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NEC

Aspire

**PC Assistant
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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Start Up

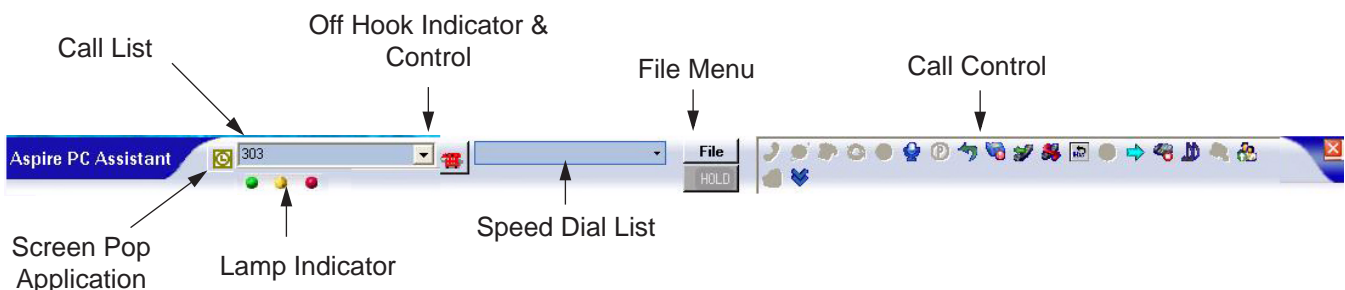
1. From the **Start** menu, select **Programs - NEC - Aspire PC Assistant**, or double-click on the **Aspire PC Assistant** icon on the desktop.
2. Log into the PC Assistant by entering your user ID/login and password, and select your extension from the drop-down list of available extensions.

The user ID and password are set up in the User Profile in the Telephony Administration utility. Check with your communications manager for your log-in.



Tour of the Main Menu

The main screen of the Aspire PC Assistant presents valuable information about the current call activity and provides easy access to the basic operations. Using either the mouse or keyboard, the user can quickly move between the different areas of the screen to dispatch callers, search the personal directory, and view the status of the individual lines.



BASIC SETUP AND OPERATION

The main screen consists of the following areas:

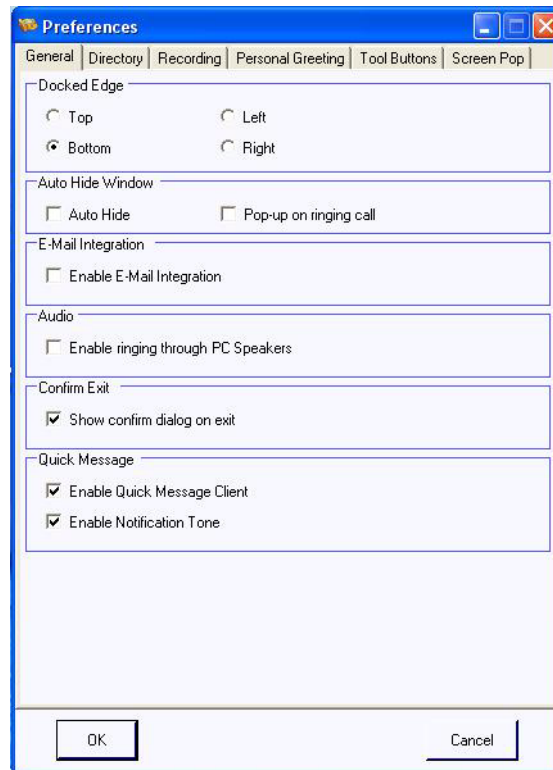
- **Call List**
Maintains a history of call activity at the console. Allows easy access to previously dialed numbers. Also, once the desired telephone number has been entered into the call list, the **Enter** key can be used to initiate the outbound dial.
- **Lamp Indicator Area**
Displays information about the current call, a queue of all calls currently active on the PC Assistant, and provides access to one click switching. By hovering the mouse over a specific lamp indicator, display information is shown.
- **Call Control Buttons**
Provides shortcuts to commonly used functions on the telephone.
- **Speed Dial List**
Lists frequently dialed numbers designated from within the Company Directory, Contact List, and Personal Directory.
- **File Menu**
Provides the standard windows controls and access to standard operations and utilities through the pull-down menus.
- **Screen Pop Application**
If the Screen Pop is set to open contact when program button is clicked, the Contact Manager icon will appear here when the call is answered.

File Menu Drop-Down Menus

The **File Menu** provides a series of drop-down menus, which list all of the functions available within a selected category. The functions available from the **File Menu** are as follows:

Preferences:

General



- **Docked Edge** – Choose where the PC Assistant application will appear on the Windows Desktop.
To change docking sides:
 1. Click **File - Preferences - General** tab.
 2. Select the location where you wish to have the Aspire PC Assistant docked (top, bottom, left, right).
 3. Click **OK**.

- **Auto Hide Window** – Choose whether the application will auto hide and if checked, choose whether the application will pop-up on incoming calls.
To allow Auto Hide mode:
 1. Click **File - Preferences - General** tab.
 2. Check the Auto Hide box to enable auto hiding.
 3. Click **OK**.

BASIC SETUP AND OPERATION

- **E-Mail Integration** – Enable/disable E-Mail Integration.

To allow E-Mail Integration:

1. Click **File - Preferences - General** tab.
2. Check **Enable E-Mail Integration** to enable E-Mail integration with the Aspire PC Assistant, allowing you to send E-Mails through the Call Log, Contact list, Personal list, or Directory.
3. Click **OK**.

- **Ringling** – Choose whether to enable or disable ringing through the PC speakers.

To allow Ringling through Speakers:

1. Click **File - Preferences - General** tab.
2. Check **Enable ringing through PC speakers**.
3. Click **OK**.

- **Confirm Exit** – Choose whether or not a dialog is displayed when shutting down the PC Assistant.

To enable/disable confirmation upon Exit:

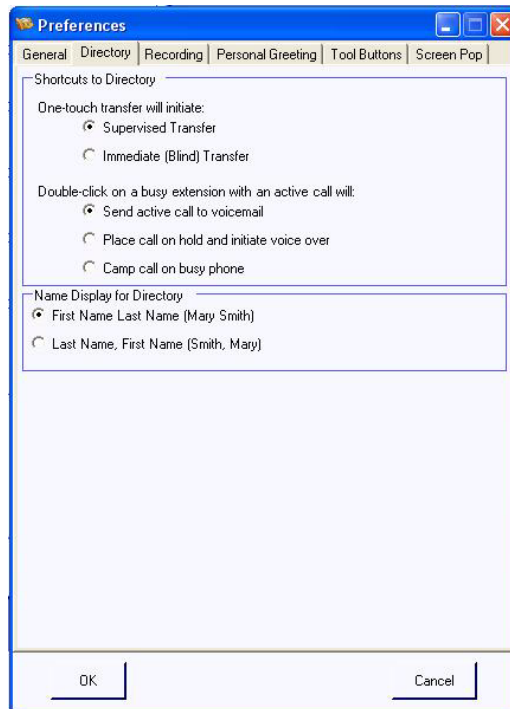
1. Click **File - Preferences - General** tab.
2. Check **Show confirm dialog on exit** to show the dialog or uncheck to disable it.
3. Click **OK**.

