Octopus F100/200/400/650
PC AFT F
Operating Instructions

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Read first

In purchasing the software, you have acquired an advanced PC attendant console for your communications platform.

Your PC must be connected to your communications platform to perform all switching functions from your PC.

Three different options are available for this, depending on the implementation sit:
- Via IP using the LAN cable of your PC.
- Via a USB cable on system telephone at your communications platform.
- Via the control / data adapter on the telephone at your communications platform.

The software is compatible with different Windows operating systems so that you can conveniently transfer telephone calls and look up phone numbers in Outlook "Contacts" while simultaneously running other PC applications such as Microsoft® Office programs.

The attendant console provides you with a variety of switching and administration functions and a high degree of user friendliness, thanks to the:
- Clearly designed Windows-based user interfaces,
- Straightforward operation using a keyboard and mouse,
- Simultaneous use of other PC applications,
- Direct switching from Microsoft Outlook "Contacts" and
- A user-friendly search option in Microsoft Outlook "Contacts", busy lamp field.

Important

This manual describes how to operate and configure the attendant console software on your communications platform.

While the instructions describe typical attendant console software functions, you may find that some functions you wish to use are not available. This is due to one of the following reasons:

- The function has not been configured for your software. Please contact your system Support.
- Your communications platform does not support this function. Address any questions to the sales representative responsible for upgrading your system.
- You do not have the latest version of the software. Contact your sales representative to update the software.

CE (customer equipment) does not continue to support emergency dialing after loss of mains power, if battery back up and power fail switchover to emergency analogue phones is not available.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Program windows

The main window

The main window is the central control element of the attendant console.

At first sight you get information on the connected telephone, on calls, parked / held calls, and the active state of a conversation.

Important connecting functions can be controlled directly within the pop-up menu of the main window, so you don't have to use the toolbar.

The main window is subdivided into different information elements.

In detail, these are the display indication, the indication of the conversation's state, the list box of calls, and parked / held conversations as well as the box of the telephone book, and the status indication.

Display indication

```
MI 12.JUL 06
164     Uno Software >

   ◄    ✓    ►
```
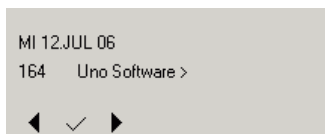
The display indication mirrors the display of the telephone.

Telephones whose display have two lines are supported.

The keys, Left, Ok, Right can be used analogous to the telephone's keys.

You can control your telephone via these keys. But as errors in very special situations cannot be excluded, we advice the control via the toolbar.

Indication of the conversation's state

```
101 H. Schmitz
─────────────────────────────
100                  ⌐ 100
```
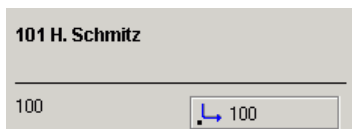
The display box keeps you continually informed about which conversational partner you are actually being connected to. When supplied by the telephone system the display appears showing the name as well as the telephone number. A subscriber that is held passively (on consultation) is shown in line two.

The part below informs you about the destinated telephone number that the person calling wanted to reach. In case the telephone number differs from the destinated number of your connected telephone, a button automatically appears through which you can pass on the conversation to the subscriber.

At the same time, you have the normal dial function at your disposal through a simple mouse click or, respectively, the options "Blind transfer" or "Send message" through a click with the right mouse button.

List box for calls and parked / held conversations

Incomming calls - 1
☐ 100 - H. Fastner
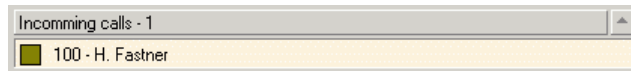
In this section of the main window the incoming, parked, and held conversations are visually displayed.

This includes the coloured symbol of the respective type of call as well as the phone number, the name (if available), and the information whom the caller wanted to reach.

In the bottom part of the list box you get information on parked and held conversations. You can open the single parts by clicking onto the headline.

A call can be answered by double clicking onto the entry or by pressing the space bar of your PCs keyboard. You unpark or unhold conversations by double-clicking onto the requested entry.

