

4059EE – R2.4.8

Alcatel-Lucent 4059 Extended Edition Attendant Console

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1 Introduction

The Alcatel-Lucent 4059EE application is integrated with the Alcatel-Lucent OmniPCX Enterprise Communication Server.

The application is an expandable, high end interface with support for add-ons, created to give the optimal overview, flexibility and control to the operator.

The application can use a standard keyboard or an **Alcatel-Lucent** USB keyboard. The type of attached keyboard is automatically detected during the application startup. An icon in the status bar shows the detected type of keyboard.

Throughout this manual the keyboard commands are shown for both keyboards and are represented by its corresponding icon.

To read more about keyboard mapping for Alcatel-Lucent USB Keyboard or Standard Keyboard consult document 4059EE Operator manual: Appendix A – Keyboard Layout.

Guide and Service mode handles OmniPCX Enterprise settings for the operator application. To read about all the features that are available in Guide and Service mode consult document 4059EE Operator manual: Appendix B – Guide Service mode.

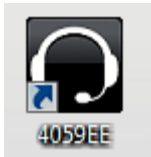
In this document, a section covers 4059EE with [calendar integration](#) to Exchange. For this integration, you need the SourceTech Presence Service from SourceTech AB.

The application supports UI Automation.

2 Start the operator

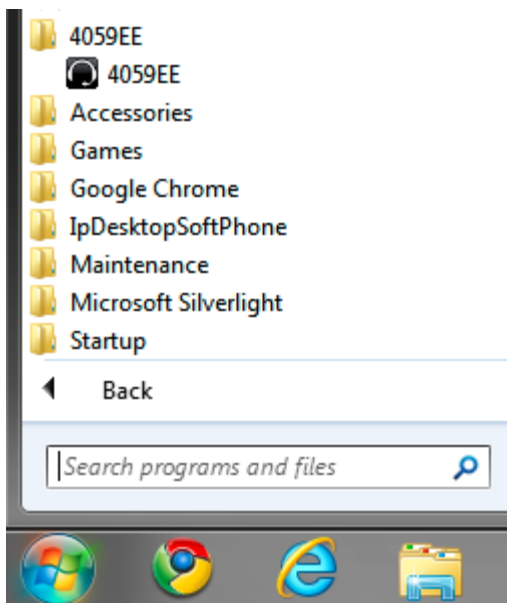
You can start the operator application in one of the following ways:

From the desktop



In a standard installation of the application, a shortcut is created on your desktop. To start the application, you can double click the shortcut icon.

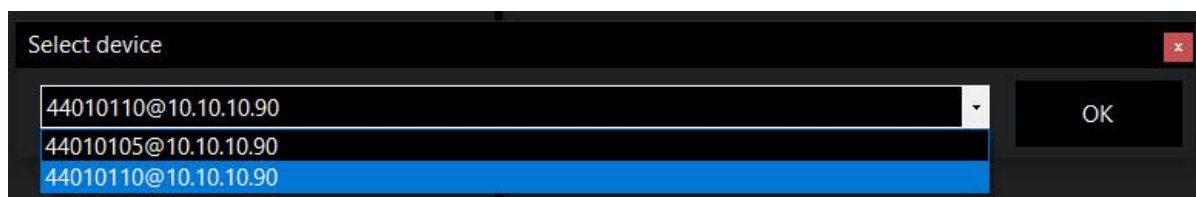
From the start menu



The application is found in the folder named Alcatel-Lucent 4059EE under "4059EE" in the all programs folder.

2.1 Operator startup

The first thing the application does when starting up is to check if multiple devices are configured for the operator. If there are multiple devices, a dropdown, with all devices is displayed, a device must be chosen before the startup of the application can proceed.

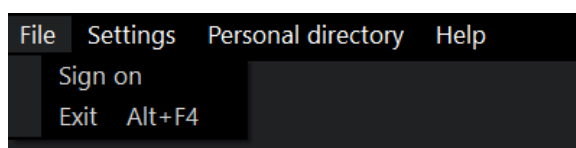


During the startup of the application, the load progress is shown in the [status bar](#). In order for the operator to receive calls the operator must sign on.

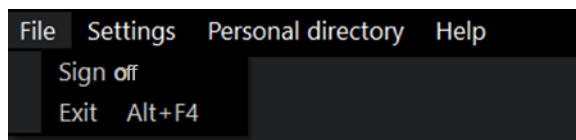


To sign in click at the play button. Alcatel-Lucent 4059EE must be connected to the Alcatel-Lucent OmniPCX Enterprise to be able to sign on. When the operator is in day mode the play button is changed to a stop button (square). To sign off click at the stop button.

The operator can also be signed on through the [application menu](#) by clicking *Sign On*, or by using the key combination <Alt> <Enter> <Enter>.



To sign off the operator click *Sign off* or use the key combination <Alt> <Enter> <Enter>.



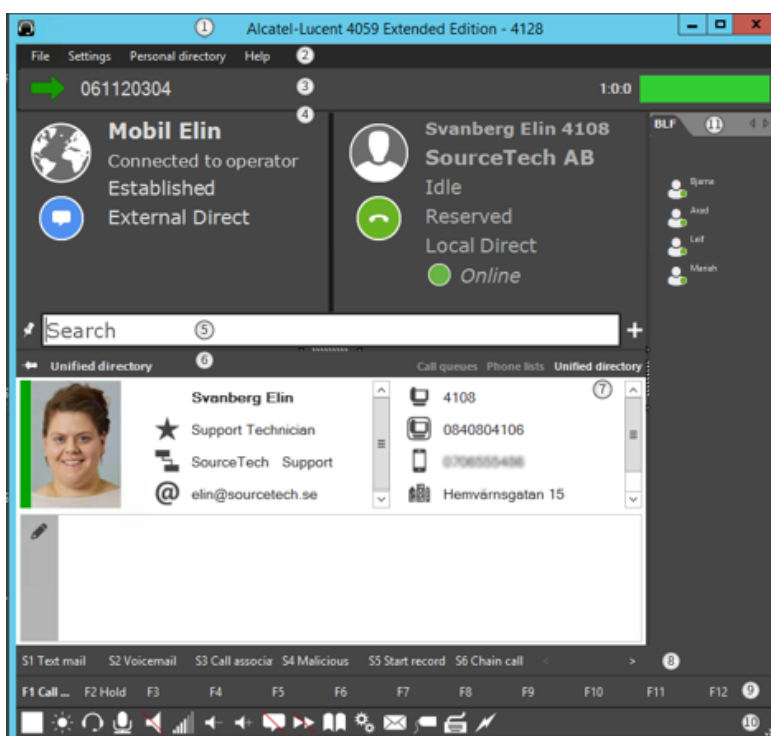
2.2 Exit

You can exit the application from the operator application menu, by the key combination <Alt> + <F4> or by clicking on the exit button in the upper right corner of the application.



If the application is exited before the operator is signed off the operator is automatically signed off. If the operator is in an active call a dialog is shown, informing that an active call is present.

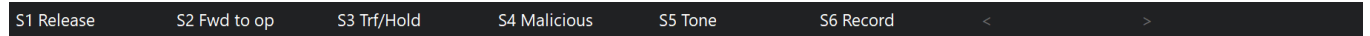
3 Overview



1. *Application title bar* – The title bar shows the individual attendant call if it's defined in the Alcatel-Lucent OmniPCX Enterprise. If no individual attendant call is created, the attendant set directory number is shown.
2. *Application menu* – The menu gives access to sign on/off the operator, change application settings, and a help menu where you can find information about the application.
3. *Queue bar* – Displays an overview of the call queues and the call waiting bar, field shows the call that is placed first in each call queue.
4. *Call handling windows* – The call handling windows consist of two panes where the call information is displayed with text and graphical symbols.
5. *Input field* – Search field(s) where the input from keyboard or clipboard is shown.
6. *Control bar* – This is where you can swap between available views like Call queues and Phone lists and Unified directory. In this case "Unified directory" is active and therefore we see the details of a search.
7. *Control pane* – The control pane is a container for Call queues, Phone lists and Unified directory. The pane displays the pane chosen in the control bar.
8. *S-keys* – A bar with six dynamic S-Keys available for the operator, used in call handling.
9. *F-keys* – The F-keys enable you to access keys that have already been programmed by the system in management, such as: call presentation, common hold, speed dial etcetera.
10. *Status bar* – The keys in the status bar allow you to change the status of the operator and the Alcatel-Lucent OmniPCX Enterprise. For example, you can set the operator in day/night mode, adjust the volume and access settings in Alcatel-Lucent OmniPCX Enterprise.
11. *Busy Lamp Field* – At the right side the Busy Lamp Field is located, here you can monitor users, extensions, trunk lines and trunk groups.

4 S-keys

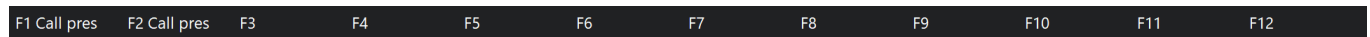
In the bar, located below the control pane, six dynamic keys are available for the operator. These S-keys are used only for call handling. The functions associated with the keys depend on the status of the call in progress.



The keys can be sorted, allowing the operator to arrange them to a suitable place if preferred. This is done in [user settings](#).

5 F-keys

The bar below S-keys displays twelve programmable keys. These keys can be [programmed](#) or, if already programmed in system management, let you access keys such as call presentation, speed dial, common hold etcetera. The keys are highlighted when active.



6 Status bar



With the buttons in the status bar you can change settings for the operator application.

1. *Operator status* – Here you can change the status of the operator application. The status button can have the following modes:
 - a.  The operator is signed off and inactive (unplugged mode). Press play button to sign on.
 - b.  The operator is on and active, press the stop button to sign off and deactivate the operator.
 - c.  Signed out by inactivity – the operator has automatically been set in absent mode according to a timer in the Alcatel-Lucent OmniPCX Enterprise. Press the pause button to reactivate the operator.
2. *PCX Mode* – This icon shows the Alcatel-Lucent OmniPCX Enterprise status which can be in one of the following four modes:
 - a.  *Night service* – Incoming calls are routed according to the night routing table.
 - b.  *Day service* – Incoming calls are routed to the active operators according to the day routing table.
 - c.  *Forward 1* – The incoming calls are routed according to the “Mode 1” routing table.
 - d.  *Forward 2* – The incoming calls are routed according to the “Mode 2” routing table.

Note. The call distribution table is defined in the Alcatel-Lucent OmniPCX Enterprise.

3. *Hands-free* – Controls and displays the status of the hands-free mode. Press to toggle mode.
 - a.  Hands free active.
 - b.  Hands free disabled.
4. *Mute* – Controls and displays the status of the microphone. Press to toggle mode.
 - a.  Microphone is active.
 - b.  Microphone is muted.
5. *Loudspeaker* – Controls and displays the status of the loudspeaker.
 - a.  Speaker active.
 - b.  Speaker inactive.
6. *Loudspeaker volume* – Displays the loudspeaker volume, with six different levels: Min, Very low, Low, Normal, High and Max.
7. *Volume down* – Press to decrease the volume
8. *Volume up* – Press to increase the volume.
9. *Auto answer* – Displays the automatic answer status. This function is activated in Guide mode.
 - a.  Automatic answer active. After a specified interval, the call will be answered automatically.
 - b.  Manual answer mode. Operator uses assigned key to answer call.
10. *Auto transfer* – Displays the automatic transfer status. This function is activated in Guide mode.
 - a.  Automatic transfer active. Transfer is made automatically when B-part is reserved.
 - b.  Manual transfer mode. Transfer is made when operator uses the assigned transfer key.
11. *Guide mode* – Enters guide mode. Press the button opens the guide mode dialog.
 - a.  Guide mode dialog active.
 - b.  Normal state.
12. *Service mode* – Enters service mode. Press the button opens the service mode dialog.
 - a.  Service mode dialog active.
 - b.  Normal state.
13. *User message* – Displays
 - a.  No message is present.
 - b.  There is one or more message available. Click on the icon in order to open the [text message window](#) to read your messages.
14. *Trunk reservation* – Indicates the status of the bundle/trunk reservation in the service mode dialog.
 - a.  Normal state.
 - b.  Trunks reserved by operator.

15. *Keyboard type* – Indicates the detected keyboard type

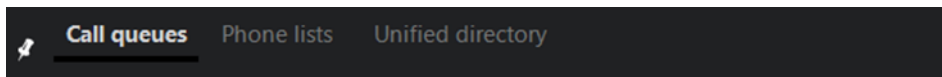
- a.  Standard keyboard detected.
- b.  Alcatel-Lucent keyboard.

16. *Connection state* – Indicates the connection to the Alcatel-Lucent OmniPCX Enterprise.

- a.  Connected
- b.  Not connected

7 Control bar

The control bar handles what should be displayed in the control pane.



1.  *Pinned/Unpinned* – When the operator presses *Escape* or the setting “*Auto clear search results*” is enabled (configured in [Call handling settings](#)) and a call is cleared, the “pinned” feature pane will be displayed. This pane is considered to be the default pane.
To pin a pane, select the pane and click on the pin icon. If the selected pane isn't already pinned, the unpinned icon is displayed. When the pane is pinned the icon will change to the pin icon.
2. *Selected pane* – This pane is the one currently selected.
3. *Feature panes* – These are the available panes; [Call queues](#), [Phone lists](#) and [Unified Directory](#). To display a pane, click at the name.

8 Search

This section covers the search features. All searches are handled by the Unified directory. Unified directory can make a search in different directories, if this is configured. There are also options to include or exclude each of the directories from the name/number searches.

- *Settings > User > Call handling > 'Search in OXE phone book'*
- *Settings > User > Ldap > 'Include in search'*
- *Settings > User > Rainbow > 'Search in Rainbow'*
- *Personal Directory > 'Include in search'*

Searches can be made in;

- An LDAP server. An external LDAP server can be configured to give the searches extended information. The server is configured in [System settings](#)
- [Personal directory](#). A built-in directory of 4059EE, personal for each operator.
- OmniPCX Enterprise Phone book. When the operator is in day mode searches are also made in the OmniPCX phone book*.
- Rainbow. Searches are made on displayed name.

All searches are displayed in the same result list.

If the First name, Last name and Phone number are identical in the search results from the enabled directories, the Unified directory handler will merge the results into one result, as these three results are assumed to be results of the same person.

Searches can be made by the operator manually typing in the [search bar](#) or an automatic search when the application receives an incoming call and/or a call is answered.

*OXE Phonebook doesn't support searching on just first-name alone.

If *Setting > User > General > Search-By-FirstName* is checked, a single word search will not include OXE Phonebook.

* When multiple search providers, such as Ldap and Rainbow, return results that are deemed identical, the results are merged into one aggregated entry. When identical attributes are returned from more than one provider, the data from the provider with the most attributes will be displayed. Only the first number is compared if multiple phone numbers are present in one single attribute.

8.1 Automatic search on incoming call

When an incoming call is received to Alcatel-Lucent 4059EE, a search will be performed in Personal directory, LDAP and Rainbow. The search will be carried out on the incoming number and is made on both internal and external number.

For E.164 formatted numbers to be searched [prefixes](#) must be defined. 4059EE uses it to decide which part of the phone number is the number. The telephone number is compared with the country code and area code configured before a "ends with" search is made to Personal Directory and LDAP. The search on E.164 formatted number works the same way for LDAP and Personal Directory.

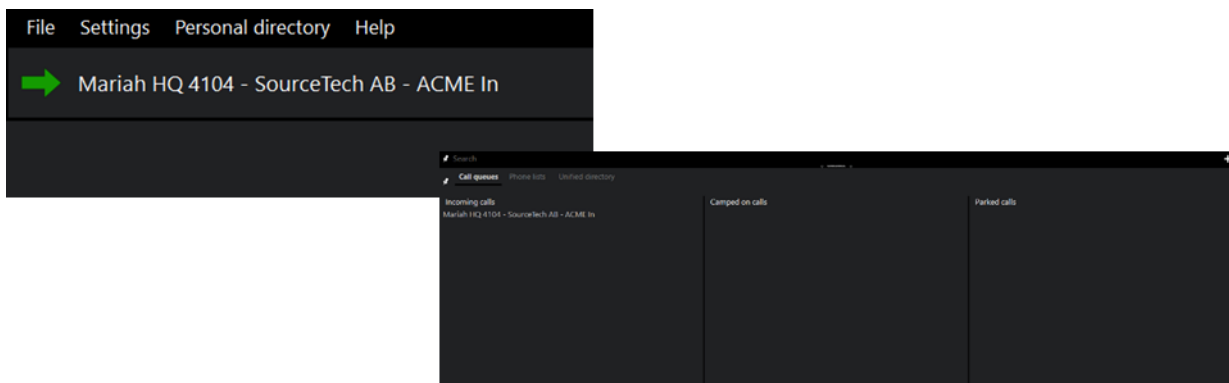
8.1.1 Personal directory

The number is matched against the numbers (the field phone number) in Personal directory on a “begins with” search. A search result will be returned if the number in Personal directory begins with the same numbers as the calling number does. Read how numbers should be formatted [here](#).

8.1.2 LDAP

The number is matched against all of the [mapped attributes](#), that are enabled as [Searchable](#). The different search type is searched with the configured [filter](#) for that search type. A result(s) will be returned if there is a match between the data in the attribute field and the number in the incoming call.

When a single result is returned, either from LDAP or Personal Directory. First name and Last name replaces the number in the call queue *Incoming calls* and in the queue bar.



8.1.3 Rainbow

Rainbow returns details for all contacts having a number ending with the searched criteria.

8.2 Automatic search on answered call

When the operator answers a call the Alcatel-Lucent 4059EE automatically searches in *Personal Directory*, *LDAP* and *Rainbow*. The search is made on both internal and external calls.

The only difference between the directories is how the search is performed and how the result is displayed.

8.2.1 Personal directory

The search is made the same way as the search is made on an [incoming call](#). The calling number is matched against the number (field phone number) in *Personal directory* with a “*begins with*” search. Search result(s) will be returned if the number(s) in *Personal directory* begins with the same numbers as the calling number does. Read how numbers should be formatted [here](#).

Example: Phone number 084080411, 084080412 and 0840804110 is configured as entries in *Personal directory* as entry A, B and C.

The operator answers a call from 084080411. *Personal directory* will return entry A and C since the number the two entries begins with is the same numbers, the only difference is that entry C has one digit more.

All results from *Personal directory* is displayed in the same way, in a [result list](#).

8.2.2 LDAP

The search in *LDAP* differs from the one in *Personal directory*. In *LDAP* the search is performed on all of the [mapped attributes](#), that are enabled as [Searchable](#). The search is made with the filter equals which means that a result(s) will be returned if there is an exact match between the data in the attribute field and the number in the answered call.

The display of results also differs between the two directories.

Single result: If a single result is returned this is displayed in the [detailed view](#).

Multiple results: When a search results in multiple results, all results are displayed in a [result list](#).

8.2.3 Rainbow

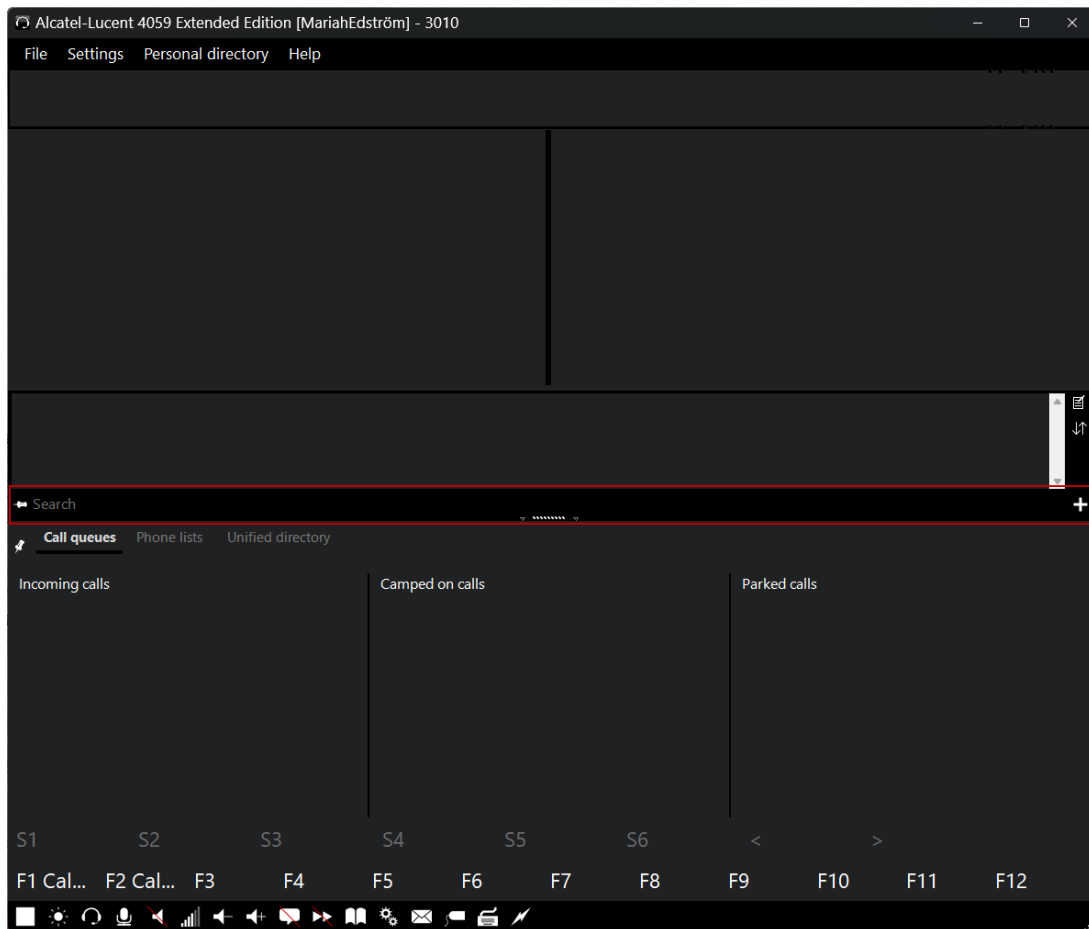
Rainbow returns details for all contacts having a number ending with the searched criteria.

8.3 Automatic search on outgoing call

When the operator performs an outgoing call, Alcatel-Lucent 4059EE makes an automatic search on the number. The search is performed on internal and external calls. How the different directories are searched is exactly the same as the [automatic search on answered call](#).

8.4 Search bar

The search bar is located at the middle of the application and contains all the search fields.



By default, only one search field is present, this is the field *Search*. Search is a search type that combines all of the available search fields, all fields that are enabled as searchable. With this search type, you can make a global search, instead of having one search type per field. Searchable is configured in System settings, read more [here](#).

When two or more characters is written in the field [*Search*] a search is automatically triggered. When numbers are written, no automatic search is triggered, since Alcatel-Lucent 4059EE assumes that the number should be called and not searched. To perform tone dialing (DTMF), the field [*Search*] must be used.

A bypass of this behavior can be made by pressing [Shift]+[Enter] after a number is written in the field. A search will then be made on the number in LDAP (if this is configured), Personal Directory and Rainbow.

This field can temporarily be changed to another search criteria by using the key *Down arrow*. A dropdown is displayed with the available criteria's. This will change back to *Search* when the searched is cleared with [Escape].

8.4.1 Search

Since the field *Search* searches on all available search types this means that the more the search is specified less results will be displayed.

If search type Firstname, Surname, Phone, Email, Title, Company, Department and Location is enabled as *searchable*. This means that when a search is made the search will be carried out on every search type. If *Alcatel-Lucent* is typed in the *search* field, the search will search for *Alcatel-Lucent* in all (configured) fields. All items with *Alcatel-Lucent* in one of the fields, set as *searchable*, will be displayed as a result.

To narrow this search, it is possible to do a combination search just by typing two words (or more) separated by a space. If *Alcatel-Lucent Strasbourg* is typed, *Alcatel-Lucent* must be found in one field AND *Strasbourg* must be found in one field on the same user in order for it to be displayed as a result.

If the data, that is searched, consist of two words, like a surname, the behavior can be changed by inserting a comma sign (,). This allows for searching on composed data where the data contains space/contains several words. Example “SurnamePart1 SurnamePart2” [Comma] “FirstName”. The two first words will be searched in same field. If a search for a user with the surname *von Trapp* is made the search must end with a comma sign > *von Trapp,*

Note that how Alcatel-Lucent 4059EE searches on the different types can alter depending on how the search type filter are configured, read more about search type filter [here](#).

8.4.2 More search fields



Search field(s) can be added if wanted. To add a field, click the “add” sign located at the right side of the current search field. Choose the search criteria from the dropdown displayed (the type *Search* is only available in the first search field). Use the pin, at the left side of the first search field, to save the field. If this isn’t done the field will be removed when the search is cleared with [Escape] or a person’s details are displayed.

In the extra search field(s) it is only possible to search on the selected search type.

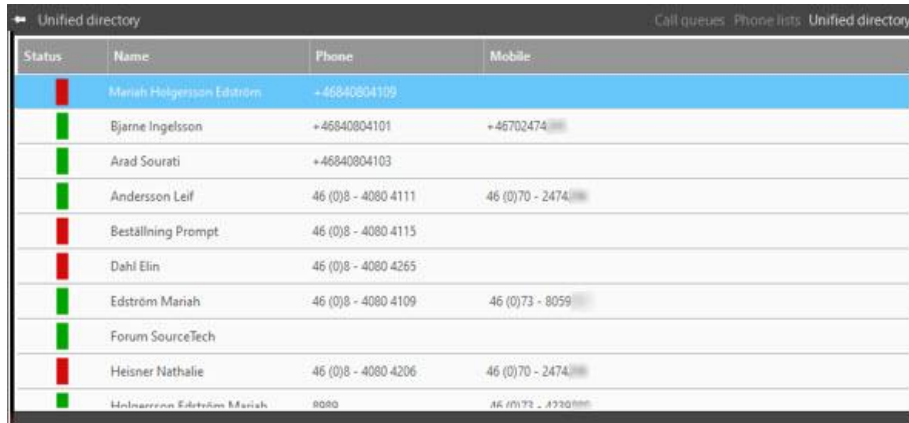
When extra search fields are added it is possible to do a combination search by entering data in two (or more) of the configured search fields. When a combination search is done using the search fields with selected search type the search should only be made using search fields with selected type. No search should be made using search field *Search* and one search field with selected search type.

A search with information in field [Company] and [Last name] is okay.

A search with information in field [Search] and [Company] is not okay.

8.5 Result list

If the search results in multiple results this will be displayed in a list. The search result can display results from LDAP, OXE Phonebook, Personal directory and Rainbow. Results from OXE Phonebook and Personal directory is only displayed in the result list and never displayed in a detailed view, even if the search is a single result.

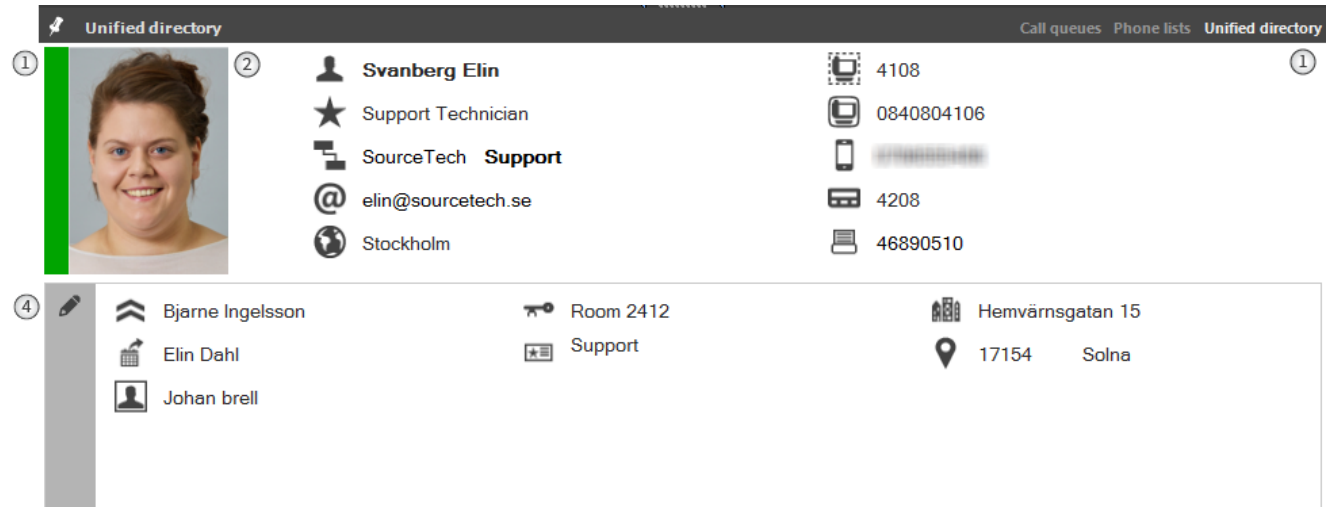


Status	Name	Phone	Mobile
	Mariah Håkansson Edström	+46840804109	
	Bjarne Ingelsson	+46840804101	+46702474
	Arad Sourati	+46840804103	
	Andersson Leif	46 (0)8 - 4080 4111	46 (0)70 - 2474
	Beställning Prompt	46 (0)8 - 4080 4115	
	Dahl Elin	46 (0)8 - 4080 4265	
	Edström Mariah	46 (0)8 - 4080 4109	46 (0)73 - 8059
	Forum SourceTech		
	Heisner Nathalie	46 (0)8 - 4080 4206	46 (0)70 - 2474
	Håkansson Edström Mariah	8080	46 (0)73 - 8059

- **Unified Directory** – All search results that are handled by the Unified Directory and this tab is always chosen by default when a search is triggered.
- **Result header** – The header displays all of the configured searchable fields. The order of the fields can be rearranged if preferred, this is done by dragging the column to the preferred location. The columns can be resized by dragging the column's sides. The result can be sorted by ascending or descending by clicking at one of the column headers.
Columns can be excluded from the result list if preferred. When a right click is made at the header, a menu is displayed with all the searchable columns. Untick or tick the preferred columns.
- **Search results** – The selected result is displayed in a blue color. To bring up the detail view click [Enter] or double click with the mouse. To navigate in the list use the up and down arrow.

