Installation and User Guide

🚰 ez Phone (Station 10 (DKT) File Program Tools Abou					_D×
🛛 属 My Status 🛛 门 Sl		E-Mail 🛃 SM	з/м 🎦 S	Simple 🛛 📄 Print	Exit
STA 21	OUT	Cell Num Memo	: 21	Last Name: Job Title : Home Num: Email :	 ×
21 STA 21	00 : 44		Save	Clear	Delete
					Send Clear
Station Info	Address Bool	k < [Log-View	<	Dial
ICON <u>Station</u>	12) : First Last				
K,R KIM 11	First Last 1		19	21 26	27
28 29					
8					

ISSUE 1.0B



REVISION HISTORY

ISSUE	DATE	Description
1.0A	2003.04.18	
		- General Description
		- Fixed miss spelling.
		- Removed the cartoon
		- Transfer with address book window.
		- Hardware Requirement
		- Add short key without pressing ctrl key
		(Transfer, Edit and so on)
		- Transfer by name
		- Modified Normal popup window.
		- Add short key without pressing ctrl key
		(Transfer, Edit and so on)
		- Transfer by name
		- Modified Normal popup window.
		- Message Hook Dial (Ctrl +C -> Ctrl +D) changed
		to (Ctrl +C -> Ctrl + Shift + D)
	2003.8.10	- SLT, DECT with ez Phone
		- Favorite (Schedule Dial Window) manual update
	2003.9.10	- Add Functionality (Camp on, msg wait, etc)- For LDK 100,300, 600
1.0B	2003.10.10	- Modified normal popup window manual (Blind transfer-> Transfer)
	2003.11.05	- Modified Option window for Searching way) – B.0Ad
		- Auto ACNR for Busy of External outgoing call (Schedule Dial) – B.0Ad
	2003.11.11	- Fixed outlook import, export
	2003.12.05	- SMS OVER GSM, Recommendation (for outlook). (Over 2.0Ag)
		- Added User greeting SAVE Button (over 2.0Ah)
	2004.04.19	- V3 Function (Agent, Conference Room, VMIB Addition)
	2004.05.01	- Dao Installation is internally processed by ez phone installation program. But
		if you meet error message 'internal application error', you should install Dao
		program by manually.(Page 16)
	2004.07.27	- Net DSS is added for flex button assignment

Issue 1.0B

- Keeping sorting order for station window & SLT SMS Receiving

'EZ PHONE'1
VERSION /// (EZPHONE 3.0A)ОШИБКА! ЗАКЛАДКА НЕ ОПРЕДЕЛЕНА.
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GENERAL DESCRIPTION

1. Introducing ez Phone (LDK SYSTEM)

1.1. Overview

Welcome to LDK- 'ez Phone' for Windows Computer Telephony Integration (CTI). Computer Telephony adds computer intelligence to the making and receiving of telephone calls. With Computer Telephony, user can use computers to take advantage of a wide range of sophisticated communication features and services over a telephone line. LDK-PCPHONE includes a various value added features to integrate Computer and Telephone, to manage all the details associated with telephone business. With LDK-'ez Phone' 's Graphical User Interface, you can easily use the following features;

- Many kind of DB (Outlook, Gold mine, ACT!, ACESS, ECXEL) are can be import and export.
- ▶ Working [operating] together with Outlook contacts real timely.
- Dial Reservation List. (Automatic call operation)
- > 3 Kinds of Popup windows for notify incoming call.
- Simple Mode Window and Own Memo List.
- Make outgoing calls, place a call on 'Hold & unhold' and Transfer, conference, park/unpark etc.
- > Log a call for your history and statistical information.
- Utilize Dial Database File
- View Call Processing Status
- > ETC. (Option, Customize.)
- Mobile SMS Sending

Issue 1.0B

There are two types of ez Phone version.

One is an entry; the other is a deluxe.

Please refer to the below table for each version's function.

<u>Entry</u>

- ✓ Local DB, Capacity Limit
- ✓ Basic DKTU feature
- Individual DB
- Screen Pop w/local DB
- Call Log : Max 20
- Received, Missed, Dialed
- Click & Call
- Flexible BTN Assign
- Call by name
- Only for local DB
- Call Transfer
- Hold/Retrieve
- Forwarding
- Keyboard Mapping

Delux

- ✓ DB Conversion
- SMS to Keyset and Mobile
- All Entry features
- DB Conversion :
- MS Outlook/Access, Goldmine
- ACT Database import and export
- SMS(Private, Mobile) Sending
- SMS control
- Forwarding
- Differential ring by CLI
- Email Notification
- VMIB Control
- ACNR
- Call Filtering : VIP/Black List
- By DND/FWD/Ring
- Scheduled Dial
- Quick Operation



2. Hardware / Software Requ	airement
2.1. Hardware Requirement	
1) Key System: LDK SYSTEM	
Normal Key set.(DKTU), SLT, DEC	Г(over GDC-345H)
2) Normal Dequirement	
2) Normal Requirement	
\rightarrow Your PC should be at least meet the	
Operating System:	Win 98, Windows NT, Window 2000
	Win Me, Window XP home, pro.
Recommend Processor:	Pentium III 300 MHz
Recommend RAM:	128 MB
Available Hard Space:	200 MB
■ Video Card:	SVGA (Min. 256 colors/800x600)
Minimum Processor:	Pentium MMX- 200MHz
Minimum RAM:	64 MB

Notes: For 800x600, the right window (Date/Time, Own memo) can not be shown and be used

2.2. Software Requirement

1) PC: Window 98 or higher

ez Phone Program (CTI Application)

2) Dao35Registor.exe

 To make the connection between the 'ez Phone' and your telephone (LDK), you have to install LG TAPI-driver packed together.

2.3. Connections

• 1st Party (For LDK 24 Only) - NeXer

The following Figure 1 describes the Interface Block Diagram of LDK 24 Main System Unit.



[Figure 1] LDK – 'ez Phone' System Block Diagram (1st Party)

1st Party (LDK 100,300,600 Only)

The following **Figure 2** describes the Interface Block Diagram of LDK-300 Main System Unit, DTIB, CTI Keyset, and RS-232C Port 9 pin male connections of the LDK system.



[Figure 2] LDK – 'ez Phone' System Block Diagram (1st Party)

• 3rd Party (LDK 100,300,600 Only)

The following **Figure 3** describes the Interface Block Diagram of LDK-300 Main System Unit, DTIB, Normal Keyset, CTI Server, and PC.



[Figure 3] LDK - - 'ez Phone' System Block Diagram (3rd Party)

- > CTI Server should set each user for ez Phone line assignment
- > This method is different from LDK –24 line assignment.
- > This setting should be needed an expert for CTI server management

Installing1 (LDK TSP)

You must Setup TSP File First.

♦ 1st Party

You should install LDK TSP to your computer.

• 3rd Party

You should install LDK TSP to CTI server pc.

If you setup TSP, the following wizard is appeared.

DK TSP Setup	<u>_ ×</u>
Preparing Setup	Carl A. S.
Please wait while the InstallShield Wizard prepares the setup.	
LDK TSP Setup is preparing the InstallShield Wizard, which will guide the setup process. Please wait.	e you through the rest of
nstallShield	
	Cancel

If you want to install the TSP, Click [Yes]. If you click [No], Setup is canceled.

LDK TSP	Setup Information		×
?	You should configure LG L Would you want to install	DK TSP accoring to the service provide	your environment. r?
	Yes	<u>No</u>	

If you click [Yes], setup is complete.

LDK TSP	Setup Information			×
٩	Setup is complete. Setup will now display a	Telepho	iny Driver W	vindow.
	<u> </u>			

Click [OK], you will see the next dialog.

Phone And Modem Options	? ×
Dialing Rules Modems Advanced	
The list below displays the loca location from which you are dia Locations:	tions you have specified. Select the ling.
	Area Code
Ø My Location	031
, <u>N</u> ew	Edit Delete
OK	Cancel Apply

- Then, Click My Location and press [Edit] button. Then, you will see the below Dialog.
- This is very important to make Co line call with 'ez Phone' or other Client.

Issue 1.0B

Location name: My Location Specify the location from which you will be dialing. Country/region: Country/region: Korea (Republic of) Dialing rules When dialing from this location, use the following rules: To access an outside line for local calls, dial: 9 To access an outside line for long-distance calls, dial: 9 Input one digit, [LOOP] number.	General Area Code Rules Calling Card	
Korea (Republic of) 031 Dialing rules 031 When dialing from this location, use the following rules: 1 To access an outside line for local calls, dial: 9 To access an outside line for long-distance calls, dial: 9 Input one digit, [LOOP] number.	Location name: My Location	
To access an outside line for local calls, dial: 9 To access an outside line for long-distance calls, dial: 9 Lo disable call waiting, dial: [LOOP] number.	Korea (Republic of)	
To disable call waiting dial:	To access an outside line for local calls, dial: 9 To access an outside line for long-distance calls, dial: 9 [LC	-
Dial using: Image: Im) In KOREA, Loop mber is '9'

Loop Code should be set in your desktop PC for making external call)- Both of 1st and 3rd party

LDK SYSTEM adds this number when make Co line Call.

