# User's Guide

for

# The ISTEC Control Center

for

# ISTEC *easy*

# ISTEC *home*

# ISTEC *office*

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# 1 Installing the Configuration Program

This software is simple to install. Still it does require a basic knowledge of PCs and MS-Windows.

System requirements:

Windows 3.1 (or higher) or Windows 95

386 Processor, 4 MByte RAM and approximately 1,5 MByte of space on the hard disk

**Note:** Before you begin the installation, make a copy of the diskette with the program and only use this copy for the installation. Store the original diskette in a safe place.

1. Start MS-Windows.
2. Insert the diskette in the 3.5“ drive.
3. Select the drive (e.g., **A:** ).
4. Start the installation program by double clicking on “**Setup.exe**”.
5. Follow the installation program’s instructions.

**Setup.exe** creates on drive **C:**

- the program group **ISTEC** and
- the directory **ISTECWIN**.

Afterwards, **Setup.exe** copies all the required files from the diskette into the directory **ISTECWIN**.

If you wish to have the configuration program written to a diferent directory, you can change the directory name during the installation procedure.

**Note:** You do not need to make an entry for the serial port during the installation of the program, since the configuration program will search for an available serial port when it is started.

You can change the serial port later in the menu “*File/Properties*” (see section 4.7).

# 2 Starting the Configuration Program

You start the configuration program by double clicking on the icon "**ISTECWIN**".

Afterwards the start up image is displayed. Shortly thereafter, the **ISTEC Control Center** will query *"Do you want to load the configuration from the ISTEC ?"*.

Confirm by clicking on *"OK"*.

A connection will be made to the ***ISTEC*** telecommunication system and the program will read from your ***ISTEC*** **system:**

- the configuration,
- the status (day or night configuration),
- the Multi-Function-Memory and
- the charges .

The ISTEC Control Center's main window is then displayed. In the status line, your ***ISTEC*** system's firmware version will be shown in the "Status" field together with the currently active configuration in the "Mode" field.

If instead of "*OK*" you clicked on *"Cancel"*, no connection will be made to the ***ISTEC*** **system** and in the main window the field *"Status"* will show *"offline"* (see Figure 2-1).