- **Quick Message Client** – Enable/disable the Quick Message Client, and enable/disable the notification tone when a Quick Message is received.

To allow Quick Messages:

1. Click **File - Preferences - General** tab.
2. Check **Enable Quick Message Client** to enable the PC Attendant to send messages to the PC Assistant user.
3. Check **Enable Notification Tone** to enable the PC Assistant's PC to beep when a Quick Message is received from the PC Attendant.
4. Click **OK**.

Directory



- **Shortcuts to Directory** – This section is used to determine how a call is handled with an active call when the Directory window is displayed.

Select the operation for One-Touch Transfer:

This function requires the Directory window be displayed (click FILE-DIRECTORY).

1. Click **File - Preferences - Directory** tab.
2. Click on the option desired when clicking on a busy Directory entry while on an active call - **Supervised Transfer** or **Immediate (Blind) Transfer** + click **OK**.

Select the operation when double-clicking on a busy Directory entry:

This function requires the Directory window be displayed (click FILE-DIRECTORY). Refer to page 22, page 38, or page 38 for operational information.

1. Click **File - Preferences - Directory** tab.
2. Click on the option desired when double-clicking on a busy Directory entry while on an active call - **Send active call to voice mail**, **Place call on hold and initiate voice over**, or **Camp call on busy phone**.
3. Click **OK**.

- **Name Display for Directory** – Select whether the Directory will display first then last name or last then first name.

Select the Name Display:

This function requires the Directory window be displayed (click FILE-DIRECTORY).

1. Click **File - Preferences - Directory** tab.
2. Click on the option desired for view the Directory names - **First Name, Last Name** or **Last Name, First Name** + click **OK**.

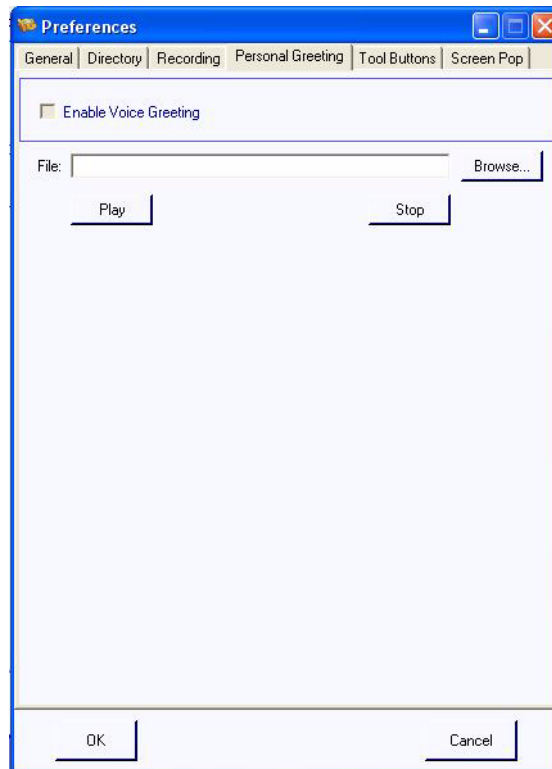
Recording



Note: This option requires a CTU adapter be installed on the keyset which will be using the PC Assistant application. If the adapter is not recognized, the selections will be inactive.

- **Compression Rate** – Choose the compression rate for recordings.
- **Recording Profile** – Choose to record all calls, or if left unchecked, only the internal or external calls selected by the user will be recorded.

Personal Greeting



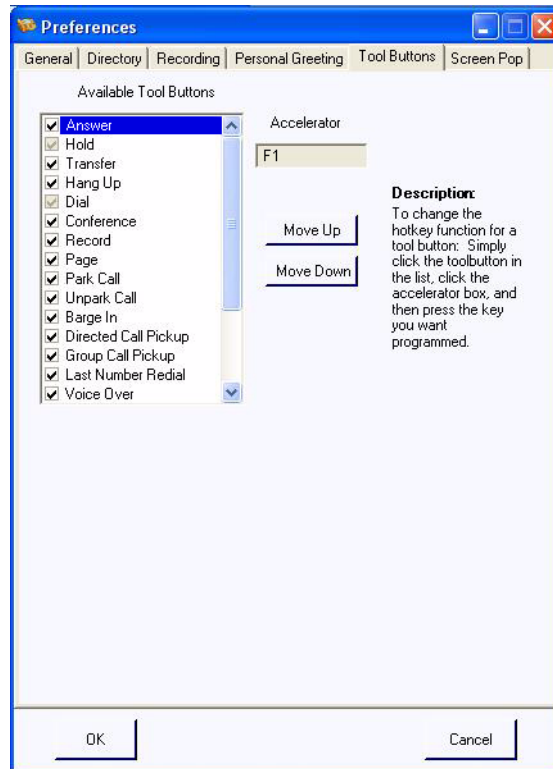
- **Enable Voice Greeting** – Use this option to enable/disable the voice greeting to be played to the outside caller. If this feature is enabled, every external inbound call to the PC Assistant will play this pre-recorded greeting, once the call has been answered. This greeting can be recorded using the Windows Sound Recorder (requires a CTU installed on the digital keyset).

Note: This option requires a CTU adapter be installed on the keyset which will be using the PC Assistant application. If the adapter is not recognized, the **Enable Voice Greeting** check box will be inactive.

To enable the Personal Greeting:

1. Click **File - Preferences - Personal Greeting** tab.
2. Click the **Enable Voice Greeting** check box.
3. Under the **File** field, click the **Browse** button and find the file to be used as the greeting.
*Click the **Play** button to hear the greeting message.*
4. Click **OK**.

Tool Buttons



- **Available Tool Button** – Use this feature to define the tool bar to your own liking (displaying desired icons and positioning them in the order needed) and change the Hot Key (Accelerator) functions to your preference.