EX) A number which is saved in your address book or any other number is over than 6 char,
'ez Phone' thinks the number is for Co line call number. So, adds this number in front of the number.
4566- 222- 4444 → 9 4566- 222- 4444 (Loop number 9 is added)
When you make call with Keyset, how do you press number?
May you press [LOOP] then 4566 222 4444 → To input Loop Number is not necessary for 'ez Phone'.
Or [LOOP] [LOOP] then 4566 222 4444 → To input Loop Number is necessary once(ex. 9-4566 222 4444)

Issue 1.0B

Click [Advanced] tab.

After selecting [Telephony Service Provider for LDK], click [Configure...]

Phone And Modem Options		?×
Dialing Rules Modems Advanced		
The following telephony providers	are installed on	this computer:
Providers: Microsoft H.323 TAPI Service Provider		
Microsoft Multicast Conference TAPI Servic Microsoft® Windows(TM) Remote Service NDIS Proxy TAPI Service Provider TAPI Kernel-Mode Service Provider Telephony Service Provider for LDK Unimodem 5 Service Provider		
Add	<u>R</u> emove	<u>C</u> onfigure
OK	Cancel	Apply

**** Important Note**

1) LDK TSP Install guide should be referred when you install TSP on your PC

Issue 1.0B

In this dialog, you should set

Driver for LDK systems	
etting About	
LDK System	
C LDK 300 / 100 📀 LDK 24	
Connection Method	
C COM1 C COM2	
Baud Rate : 1200 💌	
IP Address : 150 . 150 . 54 . 111	
IP Port : 5029	
Service <u>M</u> ode	
C 3rd PARTY(Connect to Keyphone System)	
1st PARTY(Connect to Keyset)	
	Apply
OK	Cancel

In above dialog, select LDK system(LDK SYSTEM), service mode(1st, 3rd).

IP Address is the IP of LDK SYSTEM

After setting, click [Apply] or [OK] button. Setup is complete.

Once more, after changing some value, you should restart computer

Issue 1.0B

Installing2 (DAO)

Remark: User should run DAO Set up program in manual



If you meet the error message "Internal application error" when you start ez Phone, install 'Dao35Redist.exe'.

"Dao35Redist.exe" installation file is existed in ez Phone installation folder.

Do not cancel this procedure. This DAO is for ez Phone database control.

Notes: ez Phone Version II (2.0A_) is always installed with follow windows.

ez Phone Version III(3.0A_) is installed without follow windows.

But if above error is occurred, install 'Dao35Redits.exe'



Issue 1.0B

lect Components	DAD can be installed with J	et and/or ODBCDirect comp	jonents.
	Select the components that	you'd like to install	
	🔽 Jet 3.5		
	DBCDirect		
15			
	< <u>B</u> ack	<u>N</u> ext> Ca	ancel

Issue 1.0B

Select Components			×
	Jet contains optional comp data formats. Select the op Excel E Paradox E XBage E Lotus E Lotus		dditional
	☑ Exchange <back< td=""><td><u>N</u>ext ></td><td>Cancel</td></back<>	<u>N</u> ext >	Cancel

Issue 1.0B

setus Data Acces:	s Objects (DAO) Setup	
	Copying Jetfiles	
		De Brit F3



Issue 1.0B



Starting 'ez Phone' Installation.

ez Phone Setup		×
Select Setup Typ	De	
(T	be of installation by clicking one of the buttons.	
Entry	Basic call control, basic database(Access, Excel) control,	local DB only,
	Print address book.	
C Deluxe	All entry features, advanced database(outlook, ACT, Gok Ketset SMS, Scheduled dial.	dmine), Email,
InstallShield		
	< <u>B</u> ack	Cancel

In above dialog, select 'ez Phone' Type(Entry or Deluxe)

For Entry (Basic Call Control, Own Address Book)

For Deluxe (All Entry's Feature and Email, Outlook Contacts, Gold Mine, ACT DB , Filtering and so on.

* For more detail function, please refer to Table 1.

Issue 1.0B



Start [Install] button

ez Phone Installation	,
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed ez Phone. Click Finish to exit the wizard.
	< <u>B</u> ack Finish Cancel

'ez Phone' Setup Complete

** Note (This is only for LDK – 24 1st Party)

- \rightarrow Before you run the 'ez Phone' Program, you must check LDK SYSTEM Web Admin.
- → The below screen is for <u>Station CTI Setting</u> of LDK SYSTEM. (Circle 1) : PGM 125
- → The IP address of your PC should be set into input box (Circle 2) beside station logical number (Circle 3)
- \rightarrow Then everything's done for serve.

EDK24 Web Administration – Microso	ft Internet Explorer			<u>_D×</u>
파일(E) 편집(E) 보기(<u>V</u>) 즐겨찾기		-		
↔ 뒤로 • → • ② ② 집 ③ 검색		। 🎯 🗳 🍜 🖸	- E	
주소(D) 🍘 http://150, 150, 54, 111:8080/s	secure/index,html			▼ 🔗 미동 연결 ≫
LG Electronics	<u>Administratio</u>	n <u>Maintenan</u> d	<u>ce</u>	
Feature Admin	[IP <-> STA for			
System ID & Numbering Plans	Page 1/2		Page 2/2	
Station Data				
Station ID(PGM110)	Physical PORT	Logical NUM	IP address	
Station Attributes I (PGM111-112)	1	10	0.0.0.0	
Station Attributes II	2	11	0.0.0.0	
(PGM113-114) Flex Button Assignment	3	12	0.0.0.0	
(PGM115)	4	13	0.0.0.0	
Station COS(PGM116)	5	14	192.168.54.17	
CO Line Group Access (PGM117)	6	15	0.0.0.0	
Internal Page Zone		16	0.0.0	
(PGM118) Conference Page Zone (PGM119)	Circle 3	17	0.0.0.0	Circle 2
ICM Tenancy Group	9	18	0.0.0	
(PGM120)	10	19	0.0.0.0	
Preset Call Forward (PGM121)	11	20	0.0.0.0	
Hot/Warm line(PGM122)	12	21	0.0.0	
SMDD Account Group (PGM124)	13	22	0.0.0.0	
STA <-> IP for CTI(PGM125)	14	23	0.0.0.0	
CO Line Data	15	24	0.0.0.0	
System Data	15	24	0.0.0.0	
Station Grou ISDN Line Di Circle 1	10		10.0.0	<u></u>
Tables Data		Save		
Networking Attribute				
VOIP Attribute				
Nation Specific				
e				🔮 인터넷 🥼

Circle 1: STA <-> IP for CTM(PGM 125)

Circle 2: ez Phone User's IP Address

Circle 3: Station Logical Number

(Ex. Station 14 ez Phone user's IP Address is 192.168.54.17)

USER FEATURE DESCRIPTION

In this part, a main window, 6 sub windows and menu will be described. It's an initial display shown below. A user doesn't need to select his station number to register into the program but LDK SYSTEM – 'ez Phone' automatically select a correct line that assigned to your Desktop PC.

🚔 ez Phone (Station 10 (DKT File Program Tools Abo								
My Status 🛛 🙀 S	Short Cut 🛛 🔀	E-Mail	SMS/N	и 🎦	Simple	🖨 🛛 Pr	rint 🛛	L Exit
STA 21 21	OUT 00 : 4		First Name : Part : STA Num : Cell Num : Memo : UIP ☐ BLACK	21 Save	Ji H	ast Name: ob Title : ome Num: mail : Clear		Delete
		-	M SMS					Send Clear
Station Info	V Address B	- 19-10-10-10-10-10-10-10-10-10-10-10-10-10-	<	ig-View		< Sched	ule Dial	•
	 Address Bi (12) : First Last 	- 19-10-10-10-10-10-10-10-10-10-10-10-10-10-	⊲ Lo	g-View		< Sched	ule Dial	
	(12) : First Las	- 19-10-10-10-10-10-10-10-10-10-10-10-10-10-	La 18	ig - View	21	Sched	ule Dial	
ICON Station	(12) : First Last			ĥ			ĥ	

** Note: For 800x600, the right window(Date/Time, Own memo) can not be shown and be used The right window is just extra window for the design.

*1st party except LDK –24(NeXer) has no information for other station and no operation related with station information window.

There are two types of ez Phone version. The limited functionality for Entry version is followed below.

Entry Version:

Functionality:

- ✓ New Database Creation (Access, Excel)
- ✓ Call control(make call, hold call, park/unpark, transfer)
- ✓ Import DB (Access, Excel)
- ✓ Export DB (Access, Excel)
- ✓ Print Address book
- ✓ Forward (Internal, Off-net, VMIB)
- ✓ Always on top
- \checkmark All features for Outlook are not available.

