

# iPECS Attendant User Manual



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### **User Guide**

## **Revision History**

Version	Date	Description
A.0Aa	2011-09-01	Draft
A.0Ab	2011-09-26	Function Addition & Description Improvement
A.0Ac	2011-10-15	Improvement of Addition of Network Station Function/Description
A.0Ad	2011-10-27	Improvement of Login/Account Description
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A.0Ai	2011-12-16	Improvement of Call Park & the Whole Description
1.0Ak		1 <sup>st</sup> LIK version
	2012-02-17	Atlas Gentech draft revision for iPECS connection & i-ATD setup
	2012-08-10	Revised installation & login section.
	2012-08-28	Revised instructions for 'Call Functions' section
	2012-08-31	Corrected and re-organised Manual.
	2012-09-05	Added Outlook to IP ATTENDANT Import Phone Book example.
	2012-09-24	Added UCTI fail for license reason.
2.0Ax	2012-12-31	Phase 2 Upgrade
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### 1 iPECS Attendant Introduction

### 1.1 iPECS Attendant, Software IP Attendant Console

iPECS Attendant is the new software based IP Attendant console that extends the features of ez-Attendant with embedded soft phone function, hotel features and an improved user interface.

The powerful Attendant capabilities and superb GUI are designed to improve Attendant functions for the user.

iPECS Attendant simplifies call handling for Attendants with a simple click of a mouse on a PC and may operate without the need for desktop hard phone. iPECS Attendant links to local and corporate databases (MS Outlook, Excel, ACT and Goldmine) so the answering position is able to greet callers knowing who is calling. From a glance at the iPECS Attendant Monitoring Window, the receptionist views the status of users idle, busy, etc.

iPECS-LIK supports up to 5 Attendant Stations, each of which can be IP Attendant (with or without the associates desk 'hard phone'), for larger or high call-volume environments and can be used as a Centralized Attendant in networked environment.

iPECS Attendant is supported for LIK Hospitality Software, as a separate product 'PMS Attendant' (Proprietary Management System). This application requires iPECS-LIK Hotel SW for connection.

### 2 User log in

### 2.1 Important information

The IP Attendant Program uses login information, in the form of User ID and Password, created during the application's initial setup. This data should be recorded in a safe place, to protect against lost or forgotten passwords.

If this data is lost the IP Attendant program cannot be started. In such a situation, the iPECS ATD will need to be uninstalled and reinstalled to the desired PC, in order to create a new ID and password.

Even if the application is set to auto login, it can be deselected during start-up of the application.

If your IP Attendant does not have a user log in, refer to the Installers Section for instructions regarding the initial log in and creating IP ATTENDANT ID and Password details (i.e. creating IP ATTENDANT accounts).

3 Basic Call Handling Functions

#### 3.1 Answering a call

#### Description

An IP Attendant operator may answer internal (other stations on the system) or external (outside line) calls.

#### Procedure

Station Answer

- When an incoming call presents, it will pop a call alert and will displayed in the Wait window, as well as ring the PC speakers (or headset – as configured within the IP ATTENDANT). If the IP ATTENDANT is not focussed in the foreground of windows, you will still see the pop-up alert. But the ringing information in the 'Wait' window of the main application may not be visible until the IP ATTENDANT application is presented to the foreground of windows.)
- 2) Either Click the Speaker key in the Dial Pad window, **Or** double click the station number in the Wait window,

Or click anywhere on the pop up alert

**Or** (when IP ATTENDANT is the active window) press the 'Enter' or 'Space Bar'



1	Nai	it	С	0:0	STA:1	RECALL:0
		Line No.	Name	Depar	rtment	Wait Time
(	)	7000	PsyPark	ES		00:00:04

#### Hanging up a call

To hang up a current call click the Speaker key in the Dial Pad window. The current call is terminated and the IP ATTENDANT returns to an idle state.

Or when IP ATTENDANT is the active window – press 'E



on the PC keyboard or press

When IP ATTENDANT program is active window, The 'Space Bar' is worked as toggle – On-Hook / Off-Hook.

#### 3.2 Making a call

#### Description

An IP Attendant may generate ICM ('intercom – a.k.a Station to Station call) as well as outside line calls.

#### Procedure

Station Calling

 Dial the Station number at the IP ATTENDANT key pad using the PC mouse, *Or* Double Click the station icon in the Group Information window, *Or* with IP ATTENDANT focussed to the foreground of windows (ie the active window), use the PC Key Pad to dial the Station number, *Or* Drag from Station Info window and Drop to Dial Pad window.

Line (external) Calling

1) Dial the Line access code, followed by the PSTN number (at the Application key pad, or PC key pad)

#### Note

- 1) Other methods for outbound calling are given in this user guide. For details see the feature in use (eg dialling from the phone book).
- 2) When IP ATTENDANT is active window, IP ATTENDANT Flex button 1 to Flex button 12 is working together with PC's Keyboard Function Key F1 to F12.

#### 3.3 Video

#### Description

In an IP Attendant, Video Call is allowed.

#### Procedure

Statio	on Calling
	On talking with other Video Device, press button.
	Wideo
	Send
	Sending Send To Stop

#### Note

- 1) Video call is only allowed in talking state.
- 2) If associated device is not video station, it is not allowed.

#### 3.4 Call Record

#### Description

In an IP Attendant, Call Record is allowed.

#### Procedure

Station Calling

On talking with other Device, press **Record** button. Record List can be checked at Call Record Report.

LUBUL	) Tools(I) Setting(S) Help	(H)											
	Hotel	12	Dav	Record I	Ring Dev C	all Park		IE	DB D	Lh		22.	Log O
	Phone Book(P)		Day	record L		un r un		<u> </u>	0000	- Land	-1884-	-	Logot
	Account(A)					Stat	ion Info	Co Line	Info				
II Becord Be	Call Log( <u>C</u> )						-	-			_		_
n necord ne	Change Station Name										1	1	1
	Preselected Message(M)	8			Delete	Close	7001	7002	7003	7005	7009	7010	7011
in and the	Paging(G)	In the second second	10	and blocks	Davies of File			1000	1000	03-12			
Record II	Music Selection(U)	Phone No		alled Name	Record File		6	10	707	10			
2012-12-	SMS(S)	1001	1				7013	7014	7015	7016	7017	7018	
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							JK	CL.	MNO	CONF	DND	MODICE	
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8 6 8		CO LINE 003	CO LINE 004	CO LINE 005	CO LINE 006	CO LINE 007	COL	INE 000	CO LINE 009	COLIN	IE 010	LOOP BUTTON	LOOP BU
		CO LINE 003	CO LINE 004	CO LINE 005	CO LINE 006	CO LINE 007		INE 009	CO LINE 009		IE 010	HOTEL ROOM	LOOP BUT

#### Note

1) Call Record is only allowed in talking state.

#### 3.5 Call Transfer

#### Description

The IP Attendant operator may transfer various types of incoming/outgoing calls.

#### Procedure

- 1) While a call is connected, click the "TRANS" button the PC mouse on the Dial Pad, or the PC keypad).
- 2) The caller will hear "holding tone" while at the same time the called station will receive ring signalling.
- 3) When the called station answers the ring, the held caller remains in the "holding" state until the

- 4) When the transferring station (the IP ATTENDANT) hangs up and withdraws from the transfer, the phone call between the line caller and transferred station is connected. The IP ATTENDANT station returns to idle.
- 5) To use Call Transfer feature, Drag & Drop feature is allowed in below cases.
  - A. Call Redirect : Drag from Wait Window and Drop to Station Info another station.
  - B. Blind Transfer : Drag from Hold Window and Drop to Station Info another station.
  - C. Blind Transfer : Drag from Dial Pad Window and Drop to Station Info another station.

#### 3.6 Conference

#### Description

The iPECS-ATD operator can create a conference call.

#### Procedure

- 1) The iPECS-ATD operator can make a Add On Conference / Conference Room / Conference Group by using Dial Pad as normal hard phone.
- 2) The iPECS-ATD operator can make a Add On Conference / Conference Room / Conference Group by using Conference Menu or Conference Button.
- 3) In Conference window, there are 4 tab Add On, Room, Station Conference Group, System Conference Group.
- 4) There are Member List, and notepad that is used for brief memo for the conferece.
- 5) In Member List, member number, phonebook name, each member's state are shown.
- 6) In Add On Tab, Conference member is added, Conference member is deleted, current Conference is ended.
- 7) If a conference member state is Talk(C/A), then this member can be joined at this conference.

I Conference		
Add On Room Station Group System	Group	
91234	Q Add Member	
Member List		Merno
2 7030	Conference	
<b>1</b> 234	Conference	
2 7000 P	syPark Conference	Join Member
		Delete Member
End Conference		Save Clear

- 8) In Room Tab, Conference Room list is displayed.
- 9) Total current member count, room status is displayed.
- 10) IP ATTENDANT itself can enter or exit Room In / Room Out button.

Confer	ence			
dd On 🛛 F	Room Station Group	System Group		
No	Membe	er Count	Status	Activate Deactivate
1	3		Use	Mama
2	0		Active	Mento
3	0		Active	
4	0		Inactive	
5	0		Inactive	
6	0		Active	
7	0		Inactive	
8	0		Inactive	
9	0		Inactive	
Member	List		Conference	
1	7000	PsyPark	Conference	
1	1000	i syr and	Conference	
			Room In Room Out	Save Clear

- 11) In Group(Station or System) Tab, Conference Group list is displayed.
- 12) Total current member count, group status is displayed.
- 13) If IP ATTENDANT is conference state, new member can be added.
- 14) If a member is conference state, the member can be deleted in thg conference.

💻 Confe	rence							X
Add On	Room	Station Group	System Group					_
No		Member	Count	Status	^	Start	Stop	
0		0		N/A		Memo		
1		4		Idle		Mento		
2		0		N/A				
3		5		Idle				
4		2		Idle				
5		1		Idle				
5		0		N/A	~			
		3		Iule				
			Q	Add Member				
Membe	er List							
1	7030			Conferer	nce			
1	1000			Idle				
1	1234			Idle				
1	7000		PsyPark	Idle				
<b>X</b>	7002			Idle				
							Save Clear	ר ו
								<u>ر</u>

#### Note

In the case of a conference call for more than 3 people, repeat 2) in the above procedure. MCIM is needed in the iPECS system if more than 3 party conferencing is required.

#### 3.7 Mute

#### Description

During the phone call, the iPECS-ATD operator activates the "Mute" function so that the other party cannot hear the iPECS-LIK operator's voice path.

#### Procedure

- 1) During the phone call, click the "Mute" button <sup>Mute</sup> in the Dial Pad window.
- 2) The connected party will not hear the voice path from the iPECS-LIK Attendant
- 3) Click the "Mute" button for deactivation.

#### Note

#### 3.8 Hold/Connect

#### Description

The iPECS-Attendant operator may place and retrieve a station or trunk (outside line) caller from hold.

#### Procedure

#### <u>Hold</u>

- 1) Click the **I** button during the phone call between the iPECS-Attendant operator and a caller.
- 2) The caller will hear "holding tone" and the relevant caller's information will be displayed in the "Wait/Hold" window. And the number of call count will increase.

Holding Answer (Retrieve from Hold)

- 1) Click the **II** button
- 2) Double click the caller's information displayed in the Hold window.

Ho	d	C	0 : C	STA:1	REG	CALL:0
	Line No.	Name	Depa	rtment		Hold Time
$\bigcirc$	7000	PsyPark	ES			00:00:01

3) The phone call with the caller will be restored.

