the line type assignment (line key/loop key) or adding lines or extensions, the services for the TAPI 2 server (TspStart) and PC Attendant server (RPCTI) must be restarted. When possible, you may also wish to restart the Aspire system. Refer to the PC Attendant Manual for details on restarting the services.

System Limitations and Installation Tips

- **Universal Serial Bus Support :** To enable voice recording or personal greeting, each PC that requires this functionality must have a USB adapter installed in the associated digital telephone and connected to the user's PC.
- **Busy Lamp Field :** Using the 3rd party CTI interface, any extension on the system can be monitored to show the current status with the BLF capability.
- **Attendant to PC Messaging :** The PC Attendant Console is able to send short text messages to other employees using the company's Local Area Network (LAN). This functionality could be used, for example, to alert an employee of an important incoming call if they are already on the telephone. In order to be able to receive and respond to these messages, a small client application, Quick Message, needs to be installed on the employee PC (Quick Message is part of the Attendant Console application). The client software can be configured to "pop-up" on the employee's PC screen when a message is received from the attendant. The employee can then respond to the attendant by selecting from a set of preprogrammed responses. This feature is not intended to emulate or replace a general-purpose "chat" application. It is intended to provide basic communication between an operator and employees within a building on a local area network.

Note: Quick Message is available only to those extensions whose properties are not indicated as "Hidden" in the Telephony Administrator's Directory tab.

- Multiple user profiles can be defined on a single PC. This allows different individuals to use the same attendant workstation and maintain their own configuration settings.
- The Clock used on display is from the PC, not from the Aspire system.
- Check the feature access codes defined in the Telephony Administration configuration to ensure that they match what is programmed in the Aspire system. Refer to *Telephony Administrator* on page 47.
- In order to use service codes which require 1 or 2 additional digits (such as calling Door Box [802 + door box number] or dialing using a trunk group [804 + trunk group number]), internal calls must be set to 5-digits in the Special Dialing tab of the Telephony Administration configuration. Any additional dialed digits over "5", the PC Attendant will determine you are placing an outside call and will seize a line.
- Any new extensions/trunks installed after the CTI server has started will not be displayed in the PC Attendant until the CTI Server and PC Attendant CTI Server have been restarted.

Opening PC Attendant

When an incoming call is received, the PC Attendant displays it on the PC and provides several features which allow the user to handle the call quickly using the keyboard or mouse. The attendant speaks to the caller through the telephone handset, headset, or speakerphone.

When there is no activity, the PC Attendant application can be minimized to run in the background and pop to the front when call activity occurs.

Operation Conditions

Headset

During the installation of the TAPI 2 driver, if the Auto Headset Mode is not enabled, the PC Attendant Console application will not be able to support the use of a headset for answering calls. Refer to **Configuring the NEC Aspire TAPI TSP** in the **PC Attendant Installation Manual** (P/N 0893142) for details on changing this option.

Internal Call on Hold and Active External Call

When the attendant has an internal call on hold and an active external call: If the attendant selects the Hang Up function, the external call will be disconnected and the internal call will automatically be reconnected. This will not occur if the attendant uses the telephone keys to disconnect the active call.

Line Keys and the Telephone's Hold Button

With an external call on a line key (and not a loop key), if the telephone's HOLD button is pressed, the call can no longer be retrieved by the PC Attendant application. This operation will not occur if the outside call is on a loop key instead.

Opening PC Attendant

1. From the **Start** menu, select **Programs - NEC - Aspire PC Attendant Console**, or double-click on the Aspire PC Attendant Console icon on the desktop. The following window is displayed:



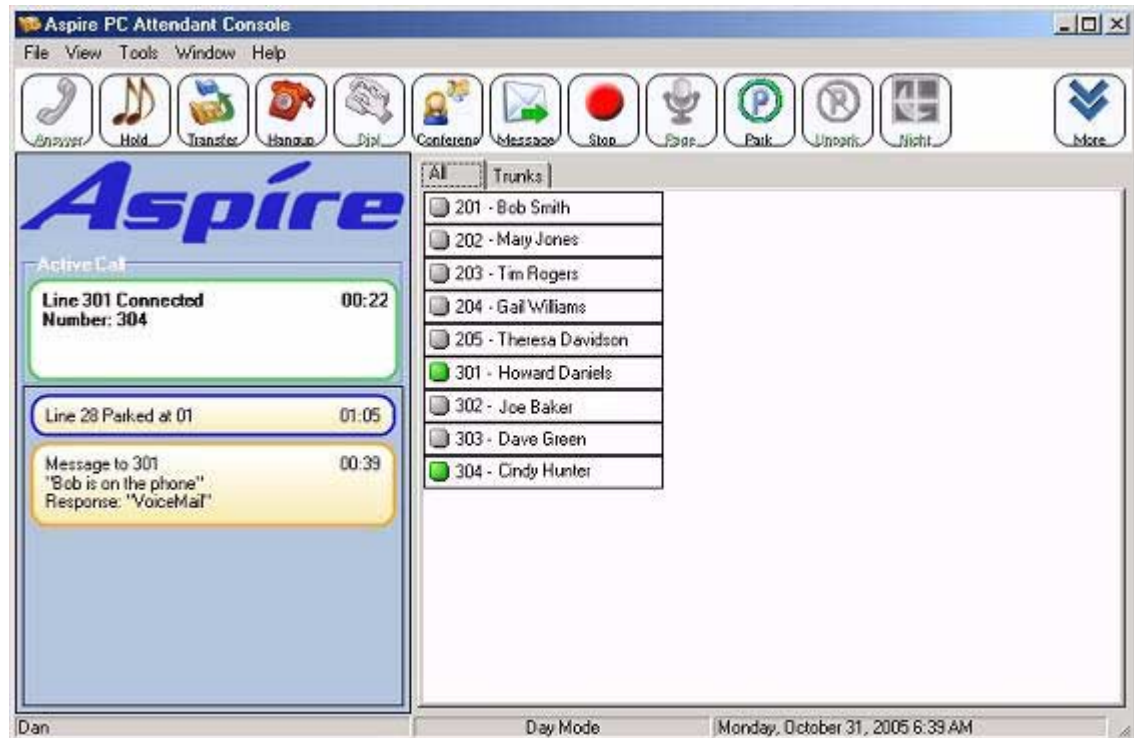
2. Enter a Login ID and Password that were set up in the User Profile in the Telephony Administration utility. Select the extension that will be used as the associated operator's phone and click **Login**.

User Profiles

The PC Attendant Console will support saving distinct user profiles within a single system. This function is beneficial for companies that have different individuals serving as the attendant at the same PC during the course of the business day. Each registered user is assigned a User ID to access the system. The profile for each user will include their preferences for screen layout, personal voice prompts (if supported), and configuration settings. Refer to *User Profiles* on page 48 for details on defining the profiles.

Main Screen

After the user has been authenticated, the application's main screen will be displayed. The main screen of the PC Attendant presents valuable information about the current call activity and provides easy access to the basic operations required by the attendant. Using either the mouse or keyboard, the user can quickly move between the different areas of the screen to dispatch callers, search the company directory, and view the status of the individual lines. An example of the main screen is shown below.



The main application screen consists of the following major sections: title bar, main menu bar, function toolbar, call control panel, BLF tabs, and status bar. Each of these elements is further described in the following sections.

Resizing the Main Window

The PC Attendant Console main window can be resized using the standard Windows resizing controls. Some of the common resizing techniques are:

1. Position the mouse cursor on the left or right edge of the menu frame, hold down the left mouse button, and drag the border to change the width of the menu.
2. Position the mouse cursor on the top or bottom edge of the menu frame, hold down the left mouse button, and drag the border to change the height of the menu.
3. Position the mouse cursor on a corner of the menu frame, hold down the left mouse button, and drag the corner to change the dimensions of the menu.
4. Press the **Restore/Maximize** icon in the menu title bar to change the size of the frame.

Operation

Main Screen

Title Bar

The title bar provides the standard window controls and access to basic operations and utilities through pull-down menus.

The standard window controls are displayed as icons on the right side of the title bar. These include the options to *Minimize*, *Maximize/Restore*, or *Close* the main window.

Menu Bar

The menu bar displays the function categories that are accessible from the main menu.

File View Tools Window Help

Each of the selections on the main menu opens a drop-down list of all the operations that are available within the selected category. These operations include setting configuration options, viewing/editing the directory, and viewing/maintaining the call log.

File

- Exit - Close the PC Attendant application.

View

- Customize Toolbar - Change the visible functions and button order on the function toolbar.
- Sort BLF By Extension/First Name/Last Name - Change the sort order of the BLF buttons.

Tools

- Preferences - Customize operational settings for the PC Attendant.

Window

Call Log

Open a separate window to view the call history.

- Dial - Redial a number within a call log record.
- Play - Replay a recording from within a call log record.
- Delete - Erase a record from the call log.
- E-Mail - Send a call log record using the default EMail client.
- Print - Print all or part of the call log.
- Archive - Save all or part of the call log to a designated file.

Directory

Open a separate window to view the Directory/Contact List.

- New Entry - Add a new record in the company directory.
- Edit Entry - Modify the fields within a directory entry.
- Delete Entry - Erase a record from the company directory.
- Search - Access the search function for the company directory.
- Print - Print all or part of the company directory.

Help

- Contents and Index - Access the on-line help system by topic.
- About - View the copyright notice and current revision of the software.