8.6 Detailed view

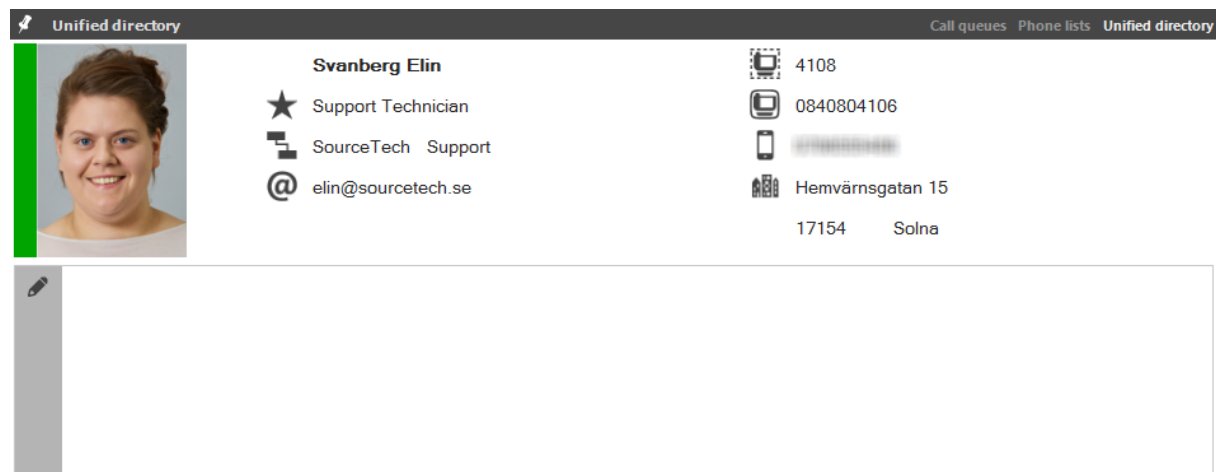
The detailed view is displayed when a search result is a single result from LDAP/Rainbow or when a result is selected from the result list, if the result is from LDAP/Rainbow.



If multiple results have been merged to one result, resulting in a single result, and one of the results is from LDAP/Rainbow this will also be displayed in the detailed view. All of the columns can be configured to suite the operator.

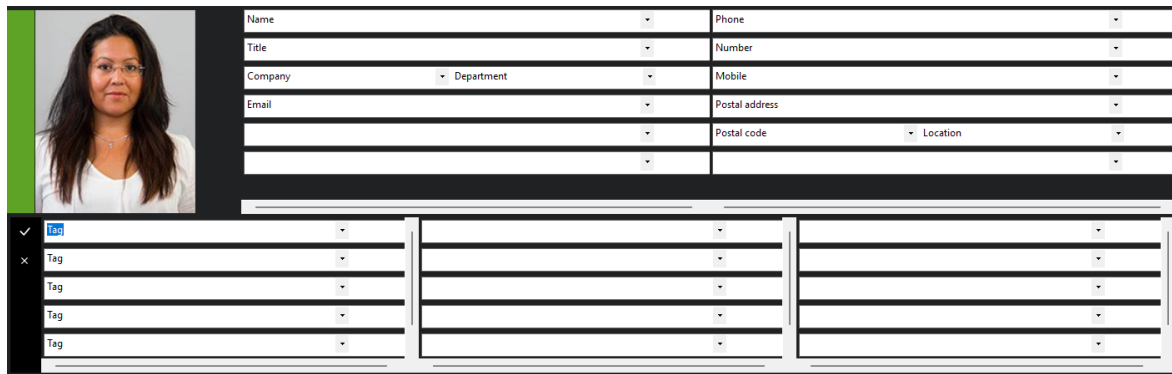
1. *Presence* – Here the user's current presence is displayed (if this is received)
2. *Photo* – If a photo is returned from the LDAP/Rainbow it is displayed at the left side.
3. *Fields* – The detailed view has 30 fields, divided on five columns. Two columns at the top part and three columns at the bottom part.
4. *Edit* – Click on the pen to go into [edit mode](#).

The detailed view has a default layout, this default is set in settings for the [Contact card](#). When the default layout is set the detailed view is displayed like this;



8.6.1 Edit fields

1. *Mapped type* – The search field type can be mapped against fields in the detailed view. All available search field types are displayed in a drop down. To map a field select it in the list.
2. *Combo search type* – If preferred a field can be combination of two types. When the box *Combo* is ticked two drop downs are displayed.
3. *Save* – Click the icon to save the changes and exit editor mode.
4. *Cancel* – Click on the icon to exit editor mode without saving.



The screenshot displays a contact card editor. On the left is a contact photo of a woman. To the right is a form with fields for Name, Title, Company, Email, Phone, Number, Mobile, Postal address, Postal code, and Location. Below the form is a section for tags, with a list of available fields to map to the card fields.

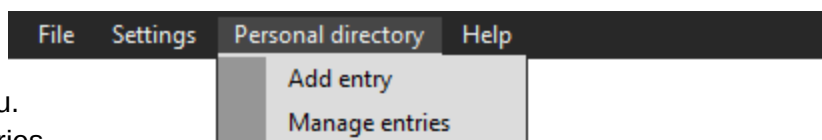
The information can be displayed in different font and color if preferred. An image can be assigned to the type. All these are configured in settings under *System settings – General – Contact card*.

9 Personal Directory

Personal directory is a built-in directory in the Alcatel-Lucent 4059EE that lets the operator have a personal directory with name and number that are searchable. Up to 120 000 records can be added in the Personal Directory.

When a search is made, the result from Personal directory is displayed in the Unified directory's result grid along with results from LDAP and OmniPCX Enterprise Phone book.

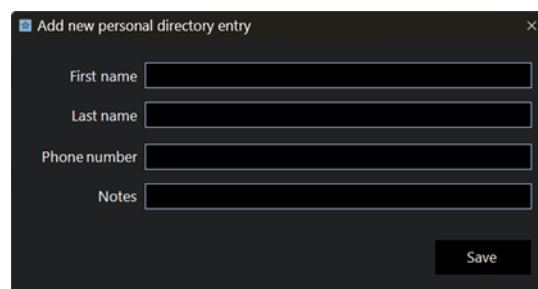
The administration of Personal Directory is done in the *Personal directory* menu at the Application Menu. Here you can add or manage your entries.



9.1 Add entry

To add an entry, fill in *First name*, *Last name*, *Phone number*, *Notes* and press [Save].

The number should be formatted as a dialable number. If the number is external, area code and regional number should be included. The number needs to be formatted like this in order for the automatic search on incoming/answered call to work.



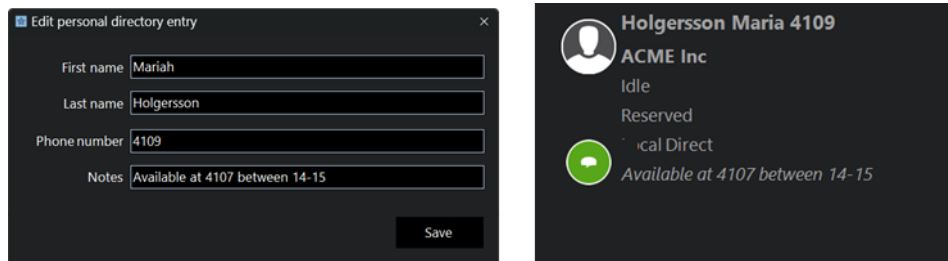
This, since the search in Personal directory is made with as “*begin with*” search, meaning that the number in Personal directory must begin on the same numbers as the calling number.

Numbers can be formatted in E.164 format. Numbers that are formatted in E.164 are dialable, because Alcatel-Lucent 4059EE removes the plus-sign (+) before calling the number.

Note that automatic search on incoming/answered call will not work with E.164 format.

Notes field

When an entry is created, you can associate notes to a caller. The text entered will be displayed in the call handling window during a call.



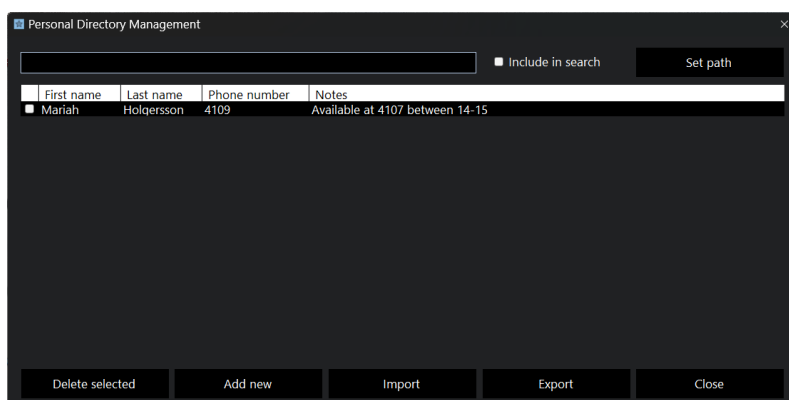
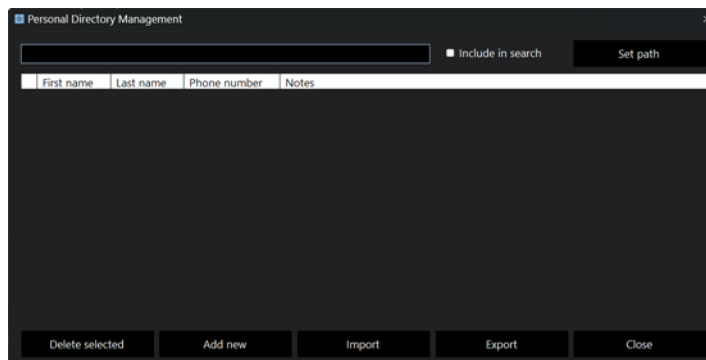
* The number must be entered exactly for the note to appear.

9.2 Manage entries

In the *Personal Directory Management* window, you can manage your personal directory by deleting, edit, add new entries.

There is also the possibility to import or export a whole set of entries.

Uncheck 'Include in search' to exclude Personal Directory from normal search operations.



To edit an entry in the personal directory, simply search for it in this dialog and double click the name. The dialog from add an entry will be shown and you can edit the information. To delete an entry, tick the box to the left of the name and press "Delete selected".

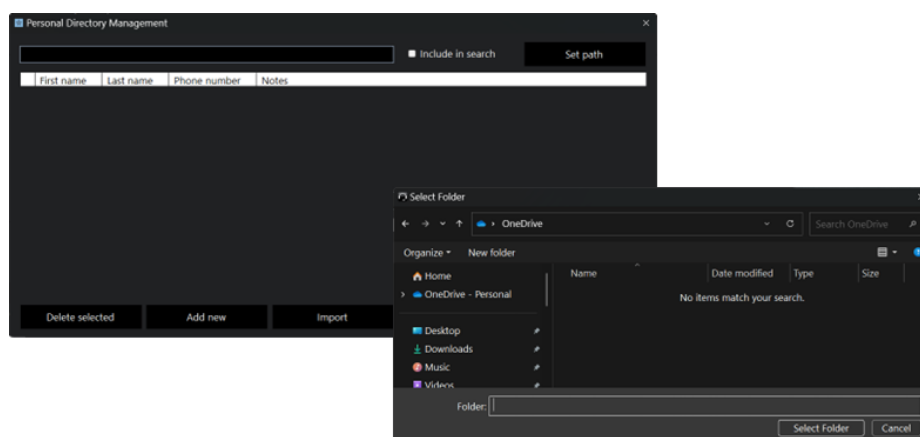
9.3 Import and export

The import item dialog is used to restore/load PD entries from a file or on another operator PC. To import items, click *Import*. This will bring up a Windows Open file dialog. Choose the file and click open to execute the import. The files that can be used for import is *.pdx and *.dat. If the import resulted in success, the entries are displayed in the *Personal Directory Management*. The export is used to save the PD entries to a file to use it as a backup or import entries from another PC. To export click *Export*. This will bring up a Windows Save As dialog. Enter the preferred name of the file and click save to execute the export. The exported file will be saved as *.pdx.

9.4 Set path

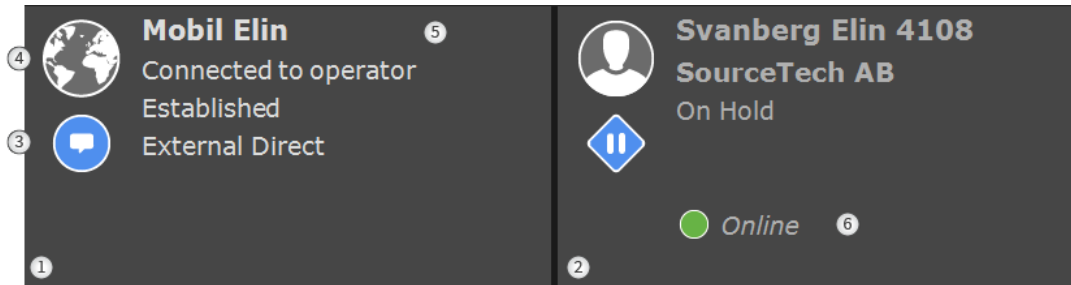
The personal directory can be shared between multiple 4059EE's by setting the path to a common shared network drive.

The default path for the personal directory file is: %AppData%\AL-Enterprise\4059EE



10 Call handling

The call handling fields consists of two panes where the call information is displayed with text and graphical symbols.



1. *Left call handling pane* – The first part is shown in the left field of the call handling.
2. *Right call handling pane* – The second part is shown in the right field of the call handling window.
3. *Call and device status* – The call state is a combination of call status and device status. The device status is represented by a symbol that is drawn on the top of the call status.
4. *Internal/External* – This icon displays if the call is an internal or and external call.
5. *Call information* – Each window contains up to 6 rows of information;
 - *Calling number & name including forward & association states*
 - *Entity*
 - *Device status*
 - *Call state*
 - *Call condition, characteristics and user data (i.e forward to text info, taxation...)*
 - *Plugin container*
6. *Presence status* – If presence is available for the user this is displayed under the call information

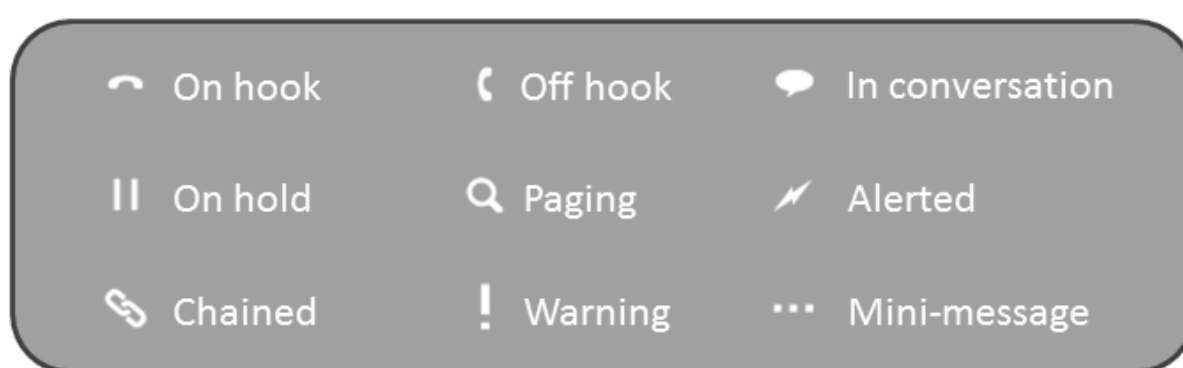
10.1 Internal or External

Internal and external calls are displayed with different icons.

Internal call	External call
	
A user represents an internal part.	A globe represents an external part.

10.2 Device state in call handling

These are the different device status in 4059EE, displayed on top of the call status.



10.3 Call status

This is the different call states in 4059EE, displayed in combination of the device status.

	Normal	Failed	Information	Error
Normal				
Redirected				
Redirecting				
Hold				

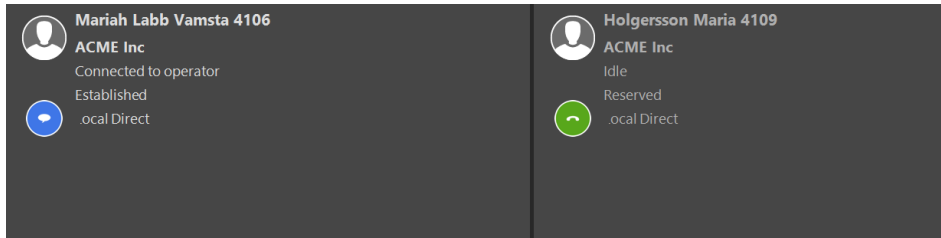
10.4 Reduced call-handling information

Gives the possibility to reduce the information displayed in the call handling windows, as requested from visually impaired users.

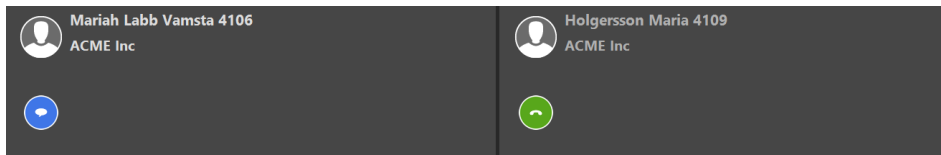
The user setting reduces the text in the call handling windows, the graphical symbols are still displayed.

User settings – Call handling – OXE – Reduced call information

Normal call information



Reduced call information

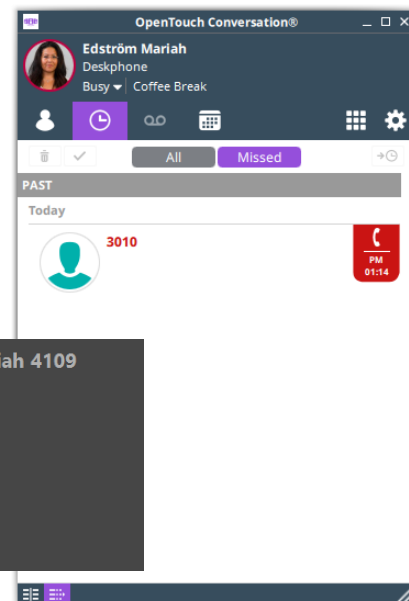
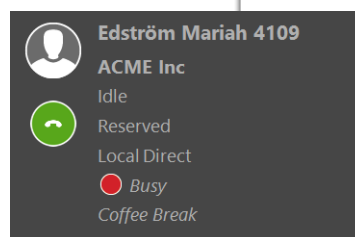


10.5 OpenTouch Presence

When Alcatel-Lucent 4059EE is integrated with Alcatel-Lucent OpenTouch, 4059EE can display presence status when the operator makes a reservation on a user's extension. Status message can be customized in OpenTouch Conversation. The information is displayed with a bullet icon and status text, under the call information.

The available presences are:

- Online
- Busy
- Away



11 Operation

These sections show some call handling scenarios of 4059EE and is based on default settings.

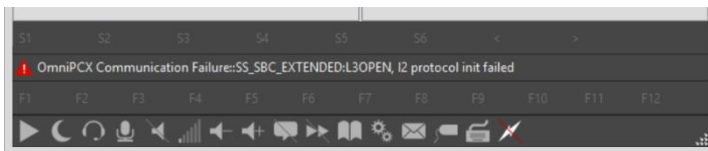
11.1 PBX connectivity



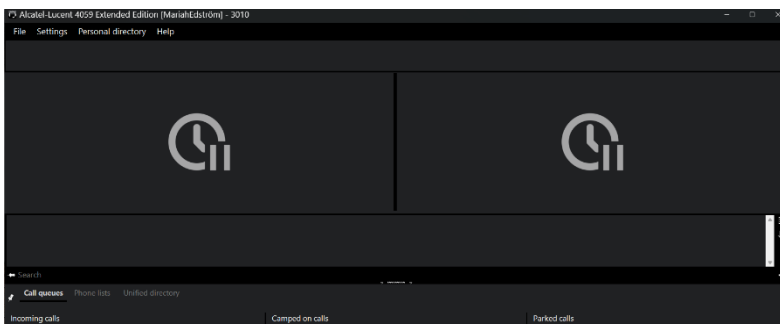
In order for the operator to receive calls the operator must have connection to the Alcatel-Lucent OmniPCX Enterprise and the application must be set to day mode. How it is done can be read [here](#).

If the application isn't connected to the Alcatel-Lucent OmniPCX Enterprise this is displayed with a strikethrough thunderbolt in the [status bar](#) and in the call handling windows.

The reason for the failure is displayed between the S-keys bar and F-keys bar.



11.2 Timeout



The operator can be signed off and set in absent mode due to inactivity. The application will be set in this mode if the operator doesn't answer an incoming call within the timer set in the Alcatel-Lucent OmniPCX Enterprise. Absent mode is displayed with clock icon in the call handling window.

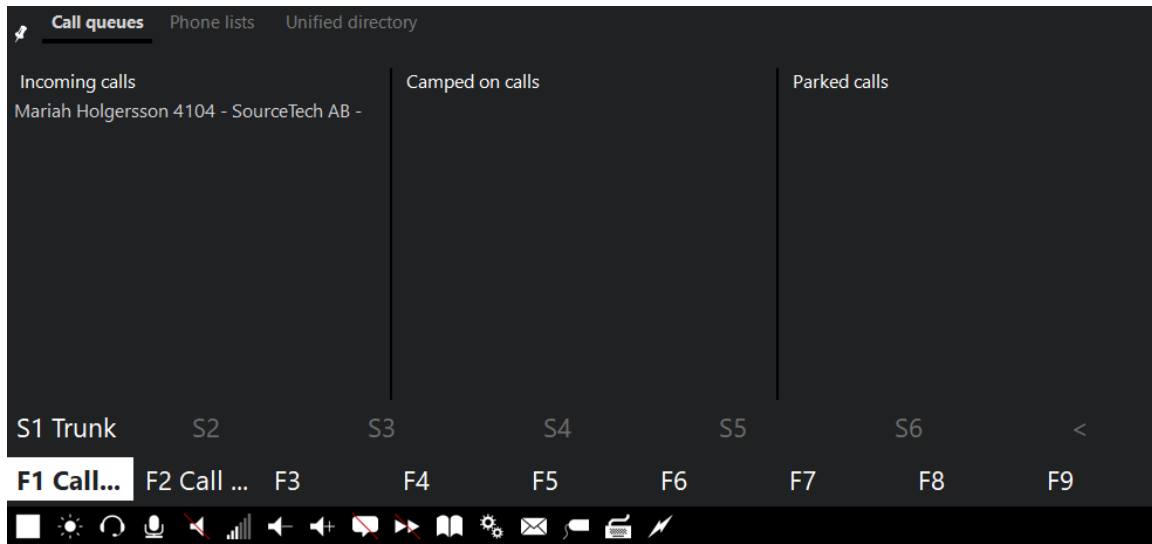


To release the Alcatel-Lucent 4059EE from absent/pause mode click on the pause icon in the status bar.

11.3 Call queues

When 4059EE receives a new call, the call is displayed in the pane *Call queues*, in the queue *Incoming call*. The queue pane can have one of two different looks depending on the configuration in the Alcatel-Lucent OmniPCX Enterprise. It will display three queues if a "Call presentation/Common hold" Park key is configured. If this isn't configured the two queues *Camped on calls* and *Parked call* will be combined into one.

If the setting *Show queues on incoming call* (at *User settings – Call handling – OXE*) is enabled the call queues will be displayed automatically when there is an incoming call.



1. *Incoming calls* – In this queue all incoming calls will be listed. To answer the call, you can double click at the number with the mouse or you can answer by using the assigned keyboard shortcut.
2. *Camped on calls* – In this queue you will see all calls that you have transferred, but hasn't been answered yet. You can pick up a call, by double clicking at a number in the list.
3. *Parked calls* – In this queue you see all calls that you have parked. Double click on a number in the list to pick up the call.

If you have a touch enabled device, use press and hold to answer/pick up a specific call.

11.4 Queue bar

The queue bar is displayed above the call handling panes and shows a quick overview of the call queues by presenting the call placed at first position in the different queues. No calls can be answered by clicking at the displayed number. The call is answered by clicking at the number in the call queues or by using the assigned keyboard shortcut.

At the right side of the bar the call waiting bar is displayed.



➔ – This displays the next call. A call is displayed here when it is placed in first position in the call queue *Incoming calls*.

➔ – This display camped on calls. A call is displayed here when it is placed in first position in the call queue *Camped on calls*.

⏸ – This displays parked call. A call is displayed here when it is placed in first position in the call queue *Parked calls*. (In order to have a dedicated queue for parked calls a "Call presentation/Common hold" Park key must be configured).

📞 – All emergency calls displayed with this icon, the call will remain with this icon even when it is placed in the different call queues.

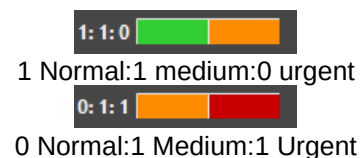
★ – All VIP calls is displayed with this icon, the call will remain with this icon even when it is placed in the different queues.

Call waiting bar – Shows the waiting calls in the queues with numerical values and illustrated with a colored bar.

The numbers are from left to right: Normal calls : Medium calls : Urgent calls

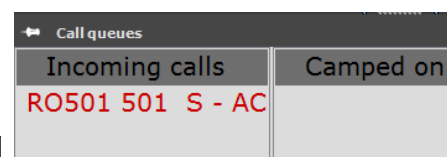
The bar represents 100% of the waiting calls and is colored in the following colors:

Green = Normal calls
Yellow = Medium calls
Red = Urgent calls

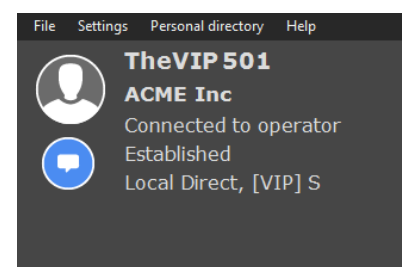


11.5 VIP calls

When 4059EE receives an incoming call that is a VIP call the call is displayed with red color in the call queue and in the queue bar call is displayed with a specific icon ★



When the call is answered and the active call is displayed in the call handling window the VIP information is displayed within bracket [] under call condition.



11.6 Answering an incoming call

When a call is answered in the Alcatel-Lucent 4059EE it is displayed in the call handling fields, if the number is stored in LDAP the detailed pane will be shown.

The attendant can answer either by pressing the Answer key or by pressing Enter on the keyboard. The call is then routed to the attendant's headset or handset.

Alcatel-Lucent's keyboard		Standard keyboard
		
Answer external calls	Answer internal calls	Answer call with NUM Enter

It is also possible to answer a call in the queue by double-click the call in the list.

11.7 Call alert window

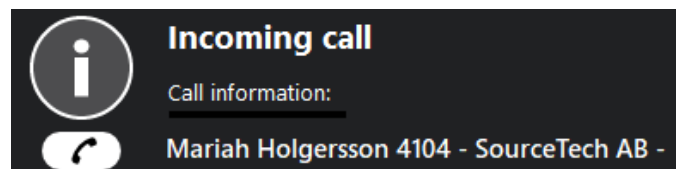
A call can also be answered in the call alert. The call alert window is a small dialog that pops up in the down right corner, next to the tray icons.

The call alert will only be displayed if two requirements are fulfilled.

1. The setting for "Show call alerts" is enabled (this is done in *Settings at User settings – Call handling – OXE*).
2. Another program, 4059EE, has focus when the call arrives. If 4059EE has focus no alert will be displayed.

The call alert is displayed according to the set timeout. This is done at *User settings – Call handling – OXE*.

1. *Call information* – Displays information about the call
2. *Answer* – Click on the icon to answer the call. This will answer the call and set 4059EE in focus.



11.8 Release / end call

There are two different keyboard shortcuts to end calls. If you have called a part and want to cancel the inquiry you can use the assigned **Cancel inquiry** key. If you would like to cancel calls, you use the **Release** key. This will clear both call handling windows.

Alcatel-Lucent's keyboard	Standard keyboard
	
End call with Release key	End call with Release key
	
Cancel inquiry (Cancel the call in the right window)	Cancel inquiry (Cancel the call in the right window)

11.9 Make a call

There are multiple ways to call a number.

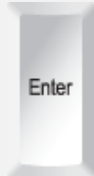
A call can be made by typing the number in the search field *Search* or in a search field with a type seen as phone (like number, mobile etcetera).

Call a number using the search fields using the Alcatel-Lucent USB keyboard.

1. Enter a number in the search field
2. Press the **Make call** key. The call is placed in call handling window in reserved state.
3. Press the **Make call** key. This initiates the ringing state for call.