Telephone book section

▽ Name	Company	Business	Mobile Phone	Private

Within the activated telephone book you can look for names of persons or companies via the menu "Search". All fitting entries are displayed within the list of the telephone book section.

By double-clicking onto the entry you dial the business phone number. If you click with the right mouse button onto a selected entry a pop-up menu appears and offers you additional numbers (private, mobile) to send an email (if the email address is available), or to have a look at the respective entry (only regarding MS-Outlook or internal telephone book).

Status bar

💻 ⌶   Ready for operation

The status bar provides you with important information on the communication of the connected telephone.
Normally, the state "Ready for operation" is displayed during the operation on the right-hand section.

In case you get status signals such as "Trunk error" or "Please wait" over a longer period of time please inform the responsible service of your telephone system.

By means of symbols the left-hand side of the status bar signals the following state: recall, received message, call forwarding, conference switching, night answer.
A mouse click onto the respective symbol deactivates the feature or opens the according menu.

The busy lamp field

The busy lamp field displays the states of the subscribers clearly and, according to the respective feature, with symbols and colours.

Examples

↳ H. Fastner The extension of Mr. Fastner is being redirected.

H. Wissler Mr. Wissler is being calledn.

H. Schön Mr. Schön's line is busy.

When the size changes the window changes dynamically.
All fields of the busy lamp fields are automatically being adjusted.

Each BLF can represent between 25 and 300 busy lamp fields.

According to the used screen resolution columns of either 25 or 30 subscribers are displayed.

Additional functions

Apart from the display functions other possibilities are at your disposal.

Through a right mouse click onto the busy lamp button the following options are offered to you.

Blind transfer

This function enables you to directly connect a call to a subscriber being set up on the BLF. For this purpose you accept a conversation the way you usually do and click with the right mouse button onto the subscriber who is supposed to be connected to the conversation. Afterwards you select the function "Blind transfer".

New entry

Through clicking onto the button "New entry" you can add a new subscriber onto your BLF. Enter the subscriber's phone number and confirm with "Ok". The subscriber is now saved in the selected field on your BLF.

Delete entry

In case you want to delete a subscriber on your BLF just use the right mouse button to click onto the subscriber and then click on "Delete entry". The subscriber you have selected is automatically deleted from the BLF.

Insert empty field

When you choose this option all subscribers are shifted back by one field and an empty field is added on this spot. Please note that doing so the last subscriber on your BLF can disappear.

Insert captions

In order to arrange your BLF more clearly you can insert captions.

Please enter the wanted text for the captions.

Copy

If you wish to copy an entry, click with the right mouse button onto the subscriber you want to copy and select "Copy". Now click with the right button onto any field in one of the two BLFs that you want to insert the entry into and select "Insert" within your menu.

Cut

When you use this option the selected field is completely deleted from your BLF and all entries following the cut out field automatically move up by one field.

The cut out entry is saved in the clipboard and can therefore be inserted elsewhere.

Insert

Through the "Insert" function the last entry that has been copied into the clipboard can be placed to any spot on one of the two busy lamp fields.

An already existing entry on this spot gets overwritten.

Send message

Sometimes it is necessary to send a message to an internal subscriber.

For this purpose you can write a message yourself or send a predefined message (as long as texts are included in the setting "Colours/texts") .

At maximum only 24 symbols can be entered.

Activate call forwarding

If necessary, you can activate a call forwarding for a subscriber to internal or external calls.

The call forwarding is now marked by means of a symbol.

This requires a special authorization.

Deactivate call forwarding

If a call forwarding is not required any more you can switch it off.

The symbol of the call forwarding vanishes.

This requires a special authorization.

Override "Do not disturb"

If a subscriber has activated "Do not disturb" (which can be seen through the STOP symbol) you can deactivate this function for an important conversation.

This way the subscriber can be reached again.

This requires a special authorization.

The toolbar

Through mouse click the toolbar provides you with all features.
If the toolbar isn't be visible it can be called up with the ctrl + F1 button at any time.

In detail, the following features are at your disposal:

Transfer

You can pass on an accepted conversation to an internal or external subscriber. For this purpose, you have to hold the actual conversation on "Consultation" and call the desired subscriber.

