

# iPECS

## iPECS Attendant CM

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### User Manual

Please read this manual carefully before operating your set. Retain it for future reference.

iPECS is an Ericsson-LG Brand





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## 1 iPECS-Attendant Installation

### 1.1 Recommended specifications

#### **Description**

iPECS Attendant installation will be done easily through the installation wizard. Therefore the installer is requested to consider just few conditions described below.

Installation PC Environment is recommended like below.

- 1) Hardware:  
Minimum Specification CPU 1GHz, Main Memory 1GB, HDD 100GB
- 2) Operating System:  
Windows XP with Service pack2 and later, Windows Vista, Windows 7
- 3) Window Resolution:  
1280 x 1024 Window Resolution is considered  
(1920 x 1080 Statistics Window)

### 1.2 Program Installation

#### **Description**

The initial program installation shall take the following steps.

#### **Procedure**

- 1) Select the iPECS\_Setup.exe file to operate.
- 2) Install the program according to the procedure.
- 3) Install additional programs such as WinPcap 4.1.1 and FireBird 2.1, which are necessary to operate the iPECS Attendant.
- 4) Once installation procedure is completed, operate the program by selecting the icon on the wallpaper.

#### **Window**

*Same settings as settings in the above window must be done when installing Firebird.*

#### **Notice**

- 1) In case WinPCap program cannot be installed, communication with IP-PBX cannot be done.
- 2) In case FireBird 2.1 cannot be done, the iPECS Attendant Local or a Remote DB cannot be operated.

#### **Note**

## 2 iPECS-Attendant Login

### 2.1 Information for System Connection

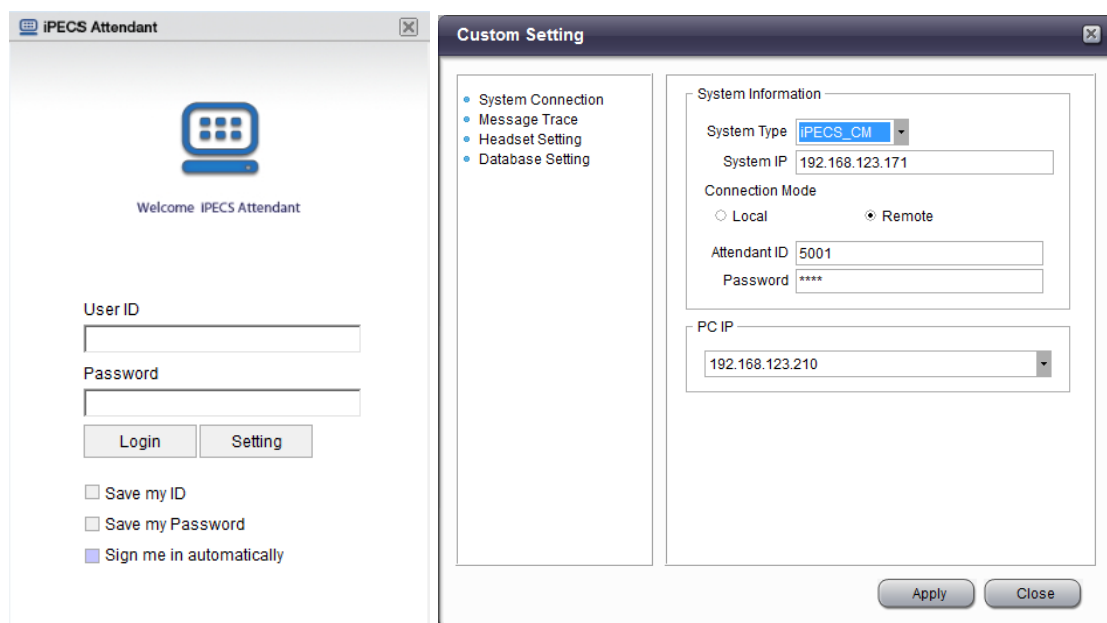
#### Description

Set the basic information to connect to the iPECS-Attendant that is being operated.

#### Procedure

- 1) Click the “Setting” button on the login window.
- 2) Input the system information.
  - Select PBX type and input the IP.
  - Select one of Connection Modes.
  - Input the relevant information in the User Information.
- 3) Input the user information.
- 4) Input the IP (PC).

#### Window



#### Notice

- 1) iPECS-CM as the PBX Type in the System Information must be selected to operate the iPECS-Attendant for CM.
- 2) System IP is the information of PBX IP. In case wrong data is inputted, connection with the PBX cannot be done.
- 3) Input the User ID & Password that have been registered in the iPECS-CM. User Information is the information of the iPECS-Attendant which needs to connect to the PBX.

#### Note

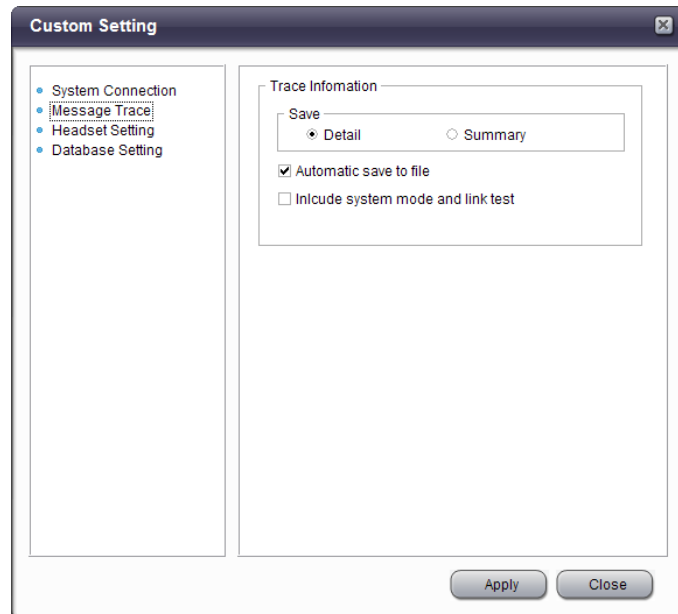
- 1) ID and Password that are inputted in the Logging window are the information of an attendant user that has been registered at Local or Remote DB.

### 2.2 Communication Setting

#### Description

The history of communication with iPECS-CM can be saved as “Detail” or “Summary”.

#### Window



#### Procedure

- 1) Click the “Setting” button on the login window.
- 2) Select “Message Trace”.
- 3) Select “Detail” or “Summary”.
- 4) Click to choose the check box next to “Automatic save to file”.
- 5) Click to choose the check box next to “Include system mode and link test”.
- 6) Click the “Apply” button.

#### Note

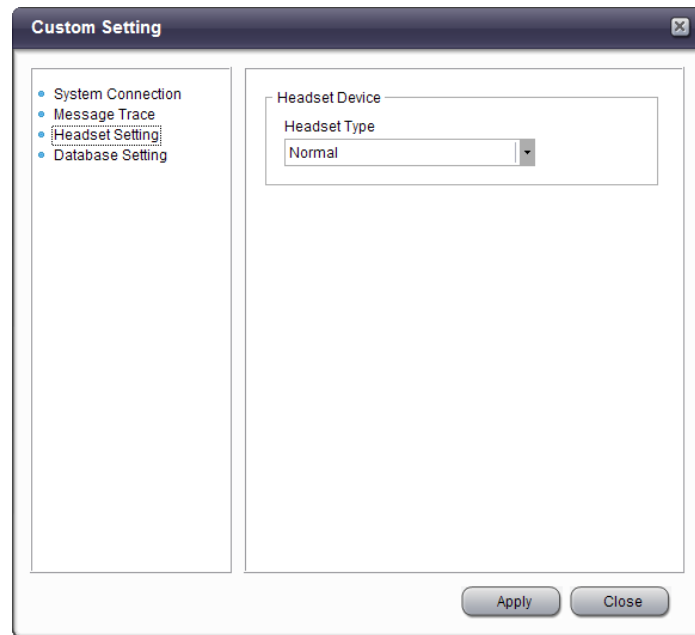
Log information saving is strongly recommended because it will help to find out the reason in case of an error occurring.

### 2.3 Headset Setting

#### Description

This is to set the headset that is connected with the PC in which the program has been installed. The program can be effectively operated by using the headset.

#### Window



#### Procedure

- 1) Click the "Setting" button on the login window.
- 2) Select the "Headset Setting" menu.
- 3) Select one of headset types.
- 4) Click the "Apply" button.

#### Notice

In order to use all headset functions by selecting one of headset types in the "Headset Setting" menu, install "Jabra and Plantronics" in the "Drivers" folder and do the relevant settings. If the procedure stated earlier is not done, there will be an error in relation to headset usage, which will result in abnormal operation.

#### Note

Any the headset function can be used even if its type is "Normal". However, in order to use the functions of the attendant such as "Answer" & "Release" by using the headset, setting the relevant type is required. In case of using the headset when its type is "Normal", basic functions such as "Listening" & "Speaking" & "Mute" & "Volume Adjustment" can be used.

## Plantronics Installation

- 1) Install “Plantronics” by double clicking the “PlantronicsURE-SDK.msi” file in “C:\Program Files\iPECS Attendant\Drivers”.



Headset Device

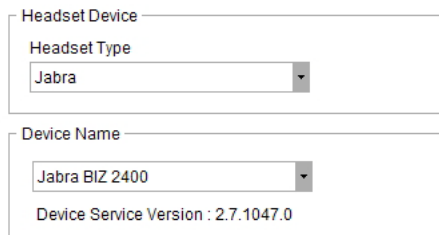
Headset Type

Plantronics

- 2) Select “Plantronics” as the headset type.

## Jabra Installation

- 1) Install “Jabra” by double clicking the “JabraPcSuiteSetup.exe” in “C:\Program Files\iPECS Attendant\Drivers”.
- 2) Click the right button of the mouse on the “JabraCOMObject.reg” file and then click the “Merge” menu.



Headset Device

Headset Type

Jabra

Device Name

Jabra BIZ 2400

Device Service Version : 2.7.1047.0

- 3) Select “Jabra” as the headset type and then select the relevant device name.

## 2.4 Database Setting

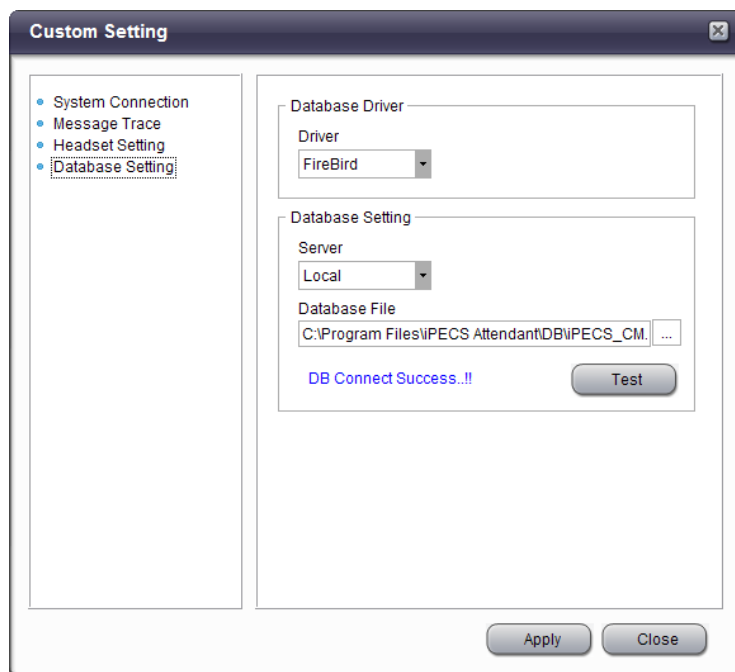
### Description

This is to set the database environment to connect to the iPECS-Attendant.

### Procedure

- 1) Click the “Setting” button on the login window
- 2) Select the appropriate server.
- 3) Select the appropriate database File.
- 4) Do connection test.

### Window



### Notice

- 1) If selecting “Remote” from the Server, input the accurate IP of the PC that will be connected.
- 2) Select one of database files which exist in the Local directory.
- 3) “Test” button must be clicked for simulation before moving to the next step.

### Note

- 1) “db fail” error will occur in case of wrong settings

### 2.5 User Authentication

#### **Description**

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When operating the program, set the basic environment for user authentication and communication with the PBX.

#### **Procedure**

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- 1) Input ID and Password in the login window.
- 2) When login, select the option which will be used next time, by choosing the check box next to the option.
- 3) By clicking the “Login” button, proceed the authentication to have access to the program.

#### **Notice**

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- 1) The first login ID (Account) will be automatically deleted in case of registering new ID (Account) after operating the attendant. Once new ID (Account) is registered, login with “admin / 1111” cannot be done, so DO NOT FORGET the newly registered ID (Account).
- 2) If the registered new account is deleted due to an operator's fault, the account - ‘admin/1111’ will be automatically created.
- 3) When login with “admin/1111”, some functions will be limited to be used, on the other hand, when login with user ID & Password, there will not be any restriction for the user to use the functions.

#### **Note**

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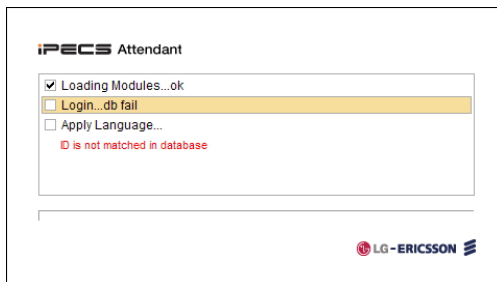
- 1) If ticking the box next to “Sign me in automatically”, automatic login will be done whenever login.
- 2) After program setting up, the initial login ID and Password are “admin’,’1111”.

## 2.6 Program Start

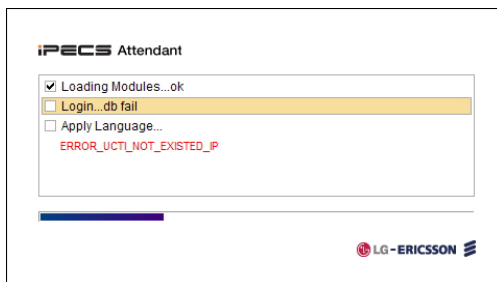
### Description

After login, operate the program with applying system information.

### Window



The error in the above window occur in case the operator's ID and password are wrong.



The error in the above window occurs in case of wrong installation and wrong environment for connection with the PBX.

### Notice

### Note

- 1) In case of wrong information for connection with the PBX and disconnection, "IF" alarm on the top right of the window will go off.

### 3 iPECS-Attendant Application Menu

#### 3.1 Import Phone Book

##### **Description**

This is for Synchronizing user information which is used at the iPECS-Attendant after importing it from the other programs or files.

##### **Procedure**

###### **Phone Book**

- 1) "Menu" → "File" → "Import" → "Phone Book".
- 2) Select an item that needs to be synchronized.
- 3) Select a file in the Import Phone Book window.

###### **Custom Setting**

- 1) "Menu" → "File" → "Import" → "Custom Setting".
- 2) Select a file whose extension is Reg (Reg extension file).

##### **Notice**

- 1) The program relevant to the selected import type must exist in the PC. For example, if selecting the Microsoft Office Excel as the type, it will be necessary Microsoft Office Excel program has been installed already.
- 2) "Import" menu is functional only when Server type which is in the Database Setting is "Local". In other words, in case server type is "Remote", "Import" menu is not functional.
- 3) In case of "Import", the phone book that has been saved before will be cleared and the phone book that is currently imported will be replaced. Before doing "Phone Book", check the existing phone book first.
- 4) In the middle of "Import" & Export", it cannot be stopped.
- 5) In case of importing the config file (Reg extension file), the program must be restarted to apply the changed information (Custom Setting).

##### **Note**

- 1) In terms of "Import", if importing a lot of data, it will take a long time. (10 minutes for 10,000)

### 3.2 Export Phone Book

#### **Description**

This is for creating user information which is used at the iPECS-Attendant as making it suitable for various types of other programs & files.

#### **Procedure**

##### **Phone Book**

- 1) "Menu" → "File" → "Export" → "Phone Book".
- 2) Click "Microsoft Office Excel".
- 3) Set the directory/file name and click the "Save" button.

##### **Custom Setting**

- 1) "Menu" → "File" → "Export" → "Custom Setting".
- 2) Set the directory/file name and click the "Save" button.

#### **Notice**

- 1) The format of the selected file is created with the selected type, to be exact, in case Microsoft Office Excel is selected as the type, the excel file will be created.
- 2) "Export" menu is functional only when Server type which is in the Database Setting is "Local". In other words, in case Server type is "Remote", "Export" menu is not functional.

