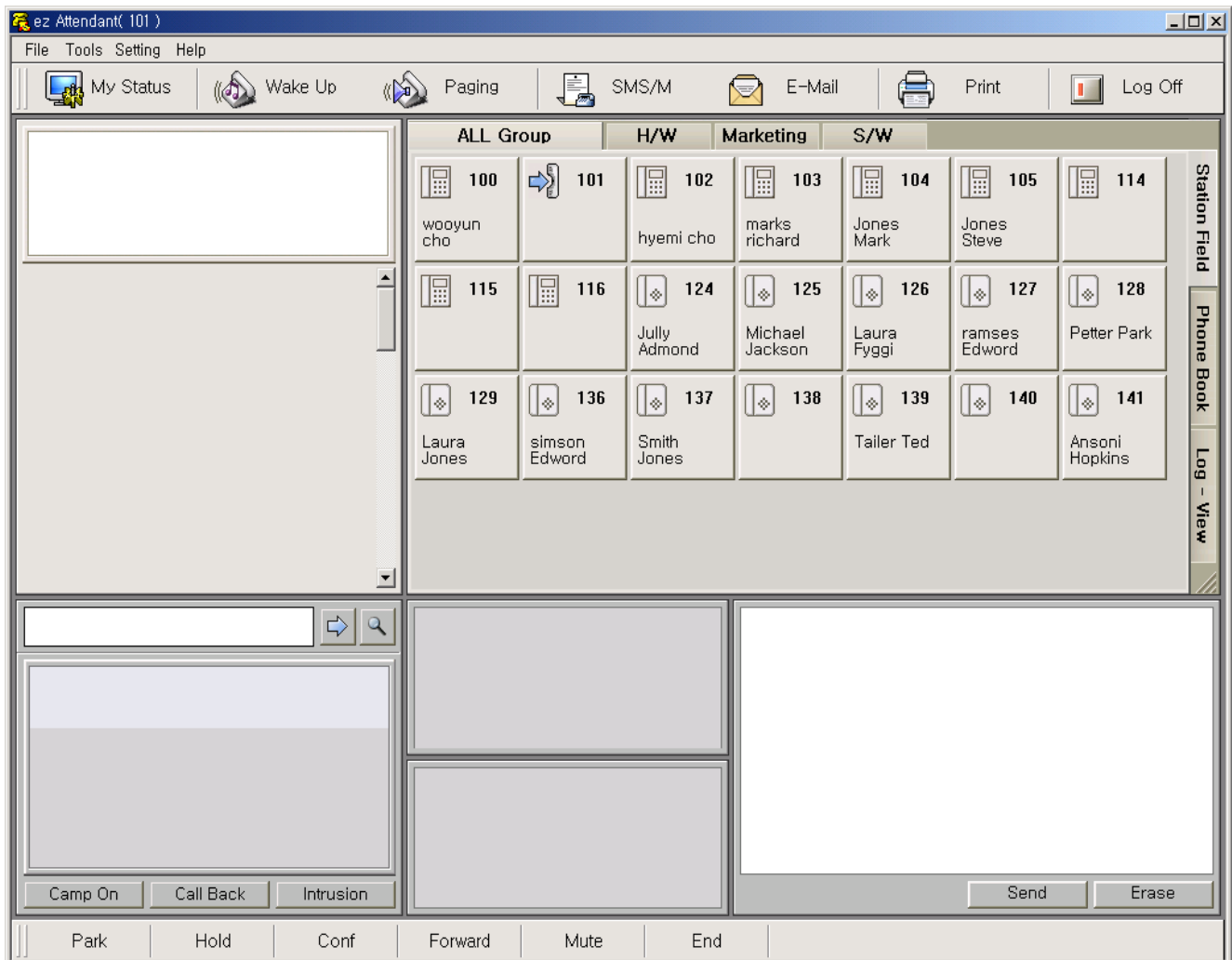


# ez-Attendant

## Installation and User Guide



## History

Issue	Date	Description
Issue 1.0a	2003.09	Initial Description
Issue 1.0b	2003.10.23	Added about Log-view, information window.
Issue 1.0c	2003.11.22	Unscreened transfer, SMS to GSM Modem function added. Search option, trace save option function added.
Issue 1.0d	2004.01.31	Use of ms-outlook schedule.
Issue 1.0e	2004.03.22	Recall History, Display stations by ascending logical number, small button type.
Issue 2.0a	2004.4.16	Scheduler auto loading time interval, log view delete, speed bin data for 600 hotel, scrolling station list, phonebook list when find matched item, group call window display, co line display window , hot desk function.
Issue 2.0b	2004.9.15	Sorting station buttons by logical number/user name, Prepaid call function, Display selected stations, CO line outgoing disable/enable, Account code Wake Up/Recorder Icon Selection.
Issue 2.0c	2004.11.17	LDK-20 system added, co line drop function
Issue 2.0d	2004.12.03	GSM modem usage in Appendix
Issue 2.0e	2005.01.10	Conference Room Manager
Issue 2.0f	2005.03.15	Make it possible to logon either IP-LDK system or iPECS system
Issue 2.0g	2005.12.07	CI is changed
Issue 2.0h	2006.04.14	ARIA SOHO system is added
Issue 2.0i	2006.08.17	LDK-60 system, Fixed Line SMS function added
Issue 2.0j	2006.09.29	STATION name restriction
Issue 2.0k	2007.02.22	The documents for general Call Servers and iPECs were integrated into one.
Issue 2.0l	2007.11.28	My status dialog box's been changed because lunch time's added.
Issue 2.0m	2008.02.22	The explanation for some feautes were corrected.
Issue 2.0n	2008.09.19	User guide is unified to on(GSNAT)
Issue 2.0o	2008.12.08	Outlook pop-up setting's been add on Customized Dialog, drag&drop function for queued call's been added.
Issue.2.0r	2009.09.02	Appendix F's been added for DN numbers in MG systems.
Issue.2.0s	2010.06.30	CI changed from LG-Nortel to LG-ERICSSON
Issue.2.0t	2010.09.07	Added Auto Start and Auto Logon function Authorization code function is added

Issue. 2.0t	2010.11.23	“iPECS 1200” system’s been added.
Issue. 2.0u	2011.04.15	“Use 8 digits” is added Hotel Suite Room function and room status are added

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## **1 Introduction**

This document provides installation and user operating instructions for the LG-Ericsson ez-Attendant PC based software application. The document includes an overview of ez-Attendant, as well as detailed directions for installation of the ez-Attendant application in a PC, connecting the PC to the host LG- Ericsson telephone system and an operational guide for the ez-Attendant user.

Several terms used in this manual are defined below for clarity:

- Select: with the mouse, move pointer to object and click on the left button of the mouse,
- Enter: type the input, characters or digits, using the keyboard or in the Keypad window, click on digits with the mouse.
- Call Server: LG-Ericsson telephone system.



## 2 Overview

ez-Attendant is a software application designed to enhance the attendant functionality of the Call Server by visualizing the Attendant call handling and control functions. ez-Attendant works in conjunction with the Attendant's multi-button phone providing enhanced attendant functionality and efficiency. The user interfaces with the ez-Attendant screen, Figure 2, using the mouse (point and click) or programmable 'Hot Keys' to select features and functions available. A pop-up Incoming Call window notifies the user of incoming calls while working with other applications (word processor, spread sheet, etc.). When user doubleclick on the task bar of ezAttendant, it can do former operation.

ez-Attendant incorporates a database for internal users and external contacts and shares the System Speed Dial data with the Call Server. The database entries can be searched and used to place calls. The external contact database can be linked to a private or shared PIM (Personal Information Management) database including Outlook, Goldmine or ACT!. Also schedules of internal extension users in public Outlook files can be shared with and displayed on the ez-Attendant screen.

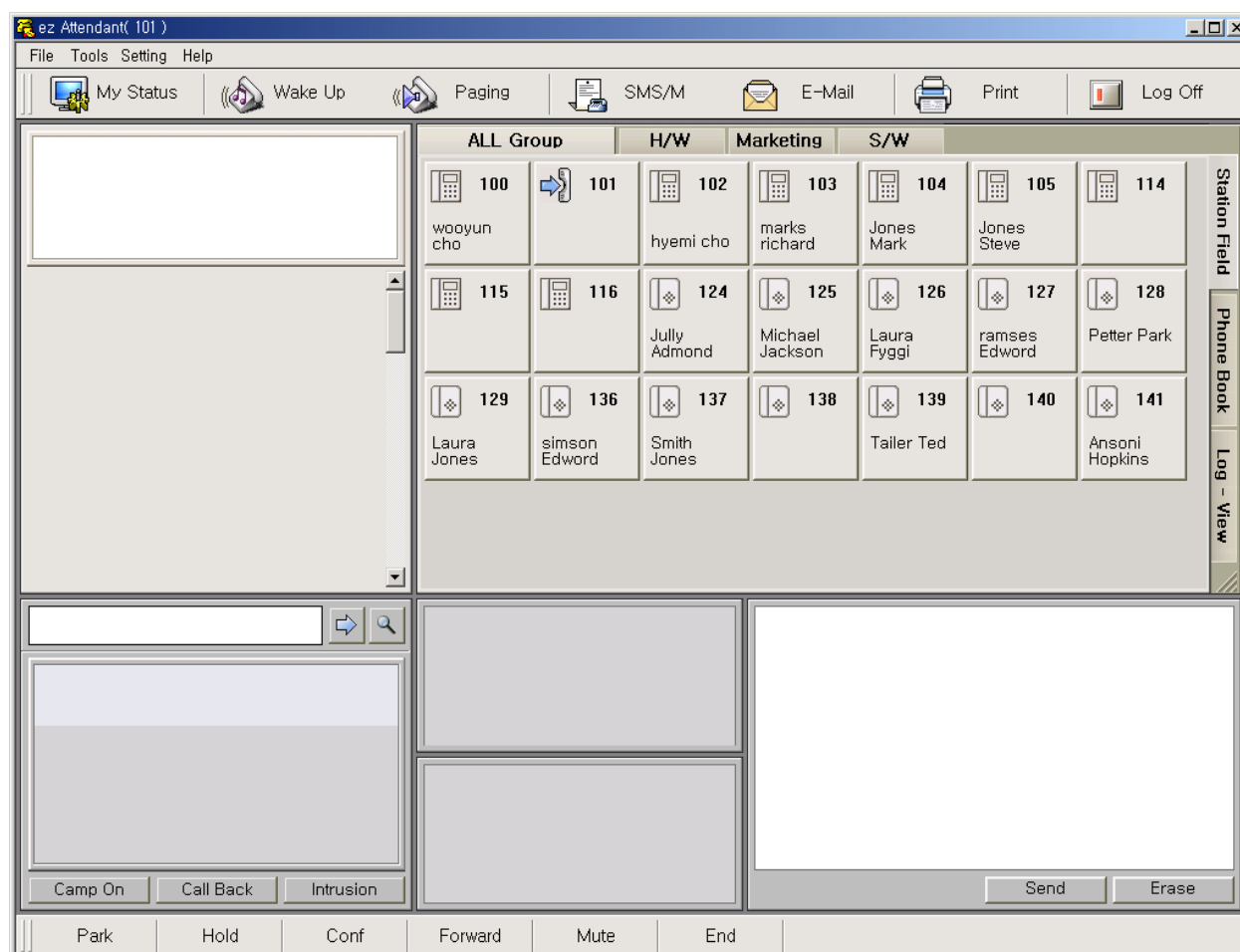


Figure 2 ez-Attendant Screen

## 3 Installation

Installation is a 3 step process; install the ez-Attendant application in the desired PC, configure ez-Attendant and connect the ez-Attendant PC to the host Call Server. Note that after configuring ez-Attendant, the ez-Attendant PC should be restarted to assure all configuration information is available in active memory.

### 3.1 PC Requirements

The ez-Attendant application software requires a PC with the recommended configuration defined below:

**Table 3.1 Hardware Requirements**

ITEM	REQUIREMENT	REMARK
Call Server System	ipLDK, iPECS, iPECS-MG systems	DKTU, SLT, DECT(GDC-345)
Operating System	Windows-based	Windows 2000, Windows XP Windows Vista, Windows 7
Processor(recommended)	Pentium IV, 2GHz	
RAM	512MB	
Video Card	SVGA	
Network Interface Card	10/100 Base T	
Computer Accessories	CD-ROM drive, Keyboard, mouse	
Hard Disk Space	100MB	
Call Server Connection	Each system should have LAN port	

### 3.2 Host Telephone System

ez-Attendant is designed to work with the Call Server which must be equipped with a LAN port for connection to the ez-Attendant. ez-Attendant is compatible with all Call Servers below:

- ❖ ARIA SOHO, LAN port is standard
- ❖ ARIA SOHO IP, LAN port is standard
- ❖ IP LDK-60, LAN port is standard
- ❖ IP LDK 50 with LAN option board
- ❖ IP LDK 100 with LAN option board
- ❖ IP LDK 300, LAN port is standard
- ❖ IP LDK 600, LAN port is standard
- ❖ iPECS 100, LAN port is standard
- ❖ iPECS 300, LAN port is standard
- ❖ iPECS 600, LAN port is standard

- ❖ iPECS 50A, LAN port is standard
- ❖ iPECS 50B, LAN port is standard
- ❖ iPECS-MG 300
- ❖ iPECS-MG 100
- ❖ iPECS 1200

The Call Server MPB (Main Processor Board) must be equipped with the software version 3.7Aa or later. In case of iPECS systems, the MFIM must be 3.0A1 or later. In addition, the Call Server must have a fixed (static) IP address. For security purposes, a private IP address is recommended. The ez-Attendant PC will support static or dynamic IP addressing.

ez-Attendant will operate in a networked environment where several Call Servers are interconnected. In the networked environment, the BLF Manager server, which runs on a separate PC, provides status information on up to 50 extensions of each network node to ez-Attendant.

## 3.3 ez-Attendant Application Installation

The ez-Attendant application is installed on the PC using the supplied CD. Installation uses an Auto Run program that will start when the CD is placed in the PC's CD ROM drive. Once started, the InstallShield Wizard, Figure 3.3a,

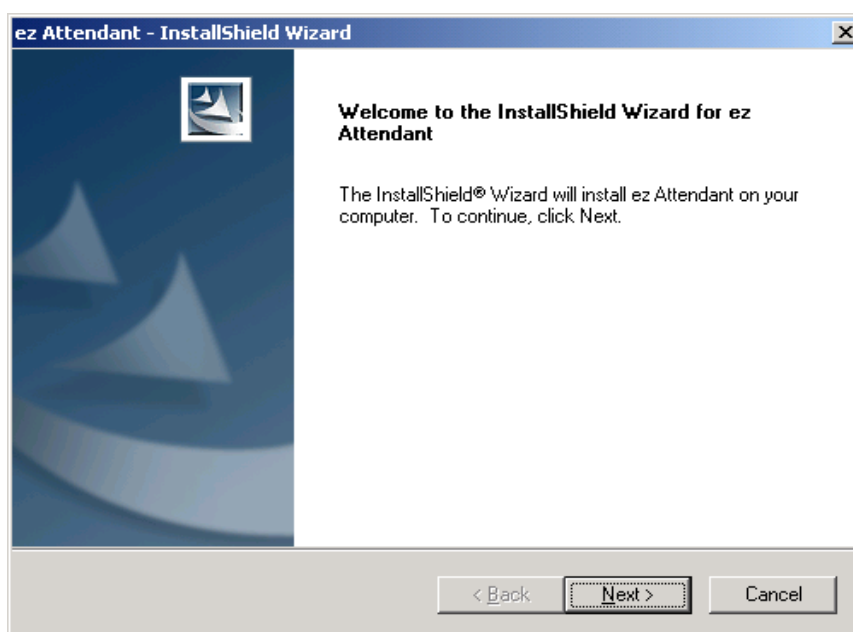


Figure 3.3a ez-Attendant Wizard

Click **Next**; the install progress screen will appear followed by the install complete screen, Figure 3.3b.

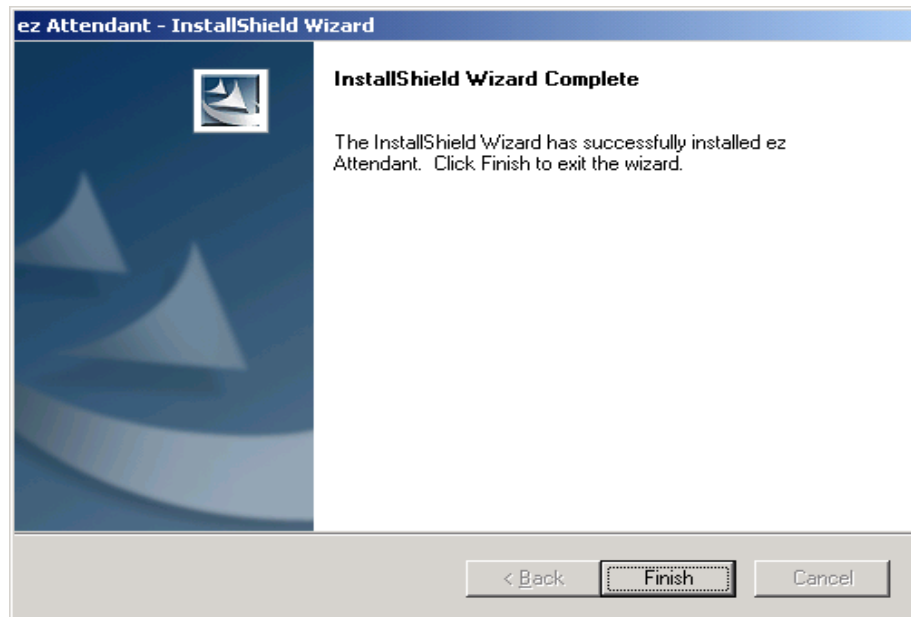


Figure 3.3b ez-Attendant Install Complete

Click **Finish**, and the windows desk top will appear with the ez-Attendant short-cut on the Windows desk top, circled in red in Figure 3.3c.

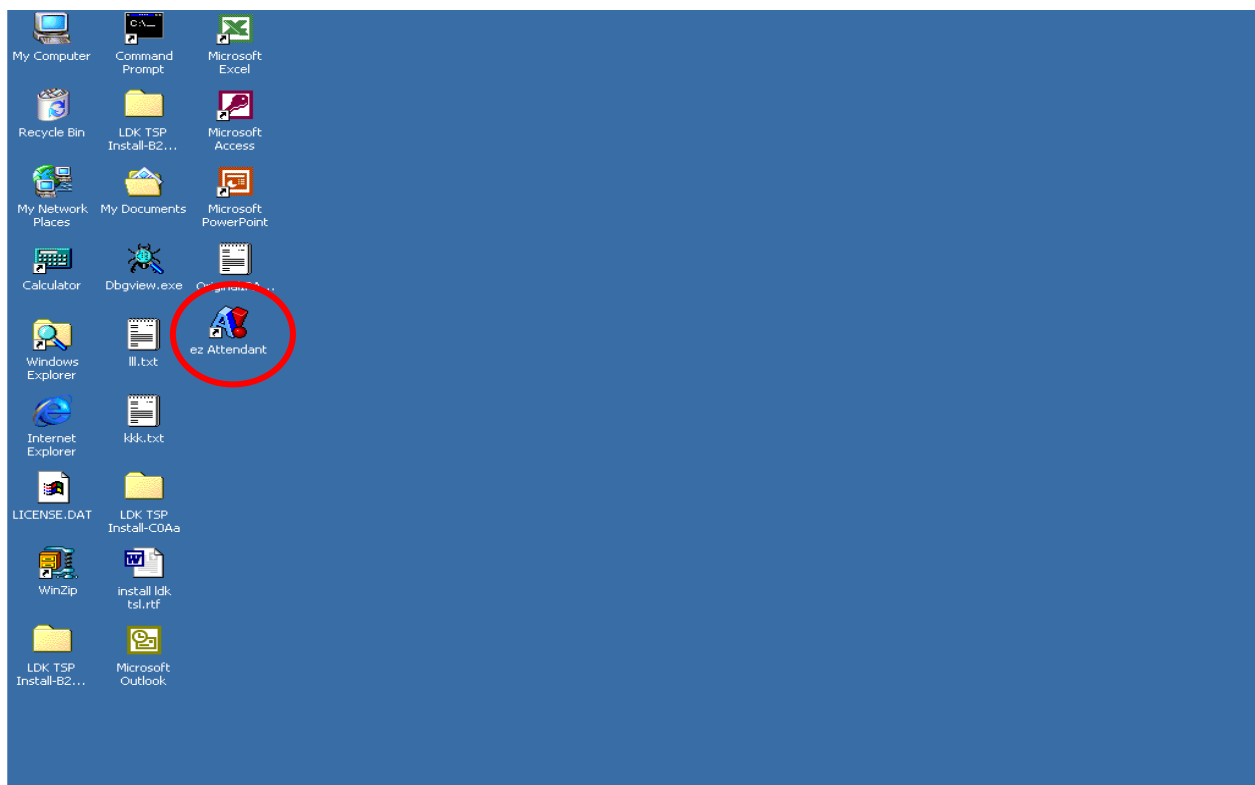


Figure 3.3c ez-Attendant Short-cut

Once completed, the ez-Attendant is operational; however, for proper communication with the Call Server, it is necessary to install a “software lock-key” in the host Call Server system. For instructions regarding Lock-key installation, refer to the Call Server’s Lock-key installation guide. This Lock-Key installation guide is included in the Call Server’s manual.

### 3.4 ez-Attendant Configuration

There are several mandatory configuration items, which must be input to ez-Attendant for proper operation. Specifically, the IP address of the host Call Server’s LAN port and the Attendant extension number must be properly set. These items as well as a number of other configuration items are set in the tabbed pair of windows, *Display* and *Settings*, Figures 3.4a and 3.4b.

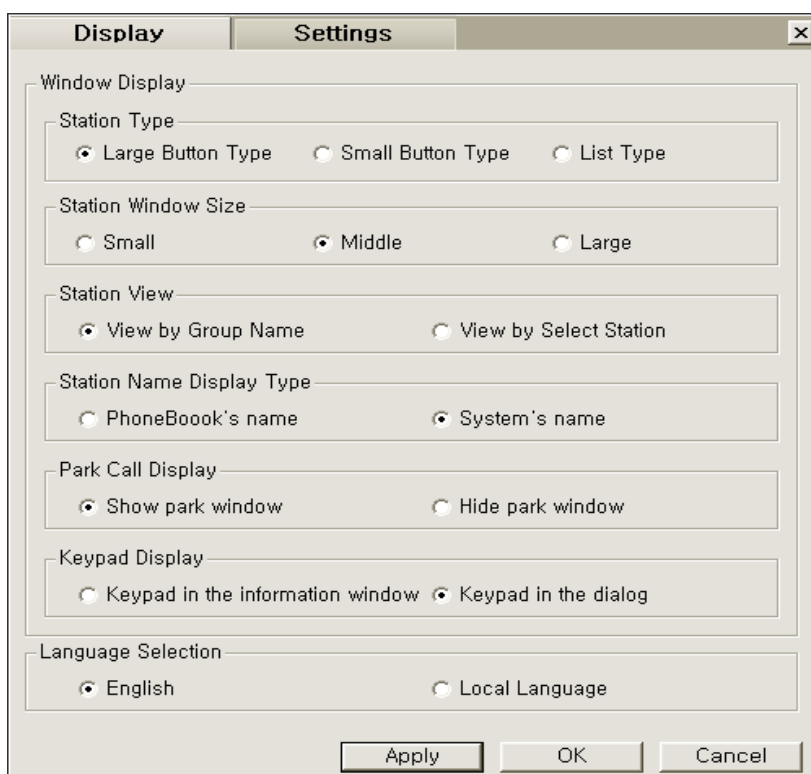


Figure 3.4a Display Window

The 'Settings' window is organized into the following sections:

- Network Adapter Selection:** Adapter List (Marvell Yukon 88E8039 PCI-E Fast Ethernet Controller -), IP Address (150.150.131.6)
- System Setting for LogOn:** System (iPECS-MG 300 OFFICE)
- Log On Information:** IP (192.168.123.33), Port (5000), Attendant No (100)
- SMS Information:** Master PC (checked), Sending Type (Not Used), Configuration button, Client PC (unchecked), Master IP
- Forward Information:** Forward No (103)
- Group Setting Information:** Company (LG)

Figure 3.4b Setting Window

As shown, these windows are divided into sections for various characteristics which are described in the following paragraphs in the order displayed above. Additional configuration items from other dialog boxes are also covered in this section.

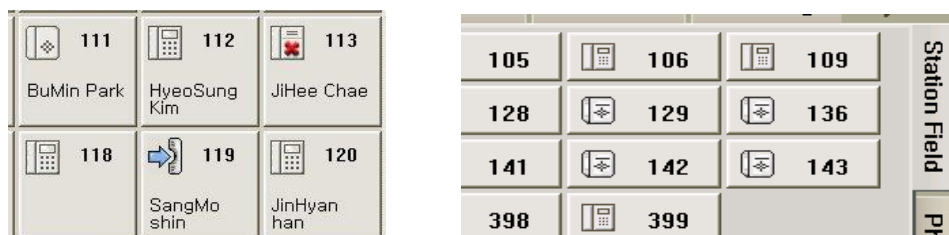
## 3.4.1 Display Window

### 3.4.1.1 Station Type and Window Size

The *Station Window* in the ez-Attendant main screen is intended primarily for use as a status display of the host and, if assigned, the networked Call Server's stations. Note that the *Station Window* is also used to display the ez-Attendant Phone Book and to view call logs by selecting the appropriate tab to the right of the window. When used in the *Station Field view*, the display indicates the status of internal stations and allows the Attendant to call individual stations by selecting the desired station button.

For convenience, under the Station Field tab, the stations can be displayed in one of three 'Types' or views: Large Icon button, Small Icon button and List view, Figure 3.4.1.1a. In the Large Icon view each station is displayed with the station name and number and a phone Icon which is used to indicate status of the extension. The Small Icon view displays the station number and a smaller phone Icon, again used to indicate extension status. In the List view, extensions are shown in a simple list with the name, number and other user related phone

numbers as well as the small phone icon for status.



ALL Group		Hardward	Marketing	Survey		
Status	STN	First Name	Last Name	Department	Business No	Mobile No
	100	Greg	Frieda	Hardward		
	101	Stephen	Downes	Hardward		
	102	Chris	Eliasmith	Marketing		
	103	Tom	Stone	Marketing		
	104	Erase	Bien	Survey		
	105	Anthony	Sharkey	Survey		
	106					
	107					
	108					

Figure 3.4.1.1a Station Button and List view display

The size of the *Station Window* can be adjusted for Small, Medium or Large to increase the number of button rows or list items displayed. The number of rows displayed is based on the Window size and Type selected as in Table 3.4.1.1 below for the default resolution (1024 by 768 XGA). In both the Large and Small Icon view seven columns of icons are displayed.

Table 3.4.1.1 Station Window Size

Window Size	Displayed Rows/buttons		
	Large Icon	Small Icon	List
Small	4/28	8/56	13
Middle	5/35	10/70	18
Large	6/42	12/84	21

The view and size are configured in the **Station Type** and **Station Window Size** sections of the *Display Window*, Figure 3.4.1.1b. To access these sections of the *Display Window*;

- select **Setting** from the Menu bar,
- select **Option** from the Setting Menu,
- select the **Display** tab from the *Display* and *Settings Window*.

Click on the 'radio button' for the view desired; for a Large Icon display select **Button Type**, for the Small Icon display select **Small Button Type** and for the List display select **List Type**. For

the **Station Window Size** select the radio button desired, **Small**, **Middle** or **Large**. Refer to Table 3.4.1.1 for the number of rows that will be displayed for each selection. Select **Apply** which will save the selection and allow further entries or **OK** which will save the selection and return to the ez-Attendant main screen.

Figure 3.4.1.1b Station Window Display Mode

## Notes:

- As the size of the *Station Window* is increased, the size of the *System Text Message*, *Schedule* and *SMS* (Short Message Service) windows will be decreased.
- For iPECS-MG system, ez Attendant supports DN list and please refer to the [Appendix F](#) for detail information.

## 3.4.1.2 Station View

The *Station Window* displays stations by groups. The active group display is selected from the tabs at the top of the *Station Window*. Groups available are based on the group (department) name in the internal Phone Book or a single group of “selected stations”. The user can select to view stations by group name or by selected station. Selecting **View by Group name**, will display stations by the department name registered on the Phone Book, refer to [section 3.4.2.5](#) to add/edit Group names members. Choosing **View by selected stations**, the ez-Attendant displays stations selected by user as below.

To display selected stations;


- select **Setting** from the Main Menu,
- select **Option** from the **Setting** Menu,
- select the **Display** tab from the *Display and Settings Window*,
- click the radio button with **View by Selected stations** text to display selected stations,

Figure 3.4.1.2a station view tab

After selecting **View by Select Station**, stations can then be assigned to the selected stations group.



To select stations for monitoring;

- select **Setting** from the Main Menu,
- select **Selected Station View** from the **Setting** Menu ,Figure 3.4.1.2b,
- select stations for monitoring and select  ,
- Select the Close button to store the selection and exit.

