Mitel OpenScape UC Application V11

Executive/Assistant Cockpit

User Guide
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Mitel

Notices

Trademarks

Contents

1 Working with this Manual

Here you will find information on the structure and use of this manual.

1.1 This Manual's Target Group

This manual addresses:

- all users who deploy the E/A Cockpit; in particular also newcomers who require information about the program interface and operating the E/A Cockpit.
- advanced users who want to customize the E/A Cockpit according to their requirements.

We assume that the user is familiar with operating the OpenScape Desk Phone CP600 and the Key Module KM600.

The instructions contain important information about using the E/A Cockpit safely and correctly. Please follow them precisely to avoid operating the E/A Cockpit incorrectly and to make best use of this application.

1.2 This Manual's Content

This manual describes how to configure and operate an Executive/Assistant Cockpit (in the following named E/A Cockpit) solution.

Furthermore, this manual provides general information on the E/A Cockpit functionalities.

> **NOTICE:** The screenshots used in this manual show the E/A Cockpit user interface on an OpenScape Desk Phone CP600. The used configuration is a sample. The options on your phone may differ in dependence on your configuration.

1.3 Representation Conventions

In the manual on hand the following representation conventions apply:

1.3.1 Formats and Display Forms

Purpose	Representation	Example
Special emphasis	**Bold**	**Name** must not be deleted.
User interface elements	**Bold**	Click on **OK**.
Menu sequence	>	**File** > **Exit**
Textual cross reference	*Italic*	You find further information in the *Configuration and Administration* manual.

Purpose	Representation	Example
Path and file names	Font with fix character spacing, e.g. `Courier`	`c:\Program Files\...` or `Example.txt`
Specifications that may have individual content, e.g. variables.	*Italic* in angle brackets	Enter your *<user name>* and the *<password>* to log on to the system.
Output	Font with fix character spacing, e.g. `Courier`	`Command not found.`
Entry	Font with fix character spacing, e.g. `Courier`	Enter `LOCAL` as file name
Key combination	**Bold**	**[Ctrl]+[Alt]+[Esc]**

1.3.2 Notes

Types of notes

Critical notes and additional information are indicated in this manual in the following manner:

NOTICE: Notes indicated in this way point to information worth knowing or useful tips.

IMPORTANT: This indicates notes that carry information of **high priority**. Please definitely read and heed such notes to avoid malfunctions, loss of data or damages to devices.

1.4 Acronyms Used

In the manual on hand the following acronyms are used:

Acronym	Meaning
App	E/A Cockpit Application
DLS	Deployment Service
DSS	Direct Station Selection
E/A Cockpit	Executive/Assistant Cockpit
E/A group	Executive/Assistant group
NAT	Network Address Translation

Acronym	Meaning
SRK	"Soft Row Key" - Button to the right of the option on the screen

1.5 Continuative Documentation

For further information about the E/A Cockpit refer to the following documentation:

• OpenScape Desk Phone CP600 User Guide

2 The E/A Cockpit Concept

This chapter contains information about the E/A Cockpit concept.

2.1 E/A Cockpit Overview

The E/A Cockpit allows you to control an E/A group from any phone being member of the E/A group. The OpenScape Desk Phone CP600 application receives the information from the OpenScape UCApplication server and offers a comprehensive user interface on the phone. Together with the function keys on the Key Module KM600 a uniform service is provided.

Feature set of the application

Status management and dynamic call forwarding

The application comprises the following functions:

- Optimizing the call processes of an executive with support by one or more assistants
- Executive calls are controlled and managed by the assistants
- All incoming calls for the executive are answered by one or more assistants as desired by the executive
- Incoming calls for the executive are forwarded directly to the assistant or signaled simultaneously at both the executive and the assistant
- The assistant can always monitor incoming calls for the executive and respond accordingly

The E/A Cockpit introduces a dynamic call forwarding logic that is based on the stati of the E/A group's members.

From the E/A Cockpit UI, an executive can easily

- deactivate call forwarding
- activate static (unconditional) forwarding to his/her mobile phone, to his/her voice mail, or to a variable destination that can be set from the UI
- activate dynamic call-forwarding "to assistant", that chooses the forwarding target according to the states of his/her assistants.

An assistant can signal

- being "at desk" (available to the E/A group, unconditional call forwarding deactivated) or
- being "off desk" with call-forwarding optionally activated to his/her mobile phone, to his/her voice mail, or to a variable destination that can be set from the UI.

  In addition he/she can configure a deputy that shall serve the executive in case he/she and no other assistant is "at desk".

Both executives and assistants can modify their own status as well as the stati of their related assistants and/or executives and enable/disable the deputies from the client UI or, consistently, by using traditional means (function keys).

The E/A Cockpit server synchronizes the members' E/A Cockpit stati with the OpenScape UCApplication presence, preferred device and rules stati and propagates status changes to the client UIs.

Arrangements

The supported arrangements are the same as for E/A groups without the E/A Cockpit:

• The maximum size is limited to 4 executives and 4assistants.
• Each assistant serves every executive.
• Each executive has a primary assistant.

If the E/A Cockpit is to be used for groups of more than 4 Executives and 4 Assistants, a project-specific release is required.

The configuration is done with OpenScape Voice Assistant's E/A Wizard.

Larger E/A Cockpit groups are technically feasible but unsupported by the E/A Wizard. They require extensive manual configuration at OpenScape Voice, the DLS, the E/A Cockpit server and the related phones. They can be provided on a project-specific basis.

2.2 Call Forwarding Logic

With the E/A Cockpit it is possible to configure either static or dynamic call forwarding. Depending on how the executive is configured and what his/her preferences are, the system will try to route external calls for the executive (coming from outside the group) to an available assistant or deputy.

When an executive chooses any of the **To Assistant…** stati, the E/A Cockpit will first try to forward calls to an available assistant or deputy. Assistants are chosen in the preferred order previously configured by the administrator.

Deputy status: If an assistant has an active deputy, calls for an executive that would be forwarded to that assistant will be forwarded to the deputy only if this deputy is available.

> **NOTICE:**
>
> Both assistants and deputies are considered to be **available** for the E/A Cockpit group if their current status is **At Desk** and their call status is **out of call** (not in the middle of a call at the moment). For any other status, the E/A Cockpit will try to avoid routing **external calls** to that particular member.

> **NOTICE:**
>
> If the assistant has **Call Waiting** enabled, this member will be able to receive a second call while busy. The E/A Cockpit, however, will not be aware of this availability and will still try to avoid routing calls to this assistant.

> **NOTICE:**
>
> When a DSS key is pressed, the call is always routed to the device configured for that key. All forwardings will be ignored.

2.2.1 Call Forwarding Logic According to the Executive Status

Table 1: Executive CF stati

Status	Option	Resulting call forwarding
Immediate Ring	-	No call forwarding: the call is alerted immediately at the **executive's phone**.
To Voicemail	[Admin-defined voice mail DN]	All calls to the executive's phone will be forwarded to the executive's **voice mail**.
To Mobile	[Admin-defined mobile DN]	All calls to the executive's phone will be forwarded to the executive's **mobile**.
To <Nr>	[User-defined, variable DN]	All calls to the executive's phone will be forwarded to a **number chosen by the executive**. There is no need for any changes by the administrator. The destination number can be chosen by the executive using the application menus on the phone. The **To <Nr>** status (also known as **To Number**) is only available on E/A Cockpit menus if the executive has configured the destination number using the application menus.
To Assistant	Soft	Calls to an executive which do not come from an assistant or deputy will only ring at the executive's phone if no assistants or active deputies are available. Otherwise, the E/A Cockpit will choose an **available assistant or deputy** as the executive's forwarding destination.
	Regular	If no assistant or active deputy is available, calls to the executive will be forwarded to the executive's **voice mail**. Otherwise, the E/A Cockpit will choose an available assistant or deputy as the executive's forwarding destination.
	Regular Mobile	If no assistant or active deputy is available, calls to the executive will be forwarded to the executive's **mobile**. Otherwise, the E/A Cockpit will choose an available assistant or deputy as the executive's forwarding destination.
	Regular to Number	If no assistant or active deputy is available, calls to the executive will be forwarded to **a number chosen by the executive**. Otherwise, the E/A Cockpit will choose an available assistant or deputy as the executive's forwarding destination.