Function Toolbar

The function buttons, which appear below the Menu Bar, provide access to the operations that are most frequently used by the attendant. The attendant can configure the set of functions and their assigned Hotkey (a Hotkey is a preprogrammed key for performing the same function as the icon. Go to **View - Customize Toolbar** for the default Hotkey assignments for each function). The icons to be displayed are selected in this menu option. If more icons are selected than there is room to display, the icons on the right which will not fit will not be displayed unless other icons are removed from the view.



A function on the toolbar can be selected by using the mouse to click on the desired function button or pressing the associated Function Key (F1 - F12) on the keyboard (these are defined under the menu item VIEW-CUSTOMIZE TOOLBAR). Individual buttons on the Function Toolbar become disabled if the function is not allowed for the current state of the attendant console. For example, the Answer button is only enabled when a call is ringing into the attendant position. If additional information is required to complete the operation, then the Data Entry Area will become active and request further input from the attendant. For example, the Night Mode button would open a dialog that would allow the attendant to select the type of Night mode that is being initiated.

The last button on the right provides access to additional functions that are not displayed on the toolbar. When this button is selected, a drop down list is shown that provides access to the remaining call control functions.

The functions available on the Function Toolbar are described as follows.



Answer an incoming call.



Place the current active call on hold.



Transfer the current active call.



Disconnect the current active call.



Initiate an outbound call from the console.



Initiate a conference call, which includes the active call.

Operation

Main Screen



Send a Quick Message to another user's PC.



Start/stop recording of the current call.



Redirect a ringing call to another destination.



Retrieve a call ringing a group using Group Call Pickup.



Redial one of the last numbers called.



Initiate a page using the telephone's paging system.



Transfer the active call to a park location.



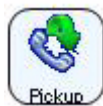
Retrieve a call from a designated park location.



Select the night mode to be activated.



Barge in on an extension who is active on a call.



Perform a call pickup at a ringing extension (Directed Call Pickup, Call Pickup, Other Group Call Pickup, or Specified Group Pickup).



Voice over to an extension who is active on a call.



Set/cancel the Call Forward or DND for the PC Attendant.



Leave a message or transfer a call to an extension's Voice Mail.



Use this button to view any additional options which are not displayed in the toolbar.

Operation

Main Screen

Call Control Panel

The call control panel shows all of the active calls and messages that are currently being handled by the attendant. The list includes the active call, held calls, and ringing calls. The Active Call List also provides information about Quick Messages that have been sent by the attendant and their responses.

The top entry within the Active Call List shows the call that is currently connected to the console (active).

The screenshot displays a vertical list of call and message entries under the heading "Active Call". Each entry is contained within a colored rounded rectangle and includes the following information: line number, status, number, name, and call timer.

Line	Status	Number	Name	Timer
Line 1	Connected	2142392939	John Wilson	00:13
Line 2	Ringing	9728851209	Bob Hunter	00:05
DID Ln 09	Held	Unknown	Jim Smith holding for Customer Service	01:22
DID Ln 10	Parked at 13	8174430092	Mary Taylor Parked for Inside Sales	02:17
	Message to Sarah Adams		"Call Holding for You"	01:03
	Response:			
	Message to Paul Davis		"Late for a Meeting"	00:35
	Response:		"OK"	

The text box for each call contains the call information includes the calling party information, line being used, and call timer. When the telephone is idle (no active call), the display is empty.

Below the Active Call are listed all of the call activity and text messages that are currently being managed by the attendant. This list includes held calls, ringing calls, calls placed in a park orbit by the attendant, and Quick Messages. Each entry displays enough information to identify the call or text message. The attendant is able to retrieve Held and Parked calls by clicking on the associated entry. Clicking on the Call List entry or selecting the Answer button answers a ringing call. If multiple calls are ringing, the Answer button automatically picks up the oldest call.

Call entries within the Active Call list are automatically removed when the call is disconnected or answered.

Message entries within the Active Call list are automatically removed based upon default timers that the user sets. Message entries can also be deleted manually by performing a right mouse click on the entry and selecting the Delete option from the pop-up menu.

BLF Panel

The BLF panel provides the Busy Lamp Field/Direct Station Select functionality for internal lines and extensions monitored by the attendant. Each key in the BLF/DSS window provides one-touch access to that line or extension. In addition, the BLF/DSS also provides access to EMail and Quick Message.



All	Trunks	Sales	Engineering
301 - Bob Smith			
302 - John Sherwood			
303 - Mary Jones			
304 - Tim Rogers			
306 - Gal Williams			
307 - Theresa Davidson			
309 - Howard Daniels			
311 - Joe Baker			
313 - Dave Green			
317 - Cindy Hunter			

This area of the screen has a button defined for every extension that the user is monitoring. The attendant can define Extension Groups that include a specific set of extensions. The tabs at the top of the BLF Panel represent all of the defined Extension Groups. Selecting a different tab allows the attendant to view only the extensions that are included in that group.

BLF Identification

Each button includes an LED indicator, and a text label that can include the name and extension of the monitored line. Use the options under the **Tools - Preferences** menu to determine how the information is displayed. The configuration option allows these buttons to be displayed in either alphabetical order based upon the text label or numeric order by extension. The user can also control which items are included in the text label: first name, last name, and extension. Based upon the length of the text label, the BLF entries will be resized so that the maximum number of entries can be displayed in the designated area. If more extensions are defined than can fit in the BLF panel, then a horizontal scroll bar will be visible at the bottom of the BLF area.

The LED colors represent IDLE (gray), BUSY (green), RINGING (green flash), DND (red) and FORWARD (blue).

BLF Call Control

The call control functions interact with the DSS/BLF keys, based upon the status of the active call window. When a call is active, clicking on a DSS/BLF button that is gray will transfer the call to that extension. When no call is active, clicking on a gray DSS/BLF will dial that extension.

A configuration option allows the user to define the default action to be applied when the attendant clicks on a busy BLF with an active call. The available options are:

- Send active call to voice mail for the selected extension
- Put caller on hold and initiate voice over
- Camp caller on second line of selected extension

Performing a right mouse click on the destination BLF will provide access to options other than the default action.

Operation

Main Screen

Trunk BLF's

A configuration setting is available which enables a Trunks tab within the BLF area. When this tab is selected, the BLF area displays an indicator for each monitored trunk. The LED indicator will track whether the trunk is Idle or busy. This window is for viewing only and no action on the trunk can be initiated from this window.

Changing the Visible BLF Groups

The system administrator can set up BLF Groups, which can be used to organize the extension list into groups of buttons. Each BLF Group is shown as a tab on the top of the BLF area on the main console screen. By selecting different tabs, the attendant is able to see the BLF's that are assigned to that group. Each console user has the ability to select which BLF groups are visible on the console.

To specify the visible BLF Groups:

1. On the **Tools** menu, select the **Preferences** option.
2. Click on the **BLF/DSS** tab within the **Preferences** menu.
3. Select the checkbox for all BLF Groups that are to be visible.
4. Selecting a Group and using the **Move Up** and **Move Down** buttons will change the position of the tab for the selected group.
5. Click on **OK** to save the BLF/DSS configuration.

Changing the BLF/DSS Button Appearance

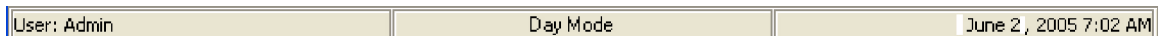
To change the format of the BLF/DSS labels:

1. On the **Tools** menu, select the **Preferences** option:
2. Select the **BLF/DSS** tab on the **Preferences** menu.
3. Set the **Label Format** field to the type of information to be displayed on the BLF/DSS key.
Valid formats are:
 - Extension Only
 - Name Only
 - Extension followed by Name (Extension+Name)
4. Click **OK** to save your settings.

Status Bar

The Status Bar appears at the bottom of the main screen and provides relevant information about the current state of the application.

In the sample screen below, the status bar shows the name of the currently logged in attendant, the Day/Night mode setting, and the current date and time.



Automatic Voice Greetings

The PC Attendant Console is capable of playing a personalized greeting for every call received by the attendant. The greetings are from a pre-recorded file, created in the attendant's own voice. When an incoming external call is answered, the PC Attendant Console will automatically play the voice file - both the caller and attendant can hear the greeting. This option is configurable per user, so that each attendant can use their own recorded file or disable the playback option. This feature can be used to present a professional appearance to customers by delivering an accurate and consistent greeting with each call.

The ability to play a personal greeting requires that a CTI device (CTU Adapter, P/N 0890059) be installed on the attendant's keyset telephone. The Personal Greeting features will not be enabled if this device and the associated device drivers are not installed on the host PC.

Playing a Personal Greeting

To setup a personal greeting:

1. Record a greeting using a utility such as the **Windows Sound Recorder** and save the file on the attendant PC.
2. On the **Tools** menu, select the **Preferences** option.
3. Select the **Personal Greeting** tab on the **Preferences** menu.
4. Select the option **Enable Voice Greeting** on the top of the **Personal Greeting** menu.
5. Specify the file name of the recording to be used or press the **Browse** button to select a file.
6. Press **OK** to save the settings.

Operation

Call Forwarding

Call Forwarding

Call Forwarding permits an extension user to redirect their calls to another extension. Call Forwarding ensures that the user's calls are covered when they are away from their work area. The types of Call Forwarding are:

- **Call Forwarding When Busy or Not Answered**
Calls to the extension forward when busy or not answered.
- **Call Forwarding Immediate**
All calls forward immediately to the destination, and only the destination rings.
- **Call Forwarding When Not Answered**
Calls forward only if they are unanswered (Ring No Answer).
- **Call Forwarding Immediate with Ringing**
All calls forward immediately to the destination, and both the destination and the PC Attendant extension rings.