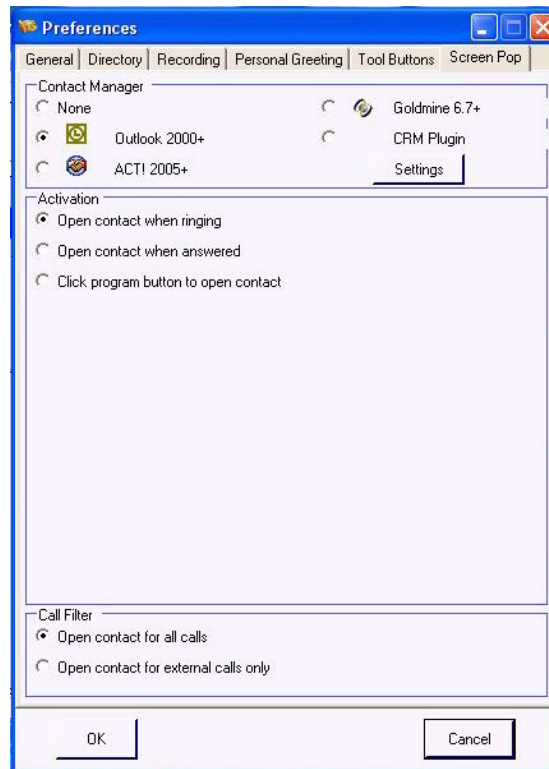
To change the hot key for a function:

1. Click **File - Preferences - Tool Buttons** tab.
2. Click the function name under **Tool Buttons**.
3. Edit the **Accelerator** field.
4. Press **OK**.

To change the order of the function:

1. Click **File - Preferences - Tool Buttons** tab.
2. Click the function name under **Tool Buttons**.
3. Edit the **Move Up** or **Move Down** buttons to place the function in order.
4. Press **OK**.

Screen Pop



- **Contact Manager** – Choose which Personal Information Manager the Aspire PC Assistant will integrate with to provide screen pops. If none are used, leave the "none" setting unchanged. This function allows an incoming number which is entered into the Contact Manager program to pop up on the screen when an incoming call is received on the PC Assistant. If multiple entries with the same telephone number are assigned in the Contact Manager, the first match found is displayed.

Compatible Contact Managers:

Microsoft Outlook 2000 or higher
 ACT! 2005 or higher
 Goldmine 6.7 or higher
 CRM Plug-in (see below for details)

Prior versions will not work or may provide unexpected results.

CRM Plug-in is an optional customized Contact Manager interface. This should only be selected if a customized Contact Manager plug-in has been created for your application.

BASIC SETUP AND OPERATION

When using ACT! or Goldmine 6.7 or higher for the contact manager, the internal extension number field must be set in the Phone # field, not in the Extension field in order for station-to-station calls to pop. You may also need to change the phone number format to display the number without parenthesis.

*With the NEC Add-in for Outlook installed, or if using ACT! or GoldMine, these applications can be used for dialing out using the displayed contact. Refer to **Placing a call using the Contact Manager**, page 35 after setting the Contact Manager to allow for outdialing.*

To enable Contact Manager:

1. Click **File - Preferences - Screen Pop** tab.
2. Check the **Contact Manager** you wish to use to integrate with the Aspire PC Assistant.
3. Click **OK**.
4. If Microsoft Outlook is used, click on the **Settings** button and select the **Contacts** folder to be used.

Note: *With GoldMine, the application must be maximized* in order for the Screen Pop information to be displayed. This may be changed in a future release.

- **Activation** – Choose when you want the screen pop to take place, i.e. when ringing, once the call has been answered, or manually use the program button to show the screen pop.

To access Contact Manager:

1. Click **File - Preferences - Screen Pop** tab.
2. Check the option for when the **Contact Manager** should appear - **Open contact when ringing**, **Open contact when answered**, or **Click program button to open contact** (this option will provide an icon next to the Call List which you can click to open the contact).
3. Click **OK**.
4. If Microsoft Outlook is used, click on the **Settings** button and select the **Contacts** folder to be used.

- **Call Filter** – Choose whether you want to show screen pops for all incoming external/internal calls or only external incoming calls.

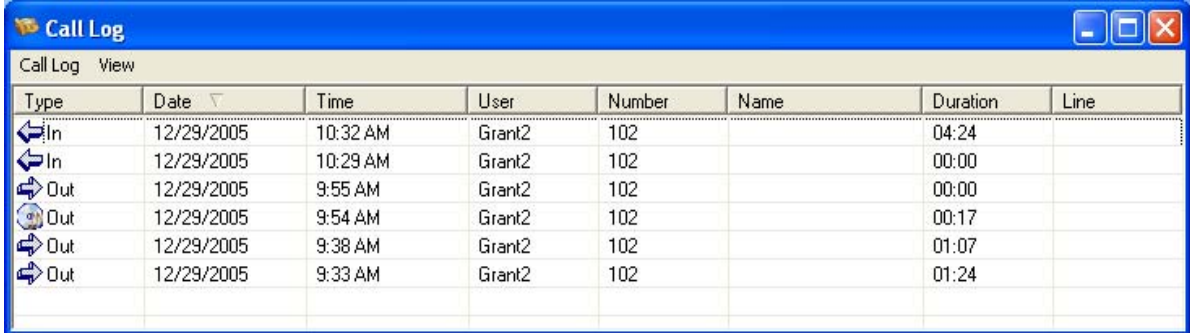
To use Call Filter:

1. Click **File - Preferences - Screen Pop** tab.
2. Click the **Open contact for all calls** button to enable contacts popping up for all incoming calls.
- OR -
Click the **Open contact for external calls only** button to enable contacts popping up for all external calls only.
3. Click **OK**.

Call Log:

Call Log

View inbound and outbound internal or external calls to and from the user. Other features include the capability to redial a number within the call log, replay a recording from within a call log record, delete/erase a record from the call log, EMail a call log record using the default EMail client, print all or part of the call log, and archive/save all or part of the call log to a designated file.



The screenshot shows a window titled "Call Log" with a "View" button. The window contains a table with the following data:

Type	Date	Time	User	Number	Name	Duration	Line
In	12/29/2005	10:32 AM	Grant2	102		04:24	
In	12/29/2005	10:29 AM	Grant2	102		00:00	
Out	12/29/2005	9:55 AM	Grant2	102		00:00	
Out	12/29/2005	9:54 AM	Grant2	102		00:17	
Out	12/29/2005	9:38 AM	Grant2	102		01:07	
Out	12/29/2005	9:33 AM	Grant2	102		01:24	

View

Use these settings to set the visibility of the columns which should appear in the Call Log. You can also set the size and location of each column and the entire **Call Log** can be sorted based upon any individual column.

- **Type** – Inbound or Outbound Call.
- **Date** – Date the call was made.
- **Time** – Time the call was initiated / received.
- **User** - The User ID of the person receiving/placing the call.
- **Number** – Telephone Number that was called / received.
- **Name** – Name of the party that was called, if the call was an inbound call, the Caller ID information will appear if the keyset is programmed to receive Caller ID on inbound calls.
- **Duration** – How long the call was in progress.
- **Line** – The trunk number that was used for the call.
- **Note** – Any comments entered by the user about the call. You can edit an existing note by right-clicking on the record and selecting the **Edit Note** function.

To change the visible columns within the Call Log Tab:

1. On the **File** menu, select the **Call Log** option.
2. Select the **View** tab on the **Set Visible Columns** menu.
3. Check each column that will be visible on the **Call Log**.
4. Click **OK** to save the settings.

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

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.