Call a number using the search fields using a regular keyboard.

1. Enter a number in the search.
2. Press the NUM Enter. The call is placed in call handling window in reserved state.
3. Press the NUM Enter. This initiates the ringing state for call.

Alcatel-Lucent's keyboard	Standard keyboard
	
Make call key	Make call key is NUM Enter

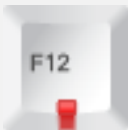
A call can also be made by calling a number displayed in a search result list or the detailed view. Read about the result list and detailed view [here](#).

Call a number from result list or detailed view using the Alcatel-Lucent USB keyboard.

1. Make a search from search field(s). If search results are displayed in a list, mark to whom to call should be made. A singular result displays a detailed view of the user.
2. Press the **F12** key. The call is placed in call handling window in reserved state.
3. Press the **Make call** key. This initiates the ringing state for call.

Call a number from result list or detailed view using a regular keyboard.

1. Make a search from search field(s). If search results are displayed in a list, mark to whom to call should be made. A singular result displays a detailed view of the user.
2. Press the **F12** key. The call is placed in call handling window in reserved state.
3. Press the NUM Enter. This initiates ringing state for call.

Alcatel-Lucent's keyboard	Standard keyboard
	
F12	F12
Alcatel-Lucent's keyboard	Standard keyboard
	
Make call key	Make call key is NUM Enter

11.10 Transfer a call

To transfer a call, the attendant presses the **Transfer/Hold** key on the keyboard.

Note: This key is also used to place a call on hold.

To transfer a call using the Alcatel-Lucent USB keyboard:

1. With a caller on the line, call the party to whom the call will be transferred.
2. Press the Transfer/Hold key. This puts the two callers in conversation and returns the attendant set to an idle state.

To transfer a call using a regular keyboard:

1. With the caller on the line, call the party to whom the call will be transferred.
2. Press NUM Enter to put the two callers in conversation, this returns the attendant set in an idle state.

Alcatel-Lucent's keyboard	Standard keyboard
	
Transfer/hold key	Transfer with numeric key

11.11 Blind transfer

Blind transfer is an available option in the operator. This allows the operator to do the transfer "blind", which means that you can transfer the call without the need to call the person before transferring. Read below how blind transfer is configured in 4059EE.

To transfer a call with blind transfer, the attendant presses the **Make call** key on the keyboard.

To blind transfer the call using the Alcatel-Lucent USB Keyboard:

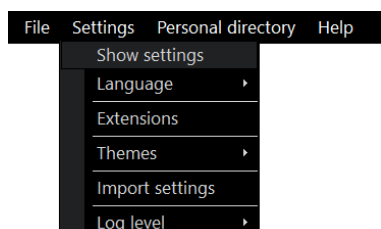
1. With a caller on the line, enter the number to whom the call will be transferred.
2. Press the **Make call** key to put the two callers in conversation, this returns the attendant set in an idle state.

To blind transfer a call using a regular keyboard:

1. With the caller on the line, enter the number to whom the call will be transferred.
2. Press NUM Enter to put the two callers in conversation, this returns the attendant set in an idle state.

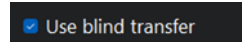
Alcatel-Lucent's keyboard	Standard keyboard
	
Make call key	Make call key is NUM Enter

11.11.1 Setting for blind transfer



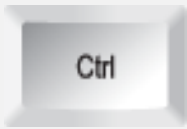
Blind transfer must be enabled. This is done in settings at *User settings – Call handling – OXE*

Tick the box *Use blind transfer* to activate blind transfer.



If blind transfer is enabled and the operator needs to call the part before transferring, the blind transfer can be disabled for just that call. This function is only supported with Alcatel-Lucent's keyboard.

Pressing **Control** key and **Make call** key will disable the blind transfer and let the operator call the part and can thereafter transfer the call by clicking **Make call** key.

Alcatel-Lucent's keyboard
 + 
Control key and Make call key

11.12 Transfer a parked call*

To transfer a parked call, common hold must be created. The attendant has to press the **Transfer/Hold** key on the keyboard.

Note: This key is also used to place a call on hold.

To transfer a call using the Alcatel-Lucent USB keyboard:

1. With a caller on the line, park that call.
2. Answer a new call.
3. Pick up the parked call.
4. Press the **Transfer/Hold** key. This puts the two callers in conversation and returns the attendant set to an idle state.

To transfer a call using a regular keyboard:

1. With the caller on the line, park that call.
2. Answer a new call.
3. Pick up the parked call.
4. Press **NUM Enter** to put the two callers in conversation, this returns the attendant set in an idle state.

Alcatel-Lucent's keyboard	Standard keyboard
	
Transfer/hold key	Transfer with numeric key

*) Requires dedicated parking queue (Common Hold) and >=R10.1.1

11.12.1 Auto-answer on transfer

A waiting call can be automatically answered when an active call gets transferred, through the setting Answer on transfer.

- *Settings – User settings – Call handling – OXE – Answer on transfer.*

When this call is transferred

 Mariah Holgersson 4104 SourceTech AB Connected to operator Established  Local Direct	 4106 4106 ACME Inc Idle Reserved  Local Direct
--	--

The next call waiting gets answered automatically.

Incoming calls Stockholm HQ 4108 - SourceTech AB - ACME Mariah Holgersson 4104 - SourceTech AB -
--

11.13 Closed phone

If a user has DND activated on his/her phone and the attendant knows that the user is by his/her phone, it is possible to go through anyway.

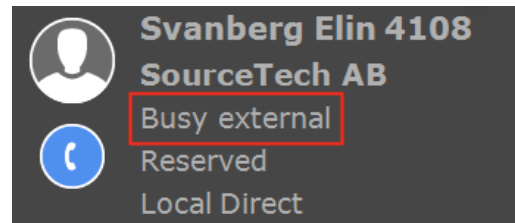
Press the button marked **Call** in the field with S-keys.

11.14 Intrude

In some situations, it may be necessary for the attendant to interrupt (Intrude) a call in progress.

The call handling field provides information about the user.

This window indicates that the user is busy in another call.



At the bottom of the window, the Intrusion on function key appears. It authorizes the attendant to intrude the user's conversation. The attendant can press the associated S-key on the keyboard or clicking the screen button to activate the function.

The attendant can end the intrusion by pressing the function key again

11.15 Placing a call to a busy internal user

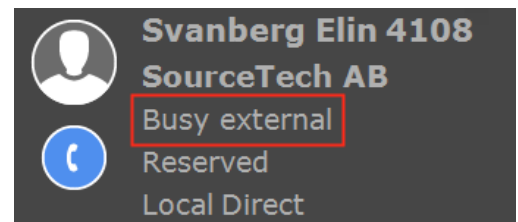
When the line(s) of the destination set is in use, the attendant set reflects the status of that set as "busy".

A multi-line set which has at least one remaining free line is considered by the attendant to be a free set.

11.16 Single-line or analog

As soon as the attendant dials the number and presses Call, the call handling field provides information about the user.

In this example, the recipient is on the phone. To put the caller on hold, press the **Transfer/Hold** button on Alcatel-Lucent USB keyboard.



On a regular keyboard, press NUM Enter.

The attendant has also the following options:

1. **Intrusion on** – allows the attendant to intrude the conversation. This feature needs to be enabled by the system administrator, and only appears when the administrator has enabled it.
2. **Call back** –sends a call back request to the busy set. Upon the conclusion of his conversation, the recipient is informed that the attendant tried to reach him/her and to return the call.

To pick up a call on hold the attendant uses the Extrl Trunk key

If none of these options is used the attendant can choose to press the **Release** key on the Alcatel-Lucent USB keyboard to release the call.

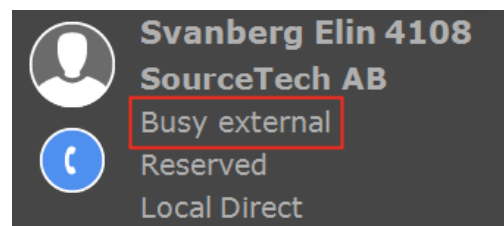
Or with a regular keyboard pressing NUM Minus.

11.17 Multi-line

As soon as the attendant dials the number and presses **Call**, the call handling field provides information about the user.

In this example the window reads "Busy" to indicate that the recipient is currently on the phone. However, this is a multi-line, and still accepts calls.

The attendant has several options, reflected by the S-keys at the bottom of the window.



1. **Call** rings through to the set on another line.
2. **Intrusion on** allows the attendant to interrupt the conversation. This feature needs to be enabled by the system administrator, and only appears when the administrator has enabled it.
3. **Call back** sends a call back request to the busy set. Upon the conclusion of the conversation, the recipient is informed that the attendant tried to reach him/her and to return the call.

11.18 Wrong number/Out of service

When the attendant dials the number and presses **Call**, the call handling field provides information about the user.

If there is no match on the dialed number, the following information is displayed:

If the wrong number is dialed or if the phone is out of service, press the **release** key to fully release the call (Both call handling windows will be closed).

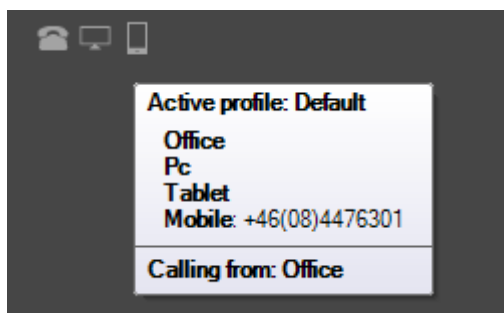
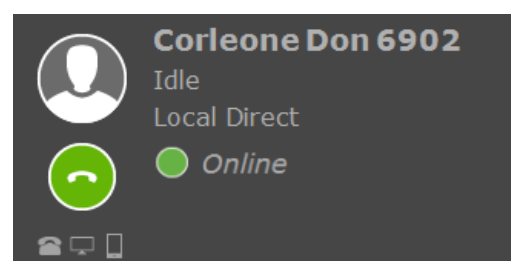


To only release the right call handling window, use the key called **Cancel enquiry** on the Alcatel-Lucent USB keyboard. NUM Slash on a regular keyboard.

11.19 OpenTouch routing

When Alcatel-Lucent 4059EE calls an Alcatel-Lucent OpenTouch device extended information is displayed. This information is the user's active profile. This means on which devices the user is available. The call will be made to all available devices.

The icons are displaying on which devices the user is available, the call will be made on all available devices.

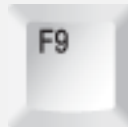


When hovering over a device, a tooltip with information is displayed. This information is which profile the user has as active, which devices are available in the profile. If some of the devices are forwarded, the number is displayed after the device.

11.20 Directory lookup

If the Alcatel-Lucent 4059EE is integrated with LDAP server and an OmniVista 8770 is configured in the LDAP settings (at *settings > System > LDAP*). You can do a lookup in the directory by clicking on a keyboard shortcut.

This will open the directory in the default web client.

Alcatel-Lucent's keyboard	Standard keyboard
	
F9 (default)	F9 (default)

If user details are displayed in 4059EE, the corresponding 8770 user details are also displayed. If not, the main page of 8770 is displayed.

11.21 Programmable keys

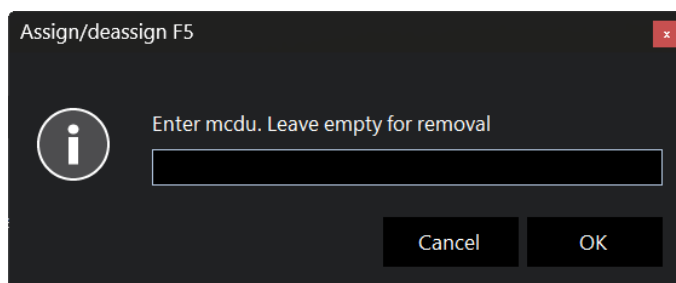
In the Alcatel-Lucent 4059EE there is a possibility to use programmable keys. These are shown in the bottom of the window, in the F-key bar.



When the attendant presses one of the programmed keys it launches the call window, just as if the attendant had dialed the number and pressed call.



To add a programmable key right click on the key, and click on the *[Edit]* button that is displayed.



Enter the mcd (number) and click *[OK]*. To remove assigned key leave text box empty and click *[OK]*.

11.22 Phone lists

The phone list displays call records to/from the application and contains up to 400 entries. Each record will persist up to 30 days. A phone number is displayed only once, and its status and time-stamp automatically updated.

Four different icons are displayed next to the number.

Call queues Phone lists Unified directory

Statu	Number	Name	Entity	Time
	4108	Stockholm HQ	SourceTech AB	11:06
	4104	Mariah Holgersson	SourceTech AB -	11:03
	4106	4106 4106		11:02
	51102	Salmon,Whisperer	SourceTech AB -	10:17
	063864359	Mariah HQ - ACME Inc	ACME Inc	10:17
	4109	Holgersson Maria	ACME Inc	10:10

Status – Status, see icons below

Number – Call/Calling number

Name – Call/Calling name

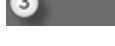
Entity – Entity of call/called user

Time – Call timestamp

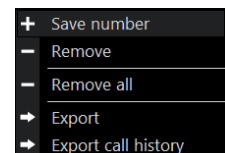
Status icons

- Missed call – 
- Called number – 
- Answered call – 
- Unanswered called/reserved number – 

The list is sorted in ascending or descending order, click column title to select sort order.

- Descending – 
- Ascending – 

The operator can choose to save a number from these lists to the personal directory. Right click at the number you want to save and press 'Save number'. The add number dialog for personal directory is brought up.



Remove number by selecting 'Remove' or 'Remove all'.

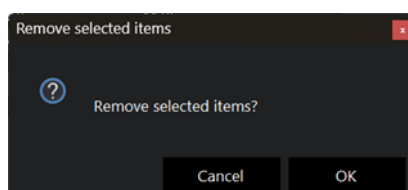
Call queues

Phone lists

Unified directory

Statu	Number	Name	Entity	Time
	4108	Stockholm HQ	SourceTech AB	11:06
	4104	Mariah Holgersson	SourceTech AB -	11:03
	4106	4106 4106		11:02
	063864359	Mariah HQ - ACME Inc	ACME Inc	10:17
	4109	Holgersson Maria	ACME Inc	10:10

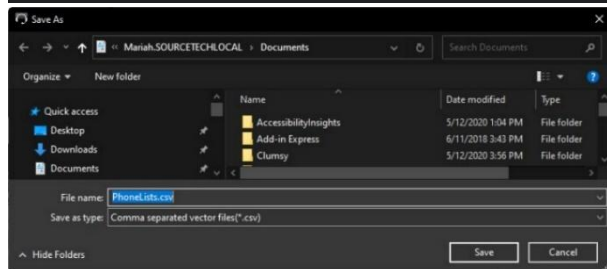
The operator can select to remove specific numbers.



11.22.1 Export phone list

Selected items are exported by right-clicking and selecting 'Export'.
The file is exported in csv format.

Statu	Number	Name	Entity	Time
	4108	Stockholm HQ	SourceTech AB	11:06
	4104	Mariah Holgersson	+ Save number - Remove - Remove all → Export → Export call history	11:03
	4106	4106 4106		11:02
	063864359	Mariah HQ - ACME Inc		10:17
	4109	Holgersson Maria		10:10



11.22.2 Export call history

Exports entire unfiltered call history to csv. Select 'Export call history'.

Statu	Number	Name	Entity	Time
	4108	Stockholm HQ	SourceTech AB	11:06
	4104	Mariah Holgersson	+ Save number - Remove - Remove all → Export → Export call history	11:03
	4106	4106 4106		11:02
	063864359	Mariah HQ - ACME Inc		10:17
	4109	Holgersson Maria		10:10

Time	Entity	Called Name	Called Number	Caller Name	Caller Number	Entity
10/31/2023 8:39	Cleared					
10/31/2023 8:39	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:40	Cleared					
10/31/2023 8:40	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:40	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:40	Cleared					
10/31/2023 8:40	InboundNotAnswered			Holgersson Maria	4109	ACME
10/31/2023 8:40	InboundNotAnswered			Holgersson Maria	4109	ACME
10/31/2023 8:40	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:40	Cleared					
10/31/2023 8:41	Cleared					
10/31/2023 8:41	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:42	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:42	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:42	Cleared					
10/31/2023 8:42	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:42	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:43	InboundNotAnswered			Holgersson Maria	4109	ACME
10/31/2023 8:43	InboundNotAnswered			Holgersson Maria	4109	ACME
10/31/2023 8:43	InboundNotAnswered			Holgersson Maria	4109	ACME
10/31/2023 8:43	Cleared					
10/31/2023 8:43	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:43	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:43	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:43	Cleared					
10/31/2023 8:59	InboundNotAnswered				46840804109	ACME inc
10/31/2023 8:59	InboundNotAnswered				46840804109	ACME inc

12 Other ways to make a call

There are other ways to make a call in 4059EE, than the examples written in the section [Make a Call](#).

12.1 Mouse click

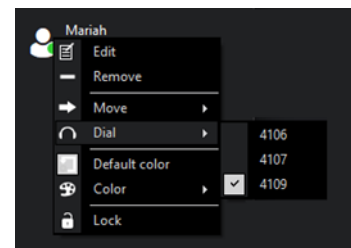
Results from Personal Directory and OmniPCX Enterprise can be called directly from the [result list](#). The call is made when one of the result rows is clicked.

A click on a LDAP result will open the [detailed view](#) for a user. Clicking on a field (of the type phone) or an optional field containing numbers will launch a call.

12.2 BLF

It is possible to call a monitored user directly from the Busy Lamp Field.

When right clicking on an item the [BLF item menu](#) is brought up. If you have a touch enabled device, use press and hold. In this menu there is an option to dial the device. If there are several devices, a sub-menu will be displayed containing each dialable device. A device can also be dialed by double clicking the BLF item, the default phone number will be dialed.



12.3 Drag and drop

A number can be transferred or dialed using drag and drop.

Initiate a call by dragging a selected phone number to the call handling window.

Application from which a number is dragged must support drag operation and number must be a valid number.

12.4 Calls displayed in 4059EE

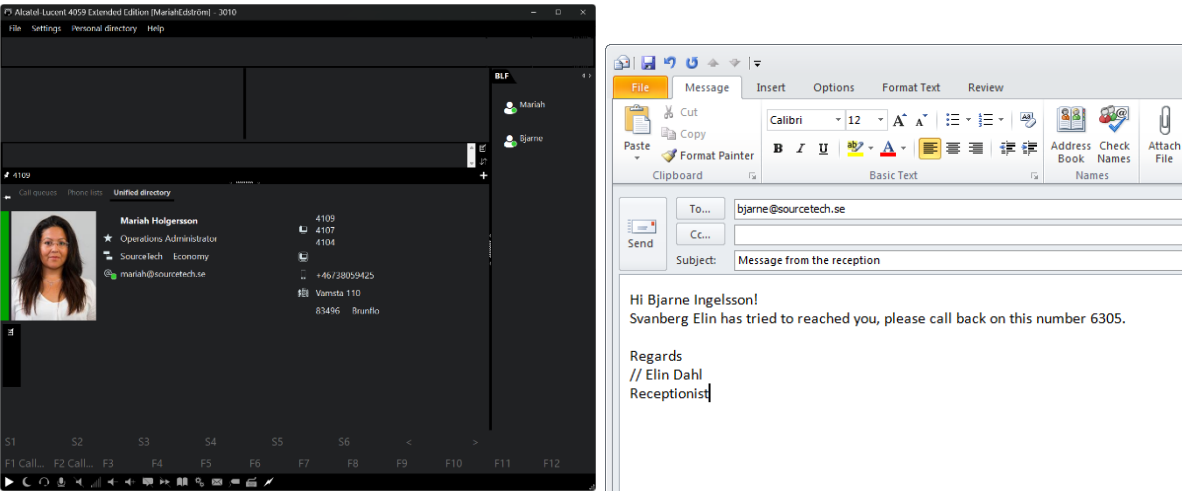
Alcatel-Lucent 4059EE can handle calls that are triggered from other applications.

When a number is clicked in OmniVista 4760 (or other systems using CGI) the call is launched and displayed in the operator. This function requires that "[Dial by CGI](#)" is enabled in settings, *User > Call handling > OXE*.

Also, numbers clicked in OmniVista 8770 (or other application where STAP is supported) can be launched and displayed in the operator.

Note! Depending on which settings that are configured and state of the operator the call can either be placed in reserved state or ringing state.

13 Messaging



4059EE has support for sending messages. When the operator clicks on a user's email address or the assigned keyboard shortcut this will trigger an opening of the computers default mail client.

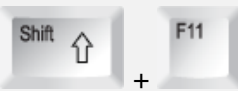
In order for this to work a detailed view of a user must be displayed and the user must have an email configured.

The message is created in two ways either by clicking on the email address in the detail view or by using the keyboard shortcut.

All messages are created using pre-defined templates. The operator can have up to 10 defined templates. The templates are defined in settings *User settings – General – Messaging*.

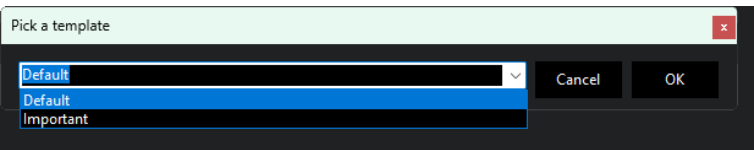
One template is always set as default and if the operator only has one template created this template is default.

There are two keyboard shortcuts assigned for sending messages. One to send a message using the default template and one shortcut to select which template should be used for the message.

Send message with default template	Send message by with chosen template
	

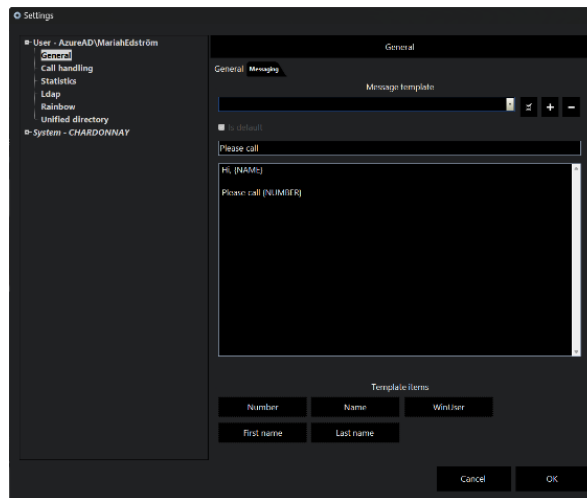
Clicking on a user's email address will always bring up a message based on the default template.

When using the shortcut to select template a dropdown is displayed with all templates. After you have decided with template you should use the default mail client is brought up with all the information.



13.1 Message template

Message templates are defined in *User settings – General – Messaging*.



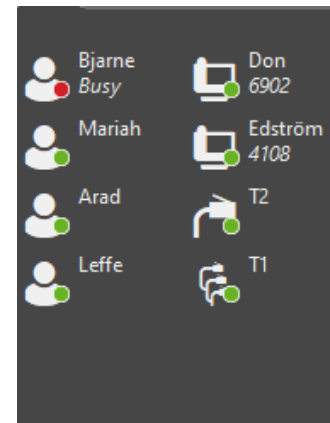
1. *Template* – The name of the template. An empty template is always created and this is named Default.
2. *Edit* – Click to start editing the name of the selected template. To save press [Enter].
3. *Add* – Click to add a new template. Max 10 templates can be created.
4. *Delete* – Click to delete the select template.
5. *Is Default* – Tick box to set the select template as the default template. This template will be selected when clicking on a user's email address or the keyboard shortcut for default mail template is used.
6. *Subject* – Enter a subject. This text will be added as subject in the mail.
7. *Message* – Enter the message that should be used for the template.
8. *Macros* – The message template has support for macros. These macros will take the value from the computer or call handling (if this is available) and display it in the message. The five macros available to use are caller's number, name of the caller, the logged in user, the recipient's first name and the recipient's last name. The macros are added to the message by drag and drop or by double click on the macro. The macro will be placed where the mouse/caret is placed.

14 Busy Lamp Field

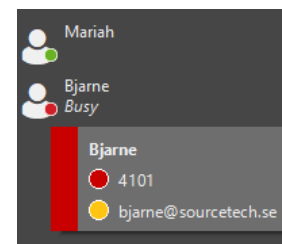
The Busy Lamp Field (BLF) allows you to see real time status of users and devices. To enable the BLF window, you activate *Enable Busy Lamp Field* in [User settings](#). A field will appear in the right side of the 4059EE window.

You can fold the BLF-pane to the right if you don't want to see it temporarily by clicking at the dotted line at the left side of the BLF field.

If you hover the mouse pointer over a monitored item a tooltip is displayed where you see a description of the current status.

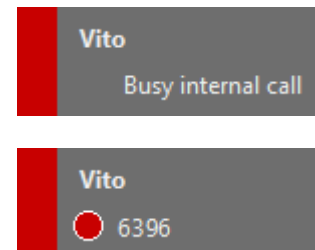


If you would like to dial an item, you can either double click on an item or right click and choose *Dial* in displayed menu. The item's default number will be dialed, see section Default device below.



14.1 Tooltip

There are two basic types of tooltip information, one for extensions and one for all other types; Extension type tooltips show the presence in a textual detailed format whereas other types display a summarized presence state using a colored bullet.

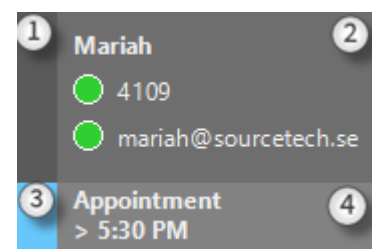


The tooltip is divided into four sections;

- Upper sidebar (1) This turns red if the item is busy or in dnd state.
- Upper presence info (2) Contains item info, such as name and presence, either in bullet or textual format as described above.
- Lower sidebar (3) Always light blue and displayed only if a calendar appointment is active.
- Lower calendar info (4) Calendar appointment information, displayed only if an appointment is active.

Bullet colors are:

- Red – Busy/Dnd (=Do not disturb)
- Yellow – Away
- Green – Present/Idle



14.2 Add a BLF item

To add a user, right click in a free area in the BLF field, in the [BLF configuration menu](#) displayed you choose *Add item*.

Choose which type of item you would like to monitor.

- *User*
- *Extension*
- *Trunk line*
- *Trunk group*

User:

User shows a summary of presence from one or several devices.

Enter a description, enter device identifier* and press the plus sign. The device is added to the drop-down list.

The drop-down lists which devices are added to the user. A user can add up to five devices. To delete, select a device from the drop-down list and press the minus sign. Click *OK* to add the user or press *Cancel* to exit the dialog without saving.

* *Extension number, email address, mobile number etc. For Rainbow users, enter the user's work email address.*

14.3 Default device

Default device specifies which device is dialed in case of multiple devices. *Default dialed number* is only visible if more than one phone device exists.

To change default telephone number, select device in drop-down list and check the box *Default dialed number*.

User: Add Phone extension

- Enter description
- Enter extension, press plus sign

User: Add Rainbow user

- Enter description
- Enter work email address, press plus sign
 - *Monitored user must be part of your Rainbow contact list*

To view/edit devices for a user, right-click on the BLF user and select *Edit*. Devices appear in the drop-down list.

Extension:

- Enter description
- Enter extension

Trunk line:

- Enter description
- Enter trunk number
- Enter node number
- Enter network number

Trunk group:

- Enter description
- Enter trunk group number
- Enter node number
- Enter network number

14.4 BLF item menu

When you right click on a BLF item, a popup menu is displayed.

Edit – Click to edit item.

Remove – Click to remove the item. A confirmation dialog will be displayed before removal.

Move – Option to move BLF item to another tab.

Dial – Click to dial the device, in case of multiple devices a sub menu is shown. The default number is indicated by checked state.

Send message – Click to send message to rainbow user*.

Default color – Revert to theme-based default color

Color – Click to change the color of the BLF item, device or text

Lock – Click to lock the position of the item. To unlock item, click again.

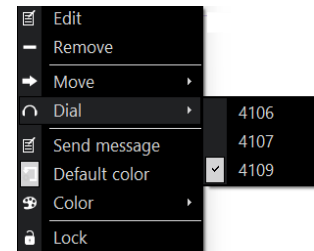
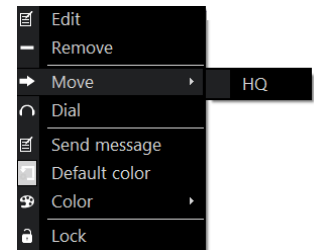


The item is unlocked and can be positioned.



The item is locked

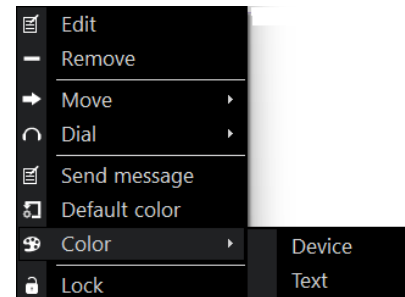
* Is only visible for Rainbow users.



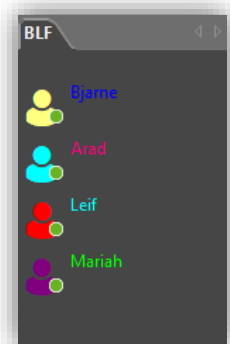
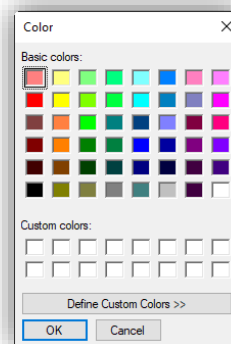
14.5 Change color BLF item

To change the color, you right click on a BLF item, a popup menu is displayed. Here you have two choices, *Default color* and *Color*.

