



iPECS Attendant

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## Installation and User Manual

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

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## Revision History

ISSUE	DATE	DESCRIPTION OF CHANGES
1.0a	23-Nov-11	Temporary Release
1.1		Edits throughout
1.2	27-OCT-12	New Edition including Version CM P4.0 (iPECS Attendant P2.0 – Hotel Feature, Voide, Recoed )
1.3	30-MAY-13	New Edition including Version CM P5.0 (iPECS Attendant P2.0Ah – DsgDND, FollowMe, Group state display )
1.4	14-OCT-13	Update for P5.5 Feature and Changed Ericsson-LG to Ericsson-LG Enterprise - Handset Link

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# 1. Introduction

## 1.1 iPECS Attendant Overview

iPECS Attendant is a Windows® PC based application providing the iPECS-CM Attendant with a graphical user interface for simple access to attendant functions. iPECS Attendant registers to iPECS-CM as soft phone via an IP connection. iPECS Attendant delivers voice to audio devices in or connected to the PC.

For each tenant in the iPECS-CM, up to thirty (30) iPECS Attendants can be connected. Major features of iPECS Attendant are listed in the chart below.

	Function	Features
Standard Package	Basic Calling	Dial/Answer, Conference, Transfer, Pick up, Forwarding, Hold
	Attendant	Manual Trunk Selection, Directory, Night Service, Chained Call, Dedicated key
	Information	Calling/Called party information, Subscriber information, Alternative information, Call waiting display
	PC	Icon display, Phone book, Call history
	Presence	Presence Group Display
Hospitality Package	Calling	Bath Call, Room cut off, Do not disturb/DND override, Room to room block, Line lock out, Serial call set, Message wait indicator, etc.
	Front-Desk	Check In / Out, Room Status, Room swap, Charge account, Wake up set/reset, Wake up alarm, lock out alarm

## 2. Installation

Installation of the iPECS Attendant for the iPECS-CM is a three (3) step procedure. First, licenses for the iPECS Attendant must be installed in the iPECS-CM and the iPECS-CM configured using the WMS (Web Management Server) to support the iPECS Attendant. iPECS-CM license and configuration guidelines are discussed in section 2.1. Second, the iPECS Attendant application is installed on the Attendant's PC and, finally, the iPECS Attendant is configured to register and operate with the iPECS-CM. Install and set-up of the iPECS Attendant are covered in section 2.2 and 2.3, respectively.

Once the installation is complete, each user of the iPECS Attendant should be assigned an account, which determines the database access permission for a user. Section 2.4 outlines the steps to establish individual Accounts starting with the initial login.

### 2.1 iPECS-CM Configuration

#### 2.1.1 iPECS CM Licenses

Prior to attempting to configure the iPECS-CM for the iPECS Attendant, appropriate licenses must be installed. The licenses are installed via the WMS under the System Management tab. The relevant licenses are:

- CML-IPEXT                      Applies licenses for the number of IP extensions to be connected. This number must include the total number of extensions including any iPECS Attendant extensions to be installed
- CML-IPATDS                      Applies licenses for the number of iPECS Attendants to be installed.
- CML-HOTEL                      When the iPECS Attendant is used to support Hotel operation, the Hotel license must be installed

#### 2.1.2 iPECS-CM Attendant Extensions and Key Number

The Extension number for the iPECS Attendant must be available in the Numbering Plan. In addition, the rules for the Attendant Key Number must be assigned in the Numbering Plan. The Attendant Key Number is the dialed number, such as '0', that will call all Attendants of a Tenant as a group

#### ***Related WMS Menu***

WMS>Data Management>Numbering Plan Information>Numbering Plan

### 2.1.3 iPECS-CM Virtual IP Gateway

A Virtual IP gateway channel is required in the iPECS-CM to support the iPECS Attendant. The VIPM (Virtual IP gateway Module) and sub-rack for iPECS Attendant are defined in the System Configuration page.

#### **Related WMS Menu**

WMS>System Configuration>System Config(Detail)

### 2.1.4 iPECS-CM Attendant Configuration

The iPECS-CM supports thirty (30) iPECS Attendants for each tenant. The Attendant Attributes must be defined for each iPECS Attendant. First, add the iPECS Attendant then modify the Attendant Attributes to assign a User ID and password used by the iPECS Attendant user for login.

Use the steps and figure below to add a new iPECS Attendant in the WMS,

1. Open “Data Management>Attendant Information>Attendant Attribute” menu
2. Click “Add” button at the top of the window
3. In the pop-up, enter the Tenant and serial number of the iPECS Attendant. The serial number is a running count of the Attendants installed for each tenant and can be from 1 to 30.
4. Enter the slot and channel number of the VPIM to be used for this iPECS Attendant
5. For the Attendant Type, select “iPECS Attendant – Standard”.
6. Click “Apply” button to create the iPECS Attendant Extension number.

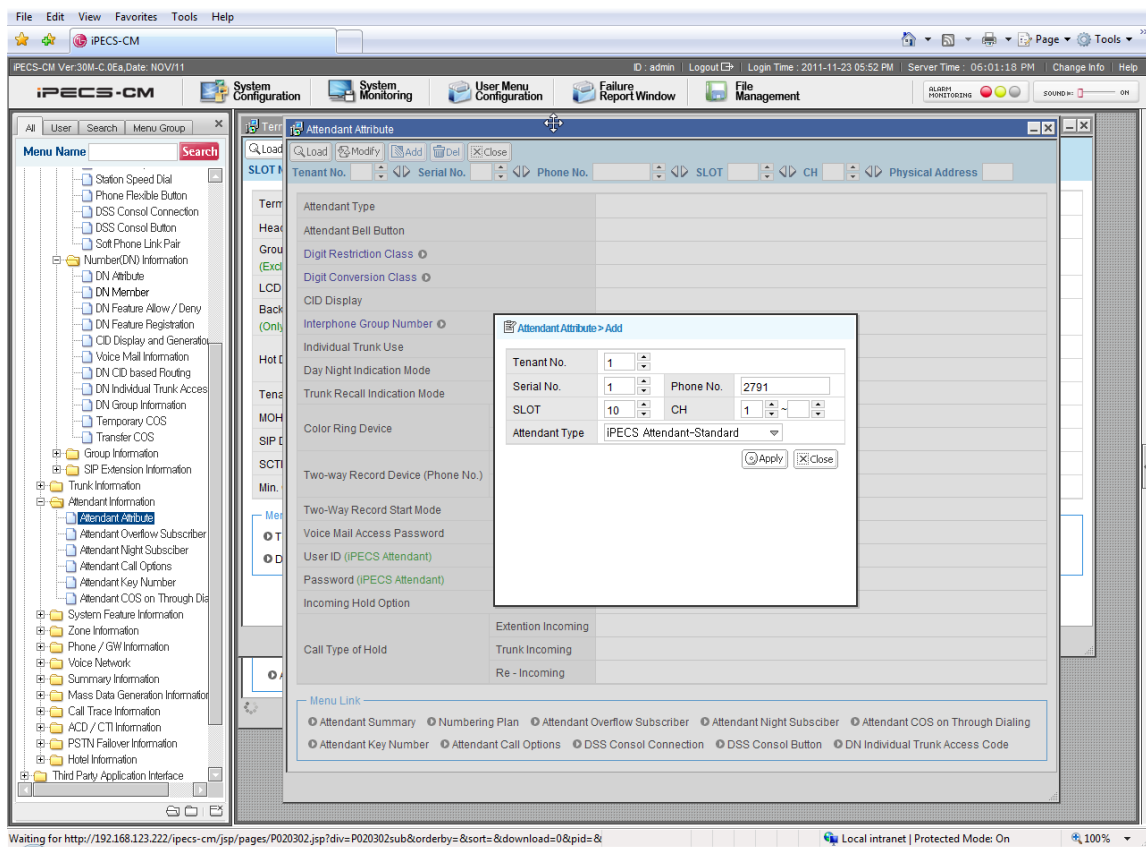


Figure 2.1.4-1 Adding an Attendant



Once created, the authentication information for the iPECS Attendant can be configured as well as enabling the Caller Id option for the iPECS Attendant.

Use the steps and Figure 2.1.4-2 below to enter the iPECS Attendant attributes.

1. Open "Data Management>Attendant Information>Attendant Attribute" menu in WMS.
2. At the top of the Attributes window, click "Modify".
3. Enter the User ID and Password for the iPECS Attendant.