BASIC SETUP AND OPERATION

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

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 Tab:

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

Directory:

- Directory – View, edit, delete, or call a person entered in the Directory.
- Contacts – View, edit, delete, or call a person entered in the Contacts list.
- Personal – View, edit, delete, or call a person entered in the Personal contacts list.

Help:

Used to access **Contents and Index** or **About Aspire PC Assistant**.

Exit:













Used to close the Aspire PC Assistant application.

Call Control

The Call Control buttons provide quick access to the most commonly used call processing and user functions. A feature can be selected by using the mouse to click on the desired function button or pressing the associated Function Key (F1 - F12; ALT F1 – ALT F12) on the keyboard (as assigned in the **File - Preferences - Tool Buttons** menu). Individual buttons in this area become disabled if the function is not allowed for the current state of the user's keyset. For example, the *Answer* button is only enabled when a call is ringing the user's keyset.



The functions available for the Call Control are described as follows.

-  Answer an incoming call.
-  Transfer the current active call.
-  Disconnect the current active call.
-  Initiate a conference call, which includes the active call.
-  Start/stop recording of the current call.
-  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.
-  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).
-  Retrieve a call ringing a group using Group Call Pickup.
-  Redial one of the last numbers called.

BASIC SETUP AND OPERATION



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



Set/cancel the Call Forward for the keyset.



Set/cancel the Do Not Disturb feature for the keyset.



Set/cancel the Background Music for the keyset.



Camp on to a busy extension or create a Callback for the extension.



Perform a call pickup at a ringing extension using Other Group Call Pickup.



Add a note for an active call which will be stored in the Call Log.



Use this button to view a drop-down list of all features.

In addition to the Call Control icons, the following icons are also displayed in the PC Assistant window which can be used for call handling.



Initiate an outbound call from the console.




Place an outside call on Hold. (Intercom calls cannot be placed on hold using the PC Assistant.)

Access More Functions from the Call Control Section

A shortcut is provided in the Call Control section to access additional functions which may be hidden from view (depending on your screen resolution).

To view all available Call Control functions using More icon:

1. This button () provides a drop-down list of all functions.

Functions that are grayed out represent functions that are not currently available during the state of the phone.

Answer Incoming Calls

When a call rings your phone, the Aspire PC Assistant generates a notification tone and adds a new **Ringing** entry to the **Lamp Indicator Area**. The Assistant can answer the call using any of the following methods.

1. Click the **Answer** icon () **OR** press the assigned hot key on the keyboard (**F1**) **OR** use the mouse to select the **Ringing** call entry within the **Lamp Indicator Area**.

*When an inbound call is answered, the state of the call will change from **Ringing** to **Active** on the **Active Lamp Indicator Area**.*

If the user has another active call when a ringing call is answered, the active call will automatically be placed on hold.

To disconnect from the active call:

1. Click the **Hang Up** icon () **OR** press the assigned hot key (**F4**) on the keyboard.

*When an active call is disconnected, the call entry will be removed from the **Lamp Indicator Area**.*

Automatic Voice Greetings

The PC Assistant is capable of playing a personalized greeting for every outside call answered by the PC Assistant application. The greetings are from a pre-recorded file, created in the user's own voice. When an incoming external call is answered, the PC Assistant will automatically play the voice file - both the caller and user can hear the greeting. This option is configurable per user, so that each user 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 PC Assistant's keyset telephone. The Personal Greeting features will not be enabled if this device and the associated device drivers are not installed on the PC.

To setup a personal greeting:

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

Background Music

Background Music (BGM) sends music from a customer-provided music source to speakers in the keysets. If an extension user activates it, BGM plays whenever the user's extension is idle.

To enable/disable background music using the Background Music function:

1. Click the **Background Music** icon () **OR** press the assigned hot key on the keyboard (**ALT-F4**).

If music is enabled, 'BGM on' will appear on the telephone display and begin to play music over the telephone speaker when the phone is idle.


If music is disabled, 'BGM off' will appear on the phone display and stop playing music over the telephone speaker when the telephone is idle.

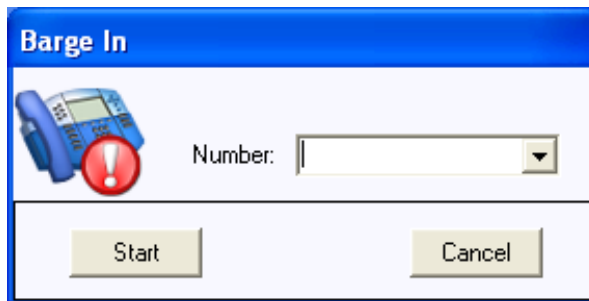
Barge-In

Barge In permits an extension user to break into another extension user's established call, including Conference Calls. This sets up a Conference-type conversation between the intruding extension and the parties on the initial call. With Barge In, an extension user can get a message through to a busy co-worker right away.

There are two Barge In modes: Monitor Mode (Silent Monitor) and Speech Mode. With Monitor Mode, the caller Barging In can listen to another user's conversation but cannot participate. With Speech Mode, the caller Barging In can listen and join another user's conversation. This setting is based on the Aspire system programming.

To Barge in on a conversation using the Barge In function:

1. Select the **Barge In** icon () **OR** press the assigned hot key on the keyboard (**ALT-F3**).



2. Enter in the extension number of the busy extension + select **Start** to interrupt (become part of) the conversation of another internal user.

Call Forwarding

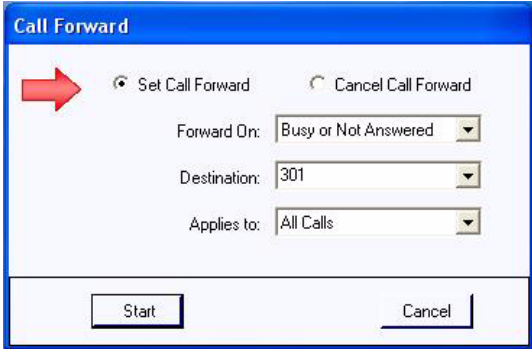
Call Forwarding permits an extension user to redirect their calls to another extension. Call Forwarding ensures that the user's calls are covered when they are away from their work area. The types of Call Forwarding are:

- **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 Assistant 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.


To forward the PC Assistant Extension:

1. Select the **Call Forward** icon () **OR** press the assigned hot key on the keyboard (**ALT-F7**).



2. Select the forwarding mode in the **Forwarding On** field.
 - Busy or Not Answered
 - Immediate
 - Not Answered
 - Immediate with Ringing
 - Busy
3. Enter/select the destination number in the **Destination** field + select **Start** to set the call forward setting.

To cancel the Call Forwarding:

1. Select the **Call Forward** icon () **OR** press the assigned hot key on the keyboard (**ALT-F7**).
2. In the **Call Forward** window, select **Cancel Call Forward**.
3. If more than one forwarding mode has been set, in the **Forwarding Mode** field, select the forwarding mode to be cancelled.
4. Select **Start** to cancel the call forward setting.