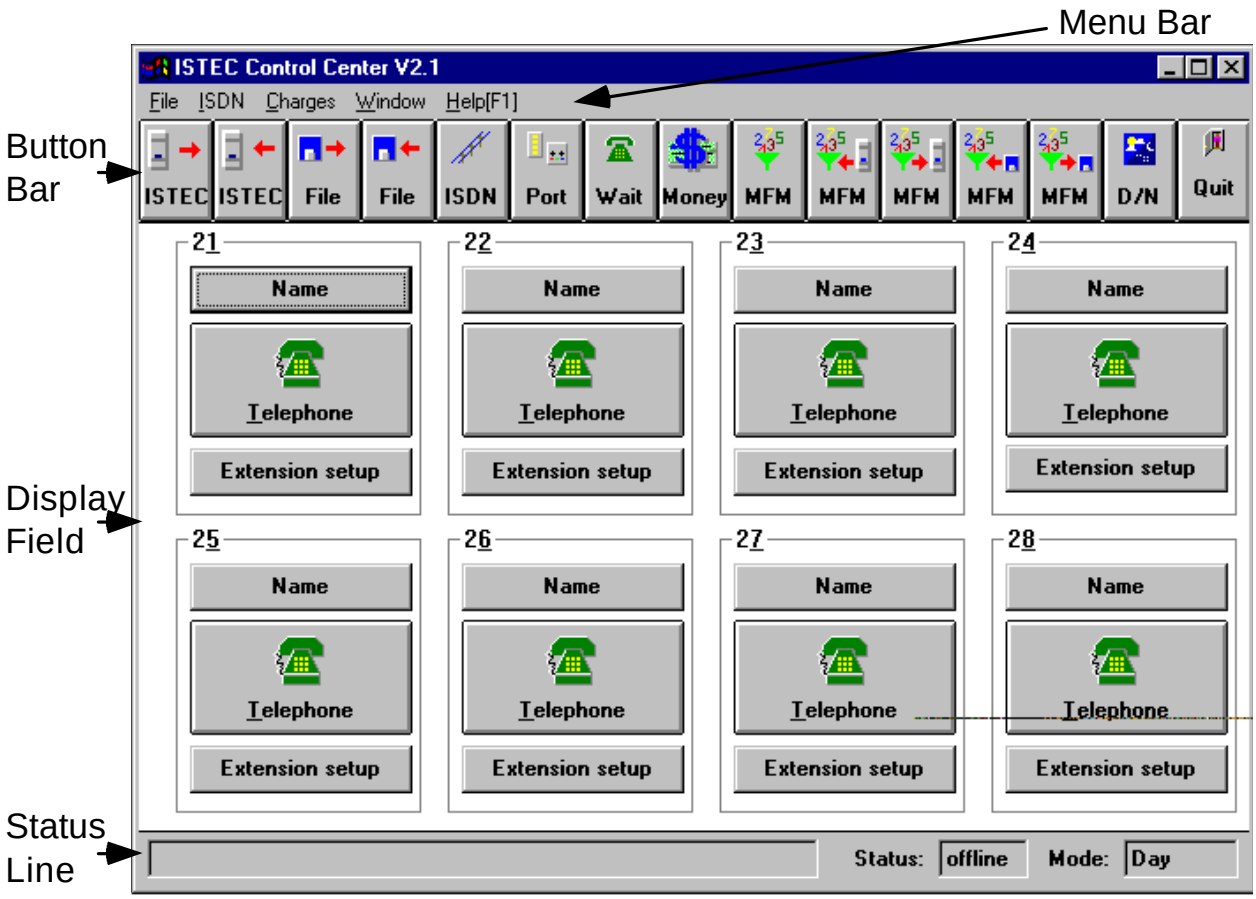



Figure 2-1: The ISTEC Control Center's Main Window

**Note:** You can make all the entries with either the mouse or the keyboard. To operate the **ISTEC Control Center** with a mouse use position the mouse pointer on the button for the desired function and click on it with the left mouse button. To execute a function from the keyboard, first press and hold the ALT key, then press the key for the underlined character, and finally release both keys.

Using the TAB and CURSOR keys you can move through the individual menus.

Confirm entries by pressing the RETURN key.

If you wish to leave a menu, without making any changes, press the ESC key.

# 3 The Main Window

## 3.1 Menu Bar

The menu bar contains the following menus:

- *"File"*: Setting the communication of the PC with the ***ISTEC* system**
- *"ISDN"*: Change the configuration of the ***ISTEC* system**
- *"Charges"*: Read, save and display the call charges
- *"Window"*: Open the individual submenus
- *"Help[F1]"*: Open the help

## 3.2 Button Bar

The buttons provide you with quick access to the most important settings.

The buttons have the following functions:

**Load from *ISTEC***

(Read the configuration from the ***ISTEC* system**)

**Save to *ISTEC***

(Write the configuration to the ***ISTEC* system**)

**Load from file**

(Read the configuration settings from a file)

**Save to file**

(Save the configuration settings to a file)

**ISDN settings**

(Setup the basic ISDN settings, see section 4.1)

**Ports**

(Setup the door intercom, the alarm call and the music on hold, see section 4.2)

**Call waiting**

(Setup the *call waiting* feature, see section 4.3)

**Edit MFM**

(Setup the Multi-Function-Memory, see section 4.5)

**Load MFM from file**

(Read the settings for the Multi-Function-Memory from a file)

**Save MFM in file**

(Write the settings for the Multi-Function-Memory to a file)

**Read MFM from *ISTEC***

(Read the settings of the Multi-Function-Memory from the ***ISTEC* system**)

**Store MFM to ISTEC**

(Write the settings for the Multi-Function-Memory to the ***ISTEC* system**)

**Charges**

(Display, print and clear the charges, as well as change the charge unit settings, see section 4.4)

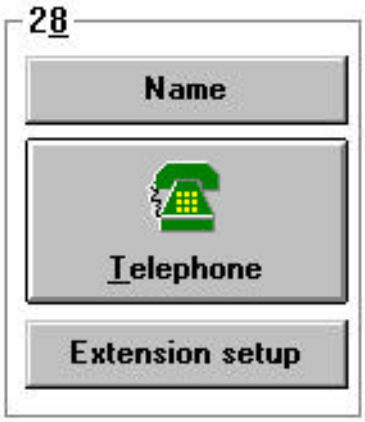
**Day / Night Configuration**

(Toggle the configuration set between the day and night settings, see section 5)

**Quit** (Quit the configuration program)

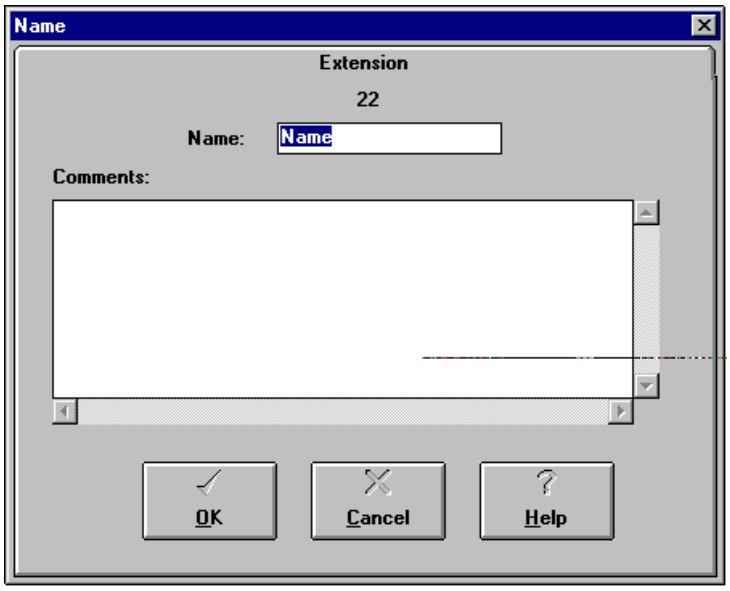
After clicking on one of these buttons, a dialogue window will open with further menus and options in which you can make the desired selections.

## 3.3 Display Fields




Below the button bar, you will see the display fields for the individual extensions (21..28). Via the buttons *"Name"*, *"Telephone"* (this will show the current service identifier for the extension) and *"Extension Setup"* you can access the dialogue windows to alter these settings for the extension.