Call Forwarding will reroute calls ringing an extension, including calls transferred from another extension. The extension user must enable Call Forwarding from their phone.

Forwarding the Attendant Console

To forward the attendant console:

1. On the **Function Toolbar**, select **Call Forward**.

Call Forward

Call Forward

Set Call Forward

Forward On:

Destination:

Applies to:

Cancel Call Forward

Do Not Disturb

Set Do Not Disturb

Applies to:

Cancel Do Not Disturb

2. On the **Call Forward** menu, select the **Call Forward** option.
3. Select the conditions and destination for forwarding calls.
4. Select **Start** to initiate the call forward setting.

To cancel the forward on the attendant console:

1. On the **Function Toolbar**, select **Call Forward**.
2. In the **Call Forward** window, select **Cancel Call Forward**.
3. Select **Start** to initiate clearing of the call forward setting.

Operation

Call Log

Call Log

The Call Log provides a table view of the calls that have been processed by the attendant console. Each call record includes the attendant ID, call type (inbound/outbound), call date and time, caller identification, call duration, and line appearance. From this table, the user can sort the entire list based upon any individual column. The user also has the ability to delete or archive the call log, as well as print the contents. The call log also identifies any calls that were recorded using the application's RECORD function. Playback of recorded calls is also allowed from within the call log window. The attendant also has the ability to re-dial a number that is associated with a call log record.

The columns within the Call Log tab can be resized and rearranged. To resize a column, place the mouse cursor within the header row, on the right hand edge of the column to be resized. Hold down the left mouse button and drag the edge of the column to the new size. To rearrange the order of the columns, place the mouse cursor within the header row of the column to be moved. Hold down the left mouse button and drag the column into the new position.

To access the Call Log:


1. From the PC Attendant Console's main menu, select the **Windows** option, then click **Call Log**.

Re-dialing a Number from the Call Log

1. Press the **right** mouse button to select the Call Log record to be redialed.
2. Select **Dial** from the pop up menu.

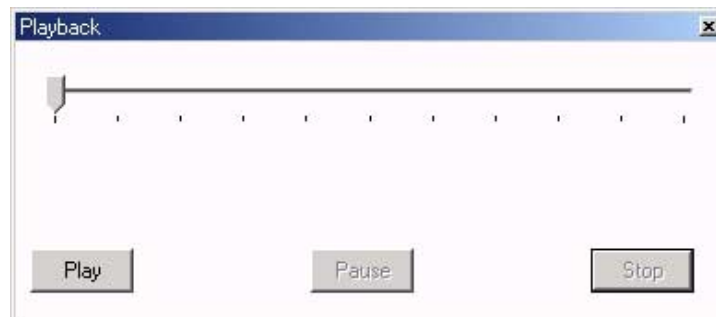
Playing Back a Recorded Telephone Conversation

The Record function is used to capture a telephone conversation from the attendant console and save the recording on the PC. The recording is attached to the Call Log record and indicated by the recording icon


() within the Type field.

To playback a recording:

1. Press the **right** mouse button to select the Call Log record that contains the recording.
2. Select **Play** from the pop up menu. The Playback window will open and the recording will automatically start playing.



The Playback window provides the following controls:

	Slider bar - advances as the playback progresses. Dragging the slider will change the current playback position within the recording.
Play	Start/resume playback of the recording.
Pause	Suspend playback at the current position.
Stop	Suspend playback and set the current position to the beginning of the recording.

Deleting Records from the Call Log

To delete a single Call Log record:

1. Press the **right** mouse button to select the Call Log record that is to be deleted and select the **Delete** option.

-OR-

1. Highlight the Call Log record to be deleted and from the **Call Log** menu, select the **Delete** option.

To delete a block of Call Log records:

1. Highlight the records to be deleted.
2. Press the **right** mouse button within the highlighted block. From the pop up menu, select the **Delete** option.

-OR-

2. From the Call Log record, select the **Delete** option.

Sending a Call Log Record or Recording Using EMail

To send a call log record or recording using EMAIL:

1. Press the **right** mouse button to select the Call Log record to be sent.
2. From the pop up menu, select the **EMail** option. This will create a new mail message using your default EMail client, with the call log detail included in the body of the message. If a recording is associated with the call log record, then the sound file for the recording will be attached to the message.

Printing the Call Log

The PC Attendant provides the capability to print all or part of the call history.

To print the entire Call Log:

1. From the **Call Log** menu, select the **Print** option, followed by **Print All**. This will send the entire call log to the default printer.

To print selected records from the Call Log:

1. Highlight the records to be printed.
2. From the **Call History** menu, select the **Print** option, followed by **Print Selected**. This will cause the selected call log records to be sent to the default printer.

Operation

Call Log

Changing the Call Log Layout

The PC Attendant Console provides several options to change the layout of the Call Log. The size and location of each column can be modified and the entire Call Log can be sorted based upon any individual column.

To change the visible columns within the Call Log tab:

1. On the **View** menu within the **Call Log** window, select the **Set Visible Columns** option.
2. Check each column that will be visible on the Call Log.
3. Press **OK** to save the settings.

To change the order of the columns in the Call Log:

1. Position the mouse cursor within the heading of the column to be moved.
2. Hold down the *left* mouse button and drag the column to the new position.

To change the width of a column in the Call Log:

1. Position the mouse cursor within the heading and on the right edge of the column to be resized. When the mouse is in the proper position, the mouse cursor will change to a double-headed arrow.
2. Hold down the *left* mouse button and drag the border of the column to the new width.

To sort the contents of the Call Log:

1. Position the mouse cursor within the heading of the column to use for sorting.
2. Press the *left* mouse button to sort the Call Log in ascending order based upon the contents of the selected column.
3. Pressing the *left* mouse button a second time will sort the Call Log in descending order.

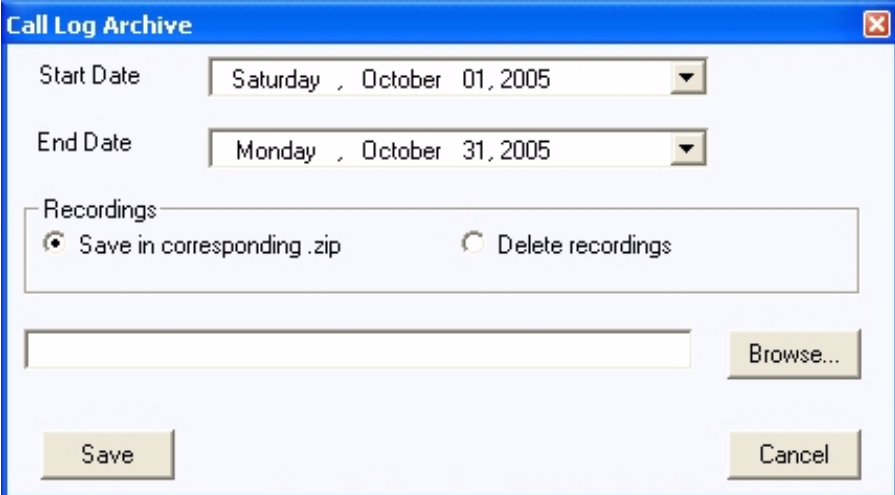
Archiving the Call Log

Regular maintenance of the PC Attendant Console should include archiving of the Call Log. This operation is beneficial for reducing the number of call records displayed within the application, and therefore, improving access when searching for individual records. The archival process also provides a method of backing up the call history and storing the records off-line for future access.

The archive operation saves the call history to a file using Comma Separated Values (CSV) format. This format can be viewed using a standard text editor or easily imported into a database or spreadsheet program. During the archive operation, the user can specify if the recorded files are to be saved or deleted. If the recorded files are saved, they will be compressed into a zip file, with the same file name as the archived call records.

To archive the Call Log:

1. From the Call Log menu, select the **Archive** option. This will open the **Call Log Archive** menu.



2. Select the **Start Date** and **End Date** for the archive. All call log records within this range of dates will be included in the archive and removed from the **Call Log** tab.
3. Select either **Save in corresponding.zip** to keep the recordings or **Delete Recordings** to erase the recordings. If a zip file is selected, the name of the zip file will be the same as the archive file name selected in the next step with a .ZIP extension.
For example, if ARCHIVE_OCT.CSV is selected for the archive file, the zip file will be ARCHIVE_OCT.ZIP.
4. Enter the name of the archive file to be created or use the **Browse** button to select the file.
5. Press **Save** to create the archive file.

Call Recording

Attendants occasionally have a need to record telephone conversations. The PC Attendant Console provides the ability to record active calls and save the recordings as standard sound files on the PC hard drive. Each recorded file is associated with a record in the call log, providing easy access for retrieval of the recordings. From within the application, the user can choose to playback the call recordings, archive to another file/disk, or EMail to another user. The attendant has the option to configure the software to automatically record every call, or manually start/stop recording for individual calls.

The user must have the CTU TAPI adapter installed in their phone and properly configured for this function to operate successfully.

Note: If the CTU adapter's connection is lost and then recovered at any point while the PC Attendant is running, the "Record" function will not work correctly until the PC Attendant is restarted.

Recording the Active Call

The PC Attendant Console provides the ability to record the active call on the attendant console and save the recording as a file on the PC. This file can then be played back within the application or EMail as a WAV file to another user. Recordings are associated with individual entries in the Call Log and can be accessed within the Call Log tab.