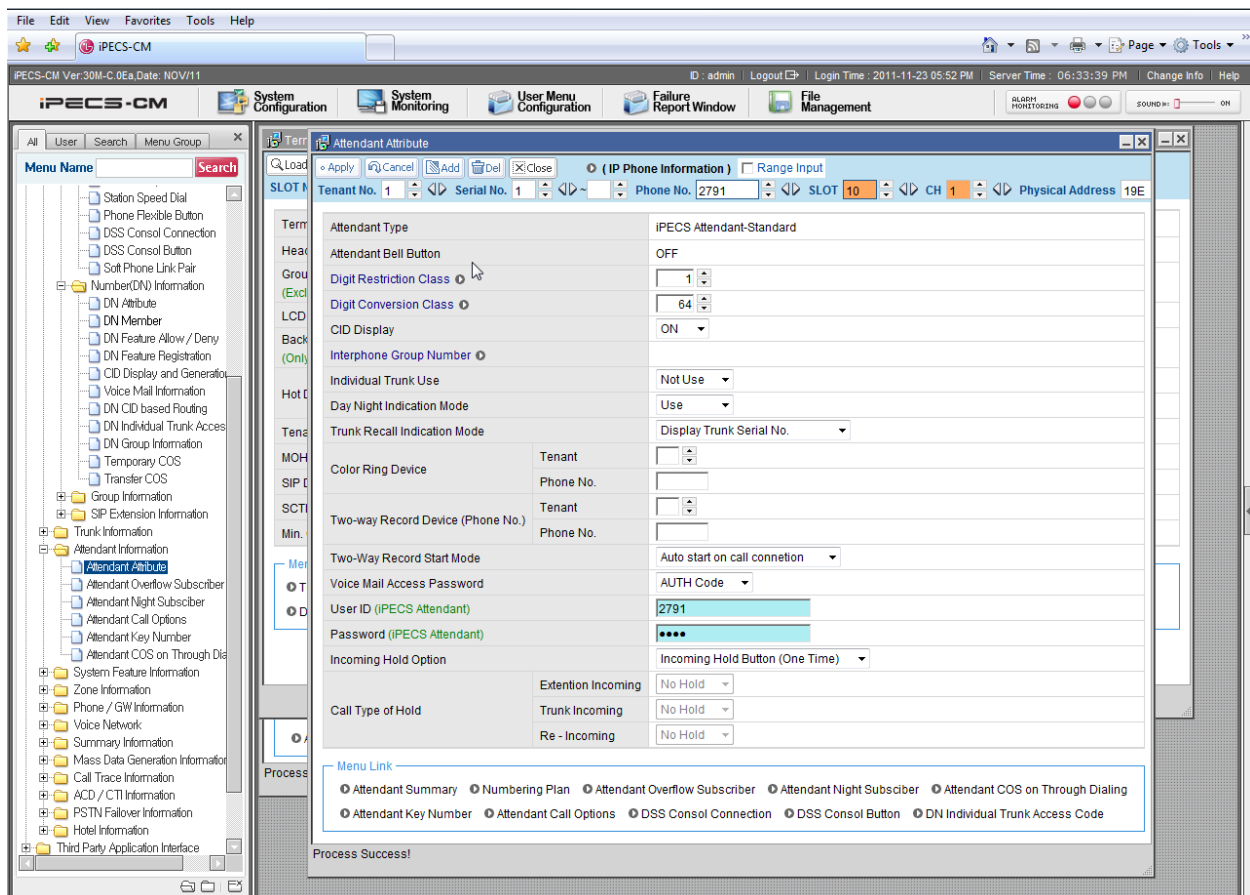


Figure 2.1.4-2 Assigning iPECS Attendant Attributes

## 2.1.5 iPECS Attendant Key Number

Each Tenant must be assigned with an Attendant Key Number. The Attendant Key number is used by subscribers to call the Attendants of the Tenant group.

### **Related WMS Menu**

WMS>Data Management>Attendant Information>Attendant Key Number

### 2.1.6 iPECS-CM Hotel Attendant/Front Desk

When used with the Hotel Package, the Extension number of the iPECS Attendant should be configured as a Hotel Attendant. This allows the iPECS Attendant to act as a Hotel Front Desk phone with access to the many Hospitality features common to a Hotel Front Desk phone including Check-in/Check-out, Wake-Up calls, Room Charges, etc.

To assign the iPECS Attendant Extension for Hotel service, in the WMS select the Hotel Extension Attributes under the Hotel Information selection of Data Management and enter the Tenant and Extension number of the iPECS Attendant. In the Hotel Extension Attributes, set the Hotel Service Type to Hotel Attendant, see Figure 2.1.6-1 below.

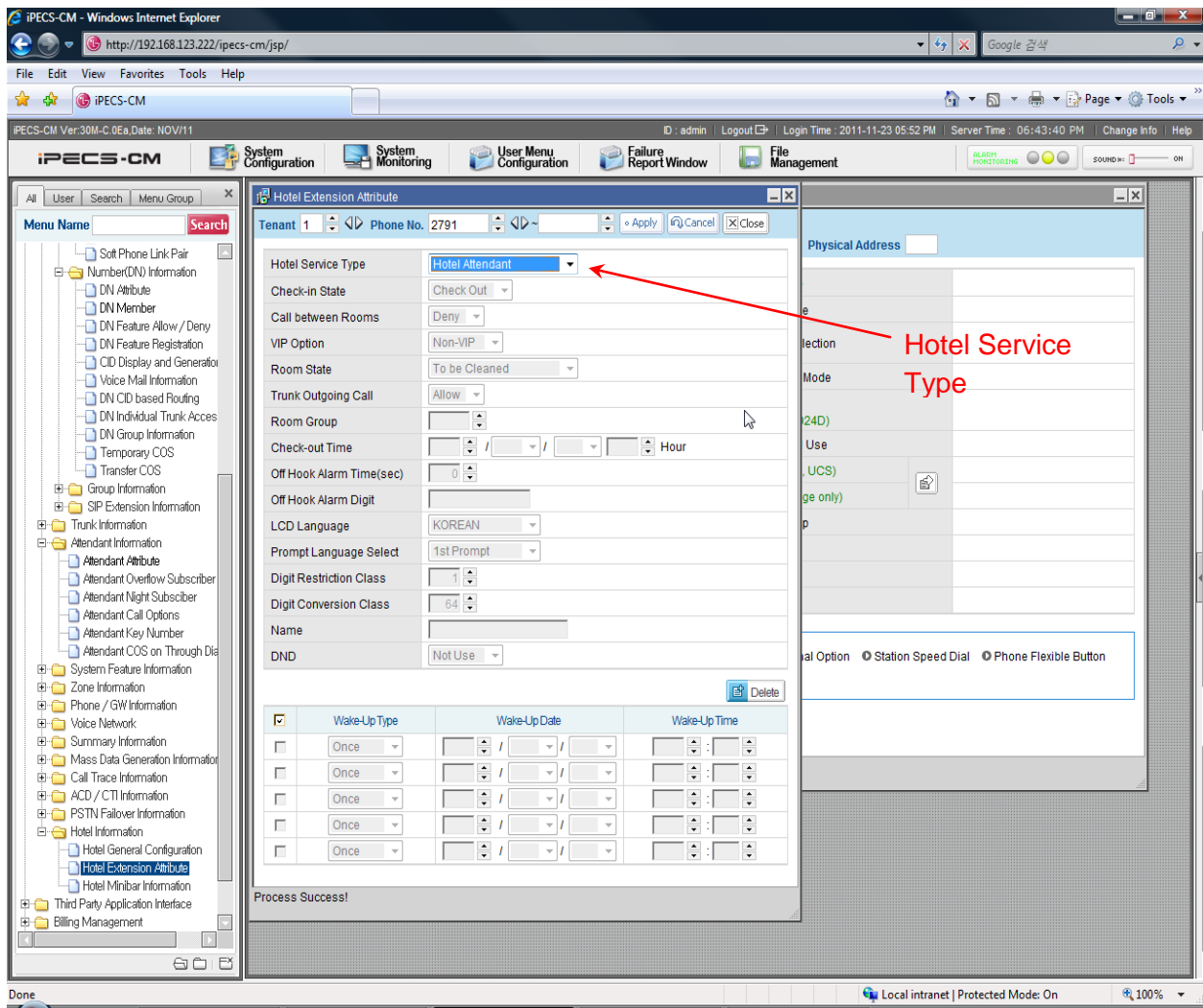


Figure 2.1.6-1 iPECS Attendant Hotel Service

## 2.2 iPECS Attendant Installation

### 2.2.1 PC Requirements for iPECS Attendant

iPECS Attendant is a Windows® PC application that can run under any of the Operating Systems listed below:

Windows XP Service Pack 2 or higher  
Windows Vista  
Windows 7

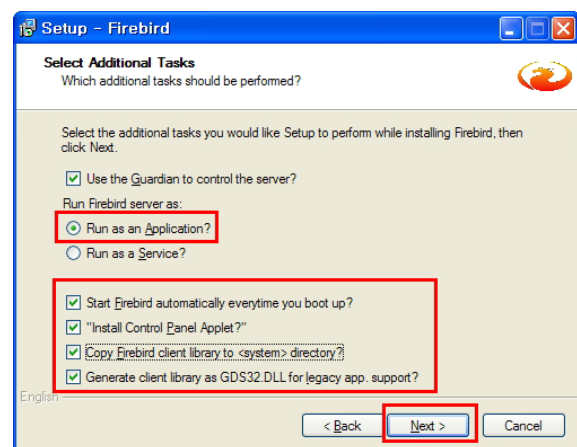
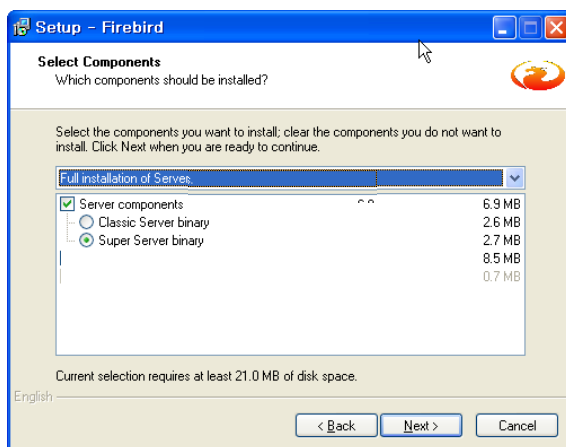
The recommended PC hardware is described below:

1 GHz CPU Clock speed  
10 GByte main memory  
100 GByte Hard Drive  
CD/DVD ROM  
1280 by 1024 pixel display resolution  
Large display, 14" minimum recommended

### 2.2.2 iPECS Attendant Installation

Installation of the iPECS Attendant employs an Installation Wizard that will guide you through the installation process and will place the iPECS Attendant icon on the PC desktop. The iPECS Attendant application must not be installed on the same PC with other iPECS soft clients (Phontage or iPECS UCS client). To install iPECS Attendant,


1. Download the iPECS Attendant software from the Partner portal of the Ericsson-LG Enterprise Web site. The software includes the application and two supporting applications, WinPcap and Firebird, which are required.
2. Locate and run the iPECS Attendant executable (.exe) file from the download.
3. Follow the Wizard instructions to install the application.
4. Install the WinPcap 4.1.1 application.
5. Install the Firebird 2.1 application with the following setup configuration:

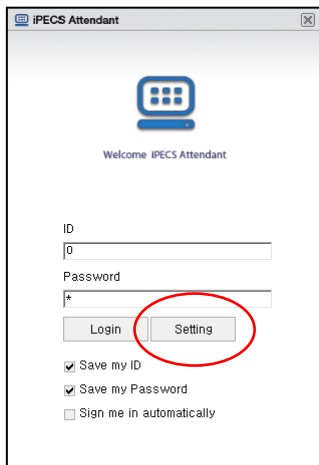


WinPcap provides for capturing packets from the iPECS-CM. Firebird provides for database operation. Both WinPcap and Firebird must be properly installed for proper operation of the iPECS Attendant.

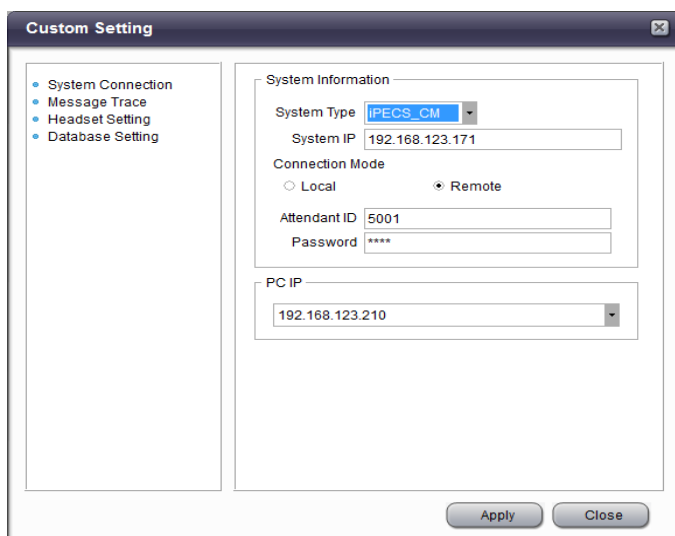
## 2.3 iPECS Attendant Initial Setup

Once installation of the iPECS Attendant is complete, the soft client must be configured for operation with the specific iPECS-CM. The iPECS Attendant should be configured with the host system information, User Id and password, PC IP address and database location. To set-up the iPECS Attendant,

1. Open iPECS Attendant program, click the  icon.
2. In the Login screen, click Setting.

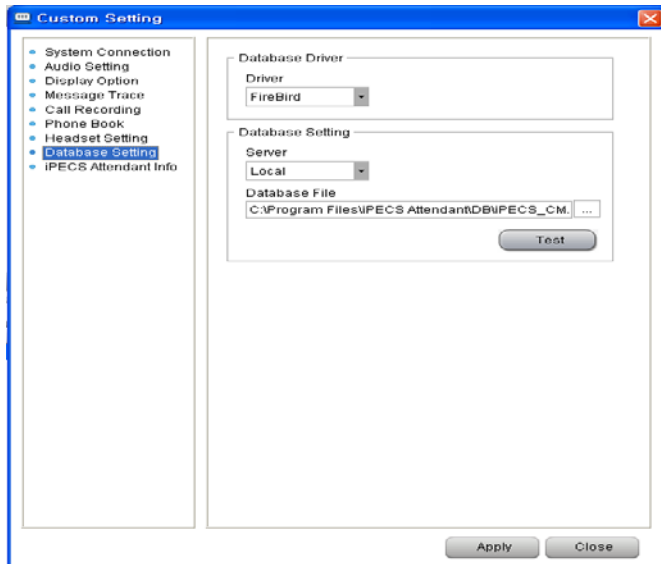


3. In the *System Connection* page, enter the following option:
  - a. Select PBX Type: iPECS\_CM
  - b. Enter System IP address: IPv4 address
  - c. Select Connection Mode  
Local: same subnet w/iPECS-CM  
Remote: different subnet
  - d. Enter PBX ID and Pwd
4. Click Apply when done.



Note the PBX ID and PBX Pwd must match the Attendant Attributes User ID and Password defined in the iPECS-CM database, see section 2.1.4.

1. In the *Database Setting* page, select the database location (Local or Remote) and Enter the path and filename for the Database. The default after installation is *C:\Program Files\iPECS Attendant\DB\iPECS\_DB.FDB*. If remote, enter the IP address as the first part of the path.
2. Click Apply when done.
3. Click Test button to verify database access.



When employing a remote database (not recommended) the remote PC must be operating and accessible for the duration of the installation and operation of the iPECS Attendant.

## 2.4 Account Set-up

IP Attendant can support multiple users with different PBX login credentials (PBX ID and password). Each user is assigned an IP Attendant account based on the PBX login credentials that will determine future access to the 'Account' menu. At least one Supervisor account must be defined.