Default color revert to theme-based color and *Color* shows the options, device or text.



After selecting device or text, color selection will appear. choose color and press ok.



14.6 OpenTouch BLF

Alcatel-Lucent OpenTouch devices can be monitored in Busy Lamp Field. These devices are added as a regular [BLF extension item](#). In order for the monitoring to work an Alcatel-Lucent OpenTouch must be configured in [OpenTouch](#) settings dialog. Check supported telephone states in the section [Device state](#).

When 4059EE is connected to an Alcatel-Lucent OpenTouch 2.1.1 presence status from ICS is displayed when monitor an extension item.

Description	OpenTouch
Present	
Away	
Busy	
Offline (displayed without a colored bullet)	

14.7 Export/Import

In 4059EE you can export all of your BLF items and save them in a file on disk. It is always good to have file stored on the disk if the BLF, by accident, is in-activated. This since all items are deleted when the BLF is in-activated and is not restored when the BLF is activated.

To export, click on *Export items* in the [BLF Configuration menu](#). This will open a Windows dialog, enter the name of the file and set a location where it should be saved. By default, the file is named *BLFitems.blf*.

The file can also be imported on another Alcatel-Lucent 4059EE (or you can import a file from another Alcatel-Lucent 4059EE on your machine).

To import BLF items, click *Import items* in the [BLF Configuration menu](#).

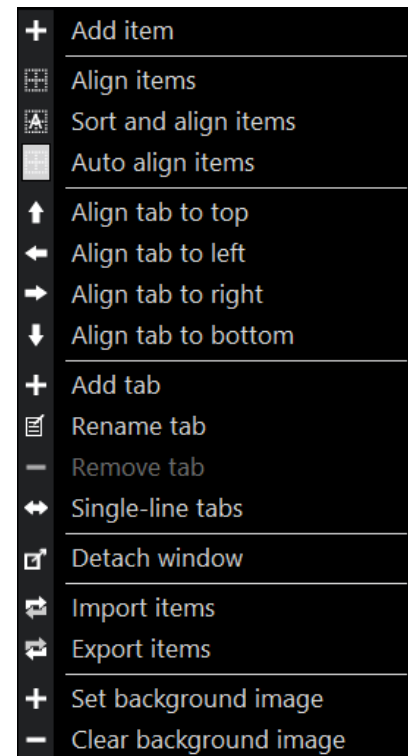
This will open a Windows dialog where you can browse for the BLF file. Mark the file you would like to import and press *OK*.

Note! The current BLF layout will be overwritten, if want to keep the current layout, be sure to export it first.

14.8 BLF Configuration menu

When you right click in a free area anywhere in the BLF Pane the configuration menu is brought up.

1. *Add item* – Click to add an item in the BLF, brings up the BLF setting dialog.
2. *Align items* – Aligns the items according to the grid size in the BLF setting dialog.
3. *Sort and align items* – Click to align and sort BLF items. Items will be sorted in numerical and alphabetical order.
4. *Auto align items* – Automatically align the items according to grid size.
5. *Align tab to top* – Set the BLF tabs on top of the panes. (Default setting)
6. *Align tabs to left* – Set the BLF tabs on the left side of the panes.
7. *Align item to right* – Set the BLF tabs on the right side of the panes.
8. *Align tabs to bottom* – Set the BLF tabs on the bottom, below the panes.
9. *Add tab* – Click to add a new tab. This will open a dialog (*Add new tab*) where you enter the name for the new tab and presses [OK] add the tab.
10. *Rename tab* – Click to rename the current tab. This will open a dialog (*Rename tab*). Enter the new name for the tab and press [OK] to save.
11. *Remove tabs* – Click to remove the current tab. Remove tab is disabled if only the default tab is present.
12. *Single-line tabs* – Click to toggle between single and multi-line tab layout. In single-line layout you navigate through the tabs by the left and right navigation symbols on the right-hand side. Single-line layout also allows for tab re-arrangement, simply drag a tab and drop it onto a new position. The first tab is fixed and cannot be moved.

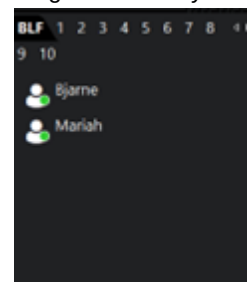


13. *Detach window/Attach window* – Click to detach BLF pane from 4059EE window to a separate window. When window is detached, the icon will change to:  **Attach window**

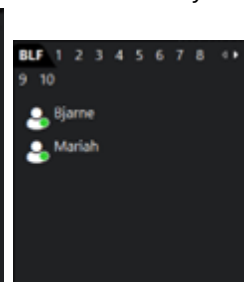
Clicking *Attach window* will attach the BLF Pane to 4059EE window.

14. *Import items* – Click to import BLF items.
15. *Export items* – Click to export BLF items.
16. *Set background image* – Apply a background image to a BLF pane by clicking *Set background image*. Each pane can have its own separate image. Make sure that the image is in a contrasting color against the BLF items.
Supported format: Png, jpg, bmp and gif.
17. *Clear background image* – Remove the background image.

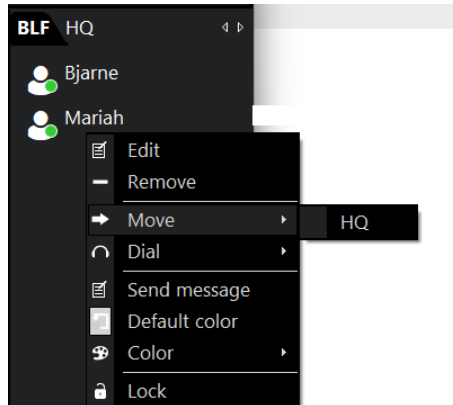
Single-line tab layout



Multi-line tab layout



14.9 BLF Move



To move a BLF item, right click on the BLF item and choose *Move*. A sub menu with BLF tabs is shown. Select tab to move.

*There must be more than one tab for the option *Move* to appear in the menu.

15 Device state

Available device states for OmniPCX Enterprise and OpenTouch. These states are displayed when monitoring an extension item in the [Busy Lamp Field](#).

Description	OmniPCX Enterprise	OpenTouch
Extension – Idle		
Extension – Partially busy internal		
Extension – Partially busy		
Extension – Busy in external call		
Extension – Busy in internal call		
Extension – Dialing		
Extension – Busy		
Extension – Unobtainable*		
Extension – Ringing		
Extension – Out of Service		

Description	OmniPCX Enterprise	OpenTouch
Extension – Busy / Do not disturb		
Extension – Do not disturb		
Extension – Forwarded		
Extension – Forwarded to voicemail		
Extension – Forwarded to text		
Trunk – Idle		
Trunk – Busy		
Trunk – Ringing		
Trunk group – Lines idle		
Trunk group – Lines partially busy		
Trunk group – Lines busy		

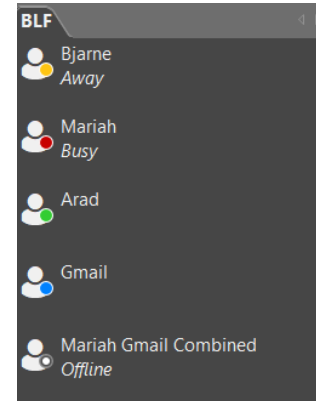
* A phone set is unobtainable when ringing or in configuration mode.

16 BLF user item coloring

A BLF user item contains one or more devices, where each device has its own presence state.

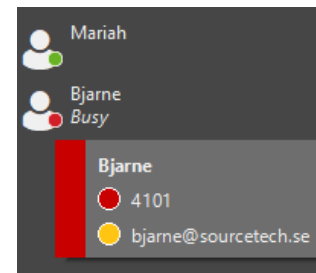
16.1 BLF user item bullet

- Red if any device is considered busy.
- Yellow if any device is considered away.
- Blue if tele state is idle and data status is offline.
- Green if any device is considered idle/online.
- White if the device is considered offline.
- Default: no bullet displayed.



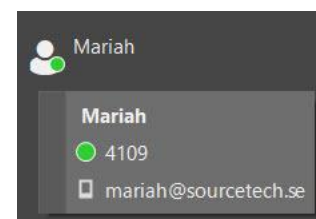
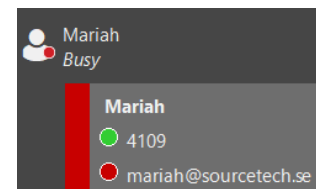
16.2 BLF user item tooltip sidebar

- Red if any device is considered busy.
- Default: theme-based color.



16.3 Tooltip device bullets

- Red if the device is considered busy.
- Yellow if the device is considered away.
- Green if the device is considered idle/online.
- White if the device is considered offline.
- Mobile icon for online-on-mobile state.
- Default: no bullet displayed.



17 Settings

You can configure the Alcatel-Lucent 4059EE in several ways to suite your way of working with the application. The settings are available from the application menu *Settings > Show Settings*.

The settings for 4059EE are split between specific settings for users and specific system settings. In system settings, some settings should be administrated by a technician because badly configured settings can lead to unwanted behaviors of the application and should then be ***handled with caution!***

Settings dialog is divided between two fields, the tree view field on the left side and the settings field on the right side.

In the dialog two buttons are displayed at the bottom of the dialog:

Cancel – Closes the dialog without saving any data

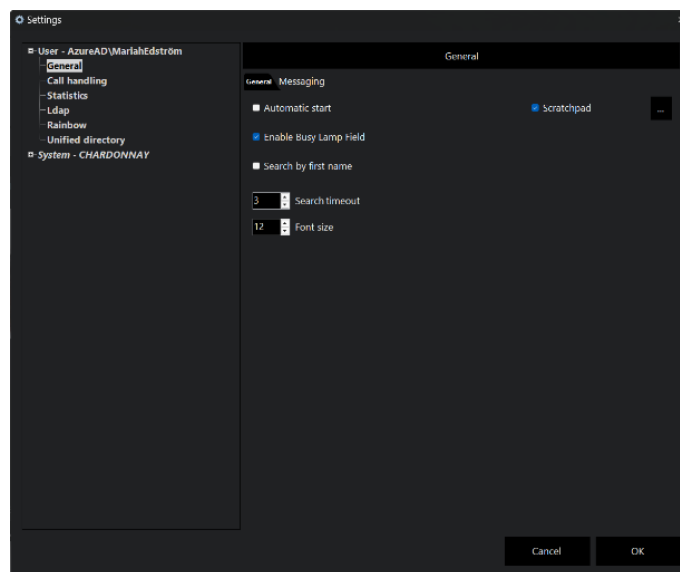
OK – Saves the data and closes the dialog.

17.1 User settings

All settings are located in a tree view and are split between *User* and *System*. The user settings will only affect the logged in user displayed in the tree views head node.

17.1.1 General

General settings under user settings are the default view and will always be displayed when Settings are opened.



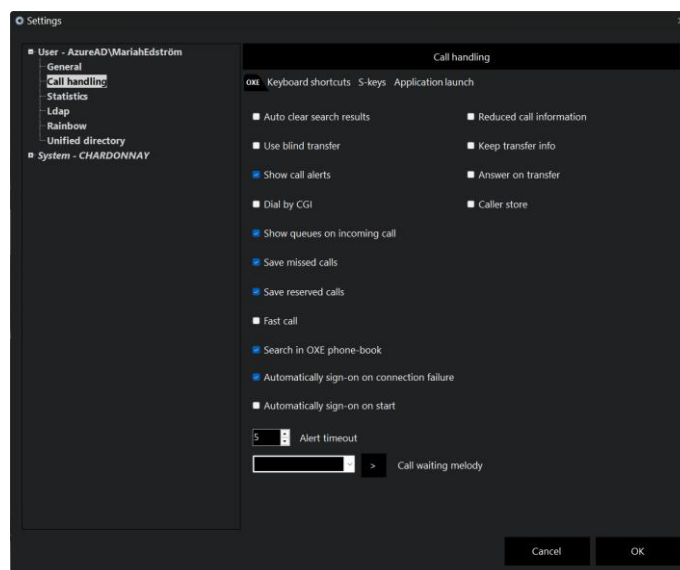
- *Automatic start* – If you would like the application to automatically start when you log into Windows tick the box “Automatic start”.
- *Busy Lamp Field* – In order to see the [Busy Lamp Field](#) pane it has to be enabled. This is done by tick the box “Enable Busy lamp field”. To remove busy lamp field un-tick, the box. *Note! If BLF is inactivated all BLF item will be deleted and when the BLF is activated they will not be restored.*
Note! All your BLF items will be erased when the BLF is disabled, be sure to export the BLF configuration if you want to be able to restore it.
- *Search by first name* – By default searches in the application is done on surname first, if you want the search to be made on first name first tick the box.
- *Search timeout* – Maximum time for a search operation to complete. Value between 3-10s
- *Font size* – Allows you to configure font size for call handling, call queue, phone list and search results list. The minimum size is 9 and the largest size is 18.
- *Scratchpad* – Enable the scratchpad by ticking the box “scratchpad”. To set path for shared notes, click on the button and select shared folder.

17.1.2 Messaging

Information regarding messaging can be found in the section [Messaging](#).

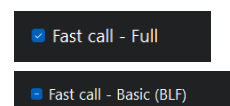
17.1.3 Call handling

17.1.3.1 OXE



- *Auto clear search results* – By default, when the operator releases a call nothing will happen with the search result displayed. If *Auto clear search results* is enabled, the search will be cleared and the default pane will be displayed when the operator releases the call. Tick the box to enable the function.
 - *!The operator can manually clear the search result by clicking [Escape].*
- *Use blind transfer* – Blind transfer allows the operator to do the transfer "blind", which means that you can transfer the call without the need to call the person before transferring the call. Read more about this in the section Blind transfer.
- *Show call alert* – Tick to enable call alerts. When another program than Alcatel-Lucent 4059EE is in focus a little window will pop-up in the down right corner where information regarding the incoming call is displayed. You can also answer the call directly from the alert without settings focus to Alcatel-Lucent 4059EE again.
- *Dial by CGI* – Tick box to enable the function to use Alcatel-Lucent 4059EE for click-to-call in OmniVista 4760 and CRM-systems.
- *Show call queues on incoming call* – Tick to enable if call queue tab should be displayed automatically when an incoming call is alerted.
- *Save missed calls* – If checked, missed calls will be displayed in the phone list
- *Save reserved calls* – If checked, reserved calls will be displayed in the phone list
- *Fast call* – Enables a bypass of the reserved state and moves the call directly to ringing or transferred state. Applied for all calls except when call is launched by entering the number directly in the [search bar](#).
 - The setting alternates by clicking *Fast Call*.
 - *Fast call full* – Includes keyboard, contact card, BLF.
 - *Fast call basic (BLF)* – Includes contact card, BLF. Excludes keyboard
- *Search in OXE phone-book* – Tick the box to include in name/number searches on OXE call-by-name.

This setting is available for Personal Directory, OXE Call-By-Name, LDAP and Rainbow.



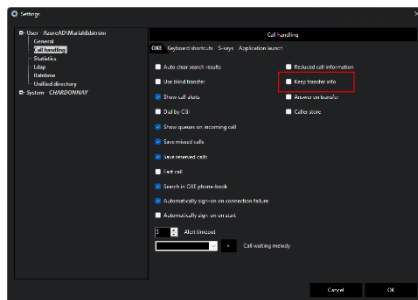
- *Automatic sign-on on connection failure* – Tick box to enable the attendant to automatic reconnect to switchboard when connection has been lost.
- *Automatically sign-on on start* – If checked, the attendant automatically sign-on on start
- *Alert timeout* – Set how long (in second) the call alert will be displayed.
- *Call waiting sound* – A call waiting sound can be played when a new call enters the queue. The call waiting sound will only be played when the operator is busy, there are selectable sounds available. The PC must be equipped with sound card and speaker to play the sound.
- *Reduced call info* – Reduce call handling text.
- *Keep transfer info* – Option to remember last transfer destination. The setting alternates by clicking *Keep transfer info*.
Keep transfer info - with blind transfer – Enables the feature with blind transfer.
Keep transfer info – Enables feature, save last transfer destination.
- *Answer on transfer* – Option to automatically answer a waiting call on call transfer.
- *Caller store* – Option to remember the last five destinations for a particular number.

☒ Keep transfer info - with blind transfer

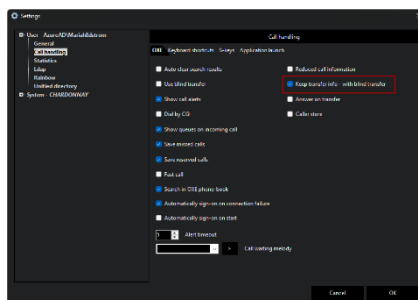
☒ Keep transfer info

17.1.3.1.1 Keep transfer information

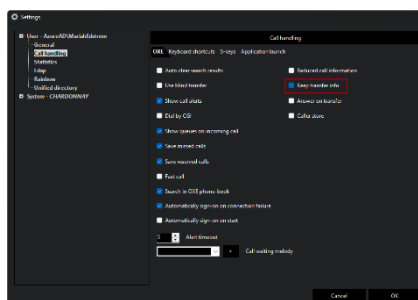
Option to remember the last transferred destination, which is displayed on a dedicated button in the queue bar. Choose between three states; off, with blind transfer and keep transfer info. The setting alternates between the three states by clicking *Keep transfer info*. Dial last transferred number is also available as a keyboard shortcut.



Keep transfer info – off, the checkbox is not enabled.

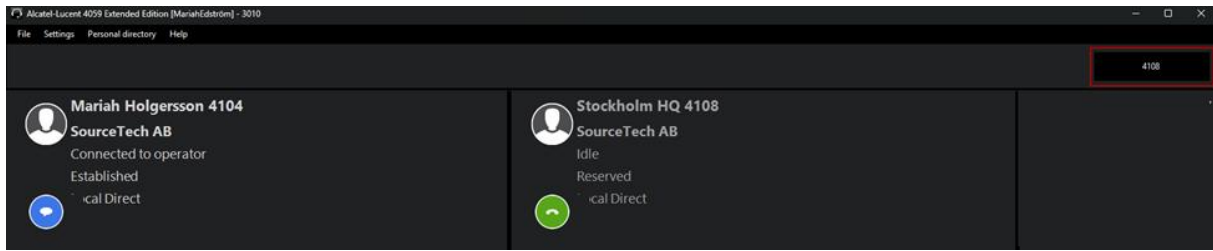


Keep transfer info – with blind transfer



Keep transfer info

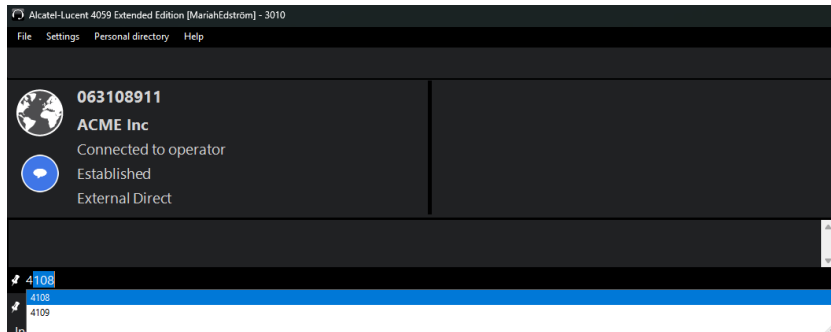
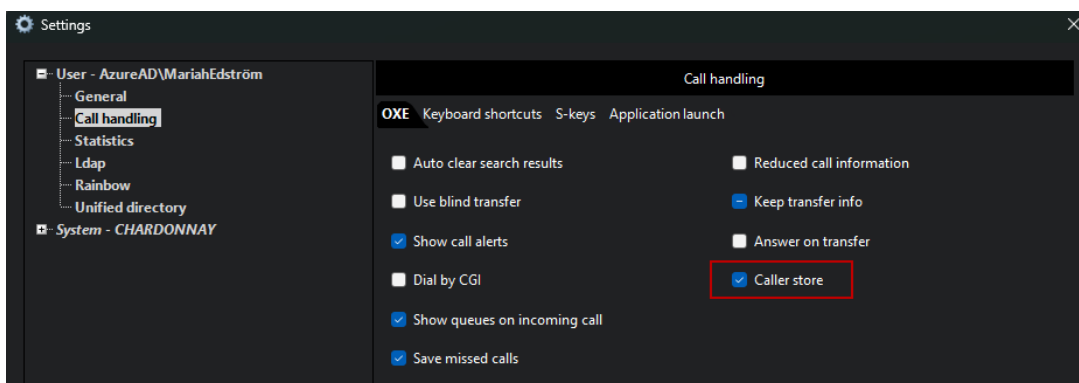
The destination button



17.1.3.1.2 Caller Store

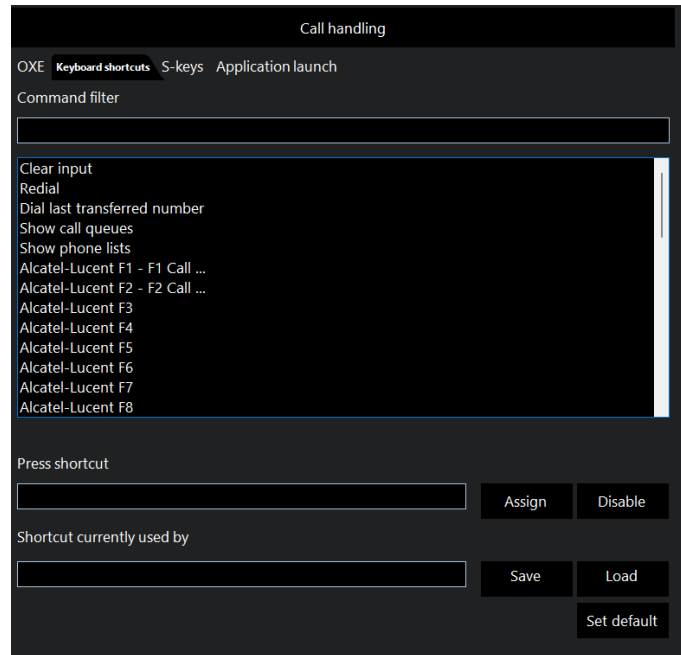
The 4059EE stores the last five destinations dialed from a specific calling number and automatically suggests them for future calls. Enable feature in call handling setting by selecting 'Caller store'.

This feature applies to internal and external incoming and outgoing calls, as well as internal and external call transfers.



When a particular number calls and the operator starts typing a destination, the 4059EE will automatically suggest destinations.

17.1.3.2 Keyboard shortcuts



Most of the functions in Alcatel-Lucent 4059EE can be performed with a keyboard shortcut. The application comes with a set of default shortcuts; this can be altered if the operator prefers. The shortcuts are divided between short cuts used for Call handling and Unified Directory.

Shortcuts for Call Handling can be found under *User > Call handling > Keyboard*
Shortcuts for Unified Directory can be found under *User > Unified Directory*

1. *Command filter* – The filter let you quickly find what you're looking for. Just type a word that is included in a command and this will immediately reflect the command list.
2. *Command list* – All available shortcuts. Select the command you would like to connect/change shortcut for.
3. *Press shortcut* – Place cursor in the textbox and press the key combination you would like to use.
4. *Assign* – Assigns the key or key combination to the currently selected command.
5. *Disable* – Click disable to remove the shortcut from the selected command.
6. *Shortcut currently used by* – If the key combination is used by another command you will see the currently associated command here.
7. *Save* – Click to export save the keyboard shortcuts into a file. This file can be imported on another PC. The actions open a Windows save dialog.
8. *Import* – Click to import keyboard shortcuts from a file. A file from another PC can be imported. The actions open a Windows open dialog.
9. *Set default* – Revert all changes to default.

If the operator would like to know how a specific shortcut is mapped the easiest way to do is to place the cursor in the field *Press shortcut* and press the key or key command. If it is already mapped the command will be displayed in the field *Shortcut currently used by*.

How the default keyboard layout looks when using a standard keyboard or Alcatel-Lucent USB Keyboard can be read in the document Alcatel-Lucent 4059EE Operator application: Appendix A – Keyboard Layout.

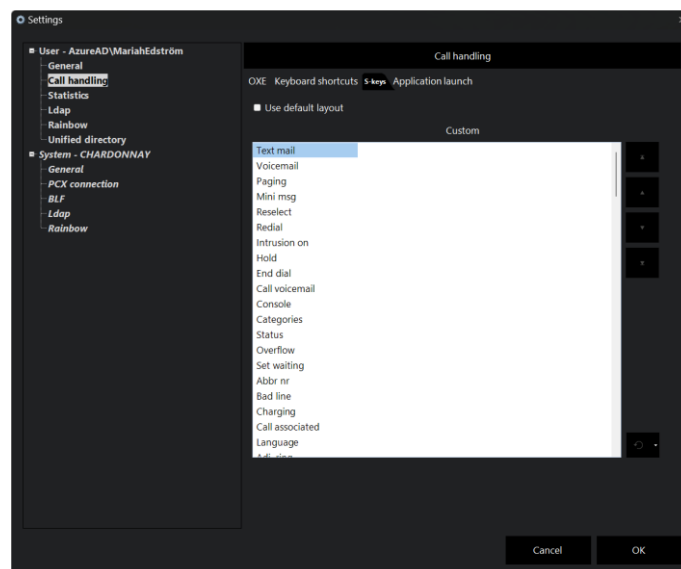
17.1.3.3 S-keys

S-keys are associated with functions and these functions are depending on the status of the call in progress and are shown in the S-key toolbar.

The S-keys can be sorted, allow the operator to arrange them to a suitable place dependent on what kind of input they are using.

Three layout presets are available:

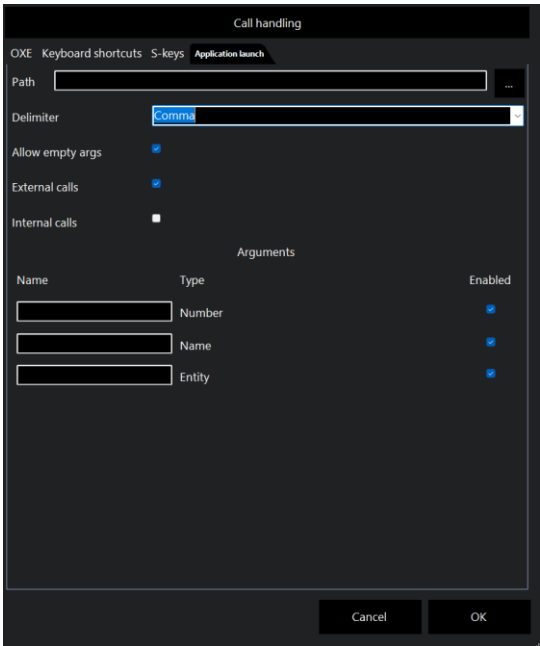
1. **Default layout**
 - a. PBX defined, suits most needs.
2. **Keyboard layout**
 - a. Suited for Alcatel-Lucent USB keyboard users. Call handling s-keys are positioned last in the list as these are already present on the keyboard.
3. **Mouse layout**
 - a. Suited for users without Alcatel-Lucent USB keyboard. Call handling s-keys are positioned first in the list.



1. *Use default layout* – Tick box to use the default layout, same layout as previous Alcatel-Lucent 4059EE. Presets 1.
2. *S-keys list* – A list with all available S-keys.
3. *Navigation arrows*
 - a. *First narrow* – Moves the marked S-keys to top.
 - b. *Second arrow* – Moves the marked S-key one step up the list.
 - c. *Third arrow* – Moves the marked S-key one step down the list.
 - d. *Forth arrow* – Moves the marked S-key to bottom.
4. *Revert* – Click to revert changes to the first layout.
5. *Keyboard based layout* – A layout based on users using the specific Alcatel-Lucent 4059EE call handling keys on the keyboard, the common call handling keys is displayed last in the list. The list can be rearranged with arrows. Is accessed by clicking the down arrow next to *Revert*
6. *Mouse based layout* – A layout based on users using the mouse in the Alcatel-Lucent 4059EE, the common call handling keys is displayed first in the list. The list can be rearranged with arrows. Is accessed by clicking the down arrow next to *Revert*

* Please use 'Record' and not 'Record Start' for conversation recording

17.1.3.4 Application launch



Application launch facilitates the need to automatically perform search operations in a third-party application, like CRM systems.

Third party application is invoked when a call is established, and can be applied to external, internal calls or both. The key arguments are number, name and entity. Name and entity if available, depends on the call scenario.

For detailed information, see Alcatel-Lucent 4059EE Installation & Configuration.

17.1.4 Statistics

Statistics

C:\Users\MariahEdstrom\OneDrive - SourceTech AD\Documents

10 Purge files older than x days (0 = no purge)

	A	B	C	D
1	Timestamp	Operator	Action	Info
2	2022-11-23 06:47	44010101	Abca ok	Abca ready
3	2022-11-23 06:47	4501	Abca ok	Abca ready
4	2022-11-23 06:47	4501	Signed on	
5	2022-11-23 13:53	4501	Signed off	
6	2022-11-23 13:53	4501	Signed off	Stopping
7				

Maintenance Statistics collects connections states, sign-in, sign-out events and saves them to a csv file, one file per day.