#### **Note**

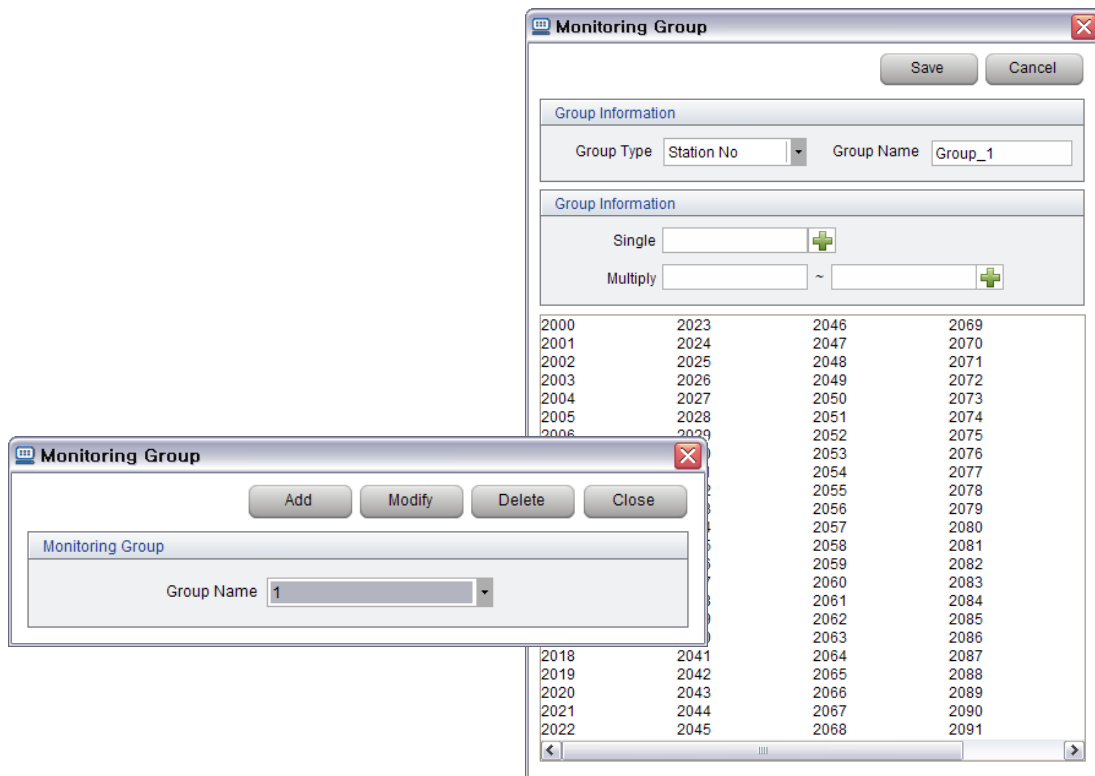
- 1) In terms of "Export", if Exporting a lot of data, it will take a long time. (10 minutes for 10,000)

**3.3 Monitoring Group**

**Description**

This is for registering & modifying & deleting groups that need to be monitored by operators at the iPECS-Attendant.

**Window**



**Procedure**

Registration

- 1) "Menu" → "Tools" → "Monitoring Group".
- 2) Click the "Add" button.
- 3) Set "Group Type" and "Group Name".
- 4) Input "Single" or "Multiply" and then click the [+] button to add.
- 5) Click the "Save" button.
- 6) In case of registering a monitoring group by "Multiply", the color of a station number is changed to red. If there is no station number, click the right button of the mouse and select "Vacant Delete" to delete.

Modification

- 1) Select the group name and click the "Modify" button.
- 2) Modify the information in the monitoring modification window and then save it.

### Deletion

- 1) Select the group name and click the “Delete” button.
- 2) In terms of registering station number or attendant number, either single (singular number) or multiply (plural number) can be registered and maximum 100 numbers can be registered.
- 3) If it is necessary to delete the registered station number or attendant number, select the relevant number and click the right button of the mouse, and then click the “Delete” in the pop-up.

### Notice

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- 1) In case of new group registration, “Group Name” must be inputted after selecting one of Group Types.
- 2) Up to 100 numbers are allowed to be registered.
- 3) Monitoring information will be saved depending on the account (login ID/Password).
- 4) When clicking the “Save” button, numbers that do not exist will be displayed as red color and if it is necessary to delete them, click the right button of the mouse and select “Vacant Delete”.

### Note

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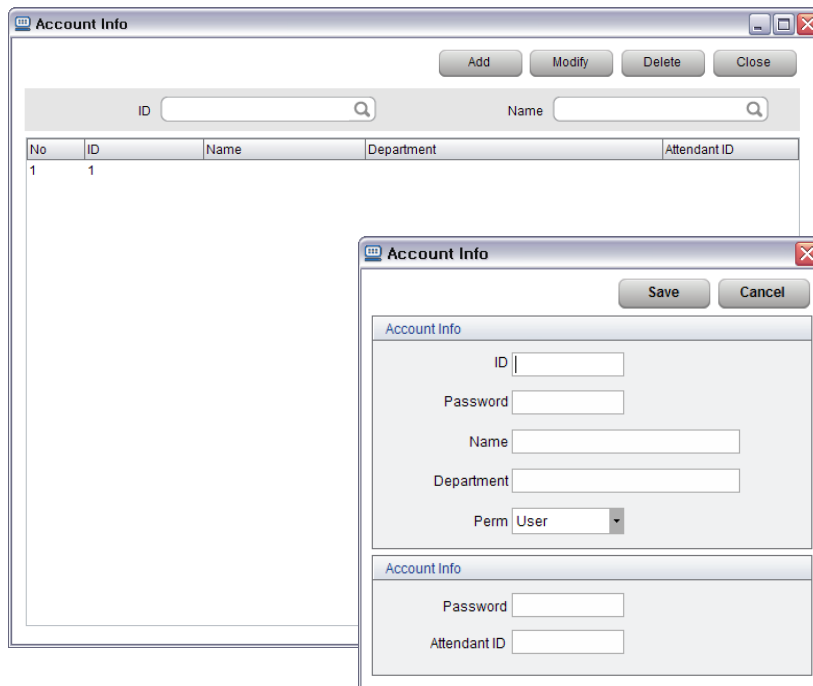
- 1) The attendant program must be restarted in case of adding & modifying & deleting monitoring groups.
- 2) Maximum number of group creation is 100.

## 3.4 Account Information (Operator Information)

### **Description**

This is for registering & modifying & deleting the operator information.

### **Window**



### **Procedure**

#### Registration

- 1) “Menu” → “Tools” → “Account Info.”
- 2) Click the “Add” button.
- 3) Input the “Account (Operator) Information” & “PBX Account Information”.
- 4) Click the “Save” button.

#### Modification

- 1) Click the information that needs to be modified.
- 2) Click the “Modify” button.
- 3) Modify “Operator Information” & “PBX Account Information”.
- 4) Click the “Save” button.

#### Deletion

- 1) Click the information that needs to be deleted.
- 2) Click the “Delete” button.

### **Notice**

- 1) If PBX Type PBX ID & PBX Password in PBX Account Info. are wrong, communication with the PBX cannot be done.

- 2) Bear in mind that the account (operator) information is provisioning with all information registered by the operator, so when the operator is deleted, any setting or any information such as program environment setting and monitoring group information registered by the operator will be deleted.
- 3) If all operator information is deleted, “admin” and “1111” (operator information) will be automatically created.

### **Note**

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- 1) Any information for “Monitoring Group” & “Program Environment (window configuration)” are the information registered by operators.
- 2) Operator information (“admin” and “1111” that are used for the first login) will be automatically deleted in case a new operator is created.
- 3) Recommended number of account (operator) information registrations is 50.
- 4) In order to delete the operator information, “Shift + Arrow Key on the keyboard” or “Ctrl + left button of the mouse” and then click the “Delete” button.

## 3.5 Phone Book

### Description

This is for registering & modifying & deleting subscriber information that is used at the iPECS-Attendant.

### Window

The screenshot shows the 'Phone Book' application window. At the top, there are buttons for 'Add', 'Modify', 'Delete', and 'Close'. Below these is a search bar labeled 'Condition'. The main area contains a table with the following data:

No	Station No	Last Name	First Name	House Phone	Mobile Phone	Company Phone	Company	Department
1	5008	JF	KJFEI	098234908	576477868	76456987	SJDFKWL	JHDSJKHFU
2	9998	D	JHD	9795	54658798	6746545876	HSDFUE	HSKFEH
3	9997	DJE	JHFUE	873498	9874958378	893745983	JHDHEHJ	EFSEFFSDF
4	70000002	JD	KFJE	8734987	364987349	83745983	SJDFLKJL	HJKDHFENH
5	7111222	JK	HF	9823889	6576	786876987	JKHFDGHK	REBHKJ

Overlaid on the bottom right is a smaller 'Phone Book' window with a 'Save' and 'Cancel' button. This window contains a form with the following fields:

- Station No
- Last Name
- First Name
- Company
- Department
- House Phone
- Mobile Phone
- Company Phone
- Fax
- E-mail
- Job
- Address1
- Address2
- Address3
- Country
- City
- State
- Zip
- Nick Name
- Phone Level (dropdown menu)

### Procedure

#### Registration

- 1) "Menu" → "Tools" → "Phone Book".
- 2) Click the "Add" button.
- 3) Input the relevant subscriber information.
- 4) Click the "Save" button.

#### Modification

- 1) Click the information that needs to be modified.
- 2) Click the "Modify" button.
- 3) Modify "Subscriber Information".
- 4) Click the "Save" button.

### Deletion

- 1) Click the information that needs to be deleted.
- 2) Click the “Delete” button.

### **Notice**

---

- 1) The display order of holding calls will be determined depending on the level that has been inputted in “Display Level” among subscriber info. registration items.
- 2) Recommended number of subscriber registration is 30,000. If the number exceeds 30,000, the search speed will be down.
- 3) In order to delete the subscriber information, “Shift + Arrow Key on the keyboard” or “Ctrl + left button of the mouse” and then click the “Delete” button.

### **Note**

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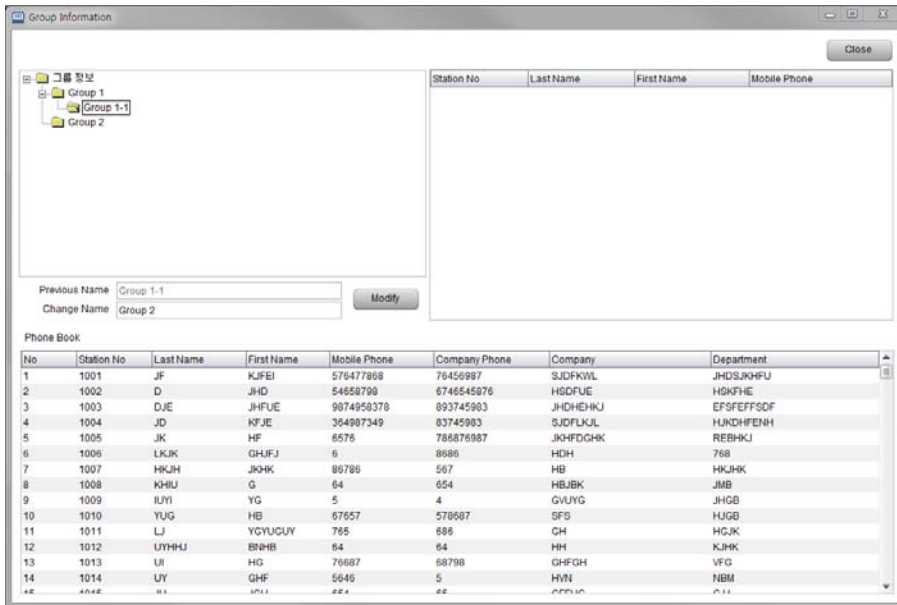
- 1) Registered subscriber information will be displayed in the parts of the program which displays subscriber information.
- 2) Duplicate saving of same station numbers is possible.

3.6 Group Information

Description

Subscriber information is grouped for effective management & search.

Window



Procedure

Addition

- 1) "Menu" → "Tools" → "Group Information".
- 2) Click the right button of the mouse on the top left of the window and then click the "Add Group" & "Add Child Group".
- 3) As pressing the mouse button on the subscriber information "Group Information" at the bottom of the window, move it to the created group.
- 4) The subscriber information that has been added is displayed on the top right of the window.

Modification

- 1) Group entered the bottom of the "Change Name" be changed to the name of the group you want to modify and select.
- 2) Modify a group name and click the [Modify] button.
- 3) Check a station number that has been added in the other group on the right side and press the mouse button on it, and then drag it to the other group.

Deletion

- 1) After selecting a group, click the right button of the mouse and select "Delete".

## Notice

- 1) Child group can be added by step 5.
- 2) Station numbers that are displayed at the bottom do not belong to any group.
- 3) Once a group is deleted, station numbers that have been registered are displayed at the bottom of the window.

## Note

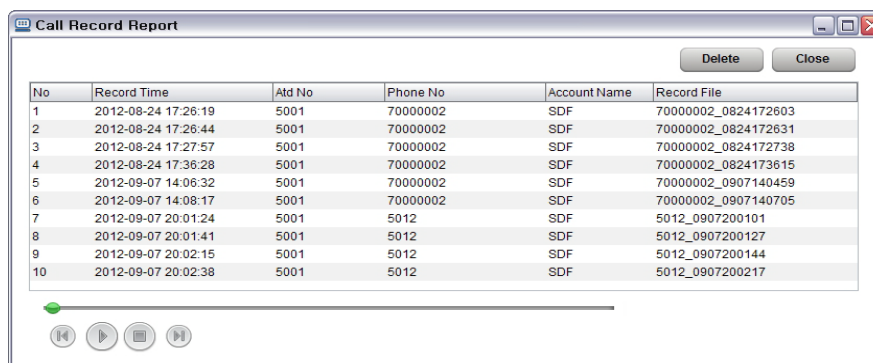
If setting “Subscribers Information Display” as “Group Information” in the “Custom Setting” (Environment Setting), the relevant group information that has been set in the “Monitoring Group” is displayed and station numbers of the relevant groups are displayed in the “Subscribers Information Search” window.

## 3.7 Call Record Report

### Description

This is for checking the recorded history of calls between PBX and subscribers. Recorded time, dialed numbers and file names are displayed and it is possible to listen to the files.

### Window



### Procedure

- 1) “Menu” → “Tools” → “Call Record Report”.
- 2) Select one of files that you want to listen.
- 3) Click the “Play” button at the bottom.

### Deletion

- 1) Select a call record file.
- 2) Click the “Delete” button.

### Note

- 1) Default directory of the files is “C:\Program Files\iPECS Attendant”.
- 2) Directory setting: Menu → Setting → Custom Setting → Call Recording”.

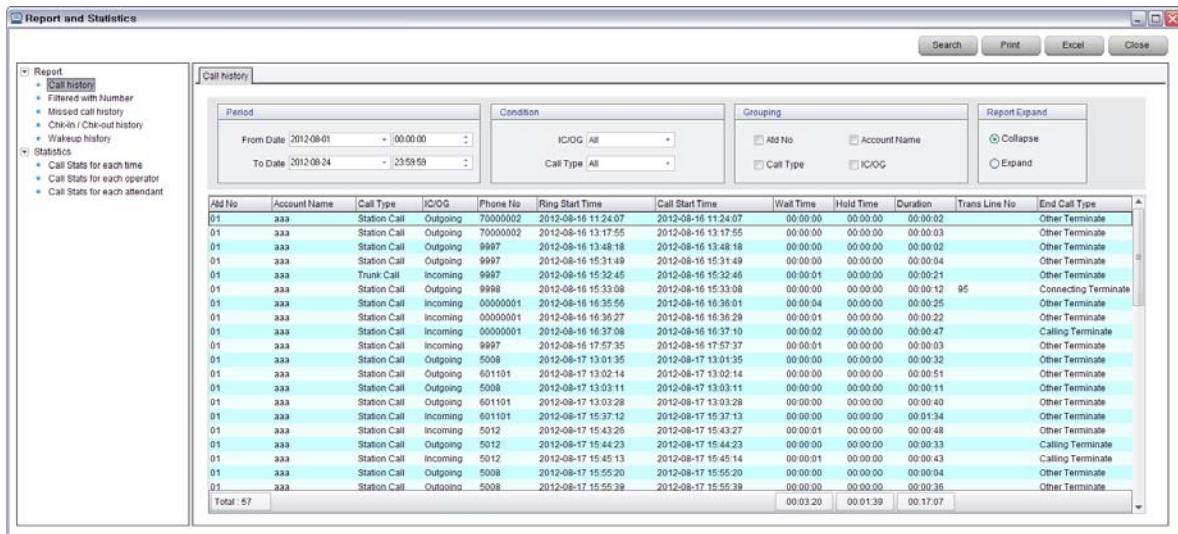
**3.8 Report & Statistics**

**3.8.1 Report**

**Description**

This is to search the history of incoming calls & outgoing calls & non response & check in/out & wake up.

**Window**



**Procedure**

**Search**

Search

- 1) “Menu” → “Tools” → “Report & Statistics”.
- 2) Select one of reports in the left pane.
- 3) Input “Search Period” & “Condition”.
- 4) Click the “Search” button.

Grouped Information Search

- 1) Select one of types in the “Group” to search the grouped information.
- 2) Click the “Search” button.
- 3) The relevant information can be searched by selecting “Collapse (Summary)” or “Expand (Detail)” in the “Report Expand (Report View)”.

**Save as an Excel**

- 1) Search the call history.
- 2) Click the “Excel” button to save the information as an excel file.
- 3) Set directory & file name and click the “Save” button.

**Print**

- 1) Search the call history.
- 2) Click the “Print” button.
- 3) Set “View” & “Print Area” & “Pagination (Page Setting)” & “Orientation (Paper Setting)” and click the “Print” button.

## Notice

- 1) An excel program must be installed in the PC so that the information can be saved as an excel file.
- 2) A printer must be connected with the PC so that the information can be printed.