The ability to record calls requires that a CTI device be installed in the attendant telephone. The Recording features will not be enabled if this device and the associated device drivers are not installed on the host PC.

To start recording a call:

1. Use the mouse to select **Record** on the **Function Toolbar**.

-OR-

1. Press the **F8** key on the keyboard.

*When a call is being recorded, the label on the **Record** button will change to **Stop** on the **Function Toolbar**.*

To stop a recording:

1. Use the mouse to select **Stop** on the **Function Toolbar**.

-OR-

1. Press the **F8** key on the keyboard.

If recording is stopped and restarted on the same call, the individually recorded sessions will be combined into a single file.

If a call that is being recorded is placed on hold, the recording will automatically be restarted when the call is retrieved from hold.

To automatically record all calls:

1. On the **Tools** menu, select the **Preferences** option.
2. Select the **Recording** tab on the **Preferences** menu.
3. Select the **Record All Calls** option.
4. Select **OK** to save the new setting.

Camp On

With Camp On, an extension user may call a busy extension and wait in line without hanging up. When the user Camps On, the system signals the busy extension with two beeps indicating the waiting call. The call goes through when the busy extension becomes free. Camp On helps busy extension users know when they have additional waiting calls. It also lets callers wait in line for a busy extension without being forgotten.

Using Camp On for a Busy Extension

To initiate a Camp On shortcut using a BLF/DSS key:

1. With an active call on the attendant phone, double-click on a busy BLF/DSS key to camp the current call on to the selected extension.

*For this shortcut to be enabled, the **Tools@Preferences BLF/DSS** menu must have the **Camp** option selected as the current double-click action.*

Operation

Central Office Calls, Answering

Central Office Calls, Answering

The system provides flexible routing of incoming CO (trunks) calls to meet the exact site requirements. This lets trunk calls ring and be answered at any combination of system extensions.

Answering Incoming Calls

When a call arrives at the attendant position, the PC Attendant generates a notification tone and adds a new Ringing entry to the Active Call List.

The attendant can answer the call using any of the following methods:

1. Use the mouse to select the **Answer** function on the Function Toolbar.
- OR-**
1. Press the **F1** key on the keyboard.
- OR-**
1. Use the mouse to select the **Ringing** call entry within the **Active Call List**.

When an inbound call is answered, the state of the call will change from Ringing to Active on the Active Call List. If the attendant has another call ringing in at the same time an active call is already in progress, answering the ringing call will automatically place the active call on hold.

Disconnecting a Call

To disconnect from the active call:

1. Use the mouse to select **Hang Up** from the **Function Toolbar**.
- OR-**
1. Press the **F4** key on the keyboard.

When an active call is disconnected, the call entry will be removed from the Active Call List.

Central Office Calls, Placing

Placing an Outbound Call

When the attendant console is idle (no active call), the user can initiate an outbound call. The PC Attendant provides the Dial function to initiate a call to an internal or external number and special dialing features for the BLF/DSS tab and Directory tab.

Placing a call using the Dial function

1. Use the mouse to select **Dial** on the **Function Toolbar**.
- OR-**
1. Press the **F5** key on the keyboard.
 2. Enter the number to be dialed in the **Destination** field within the **Data Entry** area.
 3. Select the **Start** option within the **Data Entry** area to place the call.

Dial an extension using a BLF/DSS key

1. With the attendant set idle (no active call), click on a BLF/DSS key to dial that extension.

Placing a call using the Directory

1. Within the **Directory**, double-click on the directory entry to be call or press the *right* mouse button and select **Dial Extension** from the menu.
- OR-**
1. Within the **Directory**, press the *right* mouse button on the desired entry and select **Dial Extension** from the menu

Disconnecting a Call

To disconnect from the active call:

1. Use the mouse to select **Hang Up** from the **Function Toolbar**.
- OR-**
1. Press the **F4** key on the keyboard.

When an active call is disconnected, the call entry will be removed from the Active Call List.

Conference

Conference lets an extension user add additional inside and outside callers to their conversation. With Conference, a user may set up a multiple-party telephone meeting without leaving the office. The Aspire system allows an extension user to Conference up to 31 internal and/or external parties together (the originator would be the 32nd party reaching the maximum of 32).

With an active call on the attendant console, the PC Attendant Console can establish a conference using either the Conference function or the Directory menu.

Setting Up a Conference Call

To initiate a conference using the Conference function:

1. Use the mouse to select the **Conference** function on the **Function Toolbar**.
- OR-**
1. Press the **F6** key on the keyboard.
 2. Enter the telephone number of the conference party into the **Destination** field within the **Conference** menu.
 3. Select the **Start** option within the **Conference** menu to initiate the conference.
 4. When the destination answers, announce the conference and then select **Complete** to create the three-way conference call. If the destination does not answer or does not want to participate in the conference, select the **Disconnect** option.
 5. To add additional parties, repeat the above steps.

*As long as there is one other internal party connected in the Conference, the PC Attendant can click **Hangup** to exit the Conference and the other parties can continue to talk.*

To initiate a conference using the Directory tab:

1. Use the **right** mouse button to select the directory entry to be added to the Conference.
2. On the pop up menu, select the **Conference** option to initiate the Conference.
3. When the destination answers, announce the conference and then select **Complete** to create the three-way conference call. If the destination does not answer or does not want to participate in the conference, select the **Disconnect** option.
4. To add additional parties, repeat the above steps.

*As long as there is one other internal party connected in the Conference, the PC Attendant can click **Hangup** to exit the Conference and the other parties can continue to talk.*

Directory / Contact List

The PC Attendant maintains different directories for internal (Directory) and external (Contacts) numbers. The internal directory serves as the company directory and includes all employees' names, extensions, EMail, department, and alternate numbers. The external directory serves as an on-line phone/address book for frequently dialed external numbers.

The user views the directory by using functions within the Directory option on the Main Menu. The directory/contact list is opened in a separate window - select either the Directory or Contacts icon on the left of the window to view the listing. Each listing provides a search box for quickly searching for a name. The convenient search capability can be used to find individuals by first name, last name, or partial name. Entering alphabetic characters in the Search field will filter the displayed entries using the name fields. If the attendant enters 'B', then all of the directory listings that have the first name starting with B will be displayed. Entering 'B D' will further filter those entries to only show the listings with a first name starting with B and a last name starting with D. Filtering by last names only can be accomplished by entering a space followed by the characters in the last name.

The Directory can also be used to initiate a call by selecting any of the telephone number fields associated with a directory or contact list entry.

Each entry in the Directory database can contain the following fields:

- First Name
- Last Name
- Extension
- Title
- EMail address
- Location
- Department
- Supervisor Name
- Supervisor Telephone Number
- Assistant Name
- Assistant Telephone Number
- Alternate Contact Numbers
- Notes
- Ability to Hide the Directory Entry or Hide the BLF Button

Each entry in the Contact database can contain the following fields:

- First Name
- Last Name
- Telephone
- Title
- EMail address
- Company Name
- Company Dress
- Alternate Contact Numbers
- Notes

Operation

Directory / Contact List

Operations that can be performed on the Directory/Contact List include the following:

- Adding a new entry to the Directory/Contact List
- Modifying an entry in the Directory/Contact List
- Deleting an entry from the Directory/Contact List
- Searching the Directory/Contact List
- Printing the Directory/Contact List
- Changing the Directory/Contact List Tab Layout
- Call Handling within the Directory/Contact List
- Sending a message from the Directory/Contact List

The columns within the Directory and Contacts list can be resized and rearranged. To resize a column, place the mouse cursor within the header row, on the right hand edge of the column to be resized. Hold down the left mouse button and drag the edge of the column to the new size. To rearrange the order of the columns, place the mouse cursor within the header row of the column to be moved. Hold down the left mouse button for a second or two until the cursor changes from an arrow to an arrow with a square, then drag the column into the new position.

The data can be sorted by name, number, or department name. Simply click in the header row of the column which should be used for the sort process.

An import utility is provided with the Contacts listing that allows databases from third-party applications to be inserted into the console directory. The import utility requires that the import file be a CSV (comma-separated values) file. The attendant maps the fields within the CSV file to the corresponding fields within the console directory. The data from the PC Attendant's Contacts listing can be exported to a CSV format as well.

NOTE: Only authorized users have the ability to modify the Directory.

Adding a new entry to the Directory

To add a new entry to the Directory:

1. Click **Window-Directory** to open the Directory/Contact List window.
2. On the **File** menu within the Directory window, select **New Entry**.
3. Enter the appropriate data in the designated text fields.
To enter an alternate number, select New in the Alternate Number area, and enter the telephone number and type.
If a Department name is to be used, make sure to create the Department prior to creating a new Directory entry.
4. Click **Save** to add the new entry to the Directory and exit the Directory Maintenance menu.
- OR -
If multiple new entries are being added, click **Add** to save the new entry and clear the form for the next new entry.

To add a new Department to the Directory:

1. Click **Window-Directory** to open the Directory/Contact List window.
2. On the **File** menu within the Directory window, click **New Department**.
A Department must first be added here before it can be entered in a new Directory entry.
3. Enter the name of the department and click **OK**.

Modifying an entry in the Directory

To modify a directory entry:

1. Highlight the directory entry to be modified.
2. From the **File** menu, select **Properties**.
3. Update the fields by entering new data in the appropriate text boxes.
Quick Message is available only to those extensions whose properties are not indicated as "Hidden" in the Telephony Administrator's Directory tab. Make sure any extension which is to use the PC Attendant application is not hidden, as the Quick Message is used with the attendant, and this could cause log-in issues for the attendant.
4. To modify an Alternate Number, double-click within the **Number** field of the Alternate Number to be entered. Modify the contents of the Number field.
5. Click on **Save** to apply the changes to the Directory.