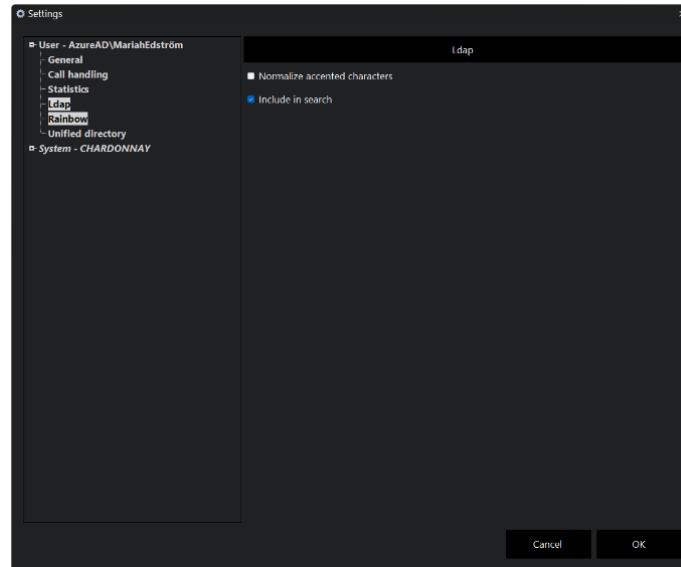
The file location is manageable, browse for folder and select directory for 4059EE csv file.

Files can be purged, where 0 means no purge and max 365.

The value is in days.

*The file must be accessible in order for the events to be saved, otherwise they will be lost.

17.1.5 LDAP



In 4059EE there is a setting how accented characters should be handled when searching. In *User > Ldap* there is a setting *Normalize accented characters*. Ticking this box will enable a normalization of accents, accented characters will be removed and the search will be carried out on unaccented characters.

This setting should only be enabled if the Ldap server supports normalization of accented characters. Before enabling the setting check with your administrator of Ldap.

Example;

A search made on *Hélène*, will search on *Helene*

A search made on *Peña*, will search on *Pena*

A search made on *Grüner*, will search on *Gruner*

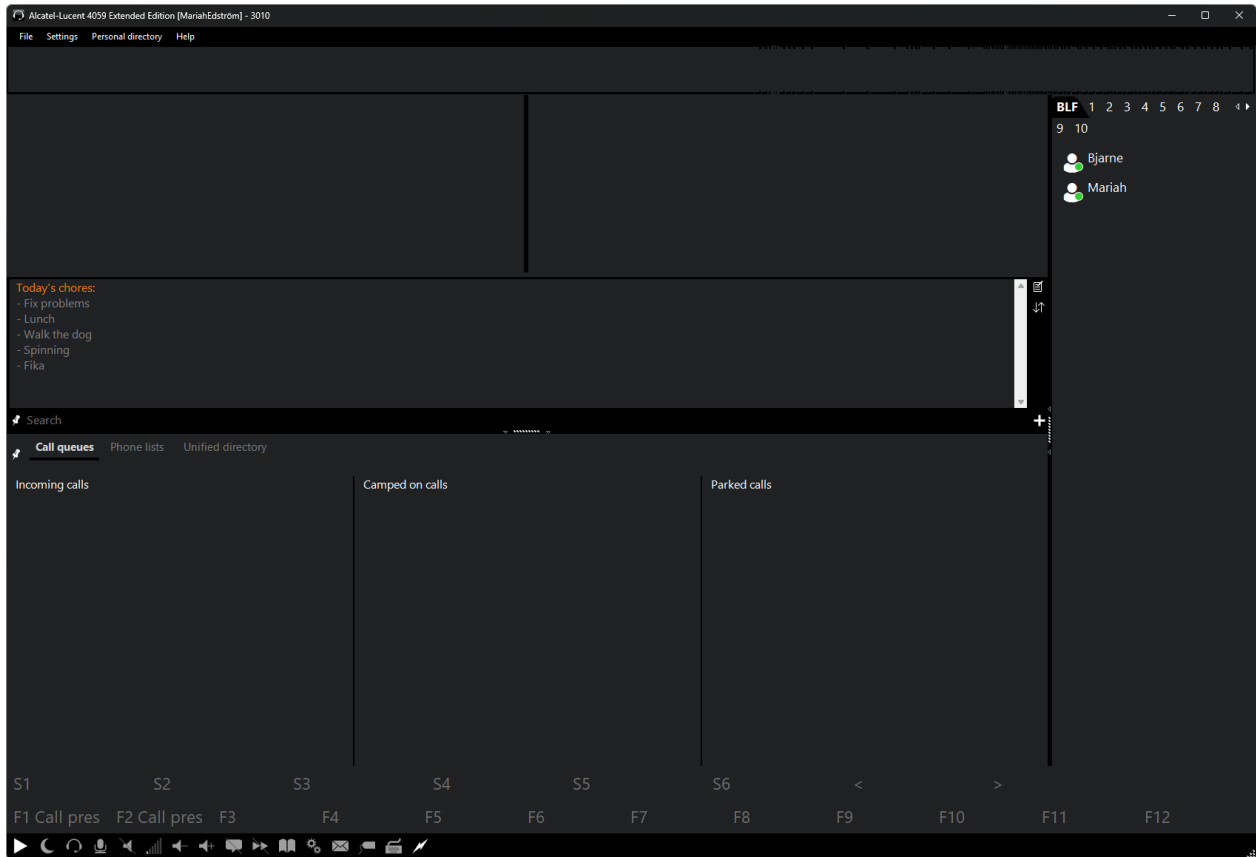
A search made on *Öberg*, will search on *Oberg*

Note! This setting should be handled with caution since activation can result in problems that no search is returned.

Uncheck '*Include in search*' to exclude the Ldap directory from normal search operations.

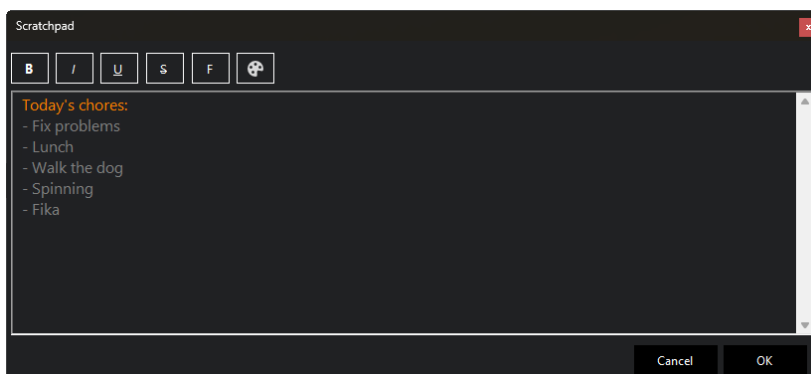
17.1.6 Scratchpad

The scratchpad lets you add notes for your everyday use.



By default, the notes are personal and stored locally in your windows account but can also be shared with others by specifying a shared location, such as a network drive.

You can place the notes either at the bottom or the top of the call handling window by clicking on the toggle button. The height can be adjusted by moving the splitter up and down.



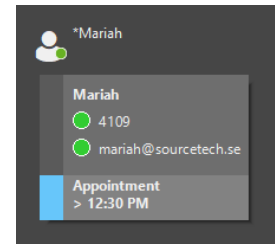
Only one user can make changes at a time and the notes are automatically updated if changed by another user.

The edit dialog lets you know if another user is currently making changes.

17.1.7 Rainbow

Rainbow integration enables presence, contact search and optionally calendar information. Active calendar appointments are indicated by an asterisk being prefixed to the name. The item's tooltip shows appointment details.

Rainbow contacts can be part of the standard search operation by enabling the setting "Search in Rainbow". Presence details require the contact(s) to be part of your Rainbow contact list. The result will be displayed in the detailed view. Multiple results will be displayed in a list view.



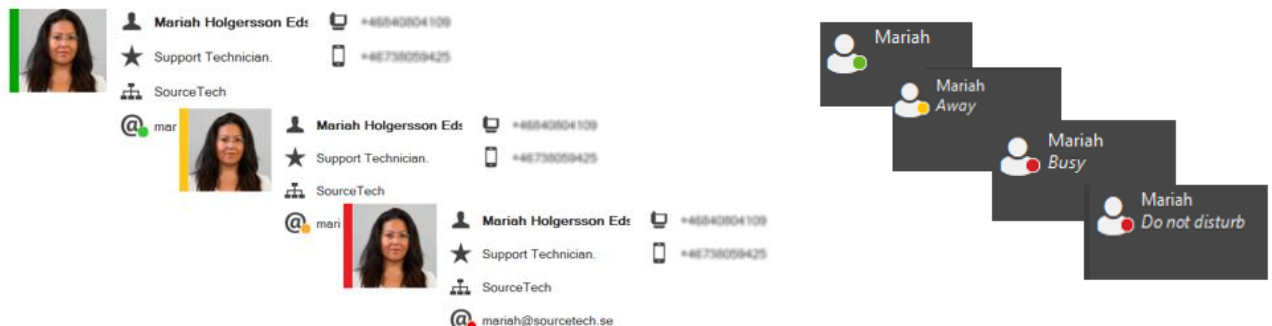
Unified directory			
Status	Name	Phone	Mobile
	Mariah Holgersson Edström	+46840804109	+46738059425
	Bjarne Ingelsson	+46840804101	+46702474295
	Arad Sourati	+46840804103	
	Andersson Leif	46 (0)8 - 4080 4111	46 (0)70 - 2474295
	Beställning Prompt	46 (0)8 - 4080 4115	
	Dahl Elin	46 (0)8 - 4080 4265	
	Edström Mariah	46 (0)8 - 4080 4109	46 (0)73 - 8059425
	Forum SourceTech		
	Heisner Nathalie	46 (0)8 - 4080 4206	46 (0)70 - 2474295
	Holgersson Edström Mariah	8080	46 (0)73 - 8059425

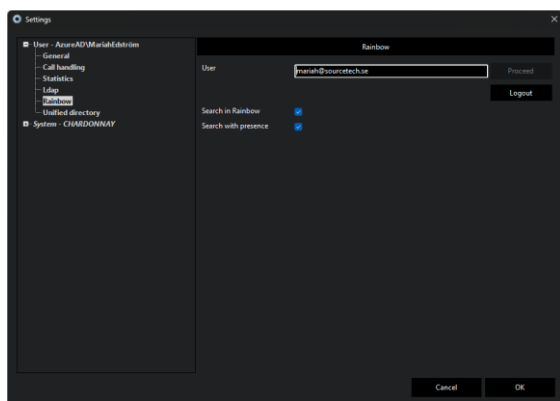
Presence from Rainbow is retrieved in real time and displayed on both BLF items, contact card and search result list. For presence to appear in the results list, you need to add the field "status". Right-click in the result header and add status field.

Busy and Do not disturb states are shown in red bullets and sidebar.

Away is shown in yellow bullets and sidebar.

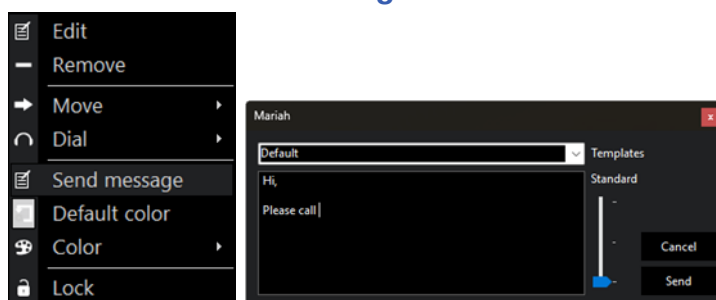
Present/Idle is shown in green bullets and sidebar.



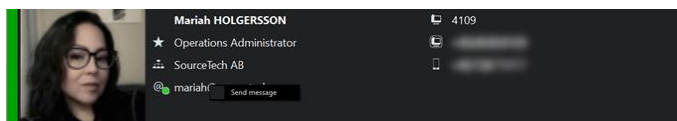


- *User* – Enter Rainbow username
- *Password* – Enter password
- *Search in Rainbow*
- *Search with presence*

17.1.7.1 Rainbow message

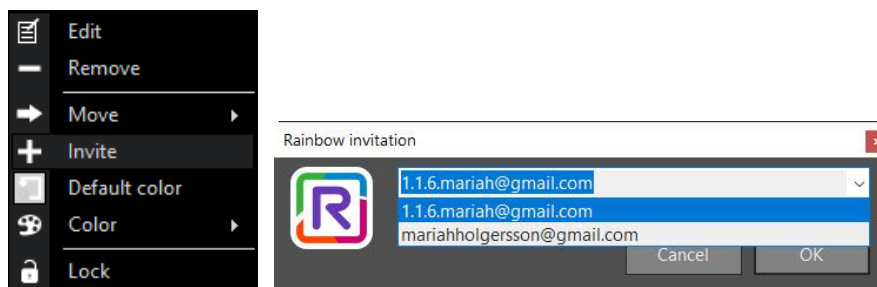


Right click on the BLF user or the user's contact card and choose *Send message*.



Type the message in the textbox or select a predefined message template from the drop-down list. Press enter or send. The selected template will be pre-selected the next time. To add a new line, use control + enter. It is possible to set message priority, Standard, Information, Important and optionally Emergency. Emergency priority requires specific Rainbow capabilities to be shown. The message will end up in Rainbow user's conversation. How to create message template is described here [Message template](#).

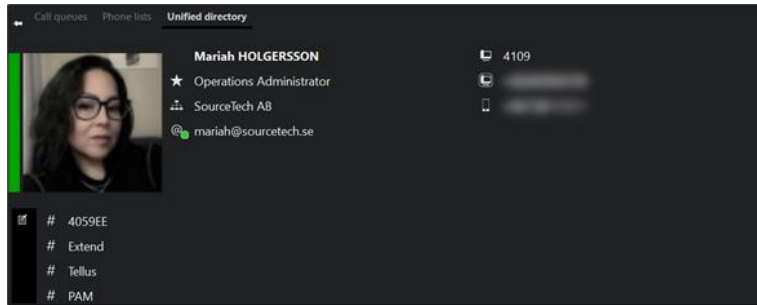
17.1.7.2 Rainbow invite



[Add BLF item](#) of type User. Enter description and email address as identifier.

Right click on the BLF user and select *Invite*. The dialog for Rainbow invitation is brought up. If the user has several email addresses, a drop-down list is displayed. Select address and press OK.

17.1.7.3 Rainbow Tags



Status	Name	Phone	Tag	Tag	Tag	Tag	Tag
	Mariah HOLGERSSON	4109	4059EE	Extend	Tellus	PAM	Store
	Bjarne INGELSSON	4101	4059EE	Extend	AHL	Hotel	PMS
	Arad SOURATI	4103	Extend	Wakeup	4059EE	Store	

Tags, if any, are displayed in the contact card. The tags are typically located in the lower three columns, depending on availability. Tags are searchable and it's possible to click on a tag for more results.

17.1.7.4 Rainbow authentication

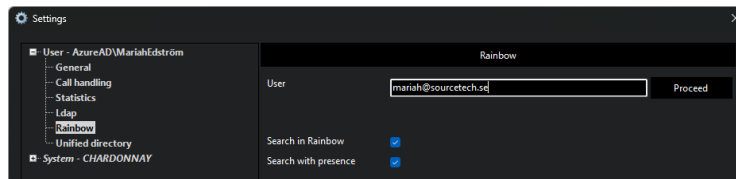
Enter your Rainbow user id/email address and press [*Proceed*].

If Single Sign On, SSO, is enabled for your account, you will be redirected for authentication.

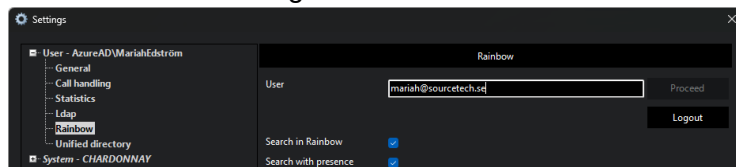
If not, a password field is displayed for standard authentication.

A logout button will be displayed if a successful SSO session is active, allowing you to sign out.

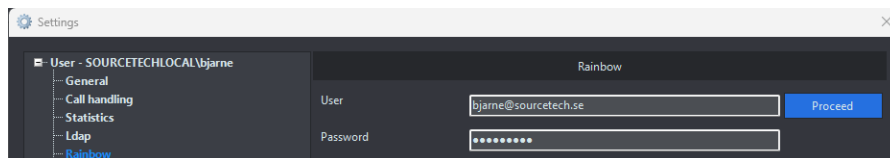
User credential.



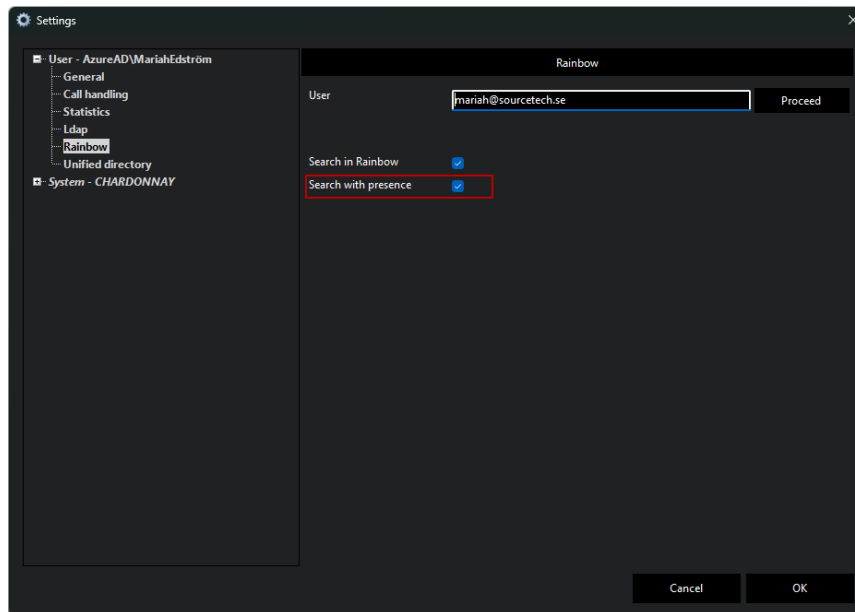
Rainbow SSO user signed on.



Standard authentication.



17.1.7.5 Search with presence



If 'Search with presence' is checked, contacts within the same company will return with presence on search.

Presence for contacts outside your buddy-list is static and will not be updated in real-time.

17.2 System Settings

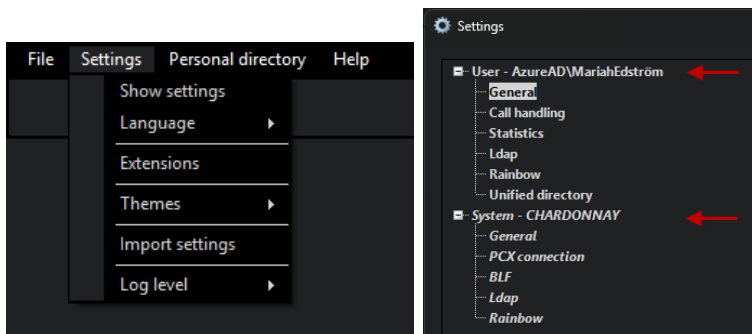
These settings will affect the local computer; the computer name is displayed in root node.



When the logged in user has no access to write on the computer the system settings are disabled. This information is displayed at the bottom of the dialog. Run the application with administrative rights in order to get access to system settings.

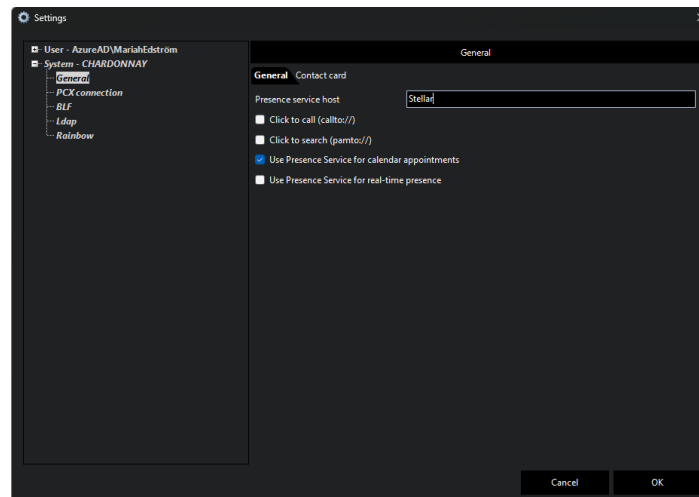
The system settings should be handled with caution! The changing of system settings can result in unwanted behavior.

User and System Settings are located in 4059EE Settings, accessed by *Show settings*, see figure below.



17.2.1 General system settings

17.2.1.1 General



The general settings are located under *Settings – Show settings -System – General*.

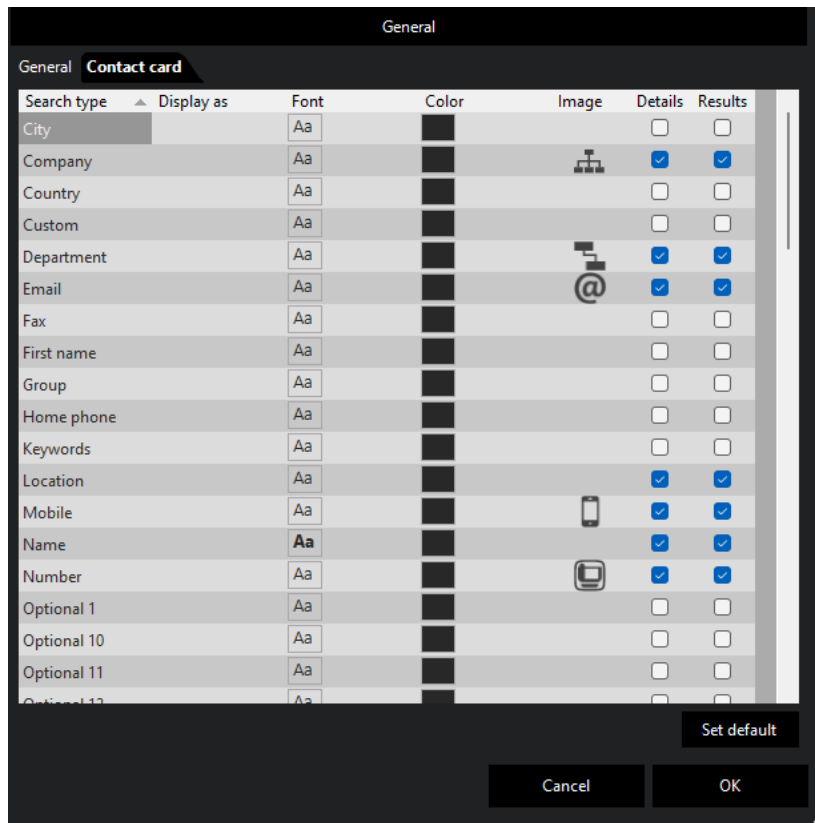
1. *Presence service host* – Enter the host name or ip-address of the Presence Service. Presence Service is used with the Calendar lookup.
2. *Click to call* – When a callto-link is clicked Alcatel-Lucent 4059EE can handle this by dialing for you. Tick to enable the function.
3. *Click to search* – Tick this checkbox if you want the Alcatel-Lucent 4059EE to do a lookup in the PAM system when a pamto-link is clicked.

Only used when in combination with a PAM ([Presence and Availability Management](#)) system.

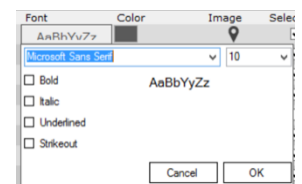
4. *Use Presence Service for calendar* – Tick this box if Presence Service is used for calendar lookups.
5. *Use Presence Service for presence* – Tick this box if Presence Service is used for real-time presence, such as MS Teams.

17.2.1.2 Contact card items

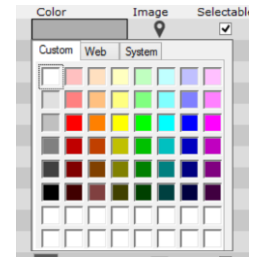
The configuration in Contact card handles how the search types should be presented. The configuration is done in *System settings – General – Contact card*.



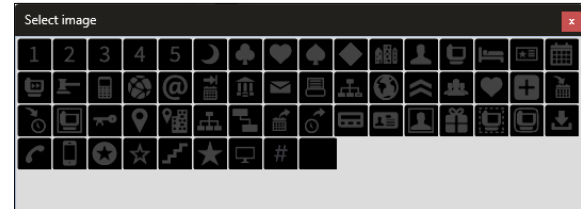
1. *Type* – All available search types are listed here. Note that some of the types may not receive information if they aren't mapped against an LDAP attribute. Check [Ldap attribute mapping dialog](#) to see which search types that are mapped to Ldap attribute.
2. *Display as* – A free text field. Here it is possible to write another name of the type. In the detailed view the information received from LDAP will be prefixed with the text in *Display as*. In this case, if the location received from LDAP is *Stockholm* the information displayed will be *Office Stockholm*.
3. *Font* – Font, size and style can be changed for the texts displayed in the detailed view. Click to open a font picker. Set type, size and style and press *OK* to save. *Cancel* will exit the dialog without saving.



4. *Color* – It is possible to change the color of the text in the detailed view. To change double click on the color bar to open a color picker. Double click on the preferred color to change it. The dialog is closed when the new color is set.



5. *Image* – An icon can be assigned to the type to know what kind of information the field contains when a detailed view is displayed. Click at the icon to open the select icon dialog. To change the present icon, click at an icon. The dialog is closed, and the new icon is display in the grid. If an icon should be unassigned from a type, click *Reset* to remove the current one.



6. *Details* – This setting decides if the search type will be displayed in the drop list when mapping fields in the detailed view.
7. *Result* – Tick this box if the type should be available as a column in the result list.
8. *Set default* – With this button the operator is able to revert all the changes done in the Contact card dialog to default settings.

With the changes for the contact card the search result will be displayed like this:



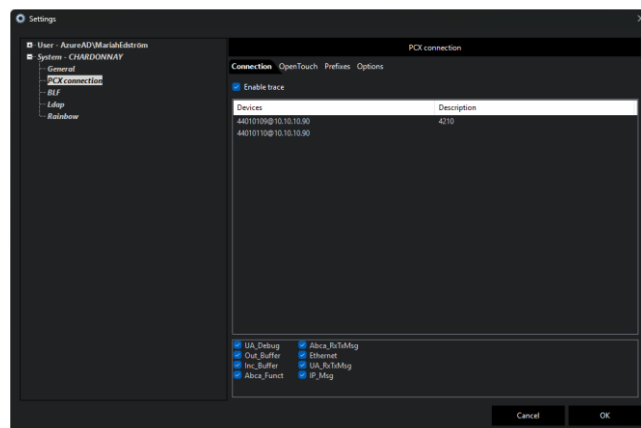
17.2.2 PCX Connection

The section for *PCX Connection* gathers settings for connecting to OmniPCX Enterprise, Alcatel-Lucent OpenTouch and prefixes (used for number formatting).

17.2.2.1 Connection

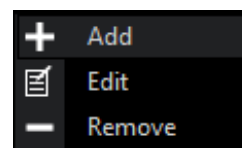
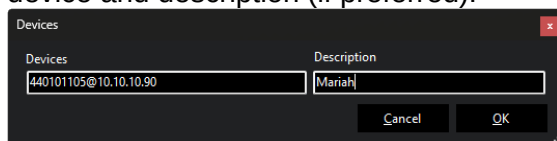
In order for Alcatel-Lucent 4059EE to connect to the OmniPCX Enterprise a connection needs to be configured. This is done under *System Settings – PCX Connection – Connection*

- *Enable trace* – Tick this box to enable traces for Abcacom and the connection to PCX. Used for R&D purpose.
- *Devices* – Multiple devices can be assigned to the operator application. All devices are displayed in the list and a device is a combination of the *operator directory number* and the PCX's *host name*.
- *Trace options* – All the available traces of the connection to the PCX and Abcacom. The trace is activated when the box is ticked. Box is only displayed if setting *Enable trace* is enabled.



17.2.2.1.1 Manage devices

To add a device, right click in the list and choose *Add* in the configuration menu that is brought up. In the add device dialog enter device and description (if preferred).



Devices	Description
44010109@10.10.10.90	4210
44010110@10.10.10.90	
440101105@10.10.10.90	Mariah

The device is a combination of operator directory number and the PCX's host name, typed *[operator directory number]@[host name]*. The host name can be typed as fully qualified domain name, ipv4

address or ipv6 address.

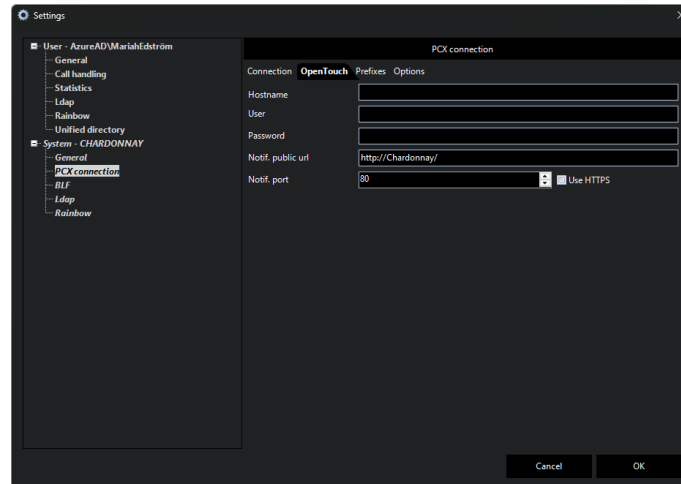
If multiple host names should be configured (used for spatial redundancy and/or passive call server), this is done by adding multiple host names for one device. It is possible to add up to three host names for a device and the host names are divided by adding a comma[,] or semicolon [;] between the hosts *[operator directory number]@[host name1];[host name2],[host name3]*

Note – Multiple devices are most commonly used in a virtual environment, such as Citrix and Remote Desktop Services, where several instances of the same application can run.