Call Log

The Aspire PC Assistant maintains a **Call Log**, which provides a historical trace of the assistant's call activity. Each inbound and outbound call generates a record in the call log. This information can be used to retrieve details about specific calls and perform functions such as re-dialing a previous call or playing back a recorded telephone conversation.

Each call record includes the user ID, call type (inbound/outbound), call date and time, caller identification, call duration, line appearance, and any notes entered for the call. 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 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 Assistant's main window, select **File - Call Log**.

Re-dialing a Number from the Call Log

1. Double-click a call log entry to automatically redial the specified number. **OR** Select the Call Log record to be redialed + press the *right* mouse button + select **Dial** from the pop-up menu.
A call cannot be dialed if there is an internal call on hold.

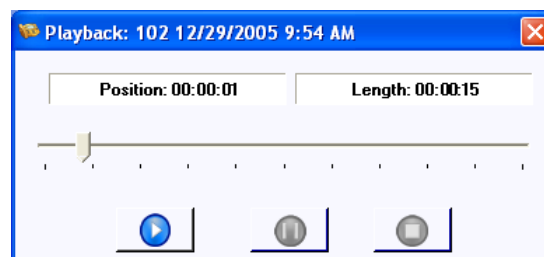
Playing Back a Recorded Telephone Conversation

The Record function is used to capture a telephone conversation from the PC Assistant's keyset 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**. The Playback window will open and the recording will automatically start playing.



The Playback window provides the following controls:

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

Deleting Records from the Call Log

To delete a single Call Log record:

1. Select the Call Log record that is to be deleted by clicking on it with the *right* mouse button + select **Delete**. **OR** Highlight the Call Log record to be deleted and from the **Call Log** drop-down menu, select the **Delete** option.

To delete a block of Call Log records:

1. Highlight the records to be deleted using the shift/control keys.
2. Press the *right* mouse button within the highlighted block. From the pop-up menu, select the Delete option.
- OR -
From the **Call Log** drop-down menu, 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 and any call notes 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 Assistant provides the capability to print all or part of the call history. Options are also provided which allow the format of the call log to be modified for printing.

To print the entire Call Log:

1. From the **Call Log** menu, select the **Print** option, followed by **Print All**.
- OR -
Right mouse click within the highlighted block. From the pop-up menu, select the **Print** option, followed by **Print All**.
2. Specify the destination printer and then click **OK**.

FEATURE OPERATION

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**.
- OR -
Right mouse click within the highlighted block. From the pop-up menu, select the **Print** option, followed by **Print Selected**.
3. Specify the destination printer + click **OK**.

Editing a Call's Note Entry

If a call has a note entry stored with it, the entry can be modified from the Call Log view.

To Edit a Note within the Call Log tab:

1. Right-click on the record and select **Edit Note**.
The previously entered information is displayed.
2. Edit the information as needed + click **OK**. **OR** Click **Clear** to remove the entry.

Changing the Call Log Layout

The PC Assistant 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 + check each column that will be visible on the Call Log + press **OK**.

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 + 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 change the print options of the Call Log:

1. To change the paper size, orientation of the printed output, or margins, on the **Call Log** menu of the Call Log screen, select **Call Log - Print - Page Setup**. Select the required options + click **OK**.

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 Aspire PC Assistant 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 **Archive**. 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 and/or location + press **Save**.
5. Click **Archive** to create the archive file.

Call Recording

You may occasionally have a need to record telephone conversations. The PC Assistant 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. You have 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 Assistant is running, the "Record" function will not work correctly until the PC Assistant is restarted.

FEATURE OPERATION

Recording the Active Call

The Aspire PC Assistant provides the ability to record the active call and save the recording as a file on the PC. This file can then be played back within the application or Emailed as a WAV file to another user. Recordings are associated with individual entries in the Call Log and can be accessed under **File - Call Log**.

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

When placing an intercom call to an extension, the called party must pick up their handset or press the SPK key in order for the Call Recording to start.

To start recording a call:

1. Click the **Record** icon () **OR** press the assigned hot key (**F8**) 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. Select **Stop** **OR** Press the assigned hot key (**F8**) 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 **File** menu, select the **Preferences** option.
2. Select the **Recording** tab on the **Preferences** menu + click **Compression Rate** + click **Record All Calls** + click **OK**.

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.

To Camp On to a busy extension:

1. After calling a busy extension, click on the **Auto-Callback** icon () **OR** press the assigned hot key (**Ctrl + F7**) on the keyboard.
2. Once the called extension becomes free, the call will automatically ring the extension.

If you hang up before the call connects, the Camp On is changed to a Callback. Once the called extension user hangs up, the PC Assistant will ring and, once it's answered, the originally called extension will ring.

-OR-

1. With the Directory window displayed (click **File-Directory**), double-click on the busy extension (indicated by a red bullet to the left of the name).


*For this shortcut to be enabled, the **File-Preferences-Directory** menu must have the **Camp call on busy phone** option selected as the current double-click action.*

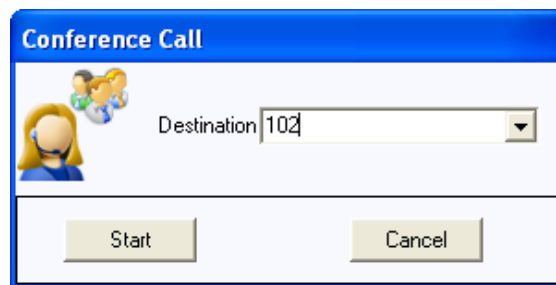
Conference

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, the Aspire PC Assistant can establish a conference between the caller, assistant, and a third party using either the Conference function or the Directory menu.

Setting Up a Conference Call:

1. Click the **Conference** icon () **OR** press the assigned hot key on the keyboard (**F6**).
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 + select **Complete**. If the destination does not answer or does not want to participate in the conference, select **Disconnect**.
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 + select **Complete**. If the destination does not answer or does not want to participate in the conference, select **Disconnect**.
4. To add additional parties, repeat the above steps.

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

Directed Call Pickup

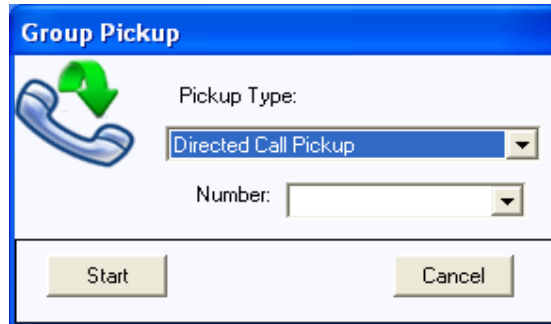
*This option also provides access to Group Call Pickup, Pickup Other Group, and Call Pickup Specific Group features. You can also access these features directly. Refer to **Group Call Pickup, page 31**.*


Directed Call Pickup permits an extension user to intercept a call ringing another extension. This allows a user to conveniently answer a co-worker's call from their own telephone. With Directed Call Pickup, an extension user can pick up: trunks calls, Direct Inward Lines (DIL), transferred trunk calls, transferred Intercom calls, ringing and voice-announced Intercom calls.

