



AXXESSORY

Console 2.0

USER GUIDE

Part No. 835.2270-1
July 2000



MESSAGES

TO LEAVE A MESSAGE AT THE STATION

- Press **CTRL+E** OR select the **Mess. Call** icon

TO LEAVE A VOICE MAIL MESSAGE

- Press **CTRL+A** OR select the **Leave VM** icon

TO LEAVE A SILENT MESSAGE (WITHOUT PLACING A CALL):

- Select an entry in the Directory, and then select **Message** on the Directory tab.

TO CANCEL A MESSAGE WITHOUT RESPONDING:

- From the Messages tab in the Tab View, highlight the message and select **Remove**.

To remove all the messages in the list, Select Remove All.

TO RESPOND TO A MESSAGE:

- If you have waiting messages, the message indicator on the status bar says MSG and a small lamp symbol appears on your Message tab. Select the Message tab window to view a list of all your waiting messages. Each is identified with the source of the message and a time stamp.
- Highlight the message and select **Call Selection** OR double-click on the message.

If the called station is unavailable (does not answer the call, is busy, or is in do-not-disturb), the message remains in the list and you can try again later or leave your own message for that station.

NIGHT MODE

TO PLACE YOUR SYSTEM IN NIGHT MODE:

- Select **Night Mode** from the **Console** drop-down menu. Whenever the system is in night mode, the Status bar displays NGT.

NOTE This procedure places only your system in night mode. In a multi-node ACCESS network, if you will be placing other nodes into night mode, you may want to program a shortcut key to enable and disable Network Night Mode.

QUICK REFERENCE GUIDE TO ACCESSORY CONSOLE FEATURES

These are the **basic** instructions for the most frequently used ACCESSORY Console features. For detailed information on these features, refer to your *ACCESSORY Console User Guide*.

TO PLACE A CALL:

- Type the number in the **Number or Name** box in the Directory and press **ENTER**. (You do not need to enter an outgoing access code for outside calls.)

TO ANSWER A CALL:

- Select the **Answer** icon OR press **F9**

TO HANG UP:

- Press **F12** OR select the **Hang-Up** icon.

TO PLACE A CALL ON HOLD:

- Press **F10** OR select the **Hold** icon.
- Press **Answer** to remove the call from Hold

TO PLACE A CALL ON SYSTEM HOLD:

- Select the **Sys Hold** icon.

TO TRANSFER A CALL:

- Select the destination number in the directory.
- Press **ENTER** to transfer the call to the number.

TO TRANSFER TO VOICE MAIL:

- Select the destination number in the directory.
- Select **Voice Mail** in the Directory tab or press **CTRL+ENTER**.

TO CANCEL A TRANSFER:

- You can cancel a transfer at any time before the transfer is completed. Select the **Cancel Trn** icon OR press **F6**.

TO MAKE A PAGE:

- Highlight the desired page zone in the Page tab and press **ENTER** OR select **Begin Page** OR double-click on the desired page zone.
- Make your announcement before the Paging timer expires, then hang up.

CONFERENCE CALLS

TO BUILD A CONFERENCE

You can build a conference from calls that are either connected or on individual hold in the main Call List. You cannot add ringing calls.

- Highlight the desired call from the call list
- Press **CTRL+N**
 - OR* select **Conference**
 - OR* drag and drop the highlighted call onto the **Conference** tab
- The Conference tab moves into view, if it was hidden, and the **ACCESSORY** Console copies the call into the Conference tab list.
- Repeat for all calls to be included in the conference. There is *no* active conference yet, you still must connect the conference, as described below.
 - If you copy the wrong call into the Conference tag list, remove it by highlighting it in the Conference tab list and selecting **Remove Call**. This does not affect the Call List, only the Conference tab list.*

TO CONNECT A CONFERENCE

When you have built your Conference tab list, you are ready to connect the conference call.

- Select **Begin Conference** on the Conference tab.
- At any time during the conference, you can add another call into the conference.

VOLUME AND MICROPHONE MUTE

TO ADJUST THE VOLUME:

- Press **CTRL+P** to increase the volume or **CTRL+W** to lower the volume
 - OR* select **Up** or **Down** from the **Volume** drop-down menu.
 - To save your volume settings, Select **Save** from the **Volume** drop-down menu.*

TO MUTE THE MICROPHONE

- Press **CTRL+U** *OR* Select **Mute** from the **Volume** drop-down menu. (To unmute the microphone, select **Mute** again.)

NOTES

Part Number
835.2270



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NOTICE

This Inter-Tel AXCESSORY Console User Guide is released by INTER-TEL INTEGRATED SYSTEMS, INC. as a guide for system users and trainers. It provides information necessary to properly install, program, operate, and maintain the system.

The contents of this guide reflect current INTER-TEL standards and are subject to revision or change without notice. Software packages released after the publication of this guide will be documented in addenda to the guide or succeeding issues of the guide.

If additional information is required, please contact your service representative.

If you have any questions or comments regarding this manual or other technical documentation, contact Inter-Tel's Technical Publications Department at: Tech_Pubs@inter-tel.com

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Microsoft Windows License

The following information is provided by Microsoft, regarding their licensing policies.

The AXCESSORY Console software operates in a graphics environment called Microsoft Windows 95, Windows 98, Windows NT, Windows 2000, or Windows Millennium Edition created by Microsoft Corporation. Microsoft Windows gives a standard look and feel to the AXCESSORY Console software and all other Windows applications.

The AXCESSORY Console package contains all the software necessary to run the AXCESSORY Console software under Microsoft Windows.

With Microsoft Windows, you can take advantage of these additional features of the Windows environment:

- **Running multiple applications:** You can run several applications under Windows at one time and easily switch between them, creating an integrated work environment.
- **Data exchange between applications:** You can transfer data between the AXCESSORY Console software and other standard DOS applications as well as other Windows applications.
- **Windows control of the DOS environment:** From the Windows environment you have easy access to all Windows and non-Windows applications, files, directories, and disks, and control all DOS-related tasks such as directory or file management and formatting disks.

To run the AXCESSORY Console software with other applications under Microsoft Windows, you need to license and install Microsoft Windows.

Refer to your Microsoft Windows documentation for warranty and operating information.

Introduction

Thank you for purchasing Inter-Tel's AXCESSORY Console software package. The AXCESSORY Console streamlines system attendant operations by linking the call processing capability of your Inter-Tel AXCESS telephone system with your personal computer (PC).

The AXCESSORY Console software is loaded on your PC and runs on Microsoft Windows 95, Windows 98, Windows 2000, Windows Millennium Edition, and Windows NT 4.0 with Service Pack 3 or higher.

ABOUT THIS USER'S GUIDE

This user guide provides all of the information you will need to use the AXCESSORY Console and its features.

- *Installation and Setup* includes installation instructions, tells how to set up your AXCESSORY Console.
- *Using the AXCESSORY Console* includes basic call handling instructions and other information you need to start using AXCESSORY Console features.
- *Troubleshooting* covers error handling, troubleshooting procedures and frequently asked questions.

RELATED DOCUMENTATION

In addition to this user's guide, you should become familiar with the user's guide for your key-set.

If you are a System Administrator, you should also obtain a copy of the *AXCESS Administrator's Guide* for instructions on using the special Administrator features.

PART NUMBERS

The AXCESSORY Console is available in the following packages:

- Multi-Node AXCESSORY Console V2.0 (550.5310) includes Multi-Node Security Key (827.9103), Software (827.9083), and User Guide (835.2270)
- AXCESSORY Console V2.0 Multi-Node Upgrade (550.5311) includes Multi-Node Security Key (827.9103), Software (827.9083), and User Guide (835.2270)
- AXCESSORY Console V2.0 Single Node (550.5312) includes Single Node Security Key (827.9129), Software (827.9083), and User Guide (835.2270)
- AXCESSORY Console V2.0 Single Node Upgrade (550.5313) includes Single Node Security Key (827.9129), Software (827.9083), and User Guide (835.2270)

NOTE The software is provided on the AXCESS CD-ROM (827.8917).

Installation

INTRODUCTION

This chapter contains instructions for installing and setting up your AXCESSORY Console.

Topics include:

- System Requirements (see [page 4](#))
- Installing the AXCESSORY Console Software (see [page 6](#))
- Starting the AXCESSORY Console Application (see [page 8](#))
- Performing A System Refresh (see [page 9](#))
- Setting AXCESSORY Console Properties (see [page 10](#))

SYSTEM REQUIREMENTS

SOFTWARE REQUIREMENTS

- Microsoft Windows 95, 98, 2000, or Millennium Edition operating system, or Windows NT 4.0 with Service Pack 3 or later
- TCP/IP protocol installed on your PC

HARDWARE REQUIREMENTS

- Inter-Tel Executive Digital Keypad, Standard Digital Keypad, Basic Keypad, or Agent Set
- PC-compatible computer with a 100 MHz Pentium or higher processor (200 MHz or higher is recommended)
- 24 MB of RAM, with a Minimum of 25 MB available hard disk space (32 MB is recommended)
- CD-ROM drive for installation from CD
- TCP/IP connection to a System OAI Server (AXCESSORY OAI Gateway, Windows NT-Based CPU, or System OAI Switch Transceiver)
- A monitor with 800 x 600 resolution or higher (1024 x 768 recommended)
- Keyboard and two-button mouse
- Parallel port (for the software security key)
- A headset

TELEPHONE SYSTEM AND NETWORK REQUIREMENTS

- The Inter-Tel AXCESS system must be using version 5.1 or higher software on all nodes (5.117 or higher recommended).
- System OAI Events and System OAI Third Party Commands Premium Features must be enabled on all nodes.
- Headset mode must be enabled at your keypad.
- In Station Programming, your keypad should have the Headset Connect Tone option enabled.
- All 20 do-not-disturb messages must be identical on all nodes if you will be using remote do-not-disturb programming across nodes.
- All forwarding feature codes must be identical on all nodes if you will be using remote call forward programming across nodes.
- The keypad database programming password must be identical on all nodes if you will be using the Console's database programming feature.
- If the AXCESS network has multiple AXCESSORY Talk units, they must have remote mailboxes on the system where the Console is located to allow the Console user to leave voice mail messages for all mailboxes through the mailbox associated with the Console's extension.

Refer to the *AXCESS Installation and Field Maintenance Manual* for more information on the AXCESS System features.

AXCESSORY OAI GATEWAY

The AXCESSORY Console provides call handling for either a single AXCESS telephone system or multi-node AXCESS network. In order to support a multi-node AXCESS network the AXCESSORY Console must have a TCP/IP connection to a AXCESSORY OAI Gateway that supports a multi-node network.

The AXCESSORY OAI Gateway coordinates events and commands from all connected sources, allowing you to access and control devices on multiple AXCESS systems.

Refer to the *AXCESS Installation and Field Maintenance Manual* for more information on the AXCESSORY OAI Gateway.

TCP/IP CONNECTIONS

TCP/IP provides diagnostic and connectivity tools for connecting to other systems and to a network. For TCP/IP to work on your computer, it must be configured with IP addresses, subnet masks, and a default gateway for each network adapter on the computer. To determine if TCP/IP is installed on your computer, check with your network administrator.

INSTALLING THE AXCESSORY CONSOLE SOFTWARE

The AXCESSORY Console software is supplied on CD-ROM. The instructions assume that the Windows 95/98 or Windows NT 4.0 operating system is installed on your PC and that you are familiar with basic Windows navigation and using the mouse. Before installation, ensure that the Windows operating system is running and that all Windows applications and any previous versions of the Console are closed.

The software security key *must* be attached to the parallel port on your PC for you to use the AXCESSORY Console software. Without the key, the software will remain in demonstration mode. The key does not affect the functionality of the parallel port. Any device that connects to the parallel port can be connected through the software key.

- (1) Shut down Windows and turn off the power switch on your CPU.
- (2) Attach the appropriate end of the software key to the parallel port on the back of your PC.

NOTE You may use the same installation CD for more than one PC. However, each PC must have its own software security key.

- (3) Restart the computer.
- (4) Insert the AXCESSORY Console CD-ROM into the drive.
- (5) From the Windows Start menu, select **Run**.
- (6) Use the Browse button to locate the AXCESSORY Console directory on the CD-ROM and select **setup.exe**. Then select **OK**. A license agreement displays.

NOTE During the installation, pressing **ESC** or **Cancel** will exit the setup program without completing the installation.

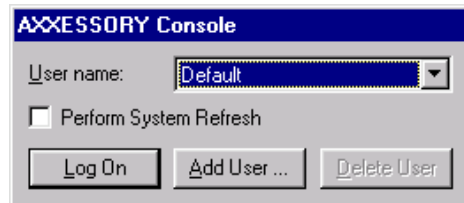
- (7) After reading the license agreement, select **YES** to begin the installation.
- (8) A Welcome screen appears, select **Next** to continue.
- (9) A dialog box appears that asks for the desired destination directory name. Enter <Drive>:\Program Files\AXCESSORY Console, if it is not displayed, or the directory where the Console files will be stored on the selected drive. Select **OK** to continue (or **Cancel** to exit without performing the installation).
- (10) *If the directory already exists on your PC*, a the setup program asks if you are sure you want to use that directory. Either select **Yes** or specify a different directory.
- (11) *If the Console software already exists on your PC*, a the setup program asks if you want to update the installation. Select **Yes** to continue. Then it asks if you want to store backup file. Answer as desired.
- (12) The next screen includes the Connection settings. Enter the following information:
 - **IP Address:** Enter the IP address of your System OAI Server.
 - **TCP Port:** Enter the port number of the System OAI Server.
 - **OAI Password:** Enter the password required by the System OAI Server.
- (13) Select **Next** to continue.

- (14) Enter the Operator setting information as follows:
- **Node Number:** Enter the AXCESS node to which your phone is connected.
 - **Extension:** Enter your extension number.
 - **Enter Keypad Password:** (Optional) Enter the keypad password programmed for your station. (At default, this is your extension number. It is programmed through the keypad.)
- (15) Select **Next** to continue.
- (16) Enter the Program Settings as follows:
- **Toll Length:** If the dialed number equals this length, the toll digits are dialed. If the length is set to 10, and the user dials a ten-digit number, the Console automatically dials the toll digits (if 6029619000 is entered, 16029619000 is dialed). The default length is 10.
 - **Toll Digit(s):** These are the digits required to make a toll call. In the U.S., this is usually a “1.”
- (17) Select **Next**. The software installation will continue loading files.
- (18) *After all files have been installed*, the Console will display a window asking if you want to add a shortcut for the AXCESSORY Console to the Windows Start Menu or the desktop and if you want to launch the Console on start-up. Answer as desired.
- (19) Select **Finish** to complete the installation.
- (20) Restart the computer.

STARTING THE AXCESSORY CONSOLE APPLICATION

To start the AXCESSORY Console, do the following:

- (1) Ensure that your PC is turned on and running the Windows operating system.
- (2) From the Windows Start menu, select **Programs**, then select the **Inter-Tel AXCESSORY Console** application. The log on dialog box displays.



LOGGING ON

You must log on to the AXCESSORY Console before use. If you do not have previously saved settings you can create a new user or log on as Default. The default user has the default features and settings.

IF YOU ARE A NEW USER:

Select **Add User**. Type your name in the text area of the New User dialog box and select **OK**. This allows you to set and save your own custom features and settings for use during another session. For information on setting the AXCESSORY Console properties, see “[Setting AXCESSORY Console Properties](#)” on page 10.

New users are initially given the default settings.