#### Hold Transfer

4) Drag from Hold window, Drop to Station Info window station.

#### 3.9 Call Pick Up

#### Description

By using the "Call Pick Up", the iPECS-Attendant operator is able to pick up calls that ring to other stations. This function is applicable for station, trunk and recall.

#### Procedure

- 1) Double click the station icon that is ringing state for call pick up.
- 2) In order to disconnect the phone, click the "ESC" key or the button.

#### Note

Call pick up function cannot be used when the iPECS-LIK operator is busy or in the middle of PGM setting.

#### 3.10 Call Park

#### Description

The iPECS-LIK operator performs "Call Park" operations so that users of other station may retrieve the caller from the park location (a.k.a Park Orbits).

#### Procedure

Call Park

- 1) Choose the "Call Park" menu in setting or press **Call Park** button in the main window.
- 2) The caller will be heard MOH, while waiting at the Call Park location.
- 3) Call Park list is displayed when clicking the tap on the right side of "Wait/Hold".

Wait / Hold	Call Park [1]	
Park Number		Park Co Line
*601		C0 7

4) A call can also be parked by pressing the "Transfer" button followed by the available Park Location number (ex. 601), or use the PC Key pad.

Call Park Answer

 To retrieve a Parked call, press Call Park number using the Dial Pad, or use the PC Key pad, Or double click the call in the Call Park list.

#### Note

Call Park answer is recommended to be done when the IP ATTENDANT is "IDLE". Call Park is only available for external (outside line) callers.

### 4 IP Attendant Program Menu

#### 4.1 File Menu

#### 4.1.1 Import DB(Phone Book Data)

#### Description

Using the Phonebook import function for importing data into the Phone book from other programs or files.

#### Procedure

- 1) "Menu"  $\rightarrow$  "File"  $\rightarrow$  "Import Phone Book". | or ALT+F I
- 2) Select one of types ("Act!", "Gold Mine", "ez-Attendant", "Excel") that contains the data to be imported
- 3) Select the file in the file import window and then click the "Open" button.
- 4) The Import process will complete automatically.

#### Notice

- 1) The program selected at the import type must be already installed in the PC.
- 2) "Import Phone Book" menu is functional only when Server type is "Local". (Custom Settings/ System Connection)- it is not supported in remote connected mode.
- 3) During the Phone Book Import process, iPECS-ATD may slow its response speeds. IP ATTENDANT cannot receive calls while a phone book import is in progress. Therefore, import phone book is recommended to be done when call traffic is low.
- 4) When network station numbers are imported by import phone book, those numbers will be shown in the monitoring group immediately after restarting the IP-ATD program.
- 5) If a station numbers already exists in the phone book, those same station numbers will not be imported (ie they will not be over-written).

#### Conditions

- 1) Importing Phonebook data will not overwrite an existing Station entry.
- 2) If the current phone book contains a STA entry not contained in the imported data, it will be kept.
- 3) An entry is identified by its Stations' Information field
- 4) To dial out from the phone book the Code Setting (ALT+S T) fields need to be configured.
- 5) This job is only allowed in Night ring mode.

#### Note

Importing the phone book through "Act!" or "Gold Mine" will not import E-mail address.

#### Example: Outlook export & IP ATTENDANT Import



User3

User4

WebPage

Open the spread sheet - cl	nange the sheet	name from Contacts to Pr	лопевоок
37		An Outlook 2010	export example:
38		Column Headings	Column Headings
39		Title	TTYTDDPhone
40		FirstName → 2	Telex
41		MiddleName	Account → 22
H + PhoneBook Sheet2	Sheet3 2	LastName → 3	Anniversary
Then rearrange the column		Suffix	AssistantsName
inen realrange the countr	IS LO SUIL IP ATTEIN	Company → 4	BillingInformation
database:		Department $\rightarrow$ 21	Birthday
IP ATTENDANT Database:		$\frac{\text{JODIIIIe}}{\text{PusipersStreet}} > 10$	BusinessAddressPOBox
		BusinessStreet $\rightarrow$ 10 BusinessStreet2 $\rightarrow$ 11	Childron
Column Headings:		BusinessStreet2 $\rightarrow$ 11	DirectoryServer
1. SIAIION	Usage example	BusinessCity $\rightarrow$ 13	EmailAddress $\rightarrow$ 16
	of Outlook	BusinessState $\rightarrow$ 14	FmailType
J. LASTINAIVIE	exported data:	BusinessPostalCode $\rightarrow$ 15	EmailDisplayName
5 HOUSEPHONE	Used —	$\rightarrow$ BusinessCountryRegion $\rightarrow$ 19	Email2Address
6. MOBILEPHONE	Not used —	→ HomeStreet	Email2Type
7. JOB		HomeStreet2	Email2DisplayName
8. FAX		HomeStreet3	Email3Address
9. COMPANYPHONE		HomeCity	Email3Type
10. ADDRESS1		HomeState	Email3DisplayName
11. ADDRESS2		HomePostalCode	Gender
12. ADDRESS3		HomeCountryRegion	GovernmentIDINumber
13. CITY		OtherStreet2	HonoAddrossDORoy
14. SIAIE		OtherStreet3	Initials
15. ZIP		OtherCity	InternetFreeBusy
16. EIVIAIL		OtherState	Keywords
		OtherPostalCode	Language1
		OtherCountryRegion	Location
20. MFMO		AssistantsPhone	ManagersName
21. DEPARTMENT		BusinessFax → 8	Mileage
22. ACCOUNTNO		BusinessPhone $\rightarrow$ 9	Notes $\rightarrow 20$
23. PHYSICALSTATION		BusinessPhone2	OfficeLocation
24. PHONE_LEVEL			OrganizationallDNumber
			Driority
			Privato
The columns of the Outlook	c exported file	HomePhone $\rightarrow 5$	Profession
need to be rearranged to r	match the IP	HomePhone2	ReferredBy
ATTENIDANT order many ar	e deleted	ISDN	Sensitivity
The column has discussed as	et require	MobilePhone $\rightarrow 6$	Spouse
the column neadings do no	orrequire	OtherFax	User1
editina.		OtherPhone	Liser2

Save the spread sheet Use the IP ATTENDANT Import function to browser to the saved spread sheet and import it to IP

#### 4.1.2 Export DB(Phone Book Data)

#### Description

IP-ATD can export its Phone Book data in MS Excel format.

#### Procedure

- 1) "Menu"  $\rightarrow$  "File"  $\rightarrow$  "Export Phone Book"  $\rightarrow$  "Excel". | or ALT+F E E
- 2) Input the file name in the file export window and then save it.
- 3) After the window that shows progress disappears, export phone book will be completed.

#### Notice

1) "Export Phone Book" menu is functional only when Server type is "Local". (Custom Settings/ System Connection)

Pager

PrimaryPhone

RadioPhone

2) During export phone book, iPECS-LIK might get slower and receiving calls is impossible as long as import phone book is in progress. Therefore, export phone book is recommended to be done when call traffic is low.

3) This job is only allowed in Night ring mode.

#### 4.2 Tools

#### 4.2.1 Phone Book

#### Description

Phone book operation includes number registration, creation, editing and deletion.

#### Window

🕮 Ph	one Book								
							Add	Modify Delete	Close
	Condition				0	5			
	Condition					<b>S</b>			
No	Stations	Last Name	First Name	House Phone	Mobile Phone	Company Phone	Company	Department	
1	7000	Psy	Park	1000-1234	12345678	10002345	LG	ES	
2	7001	Babmuse	Kim	051532307	011-9540-3749	03180546084	LG-Ericsson	ES	
3	7002	JuHyoung	Oh	05312347777	01075150613	03180546083	LG	BCS	
4	1234	BH	Choi	03112348888	01033337777		LG	ES R&D	

#### **Editing Procedure**

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "Phone Book". | or ALT+T P
- 2) To create a new record, click the "Add" button.
- 3) In the new Phone Book window edit values as required and then click the "Save" button.
- 4) If it is necessary to change the information in a record, use the "Modify" button.
- 5) To delete a group of records, select the relevant records (use Shift or CTRL keys) and then click the "Delete" button.

#### Notice

- 1) Numbers that have been newly registered in the phone book will be applied Station Info, but details such as the Station name will be applied after IP ATTENDANT restarts.
- 2) Program restart is required if network station is registered by importing phone book data.
- 3) Calls can be made from this window of the Phonebook by using the right click menu. The call-able record fields containing data are made available for calling (empty fields are not offered).

#### 4)

- 1) The information that has been newly registered in the Phone Book will be displayed in the all subscriber information display part of the program.
- 2) A network station number can be registered similar as normal station number.
- 3) A maximum of 30,000 phone numbers is recommended. A phonebook of over 30,000 phone numbers might result in slow search speed.
- 4) LDAP is allowed.

#### 4.2.2 Phone book Search Window

#### Description

The Phonebook can be searched for Station users who are registered at the Phone Book.

#### Window & Procedure

Phor	nebook				Q
Stations	Name	Company	Department	Mobile Phone	E-mail
7000	PsyPark	LG	ES	12345678	psy@lgericsson.com
7001	BabmuseK	LG-Ericsson	ES	011-9540-374	babmuse@lgericsson.com
7002	JuHyoungC	LG	BCS	01075150613	bristo5@lgericsson.com
1234	BHChoi	LG	ES R&D	01033337777	bh@ericssonlg.com

- 1) The Phone book search function searches "Station", "Name", "Company", "Department" and "Mobile Phone number" fields simultaneously to the search term.
- Click the right button of the mouse on the selected subscriber. "Mobile" is for calling selected subscriber's mobile & "Call" is for calling the station & "Email" is for sending an email & "SMS" is for sending a text message".

#### Note

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "Phone Book" for "registration" & "Modification" & "Deletion" of subscriber information | or ALT+T P
- 2) Currently the Search facility is NOT case sensitive. Eg search LAB and Lab is same result.

#### 4.2.3 LDAP

#### Description

LDAP Server Information can be connected with IP ATTENDANT.

#### Window & Procedure

1) LDAP Setting is as below.

Menu  $\rightarrow$  Setting  $\rightarrow$  Custom Setting  $\rightarrow$  Phone Book  $\rightarrow$  Enable LDAP  $\rightarrow$  Enter Information

💻 Custom Setting		X
System Connection     Audio Setting     Display Option     Message Trace     Call Recording     Phone Book	Phone Book Type	Outlook
<ul> <li>Headset Setting</li> <li>Database Setting</li> <li>iPECS Attendant Info</li> </ul>	<ul> <li>Priority</li> <li>Stations</li> </ul>	O Mobile Phone
	Enable LDAP	
	LDAP Information	
	Server	
	61.41.106.223	
	User Name	Password
	lg-nortel\213386	******
	DB Connect Success!!	Test

2) After enable LDAP, LDAP button is activated in main window as below.

