

# iPECS

## iPECS Attendant LIK

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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 Introduction

### 1.1 iPECS Attendant, Software IP Attendant Console

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

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

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

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

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

### 1.2 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)

## 1.3 Program Installation

### ***Description***

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The initial program installation shall take the following steps.

### ***Procedure***

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- 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.

### ***Notice***

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

## 2 User log in

### 2.1 Important information

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

If this data is lost the IP Attendant program cannot be started.

In such a situation, the iPECS ATD will need to be uninstalled and reinstalled to the desired PC, in order to create a new ID and password.

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

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

## 3 Basic Call Handling Functions


### 3.1 Answering a call

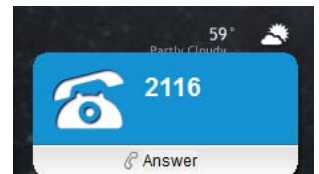
#### **Description**


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

#### **Procedure**

##### Station Answer


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



Wait		CO:0 STA:1 RECALL:0		
	Line No.	Name	Department	Wait Time
	7000	PsyPark	ES	00:00:04

##### Hanging up a call

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

**Or** when IP ATTENDANT is the active window – press 'Esc' key  on the PC keyboard or press 'Space Bar' to hang up the current call.

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

### 3.2 Making a call

#### **Description**

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

#### **Procedure**

##### Station Calling

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

### Line (external) Calling

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

### **Note**

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

## 3.3 Video

### **Description**

In an IP Attendant, Video Call is allowed.

### **Procedure**

#### Station Calling

On talking with other Video Device, press  button. Video Call is established as below.



### **Note**

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


## 3.4 Call Record

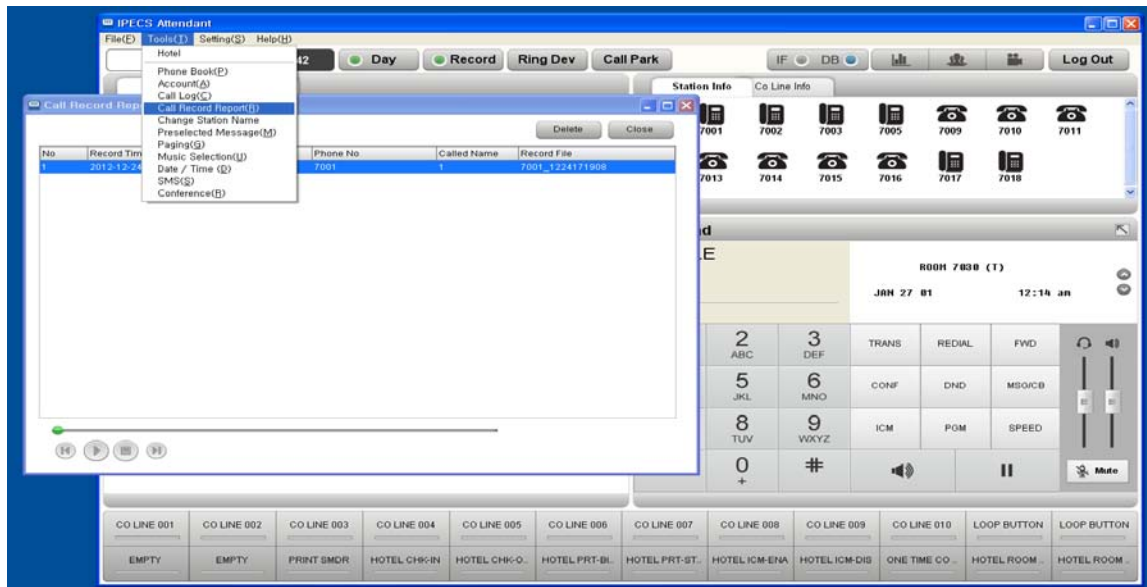
### **Description**

In an IP Attendant, Call Record is allowed.

### Procedure

#### Station Calling

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



#### Note



- 1) Call Record is only allowed in talking state.

## 3.5 Call Transfer

### Description

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

### Procedure

- 1) While a call is connected, click the "TRANS" button , and then dial the station number (via the PC mouse on the Dial Pad, or the PC keypad).
- 2) The caller will hear "holding tone" while at the same time the called station will receive ring signalling.
- 3) When the called station answers the ring, the held caller remains in the "holding" state until the transferring station (IP ATTENDANT) hangs up the call using the speaker key .  
This procedure allows for an announced transfer, or without announcing the call, a 'blind' transfer is accomplished.
- 4) When the transferring station (the IP ATTENDANT) hangs up and withdraws from the transfer, the phone call between the line caller and transferred station is connected. The IP ATTENDANT station returns to idle.
- 5) To use Call Transfer feature, **Drag & Drop** feature is allowed in below cases.
  - A. Call Redirect : Drag from Wait Window and Drop to Station Info another station.
  - B. Blind Transfer : Drag from Hold Window and Drop to Station Info another station.
  - C. Blind Transfer : Drag from Dial Pad Window and Drop to Station Info another station.

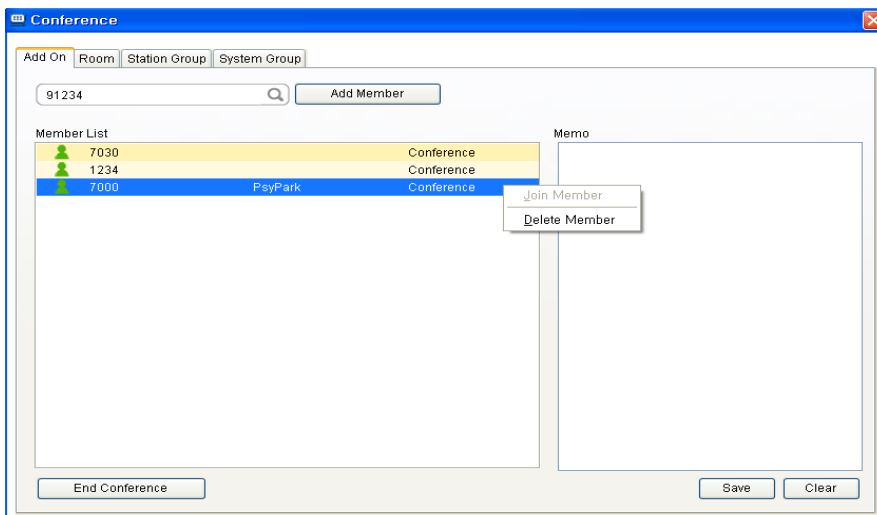
### 3.6 Conference

#### **Description**

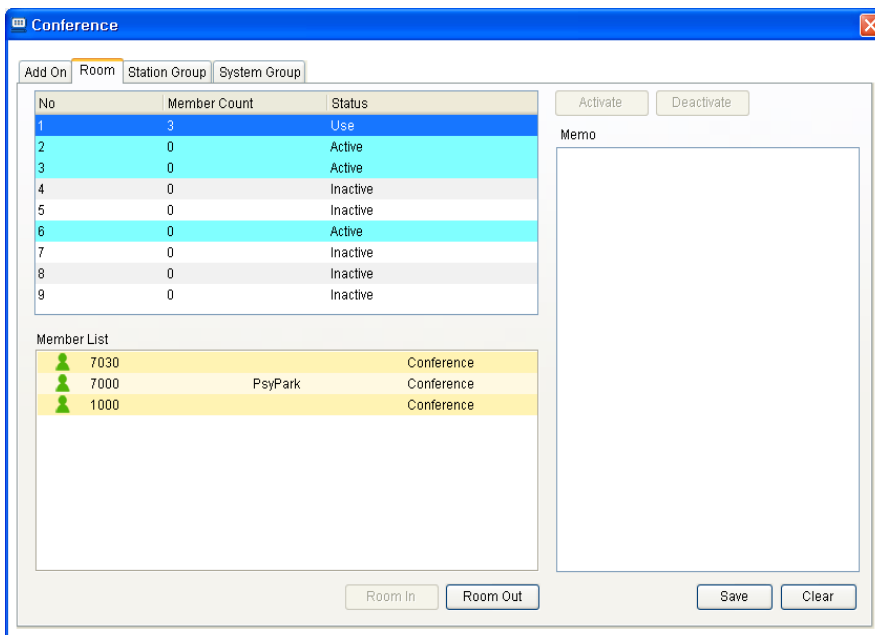
The iPECS-ATD operator can create a conference call.

#### **Procedure**

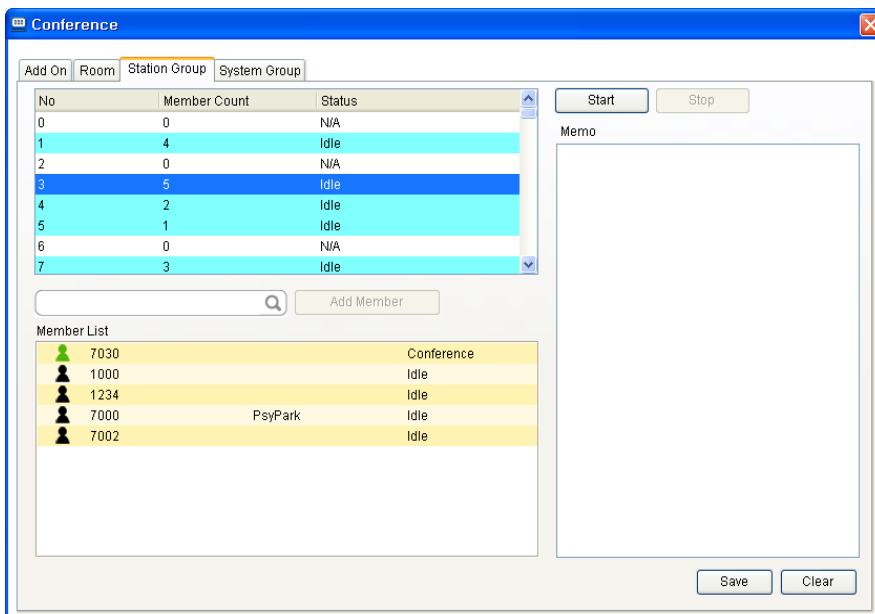
- 1) The iPECS-ATD operator can make a Add On Conference / Conference Room / Conference Group by using Dial Pad as normal hard phone.
- 2) The iPECS-ATD operator can make a Add On Conference / Conference Room / Conference Group by using Conference Menu or Conference Button.
- 3) In Conference window,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



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



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



### Note


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

### 3.7 Mute

#### Description

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

#### Procedure

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

#### Note


### 3.8 Hold/Connect

#### Description

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


#### Procedure

##### Hold

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

##### Holding Answer (Retrieve from Hold)

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

Hold		CO : 0 STA : 1 RECALL : 0		
Line No.	Name	Department	Hold Time	
 7000	PsyPark	ES	00:00:01	

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

##### Hold Transfer


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

### 3.9 Call Pick Up

#### Description

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

#### Procedure

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

#### Note

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


### 3.10 Call Park

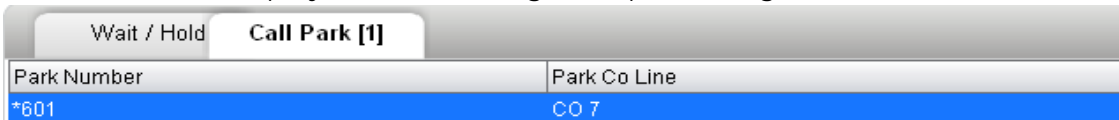
#### **Description**

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

#### **Procedure**

##### Call Park

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



Park Number	Park Co Line
*601	CO 7

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

##### Call Park Answer

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

#### **Note**

Call Park answer is recommended to be done when the IP ATTENDANT is "IDLE".

Call Park is only available for external (outside line) callers.

## 4 IP Attendant Program Menu

### 4.1 File Menu

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

##### **Description**

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

##### **Procedure**

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

##### **Notice**

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

##### **Conditions**

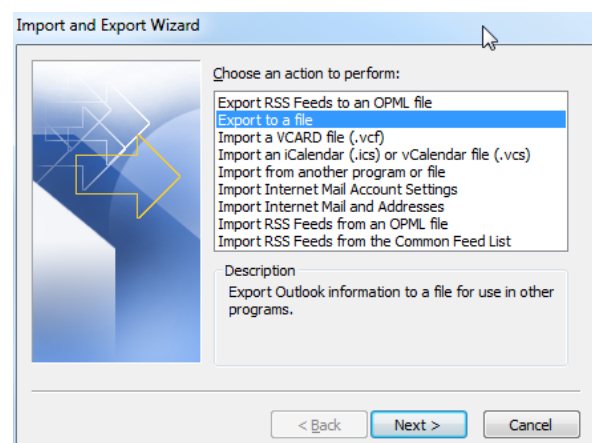
- 1) Importing Phonebook data will not overwrite an existing Station entry.
- 2) If the current phone book contains a STA entry not contained in the imported data, it will be kept.
- 3) An entry is identified by its Stations' Information field
- 4) To dial out from the phone book the Code Setting (**ALT+S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