TO USE PREVIOUSLY SET FEATURES:

Type your name in the text box *or* select the desired name from the drop-down list of previously entered names, then select **Log On**. The system displays the message, Retrieving System Information.

If this is the first time you have used the AXCESSORY Console, the system will perform a refresh.

NOTE If a second user logs on, the program automatically logs off the previous user.

TO LOG ON AS A DIFFERENT USER:

Select **Log On** from the **Console** menu (see “[Main AXCESSORY Console Screen](#)” on page 18, for information on drop-down menus).

TO REMOVE A USER FROM THE LIST OF NAMES:

Scroll to display the name in the box, then select **Delete User**.

NOTE If the Console does not start immediately, select the **Properties** button and check the settings under the **Connection** tab. For further information, see [page 14](#) or the Troubleshooting chapter.

PERFORMING A SYSTEM REFRESH

The AXCESSORY Console receives data from the telephone system for page zones, directory, and feature codes. While the Console is running, it is able to recognize changes in the database and update its own database. However, if the Console is not running, then the information must be transferred by performing a system refresh.

A system refresh is performed when the Console is first installed. You have the option of having the system perform a refresh on start-up, by checking that option on the start-up window. Otherwise, you will have to do a manual refresh.

You should perform system refreshes periodically to ensure that the latest AXCESS System information is updated in your Console.

NOTE Perform a manual refresh only in do-not-disturb or night mode, as the Console does not remain functional. Do not perform a refresh during peak hours, as it may slow down the telephone system.

- (1) Select **System Refresh** from the **Console** drop-down menu. The AXCESSORY Console displays a box that asks if you wish to continue.
- (2) Select **Yes** to complete the refresh (or **No** to cancel the refresh).

NOTE If you receive the "Resync Failed" error message, the telephone system was unable to process the resync request. The telephone system will be able to process the request within a few minutes and then the resync will be allowed. You can allow the Console to try again automatically or exit the Console and try again later.

SETTING AXCESSORY CONSOLE PROPERTIES

To set program properties, select **Properties** from the **Console** drop-down menu (see page 18, for information on drop-down menus) or from the initial start-up window.

The Properties window includes options for User Settings, Program Settings, Diagnostics, and Connection preferences.

USER SETTINGS

The **User Settings** tab, shown above, allows you to set the following call options *for each Console user*.

- **Automatic Forwarding:** This provides an overflow location for incoming calls. You specify how many calls are allowed on your extension. When this number is exceeded, all further calls automatically forward to the specified extension. (The number of calls for Auto Forward includes only those that are ringing. It does not include waiting hunt group calls, connected or holding calls. A recall from hold will not automatically forward, but will contribute to the maximum count.)
 - **Enable Automatic Forwarding:** Check this box to enable Automatic Forwarding.
 - **Ringing Calls:** Specify how many calls are allowed on your extension. When this number is exceeded, all further calls automatically forward to the specified extension. (The number of calls for Auto Forward includes only those that are ringing. It does not include waiting hunt group calls, connected or holding calls. A recall from hold will not automatically forward, but will contribute to the maximum count.)
 - **Forward Destination:** Enter the extension number that you wish to receive your forwarded calls.

- **Default Transfer Type:** This is the transfer type used when you press **ENTER** or use hot dialing. Your options are Announced Transfer or Immediate Transfer.
 - **Announced Transfer** places a call to the destination so you can announce the transfer. This is the default transfer mode.
 - **Immediate Transfer** transfers the call immediately, with no announcement.
- **Hot Dialing:** When this option is enabled, the number is dialed automatically if the number entered in the Search box matches a number in the current Group. You do not need to press **ENTER**.
 - **Enable:** Check this box to enable Hot Dialing.
 - **Disable When Destination Is:** If desired, you can selectively disable Hot Dialing when the destination is busy, in do-not-disturb, or forwarded by checking the appropriate boxes.
- **Skate Mode:** This determines what happens to a connected call when a new call is made. If there is not a call holding for transfer, Skate Mode is ignored and the connected call is put on “holding for transfer” when a new call is made. Select Skate to Hold to place the calls on hold, or Skate to Disconnect to disconnect the calls.
- **Restore Program When Call Rings:** If this option is enabled, your AXCESSORY Console screen moves to the front when a call rings in, or pops up the Console screen if the program is minimized. (If you are using the Windows 98 or 2000 operating system, this feature may not work. Instead, the Console icon will flash in the task bar.)
- **Transfer to Voice Mail if Transfer Destination is in DND:** If this option is enabled, transfers to a station in do-not-disturb go to voice mail. (Normally, you cannot complete a transfer to an extension in do-not-disturb.)
- **Hang-up to Complete Transfer:** If this is enabled, you will use the **Hang Up** button to complete a transfer. If it is disabled, you will use the **Complete Transfer** button. If it is disabled and you select **Hang Up** during an announcement call, the announcement call is disconnected and the call waiting to be transferred remains on hold; you can then make a new announcement call.
- **Hold to Complete Transfer to Hold:** If this is enabled, you will use the **Hold** button to complete a transfer and place it on hold at the destination station. If it is disabled, you will use the **Complete To Hold** button.

PROGRAM SETTINGS

The **Program Settings** tab stores information the Console needs to determine which calls are local and which are toll calls. It also contains settings for the call log, a current list of the most recent calls.

NOTE These settings affect *all* Console users.

- **Toll Digits:**
 - **Toll Digit(s):** These are the digits required to make a toll call. In the U.S., this is usually a “1.” In some locations with 10-digit dialing, the toll digit is not required.
 - **Length:** If the dialed number exceeds this length, the toll digits are dialed. For example, the length is set to 10, and the user dials a ten-digit number, the Console automatically dials the toll digits (if 6029619000 is entered, 16029619000 is dialed). The default length is 10.
- **Call Log**
 - **Entries:** This is the number of entries that will be stored in the call log. When this number is exceeded, the oldest entry is deleted first. The range is 0-500. Default is 20.
 - **Area Code:** The AXCESSORY Console removes this area code from local numbers when you redial using the Call Log. The program does not verify if the specified area code is valid.

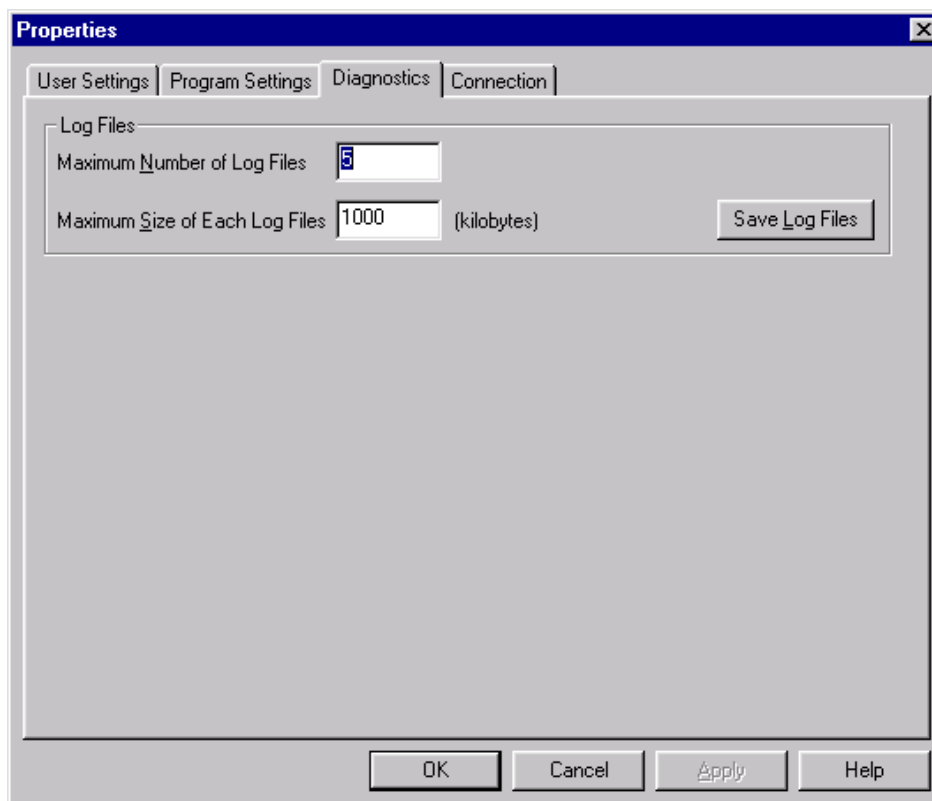
The screenshot shows a Windows-style dialog box titled "Properties" with a close button (X) in the top right corner. It has four tabs: "User Settings", "Program Settings" (which is selected), "Diagnostics", and "Connection". The "Program Settings" tab contains the following controls and text:

- Toll Digits:**
 - A label "Toll Digits:" is above a group box.
 - Inside the group box, there is a text input field labeled "Toll Digit(s)" and a spin box labeled "Length" with the value "10".
 - To the right of the spin box is the text: "If the dialed number has this many digits, the program dials the toll digit(s)."
- Call Log:**
 - A label "Call Log:" is above a group box.
 - Inside the group box, there is a spin box labeled "Entries" with the value "20" and a text input field labeled "Area Code".
 - To the right of the "Entries" spin box is the text: "The program saves information about the most recent calls in the call log. This field tells the program how many entries to save."
 - To the right of the "Area Code" field is the text: "The program uses this area code to determine if a phone number in the call log should be dialed as a local number."

At the bottom of the dialog box are four buttons: "OK", "Cancel", "Apply", and "Help".

DIAGNOSTICS

The **Diagnostics** tab is used to set up log files. All commands, events, and confirmations sent to the phone system are saved to a log file. When the file reaches the maximum size specified in Diagnostics Properties, the Console automatically erases the file and starts over. If several log files are maintained, the oldest will be erased and a new one started.

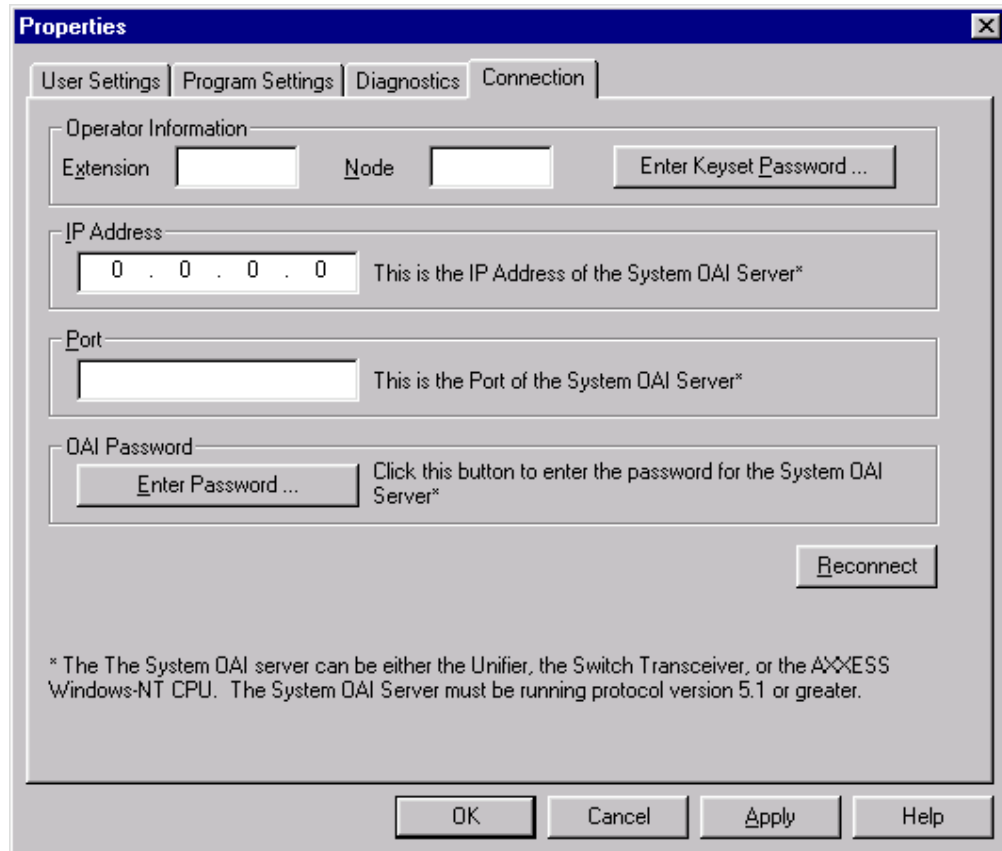


- **Maximum Number of Log Files:** This field specifies how many call logs will be stored at one time. When the number of call logs exceed this number, the oldest logs will be removed as new logs are added. The default setting is 5.
- **Maximum Size of Each File:** This is the maximum log file size, in kilobytes. When the file reaches the maximum size, the AXCESSORY Console automatically erases the file and starts over. If several log files are maintained, the oldest will be erased and a new one started.
- **Save Log Files:** To prevent log files from being overwritten, you can save them. To save the log files select the "Save Log Files" button. If there is a problem, you can copy the log files and send them to Inter-Tel Engineering so they can use them to determine the cause of the problem.

TIP To avoid losing the entire log file at one time, increase the maximum number of log files.

CONNECTION PROPERTIES

The Connection Properties dialog is used to set up communication with the telephone system. This information must be entered correctly for the Console to work. If you do not know the information, contact your telephone administrator.



Properties

User Settings | Program Settings | Diagnostics | **Connection**

Operator Information

Extension Node Enter Keypset Password ...

IP Address

This is the IP Address of the System OAI Server*

Port

This is the Port of the System OAI Server*

OAI Password

Click this button to enter the password for the System OAI Server*

* The The System OAI server can be either the Unifier, the Switch Transceiver, or the AXCESS Windows-NT CPU. The System OAI Server must be running protocol version 5.1 or greater.

- **Operator Information:**

- **Extension:** Enter your extension number.
- **Node:** Enter the AXCESS node to which your phone is connected.
- **Enter Keypset Password:** When you select this button, the following screen appears. Enter the keyset password programmed for your station. (At default, this is your extension number. It is programmed through the keyset.)



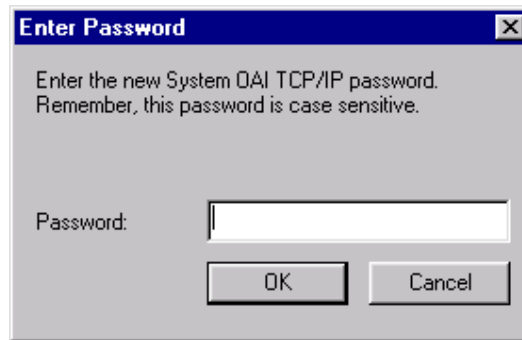
Enter Password

Enter the new Keypset password. Remember, this password is case sensitive.

Password:

- **IP Address:** Enter the IP address of your System OAI Server.
- **Port:** Enter the port number of the System OAI Server.

- **OAI Password:** When you select the **Enter Password** button, the following screen appears. Enter the password required for access to your System OAI Server.



- **Reconnect:** Select this button to reconnect your Console to the AXXESS system.