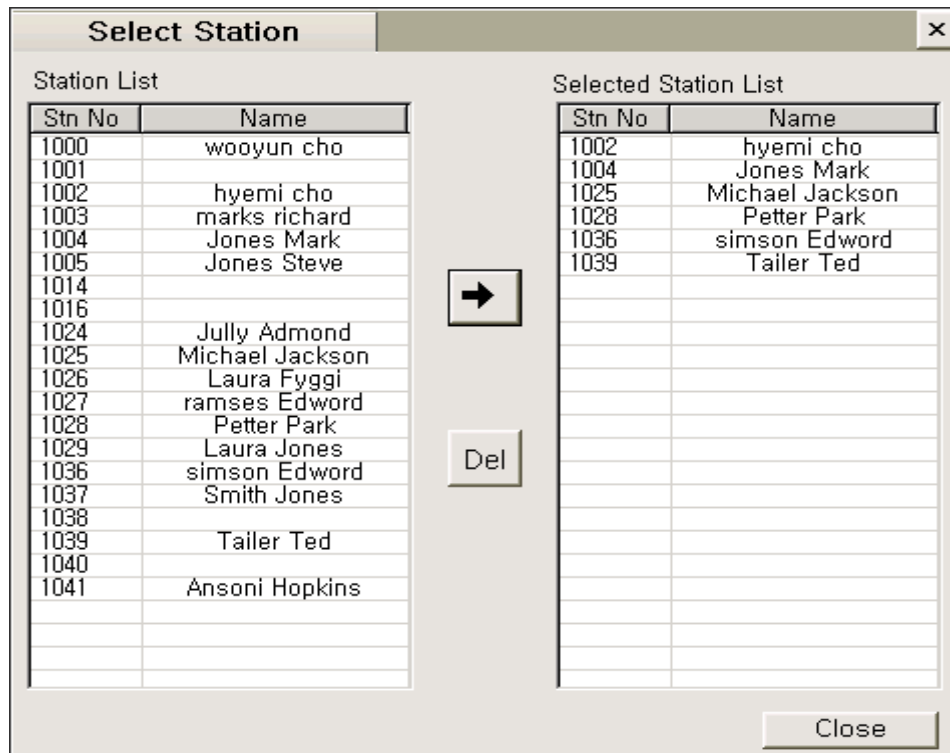


Figure 3.4.1.2b Select station window

When complete, the Station Window will display the “ALL Group” and “Selected Stations” tabs as shown in Figure 3.4.1.2c and will not display stations by the Group(department)name.



Figure 3.4.1.2c Select station view

### 3.4.1.3 Button View Number/Name Sort

When the Button Type view is selected, the buttons can be displayed sorted by extension number or names. When sorted by number, the lowest station number is shown in the upper left and the highest is shown in the lower right, Figure 3.4.1.3a. When sorted by name, the buttons are sorted in the alphabetic order of the first name as shown in Figure 3.4.1.3b. To change the sorting option;

- Right click using the mouse with the pointer in the *Station Window*,
- Click **Sort By name** or **Sort By Number**.

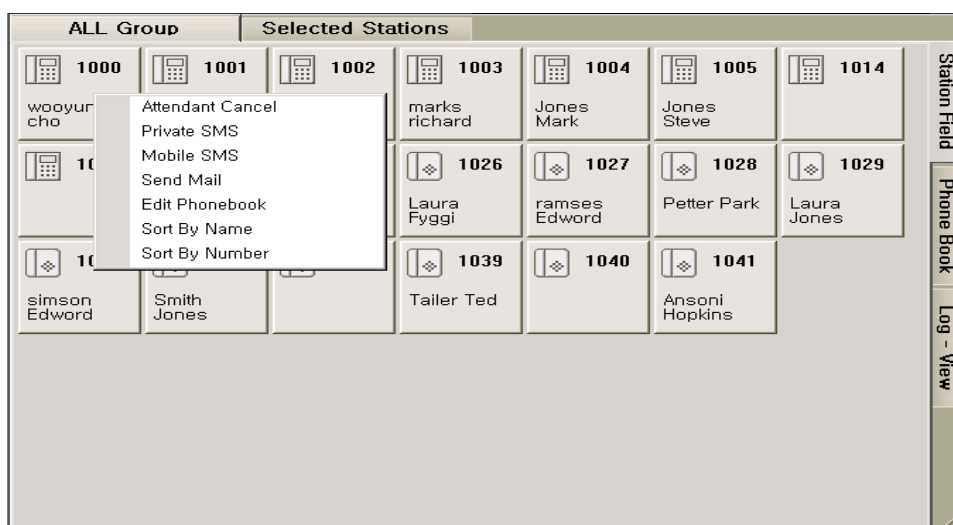


Figure 3.4.1.3a Popup Menu on the station window

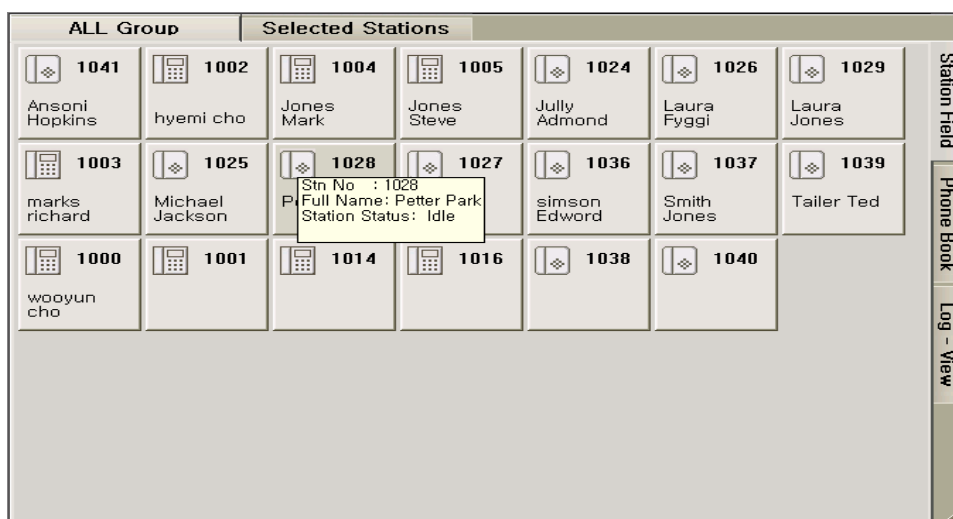


Figure 3.4.1.3b Station window sorted by name

Notes:

The default sort order is **by Number..**

## 3.4.1.4 Station Name Display

The Station Name Display Type has two types. First one is display by Phonebook's name. Users register directory information for internal user on Phonebook. After connected to the system, ez Attendant displays user's full name registered on Phonebook as directory. The other is display by system's name. If system administrator registered name for each station, ez Attendant gathers those information during login process. And user can see station's name registered in the system.

To access this section;

- Select **Setting** from the Menu bar.
- Select **Option** from the **Setting** menu.
- Select the **Display** tab from the Display and Settings Window.



Figure 3.4.1.4 Station Name Display Type

Click the desired 'radio button' to select display by Phonebook's name or System's name.

## 3.4.1.5 Call Park Display

The *Call Park Window* displays information on calls that are "parked" by ez-Attendant. Included information is the Park Zone and the caller Id for the parked call. The window will be shown just above the Lower Tool bar. As a default the *Call Park Window* is not displayed. ez-Attendant may be configured to show this window from the **Park Call Display** section in the *Display Window*, Figure 3.4.1.5. To access this section;

- select **Setting** from the Menu bar,
- select **Option** from the **Setting** menu
- select the **Display** tab from the *Display* and *Settings Windows*.

Click the desired 'radio button' to select **Show** or **Hide** the *Call Park Window*. Select **Apply** which will save the selection and allow further entries or **OK** which will save the selection and return to the ez-Attendant main screen.

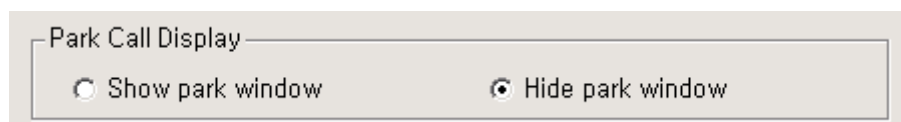


Figure 3.4.1.5 Park Call Display

## 3.4.1.6 Keypad Display

ez-Attendant can display a ‘telephone keypad’ which the attendant can use to place internal or external calls in place of the Attendant’s multi-button phone. The keypad can be displayed in either the *Information* or *Queue Window* based on the option selected in the **Keypad Display** section of the *Display Window*, Figure 3.4.1.6. To access the **Keypad Display** section;

- select **Setting** from the Menu bar,
- select **Option** from the **Setting** menu,
- select the **Display** tab from the *Display* and *Settings Windows*.

Click the desired ‘radio button’ to show the keypad in the *Information* or *Queue Window*. Select **Apply** which will save the selection and allow further entries or **OK** which will save the selection and return to the ez-Attendant main screen.

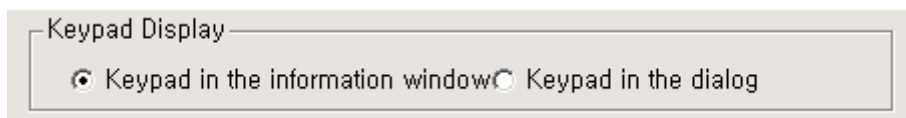


Figure 3.4.1.6 Keypad Display option

### Notes:

- It is recommended that the Keypad be displayed in the Information Window.
- Hunt Groups can not be assigned a button in the Station Window therefore; the keypad is used to place a call to a station Hunt Group.

## 3.4.1.7 Wake Up/Recorder Link Icon Change

The ez-Attendant Upper Toolbar can be assigned with either a Wake Up icon or a Recorder link icon. With the Wake Up icon the user can quickly set a ‘wake-up call’ or alarm to an extension, refer to [section 4.9.1](#). With the Recorder icon the user can quickly activate the Conversation Recording application. To employ the Recording application, the Attendant must use an LDP-7024 or 7024LD Multi-button phone equipped with the USB option board, the ez-Attendant PC must have the Recording application installed and the ez-Attendant PC must be connected to the Multi-button phone USB port. For operation of the Conversation Recording feature refer to the Recorder Application User Guide. For particulars please apply to the System sellers.

As a default the ez-Attendant is configured with the Wake Up icon. To change Wake Up/Recorder icon;

- select **Setting** from the menu bar,
- select **Option** from the **Setting** menu,
- select the **Display** tab from the Display and Settings Windows. Figure 3.4.1.7a.
- click the desired ‘radio button’ to activate wake up icon or recording icon on Tool Up Bar.
- select **Apply** or **OK** button to save the selection.

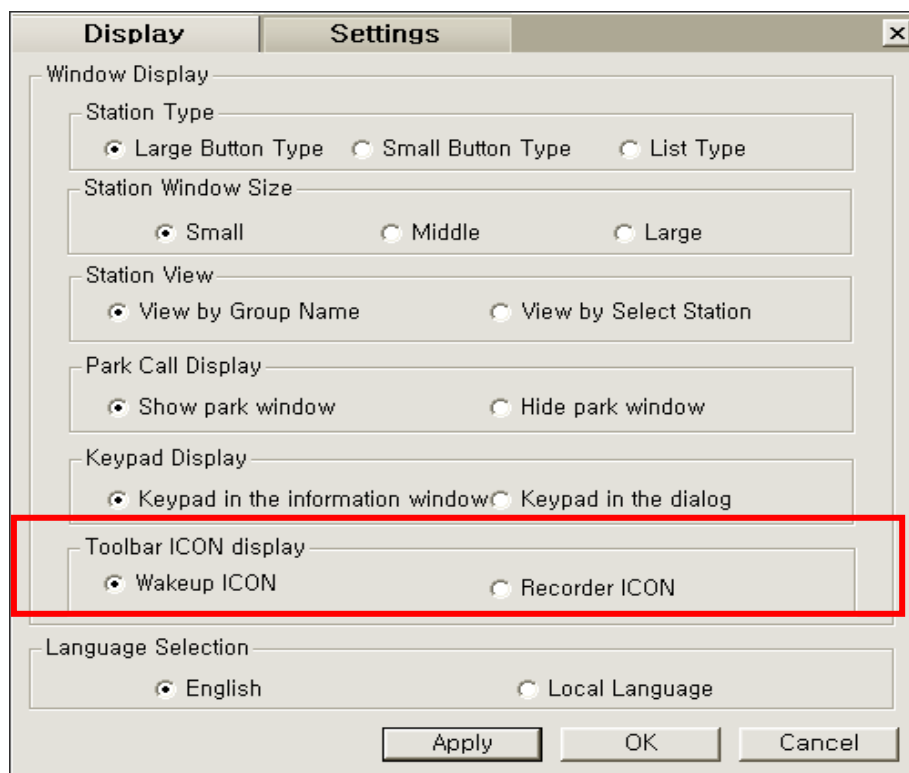
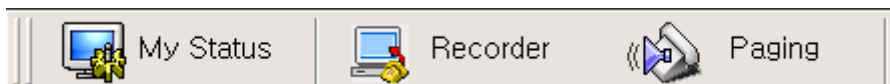


Figure 3.4.1.7a Toolbar ICON display



3.4.1.7b Activated with Recorder Icon



3.4.1.7c Activate with Wake Up Icon

**Notes:**

- In case of iPECS, the Recorder Icon and selection window do not supported by the system.

**3.4.1.8 Language Selection**

ez-Attendant can support either of two languages for the Menu, Tool bar and Window designations. The default language is English. The second language is defined as the Local Language which must be entered in the **pcatdlls.txt** file located in the ez-Attendant main directory, default LG-Ericsson/ez Attendant/. Prior to selecting the Local Language, it is necessary to edit this file which can be accomplished with any common text file editor, MS Notepad, Word, etc. The desired Local Language text is translated from the English text shown in this file, refer to [Appendix A](#). After accessing the file, you may edit the local language text.

The language is selected in the **Language Selection** section of the Display Window, Figure 3.4.1.8. To access this section;

- select **Setting** from the **Menu** bar,
- select **Option** from the **Setting** menu,
- select the **Display** tab from the Display and Settings Windows.

Click on the 'radio button' for the language, English or Local Language. Select **Apply** which will save the selection and allow further entries or **OK** which will save the selection and return to the ez-Attendant main screen.

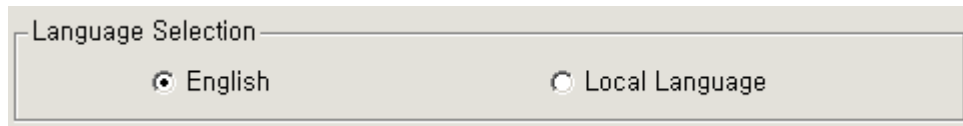


Figure 3.4.1.8 Language Selection dialog box

**Notes:**

- The default Local Language is Korean.
- Local Language words significantly longer than the English equivalent may cause unusual displays of the affected area. To minimize any difficulties in the display, the Local Language words should be approximately the same character length as the English nomenclature shown in the **pcatdlls.txt** file of [Appendix A](#).

## 3.4.2 Setting Window

### 3.4.2.1 Network Adapter Selection

The ez Attendant user can select a preferred network adapter to log on. Some PCs have more than one network adapters. And ez Attendant can be operated with specific network adapter.

To select a network adapter;

- select **Setting** from the Menu bar,
- select **Option** from the **Setting** menu,
- select the **Settings** tab of the *Display* and *Settings* Windows,

Using the drop down list, select the appropriate network adapter. When user select a network adapter, its IP address will be displayed on the following edit box. Select **Apply**, which will save the selection and allow further entries, or **OK**, which will save the selection and return to the ez-Attendant main screen.

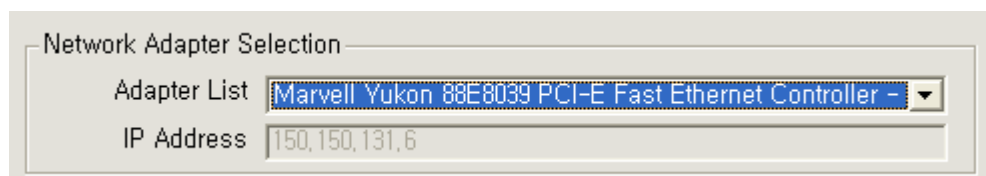


Figure 3.4.2.1 Network Adapter Selection

## 3.4.2.2 System Setting for Logon

The ez-Attendant user can select the target system type to log on. There are LDK600, LDK300, LDK100, LDK20 systems in LDK series. And iPECS system is the system developed based on IP. But using ez-Attendant, user can log on two different system without reinstallation. After installing the ez-Attendant, user must select proper target system to log on.

To access this section;

- select **Setting** from the Menu bar,
- select **Option** from the **Setting** menu,
- select the **Settings** tab of the *Display* and *Settings Windows*,

Using the drop down selection menu, select the applicable Call Server model. Select **Apply**, which will save the selection and allow further entries, or **OK**, which will save the selection and return to the ez-Attendant main screen.

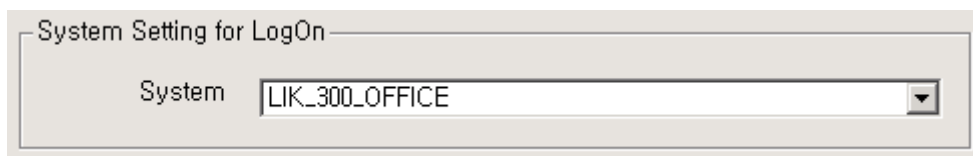


Figure 3.4.2.2 System setting for logon

### Notes:

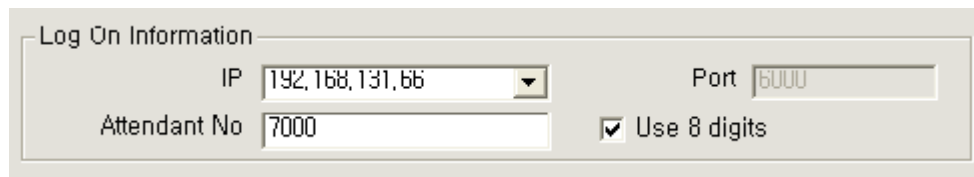
- The model of the host Call Server can only be changed when no user is logged on to the ez-Attendant.

## 3.4.2.3 Log On Information

The IP Address of the host Call Server and the Attendant extension number are mandatory data and are assigned in the **Log On Information** section of the *Settings Window*, Figure 3.4.2.1. To access this section;

- select **Setting** from the Menu bar,
- select **Options** from the **Setting** menu,
- select the **Settings** tab of the *Display* and *Settings Windows*,

Enter the IP address of the host Call Server and the extension number of the Attendant station associated with ez-Attendant. Select **Apply** which will save the selection and allow further entries or **OK** which will save the selection and return to the ez-Attendant main screen.



Log On Information

IP: 192.168.131.66

Port: 6000

Attendant No: 7000

☒ Use 8 digits

Fig 3.4.2.3 Log On Information in Option Window

**Notes:**

- The “Port” entry in the **Log On Information** section is the fixed UDP port used for communication between ez-Attendant and the Call Server.
- ez-Attendant supports the Hot-Desk feature of the Call Server. In this case, enter the appropriate Hot Desk extension number for the **Attendant No** in this section. Then, to log-on, the Attendant must enter the associated Hot-Desk password.
- Each ez-Attendant in an Call Server system, maximum five, must have a separate extension number based on the Call Server Attendant assignments (PGM 164 or 120 of the Call Server).
- In case of iPECS system, the types of Attendants are system attendant and main attendant. The functions of ez-Attendant are different depending on this condition.
- Use 8 digits should be checked depending on iPECS system admin. Log on can be failed because of the mismatch of that configuration.

#### 3.4.2.4 SMS Information

ez-Attendant can send short text messages (48 characters) to other ez-Attendants, ez Phones, LG-Ericsson multi-button display telephones and LG-Ericsson DECT phone displays. In addition, when ez-Attendant has access to a GSM modem, SMS (Short Message Service) to GSM phones can be supported. The GSM modem can be for exclusive use of an ez-Attendant PC or can be shared by multiple ez-Attendants and ez Phones with a GSM modem installed in a ‘Master PC’. The Master will function as the SMS server. The SMS function for GSM access is configured in the **SMS Information** section of the *Setting Window*, Figure 3.4.2.2a. The configuration includes selection of the SMS server (Master PC), the IP address of the Master PC (PC with the GSM modem), SMS file path and file extension. To access the **SMS Information** section;

- select **Setting** from the Menu bar,
- select **Options** from the **Setting** menu,
- select the **Settings** tab of the *Display and Settings Windows*,

In the SMS Information section, select either the **Master** or **Client PC** box as appropriate. For Client PCs, enter the IP address of the Master or SMS server PC. For the Master PC, click on the **Configuration** button to access the *Folder Setting* dialog box, Figure 3.4.2.2b and enter the



path to the GSM modem “server/out/” files as well as the SMS file extension.

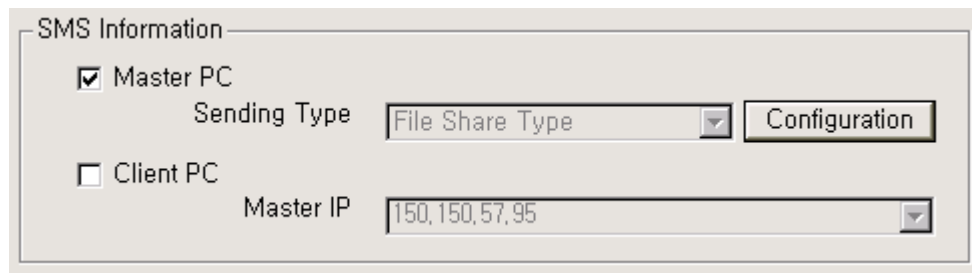


Figure 3.4.2.4a SMS Information dialog box

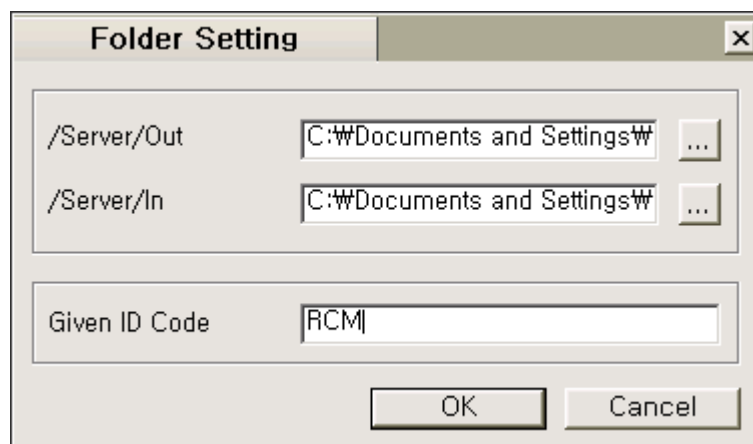


Figure 3.4.2.4b Master PC File Share Configuration Dialog Box

## Notes:

- To receive SMS messages the LG-Ericsson DECT phone (Model GDC34X).
- The “/Server/Out” path is the path to the GSM modem server/out directory; enter only that portion of the path leading to /server/out.
- The “/Server/In” path is the path to the GSM modem /server/in directory; enter only that portion of the path leading to server/in.
- The ‘Given ID Code’ is used as the SMS file extension and is used by the GSM modem software as a validation of user.

## 3.4.2.5 Auto Start & Auto Logon

ez Attendant can start and logon automatically by user selection.

User can check these options in the Program Start Option section of the Setting Window, Figure 3.4.2.5. To select these options;

- select **Setting** from the Menu bar,
- select **Option** from the Setting menu,

- select **Settings** tab from the *Display and Setting Windows*.

If Auto Start On Startup Window is selected, ez Attendant will start when user's PC starts. And if Auto Logon item is selected, ez Attendant operates logon process when it starts.

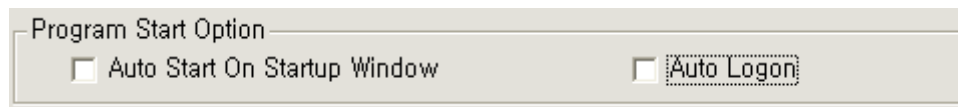


Figure 3.4.2.5 Program Start Option

## 3.4.2.6 Forward Information

When required, the Attendant may forward calls to another Attendant or extension in the host system without the need to Log-Off. The extension to receive calls is predefined in ez-Attendant. When activated by selecting **Forward** on the Lower Tool bar, all ez-Attendant calls are forward to the extension assigned in the **Forward Information** section of the *Setting Window*, Figure 3.4.2.6. To access this section;

- select **Setting** from the Menu bar,
- select **Option** from the Setting menu,
- select the **Settings** tab from the *Display and Settings Windows*.

Enter the extension number to receive calls forwarded from ez-Attendant in the **Forward No** box. Select **Apply**, which will save the selection and allow further entries, or **OK**, which will save the selection and return to the ez-Attendant main screen.

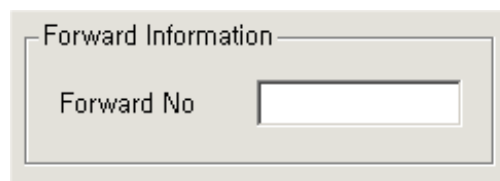


Figure 3.4.2.6 Forward Information

### Notes:

- The ez-Attendant extension must be allowed to activate Call Forward in the host Call Server system database and is subject to the conditions of the Call Server.

## 3.4.2.7 Group Setting Information

When groups are defined as departments, the company name can be defined. The company name is defined in the Group Setting Information section of the *Setting Window*, Figure 3.4.2.5. To access this section;

- select **Setting** from the Menu bar,
- select **Option** from the Setting menu,
- select the **Settings** tab from the *Display* and *Settings Windows*
- enter the company name in the **Company** box.

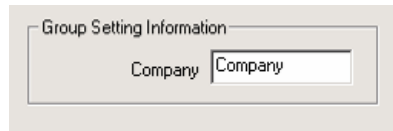


Figure 4.3.2.7 Group Setting Information

### 3.4.3 Station Window Display Groups

When the ez-Attendant is assigned to display stations by group name, see [section 3.4.1.2](#), the Station Window will provide tabs at the top of the window for each group from the internal Phone Book. When a tab is selected, the stations assigned to that group are displayed as shown in Figure 3.4.3a. Commonly, the groups are used to identify departments: Sales, Human Resources, Stockroom, etc. Also, when ez-Attendant is used in a networked environment with the DSS/BLF Manager, special groupings are assigned for stations of network nodes.

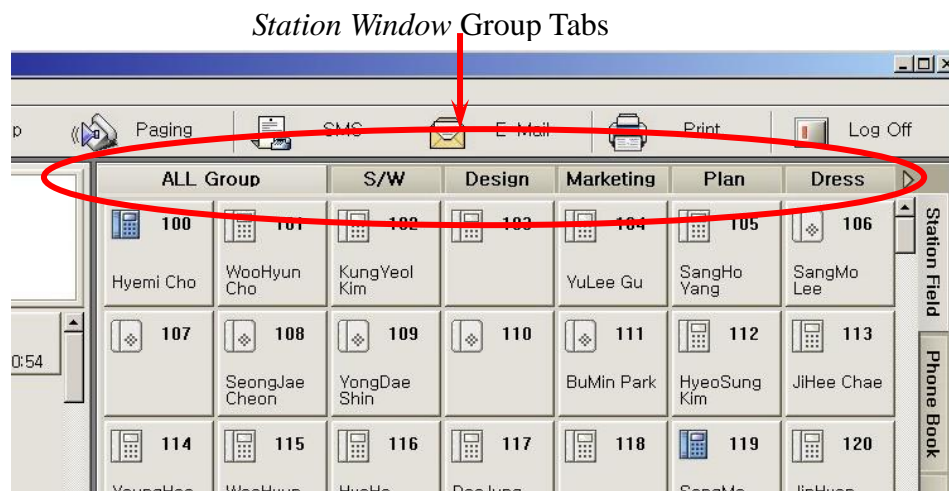


Figure 3.4.3a Station Window Group Tabs

Display Group assignments are made in the *Group Setting* dialog box, Figure 3.4.3b. To access this dialog box;

- select **Setting** from the Menu bar,
- select **Group Setting** from the **Setting** menu, to view the dialog box, Figure 3.4.3b.

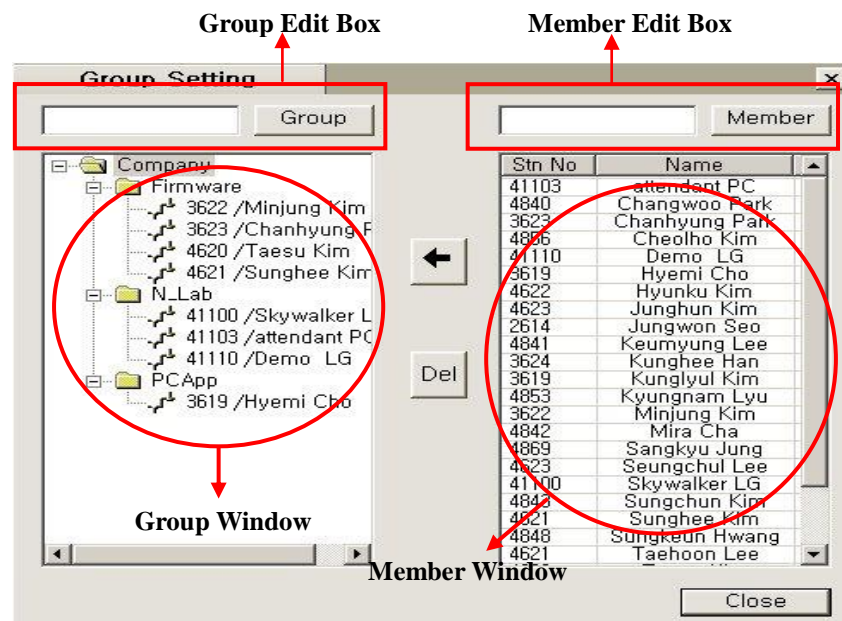




Figure 3.4.3b Group Setting dialog box

Groups are shown in the left window; members (system users) are shown in the right window. In the **Group** box the Group name can be entered or edited. Group details can be expanded in the *Group Window* to show group members or hidden, displaying only the group name. In the *Member Window*, the member names can be searched by entering characters in the **Member** box. The *Member Window* can be sorted by the station number or the user name by selecting the appropriate column header (**Stn No** or **Name**).