Deluxe Version:

Functionality:

- ✓ All Features of Entry Version
- ✓ Import DB (outlook)
- ✓ Export DB (outlook)
- ✓ VMIB control (Msgwait, OutMessage, Paging Message) Notify the number of VMIB Msg and MsgWait.
- ✓ Flex button assignment.
- ✓ ACNR
- ✓ EMAIL
- ✓ All features for Outlook are available. (Outlook Contact)
- ✓ Differential ring by CLI
- ✓ Call Filtering: VIP/Black List by DND/FWD/Ring
- ✓ Scheduled Dial
- ✓ KeySet SMS
- Quick Operation
- ✓ ETC

1. Main Window

Menu

😤 (Station 1000) - ez Phone	
File Program Tools About	
♦ File	
A. New DB	\rightarrow Create New DB
i. MS ACESS. (MDB)	\rightarrow Make new MDB file
ii. MS EXCEL. (XLS)	\rightarrow Make new XLS file
B. Import DB	\rightarrow Import DB to Address Book
i. Outlook.	\rightarrow From Outlook Contacts
ii. Gold Mine	\rightarrow From Gold Mind Contacts
iii. ACT!	\rightarrow From ACT! Contacts
iv. ACESS.	\rightarrow From MDB file what you create
v. EXCEL.	\rightarrow From XLS file what you create
C. Export DB	\rightarrow Export DB from Address Book
i. Outlook.	\rightarrow To Outlook Contacts
ii. Gold Mine	\rightarrow To Gold Mind Contacts
iii. ACT!	\rightarrow To ACT! Contacts
iv. ACESS.	\rightarrow To MDB file with Creating New DB
v. EXCEL.	\rightarrow To XLS file with Creating New DB
D. Print	\rightarrow Print Address Book
E. Print Setup	\rightarrow Print Setup as usual
F. Exit	\rightarrow Exit Program and Save what you have done
Program	
A. TSP-Setting \rightarrow TAI	PI Drive Setting
B. Language	\rightarrow Change Language
C. Forward	\rightarrow Show Forward dialog
D. VMIB Control	\rightarrow Show VMIB Control dialog to play or delete.
E. Flex Button Assignment	\rightarrow You Can assign a new attribute to each flex.button.
F. Received Keyset SMS	\rightarrow Show a received message for other station
G. My Station Program	\rightarrow Set Your Own Keyset Attributes
H. Conference Room	→ Version III only: Make/Delete Conference room



Top Toolbar

	ort Cut 🔀 E-Mail 📑 SMS/M 🎦 Simple 🖨 Print 🖬 Ex
✓ My Stat My Information	us (For Mouse Operation Partially)
My Station	: Station 205 (DKT)
Forward Status	:
Popup Window	: Normal Window
My Status	
	ОК
A. My Statio	n Information (Show your station)

- B. Forward Condition(If you forward you station, the information will be displayed)
- C. Popup Window Type (Main Popup, Normal Popup, Simple Popup)

(Display kind of popup window, you choose a kind in option window)

D. My Status (Show My Status to another Station when any Key Set SMS arrived)(Directly send my status to the station which sent me 'key set sms' when I am absent.

✓ Short Cut (For Sho	ort Cut Operation with Tab)
\rightarrow Show you Short Cut	
hort Cut Display	 A. [Enter] If there is no call → Make Call If there is a incoming call → Answer
IO [ENTER] Call , Answer [SHIFT + ENTER] Transfer	 B. [Shift + Enter] If there is incoming call → Redirect Transfer If there is a connected call → Normal Transfer C. [Ctrl + Enter]
FirstNa	 Search all matched contacts that you have D. [Ctrl + '+' or 'P']
601 [CTRL + '+' or 'P'] Park [CTRL + '-' or 'U'] UnPark	 Parking Call to "Parking Place Number" E. [Ctrl + '-' or 'U'] Unparking Call from "Park Place Number" F. [Ctrl + 'E'] // End Call with Dial tone
[CTRL + 'E'] On/Off Hook	 F. [Ctrl + 'E'] // End Call with Dial tone Press Monitor Button On/Off Hook (ONLY for DKT) G. [Ctrl + 'H'] Hold Call

* Note1: The window focus should be in the edit box to use short cut key. About some short cut, the focus is not necessary. Eg) [Ctrl + '+' or 'P'], [Ctrl + '-' or 'U'], [Ctrl + 'H'] Hold Call

* Note 2: If you use note book, ctrl + '+' and ctrl + '-' is not valid. In this case, you should have to use ctrl + 'P' and ctrl + 'U'

* Note 3: Ctrl + E(Off-hook, On-hook) is not valid for SLT and DECT(MP V3 DECT Mon button is supported!) But Ctrl + E means "Complete Transfer" for SLT and DECT

✓ New DB or Export DB from or to Access(MDB)

1. Keep office 97(access 97(MDB)) format; new database which created by menu 'New DB'

2. You can edit, add or delete the new file record with database engine such as access 97(office 97).

3. If you don't change access 97(MDB) format, you can also edit, add or delete the new file records with office 2000(Access 2000).

4. About excel, all office versions are allowed to edit, add or delete the new file records.

5. Please use the menu 'New DB', if you want to create new file.

✓ Email (For Mouse Operation Partially)

 \rightarrow You can send an email to other with drag & drop method or just click list.

ez Phone (Station 10 (DKT)) - NeXer		<u>_ ×</u>
File Program Tools About	SMS/M 🎦 Simple 🚔 Print	E xit
	First Name : Last Name : Part : Job Title : STA Num : 21 Cell Num : Email : Memo : Email : VIP BLACK Save Clear	Delete Send Clear
Station Info Address Book	Log - View Schedule Dial	
		1022
ICON Station(19) : 19		
ICON Station(19) : 19 K,R KIM 28		

(Send email by drag & drop)

✓ SMS OVER GSM (For Mouse Operation Partially)

- \rightarrow Send SMS Message Over GSM
- \rightarrow SMS Dialog will be shown.

✓ Simple (For Mouse Operation Partially)

 \rightarrow Make main window to simple window and also recover main window from simple window.



✓ Print (For Mouse Operation Partially)

 \rightarrow Print all of Address Book list

✓ Exit (For Mouse Operation Partially)

 \rightarrow Exit Program and Save what you have done

Bottom Toolbar

😽 Pad	🕞 Trans 📙 Hold	🔁 Park 🛐 Conf	(💕 ACNR ସ୍ୱର୍ଣ୍ଣ FWD	🖧 DND 📈 MON
-------	----------------	---------------	----------------------	-------------

✓ Pad (For Mouse Operation Partially)

 \rightarrow You can send a dial button press tone when you have a connected call

 \rightarrow Just insert digit to make call or transfer call.

			Example 2 Phone (Station 10 (DKT)) - NeXer
Pad		×	
1	2	3	
4	5	6	
7	8	9	
*	0	#	108
<-	ОК		🕞 🗗 🖪 🚱 😰 (💕 a) 🖓 🝂

✓ Transfer (For Mouse Operation Partially)

 \rightarrow Just click to set transferred target in station info window or address book window with mouse then press this button or press just 'T'.

- \rightarrow Transfer operation will automatically dial that target clicked.
- \rightarrow Show you detail operation next.

✓ Hold (For Mouse Operation Partially)

 \rightarrow Hold a connected call if you have.

 \rightarrow For unhold, you click the button which has a holding call in call queue window.

✓ Park (For Mouse Operation Partially)

- \rightarrow Park a connected call if you have.
- \rightarrow You must set a Parking Place Address First then Press this.
- \rightarrow Use 'Key pad' or just type Address (ex 601) into Edit Box below.



```
(Edit Box)
```

✓ Conference (For Mouse Operation Partially)

 \rightarrow Show Conference Dialog.

 \rightarrow You can do conference call with selecting by previous mouse selection.

- \rightarrow Then you can dial other party number.
- \rightarrow If other party answers, then you press add conference button to join it into conference

 \rightarrow If other party does not answer or the line is busy, you should hang up these calls

for returning a initial condition. There is button for hanging up.

 \rightarrow If some unexpected error happens, you click the button for recovering error button.

✓ ACNR (For Mouse Operation Partially)

 \rightarrow Auto redial when you have external outgoing call or external busy call.

 \rightarrow This is not redial button. This is ACNR button.

 \rightarrow If you press this button, the call is try to make call automatically several time administrated in system.

 \rightarrow When ACNR is activated, clicking this button means to deactivate ACNR



✓ Forward Dialog (For Mouse Operation Partially)



 \rightarrow Note your Forward Status by Color bitmap when your station was forwarded.

*Note : If your station is forwarded before running ez Phone. Ez Phone will not have the forward information. If you want ez Phone have the forward information, you clear forward and set forward again.

✓ DND Operation (For Mouse Operation Partially)

- \rightarrow Notify the Status by too kind of bitmap.
- \rightarrow Change the Status by pressing this tool button
- \rightarrow Toggle key



✓ Monitor Button (For Mouse Operation Partially)

- \rightarrow Notify the Status by too kind of bitmap. (3 Party Only)
- \rightarrow Change the Status by pressing this tool button
- \rightarrow Toggle key

Issue 1.0B

Call Window

- \rightarrow Display information of call
- → Make Call
- \rightarrow Transfer

Redirect(Blind) Transfer. (Without answering an incoming call) Normal Transfer. (When there is a connected call)



New incoming call arrived

→ Display information to 'Call State Window'



(STATE 1) Incoming Call

* **STATE 1** \rightarrow Click or Enter (Connected)

 \rightarrow Display information to 'Connection window'

Issue 1.0B



(STATE 1.1) Connected

* **STATE 1.1** \rightarrow Set Target first and Press [Shift + Enter] or Click Transfer Button on the bottom tool bar (Normal Transfer)

 \rightarrow Hold and make call



(STATE 1.1.1) Normal Transfer

***STATE 1.1.1→** On Hook or Press Mon or [Ctrl + E]

 \rightarrow Transfer Completed.