Using AXCESSORY Console

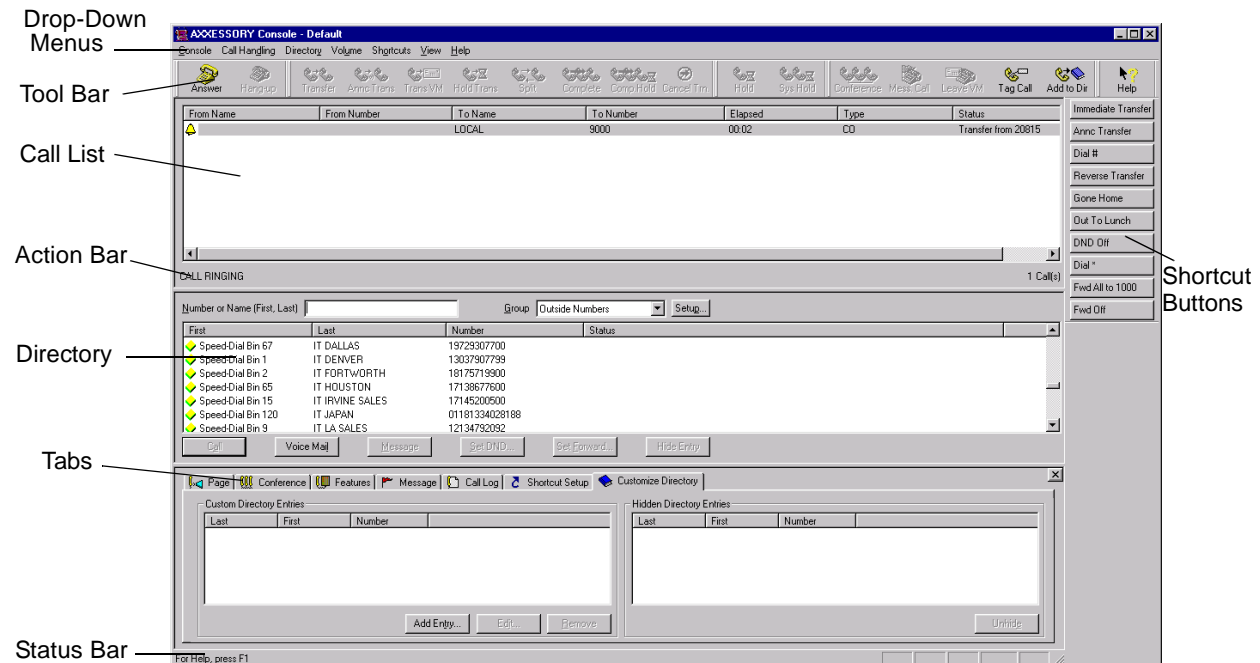
The AXCESSORY Console program enables you to use your PC to handle a large number of calls efficiently. It has the flexibility to accommodate several user styles. If you prefer to use the mouse, there are toolbar or drop-down menu options for most tasks. If you like to use the keyboard, you can use function keys or keystroke combinations. In addition, you can set up custom shortcut keys and modify the display to suit your needs.

This chapter includes the following:

- Main AXCESSORY Console Screen (see [page 18](#))
- Getting Started (see [page 24](#))
 - Call Handling (see [page 24](#))
 - Putting Calls On Hold (see [page 24](#))
 - Call Transfer (see [page 25](#))
 - Volume Control And Microphone Mute (see [page 27](#))
 - Inter-Station Messages (see [page 28](#))
 - Conference Calls (see [page 29](#))
 - Paging (see [page 30](#))
- Customizing the Main Console Screen (see [page 31](#))
- Using The Directory (see [page 32](#))
- Using The Call Log Tab (see [page 39](#))
- Keyboard Shortcuts and Shortcut Buttons (see [page 40](#))
- Remote Station Programming Using the Console (see [page 33](#))
- Setting Night Mode (see [page 43](#))
- System Features Tab (see [page 43](#))
- Statistics (see [page 44](#))
- System Database Programming (see [page 46](#))

MAIN AXCESSORY CONSOLE SCREEN

The main AXCESSORY Console screen is divided into several functional areas all of which are described in the following pages.



DROP-DOWN AND RIGHT-CLICK MENUS

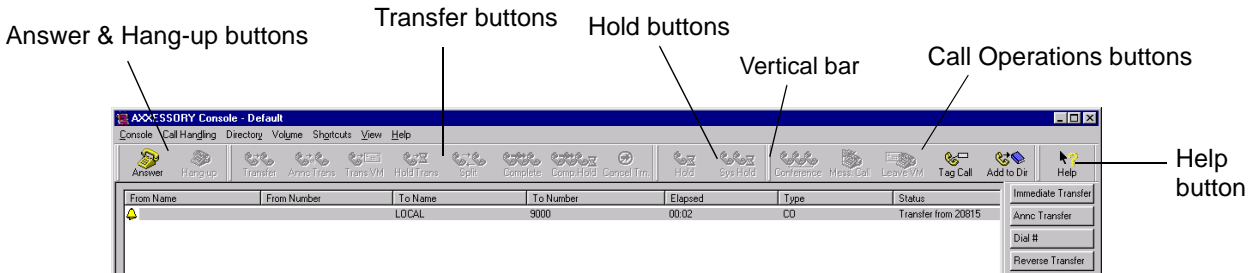
There are drop-down menus on the main screen for access to various features. Several of these menus can be accessed by selecting the right mouse button. These functions are also available from the tool bar (see "Tool Bars" on page 19) and through keyboard commands or shortcut buttons (see page 40). Many of the keyboard alternates are listed to the right of the desired option on the menu. As with most Windows applications, menu items can also be accessed by pressing ALT+ the underlined letter in the menu title or list.

- **Console:** This menu allows you to log on and off, enable night mode, perform a system refresh, set the Console properties, change fonts, start database programming, or exit from the program.
- **Call Handling:** This contains common commands used during calls. This menu is also available by right-clicking over the Call List.
- **Change Font:** Use this option to change the font type and size used for the lists.
- **Database Programming:** Using this menu, any Administrator station can perform database programming using the AXCESSORY Console.
- **Directory:** The options on this menu are also available by right-clicking over the Directory. Some options are available as buttons at the bottom of the Directory.
- **Volume:** The options in this menu are used for setting the Console volume, muting the microphone, and saving the current volume settings.
- **Shortcuts:** This menu allows access to the features assigned to shortcut buttons 1-10.
- **View:** The options in this menu determine which elements are included in the main Console screen. It also allows you to view the call handling statistics for the Console.
- **Help:** Select this menu for access to AXCESSORY Console Help and information on the AXCESSORY Console software.

TOOL BARS

The AXCESSORY Console has five toolbars which can be accessed through the **View** menu. You can select buttons to perform various tasks. The tool bars can float anywhere on the screen or be attached on any side of the main window. You can change their size by dragging the vertical bars between the toolbars.

Many of these functions can also be accessed through the **Call Handling** menu, available from the drop-down menu list or by right-clicking in the Call List.



- **Answer:** This answers the call highlighted in the Call List portion of the main screen.
- **Hang-up:** This disconnects the connected call.
- **Transfer:** This sends the selected call directly to the selected directory entry, without an announcement.
- **Annc Trans:** This places the connected call on transfer hold, and makes an announcement call to the selected directory entry, so that you can announce the transfer.
- **Trans VM:** This transfers the connected call to the voice mailbox of the selected directory entry.
- **Hold Trans:** This places the connected call on transfer hold so that you can make an announcement call.
- **Split:** Switches the call between a transfer announcement call and the call that is waiting to be transferred.
- **Complete:** Selecting this button completes an announced transfer call.
- **Comp. Hold:** Selecting this button completes an announced transfer call and places it on hold at the transfer destination.
- **Cancel Trn:** This allows you to cancel a call transfer with announcement. It disconnects the announcement call and reconnects the call waiting to be transferred.
- **Hold:** This places the connected call on individual hold. The call can only be removed from hold using the **Answer** button. If the “Hold to Complete Transfer Hold” box is checked in the User Settings (see [page 10](#)), you can also use this button to complete an announced transfer and place the call on hold at the destination station.
- **Sys Hold:** This places the connected call on System hold, which allows it to be picked up at any keyset station that has a flashing key for that outside line.
- **Conference:** This adds the selected call to a conference list when setting up a conference.
- **Mess. Call:** This leaves a message at the called station, then hangs up, if you select it while you are on an intercom call.
- **Leave VM:** This leaves a message in the mailbox associated with the called station while you are on an intercom call.
- **Tag Call:** This allows you to associate a name with the selected outside call.
- **Add to Dir:** This adds the selected call to your custom directory.
- **Help:** Select this button and then aim the help pointer at the portion of the screen where you need help.

CALL LIST

The Call List shows all calls currently connected, ringing, or on hold. A connected call will have a bullet before the name to make it easier to find in the list. You can view and select calls in any order. Call information is shown in columns.

From Name	For an outside call, this shows any Caller ID text, if received, or the Tag text that you have entered. For an intercom call, it shows the calling station's description.
From Number	For an outside call, this shows the phone number of the calling party, if available. For an intercom call, it shows the caller's extension number.
To Name	For an outside call, it shows the Caller ID or the Tag that you have entered, if available. For an intercom call, it shows the called station's description.
To Number	This shows the telephone number or extension that you dialed. For incoming calls it shows the number the caller dialed to reach you.
Elapsed	This column shows the elapsed time since you received the call. By default, the Call List is sorted according to elapsed time, with the oldest call at the top of the list. (You can change the order of the list by clicking on the column headings.) New calls are always added to the bottom of the list.
Type	This indicates whether the call is an intercom call (IC), an outside call (CO), or a conference call (CNF).
Status	<p>The call status options are:</p> <ul style="list-style-type: none"> • Blank: The status is blank if the call is at dial tone. • Connected: you can talk to the other party • Holding: The call is on hold at your extension. • Holding for Transfer: The call will be on hold until you complete or cancel the transfer. • DND: You called an extension in do-not-disturb. • Waiting: You called a busy hunt group and the call has camped on. • Forwarding to XXXX: The console is in the process of forwarding this call due to automatic forwarding, as configured in User Settings (see page 10). • Waiting on Hold: The call is on hold at another extension. • Waiting to Complete Transfer to VM: A transfer announcement call reached voice mail. Complete or cancel the transfer. • Recalling from XXXX: The call is recalling your station. • Transfer from XXXX: The call was transferred to you. • Forwarded from XXXX: The call was forwarded to you. • Ringing: The call is ringing and it is not a recall, transfer, or forward.










ACTION BAR

The Action Bar shows the status of the current operation. For example, if you are dialing it displays Dialing.

DIRECTORY

The Directory shows all listings in the directory, giving first and last name, the number and status of all extensions. Speed-Dial Bin numbers display with the name or destination in the last name column and the Speed-Dial Bin number in the first name column. See [page 32](#) for instructions on using and customizing the Directory.

If a station is idle, the status column is blank, otherwise, its status is listed. If an extension is in more than one state, all states are listed. The Console always lists the forward path, then the do-not-disturb message, followed by the status.

DESCRIPTION	PICTURE
Idle telephone	
Idle telephone in do-not-disturb	
Idle telephone that is forwarded	
Busy telephone	
Busy telephone in do-not-disturb	
Busy telephone that is forwarded	
Ringing telephone	
Ringing telephone in do-not-disturb	
Ringing telephone that is forwarded	

Other icons you may see include the following:



- The question mark is a custom entry that the Console cannot identify.
- The white phone is a custom entry that the Console recognizes as a station, but for which it cannot supply the status (it may be on another node).
- The magnifying glass represents a hunt group.
- The telephone poles are trunk groups.
- The yellow buttons are speed-dial bins.
- The telephone poles with a phone represent outside telephone numbers (other than speed-dial numbers).
- The mailbox stands for a voice mailbox, voice mail application, and voice mail access extensions.

SHORTCUT BUTTONS

You can customize your AXCESSORY Console with up to 40 shortcut buttons. The buttons can be displayed on up to four panels, each with ten buttons. The following figure shows the Main Console Screen with the default shortcut panel displayed.

To display the shortcut buttons in the Main Console screen, select the desired shortcut panel(s) from the **View** drop-down menu. At default, the shortcuts are:

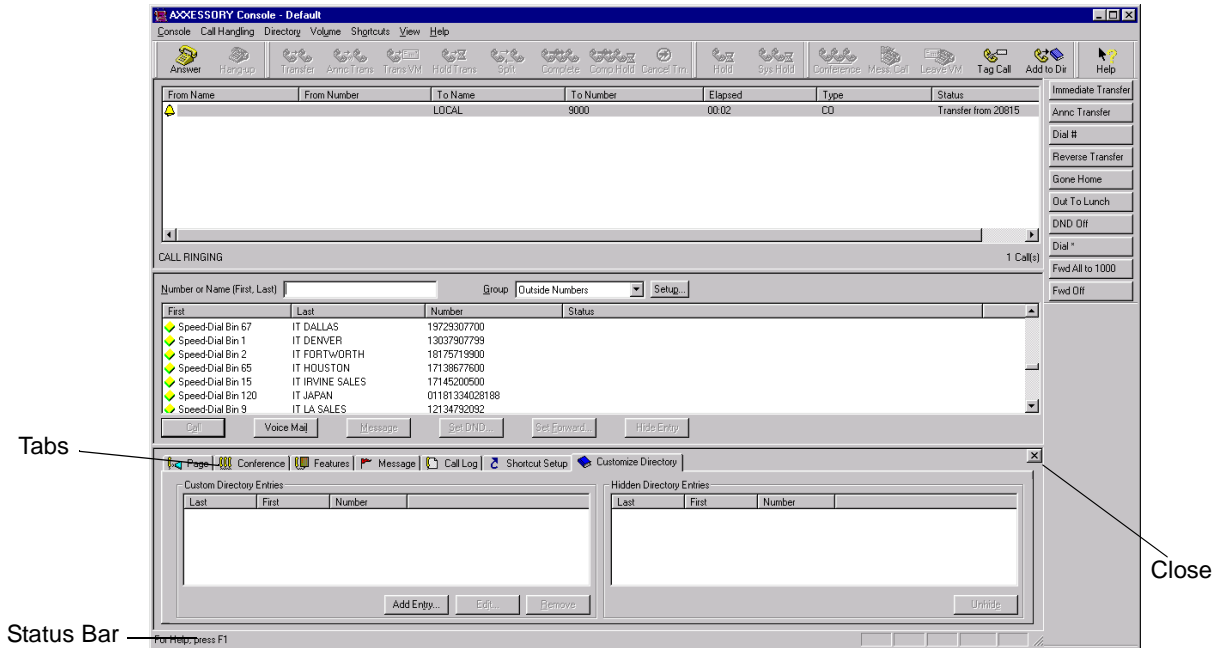
SHORTCUT BUTTON	DEFINITION
Immediate transfer	Transfer a call without an announcement.
Annc transfer	Transfer a call with an announcement.
Dial #	Dial a pound (#).
Reverse transfer	Reverse transfers a call from the extension entered in the Directory.
Gone Home	Enters the “Gone Home” do-not-disturb message.
Out to lunch	Enters the “Out to Lunch” do-not-disturb message.
DND Off	Turns off do-not-disturb.
Dial *	Dials an asterisk (*).
Forward All to 1000	Forwards all calls to the operator (extension 1000).
Forward Off	Turns off call forwarding.

You have three options for using the shortcuts:

- Select a displayed shortcut button.
- Select the desired Shortcut from the **Shortcuts** drop-down menu.
- In the **Shortcut Setup** tab, highlight the desired Shortcut and then select **Execute**.

TIP The first ten shortcuts can also be accessed by pressing **CTRL+number 0-9**.

See [page 40](#) for more information about programming and using shortcuts.