### **User Guide**

Pho	nebook				Q LDAP
Stations	Name	Company	Department	Mobile Phone	E-mail
7000	PsyPark	LG	ES	12345678	psy@lgericsson.com
7001	BabmuseK	LG-Ericsson	ES	011-9540-374	babmuse@lgericsson.com
7002	JuHyoungC	LG	BCS	01075150613	bristo5@lgericsson.com
1234	BHChoi	LG	ES R&D	01033337777	bh@ericssonlg.com

#### 3) This is LDAP information window.

LDAP	Information					
	Condition		Q			
No	Name 🔺	Company Phone	Mobile Phone	Company	Department	E-mail
1581	ADPadmin					ADPadmin@ericssonIg.com 📃
1194	AMNAJAMNAJTHIRANANTANAG ORN.AMN	÷.		ES_SCM)LNSC	ES_SCM)LNSC	amnaj@ericssonlg.com
1752	ANUCHIT POMYUKON	+66-38573061~3	-80000000	ES_SCM)LNSC	ES_SCM)LNSC	anuchit@lgericsson.com
1170	APICHITAPICHITPAKWAPEE.AP CHIT	ч.	010-378567081	ES_SCM)LNSC	ES_SCM)LNSC	apichit@ericssonlg.com
1172	APINYAAPINYAPHASUKAPINYA PHAS	ι.	010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	apinya@ericssonlg.com
1180	ARPORNARPORNSOMPHUN.A RPORN SOM		010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	arporn@ericssonlg.com
1269	Abdoolvaharb Yaprajan		÷.	ES_SCM)LNSC	ES_SCM)LNSC	abdoolvaharb@ericssonlg.com
2180	Abdul Quddos(Abdul Quddos)			CS&E)RAN Team	CS&E)RAN Team	abdul.quddos@ericssonlg.com
1616	ActADIISAdmin					ActADIISAdmin@ericssonIg.com
1777	ActAdiis					ActAdiis@ericssonlg.com
1	Administrator					Administrator@LG-Nortel.com
2175	Adthapong Boonthawong	+66-38573061	010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	adthapong@ericssonlg.com
1003	Ahed Alkhatib(Ahed Alkhatib)	20052529	01056008512	ES International Sales Div.	ES International Sales Div.	ahed@ericssonlg.com
1891	Alf Lonnemo(Alf Lonnemo)				CN)Network Sales Team	
2051	Amornratt Thongchalerm	+66-38573061	01037567081	ES_SCM)LNSC	ES_SCM)LNSC	amornratt@ericssonlg.com
1948	Amphon Sunthonwanitchakul	+66-38-573061	010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	amphon@ericssonlg.com
2053	Anant Yordsingha	+66-38573061	01037567081	ES_SCM)LNSC	ES_SCM)LNSC	anant@ericssonIg.com
1904	Aree Taworncheep	+66-38-573061	0102222222	ES_SCM)LNSC	ES_SCM)LNSC	aree@ericssonlg.com
1844	Arkom Saeton	+66-38-573061~4	0101111111	ES_SCM)LNSC	ES_SCM)LNSC	arkom@ericssonlg.com
1694	Arnon Liengtanom	6638-573-061	010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	arnon@ericssonlg.com
2044	AvamarBackupUser					AvamarBackupUser@lɑericsson. 🍸

#### Note

1) After LDAP enable, IP ATTENDANT should be restarted again to apply it correctly.

#### 4.2.4 Account

#### Description

Account information is the IP ATTENDANT account data (including the IP ATTENDANT log in credentials). *Window* 

Acc	ount Info					
				Add Modify	Delete	Close
			Q	Name 🤇		Q)
No	ID	Name	Department		PBX ID	
	1	ABCD	EFGH		7030	
2	5	CCC	ddd		7051	
}	KangNamStyle	Psy	Enterprise		7030	
ļ.	Admin1	Admin	Admin		7030	
			Account	Info ID Admin1 Password Name Admin Department Admin Permission Supervisor	Save	
				PBX ID 7030 PBX Pwd		

#### Procedure

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "Account". | or ALT+T A
- 2) To create new operator registration information click the "Add" button.
- 3) In the Account Info. window, input the relevant information such as ID, Password, Name, Department, Perm (Permission), PBX ID and PBX Password, and then click the "Save" button.
- 4) If it is necessary to change the information of the registered operator, select the relevant operator and then click the "Modify" button. Then in the Account Info. window [Modification], change the information and then click the "Save" button.
- 5) If it is necessary to delete the information of the registered operator, select the relevant operator and then click the "Delete" button.

#### Notice

1) ID / Password is log in User ID / Password to IP Attendant Application.

iPECS Attendant		×
<u> </u>		
Welcome	IPECS Attendant	
UserID		
Paseword		
*		
Login	Setting	
🗹 Save my ID		
🗹 Save my Pas	sword	
📃 Sign me in a	utomatically	

2) PBX ID / PBX Pwd is PGM 443 ID / Password.

- There are two type permission Supervisor / User.
   If user log in with Supervisor permission ID, this user can see and modify Account Information.
   But, with User level ID, this user cannot see or modify it.
- 4) If PBX ID and PBX Password in PBX Account Info. are wrong, communication with the iPECS will fail and the IP ATTENDANT will fail to log in. (This will report as a Database Fail error during login)
- 5) Bear in mind that operator information is provisioning with all information registered by the operator, so when the operator is deleted, any setting or any information such as program environment setting registered by the operator will be deleted.
- 6) **Note:** If all operator accounts are deleted, "admin" and "1111" (operator information) will be automatically created. This will be created even though there is no operator who has the permission, so it is recommended to create at least 1 account for administrator.

- 1) Operator information ("admin" and "1111" that is used for the initial set-up) will be automatically deleted in case a new operator with Supervisor permission is created.
- 2) The recommended maximum number of operator registrations is 50.

#### 4.2.5 Call Log

#### Description

The call Log provides a list and search facility for the history of incoming calls and outgoing calls through the iPECS-LIK.

#### Window

Close
me Ext/Int
EXT
INT

#### Procedure

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "Call Log". | or ALT+T C
- 2) Period Search or Condition Search is allowed.
- 3) In the Call Log Window, all system call log is remained.
- 4) In the Call History of IP ATTENDANT Main window, call log that is related with Attendant is displayed.

#### Note

1) The information of called name, caller name, department and mobile phone will be displayed on the basis of incoming number to the operaor/outgoing number by the operator.

#### 4.2.6 Change Station Name

#### Description

IP Attendant can change the Station name of stations connected to the LIK.

#### Window



#### Procedure

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "Change Station Name". | or ALT+T N
- 2) Select the station number in the list or input the station number directly.
- 3) Input the new station name to be displayed.
- 4) Click the "OK" button.

#### Note

1) If the station being edited has a Name already registered, that name will be displayed in the Station Name.

#### 4.2.7 Message setting in absentia

#### Description

iPECS-LIK is able to send Preselected message or Customized message to the other stations (as well as to callers as an audio message – when this feature is supported). Station subscribers can send a message to LCD of the other station telephone Depending on type or feature of Preselected message, additional time and date can be set.

The audio reply based on Preselected message is called "Preselected Message with VSF Group", and is supported in iPECS (subject to conditions – see the 5.6 Release document) from 5.6 Software release.

#### Window

😐 Presel	ected Message	×
Message	Туре	
⊙ PreSe	elected O Customized	
Message		
C 01	LUNCH, RETURN AT (HH:MM)	0 😂 : 0 📚
© 02	ON VACATION / RETURN AT DATE (MM/DD)	01-23 🗸
O 03	OUT OF OFFICE / RETURN AT TIME (HH:MM)	0 🛟 : 0 🛟
O 04	OUT OF OFFICE / RETURN AT DATE (MM/DD)	01-23 🗸
C 05	OUT OF OFFICE / RETURN UNKNOWN	
O 06	CALL(Telephone No : up to 17 digits)	
O 07	IN OFFICE / STATION	✓
O 08	IN A MEETING / RETURN AT TIME (HH:MM)	0 🛟 : 0 🛟
O 09	AT HOME	
O 10	AT BRANCH OFFICE	]
C Rem	iove Message	
Stations		
	<ul><li>✓</li><li>✓</li></ul>	
	Apply	OK Cancel

#### Procedure

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "Select Message Type". | or ALT+T M
- 2) Select Preselected or Customised. ('Preselected message with VSF Group' is not supported for customised type)
- 3) Select a message or Remove Message.
- 4) Set the station range in the station input fields.
- 5) Click the "Apply" button or "OK" button.
- 6) If Remove Message is set, and applied, the current message will be disabled.

#### Note

 In order to change the message in the Customised, input the message in Customised message setting ("Setting" → "Customized")

#### 4.2.8 Paging

#### Description

The LG-Ericsson iPECS-LIK system can perform various "Paging" functions to stations as well as to external paging solutions. The paging options within the selection window are defined within the iPECS system.

#### Window

 Paging		Σ	K
Selection			
Internal		External	L
Internal Zone 1 Internal Zone 2 Internal Zone 3 Internal Zone 4 Internal Zone 6 Internal Zone 7 Internal Zone 8 Internal Zone 9 Internal Zone 10 Internal Zone 11 Internal Zone 12		External Zone 1 External Zone 2	
Internal All Call	Externa	al All Call System All Call	
		OK Cancel	

#### Procedure

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "Paging". | or ALT+T G
- 2) Select the appropriate paging option in the paging selection window.
- 3) The IP ATTENDANT operator presses the speaker button to make the page call.

#### Notice

- 1) In order to do paging, the operator's telephone must be permitted to do paging.
- 2) iPECS-LIK only supports one type of speaker mode for paging.

#### 4.2.9 Music Selection

#### Description

Background music can be selected for use by the iPECS-LIK.

#### Window

	Music Selection
	Select BGM
	BGM List
	No BGM 😽
l	
	OK Cancel
	No BGM

#### Procedure

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "Background Music". | or ALT+T U
- 2) Select the one of background music options and then click the "OK" button.
- 3) To disable the background music, select the No BGM and then click the "OK" button.

1) Individual iPECS Stations may select their own BGM source

#### 4.2.10 Date/Time

#### Description

IP-ATD can control the iPECS system Date and time.

#### Window



#### Procedure

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "Date/Time". | or ALT+T D
- 2) Select the display type of date and time.
- 3) Change date and time and then click the "OK" button.

- 1) The display type of time shown in all telephone LCDs will be changed.
- 2) The date may be changed without changing the time, and vice versa.

### 4.2.11 SMS

#### Description

The SMS function sends SMS messages to other iPECS Stations.

#### Window

Stations         Stations           Root         7000         7001           7001         7000         7001           7002         7003         7005           7009         7001         7005           7009         7010         7011           7010         7010         7010           7010         7010         7010           7010         7010         7010           7010         7010         7010           7010         7010         7010           7010         7010         7010           7010         7010         7010           7010         7010         7010           7010         7011         7010           7011         7013         7014           7018         7030         7030           7030         7030         7030           8         6         Merry Christmas & Happy New Year~~	🕮 Private Message					Σ
Stations         Stations           7000         7001           7001         7001           7000         7001           7000         7001           7000         7001           7000         7001           7000         7003           7005         7005           7009         7010           7011         7012           7013         7014           7015         7016           7017         7018           7030         900	Message Window					
Received Message	Current Group		Stations 7000 7001		•	Stations           7001           7000           7001           7002           7003           7005           7009           7011           7012           7013           7014           7015           7016           7017           7018
	Received Message	* *	> >> @	Message to	Send mas & Hap	opy New Year~~

#### Procedure

- 1) "Menu"  $\rightarrow$  "Tools"  $\rightarrow$  "SMS". | or ALT+T S
- 2) Select the destination station that will receive SMS and input the message, and then click the "Send" button.
- 3) Once messages are received from the other stations, they will be displayed in "Message Receive" on the bottom left of the window.
- 4) Messages can be moved using the direction button <, > and deleted by clicking the "**Del**" button.