In order to connect the actual conversation to the subscriber that has been put on consultation press this button.

> This function can also be found in the pop-up menu.

Disconnect

With the button "Disconnect" you finish your actual conversation. If you are holding a subscriber on consultation and are talking to another subscriber these two will be connected to each other.

> This function can also be found in the pop-up menu.

Consultation return

With the help of this button you can return to the waiting subscriber you have held on consultation.

> This function can also be found in the pop-up menu.

Consultation

Through this feature the calling person is held on consultation. The waiting subscriber can not listen in on the conversation. In order to return to the subscriber press the button "Consultation return".

Toggle

The toggle function allows you to switch between two conversational partners. The respective waiting subscriber can't listen in on the conversation. Press the button "Toggle". Doing this you switch to the respective waiting subscriber. Precondition is that a subscriber is being held on consultation while you are having an actual conversation.

P Park

Sometimes it is necessary to park a conversation.
While waiting the caller listens to music and your telephone is free for further calls.

For each parking you can insert a text that you can choose freely. This text and the telephone number then appear in the list of parked/held calls.

In order to get the subscriber out of the parked position simply double click onto the entry.

This function can also be found in the pop-up menu.

H Hold

Through pressing the button "Hold" and then "Disconnect" external calls can be put in the hold position, e.g. if you want to call a furhter subscriber.

In order to call up a held conversation please double-click onto the according entry.

This function can also be found in the pop-up menu.

Callback

If you're not able to reach the desired conversational partner you can activate an automatic callback. As soon as the person hangs up or as soon as the system notices that a callback is possible you receive a notification.

The callback appears as a normal call that you can accept with a double click.

Override busy station

If an internal subscriber's line is busy you can still, in urgent cases, override the busy station of the subscriber. Call the busy subscriber. You now hear the engaged tone. Through pressing the button "Override busy station" you can now talk to the subscriber. A warning signal lets him know that you have overridden the busy station.

Precondition of this feature is a special authorization.

Transfer trunk

Subscribers that have no authorization to use an external line can be provided with an according trunk line with the help of this feature.

Release trunk

When all trunk lines of your system are busy and you want to dial an external phone number you can call up the feature "Release trunk". This means that the system (if set up) provides you with the next free line.

Conference

With the feature "Conference" you can initiate a conference by putting the active conversation on consultation and by calling a further subscriber. When this second conversation is active press the button "Conference".

The conversational partners are connected to each other through the conference circuit.

Display suppression

In order to prevent your phone number or your name from appearing on the display of the person you're calling choose the feature "Display suppression". Regarding internal calls such a display suppression is not possible. The fact that your number is suppressed is shown with the help of a symbol in the below part of your main window. If you want to deactivate this function click on the symbol of "Dial suppression" in the status bar.

Door opener

If at your house door openers are connected to the telephone system you can open the door with the help of the software by pressing the button "Door opener" and entering the door's number.

Dual Tone Multiple Frequency (DTMF)

In order to activate the dual tone multiple frequency choose the feature "Tone dialing". An example for the dual tone multiple frequency is the query of a mailbox.

Redirection

Should it be necessary to redirect all conversations for the attendant console please choose this function. In the submenu (black arrow) the last entered redirection aim is shown.

If a redirection is switched on this will also be shown in the status bar of the main window.

To deactivate the redirection please click onto the symbol in the status bar of the main window.

Night answer

This function activates the night answer for your telephone system in case you have the necessary authorization.

Within the appropriate menu you can set and change the night aim. If you want to deactivate this function click on the symbol in the status bar.

Redial

The software always saves the 10 phone numbers dialled last and through this function provides the user with them.

You dial by clicking onto the respective phone number.

Messages

Internal subscribers can send each other predefined as well as self-written short messages. Within the settings you have the possibility to define 5 messages that you can send to a subscriber via the button "Messages.

Speaker call

You can record an announcement without any assistance via connected loudspeakers (ask relevant service personnel) or at an internal station with access to a system telephone.

Call charges

If you're telephone is set up to receive accounting information, through this button you can call up the call charges at your telephone.