Status	Option	Resulting call forwarding
	Strict	Calls to the executive coming from assistants or deputies will ring directly at the executive's device. All other calls will ring at the next available assistant or deputy (not Off Desk and Out-Of-Call). If no assistant is available, calls will be routed to the first assistant, or his/her deputy, regardless of their call status. The E/A Cockpit will continue to avoid routing calls to assistants or deputies who are Off Desk. Only when all assistants and deputies are Off Desk, calls will be routed back to the executive.

NOTICE:

The **To Mobile**, **To Voicemail**, **To Assistant (Regular)** and **To Assistant (Regular Mobile)** states are only available on E/A Cockpit menus if related numbers were correctly configured by the administrator.

2.2.2 Group Availability and Call Forwarding at the Assistants

Assistants are able to change their E/A Cockpit stati to make sure external calls for their executives always get routed correctly to an available assistant or deputy. Depending on the current status of the assistant, the E/A Cockpit can consider this member to be available or unavailable for the group. If an assistant or deputy is not available, the E/A Cockpit will try to avoid routing external calls to this particular member.

The following table describes in detail how the E/A Cockpit status of an assistant affects his/her own CF status.

Table 2: Assistant CF stati and E/A group availability

Status	Option	Resulting call forwarding	Group availability
At Desk	-	No call forwarding: private calls and calls forwarded from an executive will immediately ring at the **assistant's phone**.	Available only if not making or receiving any calls at the moment.
Off Desk	-	No call forwarding: private calls to the assistant will ring at the **assistant's phone**.	Not available

Status	Option	Resulting call forwarding	Group availability
To Mobile	[Admin-defined mobile DN]	Private calls to the assistant, including private calls from the executive, will be forwarded to the **assistant's mobile**. Calls to an executive may be forwarded to the assistant's mobile if the executive has call forwarding status "To assistant (Strict)" (see table above).	Not available, except for To Assistant (Strict)
To Voicemail	[Admin-defined voice mail DN]	Private calls to the assistant, including private calls from the executive, will be forwarded to the **assistant's voice mail**. Calls to an executive may be forwarded to the assistant's voice mail if the executive has call forwarding status "To assistant (Strict)" (see table above).	Not available, except for To Assistant (Strict)
To <Nr>	[User-defined, variable DN]	Private calls, including calls from the executive, will be forwarded to a **number chosen by the assistant**. Calls to an executive may be forwarded to this number if the executive has call forwarding status "To assistant (Strict)" (see table above).	Not available, except for To Assistant (Strict)

NOTICE:

Voice mail and mobile numbers must be correctly configured by the administrator in order for these options to be available on E/A Cockpit menus.

2.2.3 "To Deputy" Feature

Restrictions when using external phone numbers as deputies

"To Deputy" feature with executive CF status To Assistant (Soft)

"To Deputy" feature with executive CF status To Assistant (Regular)

"To Deputy" feature with executive CF status To Assistant (Regular Mobile)

"To Deputy" feature with executive CF status To Assistant (Regular to Number)

"To Deputy" feature with executive CF status To Assistant (Strict)

Each assistant in the group can configure a deputy number while using the application. This deputy does not need to be a member of an E/A Cockpit group. However, please note the restrictions when using such external phone numbers below.

Once the deputy is configured by the assistant, the deputy status can be **enabled** or **disabled** by the assistant or the executive using the application menus. When enabling a deputy, the user can choose whether to forward only incoming calls for an executive or all calls, including incoming calls for the assistant, to the deputy.

When the assistant has deputy status enabled, at least all calls for an executive that would be forwarded to this assistant will be forwarded to the deputy. The assistants' order is still effective and available assistants from the group will take precedence over deputies. Assistants are chosen in the preferred order as configured by the administrator. The E/A Cockpit's extended menu options will be available to the chosen deputies. and they will be able to verify and change the status of members in the delegated group.

NOTICE:

The E/A Cockpit will not allow circular deputy references, the deputy chain cannot be a closed circle. This means that any two assistants cannot choose to be deputies of each other.

- If the chosen deputy is an external phone number, i. e. a phone number not belonging to any E/A Cockpit group, the E/A Cockpit's extended menu options will not be available on the deputy's phone.
- Neither executives nor assistants are notified by a pop-up of call forwardings via the E/A Cockpit to external phone numbers.
- The E/A Cockpit is unable to monitor external numbers. If a call is forwarded to an external deputy and this deputy accepts the call, subsequent calls will continue to be forwarded to the chosen deputy until an assistant becomes available again. In such cases, subsequent callers will receive a busy tone unless the Call Waiting feature is active on the deputy device.

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **the executive's office number**.

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **the executive's configured voice mail**.

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **the executive's configured mobile**.

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **a number configured by the executive**.

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **the executive's office number**.

2.2.4 OpenScape UCApplication Integration

By default, E/A Cockpit licenses allow integration with OpenScape UCApplication services, namely:

- Preferred devices
- Presence
- Rules

The E/A Cockpit will communicate with the OpenScape UCApplication server and integrate with these services. It will listen for events coming from preferred devices, presence changes and rule changes, and reflect these changes on E/A Cockpit menus accordingly. Likewise, changes on E/A Cockpit stati will also result in changes on these services.

The following tables describe how changes on the E/A Cockpit affect OpenScape UCApplication services and vice-versa.

How the executive status affects OpenScape preferred devices and OpenScape rules			
Executive status		**Preferred devices**	**Rules**
IMM_RING	–>	Office_Phone	OFF
TO_ASNT_SOFT	–>	Office_Phone	TO_ASSISTANT
TO_ASNT_REG	–>	Office_Phone	TO_ASSISTANT
TO_ASNT_REG_MOB	–>	Office_Phone	TO_ASSISTANT
TO_ASNT_REG_NUM	–>	Office_Phone	TO_ASSISTANT
TO_ASNT_STRICT	–>	Office_Phone	TO_ASSISTANT
TO_EXEC_MOB	–>	EACockpit_Mobile	OFF
TO_EXEC_VMAIL	–>	EACockpit_Voicemail	OFF
TO_NUMBER	–>	EACockpit_Number	OFF

How the executive preferred device affects E/A Cockpit status and OpenScape rules			
Preferred devices		**Executive status**	**Rules**
Office_Phone	–>	IMM_RING	OFF

The

How the executive preferred device affects E/A Cockpit status and OpenScape rules			
Preferred devices		**Executive status**	**Rules**
EACockpit_Mobile	–>	TO_EXEC_MOB	OFF
EACockpit_Voicemail	–>	TO_EXEC_VMAIL	OFF
EACockpit_Number	–>	TO_NUMBER	OFF

How the executive OpenScape rules affect the E/A Cockpit status and OpenScape preferred devices			
Rules		**Executive status**	**Preferred devices**
OFF	–>	IMM_RING	Office_Phone
TO_ASSISTANT	–>	TO_ASNT_SOFT TO_ASNT_REG TO_ASNT_REG_MOB TO_ASNT_REG_NUM TO_ASNT_STRICT	Office_Phone

How the assistant status affects OpenScape preferred devices and presence status			
Assistant status		**Preferred devices**	**Presence status**
AT_DESK	–>	Office_Phone	AVAILABLE
OFF_DESK	–>	Office_Phone	AWAY
TO_ASNT_MOB	–>	EACockpit_Mobile	BRB
TO_ASNT_VMAIL	–>	EACockpit_Voicemail	AWAY
TO_NUMBER	–>	EACockpit_Number	BRB

How the assistant presence status affects the E/A Cockpit status and preferred devices			
Presence status		**Assistant status**	**Preferred devices**
BUSY	–>	AT_DESK	Office_Phone
DND	–>	AT_DESK	Office_Phone
BRB	–>	OFF_DESK	unchanged
AWAY	–>	OFF_DESK[1]	unchanged
AVAILABLE	–>	AT_DESK	Office_Phone
IN_MEET	–>	OFF_DESK	unchanged

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[1] Unchanged if previous E/A Cockpit status is "To Mobile".