To enter or remove a member for a group;

- enter the group name in the **Group** box or select a group in the *Group Window*,
- select a member name in the *Member Window*,
- select  to add the selected member to the group or  to remove the member.

#### Notes:

- When Group Names are added or edited, the change is automatically updated in the internal Phone Book.
- There is no limit to the number of groups that can be defined.
- When networked, separate Groups are defined for network stations. A network group may contain stations from any combination of network nodes.
- When the *Group Setting* dialog box is closed, Groups that have no members assigned will be deleted automatically.

### 3.4.4 Hot-Key Map Configuration

The Attendant may use keyboard short-cuts or ‘Hot Keys’ in place of the mouse for many ez-Attendant call processing functions. Hot Keys, which involve 2 keys pressed at the same time, are mapped to each feature under the **Key Map** item of the **Setting** menu.

The default mapping is shown in Table 3.4.4.

Feature	Hot Keys	Feature	Hot Keys	Feature	Hot Keys
Answer	Alt + A	Intrusion	Alt + I	Search Next	Ctrl + ▼
Call Back	Alt + B	Place Call	‘Enter’	Search Previous	Ctrl + ▲
Camp On	Alt + O	Mute	Alt + M	UnPark	Alt + U
Clear	Alt + X	Park	Alt + P	Unscreened Transfer	Alt + “Enter”
Conference	Alt + C	Redial	Alt + R	Call Pick-up	Ctrl + P
End	Alt + E	Search	Ctrl + “Enter”	Hunt Group Display	Ctrl + G
Forward	Alt + F	Display Key Pad	Ctrl + K	CO Line display	Alt + S
Hold	Alt + H	Transfer	Shift + “Enter”	Input Account Code	Alt+D

**Table 3.4.4 Hot Key default Map**

To access the Hot Key mapping configuration;

- select **Setting** from the menu bar,
- select **Key Map** from the **Setting** Menu.

**Notes:**

- Duplicate Hot Key mapping is not allowed.
- The Space bar and the Numeric keys can not be employed in a Hot Key map.

### 3.4.5 Customize Environment

Using the *Customize* dialog box, Figure 3.4.5, operation of the ez-Attendant may be optimized for the user. There are three categories under the *Customize* dialog box including settings for Outlook, Search options and enabling call logs and trace records. To access the *Customize* dialog box;

- select **Setting** from the Menu bar,
- select **Customize** from the **Setting** menu.

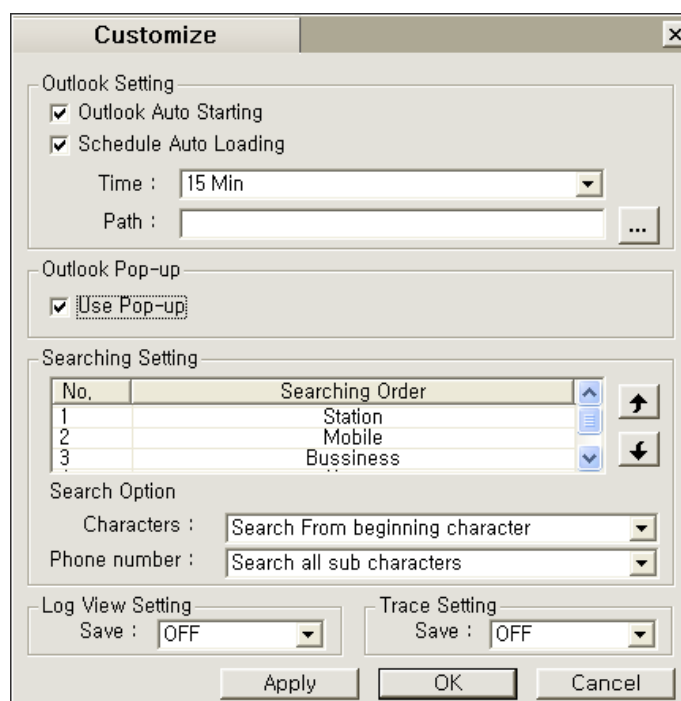


Figure 3.4.5 Customize Dialog box

In the **Outlook Setting** section, select **Outlook Auto Start** to activate Outlook when the ez-Attendant starts. Outlook will be started and minimized allowing the ez-Attendant quick access to the Outlook database. **Schedule Auto Load** will automatically update the ez-Attendant schedule files for other users at increments in the **Time** box using the path entered in the **Path** box.

**Outlook Pop-up** enables ez Attendant to display outlook pop-up window when it gets an incoming CO line call. If there is not CLI, ez Attendant doesn't display this pop-up window.

The **Search Order** in the **Search Setting** section determines the order in which the ez-Attendant will search for a phone number when the ez-Attendant user attempts to place a call from a Phone Book entry. The user may search through the several ez-Attendant databases. The characteristics of the search are defined in **Search Option** of the **Search Setting** section. **Characters** : and **Phone number** can be set to perform a search for a given text/digit string in the search field from either the beginning of the field or contained anywhere within the field (sub characters). Use the drop down selection menu to select the desired search option.

The **Log View Setting** and **Trace Setting** enable or disable storing call records and trace records for the ez-Attendant. Select the desired option.

### 3.4.6 External Call Dial Codes

For proper operation of external calls, ez-Attendant must be assigned dial codes for CO Line access, International access, Local country code, etc. These codes are input in the *Code Setting* dialog box, Figure 3.4.6. To access this dialog box;

- select **Setting** from the Menu bar,
- select **Code Setting** from the **Setting** menu to view the *Code Setting* dialog box,
- select the appropriate box and enter the local codes.

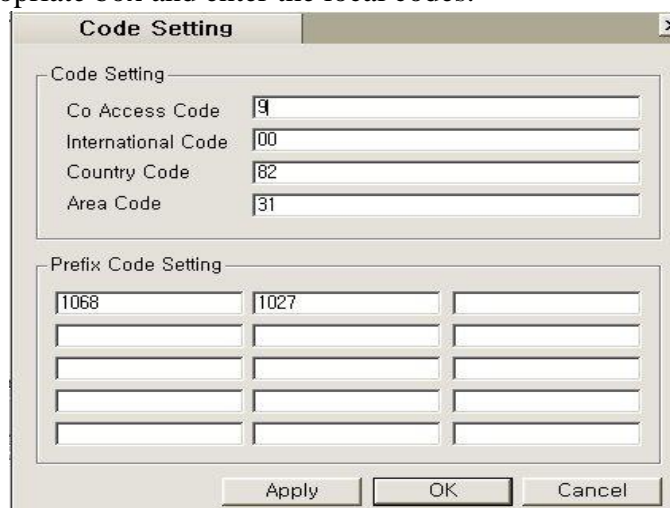
The image shows a 'Code Setting' dialog box with a title bar and a close button. It contains two main sections: 'Code Setting' and 'Prefix Code Setting'. The 'Code Setting' section has four input fields: 'Co Access Code' with the value '9', 'International Code' with '00', 'Country Code' with '82', and 'Area Code' with '31'. The 'Prefix Code Setting' section has a 3x4 grid of input fields. The first row contains the values '1068' and '1027', while the other rows are empty. At the bottom of the dialog are three buttons: 'Apply', 'OK', and 'Cancel'.

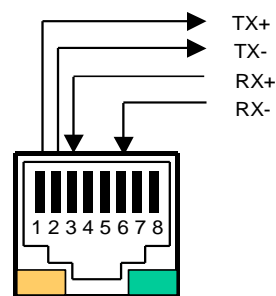
Figure 3.4.6 Code Setting dialog box

**Notes:**

- The Prefix code is also called the city or office code.

## 3.5 ez Attendant PC to Host Connection

ez-Attendant is connected to the host Call Server by way of the LAN (Local Area Network). It is recommended that each ez-Attendant and the Call Server be connected to a 10/100 Base T Ethernet switch port. The connection should use Category 5 straight through cable terminated in appropriate connectors, typically an RJ-45 connector, wired as shown below.



EIA 568B (MDI)



## 4 ez-Attendant Operation

### 4.1 Operation Overview

ez-Attendant is a software application designed to visualize attendant call processing and handling for the Call Server system. The ez-Attendant application resides on the attendant's desk-top and is accessed by the ez-Attendant short-cut icon on the windows desktop. Opening the application, the Attendant logs on, establishing the link to the Call Server over the LAN. The Call Server configuration, station status, and other information are downloaded.

The ez-Attendant screen provides visual status of registered Call Server users in the *Station Window* with the *Station Field View* showing DSS/Status buttons. These buttons provide more detailed information on the status of users than available from the DSS/BLF buttons and LCD of normal multi-button phones by employing icons to denote status: Forward, DND, etc., combined with station name and number information. The alternative *List View* includes status icons for all users in a spreadsheet like list which can be viewed, edited, searched and used for placing calls.

Incoming calls to ez-Attendant are displayed in the *Queue window* with Caller ID and queue time. When answered, the call information is shown in the *Active Call Window* with additional information from comparison to the ez-Attendant Phone Book database. ez-Attendant can run in background, allowing the Attendant to employ other PC applications for word processing, etc. When a call is received while "minimized", ez-Attendant delivers the call in a pop-up window, the user can answer and activate the ez-Attendant screen by 'clicking' the pop-up.

Transferring the call can be as simple as 'clicking' a button in the *Station Window* or, entering a station number or name in the search box. Matches to the search entry displays detail from the Internal User Phone Book database and status from the Call Server in the *Information Window*. The *Schedule Window* displays schedule information for the station from a public MS Outlook database and any active Text Message is displayed in the *System Text Message Window*. Selecting the arrow button places a call to the selected user for transfer.

On screen buttons give easy access to commonly needed Attendant features such as Park, Paging, Camp on, Forward, Hold, Conference, etc. ez-Attendant affords access through the Call Server to send SMS (Short Message Service) messages to other system users with an LCD multi-button phone, LG-Ericsson DECT phone, ez-Phone or ez-Attendant. Incorporating a GSM modem in the PC, ez Attendant can send and receive text messages over GSM mobile networks supporting SMS service. The ez-Attendant user can select recipients from the ez-Attendant databases (Phone Book, Log View or System Speed Dial) or, with the Keypad pop-up window, dial a number for ad-hoc calling.

ez-Attendant gives graphical access for Attendant system control functions commonly available through the multi-button phone including: Day/Night ringing activation, Attendant Cancel control, Call Forward, DND and System Text Messaging for other users, Temporary COS (Phone Lock), Date/Time, Wake-Up or Conversation recording, etc. For each control function a dialog box is provided, allowing ez-Attendant user input. In addition, ez-Attendant can share, via the upload/download utility, the Call Server System Speed Dial database which permits the user to add or modify entries as well as search and place calls from the database.

ez-Attendant maintains a database of External contacts which is accessed in the *Station Window Phone Book View*. Entries in the Phone Book can be added, edited, search and used to place calls. The Phone Book is stored as either an MS Access file and is linked to the user Outlook, Goldmine or ACT! database using the import/export Tool.

ez-Attendant monitors and can log all external call activity of the Call Server as well as internal calls to/from the ez-Attendant. This Log is shown in the *Station Window* as the *Log View* in place of the *Station Field* or *Phone Book View*. As with other ez-Attendant databases, entries can be searched and used to place calls.

These and other operations are detailed in the following paragraphs referencing the ez-Attendant screen as shown in Figure 4.1 below. This figure provides call-outs for each of the ez-Attendant screen windows, tool bars, etc.

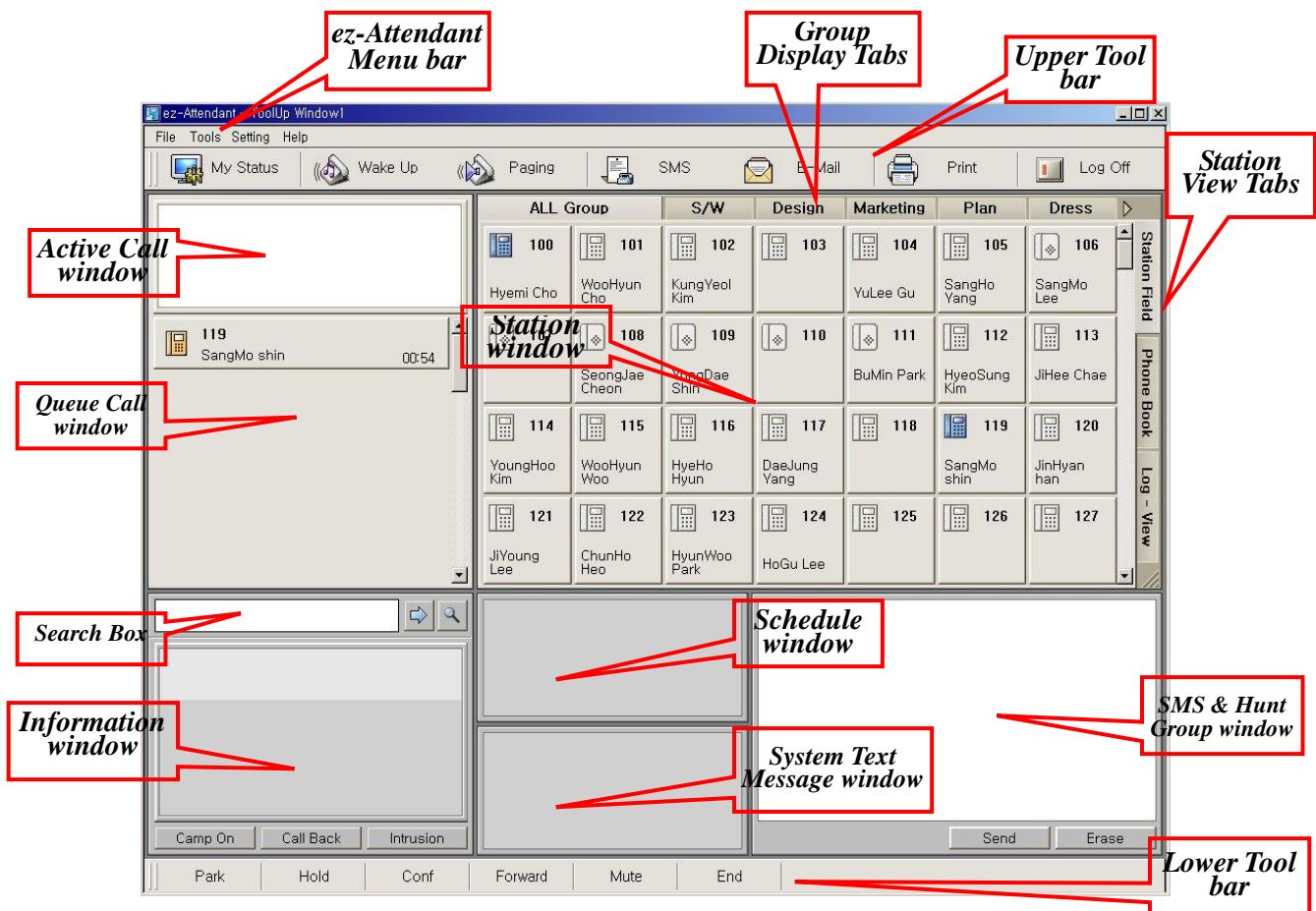



Figure 4.1 ez-Attendant Screen

## 4.2 Log on

Before starting Log on, ez-Attendant must be the active application. To start ez-Attendant 'double-click' the ez-Attendant shortcut icon on the Windows desk-top, Figure 4.2a.



Figure 4.2a ez-Attendant Shortcut

To log on ez-Attendant, with ez-Attendant as the active screen, click the  **Log On** on the right side of the Upper Tool bar of the ez Attendant screen. The log on process can also be started with the **Log On** selection in the **File** menu, the *Log-on Process Window*, Figure 4.2c, will appear.

In case of iPECS system, when user tries to log on, ez Attendant may show Password input window like figure 4.2b.

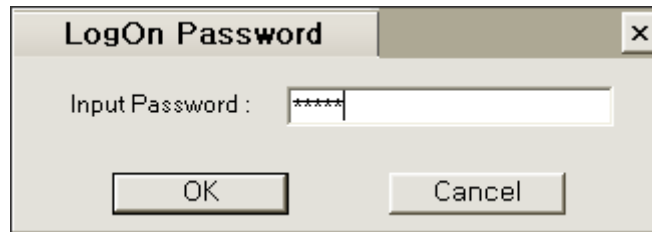
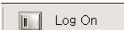
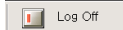


Figure 4.2b Logon Password Input Window

The log on process includes download of various data files and configurations from the Call Server and will require several minutes. The log on process may require additional time depending on traffic in the Call Server and the LAN.

Once complete, the  icon will change to  allowing easy log off.

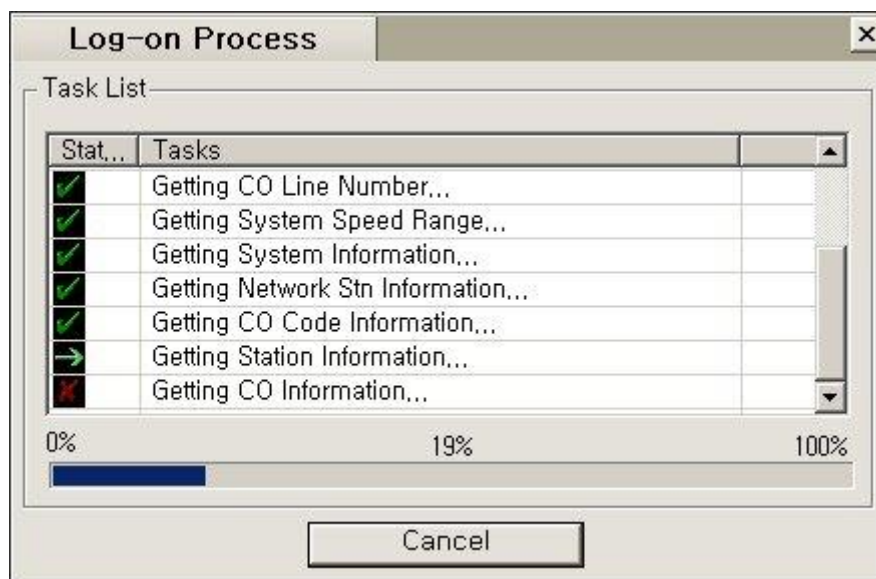


Figure 4.2c Log-on Process Window

If the log on process is not successful, the *LogOn Fail* pop-up window, Figure 4.2d will appear with an error message indicating the cause of failure. Refer to Appendix B for error messages.

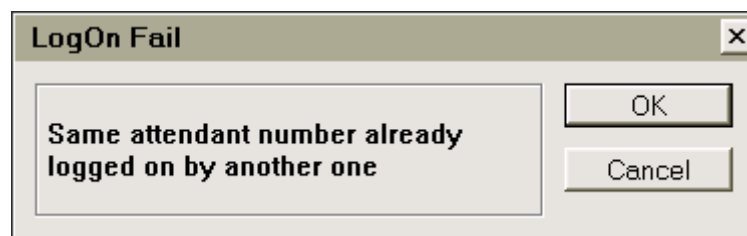


Figure 4.2d LogOn Fail Error Message window

When ez-Attendant is used with the Call Server Hot Desk feature, the user must follow the Hot Desk log on procedure. The *Hot Desk Password* dialog box, Figure 4.2e, will appear for password entry. When the password is correctly entered, select **OK** to proceed with the log on

process.



Figure 4.2e Hot Desk Password dialog box

## 4.3 Answering Incoming Calls

ez-Attendant can answer calls in several ways depending on the state of the ez-Attendant application, active or minimized, and the extension receiving the call, ez-Attendant or another extension in the system.

### 4.3.1 ez-Attendant Minimized

When ez-Attendant receives an incoming call with the application minimized, the *Incoming Call Pop-Up Window*, Figure 4.3.1, will appear. Selecting this window will answer the call and activate the ez-Attendant screen for further call processing. For further call processing options refer to [section 4.4](#) Attendant Call Processing.

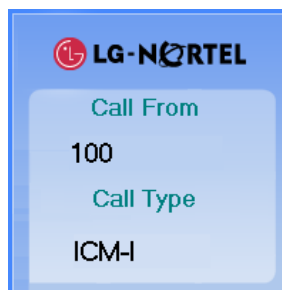


Figure 4.3.1 ez-Attendant Incoming Call Pop-Up Window

### 4.3.2 ez-Attendant Screen Active

When ez-Attendant receives a call with the application active, the call information is displayed in the *Queue Window*. Information provided depends on the Caller Id received with the call and may include the calling party name, number and length of time in queue.

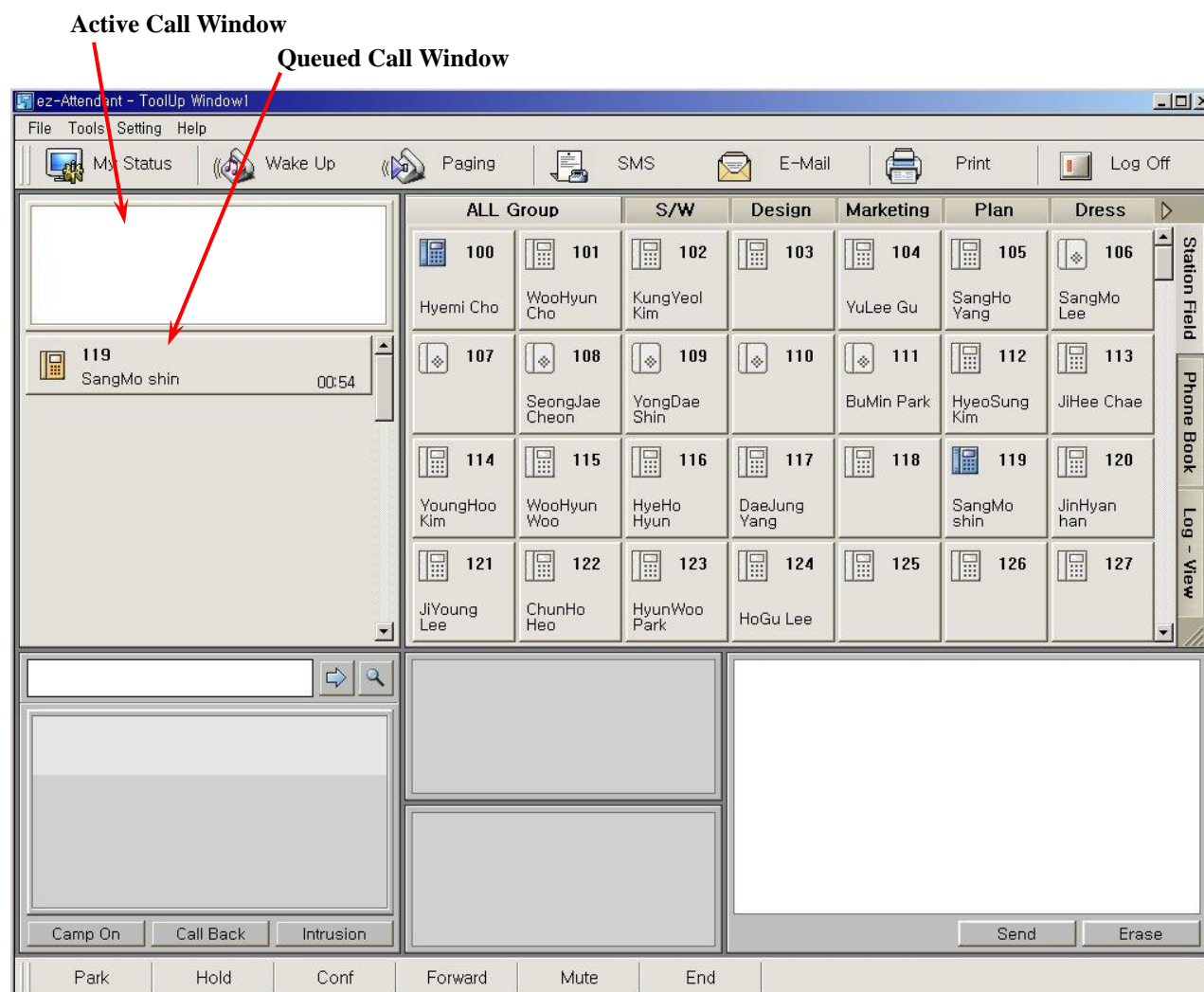


Figure 4.3.2a Incoming Call Queue Window

The ez-Attendant user may answer a queued call by selecting the desired call using the mouse or using the Call Answer Hot Keys (default 'Alt + A'). Using the Hot Keys will answer the queued call shown at the top of the *Queue Window*.

Once answered, information on the call is moved from the *Queue Window* to the *Active Call Window* just above the *Queue Window*, Figure 4.3.2b, and audio is sent to the Attendant's multi-button phone. In addition to the Caller name, number and call duration, when CLI is provided and the call is from a caller registered in the Phone book, the Company name will be displayed. In addition, for recalls, the *Active Call Window* will display the origin of the recall.

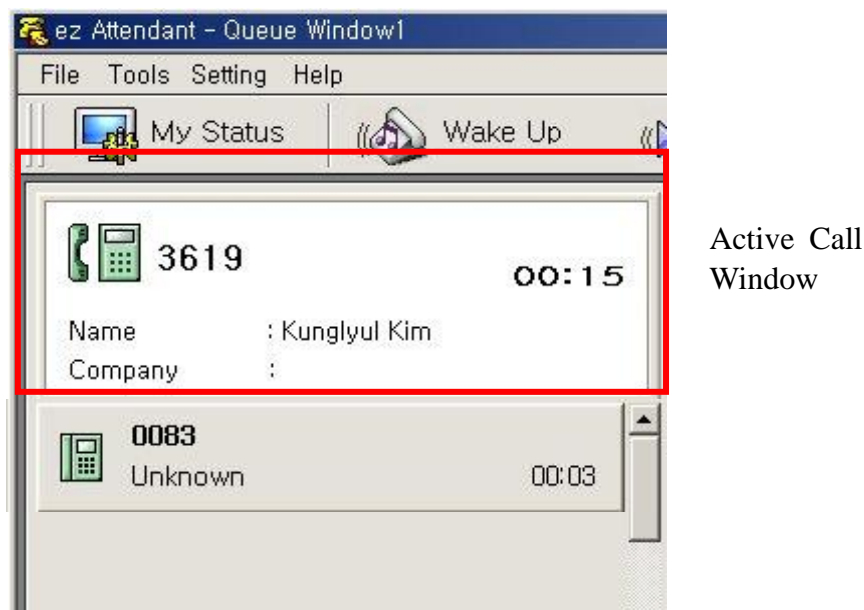


Figure 4.3.2b Active Call Window

## Notes:

- Up to 20 calls can be queued to an Attendant in the Call Server.
- If the Attendant is using another PC application when a new call arrives, the *Incoming Call pop-up window* will be displayed and can be used to activate the ez-Attendant and answer the call. Refer to [section 4.3.1](#).
- The ez-Attendant user may answer a call in the traditional manner using the multi-button phone associated with ez-Attendant.
- When a call is answered by the ez-Attendant, a cursor appears in the Search box of the ez-Attendant main screen in preparation for the Call Transfer operation, refer to [section 4.4.1](#).

## 4.3.3 Call Pick-Up

The ez-Attendant user can answer calls ringing at other extensions using Call Pick-Up. Tone ringing intercom calls, incoming CO line calls, recalling CO line calls and transferred CO line



calls may be answered using the Pick-Up feature.

To answer a call using Pick-Up;

- in the *Station Window*, select the extension button with the incoming call or,
- in the **Search** box, enter the extension number,
- press the Pick-Up Hot Keys (default Ctrl + P).

**Notes:**

- Call Pick-Up is subject to the conditions of the host Call Server system.

## 4.4 Attendant Call Processing

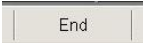
### 4.4.1 Transferring an Active Call

ez-Attendant can send an active call to another extension or station group in the host Call Server system. The transfer operation allows the ez-Attendant user to announce the call to the receiver and await a response. This is known as “Screened Call Transfer”. The Attendant need not announce or await a response, which is known as “Unscreened Call Transfer”.



Calls may be Transferred using the *Station Window* buttons or entering search criteria in the **Search** entry box. A match to the entry is displayed in the *Information Window* with user information as shown in Figure 4.4.1. In addition the user’s schedule and text messages are displayed in the appropriate window. This information may be employed by the ez-Attendant user to more efficiently handle the call. ez-Attendant may also access the search function by pressing the “F2” keyboard button which will place the cursor in the search box.