#### Note

1) Receiving stations require a LCD to display the message. Analogue Stations must support FSK CLID to show messages.

#### 4.2.12 Conference Setting

#### Description

When iPECS has the use of a MCIM module, it supports Multiparty conferencing solutions. IP Attendant is designed to efficiently manage the status of iPECS conference feature – Add On Conference, Conference Room, Conference Group.

#### Window

91234     Q     Add Member       Member List     Memo       7030     Conference       7000     PayPark       Conference     Join Member       Delete Member     Delete Member       End Conference     Save       Cenference     Save       Conference     Save       Cenference     Member       Cenference     Member       Save     Cenference       Save     Cenference       Save     Cenference       Member     Member       Save     Cenference       Tot		Room Station Groc	ip System Group			
Member List       Memo       7030     Conference       7000     PsyPark       Conference     Din Member       Delete Member     Delete Member       End Conference     Save       Member Count     Status       1     3       Use     Memo       2     0       Active       3     0       0     Inactive       6     0       0     Inactive       9     0       1000     Conference       7000     PsyPark       Conference       1000	91234	1	Q	Add Member		
1230       Conference         1233       Conference         2000       PsyPark         Conference       Join Member         Delete Member       Delete Member         End Conference       Save         Id On Room Station Group       System Group         No       Member Count       Status         1       3       Use         2       0       Active         3       0       Active         3       0       Active         4       0       Inactive         5       0       Inactive         9       0       Inactive         7030       Conference         1000       Conference         1000       Conference	Membei	r List			Memo	
1234       Conference         7000       PeyPark         Conference       Lin Member         Delate Member       Delate Member         Delate Member       Delate Member         Conference       Save       Cle         Member Count       Status       Activate         1       3       Use       Memo         2       0       Active       Memo         3       0       Active       Memo         5       0       Inactive       Memo         4       0       Inactive       Memo         9       0       Inactive       Memo         1       7030       Conference       Conference         1	1	7030		Conference		
Youu     PsyPark     Conference	1	1234		Conference		
Delete Member       End Conference       Save     Cite       Conference       ad On Room Station Group System Group       No     Member Count       3     Use       2     0       3     Use       2     0       4     0       5     0       1 active       5     0       6     0       7     0       9     0       1 nactive       9     0       1 nactive       7       0       1 nactive       9       0       1 nactive       1 1 000       PsyPark       Conference       1 1000	_ <b>X</b> _	7000	PsyPark	Conference	Join Member	
End Conference Save Cie Conference  Conference  Id On Room Station Group System Group  No Member Count Status  1 3 Use 2 0 Active 3 0 Active 3 0 Active 4 0 Inactive 5 0 Active 6 0 Active 6 0 Active 7 0 Inactive 8 0 Inactive 9 0 Inactive 8 0 Inactive 9 0 Inactive 9 0 Inactive 1 100 Conference 1 1000 PsyPark Conference 1 1000 Conference					Delete Member	
End Conference Save Cle Conference  Conference  Id On Room Station Group System Group  No Member Count Status  Custor						
End Conference Save Cle Conference  Confer						
End Conference     Save     Cle       Conference       Conference       Active       Acti						
End Conference Save Cie Conference Conference Id On Room Station Group System Group No Member Count Status 1 3 Use 2 0 Active 3 0 Active 3 0 Active 4 0 Inactive 5 0 Inactive 5 0 Inactive 6 0 Active 7 0 Inactive 9 0 Inactive 9 0 Inactive 9 0 Inactive 9 0 Conference 7/030 Conference 7/030 PsyPark Conference 1000 PsyPark Conference 1000 Conference						
End Conference Save Cle Conference  Conference  Id On Room Station Group System Group  No Member Count Status  Activate Deactivate  I 3 Use  2 0 Active  3 0 Active  3 0 Active  4 0 Inactive  5 0 Inactive  6 0 Active  7 0 Inactive  8 0 Inactive  9 0 Inactive  Member List  Member List  Member List  Member List  Member List  Member List  I 000 PsyPark Conference  1 000 Conference  I 000 Conference I 0						
End Conference     Conference     Id On Room Station Group System Group     No   Member Count   1   3   0   Active   4   0   1 nactive   5   0   Active   4   0   1 nactive   5   0   Active   4   0   1 nactive   8   0   1 nactive   7 700   PsyPark   Conference   1 100						
End Conference     Conference     Id On Room Station Group System Group     No   Member Count   1   3   0   Activate   2   0   Active   3   0   Active   4   0   inactive   5   0   inactive   9   0   inactive   1000   PsyPark   Conference   1000						
End Conference  Conference  Conference  Id On Room Station Group System Group  No Member Count Status  Activate Deactivate  Memo  Active  Active Active  Active Active Active Active Active Active Act						
End Conference     Save Cie     Conference     Id On Room Station Group System Group     Activate     Id on Room Station Group System Group     No Member Count   Status Activate   1 3   2 0   3 0   4 0   1 0   1 0   4 0   1 0   1 1   2 0   4 0   1 1   4 0   1 1   5 0   1 1   6 0   0 Inactive   8 0   9 0   1 1   1 7030   Conference   1 1000   1 Conference						
End Conference     Conference     Id On Room Station Group System Group     No   Member Count   Status   1   3   0   Activate     4   0   inactive   5   0   inactive   6   0   inactive   8   0   inactive   9   0   inactive   9   0   inactive   1000   Conference   1000   Conference   1000						
End Conference  Save Cie  Conference						
End Conference     Save     Cle       20nference     3     0     Activate     Deactivate       1     3     Use     2     0     Active       2     0     Active     Activate     Deactivate       3     0     Active     Memo       4     0     Inactive     Memo       5     0     Inactive     Memo       7     0     Inactive     Memo       9     0     Inactive     Member List       1     7030     Conference     Conference       1     7000     PsyPark     Conference       1     0     Conference     Inactive			_			
Conference         System Group         Active Group         Active         1       3       Use         2       0       Active         3       0       Active         4       0       Inactive         5       0       Inactive         6       0       Active         7       0       Inactive         8       0       Inactive         9       0       Inactive         1000       PsyPark       Conference         1000       Conference       Inactive	E	nd Conference				Save Clear
1     3     Use       2     0     Active       3     0     Active       4     0     Inactive       5     0     Inactive       6     0     Active       7     0     Inactive       9     0     Inactive       2     700     PsyPark       2     700     PsyPark       1000     Conference	ld On	Room Station Grou	up System Group			
2     0     Active       3     0     Active       4     0     Inactive       5     0     Inactive       6     0     Active       7     0     Inactive       8     0     Inactive       9     0     Inactive       Member List       7000     PsyPark       1000     Conference	Id On	Room Station Grou	p System Group	Status	Activate	Deactivate
3     0     Active       4     0     Inactive       5     0     Inactive       6     0     Active       7     0     Inactive       8     0     Inactive       9     0     Inactive   Member List       7 7000     PsyPark     Conference       1000     Conference	ld On No	Room Station Grou Mem 3	up System Group ber Count	Status Use	Activate Memo	Deactivate
4 0 inactive 5 0 Inactive 6 0 Active 7 0 Inactive 8 0 Inactive 9 0 Inactive 9 0 Inactive Member List Member List 7030 Conference 7000 PsyPark Conference 1000 Conference	Id On	Room Station Grou Mem 3 0	up System Group	Status Use Active	Activate	Deactivate
5     0     Inactive       6     0     Active       7     0     Inactive       8     0     Inactive       9     0     Inactive   Member List       1000     PsyPark     Conference       1000     Over PsyPark     Conference	Id On No 1 2 3	Room Station Grou Mem 3 0 0	up System Group	Status Use Active Active	Activate Memo	Deactivate
0     0     Inactive       8     0     Inactive       9     0     Inactive   Member List       1000     PsyPark     Conference       1000     Conference	Id On No 1 2 3 4	Room Station Grou Mem 3 0 0 0	up System Group	Status Use Active Active Inactive	Activate Memo	Deactivate
0     Inactive       8     0     Inactive       9     0     Inactive   Member List       1000     PsyPark     Conference       1000     Conference	Id On 1 No 1 2 3 4 5	Room Station Grou Mem 3 0 0 0 0 0	p System Group	Status Use Active Active Inactive Inactive	Activate Memo	Deactivate
o     o     inactive       9     0     Inactive         Member List       2     7030     PsyPark       2     7000     PsyPark       2     1000     Conference	ld On No 1 2 3 4 5 6	Room Station Grou Mem 3 0 0 0 0 0 0	up System Group	Status Use Active Active Inactive Inactive Active	Activate Memo	Deactivate
Member List  To PsyPark Conference To OD Conference To OD Conference To OD Conference	Id On No 1 2 3 4 5 6 7	Room Station Grou Mem 0 0 0 0 0 0 0 0 0	ip System Group	Status Use Active Active Inactive Inactive Active Inactive Inactive Inactive	Activate Memo	Deactivate
Member List       7030     Conference       7000     PsyPark       Conference       1000	Id On No 1 2 3 4 5 6 7 8	Room Station Grou Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ip System Group	Status Use Active Active Inactive Inactive Inactive Inactive Inactive Inactive	Memo	Deactivate
Totol     Conference       Totol     PsyPark       Conference       1000	Id On I No 1 2 3 4 5 6 7 8 9	Room Station Grou Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ip System Group	Status Use Active Active Inactive Inactive Active Inactive Inactive Inactive	Memo	Deactivate
7000 PsyPark Conference     1000 Conference	Id On I No 1 2 3 4 5 5 6 7 7 8 9 9 Member	Room Station Grou Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ip System Group	Status Use Active Active Inactive Inactive Active Inactive Inactive Inactive	Memo	Deactivate
1000 Conference	Id On 1 2 3 4 5 6 7 8 9 9 Member	Room Station Grou Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ip System Group	Status Use Active Active Inactive Inactive Inactive Inactive Inactive Inactive Conference	Memo	Deactivate
	Id On 1 No 1 2 3 4 5 6 6 7 8 9 Member	Room Station Grou Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	p System Group ber Count	Status Use Active Active Inactive Inactive Inactive Inactive Inactive Inactive Conference Conference	Activate Memo	Deactivate
	id On No No 1 2 3 3 4 4 5 6 6 7 8 9 9 9 9 9 9	Room Station Grou Room Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0	p System Group ber Count	Status Use Active Active Inactive Inactive Active Inactive Inactive Inactive Inactive Conference Conference Conference	Activate Memo	Deactivate
	Id On No 1 2 3 4 4 5 5 6 6 7 8 9 9 Member 2 2 2	Room Station Grou Room Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0	p System Group ber Count PsyPark	Status Use Active Active Inactive Active Inactive Inactive Inactive Inactive Conference Conference Conference Conference	Activate Memo	Deactivate
	Id On No 1 2 3 4 4 5 5 6 6 7 8 9 9 8 9 9 8 9 9	Room Station Grou Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0	p System Group ber Count PsyPark	Status Use Active Active Inactive Inactive Inactive Inactive Inactive Conference Conference Conference	Memo	Deactivate
	Id On No 1 2 3 3 4 5 5 6 6 7 8 9 9 8 9 9 8 9 9 8 9 9	Room Station Grou Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	p System Group ber Count PsyPark	Status Use Active Active Inactive Inactive Inactive Inactive Inactive Conference Conference	Memo	Deactivate
	Id On No 1 2 3 3 4 5 5 6 6 7 8 9 9 Member 2 2	Room Station Grou Room Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0	p System Group ber Count PsyPark	Status Use Active Inactive Inactive Active Inactive Inactive Inactive Conference Conference Conference	Activate Memo	Deactivate
	Id On No 1 2 3 4 5 5 6 6 7 7 8 8 9 9 Membel	Room Station Grou Room Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0	p System Group ber Count	Status Use Active Active Inactive Inactive Inactive Inactive Inactive Conference Conference Conference	Activate Memo	Deactivate
	Id On No 1 2 3 3 4 4 5 5 6 6 7 8 9 9 8 9 9 8 9 9 8 9 9 8 9 9	Room Station Grou Mem 3 0 0 0 0 0 0 0 0 0 0 0 0 0	p System Group ber Count PsyPark	Status Use Active Active Inactive Inactive Inactive Inactive Inactive Conference Conference Conference	Memo	Deactivate

### **User Guide**

Confer	ence		
Add On	Room Station Group Syste	em Group	
No	Member Count	Status	Start Stop
0	0	N/A	Memo
1	4	Idle	Mento
2	0	N/A	
3	5	Idle	
4	2	Idle	
5	1	Idle	
6	0	N/A	
7	3	Idle	
		Q Add Member	
Membe	r List		
1	7030	Conferen	nce
1	1000	Idle	
1	1234	Idle	
1	7000	PsyPark Idle	
1	7002	Idle	
			Save Clear

#### Procedure

1) About Conference Procedure, refer to the chapter 3.6 Conference.