How the assistant preferred device affects the E/A Cockpit status		
Preferred devices		**Assistant status**
Office_Phone	–>	AT_DESK
EACockpit_Mobile	–>	TO_ASNT_MOB
EACockpit_Voicemail	–>	TO_ASNT_VMAIL
EACockpit_Number	–>	TO_NUMBER

NOTICE:

An Executive is not able to create custom rules from WebClient (new) besides EACockpit-ToAssistant.

However, using WebClient 1.0 custom rules can be created.

2.3 Advanced Notification and Call Handling

In addition to the dynamic call forwarding, the E/A Cockpit significantly simplifies the call handling within an E/A group.

Depending on the licenses purchased by the customer and activated by the system administrator, the following features are provided:

Bring to Front

This feature enables the E/A Cockpit UI (User Interface) to take the focus every time something happens.

Menu option: Call Mobile

Any member of an E/A Cockpit group can easily dial a mobile number of another member if there is such a number configured.

Notify Assistants

If call forwarding at an executive is set "to assistant" and this executive is called, the E/A Cockpit UI displays information about the caller, the called executive and the assistant to whom the call was forwarded at all involved assistant phones. In this way an assistant can identify the call as a call for the respective executive, pick it up and consult the executive using the corresponding DSS key. The executive is notified with a pop-up and can quickly pick up the call using the DSS key to the corresponding assistant.

Notify on call forwarding or non-forwarding

The executive can be notified of call forwardings by a pop-up and a beep tone. This allows him/her to answer the call although the call has been forwarded.

Likewise, the assistant can be notified by a pop-up and a beep tone of calls for the executive. This allows him/her to answer the call although the call has not been forwarded.

3 Operation Reference

This chapter represents the different E/A Cockpit controls and explains how to use them.

3.1 E/A Cockpit - User Interface and Operation

The User interface E/A Cockpit is available only for operation with OpenScape Desk Phone CP600. The user interface is an intelligent Combination of an application, which is displayed on the phone display and free programmable keys on the Key Module KM600, which allow an easy operation of the most important function by just pressing a button. The status display of the keys is always synchronous with the application. Additionally DSS keys are provided by the communication system, which supervise the line status of the group and display callers on the display of the keys.

E/A Cockpit scales with the size of the group in a simple way. For each group member the entries in the application are extended and an additional DSS key is added on the Key Module. In the following depicted examples a configuration and the functionality for 1x1 (an Executive, one Assistant) group is shown. The operation for a larger group can be simply derived.

The user interface for Executives and Assistants are totally different. The access to the application is done via the main menu. It is always reachable by pressing the key ▣.

Die default allocation for the function keys of an EA_Cockpit solution with **n** Executives and **m** Assistants is shown in the following tables:

Executive:

1x1: Executive 1

Assistant:

1x1: Assistant 1

Key allocation Executive:

| Key	Type	Function
Own line	Line Key	Status of the own line
Assistant [1..m]	DSS key	Line supervision for each assistant
Immediate ringing	Send-URL	Puts all calls to the Executive through
To Assistant	Send-URL	All calls are diverted to the assistant
To voicemail	Send-URL	All calls are diverted to voicemail
To mobile	Send-URL	All calls are diverted to the mobile phone
To number	Send-URL	All calls are diverted to a preset telephone number

Key allocation Assistant:

Key	Type	Function
Own line	Line key	Status of the own line
Executive [1..n]	DSS key	Line supervision for each executive
Assistant [1..(m-1)]	DSS key	Line supervision for all other assistants
Immediate ringing	Send-URL	Call is put through to Executive[i]
To Assistant [1..n]	Send-URL	Calls for Executive[i] are put through to Assistant
At Desk	Send-URL	Assistant is part of the Assistant group
Off Desk	Send-URL	Assistant is not part of the Assistant group
To Deputy(all).	Send-URL	All calls are diverted to the deputy
To Deputy (only Ex.)	Send-URL	Only calls for the executive are diverted to the deputy

| Key	Type	Function
To Voicemail	Send-URL	All calls are diverted to voicemail
To mobile	Send-URL	All calls are diverted to the mobile phone

3.1.1 The E/A Cockpit User Interface for Executives

To start the application click in the main menu on the key⬛. The menu contains the item "E/A Cockpit" to Start the application.
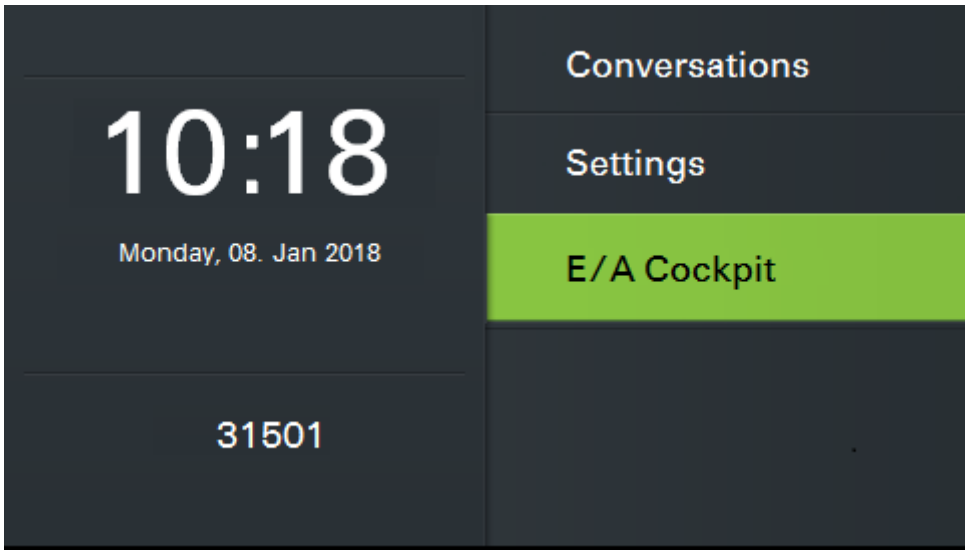
The application is started with the key⬛next to the entry.

The user interface for E/A Cockpit for executives looks like in the status display for a 1x1 Configuration as follows:
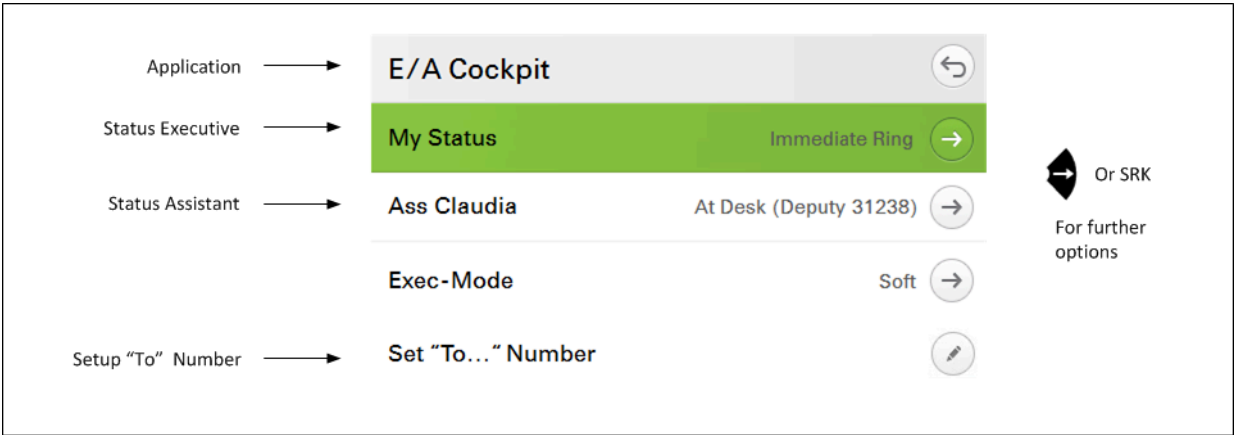
With the⬛key you can return any time to the idle state.

3.1.2 The E/A Cockpit User Interface for Assistants

To start the application click in the main menu on the key ⬛. The menu contains the item "E/A Cockpit" to Start the application.