FEATURE OPERATION

The Group Call Pickup, Pickup Other Group, and Call Pickup Specific Group features allow a user to answer a call ringing an extension in a Pickup Group. This permits co-worker's in the same work area to easily answer each other's calls.

Using Directed Call Pickup to Answer a Ringing Call



1. With the telephone idle (no active call), click the **Directed Call Pickup** icon () **OR** press the assigned hot key on the keyboard (**ALT-F11**).
2. Select the **Pickup Type** (Direct Station Pickup, Group Call Pickup, Pickup Other Group, Call Pickup Specific Group) from the drop-down list.
3. **With Directed Call Pickup:** Enter the extension number of the ringing extension to be answered.
With Call Pickup Specific Group: Enter the group number to be answered.
4. Click **Start** to retrieve the call from the location.

Only Pickup Types that are defined in the TAPI Feature codes tab (File - Telephony - Telephony Configuration - Feature Codes) will be listed under Pickup Types.

Directory / Contact List

The Aspire PC Assistant provides a personal directory to assist in handling call activity. Each contact person can be entered into the directory to provide the user with quick access to contact information and an easy method to send calls.

Different directories for internal (Directory) and external (Contacts) numbers are available. The internal directory serves as the company directory and includes all employees' names, extensions, EMail, department, alternate numbers, and a BLF indication for the extension. The external directory serves as an on-line phone/address book for frequently dialed external numbers. If the telephone number of an incoming caller is entered in the Contact List, the name entered will be displayed in the Call Control panel for the incoming call.

The Directory and Contact List are maintained on the PC running the CTI Service and can be viewed by any PC Attendant or PC Assistant user. The Telephony Administrator utility also has the ability to view and edit the contents of the Directory and Contact List databases.

Individual clients (PC Attendant and PC Assistant users) can also edit the contents of the Directory and Contact List if they are given that privilege. Separate privileges to edit the Directory and Contact List are controlled through the individual User profile, as defined within Telephony Administrator.

The user views the directory by clicking the Directory option from the **File** 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 a user 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 double-clicking on any entry in the directory or contact list.

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

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
- BLF displays for extensions within the Directory
- 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.

FEATURE OPERATION

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. In the PC Assistant, you must map the fields within the CSV file to the corresponding fields within the application. When importing data, the “Personal” directory will be displayed only to the user importing the information. Importing to the “Contacts” list will display the information to everyone using the PC Assistant, PC Attendant, and Telephony Administrator. The data from the PC Assistant’s Contacts listing can be exported to a CSV format as well.

NOTE: Only authorized users have the ability to modify the Directory. This must be allowed in the Telephone Administrator.

To add a new entry to the Directory:

1. Click **File-Directory** to open the Directory/Contact List window.
2. If not already selected, click on the **Directory** icon on the left-hand side of the window.
3. On the **File** menu within the Directory window, select **New Entry** OR click the **New** icon + select **New Entry**.
4. 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.
5. Click **OK** 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 **File-Directory** to open the Directory/Contact List window.
2. If not already selected, click on the **Directory** icon on the left-hand side of the window.
3. On the **File** menu within the Directory window, click **Departments** + click **New**. **OR** Click the **New** icon + select **New Department**.
A Department must first be added here before it can be entered in a new Directory entry.
4. Enter the name of the department + click **OK**.

To modify a directory entry:

1. Highlight the directory entry to be modified. From the **File** menu, select **Properties**.
2. 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.
Using the Notes option within the Directory, users can advise other PC Assistant or PC Attendant user’s of their status. For example, a user can enter a note for their extension such as “Out of the office until Monday”. Anyone then displaying the Directory will be able to see this note for that extension. In addition, for the PC Attendant users, hovering over an extension with a note will display the text in a balloon window. The ability to edit the Directory must be allowed in the Telephony Administrator for the extension.
3. 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.
4. Click on **Save**.

To delete a single directory entry:

1. Select the directory entry with a right-mouse click + select **Delete**. **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 + 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.

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 + **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 + **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 **Set Visible Columns** + check each column that will be visible on the Directory + click **OK**.

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 Telephony Administrator.

A BLF indication is provided for each extension within the Directory list. The LED colors represent IDLE (gray), BUSY (dark green), RINGING (light green), DND (red) and FORWARD (blue).

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 + select the **Dial** option.

If there is an internal call on hold, another call cannot be dialed.

Using the Notes option within the Directory, users can advise other PC Assistant or PC Attendant user's of their status. For example, a user can enter a note for their extension such as "Out of the office until Monday". Anyone then displaying the Directory will be able to see this note for that extension. In addition, for the PC Attendant users, hovering over an extension with a note will display the text in a balloon window. The ability to edit the Directory must be allowed in the Telephony Administrator for the extension.

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.

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 + click the **Complete** button.
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 and voice mail messages to individuals in the company directory.

To send an EMail to a directory entry:

1. Press the right mouse button to select the directory entry + 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 + select the **Voice Mail** option.

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

1. Click **File-Directory** to open the Directory/Contact List window.
2. If not already selected, click on the **Contact** or **Personal** icon on the left-hand side of the window.
3. On the **File** menu, select **New Entry** + 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 **OK** to add the new entry and exit the Contact Maintenance menu.

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

1. Click **File-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. From the **File** menu, select **Properties**.
2. Update the fields by entering new data in the appropriate text boxes.
3. 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.
4. Click **OK**.

Deleting an entry from the Contact/Personal List

To delete a single list entry:

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

To delete a block of list entries:

2. Highlight the entries to be deleted.
3. Right-mouse click within the highlighted block + click **Delete**. **OR** From the **File** menu, click **Delete**.

Importing a .CSV File to the Contact/Personal List

To import data to either the Contact List or Personal List:

1. Select the list to which the import will be performed - Contacts or Personal.
Imports to the Contact List are displayed to everyone using PC Assistant, PC Attendant, or the Telephony Administrator. Imports to the Personal List are displayed only to the person performing the import.
2. From the **File** menu, select **Import**. + browse to the location of the .CSV file to be imported + click **Next**.
3. Select an item in the "Text Field" which should be imported (the information displayed is pulled from the columns in the .CSV file). Click on the **Change Mapping** button.
4. From the drop-down list, select the location where the selected item should be imported.
For example, "First Name" maps to "First Name", "Last Name" maps to "Last Name", "Business Phone" maps to "Primary Number", etc.
5. Click **OK** + **Finish**.
6. A window displays how many entries were imported. Click **OK**.
7. Review the items to ensure proper mapping.