### 2.4.1 Login

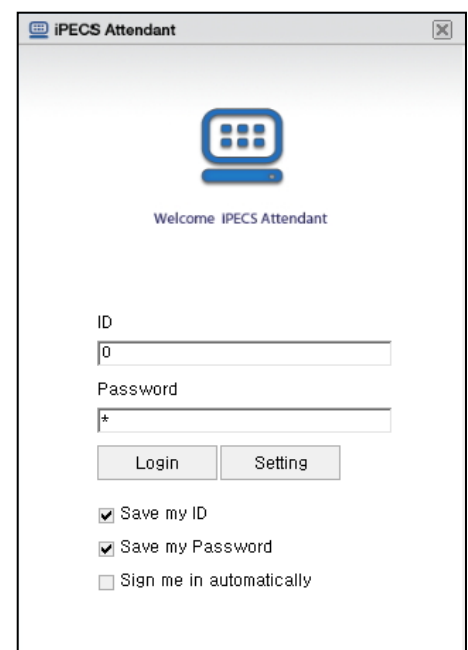
Once the Settings outlined in section 2.3 are complete, the user may Login.

To Login,

1. Return to the login window.
2. Enter the Attendant ID and Password.
3. Then, click Login.

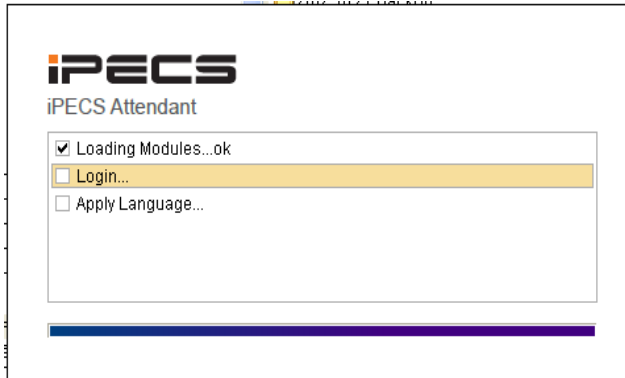
When Login is selected, the following occurs:

- iPECS Attendant Application executes
- iPECS Attendant logs into the Databases
- iPECS Attendant logs in to the iPECS-CM
- iPECS Attendant loads the active language files.



- iPECS Attendant gets database information.
- iPECS Attendant displays the Main Window, see section 3.

Each of these steps is displayed in the “iPECS Attendant Initialize” window.



Note you may configure the Login to save your ID and password or even login in automatically. Check the Login option boxes as desired prior to Login.

### **Conditions**

- During Login in two failure types may occur; a database login failure (Login...db fail), which is due to a mismatched Account Name or Password, or a system login failure (system fail), which is due to a mismatched Attendant User Id and password. The later is from the Attendant Attributes, see section 2.1.4.
- After initial installation and start-up, the User should create an iPECS Attendant account to control access to the database, see section 2.4.2.

### **Related WMS Menu**

Data management > Attendant Information > Attendant Attribute>

1. User ID (iPECS ATD),
2. Password (iPECS ATD)

## **2.4.2 Set-up Supervisor Account**

When first installed, a temporary Supervisor Account is established with the default ID (admin) and Password (1111). This default Account is deleted when the user assigns a Supervisor Account. Only a Supervisor level Account can add, delete or modify an Account.

To assign an Account,

1. Click the 'Tools' Menu in the upper left of the iPECS Main Window, see the following figure.
2. Select the “Accounts” item.
3. Select the “Add” button.
4. Fill in the appropriate data, for “Perm” select Supervisor.
5. Click Save.

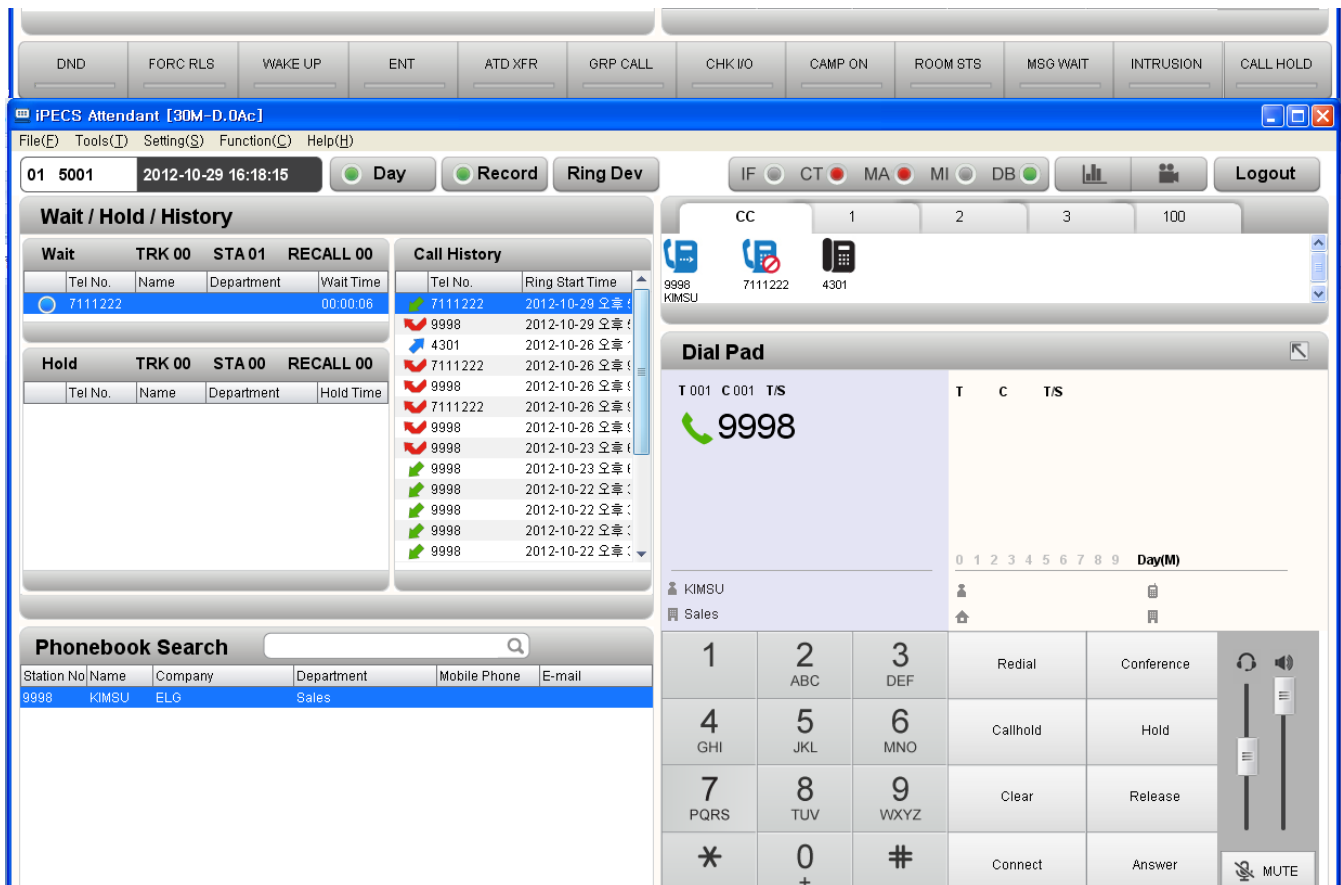
It is recommended that the number of Accounts not exceed fifty (50). Accounts can be modified using the Modify button. One or multiple Accounts can be deleted using the delete and Shift + arrow or Ctrl + right mouse button on the PC.

### iPECS Attendant Main Window

The iPECS Attendant Main Window, shown below, is divided into a number of functional areas or windows. From top to bottom, left to right, these include:

- Main Menu (File, Tools, Settings, Function and Help)
- Status and Info Line - Mode Status (Day or Night), Alarms and Logout
- Wait/Hold window
- Group Monitor window
- Search Phone Book/Call History windows
- iPECS Phone Control window
- Flexible Function buttons

This section discusses major aspects of each section of the Main Window.

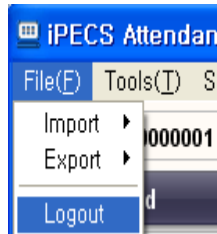


## 2.5 Main Menus

The Main menus are shown in the top left of the Main Window.

### 2.5.1 File Menu

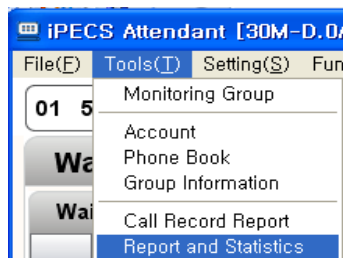
The 'File' Menu includes.