Service

Within the appropriate menu you can manually carry out a system update where all the features and subscribers are transferred to the software by the telephone system.

With support information you automatically compose an email for the support. Use this function if you believe that there's a problem in the software.

Please follow the information in the predefined email and complete the content.

The calling list gives you all active subscribers and phone numbers that are connected to the telephone system. You can use this window to import phone numbers onto the BLF.

In a separate window statistics show you all incoming calls as well as the phone number, e.g. when calls are redirected.
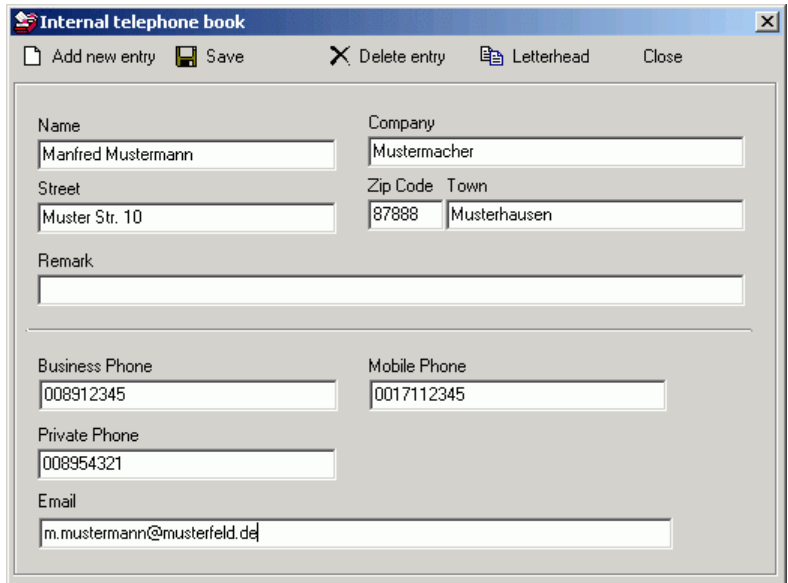
Internal telephone book

A click onto the button always opens the first entry to the internal telephone book.

The telephone book

The internal telephone book provides you with a convenient means of searching for sub-
scribers and dialing phone numbers. You can also have displayed detailed information on
subscribers.

Usually, when the software gets installed the internal telephone book is used.

The user interface of the telephone book looks as follows:

Extensively the single functions explain themselves.

The function "Letterhead" is a special characteristic. The data of the entry are copied into the
clipboard as a "Letterhead" and can be inserted into another program (e.g. MS-Word).

Settings

Setting the telephone

Connection via Comport

The software needs to be able to establish a connection to the telephone system. This normally happens via the telephone that is connected to the PC.

The data communication happens via a comport (Com1 - Com6) which you please select here.

If you have connected your telephone via USB the according driver also provides a comport.

Connection via IP-Phone

Please insert the IP address of the phone, the number of the extension and the appropriate user password.

The password must be the same that is stored as the user passsword in the IP-Phone.

Setting busy lamp field

The software provides you with two busy lamp fields that can be adjusted the way you like.

Number of busy lamp fields

Please choose the number of busy lamp fields that you want to have displayed on your BLF (from 25 to maximum 300 BLFs).

According to the used screen resolution columns of either 25 or 30 subscribers are displayed.

Inscription

Each busy lamp field can be provided with a caption that appears in the blue status bar of the respective window.

Show busy lamp field

You can choose whether to have a busy lamp field displayed or not.

Show names

Choose this function if you prefer having names displayed instead of phone numbers. Please note that subscribers for whom no name exists aren't visible.

Display in bold type

Entries of the subscribers on the BLF can be displayed in bold type.

The keyboard layout

Many functions in the program can be directly carried out via the keyboard (F-keys).

The software already has a default setup that you can adjust here according to your requirements.

Adjust colours and texts

Busy lamp field

The coloured display of the states internally busy, externally busy, and called can be configurated freely. Click onto the respective entry in order to change or define the colour.

Calls

You can match the colours of the different types of calls with the help of a given gamut of colours.