By clicking on the upper button "*Name*" you will open the "*Name*" window.



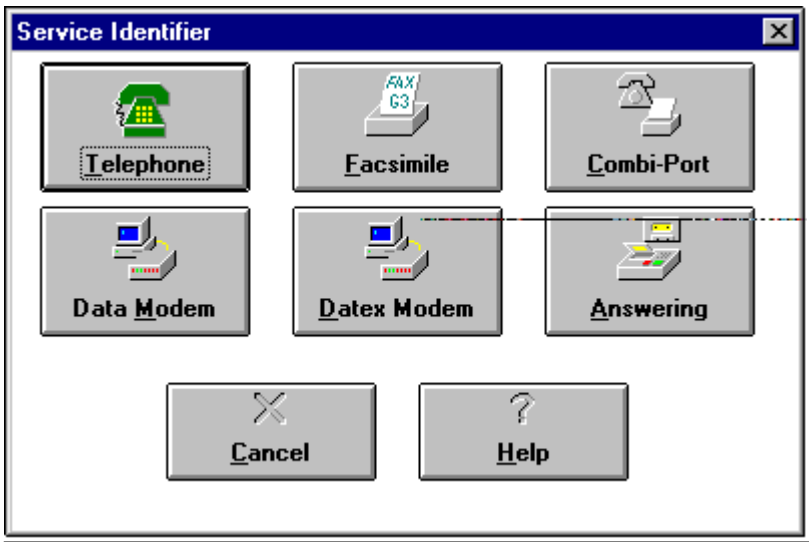

In this window you can enter:

a name for the extension and

make notes in the "*Comments*" field

(see section 4.6.1).

The button in the middle is used to select the service identifier for the extension. Six equipment types are available to choose from (see section 4.6.2).



If you click on the lower button, the "*Extension setup*" window will open (see section 4.6).

## 3.4 Status Line

The lower portion of the ISTEC Control Center's main window presents a status line with two fields:

- the "***Status***" field shows -

  **offline -** There is no current connection between the ***ISTEC*** system and the program.

  **0.00** - The configuration was successfully loaded in the ISTEC system for the first time.

  **X.XX** The ISTEC system's firmware version (**X** = place holder for a digit) after reading the configuration from the ***ISTEC*** system.

- the "***Mode***" field shows the currently active configuration (Day or Night).

# 4 The Submenus

## 4.1 ISDN

The menu point "ISDN" opens a dialogue window with the following subsections:

- "ISDN": Used to select the ISDN protocol and mode

- *"MSN"*: Used to enter the MSNs and assign them to the extensions

  (When the ***ISTEC*** **telecommunication system** is operated in the ISDN protocol DSS1 in Multiple Device Access mode )

- *"EAZ"*: To enter the EAZs and assign them to the extensions

  (Only when the ***ISTEC*** **telecommunication system** is operated in the ISDN protocol 1TR6 (German ISDN protocol))

- *"PBX Access"*: Enter the central number and the operator stations

  (When the ***ISTEC*** **telecommunication system** is operated in the ISDN protocol DSS1 in PBX Access mode )

- *"Ring Sequence"*: Assign a ringing sequence to a MSN or an EAZ

**Note:** The German national ISDN protocol 1TR6 is not supported on all of the ISTEC systems.

### 4.1.1 ISDN

In this subsection, you must enter the ISDN protocol and mode appropriate for your **Basic Rate Interface**. These settings must be correctly entered to ensure the proper operation of your ***ISTEC* telecommunication system.** The correct settings for the ISDN protocol and ISDN mode can be found in the order for your Basic Rate Interface.

If you have your ***ISTEC* Telecommunication system** on a BRI with the ISDN protocol DSS1, then the entry of the call number is dependent on the ISDN mode:

- call number as a MSN on a “Multiple Device Access“
- call number as a central number on a *“PBX Access“*

If the ***ISTEC* telecommunication system** is operated on a BRI in the ISDN protocol 1TR6 (German national ISDN only) the call number can only be entered as an EAZ in the ISDN mode *“Multiple Device Access“*.

### 4.1.2 MSN

You can only make entries in this section when you have selected the ISDN protocol DSS1 and the ISDN mode *“Multiple Device Access“* in the submenu “*ISDN*”.

In the field *“MSN”* enter the MSNs you have been assigned by the telephone company.

In the field “Assignment”, you assign the individual MSNs to one or more or all extensions. This MSN assignment allows you to create groups of MSNs/extensions where several extensions ring when a given MSN is called. It also enables you to create MSN/extension pairs that enable direct dialling in to a specific extension.

**Note:** The number of the entered MSNs and their assignment to a specific extensions influences the entry options in the menu “*Call waiting*” (see section 4.3).

### 4.1.3 EAZ

You can only make entries in this section when you have selected the ISDN protocol 1TR6 and the ISDN mode *“Multiple Device Access“* in the submenu “*ISDN*”.

In the *“Assignment”* fields, you assign the individual EAZs to one or more or all extensions. This EAZ assignment allows you to create groups of EAZs/extensions where several extensions ring when a given EAZ is called. It also enables you to create EAZ/extension pairs that enable direct dialling in to a specific extension.

**Note:** The number of the entered EAZs and their assignment to a specific extensions influences the entry options in the Menu “*Call waiting*” (see section 4.3).