***STATE 1** \rightarrow Set Target first and Press [Shift + Enter] or Click Transfer Button on the bottom tool bar (Redirect Transfer)

 \rightarrow Transfer completed without answering the incoming call.

Issue 1.0B



* **STATE 1.1** \rightarrow Click Hold Button on the bottom tool bar \rightarrow Hold the connected call.



 \rightarrow re-connection call \rightarrow **STATE 1.1**

Issue 1.0B

Make New Call

→ Set target with inserting number into Edit box or selecting target by mouse click → [ENTER] or double click make New Outgoing Call.



STATE 2 (Outgoing Call)

* STATE 2→ Click Call State window that has an Outgoing call
 → Outgoing Call Drop



Make Call By Name

** Can also Transfer by Name

** Note 1

The input number less than 5 characters may be an internal call number by 'ez Phone'. If you want to avoid this, set number like follow example.

 \rightarrow EX) 0/4512 (In this case, 0 means the loop) \rightarrow 0 - 4512('ez Phone' Dial This)

** Note 2(About CO line)

If input number over than 5 characters may be added with loop automatically

 \rightarrow EX) 123-456-4666(Input Phone Number) \rightarrow 0-123-456-4666 ('ez Phone' Dial This)

If you want to use private co line, you should keep the follow format.

 \rightarrow EX) 1/123-456-4666 (Input Phone Number) \rightarrow 8801 123-456-4666 ('ez Phone' Dial This)

** Note 3(About CO line)

Any phone number in 'ez Phone' should be related with Note 2

 \rightarrow EX) 123-4567-890(Input Phone Number) \rightarrow 0-123-456-4666 ('ez Phone' Dial This)

→ EX) 0-123-4567-890(Input Phone Number) → 0-0-123-456-4666 ('ez Phone' Dial This) ** Note 4(if Loop digit is '0')

 $0095 \rightarrow$ this is short than 5, so ez Phone dial this as internal call, but system call this as co line call(0-095) because the first character is loop.

 $01004 \rightarrow$ this is 5-character string, so ez Phone add 0 and dial 0- 01004.

As example, it is little confused, so you keep format in this kind of short co line call with '/'

Search List with partial name or number

 \rightarrow Set target with inserting Name or Number into Edit box and then Press [CTRL +

ENTER] or click

	Result of search		×
	STA Name	First Name	Last Name
	jordan sam_jordan		
	-		
-			
jor 🗘 🔍	Matching Count : 2		Close

* Key word 'jor'

* List up with matching

If you change selecting row found, the related information will be indicated in station info window or address book window.


- \rightarrow This Window indicates matching item what you search.
- \rightarrow After that, just Enter make call or other operation.

Issue 1.0B

Park or Unpark the connected call



> PARK

[Ctrl + '+' or 'P'] or click Park button on the bottom toolbar. Parking area should be empty to park connected call. (Eg.601)

> UNPARK

[Ctrl + '-' or 'U']

Parked call should be existed in the parking area. (Eg.601)

Note 1: If you pc is notebook, '+' and '-' is not supported. In this case you have to use 'P' or 'U'. Note 2: If your key board is normal, you can use both of them (+, P, -, U

Issue 1.0B



(Condition 1)



(Station Window) Transfer to other station(ex, Station 18) (Condition 1-> Click a station icon by mouse) or

Statio	n Info		Address Book	•	Log - Viev	v		Schedule Dial	
V	First Name	Last Nar	me Office Num	Hor	me Num	Cell Num	Compa	any	Departr
	Kim	Ch							
	HoGu	Lee	031-235-5422	231	-789-5422	(800) 654-3526	Bank o	f America	Plan
~	HyunWoo	Park	122-854212	315	5-8545-8511	016-9854-8563	Bank o	f America	Plan
\sim	ChunHe	Heo	131-235-5420	231	-789-5422	011-9344-5855	Bank o	f America	Plan
	JiYoung	Lee	051 995 5422	031	-789-5422	019-9344-5855	Bank o	f America	Plan
	JinHyan	Han	131-235-5425	231	-789-5422	011-9344-5855	Bank o	f America	Compu
	SangMo	Shin	122-854211	315	5-8545-8511	016-9854-8563	LGE		Compu
	YuLee	Gu	331-235-5424	331	-789-5422	016-9344-5855	LGE		Plan

(Address Window)Transfer to off-net co line(ex, 131-235-5420)

(If station window type is 'report', transfer operation is same as address book transfer) (Condition 1-> Click an address number by mouse)

(Condition 1-> Click -> Press "Trans" button on bottom toolbar)



Tips: Also you can transfer with pressing short key 'T' on station info window or address book window after selecting a phone number or list.

Information Window

 \rightarrow Display all information of the connected or ringing call.

 \rightarrow If calling from you don't have in your address book or Outlook contacts, you can save the information indirectly with using this information window. If the call is for internal call you cannot delete record. Only saving is ok. And for internal station the memo is not valid. It is only for address book

First Name : Company : Office Num : Cell Num : Memo :		Last Name: Job Title : Home Num: Email :	
IT VIP	Save	Clear	Delete
SMS)			Send Clear

→Call From K.R KIM

First Name :	K.R	Last Name :	Kim
Company :	LGE	Job Title :	Eng.
Office Num :	+82 031 450 4444	Home Num :	+82 031 4505555
Cell Num 💠	+82 031 4506666	Email :	
Memo :	He is going to visit u	ıs in May,	À
VIP			
E BLACK	Save	Clear	Delete
SMS)			Send Clear

→ He is a VIP Customer.

Issue 1.0B

Message Window

(The numbers of character are 21 for 1^{st} party, 48 for 3^{rd} party)

 \rightarrow Send a short message to Keyset or other ez Phone User or Attd.

 \rightarrow Display the received short message from other ez Phone User or Attd.

	Send
[⊠sms]	Clear

(Kevset	Message	View)
ļ	INCYSCI	wicssage	VIC (V)

Usage

Select Station by mouse.

			<u>- 🗆 ×</u>
File Program Tools About			
My Status 🙀 Short Cut 🖂 E-M	ail 🕌 SMS/M 🏼 🎦 Simple	Print	Exit
	First Name :	Last Name : Job Title : Home Num : Email : Clear	Delete
			Send
Station Info	Log-View	Schedule Dial	
	LOG TICM	Schedule Dial	■
ICON Station(19) : 19	209 104	Schedule Dial	
ICON Station(19): 19			

Issue 1.0B

> Type Message



> Press Send button or [CTRL + ENTER]

2/5
<< >>
Reply
Close

> When you've got Message Form Other Station

Station Information Window

- \diamond Display Other Station.
- ♦ Monitor Other Station's Status (Busy or Idle)
- ♦ Make Call By Double Click
- \diamond Get schedule from Outlook Program.
- ♦ Set Transfer Target
- ♦ Email & Edit
- ♦ 4 Different types display (Icon, Small Icon, Report, list)

Station Info 🛛 🔻 🔻	Address Book	Log - View	•	Schedule Dial
ICON Station(1	9): 19			
K,R KIM 11 28 29	First Last 13	18 19	21	26 27

- ◆ LDK 24 1st → Stations are displayed automatically. (A station state is changed automatically.)
- LDK 100, 300, 600 1st → Stations are not displayed automatically. (A station state is not changed)
- ◆ LDK 100, 300, 600 3rd → Stations are displayed automatically. (A station state is changed automatically)

■ Get Outlook Schedule. ('Ctrl + S', S)

Do not do this operation if outlook is not installed. If do it, error may be occurred.



📕 Business Meet	ng - Meetin)g	
<u> </u>	sert F <u>o</u> rmat	<u>T</u> ools <u>A</u> ctior	ns <u>H</u> elp
🛛 🖹 📸 Paste All 🛛 I	ie <u>m</u> s 🕶 🕱		
] 🖃 <u>S</u> end 🛛 🎒 🕧	12 🕵 🕯	⊖ Rec <u>u</u> rrence	🕵 Ca
Appointment A	tendee Avail:	ability	
Show attendee a	vaila <u>b</u> ility		2003년 :
C Sho <u>w</u> attendee s	atus	4:00	9:00
All Attendees			
🖃 K.R KIM] []][][]	
🖃 First Last] [[[[[[
Type attendee i	iame here		

Station Info		V Addre	ess Book	•	Log - View		< Sched	ule Dial	•
ICON		tion(10): K.R 7:00 ~ 17:30:E		eting#					
		First Last	13	18	1 9	21 21	1 26	27	
28	29								

Issue 1.0B

Station Popup window



Tips: Without pressing control key, you can use the operation.