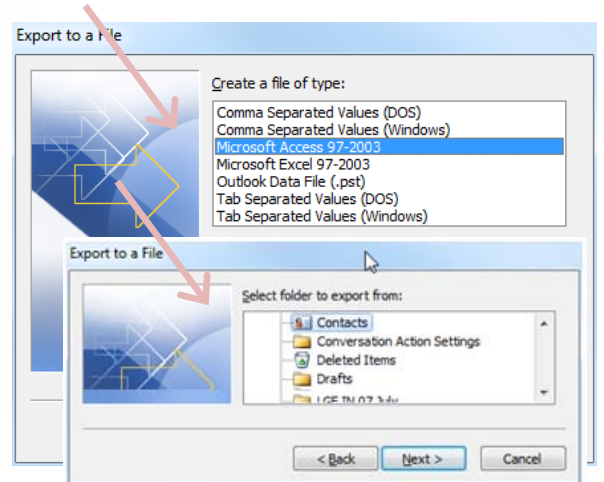
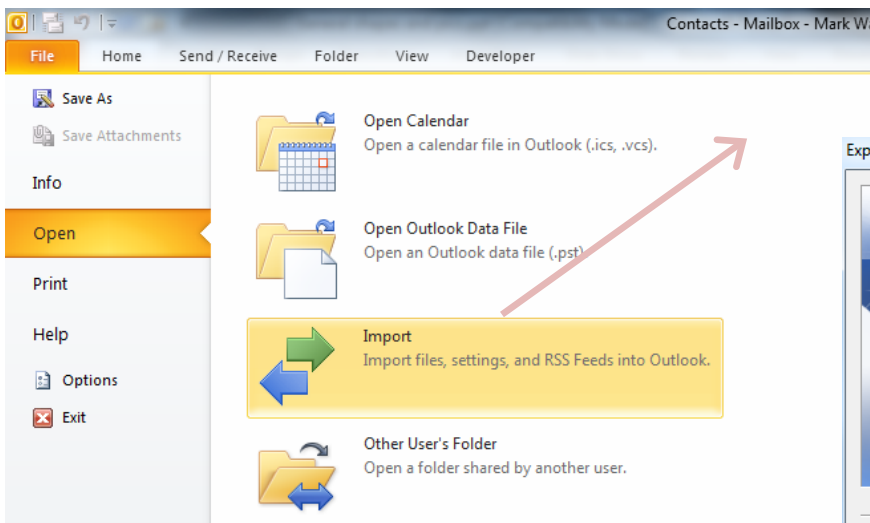
##### **Note**

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

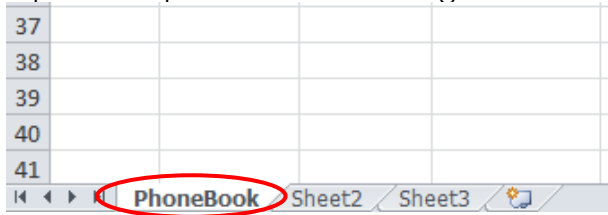
##### **Example: Outlook export & IP ATTENDANT Import**

Outlook 2010 - export contacts as excel 97-2003/:





Open the spread sheet - change the Sheet name from 'Contacts' to 'PhoneBook'



An Outlook 2010 export example:

Column Headings:	Column Headings:
Title	TTYTDDPhone
FirstName → 2	Telex
MiddleName	Account → 22
LastName → 3	Anniversary
Suffix	AssistantsName
Company → 4	BillingInformation
Department → 21	Birthday
JobTitle → 7	BusinessAddressPOBox
BusinessStreet → 10	Categories
BusinessStreet2 → 11	Children
BusinessStreet3 → 12	DirectoryServer
BusinessCity → 13	EmailAddress → 16
BusinessState → 14	EmailType
BusinessPostalCode → 15	EmailDisplayName
BusinessCountryRegion → 19	Email2Address
HomeStreet	Email2Type
HomeStreet2	Email2DisplayName
HomeStreet3	Email3Address
HomeCity	Email3Type
HomeState	Email3DisplayName
HomePostalCode	Gender
HomeCountryRegion	GovernmentIDNumber
OtherStreet	Hobby
OtherStreet2	HomeAddressPOBox
OtherStreet3	Initials
OtherCity	InternetFreeBusy
OtherState	Keywords
OtherPostalCode	Language1
OtherCountryRegion	Location
AssistantsPhone	ManagersName
BusinessFax → 8	Mileage
BusinessPhone → 9	Notes → 20
BusinessPhone2	OfficeLocation
Callback	OrganizationallDNumber
CarPhone	OtherAddressPOBox
CompanyMainPhone → 1	Priority
HomeFax	Private
HomePhone → 5	Profession
HomePhone2	ReferredBy
ISDN	Sensitivity
MobilePhone → 6	Spouse
OtherFax	User1
OtherPhone	User2
Pager	User3
PrimaryPhone	User4
RadioPhone	WebPage

Then rearrange the columns to suit IP ATTENDANT database:

IP ATTENDANT Database:

Column Headings:
1. STATION
2. FIRSTNAME
3. LASTNAME
4. COMPANY
5. HOUSEPHONE
6. MOBILEPHONE
7. JOB
8. FAX
9. COMPANYPHONE
10. ADDRESS1
11. ADDRESS2
12. ADDRESS3
13. CITY
14. STATE
15. ZIP
16. EMAIL
17. NICKNAME
18. SPEEDNO
19. COUNTRY
20. MEMO
21. DEPARTMENT
22. ACCOUNTNO
23. PHYSICALSTATION
24. PHONE_LEVEL

Usage example of Outlook exported data:  
 Used → [points to BusinessCountryRegion in Outlook list]  
 Not used → [points to HomeStreet in Outlook list]

The columns of the Outlook exported file need to be rearranged to match the IP ATTENDANT order, many are deleted. The column headings do not require editing. Save the spread sheet Use the IP ATTENDANT Import function to browser to the saved spread sheet and import it to IP ATTENDANT.

4.1.2 Export DB(Phone Book Data)

**Description**

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

**Procedure**

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

### ***Notice***

---

- 1) "Export Phone Book" menu is functional only when Server type is "Local". (Custom Settings/ System Connection)
- 2) During export phone book, iPECS-LIK might get slower and receiving calls is impossible as long as import phone book is in progress. Therefore, export phone book is recommended to be done when call traffic is low.
- 3) This job is only allowed in Night ring mode.

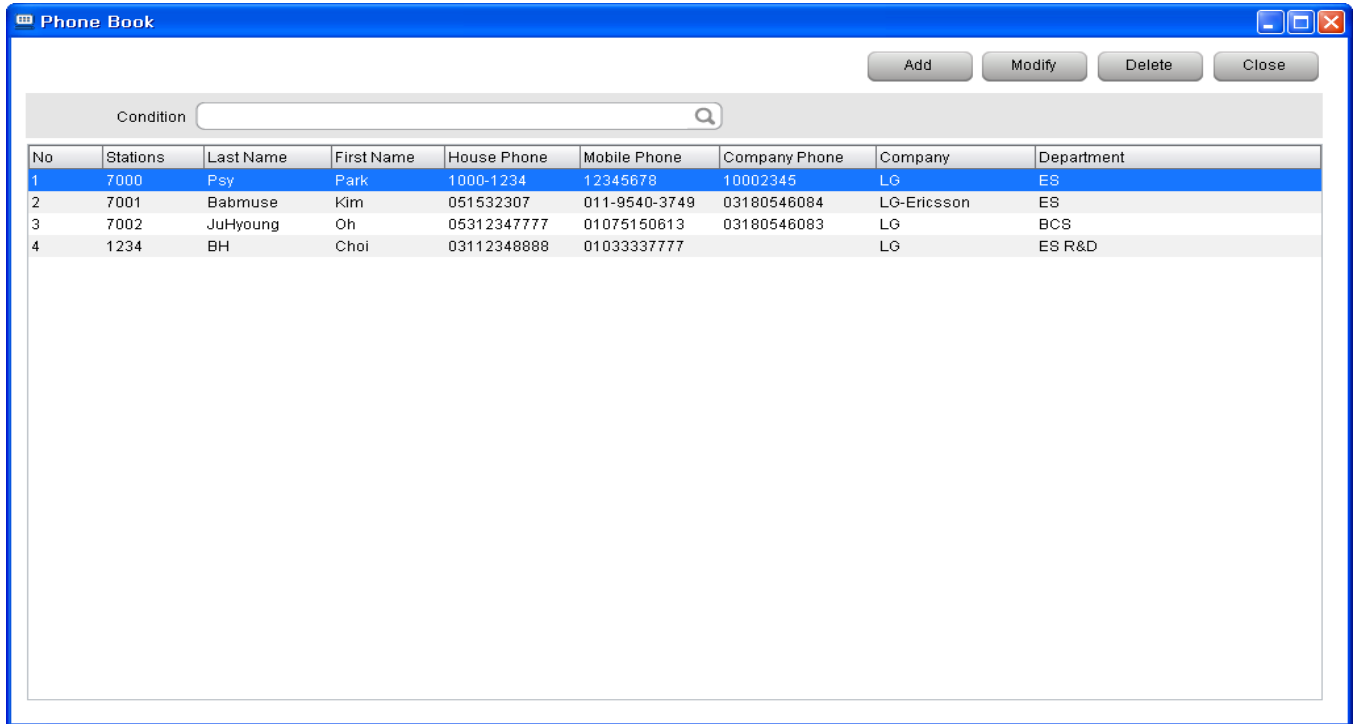
## 4.2 Tools

### 4.2.1 Phone Book

#### Description

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

#### Window



#### Editing Procedure

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

#### Notice

- 1) Numbers that have been newly registered in the phone book will be applied Station Info, but details such as the Station name will be applied after IP ATTENDANT restarts.
- 2) Program restart is required if network station is registered by importing phone book data.
- 3) Calls can be made from this window of the Phonebook by using the right click menu. The call-able record fields containing data are made available for calling (empty fields are not offered).
- 4)

#### Note

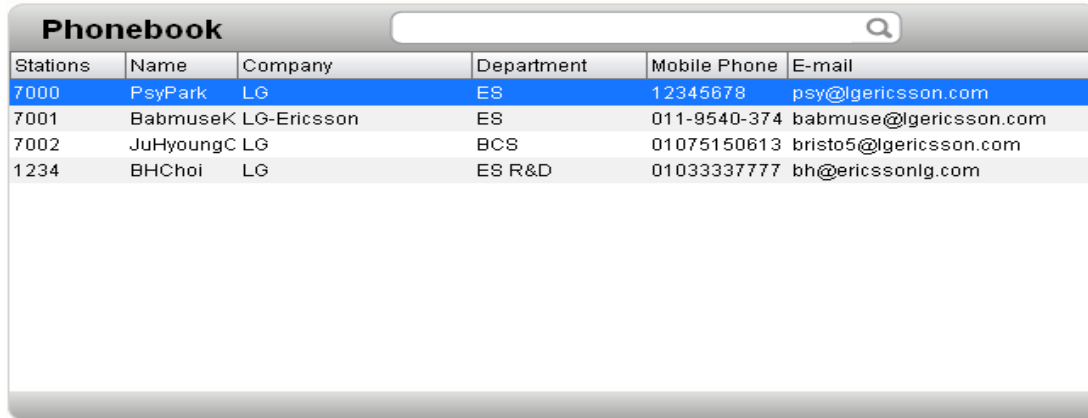
- 1) The information that has been newly registered in the Phone Book will be displayed in the all subscriber information display part of the program.
- 2) A network station number can be registered similar as normal station number.
- 3) A maximum of 30,000 phone numbers is recommended. A phonebook of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

### 4.2.2 Phone book Search Window

#### Description

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

#### Window & Procedure



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

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

#### Note

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

### 4.2.3 LDAP

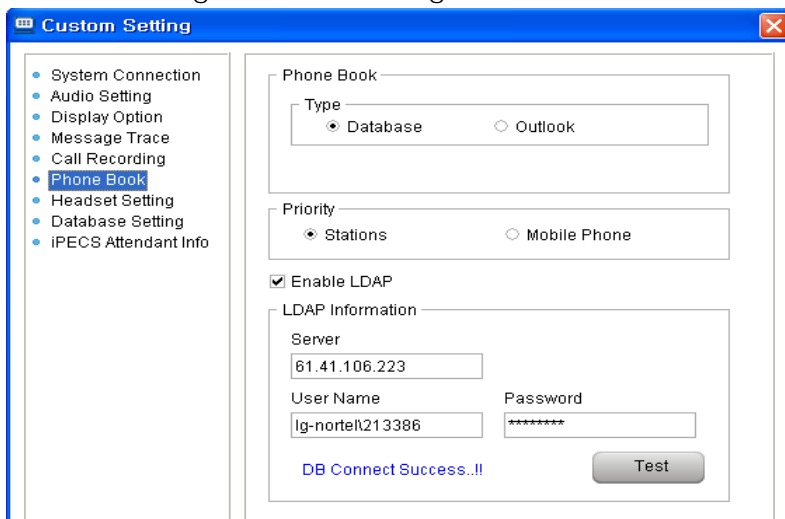
#### Description

LDAP Server Information can be connected with IP ATTENDANT.

#### Window & Procedure

- 1) LDAP Setting is as below.

Menu → Setting → Custom Setting → Phone Book → Enable LDAP → Enter Information



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

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

3) This is LDAP information window.