### 4.1.4 PBX Access

You can only make entries in this section when you have selected the ISDN protocol DSS1 and the ISDN mode *"PBX Access"* in the submenu "*ISDN*".

In the field *"Central number",* enter the central number that you have been assigned.

In the field *"Operator station"* you can enter up to two extensions as operator stations,

**Note:** Operator stations are extensions, that ring for incoming external calls to the extension "0".

### 4.1.5 Ring Sequence

In this submenu you can assign a specific ringing sequence to each MSN or EAZ. You will then hear in the ringing sequence (rhythm), which MSN was called. In this manner, you can determine, for example, whether it is business or private call.

If you select the sequence *"Off"*, a call to this MSN will be rejected by the ***ISTEC*** **telecommunication system**. The caller hears a message. The caller will not be charged.

**Note:** The entry options in the submenu "*Ring Sequence*" depend on the selected ISDN protocol and ISDN mode in the submenu " *ISDN*".

In the ISDN mode "PBX Access", you cannot make entries in the submenu "*Ring Sequence*".

## 4.2 Ports

### 4.2.1 Auxiliary-Port

This menu window permits you to select between:

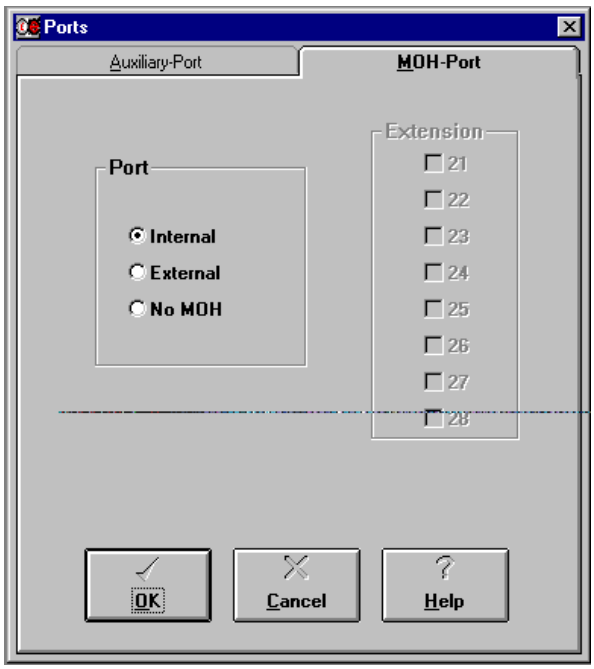
- the two door intercoms Emmerich TFE and Doorphone or
- the alarm.

Note: You can only connect one of the two types of door intercoms to your ***ISTEC*** **telecommunication system**. Which one, depends on the version of your ***ISTEC*** **telecommunication system**.

### 4.2.2 MOH-Port

You can also connect an external audio source to your system, instead of using the built-in music-on-hold.

To do so, in the menu "*Ports/´MOH-Port*"




select in the field *"Port"* the point *"External"* and then select the extension to be used for the connection of the audio source. Afterwards connect an appropriate audio source (e.g., an Emmerich MOH-Module and an audio source) to the extension instead of the usual analogue terminal.

After selecting the *Message-on-Hold,* the extension will show a device type - **MOH**.

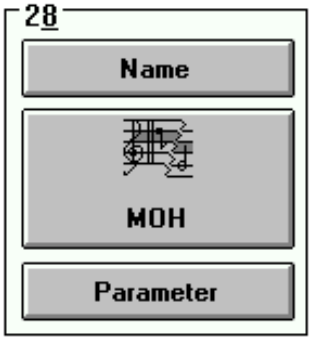



Figure 4-1: Display of Message-on-Hold

## 4.3 Call Waiting

The **ISTEC Control Center** enables you to set the various call waiting features individually for each extension.

By clicking on the button *"Wait"* you access the "*Call waiting*" menu. You can now set the following *call waiting* options:

- Enable call waiting by checking the entries in the field "Extension Accept at...".

- Call waiting only when the external caller has called a specific MSN, entries in the field *"External call"*. Only those MSNs will be shown in the entry field that were already entered in the menu "*ISDN/MSN*".