Just pressing 'E' with Ctrl +'E' Just pressing 'S' with Ctrl +'S' Just pressing 'M' with Ctrl +'M'

And so on.

Edit Station Information ('Ctrl + E' or 'E')

- > You can edit the station data.
- For call this should be 'Telco'
 For call this should be 'Telco'
- > You can call by name. e.g.) 'K.R' or 'K.R' 'Kim'.

Save&Close	Apply Close
STA Name	Hong
STA Num	12
Cell Num	019-9145-2280
Home Num	
Part	LG S/W
IP address	0.0.0.0
E-Mail	Obong2@hanmail,net
First Name	Kyoung Youl
Last Name	Kim

(Editing window)

- 4 Types of Display
 - Icon Type (Big Icon)
 - Report Type (See details)
 - Report Type (Useful when there are many stations)
 - List Type (Useful when there are many stations)

Address Book Window (Own DB Address)

- ✓ Registration New DB
- ✓ Edit Existed DB
- ✓ Delete Exited DB
- ✓ Make Call by Click or Enter
- ✓ Send email by Click or Enter
- ✓ Column Size or field can be customized

Statio	on Info	Add >	ress Book	🔻 🛛 Log - Viev	V	Schedule Dial	<
V	First Name	Last Name	Office Num	Home Num	Cell Num	Company	Departr 🔺
	Kim	Ch					
	HoGu	Lee	031-235-5422	231-789-5422	(800) 654-3526	Bank of America	Plan
	Hyun₩oo	Park	122-854212	3155-8545-8511	016-9854-8563	Bank of America	Plan
	ChunHo	Heo	131-235-5420	231-789-5422	011-9344-5855	Bank of America	Plan
	JiYoung	Lee	031-235-5422	031-789-5422	019-9344-5855	Bank of America	Plan
	JinHyan	Han	131-235-5425	231-789-5422	011-9344-5855	Bank of America	Compu
	SangMo	Shin	122-854211	3155-8545-8511	016-9854-8563	LGE	Compu
	YuLee	Gu	331-235-5424	331-789-5422	016-9344-5855	LGE	Plan 🔽
4					:		Þ

* **Note**: Unreasonable long string for each column may cause some display problem or Database Error.

• Own contacts DB Display

 \rightarrow Save and Modify.

Edit Cor	ntact – Hyun'	Woo Park			×
Save&Close		Apply	Apply Clear		
	First Name Last Name	1.0		Company Job Title	Bank of America Programmer
	Zip State City Address	331–541 GA Norcross bagie Stree		Office Num Home Num Cell Num Fax Num	122-854212 3155-8545-8511 016-9854-8563 (201) 661-8001
	Country VIP BLACK	America Memo *** JON **	* December 4, 19	Email 995 at 8:49am	smLee@lge,com

Address Popup windows

<u>R</u> egister	INS
<u>E</u> dit	Ctrl + E
<u>D</u> elete	DEL
<u>F</u> ield option	Ctrl + O
Dial Reservation	Ctrl + R
<u>S</u> end Email	Ctrl + M
<u>C</u> heck All List	
<u>U</u> ncheck All List	

Tips: Without pressing control key, you can use the operation.

Just pressing 'E' with Ctrl +'E' Just pressing 'O' with Ctrl +'O' Just pressing 'R' with Ctrl +'R' And so on

Column Field Option windows

- \checkmark You can hide some field
- \checkmark At least one of phone number should be checked.



■ Call Reservation Dialog

 \checkmark You can reserve Phone call.

Wednesday,	February	26, 20(🗸
1:55:02 PM		-
Birth Day		
ОК	1	Cancel

Issue 1.0B

Log – View

- > Call History is listed up
- > Delete Exited Log
- > Make Call by Click or Enter
- > Filtering by In/Out or Internal/External
- Connected/Not Connected
- > Record or stop record by Option

🧷 Record	S	🖾 Num		Name	12171 (192	Date	Hour	Dur		2.7	=
*	olo	CO 6 20355510	09111	Dale		02/26	13:37	00:00	No	Outgoing	External
All Log	00	CO 6 20355510	091] 1	Dale		02/26	13:37	00:01	No	Outgoing	External
Incoming	op	STA 18		Good		02/26	11:48	00:09	No	Outgoing	Internal
Outgoing		CO 6 91955514	128 1	Willie		02/26	11:13	00:40	Yes	Outgoing	External
oddonið	olo	STA 11		Jordan		02/25	19:27	00:01	No	Outgoing	Internal
Internal		CO 6 133650		UnKnown		02/22	16:19	00:11	Yes	Outgoing	External
External		CO 6 133650		UnKnown		02/22	16:18	00:13	Yes	Outgoing	External
Answered	-						-				
No ANS											

EX) Stop Log and Filtering by Outgoing.

Station Info	A	ddress Book	Log -	View	Favorite					man
🗶 Stop	S	🖾 Num		Name	Dat	e Hour	Dur		*	-
	00	CO 6 20355510	091 1	Dale	02/2	6 13:3	00:00	No	Outgoing	External
C All Log	00	CO 6 20355510	09111	Dale	02/2	6 13:3	00:01	No	Outgoing	External
Incoming	do	STA 18		Good	02/2	6 11:48	00:09	No	Outgoing	Internal
Dutgoing		CO 6 91955514	28 1	Willie	02/2	6 11:13	00:40	Yes	Outgoing	External
M Mugoling	do	STA 11		Jordan	02/2	5 19:2	00:01	No	Outgoing	Internal
Internal		CO 6 133650		UnKnown	02/2	2 16:19	00:11	Yes	Outgoing	External
F External		CO 6 133650		UnKnown	02/2	2 16:18	00:13	Yes	Outgoing	External
Answered	-									
T No ANS										

Issue 1.0B

Favorite (Schedule Dial Window)

- Calls reserved are listed up
- 3 State (Past, Ready, On)
- > If On, 'Confirm Pop up' will be shown up
- > You can make a call reservation here also
- > Insert Data and Press [INS] Key
- > Remove Key : Delete one of list that you don't need.
- [Ins] Key(Insert key On Keyboard) for making reservation into the list as short cut.

Station Info	Address Book	Log - View	Favorite		
Status : READY		Name	Date/Time	Status	Memo
20021212		Name	(2003/03/19) 10:33	READY	Visit Us
		20021212	(2003/02/27) 10:33	READY	Metting At 100
Thursday , Februa	and the second se	David	(2003/02/11) 10:33	PAST	Tell some Story
Once 🖵 10.3	33:00 AM 🛨				
@ Phone 1 [800]7	54-2100				
C Phone 2					
C Phone 3					
Memo:					
Metting At 100					
1					
Add	Save Remo	ove	1		
			Listvie	W	
Sub ad	liturindow				
Sub ed	lit window				

Add (Short key→Insert Key on your keyboard)

: Add a new list to List view.

Save (Short key→Enter Key on your keyboard)

For short key, window focus should be in the sub edit window

: Save a changed value of reserved list in List view

Remove (Short key → Delete Key on your keyboard)

For short key, window focus should be in List view

: Remove on of list reserved.

Issue 1.0B



Etc Window

1.1 Flex Button Assignment Dialog

- \checkmark Set flex button attribute to each button.
- ✓ Easy Assignment.
- ✓ ex) If you press F01, the assignment will be displayed in detail on right side. If you want change the assignment, select new value on right side window and press ok to save new value.
- The number of button is fixed as 24. (LDK 24 1st, LDK 100, 300, 600 1st Party)
- The number of button is the number of your keyset button number. (LDK 100, 300, 600 3rd Party) (Not supported current version)

Ex)

- 1. Press Button that you want to know flex button assignment.
- 2. You can see flex button assignment on right side of dialog.
- 3. If you want to change the assignment, select a type with combo box and insert value in edit box. Then press OK to save data to the button really.
- 4. If you click another without saving, the assignment will not be changed.

Below sample is for "Flex 8 for Station 11"

Flex Button	Assignme	nt		×
F01	F02	F03	F04	F008 : Select Button Type
F05	F06	F07	F08	Station {xxx}
F09	F10	F11	F12	Input Station Number
F13	F14	F15	F16	
F17	F18	F19	F20	
F21	F22	F23	F24	OK Close

***Note**: Some features will be "empty" or "…" if the feature is not in the list of "select button type". For Co and Co Group, your station should have permission to change it.

Issue 1.0B

1.2 VMIB Dialog

- Message Play or Record
- Easy management VMIB
- Display the number of VMIB Msg left
- Same as normal window.



and SAVE button is only for "User greeting" recording.

Do not use them for other function.

1.3 Customize Dialog

1. Bell Sound

> VIP, Normal, Black List could have each sound.

> You Can Filtering by Bell Sound

If a list in address is VIP, the sound file assigned will be played when call is incoming from Co line. If a list in address is Black, the sound file assigned will be played when call is incoming from Co line.

If a list in address is Normal, the sound file assigned will be played when call is incoming from Co line.

The file can be any mid files or wav file on your pc.