No	Name	Company Phone	Mobile Phone	Company	Department	E-mail
1581	ADPadmin			ES_SCM\LNESC	ES_SCM\LNESC	ADPadmin@ericssonlg.com
1194	AMNAJAMNAJUTHIRANANTANAG . ORN.AMN			ES_SCM\LNESC	ES_SCM\LNESC	amnaj@ericssonlg.com
1752	ANUCHIT POMYUKON	+66-38573061~3	-800000000	ES_SCM\LNESC	ES_SCM\LNESC	anuchit@lgericsson.com
1170	APICHITAPICHITPAKWAPEE.API . CHIT		010-378567081	ES_SCM\LNESC	ES_SCM\LNESC	apichit@ericssonlg.com
1172	APINYAAPINYAPHASUK.APINYA . PHAS		010-37567081	ES_SCM\LNESC	ES_SCM\LNESC	apinya@ericssonlg.com
1180	ARPORNARPORNOSOMPHUN.A . RPORN SOM		010-37567081	ES_SCM\LNESC	ES_SCM\LNESC	arporn@ericssonlg.com
1269	Abdoolvaharb Yaprajan			ES_SCM\LNESC	ES_SCM\LNESC	abdoolvaharb@ericssonlg.com
2180	Abdul Quddos(Abdul Quddos)			CS&E\JAN Team	CS&E\JAN Team	abdul.quddos@ericssonlg.com
1616	ActADISAdmin					ActADISAdmin@ericssonlg.com
1777	ActAdiis					ActAdiis@ericssonlg.com
1	Administrator					Administrator@LG-Nortel.com
2175	Adthapong Boonthawong	+66-38573061	010-37567081	ES_SCM\LNESC	ES_SCM\LNESC	adthapong@ericssonlg.com
1003	Ahed Alkhatib(Ahed Alkhatib)	20052529	01056008512	ES International Sales Div.	ES International Sales Div.	ahed@ericssonlg.com
1891	Alf Lonnemo(Alf Lonnemo)				CN\Network Sales Team	
2051	Amornratt Thongchalem	+66-38573061	010--37567081	ES_SCM\LNESC	ES_SCM\LNESC	amornratt@ericssonlg.com
1948	Amphon Sunthonwanitchakul	+66-38-573061	010-37567081	ES_SCM\LNESC	ES_SCM\LNESC	amphon@ericssonlg.com
2053	Anant Yordsingha	+66-38573061	010--37567081	ES_SCM\LNESC	ES_SCM\LNESC	anant@ericssonlg.com
1904	Aree Taworncheep	+66-38-573061	010--2222222	ES_SCM\LNESC	ES_SCM\LNESC	aree@ericssonlg.com
1844	Arkorn Saeton	+66-38-573061~4	010--1111111	ES_SCM\LNESC	ES_SCM\LNESC	arkorn@ericssonlg.com
1694	Aron Liengtanom	6638-573-061	010-37567081	ES_SCM\LNESC	ES_SCM\LNESC	aron@ericssonlg.com
2044	AvamarBackupUser					AvamarBackupUser@lgericsson.

### Note

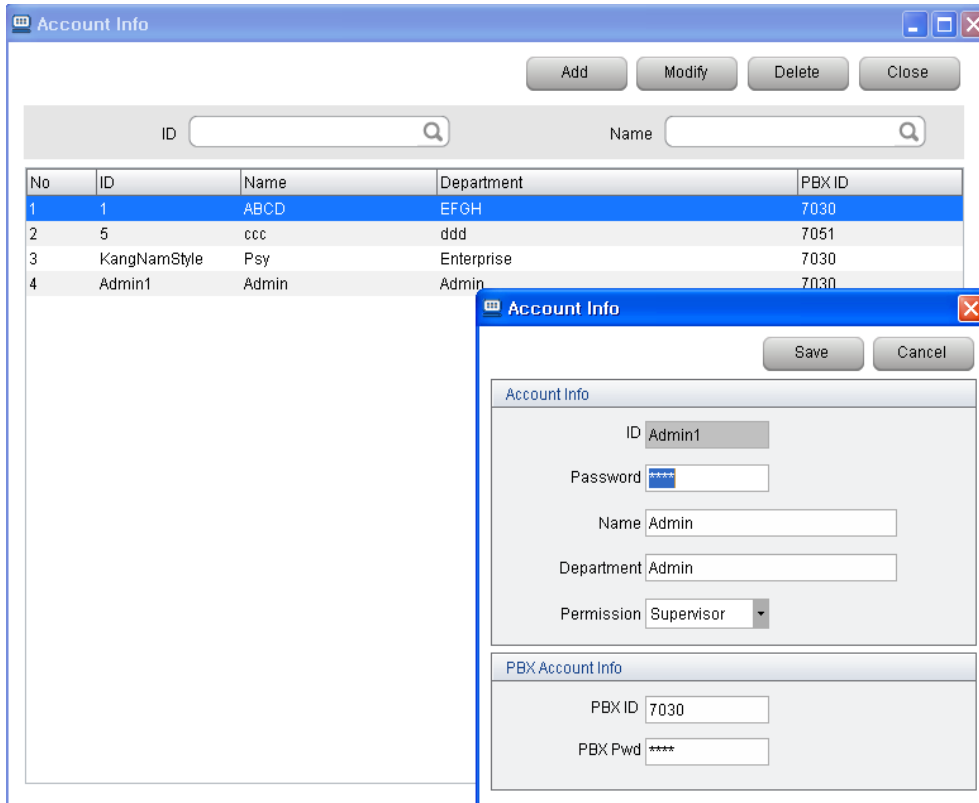
1) After LDAP enable, IP ATTENDANT should be restarted again to apply it correctly.

4.2.4 Account

**Description**

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

**Window**

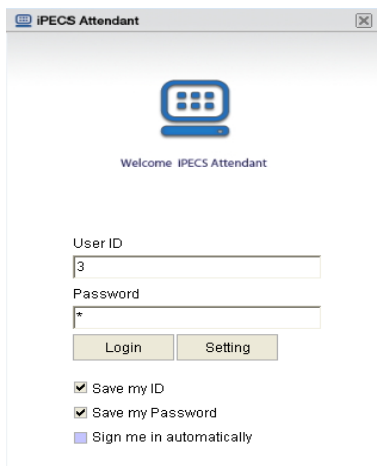


**Procedure**

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

**Notice**

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



- 2) PBX ID / PBX Pwd is PGM 443 ID / Password.
- 3) There are two type permission – Supervisor / User.  
If user log in with Supervisor permission ID, this user can see and modify Account Information.  
But, with User level ID, this user cannot see or modify it.
- 4) If PBX ID and PBX Password in PBX Account Info. are wrong, communication with the iPECS will fail and the IP ATTENDANT will fail to log in. (This will report as a Database Fail error during login)
- 5) Bear in mind that operator information is provisioning with all information registered by the operator, so when the operator is deleted, any setting or any information such as program environment setting registered by the operator will be deleted.
- 6) **Note:** If all operator accounts are deleted, "admin" and "1111" (operator information) will be automatically created. This will be created even though there is no operator who has the permission, so it is recommended to create at least 1 account for administrator.

### **Note**

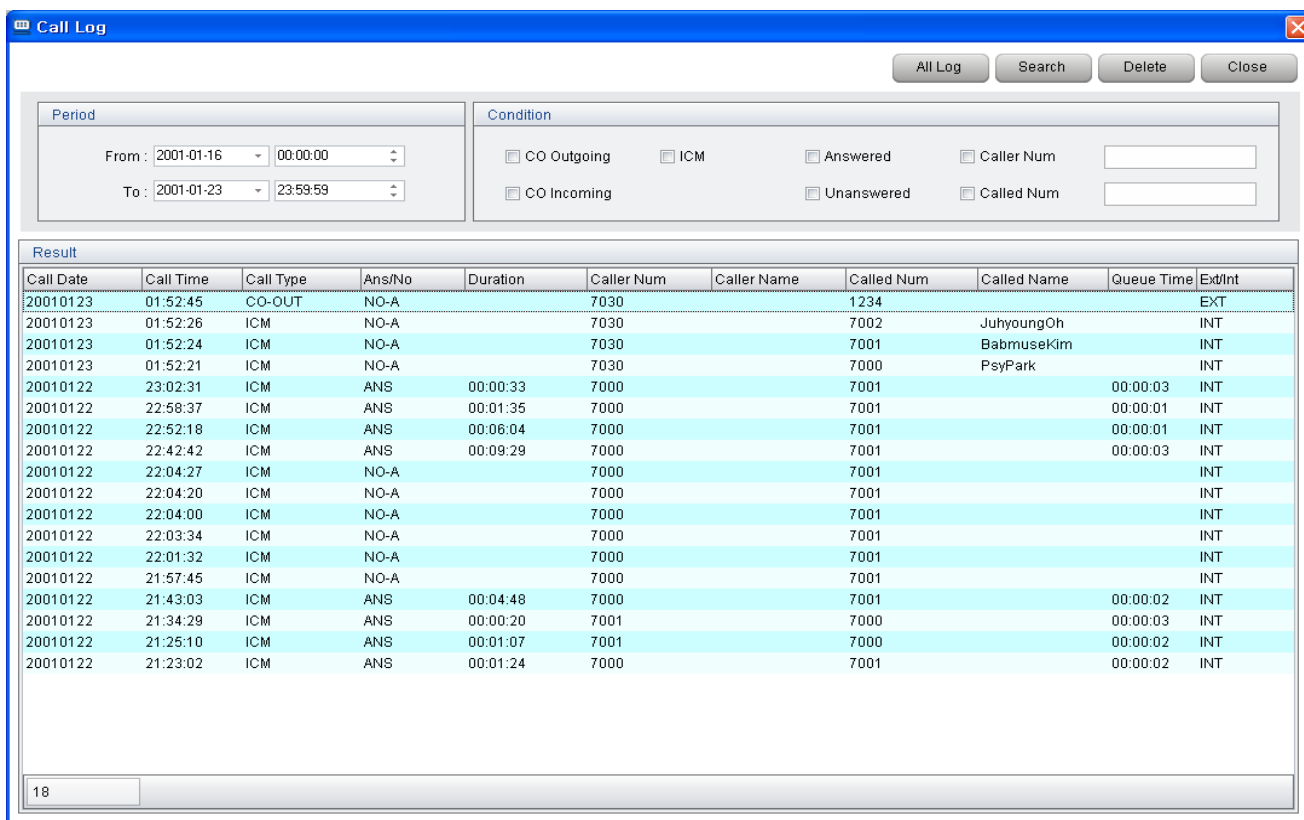
- 1) Operator information ("admin" and "1111" that is used for the initial set-up) will be automatically deleted in case a new operator with Supervisor permission is created.
- 2) The recommended maximum number of operator registrations is 50.

4.2.5 Call Log

**Description**

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

**Window**



**Procedure**

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

**Note**

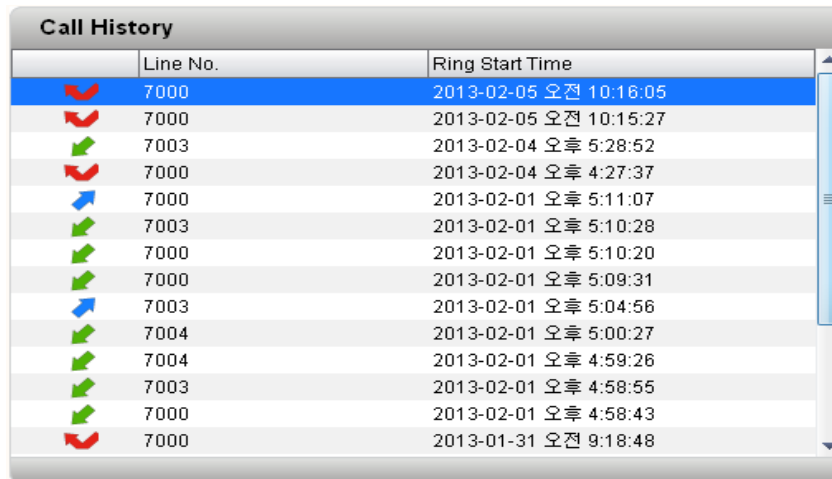
- 1) The information of called name, caller name, department and mobile phone will be displayed on the basis of incoming number to the operaor/outgoing number by the operator.

#### 4.2.6 Call History

##### **Description**

The call history window is located in main window of IP Attendant.  
In this window, call logs that is related with IP Attendant are displayed.  
By double click each history, or drag & Drop, call can be established.


##### **Window**



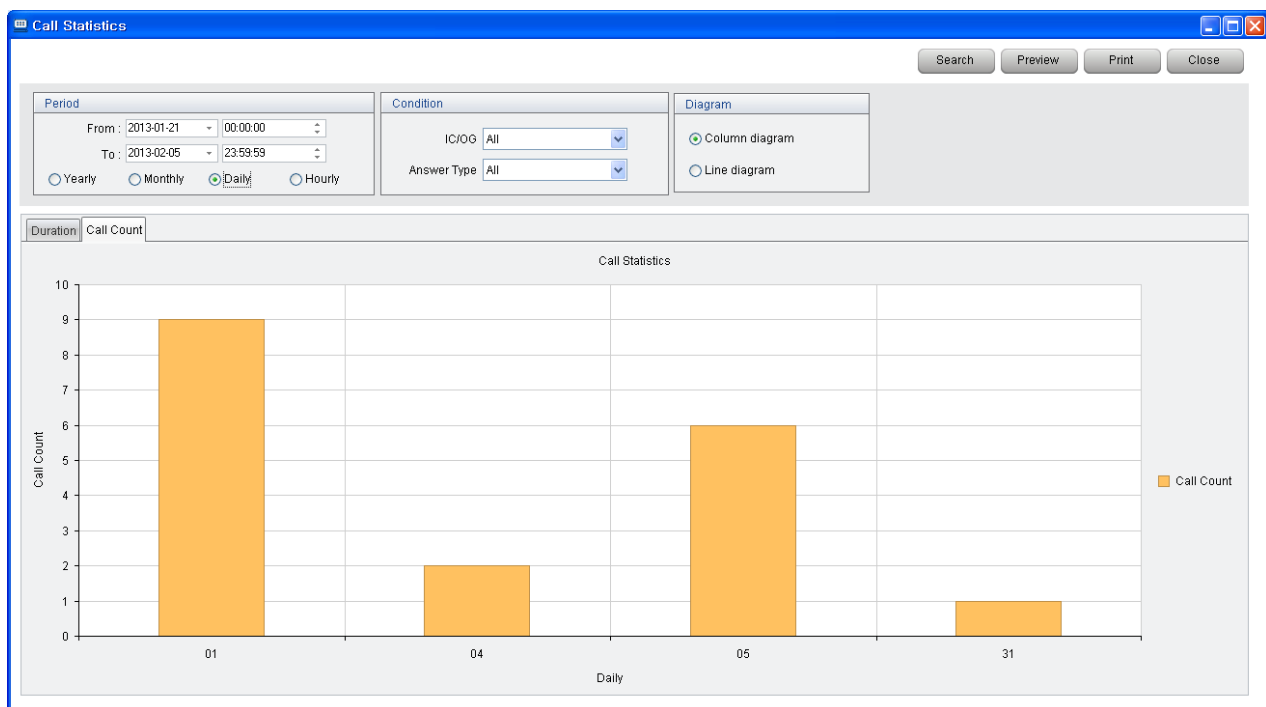
	Line No.	Ring Start Time
📞	7000	2013-02-05 오전 10:16:05
📞	7000	2013-02-05 오전 10:15:27
📞	7003	2013-02-04 오후 5:28:52
📞	7000	2013-02-04 오후 4:27:37
📞	7000	2013-02-01 오후 5:11:07
📞	7003	2013-02-01 오후 5:10:28
📞	7000	2013-02-01 오후 5:10:20
📞	7000	2013-02-01 오후 5:09:31
📞	7003	2013-02-01 오후 5:04:56
📞	7004	2013-02-01 오후 5:00:27
📞	7004	2013-02-01 오후 4:59:26
📞	7003	2013-02-01 오후 4:58:55
📞	7000	2013-02-01 오후 4:58:43
📞	7000	2013-01-31 오전 9:18:48

## 4.2.7 Call Statistics

### Description

By using  button, call statistic window can be activated.  
This statistics are made by call log(4.2.5).