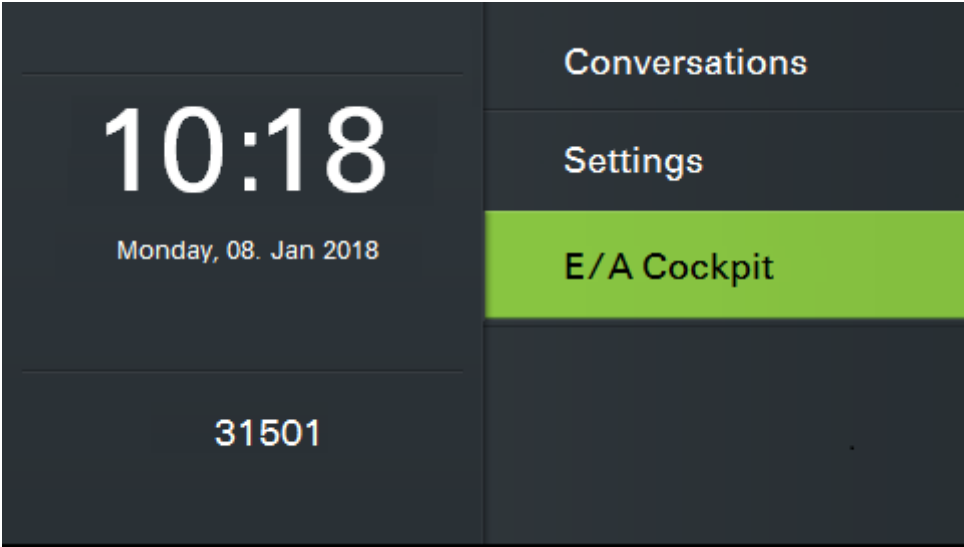The application is started with the key ⬭ next to the entry.

The user interface for E/A Cockpit for executives looks like in the status display for a 1x1 Configuration as follows:
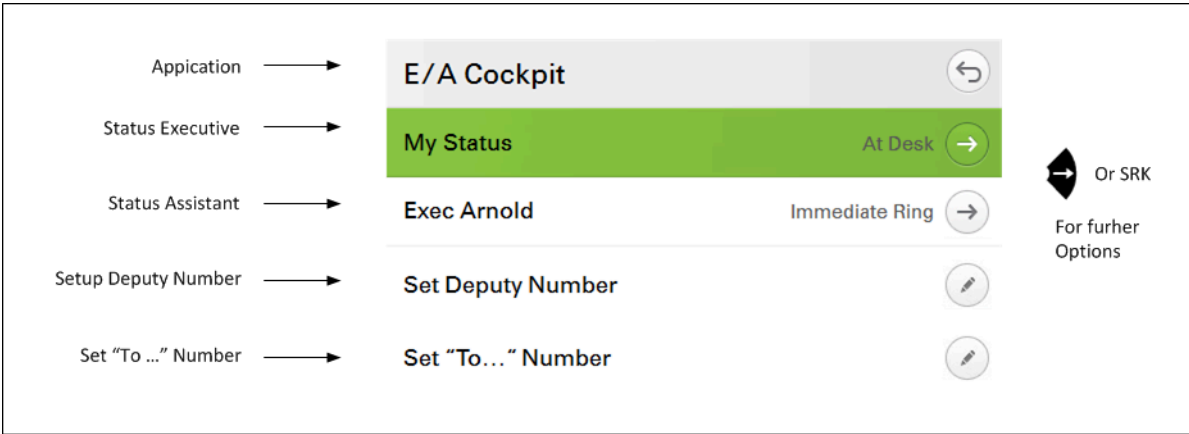

With the ⬇ key you can return any time to the idle state.

Further executives and assistants would extend the list below the line "**Status Executive**" for one entry for each group member. First the list with the executives is shown and then the list with the assistants.

3.1.3 Operating the E/A Cockpit

The E/A Cockpit menus are operated by using the operating elements. For further information about the operating elements of the phone refer to the OpenScape Voice OpenScape Desk Phone CP600 user guide.

3.2 The E/A Cockpit Menu Structure for Executives

The E/A Cockpit menu structure for executives can be represented as follows:
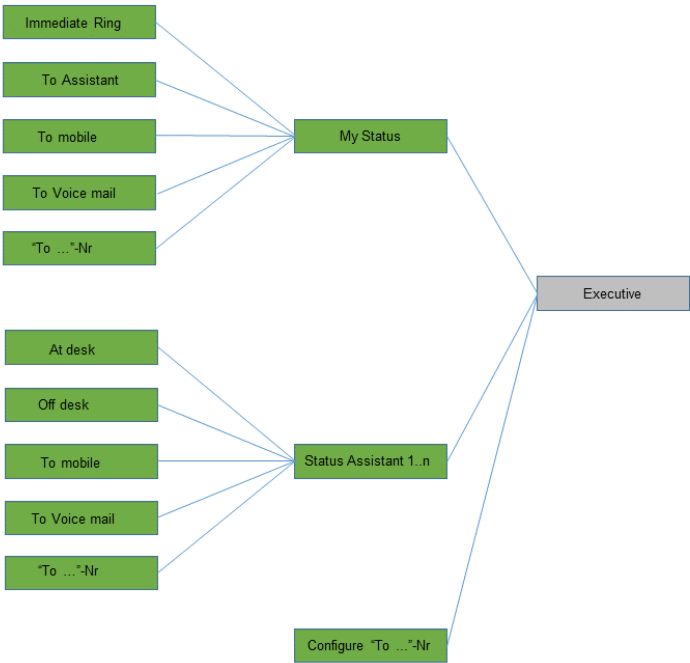
3.3 The E/A Cockpit Menu Structure for Assistants

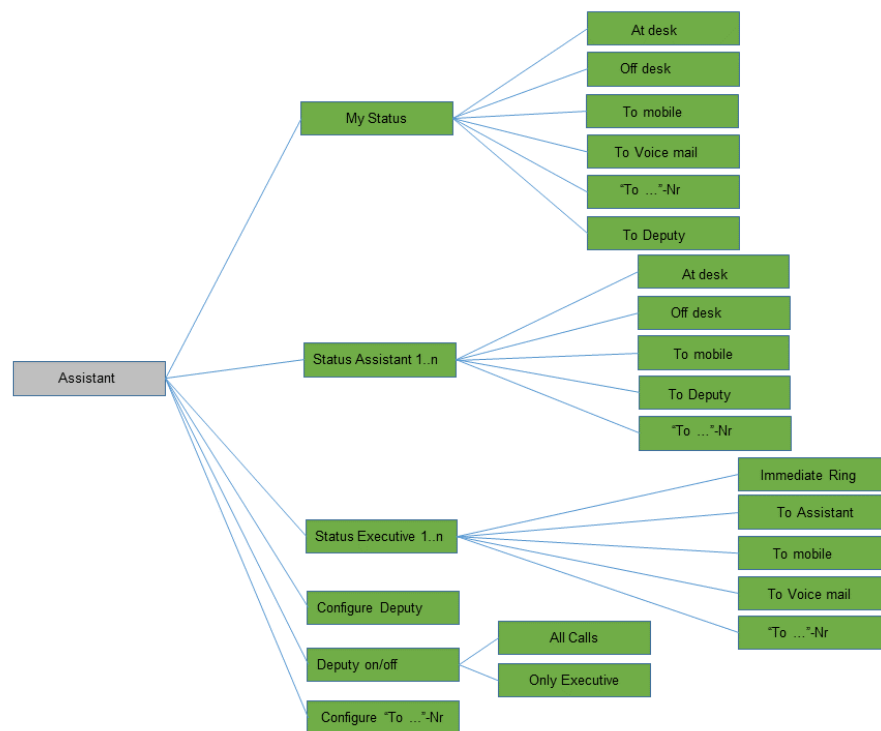The E/A Cockpit menu structure for assistants can be represented as follows:

```
                                                        ┌──────────────┐
                                                        │   At desk    │
                                                        └──────────────┘
                                                        ┌──────────────┐
                                                        │   Off desk   │
                                                        └──────────────┘
                                       ┌──────────────┐ ┌──────────────┐
                                       │  My Status   │ │  To mobile   │
                                       └──────────────┘ └──────────────┘
                                                        ┌──────────────┐
                                                        │ To Voice mail│
                                                        └──────────────┘
                                                        ┌──────────────┐
                                                        │  "To ..."-Nr │
                                                        └──────────────┘
                                                        ┌──────────────┐
                                                        │  To Deputy   │
                                                        └──────────────┘

                                                        ┌──────────────┐
                                                        │   At desk    │
                                                        └──────────────┘
                                                        ┌──────────────┐
                                                        │   Off desk   │
                                       ┌──────────────┐ └──────────────┐
                                       │Status Assistant│┌──────────────┐
                                       │     1..n      │ │  To mobile   │
                                       └──────────────┘ └──────────────┘
                                                        ┌──────────────┐
                                                        │  To Deputy   │
                                                        └──────────────┘
                                                        ┌──────────────┐
                                                        │  "To ..."-Nr │
                                                        └──────────────┘

                                                        ┌──────────────┐
                                                        │Immediate Ring│
                                                        └──────────────┘
                                                        ┌──────────────┐
                                                        │ To Assistant │
  ┌──────────────┐                     ┌──────────────┐ └──────────────┘
  │  Assistant   │                     │Status Executive│┌──────────────┐
  └──────────────┘                     │     1..n      │ │  To mobile   │
                                       └──────────────┘ └──────────────┘
                                                        ┌──────────────┐
                                                        │ To Voice mail│
                                                        └──────────────┘
                                       ┌──────────────┐ ┌──────────────┐
                                       │Configure Deputy││  "To ..."-Nr │
                                       └──────────────┘ └──────────────┘

                                       ┌──────────────┐ ┌──────────────┐
                                       │ Deputy on/off│ │  All Calls   │
                                       └──────────────┘ └──────────────┘
                                                        ┌──────────────┐
                                       ┌──────────────┐ │Only Executive│
                                       │Configure "To...│└──────────────┘
                                       │     "-Nr      │
                                       └──────────────┘
```