## Note

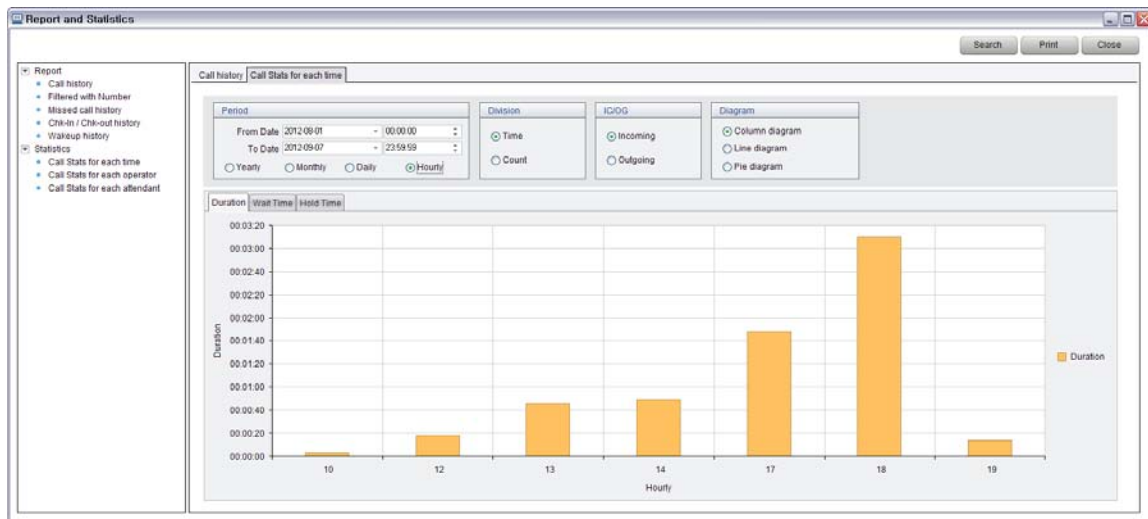
The way of searching by reports is same.

### 3.8.2 Statistics

#### Description

Statistic data of “Call” & “Waiting & “Holding” is displayed in a graphic from.

#### Window



#### Procedure

- 1) “Menu” → “Tools” → “Report & Statistics”.
- 2) Select one of statistic types in the left pane.
- 3) Set “Search Period” & “Statistic Type” & “Call Type”.
- 4) Click the “Search” button.

#### Note

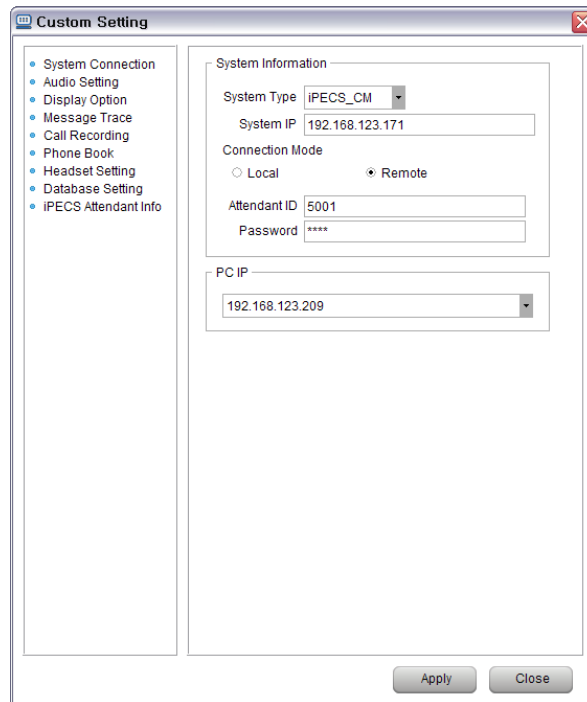
- 1) The ways of saving as an printing are same as that of report.
- 2) If clicking the left button of the mouse on the searched graph, the detailed information will be displayed and click the right button of the mouse on the window that displays the detailed information of “Station” & “Trunk” & “Recall” to return to the start up window.
- 3) Column diagram and a line diagram seconds displayed but circle graph if only '%' unit can be displayed.

## 3.9 Custom Setting

### Description

This is about setting any environment for program operation.

### Window



### Procedure

“Menu” → “Setting” → “Custom Setting”.

#### System Connection Information

- 1) Select one of PBX types and input the system IP.
- 2) Select the relevant connection mode.
- 3) Input PBX ID & Password.
- 4) Input the PC IP.

#### Audio Setting

- 1) It can be set by selecting the relevant device in the “Speaker & Microphone” that the operator hears a bell/a caller’s voice through “Headset” or “Speaker”.
- 2) A bell type can be set by clicking the “...” button.

#### Display Option (Window Display)

- 1) Select an appropriate icon display mode of a monitoring group in the “Station Type (Station View)”.
- 2) Select an appropriate mode (icon name display) of a monitoring group in the “Station Display Type”.
- 3) Select an appropriate mode of subscriber information display.
- 4) In the “Display Option (Window Position)”, select an appropriate mode of window position & window display when operating the program

- 5) Select an appropriate language.
- 6) Select a font size.
  
- 7) Select an appropriate mode of user name display, which is displayed in the window.

### Message Trace (Communication Setting)

- 1) Determine whether the history of communication between PBX and the program is saved or not.

### Recording

- 1) Set the default directory in which a recorded file is saved.

### Phone Book (Subscriber Information)

- 1) Database: DB information that has been set in the “Database Setting” is used.
- 2) Outlook: Outlook address book is synchronized to be used.
  - If selecting “Synchronize Phonebook”, the subscriber information that has been collected from PBX is applied to Outlook.
  - In case of using “Outlook”, the function (“Menu” → “Tools” → “Phonebook” & “Synchronize Phonebook”) is only applicable to the night mode.
- 3) LDAP: The information of LDAP server is used.
  - Check “LDAP Use”.
  - Input the server information and click the “Test” button to see if connection has been done normally.

☑ Enable LDAP

LDAP Information

Server

User Name      Password  
     

DB Connect Success.!!      Test

- Apart from “Database” & “Outlook”, the LDAP information can be used.

### Headset Setting

- 1) Connect a headset to the PC.
- 2) Select an appropriate headset that has been connected.
  - ※ Refer to “Notice” on page 6 for further information.

### Database Setting

- 1) Select one of database types.
- 2) In case of “FireBird”, select a server type and set the directory of database file.
- 3) In case of “MYSQL” or “Oracle” or “MS-SQL”, input the server information such as “IP” & “Database Name” & “User Name” & “Password”.

### iPECS Attendant Information

- 1) Check the information of a program version.

After all settings are done, click the “Apply” button.

## Notice

- 1) “Display Option (Window Position)” varies with operators.
- 2) Bear in mind that if ticking the box next to “View system mode and link test”, in the “Communication Information”, log files will be over-sized.
- 3) After “Database Setting”, connection test by using the “Test” button is strongly recommended.
- 4) “Display Option” → “Font” is applied to the main window only (not applied to the other windows like popuu). And “Normal” font (size) is applied.

## Note

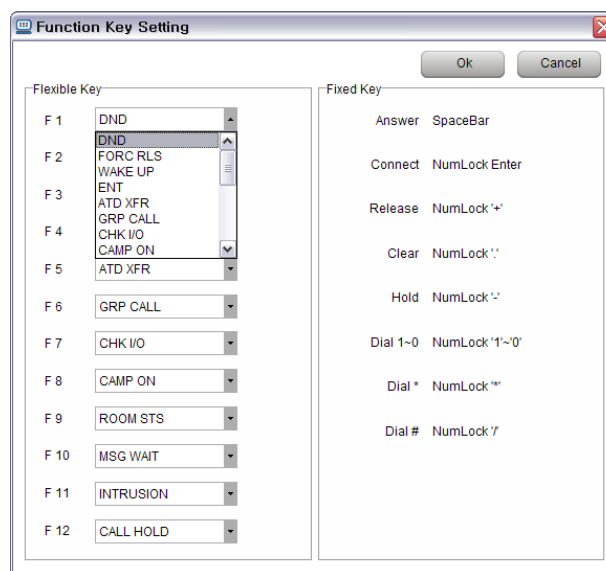
- 1) In case a language & the subscriber information are changed, the program must be re-strated to apply for the changed information.
- 2) Any modified infomration of station number/company/department by using the “Outlook” phone book is saved in the menu – “Contact Information” → “Telephone No.” → “Offcie” 2 (Outlook Phone Book).

## 3.10 Function Key Setting

### Description

This is for setting function keys in the attendant as “Shortcuts.”

### Window



### Procedure

- 1) “Menu” → “Setting” → “Function Key Setting”.
- 2) In the “Flexible Key”, assign the attendant function keys to shortcuts (“F1~F12”).
- 3) In the “Fixed Key”, fixed keys (fixed shortcuts) are displayed.

### Notice

---

- 1) Described “Fixed Key” features on the keyboard are used depending on keyboard support.

### Note

---

Changing one of “Flexible Keys” depends on operators and it is directly applied into the program.

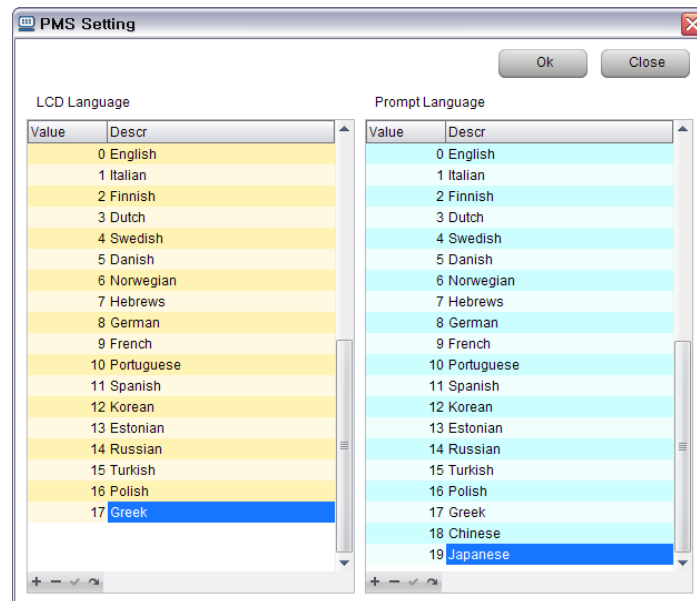
※ DND	= Do Not Disturb
FORC RLS	= Force Release
WAKE UP	= Wake Up
ENT	= Enrollment
ATD XFR	= Attendant Transfer
GRP CALL	= Group Hunt
CHK I/O	= Check In/Out
CAMP ON	= Camp On
ROOM STS	= Room State
MSG WAIT	= Message Wait
INTRUSION	= INTRUSION
CHARGE	= Charge
FUNC	= Function
PICK-UP	= PICK-UP
OVF	= Overflow Service
TRK SEL	= Trunk Select
SUPV	= Surveillance
ROOM CUT	= Room Cut
ADMIN	= Admin

## 3.11 PMS Setting

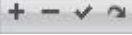
### Description

In case of registering “Check In”, this is to add & modify & delete the information that is shown when setting “LCD Language” & “Prompt Language”.

### Window



### Procedure

- 1) “Menu” → “Setting” → “PMS Setting”.
- 2) By clicking [  (Add, Delete, Save, Cancel) ] button under the “LCD Language” & “Prompt Language” window, the information can be added/modified/deleted.
- 3) Click the “Save” button on the top right of the window.

### Notice

### Note

The information that has been set is displayed as the value that sets “LCD Language” & “Prompt Language” in the “Check In/Out” function.

## **4 iPECS-Attendant Main Window**

### **4.1 “Night” button (Password is not required)**

#### **Description**

This is for changing the status of the attendant from “Day” to “Night” or from “Night” to “Day”.

#### **Window**



#### **Procedure**

- 1) Click the “Night” button in the main window.

#### **Notice**

#### **Note**

When using “Night” function, the status on the Dial Pad will be changed either from “Day” to “Night” or from “Night” to “Day” depending on other attendant’s status.

### **4.2 “Night” button (Password is required)**

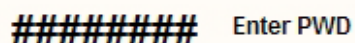
#### **Description**

This is for changing the status of the attendant from “Day” to “Night” or from “Night” to “Day”.

#### **Procedure**

- 1) Click the “Night” button in the main window.
- 2) “Enter PWD” will be displayed on the Dial Pad.
- 3) Input the password that has been set in the PBX. At this time, the password will be displayed as “#”.
- 4) After inputting the password, if clicking “\*”, the status will be changed to “Night”.

#### **Window**



#### **Note**

When using “Night” function, the status on the Dial Pad will be changed either from “Day” to “Night” or from “Night” to “Day” depending on other attendant’s status.

### 4.3 Record Button

#### Description

This is for recording the call detail between PBX and station subscribers & between PBX and trunk.

#### Window



#### Procedure

- 1) Click the “Record” button during the phone call.
- 2) While the call detail is recorded, if clicking the “Record” button, recording stops.
- 3) While recording is in progress, if the phone call stops by clicking the “Restore” button, recording stops.

#### Note

- 1) The default directory of the recorded file is “C:\Program Files\iPECS Attendant”.
- 2) Directory Setting: “Menu” → “Setting” → “Custom Setting” → “Call Recording”

### 4.4 Ring Dev (Ring Selection)

#### Description

This is to set that incoming bell rings through the speaker or the headset.

#### Window



#### Procedure

- 1) Click the “Ring Dev” button.
- 2) Select a device and click the “Apply” button.

#### Note

If selecting the headset, incoming bell rings through the headset only (not through the speaker).

### 4.5 LED Display for Alarm

#### **Description**

---

This is for displaying the status of alarm.

#### **Window**

---



#### **Note**

---

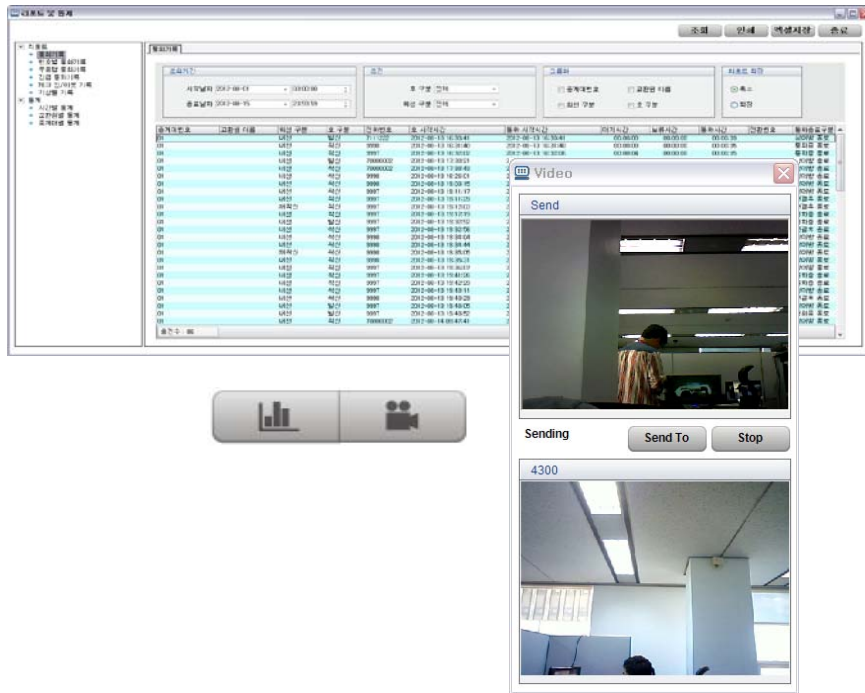
- 1) "IF", "CT", "MA" and "MI" display the status of the PBX and "DB" displays the status of DB connection.
- 2) In case of "IF", it will be changed to red if there is a problem on communication with the PBX. In case of "CT", "MA" and "MI", they will be changed to red color if there is a problem on the PBX.
- 3) In case Database Setting is "Local", DB lamp will be changed to green color and in case Database Setting is "Remote", it will be displayed as blue color.

**4.6 Statistic/Video Call Button**

**Description**

This button is for using the video call & statistics that shows the histories of call & no answer & check in/out & wake up call.

**Window**



**Procedure**

**Report & Statistic**

- 1) Click the button in the shape of graph.
- 2) Refer to the description (page no. 20~21 – 3.8 Report & Statistic).

**Video Call**

- 1) During the call with a station subscriber, click the button in the shape of video camera.
- 2) Check the send window and click the “Send To” button for video sending.
- 3) If a sender sends the video, it will be displayed at the bottom.
- 4) If clicking the “Stop” button , voice call will continue but the operator’s video will disappear.
- 5) Click the “Release” button to stop the call.

**Notice**

**Video Call**

- 1) If a sender’s telephone does not support the video call, only the voice call will continue as the error message (“Video Call is not functional”) is displayed.
- 2) The video call is only functional during the call.

**Note**

During the video call, if anyone stops the call, the call with the attendant will stop and the the video call window will disappear.

### 4.7 Logout

#### **Description**

---

This is for logging out the attendant.

#### **Procedure**

---

- 1) Click the “Logout” button in the main window.
- 2) The “Login” window will be activated after program exit.

#### **Notice**

---

- 1) The program is shut down.
- 2) This is used for operator change.