### Window




### Procedure

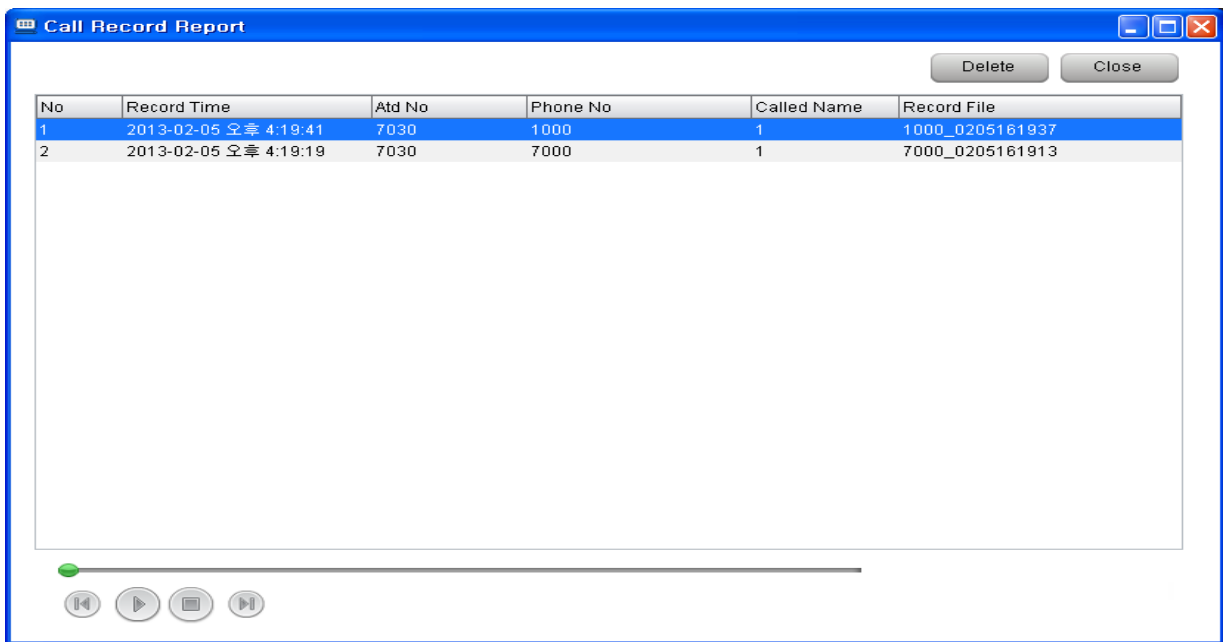
- 1) In Period, date and time can be assigned, and statistics is shown as Yearly, Monthly, Daily, Hourly.
- 2) In Condition, Call type can be divided as All call / Incoming call / Outgoing call / ICM call.  
Answer type also can be divided as All / Answered / Unanswered.  
Call type and Answer type relation is AND, that means if user choose incoming and answered, then incoming call and also answered call statistics is displayed.
- 3) In Diagram, graph type can be chosen - Column type or Line type.
- 4) Call Duration(call time) and Call Count graph is supported.

### 4.2.8 Call Record Report

#### Description

During conversation, call record is allowed by using  button.  
After record is end, Call Recording List can be checked this Call Record Report.

#### Window



#### Procedure

- 1) Each recorded record can be played, can be deleted.
- 2) In Phone No field, Callre ID is displayed.

#### Note

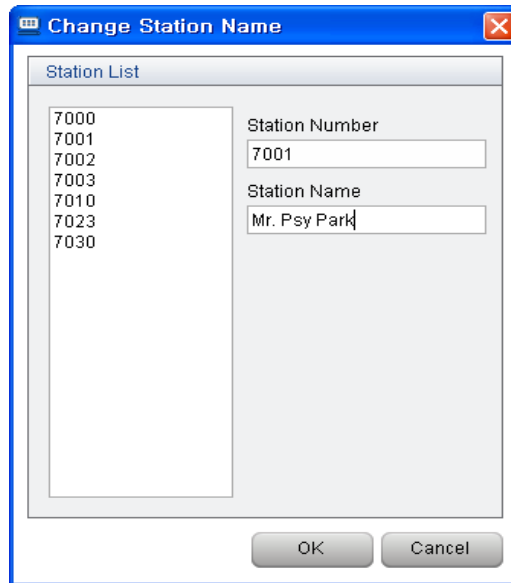
- 1) The recorded file location is C:\Program Files\iPECS Attendant.

### 4.2.9 Change Station Name

#### **Description**

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

#### **Window**



#### **Procedure**

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

#### **Note**

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

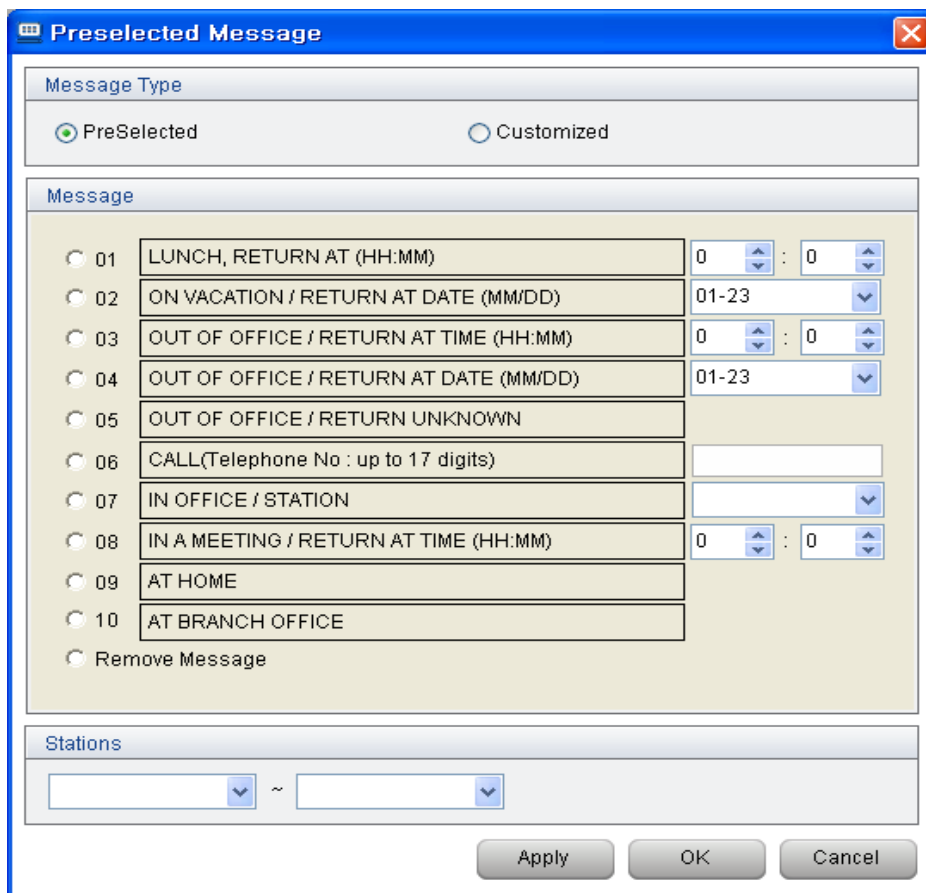
4.2.10 Preselected Message (Absend Message)

**Description**

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

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

**Window**



**Procedure**

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

**Note**

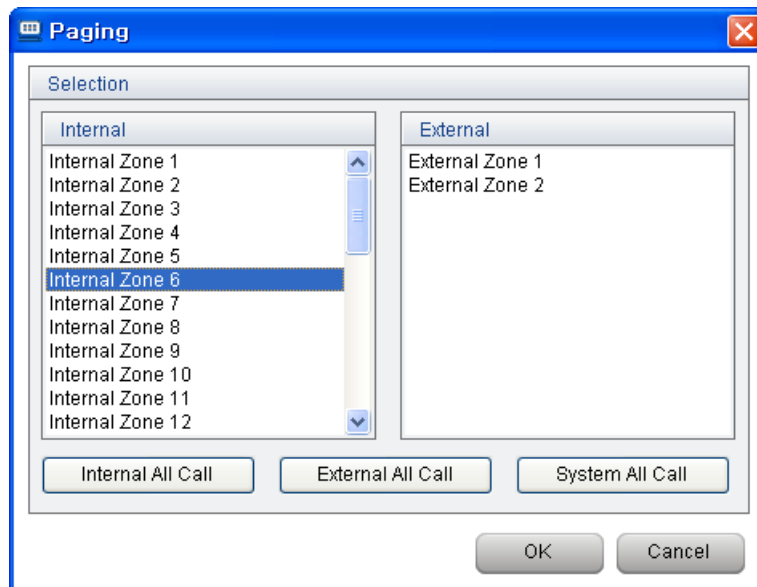
- 1) In order to change the message in the Customised, input the message in Customised message setting ("Setting" → "Customized")

### 4.2.11 Paging


#### **Description**

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

#### **Window**



#### **Procedure**

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

#### **Notice**

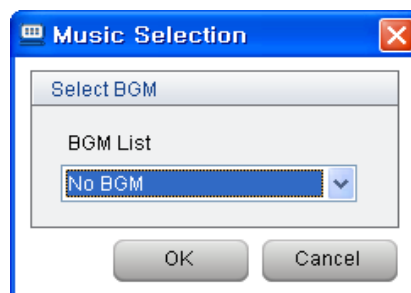
- 1) In order to do paging, the operator's telephone must be permitted to do paging.
- 2) iPECS-LIK only supports one type of speaker mode for paging.

### 4.2.12 Music Selection

#### **Description**

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

#### **Window**



#### **Procedure**

- 1) "Menu" → "Tools" → "Background Music". | **or ALT+T U**
- 2) Select the one of background music options and then click the "OK" button.

3) To disable the background music, select the No BGM and then click the "OK" button.

**Note**

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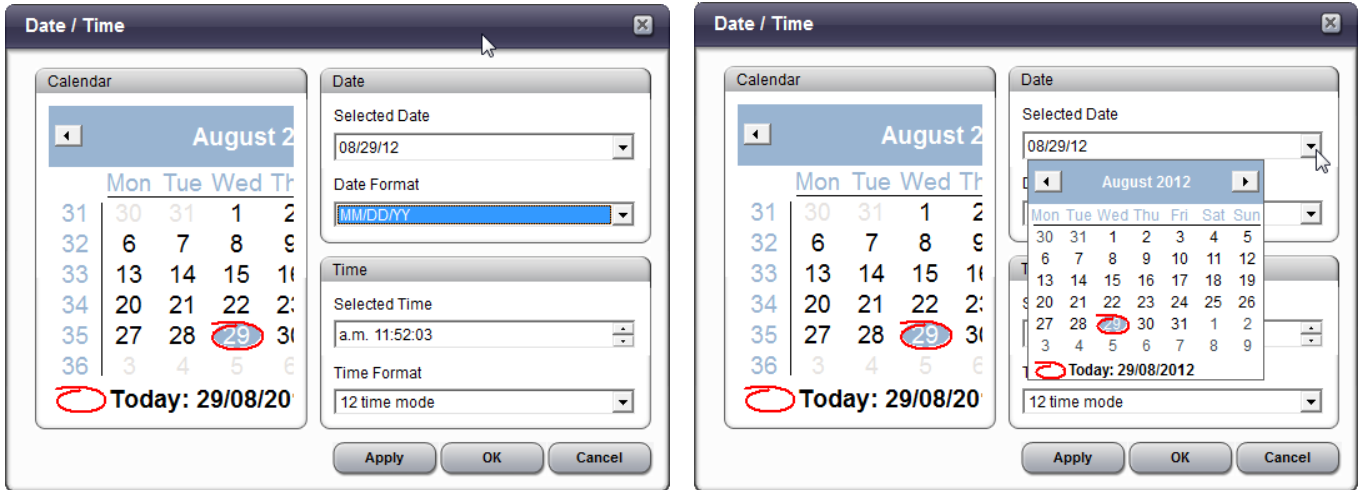
1) Individual iPECS Stations may select their own BGM source