#### 4.3 Setting Menu

#### 4.3.1 Custom Setting [Environment Setting]

#### Description

This is for custom setting for program operation.

#### Window

7030     7030
Not Use

#### Procedure

- 1) "Menu"  $\rightarrow$  "Setting"  $\rightarrow$  "Custom Setting". | or ALT+S C
- In the "System Connection", system information such as "PBX Type", "System IP", "Connection Mode", "Connection ID" and "Password" can be set.

If IP Bridge is checked at Use, Linked Pair is used as IP Bridge feature with Hard Phone.

- In the "Audio Setting", settings for microphone & speaker can be done and bells for station incoming & PBX incoming can be set.
- 4) In the "Display Option", the size of monitoring group display icon can be set by Station Type & the position of window at the time when the program is operated can be set by Window Position & Program language (Language Select) can be set by Language Select. Font Size can be set.
- 5) In the "Message Trace", the history of communication with the PBX can be saved as either "Detail" or "Summary".
- 6) In the "Call Recording", recording file location can be set.

7) In the "Phone Book", phone book type can be set between Database and Outlook. If the Outlook is chosen, Outlook information is applied to IP Attendant Phone Book.

If Synchronize Phonebook is checked, when user modify some information from IP Attendant, this modification is applied to Outlook.

When double Click from Phonebook list or Drag & Drop from Phonebook in Main Window, or Call Priority can be set Station number or Mobile number.

If LDAP option is set, LDAP information can be used in IP Attendant as below.

💻 Custom Setting		$\mathbf{X}$
System Connection     Audio Setting     Display Option     Message Trace     Call Recording     Phone Book	Phone Book Type • Database Outlook	
<ul> <li>Headset Setting</li> <li>Database Setting</li> <li>iPECS Attendant Info</li> </ul>	Priority     Stations     Mobile Phone	
	Server 61.41.106.223	
	User Name Password	
	lg-nortel\213386	
	DB Connect Success!! Test	

After enable LDAP, LDAP button is activated in main window as below.

Phor	nebook				Q LDAP
Stations	Name	Company	Department	Mobile Phone	E-mail
7000	PsyPark	LG	ES	12345678	psy@lgericsson.com
7001	BabmuseK	LG-Ericsson	ES	011-9540-374	babmuse@lgericsson.com
7002	JuHyoungC	LG	BCS	01075150613	bristo5@lgericsson.com
1234	BHChoi	LG	ES R&D	01033337777	bh@ericssonlg.com

#### This is LDAP information window.

🕮 LDAP	Information					
	Condition		Q			
No	Name	Company Phone	Mobile Phone	Company	Department	E-mail
1581	ADPadmin		· · · · · · · · · · · · · · · · · · ·			ADPadmin@ericssonlg.com 📃
1194	AMNAJAMNAJTHIRANANTANAO ORN.AMN	Э.		ES_SCM)LNSC	ES_SCM)LNSC	amnaj@ericssonlg.com
1752	ANUCHIT POMYUKON	+66-38573061~3	-80000000	ES_SCM)LNSC	ES_SCM)LNSC	anuchit@lgericsson.com
1170	APICHITAPICHITPAKWAPEE.AP	키.	010-378567081	ES_SCM)LNSC	ES_SCM)LNSC	apichit@ericssonlg.com
1172	APINYAAPINYAPHASUKAPINY/ PHAS	Α.	010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	apinya@ericssonlg.com
1180	ARPORNARPORNSOMPHUN. RPORN SOM	λ.,	010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	arporn@ericssonlg.com
1269	Abdoolvaharb Yaprajan		÷.	ES_SCM)LNSC	ES_SCM)LNSC	abdoolvaharb@ericssonlg.com
2180	Abdul Quddos(Abdul Quddos)			CS&E)RAN Team	CS&E)RAN Team	abdul.quddos@ericssonlg.com
1616	ActADIISAdmin					ActADIISAdmin@ericssonIg.com
1777	ActAdiis					ActAdiis@ericssonlg.com
1	Administrator					Administrator@LG-Nortel.com
2175	Adthapong Boonthawong	+66-38573061	010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	adthapong@ericssonlg.com
1003	Ahed Alkhatib(Ahed Alkhatib)	20052529	01056008512	ES International Sales Div.	ES International Sales Div.	ahed@ericssonlg.com
1891	Alf Lonnemo(Alf Lonnemo)				CN)Network Sales Team	
2051	Amornratt Thongchalerm	+66-38573061	01037567081	ES_SCM)LNSC	ES_SCM)LNSC	amornratt@ericssonlg.com
1948	Amphon Sunthonwanitchakul	+66-38-573061	010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	amphon@ericssonlg.com
2053	Anant Yordsingha	+66-38573061	01037567081	ES_SCM)LNSC	ES_SCM)LNSC	anant@ericssonlg.com
1904	Aree Taworncheep	+66-38-573061	0102222222	ES_SCM)LNSC	ES_SCM)LNSC	aree@ericssonlg.com
1844	Arkom Saeton	+66-38-573061~4	0101111111	ES_SCM)LNSC	ES_SCM)LNSC	arkom@ericssonlg.com
1694	Arnon Liengtanom	6638-573-061	010-37567081	ES_SCM)LNSC	ES_SCM)LNSC	arnon@ericssonlg.com
2044	AvamarBackupUser					AvamarBackupUser@lɑericsson. 🔻

In the "Headset Setting", Headset type can be chosen.
 If Headset type is not normal, each driver file should be installed ahead.
 The driver file location is C:\Program Files\iPECS Attendant\Drivers.

- 9) In the "Database Setting", DB operation mode can be set.
  - A. DB type is Firebird.

In case of "Remote" as the server, IP address of the relevant PC and "DB\iPECS\_DB.DFB" file located in iPECS-LIK installation folder in the relevant PC must be accurately set for DB connection. In case of "Local" as the Server, "DB\iPECS\_DB.DFB" file located in iPECS-LIK installation folder of the relevant PC must be accurately set.

- B. DB type is another(MySQL, Oracle, MS-SQL).
   Database IP address, Database Name, User Name, User Password should be entered.
- 10) In the "iPECS Attendant Info", Program information / System version is displayed.

#### Notice

- 1) "Window Position" varies with operators.
- 2) In case of using devices such as USB speaker & microphone (headset), these devices must be installed prior to program start.
- 3) Bear in mind that if "Include system mode and link test" in Message Trace, program speed will be down and the size of log file will be bigger.
- 4) After "Database Setting", connection test by using the "Test" button is strongly recommended.

5) When modifying custom setting fields, It's recommended the IP Attendant be restarted.

#### Note

Some settings such as language selection and PBX information are applied, once the program is restarted.

#### 4.3.2 Flex Button Setting

#### Description

The IP Attendant may edit the functions of its own Flex buttons as well as those of other Stations.

#### Window



#### Procedure

IP-ATD Flex Key Registration by using the Dial Pad

1) Click the "PGM" button.

- 2) Click the "Flex" button that needs to be registered.
- 3) Dial the station number that needs to be set at the "Flex" button.
- 4) Click the button, The new assignment for the IP ATTENDANT flex button is saved and automatically labelled
- 5) The label may be edited by right clicking the flex key and editing the label name directly.

EMPTY

CO LINE 006	💻 Input flex button na	×
	CO LINE 006	
HOTEL PRT-BI	ок	

#### Registration by using Flex button setting menu

- 1) "Tools"  $\rightarrow$  "Setting"  $\rightarrow$  "Flex button setting". | or ALT+S F
- 2) Set the range of the stations to be edited.
- 3) Display the existing flex button programming by executing the 'Read' button.
- 4) Select the flex key to be changed and select the relevant function. After that, input the necessary value and then click the "Save" button.

1)	If another button is selected without applying the "Save" button	 after the setting change,
	the changes will not be applied.	

#### 4.3.3 Customized Message Setting

#### Description

iPECS-ATD is able to input & edit message in the Customized Message Setting by using Customized Message function. When this function is used, the message will be displayed in telephones that are connected with PBX and the other iPECS-LIK programs.

These messages are also known as 'Customised Pre-Selected Messages'.

#### Window

🕮 Custor	nized Message 🛛 🗙
Message	e Contents
Msg No.	Contents
11	Go to Hometown
12	Trade Meeting
13	
14	
15	
16	
17	
18	
19	
20	
	OK Cancel

#### Procedure

- 1) "Menu"  $\rightarrow$  "Setting"  $\rightarrow$  "Customized Message Setting". | or ALT+S E
- 2) Input the message to be sent.
- 3) Click the "Save" button to be saved.

#### Note

Up to 24 letters (alphabetic-based) are allowed to be inputted.

#### 4.3.4 Wakeup Setting

#### Description

This feature creates a wakeup call at the specified time.

#### Window

маке ор				
Current Group		Stations		Stations
Root		7001		7001
				7000
				7001 7051
	<b>S</b>			
			-	
Alarm				
Time Setting		Alarm Option		Read
Hour 06 💿 ,	۹m	C Once		Apply
Minuto a	⊇m	Everyday		

#### Procedure

<u>Old Wake Up Setting</u>

- 1) "Tools"  $\rightarrow$  "Setting"  $\rightarrow$  "Wake Up Setting". | or ALT+S W
- 2) Select the station that needs to be set with Morning Call.
- 3) In Time Setting, input the time in Time Setting and select the relevant option in Alarm Option.
- 4) Click the "Apply" button.

#### New Wake Up Setting (5 wake up calls per station)

- 1) "Tools"  $\rightarrow$  "Setting"  $\rightarrow$  "Wake Up Setting". | or ALT+S W
- 2) Select the station that needs to be set with Morning Call.
- 3) Select the relevant Wake Up option next to the numbers between 1 and 5
- 4) Input date and time that are suitable for the selected option and click the "Apply" button.
- 5) The history of Morning Call that has been set at the station can be checked by clicking the "Read" button. In case of selecting many stations, the history will be displayed with reading the first station.
- 6) The history of Morning Call that has been set can be deleted by clicking the "Clear" button. Bear in mind that all Morning Calls set at all stations can be deleted by "Clear" button.