#### **Note**

---

**4.8 Wait/Hold Window**

**Description**

This is for displaying the information of incoming calls to the attendant and holding during the phone call, and incoming holding calls.

**Window**

Wait				TRK 01	STA 01	RECALL 01
	Tel No.	Name	Department	Wait Time		
<input checked="" type="radio"/>	7111222	JKHF	REBHKJ	00:00:52		
<input checked="" type="radio"/>	5008	JFKJFEI	JHDSJKHFU	00:00:13		
<input checked="" type="radio"/>	7000002	JDKFJE	HJKDHFENH	00:00:02		

Hold				TRK 00	STA 01	RECALL 00
	Tel No.	Name	Department	Hold Tim		
<input type="radio"/>	9997	DJEJHFU	EFSFEFFSDF	00:00:11		

**Procedure**

- 1) In the “Wait” window, the incoming call information such as TRUNK, Station and Recall is displayed.
- 2) In case a call come in, click the “Answer” button or for call connection or hit the “Space Bar” on the keyboard for call response. In case of using the mouse, double click the displayed incoming information for call connection.
- 3) In the “Hold” window, the information of holding during the phone call or incoming holding is displayed.
- 4) How to re-call is to click the “Hold” button and then select the number of a holding call. In case of using the mouse for re-call, double click the relevant holding call.

**Notice**

- 1) In case of trying to re-call during the phone call, a busy call will become a holding call and the holding call will become a re-incoming call for call connection.

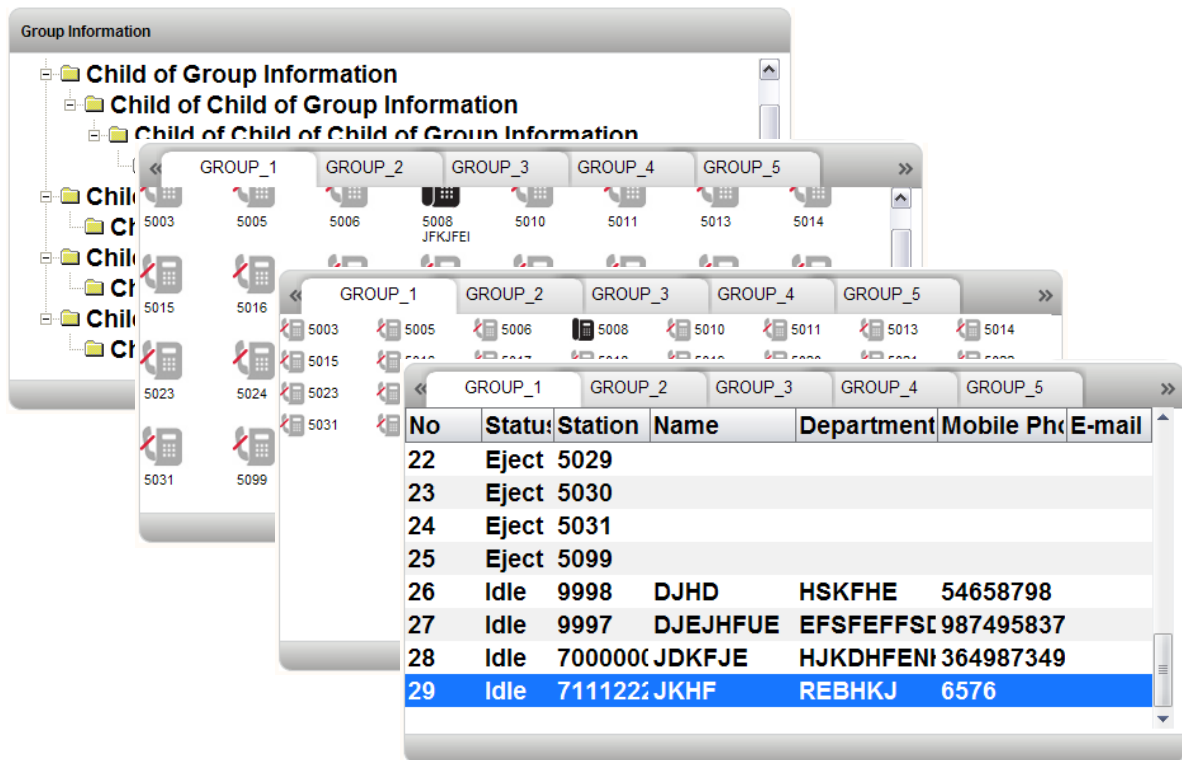
**Note**

**4.9 Monitoring Window**

**Description**

This is for displaying real-time status of the “Station” or “Trunk” that has been registered at monitoring setting.

**Window**



**Procedure**

- 1) In case of “Station, call can be connected by double clicking the icon on the “IDLE” status.
- 2) In case the displayed station information has been registered at Phone Book (Subscriber Information), the user name will be also displayed.
- 3) If setting [“Custom Setting” → “Station Display”] as “Room Information”, the information of room status will be displayed in the part in which user names are displayed.
- 4) If setting [“Custom Setting” → “Window Setting” → “Subscribers Information Display” ] as “Group Information, groups that have been set will be displayed (the icon will not be displayed).

**Notice**

- 1) The attendant program must be restarted in case of adding & modifying & deleting monitoring groups.

## Note

1) In case of CM, maximum 3 monitoring groups can be registered

※ Icon for Display Status (the below icons are displayed only).

※ Icon for Station Status.

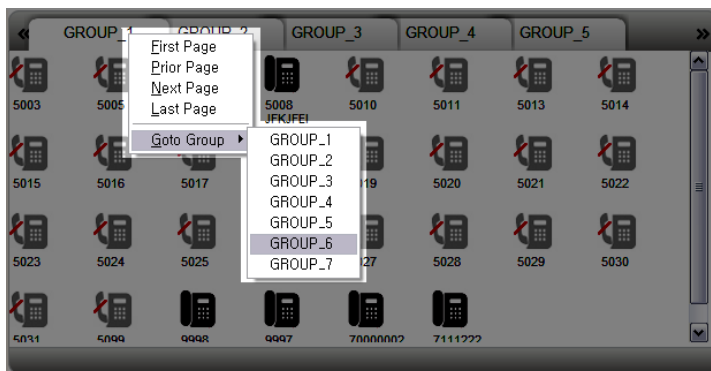


In case of the station in which automatic call forwarding function has been set, call forwarding number can be checked by moving the mouse pointer onto the icon.

※ Icon for Trunk Display



2) “Goto Group” In case of creating many groups, clicks the right button of the mouse on the group tap to use functions such as “First Page”/“Prior Page”/“Next Page” /“Last Page” and “Goto Group” for effective monitoring.



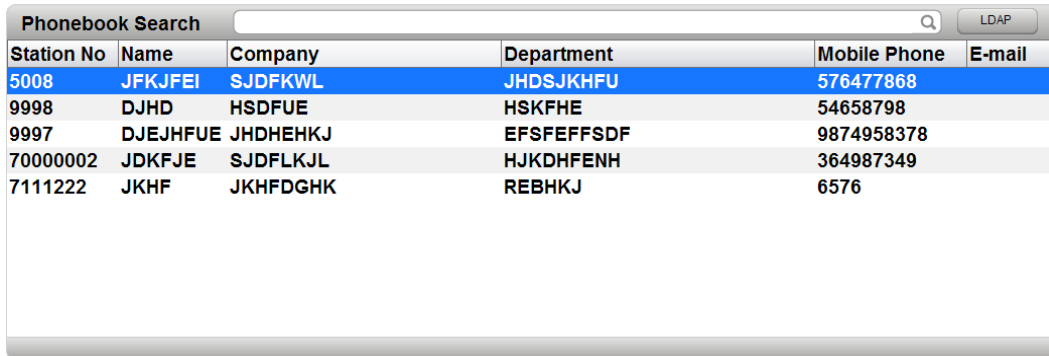
3) “Goto Group” is only functional only when there are more that 2 groups that have been created.

### 4.10 Phonebook Search

#### Description

This is for searching for the information of subscribers who have been registered in the Phone Book (Subscriber Information).

#### Window



The screenshot shows a window titled "Phonebook Search" with a search bar and an "LDAP" button. Below the search bar is a table with the following data:

Station No	Name	Company	Department	Mobile Phone	E-mail
5008	JFKJFEI	SJDFKWL	JHDSJKHFU	576477868	
9998	DJHD	HSDFUE	HSKFHE	54658798	
9997	DJEJHFUE	JHDHEHKJ	EFSEFFSDF	9874958378	
70000002	JDKFJE	SJDFLKJL	HJKDHFENH	364987349	
7111222	JKHF	JKHFDGHK	REBHKJ	6576	

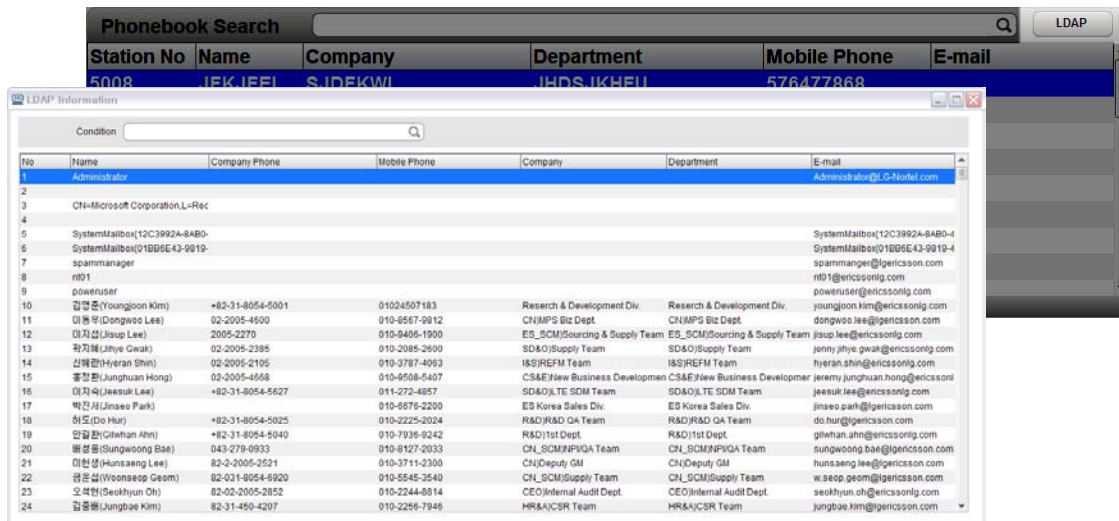
#### Procedure

- 1) Subscriber information can be searched by “Station”, “Name”, “Company”, “Department” and “Mobile Phone number” which are required to be inputted in the Search window.
- 2) If double clicking one of the searched information (subscriber information), a call will be connected and If the attendant is busy, that call will be transferred.

#### Note

- 1) “Menu” → “Tools” → “Phone Book” for “registration” & “Modification” & “Deletion” of subscriber information.
- 2) There is no limitation of the number of subscriber information registration.

## In case of using LDAP information



- 1) In case of using the LDAP information, “LDAP” button will be created on the top right side of the Phone Book search window.
- 2) Once the “LDAP” button is clicked, the LDAP information search window will appear.
- 3) Making a call & sending an email are possible by using the menus (company number & mobile phone number & email) that are functional when clicking the right button of the mouse on the searched information.

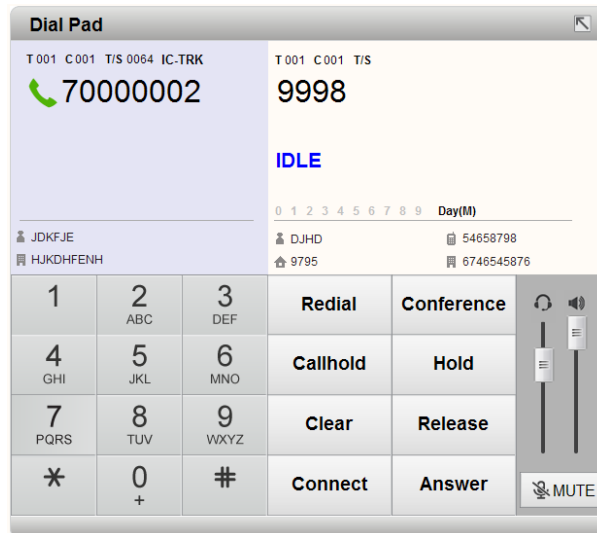
※ How to set LDAP: [Refer to 3.9 Custome Setting → Phone Book (Subscriber Information)].

### 4.11 Dial Pad

#### Description

In this Dial Pad window, “connection”, “answer”, “holding”, “release”, “clear”, “conference”, “redial” and “callhold” (incoming holding) can be done and this window displays the status of call attempt & line (station/trunk).

#### Window



#### Procedure

- 1) When searching station numbers, dial the station number on the Dial Pad by using a keyboard or a mouse.
- 2) The status of the searched station and the station information will be displayed together if those information has been registered in the Phonebook.
- 3) On the top of LCD window, the information of the lines that are busy will be displayed and the bottom of LCD window, the information of the lines that are on connection or search will be displayed.

#### Notice

- 1) Up to 30 dialing digits are allowed and from 31 dialing digits can be transferred to the PBX.

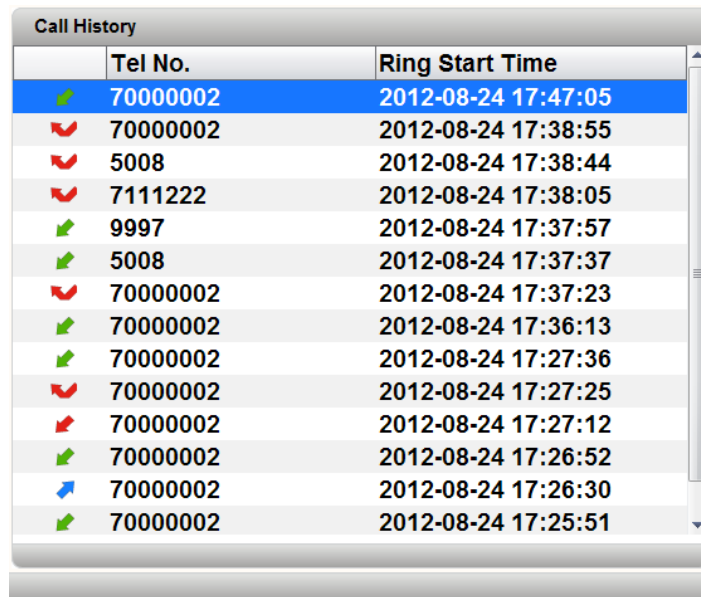
#### Note















**4.12 Call History**

**Description**

The information of the call history such as “Dialed Numnber” & “Call Start Time” is displayed.

**Window**



	Tel No.	Ring Start Time
	70000002	2012-08-24 17:47:05
	70000002	2012-08-24 17:38:55
	5008	2012-08-24 17:38:44
	7111222	2012-08-24 17:38:05
	9997	2012-08-24 17:37:57
	5008	2012-08-24 17:37:37
	70000002	2012-08-24 17:37:23
	70000002	2012-08-24 17:36:13
	70000002	2012-08-24 17:27:36
	70000002	2012-08-24 17:27:25
	70000002	2012-08-24 17:27:12
	70000002	2012-08-24 17:26:52
	70000002	2012-08-24 17:26:30
	70000002	2012-08-24 17:25:51





**Procedure**

- 1) When a phone call is made, the information is displayed.

**Note**

Only summarized information is displayed. In case of searching the detailed information, follow the procedure - “Menu” → “Tools” → “Report & Statistics”.

Icon by Call Type

-  Outging
-  Incoming
-  Recall
-  No answer

## **5 Attendant Terminal Function**

### **5.1 Call Pick Up**

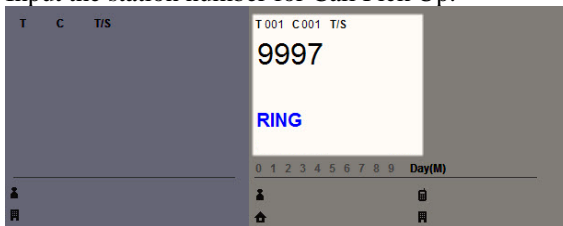
#### **Description**

This function is that the attendant operator picks up calls (incoming to the station subscribers) instead of the station subscribers.

#### **Procedure**

##### **Attendant**

- 1) Input the station number for Call Pick Up.



- 2) Click the “PICK-UP” after checking if the status is “RING”.

#### **Relevant Function**

- Last transferred call cancellation.

#### **Notice**

#### **Note**

### **5.2 Last Transferred Call Cancellation**

#### **Description**

This function is to cancel the calls that have been wrongly transferred by the operator.

#### **Procedure**

##### **Attendant**

- 1) Input the station number during the phone call.
- 2) Click the “Connect” button.
- 3) Click the “Pick-Up” button in order to cancel the call that has been connected.
- 4) If following the above procedure, phone call with the first caller will be made.

#### **Relevant Function**

#### **Note**

### 5.3 Attendant Calling – Calling between Attendants

#### Description

This function is that an attendant operator makes the phone call with the other attendant operator by dialing the attendant number.

#### Procedure

##### Attendant

- 1) Dial the attendant phone number.
- 2) “Ring-back tone” rings at the attendant that has done calling and the “bell” rings at the attendant that has been called as it is displayed in the “Wait” window.
- 3) The attendant operator who has been called clicks the “Answer” button.
- 4) After that, the phone call will be made.