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

To activate DND for the PC Assistant phone:

1. With the PC Assistant telephone in an idle state (no active call), click the **Do Not Disturb** icon () **OR** press the assigned hot key on the keyboard (**ALT-F1**).



2. Select the condition for allowing calls to ring the PC Assistant's keyset + click **Start**.

To cancel DND on the attendant console:

1. Click the **Do Not Disturb** icon () **OR** press the assigned hot key on the keyboard (**ALT-F1**).
2. In the **Do Not Disturb** window, select **Cancel Do Not Disturb** + click **Start**.

Email

The Contact and Personal Lists provide the ability to generate an EMail to the defined EMail address in the entry. The **EMail Integration** option must be enabled in the **Preferences-General** section

To send an EMail Using a Contact/Personal List Entry:

1. Click **File-Directory** to open the Directory/Contact List window.
2. If not already selected, click on the **Contacts** or **Personal** icon on the left-hand side of the window.
3. Press the **right** mouse button to select the desired entry to be Emailed + 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 entry.

*The EMail address field within the **Contacts** or **Personal** entry for this extension must be filled in for this function to be enabled.*

Group Call Pickup


*Directed Call Pickup can also provides access to Directed Call Pickup, Group Call Pickup, Pickup Other Group, and Call Pickup Specific Group features. Refer to **Do Not Disturb**, page 30.*

Group Call Pickup allows you to answer a call ringing an extension in a Pickup Group. This permits co-workers in the same work area to easily answer each other's calls. With Group Call Pickup, a user can intercept the following types of calls:

- A call ringing the user's own pickup group
- A call ringing another pickup group when the user doesn't know the group number

Using Group Call Pickup to Answer a Ringing Call

You can use this option to answer a call ringing another extension within your group .


1. With the telephone idle (no active call), click either the **Group Call Pickup** icon () **OR** press the assigned hot key on the keyboard (**ALT-F12**).

The ringing extension in the group is answered.

FEATURE OPERATION

Using Pickup Other Group to Answer a Ringing Call


You can use this option to answer a call ringing another group when you don't know the group number.

1. With the telephone idle (no active call), use the mouse to select either the **Pickup Other Group** function () in the **Call Control** section.
- OR -
Press the assigned hot key on the keyboard (**ALT-F8**).
2. The ringing extension in the group is answered.

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 Assistant.

To place the active call on hold:

1. Click the **Hold** icon () **OR** 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 LED will change from Active (green) to On Hold (yellow) for intercom calls or placed in Park for outside calls.


To retrieve a call that was previously placed on hold:

1. Click the **Yellow** call icon () within the **Active Call List**.
When a held call is retrieved, the status of the call in the Active Call LED will change from On Hold (yellow) to Active (red). If another call is active on the PC Assistant when a held call is retrieved, the active call will automatically be placed on hold.

Last Number Redial

Last Number Redial allows an extension user to quickly redial the last number dialed. For example, a user may quickly recall a busy or unanswered number without manually dialing the digits.

To dial using Last Number Redial:

1. When placing an outgoing call, if the called party is busy/no answer, click the **Last Number Redial** icon () **OR** press the assigned hot key on the keyboard (**ALT-F8**).

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.

The Telephony Administrator must be used to determine whether 1-digit or 2-digit internal page zones are used. This must be set to match the Aspire system.

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

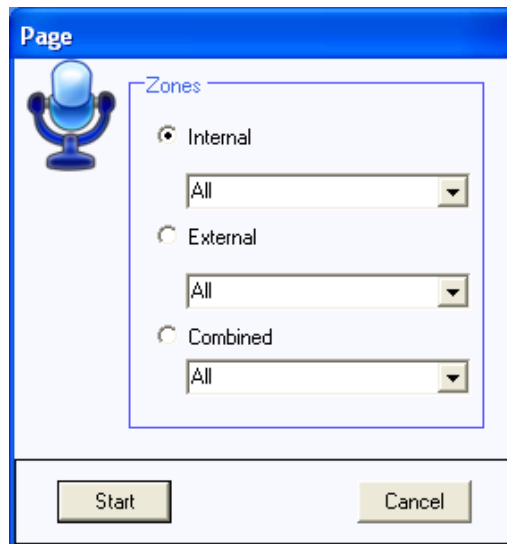
To change the number of digits for Internal Page Zones:

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 **0-9** or **00-64** in the Internal Paging Zones section.
3. Close the **Telephony Administrator** utility by clicking **OK**.

FEATURE OPERATION

To send a Page:

1. Click the **Page** icon () **OR** press the assigned hot key on the keyboard (**F9**).




2. Select the type of page to be generated: Internal, External, or Combined + select the paging zone within the selected category + click **Start** to initiate the page.
3. Announce the page + click **Hang Up** to disconnect from the paging system.

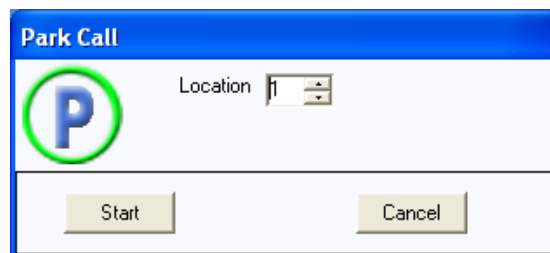
Park

Park places a call in a waiting state (called a Park Orbit) so that an extension user may pick it up. The PC Assistant uses the System Park option when you want to have the call wait in a system orbit. After parking a call in orbit, the user 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 Assistant also provides an Unpark function in order to retrieve a call from a park orbit.

To Park the active call:

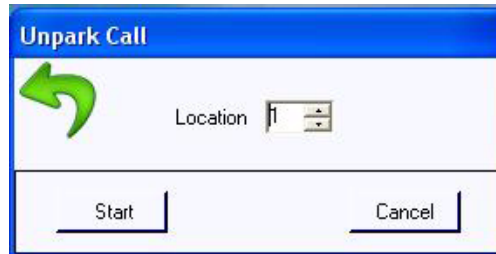
1. Click the **Park** icon () **OR** press the assigned hot key on the keyboard (**F10**).



2. Select the park orbit (1 through 64) within the **Park** menu + click **Start**.
If the park orbit is currently occupied, a warning message will be displayed. The Assistant 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 PC Assistant keyset idle, click the **Unpark** icon () **OR** press the assigned hot key on the keyboard (F11).



2. Select the park orbit (1 through 64) within the **Unpark** menu + click **Start**.
If the park location is currently empty, a fast busy signal will be heard.

Placing a Call

The PC Assistant provides the Dial function to initiate a call to an internal or external number and special dialing features for the Directory tab.

Placing a call using the Dial function

1. Click the **Dial** icon **OR** press the assigned hot key (F5) on the keyboard.
2. Enter the number to be dialed in the **Destination** field within the **Data Entry** area + press **Start**.