4 Step-by-Step

The information contained in this chapter helps the user to familiarize himself/herself with the E/A Cockpit features and their operation.

Generally the general operation rules are valid for the OpenScape Desk Phone CP600:

- The ⬇ key always leads to a lower menu level.

- The ⬆ key always leads to a higher menu level.

- The SRK keys on the right side of the display executes immediately the displayed option in the menu line. In case the menu line has been selected with ⌄ and ⌃ keys, then pressing the key **OK** leads to the same result.
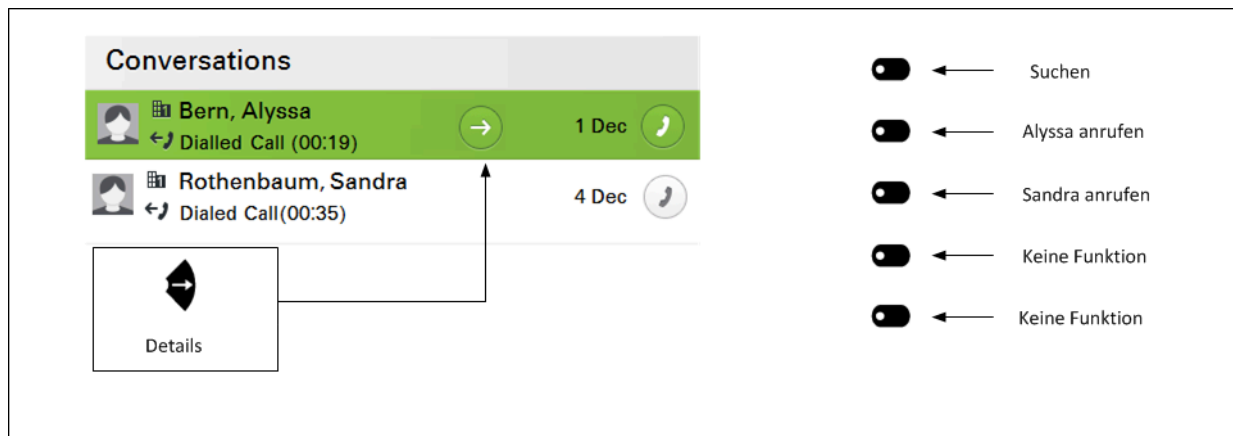
4.1 E/A Cockpit Functions and Their Operation for Executives

The following sections describe the specific functions provided by the E/A Cockpit for executives as well as the operation of these functions.

4.1.1 How to Start the E/A Cockpit on Your Phone
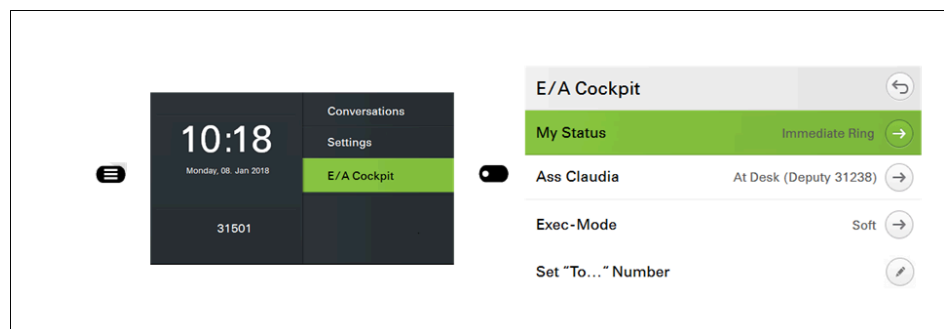
Start the E/A Cockpit application on your phone.

Step by Step

1) Select the main menu with key ▤.

2) Select from there the entry E/A Cockpit(⬛)

NOTICE:

In case the entry "E/A Cockpit" is not visible in the main

menu, you reach it eventually with paging via the key ⬇.

The E/A Cockpit status overview is displayed. You can now use the E/A Cockpit.

4.1.2 How to Change Your Status as Executive

Prerequisites

The E/A Cockpit status overview is displayed.

Define as executive your own E/A Cockpit status.
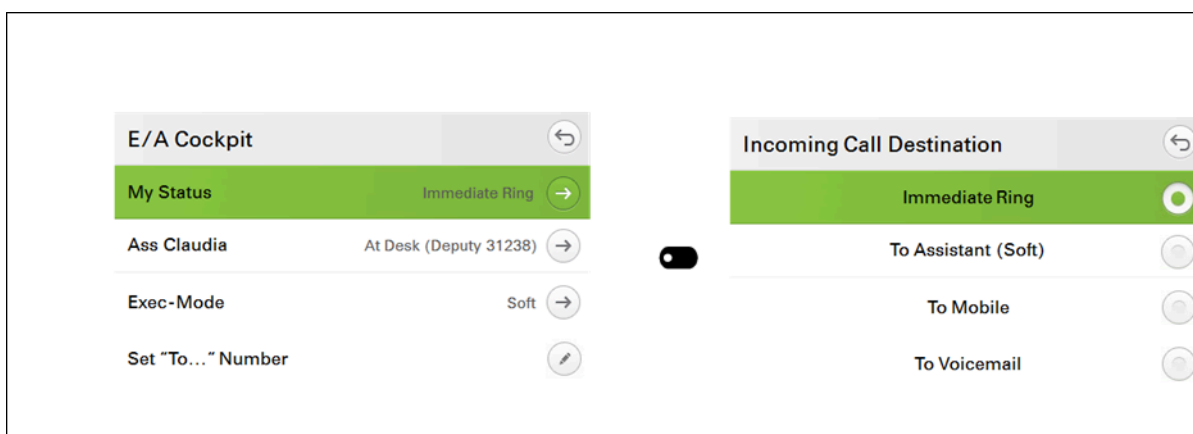
Step by Step

1) Select the entry My Status with the key⬛.

2) Select from the list one of the following entries:

- **ImmediateRing**: Your call will ring on your phone.
- **ToAssistant...**: Your call will be forwarded to your assistant. Forwarding depends on the status of your assistant and on the executive mode you have chosen.

> **NOTICE:**
>
> For how to set up the executive mode, please refer to How to Define as Executive Your Executive Mode.

- **ToMobile**: Your call will be forwarded to a mobile phone. The mobile phone number will be entered by the responsible specialist and released.
- **ToVoicemail**: Your call will be forwarded to voice mail. The voice mail number will be entered by the responsible specialist and released.
- **To<Number>**: Your call will be forwarded to a phone number nominated by you.