TABS

The lower portion of the Console screen shows several tabs. Like tabbed pages, you select a tab to change available options. The tabs can be hidden by selecting the **Close (X)** button at the right side of the Tab or disabling them using the **View Tab Area** option in the **View** menu.

The tabs include the following:

- **Page:** This tab allows paging over the telephone system's keysets and speakers.
- **Conference:** This tab assists in setting up a conference call.
- **Features:** This is a list of telephone system feature codes. It also has a keypad display for dialing.
- **Message:** This tab provides information on any messages that are waiting at your station. It tells you who left the message and the time the message was received.
- **Call Log:** The Call Log tab tracks calls and allows you to add numbers to your directory or redial numbers.
- **Shortcut Setup:** This tab allows you to program key sequences to represent often used features.
- **Customize Directory:** The Directory tab allows access to your customized directory and to a list of those numbers that have been hidden from the Directory.

STATUS BAR

The Status Bar at the bottom of the main screen shows you the purpose of the selected menu item or tool bar button. Error messages may also be displayed.

On the right-hand side of the status bar, there are five boxes. These will display short messages indicating when the listed features are enabled or a message is waiting. The features are, in order, Do-Not-Disturb On (DND), Forward (FWD), Message Received (MSG), Mute On (MUTE), and Night Mode On (NGT).

GETTING STARTED

The AXCESSORY Console program allows you to use your PC to quickly handle a large number of calls, as well as use all of the features available through your keyset. It has the flexibility to accommodate several user styles. If you prefer to use the mouse, there are point-and-click options for most tasks. Or, if you like to use the keyboard, you can use the function keys and/or other keystroke combinations. In addition, you can set up customized “shortcut” keys and modify the display to suit your needs. These features are also described in the Quick Reference Guide located at the front of this book.

CALL HANDLING

Placing Calls

The fastest way to place a call is to type the number in the **Number or Name** box in the Directory and press **ENTER**. If placing an outside call, you do not need to dial an outgoing access code. (Other methods using the Directory and Call List are described later in this section.)

Answering Calls

Incoming calls appear in the Call List in the order received, with the oldest call at the top of the list. To answer a call, do one of the following:

Select the **Answer** icon

OR

Press the Answer function key (defaults to **F9**)

NOTE When you answer a call, the system hangs up the currently connected call or “skates” it to hold, depending on your User Settings (see [page 10](#)). If you are paging or connected to voice mail, answering a new call will always disconnect the page or call.

Hanging Up

Hang-Up ends an operation or disconnects a call, the same as hanging up the handset on your phone. To hang up, do one of the following:

Press the Hang-Up function key (defaults to **F12**)

OR

Select the **Hang-Up** icon

PUTTING CALLS ON HOLD

Individual Hold

Putting a call on Individual Hold makes it available only at your station. To place a call on Individual Hold, do one of the following:

Press the Hold function key (defaults to **F10**)

OR

Select the **Hold** icon.

To return to the call on Individual Hold, select **Answer** or Press the Answer function key (defaults to **F9**).

System Hold

If you put a call on System Hold, it can be picked up at your station or at any keyset that has a flashing key for that outside line. To place a call on System Hold, select the **System Hold** icon

CALL TRANSFER

There are several options for the type of transfer that takes place when you select a destination using the Directory. Initially, you need to set the default transfer mode in the User Settings tab on the Properties page (see [page 10](#)). The User Settings that affect call transfers include the following:

- **Default Transfer Type:** This is the transfer type used when you press **ENTER** or use hot dialing (see below). Your options are Announced Transfer or Immediate Transfer.
 - **Announced Transfer** places a call to the destination so you can announce the transfer. This is the default transfer mode.
 - **Immediate Transfer** transfers the call to the destination immediately, with no announcement.
- **Hot Dialing:** When this option is enabled, the number is dialed automatically if the number entered in the Search box matches a number in the current Group. You do not need to press **ENTER**. If Hot Dialing is enabled, the default transfer type will be invoked once a valid number or name is entered in the search box. There are two Hot Dialing options:
 - **Enable** turns on Hot Dialing for all calls.
 - **Disable When Destination Is** selectively disables Hot Dialing when the destination is busy, in do-not-disturb, or forwarded.
- **Transfer to Voice Mail if Transfer Destination is in DND:** If this option is enabled, transfers to a station in do-not-disturb go to voice mail. (Normally you cannot complete a transfer to an extension in do-not-disturb.)
- **Hang-up to Complete Transfer:** If this is enabled, you will use the **Hang Up** button to complete a transfer. If it is disabled, you will use the **Complete Transfer** button. If it is disabled and you select **Hang Up** during an announcement call, the announcement call is disconnected and the call waiting to be transferred remains on hold; you can then make a new announcement call.
- **Hold to Complete Transfer to Hold:** If this is enabled, you will use the **Hold** button to complete a transfer and place it on hold at the destination station. If it is disabled, you can use **Hold** to place the announcement call on hold and/or use the **Complete To Hold** button to place the call on hold at the destination station.

TIP For the fastest transfers, set the Default Transfer Type to Immediate Transfer and enable Hot Dialing.

Transferring A Call With Hot Dialing

Enter the destination number in the directory **Name or Number** box. This will automatically make the announcement call or immediately transfer the call to the number, depending on your User Settings.

*To end an announcement call and complete the transfer, select **Complete Transfer** (if you have Hold To Complete Transfer Hold enabled, select **Hang Up**).*

*To place the call on hold at the destination station, select **Complete To Hold** (if you have Hold To Complete Transfer Hold enabled, select **Hold**).*

Transferring A Call Without Hot Dialing

- (1) Select or enter the destination number in the directory.
- (2) Press **ENTER** to make the announcement call or transfer the call to the number, depending on your User Settings.

*To end an announcement call and complete the transfer, select **Complete Transfer** (if you have Hold To Complete Transfer Hold enabled, select **Hang Up**).*

*To place the call on hold at the destination station, select **Complete To Hold** (if you have Hold To Complete Transfer Hold enabled, select **Hold**).*

Split Between The Announcement Call and Transfer Party

- (1) While on an announcement call, if you wish to return to the party waiting to be transferred, select **Split**.
- (2) To return to the announcement call, select **Split** again. These steps can be repeated as often as necessary.

Transfer To Voice Mail

- (1) Select the destination number in the directory.
- (2) Select **Voice Mail** button in the directory or press **CTRL+ENTER**.

Canceling A Transfer

You can cancel a transfer at any time before the transfer is completed. Do one of the following:

Select the **Cancel Trn** icon

OR

Press the Cancel Transfer function key (defaults to **F2**).

VOLUME CONTROL AND MICROPHONE MUTE

You can adjust the volume and set the microphone mute from the Console. Instead of placing a call on hold, you can mute your handset or speakerphone microphone, so that the calling party does not hear you. Whenever the microphone is muted, the Status bar displays MUTE.

Adjusting the Volume

Do one of the following:

Press **CTRL+P** to increase the volume or **CTRL+W** to lower the volume.

OR

Select **Up** or **Down** from the **Volume** drop-down menu.

To save your volume settings:

Select **Save** from the **Volume** drop-down menu.

Muting the Microphone

To mute or unmute the microphone:

Press **CTRL+U**

OR

Select **Mute** from the **Volume** drop-down menu.

When mute is on, the option will have a check, and the status bar will display MUTE on the right side message boxes.

INTER-STATION MESSAGES

In AXCESS versions 5.1 and earlier, the Console has no knowledge of specific voice mail boxes as it does not receive information about them. Therefore, the Console assumes every station has a voice mail box. If a station does not have a mailbox, you must highlight the station in the directory and uncheck “Has Mailbox” option in the **Directory** menu. The Console will not automatically obtain information about unassociated mailboxes. To add unassociated mailboxes to the Directory, add a custom entry and check “Mailbox Only” in the Custom Directory dialog (see [page 32](#)).

In AXCESS version 5.2 and higher, the console receives mailbox information from the AXCESS System and you cannot change the “Has Mailbox” option.

When calling a station, if you hear a busy signal, do-not-disturb signal, or the call is not answered, you can leave a message at the station or in voice mail.

To Leave A Message At The Station

Do one of the following:

Press **CTRL+E**

OR

Select the **Mess. Call** icon

To Leave A Voice Mail Message

Do one of the following:

Press **CTRL+A**

OR

Select the **Leave VM** icon

To Leave a Message Without Placing a Call (Silent Message)

Select an entry in the Directory, and then select the **Message** button in the directory.

Canceling Message Without Responding

From the Messages tab in the Tab, highlight the message and select **Remove**.

To remove all the messages in the list, Select **Remove All**.

Responding To a Message

If you have waiting messages, the message indicator on the status bar says MSG and a small lamp symbol appears on your Message tab. Select the Message tab to view a list of all your waiting messages. Each is identified with the source of the message and a time stamp.

Do one of the following:

Highlight the message and select **Call Selection**.

OR

Double-click on the message.

When you have responded to a message, the AXCESSORY Console removes that message, and any others from that extension, from the message list. However, if you do not save or delete a voice mail message, the AXCESSORY Talk will restore the message indications.

If the called station is unavailable (does not answer the call, is busy, or is in do-not-disturb), the message remains in the list and you can try again later, or leave your own message for that station.

CONFERENCE CALLS

You can establish multi-party conference calls using the controls located in the Conference tab. In addition to your station, the conference can include up to four parties (including you) in any combination of intercom and outside calls. Establishing a conference is done in two steps: building the conference and connecting the conference.

Building a Conference

You can build a conference from calls that are either connected or on individual hold in the main Call List. You cannot add ringing calls.

(1) Highlight the desired call in the Call List.

(2) Do one of the following:

Press **CTRL+N**

OR

Select **Conference**

OR

Drag and drop the highlighted call onto the Conference tab.

(3) The Conference tab moves into view, if it was hidden, and the AXCESSORY Console copies the call into the Conference tab list.

NOTE The call still appears in the Call List.

(4) Repeat steps 1 and 2 for all calls to be included in the conference.

*If you copy the wrong call into the Conference tag list, remove it by highlighting it in the Conference tab list and selecting **Remove Call**. This does not affect the Call List, only the Conference tab list.*

NOTE There is *no* active conference yet.

Connecting a Conference

When you have built your Conference tab list, you are ready to connect the conference call.

Select **Begin Conference** on the Conference tab. The AXCESSORY Console removes all entries from the Conference tab list, removes the individual calls from your Call List, and adds the conference call as a connected call in the Call List.

Adding A Call to The Conference

During a conference, if you want to add a party, do the following:

(1) Place the conference on hold by moving it to the Conference tab, as described above.

(2) Place a call to the party you wish to add and move that call to the Conference tab.

(3) Select **Begin Conference**.

PAGING

The Paging feature allows you to make announcements through keyset speakers and/or through optional external paging equipment. You can access any page zone using the Page tab.

- (1) Do one of the following:

Highlight the desired page zone and press **ENTER**

OR

Select **Begin Page**

Or

Double-click on the desired page zone

- (2) Make your announcement before the Paging timer expires, then hang up.

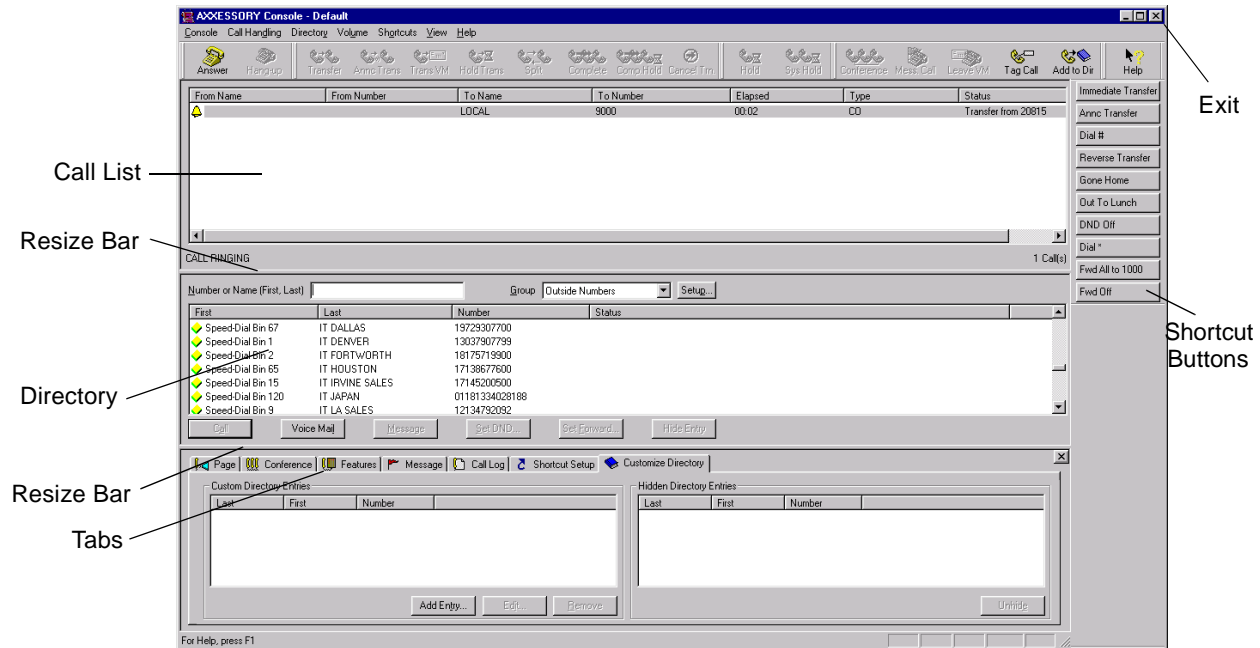
SETTING NIGHT MODE

To place your AXCESS system in night mode, select **Night Mode** from the **Console** drop-down menu. Whenever the system is in night mode, the Status bar displays NGT.

NOTE This procedure places only your system in night mode. In a multi-node AXCESS network, if you will be placing other nodes into night mode, you may want to program a shortcut key to enable and disable Network Night Mode (see [page 40](#) for shortcut information).

CUSTOMIZING THE MAIN CONSOLE SCREEN

You can change the look of the Main Console screen by changing the size, choosing to view or hide shortcut buttons or the tabs, and by changing the font type and size used for the lists.



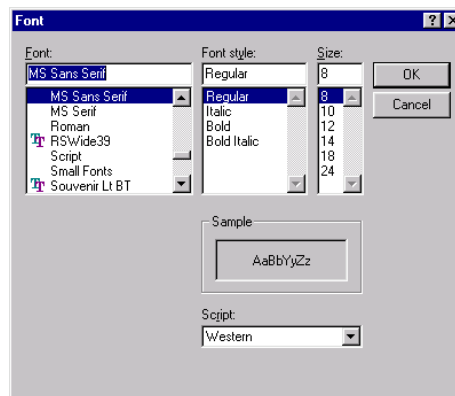
CHANGING THE VIEWING AREA

To resize the viewing area:

- (1) Move the mouse over the resize bar until it changes to a double line with arrows.
- (2) Hold down the left mouse button and move the bar to the desired position, then release.

CHANGING FONTS

- (1) Select **Change Font** from the Console menu. A dialog box displays font options.



- (2) Select the desired font, style, and size from the scrolling lists, then select **OK** to apply.

NOTE To return to the default font, you can select **Restore Default Font** from the Console drop-down menu.

USING THE DIRECTORY

Directory information is provided by the telephone system (except custom entries). You can update your directory by performing a system refresh, as described in “Performing A System Refresh” on page 9.