Deleting an entry from the Directory

To delete a single directory entry:

1. Select the directory entry with a right-mouse click. From the pop up menu, select the **Delete** option.
- OR -
Highlight the directory entry and from the **File** menu select the **Delete** option.

To delete a block of directory entries:

1. Highlight the entries to be deleted.
2. Right-mouse click within the highlighted block. From the pop-up menu, select the **Delete** option.
- OR -
From the **File** menu, select the **Delete** option.

Searching the Directory and Contact/Personal Lists

The Directory, Contact List, and Personal List menus includes a Search function, which allows the attendant to query the listings. The Search capability can be used to find matching entries based upon first name, last name, or a combination of first and last name. Partial names can also be entered to find multiple entries that match the search criteria.

To access the Search capability:

1. Click inside the **Search** field and enter the search criteria.

To search for entries that match on either first or last name:

1. Enter the full or partial search string in the **Search** field.
Example: Entering "John" will list all entries with first names of John and Johnny, as well as entries with last names such as Johnson.

Operation

Directory / Contact List

To search for entries that match a full or partial first and last name:

1. Enter the first name, followed by a space, followed by the last name in the **Search** field.
Example: Entering “John Stevens” will list John Stevens and Johnny Stevenson.
Example: Entering “S T” will list all entries whose first name starts with S and last name starts with T.

To search for entries that match only the last name:

1. Enter a space as the first character in the **Search** field, followed by the full or partial last name.
Example: Entering “ T” will list all entries whose last name starts with T.

To Clear the Search results:

1. Delete all the characters in the **Search** field
- OR -
Press the **Esc** key on the keyboard while the cursor is in the **Search** field.

Printing the Directory or Contact/Personal List

To print the entire directory:

1. From the **File** menu, select the **Print** option, followed by **Print All**. This will cause the entire directory to be sent to the default printer.

To print selected entries from the Directory:

1. Highlight the entries to be printed.
2. From the **File** menu, select the **Print** option, followed by **Print Selected**. This will cause the selected directory entries to be sent to the default printer.

Changing the Directory/Contact/Personal List Layout

Several options are provided for changing the layout of the Directory, Contact List and Personal List. The size and location of each column can be modified and the entire Directory can be sorted based upon any individual column.

To change the visible columns within the Directory/Contact/Personal List:

1. On the **View** menu, select the **Set Visible Columns** option.
2. Check each column that will be visible on the Directory.
3. Press **OK** to save the settings.

To change the order of the columns in the Directory/Contact/Personal List:

1. Position the mouse cursor within the heading of the column to be moved.
2. Hold down the left mouse button and drag the column to the new position.

To change the width of a column in the Directory/Contact/Personal List:

1. Position the mouse cursor within the heading and on the right edge of the column to be resized. When the mouse is in the proper position, the mouse cursor will change to a double-headed arrow.
2. Hold down the left mouse button and drag the border of the column to the new width.

To sort the contents of the Directory/Contact/Personal List:

1. Position the mouse cursor within the heading of the column to use for sorting.
2. Press the left mouse button to sort the list in ascending order based upon the contents of the selected column.
3. Pressing the left mouse button a second time will sort the directory in descending order.

Call Handling within the Directory/Contact/Personal List

Several common call handling functions can be accessed within the Directory, Contact List and Personal List.

NOTE: The call handling functions are not available when the Directory, Contact List or Personal List window is opened from the Admin utility.

To dial a number within a Directory/Contact/Personal List entry:

1. Double-click on the specific entry to be dialed.
- OR -
Press the right mouse button to select the directory entry to be dialed.
2. From the pop up menu, select the **Dial** option.

To leave a message in a Voice Mailbox:

1. Press the right mouse button to select the directory entry.
2. From the pop up menu, select the **Voice Mail** option.

To initiate a supervised transfer to a Directory/Contact/Personal List entry:

1. Press the right mouse button to select the directory entry to receive the call.
2. From the pop up menu, select the **Transfer - Supervised** option.
3. When the party answers, announce the transfer, and then press the **Complete** button on the **Transfer** menu.
4. If the destination does not answer or does not want to receive the transfer, press the **Disconnect** button to reconnect to the original caller.

To initiate an unsupervised (blind) transfer to a Directory/Contact/Personal List entry:

1. Press the right mouse button to select the directory entry to receive the call.
2. From the pop-up menu, select the **Transfer - Immediate** option.

Operation

Directory / Contact List

To initiate a conference with a Directory/Contact/Personal List entry:

1. Press the right mouse button to select the directory entry to add to the conference.
2. From the pop-up menu, select the **Conference** option.
3. When the party answers, announce the conference, and then press the **Complete** button on the **Conference** menu.
4. If the destination does not answer or does not want to join the conference, press the **Disconnect** button.

Sending a Message from the Directory

The Directory Tab provides functions to generate EMail, voice mail messages, and quick messages to individuals in the company directory.

To send an e-mail to a directory entry:

1. Press the right mouse button to select the directory entry.
2. From the pop-up menu, select the EMail option. This will create a new mail message using your default EMail client, with the destination set to the EMail address of the selected directory entry.

To leave a message in a Voice Mailbox:

1. Press the right mouse button to select the directory entry.
2. From the pop-up menu, select the **Voice Mail** option.

To send a Quick Message to a directory entry (PC Attendant Only):

1. Press the right mouse button to select the directory entry.
2. From the pop-up menu, select the **Quick Message** option.
3. Specify the desired **Message and Responses** within the Quick Message menu.
4. Select **Send** on the Quick Message window to deliver the message.

Adding a new entry to the Contact/Personal List

To add a new entry to the Contact/Personal List:

1. Click **Window-Directory** to open the Directory/Contact List window.
2. On the **File** menu, select **New Entry**.
3. Enter the appropriate data in the designated text fields.
4. To enter an alternate number, select **New** in the Alternate Number area, and enter the telephone number and type.
5. Click **Save** to add the new entry and exit the Contact Maintenance menu.
- OR -
If multiple new entries are being added, click **Add** to save the new entry and clear the form for the next new entry.

To add a new Company to the Contact/Personal List:

1. Click **Window-Directory** to open the Directory/Contact List window.
2. On the **File** menu, click **New Company**.
3. Enter the name of the company and click **OK**.

Modifying an entry in the Contact/Personal List

To modify a list entry:

1. Highlight the list entry to be modified.
2. From the **File** menu, select **Properties**.
3. Update the fields by entering new data in the appropriate text boxes.
4. To modify an Alternate Number, double-click within the **Number** field of the Alternate Number to be entered. Modify the contents of the **Number** field.
5. Click on **Save** to apply the changes to the Contact/Personal List.

Deleting an entry from the Contact/Personal List

To delete a single list entry:

1. Select the list entry with a right-mouse click. From the pop-up menu, select the **Delete** option.
- OR -
Highlight the list entry and from the **File** menu select the **Delete** option.

To delete a block of list entries:

1. Highlight the entries to be deleted.
2. Right-mouse click within the highlighted block. From the pop-up menu, select the **Delete** option.
- OR -
From the **File** menu, select the **Delete** option.

Operation

Do Not Disturb

Do Not Disturb

Do Not Disturb blocks incoming calls and Paging announcements. DND permits an extension user to work by the phone undisturbed by incoming calls and announcements. The user can activate DND only while their phone is idle. Once activated, incoming trunk calls still flash the line keys. The user may use the phone in the normal manner for placing and processing calls.

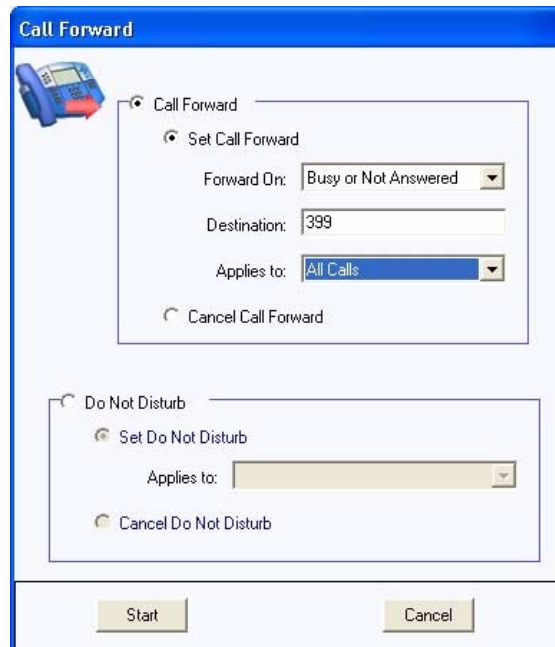
There are four Do Not Disturb options available:

- All Calls
- Outside Calls
- Paging/Intercom/Call Forwards/Transfers
- Call Forwards

Placing the Attendant Console in Do Not Disturb

To activate DND for the attendant console:

1. On the **Function Toolbar**, select **Call Forward**.



2. On the **Call Forward** menu, select the **Do Not Disturb** option.
3. Select the condition for allowing calls to ring the PC Attendant.
4. Select **Start** to initiate the Do Not Disturb setting.

To cancel DND on the attendant console:

1. On the **Function Toolbar**, select **Call Forward**.
2. In the **Do Not Disturb** window, select **Cancel Do Not Disturb**.
3. Select **Start** to initiate clearing the DND setting.