4.2.13 Date/Time

**Description**

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

**Window**



**Procedure**

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

**Note**

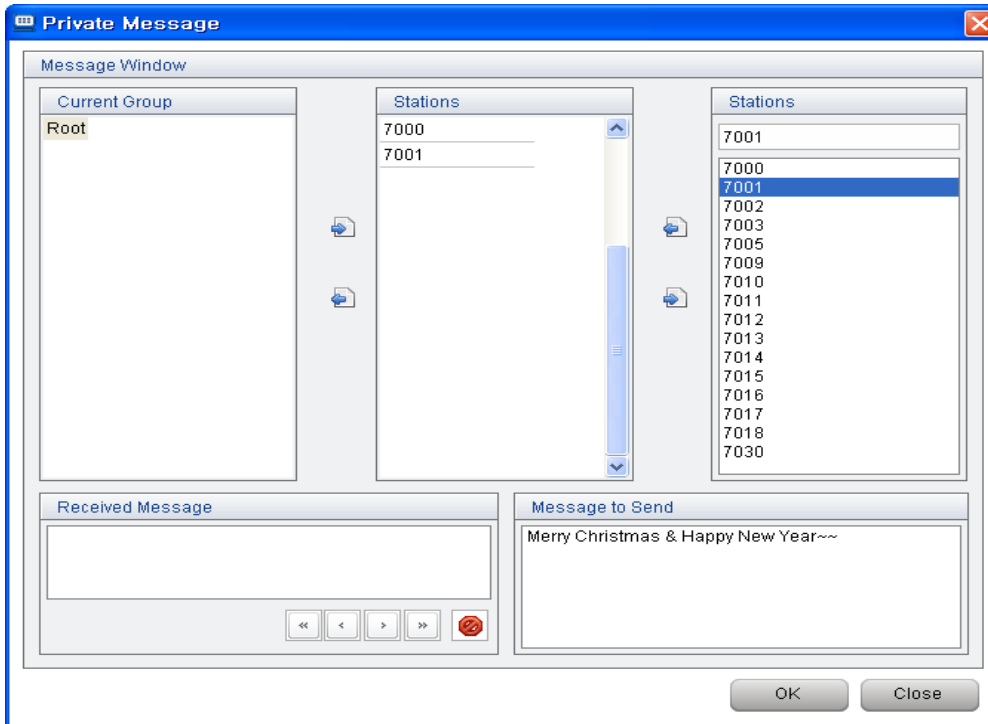
- 1) The display type of time shown in all telephone LCDs will be changed.
- 2) The date may be changed without changing the time, and vice versa.

4.2.14 SMS

**Description**

The SMS function sends SMS messages to other iPECS Stations.

**Window**



**Procedure**

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

**Note**

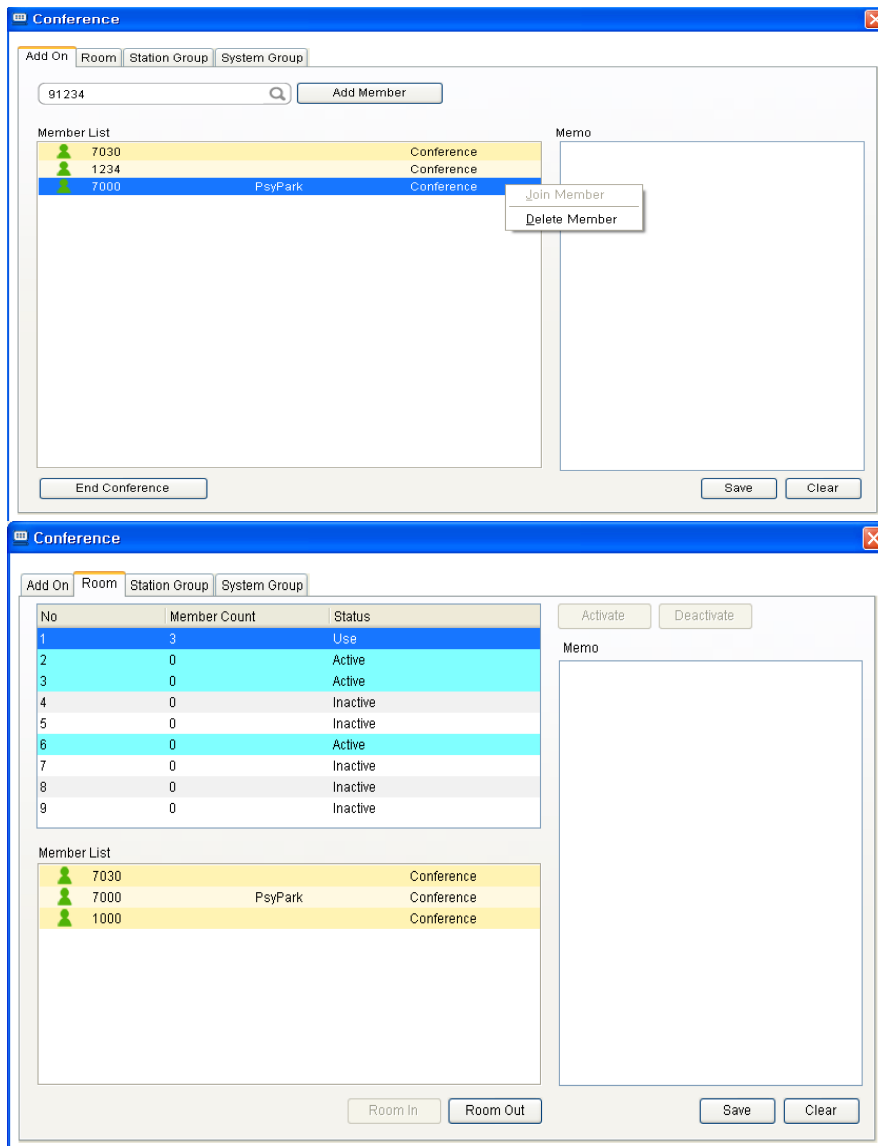
- 1) Receiving stations require a LCD to display the message. Analogue Stations must support FSK CLID to show messages.

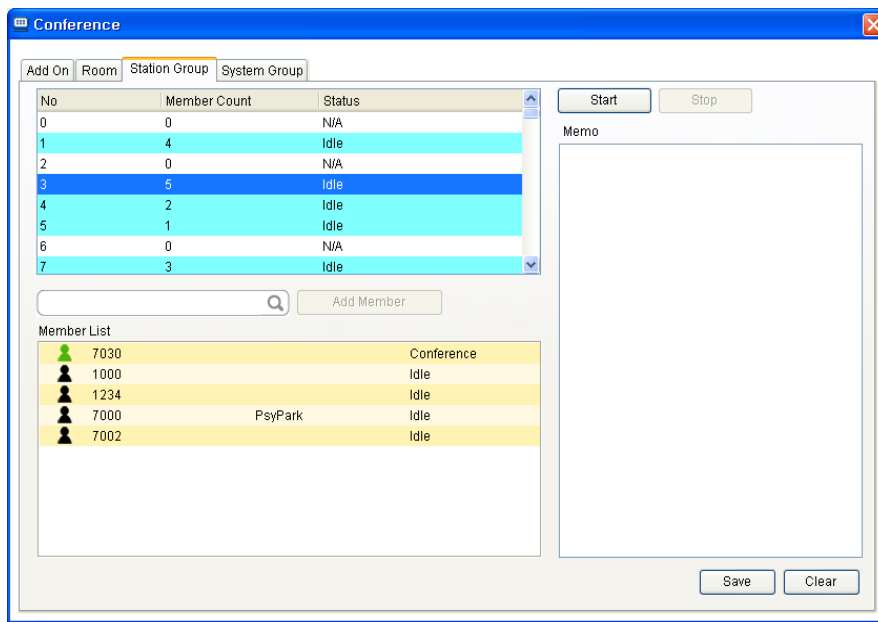
4.2.15 Conference

**Description**

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

**Window**





**Procedure**

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

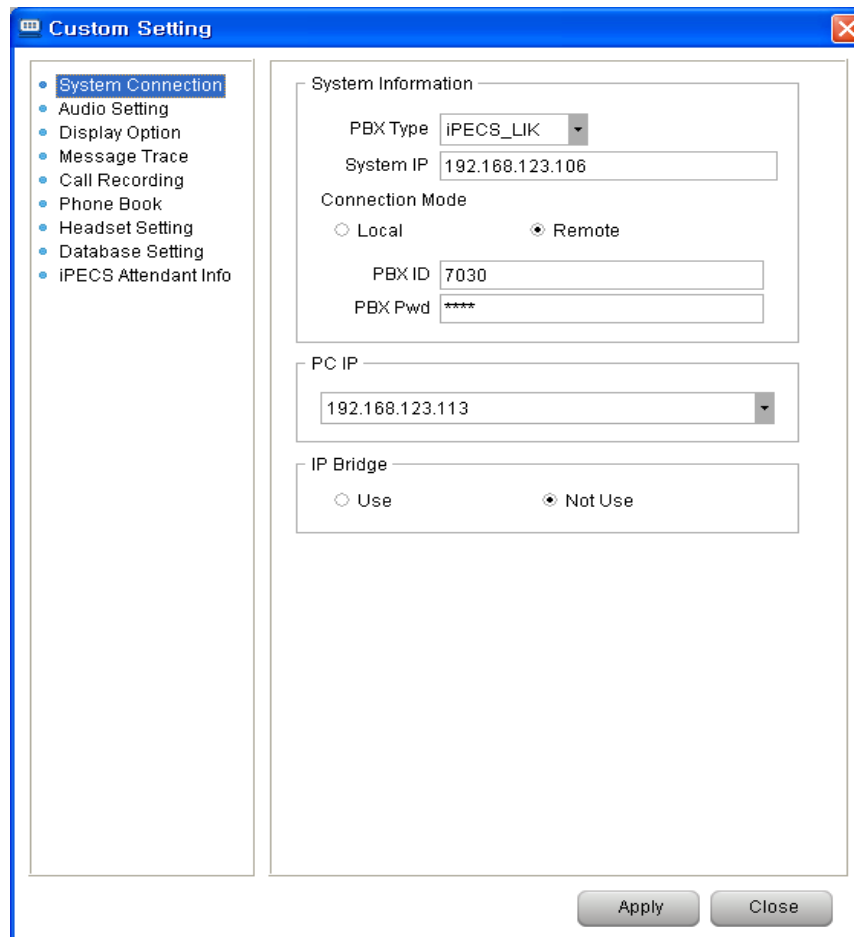
## 4.3 Setting Menu

### 4.3.1 Custom Setting [Environment Setting]

#### **Description**

This is for custom setting for program operation.

#### **Window**

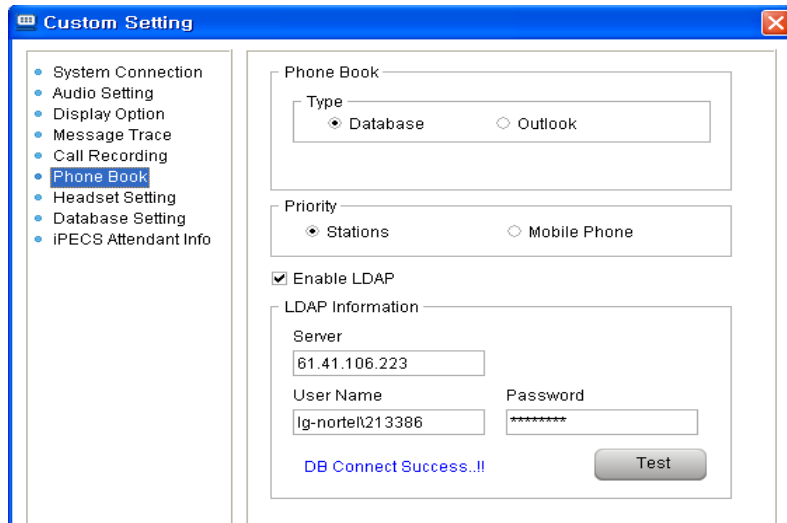


#### **Procedure**

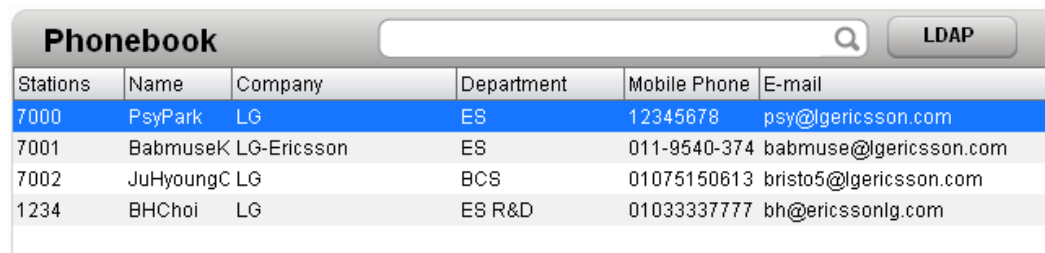
- 1) "Menu" → "Setting" → "Custom Setting". | **or ALT+S C**
- 2) In the "System Connection", system information such as "PBX Type", "System IP", "Connection Mode", "Connection ID" and "Password" can be set.  
If IP Bridge is checked at Use, Linked Pair is used as IP Bridge feature with Hard Phone.
- 3) In the "Audio Setting", settings for microphone & speaker can be done and bells for station incoming & PBX incoming can be set.
- 4) In the "Display Option", the size of monitoring group display icon can be set by Station Type & the position of window at the time when the program is operated can be set by Window Position & Program language (Language Select) can be set by Language Select. Font Size can be set.
- 5) In the "Message Trace", the history of communication with the PBX can be saved as either "Detail" or "Summary".
- 6) In the "Call Recording", recording file location can be set.
- 7) In the "Phone Book", phone book type can be set between Database and Outlook.  
If the Outlook is chosen, Outlook information is applied to IP Attendant Phone Book.  
If Synchronize Phonebook is checked, when user modify some information from IP Attendant, this modification is applied to Outlook.