#### Note

For the New wake up settings to be applied, System Attribute "New 5 Wake Up Usage' must be enabled.

#### 4.3.5 Group Setting

#### Description

Stations can be managed or viewed as a group of specified stations. The group that has been added here can be easily used for SMS or Morning Call.

#### Window



#### Procedure

- 1) "Menu"  $\rightarrow$  "Setting"  $\rightarrow$  "Group Setting". | or ALT+S G
- 2) To create a new group registration, click the "Add" button after inputting the group name.
- 3) A new group will be created on the "Current Group" window.
- 4) Select a group at the "Current Group" window, select a station or stations (use 'Ctrl' key to add more selected stations) at the "Stations" window, and then click the << but ton. The new stations will be added to the group.
- 5) If it is necessary to delete a station from a group, select the relevant group and click the >> button.
- 6) To perform a group deletion, select the relevant group and click the right button of the mouse, and then click the "Delete". Another way of deletion is to click the >>> button.

#### 4.3.6 Code Setting

#### Description

The code setting applied number handling to CO Access Code from IP Attendant.

#### Window



#### Procedure

- 1) "Menu"  $\rightarrow$  "Setting"  $\rightarrow$  "Code Setting". | or ALT+S T
- 2) Set the code and then click the "OK" button.

#### Note

Set the outside line access code (default is 1) to 'CO Access Code'

#### 4.3.7 Speed Dial

#### Description

System Speed Dials are designed to manage numbers that are in frequent use.

#### Window

Speed I	Dial				×
Summary					
Speed No	Со Туре	Co Number	Phone No	Speed Name	*
2000	Co Line	7	01133334444	Mr. Kim	=
2001	None				
2002	Co Group	1	01198765432	Mr. Oh	
2003	None				
2004	None				
2005	None				
2006	None				
2007	None				
2008	None				
2009	None				
2010	None				
2011	None				
2012	None				
2013	None				
2014	None				
2015	None				
2016	None				•
				Import Export	
Detail Sett	ing				
	Co Type <mark> C Co</mark>	Line 🖲 Co	Group C Lo	op C PSTN Code C None	
S	Speed No 2002		S	peed Name Mr. Oh	
Co	Number 1		PI	hone No 01198765432	
Upload	Download	Down All		Apply CLEAR Close	

#### Procedure

- 1) "Menu"  $\rightarrow$  "Setting"  $\rightarrow$  "Speed Dial Setting". | or ALT+S S
- 2) Select the speed dial that needs to be set.
- 3) To check the iPECS setting for a given speed dial, select the speed dial & click the "Download" button.
- 4) On editing a speed dial, click the "Apply" button to save the data (it must still be uploaded).
- 5) When editing a speed dial, set the trunk type as well as the other relevant information.
- 6) Click the "Upload" button to apply the changed information into iPECS's database.
- 7) If it is necessary to download all speed dials that have been saved in PBX, click the "Down All" button. This function can use a lot of system resources, so downloading of all speed dials can take a long time. Therefore, this should be done at the time when the other operators do not use the program. Also during a database download, the downloading or uploading speed dials cannot be performed.

#### Note

In case of uploading or downloading a lot of speed dials, press the "Ctrl" key and click the speed dials that need to be uploaded or downloaded. Another way is to press the "Shift" key and click the "1" button or "1" button. After that, click the "Upload" button or "Download" button.

### User Guide

### 5 IP Attendant Main Window

#### 5.1 Logout

#### Description

For IP Attendant logout.

#### Window

Procedure

- 1) Click the "Logout" button in the main window.
- 2) Once IP ATTENDANT is logged Out, the Log In window will be offered.

#### 5.2 Wait/Hold Window

#### Description

This window displays information for incoming, queued and held calls to the IP ATTENDANT.

#### Window

Wa	it		CO:0 STA:1	RECALL:0
	Line No.	Name	Department	Wait Time
$\bigcirc$	7002	JuhyoungOh	Sales	00:00:06
Ho	ld		CO:0 STA:1	RECALL:0
Ho	ld Line No.	Name	CO:0 STA:1 Department	RECALL : 0 Hold Time
Ho	ld Line No. 7001	Name BabmuseKim	CO:0 STA:1 Department CN R&D	RECALL : 0 Hold Time 00:00:16

Log Out

#### Procedure

- 1) In the "Wait" window, the incoming call information such as TRUNK, Station and Recall is displayed.
- 2) In case a call come in, clicks the button or hit the "Space Bar" on the keyboard for call response. In case of using the mouse, double click the displayed incoming information for call connection
- 3) The information of holding calls during phone call will be displayed in the Hold window.
- 4) If it is necessary to make a phone call with a station in the wait/hold list, double click the relevant station when the status is "on hook".
- 5) By using Drag & Drop action, waiting call or holding call transfer is allowed to another station.

#### Notice

The display order in the Wait/Hold window is basically determined according to incoming order or order of pressing the "Hold" button, however, in case priority has been assigned in the phone book, top priority will be displayed on the top.

The number of queuing calls are displayed (after being summarized) on the top right of the Wait window. The number of station calls is summarized to be displayed like "STA:" the number of trunk calls is summarized to be displayed like "CO:" the number of recalls is summarized to be displayed like "RECALL:" However, the recalls from stations is added in the number of STA calls (not in the number of RECALLs).

#### 5.3 Monitoring Window

#### Description

The Monitoring window shows the real-time status of iPECS stations and trunks (lines). The default views are Station Info (all registered stations) and CO Line Info (all registered Lines). Other views are added as New Groups are created (ALT+S G).

#### Window



#### Procedure

- 1) A call to a station can be made by Double click the icon or Drag & Drop to the Dial Pad during the "IDLE" status.
- 2) If the relevant station number has been registered in the Phone Book, it will be displayed as the registered name.
- 3) The Station Info screen can be displayed several views: large icon, small icon, or list. To set a different view, right click on any station and select.
- 4) The Station info screen can also be sorted in two ways either by system port (basic sort) or by logical station number (Number sort). Again just right click a station and select.
- The window view has a short cut to the two default groups.
   When viewing any group, right clicking any of the window's group titles will offer CO Line Info and Station Info view.



- 1) Any changed information of monitoring group is displayed as soon as the changes are saved.
- 2) Status Icon (The below icons are for status display. There are no additional icons).



#### 5.4 Dial Pad Window

#### Description

In this Dial Pad window, "connection", "answer", "holding", "conference", "redial" and "Mute" can be done and this window displays subscribers' numbers, date and time.

#### Window

	_				_	5
JING		CALL FR Jan 23	pm O			
m						
<b>2</b> ABC	3 DEF	TRANS	REI	DIAL	FWD	
5 JKL	6 MNO	CONF	DI	ND	MSG/CB	
<b>8</b> TUV	9 wxyz	ІСМ	P	ЭМ	SPEED	
0+	#	•		П	کچ Mute	
	GING M 2 ABC 5 JKL 8 TUV 0 +	SING <sup>m</sup> 2 3 ABC 3 DEF 5 6 MNO 8 9 TUV 9 WXYZ 0 +	CALL FR         JAN 23         M         2       3       TRANS         ABC       3       DEF       TRANS         5       6       CONF         8       9       ICM         Q       #       Image: Contract of the second of the	CALL FROM RM JAN 23 01 m 2 ABC 3 DEF TRANS REI 5 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	GING       CALL FROM RM 7001         JAN 23 01       JAN 23 01         m       MINO         S, ABC       AB, DEF         JKL       AB, DEF         MINO       CONF         B, JKL       AB, MINO         MINO       CONF         JKL       PGM         Q, H       ICM	CALL FROM RM 7801CALL FROM RM 7801JAN 23 0110:13m $2$ ABC $3$ DEFTRANS $\mathbb{R}$ E DIALFWD $3$ ABC $6$ MNOCONF $DND$ MSG/CB $3$ TUV $9$ WXYZICM $PGM$ SPEED $0$ $+$ $+$ $+$ $+$ $+$

#### Procedure

- 1) The way of using the dial pad is same as the way of using the station dial pad.
- 2) Because the PC Keyboard can be used for dialling, the IP ATTENDANT dial function can operate in more than one way:
  - A. When IP ATTENDANT is focused in the foreground, you can dial the number at the PC keyboard (it appears in the Dial Pad screen as above), and press "Enter" key to 'go off hook' and send the 'pre-dialed' digits.
  - B. A mouse can select the digits at the IP ATTENDANT keypad the IP ATTENDANT 'goes off hook' and sends the digits as they are dialed.
- 3) Receiving calls are possible (*When* the IP ATTENDANT window is focused in the foreground) by clicking the "Enter" key or hitting the space bar while the bell is ringing.
- 4) In order to hang up (*When* the IP ATTENDANT window is focused in the foreground), click the "ESC" button or press "Space Bar".
- 5) In order to adjust the received volume during a call, use the slide button below the headset icon.
- 6) By using  $\boxed{N}$  button, Dial Pad and Fixed Button Pad can be hidden.

- 1) Adjusting the volume cannot be done at IDLE status.
- 2) Microphone volume above the "Mute" button & next to headset icon can be only display the current volume status (cannot be adjusted it is a function of the PC Operating system).

#### 5.5 Alarm Display LED

#### Description

This is for displaying the status of connection between iPECS-LIK & PBX and alarm.

#### Window



- 1) In case of emergency calling or system warning(ex : Interface between LIK system and IP Attendant is disconnected, PRIB board goes to Line Out), the red light on the left LED(IF LED) will go on.
- 2) Right LED(DB LED) displays the status of database connection.
- 3) In case there is a request to restart the program or exit the program, the red light on the left and the green light on the right will flash in turn.

### User Guide

6 Installer's Section

#### 6.1 IP ATTENDANT. Program Installation

#### Description

The initial program installation shall take the following steps

#### Procedure

- 1) Select the iPECS\_Setup.exe file and then execute it.
- 2) Install the program by following the install wizard (no options are required)
- 3) Once IP ATTENDANT installs, the installer will automatically proceed with the installation of WinPCap 4.1.1 and FireBird 2.1 (if WinPCap is already installed chose the appropriate action when requested)
- 4) Once installation procedure is completed, operate the program by selecting the icon (iPECS-Attendant) from the start menu.

#### Notice

- 1) If WinPCap program is not installed, IP ATTENDANT cannot communicate with iPECS.
- 2) If "FireBird 2.1" is not installed, the program cannot operate normally because program data cannot be managed properly.
- 3) You may need to locate the iPECS\_Launcher.exe in Programs folder, if it is not added to the start menu (you can 'pin it to Start menu' from here (via right click context menu) if you wish.

6.2 IP Attendant Login

#### 6.2.1 iPECS-LIK Setting

IP Attendant is a full Softphone application with special Attendant functions available

At **PGM 443**, apply **User ID** and **Password** for IP Attendant. (You should delete any prior softphone assignments for the ATD, if connecting IP-ATD as linked pair)

Check the **Desired Number** is the Station number of an Attendant at PGM 164.

If the IP-ATD is not yet set up and is to be a Stand Alone IP-ATD (not linked pair), ensure the desired number is the next available STN number – set that number as an Attendant.

iPECS –LIK must be version E.6Bd or later to support an IP Attendant connection. An IP Attendant license (or the 90 day demo code) must be enabled at iPECS in order to connect IP Attendant

*Note:* 'EZ PWD Login' (Station Attributes) must be disabled for the connecting ATD station (prior to E.5Gz and E.6Cc iPECS SW)

### 6.2.2 Program Basic Setting

#### Description

Set the basic information to operate the program.