If the intended receiver is busy, ez-Attendant may camp the call on the busy user, see [section 4.4.2 Camp-On](#), or use Intrusion, see [section 4.4.3 Intrusion](#), to announce the call.

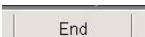
To transfer an active call;

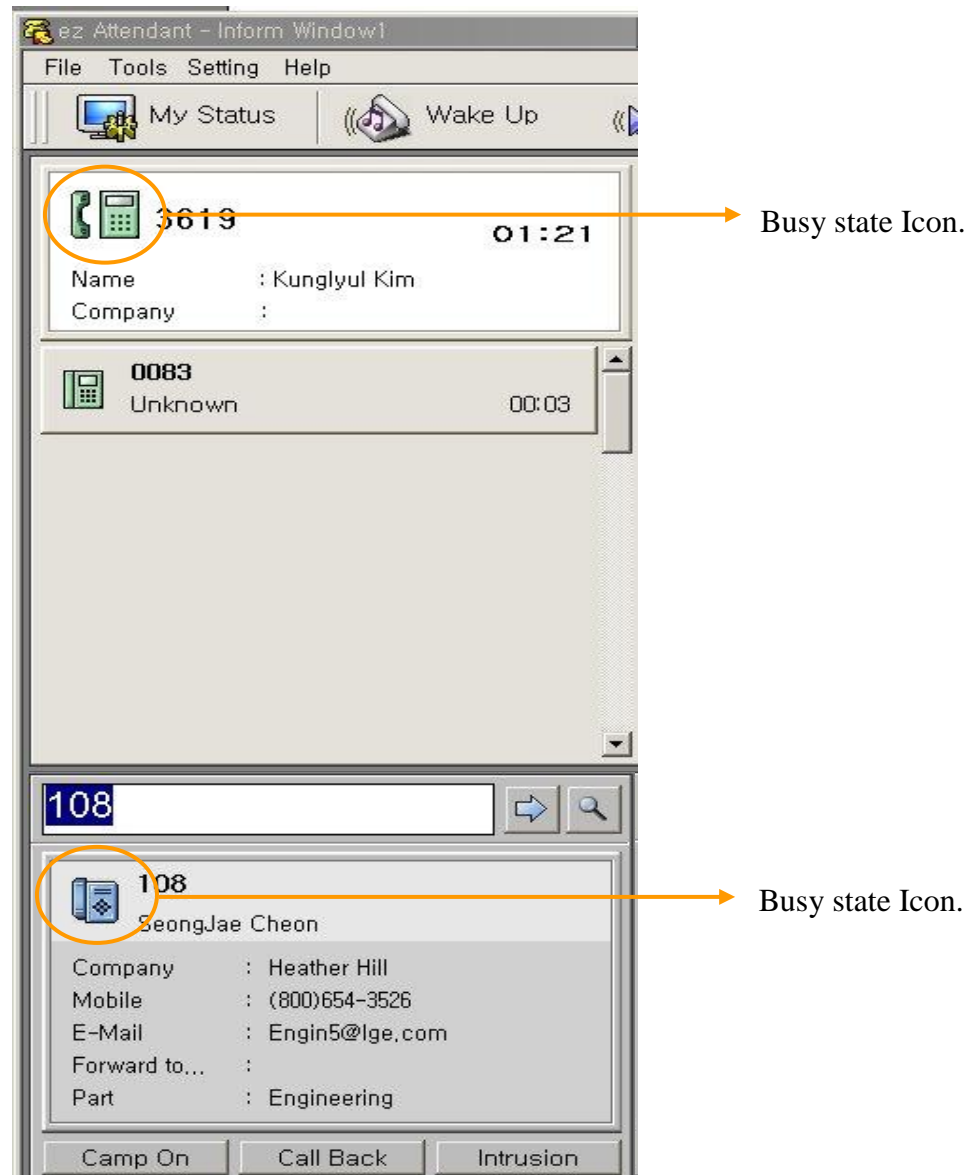
- select the desired station button in the *Station Window*,
- to screen the transfer, await answer and announce call,
- select  to complete the transfer,

Or, using the search function

- enter the search criteria,
- select the  button or enter the search Hot Keys (default Ctrl + “Enter”) to view match information,
- to transfer the call, select the  button,
- to screen the transfer await answer and announce call,



- select  to complete the transfer.



**Figure 4.4.1 Information Window Call Transfer**

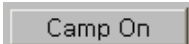
## Notes:

- The search function will not provide information on the status of a Hunt Group and only unscreened transfers can be made to a Hunt Group.
- If multiple matches are found, the number of matches is shown and the user may review each match using the Search Hot Keys (default Ctrl + ↑ for Search Previous, and Ctrl + ↓ for Search Next).
- ez Attendant supports **drag&drop function** for queued calls so that user drag a call and drop the call on a specific station button in the Station window it will do transfer.

## 4.4.2 Camp-on

When transferring a call to or calling a busy extension, ez-Attendant can Camp the call on the busy extension sending a call camp-on tone to the user.

To Camp-on a call;

- receive busy signal on an internal call,
- press the  button below the *Information Window*.

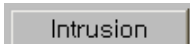
### Notes:

- Camp-on is subject to the conditions of the host system.

## 4.4.3 Intrusion

When calling a busy extension, ez-Attendant may Intrude into the extension user's conversation to announce an important call, etc. Intrusion must be allowed in the host Call Server system.

To Intrude on a conversation;

- receive busy on an internal call,
- press the  button below the *Information Window*.


### Notes:

- Intrusion is subject to the conditions of the host system.

## 4.4.4 Call park and retrieve

ez-Attendant may place a call into a Park state where the call is on hold and internal users can retrieve the call by dialing the Park Zone or orbit. This feature is often employed by an Attendant to Park a call and then page a user to pick-up the call from the Park Zone.

To Park a call;

- press the  button on the Lower Tool bar.
- the call is placed on hold in the next available Park Zone and the Zone number is displayed in the optional *Park Window*, Figure 4.4.4a.

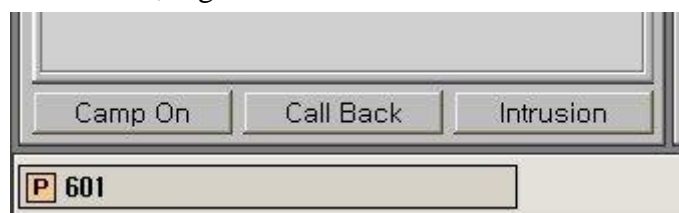


Figure 4.4.4a Park Window display

To retrieve a Parked call;

- activate the *Keypad Window* (default Ctrl K),
- dial the Park Zone.

Or

- move mouse focus to edit box in the information window by pressing keyboard ( default Alt U),
- input park number and press Enter key.

Or

- select the desired Park Zone from the *Park Window*.

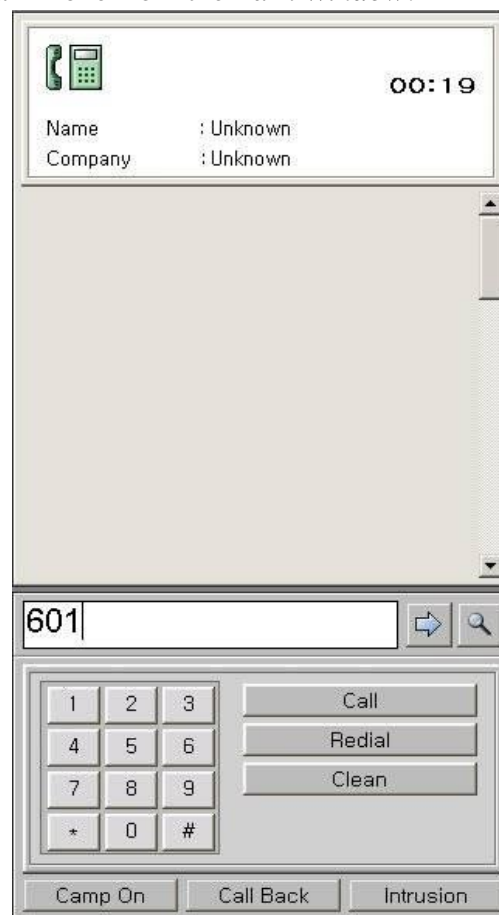


Figure 4.4.4b Parked Call Access with Keypad Window

**Notes:**

- Call Park is subject to the conditions of the host system.


## 4.4.5 Paging

ez-Attendant can make announcements over the speakers of idle extensions and/or external

announcement speakers. Extensions and speakers are arranged in groups called Page Zones. Extensions are arranged in Internal Page Zones, audio speakers are arranged in External Page Zones. These Page Zone information is downloaded by ez Attndant from the Call Server when ez Attendant logs on.

In the *Paging Window*, Figure 4.4.5, ez-Attendant can select an individual zone, groups of zones or all zones to page simultaneously.

To place a page announcement;

- press the  button on the Upper Tool bar,
- select the desired zones in the *Paging Window*, Figure 4.4.5,
- make announcement into the Attendant multi-button phone handset,
- hang-up.

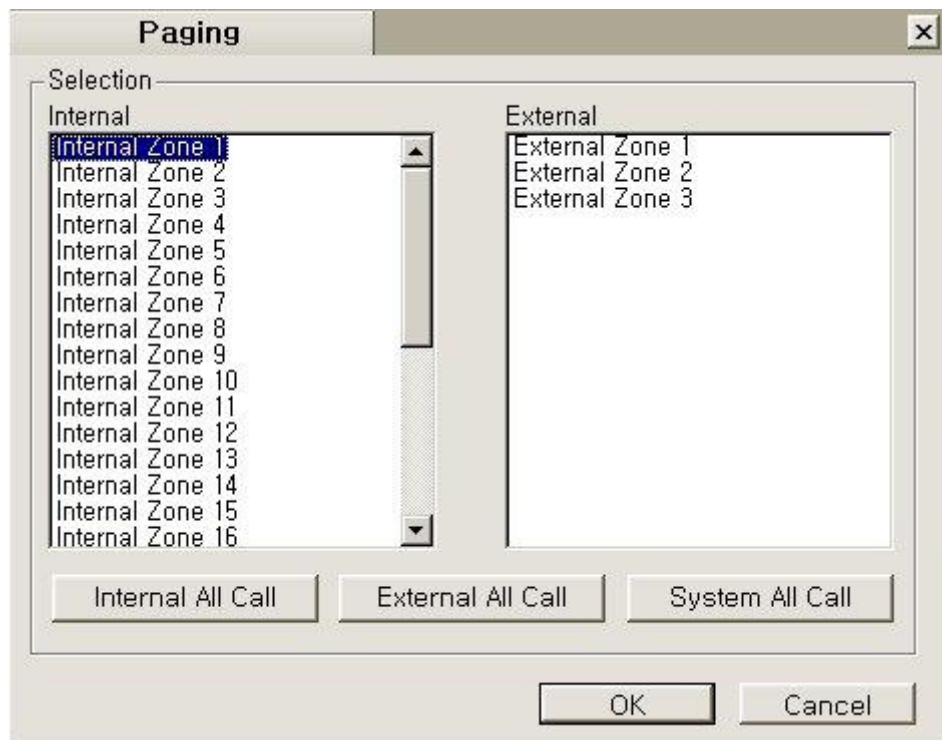


Figure 4.4.5 Page Zone dialog box

#### Notes:

- Paging is subject to the conditions of the host system.
- In MG system, ez Attendant has only one speaker mode for paging option.

## 4.5 Placing a Call

The ez-Attendant user has a number of mechanisms available to place calls. In addition to

placing calls in the traditional manner from the Attendant multi-button phone, outgoing calls from ez-Attendant can be placed using any of the *Station Window* tabs (**Station Field**, **Phone Book** and **Log View**) from the *Search box*, or from the *Keypad Window*.

### 4.5.1 Station Window Station Field

To place a call from the *Station Field* view, merely click on the desired station button or, in the *List view*, double click on the desired user record. ez-Attendant places the call with the audio to the Attendant multi-button phone.

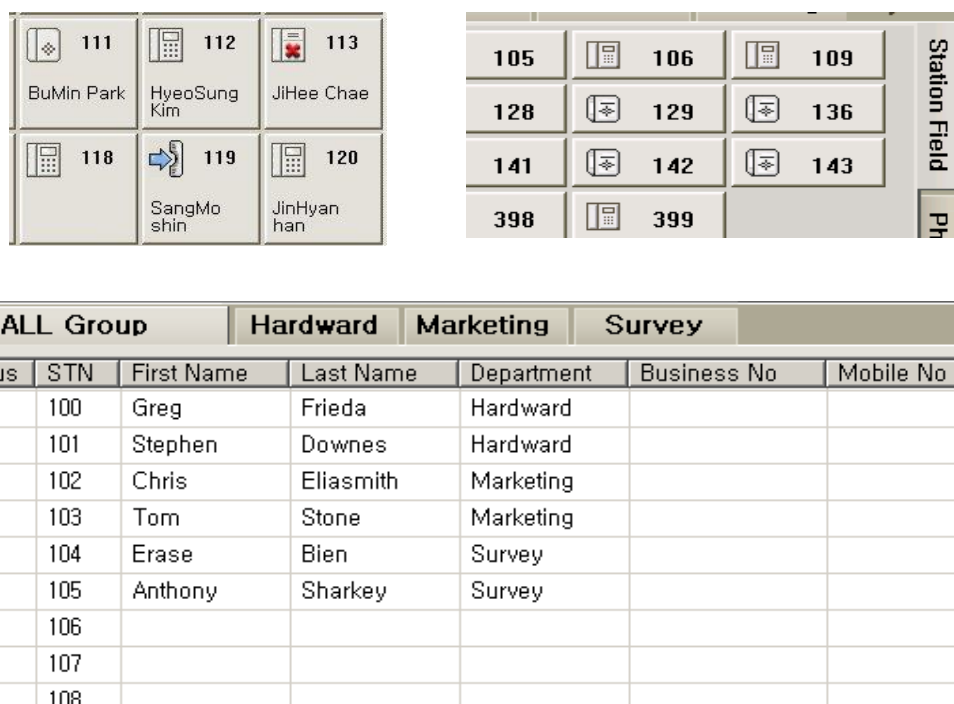


Figure 4.5.1 Station Button and List View display

### 4.5.2 Station Window Phone Book tab

The *Phone Book* view, Figure 4.5.2, gives different views for each ez-Attendant database (Internal parties, External parties) and System Speed Dial numbers. Each or all ez-Attendant database groups can be displayed and searched for the desired number.

To place a call;

- select the radio button for the desired view,
- search the database using the 'Enter text here' cell at the top of each field by entering text or digits,
- double click on the field with the desired phone or Speed Dial bin number, company, home, etc., or

- double click the user name. ez-Attendant will search the selected record for a phone number based on the search priority set in the **Searching Order** defined in the **Customize** dialog box, [section 3.4.5](#).

**Place calls using these fields**

**Phone Book**

☒ All
 ☐ Internal
 ☐ External
 ☐ Speed
 Register Edit Del

STN	First Name	Last Name	Company	Home	Mobile	Jc
Enter text here	Enter text here	Enter text here	Enter text here	Enter text here	Enter text here	Er
2614	jungwon	seo			01197373232	
3619	kunglyul	kim			01991452280	
3619	hyemi	cho			0168602630	
3622	minjung	kim			0165815734	
3623	chanhyung	park			01991648648	
3624	kunghee	han			0192147234	
4620	taesu	kim			0192108930	

Station Field  
Phone Book

Speed No	Speed Name	Phone No	CO No	CO Type
Enter text here	Enter text here	Enter text here	Enter text here	Enter text here
2000	Hyemi	0168602630	5	Co Line
2001	Jinho	4617		None

Upload Download

**Figure 4.5.2 Phone Book Internal and Speed Dial fields**

## 4.5.3 Station Window Log View

The *Log View* selects a log of external calls made or attempted by or to users of the host Call Server system as well as internal calls from or to the ez-Attendant. ez-Attendant can view, search and select a call to any logged called or calling party.

To place a call;

- search the database using the 'Enter text here' box at the top of each field by entering text or digits,
- double click the field with the desired phone number, caller or called.

Status	Caller	Called	Date	Time	Duration
Enter text here	Enter text here	Enter text here	Enter text here	Enter text here	Enter text here
CO-OUT	ATD(3619)	0168602630	2003-07-06	17:15:55	00:03
CO-OUT	ATD(3619)	90162971450	2003-07-06	17:28:21	04:24
CO-IN	0081	3686	2003-07-06	18:14:26	00:50
CO-OUT	1686	94231832	2003-07-06	17:42:19	04:13
CO-OUT	4629	01195403749	2003-07-06	19:49:56	00:57
CO-OUT	2807	90164629956	2003-07-06	19:58:50	10:13
CO-OUT	4659	901926358921	2003-07-07	08:25:56	01:09
CO-OUT	4659	901926358921	2003-07-07	08:28:48	00:16
CO-OUT	4659	901926358921	2003-07-07	08:34:49	01:05
CO-OUT	ATD(3619)	0168602630	2003-07-07	08:52:49	00:01
CO-OUT	4653	2086	2003-07-07	08:57:42	01:50
CO-IN	314507901	2655	2003-07-07	08:59:33	00:01
CO-IN	0094	2655	2003-07-07	09:04:27	00:01
CO-OUT	4813	8451404	2003-07-07	09:30:17	00:04

Figure 4.5.3 Log View fields

## 4.5.4 Keypad Window

ez-Attendant can make calls as if dialed from the Attendant's multi-button phone. To place a call using the Keypad;

- press the 'show Keypad' Hot keys (default Ctrl+K), to view the *Keypad Window*, Figure 4.5.4. Regarding Display and Wetting Window, refer to [section 3.4.1.5](#)
- dial (click or keyboard) the desired number including any Line group access code required,
- select ➡ or **Call** to place the call.

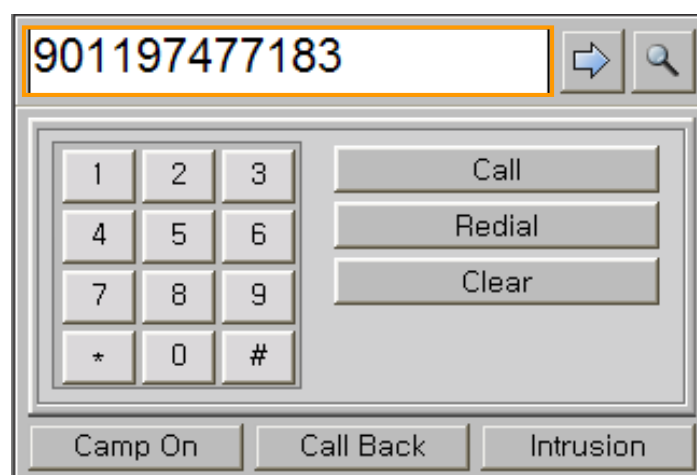


Figure 4.5.4 Keypad Window

### Notes:

- The conditions associated with placing a call from the Attendant's multi-button phone apply to calls made from the *Keypad Window*.
- Hunt Groups can not be assigned a station button. Thus, to call a hunt group, the ez-Attendant must use the *Keypad Window*.

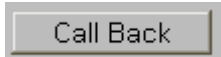
- The *Keypad Window* can be used to call the last ez-Attendant dialed number, 'Redial', by selecting the **Redial** button in the *Keypad Window*.
- The **Clear** button will remove the entire number should an error be made in the dialed number.
- User must use this keypad window to make an Transit-Out call.
- The Keypad Window can be displayed only by pressing hot key(Ctrl+K).

## 4.6 Message Wait/Call Back

When calling an extension that is busy, ez-Attendant may request a Call Back.

If the extension is idle or in DND, the ez-Attendant can leave a Message Wait indication to the called extension.

To activate Message Wait or Callback

- call an extension,
- if no answer, busy signal or DND signal is received, press the  button.

If the extension is busy, Call Back is activated. When the called extension returns to idle, the system will notify the ez-Attendant with a Call Back. When ez-Attendant responds to the Call Back, the previously busy station is called.

If the called extension is idle but does not answer or is in DND, the host Call Server will activate Message Waiting. When the called extension responds to the Message Wait indication, a call is placed to the ez-Attendant extension.

### Notes:

- Message Wait/Call Back is subject to the conditions of the host system.

## 4.7 Lower Tool bar

The Lower Tool bar gives the ez-Attendant user convenient access to other call processing features of the host system including Hold, Conference, Call Forward, Mute and End.

### 4.7.1 Hold Call

ez-Attendant can place calls on hold. The call will be placed on the preferred hold mode in the host system database. Held calls are displayed in the *Queue Window* with the hold Icon, Figure 4.7.1a. After expiration of the Recall timer, the call recalls to ez-Attendant and the Recall Icon is displayed, Figure 4.7.1b.



To place a call on hold

- select the  button on the Lower Tool bar or 'Hold' Hot Keys (default Alt + H).

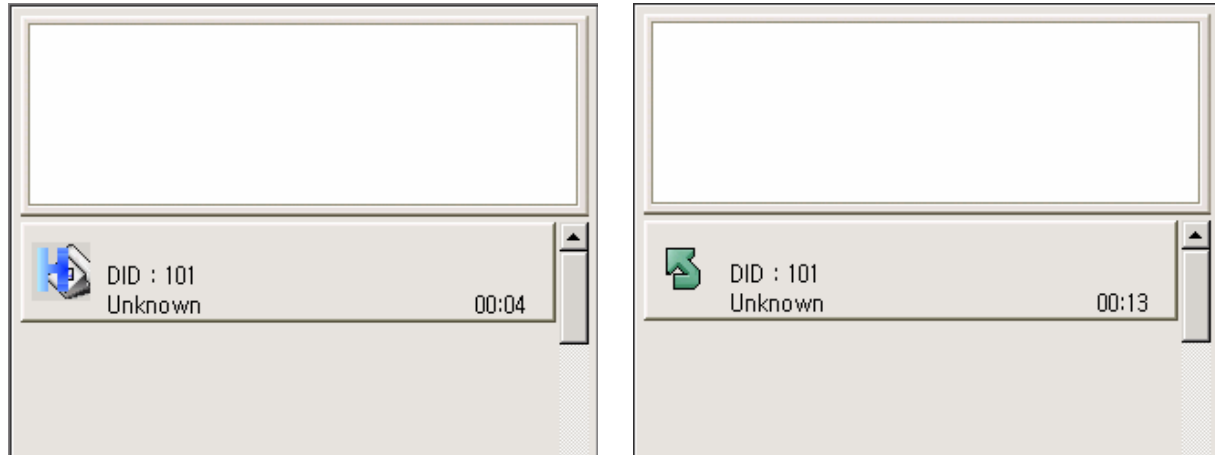


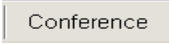
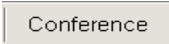
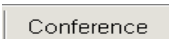
Figure 4.7.1a & b Hold and Recall Icons

## Notes:

- Recall timers for Hold are assigned in the host Call Server system.

## 4.7.2 Conference

The ez-Attendant user can join several parties in a conference call. A maximum of five parties can be joined with the ez-Attendant's multi-button phone in a conference. To establish a Conference;

- place first call,
- press the  button, the first call is placed on hold,
- place second call,
- press the  button, the second call is placed on hold,
- repeat process for additional parties,
- press the  button, all parties in conference.


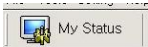
## Notes:

- Conference is subject to the conditions of the host system.

## 4.7.3 Call Forward

ez-Attendant can activate Call Forward, forwarding all calls to a pre-defined extension. The extension is assigned under the **Setting** menu, refer to [section 3.4.2.4](#). To activate Call

Forward from ez-Attendant;

- select the  button on the Lower Tool bar to activate ez-Attendant Call Forward
- Or,
- select the  on the Upper Tool bar
- select the **Forward** box from the *My Status* dialog box, Figure 4.7.3, to activate ez-Attendant Call Forward.

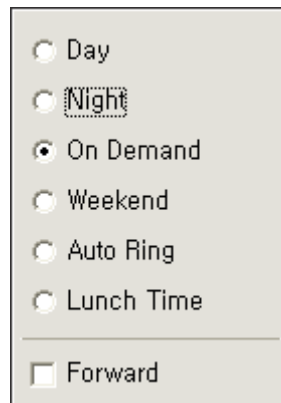


Figure 4.7.3 My Status dialog box

Note:

- Call Forward is subject to the conditions of the Call Server host system.

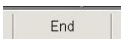
## 4.7.4 Mute

While on an active call, ez-Attendant can mute the user's microphone so that the connected party can not hear the user. By activating Mute, all audio transmission from the user's phone is blocked.

To activate Mute;

- select the  button on the Lower Tool bar, the ez-Attendant multi-button phone is muted.

## 4.7.5 End

ez-Attendant can terminate an active call by selecting the  button on the Lower Tool bar. This action will terminate the call as if the handset on the multi-button phone were returned to the cradle.

## 4.8 Tools Menu

The **Tools** menu allows ez-Attendant easy access to features generally programmable by the Attendant position including:

- Station Name
- Date and Time
- BGM source selection
- Station COS
- Temporary COS
- Pre-selected & Customized Messages.

## 4.8.1 Station Name Change

ez-Attendant can assign or change the name associated with extensions in the host Call Server system. This name is displayed in the LCD of other extensions when placing or receiving a call from the extension.

To assign an extension name;

- select **Tools** from the Menu bar,
- select **Station Name** from the **Tools** menu to view the *Station Name* dialog box, Figure 4.8.1,
- enter the desired extension number in the **Station No** box using the keyboard,
- enter the name in the **Station Name** box using the keyboard,
- select **Apply** or **OK**.

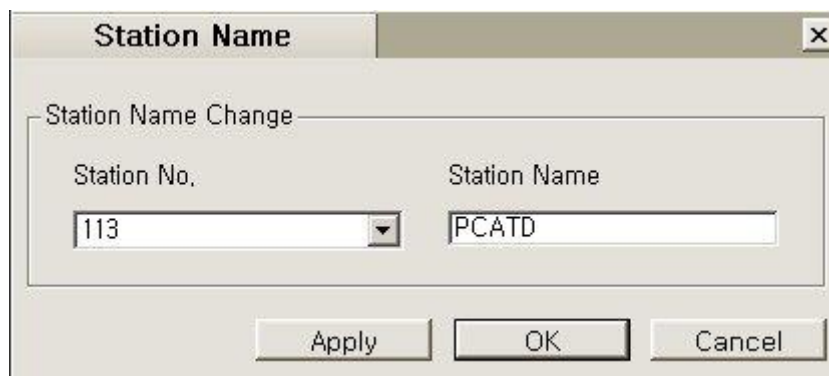


Figure 4.8.1 Station Name dialog box

### Notes:

- Only English is supported for the Station Name.
- The Station Name may be up to 11 characters.
- The Station Name is displayed with upper cases.
- The valid characters are “a~z” , “A~Z” , “0~9” , “; , . , @” and space.

## 4.8.2 Date/Time Change

If required, ez-Attendant can change the host system date and time in the *Date/Time* dialog box. To access this dialog box;

- select **Tools** from the Menu bar,
- select **Date/Time** from the Tools menu to display the *Date/Time* dialog box, Figure 4.8.2,
- select the month and date from the **Calendar** area,
- select the date display mode (day/month/year or month/day/year) in the **Date** area,
- enter the time and time display mode (12 or 24 hour) in the **Time** area,
- select **OK**.

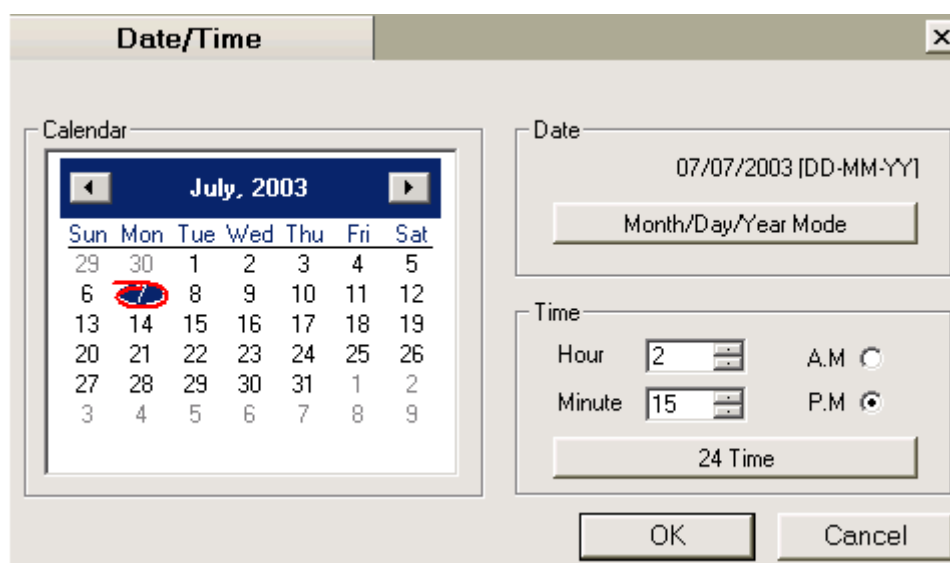


Figure 4.8.2 Date/Time dialog box

### Notes:

- The Date/Time assignments are for the host Call Server system and will not affect the ez-Attendant PC.