Issue 1.0B

IP LDK ez Phone

ll Sound	
Bell Sound	
VIP	VIP.MID
Normal	
Black List	Black.MID

2. Black List Call Filtering

> Do Not Filtering (Filtering by Bell Sound if sound is set)

*Note:

- ✓ In this case, ez Phone filters VIP, Black or Normal with sound files if you registered in the edit box
- ▶ By DND (Black List Call is arriving \rightarrow Automatically DND

*Note:

- \checkmark This functionality can not be used for attendant station
- ➢ By Forward VMIB (Black List Call → Automatically FWD)
 *Note
- ✓ For forward VMIB, admin PGM 140 CO TYPE should be IDSN_DID
- \checkmark User greeting message should be existed.
- \checkmark Check that you are able to use VMIB control or not.

<u>•</u>	
OK	Cancel

Issue 1.0B

3. Outlook

* Checking and unchecking means 'Enable' and 'Disable'

* If you check 'Check Box', the operation is activated.

Auto launch Outlook when 'ez Phone' is starting.

If you check 'Auto Start', Outlook program is will be started when ez Phone is starting. In this case, outlook should be installed.

Automatically bring Outlook Schedule every some hour. (30Min, 60Min, 90Min, 120Min)

If you check 'Schedule Auto Import', this operation will bring your station information window for each station.

Use outlook email client as default

When your pc email client is not outlook email client, email function in ez Phone will work with your pc email client. If outlook is installed and you want to email with outlook, you should check the 'Check box' If outlook is default email client, to check 'check box' is not necessary.

Set new contact default folder

When you create new contact

ez Phone should be known the target folder because there can be more than two contacts. If you set the default folder, next time new created contact will be placed in it. If you want to change this, press button and change it. The important thing is that the folder should be set as contact folder for valid operation.

Customize - Categories Outlook Option
Coutlook Option
🗖 Program Auto Starting
🗖 Schedule Auto Loading 🛛 30 Min 💽
□ Use Outlook email client v <mark>60 Min</mark> client
Set New Contact Folder 90 Min 120 Min
OK Close

Issue 1.0B

3. Log – View Option

- Check Internal (Internal Call record)
- Check External (External Call record)
- Check Outgoing (Outgoing Call record)
- Check Incoming (Incoming Call record)
- Set Max Log-View list's Count (default 20)
- If you check the check box, the call according to check box will be left on 'Log-View window'
- Ex) Outgoing External call will not be left on 'Log-View window'

og – View	
_og - View	
Internal Incoming	🔽 Internal Outgoing
External Incoming	🔽 External Outgoing
Max Log	20

 \checkmark Entry version of ez Phone could not have more than 20 logs.

✓ Deluxe could have more than 20 logs and you can insert max number of log history.

1.4 Option Dialog

** Pop up Window Style

- Minimize \rightarrow Main Window Recovering (When new call is in)
- Minimize \rightarrow Normal Popup (When new call is in)
- Minimize \rightarrow Simple Popup (When new call is in)

Issue 1.0B

1.0	
	 Pop up Window Style Display DB and Mail notify Main Window Normal Popup Window Simple Popup Window E-Mail Notification
	Contacts Display Timing
	C Ringing C Connected © Manually
	Call Number Filtering for Maching Contact
	Your Country Code digit 39
	International Code digit 001
	Filtering Prifix Code
	031
	OK Close

Normal Popup

david STA		+ m ×
⇒	13	
N	Answer	DND

- If check the check box, this window is not disappeared after answering a call. If not, it is disappeared.
- The Normal Pop Up Window is shown at Window Task Bar(Bottom)
- You Can Answer, Transfer, Redirect Transfer Call without Main window
- Create contact and show contact. '+' is the button.
- Redirect Transfer is a transfer when incoming call is ringing not connected.

Simple Popup

Unknown
CO 1 0314504444
Create New Contact

This window is useful when outlook program is integrated.

- You can open or create contact manually with pressing button.
- ✓ If you want create a new contact for unregistered CLI, you should select this window.
- ✓ Note: ez Phone should be on tray task bar or minimized. In this case, you can make a new contact for unregistered CLI.

****** Display DB and Mail Notify.

- Display Own Address Book (When new external call is in or out)
- Display Outlook Contacts (When new external call is in or out)
- Notify new Mail Arrived.

NOTE: We recommend importing your outlook contacts for fast operation.

Pop up Window Style Display DB and Mail notify Main Window Image: Own Address Book Image: Own Address Book Image: Own Address Book	
Call Number Filtering for Maching Contact Your Country Code digit 39	Country Code & International Digit
Country Code : Insert your country code for international call	These rules will filter a prefix from a telephone number, so that these numbers will be displayed correctly.

Ex) Spain-> 34, Korea -> 82

• International Digit: Insert your international call access digit.

For making a call other country.

Ex) Spain-> 00, Korea -> 001, Italy -> 39

Sample:(00 means international call access digit : 00 39 039 2345 4567)

 \diamond These rules will filter a prefix from a telephone number.

Ex) you dial 1234567890, but system makes the number to 10791234567890

In this case you need to insert '1079' to make same number for matching addressed phone number. K.R Kim number 1234567890 is addressed, but 10791234567890 is not addressed. So if you insert "1079" in the box, this number 10791234567890 will be same as 1234567890. So correct contact popup or correct name will be displayed in window. This is only for matching addressed name or contact popup window. It is not related with any call process.

Issue 1.0B

You can choose one of popup timing.

** When popup timing is ringing or connected**

For a call ringing or connected, contact popup will be displayed if contact is existed automatically.

If not, contact popup won't be displayed.

In this case there is not button to create a new contact of unknown CLI.

** When popup timing is 'Manually'**

You can decide that pop up contact or not. In this case, you can also create a contact of unknown CLI.

And you can decide to create a new contact or not

Own Address Book

✓ If the connected call or ringing number is existed in Address Book

🚰 ez Phone (Station 10 (DKT)) - NeXer	
File Program Tools About	
📙 🚂 My Status 🛛 🚔 Short Cut 🛛 🖂 E-Ma	lail 🚛 SMS/M 🎦 Simple 🖨 Print 📗 Exit
CO 6 01991452280 00 : 08 Name : K,R Kim Origin : LGE	First Name : K.R. Last Name : Kim Company : LGE Job Title : Office Num : +82 01991452280 Home Num : Cell Num : Email :
	Image: VIP Image: VIP Image: BLACK Save Clear Delete
 	Send Clear
Station Info Edit Contact - K, R Kim V First Name K, R Kim W Nice Bad Man Image: State City Address Country W V Image: State City Address Country Image: State City Address Country Image: State City Image: State City Image: State City Image: State Country Image: State Country	Apply Clear Close Jo K.R Company LGE Kim Job Title Office Num +82 01991452280 Home Num Cell Num Fax Num Email
S Pad 🖾 Trans 🔣 Hold 🔂 F	Park 😰 Conf (🕪 ACNR 🔊 FWD 🖧 DND 🝂 MON

If call CLI is registered, the own address book popup window can be displayed. The popup timing is depended on "popup timing option" and "Display DB"

Outlook contacts

✓ If the connected call or ringing number is existed in Outlook Contacts

🔁 ez Phone (Station 10 (DKT)) – NeXer File Program Tools About		<u>-0×</u>
🛛 🚂 My Status 🛛 👰 Short Cut 🛛 📿 E-Mail	🛃 SMS/M 🎦 Simple 🖨 Print 📗	Exit
CO 01991452200 00:06 Name : K,R Kim Origin : LGE	First Name K.R Last Name Kim Company : LGE Job Title : Office Num : +82 01991452280 Home Num : Cell Num : Email :	×
	TVP	
re≡ K,R Kim - Contact File Edit View Insert Format]		×
Ba R Paste Al Items + 🕅	ools Actions Tah	- -
Save and Close 🕞 🖨 🖉	♥ 🖫 ⑳ • ▲ • ♥ • .	
Station Info General Details Activities	Certificates All Fields	
V First Name		
K.R Last(<u>G</u>): K.R	First(M): Kim Company:	
File As: K.R. Kim	Job title:	
	s the mailing address Business 🚽 <u>+82 0199145228</u> .	
Zip code(Z):	Home	
State(D):	Business Fax	
City(Q):	Mobile _	
Street(<u>B</u>):	E-mail	
		•
🕞 Pad 🕞 Trans 🖪 Hold 🔂 Pa	rk 🛐 Conf (💕 ACNR お) FWD 🎪 DND 🍂	MON

If call CLI is resisted, the outlook contact popup window can be displayed. The popup timing is depended on "popup timing option" and "Display DB"

1.5 Always On Top

- Place 'ez Phone' Always Top.
- ✓ The 'ez Phone' is always placed as foreground window.
- ✓ Any Window Can not hide this window.

1.6 Import Outlook Contacts Into My Own Address Book



- Import from Outlook Contacts into 'ez Phone' Address Book
- Note : Should be selected Contacts Folder of Outlook program.

Recommendation (for outlook):

For fast operation related with outlook contact you should import outlook contact.