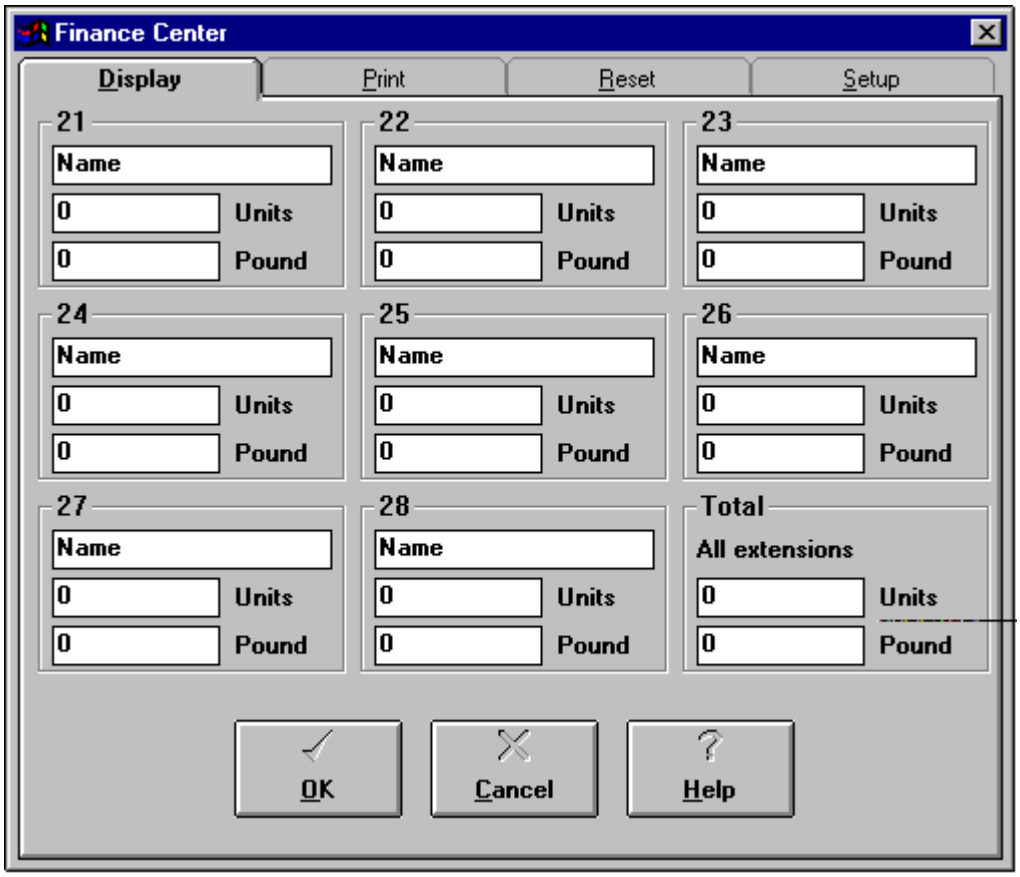
- Call waiting only when a specific internal extension is calling, selected by entries in the field *"Internal calls"*.

**Note:** The door intercom knocks at the extension that has been assigned to be signalled (setting in the menu "*Ports*").

The display in the submenu "*Call waiting''* depends on the settings in the menu "*ISDN/MSN*". The MSN assignment to extensions modifies the display in the entry field "External calls".

## 4.4 Finance Center

The "*Money*" button opens the "*Finance Center*" window which controls all the functions that have to do with the display and administration of call charges. The "*Finance Center*" consists of four submenus.




The submenu "*Display*" shows for each extension the Name, the number of units and the total charges.

In the submenu "*Print*" you select, whether the charges should be printed for one or more or all extensions (see section 4.4).

The submenu "*Reset*" enables you to clear the charges for one or more or all extensions.

The submenu "*Setup*" permits you to select which extensions will receive a metering pulse. Further you can set the price per unit and the currency.

The settings for the price per unit and the currency are saved in a configuration file when you quit the **ISTEC Control Center** and are reloaded and displayed automatically when the program is started again.

**Note:** To send a metering pulse to an extension, you must have ordered the feature „AOCE or AOCD" from your telephone company.

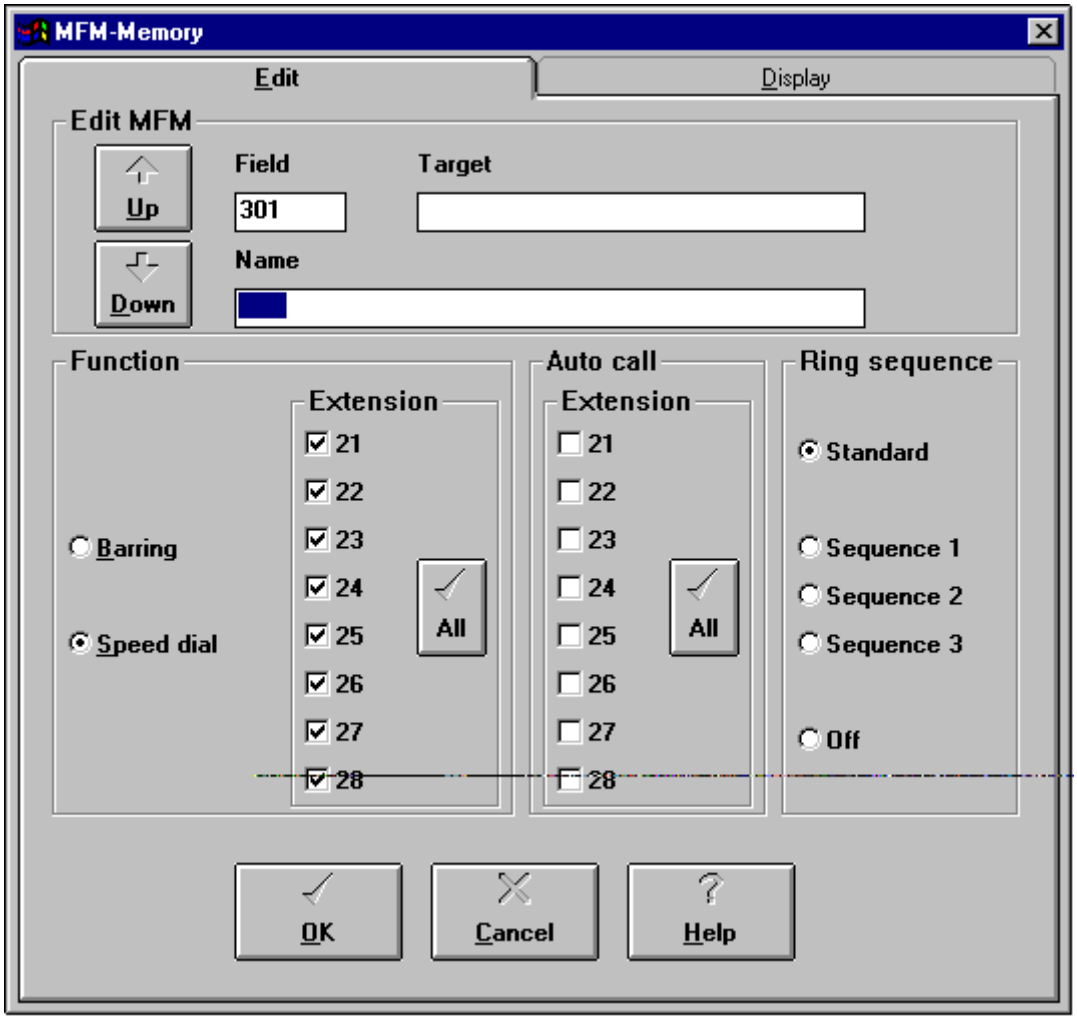
You should not enable the metering pulse for extensions which are used for fax or data transfers, since the pulses can disturb the transmission.