Send message

Here you can write short messages in order to send a message to an internal subscriber. These predefined messages can always be found in the toolbar or, respectively, can be used via a right mouse click onto the BLF.

Other settings

Use as telephone book

The software provides you access to a telephone book. You can choose between the following:

MS-Outlook (as version 97)

You have access to all entries of your main contact files and the sub files (one level) of MS-Outlook.

Lotus Notes (as version 6.)

In case you have installed Lotus Notes on your computer you can here integrate your contacts.

Open LDAP server

In order to get access to the data of your LDAP server you have to carry out a few settings:
• Insert IP address of the LDAP server
• Port of LDAP servers
• The Distinguished Name (DN) allows according filters

Through clicking on the button "Standard" the settings of the data fields can be reset to the default value at any time.

The data fields of an Open-LDAP server are normally set up with the following entries. The single data fields have to match according to your LDAP server.

In case of any further questions please contact your system administrator.

Internal telephone book

The software has a local (internal) telephone book. If you wish to work with it please select the entry "Internal telephone book".

You have the possibility to import an ASCII file into the internal telephone book. You can find information on the structure of the ASCII file in the supplied - Import.CSV -.

If you have an internal telephone book of a former version of this software please select the according file within the file selection window. The according field contents are automatically taken into your internal telephone book.

Additionally you have the possibility to activate or deactivate the following functions:

Pop-up when incoming call

If you want the software to pop-up in front of each application when there's an incoming call please activate it here.

Insert text at parking and holding

Sometimes it is necessary to enter additional information on parked or held conversations. When you activate this function you will be asked to enter a text whenever you park or hold a conversation.

This text will be displayed next to the number of the respective entry within the list of parked/held calls.

Show toolbar

Determines whether the toolbar is supposed to open automatically at the start.

Statistic

If you wish to activate the statistic for your incoming calls make a tick here. Further information on the statistic module can be found among the information on the toolbar.

Connect braille keyboard to

Here you can select activate and deactivate the comport of the connected braille keyboard (Com1 – Com6).

In case of further questions please contact the supplier of the braille keyboard.

Select language

Please select the desired language. The application immediately changes to the selected language after it has been saved.

IP address of the BLF server

If you have several telephone systems and want to provide information on the telephone system within the net (e.g. busy lamp field).

Enter here the IP address of the BLF server.

Port

Here you determine via which IP port the software is connected.
Default Port: 3001 (Has to match with the port of the BLF server).

Active

If you want to hold active a connection to the BLF server you can determine this here.
The connection will be displayed via a symbol in the status bar of the main window.

Email address for the support

Here the service of your telephone system enters an email address for the automatic support (see toolbar). Change this only at request.

State request

The software enables you to request the state[1] of single extensions.

Additionally you can here define requests and combine several extensions (25).

Click onto the button "New" and enter a term for this request. In the window below please enter the telephone number belonging to this request.

Please enter only one telephone number per line. With ENTER you get into the next line.

You save the request with the button "Accept".

You can modify an existing request by selecting this request in the list and by editing it.

Through "Accept" this modification is saved.

[1] meant are free, busy, etc.

How can I ...

accept a call

A call display is at your disposal which allows you to comfortably accept incoming calls.

There, all incoming external, internal, and private calls are displayed. You can specifically select and accept a call with a double mouse click onto the desired call.

With the space bar the first call in the list is accepted automatically.

dial a telephone number

If you wish to make a connection press the space bar and enter the desired telephone number.

The software now automatically dials the number and establishes the connection.

> In case you have an active conversation the consultation gets activated automatically.

park a conversation

A requested conversation that you haven't passed on can be parked. Meanwhile the calling person listens to music .

In order to park a conversation please proceed as follows:
*   within the toolbar press the symbol of parking **P** or
*   select the function parking within the pop-up menu of the main window

After the successful setup you have the possibility to enter any text for the parked conversation.
Please confirm the entry.

Parked conversations appear in the list "Parked / held conversations" and can there be called up again.

Double click with the left mouse button onto the line of the parked conversation you want to unpark.

Now you're reconnected to the parked subscriber.