## 4.8.3 Text Messaging, Preselected & Custom

### 4.8.3.1 Activating Text Messages

ez-Attendant can activate the host System Text Messages (Preselected or Custom) for other extensions. When activated internal callers to the extension will receive the text message in the LCD of their multi-button phone. Many of the Preselected (Fixed) Messages provide for the entry of additional characters to specify time, date, etc.

Text Messaging is activated from the *Message Type* Window, Figure 4.8.3.1a. To activate Text Messaging;

- select **Tools** from the Menu bar,
- select **Select Message Type** from the **Tools** menu to view the *Message Type Window*, Figure 4.8.3.1a,
- select the desired message type tab (**Preselected** or **Customized**),
- select the desired text message radio button or **Remove Message** button,
- enter the extension range in the **Station** boxes,
- select **Apply** or **OK** to activate.

The window displays the following message types and options:

MSG No.	Contents	Time/Date
<input type="radio"/> 01	LUNCH/RETURN AT (HH:MM)	0 : 0
<input type="radio"/> 02	ON VACATION/RETURN AT DATE (MM/DD)	1 / 1
<input type="radio"/> 03	OUT OF OFFICE/RETURN AT TIME (HH:MM)	0 : 0
<input type="radio"/> 04	OUT OF OFFICE/RETURN AT DATE (MM/DD)	1 / 1
<input type="radio"/> 05	OUT OF OFFICE/RETURN UNKNOWN	
<input checked="" type="radio"/> 06	CALL (Telephone No: Up to 17 digits)	
<input type="radio"/> 07	IN OFFICE : STATION	
<input type="radio"/> 08	IN A MEETING/RETURN AT TIME (HH:MM)	0 : 0
<input type="radio"/> 09	AT HOME	
<input type="radio"/> 10	AT BRANCH OFFICE	

Remove Message

Station: 1100 ~ 1101

Buttons: Apply, OK, Cancel

**Figure 4.8.3.1a Message and Type Selection Window**

When ez-Attendant calls a station with Text Messaging active, the message will display in the *System Text Message Window*, Figure 4.8.3.1b.

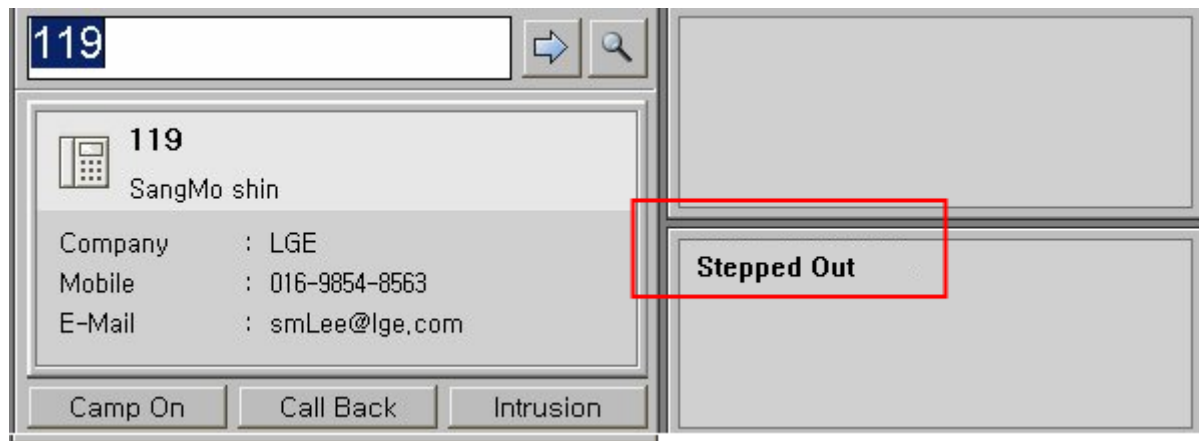


Figure 4.8.3.1b System Text Message Window display

**Notes:**

- Text messaging is subject to the conditions of the host Call Server.
- Selecting the **Remove Button** in the *Message Type Window* will deactivate Text Message forward.
- In iPECS MG systems, ez Attendant doesn't have any customized message.

#### 4.8.3.2 Entering/Editing Customize Messages

ez-Attendant can access and edit the host Call Server system's Customized Message table to enter or edit the Custom Messages. When activated, Custom Messages are sent to the LCD of callers' multi-button phones, ez Phone user's screen and the ez-Attendant screen. Custom Messages are edited in the *Custom Message Window* under the **Setting** menu. To access the window;

- select **Setting** from the Menu bar,
- select **Customized Messages** from the **Setting** menu to view the *Custom Message Window*, Figure 4.8.3.2,
- enter message text string using the keyboard,
- select **OK**.

MSG No.	Contents
11	Stepped Out
12	BUSINESS TRIP TO KOREA
13	MEETING AT BRANCH OFFICE
14	
15	
16	
17	
18	
19	
20	

Figure 4.8.3.2 Custom Message Window

**Notes:**

- Text Messaging is subject to the conditions of the host Call Server system.
- In iPECS MG systems, ez Attendant doesn't have this feature.

## 4.8.4 COS

### 4.8.4.1 Class Of Service Assignment

ez-Attendant can access the host Call Server database to modify the COS (Class of Service) assignments of the system extensions. COS controls the external call dialing privileges for extensions. COS assignments are modified in the *Change COS* dialog box, Figure 4.8.4.1. To access this dialog box;

- select **Tools** from the Menu bar,
- select **Attendant** from the **Tools** menu,
- select **Change COS** to view the *Change COS* dialog box, Figure 4.8.4.1,
- enter the desired station range in the **Station Range** area,
- select the desired **Day** and/or **Night COS** desired in the **COS Setting** area,
- select **Apply** or **OK** to change the COS.



Figure 4.8.4.1 Change COS dialog box

**Notes:**

- Extensions in the host Call Server are subject to the COS dialing restrictions assigned.
- COS levels can be different depends on the host Call Server.

#### 4.8.4.2 Temporary COS (Phone Lock)

Temporary COS is employed to temporarily block non-authorized outgoing external calls. ez-Attendant can activate Temporary COS for other extensions which assigns the extension a COS level of 7. This effectively locks the phone by denying the extension the ability to access or dial on an outside CO Line. Temporary COS is activated in the *Temporary COS* dialog box, Figure 4.8.4.2. To access the *Temporary COS* dialog box;

- select **Tools** from the Menu bar,
- select **Attendant** from the **Tools** menu,
- select **Temporary COS** to view the *Temporary COS* dialog box, Figure 4.8.4.2,
- enter the desired station range in the **Station Range** area,
- select **COS Down (Class 7)** to activate Temporary COS or **COS Restore** to restore the extension's normal COS level,
- select **Apply** or **OK**.

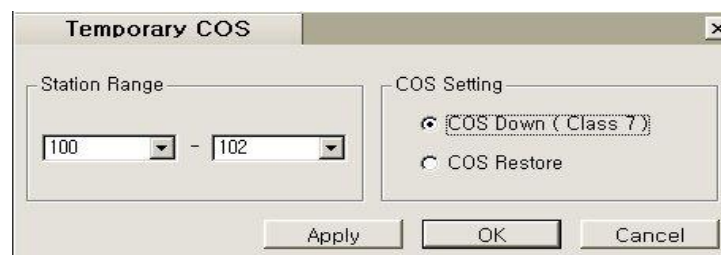


Figure 4.8.4.2a Temporary COS dialog box

#### 4.8.5 Attendant Cancel

ez-Attendant can 'cancel' certain features that may be active at one or more stations. Station features that are deactivated by Attendant Cancel include DND (Do Not Disturb), Call Forward, System Text Messaging and Wake-Up call. Attendant Cancel is located in the *Attendant*



*Cancel* dialog box, Figure 4.8.5. To access the dialog box;

- select **Tools** from the Menu bar,
- select **Attendant** from the **Tools** menu,
- select **Attendant Cancel** to view the *Attendant Cancel* dialog box, Figure 4.8.5,
- enter the desired station range in the **Station Range** area,
- select **Apply** or **OK**.

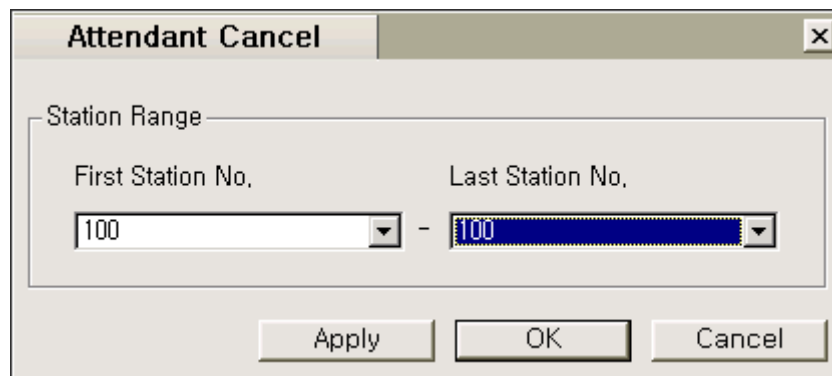


Figure 4.8.5 Attendant Cancel dialog box

**Notes:**

- The Attendant Cancel feature is subject to the conditions of the host Call Server.

## 4.8.6 BGM (Background Music) Selection

The host Call Server may provide multiple channels or sources for BGM (Background Music) which is played over the speakers of idle multi-button phones. ez-Attendant may select the source channel for BGM. This selection is made in the *ICM BOX BGM Selection* dialog box. To access this dialog box;

- select **Tools** from the Menu bar,
- select **Music Selection** from the **Tools** menu, to view the *ICM BOX BGM Selection* dialog box, Figure 4.8.6,
- select the desired channel from the pull-down selection menu in the **Music Channel** area,
- select **OK** to change the **Music Selection**.



Figure 4.8.6 ICM BOX BGM Selection dialog box

**Notes:**

- Music channels available are dependent on the host Call Server system and installation.

## 4.8.7 Conference Room Manager

Ez-Attendant supports the manager for conference room. Using *Conference Room Manager window*, user can activate/deactivate a conference room.

To access the conference room manager dialog box and set conference room;

- select **Tools** from the Menu;
- select **Conference Room Manager** on the Tools menu to view *Conference Room Manager dialog*, Figure 4.8.7.1

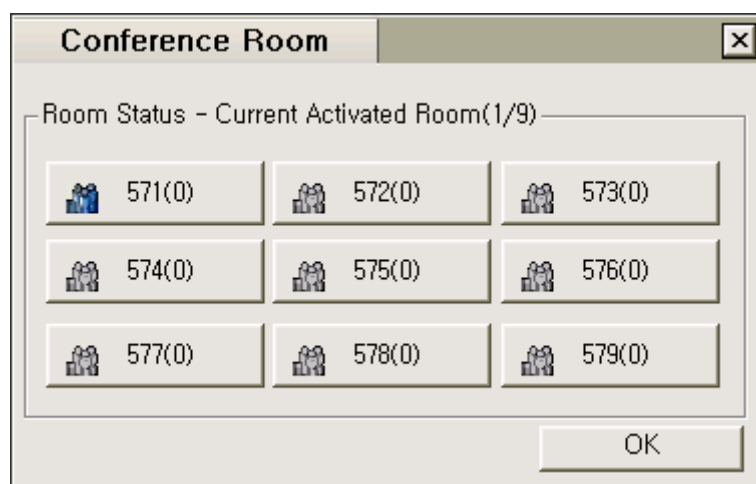


Figure 4.8.7a Conference Room Manager

- The number 571 ~ 579 are the conference room numbers received from Call Server system.
- The number put in parenthesis means the number of participants in the conference room.
- To activate a conference room, user click the right mouse button on a conference room button; the popup menu is shown; Figure 4.8.7.2

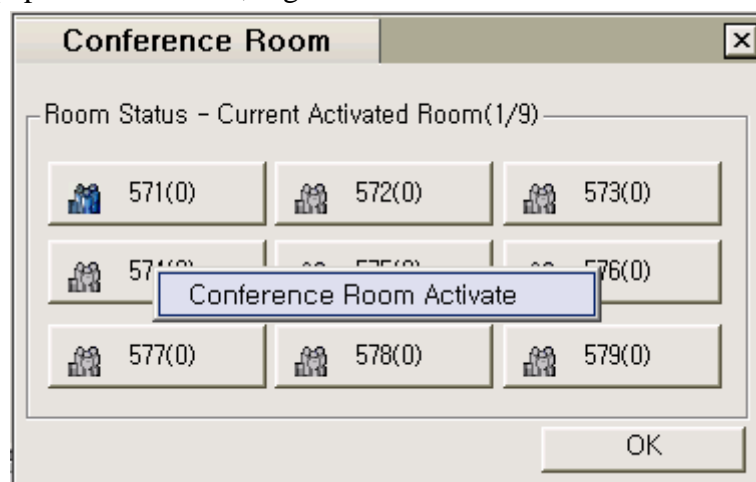


Figure 4.8.7b Popup menu for activating conference room

- When select **Conference room activate** menu, ez-Attendant shows *Password input dialog box*; Figure 4.8.7.3

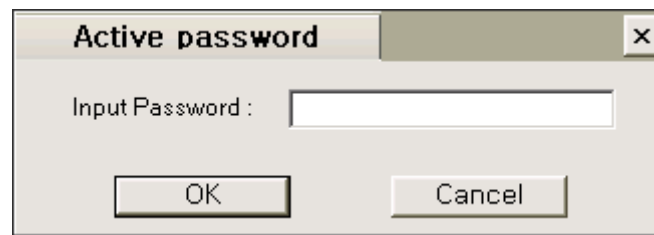


Figure 4.8.7c Password Input Dialog for activating conference room

- When a conference room is activated, but the participants do not join the room, ez-Attendant can remove the room. To remove the room, click the right mouse button on a activated conference room button.; Figure 4.8.7.4

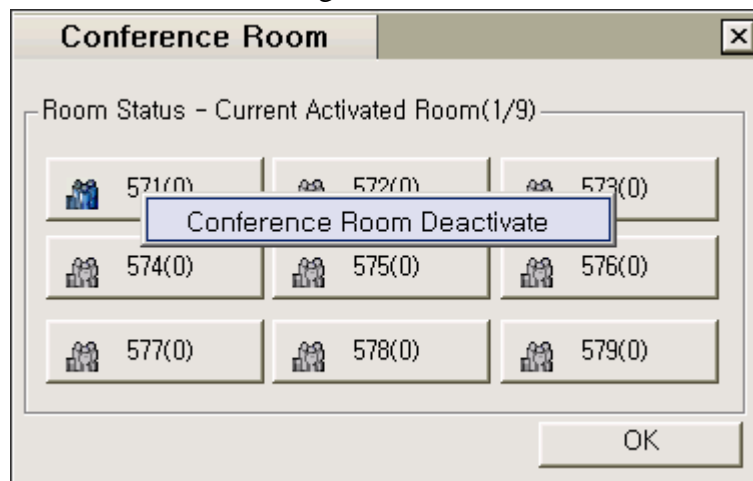


Figure 4.8.7d Popup menu for deactivating conference room

## 4.8.8 Authorization Code

Authorization codes are employed to control access to the system resources and facilities. Codes up to 12 digits may be entered into the system database. The station has an associated Station Authorization bin, which can be assigned by the user from ez Attendant. The System Authorization codes are stored in System bins and are entered or deleted.

To access Authorization Code function;

- select **Tools** from the Menu,
- select **Authorization Code** from the Tools menu,
- ez Attendant shows the **Password input window** to get admin password.

If the password is matched the **Authorization Code setting window** display like **Fig 4.8.8a**

- select **System** or **Station type** on the **Authorization Code** setting Dialog
- after select index or station number read to get contents

- change **password** and **COS values**, then click **Apply** button.

Figure 4.8.8a Authorization Code



**Notes:**

The detail functions of Authorization Code can be different according to the target system.

## 4.9 Upper Tool bar Functions

### 4.9.1 Wakeup Call Registration/Cancel

When the Upper Toolbar is assigned with the Wake Up icon, ‘Wake-up call’ or alarm can be set for an extension that will cause the system to ring the extension at the assigned time of day. The Wake-up can be a one-time event or may be repeated on a daily basis. ez-Attendant can set a Wake-up time for other extensions in the system in the *Wake-Up* dialog box Figure 4.9.1. To access the *Wake-Up* dialog box and set a Wake-up time;

- select the  Wake Up button from the Upper Tool Bar to view the *Wake-Up* dialog box,
- select the desired user from the **Category** area,
- select the  button to select a user, multiple users may be selected or enter a extension number in the Entry box,
- enter the desired time in the **Time Setting** area,
- select the appropriate radio button in the **Alarm Type** area, one-time, continue or remove,
- select **Apply** or **OK**.

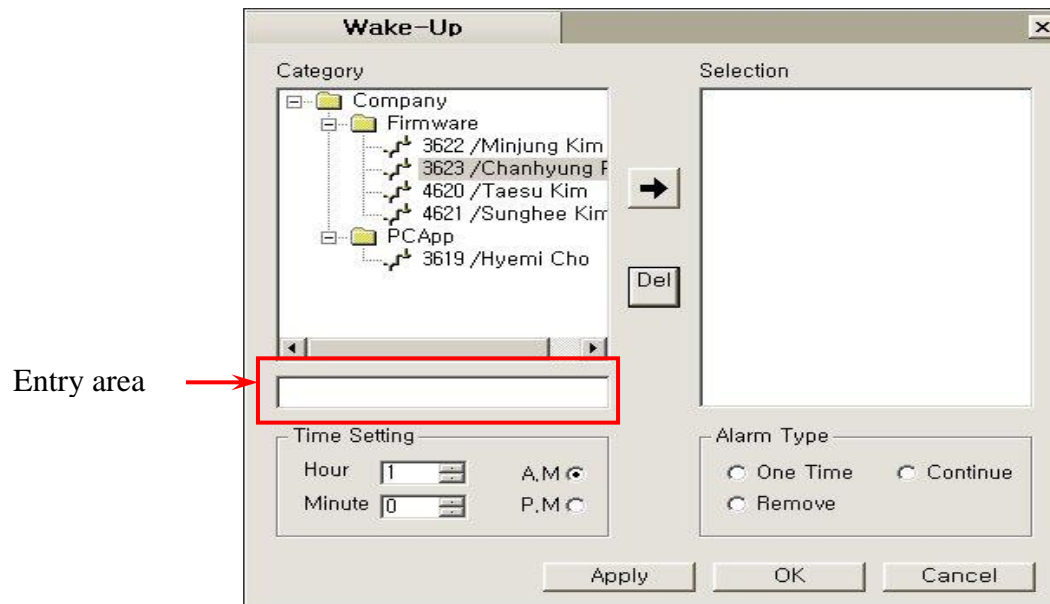


Figure 4.9.1 Wake-Up dialog box


**Notes:**

- The maximum number of extensions that can be assigned to receive a Wake-Up signal at one time is based on limits of the host Call Server.

## 4.9.2 SMS (Short Message Service)

### 4.9.2.1 Internal SMS

ez-Attendant can send short messages, up to 48 characters to other internal system users equipped with a multi-button phone with display, LG-Ericsson wireless DECT phone (Model GDC34X) or ez-Phone. When sent, the extension is notified of the message and the LCD or ez-Phone screen will display the message. ez-Attendant can also receive short messages from other ez-Attendants or ez Phone users. Internal SMS messages are sent or received in the *SMS to Keyset Window*, Figure 4.9.2.1a. To access this window and send short messages;

- select **Tools** from the Menu,
- select **SMS** from the Tools menu,
- select **Private SMS** from the selection menu to view the *SMS to Keyset Window*, Figure 4.9.2.1a,
- select the radio button for *SMS Send Window*,
- select the desired user from the **Category** area,
- select the  button to select a user, multiple users may be selected or enter an extension number in the Entry area box,
- enter the text message string in the *Message Text Window*,
- press the **Send** button.

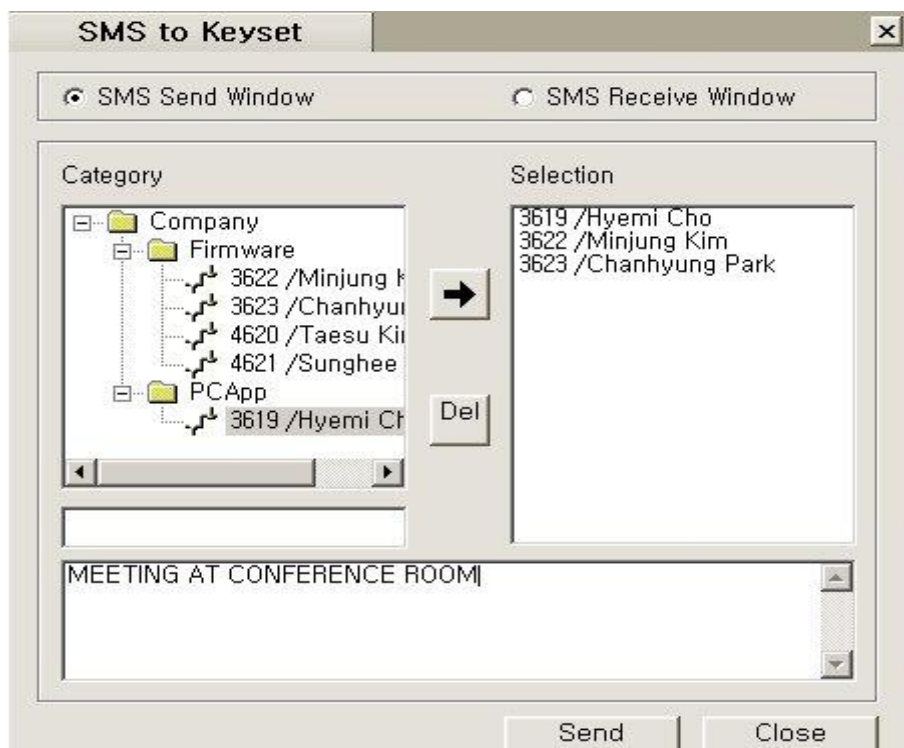


Figure 4.9.2.1a SMS to Keyset Window

Received SMS messages are displayed in the *SMS Window* of the ez-Attendant main screen and can also be viewed in *SMS to Keypad Window*. To view the SMS messages from the *SMS to Keypad Window*;

- select the radio button for **SMS Receive Window** to view received messages, Figure 4.9.2.1b,
- use the Navigation buttons to review messages.

To delete a received message in the *SMS Receive Window*;

- select the desired message in the *Message Text Window*
- select **Delete**.

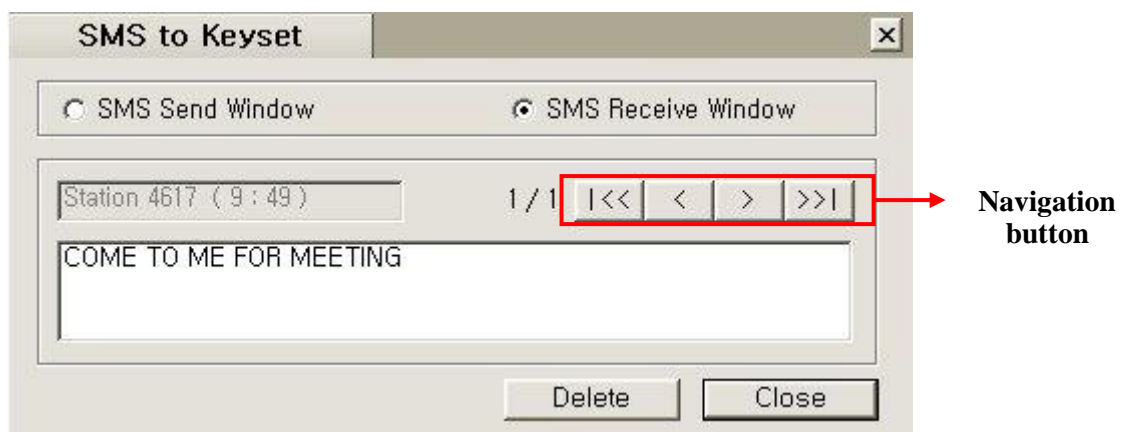


Figure 4.9.2.1b SMS to Keypad, Receive Message Window


#### Notes:

- Internal SMS messages can be up to 48 characters in length.
- The ez-Attendant can store up to 10 received messages. Additional 'received messages' will automatically delete the oldest stored message.

### 4.9.2.2 Mobile SMS

ez-Attendant will support GSM SMS (Short Message Service) when properly equipped with a GSM modem; refer to [section 3.4.2.3](#) SMS Information. SMS messages can be sent to one or more GSM subscribers simultaneously. An ez-Attendant user can send SMS messages through several means including through the **Tools** menu, SMS on the Upper Tool bar or directly from the *Station Window List Display*, *Phone Book* or *Log View*. The basic steps are; enter the message, select a mobile subscriber and send the message.

Mobile SMS is managed through the *Mobile SMS Window*, Figure 4.9.2.2. To access the *Mobile SMS Window*;

- select the  button on the Upper Tool bar,  
or select the **SMS** option from the **Tools** menu,  
or ‘right click’ the mouse on any *Station Window List Display*, *Phone Book*, or *Log View* entry,
- select Mobile SMS from the selection menu to view the *Mobile SMS Window*, Figure 4.9.2.2,
- if not already selected, select the desired user from the **Category** area,  
or enter a user name or mobile number in the **Entry** box,
- select the **Insert** button,
- enter the text message string in the *Message Text Window*,
- press the **Send** button.

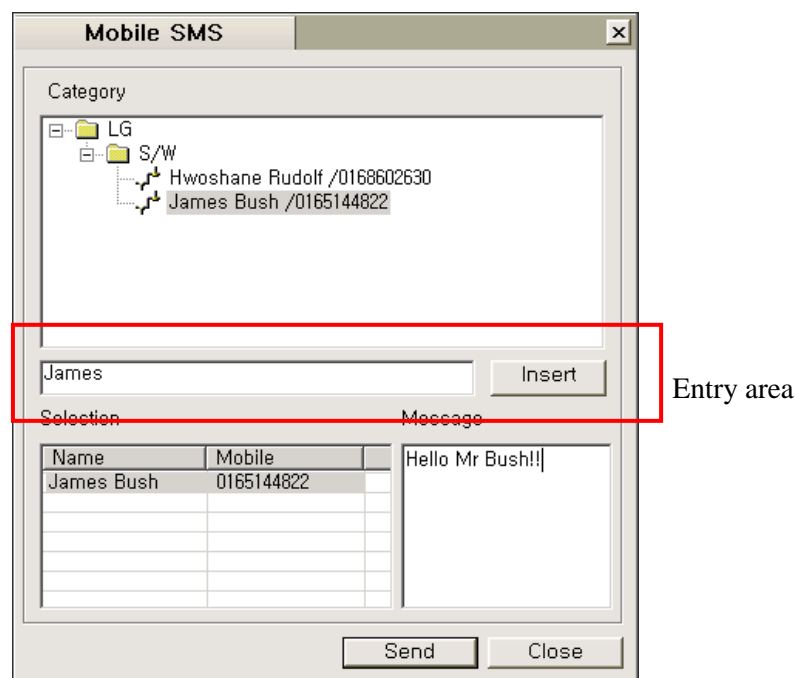


Figure 4.9.2.2 Mobile SMS Window

**Notes:**

- ez-Attendant must be properly configured and equipped for access to a GSM modem, refer to [section 3.4.2.3](#).



### 4.9.2.3 Fixed Line SMS (PSTN SMS)

ez Attendant supports Fixed Line SMS(Short Message Service) when the target system equipped with SMSB. SMS messages can be sent to one or more target phone numbers simultaneously. An ez-Attendant user can send SMS messages through the **Tools** menu. The basic steps are; enter the message, select a subscriber phone number and send the message.

Fixed Line SMS is managed through the *Mobile SMS Window*, Figure 4.9.2.3a. To access the *Fixed Line SMS Window*;

- select **Tools** from the Menu,
- select **SMS** from the Tools menu,
- select **Fixed Line SMS** from the selection menu to view the *SMS to Keyset Window*, Figure 4.9.2.3a,

Phone Number	Name	Re

Figure 4.9.2.3a Fixed Line SMS Window – Send window

- select the radio button for *SMS Send Window*,
- input the desired phone number
- click the **Insert** button after enter an phone number in the Entry area box,
- enter the text message string in the *Message Text Window*,
- press the **Send** button.

Received Fixed Line SMS messages are displayed in the *Fixed Line SMS Window* of the ez-Attendant main screen and can also be viewed in send *Fixed Line SMS Window*. To view the SMS messages from the *Fixed Line SMS Window*;

- select the radio button for **SMS Receive Window** to view received messages, Figure 4.9.2.3b,
- Received messages are displayed whenever user clicks an item on the receive message list.