To read the charges from the ISTEC again, select in the menu bar the option “Charges/Refresh amounts”.

## 4.5 The Multi-Function-Memory - MFM

The Multi-Function-Memory provides memory locations for 60 call numbers (301 to 360). In these memory locations you can store the call numbers for speed dialling and Auto calls as well as restricted numbers.

You open the dialogue window for the MFM by clicking on the *“MFM”* button




**Speed dial:** The call number shown in the field *“Target”*, will be available for all the extensions that are selected in the field *“Function/Extension”*. If the number is an external call number, it must be prefixed with the trunk access digit “0“.

**Barring:** The call number shown in the field *"Target"*, is restricted for the extensions selected in the field *"Function/Extension"*. A call number restriction is only possible for external calls. The call number must be prefixed with the trunk access digit "0".

**Auto call**: The call number shown in the field *"Target"*, will be immediately dialled after the receiver is picked up by the extensions selected in the field *"Function/Extension"*. When this feature is active, the telephone's keypad is ignored. If the number is an external call number, it must be prefixed with the trunk access digit "0".

**Ring sequence:** The ***ISTEC* Telecommunication system's** firmware checks the call numbers of all incoming external calls. Therefore, you can have the calls from specific callers rejected or let them signal with a special ringing sequence. To do accomplish this, you must enter the call number of the subscriber in the Multi-Function-Memory and assign the call number a specific "*Ring sequence*". To reject the call, select the "*Ring sequence*" *"Off"*. No connection is made and the caller hears a recorded message (from the telephone company).

**Note:** This "Ring sequence" has a higher priority than the MSN or. EAZ Ring sequence, see section 4.1.5.

**Note:** The entry in the field *"Name"* is saved in a configuration file when the program is ended and is reloaded and automatically displayed when the **ISTEC Control Center** is restarted.

If you wish to view one or more extensions, select the submenu "*Display*". You can print the Multi-Function-Memory entries or save them in a file by clicking on the "Print" button (see section 6).

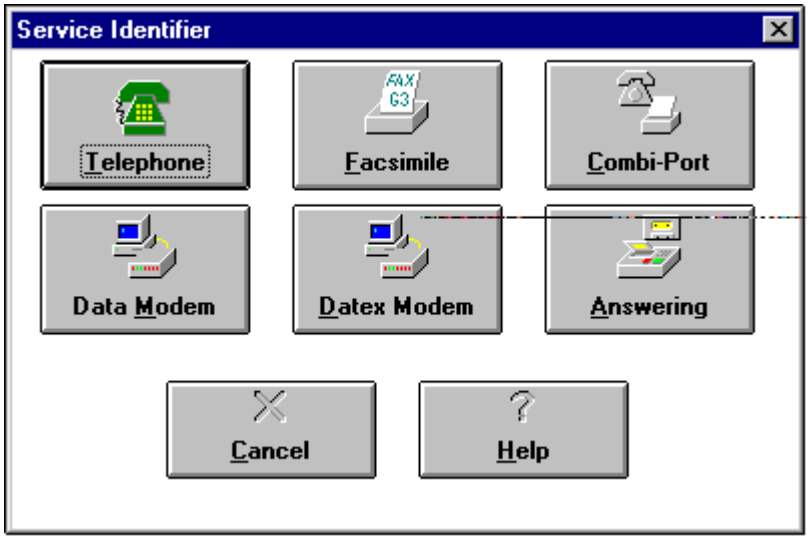
## 4.6 Extension Setup

### 4.6.1 Name

In this submenu you can assign a name to each extension and make notes in the “Comments” field.

The entry in the field “Name“ is saved in a configuration file when the program is ended and is reloaded and automatically displayed when the **ISTEC Control Center** is restarted.

### 4.6.2 Service Identifier - Type of Device




Each extension can be assigned one of the six service identifiers:

*Telephone, Facsimile, Combi-Port, Data Modem, Datex Modem* or *Answering Machine* .

