

# General Features

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# Preface

<b>Content of Module</b>	<ul style="list-style-type: none"><li>• Presentation of general features for OpenScape 4000 V7</li></ul>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Detailed information about subscriber, attendant console system and Assistant features</li></ul>
<b>Prerequisites</b>	<ul style="list-style-type: none"><li>• None</li></ul>
<b>Time</b>	<ul style="list-style-type: none"><li>• 5 hours</li></ul>



# 1 Brief overview of features

## 1.1 Station features

Dialing

Different ringing

Consultation

Consultation during an external call

Consultation during an internal call

Recall after going on-hook in consultation mode

Transfer

- Code
- Function keys
- Trunk call & internal call & special calls
- Initiate - Cancel consultation - Consultation - Toggle
- Ground key - flash key
- Dialing - function key
- From consulting STN to features to be activated
- Override / Call waiting - Callback - Radio paging - Conference - Toggle
- Save dialing
- Announcement - Music - No acoustic indication
- Return to consultation connection
- Transfer of accepted connection
- Possible from first connection
- Not possible from on-hold STN
- Automatic callback of the parked STN
  - At the parking STN
  - After timeout
- Transfer or call pickup (configurable per operating system)
- Digital terminals (Up0E;S0;IP) - both possible
- Analog terminals (DPSTN;DTMF) - depending on setting of the operating system

Transfer of external call

- Authorization checking during the transfer of external calls
  - Authorization checking during the transfer of external calls (STN classes of service)
  - With the aid of the operating system, transfer of outgoing trunk connections can also be prevented for all STNs of a system (exception: night station).

Transfer of internal call

- Incoming and outgoing calls
- With the aid of operating system, the transfer of internal calls to external STNs can be prevented for all STNs of a system (exception: night stations).

Classes of service

- No trunk access
- Outward restricted toll access
- LCR classes of service with max. 64 individual classes of service for trunk and tie lines

## Speed dialing facility

- Central speed-dialing system
  - Speed dialing lists (max. 16), internal and/or external call numbers (max. 22 stations)
  - Max. 1000 destinations per list
  - Automatic class-of-service upgrade
  - Suffix dialing of digits for external dialing
  - No fixed group assignment
- Speed-dialing - individual
  - For each STN
  - Max. 30 destinations to be entered by the STN personally
- Repertory keys
  - For digital terminals with add-on devices excluding S0
  - optiPoint 4xx IP with add-on devices
  - OpenStage Up0E, TDM or IP (HFA / SIP) with 15 key module or BLF add-on devices

## Hunt group

- Collective number
  - Call number of the master STN
  - Code (digit analysis)
- Type: Linear - cyclical - parallel
- Call capacity: Fixed - variable
- Hunt group for all services
- Temporary disconnecting from a station hunting
- Synchronous announcement for external call to an SA call queue
- Subscriber can be a member of several SAs

### Call Forwarding Features

- Fixed call forwarding
- Variable call forwarding
- System call forwarding (destination can only be configured by the administrator)
  - Call forwarding is possible
  - Internal and network-wide
  - To public network
  - To ext. applications (Xpression, PSE etc.)
- Transfer call forwarding (follow me)
- Linking of up to 10 CF

### Call forwarding

- Call forwarding on busy/no answer (CFNR)
- Call forwarding after time for subscriber and station hunting (default 20 sec., can be changed)
- CFNR can be restricted to internal calls or trunk calls.

### Override

- Override for a busy call station with classes of service is possible.
- Override to night station
- Override to station hunting (only possible if all subscribers in the hunt group are seized and the call queue is full.)
- Override for personal call with an ATND
- All three STNs can hear and speak to each other and an override tone can be heard

### Camp-on

- Call waiting if a busy call station is possible with classes of service.
- Transfer of the waiting call by going on hook
- Hold and subsequent toggling
- Release by pressing button
- Call waiting tone (analog telephone)
- Display (digital telephone)



Second Call	<ul style="list-style-type: none"> <li>• For automatic call waiting of all external and internal calls on busy</li> <li>• Can be switched in Open Stage &amp; optiPoint with function key and LED signaling.</li> </ul>
Class-of-Service Changeover	<ul style="list-style-type: none"> <li>• Each STN has 2 classes of service (COS / LCOSV / LCOSD)</li> <li>• Class-of-service changeover is possible <ul style="list-style-type: none"> <li>• at the extension</li> <li>• from ATND for COSX groups</li> <li>• scheduled changeover for individual COSX groups</li> </ul> </li> </ul>
Restriction of automatic internal traffic (ESI)	<ul style="list-style-type: none"> <li>• For max. 16 ITR groups <ul style="list-style-type: none"> <li>• Activation and deactivation at the ATND</li> <li>• Activation by the operating system (<b>no deactivation</b>)</li> </ul> </li> </ul>
Automatic call setup	<ul style="list-style-type: none"> <li>• HOTLINE - Immediate automatic call setup after picking up (subscriber is not able to dial)</li> <li>• OFFHOOK RECALL AFTER TIMEOUT - Automatic call setup after timeout (subscriber is able to dial)</li> <li>• No longer via VBZGR (HOTLN)</li> </ul>
Do-not-disturb	<ul style="list-style-type: none"> <li>• Types of do-not-disturb <ul style="list-style-type: none"> <li>• Activation by extension off</li> <li>• Activation by ATND off</li> </ul> </li> </ul>
Connection of recorded announcement equipment	<ul style="list-style-type: none"> <li>• Rec. ann. equipment with <ul style="list-style-type: none"> <li>• random start</li> <li>• synchronous announcements (start-stop or permanent connection)</li> </ul> </li> </ul>
Rec. ann. equipment <b>Connection of a loudspeaker system</b>	<ul style="list-style-type: none"> <li>• Loudspeaker system with amplifier</li> <li>• One or more loudspeakers</li> </ul>

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