> **NOTICE:**
>
> Some options are only displayed when they have been configured before.

3) Confirm with **OK**.

The E/A Cockpit status overview is displayed. Your status is now set up.

> **NOTICE:**
>
> You can change these states also via freely programmable sensor keys on your OpenScape Desk Phone CP600. The application menu and the keys are always kept synchronized.

4.1.3 How to Define as Executive Your Executive Mode

Prerequisites

The E/A Cockpit status overview is displayed.

If you wish to forward your calls to your assistant, you can link this forwarding to specific conditions.
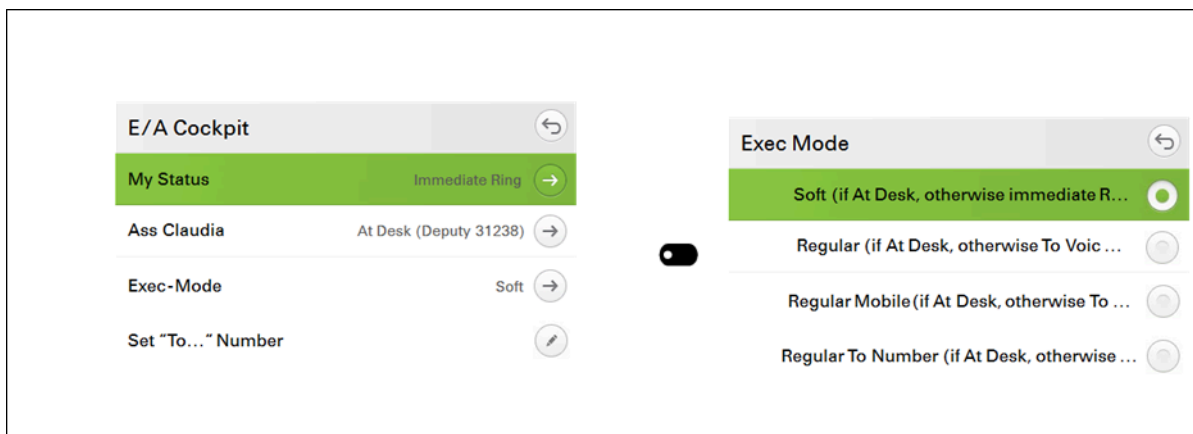
Step by Step

1) Select the **Executive Mode** entry with ⬛.

2) Select from the list one of the following entries:

- **Soft**: If your assistant is at his/her desk, your call will be forwarded there. The E/A Cockpit will otherwise look for an active deputy. If no active deputy is available, your call will ring at your phone.

- **Regular**: If your assistant is at his/her desk, your call will be forwarded there. The E/A Cockpit will otherwise look for an active deputy. If no active deputy is available, the call will be forwarded to the executive's voice mail.

- **RegularMobile**: If your assistant is at his/her desk, your call will be forwarded there. The E/A Cockpit will otherwise look for an active deputy. If no active deputy is available, the call will be forwarded to a mobile phone. The mobile phone number will be entered by the responsible specialist and released.

- **RegulartoNumber**: If your assistant is at his/her desk, your call will be forwarded there. The E/A Cockpit will otherwise look for an active deputy. If no active deputy is available, the call will be forwarded to a phone number defined by you.

  NOTICE:

  For how to define a phone number for forwarding, please refer to other passages in this manual.

- **Strict**: Your call will always be forwarded to your assistant or his/her deputy. The E/A Cockpit will heed the sequence of assistants set by the administrator, starting with your first (preferred) assistant. The assistants of a group are always preferred to deputies. If neither assistants nor deputies are available, the call will be routed back to your first (preferred) assistant or his/her deputy. Only when all assistants and deputies are Off Desk, calls will be routed back to you.
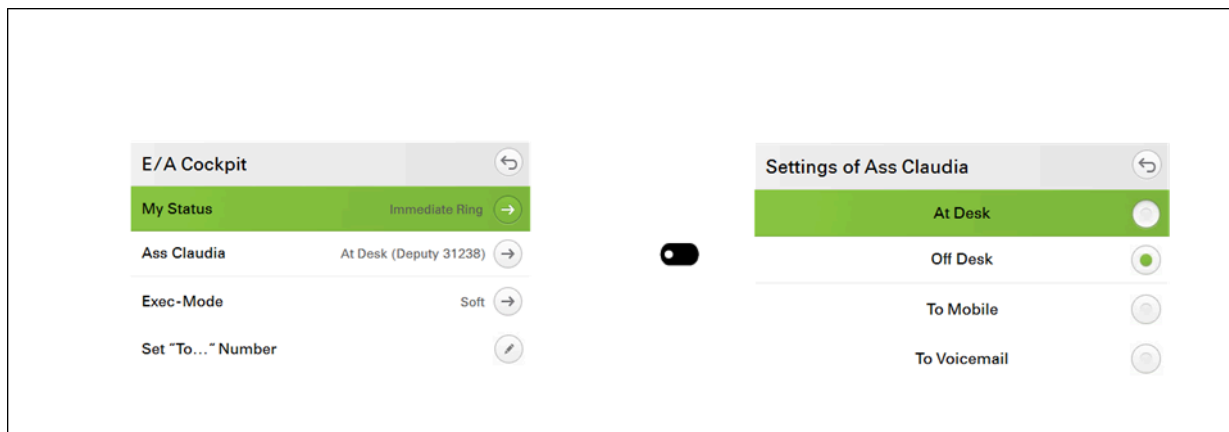
3) Confirm with **OK**.

The E/A Cockpit status overview is displayed. Your executive mode is now set up.

4.1.4 How to Change as Executive the Status of Your Assistant

Prerequisites

The E/A Cockpit status overview is displayed.

Define as executive the E/A Cockpit status of your assistant.

Step by Step

1) Select the entry for the desired assistant with ⬛.

2) Select from the list one of the following entries:

   • **AtDesk**: Your assistant is at his/her desk.
   • **OffDesk**: Your assistant is not at his/her desk.
   • **ToMobile**: The call to your assistant will be forwarded to a mobile phone. The mobile phone number will be entered by the responsible specialist and released.
   • **ToVoicemail**: The call to your assistant will be forwarded to voice mail. The voice mail number will be entered by the responsible specialist and released.
   • **To<Nr.>**: Your call will be forwarded to a phone number nominated by your assistant.
   • **Deputy...on/off**: Your assistant's deputy, who has a defined deputy number, is activated/deactivated.

The E/A Cockpit status overview is displayed. The status of your assistant is now set up.

4.1.5 How to Define a Phone Number of Your Own for Forwarding

Prerequisites

The E/A Cockpit status overview is displayed.

You can choose any phone number as the call forwarding destination.
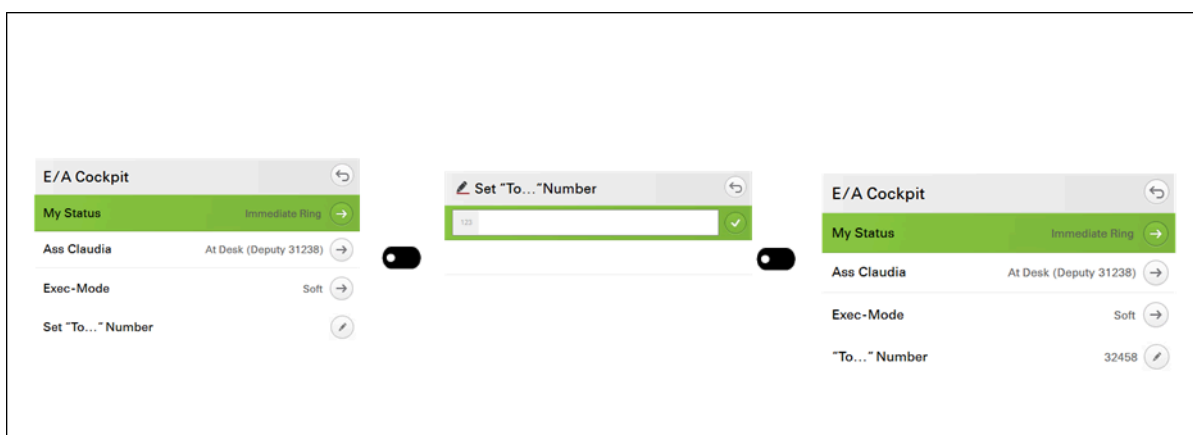
Step by Step

1) Select the entry **To <Number>** aus.