If you have problems setting up a connection, you should assign the extension the service identifier “*Combi-Port*“. You can then use this extension to connect with all ISDN and analogue terminals.

If an extension is assigned the service identifier *“Answering Machine“*, it is possible from every other extension to pick-up the calls when the answering machine rings or has already answered the call.

**Note:** You cannot change the service identifier of an extension, when you have set the extension as the input port for Message-on-Hold (MOH) (see section 4.2.2).

### 4.6.3 PIN

When you click on the **PIN** (**P**ersonal-**I**dentifications-**N**umber) button, the submenu will be displayed in which you can change the extension’s PIN. The default factory setting for the PIN is “0000".

### 4.6.4 Direct trunk access

If you click on the **Direct trunk access** button, a submenu will be displayed in which you can enable and disable the *"Direct trunk access"* feature. The default factory settings have *"Direct trunk access"* disabled for all extensions.

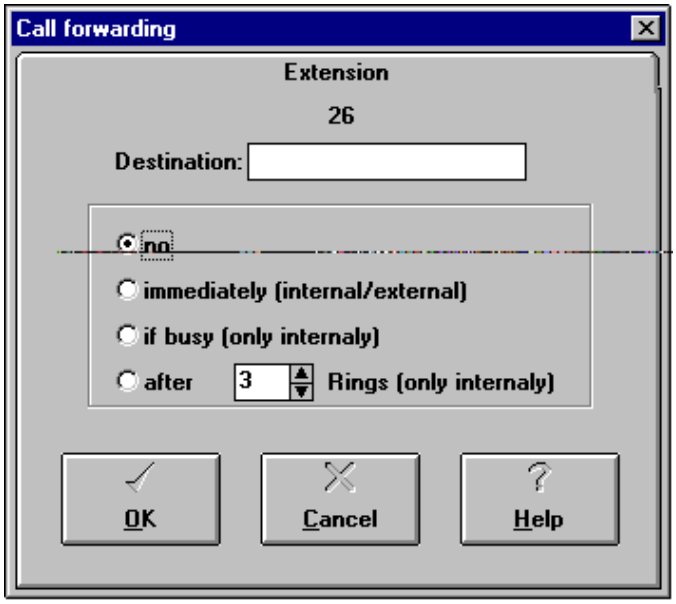
**Notes:** If an extension is configured with *"Direct trunk access"* enabled, you cannot use a telephone with pulse dialling on this extension.

The *"Direct trunk access"* cannot be disabled on the **ISTEC *easy*** and **ISTEC *home***.

With *"Direct trunk access"* enabled, you return to the internal level of the ISTEC by pressing the Flash key (R key).

### 4.6.5 Call forwarding

If you wish to setup call forwarding for extension 22, click on the "22->" button.

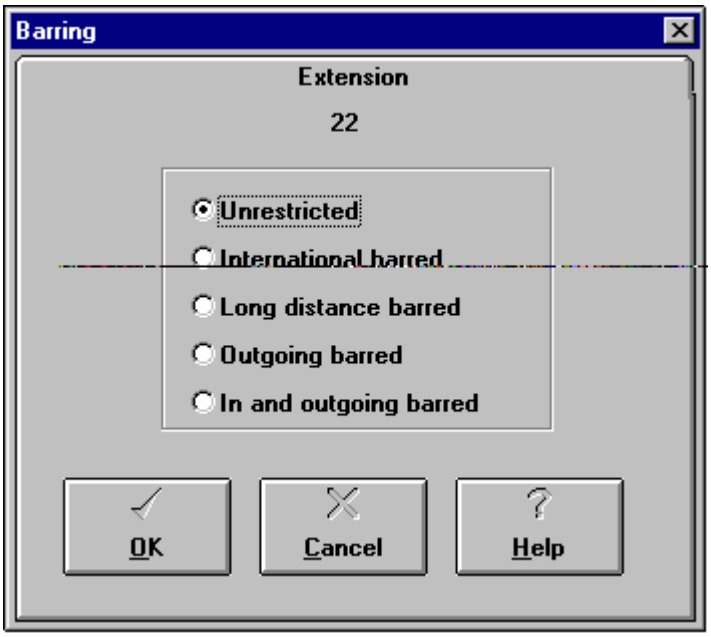



A submenu will open in which you can enter the destination and the form of call forwarding.

If the destination is an external call number, then the number must be prefixed with the trunk access digit "0".