> Per telephone system at maximum 10 conversations can be parked.

hold a conversation

A conversation that you haven't passed on can be held. Meanwhile the calling person listens to music

In order to hold a conversation please proceed as follows:
- within the toolbar press the symbol of holding **H** or
- select the holding function within the pop-up menu of the main window

After the successful setup you have the possibility to enter any text for the held conversation. Please confirm the entry.

Held conversations appear in the list "Parked / held conversations" and can there be called up again.

Double click with the left mouse button onto the line of the held conversation that you want to unhold.

You are now reconnected to the held subscriber.

toggle between two conversations

With the toggle function you can switch from one conversational partner to another. The respective waiting subscriber can't listen in on the conversation.

Into the toolbar press the symbol . You are now connected to the respective other conversational partner.

In the display of the conversation's state you find the active and the passive conversational partner.

initiate a conference

In addition to an actual conversation you can add further subscribers and combine them to a conference so that all subscribers can talk to each other.

Please proceed as follows:
- You are having a conversation and a further conversational partner is waiting
- In the toolbar click onto the symbol

In the status bar the symbol of conference appears, all subscribers are now connected in a conference.

With the function "Disconnect" in the pop-up menu or the symbol in the toolbar toolbar you get out of the conference. The other subscribers stay connected to each other.

activate the night answer

Activate the night answer when your attendant console is not occupied (e.g. at the end of business hours). External calls will then be forwarded to a night destination (e.g. to the porter) that you choose yourself.

You activate the night answer by clicking onto the symbol into the toolbar.

If you want to change the destination of the night answer please select the menu belonging to the button in order to change the telephone number.

You need a special authorization for this feature. Please contact the service of your telephone system.

working with the pop-up menu

The pop-up menu is supposed to help you to get to the most important functions as quickly as possible.

It opens when you click with the right mouse button onto a section in the main window.
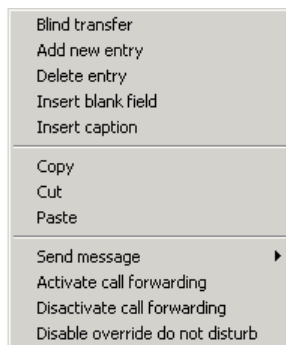
Transfer
Consultation back
Hold
Park
Disconnect
Redial ▶
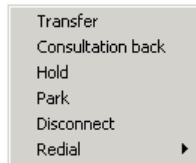
If you click with the right mouse button onto the section of the telephone book you get a pop-up menu that is aligned with the telephone book.

+49 (171) 12345
+49 (89) 54321
admin@UnoEntwicklung.de
Show entry
shared schedule
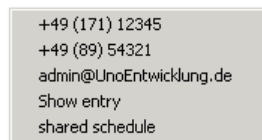
Shared Schedule

If your PC is connected to a MS-Exchange server this function shows you the schedule plan for this entry.

The pop-up menu on the busy lamp field looks as follows:

Blind transfer
Add new entry
Delete entry
Insert blank field
Insert caption

Copy
Cut
Paste

Send message ▶
Activate call forwarding
Disactivate call forwarding
Disable override do not disturb

request the state of an extension

You can request the state of an extension with the function "State request" in the menu "State request".
This function can also be called up with ctrl + F5.

Please insert the telephone number. If the extension exists in the system the software shows you the state of the extension.

If you have defined a group in settings it appears within the menu "State request" and can be selected from here.

All subscribers of the request are displayed in an outline at the place where the telephone book normally is displayed.

Per double click you can dial the extension of the desired subscriber.

The list fades out automatically after 15 seconds.

accessing other appointments diaries

Configurate your MS-Outlook in a way that enables you to access your colleague`s appointments diary out of MS-Outlook.

Please take into consideration that for this, each person has to decontrol his diary so that other people can access it.

If you now have access to the remote appointments diary out of MS-Outlook, you can also access it through your attendant console software.

In case of any questions about how to set up MS-Outlook please look it up in the respective documentation or consult your administrator.

Important telephone numbers

For problems:

For questions regarding sales:

Upon delivery of the equipment, please enter telephone numbers!