Import	Import an ACT!, Goldmine or Excel file to be added to the existing iPECS Attendant Phonebook. Only new entries are added. The iPECS Attendant must be in the Night mode and the Database Setting must be "Local".
Export	The iPECS Attendant Phonebook can be exported to an Excel file. The iPECS Attendant must be in the Night mode and the Database Setting must be "Local".
Logout	Terminates the user's session with IP Attendant, the application remains active awaiting a login.
Exit	Terminates the iPECS Attendant Application.

### 2.5.2 Tools Menu

The Tools Menu includes

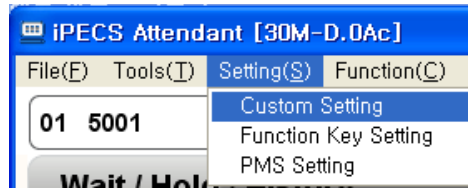


Monitor Group	The Monitor window displays the members of a Monitor Group. Add or modify up to three groups of up to 100 Extensions/Trunks each. A Vacant number cannot be added to the group. Route Option BLF Usage and Tenant LED Information must be defined to display Trunk and Extension status, respectively.
Account	The iPECS Attendant can have multiple Users. Different users employ different Accounts to set menu access. The default Supervisor Account name ("admin") and password ("1111") are available when no Supervisor Account is defined. Use this account to assign a Supervisor Account during set-up.
Phone Book	Add, modify or delete entries in the iPECS Attendant "Local" Phonebook. Multiple entries can be deleted [Shift + arrow or Control + left mouse button].
Call History	Search, save, call or delete entries in iPECS Attendant Call Logs. Three reports, listed below, are available. The report can be saved as an Excel file.
IAII Call	Call History (Log) report displays Incoming and Outgoing calls based on the Time and Call Type entered as the search criteria. Individual or multiple Log entries can be deleted.
No Answer IC Call	Call History (Log) report displays No Answer Incoming calls based on the Time and other search criteria. Individual or multiple Log entries can be deleted.
Filtered with Number	Call History (Log) report displays searched by selected number calls based on the Time and other search criteria. Individual or multiple Log entries can be deleted.



### 2.5.3 Setting Menu

In the Setting menu are



In the Custom Setting window, the selections include:

System Connection	Information identifying the host iPECS-CM and environment must be defined to establish a connection with the host.
Audio Setting	Various audio devices can be configured and tones files can be assigned. Tone files are in the .wav or mp3 formats. Sound device for RING / DTMF Sound device for Communication Enable Echo Cancellation Microphone Volume (Auto Mic Gain Control) Ring Sound File
Video Setting	Video frame rate : VeryHigh-15 frame / Max-30 frame (default) support QCIF / CIF Video Codec - H.263
Display Options	Display options allow the user to modify the appearance of several windows including the Monitor Window and the Phone Book window. The former can display other Extension/Trunks as small or large icons or a simple list. The Phone Book window can be shifted to a Quick Search window.
Message Trace	The "Trace" option can be run if the iPECS Attendant is performing poorly. Do not activate the trace option unless instructed to do so by your technician. The trace, when set, can be in-detail or summary, and is sent to the file C:\Program Files\iPECS-Attendant\Capture.
Call Recording	Set call recording file directory
Phone Book	Set integrated phone book ( Outlook / LDAP)
Headset Setting	User can select connected headset (Normal/Plantronics/Jabra). Connected Headset driver should be installed.
Database Setting	The iPECS Attendant employs the database configured. The location, Local or Remote and path w/filename are entered. For Remote, the remote PC IP address is entered as the beginning of the path. The remote PC must be maintained as operational during set-up and operation of the iPECS Attendant <ul style="list-style-type: none"> <li>● Local : Firebird</li> <li>● Remote : User can select DB driver type <ul style="list-style-type: none"> <li>- FireBird</li> <li>- MYSQL</li> <li>- Oracle</li> <li>- MS-SQL</li> </ul> </li> </ul> <p>User should input the Server information such as IP / Database Name / Name / PWD</p>

	<ul style="list-style-type: none"><li>● Call log Alarm – When the call log more than 300,000, sends a warning message. User can define call log count. If amount of data is too much , system performance may be degraded. User should delete data when warniung message pop-up.</li><li>● KeepAlive - When connect the remote database, send keep alive message to keep connection. In case that remote database and attendant is night mode, the database connection could be disconnected because user did not access the database for a certain period time. To prevent it, send keep alive message in every 5 minute. ( It is availale only in Attendant Night Mode)</li></ul>
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#### ■ Headset Setting

iPECS-Attendant support headset integration. Headset driver should be installed in PC. When connected headset, User can select headset type. 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

##### ➤ Plantronics Installation

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

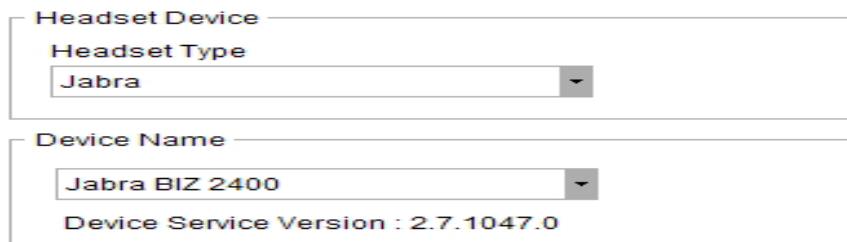


The screenshot shows a window titled "Headset Device". Inside, there is a label "Headset Type" above a dropdown menu. The dropdown menu currently displays "Plantronics".

##### ➤ Jabra Installation

Install “Jabra” by double clicking the “JabraPcSuiteSetup.exe” in “C:\Program Files\iPECS Attendant\Drivers”.

Click the right button of the mouse on the “JabraCOMObject.reg” file and the click the “Merge” menu



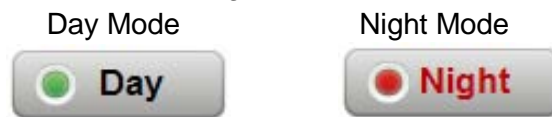
The screenshot shows two sections of the "Headset Device" settings window. The top section, titled "Headset Device", has a "Headset Type" dropdown menu set to "Jabra". The bottom section, titled "Device Name", has a dropdown menu set to "Jabra BIZ 2400". Below this dropdown, the text "Device Service Version : 2.7.1047.0" is displayed.

## 2.6 Status and Info Line

Below the Main Menu, is the Status and Information Line that includes the Day/Night Mode control, Alarm indicators and the Log off button.

### 2.6.1 Day/Night Mode Control

The Attendant can control the Attendant mode from Day to Night to Day. The ability to transition modes may be password protected in the iPECS-CM host. While in the Night mode, calls to the Attendant are rerouted to the defined Night subscriber



To change the Mode from Day to Night

1. Click the "Day Button" at the top right of the Main Window.
2. Enter Password and dial "\*" if passwords are enabled.

To change the Mode from Night to Day

1. Click the "Night Button" at the top right of the Main Window.
2. Enter Password and dial "\*", if passwords are enabled.

#### **Related WMS Menu**

Data Management > Tenant Information > Tenant Basic Information> Tenant Attribute > Privileged feature access method

Data Management > Extension Information > DN Attribute > Extension Password

### 2.6.2 LED Display for Alarm

To the right on the Status and Info line is the Alarm LED Display. Alarms are indicated with a red color as described in the chart below. Specifics of Alarm functions are configured in the host iPECS-CM.