**Note:** The call forwarding "if busy" or "after n rings" is only supported for internal destinations.

### 4.6.6 Barring - Class of Service



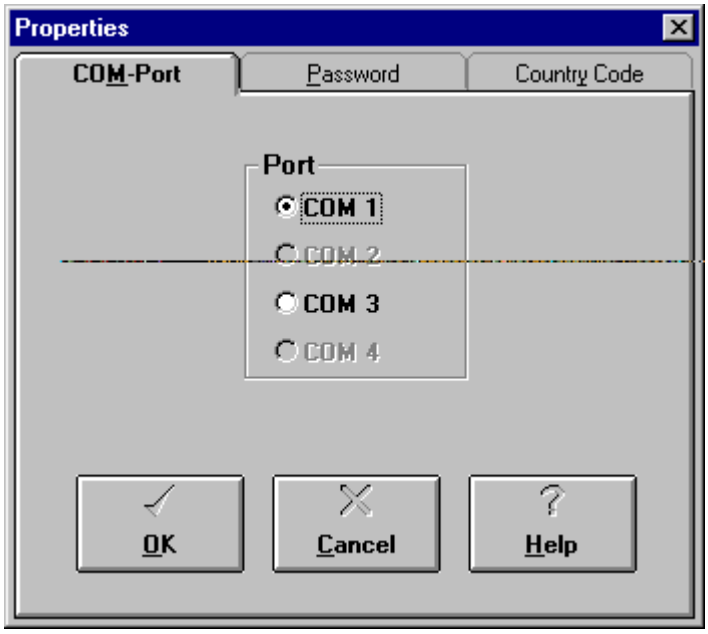

You can set the class of service individually for each extension.

The classes of service are:

| | |
|---|---|
| *"Unrestricted":* | No restrictions |
| *"International barred:"* | Local and national calls are permitted |
| *"Long distance barred"*: | Only local calls are permitted |
| *"Outgoing barred"*: | No outgoing external calls permitted but incoming external calls may be answered |
| *"In and outgoing barred"*: | No external calls (neither incoming nor outgoing), only internal calls are permitted |

## 4.7 Properties

To open the dialogue window "*Properties*", you must select in the menu bar "*File/Properties*".




The dialogue window "*Properties*" contains the following submenus:

- "*COM-Port*": Select the serial port with which your PC is connected to your ***ISTEC* telecommunication system**.

- "*Password*": If a password is entered, **ISTEC Control Center** will request this password when it starts. If the wrong password is entered, the program will quit and no configuration of the ***ISTEC* Telecommunication system** is possible with the program.

  **Note:** The factory setting has no password.

- "*Country Code*": Configuration of your country code

  **Note:** The factory setting for the country code is *"49"*. This is the country code for Germany. A list of the various country codes is available from your dealer or telephone company.

# 5 Day / Night Configuration

**ISTEC Control Center** permits storing two different configurations and then toggling back and forth between them. The two configurations are labelled *Day* and *Night*.

**Reading the current configuration status:**

Start **ISTEC Control Center** and confirm the query *"Do you want to load the configuration from the ISTEC ?"* by clicking on *"OK"* .

Once the connection has been setup the field *"Mode"* will display which configuration (*Day* or *Night*) is currently active in your ISTEC.

**Configuration Load from/Save to ISTEC:**

You always load or save the configuration that is currently shown in the field "*Mode*". After loading or saving this configuration, it is also the one that is active in the ***ISTEC*** **Telecommunication system**.

To toggle the selection in the field "*Mode*", click on the *"D/N"* button.

**Note:** Clicking on the *"D/N"* button only changes the display in the "Mode" field, not the configuration.

The loading and storing of the configuration in a file is only possible for one configuration (*Day* or *Night*), therefore each configuration requires its own file.

Examples:

Toggling the configuration:

Read the current configuration of the ***ISTEC*** **Telecommunication system** with *"File/Load from ISTEC"* and then click on the *"D/N"* button. The *"Mode"* field now shows the name of the currently inactive configuration.

Select *"File/Load from ISTEC"*. The configuration shown in the "Mode" field is now activated in the ***ISTEC*** **telecommunication system** and the configuration settings are shown in the program.

Changing a configuration:

Read the current mode of the ***ISTEC*** **Telecommunication system** and if needed toggle the configuration.

Change the configuration as needed. To store this modified configuration in the ***ISTEC*** **telecommunication system**, select the menu point "*File/Save to ISTEC*".

# 6 Printing

**ISTEC Control Center** enables you to print the charges, the content of the Multi-Function-Memory and the complete configuration of the ***ISTEC* telecommunication system**.

To print the charges or the Multi-Function-Memory, open the appropriate submenu and click on the "*Print*" button. The complete configuration can be printed by selecting in the menu bar "*ISDN/Print configuration*".

After selecting this menu point, the printer settings dialogue window will open in which you can set the destination and enter a header. For the destination, you can choose between the standard printer or a file (in text or Postscript format). If you have chosen to output the report to a file, you can enter a name for the file or leave the default file name print.prn.

The data will be sent to the printer or to the file when you click on the *"Print"* button.

**Note:** If the destination chosen is a file, **ISTEC Control Center** saves this file in the directory in which the program is itself located (default setting: C:\ISTECWIN).

# 7 Load/Save File

**ISTEC Control Center** enables you to save the configuration, the charges or Multi-Function-Memory in a file, as well as to load these into the ***ISTEC* telecommunication system** from a file.

After the appropriate menu point has been selected a dialogue window will open to gather the necessary data to load or save the file.

In this window you can enter the file name, the file type, the drive and the directory. The default file type is *"Konfig Files (*.kfg)"* for configuration files.

**Note:** If you load a file with the wrong data (e.g., loading a file with call charges data as data for the Multi-Function-Memory), the program may hang.

# 8 Reset to factory settings

To reset the ***ISTEC*** **telecommunication system** to the factory settings, select from the menu bar the selection *"ISDN/Reset to factory settings"* an.

**Note:** When reset to the factory settings all of the configuration settings are lost.

# 9 Help

If you press the “F1“ function key,  an appropriate help text will be displayed.