#### Relevant Function

#### Note

### 5.4 Camp On – Connection Wait

#### Description

This Function is that in case an attendant operator is asked by a station/trunk subscriber (A) to transfer them to the other station subscriber (B), if (B) is busy, (A) will be on holding by the operator and when (b) finishes the phone call, (A) will be automatically transferred to (B), which means the phone call between (A) and (B) has been made.

#### Procedure

##### Attendant

- 1) The attendant operator is on the phone (is being requested to transfer) with a station/trunk subscriber.
- 2) The operator dials the number of the station that is busy.
- 3) The status of the station is displayed in the LCD window of the attendant.



- 4) In case the status of the station is not “IDLE”, click the “Camp On” button.
- 5) After that, LCD window is cleared and the status of the attendant becomes “IDLE”. A subscriber who has done calling hears call waiting tone and a station subscriber hears connection wait alarm.

#### Relevant Function

#### Note

### 5.5 Consultation Transfer

#### **Description**

This function is that when transferring a station/trunk subscriber (A) who is on the phone with an attendant operator to the other station subscriber (B), the attendant operator does calling (B) firstly, rather than transferring (A) to (B) directly, and then once the phone call between the attendant operator and (B) is made, the attendant operator asks (B)'s willingness to be with (A) and then if (B) agrees with it, the attendant operator transfers (A) to (B), which means the phone call between (A) and (B) has been made.

#### **Procedure**

##### **Attendant**

- 1) The attendant operator is on the phone (is being requested to transfer) with a station/trunk subscriber.
- 2) During the phone call with the station/trunk subscriber (A), the attendant operator dials the number of the station subscriber (B).
- 3) After that, (B)'s tenant group number, phone number, level and usage status will be displayed in the LCD window.
- 4) In case (B)'s status is "IDLE", the attendant operator dials "\*". At this time, (A) will become "Camp On (Connection Wait)" as hearing "Holding Tone" and the attendant operator will hear "Ring-Back Tone", and (B) will receive "Call Signal".
- 5) If (B) makes response (Answer), the consultation phone call between the attendant operator and (B) will be made.
- 6) During the phone call with (B), if the attendant operator dials "\*", (B) will become "Camp On (Connection Wait)" as hearing "Holding Tone" and the phone call between the attendant operator and (A) will be made again.
- 7) In order to connect (A) to (B), click the "Connect" button and if clicking "\*", the subscriber who is on the phone with the attendant operator will become "Holding" and the phone call with the subscriber who hears "Holding Tone" will be made.
- 8) If the attendant operator clicks the "Release" button, the subscriber on the phone will be cut off and the phone call with the subscriber on "Holding" will be made.

#### **Relevant Function**

#### **Note**

## 5.6 Conference

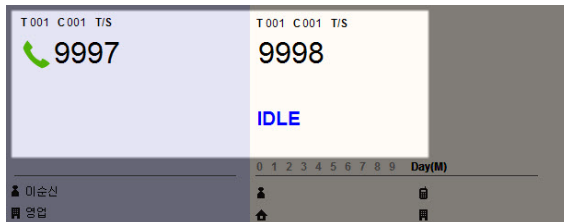
### Description

This function is that while the attendant operator is on the phone with a subscriber, the other subscriber is invited for a three-party call.

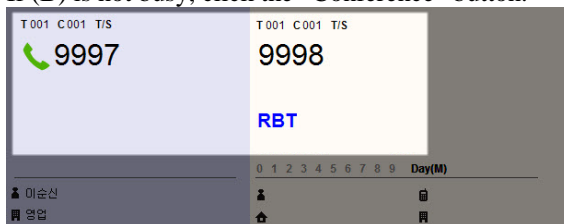
### Procedure

#### Attendant

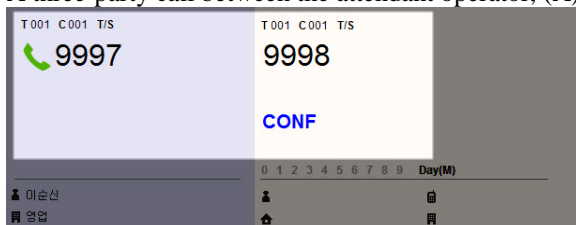
- 1) The attendant operator dials the other subscriber's (B) number during the phone call with a station/trunk subscriber (A).
- 2) The status of the other subscriber (B) will be displayed in LCD window.



- 3) If (B) is not busy, click the “Conference” button.



- 4) The subscriber (A) who is on the phone with the attendant operator will automatically become “Holding” as hearing “Holding Tone” and the other subscriber (B) will receive “Call Signal”.
- 5) The other subscriber (B) makes response.
- 6) A three-party call between the attendant operator, (A) and (B) will be made.



- 7) If it is necessary to invite another subscriber during a three-party call, click the “Conference” button for conference call.

### Relevant Function

### Note

### 5.7 Group Hunt

#### Description

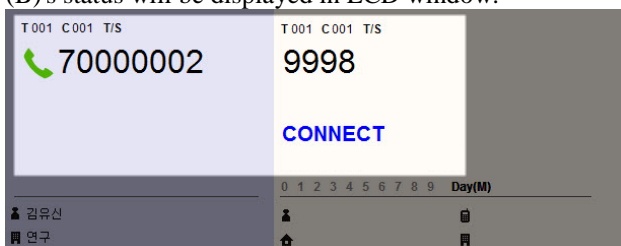
This function is that when the attendant operator is about to transfer a station/trunk subscriber (A) to the other station subscriber (B), if (B) is busy, the attendant operator will transfer (A) to another subscriber (C) who is in the (B)'s group. For the same pattern, when calling (B), if (B) is busy, the attendant operator will do calling (C).

#### Procedure

##### Attendant

##### *Group hunt when transferring*

- 1) When the attendant operator is on the phone with (A), the attendant operator dials (B)'s number.
- 2) (B)'s status will be displayed in LCD window.



- 3) If (B) is busy, the attendant operator clicks the “GRP CALL” button.
- 4) As an available subscriber who is in (B)' group receives “Call Signal” and (A) will hear “Ring Back Tone”. LCD window will be cleared and the phone call between the attendant operator and (A) will be cut off.

##### *Group hunt after status check*

- 1) When the status is “IDLE”, the attendant operator dials the number of (B) needing to be on the phone.
- 2) The status of (B) will be displayed in LCD window.
- 3) In case (B) is busy, the attendant operator clicks the “GRP CALL” button.
- 4) As an available subscriber who is in (B)' group receives “Call Signal”. the attendant operator will hear “Ring Back Tone”.

#### Relevant DBMS

Station Information      1) Group Information > Group Hunt.

#### Relevant Function

#### Note

### 5.8 Hold and Connection

#### Description

This function is that the attendant operator makes a station/trunk subscriber (A) who is on the phone with the attendant operator “Holding” and the attendant operator releases (A) from “Holding” to make response. In addition, the attendant operator transfers the other subscriber (B) who is on the phone with the attendant operator to (A).

#### Procedure

##### Attendant

##### Holding

- 1) While the attendant operator is on the phone with a station/trunk subscriber (A), click the “Hold” button.
- 2) As LCD window will be cleared, the information of the relevant subscriber (A) will be displayed in “Hold” window and the number of calls will increase.

Hold	TRK 01	STA 01	RECALL 01
Tel No.	Name	Department	Hold Tim
70000002	JDKFJE	HJKDHFENH	00:00:49
5008	JFKJFEI	JHDSJKHFU	00:00:33
9997	DJEJHFU	EFSEFFSDF	00:00:01

##### Holding Connection

- 1) When the status of the attendant is “IDLE”, select a holding call and double click it.
- 2) After that, the status of the relevant subscriber (A) will be displayed in LCD window and then the phone call between the operator and (A) will be made.

#### Relevant Function

#### Note

### 5.9 Night Service

#### Description

This function is that once the attendant operator set “Night” function, this attendant does not make any response of those calls but they are automatically transferred to the other attendants or the other subscribers that have already set “Night” function. In order to operate this “Night” function, calling the attendant representative number or the individual attendant number is required.

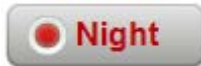
#### Procedure

##### Attendant

- 1) When “Day” mode, click the “Night” button on the top left.



- 2) “Day” button will be changed to “Night” button and green lamp will be changed to red lamp.



- 3) There will be calls that do calling the attendants.
- 4) If all attendants are on “Night” mode, all calls will be transferred to the subscribers who have been registered with “Night” function.
- 5) When a station/trunk subscriber (A) dials the attendant representative number, if there are the attendants on “Day” mode, (A) will do calling one of the attendants on “Day” mode. However, when (A) calls one of the individual attendants, if the attendant is on “Night” mode, (A)'s call will be automatically transferred to the subscriber who have been registered with “Night” service.
- 6) In order to cancel the “Night” function, click the “Night” button on the top as the status is “Night”.
- 7) After that, “Night” button will be changed to “Day” button and red lamp will be changed to green button.

#### Relevant DBMS

- Attendant Information
- 1) Attendant Representative Number
  - 2) Attendant Night Subscriber
  - 3) Attendant Operation > The way that calls come into the several attendants

#### Relevant Function

#### Note

### 5.10 Overflow Service

#### Description

In case the number of incoming calls to the attendant suddenly increases, there will be the number of wait calls over a certain number. At this time, calls from the certain number will be automatically transferred to the specific subscriber.

#### Procedure

##### Attendant

- 1) When "Day" mode, click the "OVF" button.



- 2) The color of the "OVF" button will be changed to blue color.



- 3) There will be calls that do calling the attendants.
- 4) The number of wait calls can be set and calls over a set number will be automatically transferred to the "Overflow Service" subscribers.
- 5) When "Overflow Service" mode, click the "OVF" button.
- 6) The color of the "OVF" button will be changed to black color.
- 7) In case "Overflow Service" is deactivated, allowed number of calls can come into the attendant. Maximum number of TRUNK, Station and RECALL is 5 respectively - total 15 calls can come into.

#### Relevant DBMS

- Attendant Information
- 1) Attendant Overflow Subscriber
  - 2) Attendant Operation

#### Relevant Function

#### Note

### 5.11 Intrusion

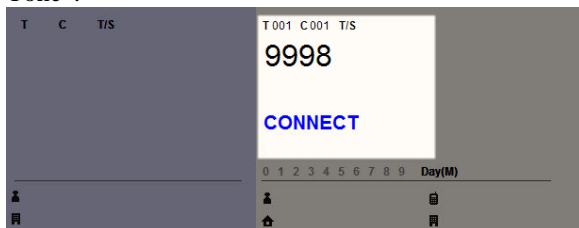
#### Description

This function is that in case of emergency, the attendant operator does calling the subscriber (A) during the phone call between (A) and the other subscriber (B). It is because (A) is busy the attendant operator clicks the “INTRUSION” button to break in the phone call. In the meantime, (A) hears “INTRUSION” alarm and then a three-party call will be made. This “INTRUSION” function is to break in the one-on-one call, so this is not functional for the conference call.

#### Procedure

##### Attendant

- 1) The attendant operator dials the subscriber's (A) number.
- 2) The status of (A) will be displayed in LCD window and if (A) is busy, the attendant operator will hear “Busy Tone”.



- 3) As hearing “Busy Tone”, the attendant operator clicks the “INTRUSION” button.
- 4) The subscriber (A) and the other subscriber (B) who are on the phone will receive the alarm for the attendant operator's “INTRUSION” and then a three party call will be made.



- 5) The attendant operator clicks the “Release” button.
- 6) After that, one-on-one call between (A) and (B) will continue as the operator is excluded.
- 7) If it is necessary to add the other subscriber (C) during a three party call, dial (C)'s number and then click the “Conference” button.

#### Relevant Function

- Conference Call

#### Note

### 5.12 Series Call

#### **Description**

---

This function is that in case a trunk subscriber (A) is required to be on the phone with many station subscribers in order, the attendant operator dials the station subscriber's (B) number + “#” for connection between the truck subscriber (A) and the station subscriber (B). After the phone call between (A) and (B) gets finished, (A)'s call come into the attendant again and then (A) is continuously connected with the other subscriber (C), (D) and so on.

#### **Procedure**

---

##### **Attendant**

- 1) The attendant operator dials the station subscriber's number during the phone call with the trunk subscriber.
- 2) The status of the station subscriber will be displayed in LCD window.
- 3) If the trunk subscriber and the private subscriber want to connect to many station subscribers, the attendant operator dials “#”
- 4) The first station subscriber will receive “Call Signal” and the trunk subscriber will hear “Ring Back Tone”.
- 5) The station subscriber hangs up.
- 6) The trunk call will be come to the attendant operator.
- 7) The attendant operator will make response of the trunk call.

#### **Relevant Function**

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#### **Note**

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5.13 Collect Call Registration

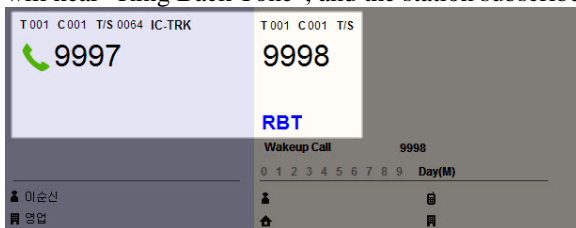
Description

This function is that if there is a “Collect Call” request from the trunk subscribers that come into the attendant, the relevant “Collect Call” information can be registered in the attendant.

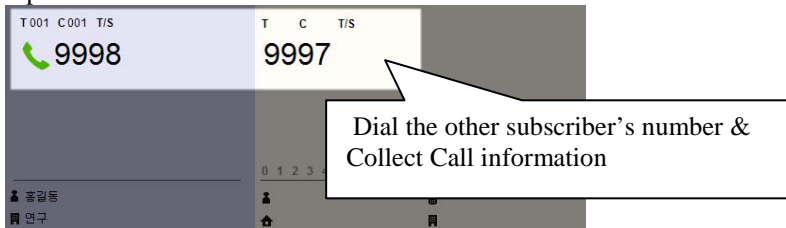
Procedure

Attendant

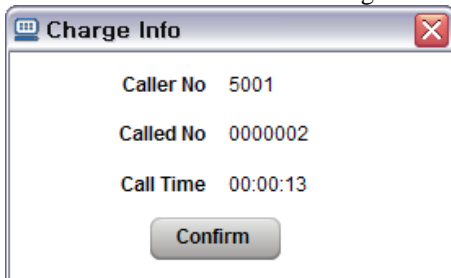
- 1) While the attendant operator is on the phone with the trunk subscriber, dials the station subscriber's number and then clicks the “CHARGE” button.
- 2) The trunk subscriber will automatically become “Holding” as hearing “Holding Tone” and the attendant operator will hear “Ring Back Tone”, and the station subscriber will receive “Call Signal”.



- 3) As making response, the station subscriber will be asked if accepting “Collect Call” and then if the station subscriber accept it, the attendant operator needs to click the “CHARGE” button. After that the attendant operator inputs “Collect Call” information and the information of the trunk subscriber, and then clicks the “ENT” button.



- 4) As LCD window is cleared, the phone call between the trunk subscriber and the station subscriber will be made.
- 5) After the phone call gets finished, the “CHARGE” button will go on.
- 6) If clicking the “CHARGE” button, “Collect Call” number and the information that has been registered in the attendant will be displayed. Among the registered information, the first number indicates “Collect Call” type and is used as the information of charge classification, and is not displayed in the attendant.



### **Relevant DBMS**

Tenant Information      1) Tenant Attribute > ATD Call Charge Information

### **Relevant Function**

---

### **Note**

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## 5.14 Interposition Transfer

### **Description**

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This function is that the attendant operator (A) transfers the station subscriber to the other attendant operator (B).

### **Procedure**

---

#### **Attendant**

- 1) When the attendant operator (A) transfers the station subscriber to the other attendant operator (B), (A) clicks the “ATD XFR” button and then presses the serial number of the other attendant.
- 2) The attendant operator (A) will be cut off and the station subscriber will hear “Holding Tone”, and the “ ATD XFR” button” of the called attendant will go on.
- 3) The other attendant operator (B) makes response.
- 4) The phone call between the station subscriber on “Holding” and the other attendant operator (B) will be made.

### **Relevant Function**

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### **Note**

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## 5.15 Through Dialing

### Description

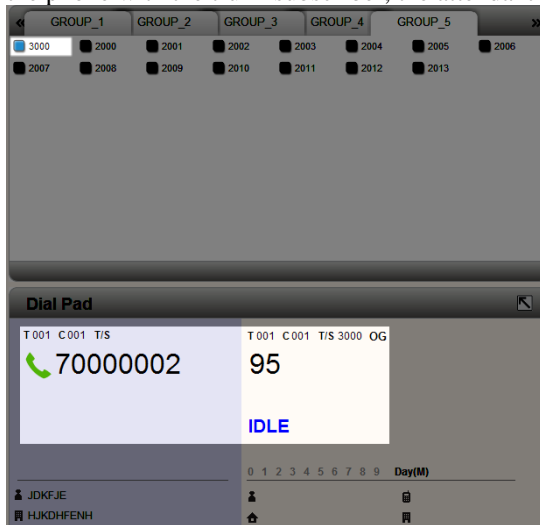
This function is that the attendant operator occupies the trunk numbers instead of the station subscriber who is limited for trunk outgoing and then the attendant operator makes an outgoing call instead of the station subscriber.