IP ATTENDANT program supports multiple users by the use of multiple ID settings within

#### Procedure

#### 1<sup>st</sup> start up connection

- 1) Check the iPECS for an IP ATTENDANT license. If iPECS has not got a license for IP Attendant, enter it now, or use the 90 day demo code.
- 2) Open IP Attendant & follow the Setting(S) button from the Login Screen, to access the Custom Settings screen

Custom Setting		×
<ul> <li>System Connection</li> <li>Message Trace</li> <li>Headset Setting</li> <li>Database Setting</li> </ul>	System Information System Type IPECS_LIK System IP 192.168.123.106 Connection Mode Local Attendant ID 7030 Password +**** PC IP 192.168.123.113 IP Bridge Use Not Use Not Use	
	Apply	ose

- 3) At the Custom Settings screen input iPECS type (LIK), IP Address and mode.
- 4) At iPECS Admin, ensure the Attendant station has a User ID and password, by setting the 'desired number' to the Attendant station number. Save the data.
- 5) PBX ID and PBX Pwd are iPECS PGM 443 ID & Password (above) for the Attendant Phone.
- 6) If the disried number in PG 443 is assigned to Linked Pair, IP Brigde feature can be set.
- 7) Apply the correct Adapter for the IP Attendant PC, then use Apply to save the settings.
- 8) At least one time check the firebird Database Setting. Applying the Test button should return a DB Connect Success ..!! Then close the Custom Setting screen.

	iPECS Attendant		×
Back at the IP Attendant Login screen, apply the <u>temporary</u> ID and Password of <b>admin / 1111</b>			
Select Login	(		
	Welcome	IPECS Attendant	
) The application begins to initialize:	ID		
	admin		
	Password		
ipecs	1111		
iPECS Attendant	Login	Setting(S)	
✓ Loading ModulesOK		1	
🗹 Apply Local LanguageOK	Save my ID		
✓ LoginOK	Save my Pag	ssword	
Getting Station Information		da ana di sa di sa	
Getting Flex Button Information	Sign me in a	automatically	
Getting User Information			

11) Once 'Login..UCTI Fail' shows, you can click the close button or wait – in a few seconds the initialize screen will close and the IP Attendant Main Screen will open – with a limited desktop available.

*Note 1:* this 'admin' access has a forced logout at about 1 minute after opening! *Note 2:* accessing IP ATTENDANT using the 'admin/1111' account will not allow full operation of the IP ATTENDANT.

**Note 3:** Once the new user's account has been set up – admin probably will not work again. **Note 4:** 'Login..DB Fail' will not allow access to the IP ATTENDANT main screen (like 'Login..UCTI Fail' does.)

The <u>Account Info</u> screen is accessed here (via the 'Login..UCTI Fail' mechanism).

### **User Guide**

12) Once the	Main	Scroo	nonc	ns accoss T(					
12) Once the		JUICE	πορε		JOLJ > AC	COUNT.			
						Add	Modify	Delete	Close
					Q	Na	ame		Q
	No	ID		Name	Departmen	t		PBX ID	
	1	1		Account Info				7030	
	2	3			_			7030	
	3	2	_			Save	Cancel	7000	
	4	4		Account Info				7051	
				ID					
				Password					
							- I		
				Name					
				Department			7 I		
							- I		
				Permission	User -				
				PBX Account Into					
				PBX ID					
				PBX Pwd					
				, bott ind					
			L						

At <u>Account Info</u>, press the <u>Add</u> button to create a new IP Attendant user (the default admin user cannot be modified).

	🕮 Account Info 🛛 🔀						
<ul> <li>Set before the session expires! (~ 1 min.):</li> <li>Account ID (free form field)</li> <li>Account Password (free form field)</li> <li>Name and Department (not verified/not compulsory)</li> <li>Permission level (normally Supervisor)</li> <li>PBX ID: iPECS PGM 443 ID (for ATD)</li> <li>PBW Pwd: iPECS PGM 443 Password (for ATD)</li> <li>Save then Close.</li> </ul>	Save Cancel Account Info Password Name Department						
IP Attendant next time)	Permission User						
<ul><li>13) The 'admin' Main Screen will close automatically at about 1 minute forcing the application to exit.</li><li>IPECS PGM 443</li></ul>	PBX Account Info PBX ID PBX Pwd						
Index : [1- 50][51- 100][101- 150][151	- 200][201- 250						
Index Registered Linked Version ID Password Zone Desired	1 Number	/					
1 700 S ipATD ********* 1 700 2 I		,					
14) Execute the IP Attendant program once more. Input the ID and Password for the newly created IP Attendant Account, and proceed with the login.							
	Password						
47	Login Setting( <u>S</u> )						

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15) Now IP Attendant should login fully and open the main Screen without restrictions.

IPECS Atten	dant											
File(E) Tools(I)	Setting( <u>S</u> ) Help	o(H)	-									
7000	2001-01-24 00	:19:05	Day 💿	Record Ri	ng Dev Ca	ll Park	IF	DB		52		Log Out
Wait / Ho	d Call Park					« Statio	n Info Market	ing Per	sonal	Trade	Management	»
Wait		CO:0 STA	:0 RECALL:0	Call Histo	ory				5	5	5	<b>T</b>
Line No.	Name	Department	Wait Time	Line No.	Ring Start Time	7001	7002 7003	7005	7009	7010	7011	7012
				7001	2001-01-24 오	Dapmuserum						
				\$ 7001	2001-01-23 오:		$\sim$	$\sim$	U≣	U		
				2001	2001-01-23 오:	7013	7014 7015	7016	7017	7018		
				7001	2001-01-23 오:=	=						
11-14				7001	2001-01-23 오:							
Hola		CO:0 STA	:0 RECALL:0	1000	2001-01-23 오:							
Line No.	Name	Department	Hold Time	CO 7	2001-01-23 오:							
				7001	2001-01-23 오:					_		
				7002	2001-01-23 오:	Dial Pa	ad					~
				7001	2001-01-23 오:		F					
				<b>7</b> 1234#	2001-01-23 오:					Attendan	t (T)	
_									JAN 24	01	12:19	am 🤍
Phonebo	ok			Q								
Stations Name	e Company	Departr	nent Mobile F	hone E-mail	eeon com	1	2	3	TRANS	REDIAL	FWD	0 ●
7001 Babrr	useK LG-Ericsson	CN R&I	0 1000239	99	sson.com	-	ABC	DEF				1.1
7002 Juhyo	ungO Ericsson	Sales	3333666	56		4	5	6	CONF	DND	MSG/CB	
						GHI	JKL	MINO				
						7 PQRS	8 TUV	9 wxyz	ICM	PGM	SPEED	E T
						*	0+	#	4)		П	گھ Mute
CO LINE 001	CO LINE 002	CO LINE 003	CO LINE 004	CO LINE 005	CO LINE 006	CO LINE 007	CO LINE 008	CO LINE 0		INE 010	LOOP BUTTON	LOOP BUTTON
EMPTY	EMPTY	PRINT SMDR	HOTEL CHK-IN	HOTEL CHK-O	HOTEL PRT-BI	HOTEL PRT-ST	HOTEL ICM-ENA	HOTEL ICM-	DIS ONE T	IME CO I	HOTEL ROOM	HOTEL ROOM

The 'admin' account will have been automatically removed (for security).

#### Possible Log In Issues

If The IP Attendant Initialise window produces:

- Login...UCTI Fail ightarrow you are using the special admin access
  - → The account ID and Password are OK, but the Account's PBX ID & PBX Pswd are not correct
  - → The iPECS system does not have the IP Attendant License/s required (the 90 day demo license includes IP ATTENDANT)
  - Login... DB Fail → The account credentials (User ID & Password) are not correct
  - Getting Station Information .. Login Fail → Credentials are OK, but PBX ID etc are for a station that is not ATD

If you get Login...DB Fail then you can try the default admin / 1111.

- If that does not work, and you can't login, uninstall IP ATTENDANT (check – 'delete data files?'), and reinstall, using the default 'admin / 1111' settings to access the program (as above).

#### 6.2.3 Program Start

#### Description

After login, apply the system information into iPECS-LIK to operate.

#### Window

ipecs	
iPECS Attendant	
Loading ModulesOK	
Apply Local LanguageOK	
✓ LoginOK	
Getting Station Information	
Getting Flex Button Information	
Getting User Information	
Creating Monitoring Groups	
	,

#### Procedure

The above window ["IP Attendant Initialize..."] will come up when the program starts. From this window, the operator is able to check the preparation for the program initialization. Refer to the following messages:

- 1) "Loading Modules..." means the process of uploading messages that are necessary for program operation.
- 2) "Apply Local Language..." means the application of the relevant language (local language or English) into the program.
- 3) "Login..." means login request with the preparation of login by the operator's information that has been saved. During this process, if "Login...db fail" is displayed, this will mean that the installation of program DB is not done normally or ID & password for log are incorrect, so make sure correct ID & password are inputted. If "Login...ucti fail" is displayed, this will mean that "WinPCap" program is not installed normally or the information of connection with PBX is not recorded normally. In this case, move to the main window by clicking the "Close" button on the top right and check if account & connection information are correct from "Tools" → "Menu", and check if the information of system connection is correct from "Setting" → "Custom Setting". If all information is correct, delete the program and install it again.
- 4) "Getting Station information..." means that after getting station information, the process of importing the information necessary for program operation & its result will be displayed. OK means success and the others mean failure in terms of importing the information. In case the information is not imported normally, import the information again after restarting the program. In case the same problem still goes on, check the system settings because it might be confident that this problem is due to wrong settings on the system.
- 5) "Getting Flex Button Information..." means the process of importing Flex information of the operator's station which has been set at the system.
- 6) "Getting User Information..." means the process of importing the information that has been saved at the Phone Book.
- 7) "Creating Monitoring Groups..." means the process of importing the information of the station that needs to be monitored.

### 7 PMS for Hotel Version

### 7.1 About PMS

#### Description

If LIK system have a valid Hotel License Copy, valid PMS IP Attendant version is installed in the PC, Hotel Menu can be activated.

IPECS Attendant v1.0								
File( <u>F</u> )	Tools(T)	Setting( <u>S</u> )	Help( <u>H</u> )					
	Hotel							
	Phone Book( <u>P)</u> Account(A)							

When User choose Hotel, PMS Main Window is shown as below.

<b>IPECS PMS</b> File( <u>F)</u> Config Room Si	etting Help( <u>H</u> )						aaa 2001	-01-24 00:31 Close
📧 Check-In	E → Check-Out	Room Status	🔁 Room Change	Ø DND	<u>,</u> cos	💭 Memo	🕒 Wake Up	Cuest Search
All Rooms	7001	7002	7003	7004	7005	7006	7007	7008
Marketing	Class19	Class19	Class19	Class19 Out of	Class19	Class19	Class19 Out of	Class19 Out of
Personal				C Service		A Service	Service	Service
Trade	7009	7010	7011	7012	7013	7014	7015	7016
Management	Class19	Class19	Class19	Class19	Class19	Class19	Class19	Class19
	Clean	Clean	Clean	Clean	Clean	Clean	Clean	Clean
	7017	7018	7020	7021	<b>7022</b>	7023	7024 Class19	<b>7025</b>
	Clean	Clean	Out of Service					
	7026	7027	7028	7029	7032	7033	7034	7035
	Class19	Class19	Class19	Class19	Class19	Class19	Class19	Class19
	Out of Service	Out of Service	Out of Service	Out of Service	Out of Service	Out of Service	Out of Service	Out of Service
	7036	7037	7038	7039	7040	7041	7042	7043
	Out of Service	Out of Service	Out of Service	Out of Service	Out of Service	Out of Service	Out of Service	Out of Service

In this window, each room management for Hotel guest is possible.