LED	Description
IF	IF- Interface to iPECS-CM
CT	Critical Alarm in iPECS-CM
MA	Major Alarm in iPECS-CM
MI	Minor Alarm in iPECS-CM
DB	Location and status iPECS Attendant and Database: Green = Local database Active Blue = Remote dbase active Red = Database connection failure

#### **Related WMS Menu**

Failure Management > Alarm Management > Alarm Information

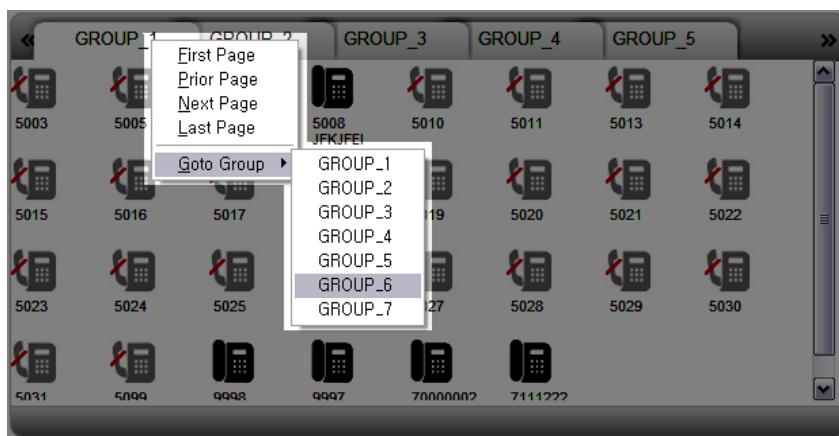
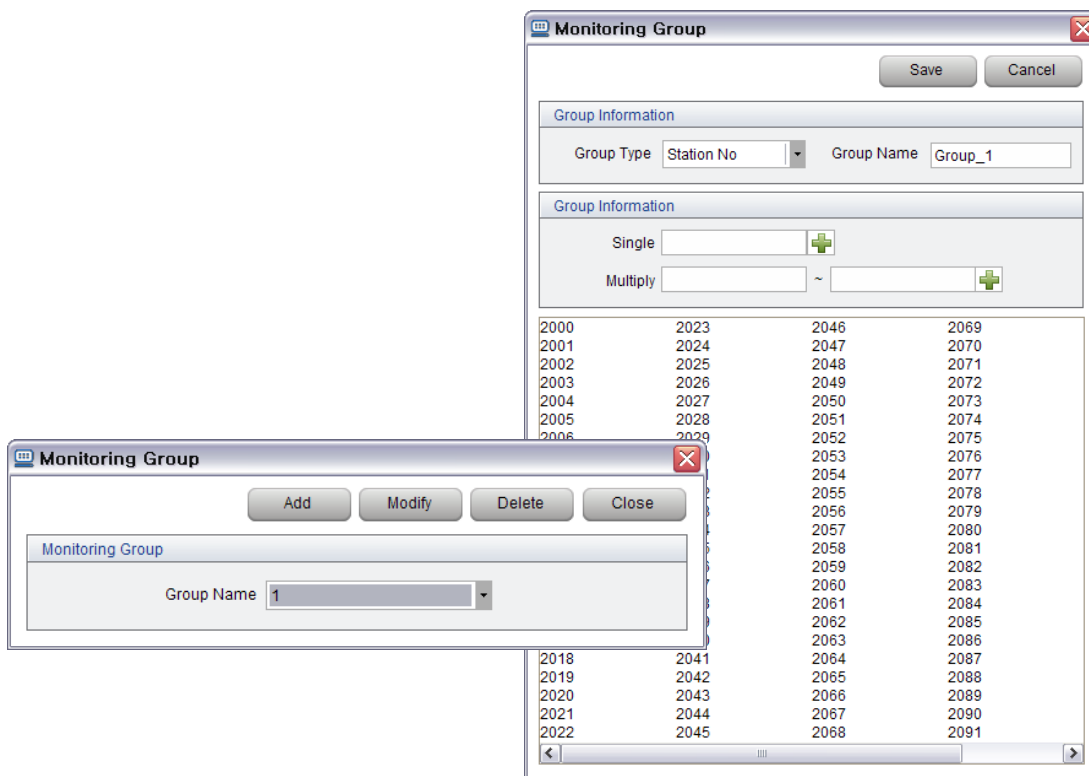
Failure Management > Alarm Management > Overall Alarm Report



## 2.8 Monitoring Window

The Monitor Window displays the real-time status of other Extensions and Trunks. Monitor groups are defined in the Tools Menu. The window employs different icons and colors as shown below for the Extension and Trunk status. In addition to allowing click to call, placing the cursor over an icon provides additional information. iPECS Attendant provides 100 monitoring groups.

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. Goto Group is only functional only when there are more than 2 groups that have been created.



Group Information

Child of Group Information

Child of Child of Group Information

Child of Child of Child of Group Information

GROUP\_1 GROUP\_2 GROUP\_3 GROUP\_4 GROUP\_5

5003 5005 5006 5008 JFKJFEI 5010 5011 5013 5014

5015 5016

5003 5005 5006 5008 5010 5011 5013 5014

5015 5016

5023 5024 5023 5031

5031 5099

No	Status	Station	Name	Department	Mobile Ph	E-mail
22	Eject	5029				
23	Eject	5030				
24	Eject	5031				
25	Eject	5099				
26	Idle	9998	DJHD	HSKFHE	54658798	
27	Idle	9997	DJEJHFUE	EFSEFFFS	987495837	
28	Idle	700000	JDKFJE	HJKDHFEN	364987349	
29	Idle	711122	JKHF	REBHKJ	6576	

Extension status indications

Idle DND CFwd Busy Busy+ DND Busy+ CFwd Error OOS

Trunk status

Idle Busy OOS

indications

### Conditions

- Both the Tenant LED Information and Route Options BLF Usage must be configured in the host iPECS-CM for proper status displays.
- If a Monitor Group member Extension is Out-of-Service (OOS), the status for the group will not be updated. To display the group status correctly, remove the OOS Extension from the Monitoring Group.

## 2.9 Search Windows

### 2.9.1 Phonebook-Search Window

#### Description

Provides Quick Phone Book search with the "Station", "Name", "Company", "Department" and "Mobile Phone number".

#### Operation

1. Enter any number or characters into the Phone Book Search Field in the first line of Phone Book Window.
2. Press "Enter" on keyboard or click the "Search" button.
3. Double-click a Phone Book entry to place a call.

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















### 2.9.2 Call History

#### Description

The call logs can be searched using date/time and type of call (In/Out).

#### Operation

1. Enter the search criteria in the Call History window,
2. Press "Enter" on keyboard or click the "Search" button.
3. Double-click an entry to place a call.

Call History		
	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

#### Icon by Call Type



Outgoing



Incoming



Recall



No answer

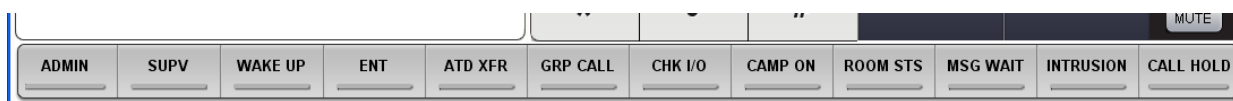
## 2.10 Dial Pad Window

The Dial pad window simulates the various buttons and display of the Ericsson-LG Enterprise desk phones. The upper portion of the window is the LCD to display information on the active call. Below the LCD from left to right are the dial pad, Fixed Feature keys and Audio controls with Mute button.



## 2.11 Flexible Function buttons

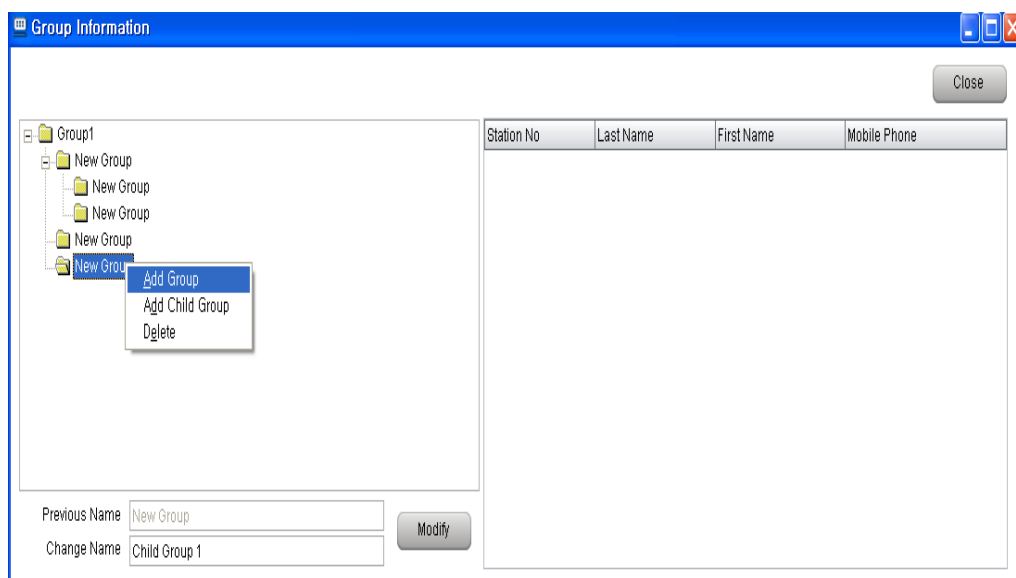
At the bottom of the Main Window are the Flexible Function buttons. Each button is assigned a function. The functions can be selected on screen or with the corresponding PC keyboard Fn buttons, F1 to F12.