To edit a device, mark the device in the list and right click and choose *Edit*, the device dialog is brought up. It is also possible to double click on the device to bring up the device dialog.

To delete a device, mark it in the list and right click and choose the option *Remove*.

17.2.2.2 OpenTouch

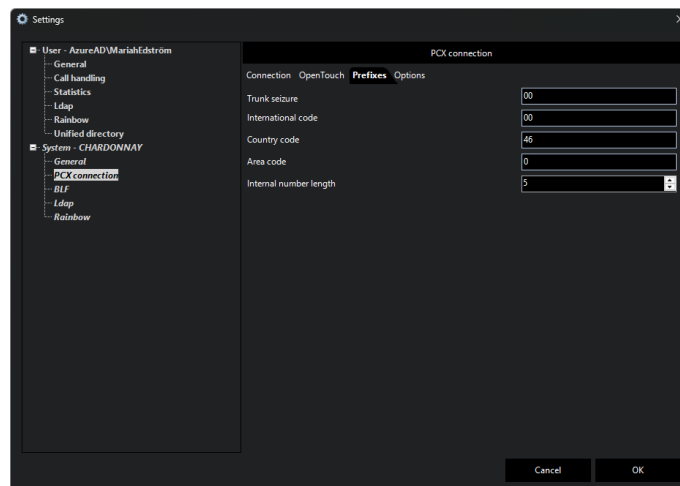


Alcatel-Lucent 4059EE can be integrated with Alcatel-Lucent OpenTouch: this integration enables the operator to see the user's status from Alcatel-Lucent OpenTouch. In the configuration, the user's credentials must be configured. This user is used for authenticating to Alcatel-Lucent OpenTouch and log onto the server. The user must be a supervisor with administration rights, in order to do presence look-ups on the users.

It is recommended to create a new login specific for Alcatel-Lucent 4059EE in order to not lock the built-in administration account.

- *Host* – Enter hostname or ip-address of the server.
- *User* – Enter username for Alcatel-Lucent OpenTouch user that should be used for authentication.
- *Password* – Enter password for the configured user.
- *Notification url* – (OpenTouch 1.x) Notification url and notification port needs to be configured.
- *Notification port* – Enter port.
- *Https* – Tick box if https should be used.

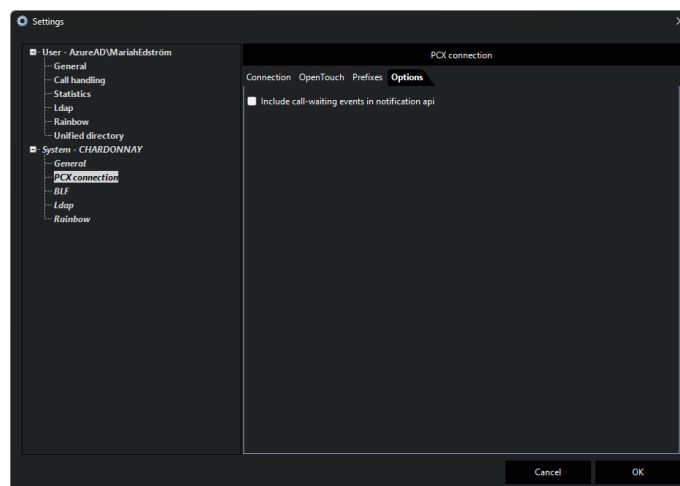
17.2.2.3 Prefixes



Prefixes are used when a call is made from a UD result in order to decide whether the number need to be formatted. Formatting is used to now if trunk-access code, area code should be added to the number to make it complete for dialing. The settings are located at *System settings – PCXConnection – Prefixes*.

- *Trunk seizure* – Enter trunk seizure prefix used by Alcatel-Lucent OmniPCX Enterprise
- *International code* – Enter the international code prefix used in the country where the operator is installed.
- *Country code* – Enter the ITU-T E.164 country code for the country where the operator is installed.
- *Area code* – Enter your area code (if this is used in your country).
- *Internal number length* – Enter the length of the extension used by the Alcatel-Lucent OmniPCX Enterprise. If mixed number length is used, enter the highest value.

17.2.2.4 Options

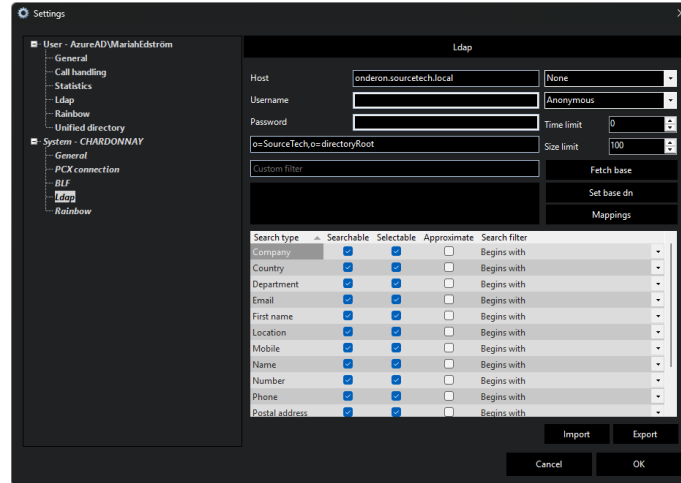


- *Include call-waiting events in notification api* – Option to include call waiting events to the call notification api.

17.2.3 BLF setting

Under System settings one setting for the BLF is present, this is the setting for the BLF pane's grid size. This is used for the align and auto-align function for the BLF. Default value is 20.

17.2.4 LDAP settings



Alcatel-Lucent 4059EE has support for integration with LDAP. This means that a LDAP server can be defined in settings and the external server is used when the attendant makes a search. The information is displayed in the Unified Directory window. For information, how the search is made and how the result is displayed read the section about [searching](#) in Unified Directory.

The LDAP server is defined in LDAP settings located at *System settings – LDAP*.

- **Host** – Enter the hostname or ip-address of the LDAP server. Alcatel-Lucent 4059EE has support for LDAP Overflow, this means that two LDAP servers can be configured and if the main server goes out of service the other server will be used instead.
 - This is configured by entering host for server 1 and server 2 with a comma between the servers dividing them, <server1>,<server2>.
- **Secure connection** – Choose if the connection to the server should be used with a secure protocol, the available protocols are LDAPS and TLS. None uses LDAP as protocol.
- **Username** – If authentication (basic) is used, enter the username for the user that should be logging on to the LDAP server. This only needs to be done when login type is set to Basic.
- **Login type** – Choose which account type Alcatel-Lucent 4059EE should use, if it should use authentication to the LDAP server. The available types are *Anonymous* and *Basic*.
- **Password** – If authentication (basic) is used, enter the password for the user that should be logging on to the LDAP server. This only needs to be done when login type is set to Basic.
- **Time/Size limit** – Set the time and size limit of the search.
- **Base DN** – Displays the currently selected Base Distinguished Name.
- **Custom filter** – Custom filtering narrows down the returned results.
- **Fetch base** – Click to connect to the LDAP server and fetch the available base distinguished names.

- *Set base* – Click to open the dialog to [set Base Distinguished Name](#).
- *Mappings* – Click to open dialog to map the attributes against available fields in Alcatel-Lucent 4059EE. Attributes must be mapped in order for the search to work.
- *Mapped search types* – In list all mapped search types are displayed. To every search type there are settings for how it should be handled during a search. Read about the configuration options [here](#).
- *Import* – Click to [import](#) settings.
- *Export* – Click to [export](#) the current saved settings.

17.2.4.1 Search request time limit

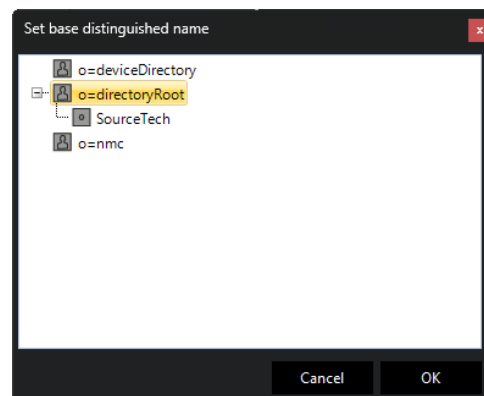
A time limit that restricts the maximum time (in seconds) allowed for a Search. A value of zero in this field indicates that no client- requested time limit restrictions are in effect for the Search. Servers may also enforce a maximum time limit for the Search. Set to a lower or equal value to [Search timeout](#).

17.2.4.2 Search request size limit

A size limit that restricts the maximum number of entries to be returned as a result of the Search. A value of zero in this field indicates that no client-requested size limit restrictions are in effect for the Search. Servers may also enforce a maximum number of entries to return.

17.2.4.3 Set base distinguished name

Dialog to set base distinguished name. By setting base distinguished name you decide where the application will perform the search. Press the different folders to open a subfolder and select which folder you want the search to start in. Press OK to save the chosen folder.



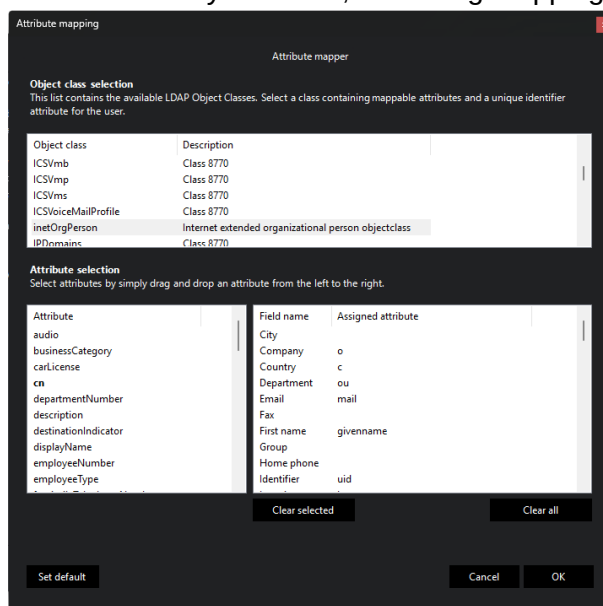
17.2.4.4 Attribute mapping

Attribute mapping must be done for the search to work. This is needed because the attribute from the LDAP server must be mapped to the available fields in Alcatel-Lucent 4059EE. This is done by binding attributes from the LDAP server to the data fields that exists in Alcatel-Lucent 4059EE.

With the installation of Alcatel-Lucent 4059EE pre-defined mapping templates are available. There are currently three templates; 8770, Active Directory and Google, just use the one suited for your configuration.

The files are located at %public%\Public Documents\Templates\Ldap.

One is suited for connection to OmniVista 8770 or 4760 and the other is suited for connection to Windows Active Directory. In these, a working mapping is already configured.



The mapping could be done without one of the files. But it is recommended that one of the templates are used as a base mapping. If more attributes should be mapped, other than the attributes in the template file(s), this can be mapped after the template file is imported.

OmniVista 8770/4760 or Windows Active Directory is used

1. *Object class* – List of the available object classes. Mark one to load the object class' attribute.
2. *Attribute* – Attribute selection. The list is loaded when an object class is selected. If an attribute is mapped the name is displayed in bold text.
3. *Mappings* – Consists of two tables. *Field name* is the available fields in Alcatel-Lucent 4059EE. *Assigned attribute* displays which attribute that are mapped against fields in Alcatel-Lucent 4059EE. If

Four fields are mandatory, these are first name, phone, surname and uniqueID. This must be mapped in order to be able to save the mapping.

In Alcatel-Lucent 4059EE there are 50 optional fields available for mapping.

4. *Clear selected* – Click to clear the selected mapping.
5. *Clear all* – Click to clear all mappings.
6. *Set default* – Revert changes to default value. The default value is a set of mapped that are specific for OmniVista 8770 or 4760.

17.2.4.5 Assign an attribute

To assign an attribute select the attribute (field 2) with the mouse, drag the attribute and drop it on the field name (field 3) you want to map. The attribute name is displayed in the column assigned attribute and the name in the attribute list is displayed in bold text.

17.2.4.6 Mapped search types

In the dialog with mapped search types there are different settings display in order to configure how each different search type should be used when searching.

Search type	Searchable	Selectable	Approximate	Search filter
Company	☒	☒	☐	Begins with
Country	☒	☒	☐	Begins with
Department	☒	☒	☐	Begins with
Email	☒	☒	☐	Begins with
First name	☒	☒	☐	Begins with
Location	☒	☒	☐	Begins with
Mobile	☒	☒	☐	Begins with
Name	☒	☒	☐	Begins with
Number	☒	☒	☐	Begins with
Phone	☒	☒	☐	Begins with
Postal address	☒	☒	☐	Begins with

1. **Search type** – The list displays all of the search type that are mapped against a LDAP attribute in [Attribute mapping](#).
2. **Searchable** – Tick the box to set the type as searchable. This means that when a search is done (in the search field *Search*) the search will be made on that type that are enabled as *Searchable*. In this case the search field *Home phone* will be excluded in a search since it is not marked as *Searchable*.
3. **Selectable** – Tick the box to set that the search type can be selected. This means that the search type is displayed and can be chosen in the search list.
4. **Approximate match** – This setting enables or disables Approximate match for the different search types. When this is enabled the search will include results that are seen as an approximate match, for example include results where the spelling of the name is different. Example, a search on the surname *Ingelsson* can be found typing *Ingelson*. In order for this to work the LDAP server must have support for Approximate match.
5. **Filter** – There are four different types of filter and the filter decides how the search will be carried out for the search type. It is important that the configuration of filters is correct in order for the operator to get results back from the Ldap server. Down below there are examples how a search should be made depending on the different filters.
 - a. **Equals** – The input in the search field must be exactly the same value as the result. Searching for the department *Support* means that the input in search field must be *Support*.
 - b. **Begins with** – The input in the search field must start with the same as the value in the result. Searching for the department *Support* can be found by searching on *Supp*.
 - c. **Ends with** – The input in the search field must end with the same as the value in the result. Searching for the department *Support* can be found by searching on *port*.
 - d. **Contains** – The input in the search field must contain a part of the same information as the value in the result. Searching for the department *Support* can be found by searching on *supp*, *upp*, *port*.

17.2.4.7 Import and export

The import item dialog is used to restore/load ldap settings and mappings from a file or on another operator PC. To import, click *Import*. This will bring up a Windows Open file dialog. Choose the file and click open to execute the import. The files that can be used for import are *.Imap.

If the import resulted in success, the settings and mapping are loaded.

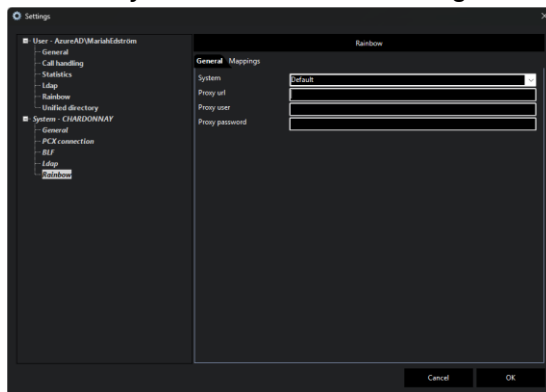
The export is used to save the Ldap settings and mappings to a file in order to use it as a backup or import settings and mappings from another PC. To export click *Export*. This will bring up a Windows Save As dialog. Enter the preferred name of the file and click save to execute the export. The exported file will be saved as *.Imap.

17.2.5 Rainbow system

17.2.5.1 General

Alcatel-Lucent 4059EE can be integrated with Rainbow and the ability to use different Rainbow systems are supported.

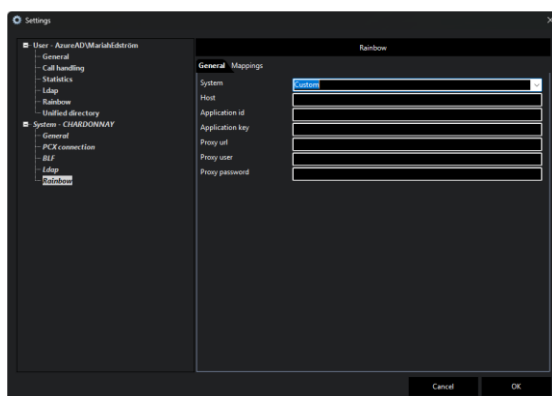
Rainbow system is defined in settings located at *System settings – Rainbow*.



Select the right system in the drop-down list. There are three options: *Default*, *Rainbow China* and *Custom*.

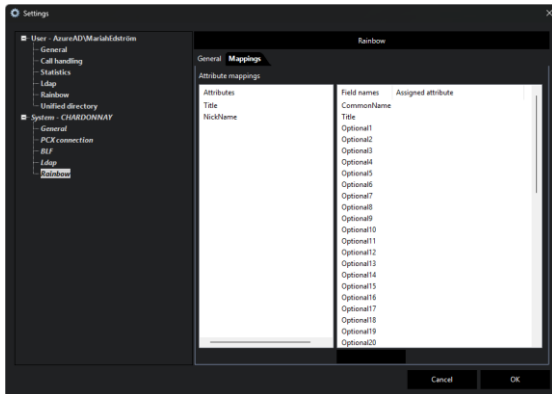
If a Proxy is to be used, specify url. Enter user and password only if required.

Under *User settings > Rainbow*, you specify which account to use in the selected Rainbow system.



To specify a *Custom* system, *Host*, *Application id* and *Application key* must be specified.

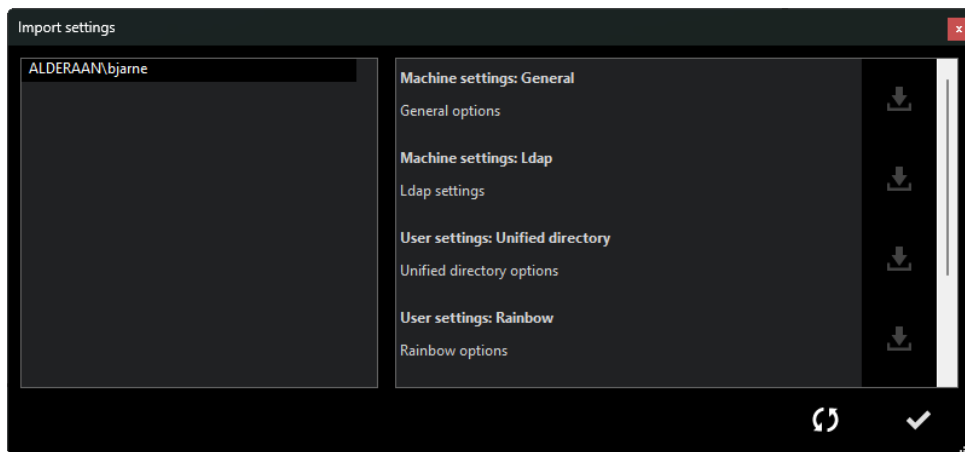
17.2.5.2 Rainbow attribute mappings



To assign a Rainbow attribute, drag an attribute and drop it into a field name. Available attributes are title and nickname.

17.3 Import settings

Import settings gives you the option to select parts of another user's settings, the requirement is that the other machine is on the same IP network and same application version. To open import dialog, go to *Settings – Import Settings*.



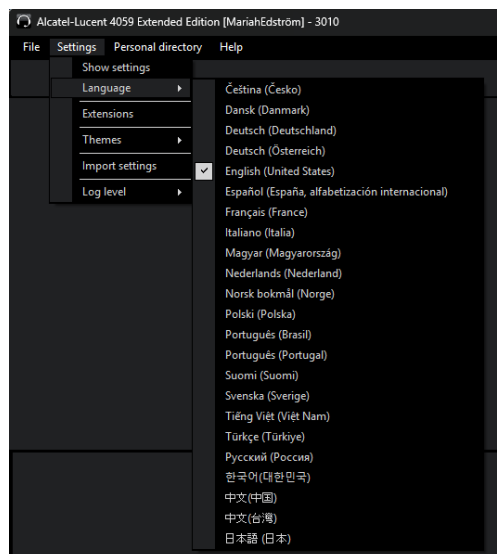
1. *List* – List of available Alcatel-Lucent 4059EE. The name of the Alcatel-Lucent 4059EE is *machine name\user*.
2. *Available Setting* – User and machine setting of the selected Alcatel-Lucent 4059EE.
3. *Download* – Click on the icon to download the settings. The settings are automatically loaded when downloaded.
4. *Reload* – Reloads settings to download the settings again.
5. *Close* – Click to close the dialog, the application will be restarted.

Note! Import settings is not available when the operator is enabled with multi instance.

18 Language

You can quickly change the language used in the application from the settings menu, *Settings > Languages*.

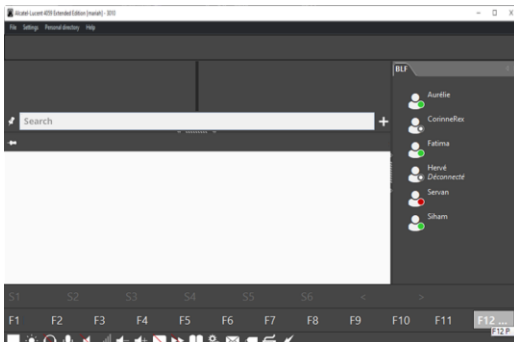
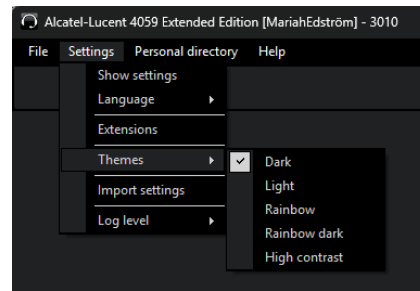
Some texts, user messaging, guide/service mode dialogs are defined in "Guide mode". The picture does not necessarily show all languages installed in your system.



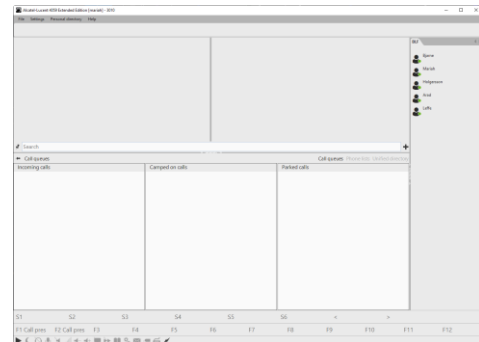
19 Themes

Alcatel-Lucent 4059EE comes with different color themes, named *Dark*, *Light*, *Rainbow*, *Rainbow dark* and *High contrast*. You can change the theme in the application from the settings menu, *Settings > Themes*.

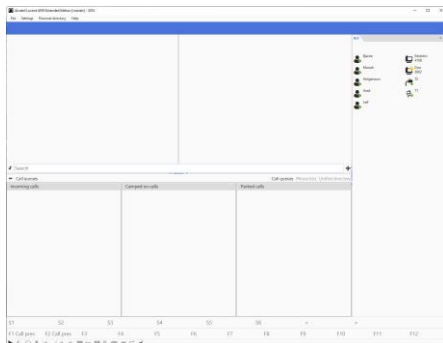
Select colors carefully, as the background varies depending on the theme.



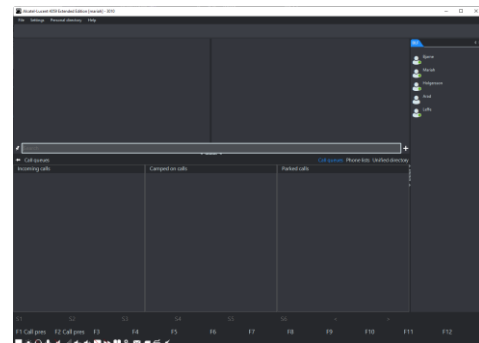
Overview shot of Alcatel-Lucent 4059EE application with the color theme, *Dark*



Overview shot of Alcatel-Lucent 4059EE application with the color theme, *Light*



Overview of Alcatel-Lucent 4059EE application with the color theme, *Rainbow*



Overview of Alcatel-Lucent 4059EE application with the color theme, *Rainbow dark*

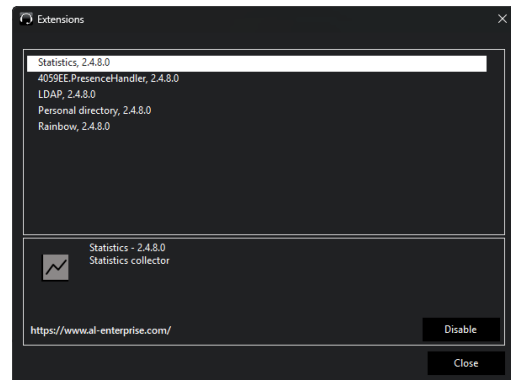


Overview of Alcatel-Lucent 4059EE application with the color theme, *High contrast*

20 Extensions

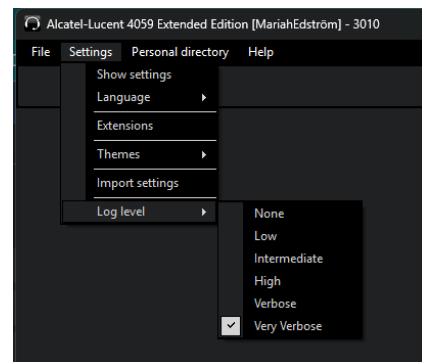
In the Extensions window you will see all installed plugins and providers

1. *Extension list* – All extensions are displayed in a list, separated between Plugins and Providers. When an extension is disabled, the names are displayed in red color.
2. *Extension details* – Here you will see details about the selected extension. To disable (or enable) extension click at the button *Disable (Enable)*.
3. *Close* – Closes the dialog without saving.

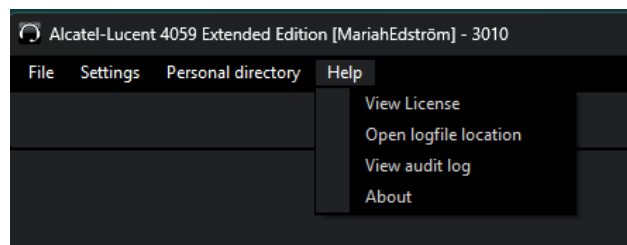


21 Log level

The application saves events to a set of rotating log files in order to be able to track problems if they occur. The default level is "None" and there is no reason to change it unless a technician requests it.



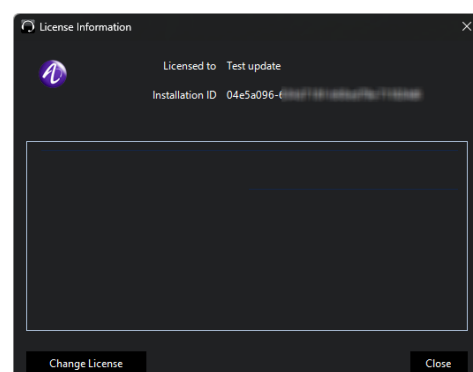
22 Help menu



The help menu is located at the application menu and from this menu it is possible to access the log file catalog, view the license, view audit and see information about the application.

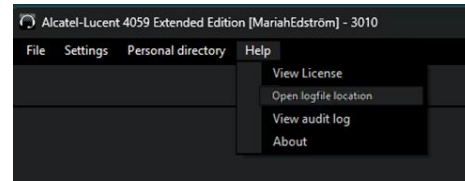
22.1 License information

1. *Licensed to* – Displays to which customer the Alcatel-Lucent 4059EE is licensed to. By default, the application is licensed to ALE Generic.
2. *Installation ID* – The application's unique installation ID, used for license creation.
3. *Installed modules* – List of installed plugin and features.
4. *Change license* – Brings up dialog to browse for a new license.
5. *Close* – Close the dialog without changing.



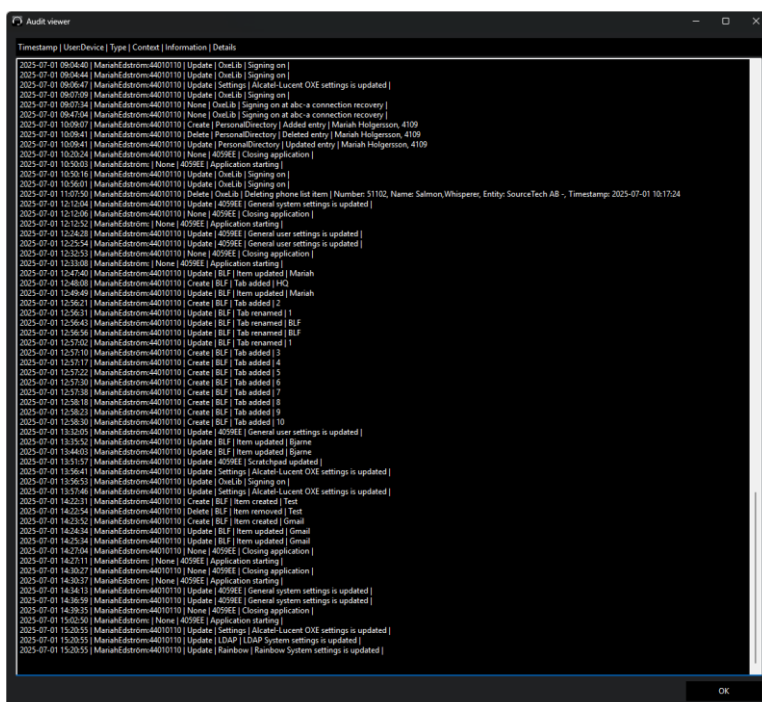
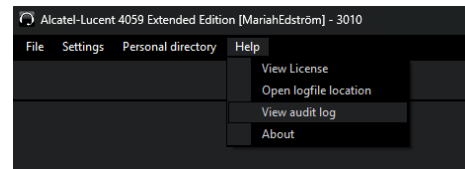
22.2 Log file location

When pressing the option "*Open logfile location*" a window from the folder where the logfiles are stored will be opened.