DIRECTORY BUTTONS



The directory has the following buttons:

- **Call:** This places a call to the selected directory entry.
- **Voice Mail:** Selecting this button calls the voice mailbox of the selected entry. If no entry is selected, it calls the general delivery mailbox.
- **Message:** Using this button, you can leave a silent message indication at the selected station.
- **Set DND:** You can use this button to enable or disable do-not-disturb mode for the selected station using your Console.
- **Set Forward:** You can use this button to enable or disable call forwarding for the selected station using your Console.
- **Hide Entry:** Select his button to hide the selected entry. (Cannot be used on custom entries. See [page 36](#) for information on deleting custom entries.)

SORTING AND MOVING COLUMNS

Station information can be sorted in descending order by column by simply selecting on that column's header.

You may also rearrange the columns by simply dragging column headers to the desired position.

DIRECTORY SEARCHES

You can search for a specific station by simply typing text in the **Number or Name** box in the Directory. The Console attempts to match characters with the data in the “Last” or “First” column and numeric characters with the data in the “Number” column. It then selects the station with the best match. For example, if the following extensions are in the list:

Smith, Jack	1308
Smith, James	1300
Smith, Jamie	1315

If you type Smith, Ja it will find all three stations. You could continue typing to select the station with description “Smith, Jamie” or you could select the highlighted station. To look for a first name beginning with “Ja,” you can type a comma and then the first letters of the name (,Ja).

NOTE This is reversed if you rearrange the columns so that the first name appears before the Last name. In that case, you would enter the first name before the last name (Jamie, Smith) or a comma followed by the last name (,Smith).

If you type “130” it will find and select the station with extension “1300”. You could continue typing to select the station with extension “1308” or you could call the currently selected station.

PLACING A CALL USING THE DIRECTORY

- (1) Select the **Number or Name** box in the Directory and begin typing the last name or the telephone number you wish to dial. The Console searches the directory for the name or number as you type it, and displays a list of partial matches. To decrease the number of matches, continue to enter characters and narrow the search until you can see the name or number you want to select.

NOTE The Console searches only the first column when you type a name. If you type a number that does not match a directory entry, the Console can still call that number. However, if you type a name that does not match a directory entry, the Console cannot make a call.

- (2) Place a call in one of the following ways:
 - Press **ENTER** when the call is highlighted in the Directory tab.
 - Select **Call**.
 - Double-click on the entry in the Directory tab.
 - To place a call to a voice mailbox, press **CTRL+ENTER** or select **Voice Mail** in the Directory tab.

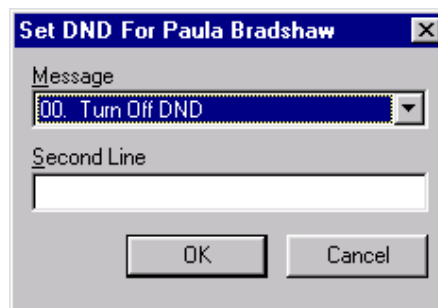
REMOTE STATION PROGRAMMING USING THE DIRECTORY

You can place any station in the directory in do-not-disturb or set call forwarding mode.

NOTE The Console assumes that all do-not-disturb messages and feature codes are the same on every telephone-system node in the network. If this is not the case, the selected message or feature code will be the one programmed for the corresponding number on that node.

Setting Do-Not-Disturb Messages

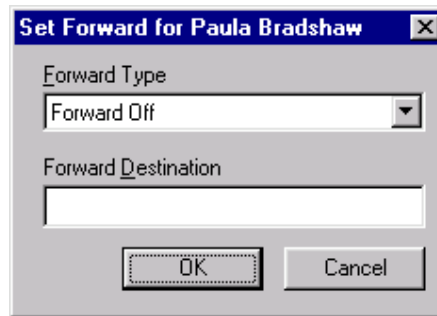
- (1) Highlight the desired entry in the Directory.
- (2) Select the **Set DND** button. The following screen appears.



- (3) The drop-down list box contains the list of programmed do-not-disturb messages for your AXCESS system. Select the desired message by scrolling through the list.
- (4) If desired, enter text in the Second Line edit box.
- (5) Select **OK**.

Setting Call Forwarding

- (1) Highlight the desired entry in the directory.
- (2) Select **Set Forward**. The following screen appears.



- (3) Select the Forward type from the scroll box. The forward options are: Forward Off, Forward Immediate, Forward If Busy, Forward if No Answer, Forward if Busy or No Answer.

NOTE For outside number destinations, the Console automatically insets the outgoing feature code. Do not include the outgoing access code in the number.

- (4) Type the Forward Destination in the text box.
- (5) Select **OK**.

CUSTOMIZING THE DIRECTORY

List columns can be rearranged by selecting the column header and dragging it to a new location. By default the list is sorted by last name. However, the list can be sorted by last name, first name, or number by selecting the sort option from the right-click menu or by selecting the **Sort** option from the Directory menu.

You can customize the Directory by hiding entries, adding custom entries, and by defining groups of numbers for display. You can also define a number with a specific display name, or tag.

Hiding Entries

System entries can be hidden so that they no longer display in the Directory. Custom entries cannot be hidden. (To remove custom entries from the Directory, see the section, Removing A Custom Entry.)

To hide an entry:

Highlight the entry you wish to hide and select **Hide Entry**.

To display a hidden an entry:

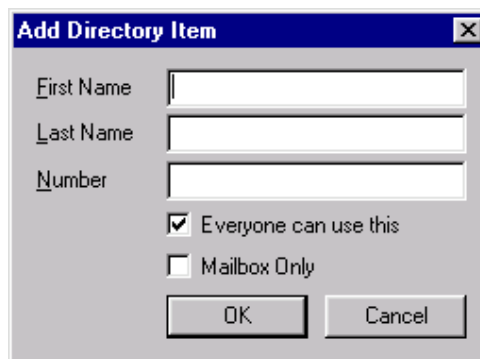
- (1) Select the **Customize Directory** tab (or select **Customize Directory** from the **View** menu).
- (2) Highlight the entry in the **Hidden Directory Entries** list on the right side of the tab.
- (3) Select **Unhide**.

NOTE If the description or number of the entry changes, the Console will automatically unhide and display the entry in the Directory.

Adding a Custom Entry

When you Add or Edit an entry, the Console inserts that entry in the directory in sorted order.

The window shown below displays when you select **Add Entry** or **Edit** from the **Customize Directory** tab. The field can contain digits (0-9), pound (#), asterisk (*), hyphen (-), comma (,), pause (P), flash (F), and special (!), symbols. The Console verifies the field.



The screenshot shows a dialog box titled "Add Directory Item" with a close button (X) in the top right corner. It contains three text input fields: "First Name", "Last Name", and "Number". Below the fields are two checkboxes: "Everyone can use this" (checked) and "Mailbox Only" (unchecked). At the bottom are "OK" and "Cancel" buttons.

To add or change a custom entry:

- (1) Do one of the following:
 - a. If you have a call highlighted, press **CTRL+O** OR select **Add To Directory** from the **Call Handling** menu. The Console displays the Edit-Directory dialog with the name and phone number fields filled in.
 - b. If there is no call highlighted, select **Add Entry** from the **Customize Directory** tab.

- (2) Type the name and number.
- (3) If you want any Console user to be able to use this entry, check the **Everyone can use this** box.
- (4) If this entry is used for mailbox access only, check the **Mailbox Only** box.
- (5) Select **OK** to save your changes (or select **Cancel** to exit without saving changes).

Removing A Custom Entry

Custom entries can be removed from the Directory through the Customize Directory tab.

NOTE **Edit** and **Remove** work only for custom entries. You cannot Edit or Remove a system entry.

Hiding System Entries

System entries cannot be removed, but can be hidden so that they do not display in the Directory.

- (1) Highlight the entry to be hidden.
- (2) Select **Hide Entry** from the right-click menu, the drop-down menu or the Directory button panel.

Unhiding An Entry

In the **Customize Directory** tab, select the entry from the **Hidden Directory Entries** list and select **Unhide**.

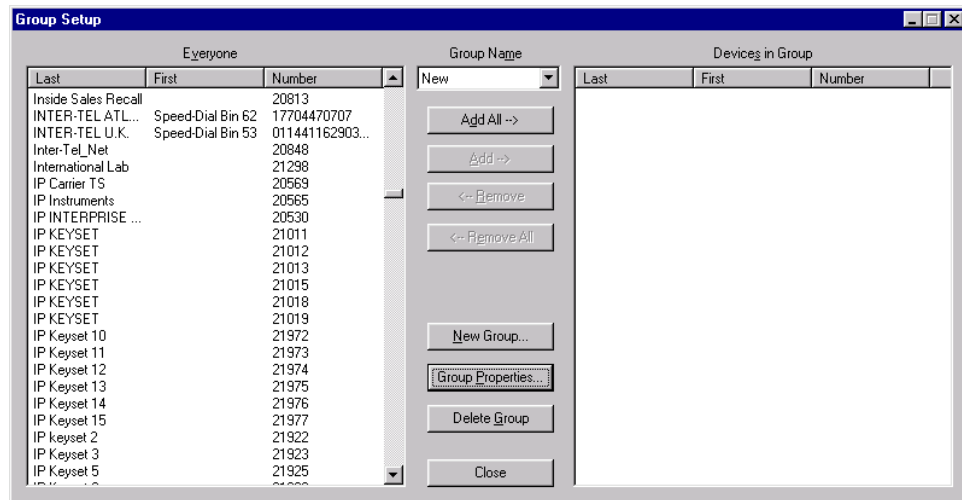
DIRECTORY GROUPS

The Group feature enables you to sort extensions into logical segments and name them. You can then control the displayed extension list in the Directory for easy access. In the default Console database, there are three groups: Inside Numbers, Outside Numbers, and Everyone. These default groups cannot be modified.

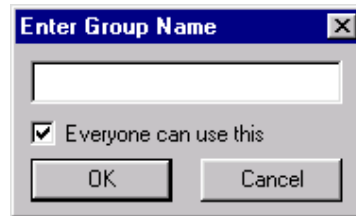
Creating Groups



- (1) Select **Setup** from the Directory. The group Setup dialog box displays.



- (2) If the group is already created, select the group from the scroll box, and go to step (3). Otherwise, select **New Group**. The following screen appears:
 - a. Enter the name of the group in the text area of the dialog box.



- b. Select **Everyone Can Use** to add a check mark if you want all Console users to use the group.
 - c. Select **OK**.
- (3) *To move an entry from the Everyone list to the Devices in Group list:* Highlight the entry and select **Add**. Or, double-click the entry in the **Everyone** list. As you add or delete names, the **Device in Group** list will be updated.

To add all the list entries: Select **Add All**.

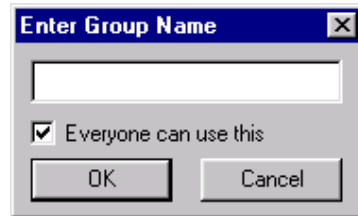
To delete a name from the Device in Group list: Highlight the name and select **Remove**.

To remove all entries from the list: Select **Remove All**.

Changing Group Properties

You can change the name or access to a group.

- (1) Select the Group from the scroll box.
- (2) Select **Group Properties**. The following screen appears:



- (3) Edit the information as needed and select **OK**.

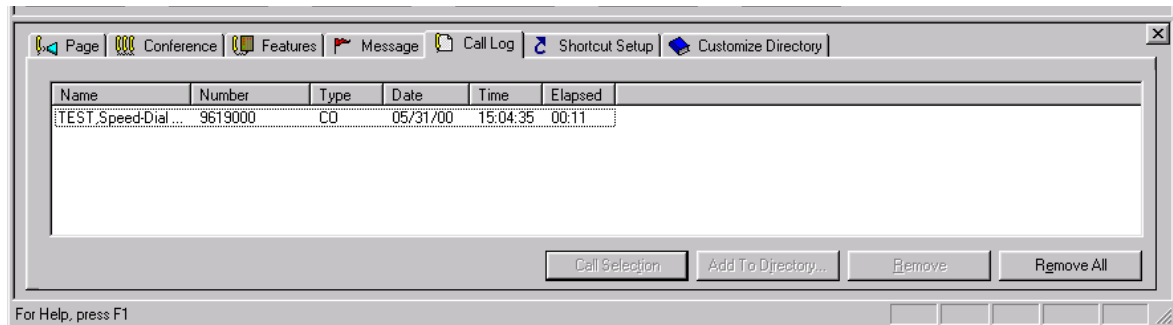
Deleting a Group

- (1) Select the Group that you want to delete from the scroll box.
- (2) Select **Delete Group**.

USING THE CALL LOG TAB

The Call Log tab provides you with a record of calls placed to and from your station, listed in the order they were disconnected. Your console's setup (see page 13) determines how many calls are stored in the log.

You can place calls from the Call Log, remove entries, or move entries to your Directory, as described below.



To dial a number using the Call Log:

Do one of the following:

- Press **ENTER** while the call is highlighted in the list.
- Select **Call**
- Double-click on an entry in the list.

When you call a number from the Call Log, the area code is not dialed if it matches your home area code. The Console gives you the option of editing the phone number before dialing by displaying the number.

To remove a Call Log entry:

Select **Remove**.

To remove all Call Log entries:

Select **Remove All**.

To move a Call Log entry to your Directory:

Highlight the entry and select **Add To Directory**.

TAGGING CALLS

You can specify a name for an outside call with the tagging feature. A record of the call will be stored in your Call Log with the new information.

- (1) Highlight the call in the Call List and then do one of the following:
 - a. Press **CTRL+T**
 - b. Select **Tag** from the toolbar
 - c. Select Tag from the Call Handling drop-down menu
- (2) When the edit box displays, type the name (Tag) you wish to associate with the call and press enter.

KEYBOARD SHORTCUTS AND SHORTCUT BUTTONS

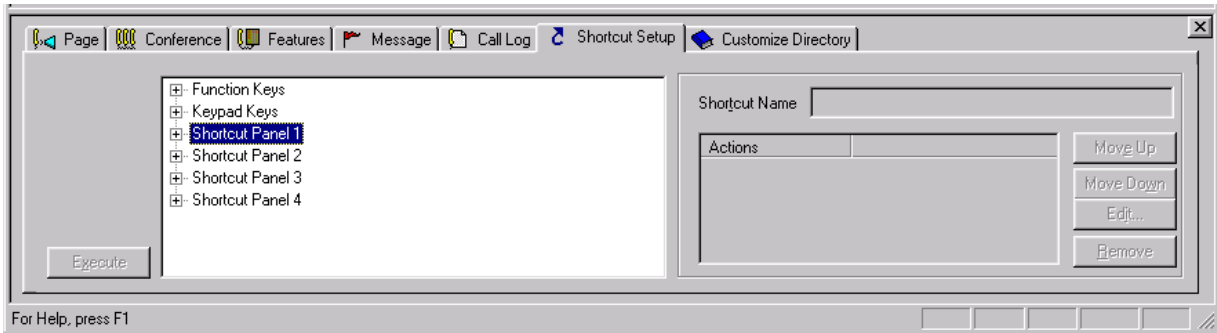
For those users who prefer to use the keyboard the AXCESSORY Console has the following keyboard and function key assignments. Keys F3, F5, and F11 are unassigned, and may be programmed.