2) Enter the desired number to which you want to divert.

3) Press the key in order to confirm your entry.

The E/A Cockpit status overview is displayed. The defined number is displayed in the menu entry "**To <Number>**".

4.2 E/A Cockpit Functions and Their Operation for Assistants

The following sections describe the specific functions provided by the E/A Cockpit for assistants as well as the operation of these functions.

4.2.1 How to Start the E/A Cockpit on Your Phone
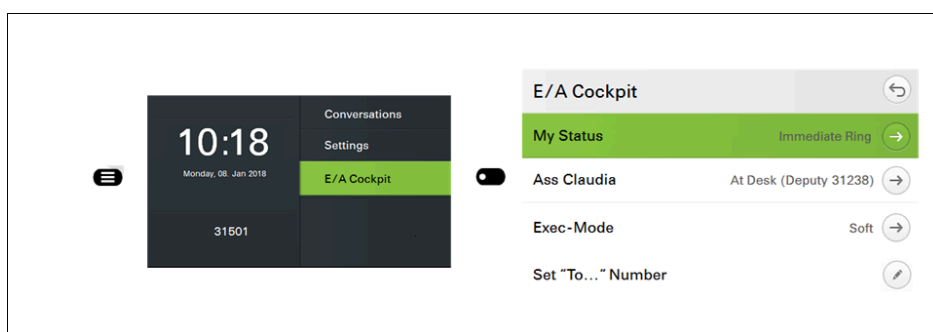
Start the E/A Cockpit application on your phone.

Step by Step

1) Select the main menu with key .

2) Select from there the entry E/A Cockpit(⬤)

NOTICE:

In case the entry "E/A Cockpit" is not visible in the main

menu, you reach it eventually with paging via the key ⬇.

The E/A Cockpit status overview is displayed. You can now use the E/A Cockpit.

4.2.2 How to Change Your Status as Assistant

Prerequisites

The E/A Cockpit status overview is displayed.

Define as assistant your own E/A Cockpit status.

IMPORTANT:

if it is required to delete an UC account which is used for an E/A Cockpit member or if it is needed to just unassign or change the ONS device, the E/A Cockpit member (or the entire E/A Cockpit Group) must be deleted first.
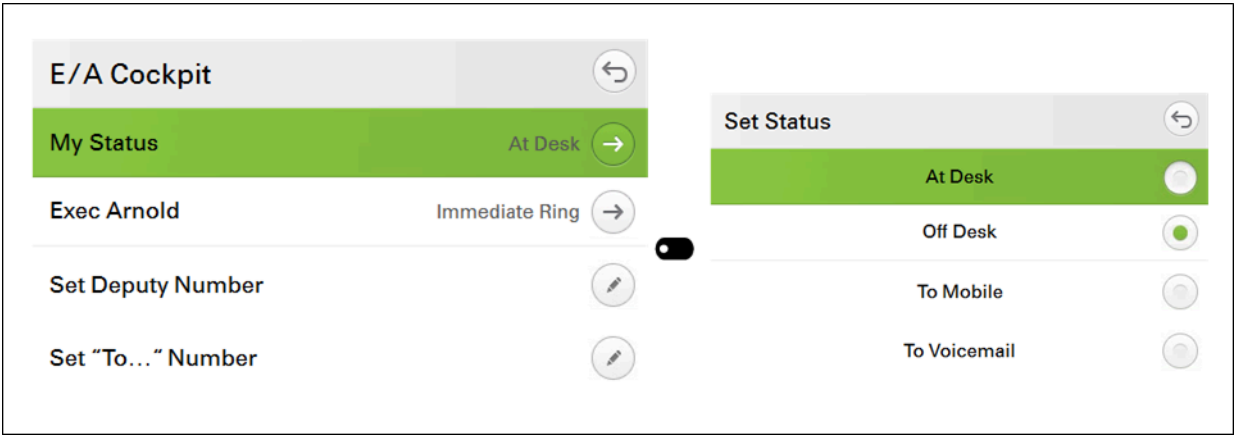
Step by Step

1) Select the entry **MyStatus** ⬤.

2) Select from the list one of the following entries:

- **AtDesk**: You are at your desk.
- **OffDesk**: You are not at your desk.
- **ToMobile**: The call will be forwarded to a mobile phone. The mobile phone number will be entered by the responsible specialist and released.
- **ToVoicemail**: The call will be forwarded to voice mail. The voice mail number will be entered by the responsible specialist and released.
- **To<Nr.>**: The call will be forwarded to a phone number nominated by you.
- **Deputy...on/off**: Your deputy, who has a defined deputy number, is activated/deactivated.

> **NOTICE:**
>
> Some options are only displayed if they have been configured before.

The E/A Cockpit status overview is displayed. Your status is now set up.

> **NOTICE:**
>
> If configured by your administrator, you can change these stati also via freely programmable sensor keys on your OpenStage60/80 phone or OpenScape Desk Phone IP55G.

4.2.3 How to Define as Assistant the Call Types for Your Deputy

Prerequisites

The E/A Cockpit status overview is displayed.

If you enable your deputy, you can choose as assistant which calls should be forwarded to the deputy: all calls or only the incoming calls for your executive.
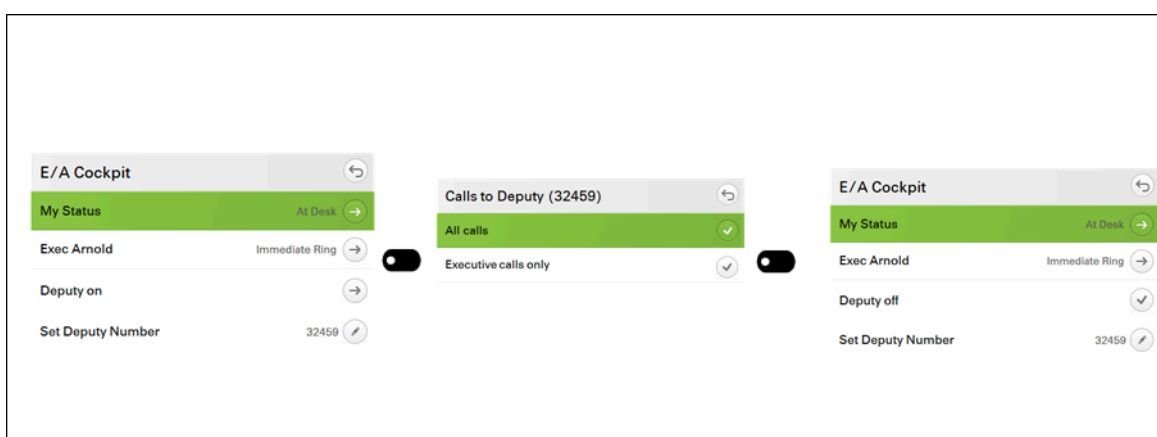
Step by Step

1) Select the **Deputy...on** entry.

2) Select from the list one of the following entries:

- **Allcalls**: All incoming calls are forwarded to your deputy: the incoming calls for your executive as well as the incoming calls for you as assistant.
- **Executivecallsonly**: Only the incoming calls for your executive are forwarded to your deputy.

3) Confirm with **OK**.

The E/A Cockpit status overview is displayed. The deputy is now activated and the call types to be forwarded to your deputy have been defined.

4.2.4 How to Choose Your Deputy as Assistant

Prerequisites

The E/A Cockpit status overview is displayed.

You can now choose as assistant a personal deputy by transferring your function within your E/A Cockpit group.