### Procedure

#### Attendant

*In case of occupying the trunk numbers only*

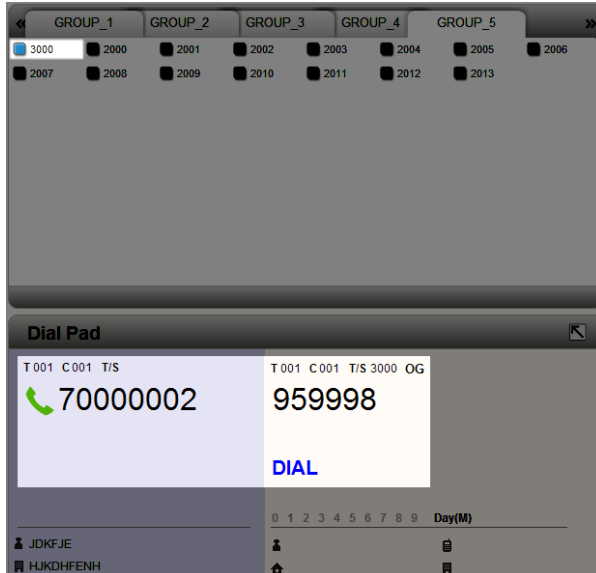
- 1) While the attendant operator is on the phone with the station subscriber, if the station subscriber wants to be on the phone with the trunk subscriber, the attendant operator dials the trunk access code.



- 2) The serial numbers of the available trunk numbers will be displayed in LCD window and the station subscriber will become "Holding" as hearing "Holding Tone".
- 3) The attendant operator clicks the "Connect" button.
- 4) LCD window will be cleared and the station subscriber will hear "Dial Tone", and the attendant operator will be cut off.
- 5) The station subscriber dials the trunk subscriber's number.

In case of dialing all trunk subscribers' numbers

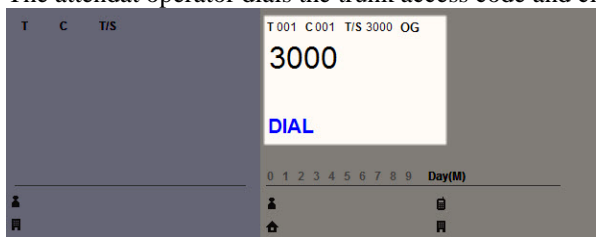
- 1) As being on the phone with the station subscriber, the attendant operator dials both the trunk access code and the trunk subscriber's number.



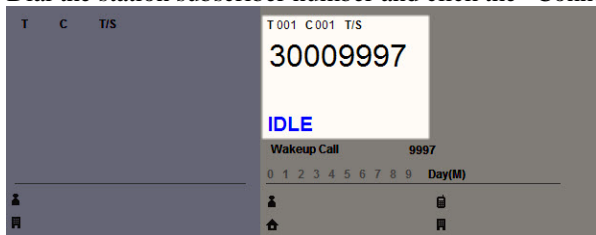
- 2) The station subscriber will automatically become “Holding” as hearing “Holding Tone” and the attendant operator will hear “Ring Back Tone”.
- 3) The attendant operator clicks the “Connect” button.
- 4) The attendant operator will be cut off and the phone call between the station subscriber on “Holding” and the trunk subscriber will be made.

In case of connection to the station subscriber as occupying the trunk numbers

- 1) The attendant operator dials the trunk access code and clicks the “Clear” button.



- 2) Dial the station subscriber number and click the “Connect” button.



- 3) The attendant operator will be cut off and as occupying the trunk numbers, dialing by the station subscriber will be possible.

---

### Relevant DBMS

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Attendant Information	1) Attendant COS on Through Dialing 2) Attendant Attribute
Trunk Information	1) Trunk Basic Info > Trunk Access Code 2) Trunk Basic Information > Trunk Access Code (entire information)

---

### Relevant Function

- Attendant Incoming & Outgoing
- Attendant Outgoing by Selection

---

### Note

## 5.16 Supervision of Trunk Call

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### Description

This function is that in case the attendant operator transfers the private line in which there is no “On Hook Signal”, the attendant operator keeps on eye on the phone call and it is assumed that the phone call gets finished, the attendant operator may finish supervision.

---

### Procedure

#### Attendant

- 1) The attendant operator checks 2 private lines in which there are no “On Hook Signal”.
- 2) If the “Release” time that has been set passes, “ SUPV” lamp will be flickering.
- 3) If clicking the “SUPV” button, “SUPV” lamp will go out and the attendant operator keeps on eye on the phone call.
- 4) During call supervision, if clicking the “Release” button, call supervision by the attendant will get finished.
- 5) During call supervision, if clicking the “FORC RLS” button, the phone call between 2 private lines and call supervision by the attendant will get finished.

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### Relevant DBMS

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Trunk Information	1) Transit Service
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### Relevant Function

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### Note

## 5.17 Trunk Force Release

### Description

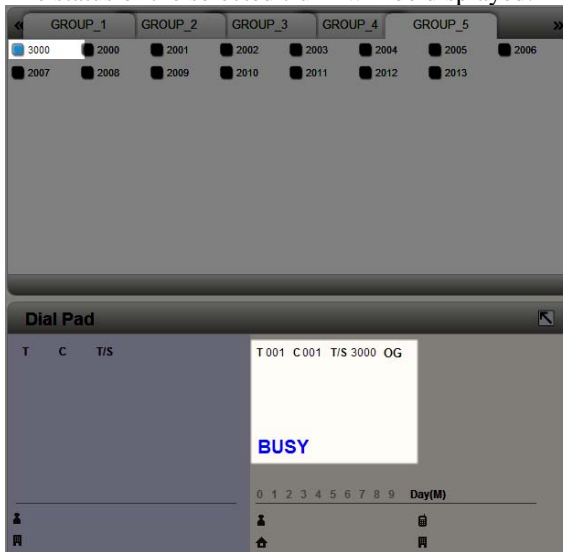
This function is to select the specific trunk number that is being used at the attendant for “Force Release”.

### Procedure

#### Attendant

*In case of using the Dial Pad*

- 1) Click the “TRK SEL” button at the attendant.
- 2) Dial 4 digits of the trunk serial number.
- 3) The status of the selected trunk will be displayed.



- 4) Click the “FORC RLS” button when the selected trunk is not “IDLE”.
- 5) The trunk number that is being used will get finished and the attendant will be initialized.
- 6) The trunk number that is used by Voice Networking will be indicated as “VN” and in this case, occupying the trunk number is impossible and status check & force release are allowed only.

### Relevant DBMS

Trunk Information 1) Trunk Basic Info > Trunk Access Code

### Relevant Function

### Note

## 5.18 Trunk Selection

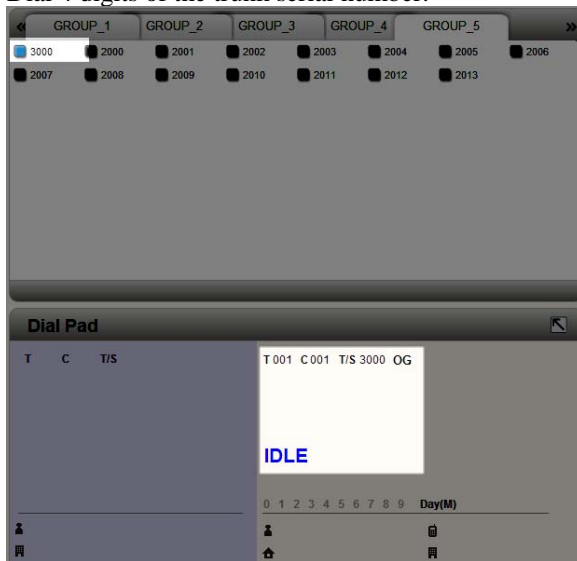
### Description

This function is that the attendant operator dials the serial number of the specific trunk number in order to select the trunk number to occupy.

### Procedure

#### Attendant

- 1) Click the “TRK SEL” button at the attendant.
- 2) Dial 4 digits of the trunk serial number.



- 3) Occupy the selected trunk number.

### Relevant DBMS

Trunk Information 1) Trunk Basic Information > Trunk Access Code

### Relevant Function

- Attendant Outgoing & Incoming

### Note

## 5.19 Verify Busy Line Status

### Description

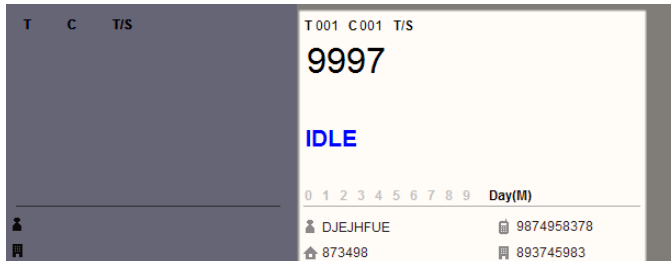
This function is that the attendant LCD window displays “Digital Display - Station”, “Digital Display - Trunk”, “Incoming Call Identification”, “Called Number Display - Attendant”, “Call Processing Indication”, etc when the attendant operator does calling the other subscriber & when the other subscriber does calling the attendant operator & when the attendant operator is on the phone with the subscriber & when the other subscriber's transferred call come into the attendant.

### Procedure

## Attendant

### Display - The status of the station subscriber

- 1) The attendant operator dials the station subscriber's number.
- 2) Tenant Number, Phone Number, Level and the Present Status of the station subscriber will be displayed in LCD window.



### Display - The status of the trunk number

- 1) As dialing the trunk code or clicking the “TRK SEL” button, the attendant operator dials the trunk serial number or presses the trunk code.
- 2) Tenant Number, Trunk Serial Number, the Information of Trunk Incoming/Outgoing and Trunk Status will be displayed in the attendant.



### Display – Incoming-Incoming Call

- 1) The attendant operator clicks the “Answer” button.
- 2) The incoming call type will be displayed in the window that shows the status.
- 3) In case of the trunk number, Caller Identification will be displayed according to the option of Caller Identification.

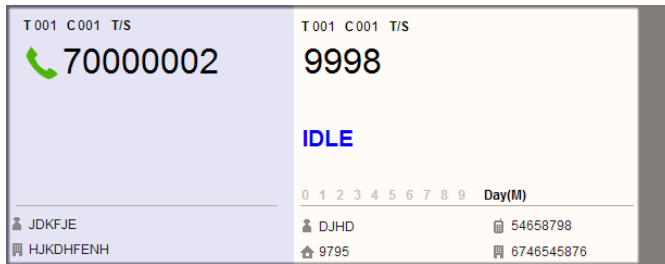


### Display - Call Forwarding

- 1) There is a call that needs to be forwarded in the attendant.
- 2) In case the attendant operator makes response, the first caller's phone number will be displayed in LCD window.

### Display - Call Process

- 1) The process of calls belong to the attendant will be displayed in LCD window.



## Relevant DBMS

Attendant Information 1) Attendant Attribute > CID Display

## Relevant Function

- Break In
- Conference Call

## Note

## 5.20 Station Calling and Answer

### Description

This function is that the attendant operator does calling the station subscriber or answers the station subscriber's calling.

### Procedure

#### Attendant

##### Station Answer

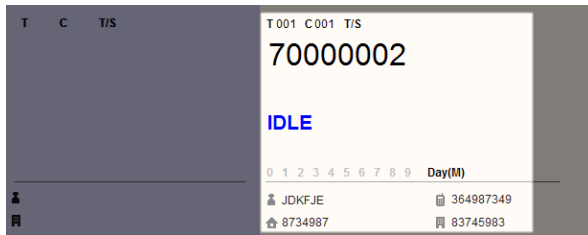
- 1) Once the station call come into the attendant, station incoming call will be displayed in “Wait” window.



- 2) Hit the “Space Bar” on the keyboard or click the “Answer” button.

##### Station Calling

- 1) Dials the station number.



- 2) Click the “Enter” on the keyboard or click the “Connect” button.

## Relevant Function

## Note

### 5.21 Trunk Calling and Answer

#### Description

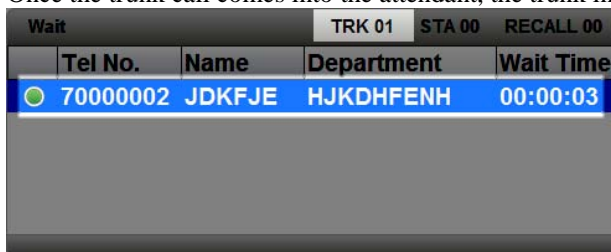
This function is that the attendant operator answers the trunk subscriber's calling or sets the call by using the trunk number.

#### Procedure

##### Attendant

##### Trunk Answer

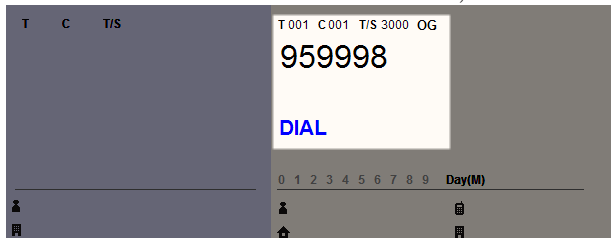
- 1) Once the trunk call comes into the attendant, the trunk incoming call will be displayed in “Wait” window.



- 2) Hit the “Space Bar” on the keyboard or click the “Answer” button.

##### Trunk Calling

- 1) Dial the trunk access code and the number, and then click the “Connect” button.



## Relevant DBMS

Trunk Information 1) Trunk Basic Information > Trunk Access Code

## Relevant Function

## Note

## 5.22 Call Transfer

### Description

This function is that the attendant operator transfers various types of incoming/outgoing calls. Call transferring depends on the status of the subscribers and when call transferring fails, the subscriber needing to be transferred becomes “Holding”, and the status of the attendant becomes “BUSY” or “ERROR”. If clicking the “Clear” button, the phone call with the subscriber needing to be transferred will be maintained and if clicking the “Release” button, the phone call with the subscriber needing to be transferred will get finished.

### Procedure

#### Attendant

- 1) The attendant operator dials the station subscriber's number during the phone call with the trunk subscriber.
- 2) The usage status of the station subscriber will be displayed in LCD window.



- 3) In case the station subscriber is “IDLE”, the attendant operator clicks the “Connect” button.
- 4) As LCD window is cleared, the attendant will be initialized and the trunk subscriber will hear “Ring Back Tone”, and the station subscriber will receive “Calling Signal”.
- 5) The station subscriber makes a response.
- 6) After that, the phone call between the trunk subscriber and the station subscriber will be made.

### Relevant DBMS

Attendant Information 1) Attendant Operation > Hold Option in case of Call Transfer

### Relevant Function

### Note

### 5.23 Call Release

#### Description

This function is that the attendant operator makes the phone call get finished or initializes the attendant. The attendant operator may use either the “Clear” button or the “Release” button to clear/initialize/return while the attendant operator is setting functions or is doing call transferring.

#### Procedure

##### Attendant

- 1) Initialization: BUSY status + “Release” button.
- 2) Returning to the former step: Abnormal status + “Clear” button

#### Relevant Function

#### Note

### 5.24 Call Waiting Number Display

#### Description

This function is that the number of call waiting and incoming call type (TRUNK, Station and Recall) will be displayed in LCD window. Maximum number of incoming calls is TRUNK, Station and RECALL is 5 respectively - total 15 calls can be on “Waiting”.

When “OVF” button is activated, allowed number of call waiting will be determined according to the number of TRUNK, Station and RECALL that has been set in the attendant operation. The calls exceeding the set number will be on “Overflow”.

#### Window

Wait	TRK 01	STA 01	RECALL 01	Tel No.	Name	Department	Wait Time
●				7111222	JKHF	REBHKJ	00:00:52
●				5008	JFKJFEI	JHDSJKHFU	00:00:13
●				70000002	JDKFJE	HJKDHFENH	00:00:02

#### Relevant DBMS

##### Attendant Information

- 1) Attendant Call Options > Number of Overflow Waiting Call for Station
- 2) Attendant Call Options > Number of Overflow Waiting Call for Trunk
- 3) Attendant Call Options > Number of Overflow Waiting Call for Recall
- 4) Attendant Overflow Subscriber

#### Relevant Function

- Attendant Overflow Subscriber

#### Note

## 5.25 Wake Up Registration/Cancellation

### Description

This function is that the attendant operator registers the wake-up call at the station subscriber's telephone.

### Procedure

#### Attendant

*Registration for one subscriber (Single - Singular Number)*

Wake up Type	Wake up Time
<input checked="" type="checkbox"/> Once	07 : 00
<input checked="" type="checkbox"/> EveryDay	
<input checked="" type="checkbox"/> Mon-Fri	
<input checked="" type="checkbox"/> Mon-Sat	
<input checked="" type="checkbox"/> Date	2012 / 08 / 30 07 : 00

- 1) “Menu” → “Tools” → “Hotel” → “WAKE UP” or click the “WAKE UP” button.
- 2) Dial the room number (station subscriber's number). - (*Check the current status of station numbers*)
- 3) Check the “Single”.
- 4) Set the wake-up call type/cycle (a day/every day/Monday-Friday/Monday-Saturday).
- 5) Set the wake-up call time.
- 6) Click the “Add” button for wake-up call registration.