EMail

The BLF/DSS buttons provide the ability to generate an EMail to individuals assigned to BLF/DSS keys.

EMail: Send an EMail Using a BLF/DSS Key

To send an EMail using a BLF/DSS key:

1. Press the *right* mouse button to select the BLF/DSS key.
2. From the pop up menu, select the **EMail** option. This will create a new mail message using your default EMail client, with the destination set to the EMail address of the selected BLF/DSS key.

The EMail address field within the Directory entry for this extension must be filled in for this function to be enabled.

Operation

Hold

Hold

Hold lets an extension user put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not conversation in the extension user's work area. While the call waits on Hold, the extension user may process calls or use a system feature. Calls left on Hold too long recall the PC Attendant.

Placing a Call On Hold

To place the active call on hold:

1. Use the mouse to select **Hold** on the **Function Toolbar**.

-OR-

1. Press the **F2** key on the keyboard.

Intercom calls cannot be placed on hold due to TAPI issues. You can, however, Park the call in order to answer another call. You can also use Transfer or Conference with intercom calls.

Outside calls will be placed into the first available Park. This is required due to the TAPI 2 commands and implementation.

When a call is placed on hold, the status of the call in the Active Call List will change from Active to On Hold for intercom calls or placed in Park for outside calls.

Retrieving a Call on Hold

To retrieve a call that was previously placed on hold:

1. Use the mouse to select the **Held** call within the **Active Call List**.

When a held call is retrieved, the status of the call in the Active Call List will change from On Hold to Active. If another call is active on the attendant console when a held call is retrieved, the active call will automatically be placed on hold.

Night Service

Night Service lets system users activate one of the Night Service modes. Night Service redirects calls to their night mode destination, as determined by Assigned and Universal Night Answer programming. The system allows Night Service to be enabled for each Night Service group, allowing each group to determine when their calls should switch modes. A user typically activates Night Service after normal working hours, when most employees are unavailable to answer calls.

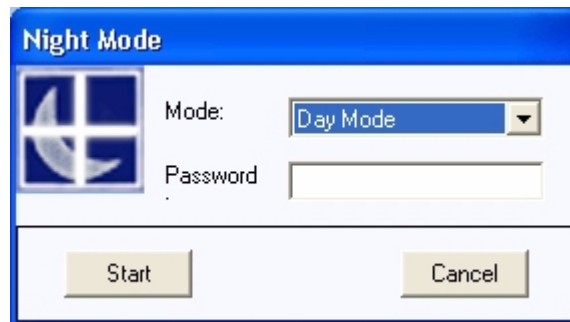
There are eight Night Service modes:

- Day 1 / Day 2 Modes - for normal working hours
- Night 1 / Night 2 Modes - after hours (usually evening)
- Midnight 1 / Midnight 2 Modes - late at night to early in the morning
- Rest 1 / Rest 2 Modes - interval usually used for lunch

Setting the Telephone System in Night Mode

To set the system in Night Mode:

1. Press the **Night** button on the **Function Toolbar**, when the attendant phone is idle.



2. Select the **Night Mode** option from the **Mode** list.
3. Skip the **Password** field as this is not used with the Aspire system.
4. Select **Start** to begin the Night Mode operation.

Paging

Paging allows a user to locate another employee or make an announcement without calling each extension individually.

Internal Paging

Internal Paging lets extension users broadcast announcements to other keyset users. When a user makes a Zone Paging announcement, the announcement broadcasts to all idle extensions in the zone dialed. With All Call Paging, the announcement broadcasts to all idle extensions programmed to receive All Call Paging. An extension can be a member of only one Internal Paging Zone.

By default, the PC Attendant will only display Internal Page Zones 1-9. This can be changed in the Telephony Administrator to display zones 1-64.

External Paging

With External Paging, a user can broadcast announcements over paging equipment connected to external Paging zones. When a user pages on of these external zones, the system broadcasts the announcement over the speakers.

The Aspire S system allows up to eight External Paging zones. The Aspire system allows up to nine External Paging zones, with the additional zone (#9) provided on the NTCPU. All other zones (#1-8) requires a port on a 2PGDAD module. In addition, each external zone has an associated relay contact. When a user pages to a zone, the corresponding contact activates (closes). This provides for Paging amplifier control. Refer to the Aspire S or Aspire system hardware manual for additional details.

Combined Paging

Use Combined Paging when you want to simultaneously Page into an internal and corresponding external zone. For example, you can Page your company's warehouse and outside loading dock at the same time. Combined Paging is available for Paging zones 1-8 and All Call. Optionally, you can change the Combined Paging assignments. For example, in the Aspire system programming, you can associate External Paging Zone 1 with Internal Paging Zone 4. When an All Call Combined Page is made, it will include both the external zones and the assigned internal zone(s). If the internal page zone is busy or there are no extensions in a page group, the announcement will be made on the external zones only.

Displaying Internal Page Zones 1-64

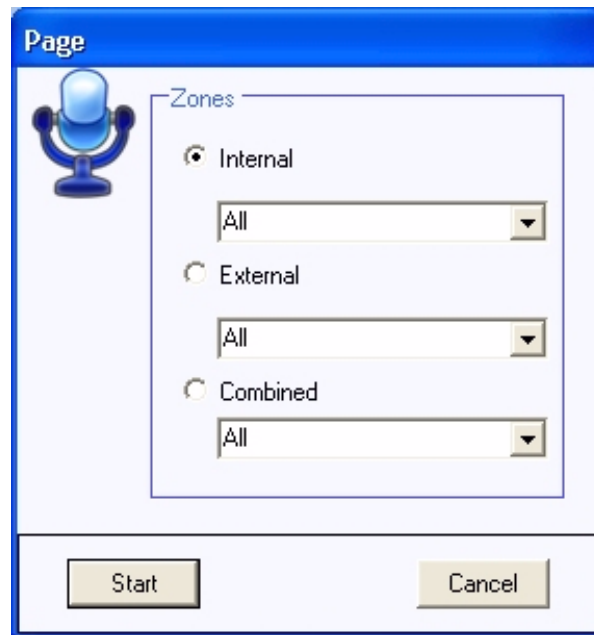
To change the displayed Internal Page Zones:

1. From the **Start** menu, select **Programs - NEC - Telephony Administrator**, or double-click on the Telephony Administrator icon on the desktop.
2. Click on **Telephony Settings**. Under the **Feature Codes** tab, select **00-64** in the Internal Paging Zones section.
3. Close the **Telephony Administrator** utility by clicking the X in the upper right-hand corner.

Accessing the Paging System

To send a Page:

1. Use the mouse to select **Page** on the **Function Toolbar**.
- OR-**
1. Press the **F9** key on the keyboard.



2. Select the type of page to be generated: Internal, External, or Combined.
3. Select the paging zone within the selected category.
4. Select the **Start** button to initiate the page.
5. Announce the page.
6. Select the **Hang Up** option to disconnect from the paging system.

Park

Park places a call in a waiting state (called a Park Orbit) so that an extension user may pick it up. The PC Attendant uses the System Park option when you want to have the call wait in a system orbit. After parking a call in orbit, the attendant can Page the person receiving the call and hang up. The paged party dials a code or presses a programmed Park key to pick up the call. With Park, it is not necessary to locate a person to handle their calls. A call parked for too long will recall the extension that initially parked it, however the call remains in the park orbit until it's answered. There are 64 Park Orbits (1-64) available for use.

The PC Attendant Console also provides an Unpark function in order to retrieve a call from a park orbit.

Parking/Unparking a Call

To Park the active call:

1. Use the mouse to select the **Park** function on the **Function Toolbar**.

-OR-

1. Press the **F10** key on the keyboard.
2. Select the park orbit (1 through 64) within the **Park** menu.
3. Select **Start** to transfer the active call to the park orbit. The **Active Call List** is updated with the information for the parked call.
4. If the park orbit is currently occupied, a warning message will be displayed. The attendant will then be reconnected to the caller and allowed to select a different park orbit.

To retrieve a call using the Unpark function:

1. With the attendant console idle (no active call), use the mouse to select the **Unpark** function on the **Function Toolbar**.

-OR-

1. Press the **F11** key on the keyboard.
2. Select the park orbit (1 through 64) within the **Unpark** menu.
3. Select **Start** to retrieve the call from the park orbit.
4. If the park location is currently empty, a warning message will be displayed.

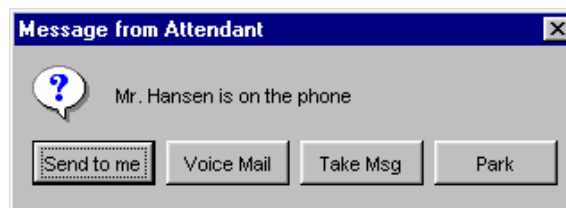
To retrieve a parked call from the Active Call List:

1. With the attendant console idle (no active call), select the desired entry in the **Active Calls List**. The call will be recalled from the Park orbit and become the current Active Call.

Quick Message Utility

The Quick Message utility allows the attendant to send a short text message to another employee. Unlike an EMail message, a Quick Message is delivered immediately to the destination and automatically displayed on the user's PC screen. The recipient can then quickly send a reply back to the attendant by selecting from a set of predefined responses. This tool is invaluable for delivering a message to someone who is on the phone or when the attendant needs an immediate response. Each user which should be able to receive Quick Messages would need to have the Quick Message application installed and the user must be logged in.

The attendant can easily select the text of the Quick Message from a pre-defined list of standard messages, or compose a short message from scratch. When the message is delivered to the recipient, the message text and standard responses are shown on the user's PC screen.