KEY	OPERATION
Esc	Clears the Name or Number edit box and directory selection in the Directory window tab
Enter	Selects the highlighted entry
Tab	Moves the focus in the window to the next element
Arrow Keys	Scrolls through lists and moves in edit boxes
Page Up and Page Down	Move through lists one screen at a time
Home and End	Moves to the beginning or end of a list
Backspace	Backs up to correct entries

OPERATION	KEY OR COMBINATION	PROGRAMMABLE
Help	F1	No
Outside Directory	F2	Yes
Split	F4	Yes
Cancel Transfer	F6	Yes
Transfer to Voice Mail	F7	Yes
Complete Transfer	F8	Yes
Answer then switch to Inside numbers	F9	Yes
Hold	F10	Yes
Hang-up	F12	Yes
Transfer blind	KEYPAD\	Yes
Split	KEYPAD*	Yes
Cancel Transfer	KEYPAD-	Yes
Complete Transfer	KEYPAD+	Yes

SHORTCUT PROGRAMMING

You can program shortcut buttons, keypad keys, and function keys using the **Shortcut Setup** tab, shown below.

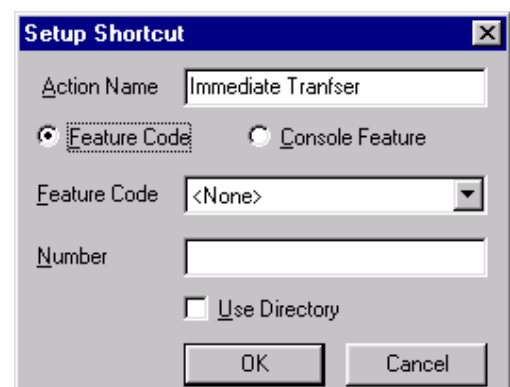
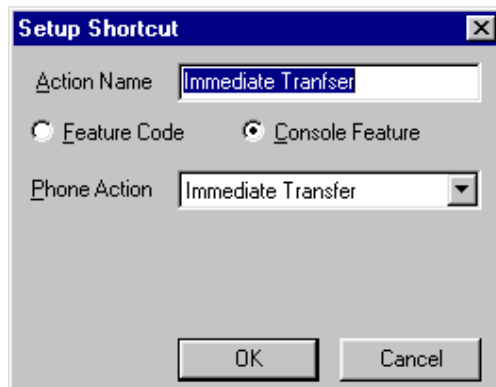


A shortcut performs a sequence of actions or dials a series of digits representing feature codes, the currently selected directory entry, or custom digits. Each action can be one of the following.

- Dial the selected directory entry
- Dial custom digits
- Dial a feature code
- Perform a telephone feature (transfer, hang-up, answer)
- Activate a specific tab or group
- Tag a call
- Pause for one second

To program shortcuts, do the following:

- (1) Select the desired shortcut from the shortcut tree on the left of the tab. Its data displays to the right.
- (2) To assign a name to the shortcut button, enter the name in the **Shortcut Name** text box.
- (3) Each shortcut can perform a sequence of up to five actions. To edit an action, highlight it and select **Edit**. The Setup Shortcut dialog, shown on the next page, displays with data fields pre-populated with the current action data. The screen has different fields, depending on whether you are programming a feature code or console feature.



- (4) Select whether the action is a feature code or a Console feature.
 - **For a Console Feature shortcut:** Select the Phone Action.
 - **For a Feature Code shortcut:** Select the feature code from the scroll box. Then enter a number, if needed (such as an account code) OR check the **Use Directory** box to dial the number from the directory whenever the shortcut is used.
- (5) Select **OK** to update the action list.
- (6) To rearrange the order of the actions, if necessary, highlight an action and then select **Move Up** or **Move Down**.
- (7) To remove an action from the list, if necessary, highlight the action and select **Remove**.

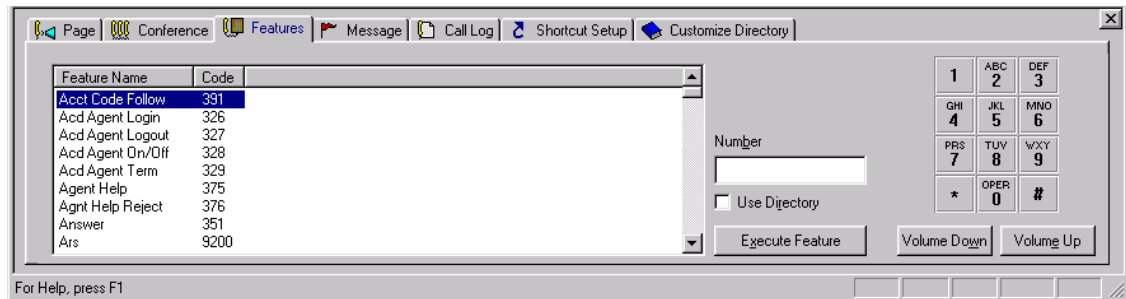
When assigning Phone Actions to a Console Feature shortcut, you can choose from the following:

One-Second Pause	Group: <custom group>
Add to Conference Tab	Hang Up
Announce Transfer	Hold
Answer	Hold for Transfer
Call Log Tab	Immediate Transfer
Call Voice Mail	Message Call
Cancel Transfer	Message Station
Complete Transfer	Message Tab
Complete Transfer to Hold	Page Tab
Conference Tab	Set DND
Customize Directory Tab	Set Forward
Directory Call	Shortcuts Tab
Features Tab	Split
Group: Everyone	System Hold
Group: Inside Numbers	Tag
Group: Outside Numbers	Transfer to Voice Mail

USING THE SYSTEM FEATURES TAB

Using the **Features** tab in place of your keyset, you can enter a feature code or dial individual digits using the keypad display. This gives you access to station features that are not included on the main AXCESSORY Console. For a complete list of these features and detailed instructions, refer to the user's guide for your keyset or your telephone system Administrator's guide.

The Feature Codes list is an alphabetical listing of telephone system feature names, feature codes, and any applicable status values.



To use a system feature code, do one of the following:

- (1) If the feature code will require additional digits, enter them in the **Number** box. Or, to use the entry highlighted in the Directory, select the **Use Directory** check box.
- (2) Highlight the desired feature code in the list and then select **Execute Feature**.

OR

Double-click the desired feature code.

To use the keypad on the **Features** tab, simply use the mouse to select the desired numbers.

STATISTICS

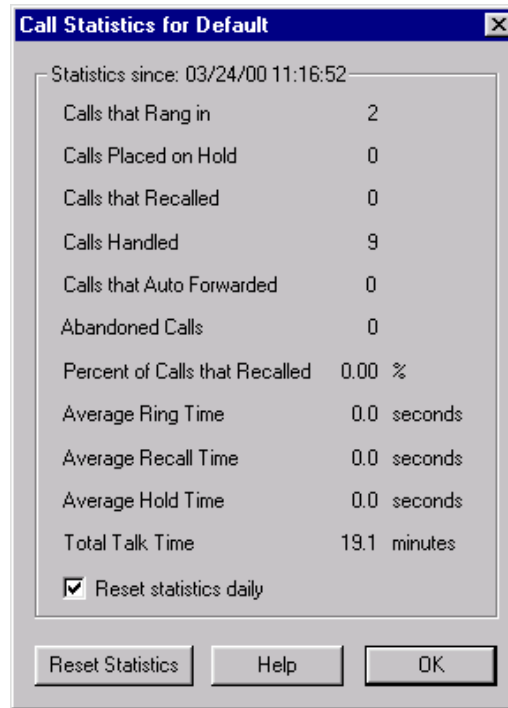
Call handling statistics are tracked by the AXCESSORY Console. You can view the current statistics by selecting **Statistics** from the **View** menu. You can also view cumulative statistics by opening the archive files that are stored in the AXCESSORY Console/Stats directory.

The statistics provided for the console include:

- **Calls that rang in:** This is the count of incoming IC and CO calls. If there is an outgoing call that is placed on hold and it recalls, it is not counted as a call that rang in. Incoming transfers are not counted because the announcement call will be counted. This also does not include calls that automatically forwarded.
- **Calls placed on hold:** This counts the IC and CO calls placed on individual hold. It does not include calls placed on transfer hold. If a call is placed on hold multiple times, it is counted multiple times.
- **Calls that recalled:** This is the number of IC and CO calls that recalled from hold. It does not include calls that recalled from a transfer. If a call recalls multiple times, it is counted multiple times.
- **Calls handled:** Every time an IC or CO call leaves the operator, it was handled, unless it was on hold, was ringing, or was a transfer announcement call. When a conference is made each call in the conference is counted as handled and the conference call is treated as a new call. Calls that automatically forward are not counted as handled.
- **Calls that automatically forwarded:** This count increases every time the Console automatically forwards a call.
- **Abandoned calls:** An abandoned call is a CO call that rang in but was never answered. This does not include calls that automatically forwarded.
- **Percent of calls that recalled:** This is the percentage of calls placed on hold that recalled. It does not include calls placed on transfer hold.
- **Average ring time:** This is the average time that incoming IC and CO calls were ringing, not including recalling. This does not include the ring time for calls that automatically forwarded.
- **Average recall time:** This shows the average time IC and CO calls spent recalling.
- **Average hold time:** This is the average time IC and CO calls were on individual hold, not including time that they are recalling from hold.
- **Total talk time:** This is the total time the AXCESSORY Console was connected to both IC and CO calls.

VIEWING STATISTICS ON THE CONSOLE

When you select **Statistics** from the **View** menu. The following screen appears.



Reset statistics daily: Unless you check this box to clear the statistics screen at midnight each day, the statistics are gathered until you clear them (as described below).

Reset Statistics: To clear the statistics display, select the **Reset Statistics** button. Clearing the statistics screen affects only this dialog box; it does not affect the archived statistics files that are stored on your PC.

VIEWING ARCHIVED STATISTICS

Complete statistics are archived on your PC, in the AXCESSORY Console/Stats directory, so that they can be obtained later. The saved statistics are categorized by week. There are two statistics files: one for the current week, and one for the previous week. The files are named `this_week.csv` and `last_week.csv` and they can be viewed using Microsoft Excel (or any program that reads comma-separated value files). The previous week's file will be overwritten at the end of the current week.

SYSTEM DATABASE PROGRAMMING

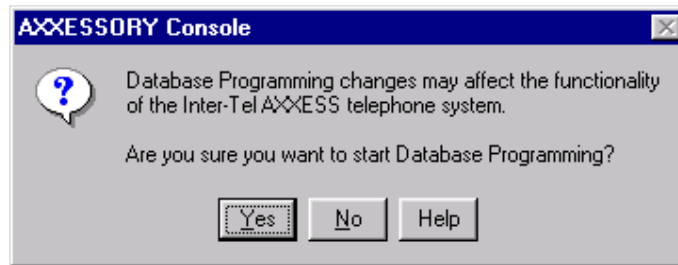
Any Administrator station can perform database programming using the AXCESSORY Console. The database areas that can be programmed by an Administrator station include the following:

- Using the **Programmer** drop-down menu you can:
 - **Select an Administrator database programming password:** Entry to the database programming feature at the Administrator stations can be protected using a password. A password would prevent unauthorized users from altering the system database.
-
- NOTE** Passwords are very important to system security. Without sufficient password protection, the AXCESS database is vulnerable to unauthorized access.
-
- **Exit database programming:** Select Exit to close the Programmer screen and return to the AXCESSORY Console.
- In the **Station** tab you can:
 - **Program descriptions and user names:** You can program or change the description and/or user name for any station.
 - **Change the extension number of a station:** The extension number for any station can be changed by an Administrator. The new extension number cannot conflict with an existing number.
 - **Assign stations to Attendants:** You can change the assigned Attendant for each station.
 - **Change the Administrator status of a station:** You can program a keyset station to be an Administrator station, or you can delete Administrators. (You cannot program this for your own station or a single-line station.)
 - **Program station toll restrictions:** You can determine the toll restriction classes of service assigned to each station.
 - In the **DND/Reminder** tab you can delete or change the messages for the Do-Not-Disturb and Reminder features. The new messages can be any value (up to 16 characters). When the system has a programmed Primary and Secondary Language, the system has default messages in both languages. (Available languages are American English, British English, Spanish, and Japanese.) The Console can be used to program only English or Spanish messages. To enter Japanese characters, you must use your keyset. When two languages are enabled and messages are changed, you should attempt to keep the meanings for the messages in both lists the same. That is, if American English is the Primary Language and Do-Not-Disturb message 02 is changed to “PAGE ME,” a similar message should be programmed for the Secondary Language message 02.

See [page 54](#) for Program Planning Sheets that will help you plan your programming session and keep records.

BEGIN THE PROGRAMMING SESSION

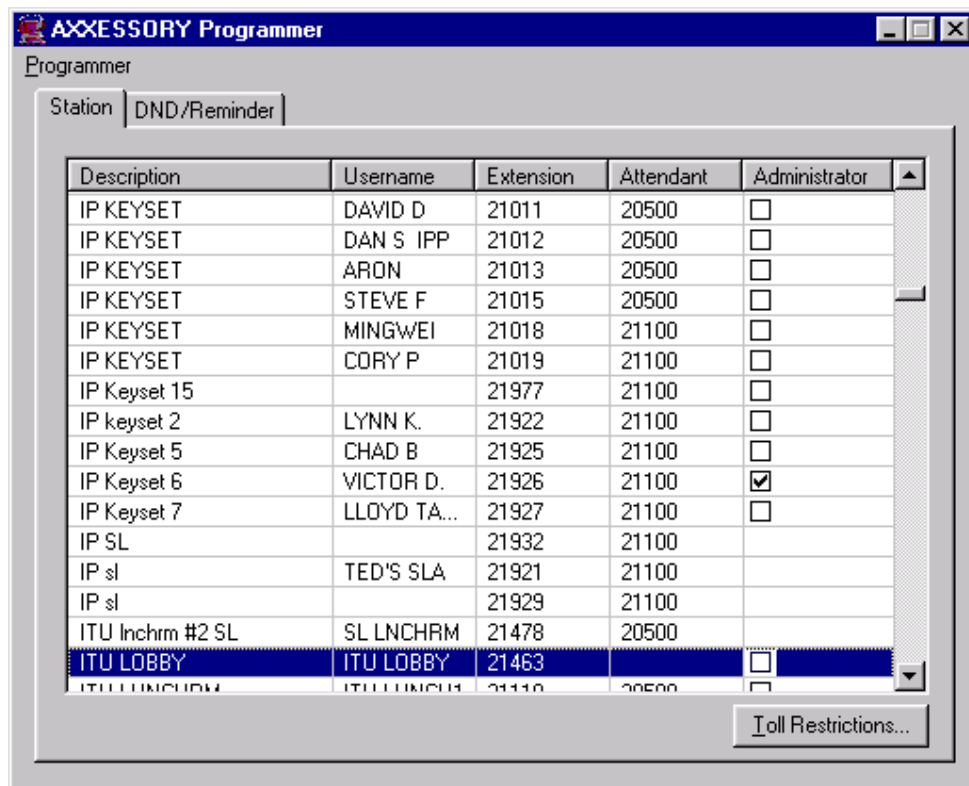
- (1) To begin programming, select **Database Programming** from the **Console** drop-down menu. The following screen appears:



- (2) Select **Yes** to continue. You are then prompted to enter the database programming password, as shown in the screen below. Enter the password and select **OK**. (If there is no password, simply select **OK**.)



- (3) After you enter a valid password, the Console will retrieve data from the AXCESS system. When the data transfer is complete, you will see the following screen. From this screen you can perform any of the programming procedures described in the following pages.



PROGRAMMING THE PASSWORD

Entry to the database programming feature at the Administrator stations can be protected using a password. A password would prevent unauthorized users from altering the system database.