## 2.12 Group Information

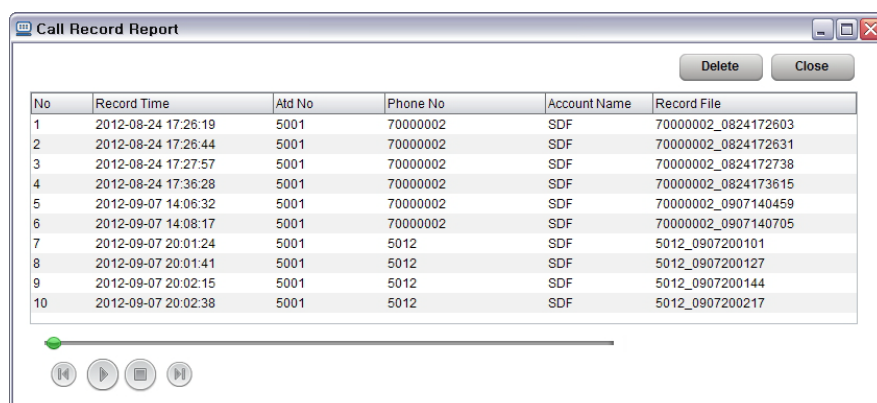
User can make subscriber group information. Subscriber information is grouped for effective management & search. Child group can be added by step 5. If setting “Subscribers Information Display” as “Group Information” in the “Custom Setting” (Environment Setting), the relevant group information that has been set in the “Monitoring Group” is displayed and station numbers of the relevant groups are displayed in the “Subscribers Information Search” window.



## 2.13 Call Record Report

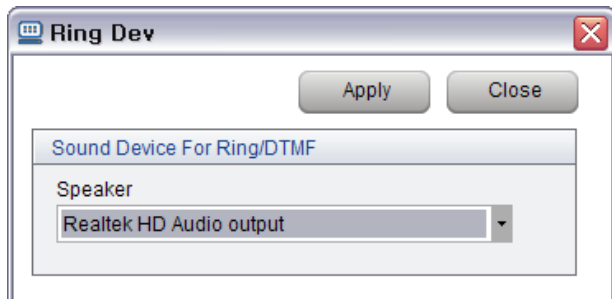
User can record conversation using the record button. File name is composed of Recording time & dialed numbers. If user click file name, user can listen recored file. Default directory of the saved files is “C:\Program Files\iPECS Attendant.”

Press the [Record] button during conversation.



## 2.14 Ring Device Selection

when user wearing the headset, user can select incoming bell rings through the speaker or the headset.



## 2.15 Video Call

Attendant support vide call. Click the "Video" button during the phone call.

Press [send to] button if you want to start to send video.

Press [Stop] button if you want to stop.

Video button



## 2.16 Report & Statistics

iPECS Attendant reports various call history(the history of incoming calls & outgoing calls & non response & check in/out & wake up) and display informations by graphic & report.

**Report and Statistics**

Search Print Excel Close

**Report**

- Call history
- Filtered with Number
- Missed call history
- Chk-in / Chk-out history
- Wakeup history

**Statistics**

- Call Stats for each time
- Call Stats for each operator
- Call Stats for each attendant

**Call history**

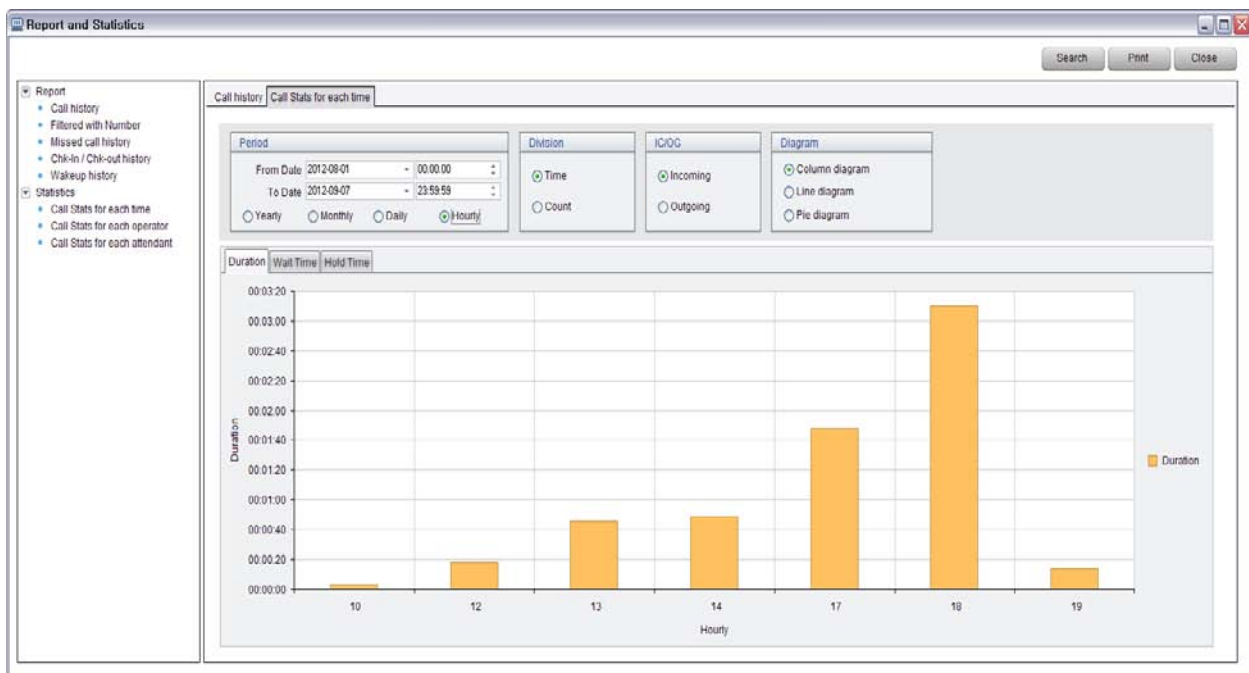
Period: From Date: 2012-08-01 To Date: 2012-08-24 00:00:00 22:59:59