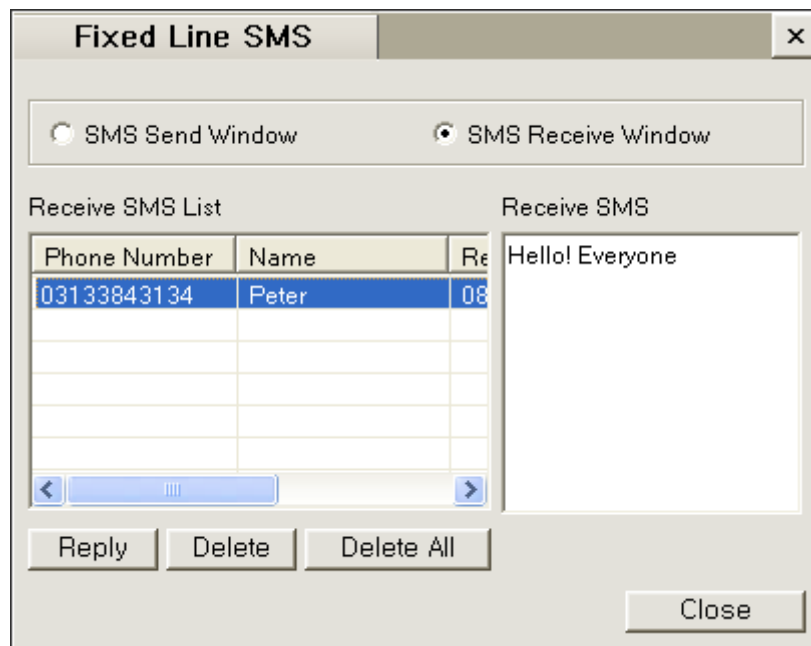


Figure 4.9.2.3b Fixed Line SMS Window –Receive window


#### Notes:

- In case of iPECS, this function does not supported by the system.
- In case of iPECS MG, this function doesn't supported by the host Call Server.

### 4.9.3 My Status Ring Mode Control

ez-Attendant can control the Day/Night Ring mode of the host Call Server system, placing the system in the Day, Night, Weekend or Auto Ring Selection mode. Ring assignments for the mode selected are then enforced by the system. The Auto Ring Selection mode employs the system clock to shift from Day, Night and Weekend Ring modes based on the schedule assigned in the system database.

The Ring mode is controlled by the ez-Attendant in the *My Status* dialog box, Figure 4.9.3. To access this dialog box;

- select the  My Status button on the Upper Tool bar to view the *My Status* dialog box,
- select the radio button for the desired Ring mode.

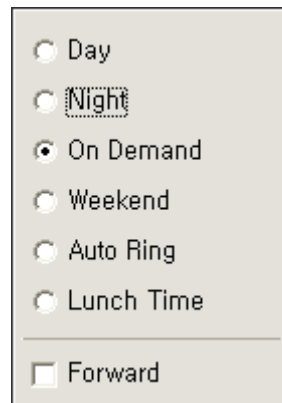



Figure 4.9.3 My Status dialog box

**Notes:**

- Ring assignments for the Day, Night and Weekend ring modes are made in the host Call Server system database.
- The schedule for the Auto Ring mode is assigned in the host Call Server system Database.
- Ring modes can be different depending on the host Call Servers.

#### 4.9.4 Send E-mail

The ez-Attendant user may send e-mails from the ez-Attendant screen using their normal e-mail client. E-mail recipients can be manually entered or selected from the *Station Window List Display* or *Phone Book* entries. After selecting recipients, the user's normal e-mail client is invoked with the selected addresses entered automatically. The user may then enter the e-mail text and send the mail in the normal manner. Recipients are entered from the *E-Mail Window*, Figure 4.9.4. To access this window;

- select the  E-Mail button from the Upper Tool bar,  
or select **Send Mail** from the **Setting** menu,  
or right click on any entry in the *Station Window List Display* or *Phone Book* with an e-mail address,
- select or enter the desired recipients
- select **Send** to activate the e-mail client and proceed as normal for the e-mail client.

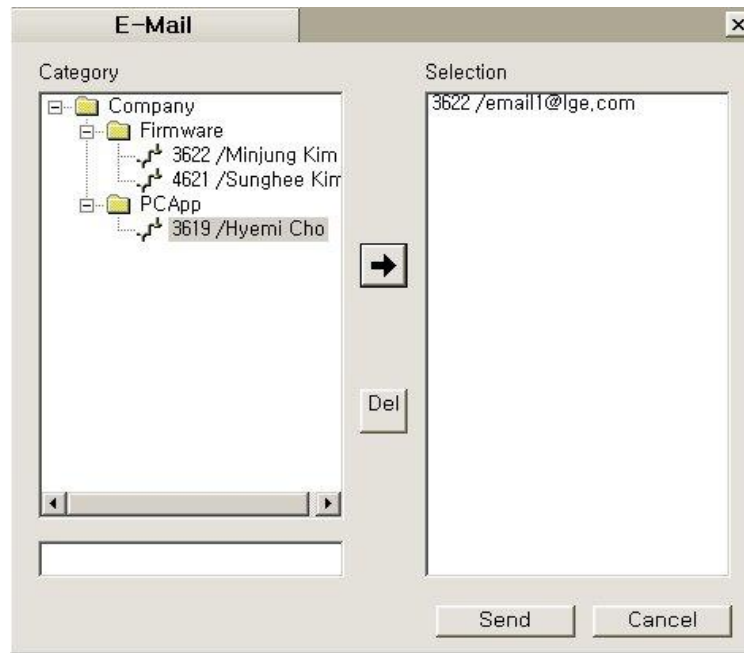


Figure 4.9.4 E-Mail Window

**Notes:**

- The ez-Attendant supports Outlook or Outlook Express as the e-mail client.
- To improve execution speed, the e-mail client application should be running but minimized.

## 4.10 CO Line Display window

The ez-Attendant user has access to a *CO Line Display* pop-up window, Figure 4.10a using Hot Keys (default Alt + S). In this window, ez-Attendant displays the status of all CO lines and permits the user to access a CO Line to answer or place external calls. To access this window and answer or place a call;

- enter the “show CO Line” Hot Keys (default Alt + S)
- select the desired CO Line to answer the call,

for placing a call, the *Phone Number* dialog box, Figure 4.10b will appear if the CO Line is idle,

- enter the phone number,
- press “Enter”.

The ez-Attendant user can also place CO Lines In or Out-of-Service. When Out-of-Service, the CO line LED will Flash rapidly at the ez-Attendant and Attendant Multi-button phone and the CO Line will appear busy at all other extensions. To place a CO Line In or Out-of-Service;

- place the mouse pointer on the desired CO Line button, Figure 4.10.c, ,
- click the right mouse button, the service state will toggle between In-Service and Out-of-Service.

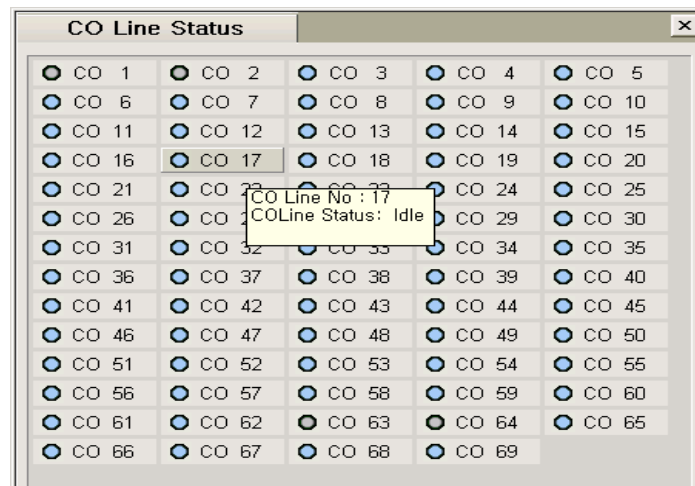


Figure 4.10a CO line Display Window

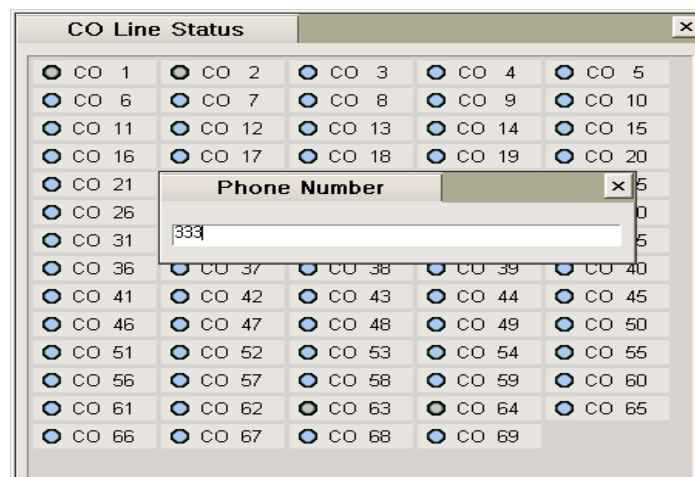


Figure 4.10b CO line Display Window w/Phone Number dialog box

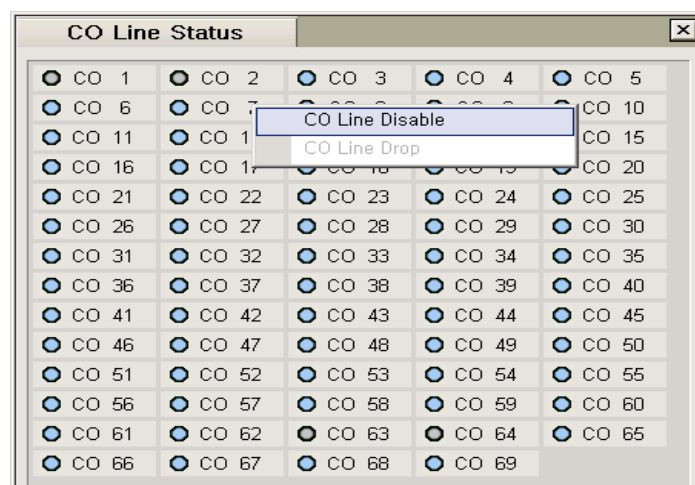
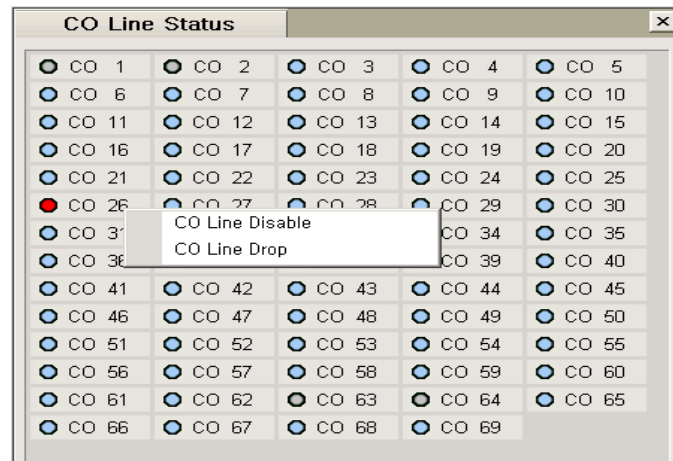


Figure 4.10c CO line Display Window/ outgoing disable for a CO line.

When an internal user is talking with external party ,ez Attendant user can drop the CO Line.

To place a CO Line drop;

- place the mouse pointer on the desired CO Line button in used state, Figure 4.10d,
- click the right mouse button, the popup menu will be shown.



**Figure 4.10d CO line Display Window/CO Line drop**

## Notes:

- Access to CO Lines is subject to the host Call Server database.
- The Tool Tip window will display when the mouse pointer is moved over a CO Line icon.

## 4.11 Hunt Group Information Window

The ez-Attendant *SMS Window* is shared with the *Hunt Group Information Window*. The *Hunt Group Information Window*, Figure 4.11, shows the Hunt Group Number, number of incoming calls, and the CO Line number.

To toggle between the *SMS Window* and the *Hunt Group Information Window*;

- enter the “show Hunt Group” Hot Keys (default Ctrl + G).

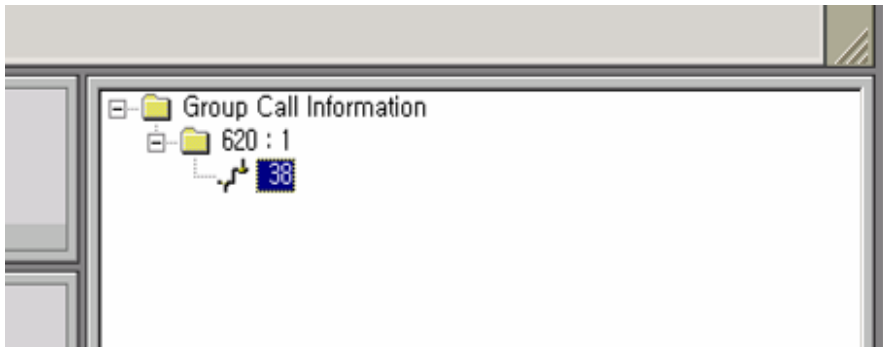


Figure 4.11 Hunt Group Information Window]

This display shows Hunt Group 620 has one incoming call on CO Line 38 and CLI will be shown when provided.

**Notes:**

- User can only see the queued ICM calls or CO calls on the Hunt Group Call Information Window.
- In case of iPECS MG systems, this function doesn't supported by the host Call Server.

## 4.12 Phone book

### 4.12.1 Phone Book Description

The ez-Attendant **Phone Book** gives the user an extension database, external (customer) database. It also gives access to the host Call Server System Speed Dial database. The ez-Attendant user databases are stored in an \*.mdb format. Other database formats (Outlook, Excel, Goldmine and ACT!) are supported via the Import/Export utility. The **Phone Book** database can be used with a number of other ez-Attendant features, thus an accurate timely database is important for efficiency.

Fields in the database include the following:

- ❖ STN (extension number) or blank for an external contact
- ❖ First Name
- ❖ Last Name
- ❖ Company
- ❖ Home (Telephone number)
- ❖ Mobile phone number
- ❖ Job title (Ex: manager, Engineer, etc)
- ❖ Fax number
- ❖ Business telephone number (Office telephone number)
- ❖ Address
- ❖ E-mail address
- ❖ Nick name

- ❖ System Speed Dial bin number from host Call Server system
- ❖ Department
- ❖ Memo


To access the *Phone Book Window*, Figure 4.12.1;

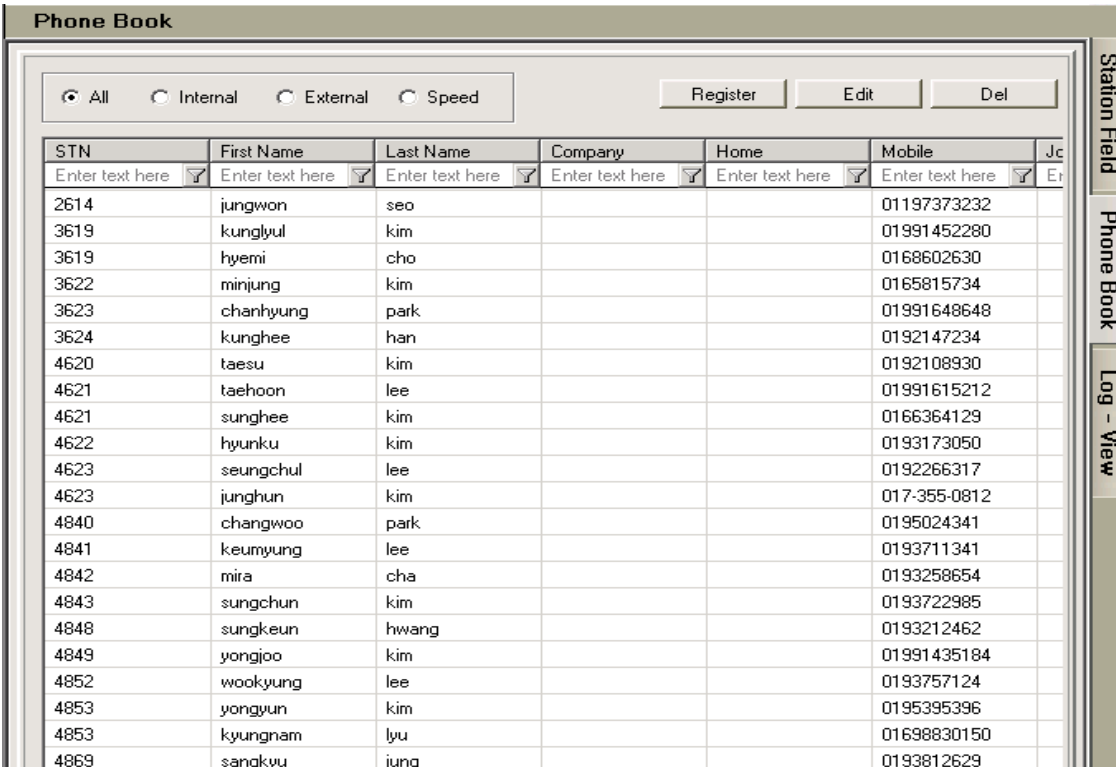
- select the **Phone Book** tab in the *Station Window*,
- or press “F4”.

To search for a Phone Book entry;

- enter the search text for the appropriate field in the “Enter text here” cell.

To delete entry;

- select an entry,
- select the  button.



STN	First Name	Last Name	Company	Home	Mobile	Jc
2614	jungwon	seo			01197373232	
3619	kunglyul	kim			01991452280	
3619	hyemi	cho			0168602630	
3622	minjung	kim			0165815734	
3623	chanhyung	park			01991648648	
3624	kunghee	han			0192147234	
4620	taesu	kim			0192108930	
4621	taehoon	lee			01991615212	
4621	sunghee	kim			0166364129	
4622	hyunku	kim			0193173050	
4623	seungchul	lee			0192266317	
4623	junghun	kim			017-355-0812	
4840	changwoo	park			0195024341	
4841	keumyung	lee			0193711341	
4842	mira	cha			0193258654	
4843	sungchun	kim			0193722985	
4848	sungkeun	hwang			0193212462	
4849	yongjoo	kim			01991435184	
4852	wookyung	lee			0193757124	
4853	yongyun	kim			0195395396	
4853	kyungnam	lyu			01698830150	
4869	sangkyu	jung			0193812629	

Figure 4.12.1 Phone Book Window

## Notes:

- The ez-Attendant user may add (register) or edit Phone Book entries, refer to [section 4.12.2](#)
- The “**All**” radio button option in the *Phone Book Window* applies to the internal and external databases and does not include the host Call Server System Speed Dial database.



## 4.12.2 Add/Edit Phone Book Entries

The ez-Attendant user can add (register) or edit Phone Book entries with the *Register and Edit* dialog box, Figure 4.12.2a. To access the *Register and Edit* dialog box;

- select the **Register** or **Edit** button from the *Phone Book Window*, see Figure 4.12.1, to view the *Register and Edit* dialog box, Figure 4.12.2a,
- enter data for the contact,
- after completing entry, select **Apply** to save the data and continue entering data or **OK** to save the data and return to the ez-Attendant main screen.

STN	First Name	Last Name	Company	Home	Mobile
Enter text here	Enter text here	Enter text here	Enter text here	Enter text here	Enter text here
	hyemi	choi	HP	+82 (02) 263023...	+82 0192867114
	Jones	Steve	LGE		0192867114

Register and Edit

First Name: hyemi, Last Name: choi, Company: LGE, Job: , Mobile: , Business: , Station No: 100, Fax: , Department: H/w, Home No: , Nick Name: , Speed No: , E-Mail: , Address: , Memo:

OK Cancel Apply

Figure 4.12.2a Register/Edit Phone Book Entry Window

Phone numbers should be entered in the following format;

- ❖ the number should begin with a “+” followed by the country code,
- ❖ the country code should be followed by a space,
- ❖ the area code should be enclosed in parenthesis.

To assist the user in proper entry, the *Check Phone Number* dialog box can be accessed by double clicking on the desired entry box in the *Register and Edit* dialog box. This will reveal the *Check Phone Number* dialog box, Figure 4.12.2b.

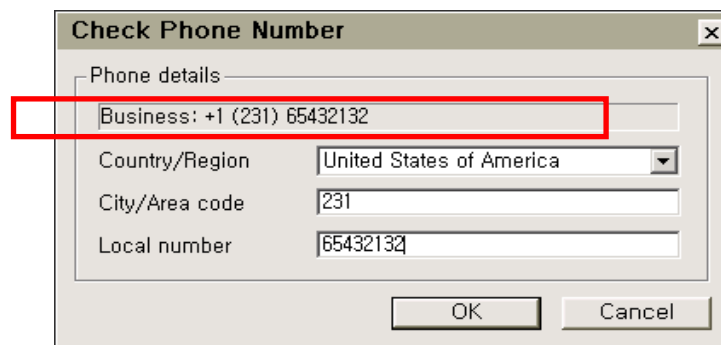


Figure 4.12.2b Check Phone Number dialog box

**Notes:**

- For proper interpretation and operation, phone numbers must be entered in the correct format.
- The **Speed No** in the *Register and Edit* dialog box is the System Speed Dial bin number, if any, associated with the contact.

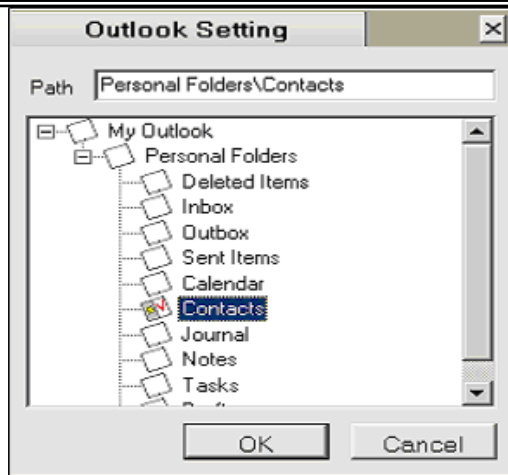
### 4.12.3 Phone Book Database Link

The Phone Book database employs the Microsoft Access format and an Import/Export facility is provided to employ other formats including Goldmine, ACT!, Outlook and Excel. The database, ATD.mdb, must exist in the ez-Attendant folder along with the ez-Attendant executable file in order to view and modify the contents. The file can be generated under the file menu as follows;

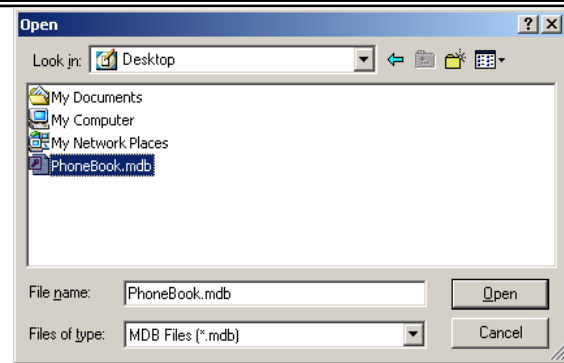
- select **File** from the Main Menu,
- select **New DB** from the **File** menu to generate a blank Phone Book.

The process for importing or exporting the database is dependent on the type of database involved, Outlook, GoldMine or ACT!. Import/Export is accomplished through the **Import DB** or **Export DB** items under the **File** menu. To import a Microsoft Outlook contact database;

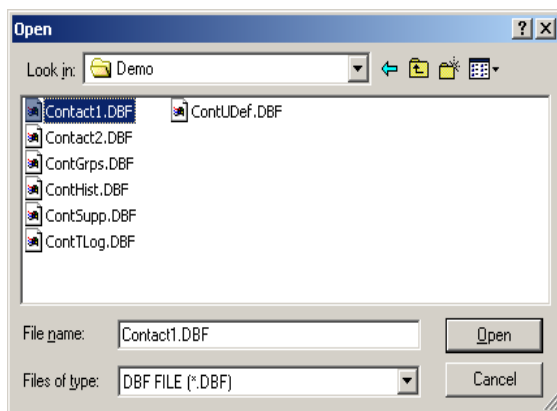
- select **File** from the Menu,
- select **Import DB** from the **File** menu,
- select the proper file type from the **Import DB** menu, one of the windows as in Figure 4.12.3a will appear,
- select the desired contact database file from the window, if required change the path to locate the file.



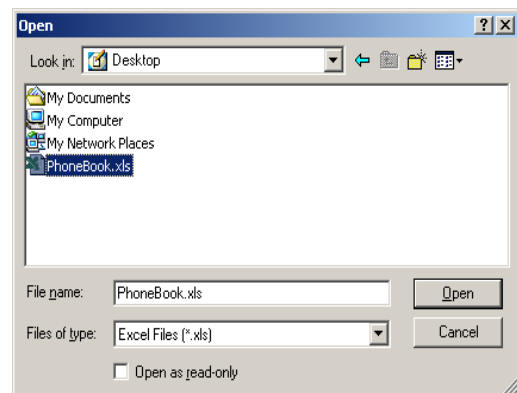
Outlook Database



Access Database



GoldMine/ACT! Database



Excel Database

Figure 4.12.3a Contact Database window

In addition to the contact database, the Outlook Schedule file can be imported manually. Normally, this file is downloaded periodically as described in [section 3.4.5](#). To import the schedule file manually;

- select **File** from the Menu,
- select **Import DB** from the **File** menu,
- select **Microsoft Outlook Schedule** from the **Import DB** menu, *Outlook Setting* window, Figure 4.12.3b, will appear,
- select the desired schedule (calendar) file from *Outlook Setting Window*, if required change the path to locate the file.

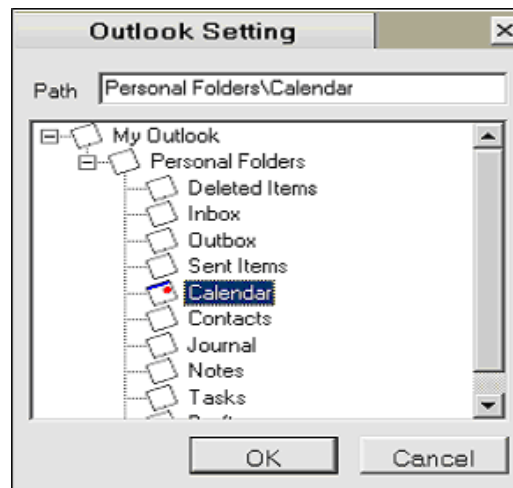


Figure 4.12.3b Outlook Setting window – calendar

**Notes:**

- To use the Import/Export facility, the database can not be in use by another application. Attempts to import or export will return an Operating System error message.
- Import or export to a GoldMine or ACT! Database file can only be accomplished if there is no user logged on the ez-Attendant.
- The file extension for each file type is:
  - Outlook – not shown
  - GoldMine or ACT! - \*.DBF
  - Access - \*.mdb
  - Excel - \*.xls
- When importing a Microsoft Outlook Schedule, only schedules for users registered in the Phone Book will be imported.

## 4.12.4 System Speed Dial Window

ez-Attendant allows the user access to the host Call Server System Speed Dial database. The user can download the database from the host system, add or modify entries and upload selected entries. In addition the user can search the database and use entries to place calls. To access the System Speed Dial database; in the *Phone Book Window*, select the Speed radio button to view the Speed Dial database, Figure 4.12.4.2a.

Speed No	Speed Name	Phone No	CO No	CO Type
2000				None
2001				None
2002				None
2003				None
2004				None
2005				None
2006				None
2007				None
2008				None
2009				None
2010				None
2011				None
2012				None
2013				None
2014				None

Figure 4.12.4a Speed Dial Database

The database must be downloaded before it can be viewed. To download the System Speed Dial database to the ez-Attendant, select the **Download** button. The Call Server will send the System Speed Dial database to the ez-Attendant. The transfer will require several minutes and will be affected by the number of Speed Dials in use, LAN and Call Server traffic, etc.

During the download process ez-Attendant displays the download status and cancel button, Figure 4.12.4.2b. Selecting this button during the download will terminate the download process.

Figure 4.12.4b Download Status/Cancel button

To add or edit an entry;

- select the desired entry,
- enter data in the **Register/Edit** area, lower section of the window,
- select upload to send the modification to the Call Server database.

To delete a System Speed Dial number;

- select the desired entry,
- select **Delete** to delete the record.

To search the database;

- enter characters/digits in the "Enter text here" cell,

## Notes:

- Call Server supports only one download process at a time. A second request will return the "You cannot do up/download now." error message.
- Multiple records can be selected for upload or download using "shift" or "ctrl" buttons.
- If the data entered in the *System Setting for Speed* does not agree with the actual connected Call Server, upload/download is not allowed. The *System Setting for Speed*, section 3.4.2.3 must be corrected. This may only be accomplished with the ez-Attendant in the logged off mode.
- When user set CO type to Net, CO number should be the index of PGM 324 in which CO Transit Out code is programmed.
- When user uses speed editor program to edit system speed dials, he/she can't use ez Attendant program.
- In case of iPECS MG systems, ez Attendant has Toll Free check box and tenancy number instead of CO type and CO number.

## 4.13 Log View

ez-Attendant maintains a log of all external call activity from the host Call Server. The *Log View* data can be searched, filtered, printed, saved and records deleted. Each *Log View* record contains the following fields:

- ❖ **Status**, type of call (incoming/outgoing, internal/external)
- ❖ **Caller**, caller identification
- ❖ **Called**, called number
- ❖ **Date**, date call was made
- ❖ **Time**, time call was placed
- ❖ **Duration**, duration of the call in minutes and seconds 00:00
- ❖ **Queue**, duration the call rang into the Call Server system prior to answer/disconnect
- ❖ **Caller Name**, name of the calling party
- ❖ **Called Name**, name of the called party
- ❖ **DID**, for DID calls, the dialed DID number
- ❖ **DID Name**, name associated with the DID number
- ❖ **Ext/Int**, External or Internal call
- ❖ **Ans/Noans**, Answered or not answered

The *Log view* is selected in the *Station Window* by selecting the **Log View** tab.