1.7 Export My Own Address Book Exports to Outlook

Station Info	Address Book	Log - View	Favorite				
V Last Name	First Name	Home No.	Cell No,	Office No,	Company	Department	Jo
□ V Miles	Dana B, Miles			4567101	FrontRange S	Sales	
Williams	Morley Willia,	(719)272-3800	(800)654-3526	(503)712-2222	Kaiser Perm,	Marketing	
□V Noel	Randall Noel	(719)272-3800	(800)654-3526	4567100	Dean Witter	Marketing	
Import Outlo	ok Contact to #	dress Book		(708)552-3311	Cadtech Engi,	Engineering	
Contacts							
	Sent Items						
	Calendar						
	Journal						Þ
	à Notes à Tasks						
	Drafts						
	ublic Folders						
	Favorites All Public Folder	s	-1				
1 : 00 /32							
			Cancel				
	OK						
🖙 K, R Kim - 1							_ [□]
1	Contact		Help			1	- 0
<u>Eile E</u> dit <u>V</u> ie	Contact w Insert Format		Help				
<u>Eile E</u> dit <u>Vi</u> e Ga Ca Paste	Contact w Insert Format All Items - 🕅	Tools <u>A</u> ctions				l	<u>- □ </u>
File Edit View Image: Edit Paste Image: Edit Save and Control	Contact w Insert Format All Items - 🕅	Tools Actions	• • •	• •			<u>- [0]</u>
File Edit Yier Image: End of the second sec	Contact w Insert Format All Items - 🕅	Tools Actions	• • •	• •			<u>- [D]</u>
File Edit Yier Image: Base Image: Base Image: Base	Contact w Insert Format All Items - 🕅	Tools Actions	• • •	• •			_ [_] .
J Eile Edit Vier J Bar Carl Paste J I S ave and C	Contact w Insert Format All Items - 🕅 Close 🕞 🎒 🛙 retails) Activities	Iools Actions	s All Fields	• •] Compai	יצי:		<u>- D </u>
File Edit View Image: Edit Paste Image: Edit Image: Edit Image:	Contact w Insert Format Alj Items - 🕅 Close 🕞 🎒 🛙 retails) Activities	Tools <u>A</u> ctions Certificate	All Fields				<u>- [D]</u>
File Edit Vier Paste Paste Save and C General D Last(G): File As:	Contact w Insert Format All Items - 🕅 Iose 💽 🎒 🐠 retails Activities K.R K.R Ki	Tools Actions	a ▼ All Fields t(M): Kim	Job title	»; [<u>- 0 </u>
File Edit View Image: Edit Paste Image: Edit Image: Edit Image:	Contact w Insert Format All Items - 🕅 Iose 💽 🎒 🐠 retails Activities K.R K.R Ki	Tools <u>A</u> ctions Certificate	a ▼ All Fields t(M): Kim				_ [] ,
File Edit Vier	Contact w Insert Format All Items - 🛞 Close 💽 😂 retails Activities K.R K.R Ki s 💽 🗖 Thi	Tools Actions	a ▼ All Fields t(M): Kim	Job title	»; [
File Edit Viet Image: End of the second of the	Contact w Insert Format All Items - 🛞 Close 💽 🎒 🕼 retails Activities K.R K.R Ki s (Z):	Tools Actions	a ▼ All Fields t(M): Kim	Job title	»; [
File Edit Vier Paste Paste Save and C General D Last(G): File As: Business Zip code	Contact w Insert Format A Items - 🙊 lose 💽 🚑 () retails Activities K.R K.R Ki s (Z):	Tools Actions	a ▼ All Fields t(M): Kim	Dob title	»; [
File Edit Vier Paste Paste Save and C General D Last(G): File As: File As: Zip code State(D)	Contact w Insert Format All Items - 🕅 Iose 💽 🎒 retails Activities (K.R Ki s. 💽 🗍 Thi (Z):	Tools Actions	a ▼ All Fields t(M): Kim	Dob title Business Home Business Fax	»; [

Set check before exporting data to other Database format

- ✓ Export to Outlook Contacts Folder from 'ez Phone' Address Book
- ✓ **Note**: Should be selected Contacts Folder of Outlook program.

■ Conference window

(For LDK 24- NeXer)

- 1. You can do operation for conference when there is one connected call.
- 2. If you have connected call, press "Conf" button on bottom toolbar window.
- 3. Then you can see above window.
- 4. Then you have to dial to another party to make it join into conf.
- 5. The sample window means to make 15station to join into Conf.
- 6. If 15 Station answers, you press add conf button to join in.
- 7. If you want to remove one of them, just click list and then press Remove From Conf.
- 8. If 15 Station is busy or invalid, you press hang-up.
- 9. Then you can take normal connected state.
- 10. If error is occurred, press to recover correct state from error.

(For Ldk 100, 300, 600)

1~ 6 Same

- 7. If you want add one more party, press 'prepare' and 'dial'.
- 8. If the called party answer, press 'Add Conf'
- 9. 7~ 8 repeat.

* Remove and error correction is same with LDK 24 conference.

Issue 1.0B

Tips

'ez Phone' can be handle without mouse except Menu, Top Tool Bar and Bottom Tool Bar.

As you know, any window control operation needs to have a focus to use tab or enter key operation and so on.

1. Focus (F1, F2, F3, F4)

🕿 ez Phone (Station 10 (DKT)) - NeXer File Program Tools About		
🛛 🙀 My Status 🛛 🚔 Short Cut 🛛 🖂 E-Ma	i 🛃 sms/m 🏼 🎦	Simple 📄 Print 🗐 Exit
F1	Part : STA Num : 2 Cell Num : Memo : UIP BLACK F2 save	Loot Name · Job Title : Home Num : Email : Clear Delete Send Clear
Station Info Address Book	Log-View	Schedule Dial
ICON Station(19): 19		
		21 26 27
	F3	
🛉 🚱 Pad 🖻 Trans 🖪 Hold 🔂 P	ark 🛐 Conf (💕 ACN	ir a) fwd 🦓 dnd 🙀 mon

If one of windows has a window focus, you can set window focus any control(ex. Button, edit box window, list control and so on) by keyboard (tab or cursor) and then order it act.

2. Sub Window Focus (Ctrl + Tab)

When the bottom window has the window focus, you can change sub window's position by using [ctrl + tab]

			- (
Station Info		V Address	s Book	•	Log - View		Sched	ule Dial	
ICON	▼ Statio	n(19) : 19							
K,R KIM	11	First Last	13	18	19	21 21	26	27	
28	29 29								

Issue 1.0B

3. Make Call Without using 'ez Phone' Window

You can make a call with selecting a number string on any kind of application window.

The first step is to select a number string and then to press Ctrl + C.

The second step is to just press Ctrl + Shift + D then 'ez Phone' makes a new call.



4. Task Bar State

1. Normal State



5. Lock Key Missing Message Box

1. If there is no lock key for "ez Phone", you will meet the below message box.



2. If you meet this message box, please contact the local dealer for 'ez Phone' lock key

6. SLT and DECT

- There is "MON" button for SLT and DECT.
- ACNR is not valid for SLT and DECT
- If you want to make call with SLT, you should lift its receiver.
- If you want to answer an incoming call with SLT, you should lift its receiver.
- DECT has "TALK" button instead of "MON" button. Both are very similar. But if you want to hang up a call with DECT, you should press "TALK" button on your dect terminal.
- Flex button assignment is not valid for SLT and DECT
- ACNR is not valid for SLT and DECT.
- DECT ez Phone send some messages to DECT terminal. And DECT terminal will be given the
 message and do operation correctly what ez Phone sent. But DECT terminal could not display
 correct state automatically. So if you want to see correct state(like DND, FWD and so on), you
 need to refresh DECT terminal by your hand. But ez Phone state is always correct. After
 making call and answering call, the DECT terminal shows you correct state automatically.
- If system does not give some feature for SLT and DECT, ez Phone does same for them.

Addition (Integration Version) – Over Version II

1. Operation for internal outgoing call (when ring back)



- Left button clicking is for drop the call.
- Right button clicking gives you more operations (Hang up, Message wait)

2. Operation for internal outgoing call (when ring busy)

BUSY	
DOOT	Hang Up
	Call Back
	Camp On
	Close
	<u>ि</u> २

- Left button clicking is for drop the call..
- Right button clicking gives you more operations(Hang up, call back, camp on)

Issue 1.0B

3. Operation for connected status



- No operation for left mouse clicking
- Right button clicking gives you 'hang up' operation

4. VMIB and Msg wait Notification



- If new message is arrived, the icon will be blink.
- And press the icon you can see what's new and can control them.
- Left side button is for VMIB and right side button is MSG wait.
- If you click left side button, you can see the count of left VMIB and control it.
- If you click right side button, you can see Message wait.