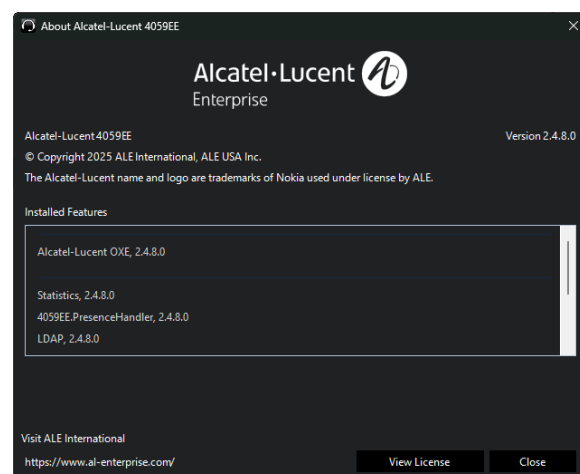
22.3 View audit

Press "*View audit log*" to open the audit viewer dialog. It contains information on modifications that the user has made in the system.



22.4 About

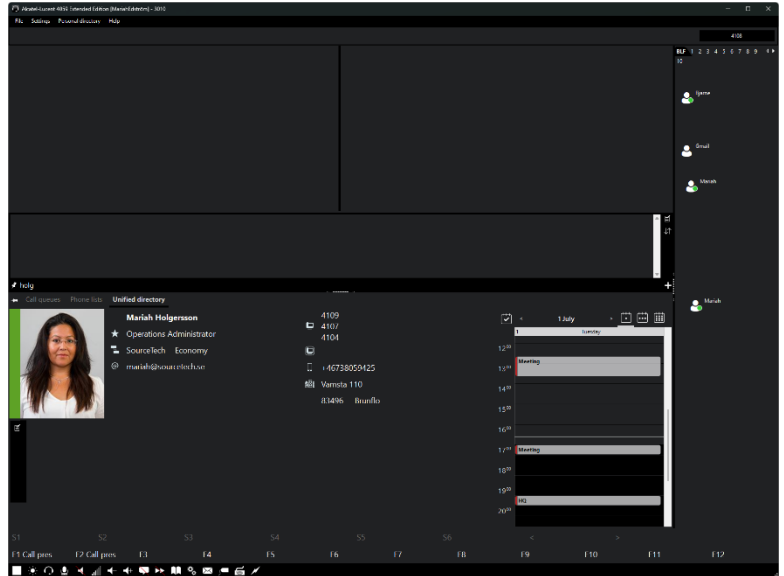
- *About information* – Application name and version.
- *Installed features* – Displays the installed features for Alcatel-Lucent 4059EE.
- *Link* – Link to visit ALE International on the web.
- *View license* – Brings up the [license information dialog](#).
- *Close* – Close the dialog without changing.



23 Calendar lookup*

With the calendar integration, the operator can retrieve calendar appointments for a specific user*.

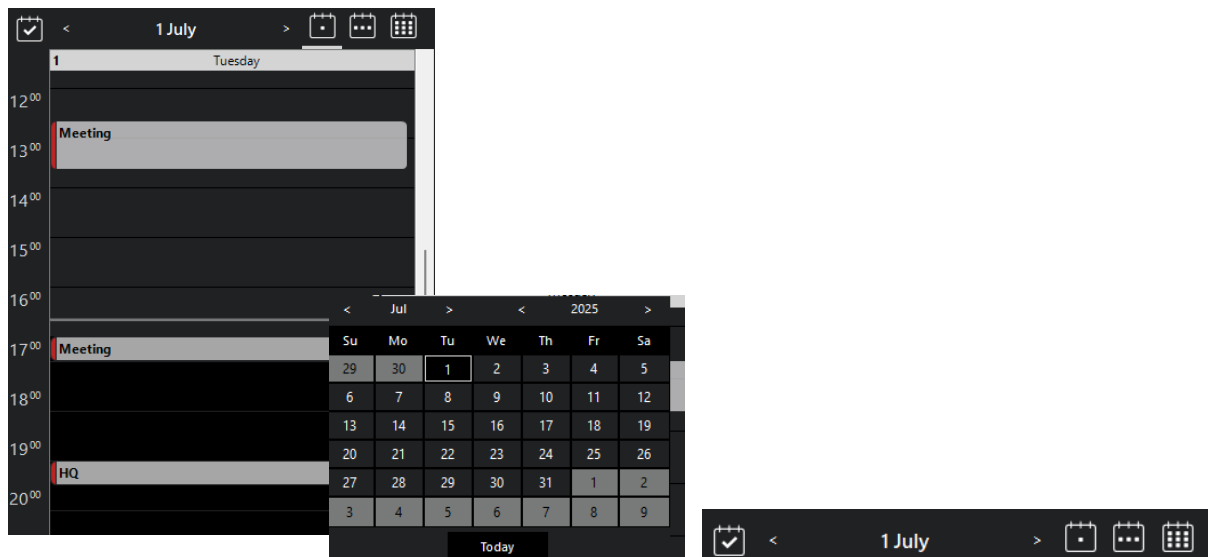
The calendar lookup is done when a user's detail view is displayed. You can choose between day, week and month view.



Only subject and location are displayed as information about the meeting. When the appointment is flagged as private, the subject and location is shown as “***”

The Busy status of the meeting is shown on the left side and colored as;

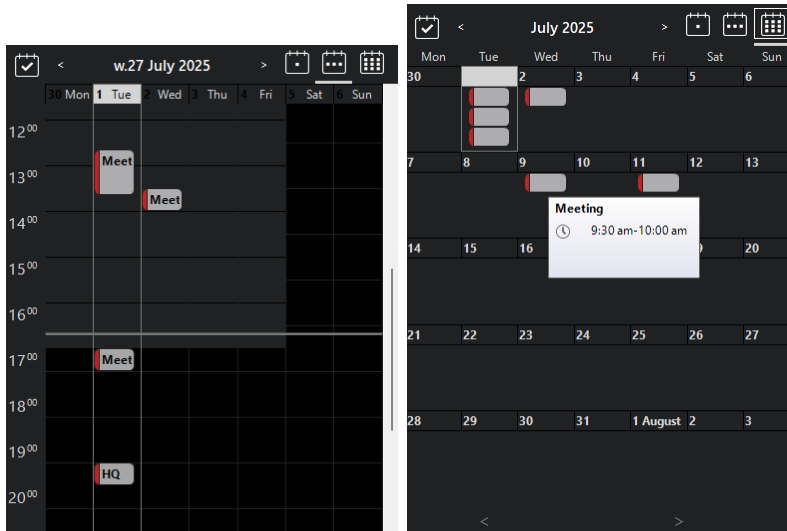
- Busy = red
- Out Of Office = purple
- Free = white



Use the arrows to navigate to another day in the calendar or use the calendar icon to bring up a calendar picker. To change day, week or monthly view, click on the calendar icon that matches the view you want to see.

23.1 Weekly view or monthly view

In the weekly or monthly view you get a quick overview. To get more detailed information, hover the mouse pointer over a selected calendar event, a tool tip shows more information. The monthly view doesn't show the appointment content, use the tool tip for more information.



* *SourceTech Presence Service is required for calendar integration.*

Appendix A – Keyboard layout

1 Introduction

The Alcatel-Lucent 4059EE come with predefined mappings for standard keyboard as well as the special Alcatel-Lucent USB keyboard. You can also make your own mapping if you would like to have another mapping than default.

2 Standard keyboard

4059EE can be used with a standard keyboard. This section covers keys and functions with the default layout. For explanation for the individual keys look in the section of keyboard functions.



2.1 Clear Input



General key – The Escape Key sets the focus to, and clears the input field / search field.

2.2 Switch Over



General key – The Pause Break key toggles between the 4059EE and the most recent used windows application.

2.3 S-Keys/F-Keys



These dynamic keys are used to reach special functions provided by the Alcatel-Lucent OmniPCX Enterprise. Their current mapping is shown in the "S-Keys tool bar" and "F-Keys tool bar" respectively.

2.4 Redial



Redial the last number.

2.5 Call control



Used for call handling

2.6 Call handling



The numeric keypad is used for the call handling

3 Alcatel-Lucent USB Keyboard

This section covers the keyboard layout used with Alcatel-Lucent USB Keyboard.



3.1 S-Keys



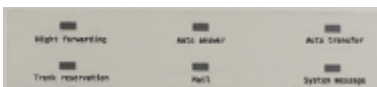
These dynamic keys are used to reach special functions provided by the Alcatel-Lucent OmniPCX Enterprise. Their current mapping is shown in the "[S-Keys tool bar](#)"

3.2 Clear input



General key – Escape Key sets the focus to, and clears the input field / search field

3.3 Status LED's



The LED status field on the keyboard provides information on the system status.

The LED's status is also represented on the status bar.

3.4 Audio keys



The audio keys control the audio functions on the associated set.

3.5 Switch over key



General key – Toggles between the Alcatel-Lucent 4059EE and the previously active windows application.

3.6 F-Keys



These dynamic keys are used to invoke special functions provided by Alcatel-Lucent OmniPCX Enterprise. Their current mapping is shown in the "F-Keys tool bar".

3.7 Phone list key



Displays the phone list and redial the last call.

3.8 Call handling

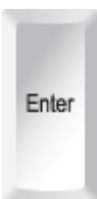
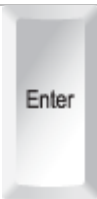


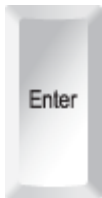
These keys are used for the call handling.

4 General keys

Function			Description
Operator switch over			Toggle between the Alcatel-Lucent 4059EE and the recently active application.
			4059EE is currently not active.
Clear/reset			Set focus to, and clears the input field .

5 Call handling

Function			Description
Answer		 <i>Next call</i>  <i>Internal</i>	Answer the first call in the queue. (Internal and external) The priority is configured in the Alcatel-Lucent OmniPCX Enterprise. <i>For Alcatel-Lucent keyboard there is a separate key available for internal calls.</i>
Release			Release the active call.
Alternate call			Broker / Alternate between active calls.
Transfer			Transfer a call.
Cancel enquiry			Cancel the enquiry.
Ring extension			Call the selected set.

Answer camped calls			Answer camped on and parked calls.
Make call	Number + 	Number + 	To make a call, start by enter the phone number and press the call key. For external calls, start with the trunk prefix.

6 Call list keys

Function			Description
Redial			Redial the last dialed external number. *Requires that number length is set to > 0
Phone list / Call log			Open the phone list / call log window.

7 S-keys

There are six dynamic S-Keys per page. The functions associated with the keys depend on the status of the call in progress and are shown in the S-Key toolbar. The < and > keys in the S-Key menu are used to browse between pages if they are available.

Function			Description
Activate the function	 +  to 	 to	Activates the function corresponding to the S-Key toolbar .
Next page			Go to next page (if available).
Previous page			Go to previous page.

8 F-keys

The F-Keys enable you to access keys that have already been programmed by the system in management, such as: call presentation, common hold, etcetera.

To select a function, press the key that corresponds to the function you require.

Function			Description
Activate the function	 to 	 to 	Activates the function corresponding to the text in the <u>F-Key tool bar</u> .

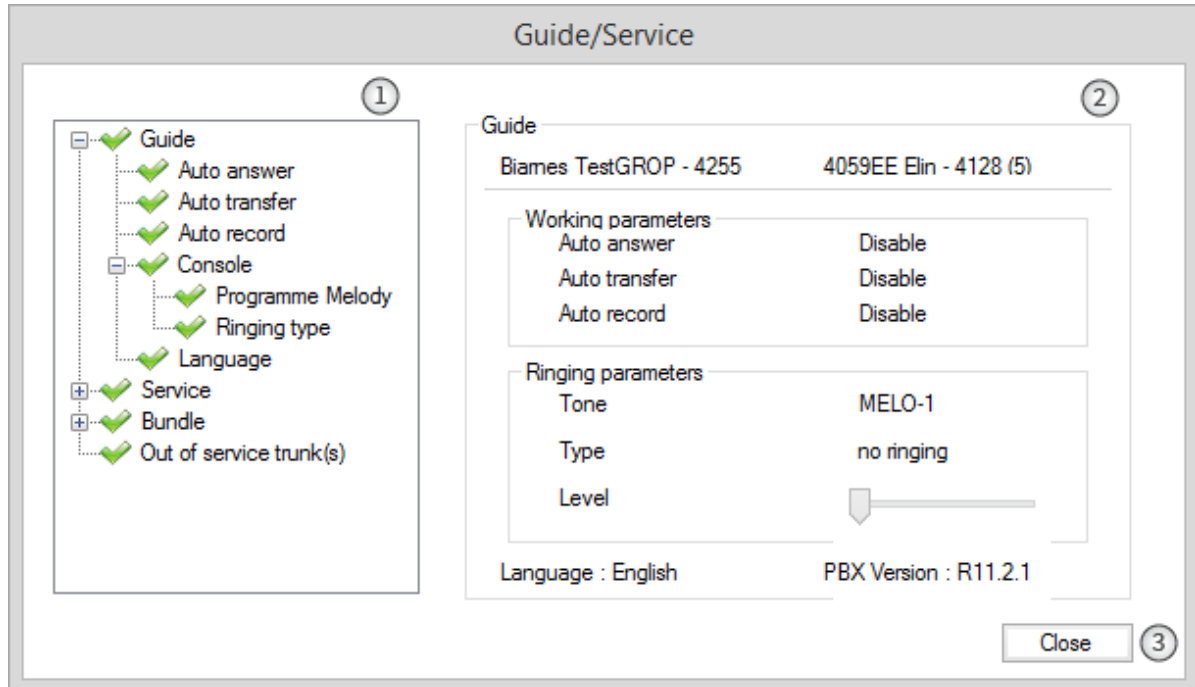
9 Audio keys

Function			Description
Hands free	Not mapped by default. Available in keyboard shortcuts .	 <i>Active</i>  <i>Inactive</i>	Control the hands free state.
Mute	Not mapped by default. Available in keyboard shortcuts .	 <i>Muted</i>  <i>Not muted</i>	Mutes the microphone.
Loudspeaker	N/A	 <i>Active</i>  <i>Inactive</i>	Activate / deactivate the loudspeaker.
Volume	Not mapped by default. Available in keyboard shortcuts .	 <i>Lower volume</i>  <i>Raise volume</i>	Adjust the volume.

Appendix B: Guide & Service Mode

1 Guide and Service window

Guide and service mode is accessed from the status bar in 4059EE by clicking the dedicated guide mode or service mode icons



1. *The tree view menu* – Here you select the feature you want to change by double click on the item.
2. *Feature configuration area* – In this area you see the settings for the feature that are selected in the tree view menu.
When Guide mode is opened, it will show a summary of all of Guide mode features

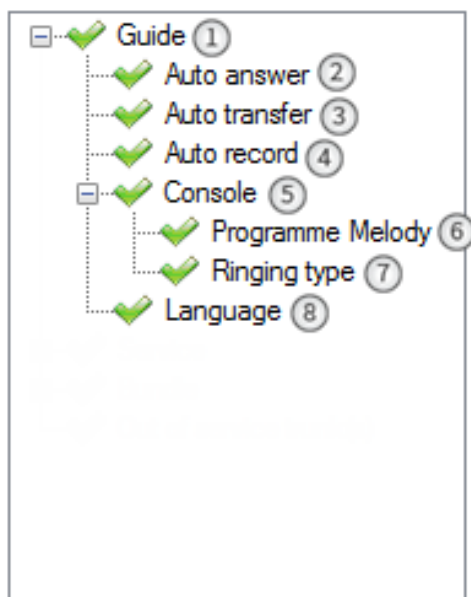
Apply

Apply button – When a setting/value has been altered its value is stored/saved by clicking *Apply*.
3.

Close

Close button – Closes window, setting changes that aren't saved/stored for the select feature will not be saved.

2 Guide mode tree view menu



1. *Guide* – Selected automatically when the guide mode is opened. A summary is shown on the left side of the window.
2. *Auto answer* – Enable or disable the automatic answer feature.
3. *Auto transfer* – Enable or disable the automatic transfer feature.
4. *Auto record* – Not used for 4059EE.
5. *Console* – Fold/unfold the console sub menu.
6. *Program melody* – Select the melody and ringing level.
7. *Ringing type* – Set the ringing type.

3 Guide

Guide mode is accessed from the status bar in 4059EE by clicking the guide mode button



The default Guide window opens each time Guide mode is opened. It displays the current settings for all the features under Guide mode.

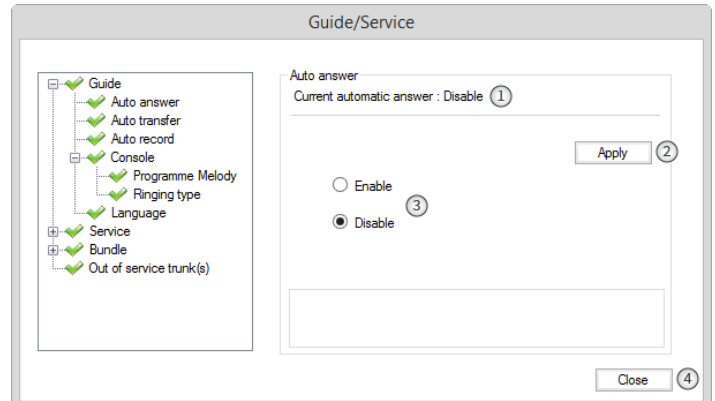


1. *Operator group name* – The name of the associated GROP.
2. *Operator set name* – The name of the associated phone set.
3. *Working parameters* – The parameters display the current status of the following features:
 - a. *Auto answer* – Displays the status of [automatic answer feature](#).
 - b. *Auto transfer* – Displays the status of [automatic transfer feature](#).
 - c. *Auto record* – Not used for 4059EE.
4. *Ringing parameters* – Show the current status for the following feature:
 - a. *Tone* – The current ringing melody.
 - b. *Type* – Ringing type.
 - c. *Level* – The volume of the ringing tone.
5. *Language* – The current language used for call handling.
6. *PBX version* – Displays the current versions of Alcatel-Lucent OmniPCX Enterprise.

4 Auto answer

Enable or disable automatic answering mode. When enabled, the auto answer feature allows the operator application to answer the incoming call automatically.

1. *Current automatic answer* – Show the current status (enabled or disabled).
2. [Apply button](#)
3. *Enable/Disable option* – Tick either box to enable or disable feature.
4. [Close button](#)

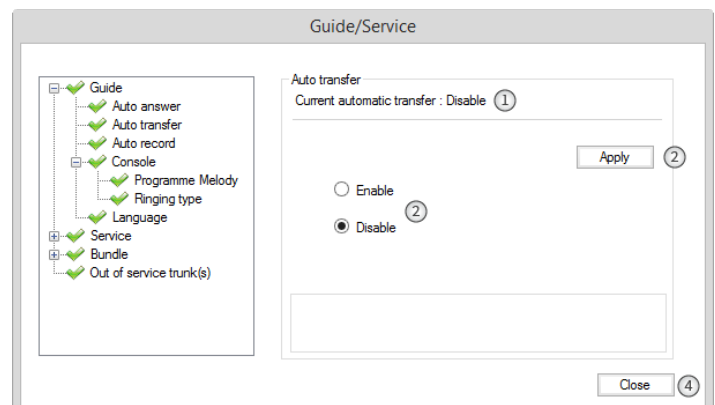


5 Auto transfer

Enable or disable automatic transfer mode. When enabled, the auto transfer feature allows for call routing to be carried out automatically when the attendant is finished dialing.

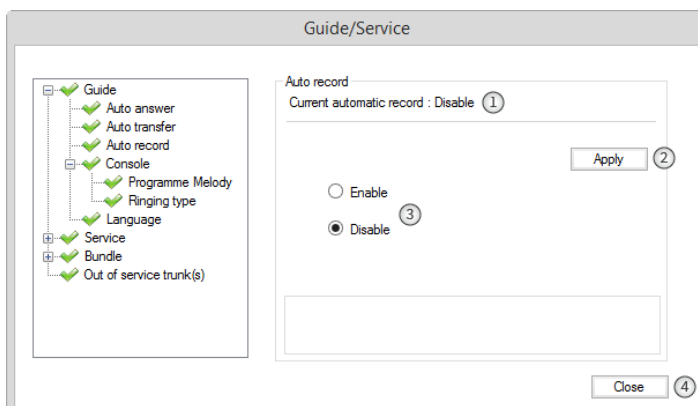
When auto transfer is disabled, you must press the transfer key to route the call.

1. *Current automatic transfer* – Show the current status (enabled or disabled).
2. [Apply button](#)
3. *Enable/disable option* – Tick either box to enable or disable feature.
4. [Close](#)



6 Auto record

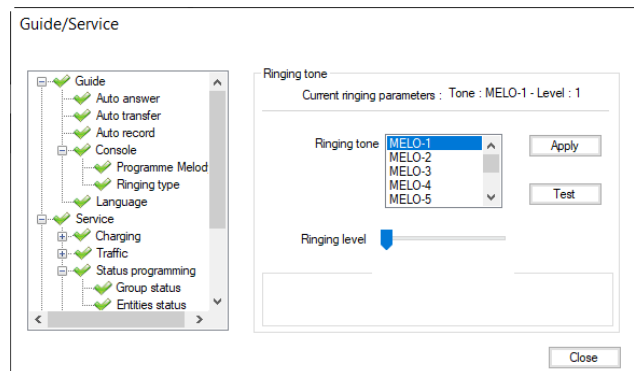
Not used for 4059EE.



7 Program melody

Here you can adjust the melody and the volume of the ringing tone.

To change the ringing tone:



- a. Select the ringing melody from the [Ringing tone list](#) by clicking it once.
- b. Listen to the selected tone by clicking the [Test button](#). The test plays until:
 - Another melody is selected.
 - or
 - A new feature is selected.
 - or
 - Guide mode is closed.
- c. Click the [Apply button](#) to accept the selection.
- d. Adjust the volume of the tone by selecting the [Ringing level indicator](#) and drag to the left (more quiet) or to the right (louder).
- e. When you are satisfied with your selection, click the [Close button](#).

1. *Current ringing parameters* – Displays the current status
2. *Tone* – Displays current *Tone* and *Level*.
3. *Ringtone* – List box with available ringtones.
4. [Apply](#)
5. [Test button](#) – Press to play the selected ringing tone.
6. *Ringing level* – Adjust the ringing volume level by dragging left for lower, and right to increase.
7. [Close](#)

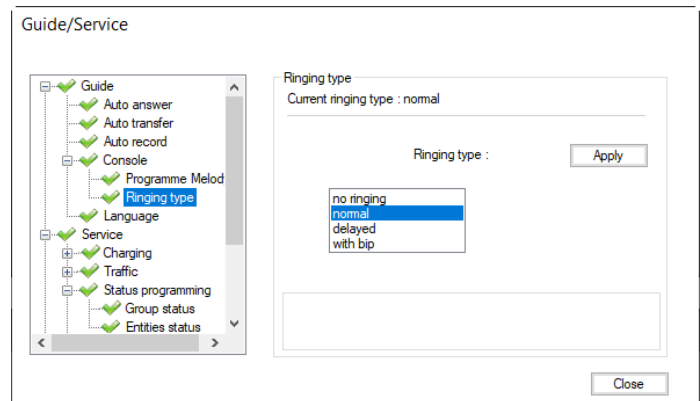
8 Ringing type

Here you can adjust the ringing type of your phone set.

Current ringing type – Displays the current ringing type

To set the *Ringing type*:

1. Select a ringing type from the list:
 - a. *No ringing* – Mutes the associated set's ringer
 - b. *Normal* – Selects the ringer that is activated when a call arrives.
 - c. *Delayed* – Selects the ringer which is activated, after a programmed time delay, when a call arrives.
 - d. *With beep* – Sends out a beep before activating the ringer when a call arrives.
2. Click [Apply](#).
3. Click [Close](#).

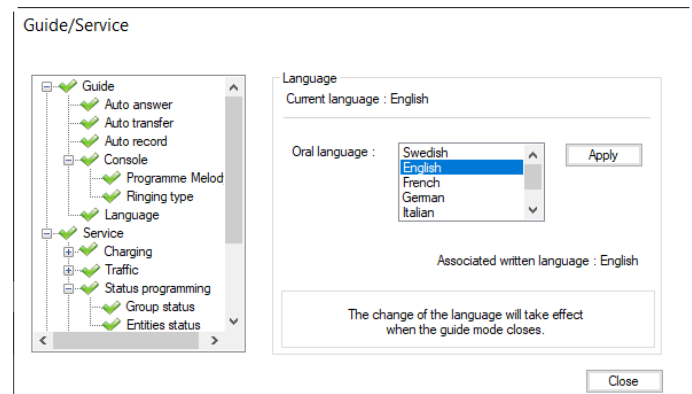


9 Language

You can select the language used to display information in the application from a predefined list.

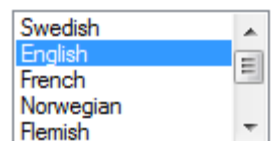
This only applies to the guide/service mode and user messaging dialogs.

Current Language – Displays the current set language



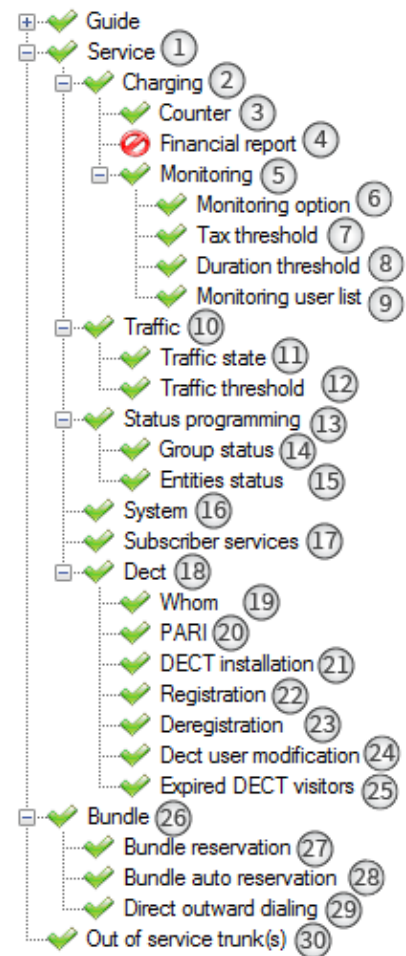
To change language:

- a. Select the desired language in the list
- b. Click [Apply](#).
- c. Click [Close](#). The change is applied when the Guide mode session is closed.



10 Service mode tree view window

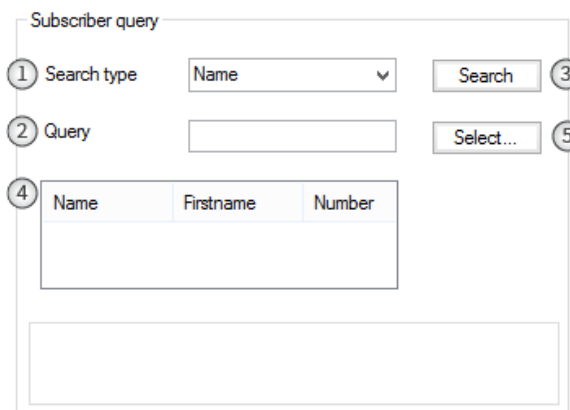
1. *Service* – Selected automatically when the service mode is opened. A [summary](#) is shown on the left side of the window.
2. *Charging* – Under the *Charging* option, the attendant can access *Counter*, *Financial report*, and *Charging Monitoring*.
3. [Counter](#) – The counter is used to track calls on a per-user or per-node basis. Because the counter is typically used for billing purposes, it is recommended that the system administrator password protect the data in the counter.
Double click counter to open the user query panel.
4. [Financial report](#) – Double click *Financial report* to open the Financial report panel.
5. *Monitoring* – Open options for *Monitoring*, *tax threshold*, *Duration threshold* and *Monitoring user lists*.
6. [Monitoring option](#) – Double click *Monitoring Option* to open the Monitoring Option panel.
7. [Tax threshold](#) – Double click *Tax threshold* to open the Cost threshold panel.
8. [Duration threshold](#) – Double click *Duration threshold* to open the Cost threshold panel.
9. *Monitoring user list* – Double click the *Monitoring users list* to open the Monitoring user list panel.
10. *Traffic* – Open options for *Traffic state* and *Traffic threshold*.
11. *Traffic state* – Double click *Traffic state* to open the Traffic state panel.
12. *Traffic threshold* – Double click *Traffic threshold* to open the Traffic threshold panel.
13. *Status programming* – Opens options for Group and Entities status.
14. *Group status* – Double click *Group status* to open the Group status panel.
15. *Entities status* – Double click *Entities status* to open the Entities status panel.
16. *System* – Double click *System* to open the System panel.
17. *Subscriber services* – Double click *User services* to open the Subscriber query panel.
18. *Dect* – Opens options regarding Dect.
19. *Whom* – Double click *Whom* to open the IPU (International Portable User Identification) panel.
20. *PARI* – Double click *PARI* (Primary Access Right Identification) to open the PARI panel.
21. *Dect installation* – Double click *DECT installation* to open the User query panel.
22. *Registration* – Double click *Registration* to open the Wireless set registration panel.
23. *Deregistration* – Double click *Deregistration* to open the User query panel.
24. *Dect user modification* – Double click *Dect user modification* to open the User query dialog box.