Status	Caller	Called	Date	Time	Duration
CO-OUT	ATD(3618)	90163964752	2003-07-02	21:38:49	00:09
CO-OUT	4811	90194668551	2003-07-02	21:45:33	00:13
CO-OUT	ATD(3618)	90163964752	2003-07-02	21:50:27	00:02
CO-OUT	4737	Unknown	2003-07-03	08:37:25	00:05
CO-OUT	2654	901198039788	2003-07-03	08:48:18	01:12
CO-OUT	4611	97005425	2003-07-03	08:53:06	00:26
CO-OUT	3686	8451233	2003-07-03	08:55:06	00:04
CO-OUT	3686	8451233	2003-07-03	08:55:48	00:04
CO-IN	0095	3623	2003-07-03	09:04:22	00:32
CO-OUT	3652	90117459065	2003-07-03	09:10:09	01:01
CO-IN	Unknown	4853	2003-07-03	09:13:51	00:25
CO-OUT	ATD(3618)	90195188266	2003-07-03	10:07:21	00:06
CO-OUT	4815	90163087908	2003-07-03	10:08:50	00:06
CO-IN	0093	3688	2003-07-03	10:12:27	07:16
CO-OUT	ATD(3618)	90163964752	2003-07-03	10:51:43	00:18
CO-OUT	ATD(3618)	90163964752	2003-07-03	10:53:10	00:08

Figure 4.13 Log View Station Window

To filter the *Log View* data

- to assure accuracy of the database, first select the **All Logs** button,
- enter a **FROM** and **TO** date, these are needed for proper search operation,
- select filter items from list, enter phone number for **Caller/Called** number, if selected.

To search the *Log View*;

- enter text in the “Enter text here” cell,

To place a call using an entry,

- Double click on the **Caller** or **Called** entry.

To delete a *Log View* record;

- select the desired record,
- press “Del” button.

To print a *Log View*;

- select **Print** from the Upper Tool bar,
- Or,
- select **File** on the Menu bar,
  - select **Print** from the **File** menu.

## Notes:

- All external calls placed or received by the system as well as internal calls to or from the ez-Attendant are recorded.
- Records in the **Log View** are stored in the ATD.mdb file. When the records are saved using the **Save as** function, the records are deleted from the ATD.mdb file and stored as an \*.xls file in the file name entered.
- Using the **File** menu for print allows access to the Print Setup menu.
- The ez-Attendant log will store up to 10,000 call records; additional records overwrite the oldest records.

## 4.14 General

### 4.14.1 Tool Tip Display

When the mouse pointer is moved over an Upper or Lower Tool bar Icon, the *Tool Tip Window* will open indicating the Hot Key combination which will activate the associated feature. Additional information is also provided when the mouse pointer is placed over an extension button in the *Station Window*, Figure 4.14.1. The information shown includes extension status, Wake-up setting, active Text message, Call forward state, and active call information.

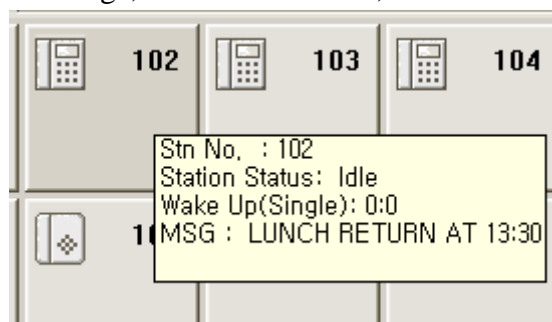


Figure 4.14.1 Tool Tip Window



**Notes:**

- The *Tool Tip Window* is only provided with the button icon display views of the *Station Window*.

## 4.14.2 Record VMIB

ez-Attendant can be used to access the host system VMIB so that the user may record an OGM (Outgoing Message) for the Attendant extension. This message is played to callers who are connected to the VMIB to leave a voice mail message for the Attendant. Once connected to the VMIB, the user employs the Attendant multi-button phone handset to record the greeting (OGM). To record a greeting;

- select **Setting** from the Menu bar,
- select **Record VMIB** from the **Setting** menu,
- with the multi-button phone handset, record the greeting.

In **iPECS-MG** system, ez Attendant displays current VMIB's status to user. From the VMIB status, user can record the greeting to a appropriate empty slot number.

To record a greeting;

- select **Setting** from the Menu bar,
- select **Record VMIB** from the **Setting** menu to see following dialog window,

Index	Record Type1	Record Type2	Record Type3
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

Figure 4.14.2 VMIB Record Dialog

- Select a slot number and select **Read** button to see current greeting information on the selected VMIB.
- Select an item in the greeting info list view and press **Record** button to record voice.

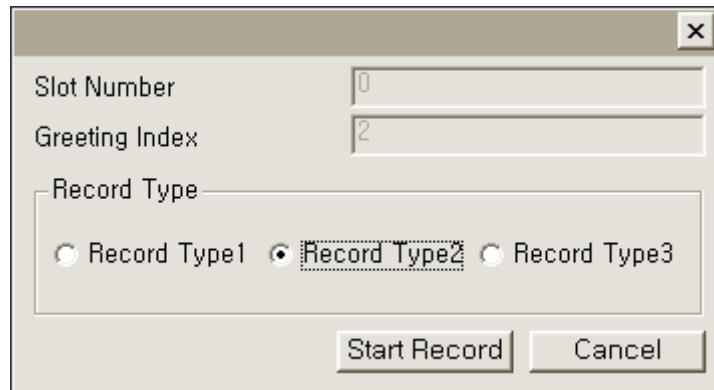


Figure 4.14.3 Greeting Recording Dialog

- Select Record Type and press **Start Record** button.

**Notes:**

- In case of iPECS, Recording VMIB function is supported by only the system attendant.

## 4.14.3 Multiple ez-Attendants

The Call Server can support up to 5 ez-Attendants which are assigned in the Attendant Group or ICM Tenant Group programs of the Call Server, PGMs 164 and 120 respectively. When multiple Attendants are assigned, separate ez-Attendants can be logged on to each Attendant extension assigned in the host database.

**Notes:**

- The maximum number of Attendant positions and thus ez-Attendants is 5.
- In case of iPECS, the system does not support attendant of ICM tennancy group.

## 4.14.4 Flexible Button Programming

Using the **Setting** menu, the ez-Attendant user can assign functions to the Flex buttons of multi-button phones connected to the Call Server system. Flex button assignment is similar to the Call Server Admin Program 115 and is managed in the **Flex Buttons Setting** dialog box, Figure 4.14.4a. To assign Flex buttons;

- select **Setting** from the Main Menu,
- select **Flex Buttons Setting** from the **Setting** menu to view the dialog box, Figure 4.14.4a,
- enter the desired Station **Range**,
- select **Read** to download the Flex button data,

- select the desired **Flex Button**,
- select **Setting** to view the **Flex Button** assignment dialog box, Figure 4.14.4b,
- enter the button **Type** from the drop selection menu,
- enter any required **Data** required for the button type assigned,
- select **Apply** or **OK**, to store the new data.

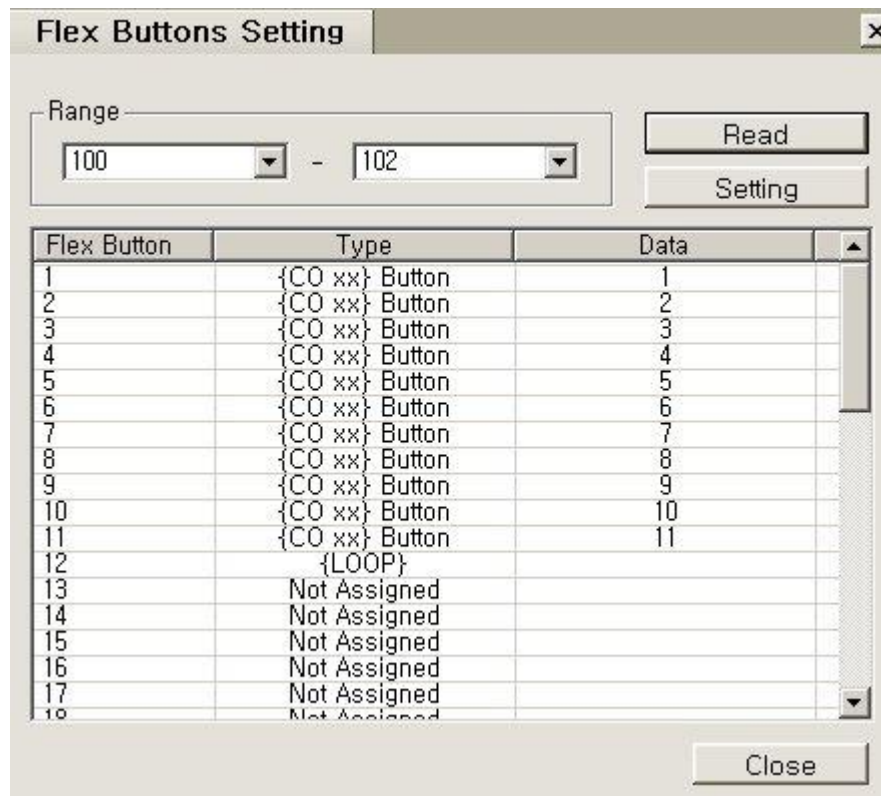


Figure 4.14.4a Flex Buttons Setting dialog box

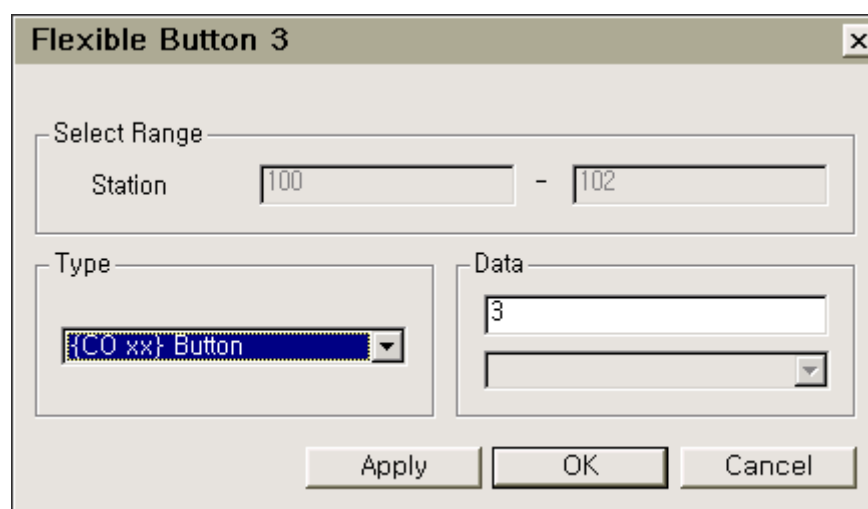


Figure 4.14.4b Flex Button assignment

## Notes:

- The Flex button data shown in the **Flex Buttons Setting** dialog box is representative of the lowest station number in the range entered.
- The conditions of the Call Server system apply to Flex Button assignments by the ez-Attendant.
- In case of iPECS MG systems, Contents of Flex Button assignment are different from those of the other systems.

## 4.14.5 Networking & BLF Manager Integration

ez-Attendant can operate in a network environment where multiple Call Server systems are interconnected over an IP network. When the BLF manager is also installed and connected to the LAN with ez-Attendant and the local Call Server, ez-Attendant can monitor and display the status of stations connected to the remote systems as well as the local Call Server. In this case, ez-Attendant will treat the networked stations registered in the ez-Attendant Phone Book as any other locally connected station.

ez-Attendant may also call unregistered networked stations by including “n” as a prefix to the networked station number when using the **Search** box to place the call.

Networked stations may also be assigned to a ‘network group’. A network group is assigned under the *Group Setting* dialog box with the prefix “N\_”, refer to [section 3.4.3](#). For example, a network group would be assigned the group name “N\_Labs”, as shown in Figure 4.14.5. Any networked station can then be assigned to the network group including stations from different nodes of the network.

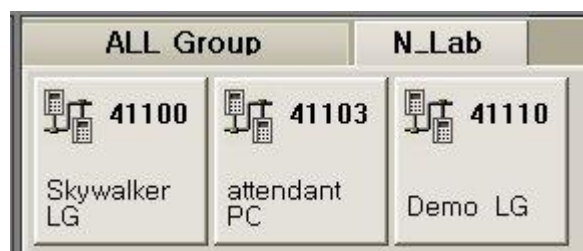


Figure 4.14.5 Network station group

## Notes:

- A maximum of 50 stations for each network node can be registered in ez-Attendant.
- The BLF manager provides an idle status to ez-Attendant when a registered network station is ringing.
- The BLF manager must be operated on a server other than the ez-Attendant PC.

## 4.15 Alarm information window

Alarms from the host Call Server are sent as a pop-up, Figure 4.15, to ez-Attendant as well as the LCD of the Attendant multi-button phone. The various Alarm messages are given in Appendix C.

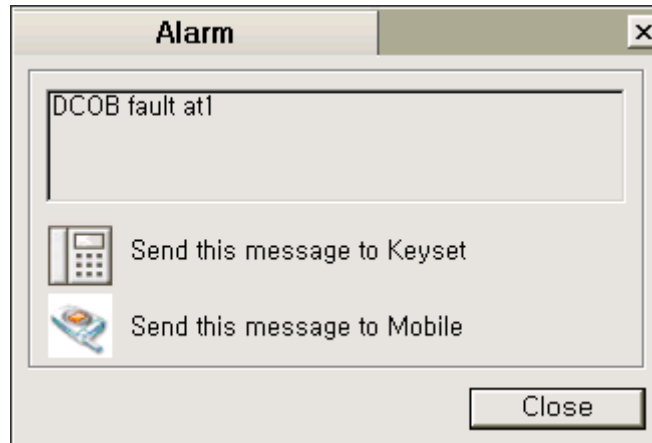


Figure 4.15 Alarm Information Window

When received, the ez-Attendant user may send the Alarm message to another extension or Mobile user as an SMS message.

Note:

- Alarm messages are subject to the conditions of the host Call Server system.

## 4.16 Prepaid call

The ez-Attendant incorporates PrePaid calling services, guests can pre-pay for calling services from the guest station. As calls are placed, the guest station account is reduced based on the call costing algorithms of the Call Server system. At expiration of the account, the station's external calling capabilities are terminated, COS 7 is applied. If the account expires during a conversation, warning tone is received and the call terminated. The ez-Attendant has control of the guest station account. To open or edit a guest account;

- select **Tools** from the Main Menu,
- select **Prepaid Call** from **Tools** menu to view dialog box, Figure 4.16,
- enter the desired station **Range**,
- select **Read** to download the guest station account data,
- enter/edit the guest station account credit in the PrePaid Money box,
- select **Apply**, to store the new data, or **Cancel** to exit the account.

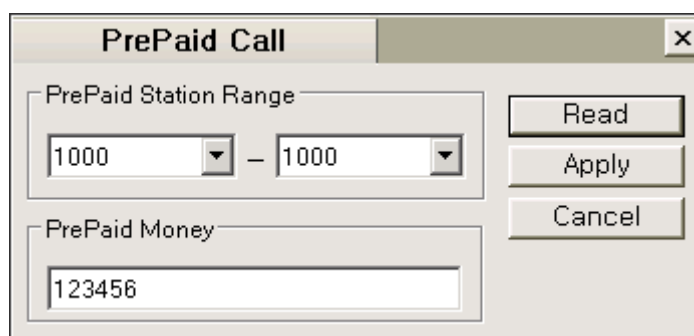


Figure 4.16 Prepaid Call Window

Note:

- The Guest Account can have maximum credit to the account of 999999 units based on the Call Server costing algorithms in “PrePaid Money”.
- In case of iPECS, this function does not supported by the system.

## 4.17 Input Account Code

While on an outside call, user can enter a series of digits that will be included in SMDR call record. This Account Code, which can be up to 12 digits, can be used to allocate cost or time for the call. To enter an Account Code;

- press the ‘Input Account Code’ Hot keys (default ALT D),to view the Input Account Code dialog. Figure 4.17,
- enter the Account code (up to 12 digits),
- press “Enter” to send the Account Code to the system.



Figure 4.17 Account Code Window

Note:

- The number of maximum digits in an Account Code is 12.
- In case of iPECS MG, this function doesn't supported by the host Call Server.

## 5 Shared MS Outlook Schedules

### 5.1 General

ez-Attendant can display the schedules of registered users maintained in a shared Outlook database. The Outlook database must be located in an Exchange server. The schedule information is shown in the *Schedule Window* when a user name is input in the **Search** box on the ez-Attendant main screen and selects the Search icon, Figure 5.

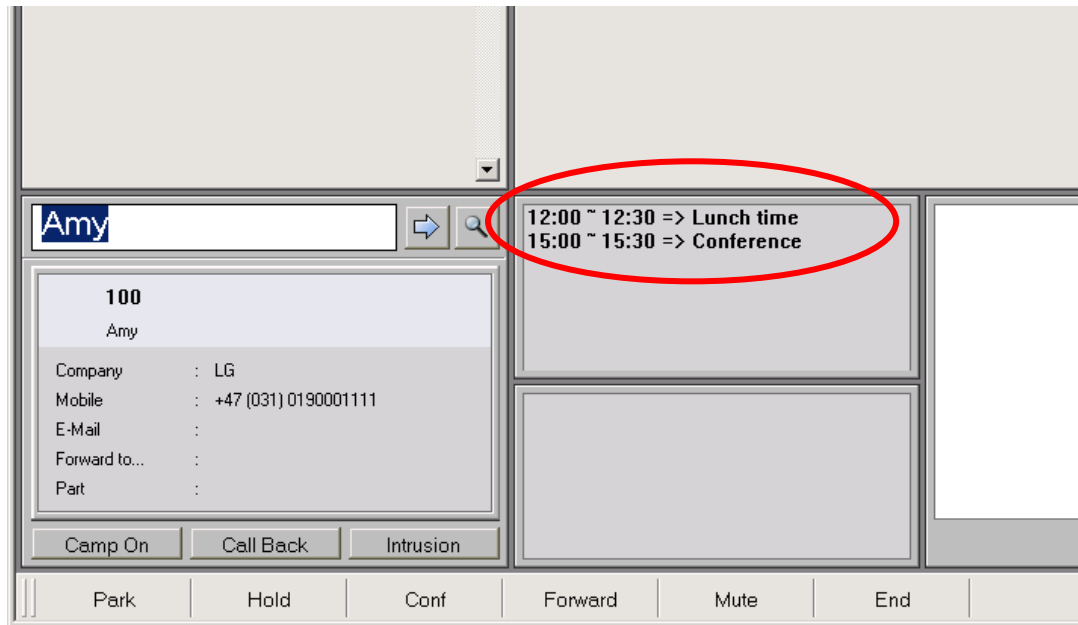


Figure 5.1 User Schedule display

The shared database can be imported to the ez-Attendant database manually as described in [section 4.12.3](#) or the database may be imported automatically on a periodic basis based on the settings as described in [section 3.4.5](#). In either case, all schedules in the path defined will be imported for all registered users for both attendees and hosts.

## 5.2 Outlook set-up in Exchange Server

To operate properly, users must maintain schedules in a Public folder in an Exchange Server. The following provides one possible scenario for set-up of the Outlook Public folders in the Exchange server.

- run MS Outlook program,
- create a folder named “Schedulers” to contain appointments, Figure 5.2a and 5.2b,

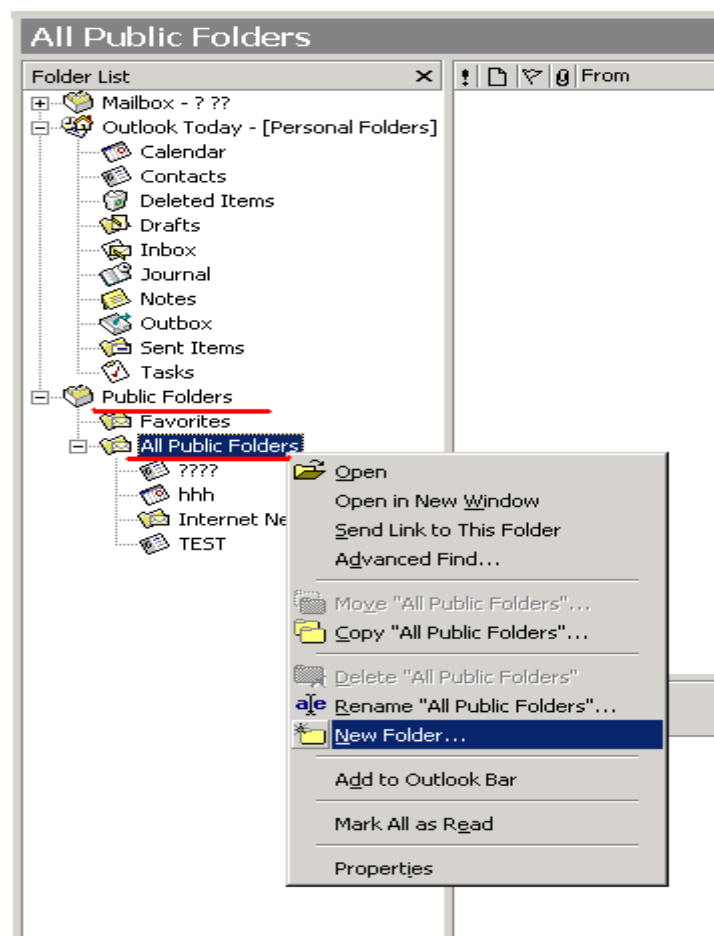


Figure 5.2a Schedulers Folder

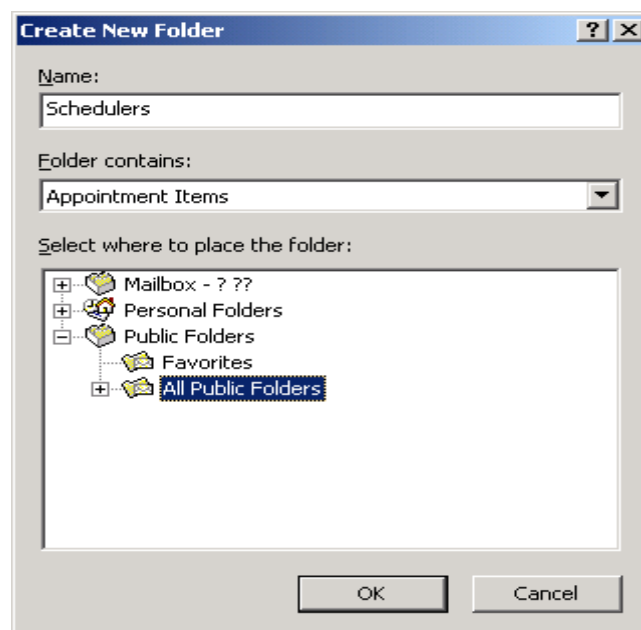


Figure 5.2b Create New Folder



- under the schedulers folder, create folders for each user.

After creating folders for each user, the Schedulers folder tree will appear as in Figure 5.2c

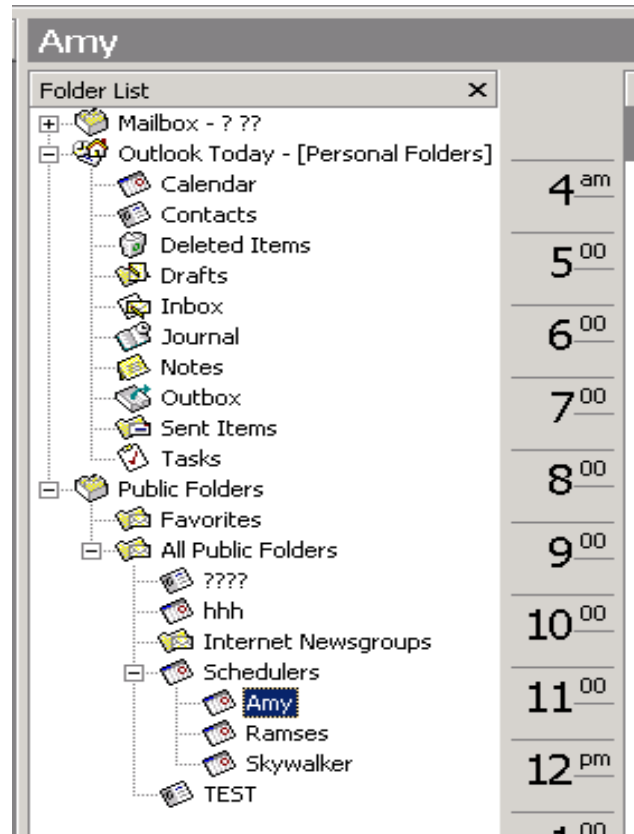


Figure 5.2c Schedulers Tree

## 6 Hotel Function

### 6.1 Hotel Suite room feature

ez-Attendant can display only master station number in Station Window when suite room group is configured. Member stations do not show for easy management. In Queue and Active call Window, member stations calls is changed to master station number. Also in Log View, Incoming and outgoing call history of member stations is changed to master station number.

Suite room information can be received only Log on time from system. If you change suite room group information in system admin, ez-Attendant should be log off and log on again.

### 6.2 Hotel Room status

Hotel room status can be check-in or check-out. If a room is check-out, check-out icon is

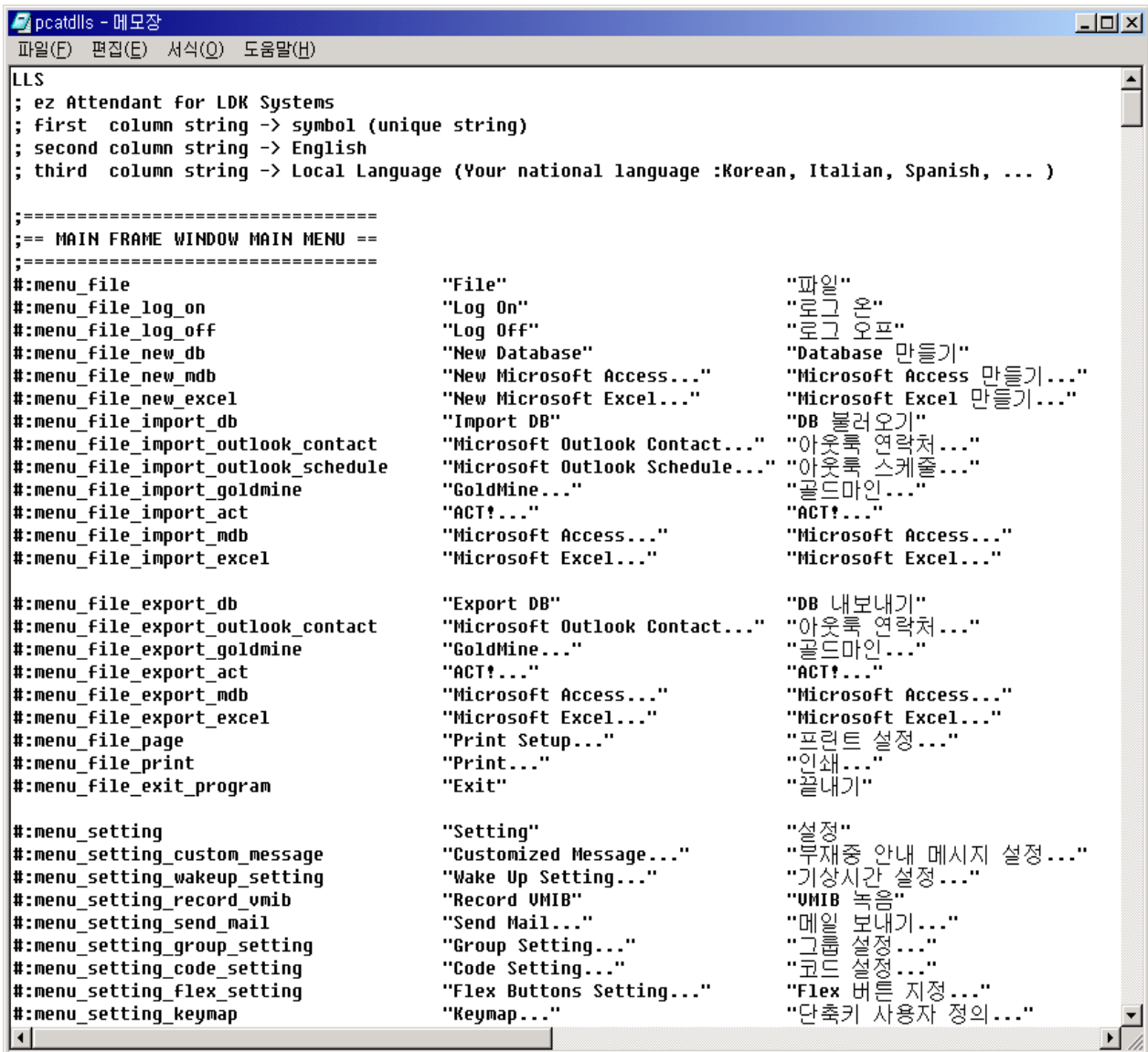
displayed in Station Window as in Figure 6.2a.