5. My station program (In Menu)

For this operation, you should assign 'phone line' in CTI server (3rd Party) like "line" assignment

(Station 10) - My Station Program	×
Wake Up	Preselected MSG Program
Password	Preselected MSG Selection
Temp COS	Ring Type Setting
BGM Assignment	LCD Language Mode
ICM Answer Mode	Headset/Speaker Mode
Reading Station Data Current Password (5 digits : 0 EMPTY New Password (5 digits : 0 ~	~ 9, , *)
	Close

- ✓ Wake up, Password setting, Background music and so on.
- ✓ Each attribute is displayed on bottom when you press the button. Then you can change or set data.
- \checkmark The message 'Operation success' means correct data
- ✓ Press 'New setting apply' when you want to change data..

6. Auto ACNR (Schedule Dial Window

• Ez Phone sets ACNR when 'Scheduled dialing' meets 'Busy State' for external outgoing call.

Issue 1.0B

7. SMS Over GSM

• Ez Phone can send SMS to Mobile Phone

🚘 (Station 10) – ez Phone File Program Tools About	<u>- 0 ×</u>
My Status 🔹 Short Cut 🖂 E-Mail 🖳 SMS/M 🎦 Simple 🚔 Print 📗	Exit
Offic Setting Master PC : InnoCOM File Type	<u>- </u>
Cell Mark -44 333-4444 Fuscaldo +39 321-5555 - +82 019-9145-2280 Here	A
Station Info Address Book FREPORT Station(12): Mark	
STA Name STA Cell Num Home Nun Clo Standard 10 150 150 150 Standard 12 Edit Ctrl + E 0.00.00 0 Standard 13 Edit Ctrl + E 0.00.00 0 Standard 15 Get Outlook Schedule Ctrl + S 0 0 Standard 18 Dial Reservation Ctrl + M 0.00.00 0	ose I≣ ć
Send SMS to Mobile Hide Icon Show Icon Hidden Show Icon Hidden Pad E Trans H Hold Park Y Conf (PACNR a) FWD A DND A	MON

Step 1: Drag Icons with mouse and Click Right Mouse button and then Click 'Send SMS to Mobile (For Station Window)

Step 1':Check the check box and Click Right Mouse button and then Click 'Send SMS to Mobile (For Address book Window)

Step 2: The targets will be into SMS Sending Dialog.(You can set target directly with insert button on SMS Sending Dialog.

Step 3: Write some message in to Message Text Box

Step 4: Send ..

Note: To send SMS, you should set previous setting correctly.

About Setting is below.

Issue 1.0B

◆ SMS Previous Setting

You should restart ez Phone when any setting changed.



Right status for sending



Wrong status for sending

1. Master PC (Master PC can be ez Phone or ez Attd)

- ✓ If your computer has SMS Modem or connection to SMS service hardware.
- ✓ Check Master PC check box

SMS Setting Window
🔽 Master PC (IP : 150, 150, 57, 95)
InnoCOM File Type
IN
OUT
PROTOCOL
ID Code Notification
Client PC
127 . 0 . 0 . 0
OK Close

(File Sharing Type)

- a) File Sharing Type(Innocom GSMline SMS should be set to send message)
 - i. Set SERVER/OUT Path for sending SMS(Supported Current Version)
 - ii. Set ID code

• Now ez Phone(Version III 3.0Af) supports only "Inocomm file sharing way" for sending SMS

2. Client PC (Client PC can be ez Phone or ez Attd)

 \rightarrow If your computer is client of Master PC that has SMS Modem or connection to SMS service hardware.

 \rightarrow Check Client PC check box

SMS Setting Window
F Master PC (IP : 150, 150, 57, 95)
InnoCOM File Type
IN
OUT
PROTOCOL
ID Code Notification
Client PC
Master IP Address
195 . 225 . 33 . 130
OK Close

✓ Just Set Master PC IP Address.

New and Modified Feature (Integration Version)

1. Option Window & New Feature

Option	×
Pop up Window Style C Main Window O Normal Popup Win C Simple Popup Win Contacts Display Tir	ndow Outlook Contacts ndow E-Mail Notification
 Ringing 	C Connected C Manually
Search Option	
Characters	Search from first
Phone Number	Search any matching
Call number filtering	Search from first Search any matching
Your country code di	igit 82
International Code dig	git 001
	Filtering prefix code
Top Toolbar Option - Short Cut	Recorder
	OK Close

1) Search Option (Version II 2.0Ah Over)

Search option is added two features for searching list for station info and address book.

✓ Characters (Station name, First Name , Last Name)

✓ Phone Number

If you want to search list with the first character matching, select 'Search from first'

If you want to search list any matching list, select 'Search any matching'

2) Top Toolbar Option (Version III Only)

1. Short Cut

Show Short Cut Icon

2. Recorder Link

Show Recorder Link Icon

Issue 1.0B

3) Recording Link (To send data to call recording program) (Version III Only)



Condition

1. When you have a connected call on ez Phone

2. a) Call Recording program is installed and running on window.

- > ez Phone send data(phone number, first name, last name)
- > Call Recoding program will update the data and starting recording
- b) Call Recording program is installed and not running on window.
 - > ez Phone executes the Call Recording Program
 - > ez Phone send data(phone number, first name, last name)
 - Call Recoding program will update the data and starting recording

4) Agent Log In (Version III Only)

If your station is dummy station, you can see below dialog and log in with agent number and password.

Hot-Desk Log In					
Agent Number	392				
PW (5 Digits)	Nokokokak				
	ок	Cancel			
		Cancer			

5) Agent Log out (Version III Only)

When ez Phone is closing, you can see below dialog if your station is logged in as agent.



Issue 1.0B

6) Conference Room (Version III Only)

> You can make, join and delete the conference room.

Conference Room		×
Room Number PW (5 Digits)	570	
Make	Join	Delete
		Cancel

7) Key mapping (Version III Only)

- > You can change key mapping.
- > Make sure the focus on the window that the key is valid.

Key Mapping	×
Setting Key Selection Hold Keypad Display On/Off Hook Park Search Short Cut Display Transfer Unhold Unpark	Current Key Ctrl+Shift+S New Key Input Assign Remove Reset All
	OK Cancel

8) Default Text For Email (Version III Only)

> Below message will be inserted the email client automatically.

Customize			J	×
Customize - Categories E-Mail Setting]	•		
E-Mail Default Text-				7
Default Show (Text			▼ + -	
Default Long Text			×.	
	OK		Close	

- 9) This is today note. (Version III Only)(Version II) → Note is not based on day.
- You can save the text for each day



10) Joint Conference room or transfer Conference room. (Version III Only)

- Make sure the password. If there is no password just number (e.g. 570) is enough.
- ▶ If the password existed, add the password after number with '/'
- Conference room call only supports 'dial' and 'hang up'



11) Drag and Drop Conference Call (Version III Only)

- 1. Drag station or address book and drop for conference.(First member)
- 2. If call member is over then 3, press Pre Add Conf and do drag & drop.

🚔 (Station 100) - ez Phone				
File Program Tools About				
🛛 🌉 My Status 🛛 💽 Recorder 🛛 🖂 E	E-Mail	SMS/M 🎦 Simple	🖨 🛛 Pri	int 📗 Exit
CO 4 00139123456 00 : 2 Name : DIEHEI	Pirst Name Company Office Num Cell Num Memo	:	Last Name: Job Title : Home Num: Email :	
Confer	rence	2	신 Clear	Delete
100 103NICK 104수정	H리 Add Conf Pre Ad	Phone Number CO 4 00139123456789	Schedu	Send Clear
	- 1-		n 1_0	
Sead 🗗 Trans 🖪 Hold	🧧 Park 🛛 😵	Conf (FACNR a) FWD 🕰	DND 📈 MON

12) Quick Operation (Version III Only- Deluxe Version Only)

> User can dial directly with tray icon right pop-up menu when ez Phone window is minimized.

Outgoing 11:37	1003 K,R Kim		S. D. Contraction	
Outgoing 11:37	314504615 Jone	e Smith		<i>6</i>
Incoming 11 : 35	5 1004 1004			12 C
Incoming 11 : 35	5 1003 1003		The second second	
Outgoing 11 : 34	93830991 CNB		中國政府的政治	
Outgoing 11 : 34	1008 108keep		ALL STREET	1
Outgoing 11 : 34	1006 1006			
Outgoing 11 : 34	1007 1007			
Outgoing 11 : 34	1004 1004			
Outgoing 11 : 34	1003 1003		Recent Call	F
			Monitor Button	
				_
			Open Main Window	
👜 ez Phon	🛅 system 32	🙀 Debuş	Exit	Le La
		1.0		

13) About Slave Station

ez Phone works with only Master Station, so 'Call log' and 'Call Information' of Slave is not supported.

14) About MS Office Security(Service pack is installed)

- If you meet the follow message box from MS Outlook when importing or exporting 'Contact' or 'Schedule'. You should confirm the message box.
- Check the check box then click 'Yes' button. If you click 'No', there will be error message in ez Phone. In this case you should restart ez Phone

Microsof	ft Outlook	×			
⚠	A program is trying to access e-mail addresses you have stored in Outlook. Do you want to allow this?				
	If this is unexpected, it may be a virus and you should choose "No".				
\langle	Allow access for 10 minutes				
	Yes No Help				

If you don't want to see the message, you need to install 'Express Click yes' program of Microsoft.