Placing a call using the Directory

1. Within the **Directory**, double-click on the directory entry to be called or press the *right* mouse button + **Dial Extension**.
- OR -

1. Within the **Directory**, press the *right* mouse button on the desired entry + **Dial Extension**.

Using the Notes option within the Directory, users can advise other PC Assistant or PC Attendant user's of their status. For example, a user can enter a note for their extension such as "Out of the office until Monday". Anyone then displaying the Directory will be able to see this note for that extension. In addition, for the PC Attendant users, hovering over an extension with a note will display the text in a balloon window. The ability to edit the Directory must be allowed in the Telephony Administrator for the extension.

Placing a call using the Contact Manager

1. Display the desired contact in Microsoft Outlook or GoldMine.
2. **With Microsoft Outlook:**



Click on the **Aspire Dial** icon and a list of the possible telephone numbers for the contact is displayed. Select the desired number. You can then handle the call through the PC Assistant or end the call using Microsoft Outlook by click the **Aspire Dial** icon again and clicking **End Call**.

FEATURE OPERATION

With GoldMine: Open the contact to be called. Click **Contact - Dial Phone** then select the number to be dialed. The call can then be handled through the PC Assistant or through GoldMine.

With ACT!: Open the contact to be called. Click **Contact - Phone Contact** then select the number to be dialed. The call can then be handled through the PC Assistant or through ACT!.

To disconnect from the active call:

3. Click the **Hang Up** icon () **OR** press the assigned hot key (**F4**) on the keyboard.

*When an active call is disconnected, the call entry will be removed from the **Lamp Indicator Area**.*

Quick Message Utility

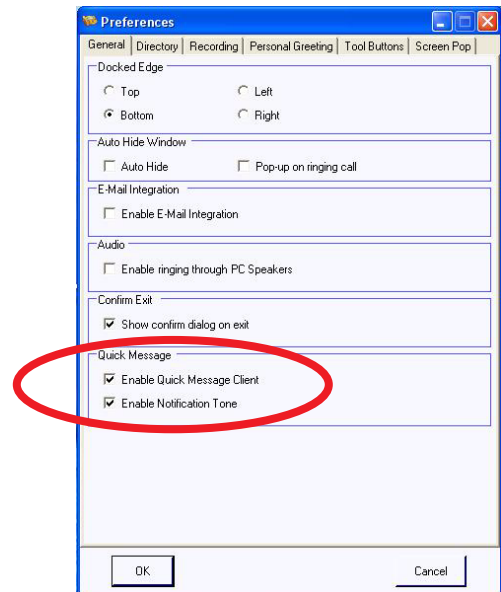
The PC Attendant provides a Quick Message feature which is compatible with PC Assistant users. Quick Message utility allows the PC Attendant to send a short text message to another employee. Unlike an EMail message, a Quick Message is delivered immediately to the destination and automatically displayed on the user's PC screen (and optionally hear a beep when the message appears). In order to receive Quick Messages, the option must be enabled for the PC Assistant user under their application preferences. 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 PC 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 PC Assistant's PC screen.

When the user selects a response, the reply is sent immediately back to the PC Attendant.

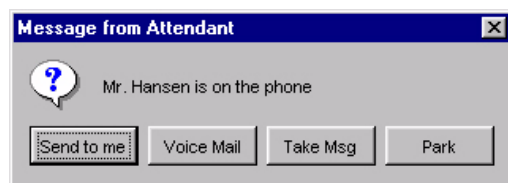
Enable Quick Message for Each PC Assistant User:

1. Click **File - Preferences - General** tab.
2. Check **Enable Quick Message Client** to enable the PC Attendant to send messages to the PC Assistant user.
3. Check **Enable Notification Tone** to enable the PC Assistant's PC to beep when a Quick Message is received from the PC Attendant.
4. Click **OK**.



Responding to a Quick Message:

1. When the PC Attendant sends a Quick Message, a window pops up on the PC screen.



Optionally, you can have the PC beep when a Quick Message is received.

2. Click on one of the response buttons and the PC Attendant receives the reply.

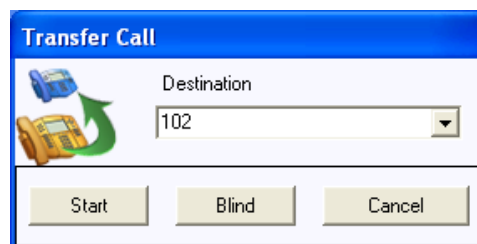
Transfer

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 Assistant 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 Directory tab provides special features to initiate a transfer to an internal extension. The PC Assistant also provides the option to perform either a supervised transfer or unsupervised (blind) transfer.

Transferring a call:

1. Click the **Transfer** icon () **OR** press the assigned hot key on the keyboard (F3).



2. Enter the number to be dialed in the **Destination** field within the **Data Entry** area.
3. [**Supervised Transfer**] Click **Start** to initiate a supervised transfer. When the destination party answers, announce the transfer and then select **Complete**. If the destination does not answer or does not want to take the call, select **Disconnect** to reconnect to the original caller. If the destination is busy or does not answer, select **Voice Mail** to send the call to the destination voice mail box.
-OR-
3. [**Unsupervised Transfer**] Click **Blind** to initiate an unsupervised (blind) transfer. The call will be immediately routed to the specified destination.

Transferring a call using a directory entry:

This option requires the Directory window be displayed (click FILE-DIRECTORY).

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

1. Press the **right** mouse button on the desired Directory entry. Select **Transfer - Supervised**.
2. When the party answers, announce the transfer + press the **Complete** button on the **Transfer** menu.
3. If the destination does not answer or does not want to receive the transfer, either select **Voice Mail** to send the call to the extension's voice mail or **Disconnect** 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 on the desired Directory entry to receive the call + select **Transfer - Immediate**.

FEATURE OPERATION

One touch transfers using a directory entry:

This option requires the Directory window be displayed (click FILE-DIRECTORY).

1. Double-click on the desired Directory entry. The transfer will either be an immediate or supervised transfer, based upon the current setting in the **File-Preferences-Directory** 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.

Note: The one-touch transfer initiated with a Directory entry can be either supervised or unsupervised (blind). The type of transfer is determined by a setting in the preferences. To change this setting, click on **File-Preferences**. Then select the **Directory** tab and change the setting for One Touch Transfer.

Transferring a call to Voice Mail from the BLF/DSS area:

1. With an active call, double-click on a busy (green) Directory entry 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 **File-Preferences-Directory** must have the voice mail option selected as the current double-click action.*

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:

1. After calling a busy extension, click the **Voice Over** icon () **OR** press the assigned hot key on the keyboard (**ALT-F5**) **OR** with the Directory window displayed (click **File-Directory**), double-click on the busy extension (indicated by a red bullet to the left of the name).

*For this shortcut to be enabled, the **File-Preferences-Directory** menu must have the **Voice Over** option selected as the current double-click action.*

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