Figure 6.2a Check-out Icon

## Appendix A Local Language, pcatdlls.txt file

Below is a view of the text file used for display of menus, tool bars, etc. Using a text editor, a Local Language can be supported by a ez Attendant's user.



```

LLS
; ez Attendant for LDK Systems
; first column string -> symbol (unique string)
; second column string -> English
; third column string -> Local Language (Your national language :Korean, Italian, Spanish, ... )

;=====
;== MAIN FRAME WINDOW MAIN MENU ==
;=====

#:menu_file                                "File"                                "파일"
#:menu_file_log_on                        "Log On"                              "로그 온"
#:menu_file_log_off                      "Log Off"                             "로그 오프"
#:menu_file_new_db                      "New Database"                        "Database 만들기"
#:menu_file_new_mdb                    "New Microsoft Access..."          "Microsoft Access 만들기..."
#:menu_file_new_excel                  "New Microsoft Excel..."           "Microsoft Excel 만들기..."
#:menu_file_import_db                  "Import DB"                          "DB 불러오기"
#:menu_file_import_outlook_contact     "Microsoft Outlook Contact..."     "아웃룩 연락처..."
#:menu_file_import_outlook_schedule   "Microsoft Outlook Schedule..."    "아웃룩 스케줄..."
#:menu_file_import_goldmine            "GoldMine..."                      "골드마인..."
#:menu_file_import_act                 "ACT!..."                          "ACT!..."
#:menu_file_import_mdb                 "Microsoft Access..."              "Microsoft Access..."
#:menu_file_import_excel               "Microsoft Excel..."               "Microsoft Excel..."

#:menu_file_export_db                  "Export DB"                          "DB 내보내기"
#:menu_file_export_outlook_contact     "Microsoft Outlook Contact..."     "아웃룩 연락처..."
#:menu_file_export_goldmine            "GoldMine..."                      "골드마인..."
#:menu_file_export_act                 "ACT!..."                          "ACT!..."
#:menu_file_export_mdb                 "Microsoft Access..."              "Microsoft Access..."
#:menu_file_export_excel               "Microsoft Excel..."               "Microsoft Excel..."
#:menu_file_page                       "Print Setup..."                  "프린트 설정..."
#:menu_file_print                      "Print..."                         "인쇄..."
#:menu_file_exit_program               "Exit"                             "끝내기"

#:menu_setting                        "Setting"                           "설정"
#:menu_setting_custom_message         "Customized Message..."           "부재중 안내 메시지 설정..."
#:menu_setting_wakeup_setting         "Wake Up Setting..."              "기상시간 설정..."
#:menu_setting_record_vmib            "Record UMIB"                      "UMIB 녹음"
#:menu_setting_send_mail              "Send Mail..."                    "메일 보내기..."
#:menu_setting_group_setting          "Group Setting..."                "그룹 설정..."
#:menu_setting_code_setting           "Code Setting..."                 "코드 설정..."
#:menu_setting_flex_setting           "Flex Buttons Setting..."         "Flex 버튼 지정..."
#:menu_setting_keymap                 "Keymap..."                       "단축키 사용자 정의..."

```

## Appendix B Log on Error Messages

The following messages may appear should the log on process, [section 4.2](#), fail.

**No Lock key for ez-Attendant. Please Contact to your local dealer!**

**LDK System is initializing.**

**Same attendant number already logged on by another one.**

**ATD port is no more available: There is no available attendant. All attendants are logged on.**

**The number sent is not valid ATD number: Check the PGM 164**

**"This agent attendant is not logon to dummy station."-> the station to use agent attendant is not logged on.**

**"This dummy station can not be logon to the system." The dummy station number cannot be log on.**

## Appendix C Alarm Messages

The following messages may appear should an error occur in the host Call Server system, [section 4.15](#).

**"Station capacity overflow!!"**

**"CO Line capacity overflow!!"**

**"Hiway / time slot full!!"**

**"DCOB fault at xx slot number"**

**"SMDR full!!"**

**"DVU memory full warning!!"**

**"VM memory full warning!!"**

**"DTMF Receiver time slot full!!"**

**"Bath alarm!!!"**

**"Unknown Error occured. Please check system!!"**

## Appendix D ez-Attendant Icons

### Station Window Icons:



DKTU-Busy (blue)



DKTU-Idle (white)



SLT-Busy (blue)



SLT-Idle (white)



WHTU-Busy (blue)



WHTU-Idle (white)



DND State



Forward State



Network STN-Busy (blue)



Network STN-Idle (white)



Network STN-DND



Pre-selected Message,  
(Button Icon only)

### Queue Window Icons:



ICM Incoming (yellow)



CO Incoming (green)



Attendant Recall (red)



Hold Recall (green)



Park Recall (orange)



Transfer Recall (blue)



Park



Hold State

### CO Line Status Icons:



Invalid CO line



Idle CO line



Transfer hold CO line



Busy CO line

## Appendix E GSM Modem Integration

ez Attendant supports sending or receiving of SMS by GSM modem.

To use this function, user must have GSM modem that distributed by Innocom Company.

Each GSM modem distributed by Innocom has a PC application to send SMS directly.

About GSM modem, please refer to the <http://www.innocom.de/English/index.htm>

The usage of GSM modem in ez Attendant is following;

1. Install “PC Message –SI” program supplied by Innocom to connect GSM modem.

This program can be distributed CD or by other ways.

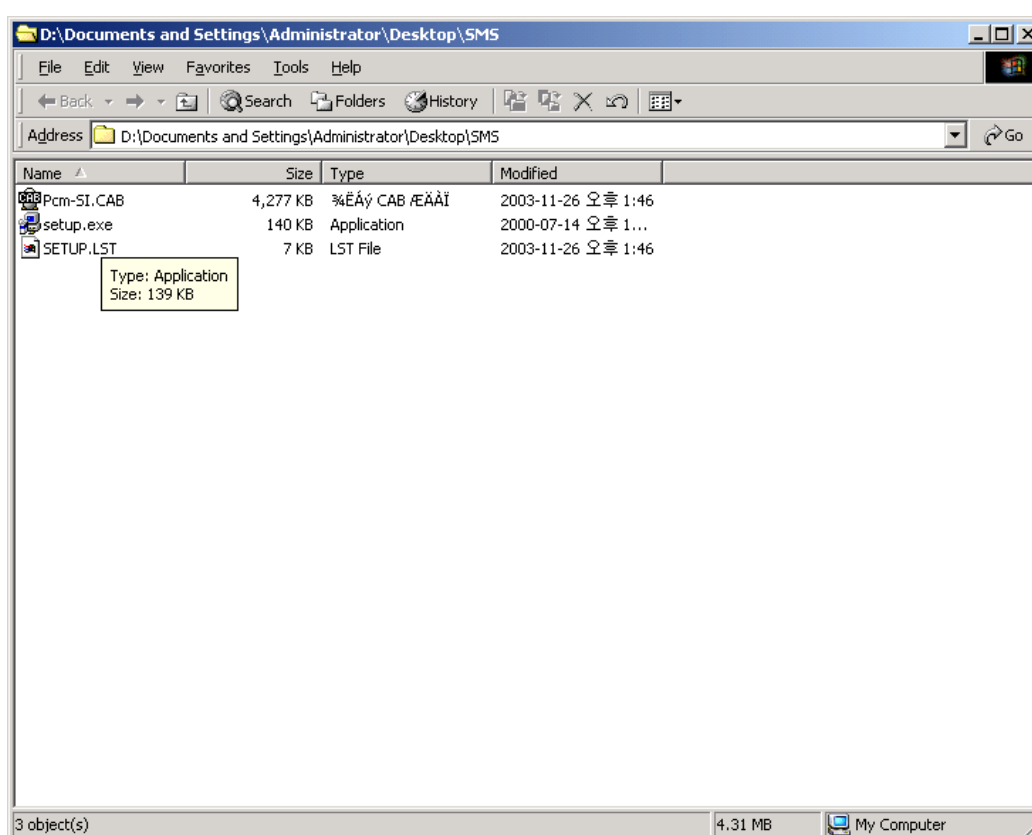


Figure E.1 PC Message-SI Install Files

2. When user clicks “setup.exe” on this folder then setup starts.

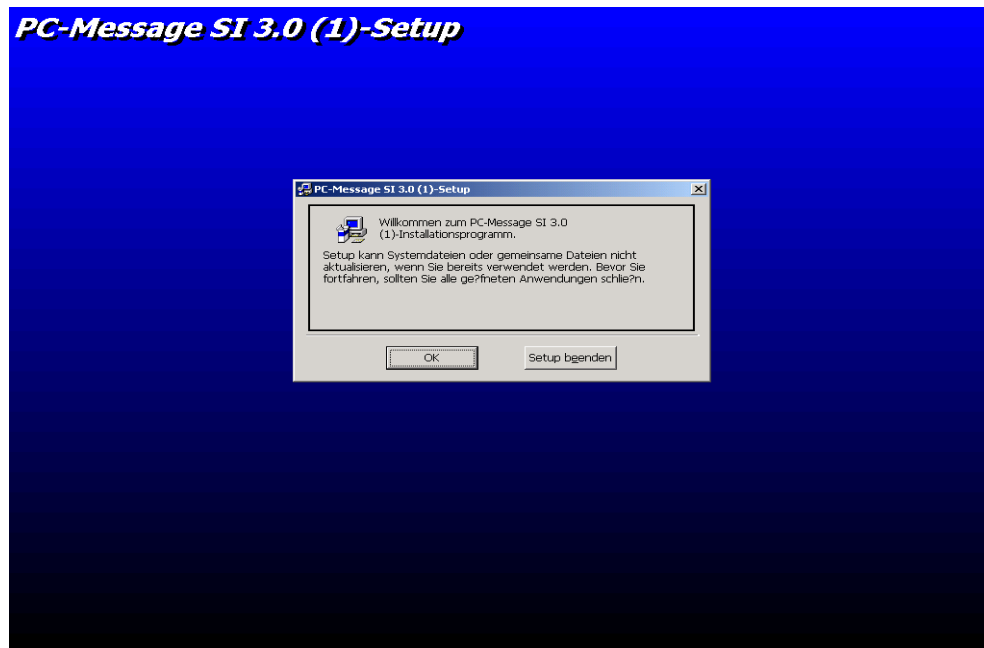


Figure E.2 PC-Message SI program setup start

3. click OK button to progress setup.

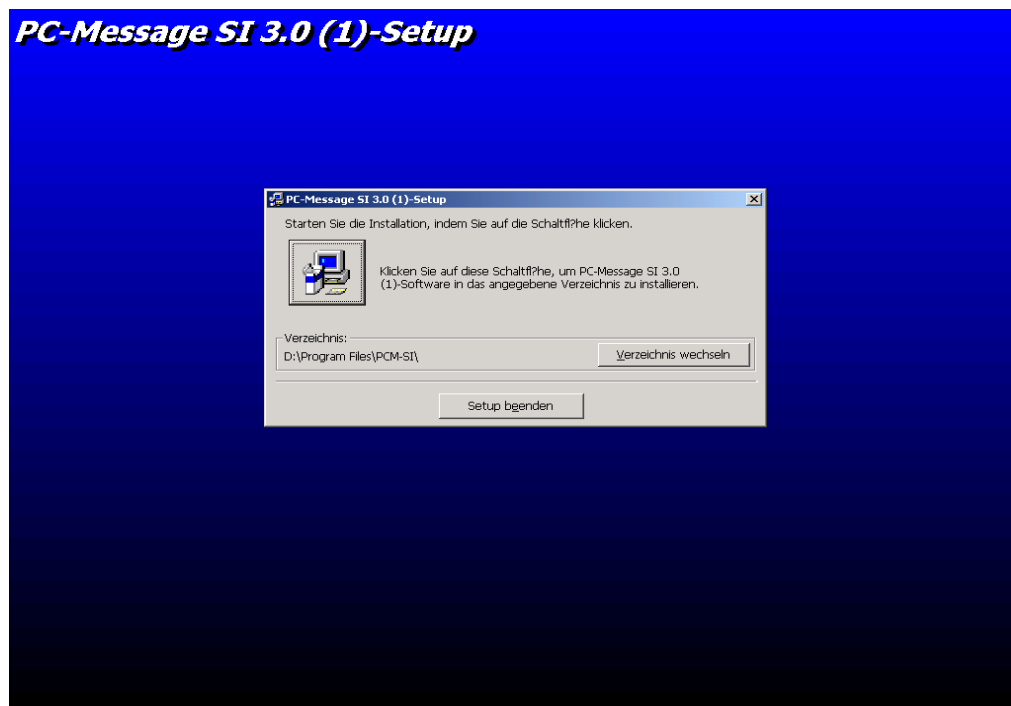
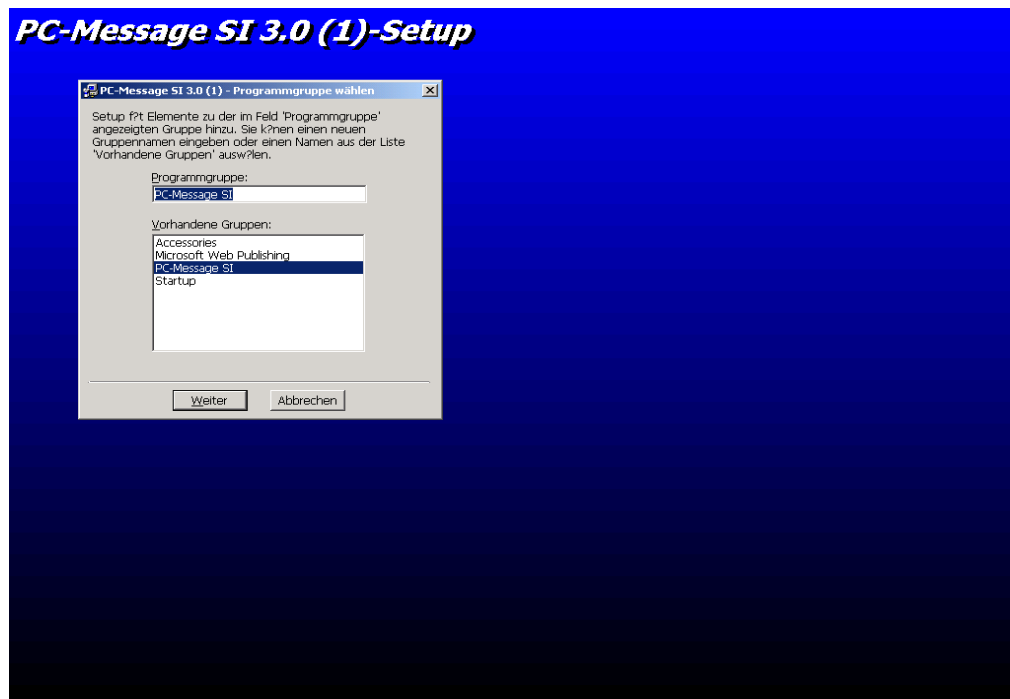


Figure E.3 PC-Message SI program select setup folder

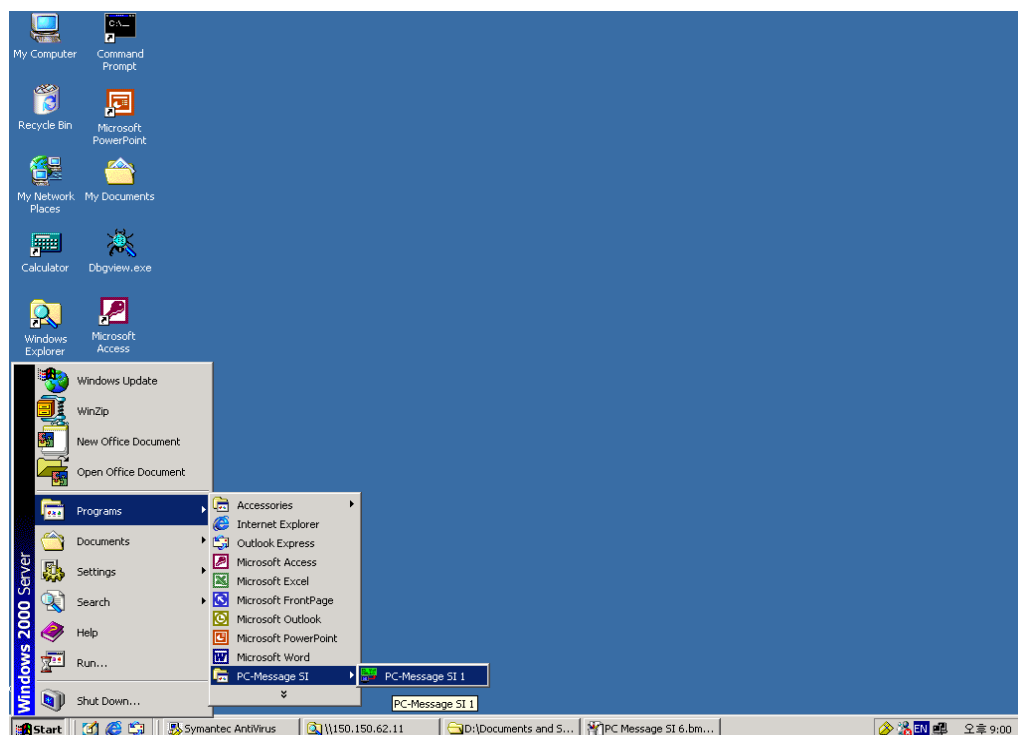


4. After select setup folder, register “program group”



**Figure E.4. PC-Message SI –registration program group**

5. After finish installation of PC-Message SI, user can run this program.



**Figure E.5 The location of PC-Message SI program on start menu**

6. The main window of the PC-Message SI program is like this

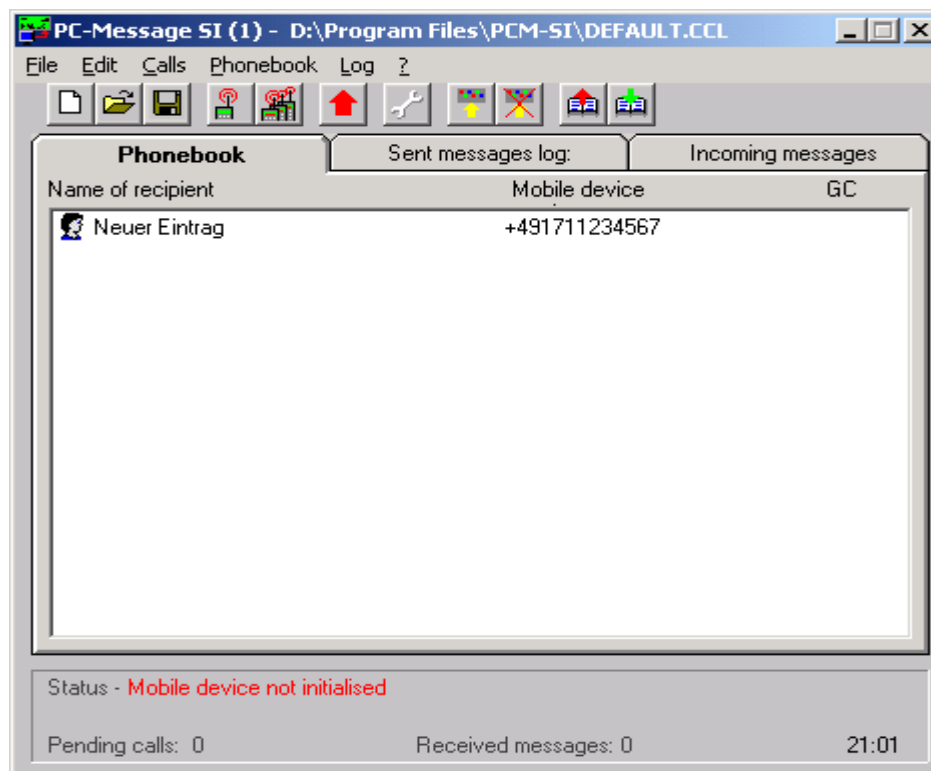


Figure E.6 PC-Message SI – main window

7. Before using this program , it needs to be configured such as SIM card number, COM port and so forth.

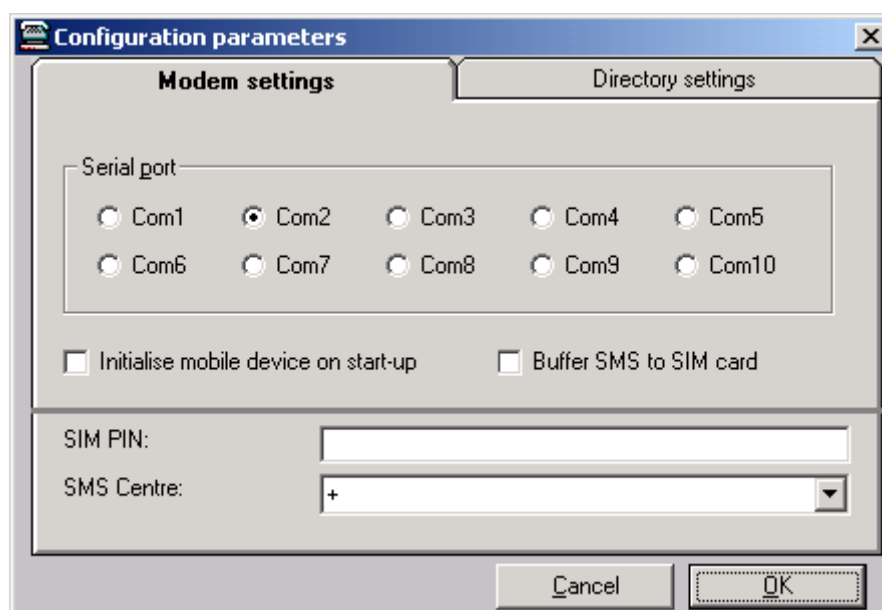
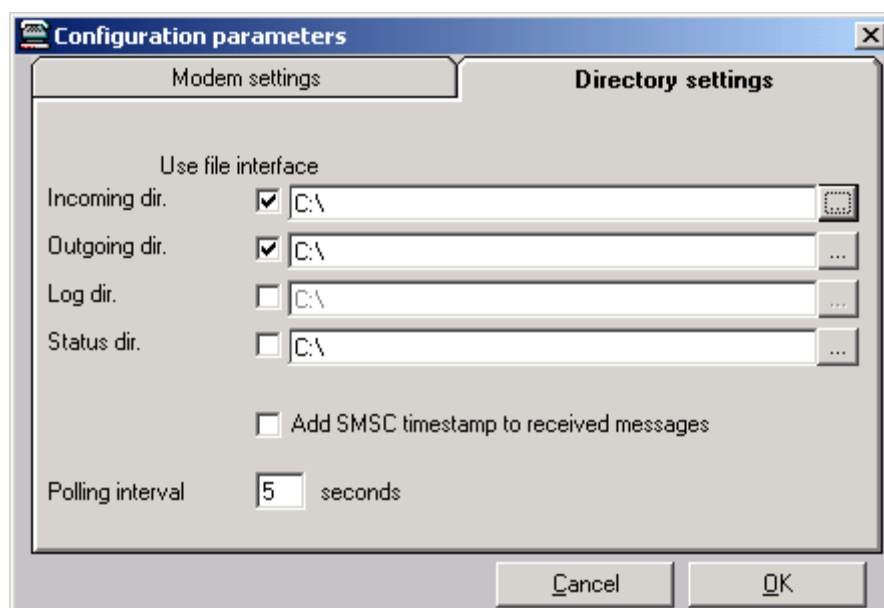


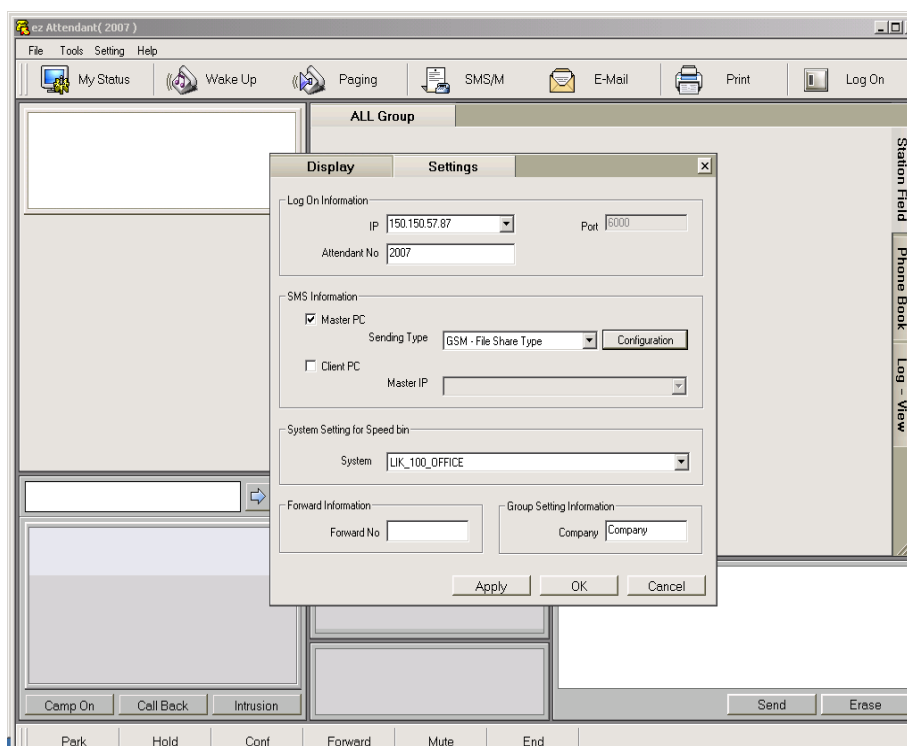
Figure E.7 PC-Message SI – Configuration window

8. After this configuration, input the “In” and “Out” path to read or write SMS



**Figure E.8 PC-Message SI – Directory settings**

9. After configuration about PC-Message SI program, user must configure of the ez Attendant. About configuration of ez Attendant , please refer to the **chapter 3.4.2.2** on this manual.



**Figure E.9 ez Attendant Setting – SMS information**

## Appendix F iPECS-MG systems' distinction

ez Attendant supports iPECS-MG systems and they are different from other existing call servers. iPECS-MG systems use Directory Number(DN), which is the telephone number for each internal user. It can be used exclusively by only on station or can be shared by multiple stations. The basic idea of providing DN feature is not only to assign one telephone number to one physical telephone, but also to allow one telephone number to be shared and used by multiple physical stations. One physical telephone can have multiple DN so that the user has multi telephone numbers that can be used for outgoing and incoming calls.

The station window of ez Attendant displays physical stations on its view window so there should be a way to display DN for each physical station.

Each station button displays Prime-DN on its window and if user click the station button, it displays a list window which has DNs as follows:

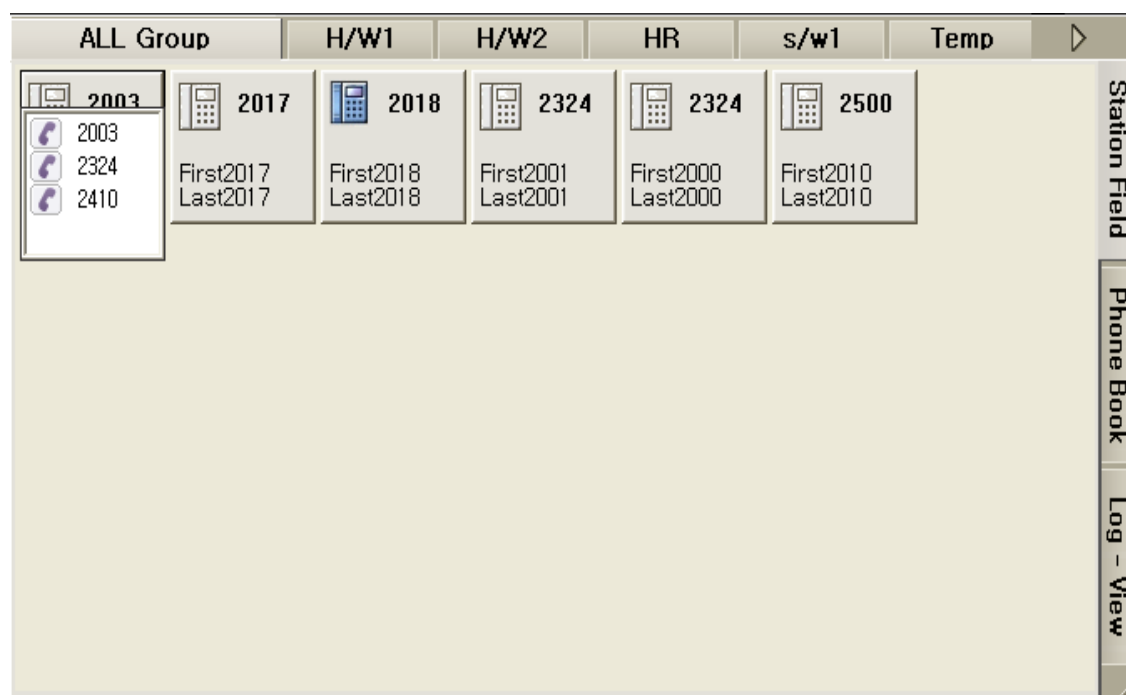





Figure F.1 ez Attendant DN list window on Station window

The icons displayed on DN list window are;

-  Busy (all status except DND and Idle states)
-  DND
-  Idle

DN list window can be displayed on Station window(button type), Station List window, and Phonebook window. ez Attendant only support Make Call and Answer Call functions on DN list window.

PhoneBook data can only have My-DN number for its station number field. If user input same DN for two or more records, it causes a problem when ez Attendant searches information from Phonebook database.

Note:

- You should refer to the manual for iPECS-MG systems regarding Terms of DN.