25. *Expired DECT visitors* – Double click *Expired DECT visitors* to open the Expired wireless visitors panel.
26. *Bundle* – Open options for *bundle reservation*, *bundle auto reservation* and *Direct outward dialing*.
27. *Bundle reservation* – Double click *Trunk group* reservation to open the Trunk group reservation panel.
28. *Bundle auto reservation* – Double click *Trunk Group* to open the Bundle auto reservation panel and display the trunk group configuration.
29. *Direct outward dialing* – Double click *Direct outward dialing* to open the Direct outward dialing panel.
30. *Out of service trunk(s)* – Double click *Out-of-service trunk(s)* to open the Out-of-service trunk(s) panel.

11 Subscriber query

Throughout Service mode a Subscriber query dialog is used for searching for user.



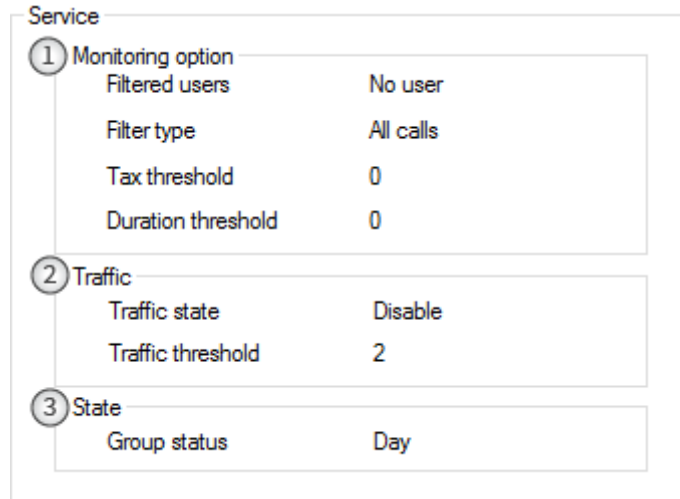
The image shows a 'Subscriber query' dialog box. It contains a 'Search type' dropdown menu with 'Name' selected, a 'Search' button, a 'Query' text field, a 'Select...' button, and a table with columns 'Name', 'Firstname', and 'Number'. The table is currently empty. There are numbered callouts 1 through 5 pointing to the 'Search type' dropdown, the 'Query' field, the 'Search' button, the table, and the 'Select...' button respectively.

1. *Search type* – Select the type of search you will be using from the drop down list.
Available search types are:
 - a. Name
 - b. Initials
 - c. Name – Firstname
 - d. Number
2. *Query* – Enter the search parameters in the query field.
3. *Search* – Click on search button 
4. *Result list* – All users who meet the search criteria are listed in the result list.
5. *Select* – Click select to open/add the marked appropriate user from the result list.

12 Service

Access the service mode from the status bar by a click at the service mode button 

The default Service window opens each time Service mode is opened. It displays the current settings for some features in Service mode.



The screenshot shows a 'Service' window with three numbered sections. Section 1, 'Monitoring option', contains 'Filtered users' (No user), 'Filter type' (All calls), 'Tax threshold' (0), and 'Duration threshold' (0). Section 2, 'Traffic', contains 'Traffic state' (Disable) and 'Traffic threshold' (2). Section 3, 'State', contains 'Group status' (Day).

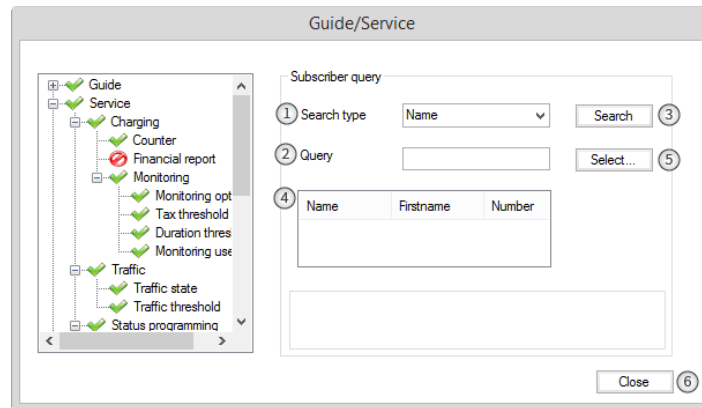
Service	
1 Monitoring option	
Filtered users	No user
Filter type	All calls
Tax threshold	0
Duration threshold	0
2 Traffic	
Traffic state	Disable
Traffic threshold	2
3 State	
Group status	Day

1. *Monitoring options* – Current options set for monitoring.
 - a. *Filtered users* – Displays current filtered user to monitor.
 - b. *Filter type* – Displays current filter set for monitoring.
 - c. *Tax threshold* – Displays current set tax threshold.
 - d. *Duration threshold* – Displays current set duration threshold.
2. *Traffic* – Displays current set options for traffic state and traffic threshold
 - a. *Traffic state* – Displays current set state for traffic (Enabled or Disabled).
 - b. *Traffic threshold* – Displays current set traffic threshold.
3. *State* – Displays group state.
 - a. *Group state* – Displays current set status for the group

13 Counter

The counter is used to track calls on a per-user or per-node basis. Because the counter is typically used for billing purposes, it is recommended that the system administrator password protect the data in the counter.

To search for a user, provide the following information:

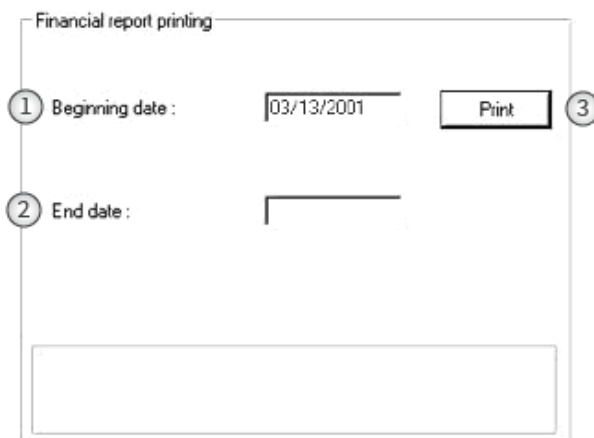


1. *Search type* – Select the type of search you will be using from the drop down list.
Available search types are:
 - a. Name
 - b. Initials
 - c. Name – Firstname
 - d. Number
2. *Query* – Enter the search parameters in the query field.
3. *Search* – Click on search button 
4. *Result list* – All users who meet the search criteria are listed in the result list.
5. *Select* – Click select to open the marked appropriate user from the result list. This launches a dialog box containing information about the user's call history. When you have finish extracting information, you can:
 - a. Click  – Resets all the counters
 - b. Click  – Return to the user query panel for a new user search.
6. *Close*

14 Financial report

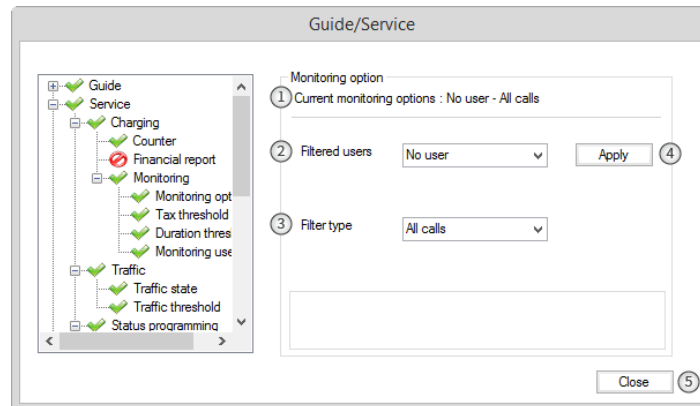
The Financial Reports window allows users to search and sort financial data in many different ways to generate reports. This information is often priority, so it is recommended that the administrator limit access to this window.

1. *Beginning date* – Enter the preferred start date of the financial report.
2. *End date* – Enter the preferred end date of the financial report.
3. *Print* – Click on  to print the report.



15 Monitoring options

The Monitoring option allows the attendant to create filters, or screening scenarios, that screen or monitor particular users. Users can be monitored or screened individually or as part of a group. Specific calls can also be monitored, such as those of a specified duration or cost.



1. *Current monitoring options* – Displays current active options, Filtered users – Filter type

To set up a monitoring profile.

2. *Filtered users* – Select who is to be monitored from following options:
 - a. *No users* – no user activity will be monitored.
 - b. *All users* – all user activity will be monitored.
 - c. *Users in the list* – the attendant creates a list of users to monitor.
3. *Filter type* – Set which type that should be tracked and analyzed:
 - a. *Duration* – all calls equal to or longer than a specified length of time will be monitored (Duration Threshold).
 - b. *Cost* – all calls which meet or exceed a pre-defined cost will be tracked (Cost Threshold).
 - c. *By cost and duration* – both of the above criteria will be applied. All calls – all calls will be monitored.
4. [Apply](#)
5. [Close](#)

16 Tax threshold

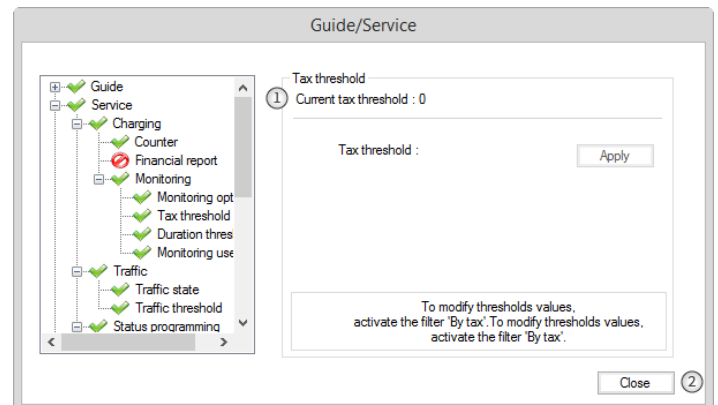
The operator or a user authorized by the system administrator can determine and change the cost threshold.

1. *Current tax threshold* – Shows the current threshold.

2. [Close](#)

To change cost threshold

- a. Enter a new value in appropriate field.
- b. Click [Apply](#)



17 Duration threshold

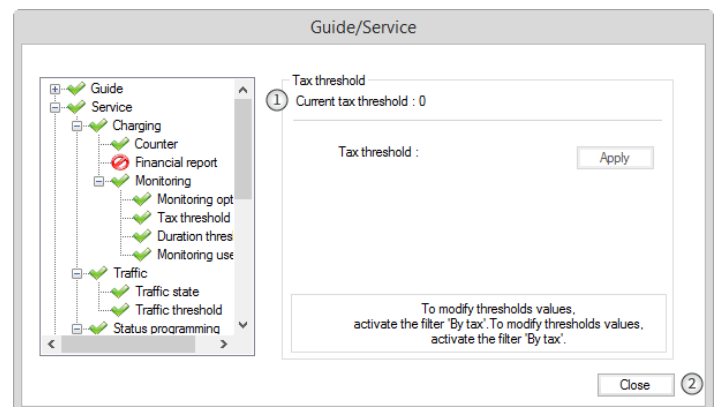
The attendant or a user authorized by the system administrator can determine and change the duration threshold.

1. *Current duration threshold* – Shows the current threshold.

2. [Close](#)

To change the duration threshold:

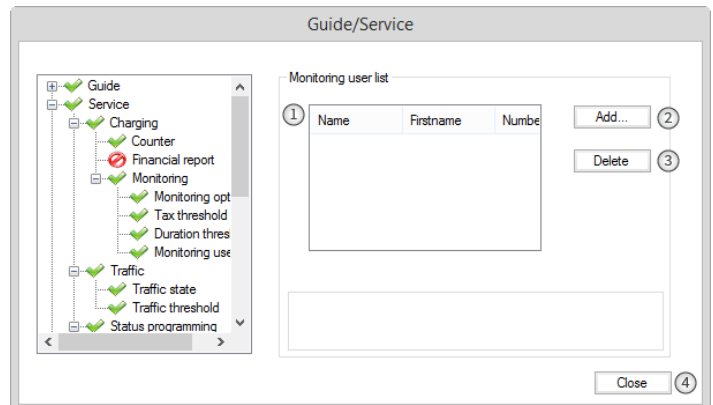
- a. Enter the new tax threshold in the appropriate field.
- b. Click [Apply](#).



18 Monitoring user list

Monitoring user's is used to display or alter the screening list.

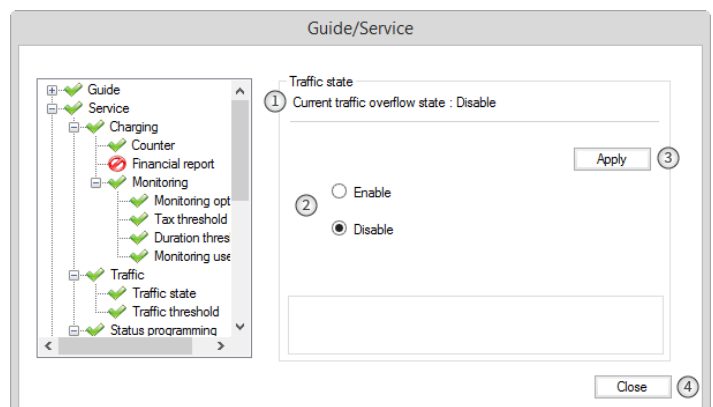
1. *Monitoring user list* – Lists the added user.
2. *Add* – Opens the [user query panel](#).
3. *Delete* – Deletes the select user from the list.
4. [Close](#).



19 Traffic state

Traffic State is used to monitor network activity and enable or disable the group call overflow feature.

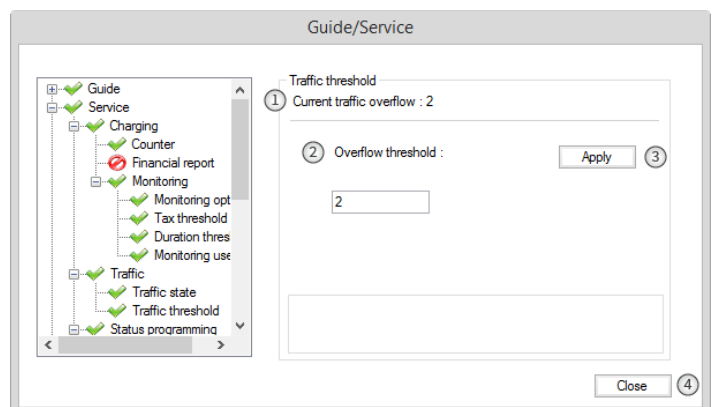
1. *Current status* – Shows the current status for traffic state.
2. *State selection* – Tick for preferred state (Enabled or Disabled).
3. [Apply](#)
4. [Close](#)



20 Traffic threshold

Traffic threshold is used to monitor or modify the group call traffic threshold.

1. *Current traffic threshold* – Displays the current set threshold.
2. *Overflow threshold* – Enter the preferred overflow threshold.
3. [Apply](#)
4. [Close](#)



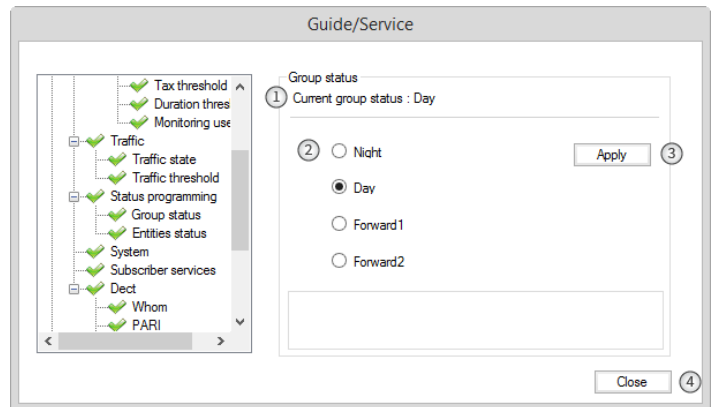
21 Group status

Change the status of the group.

Note: The window includes 4 separate services which may require the attendant password, or which may be restricted separately.

Note: If a service requires a password, and the password has not been entered since service mode where opened, a dialog box opens after clicking [apply](#). Enter the attendant password to enable the selected mode.

1. *Current group status* – Displays the current set group status
2. *Group status* – Tick the box of the preferred status for the group. The available status are:
 - a. *Night*
 - b. *Day*
 - c. *Forward1*
 - d. *Forward2*
3. [Apply](#)
4. [Close](#)

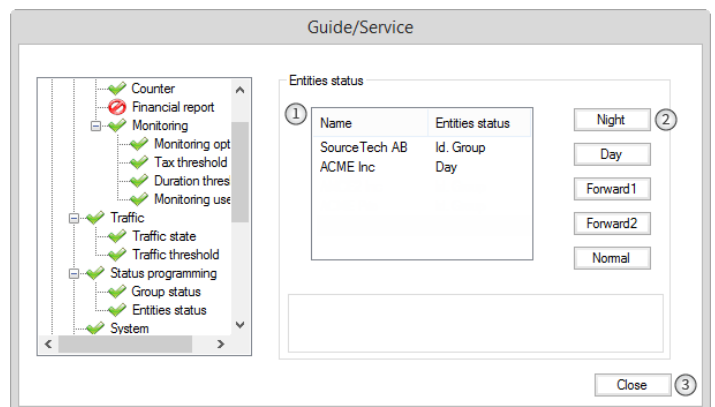


22 Entities status

The Entities Status is the feature that allows the attendant to view the current list of entities.

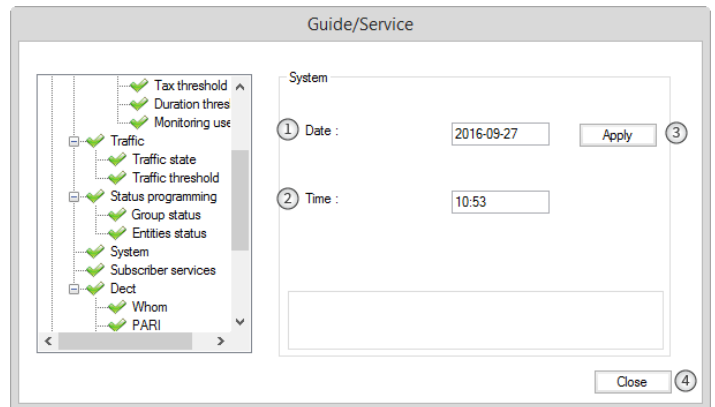
Note: The window includes 4 separate services which may require the attendant password, or which may be restricted separately.

1. *Entity list* – List with all available entities
2. *Entity status buttons* – The available options are:
 - a. *Night*
 - b. *Day*
 - c. *Forward1*
 - d. *Forward2*
 - e. *Normal* – Set the status to follow the status of the operator group.
3. [Close](#)



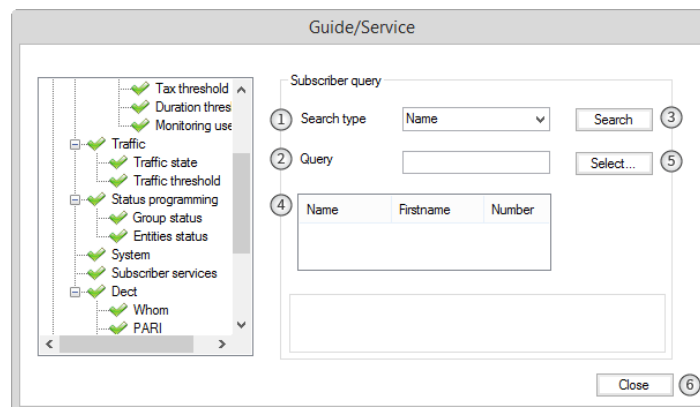
23 System

1. *Date* – Enter the current date.
2. *Time* – Enter the current time.
3. [Apply](#)
4. [Close](#)



24 Subscriber

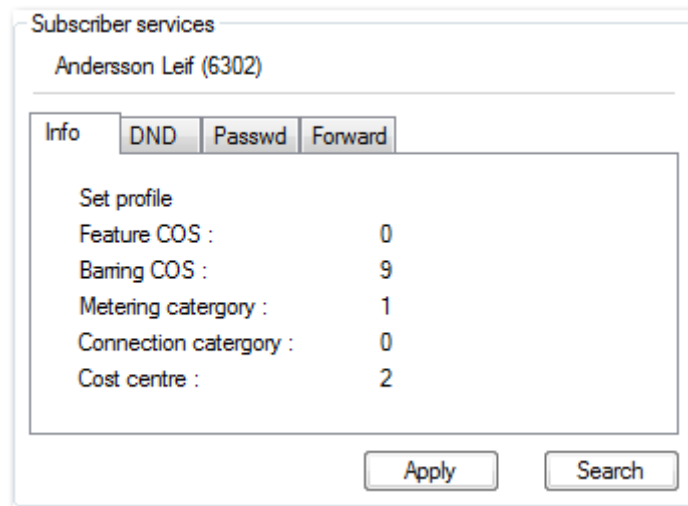
The counter is used to track calls on a per-user or per-node basis. Because the counter is typically used for billing purposes, it is recommended that the system administrator password protect the data in the counter.



To search for a user, provide the following information:

1. *Search type* – Select the type of search you will be using from the drop down list.
Available search types are:
 - a. Name
 - b. Initials
 - c. Name - Firstname
 - d. Number
2. *Query* – Enter the search parameters in the query field.
3. *Search* – Click on search button 
4. *Result list* – All users who meet the search criteria are listed in the result list.
5. *Select* – Click select to show the subscribers services from the selected user in the subscriber services details. This launches the subscriber services window for the user. When you have finish extracting information, you can:
 - a. Click  – Resets all the counters
 - b. Click  – Return to the user query panel for a new user search.
 - c. Click 
6. [Close](#)

25 Subscriber services window



Subscriber services

Andersson Leif (6302)

Info DND Passwd Forward

Set profile

Feature COS :	0
Barring COS :	9
Metering category :	1
Connection category :	0
Cost centre :	2

Apply Search

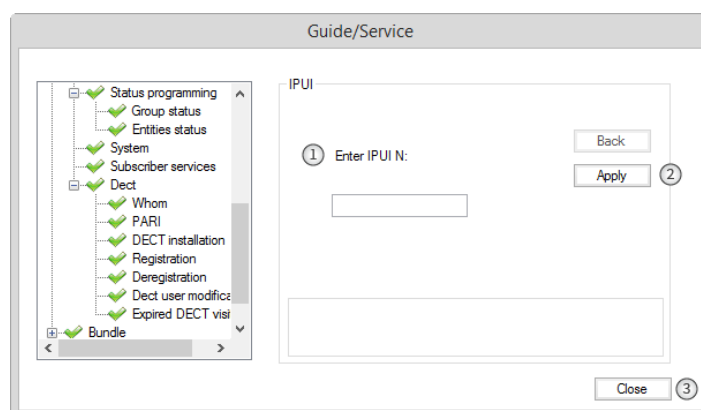
Click one of the following service tabs:

Any changes made to the service take effect when the attendant selects a new service or clicks apply.

1. *Info* – Displays the user's configuration, such as the user billing center, the operating categories, metering, etc.
2. *DND* – Activates the Do Not Disturb feature in the box reserved for this purpose on the user set.
3. *Passwd* – The user resets the set password in the box reserved for this purpose. If the user does not have a password, the editing box is dimmed.
4. *Forward* – The user selects the type of the forward from the following list:
 - a. *No Forward*
 - b. *Active Immediate*
 - c. *Unconditional Forward*
 - d. *Forward on Busy*
 - e. *Forward on No Answer*
 - f. *Forward Main lines*
 - g. *Forward Secondary lines*

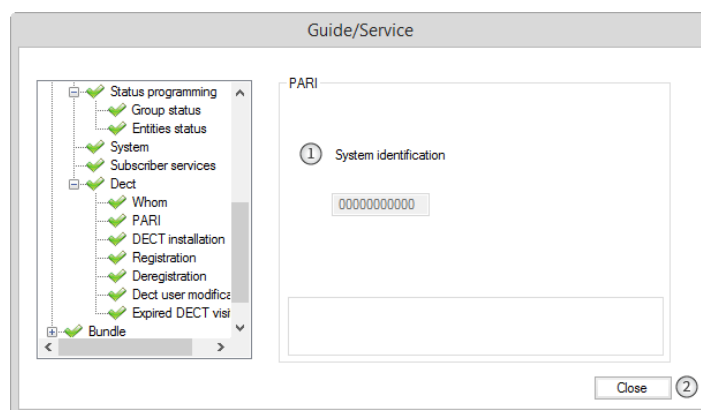
26 Whom

1. *IPUI number* – Enter the IPUI number of the set.
2. [Apply](#).



27 PARI

1. *System identification* – The system identification number associated with the wireless set displays.
2. [Close](#).



28 DECT installation

This is obsolete

29 Registration

This is obsolete

30 Deregistration

This is obsolete

31 DECT user modification

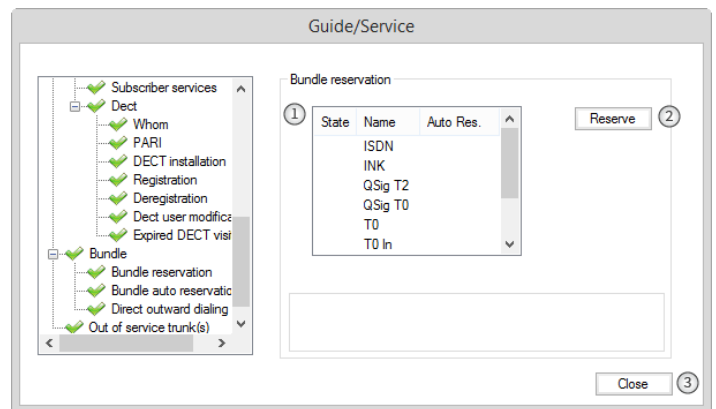
This is obsolete

32 Expired DECT visitors

This is obsolete

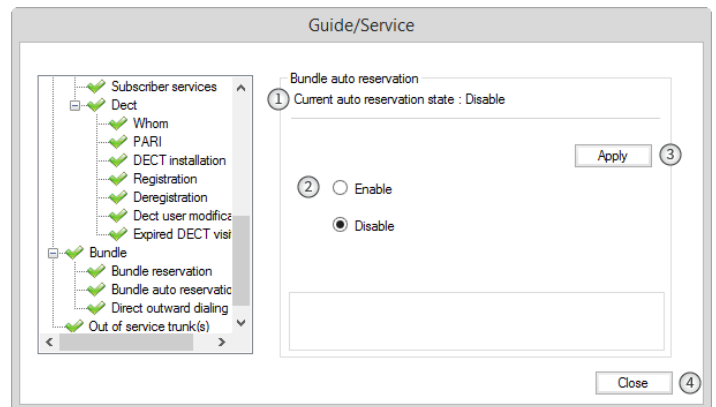
33 Bundle reservation

1. *Bundle reservation* – Lists the available trunk groups and their current status.
2. *Reserve* – Reserves / release the selected trunk in the trunk list.
3. [Close](#).



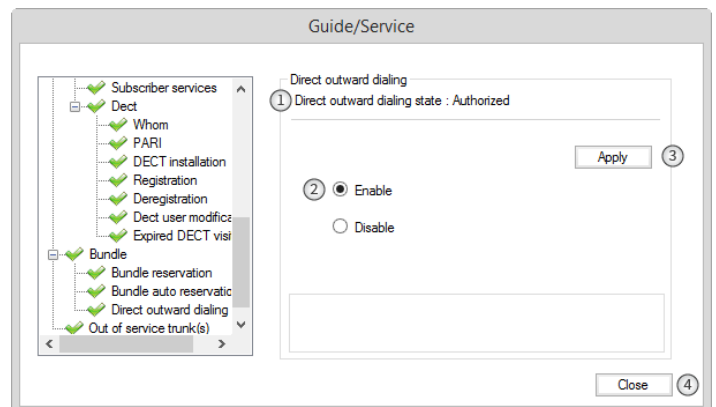
34 Bundle auto reservation

1. *Bundle auto reservation* – Shows the current status.
2. *Status* – Mark box for preferred state (Enabled or Disabled).
3. [Apply](#).
4. [Close](#).



35 Direct outward dialing

1. *Direct outward dialing state* – Shows the current status.
2. *State* – Mark box for preferred state (Enabled or Disabled).
3. [Apply](#).
4. [Close](#).



36 Out of service trunk(s)

1. *Number of out of service trunks –*
Shows the status of the trunks.
2. [Close](#).