NOTE Passwords are very important to system security. Without sufficient password protection, the AXCESS database is vulnerable to unauthorized access.

- (1) To change the password, select **Change Password** from the **Programmer** drop-down menu. The following screen appears:



The image shows a dialog box titled "Change Password" with a blue header bar. It contains three text input fields: "Old Password:", "New Password:", and "Confirm New Password:". Below the fields are two buttons: "OK" and "Cancel".

- (2) Enter the current password, if any, in the **Old Password** text box. Then enter the new password twice: once in the **New Password** text box and once in the **Confirm New Password** text box. These two entries must match *exactly*. If they do not you will see an error message and the password will remain unchanged.

PROGRAMMING STATION INFORMATION

In the **Station** tab, shown on the next page, you can program Station information for individual stations.

Entering Information

While programming, you can double-click on any item in the list to change that item. You can also use the following keyboard shortcuts to edit items without using a mouse:

- **ESC** cancels the current change.
- **ENTER** applies the current change.
- **TAB** applies the current change and moves one cell to the right. If you are in the last column, it moves to the first cell of the next row.
- **SHIFT+TAB** applies the current change and move one cell to the left. If you are in the first column, it moves to the last cell of the previous row.
- **UP ARROW** applies the current change and move one cell up.
- **DOWN ARROW** applies the current change and move one cell down.
- **HOME** applies the current change and move to the top cell in a column.
- **END** applies the current change and move to the bottom cell in a column.
- **SPACE** toggles the administrator status of a station when the focus is in the Administrator column.

As you move from one cell to the next, the new cell becomes a text box. You can edit the selected item, or move to another field.

Sorting and Moving Columns

Station information can be sorted in descending order by column by simply selecting on that column's header.

You may also rearrange the columns by simply dragging column headers to the desired position.

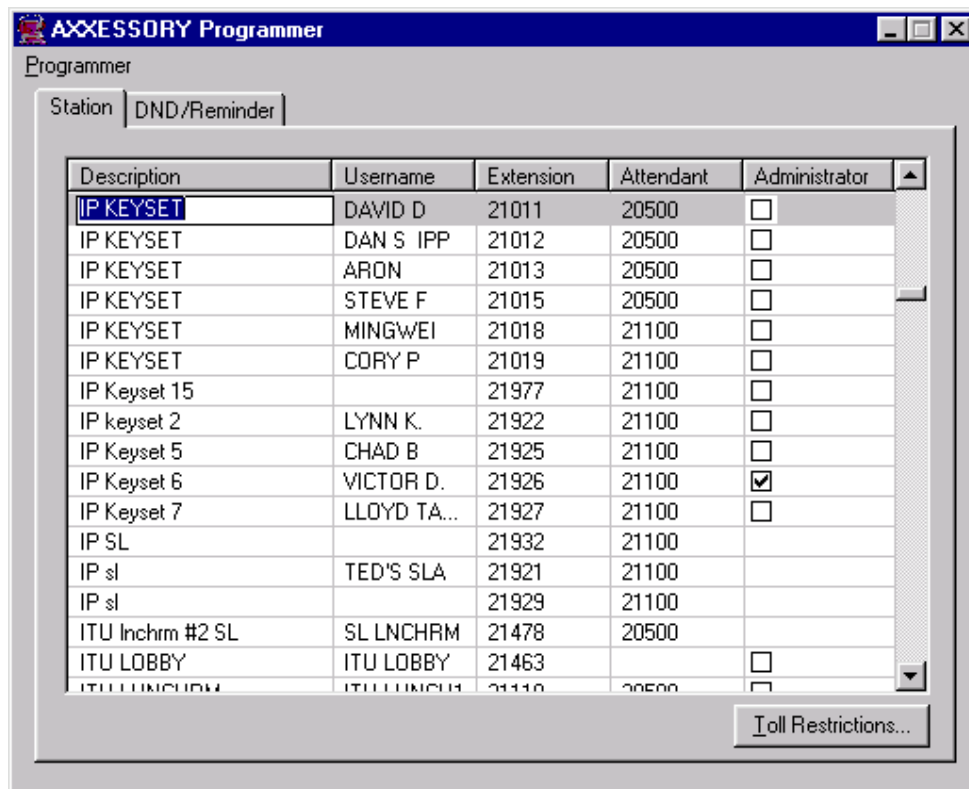
Searching

You can search for a specific station by simply typing in text. The Console Programmer attempts to match characters with the data in the "Description" column and numeric characters with the data in the "Extension" column. It then selects the station with the best match. For example, if the following descriptions and extensions are in the list:

Smith, Jack	1308
Smith, James	1300
Smith, Jamie	1315

If you type **Smith, Ja** it will find "Smith, Jack." You could continue typing to select the station with description "Smith, Jamie" or you could begin editing the highlighted station.

If you type "130" it will find and select the station with extension "1300". You could continue typing to select the station with extension "1308" or you could start editing the currently selected station.



Descriptions and User Names

You can program or change the description and/or user name for any station.

- (1) Scroll through the extension number list to locate the station you want to program.
- (2) Highlight the station you wish to program and double-click on the **Description** or **Username** field. A text box appears in the field, as shown above.
- (3) Enter new information or edit the existing information. Then press **ENTER** to save your change. (To close the text box without changing the information, press **ESC**.)

Extension Numbers

The extension number for any station can be changed by an Administrator. The new extension number cannot conflict with an existing number.

- (1) Scroll through the extension number list to locate the station you want to program.
- (2) Highlight the station you wish to program and double-click on the **Extension** field. A text box appears in the field.
- (3) Enter new extension number and press **ENTER** to save your change. (To close the text box without changing the extension, press **ESC**.)

*If you enter a conflicting extension number, you will see an error message that tells you the extension already exists. To clear the error message select **OK**. The extension returns to its previous setting and you can enter a new number.*

Attendant Stations

You can change the assigned Attendant for each station.

- (1) Scroll through the extension number list to locate the station you want to program.
- (2) Highlight the station you wish to program and double-click on the **Attendant** field. A text box appears in the field.
- (3) Enter the extension number of the station you wish to serve as the attendant for this station. Then press **ENTER** to save your change. (To close the text box without changing the attendant extension, press **ESC**.)

*If the extension number you entered does not belong to an attendant station, you will see an error message that tells you that it is an invalid extension. To clear the error message select **OK**. The attendant extension returns to its previous setting and you can enter a new number.*

Administrator Stations

You can program a keyset station to be an Administrator station, or you can remove its Administrator status. (You cannot program this for your own station or a single-line station.)

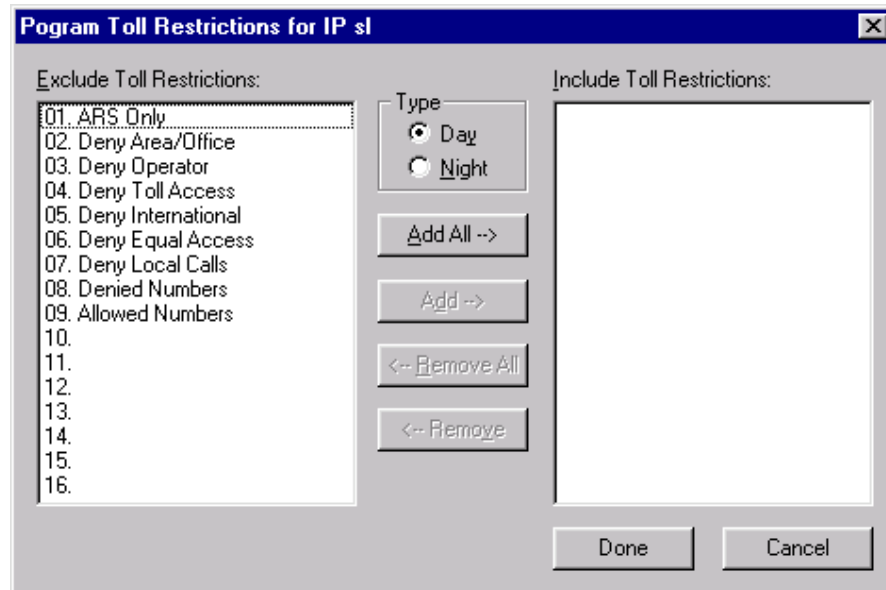
- (1) Scroll through the extension number list to locate the station you want to program.
- (2) Highlight the station you wish to program and double-click on the check box in the **Administrator** field.

If you attempt to change the Administrator flag for your own station or for a single-line station, you will see an error message.

Toll Restrictions

You can determine the toll restriction classes of service assigned to each station.

- (1) Scroll through the extension number list to locate the station you want to program.
- (2) Select the **Toll Restrictions** button to view the following screen.

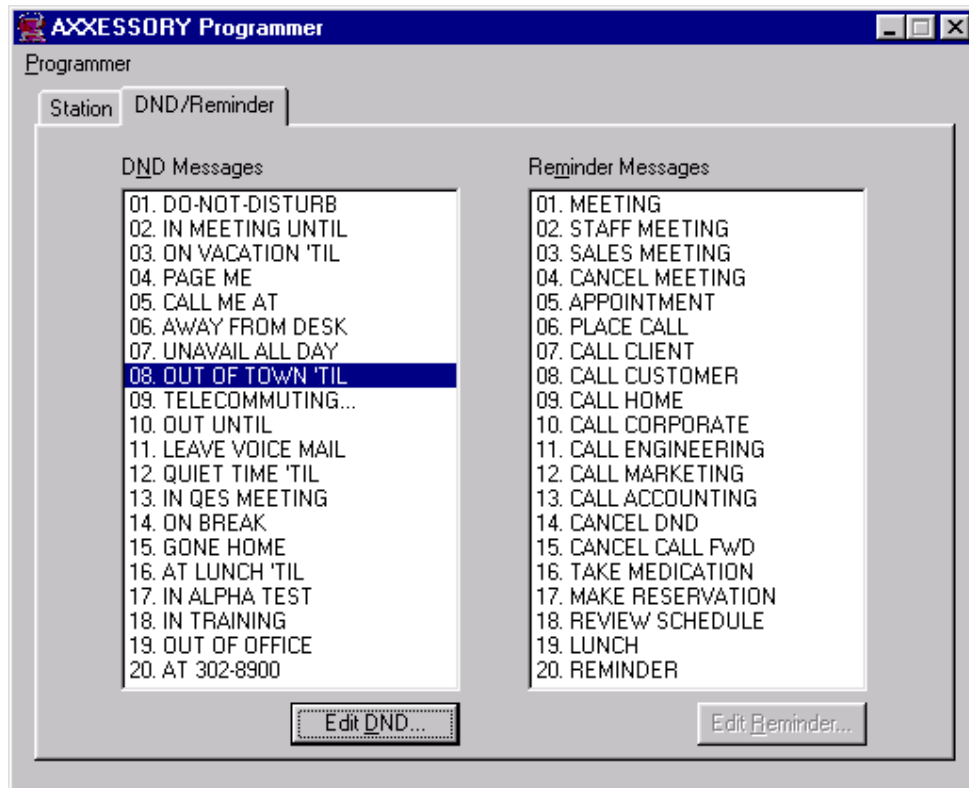


- (3) Determine whether you are programming toll restrictions for day or night mode by selecting the **Day** or **Night** option button.

- (4) Move the desired toll restrictions from the to the **Include Toll Restriction** list, as follows:
 - Highlight a toll restriction in the **Exclude** list and select the **Add** button to move it to the **Include** list.
 - Highlight a toll restriction in the **Include** list and select the **Remove** button to move it to the **Exclude** list.
 - Select the **Add All** button to move all restrictions to the **Include** list.
 - Select the **Remove All** button to move all restrictions to the **Exclude** list.
- (5) When the **Include Toll Restrictions** list is correct, select the **Done** button to save your changes and exit. (Or to exit without saving changes, select **Cancel**.)

PROGRAMMING DO-NOT-DISTURB AND REMINDER MESSAGES

In the **DND/Reminder** tab you can delete or change the messages for the Do-Not-Disturb and Reminder features. The new messages can be any value (up to 16 characters).



When the system has a programmed Primary and Secondary Language, the system has default messages in both languages. (Available languages are American English, British English, Spanish, and Japanese.) The Console can be used to program only English or Spanish messages. To enter Japanese characters, you must use your keyset. When two languages are enabled and messages are changed, you should attempt to keep the meanings for the messages in both lists the same. That is, if American English is the Primary Language and Do-Not-Disturb message 02 is changed to “PAGE ME,” a similar message should be programmed for the Secondary Language message 02.

The default Do-Not-Disturb and Reminder messages are shown in the Program Planning Sheet on [pages 55 and 56](#).

To change a message:

- (1) Highlight the desired message, as shown above, and select the **Edit DND** or **Edit Reminder** button below the list. The following screen appears:



- (2) Enter the new message in the text box. Then select the **OK** button to save your changes and exit to the previous screen. (Or select **Cancel** to exit without saving changes.)

DO-NOT-DISTURB MESSAGES:

DEFAULT MESSAGE	NEW PRIMARY LANG. MESSAGE	NEW SECONDARY LANG. MESSAGE
MESSAGE 01 (DO-NOT-DISTURB)		
MESSAGE 02 (LEAVE A MESSAGE)		
MESSAGE 03 (IN MEETING UNTIL)		
MESSAGE 04 (IN MEETING)		
MESSAGE 05 (ON VACATION TIL)		
MESSAGE 06 (ON VACATION)		
MESSAGE 07 (CALL ME AT)		
MESSAGE 08 (AT THE DOCTOR)		
MESSAGE 09 (ON A TRIP)		
MESSAGE 10 (ON BREAK)		
MESSAGE 11 (OUT OF TOWN TIL)		
MESSAGE 12 (OUT OF OFFICE)		
MESSAGE 13 (OUT UNTIL)		
MESSAGE 14 (WITH A CLIENT)		
MESSAGE 15 (WITH A GUEST)		
MESSAGE 16 (UNAVAILABLE)		
MESSAGE 17 (IN CONFERENCE)		
MESSAGE 18 (AWAY FROM DESK)		
MESSAGE 19 (GONE HOME)		
MESSAGE 20 (OUT TO LUNCH)		

REMINDER MESSAGES:

DEFAULT MESSAGE	NEW PRIMARY LANG. MESSAGE	NEW SECONDARY LANG. MESSAGE
MESSAGE 01 (MEETING):		
MESSAGE 02 (STAFF MEETING):		
MESSAGE 03 (SALES MEETING):		
MESSAGE 04 (CANCEL MEETING):		
MESSAGE 05 (APPOINTMENT):		
MESSAGE 06 (PLACE CALL):		
MESSAGE 07 (CALL CLIENT):		
MESSAGE 08 (CALL CUSTOMER):		
MESSAGE 09 (CALL HOME):		
MESSAGE 10 (CALL CORPORATE):		
MESSAGE 11 (CALL ENGINEERING):		
MESSAGE 12 (CALL MARKETING):		
MESSAGE 13 (CALL ACCOUNTING):		
MESSAGE 14 (CANCEL DND):		
MESSAGE 15 (CANCEL CALL FWD):		
MESSAGE 16 (TAKE MEDICATION):		
MESSAGE 17 (MAKE RESERVATION):		
MESSAGE 18 (REVIEW SCHEDULE):		
MESSAGE 19 (LUNCH):		
MESSAGE 20 (REMINDER):		

Troubleshooting

This chapter contains troubleshooting information for the AXCESSORY Console. It includes a discussion of error messages and answers to commonly asked questions about AXCESSORY Console operation.