When the user selects a response, the reply is sent immediately back to the attendant. To assist the attendant in keeping track of Quick Messages, an entry is added to the Active Call List for each Quick Message and Response.

Accessing the Quick Message Utility

The Quick Message utility can be accessed through the Function Toolbar, BLF/DSS button, or Directory entry.

Quick Message is available only to those extensions whose properties are not indicated as "Hidden" in the Telephony Administrator's Directory tab. Make sure any extension which is to use the PC Attendant application is not hidden, as the Quick Message is used with the attendant, and this could cause log-in issues for the attendant.

To send a Quick Message using the Function Toolbar:

1. Use the mouse to select the **Message** function on the **Function Toolbar**.

-OR-

1. Press the **F7** key on the keyboard.
2. Specify the desired **Destination**, **Message** and **Responses** within the **Quick Message** menu.
3. Select **Send** on the **Quick Message** window to deliver the message.

To send a Quick Message using a BLF/DSS button:

1. Press the **right** mouse button to select the BLF/DSS key.
2. From the pop up menu, select the **Quick Message** option.
The selected user must have the Quick Message utility currently running on their PC for the Quick Message option to be enabled.
3. Specify the desired **Message** and **Responses** within the **Quick Message** menu.
4. Select **Send** on the **Quick Message** window to deliver the message.

Operation

Quick Message Utility

To send a Quick Message from a Directory entry:

1. Press the **right** mouse button to select the directory entry to receive the Quick Message.
2. From the pop up menu, select the **Quick Message** option.
The Quick Message option will only be enabled for users that are currently running the Quick Message Client utility.
3. Specify the desired **Message** and **Responses** within the **Quick Message** menu.
4. Select **Send** on the **Quick Message** window to deliver the message.

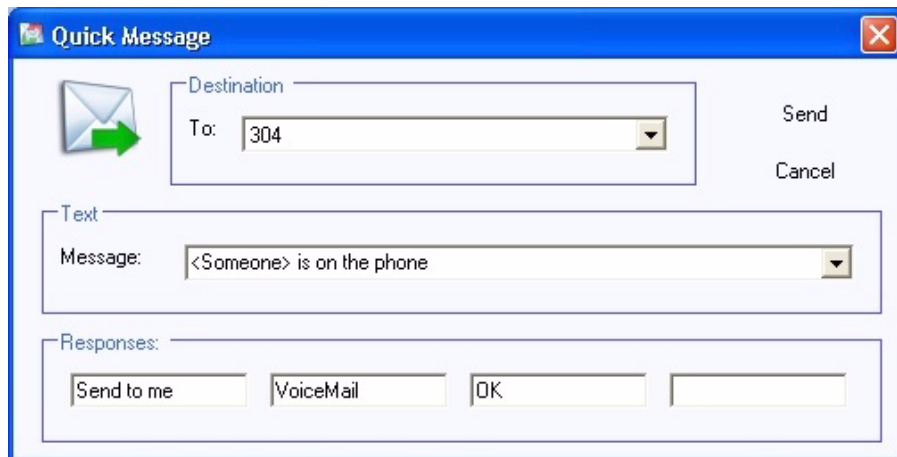
Composing a Quick Message

When the attendant initiates the Quick Message utility, the Quick Message menu displayed.



To compose a Quick Message:

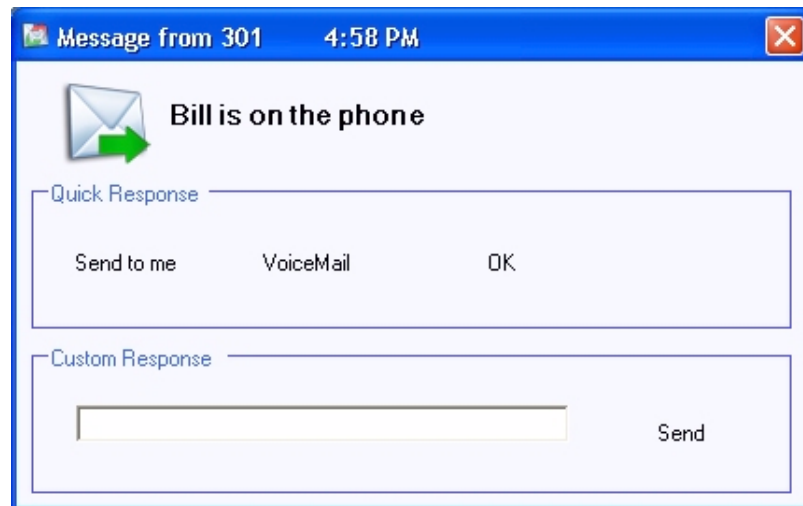
1. If the Quick Message utility was initiated from either the **BLF/DSS** tab or the **Directory** tab, then the **Destination** field will already be set to the specified recipient. Otherwise, select a destination to receive the message from the **To:** pull-down list.
Only users who are currently running the Quick Message Client are listed.
Quick Message is available only to those extensions whose properties are not indicated as "Hidden" in the Telephony Administrator's Directory tab. Make sure any extension which is to use the PC Attendant application is not hidden, as the Quick Message is used with the attendant, and this could cause log-in issues for the attendant.



Operation

Quick Message Utility

2. Select the text of the message to be sent from the **Message:** pull down list.
3. If necessary, modify the selected message by typing any updates or additional information in the **Message** field.
4. If required, update any of the four **Responses** shown at the bottom of the menu. Each individual response can be edited by clicking within the text box and entering alternate text.
5. Select **Send** to deliver the Quick Message.
6. The recipient sees a message similar to the following:



Tracking a Quick Message in the Active Call List:

1. When a Quick Message has been sent, an associated entry is displayed in the **Active Call List**.
2. The **Time** field displays a timer that indicates the elapsed time since the message was delivered.
3. When a response is received, the response text will be written within the **Quick Message** entry in the active call list.

Receiving a Response to a Quick Message

Tracking a Response to a Quick Message:

1. When a Quick Message client selects a message response, the reply is displayed within the **Active Call List**.
2. The **Response** field shows the reply that was selected by the message recipient.
3. The **Time** field for the message displays a timer that indicates the elapsed time since the attendant received the response.

Operation

Quick Message Utility

Clearing a Quick Message from the Active Call List

The Quick Message and Response appear as an entry in the **Active Call List**. Quick Messages can be deleted from the **Active Call List** either manually or automatically after a user-defined time period.

To manually delete a Quick Message Entry from the Active Call List:

1. Use the *right* mouse button to select the **Quick Message** entry to be deleted.
2. Select **Delete** from the pop-up menu.

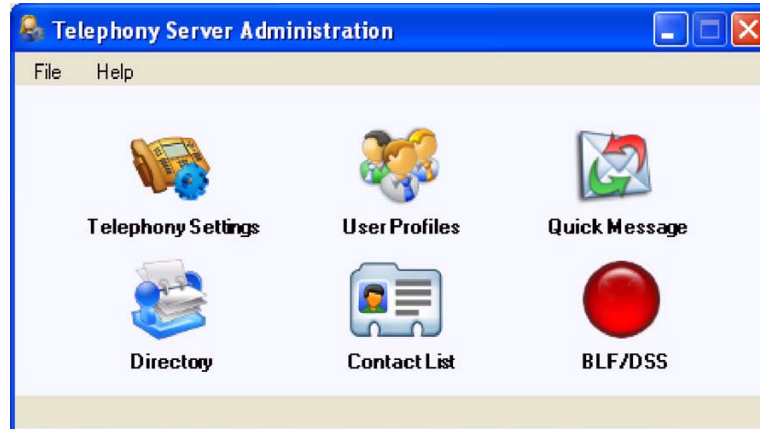
To set the time period for automatically removing Quick Message Entries from the Active Call List:

1. Select the **Tools®Preferences** option on the console main menu.
2. Select the **Active Call List** tab on the **Preferences** menu.
3. Select the appropriate checkboxes and enter the time period for automatic removal of Quick Messages.
4. Press **OK** to save the changes.

Telephony Administrator

The Telephony Administrator is used to define the global settings for the console application. In this application, you can define the Aspire service codes used, set up user profiles, define the default Quick Messages, define entries for the Directory and Contact list, and set the options for the BLF/DSS display.

1. From the **Start** menu, select **Programs - NEC - Telephony Administrator**, or double-click on the Telephony Administrator icon on the desktop. The following window is displayed:



2. Click on **Telephony Settings**. View the **Feature Codes**, **Voice Mail**, and **Special Dialing** tabs and update any settings to match the programming in the Aspire system.

These settings affect feature codes, paging, voice mail, extension number length, and emergency calls.

With the default setting, the voice mail will not function in the PC Attendant. This must be enabled in the Voicemail tab by selecting the “Enable Voicemail Interface” check box and entering in the voice mail pilot number (as defined in Aspire Program 11-07-01).

In order to use service codes which require 1 or 2 additional digits (such as calling Door Box [802 + door box number] or dialing using a trunk group [804 + trunk group number]), internal calls must be set to 5-digits in the Special Dialing tab of the Telephony Administration configuration. Any additional dialed digits over “5”, the PC Attendant will determine you are placing an outside call and will seize a line.

3. Click the **Network** tab and enter the TCP port number assigned in the Aspire Program 10-20-01, device 1.

This entry allows the CTI server to make the connection to the phone system. This same port number must also be entered in the PC Attendant server setup. That setting allows the PC Attendant to connect to the CTI server (this applies even when the CTI server and PC Attendant are installed on the same PC).