#### Wake up call check

Wake up Type	Wake up Time
<input checked="" type="checkbox"/> Once	07 : 00
<input checked="" type="checkbox"/> EveryDay	
<input checked="" type="checkbox"/> Mon-Fri	
<input checked="" type="checkbox"/> Mon-Sat	
<input checked="" type="checkbox"/> Date	2012 / 08 / 30 08 : 30

- 1) Click the “WAKE UP” button.
- 2) Input the station number needing to be checked.
- 3) The window for wake up registration will be activated.
- 4) Click the settings.

### Wake up call cancellation

The screenshot shows the 'Wake up Setting' dialog box. At the top, there are three buttons: 'Add', 'Delete', and 'Cancel'. Below these are radio buttons for 'Single' (selected) and 'Multiply'. A 'Room No' field contains '70000002'. The 'Wake up Info' section contains a table with columns 'Wake up Type' and 'Wake up Time'. The table has five rows, each with a checked checkbox and a dropdown menu. The times are: 07:00, 08:00, 09:00, 07:30, and 06:30.

Wake up Type	Wake up Time
<input checked="" type="checkbox"/> Once	07 : 00
<input checked="" type="checkbox"/> EveryDay	08 : 00
<input checked="" type="checkbox"/> Mon-Fri	09 : 00
<input checked="" type="checkbox"/> Mon-Sat	07 : 30
<input checked="" type="checkbox"/> Date	2012 / 08 / 30 06 : 30

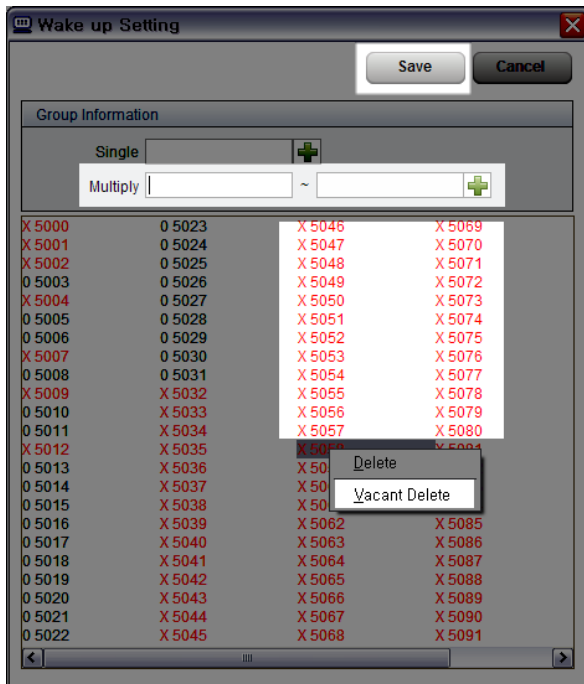
- 1) Click the “WAKE UP” button.
- 2) Input the station number needing to be cancelled. - (Check the current status of station numbers)
- 3) The window for wake up registration will be activated.
- 4) Click the “Delete” button.

### Registration for many subscribers (Multiply - Plural Number)

The screenshot shows the 'Wake up Setting' dialog box. At the top, there are three buttons: 'Add', 'Delete', and 'Cancel'. Below these are radio buttons for 'Single' and 'Multiply' (selected). A 'Room No' field contains '70000002'. The 'Wake up Info' section contains a table with columns 'Wake up Type' and 'Wake up Time'. The table has six rows. The first three rows have checked checkboxes and dropdown menus. The times are: 07:00, 08:00, and 07:30. The last two rows have unchecked checkboxes and dropdown menus.

Wake up Type	Wake up Time
<input checked="" type="checkbox"/> Once	07 : 00
<input checked="" type="checkbox"/> EveryDay	08 : 00
<input checked="" type="checkbox"/> Date	2012 / 08 / 30 07 : 30
<input type="checkbox"/> Once	
<input type="checkbox"/> Once	

- 1) “Menu” → “Tools” → “Hotel” → “Wake Up” or click the “WAKE UP” button.
- 2) Dial the room number (station subscriber's number).
- 3) Check the “Multiply”.
- 4) Set the relevant information for Wake up call.
- 5) Click the “Add” button for wake-up call registration.



- 6) Set the range of multiply (plural number) and click the [+] button.
- 7) Click the “Save” button.
- 8) Unusable numbers are displayed as red color and in order to delete them, click the right button of the mouse and select the “Vacant Delete”.
- 9) Click the “Save” button.

### **Relevant DBMS**

Station Information 1) Number (DN) Information > DN Registration > Wake-up call time

### **Relevant Function**

- Alarm for wake up time

### **Note**

Year & Date are set in the “Date” type and Time is set in the rest of types.

## 5.26 Message Wait Registration/Cancellation

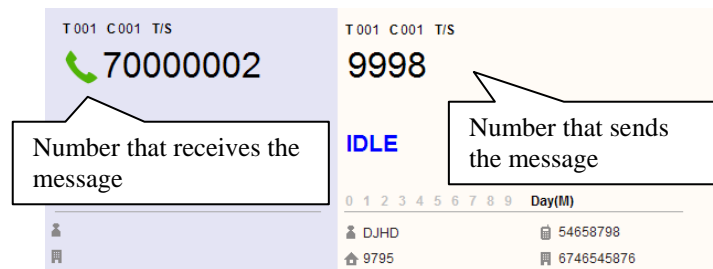
### Description

This function is that the attendant operator registers or cancels the message. Message cancellation function cannot be supported in case of SIP.

### Procedure

#### Attendant

##### Message Registration



- 1) Click the “MSG WAIT” button.
- 2) Input the telephone number (Station Number) that is going to receive the message.
- 3) Input the station number that is going to send the message.
- 4) Click the “ENT” button.

##### Message Cancellation

- 1) Click the “MSG WAIT” button
- 2) Input the telephone number (station number) that is going to cancel the message.
- 3) Input the station number that is going to be displayed in the telephone that has received the message.
- 4) Click the “FORC RLS” button.

### Relevant DBMS

Number Plan Information	1) Numbering Plan
Voice Network	1) Voice Network Attribute
	2) Voice Network Numbering Plan

### Relevant Function

- Message Wait/Reservation

### Note

**5.27 Do Not Disturb Registration/Cancellation**

**Description**

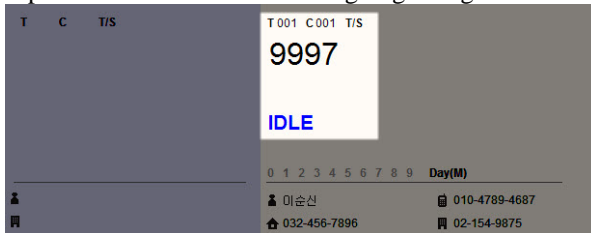
This function is that the attendant operator registers or cancels DND (Do Not Disturb). Even if DND is set at the station number, the attendant operator can get in touch with the station subscriber - this DND is not functional for the attendant operator.

**Procedure**

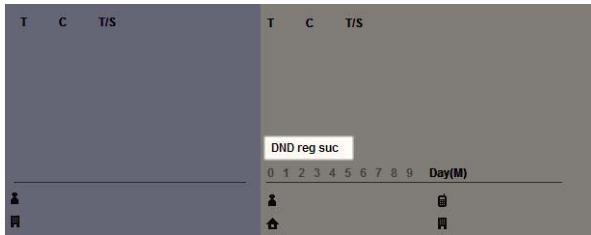
**Attendant**

DND (Do Not Disturb) Registration

- 1) Click the “DND” button.
- 2) Input the station number that is going to register “DND”.



- 3) Click the “ENT” button.

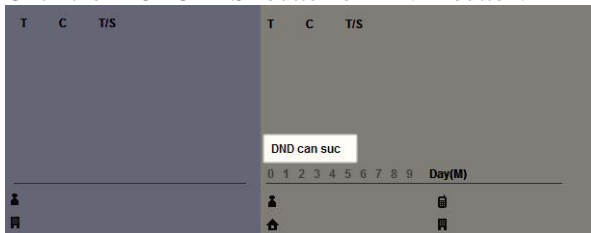


DND (Do Not Disturb) Cancellation

- 1) Click the “DND” button.
- 2) Input the station number that is going to cancel the registered “DND”.



- 3) Click the “FORC RLS” button or “ENT” button.



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### Relevant DBMS

Numbering Plan Information      1) Numbering Plan

---

### Relevant Function

- Call Wait/Camp-On (Connection Wait)
- DND (Do Not Disturb)

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### Note

## 5.28 Pick-Up between ATD

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### Description

This function is that while the attendant operator (A) is absent for a while, the other attendant operator (B) can pick up the call. When the bell rings at (A), (B) clicks the “Answer” button to pick up the call.

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### Procedure

#### Attendant

- 1) The bell rings at (A) as calls come in.
- 2) In case (A) is absent, (B) clicks the “Answer” button to pick up the call.
- 3) The bell ringing at (A) will stop.
- 4) The incoming call to (A) will be transferred to (B).
- 5) The phone call between the subscriber and (B) will be made.

---

### Relevant DBMS

Tenant Information      1)Tenant Information>Tenant Basic Information> Tenant Attribute>Pick Up between ATD

---

### Relevant Function

---

### Note

## 6 Hotel Attendant Terminal – Function for Hotel

### 6.1 Check In/Out

#### Description

This function is that the attendant operator allocates rooms to guests and changes the room status, and registers the basic information of guests. The relevant function can be set at PMS (Property Management System), the attendant and the front desk.

#### Procedure

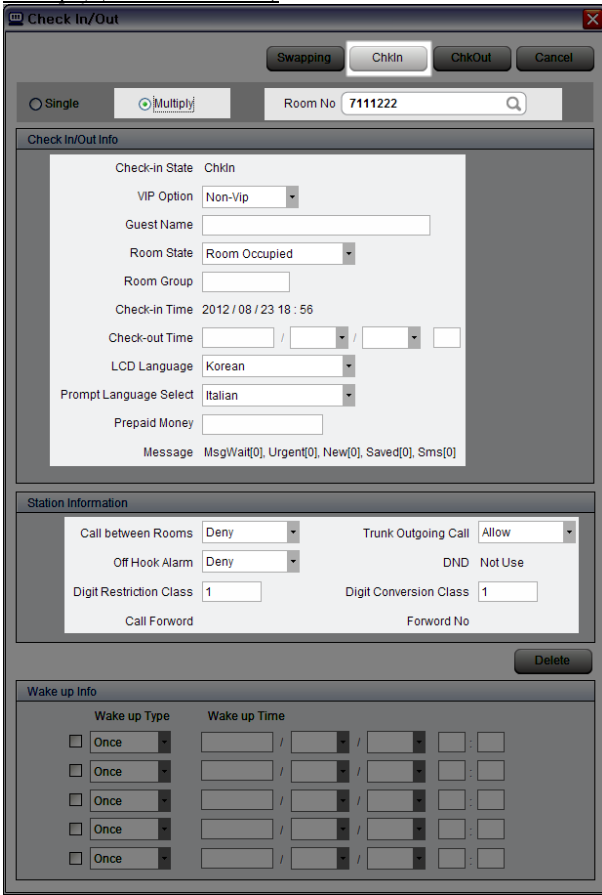
##### Check In

##### Single (Singular Number)

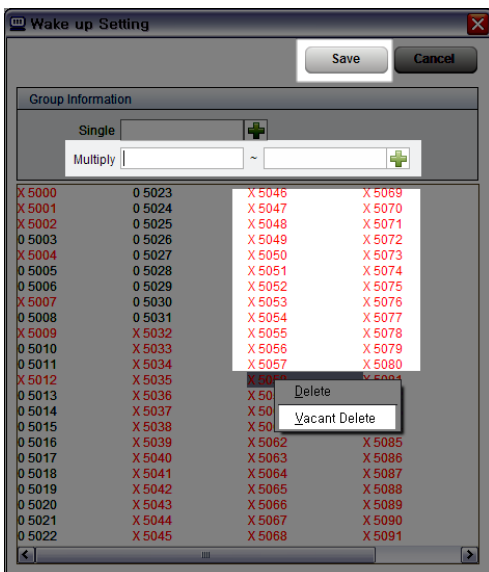
The screenshot shows the 'Check In/Out' terminal window. At the top, there are buttons for 'Swapping', 'Chkin', 'ChkOut', and 'Cancel'. Below these are radio buttons for 'Single' (selected) and 'Multiply', and a 'Room No' field containing '7111222'. The main area is divided into three sections: 'Check In/Out Info', 'Station Information', and 'Wake up Info'. 'Check In/Out Info' includes fields for 'Check-in State' (Chkin), 'VIP Option' (Non-Vip), 'Guest Name', 'Room State' (Room Occupied), 'Room Group', 'Check-in Time' (2012 / 08 / 23 18 : 56), 'Check-out Time', 'LCD Language' (Korean), 'Prompt Language Select' (Italian), 'Prepaid Money', and a 'Message' field. 'Station Information' includes 'Call between Rooms' (Deny), 'Trunk Outgoing Call' (Allow), 'Off Hook Alarm' (Deny), 'DND' (Not Use), 'Digit Restriction Class' (1), 'Digit Conversion Class' (1), 'Call Forward', and 'Forward No'. 'Wake up Info' has a table with 'Wake up Type' (Once) and 'Wake up Time' columns. A 'Delete' button is located at the bottom right of the 'Station Information' section.

- 1) Click the “CHK I/O” button or “Menu” → “Tools” → “Hotel” → “CHK I/O”.
- 2) Click the “Single”.
- 3) Input the station number and click the “Enter” key. - (Check the current status of station numbers)
- 4) Input the information of “Check In” & “Station” and “Wake Up”.
- 5) Click the “ChkIn” button.

*Multiply (Plural Number)*



- 1) Check the “Multiply”.
- 2) Input the relevant information in the middle of the window.
- 3) In the “Group Information” window, set the range of multiply (plural number) and click the [+] button.
- 4) Click the “Save” button.
- 5) Unusable numbers are displayed as red color and in order to delete them, click the right button of the mouse and select the “Vacant Delete”.



- 1) Click the “CHK I/O” button or “Menu” → “Tools” → “Hotel” → “CHK I/O”.
- 2) Input the station number that has been checked in and click the “Enter” button. - (Check the current status of station numbers)
- 3) Click the “ChkOut” button.

## Notice

“Multiply” registration is allowed in case of check in whereas “Single” registration is allowed in case of check out.

## Relevant DBMS

### Check In

#### Hotel Information

- 1) Hotel General Information > Check-In Digit Limitation Level
- 2) Hotel General Information > Check-In Digit Conversion Level
- 3) Hotel Station Information > Hotel Service Type
- 4) Hotel Station Information > Room Check- in Status
- 5) Hotel Station Information > Call between Rooms
- 6) Hotel Station Information > VIP Option
- 7) Hotel Station Information > Room Status
- 8) Hotel Station Information > Trunk Outgoing Call
- 9) Hotel Station Information > PMS Group Number
- 10) Hotel Station Information > Expected Check out Time
- 11) Hotel Station Information > Off Hook Alarm Time
- 12) Hotel Station Information > Off Hook Alarm Digit
- 13) Hotel Station Information > Station LCD Language Selection

14) Hotel Station Information > Basic Prompt Language

### Check Out

#### Hotel Information

- 1) Hotel General Information > Check-In Digit Limitation Class
- 2) Hotel General Information > Check-In Digit Conversion Class
- 3) Hotel Station Information > Room Check- in Status

### Note

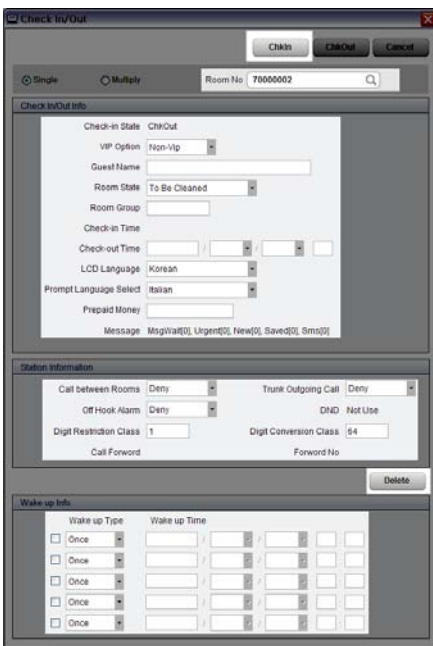
#### **WAKE UP Call**

#### Registration

Wake up Type	Wake up Time
<input type="checkbox"/> Once	
<input type="checkbox"/> Once	
<input type="checkbox"/> Once	
<input type="checkbox"/> Once	
<input type="checkbox"/> Once	

※ If inputting the information of wake up call at the time of check in, wake up call will be registered.

#### Cancellation



- ※ When modifying the information of check in, check the wake up call that has been registered and click the “Delete” button for wake up call cancellation.

## 6.2 Wake Up Call

### Description

This function is that the attendant operator registers the wake-up call at the station subscriber's telephone.