If your deputy is a member of an E/A Cockpit group, your deputy's phone display will show both the members of his/her own E/A Cockpit group and the members of the group of the assistant he/she is deputizing for. These are marked with an asterisk.
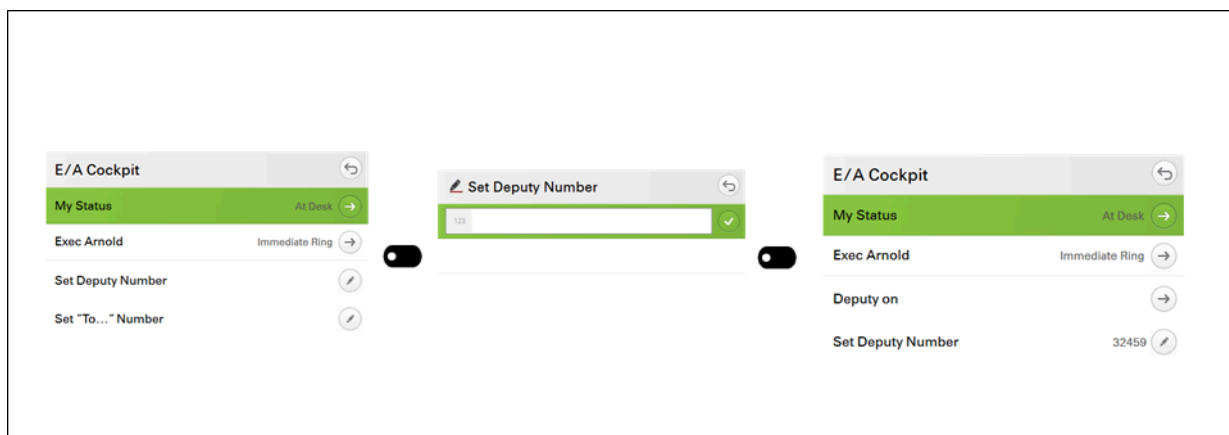
Step by Step

1) Open the context menu.

2) Select the **Deputy No.** entry.

3) Enter the desired Number of the deputy.

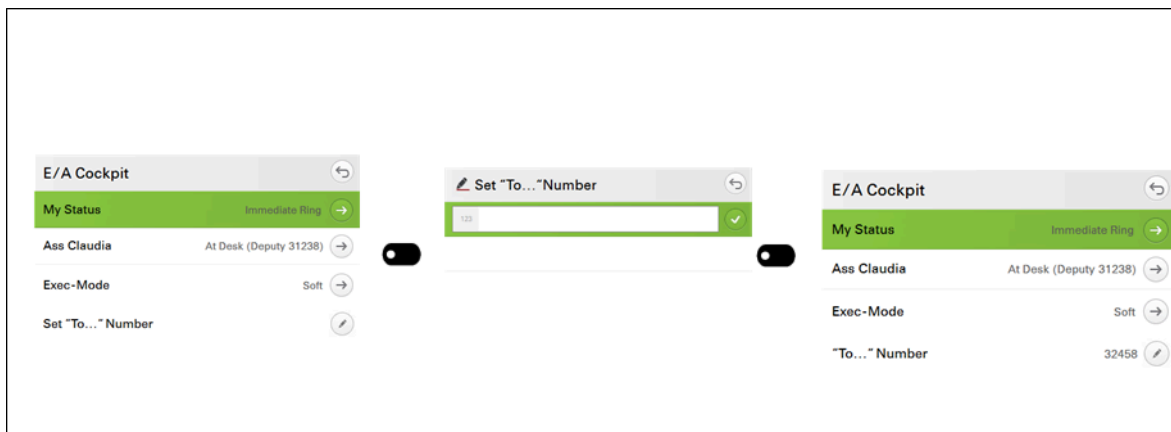**4)** Press on the key to confirm your entry.

The E/A Cockpit status overview is displayed. The phone number of your deputy is now defined.

4.2.5 How to Define a Phone Number of Your Own for Forwarding

Prerequisites

The E/A Cockpit status overview is displayed.

You can choose any phone number as the call forwarding destination.

Step by Step

1) Select the entry **To <Number>** aus.

2) Enter the desired number to which you want to divert.

3) Press the key in order to confirm your entry.

The E/A Cockpit status overview is displayed. The defined number is displayed in the menu entry "**To <Number>**".

4.2.6 How to Change as Assistant the Status of Your Assistant Colleagues

Prerequisites

The E/A Cockpit status overview is displayed.

Define as assistant the E/A Cockpit status of your assistant colleagues.

IMPORTANT:

if it is required to delete an UC account which is used for an E/A Cockpit member, or if it is required to just unassign or change the ONS device, the E/A Cockpit member (or the entire E/A Cockpit group) must be deleted first.

Step by Step

1) Select the entry for the desired assistant.

2) Select from the list one of the following entries:

- **AtDesk**: The assistant is at his/her desk.
- **OffDesk**: The assistant is not at his/her desk.
- **ToMobile**: The call to the assistant will be forwarded to a mobile phone. The mobile phone number will be entered by the responsible specialist and released.
- **ToVoicemail**: The call to the assistant will be forwarded to voice mail. The voice mail number will be entered by the responsible specialist and released.
- **To<Nr.>...**: The call will be forwarded to a phone number nominated by the assistant.
- **Deputy...on/off**: The assistant's deputy, who has a defined deputy number, is activated/deactivated.

> **NOTICE:**
>
> Some options are olny displayed if they have been configured before.

The E/A Cockpit status overview is displayed. The status of the assistant is now set up.

# 4.2.7 How to Change as Assistant the Status of Your Executive

Prerequisites

The E/A Cockpit status overview is displayed.

Define as assistant the E/A Cockpit status of your executive.

> **IMPORTANT:**
>
> if it is required to delete an UC account which is used for an E/A Cockpit member, or if it is required to just unassign or change the ONS device, the E/A Cockpit member (or the entire E/A Cockpit group) must be deleted first.
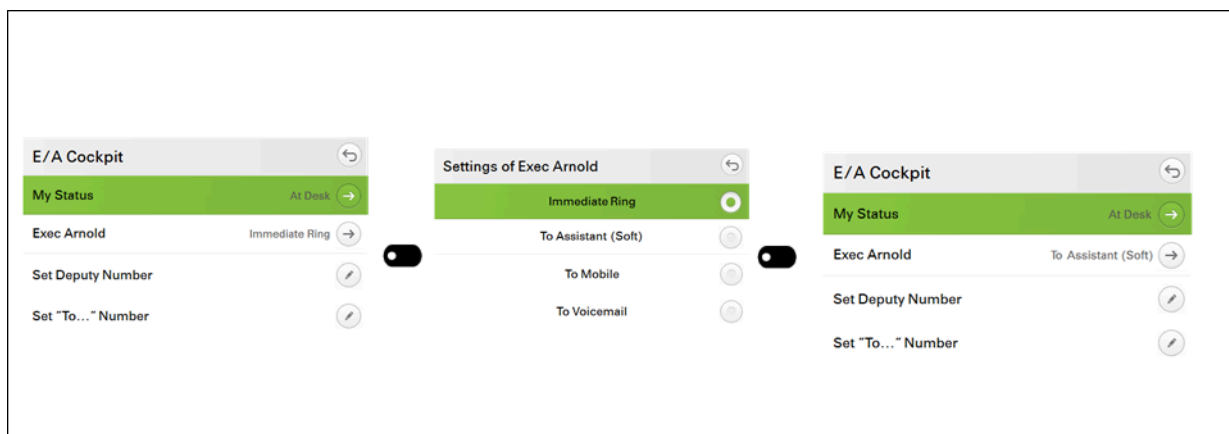
Step by Step

1) Select the entry for the desired executive.

2) Select from the list one of the following entries:

- • **ImmediateRing**: The call is signaled on your executive's phone.
- • **ToAssistant...**: Your executive's call is forwarded to the assistant. Forwarding depends on the status of the assistant and on the executive mode of your executive.

NOTICE:

You can change these states also via freely programmable sensor keys on your OpenScape Desk Phone CP600. The application menu and the keys are always kept synchronized.

NOTICE:

For how to set up the executive mode, please refer to other passages in this manual.

- • **ToMobile**: The call will be forwarded to a mobile phone. The mobile phone number will be entered by the responsible specialist and released.
- • **ToVoicemail**: The call will be forwarded to voice mail. The voice mail number will be entered by the responsible specialist and released.
- • **To<Nr.>...**: The call will be forwarded to a phone number nominated by your executive.

The E/A Cockpit status overview is displayed. The status of your assistant is now set up.

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