4. Click on **User Profiles**. Define any additional user accounts if required. See *User Profiles* on page 48 for more.

This section determines the user ID, password, and editing ability for the Directory and Contact List.

5. Click on **Directory**. Verify that all defined extensions are shown in the Directory list. Add details to individual directory entries as required.

6. Click on **BLF/DSS**. This section determines the trunk name and whether or not the LED indicates when the line is busy (BLF). You can create additional BLF groups and assign names to the individual trunks as required.

7. Close the **Telephony Administrator** utility by clicking the X in the upper right-hand corner.

Operation

Telephony Administrator

User Profiles

The PC Attendant Console will support saving distinct user profiles within a single system. This function is beneficial for companies that have different individuals serving as the attendant during the course of the business day. Each registered user is assigned a User ID to access the system. The profile for each user will include their preferences for screen layout, personal voice prompts (if supported), and configuration settings.

To Add a User Profile:

1. From the **Start** menu, select **Programs - NEC - Telephony Administrator**, or double-click on the Telephony Administrator icon on the desktop.
2. Click on **User Profiles**.
3. Click **New**.
4. Enter the User ID and Password for the profile.
5. Determine if the user ID should have editing ability for the Directory and Contact List by clicking the appropriate check boxes.

To Delete a User Profile:

1. From the **Start** menu, select **Programs - NEC - Telephony Administrator**, or double-click on the Telephony Administrator icon on the desktop.
2. Click on **User Profiles**.
3. Click on the profile to be deleted.
4. Click the **Delete** button.

To Edit an Existing User Profile:

1. From the **Start** menu, select **Programs - NEC - Telephony Administrator**, or double-click on the Telephony Administrator icon on the desktop.
2. Click on **User Profiles**.
3. Click on the profile to be edited.
4. Click the **Properties** button.
5. Change the entries as needed.

Transfer

Transfer permits an extension user to send (i.e., extend) an active Intercom or outside call to any other extension in the system. With Transfer, any extension user can quickly send a call to the desired co-worker. A call a user transfers automatically recalls if not picked up at the destination extension. This assures that users do not lose or inadvertently abandon their transfers. While a transferred call is ringing an extension the system can optionally play ringback tone or Music on Hold to the caller, based on the Aspire system programming.

The PC Attendant provides several different methods to initiate a transfer on an active call. The Transfer function can be used to initiate a transfer to an external or internal number, while the BLF/DSS tab and Directory tab provide special features to initiate a transfer to an internal extension. The PC Attendant also provides the option to perform either a supervised transfer or unsupervised (blind) transfer.

Unscreened transfers (hanging up before the PC Attendant operator answers) to a virtual extension which rings the PC Attendant, requires the PC Attendant operator to click on the virtual extension's BLF in order to answer the call. Clicking on the call in the Call Control Panel will not answer the call.

Transferring a Call

Redirecting a call with the Transfer function:

1. Use the mouse to select **Transfer** on the **Function Toolbar**.

-OR-

1. Press the **F3** key on the keyboard.
2. Enter the number to be dialed in the **Destination** field within the **Data Entry** area.
3. [**Supervised Transfer**] Select the **Start** option within the **Data Entry** area to initiate a supervised transfer. When the destination party answers, announce the transfer and then select **Complete** from the **Data Entry** area. If the destination does not answer or does not want to take the call, select **Disconnect** from the **Data Entry** area to reconnect to the original caller. If the destination is busy or does not answer, select **VoiceMail** to send the call to the destination voice mail box.

-OR-

3. [**Unsupervised Transfer**] Select the **Blind** option within the **Data Entry** area to initiate an unsupervised (blind) transfer. The call will be immediately routed to the specified destination.

Using a BLF/DSS key to redirect a call with the Transfer function:

To initiate a supervised transfer using a BLF/DSS key:

1. Press the *right* mouse button to select the BLF/DSS station to receive the call.
2. From the pop up menu, select the **Transfer - Supervised** option.
3. When the party answers, announce the transfer, and then press the **Complete** button on the **Transfer** menu.
4. If the destination does not answer or does not want to receive the transfer, press the **Disconnect** button in the **Transfer** menu to reconnect to the original caller.

To initiate an unsupervised (blind) transfer using a BLF/DSS key:

1. Press the *right* mouse button to select the BLF/DSS station to receive the call.
2. From the pop up menu, select the **Transfer - Immediate** option.

Operation

Transfer

One touch transfers using a BLF/DSS key:

1. Within the **BLF/DSS tab**, use the mouse to select the station to receive the call. The transfer will either be an immediate or supervised transfer, based upon the current setting in the **Tools@Preferences BLF/DSS** menu. When the one-touch transfer initiates a supervised transfer, the **Data Entry** area will become enabled. Select **Complete** within the **Data Entry** area to complete the transfer or **Disconnect** to reconnect to the original caller.

-OR-

1. Within the **BLF/DSS tab**, use the right mouse button to select the station to receive the call.
2. From the pop up menu, select either **Transfer - Supervised** or **Transfer - Immediate** to redirect the call.
3. If **Transfer - Supervised** is selected, the **Transfer** menu will be displayed. Select **Complete** to complete the transfer or **Disconnect** to reconnect to the original caller.

Note: The one-touch transfer initiated with a BLF/DSS key can be either supervised or unsupervised (blind). The type of transfer is determined by a setting in the BLF/DSS configuration screen. To change this setting, on the **Tools** menu, select **Preferences**. Then select the **BLF/DSS** tab and change the setting for One Touch Transfer.

Transferring a call to a directory entry:

1. Within the **Directory tab** press the *right* mouse button to select the directory entry to receive the call.
2. From the pop-up menu, select either **Transfer - Immediate** or **Transfer - Supervised** to redirect the call.
3. If **Transfer - Supervised** is selected, the **Data Entry** area will become enabled. Select **Complete** within the **Data Entry** area to complete the transfer, **VoiceMail** to send the caller to the voice mail box, or **Disconnect** to reconnect to the original caller.

Transferring a call to Voice Mail:

Frequently the attendant will need to transfer a caller directly into the Voice Mailbox of a specific employee. The PC Attendant Console provides access to the Voice Mail system through the BLF/DSS keys and the Directory menu.

To transfer to Voice Mail from the BLF/DSS area:

1. With an active call on the attendant phone, double-click on a busy (green) BLF/DSS key to transfer to that extension's voice mail. The active call will automatically be transferred to the selected user's mailbox.

*For this shortcut to be enabled, the **Tools@Preferences BLF/DSS** menu must have the voice mail option selected as the current double-click action.*

-OR-

1. Select the destination BLF using the *right* mouse button. On the pop-up menu, select the Voice Mail option to transfer the caller to the selected user's mailbox.

To transfer to Voice Mail from the Directory menu:

1. Press the *right* mouse button to select the desired directory entry.
2. On the pop up menu, select the **Voice Mail** option to send the active call to the selected user's mailbox.

Voice Mail

Voice Mail ends the frustration and cost of missed calls, inaccurate written messages and telephone tag. This frees a company's busy receptionists and secretaries for more productive work.

Voice Mail: Leave a Message

To leave a message in a Voice Mailbox:

1. Press the *right* mouse button to select the BLF/DSS key.
2. From the pop up menu, select the **Voice Mail** option.

-OR-

1. After calling the extension, click the **Voice Mail** icon in the function tool bar or the **More** icon then click the **Voice Mail** option.

Transferring a call to Voice Mail:

Frequently the attendant will need to transfer a caller directly into the Voice Mailbox of a specific employee. The PC Attendant Console provides access to the Voice Mail system through the BLF/DSS keys and the Directory menu.

To transfer to Voice Mail from the BLF/DSS area:

1. With an active call on the attendant phone, double-click on a busy (green) BLF/DSS key to transfer to that extension's voice mail. The active call will automatically be transferred to the selected user's mailbox.

*For this shortcut to be enabled, the **Tools@Preferences BLF/DSS** menu must have the voice mail option selected as the current double-click action.*

-OR-

1. Select the destination BLF using the *right* mouse button. On the pop-up menu, select the Voice Mail option to transfer the caller to the selected user's mailbox.

To transfer to Voice Mail from the Directory menu:

1. Press the *right* mouse button to select the desired directory entry.
2. On the pop up menu, select the **Voice Mail** option to send the active call to the selected user's mailbox.

Voice Over

- Important -
Do not use Voice Over to a user on speakerphone as the conversation may be heard by the outside party.

Voice Over lets a user interrupt a keyset extension user busy on another call. With Voice Over, the busy keyset extension user hears an alert tone followed by the voice of the interrupting party. The keyset extension user can respond to the interrupting party without being heard by the original caller. If desired, the keyset extension user can easily switch between their original caller and the interrupting co-worker. The original caller and the interrupting party can never hear each other's conversation.

Voice Over could help a lawyer, for example, waiting for an urgent call. While on a call with another client, the lawyer's paralegal could announce the urgent call as soon as it comes in. The lawyer could then give the paralegal instructions how to handle the situation - all without the original client hearing the conversation.

Either a keyset or 500/2500 set user can initiate a Voice Over, but only a keyset user can receive a Voice Over.

Using Voice Over to a Busy Extension

To initiate a Voice Over shortcut using a BLF/DSS key:

1. With an active call on the attendant phone, double-click on a busy BLF/DSS key to place the current call on hold and initiate a voice over call to the selected keyset extension.

*For this shortcut to be enabled, the **Tools@Preferences BLF/DSS** menu must have the **Voice Over** option selected as the current double-click action.*

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