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

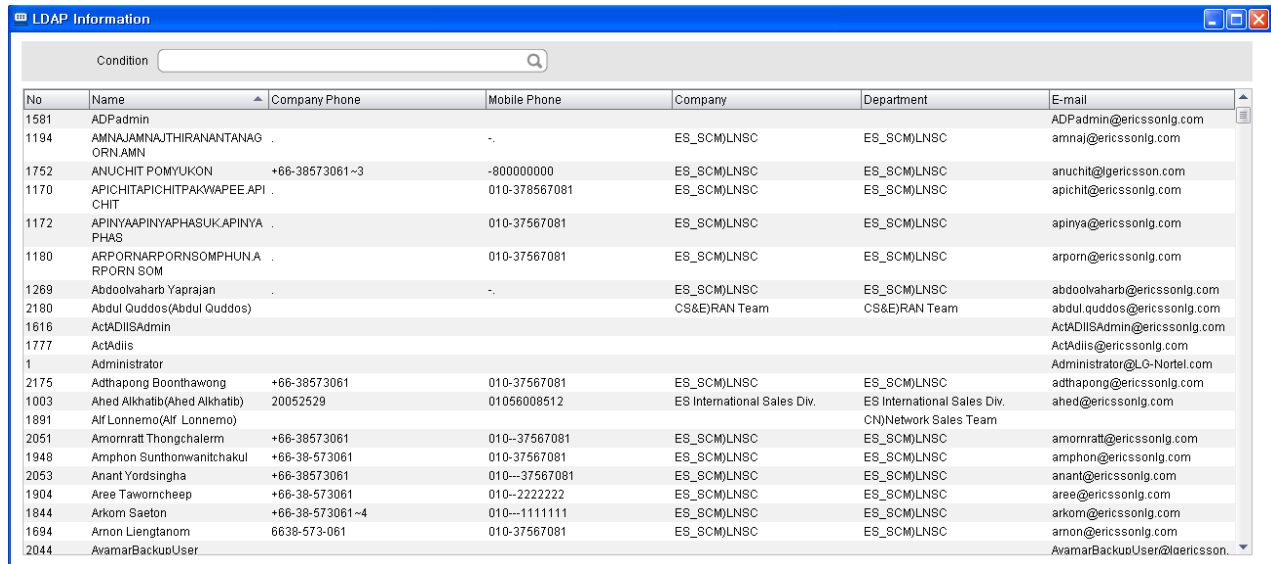
If LDAP option is set, LDAP information can be used in IP Attendant as below.



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



This is LDAP information window.



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

- 9) In the "Database Setting", DB operation mode can be set.
  - A. DB type is Firebird.  
 In case of "Remote" as the server, IP address of the relevant PC and "DB\iPECS\_DB.DFB" file located in iPECS-LIK installation folder in the relevant PC must be accurately set for DB connection. In case of "Local" as the Server, "DB\iPECS\_DB.DFB" file located in iPECS-LIK installation folder of the relevant PC must be accurately set.
  - B. DB type is another(MySQL, Oracle, MS-SQL).  
 Database IP address, Database Name, User Name, User Password should be entered.
- 10) In the "iPECS Attendant Info", Program information / System version is displayed.

**Notice**

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

**Note**

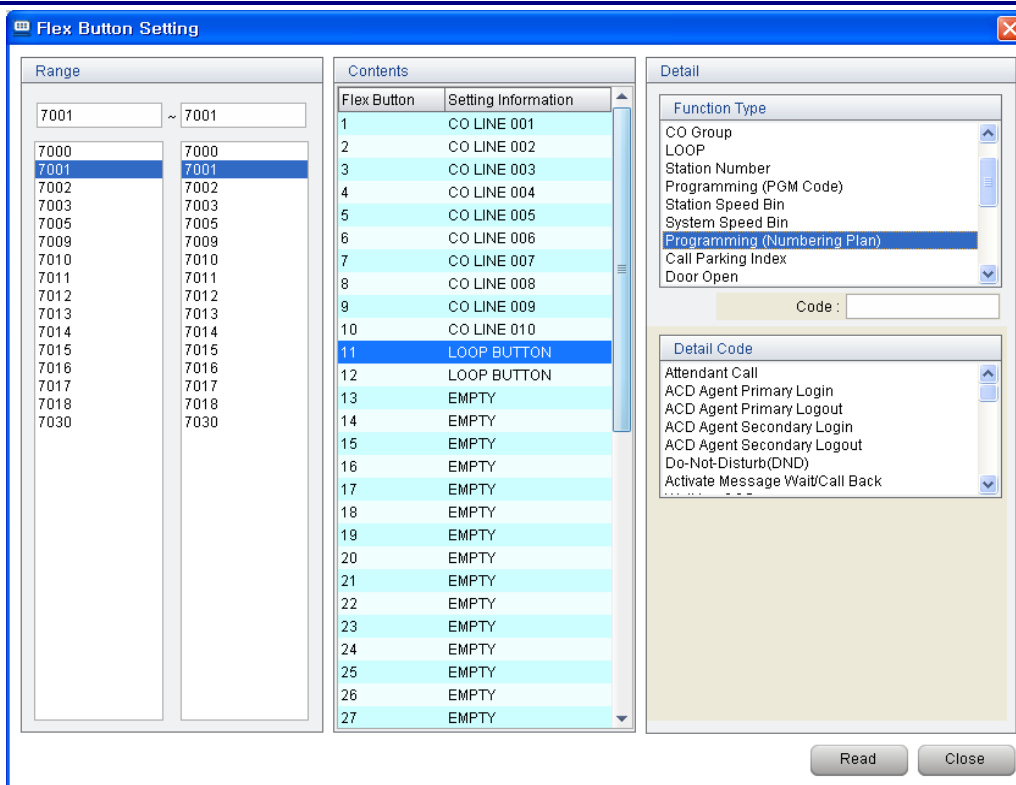
Some settings such as language selection and PBX information are applied, once the program is restarted.

**4.3.2 Flex Button Setting**

**Description**


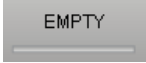

The IP Attendant may edit the functions of its own Flex buttons as well as those of other Stations.

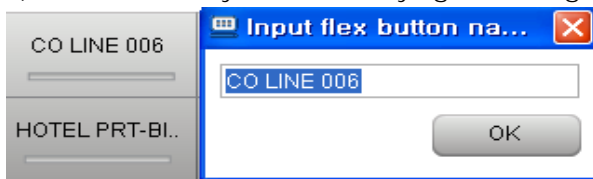
**Window**



### Procedure

#### IP-ATD Flex Key Registration by using the Dial Pad

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



#### Registration by using Flex button setting menu

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

### Note

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

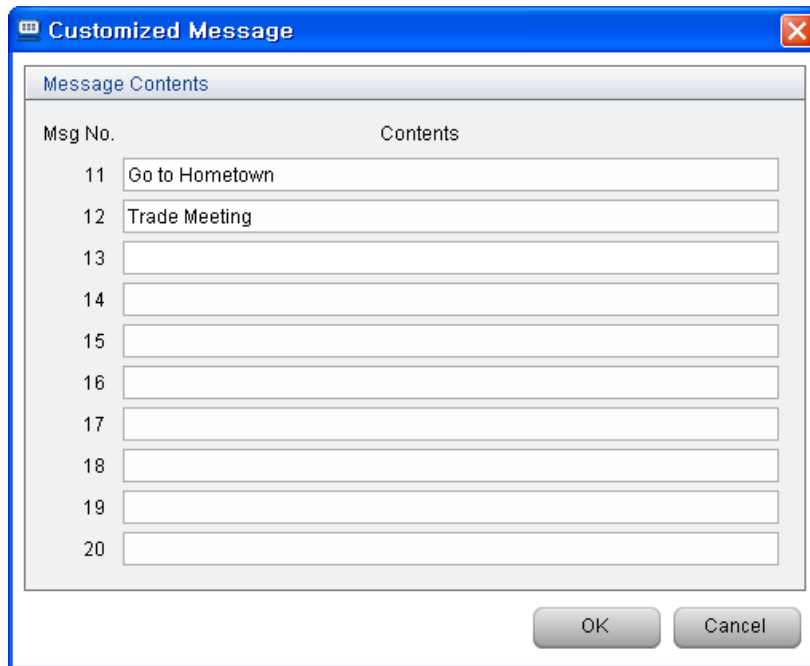
### 4.3.3 Customized Message Setting

#### **Description**

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

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

#### **Window**



#### **Procedure**

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

#### **Note**

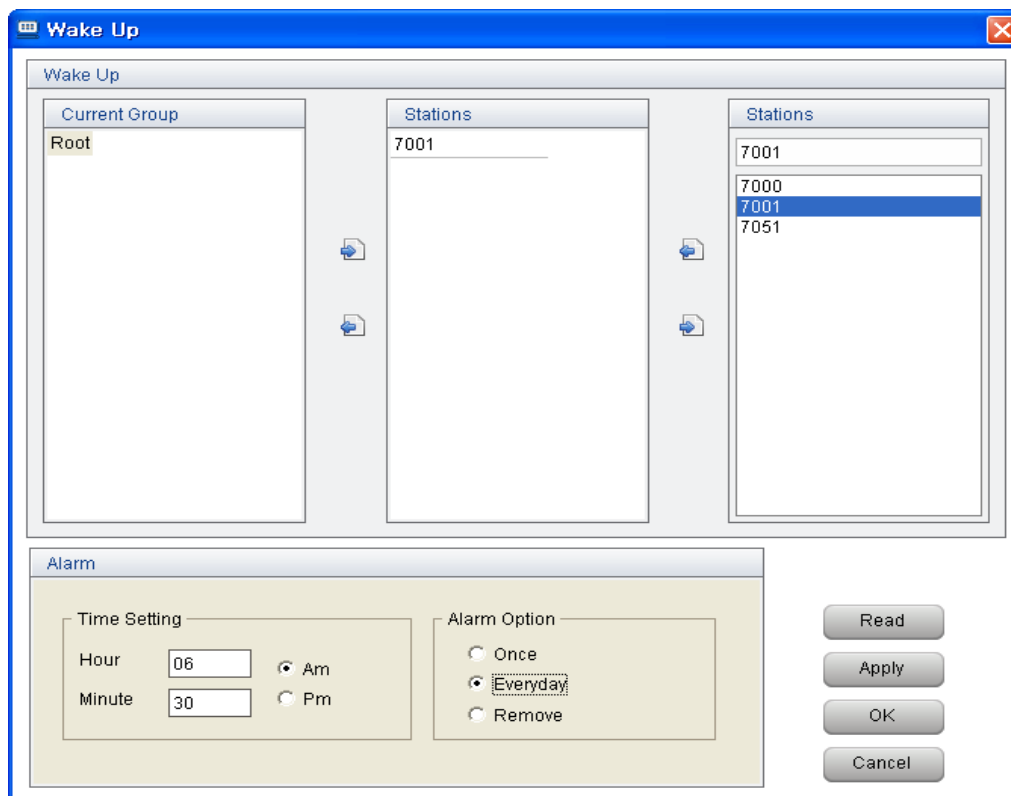
Up to 24 letters (alphabetic-based) are allowed to be inputted.

### 4.3.4 Wakeup Setting

#### Description

This feature creates a wakeup call at the specified time.

#### Window



#### Procedure

##### Old Wake Up Setting

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

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

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

#### Note

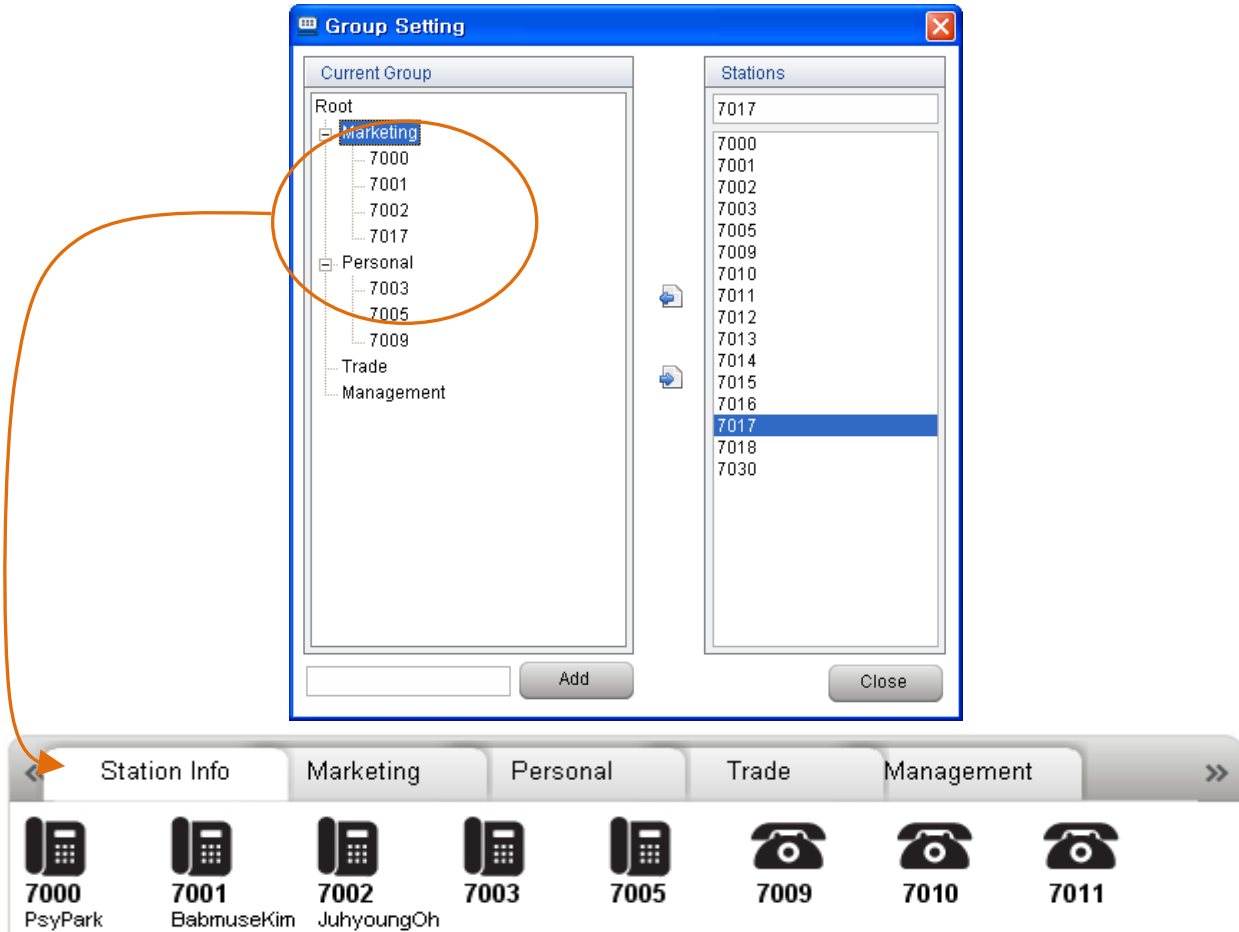
For the New wake up settings to be applied, System Attribute "New 5 Wake Up Usage" must be enabled.