This IP Attendant PMS is suitable for small Hotel management without perchasing commercial PMS S/W.

	7.2 PMS Main Window								
De	Description								
Ead	ch Room informatio	on is displayed and	d it is changed with	n real time.					
1)	Blue Bar / Gray Ba	r is indicate the ro	om's Check-In / C	heck-Out State.					
	7001	7002	_						
2)	Each room's color	and room's icon,	room status are in	dicated.					
	Clean	🛅 Dirty	Inspected	Out of Service					
3)	By pressing right C Change are allow	lick of Mouse with ed.	pop up menu, Ch	eck-In/Check-C	out, Wake Up, DND, Room Status				

7001	7002	7
▲ Out of	Check In	
🛆 Servici	C <u>n</u> eck Out <u>R</u> oom Change <u>W</u> ake Up	
7009	Room Status	7
▲ Out of	<u>D</u> IND Seting ► Message	
Servici	Eilter by check-in	0
7017	Filter by message set Filter by DND set Filter by room class	7

4) By dividing group(ex : divide by floor, divide by guest, divide by room class), room number can be managed more efficiently.

All Rooms	700
First Floor	-
Second Floor	
Third Floor	700
4th Floor	~
First Class	
Second Class	701
Double Bed	
Single Bed	

### 7.3 Database Syncronization with System and PMS

#### Description

Guest Data Information is synchronized with PBX information and PMS information. PMS data is always synchronized on the basis of PBX data.

#### Procedure

- 1) Choose "File DB Sync".
- 2) DB Sync process is indicated with process bar.
- 3) When DB Sync is end, PMS Main Window is re-freshed.

#### Note

- 1) DB Sync process is executed automatically when PMS program is started.
- 2) DB Sync process is executed manually when choosing DB Sync menu.
- 3) On processing DB Sync, if user close processing window, PMS window is also closed.

#### 7.4 Hotel Information

#### Description

Hotel Address, Telephone Number, Fax Number, Homepage, Tax Number, Main Currency are registered. These information is used at check-out receipt.

#### Procedure

- 1) Choose "Config  $\rightarrow$  Hotel Information".
- 2) Enter each value.
- 3) Press [OK] button for saving.

#### 7.5 Group

#### Description

Guest room can be grouped by common point. By this grouping, more efficient room control can be possible.

#### Procedure

#### Create Group

- 1) Choose "Config Group".
- 2) Enter new group name.
- 3) Press [Add] button, new group is made.
- 4) In right station window, choose station number that want to be included, press [<<] button.
- 5) Press [Close] button, main window is re-freshed.

#### Delete Group

- 1) Choose "Config Group".
- 2) Choose group that want to remove.
- 3) Click mouse right button.
- 4) Choose [Delete].

#### Change Group Name

- 1) Choose "Config Group".
- 2) Choose group that want to change name.

- 3) Click Mouse right button.
- 4) Choose [Rename].

#### Note

- 1) This Group information is used also IP Attendant program.
- 2) If Group setting is changed from IP Attendant, it affect to PMS.
- 3) If Group Information is changed from PMS, it also affect to IP Attendant.

#### 7.6 Guest Search

#### Description

Current Guest information and previous Guest information can be searched.

#### Procedure

- 1) Choose "Config Guest Search".
- 2) In Guest Search window, choose guest type.
- 3) If Present Guest is chosen, searching is possible with only Guest Name.
- 4) If Previous Guest is chosen, searching is possible with receipt number, Guest Name or company name.
- 5) If any words is not entered, then all guest is shown in result column.
- 6) If you double click each result record, detail information window is displayed.

#### 7.7 PMS Config

#### Description

Additional information is set in Config menu.

#### Procedure

- 1) Choose "Config PMS Config".
- 2) In Room Name Config, Room Class name is displayed in each room window.
- 3) In Receipt Config, receipt configuration picture(Hotel Logo) can be attached.
- 4) In ETC Config, PMS program Language can be selected.
- 5) In ETC Config, Call Charge Period can be set.

- 1) Room Class name is not synchronized with system value.
- 2) If user use plural PMS program, each PMS program can have different room class name.
- 3) 'Top Logo Image', 'Header Image', 'Left Image', and 'Right Image' can be inserted.
- 4) Top Logo Image size is proper to 12 by 5 Cm.
- 5) Header Image size is proper to 5Cm long.
- 6) Left Image and Right Image is proper to 3 by 54 Cm.
- 7) If Show Print Dialog is checked, user can choose printer, when receipt is printed.
- 8) Refer to the following image.

### **User Guide**

	A (BICEVUTA FISCAL	E) CRICEVUTA FISC		IMPORTO N	DN INDICATO FUND
PAGAMENTO	ALLA PRESENTAZION	E DEL CONTO / PAYMENT	AGAINST BII	L.R.	
DATE	ROOM NO	BILL ACCOUNT	CHEC	K IN	CHECK OUT
12.03.30	7001	1203000003	12.03 15:3	3.30 20	12.03.30 15:25
Room Charge	ITEM	COS	22,222 130	TAX 2.222 13	SUM 24,444 143
Bar Charge			9,102	907	10,009
	Total Charge				34,596

### 7.8 Check - In

#### Description

This is used for guest check-in.

If a room is already checked-In state, check-in information can be modified.

#### Procedure

- 1) Choose a room of check-out state.
- 2) Click a [check-in] button, or choose [Menu Guest Data Setting Check-In], or choose [Mouse Right button Popup menu Check-In] or double click a empty room.
- 3) Check-In Input window is activated.
- 4) Enter each information and OK button.

Check In	×
Check In Information	)
Room Number	7002
Guest Name	Psy
Guest Language	English
Check In Time	2012-09-08 17:12
Room Status	Dirty -
Company Name	Ericsson LG
Street Address	Korea
Zip / City	Seoul
Check in Group	3
	OK Close

### **User Guide**

Data Change	×
Check In Information	)
Room Number	7002
Guest Name	Myoung Ba Gi
Guest Language	English
Check In Time	2012-03-28 15:41
Room Status	Clean
Company Name	LG-Ericsson
Street Address	Kyoung Ki Do Anyang Si Dong An Gu
Zip / City	Hokyeo Dong 431-800
Check in Group	1
	OK Close

If user double click a room, below window is activated, and all information can be read, can be set.

Room Information				×
Check In Information				
Room Number	7001			
Guest Name				
Guest Language				-
Check In Time				
Room Status	Clean			•
Company Name				
Street Address				
Zip / City				
Check in Group				•
Alarm Time Setting Hour Minite Memo List Time	〕 ⓒ Am 〕 ◯ Pm		Alarm Option Once Everyday © Delete	Apply
		0	K Memo	Close

#### Note

- 1) Check-In Registration is not allowed by multiple.
- 2) If user execute check-in to already checked-in room, then guest data change is allowed.
- 3) If Check-In Group is same, room to room call is allowed.

### 7.9 Check - Out

#### Description

This is used for guest check-out.

#### With Detail button, detail charge information is shown.

Room Number	7002		Bill Numbe	ər	120300000	)3	
Check In Time	2012-03	-28 15:41:00	Check out ti	me	2012-04-01	1 11:27:20	- 11
Guest Name	Myound	Ba Gi					-
ouest Name	wyoung						- 11
ompany Name	LG-Erics	son					-
treet Address	Kyoung I	Ki Do Anyang (	Si Dong An Gu				-
Zip / City	Hokyeo I	Dong 431-800	1				
arge Summary			Tot	al Amo	ount: 28,237	′ (\$)	
m Iom Charge			Cost 22.220	2.	Тах 222	Sum 24.442	2
ll Charge			550		55	605	5
r Charge			2,900		290	3,190	
tal Charge						28,237	
		Detail	Print	CI	neck Out	Close	
out detail							8
out detail						705	
Time	Type	ltem		Cos	t Tax	Sum	
+30 11:56:0 +30 11:55:0	u Bar O Bar	Snack Milk		2,400	J 240	2,640	-
-30 11:55:0	0 Bar	Beer		400	0 40	440	
-30 11:55:0 -30 11:64:0	0 Bar	Water		20	) 2 ] ??	22	-
-30 11:54:0	0 Call	4567		330	) 33	363	
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						Close	
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#### Procedure

Check-Out

- 1) Choose a room with check-in.
- 2) Click [Check-Out] button, or [Mouse right button Popup menu Check-Out].
- 3) Check-Out window is activated.
- 4) Choose Check-Out.

#### Print Receipt

1) In check-out window, choose print button.

#### Charge Information

1) In check-out window, choose detail.

#### Note

- 1) The attached image for receipt can be registered up to total 4.
- 2) This image can be registered at Menu Config PMS Config.
- 3) If the image is not registered, the image location will be blanked.

#### 7.10 Room Status

#### Description

Room Status is shown and changed by maid.

4 kinds room status is allowed - Dirty, Clean, Out-Of-Service, Inspected.

Room Status			8		
Current Group	Station	) (	Station		
Root → First Floor - Second Floor - Third Floor - Suite Rooms - First Class - Second Class - Double Bed	>>	< < >>	7002            7003            7004            7005            7006            7007            7009            7010            7011            7012            7015            7018            7021		
Message Seting					
O Dirty	C Clean		ок		
Inspected	C Out of Service		Cancel		

#### Procedure

- 1) Click Room Status button.
- 2) By double click of group name or by selecting stations and pressing [<<] button, multi room can be chosen.
- 3) In middle window, the selected room list is displayed.
- 4) Choose Room Status and Click OK.

#### 7.11 Room Change

#### Description

When guest want to change his room, this menu is used.

#### Procedure

- 1) Choose room that is checked in.
- 2) Press Room Change button.
- 3) Choose room that is empty.
- 4) When Room change is done, confirm message is shown.

#### Note

1) Room Change must be done from occupied room to empty room.

#### 7.12 COS

#### Description

Each Room's COS can be assign.

#### Procedure

- 1) Choose "Room Setting COS"
- 2) In case of COS, multi room setting is possible.
- 3) If user uses mouse right button, individual room setting is possible.

#### Note

#### 7.13 Memo

#### Description

When front desk get a message from a person to a guest room, front desk manager can leave a short memo to the room.

Memo		×
Memo List		
Time Title	Writer	<u>^</u>
2001-01-24 오전 12:32:45 AAA	ааа	
2001-01-24 오전 12:32:53 CCC	aaa	
		✓
Memo Detail		
Mento Detai		
Title CCC		
DDDDD	~	
		Save
		Delete
		Close

#### Procedure

- 1) Choose "Room setting memo".
- 2) If user uses mouse right button, message is left to a individual room.

#### Note

#### 7.14 DND

#### Description

Each room's DND can be set or re-set by PMS.

#### Procedure

- 1) Choose "Room setting DND"
- 2) Multi station Selecting is allowed.

#### Note

1) This DND is only affect to room station's DND. This is not Room DND.

#### 7.15 Wake Up

#### Description

Wake Up Alarm can be registered.

#### Procedure

- 1) Choose "Room setting wake up".
- 2) Multi station selecting is allowed.

#### Note

3) If user choose "read", only first room's wake up value is displayed.