### Procedure

#### Registration

- 1) “Menu” → “Tools” → “Hotel” → “Wake Up” or click the “WAKE UP” button.
- 2) Input the room number (station number) and press the “Enter” key. - (Check the current status of station numbers)

#### Single (Singular Number)

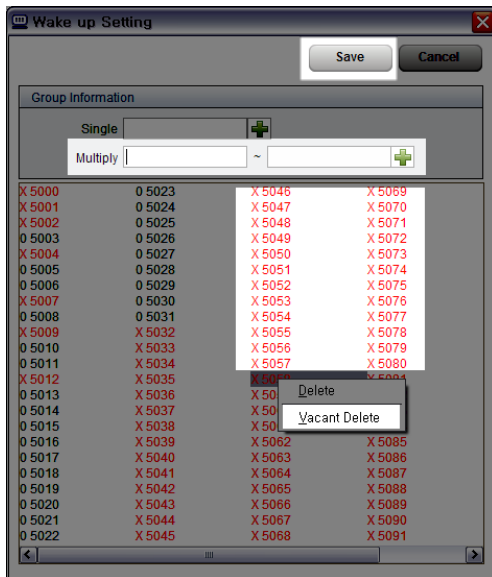
Wake up Type	Wake up Time
<input checked="" type="checkbox"/> Once	07:00
<input checked="" type="checkbox"/> EveryDay	06:30
<input checked="" type="checkbox"/> Mon-Fri	08:00
<input checked="" type="checkbox"/> Mon-Sat	08:00
<input checked="" type="checkbox"/> Date	2012 / 08 / 30 07:00

- ① Check the “Single (Singular Number)”.
- ② Set the wake-up call information.
- ③ Click the “Add” button.

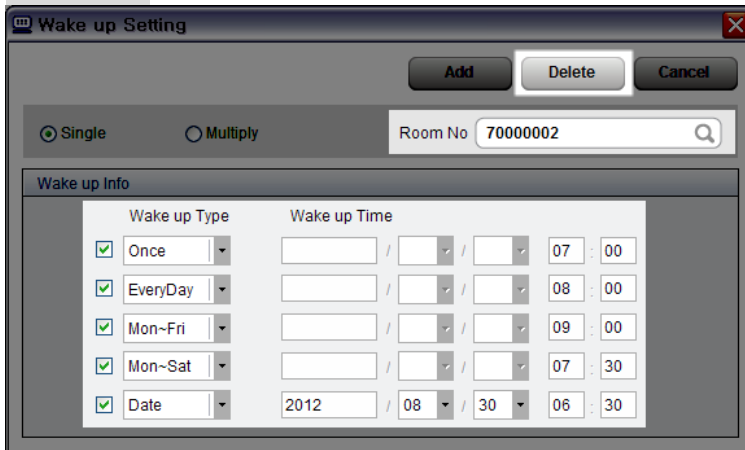
#### Multiply (Plural Number)

Wake up Type	Wake up Time
<input checked="" type="checkbox"/> Once	07:00
<input checked="" type="checkbox"/> EveryDay	08:00
<input checked="" type="checkbox"/> Date	2012 / 08 / 30 07:30
<input type="checkbox"/> Once	
<input type="checkbox"/> Once	

- ① Check the “Multiply (Plural Number)”.
- ② Set the wake-up call information.
- ③ Click the “Add” button.
- ④ Set the station range of multiply (plural number) and click the [+] button.
- ⑤ Click the “Save” button.
- ⑥ Unusable numbers are displayed as red color and in order to delete them, click the right button of the mouse and select the “Vacant Delete”.



## Cancellation



- 1) “Menu” → “Tools” → “Hotel” → “Wake Up” or click the “WAKE UP” button.
- 2) Input the room number (station number) and press the “Enter” key. - (Check the current status of station numbers)
- 3) Check the wake-up call information that has been registered and check the information needing to be cancelled.

### Single (Singular Number)

- ① Check the single.
- ② Click the “Delete” button.

### Multiply (Plural Number)

- ① Check the multiply.
- ② Click the “Delete” button.
- ③ Set the station range of multiply (plural number) and click the [+ ] button.
- ④ Click the “Save” button
- ⑤ Unusable numbers are displayed as red color and in order to delete them, click the right button of the mouse and select the “Vacant Delete”.

## Relevant DBMS

### Station Information

Number (DN) Information > DN Registration > Wake-up call time.

## Relevant Function

- Alarm for wake-up time.

## Note

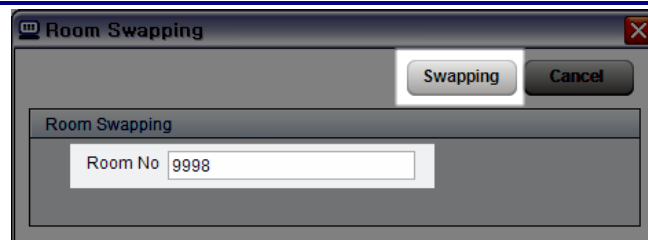
Year & Date are set in the “Date” type and Time is set in the rest of types.

## 6.3 Room Change

### Description

This function is used when a guest wants to change the room. At this time, the guest's information and settings will be moved to the changed room.

### Window



### Procedure

- 1) “Menu” → “Tools” → “Hotel” → “Room Change “or click the “CHK I/O” button.
- 2) Input the current room number (before change). - (*Check the current status of station numbers*)
- 3) Click the “Change” button on the top right.
- 4) Input the new room number (after change) and click the “Change” button.

### Notice

The status of the room (before change) must be “Check In” and the status of the room (after change) must be “Check Out”.  
DND, MSG, Call History and Room Level are not relevant.

### Note

## 6.4 Class Change

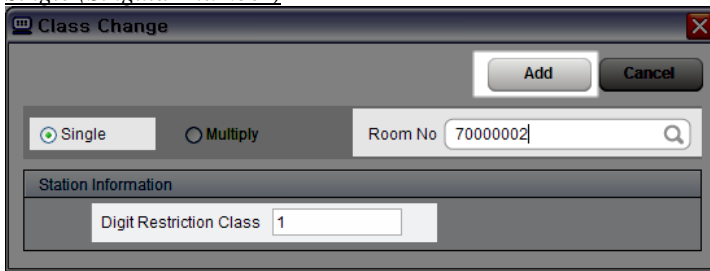
### Description

This is to change the level (class) of the room that has been checked in.

### Procedure

- 1) “Menu” → “Tools” → “Hotel” → “Class Change “.
- 2) Input the room number and press the “Enter” key. - (Check the current status of station numbers
- 3) Input the level value in the “Digit Limitation Level”.

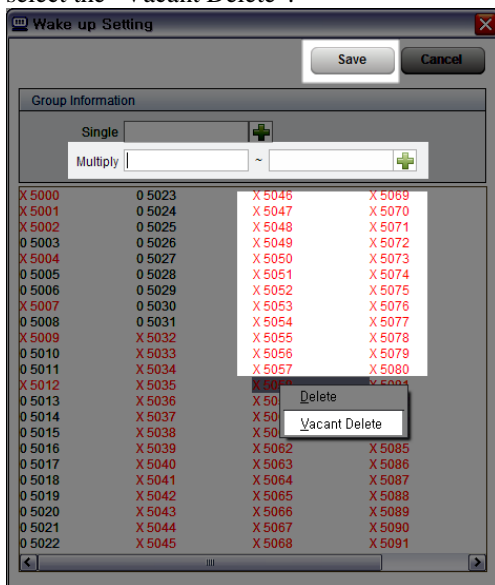
#### Single (Singular Number)



- ① Click the “Single”.
- ② Click the “Add” button.

#### Multiply (Plural Number)

- ① Check the “Multiply”.
- ② Click the “Add” button.
- ③ Set the station range of multiply (plural number) and click the [+] button.
- ④ Click the “Save” button.
- ⑤ Unusable numbers are displayed as red color and in order to delete them, click the right button of the mouse and select the “Vacant Delete”.



### Note

### 6.5 Off-hook Alarm

#### Description

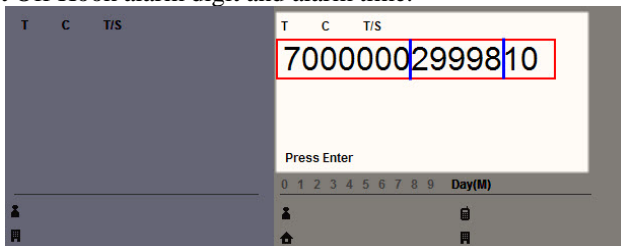
This function is that in case of the receiver (in the room) is neglected (without dialing) with abnormal Off Hook, the telephone in the room will automatically dial the digit number (station number) that has been set.

#### Procedure

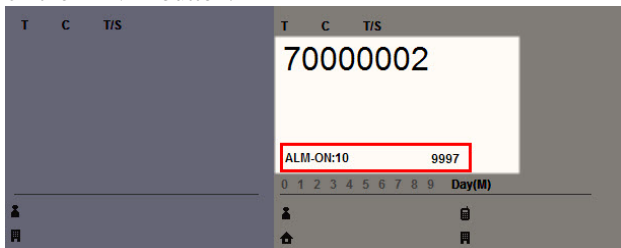
##### Attendant

##### How to set Off Hook alarm in the room:

- 1) Click the “ADMIN” button and “#”.
- 2) Input the station number that is going to set Off Hook alarm.
- 3) Set Off Hook alarm digit and alarm time.

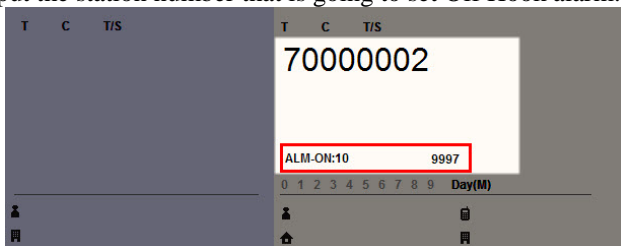


- 4) Click the “ENT” button.



##### How to cancel Off Hook alarm in the room:

- 1) Click the “ADMIN” button and “#”.
- 2) Input the station number that is going to set Off Hook alarm.



- 3) Click the “FORC RLS” button.

#### Relevant DBMS

- Hotel Information
- 1) Hotel Station Information > Off Hook Alarm Time
  - 2) Hotel Station Information > Off Hook Alarm Digit

#### Relevant Function

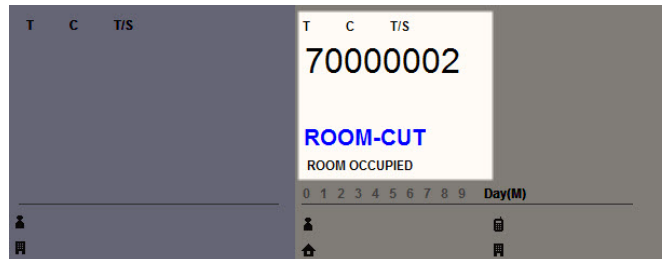
#### Note

## 6.6 Room Cut

### Description

This function is that the attendant or PMS limits trunk use in the room.

### Window



### Procedure

#### Attendant

##### How to register Room Cut

- 1) Click the “Room Cut” button.
- 2) Dial the room station number.
- 3) Click the “ENT” button.

##### How to cancel Room Cut

- 1) Click the “Room Cut” button.
- 2) Dial the room station number.
- 3) Click the “FORC RLS” button.

### Relevant DBMS

Hotel Information      1) Hotel Station Information > Trunk Outgoing

### Relevant Function

### Note

6.7 ICM Call Barring

**Description**

The hotel attendant or the front desk can limit the station call between rooms which is ICM Call Barring.

In case the room station belongs to “0” or the group (not “PMS” group), the station call between rooms that are in the same group is possible but the station call between rooms that are in the different group is allowed only when the station call is permitted. In case the room station belongs to “0” or “PMS” group, call between rooms is possible only when the station call is permitted.

Irrespective of ICM Call Barring, hotel rooms are allowed to do calling the service station, and the front station.

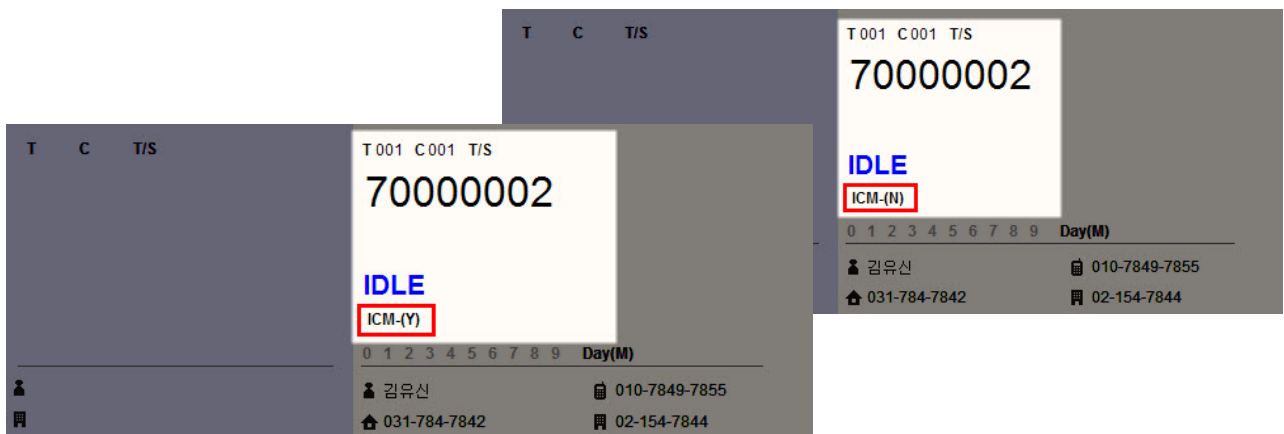
Depending on the setting values at WMS, calling between the hotel and the office (and the hotel attendant) might be possible or impossible.

The below table shows the ICM Call Barring interrelation between each telephone (that is provisioning with the system).

Station Type	Room Station				Room Station	Front Station	Hotel ATD	Office Station
	Station Call (Not Permitted)		Station Call (Permitted)					
	Same Group	Different Group	Same Group	Different Group				
Room Station	O	X	O	O	O	O	Option	Option
Service Station	O				O	O	O	Option
Front Station	O				O	O	O	Option
Hotel ATD	O				O	O	O	Option
Office Station	Option				Option	Option	Option	O

- Note) O: In case calling is possible.
- X: In case calling is impossible.
- Option: If calling option that is provided from Hotel-General Information is “Permitted”, ICM Call will be possible. However, if calling option is “Not Permitted”, ICM Call will be impossible.

**Window**



### **Procedure**

---

#### **Attendant**

##### *How to set ICM Call Barring*

- 1) Click the "Function" button.
- 2) Input the station number to enable "ICM" or to disable "ICM".
- 3) Click the "ENT" button to enable "ICM" and click the "FORC RLS" button to disable "ICM".

### **Relevant DBMS**

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#### Hotel Information

- 1) Hotel Station Information> Call between Rooms
- 2) Hotel General Information> Call from Office to Hotel Room
- 3) Hotel General Information> Call from Office to Hotel Service Station
- 4) Hotel General Information> Call from Office to Hotel Front
- 5) Hotel General Information> Call from Office to Hotel Attendant
- 6) Hotel General Information> Call from Hotel Room to Office
- 7) Hotel General Information> Call from Hotel Front to Office
- 8) Hotel General Information> Call from Hotel Service Station to Office
- 9) Hotel General Information> Call from Hotel Attendant to Office
- 10) Hotel General Information> Call from Hotel Room to Hotel Attendant

### **Relevant Function**

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#### **Note**

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## 6.8 Maid Status – Room Status

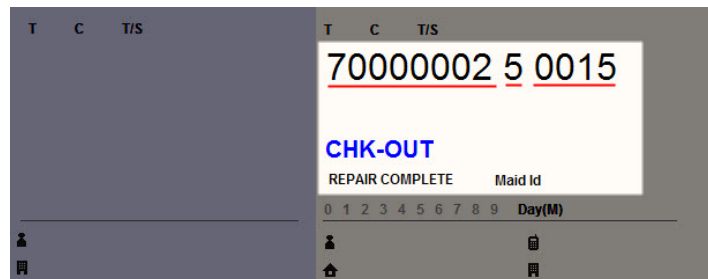
### Description

Maid Status/Room Status can be registered at the attendant, the front desk, the room station and PMS.

Maid Status/Room Status includes the following information

- 0x01: Need to be cleaned (TO\_BE\_CLEANED)
- 0x02: Cleaning is ongoing (UNDER\_CLEANING)
- 0x03: Room is ready (READY\_FOR\_SALE)
- 0x04: Out of service (OUT\_OF\_SERVICE)
- 0x05: Repairing is ongoing (UNDER\_REPAIR)
- 0x06: Repairing has been completed (REPAIR\_COMPLETE)
- 0x07: Room is occupied (ROOM\_OCCUPIED)

### Window



### Procedure

#### Attendant

*How to change the Maid Status:*

- 1) Click the “ROOM STS” button.
- 2) Dial the telephone number of the room.
- 3) Dial one digit number between 1 and 7 for Maid Status/Room Status.
- 4) Dial MAID ID among 0000 ~ 9999.
- 5) Click the “ENT” button.

#### [Condition]

- Maid Status/Room Status can be registered at PMS.
- Maid Status/Room Status can be registered at the attendant.
- Maid Status/Room Status can be registered at the room station.

### Relevant DBMS

Hotel Information      1) Hotel Station Information > Maid Status/Room Status

### Relevant Function

### Note

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