4.3.5 Group Setting

**Description**

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

**Window**



**Procedure**

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

4.3.6 Code Setting

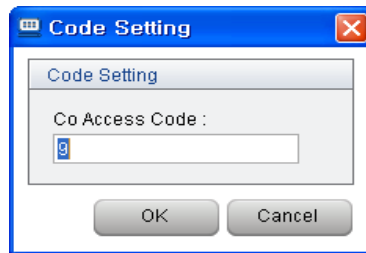
**Description**

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

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**Window**

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---

**Procedure**

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

---

**Note**

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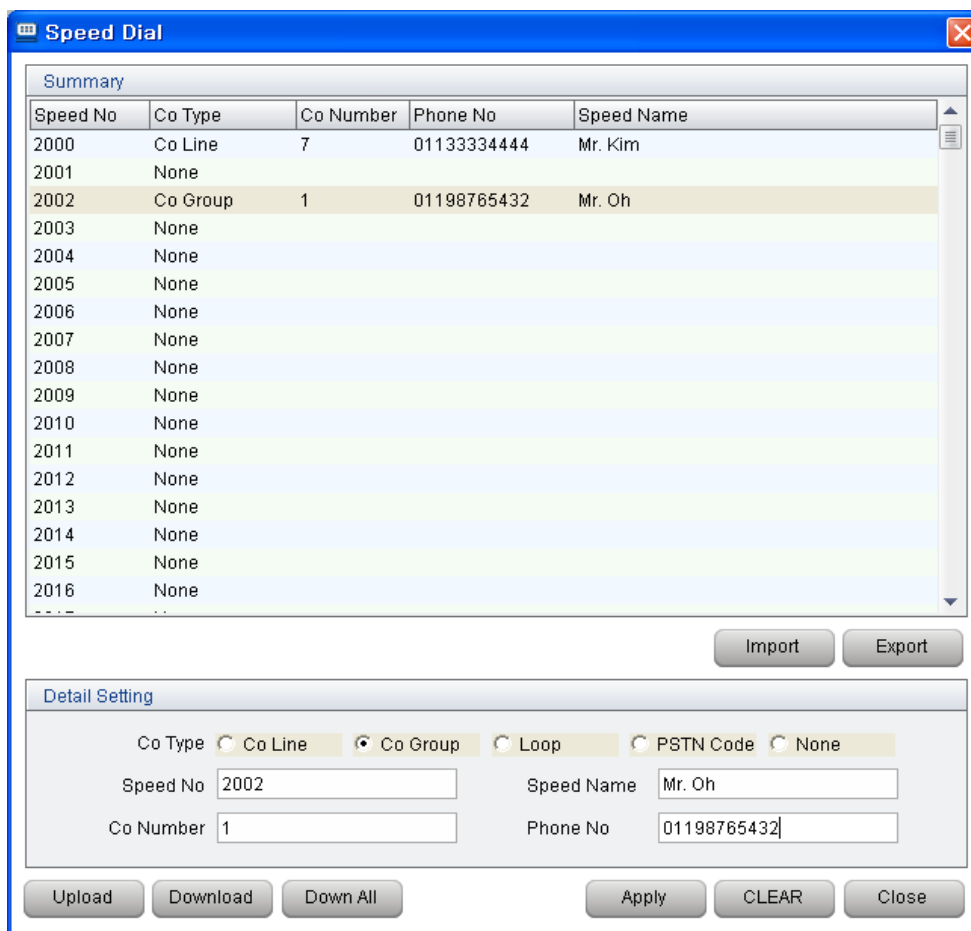
Set the outside line access code (default is **1**) to 'CO Access Code'

### 4.3.7 Speed Dial

#### **Description**

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

#### **Window**



#### **Procedure**

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

#### **Note**

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

## 5 IP Attendant Main Window

### 5.1 Logout

#### Description

For IP Attendant logout.

#### Window



#### Procedure

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

### 5.2 Wait/Hold Window

#### Description

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


#### Window

Wait		CO : 0	STA : 1	RECALL : 0
Line No.	Name	Department	Wait Time	
7002	JuhyoungOh	Sales	00:00:06	

Hold		CO : 0	STA : 1	RECALL : 0
Line No.	Name	Department	Hold Time	
7001	BabmuseKim	CN R&D	00:00:16	

#### Procedure

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

#### Notice

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

**Note**

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

**5.3 Monitoring Window**

**Description**

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

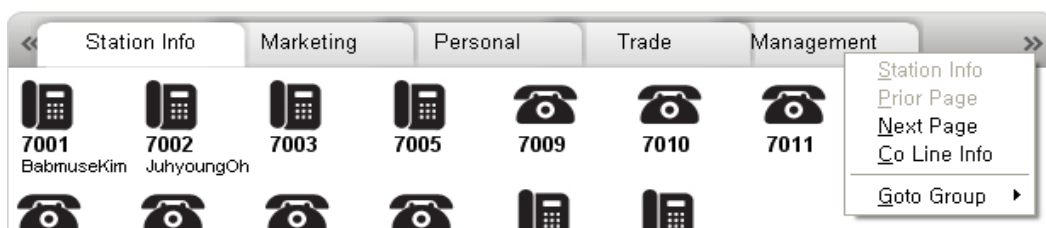
**Window**



**Procedure**

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

When viewing any group, right clicking any of the window's group titles will offer CO Line Info and Station Info view.







**Note**

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



Station icons:

-  → IP (IPLKTS, SIP, WIT-400H, iPECS Cmmunicator) Stations
-  → SLT (Analogue) Phones
-  → Cordless Phone (eg DECT phone)
-  → Networked Station

## 5.4 Dial Pad Window


### Description

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

### Window



### Procedure

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

### Note

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

## 5.5 Alarm Display LED

### ***Description***

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

### ***Window***



### ***Note***

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

## 6 Installer's Section

### 6.1 IP ATTENDANT. Program Installation

#### **Description**

---

The initial program installation shall take the following steps

#### **Procedure**

---

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

#### **Notice**

---

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

### 6.2 IP Attendant Login

#### 6.2.1 iPECS-LIK Setting

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

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

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

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

iPECS –LIK must be version E.6Bd or later to support an IP Attendant connection.

An IP Attendant license (or the 90 day demo code) must be enabled at iPECS in order to connect IP Attendant

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

#### 6.2.2 Program Basic Setting

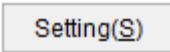
##### **Description**

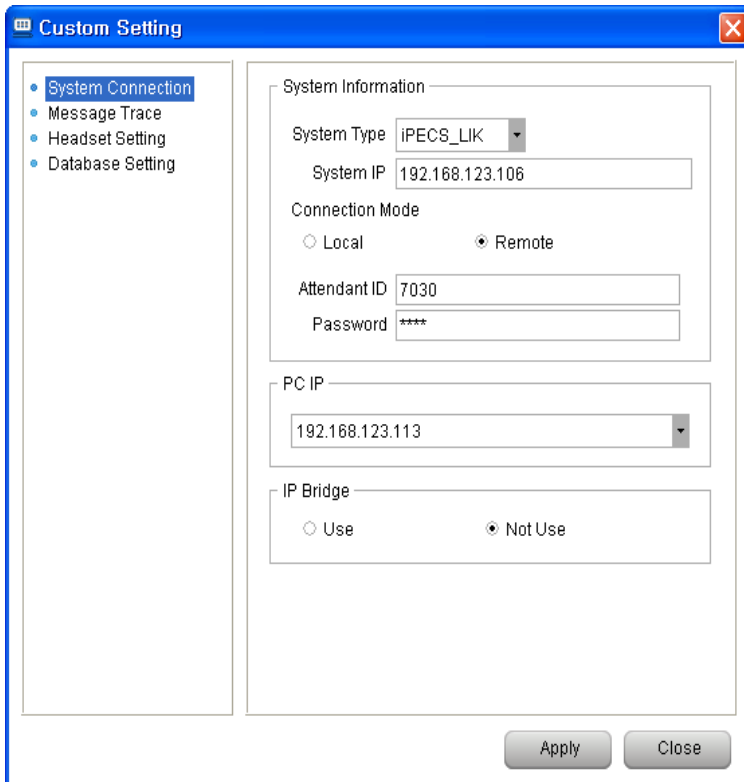
Set the basic information to operate the program.

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

##### **Procedure**

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

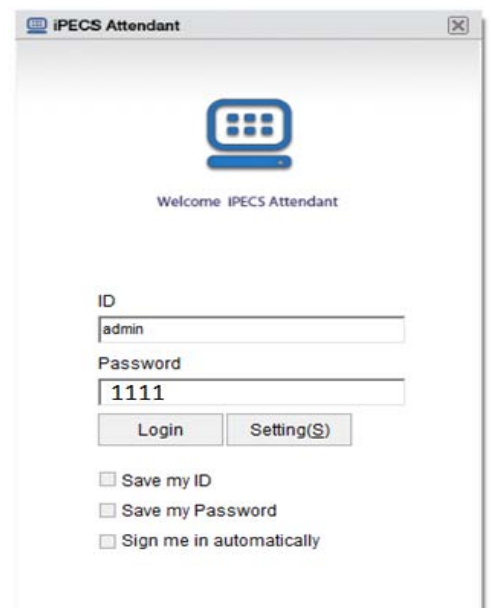
- 1) Check the iPECS for an IP ATTENDANT license. If iPECS has not got a license for IP Attendant, enter it now, or use the 90 day demo code.
- 2) Open IP Attendant & follow the  button from the Login Screen, to access the Custom Settings screen



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

- 9) Back at the IP Attendant Login screen, apply the temporary ID and Password of **admin / 1111**

Select Login




- 10) The application begins to initialize:



<input checked="" type="checkbox"/> Loading Modules...OK
<input checked="" type="checkbox"/> Apply Local Language...OK
<input checked="" type="checkbox"/> Login...OK
<input type="checkbox"/> Getting Station Information...
<input type="checkbox"/> Getting Flex Button Information...
<input type="checkbox"/> Getting User Information...
<input type="checkbox"/> Creating Monitoring Groups...



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

**Note 1:** this 'admin' access has a forced logout at about 1 minute after opening!

**Note 2:** accessing IP ATTENDANT using the 'admin/1111' account will not allow full operation of the IP ATTENDANT.

**Note 3:** Once the new user's account has been set up – admin probably will not work again.

**Note 4:** 'Login..DB Fail' will not allow access to the IP ATTENDANT main screen (like 'Login..UCTI Fail' does.)

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

12) Once the Main Screen opens access TOOLS > ACCOUNT:

The screenshot shows the 'Account Info' window with a table of accounts and a modal form for adding a new account.

No	ID	Name	Department	PBX ID
1	1			7030
2	3			7030
3	2			7000
4	4			7051

The modal form contains the following fields:

- ID:
- Password:
- Name:
- Department:
- Permission:
- PBX Account Info section:
  - PBX ID:
  - PBX Pwd:

This is a close-up of the 'Account Info' modal form, showing the following fields:

- ID:
- Password:
- Name:
- Department:
- Permission:
- PBX Account Info section:
  - PBX ID:
  - PBX Pwd:

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

Set before the session expires! (~ 1 min.):

- **Account ID** (free form field)
- **Account Password** (free form field)
- Name and Department (not verified/not compulsory)
- **Permission level** (normally Supervisor)
- **PBX ID**: iPECS PGM 443 ID (for ATD)
- **PBW Pwd**: iPECS PGM 443 Password (for ATD)
- Save then Close.

(The Account ID & Password will be required to log in to IP Attendant next time)

13) The 'admin' Main Screen will close automatically at about 1 minute forcing the application to exit.

iPECS PGM 443

Index	Registered Number	Linked	Version	ID	Password	Zone	Desired Number
1	700	S		ipATD	*****	1	700
2						1	

14) Execute the IP Attendant program once more. Input the ID and Password for the newly created IP Attendant Account, and proceed with the login.

Welcome IPECS Attendant

ID

Password

Login    Setting(S)

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

The screenshot shows the iPECS Attendant main interface. At the top, there's a menu bar with File(F), Tools(T), Setting(S), and Help(H). Below that is a status bar showing '7000 2001-01-24 00:19:05' and several status indicators (Day, Record, Ring Dev, Call Park). The main area is divided into several sections: 'Wait / Hold' with 'CO: 0 STA: 0 RECALL: 0', 'Call History' showing a list of calls, 'Phonebook' with columns for Stations, Name, Company, Department, Mobile Phone, and E-mail, and a 'Dial Pad' with a numeric keypad and function buttons like TRANS, REDIAL, FWD, CONF, DND, MSG/CB, ICM, POM, SPEED, and Mute. At the bottom, there are buttons for 'CO LINE 001' through 'CO LINE 010' and 'LOOP BUTTON'.