If you cannot locate the troubleshooting information you need in this chapter, call your Inter-Tel dealer for additional assistance.

The error message information includes:

- Troubleshooting the Installation (see [page 57](#))
- Error Messages (see [page 58](#))
- Frequently Asked Questions (see [page 64](#))

TROUBLESHOOTING THE INSTALLATION

During the installation, you may see one of the following Warning or Error Messages:

ERROR OR WARNING	PROBLEM	FIX
File In Use Warning	The file exists on your PC and is in use.	Close all other applications before continuing the installation. Select OK to continue.
EXE File In Use Error	An earlier installation of AXCESSORY Console software is currently in use.	Select OK and close the earlier version. Restart the installation.
Destination File Error: cannot create directory or file	This is usually caused by a write-protection conflict on a network drive or by a shortage of available space.	The text of the warning will give you the information needed to fix the problem.

These are the steps you should follow when troubleshooting System OAI. For best results, perform the steps in order, one at a time. Never change more than one variable at a time when troubleshooting hardware.

- The Inter-Tel AXCESS system must be using version 5.1 or higher software on all nodes (5.117 or higher recommended).
- Verify that you can see system call activity. This is the easiest way to determine that System OAI is being received by the Console.
- Verify that System OAI Events and System OAI Third Party Commands Premium Features are enabled on all nodes.
- Verify that you have configured the Console TCP/IP connection to the telephone system correctly. For TCP/IP to work on your computer, it must be configured with IP addresses, subnet masks, and a default gateway for each network adapter on the computer. To determine if TCP/IP is installed on your computer, check with your network administrator.

Refer to the AXCESS Installation and Field Maintenance Manual for more information on the AXCESS System features.

ERROR MESSAGES

CONNECTION ERRORS

The Console connects to the telephone system via a system OAI server. When the attempt to connect fails, the system provides short error messages in the start-up window. The Console will automatically retry the connection every 15 seconds. You can override this default by selecting the Retry Now button from the start-up window. The help button will give more detailed information for each error message.

ERROR	POSSIBLE PROBLEM	FIX
Cannot Assign Requested Address	AXCESSORY Console cannot connect to the specified IP address.	Verify the IP address on the Connection tab in Properties is the IP address of the OAI server computer. If the OAI server is the AXCESSORY OAI Gateway, the IP address must match the IP address in the AXCESSORY OAI Gateway Application Settings dialog.
Connection Refused	Wrong TCP port	Verify the TCP port.
	Wrong IP address	Verify the IP address of the OAI server. (Select Properties, then the Connection tab.) If the server is the AXCESSORY OAI Gateway, then the IP address in the Connection tab, must match the IP address in the AXCESSORY OAI Gateway Application Settings dialog box.
	AXCESSORY OAI Gateway or OAI server not ready	Verify the OAI server is running, that it is communicating with all nodes, and that it has at least one node programmed. The AXCESSORY OAI Gateway will not allow AXCESSORY Console to connect until the AXCESSORY OAI Gateway is communicating with all nodes. If a AXCESSORY OAI Gateway is communicating with all nodes and the IP address and TCP port are correct, restart the AXCESSORY OAI Gateway computer. Verify the AXCESSORY OAI Gateway starts and communicates with all nodes. If the problem continues, try restarting the AXCESSORY Console computer.

ERROR	POSSIBLE PROBLEM	FIX
Connection Reset by Peer	The connection was reset either by the network system or the OAI server computer.	Verify the OAI server is running. If the problem persists, contact your network administrator, and see the suggestions in the section titled, “Software Caused Connection Abort” on page 62 .
Connection Timed Out	AXCESSORY Console could not initiate a connection to the OAI server because the OAI server computer never responded.	<p>Verify the IP address on the AXCESSORY Console property page (the Connection tab) is the IP address of the OAI server computer. If the OAI server is the AXCESSORY OAI Gateway, the IP address The Connection tab in Properties must match the IP address in the AXCESSORY OAI Gateway Application Settings dialog.</p> <p>Check the AXCESSORY Console computer subnet mask. An improper subnet mask can cause this error. If you do not know your subnet mask, contact your network administrator.</p> <p>Contact your network administrator to verify all routers are up and running (check by pinging them, and then ping addresses on the other side of them). Try a traceroute to the destination address to check that all routers are functioning.</p>
Could Not Verify the Keypset Password	The keyset password could not be verified.	Verify that the node and extension on the Connection tab are correct. If the node and extension are correct, this error could be caused by the OAI server not communicating with your node due to a transient error or a configuration problem. The Connection tab in Properties allows you to set the keyset password.
Destination Address Required	The Console cannot connect to the OAI server IP Address.	Verify the IP address of the OAI server computer on the AXCESSORY Console property page (the Connection tab). If the OAI server is the AXCESSORY OAI Gateway, the IP address The Connection tab in Properties must match the IP address in the AXCESSORY OAI Gateway Application Settings dialog.

ERROR	POSSIBLE PROBLEM	FIX
Invalid Keypad Password	The keypad password is incorrect	Verify that the node and extension on the Connection tab are correct. If the node and extension are correct, the keypad password was incorrectly typed. The Connection tab in Properties allows you to set the keypad password.
Invalid OAI Password	The OAI Password is incorrect.	The Connection tab in Properties allows you to set the OAI password. This password must match the password required by the OAI server. Note, this password is case-sensitive.
Network Dropped Connection	The OAI server computer might have crashed and/or rebooted.	If the problem persists and the OAI server is not rebooting, contact your network administrator, and see the suggestions under “Software Caused Connection Abort”.
Network is Down	This error could indicate a failure of your network subsystem.	Check the AXCESSORY Console computer WinSock, protocol stack, network driver, and network interface card configuration. Restart the computer. If the problem persists, you may need to reinstall TCP/IP.

ERROR	POSSIBLE PROBLEM	FIX
Network is Unreachable	This occurs if AXCESSORY Console cannot communicate with the OAI server computer.	<p>Verify the OAI server computer is running.</p> <p>Verify the IP address on the AXCESSORY Console property page (the Connection tab) is the IP address of the OAI server computer. If the OAI server is the AXCESSORY OAI Gateway, the IP address on the AXCESSORY Console property page (Connection tab) must match the IP address in the AXCESSORY OAI Gateway Application Settings dialog.</p> <p>If the OAI server computer is running and the AXCESSORY Console knows the correct IP address, contact your network administrator. You might try the following.</p> <p>Ping the destination host to see if you get the same results (chances are, you will).</p> <p>Check whether you have a router configured in your network system (your WinSock implementation).</p> <p>Do a traceroute to try to determine where the failure occurs along the route between your host and the destination host.</p>
Network Subsystem is Not Initialized	See “Network Subsystem is Unavailable”.	
Network Subsystem is Unavailable	Windows cannot fulfill communication requirements of AXCESSORY Console because the underlying system is currently unavailable	Verify that networking and TCP/IP is correctly and fully installed on the AXCESSORY Console computer. You might need to reinstall networking, TCP/IP, or Windows to correct this problem.
No Buffer Space Available	This indicates a shortage of resources	This can occur if you are running too many applications simultaneously. If this tends to occur after running certain applications, it may be a symptom of a malfunctioning application. This error can also indicate that you are not closing applications properly. If the error persists, restart the AXCESSORY Console computer. Avoid running the offending application.

ERROR	POSSIBLE PROBLEM	FIX
No Route to Host	See “Network is Unreachable”	
Ports Exceeded	The AXCESSORY Console is unable to connect to the OAI server at this time because the server is already communicating with the maximum number of client applications.	
Software Caused Connection Abort	This is usually a network error.	<p>Try the software again. If the software is still not working, contact your network administrator.</p> <p>Ping the remote OAI server. If it does not respond, it may be offline or there may be a network problem. If it does respond, then try reconnecting. If the Console still doesn't work, the OAI server may have terminated.</p> <p>Ping the router address. If using a serial connection, the local router is the IP address of the host you initially logged into with SLIP or PPP.</p> <p>Ping a local host to verify that the local network is working properly.</p> <p>Ping a host connected to the same subnet as the host you were using. This will verify if the destination network is functioning.</p> <p>Do a traceroute to try to determine where the failure occurs along the route between your host and the destination host.</p>
TCP/IP Not Installed	Your PC does not have TCP/IP installed.	You must install the TCP/IP networking protocol. You can install this protocol through the Control Panel.

ERROR	POSSIBLE PROBLEM	FIX
Too Many Open Files	<p>Windows cannot fulfill AXCESSORY Console TCP/IP communication requirements. This error occurs due to one of two scenarios:</p> <p>The computer is running too many programs that communicate via the network.</p> <p>A program running on the computer is using the network facilities incorrectly and holding resources required by the AXCESSORY Console.</p>	<p>Close some of the programs.</p> <p>Restarting the computer may temporarily solve this problem. However, if the program malfunctions again, AXCESSORY Console will have the same problem. Use trial and error to determine which application is interfering, and close it when AXCESSORY Console is in use.</p>
Wrong Login Type	<p>The OAI server does not serve System OAI. It may be a Desktop OAI server.</p>	<p>Enter the correct address and port of the System OAI server (AXCESS Windows NT-based CPU, OAI Gateway, or Switch Transceiver).</p>
Wrong WinSock DLL Version	<p>Windows does not support the TCP/IP version required by AXCESSORY Console.</p>	<p>Reinstall TCP/IP. If the problem persists, check to see if Microsoft has an update or patch to resolve the version conflict.</p>

FREQUENTLY ASKED QUESTIONS

The following are answers to commonly asked questions about AXCESSORY Console operation. They are divided into general topics to help you locate the information quickly.

If you cannot locate the answer to your question in the following list, call your AXCESSORY Console dealer for assistance.

AXCESSORY CONSOLE SETUP OPTIONS

Q: How can I get my AXCESSORY Console screen to pop up from an icon when I receive a call or message?

A: Enable “Restore Program When Call Rings” from the Properties User Settings menu.

FUNCTION KEYS

Q: Why don't the function keys work like they're described in the user guide?

A: The function keys are programmable. You may have been reprogrammed to new settings. See [page 40](#).

SCREEN WILL NOT POP-UP

Q: Even though I set Restore Program When call rings in, why doesn't the Console come to the front when a call rings in?

A: Microsoft added a feature to Windows 98, Windows 2000, and Windows Millennium Edition to prevent an application from popping in front of the application you're currently using. If another application has received input from the user within a short, but undocumented, amount of time, Windows 98 prevents any other program from putting itself in the foreground. Instead, the program can only flash its icon in the start bar.

Therefore, if you are using another program, like Word, and a call rings in, Windows 98 may prevent the console from popping in front of Word, but will instead force the console to blink in the task bar.

CALL LIST

Q: Why don't messages in my Call List show the time the message was left at my station?

A: A message will show the message source and the time the Console became aware of the message. That is, if the Console was active when the message was received, and has remained active, it will show the time the message was left. Otherwise, it will show the time the AXCESSORY Console was activated and made aware of the existing message.

DIRECTORIES

Q: Why is the name in the AXCESSORY Console directory different from the name shown in the telephone Intercom Directory and on my keyset display?

A: The telephone system Intercom Directory and keyset display identifies intercom numbers using their programmed user names, while the AXCESSORY Console directory uses their programmed description. The description reflects the directory name format of the telephone system database (Last, First).

MUTING YOUR KEYSER MICROPHONE

Q: When another station user places me on hold, why won't the microphone mute work?

A: You cannot mute the microphone on your keyset if you are connected with another station and the other party places you on hold.

VOLUME

Q: I set my keyset volume, but it keeps changing. Why?

A: There are separate volume levels for the different functions of your keyset (handsfree calls, handset calls, etc.). Changing one volume setting will not change the other settings.

CONFERENCE CALLS

Q: Why can't I include an AXCESSORY Talk voice mailbox in a conference?

A: An AXCESSORY Talk Voice Mail application is not a valid conference party. However, a conference can be transferred to a Voice Mail application to allow the conference parties to use the Voice Mail features. When you transfer the conference to voice mail, the system waits for you to enter the mailbox number. If you do not enter a mailbox number before you hang up, the conference will be connected to the voice mail unit and a conference party must enter the mailbox number after listening to the introductory voice prompts. The conference parties can use their DTMF keypad keys to use the voice mail features.

A conference conversation could be recorded as a mailbox message using this technique.

AXCESSORY Talk voice processing units can also be programmed to use Record-a-Call. For more information, refer to your AXCESSORY Talk guide.

NOTE Federal and State law may prohibit the use of this feature to record in certain circumstances. Inter-Tel does not give any legal advice on this subject. Contact your attorney for guidance on the use of this feature.

TIME DIFFERENCES

Q: Why doesn't the time on my computer match the time shown on my keyset?

A: The time shown on the computer display may not match the time shown on the attached keyset's display because the PC clock controls the computer display and the telephone system controls the keyset display.

Q: I set a reminder message, but it did not signal me exactly at the time I requested it to. Why not?

A: Reminder messages are controlled by the clock in the telephone system, not the clock on your PC. If the time shown on your PC does not match the time shown on your keyset's display, it may appear that the reminder message is signaling you at the wrong time. However, it is actually signaling at the time you requested – according to the telephone system clock (shown on your keyset).

Why doesn't the Console's elapsed call time match the telephone system's elapsed call time?

A: The telephone system's elapsed call time starts when the call is picked up by the phone system. The Console's elapsed call time starts when the call reaches your keyset.

DO-NOT-DISTURB PROGRAMMING

- Q: I programmed do-not-disturb message for another station. Why did the wrong message appear on their keyset?*
- A: The Console allows you to choose from the do-not-disturb messages programmed for your node. If the messages on the other station's node are different, the corresponding message will appear on the station's display. For example, message 02 could be IN MEETING on your node, but PAGE ME on their node. If so, their station will display PAGE ME when you program message 02 on that station. Also, if you are using a shortcut button for do-not-disturb programming, the shortcut button will select the message by number, not by text. Make sure your shortcut buttons match the actual messages.

MAILBOX SETTINGS

- Q: Why is the "Has Mailbox" option in the Directory Menu unavailable (grayed out)?*
- A: "Has Mailbox" is available only when a station or hunt group is selected. Also, if you are running AXCESS 5.2 or higher software, this option is never available, because the Console receives the mailbox information directly from the AXCESS System.
- Q: How can I correct invalid mailbox information if we are running AXCESS 5.2 or higher software?*
- A: If the Console has the wrong mailbox information, try performing a system refresh. If it is still incorrect, contact the AXCESS system technician ask to have the mailbox information imported from the other nodes to your node and/or have the mailboxes reprogrammed.

STATISTICS

- Q: Why do my statistics show more calls handled than calls rang in?*
- A: This is because "handled" calls count calls originated by the user. Every time an IC or CO call leaves the operator, it was handled, unless it was on hold, was ringing, or was a transfer announcement call. When a conference is made each call in the conference is counted as handled and the conference call is treated as a new call. Calls that automatically forward are not counted as handled.

DATABASE PROGRAMMING

- Q: I try to access Database Programming, but it tells me that my keyset database programming password is invalid on my node. But I know my password is correct because it works on my keyset. Why does my password cause this error?*
- A: The keyset allows you to program only one node. Therefore, it validates your password only on that node. However, the Console allows you to program multiple nodes and requires all nodes to have the same keyset database programming password.
- Q: Why is Database Programming disabled (grayed out) on my Console?*
- A: If your keyset is not programmed as an Administrator station, you cannot perform database programming.

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