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

### ***Possible Log In Issues***

---

If The IP Attendant Initialise window produces:

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

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

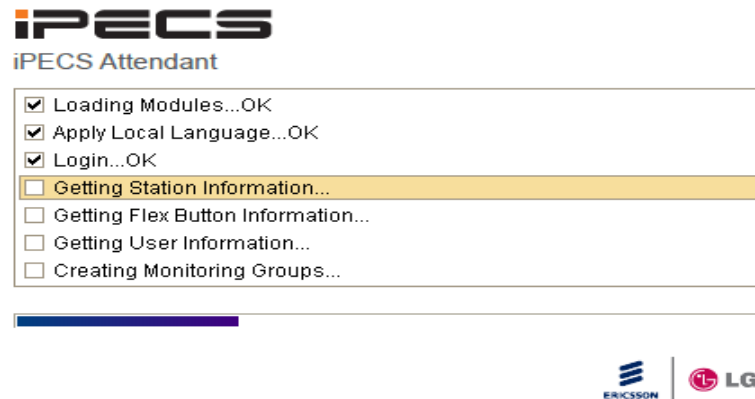
- If that does not work, and you can't login, uninstall IP ATTENDANT (check – 'delete data files?'), and reinstall, using the default 'admin / 1111' settings to access the program (as above).

### 6.2.3 Program Start

#### **Description**

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

#### **Window**



#### **Procedure**

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

Refer to the following messages:

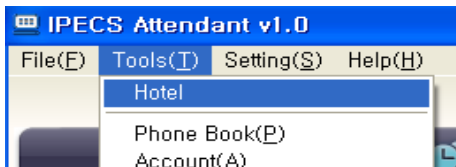
- 1) "Loading Modules..." means the process of uploading messages that are necessary for program operation.
- 2) "Apply Local Language..." means the application of the relevant language (local language or English) into the program.
- 3) "Login..." means login request with the preparation of login by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

## 7 PMS for Hotel Version

### 7.1 About PMS

#### Description

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



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



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

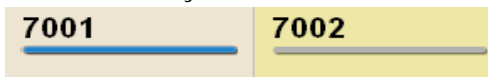
This IP Attendant PMS is suitable for small Hotel management without purchasing commercial PMS S/W.

### 7.2 PMS Main Window

#### Description

Each Room information is displayed and it is changed with real time.

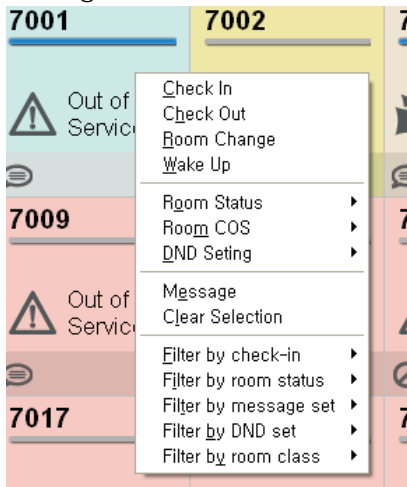
1) Blue Bar / Gray Bar is indicate the room's Check-In / Check-Out State.



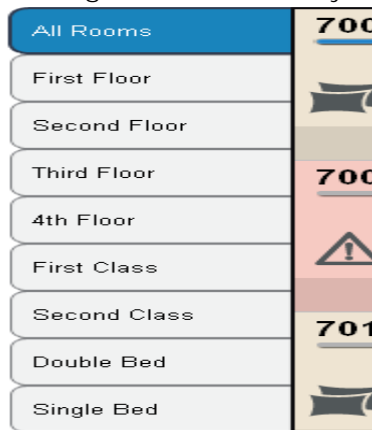
2) Each room's color and room's icon, room status are indicated.



- 3) By pressing right Click of Mouse with pop up menu, Check-In/Check-Out, Wake Up, DND, Room Status Change are allowed.



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



## 7.3 Database Synchronization with System and PMS

### **Description**

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

### **Procedure**

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

### **Note**

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

## 7.4 Hotel Information

### **Description**

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

### **Procedure**

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

## 7.5 Group

### **Description**

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

### **Procedure**

#### Create Group

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

#### Delete Group

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

#### Change Group Name

- 1) Choose "Config – Group".
- 2) Choose group that want to change name.
- 3) Click Mouse right button.
- 4) Choose [Rename].

### **Note**

---

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

## 7.6 Guest Search

### **Description**

---

Current Guest information and previous Guest information can be searched.

### **Procedure**

---

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

## 7.7 PMS Config

### **Description**

---

Additional information is set in Config menu.

### **Procedure**

---

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

### **Note**

---

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

Bill No. 1203000003

**iPECS Hotel**  
TEL. 02-1234-5678 FAX. 02-1234-5679  
Kyoung Ki Do Anyang Si Dong An Gu  
TAX NUMBER : 0123456

SEDE LEGAL : SICILIA - CANTIERI SOL - SOCIETA ITALO - FRANCESE ALBERGHI S.p.A.  
20122 - SEGRATE (MI) - VIA CASSANSE, 224 - CENTRO DIREZIONALE MILANO OLTRA PALAZZO CADAVRINO

PAYNURA (RICEVUTA FISCALE)  RICEVUTA FISCALE  IMPORTO NON INDICATO SENZA RISCOSSA - C.C.P. INDICATO

PAGAMENTO ALLA PRESENTAZIONE DEL CONTO / PAYMENT AGAINST BILL

DATE	ROOM NO	BILL ACCOUNT	CHECK IN	CHECK OUT
12.03.30	7001	1203000003	12.03.30 15:20	12.03.30 15:25

GUEST NAME : Kim Min Woong  
COMPANY NAME : LG-Ericsson  
SREET ADDRESS : Kyoung Ki Do An Yang Si Dong An Gu  
ZIP / CITY : 431-800

ITEM	COST	TAX	SUM
Room Charge	22,222	2,222	24,444
Call Charge	130	13	143
Bar Charge	9,102	907	10,009
<b>Total Charge</b>			<b>34,596</b>

SIGN : \_\_\_\_\_

## 7.8 Check - In

### Description

This is used for guest check-in.

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

### Procedure

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

**Check In**

Check In Information

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

OK Close

**Data Change**

Check In Information

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

OK Close

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

**Room Information**

**Check In Information**

Room Number: 7001

Guest Name: [Text Field]

Guest Language: [Dropdown]

Check In Time: [Text Field]

Room Status: Clean

Company Name: [Text Field]

Street Address: [Text Field]

Zip / City: [Text Field]

Check In Group: [Dropdown]

**Alarm**

**Time Setting**

Hour: [Text Field]  Am  Pm

Minute: [Text Field]

**Alarm Option**

Once

Everyday

Delete

Apply

**Memo List**

Time	Title	Writer

OK Memo Close

**Note**

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

**7.9 Check - Out**

**Description**

This is used for guest check-out.  
With Detail button, detail charge information is shown.  
With Print button, receipt is printed.

**Check Out**

Guest Information			
Room Number	7002	Bill Number	1203000003
Check In Time	2012-03-28 15:41:00	Check out time	2012-04-01 11:27:20
Guest Name	Myoung Ba Gi		
Company Name	LG-Ericsson		
Street Address	Kyoung Ki Do Anyang Si Dong An Gu		
Zip / City	Hokyeo Dong 431-800		

Charge Summary				Total Amount : 28,237 (\$)
Item	Cost	Tax	Sum	
Room Charge	22,220	2,222	24,442	
Call Charge	550	55	605	
Bar Charge	2,900	290	3,190	
Total Charge			28,237	

**Check out detail**

Detail							Total Amount : 3,795		
Date	Time	Type	Item	Cost	Tax	Sum			
12-03-30	11:56:00	Bar	Snack	2,400	240	2,640			
12-03-30	11:55:00	Bar	Milk	80	8	88			
12-03-30	11:55:00	Bar	Beer	400	40	440			
12-03-30	11:55:00	Bar	Water	20	2	22			
12-03-30	11:54:00	Call	1234	220	22	242			
12-03-30	11:54:00	Call	4567	330	33	363			

Bill No. 1203000003

**iPECS Hotel**  
*One of the Most Beautiful Hotels in the World!*

TEL. 02-1234-5678 FAX. 02-1234-5679  
Kyoung Ki Do Anyang Si Dong An Gu  
TAX NUMBER : 0123456

SEDE LEGAL : SIFAL BERGHI SAL - SOCIETA ITALO - FRANCESE ALBERGHI SALM  
2009 SEGRATE(MI) - VIA CASSANSE, 224 - CENTRO DIREZIONALE MILANO OLTRA PALAZZO CARAVAGGIO

FATTURA(RICEVUTA FISCALE)
  RICEVUTA FISCALE
  IMPORTO NON INDICATO ENNO RISCOSSO = COD. INDICATO

PAGAMENTO ALLA PRESENTAZIONE DEL CONTO / PAYMENT AGAINST BILL

DATE	ROOM NO	BILL ACCOUNT	CHECK IN	CHECK OUT
12.03.30	7001	1203000003	12.03.30 15:20	12.03.30 15:25

GUEST NAME : Kim Min Woong  
COMPANY NAME : LG-Ericsson  
SREET ADDRESS : Kyoung Ki Do An Yang Si Dong An Gu  
ZIP / CITY : 431-800

ITEM	COST	TAX	SUM
Room Charge	22,222	2,222	24,444
Call Charge	130	13	143
Bar Charge	9,102	907	10,009
Total Charge			34,596

SIGN : \_\_\_\_\_

**Procedure**

Check-Out

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

Print Receipt

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

Charge Information

- 1) In check-out window, choose detail.

**Note**

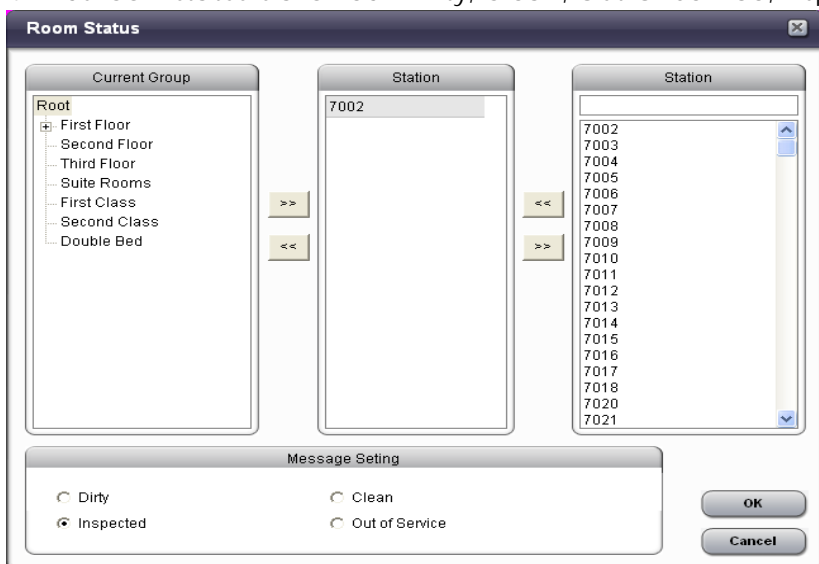
- 1) The attached image for receipt can be registered up to total 4.
- 2) This image can be registered at Menu - Config - PMS Config.
- 3) If the image is not registered, the image location will be blanked.

## 7.10 Room Status

**Description**

Room Status is shown and changed by maid.

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



**Procedure**

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

## 7.11 Room Change

### **Description**

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

### **Procedure**

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

### **Note**

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

## 7.12 COS

### **Description**

Each Room's COS can be assign.

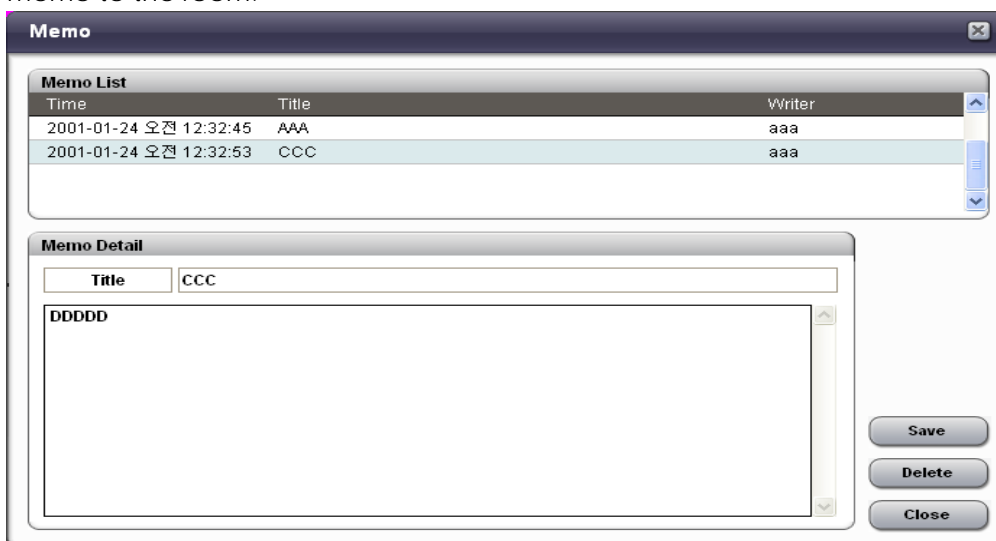
### **Procedure**

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

## 7.13 Memo

### **Description**

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



### **Procedure**

- 1) Choose "Room setting - memo".

- 2) If user uses mouse right button, message is left to a individual room.

## 7.14 DND

### ***Description***

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

### ***Procedure***

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

### ***Note***

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

## 7.15 Wake Up

### ***Description***

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Wake Up Alarm can be registered.

### ***Procedure***

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

### ***Note***

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

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