Condition: ICIOG: All Call Type: All

Grouping: ☐ Abt No ☐ Account Name ☐ Call Type ☐ ICIOG

Report Expand: ☒ Collapse ☐ Expand

Abt No	Account Name	Call Type	ICIOG	Phone No	Ring Start Time	Call Start Time	Wait Time	Hold Time	Duration	Trans Line No	End Call Type
01	aaa	Station Call	Outgoing	70000002	2012-08-16 11:24:07	2012-08-16 11:24:07	00:00:00	00:00:00	00:00:02		Other Terminate
01	aaa	Station Call	Outgoing	70000002	2012-08-16 13:17:55	2012-08-16 13:17:55	00:00:00	00:00:00	00:00:03		Other Terminate
01	aaa	Station Call	Outgoing	9997	2012-08-16 13:48:18	2012-08-16 13:48:18	00:00:00	00:00:00	00:00:02		Other Terminate
01	aaa	Station Call	Outgoing	9997	2012-08-16 15:31:49	2012-08-16 15:31:49	00:00:00	00:00:00	00:00:04		Other Terminate
01	aaa	Trunk Call	Incoming	9997	2012-08-16 16:32:46	2012-08-16 16:32:46	00:00:01	00:00:00	00:00:21		Other Terminate
01	aaa	Station Call	Outgoing	9998	2012-08-16 16:33:08	2012-08-16 16:33:08	00:00:00	00:00:00	00:00:12	95	Connecting Terminate
01	aaa	Station Call	Incoming	00000001	2012-08-16 16:35:56	2012-08-16 16:38:01	00:00:04	00:00:00	00:00:25		Other Terminate
01	aaa	Station Call	Incoming	00000001	2012-08-16 16:38:27	2012-08-16 16:38:29	00:00:01	00:00:00	00:00:22		Other Terminate
01	aaa	Station Call	Incoming	00000001	2012-08-16 16:37:08	2012-08-16 16:37:10	00:00:02	00:00:00	00:00:47		Calling Terminate
01	aaa	Station Call	Incoming	9997	2012-08-16 17:57:35	2012-08-16 17:57:37	00:00:01	00:00:00	00:00:03		Other Terminate
01	aaa	Station Call	Outgoing	5008	2012-08-17 13:01:35	2012-08-17 13:01:35	00:00:00	00:00:00	00:00:32		Other Terminate
01	aaa	Station Call	Outgoing	601101	2012-08-17 13:02:14	2012-08-17 13:02:14	00:00:00	00:00:00	00:00:51		Other Terminate
01	aaa	Station Call	Outgoing	5008	2012-08-17 13:03:11	2012-08-17 13:03:11	00:00:00	00:00:00	00:00:11		Other Terminate
01	aaa	Station Call	Outgoing	601101	2012-08-17 13:03:28	2012-08-17 13:03:28	00:00:00	00:00:00	00:00:40		Other Terminate
01	aaa	Station Call	Incoming	601101	2012-08-17 15:37:12	2012-08-17 15:37:13	00:00:00	00:00:00	00:01:34		Other Terminate
01	aaa	Station Call	Incoming	5012	2012-08-17 15:43:26	2012-08-17 15:43:27	00:00:01	00:00:00	00:00:48		Other Terminate
01	aaa	Station Call	Outgoing	5012	2012-08-17 15:44:23	2012-08-17 15:44:23	00:00:00	00:00:00	00:00:33		Calling Terminate
01	aaa	Station Call	Incoming	5012	2012-08-17 15:45:13	2012-08-17 15:45:14	00:00:01	00:00:00	00:00:43		Other Terminate
01	aaa	Station Call	Outgoing	5008	2012-08-17 15:55:20	2012-08-17 15:55:20	00:00:00	00:00:00	00:00:04		Other Terminate
01	aaa	Station Call	Outgoing	5008	2012-08-17 15:55:39	2012-08-17 15:55:39	00:00:00	00:00:00	00:00:26		Other Terminate
Total: 57							00:03:20	00:01:39	00:07:07		

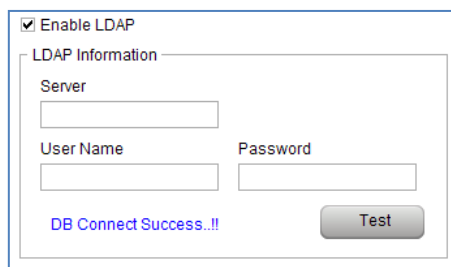


## 2.17 Outlook & LDAP Integration

If user want to is LDAP or Outlook integration for phonebook(subscriber information) , user should select it in database setting of Custom setting menu. to be used. If selecting “Synchronize Phonebook”, the subscriber information in Outlook is synchronized.(Synchronization is available only in night mode)  
If user want to use LDAP integration, user should select “LDAP Use” and Input the server information and click the “Test” button to see if connection has been done normally.

### Operation

- 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.



The screenshot shows a configuration window titled "LDAP Information". At the top, there is a checkbox labeled "Enable LDAP" which is checked. Below this, the "LDAP Information" section contains three input fields: "Server", "User Name", and "Password". The "Server" field is a single-line text box. The "User Name" and "Password" fields are side-by-side single-line text boxes. At the bottom left of the window, there is a status message that reads "DB Connect Success..!!". At the bottom right, there is a button labeled "Test".

## 3. iPECS Attendant Functions

### 3.1 Extension Calling and Answer

#### **Description**

The iPECS Attendant can place and receive calls to/from other Extensions in the iPECS-CM host.

#### **Operation**

To place a call to another Extension, from the iPECS Attendant,

1. Dial the Extension number or click the Extension icon in the Monitor window.
2. When dialing, if the extension is idle, press the "Enter" button on the PC keyboard or click the "Connect" button.

To answer a call from another Extension, from the iPECS Attendant,

1. Answer the call with one of the following actions:  
Press the "Space Bar" on the keyboard  
Click the "Answer" button  
Double click the call record in Wait Window

### 3.2 Call Release

#### **Description**

While processing a call or other feature, the iPECS Attendant can return to the previous step or terminate the action using the "Clear" and "Release" buttons, respectively.

#### **Operation**

To return to the previous step of an operation, from the iPECS Attendant,

1. Press the "Clear" button.

To cancel an operation, from the iPECS Attendant,

1. Press the "Release" button.

### 3.3 Trunk Calling and Answer

#### **Description**

The iPECS Attendant can place and receive calls over the iPECS-CM Trunk resources.

#### **Operation**

To place an outgoing Trunk call, from the iPECS Attendant,

1. Dial a Trunk group access code. Or,  
press the "TRK SEL" function button and dial the Trunk serial number
2. Dial the desired outside telephone number.

To answer an incoming Trunk call, from the iPECS Attendant,

1. When a call is received, it will appear in the Wait (Queue) Window.
2. At the iPECS Attendant, to answer the call,  
Press the Space bar on the PC keyboard or  
Click the "Answer" button, or,  
Double click on the call record in the Wait window.

#### ***Related WMS Menu***

Data Management > Trunk Information > Trunk Basic Information > Trunk Access Code

### **3.4 Verify Busy Status**

#### ***Description***

The iPECS Attendant Main Window includes a Dial pad window that includes an area that simulates the LCD of the typical desk phone. The LCD area displays the status of other Extensions and Trunks when called.

#### ***Operation***

To display the status of an extension from the iPECS Attendant,

1. Dial the desired Extension number, the Tenant number, Class, Extension number and status of the Extension is shown in the LCD area.

To display the status of a Trunk from the iPECS Attendant

1. Enter a Trunk group access code. Or,  
press the "TRK SEL" function button and dial the desired Trunk Serial Number, the Tenant number, and status is displayed in the LCD area.

To display the status of and answer a Trunk call from the iPECS Attendant

1. Click the "Answer" button; the call is answered and the LCD area displays the Caller Id based on the Caller ID options assigned in the Attendant Attributes of the WMS.

To display the Call Forward status of a call, from the iPECS Attendant

1. When a call forwards to the iPECS Attendant, upon answer, the LCD area will display the Caller Id of the original caller.

#### ***Conditions***

- If Caller Id is not received for an incoming Trunk call, the Trunk serial number is displayed instead of Caller ID.

#### ***Related WMS Menu***

Data Management > Attendant Information > Attendant Attribute > CID Display

#### ***Relevant Features***

- Intrude
- Conference Call

## 3.5 Trunk Selection

### **Description**

The iPECS Attendant is permitted to select and access a specific individual Trunk.

### **Operation**

To select a specific Trunk, from the iPECS Attendant,

1. Click the "TRK SEL" button.
2. Dial the 4-digit Trunk serial number.

### **Conditions**

- To use this feature, a "TRK SEL" button must be assigned as a Flexible button.

### **Related WMS Menu**

Data Management > Trunk Information > Trunk Basic Information > Trunk Access Code

### **Relevant Features**

- Attendant Outgoing & Incoming

## 3.6 Blind Call Transfer

### **Description**

During a conversation, the iPECS Attendant can transfer the call to an Extension without awaiting the Extension to answer the transferred call. This is also known as an Unscreened Call Transfer.

### **Operation**

1. During an active call the iPECS Attendant dials the number or clicks the icon of the Extension to receive the transfer followed by '\*'. The active call is placed on Hold and the new call is placed.
2. Click the "Connect" button, the call is sent to the Extension and the iPECS Attendant returns to idle.

### **Related WMS Menu**

Data Management > Attendant Information > Attendant Call Options > Hold Option on Call Transfer

## 3.7 Consultation Transfer

### **Description**

When transferring a call, the iPECS Attendant can consult with the receiving party prior to completing the transfer. This permits the iPECS Attendant to assure the Subscriber will accept the transfer.

### **Operation**

To transfer a call with Consultation

1. During an active call the iPECS Attendant dials the number or clicks the icon of the Extension to receive the transfer followed by '\*'. The active call is placed on Hold and the new call is placed.
2. When answered announce the call then, the iPECS Attendant can:
  - a. Press '\*' to return to the previous call. By pressing '\*' the iPECS Attendant can switch back and forth between the calls (Broker Call),
  - b. Press the "Release" button to disconnect the active call and return to the held party or
  - c. Press the "Connect" button to complete the transfer; the call is connected to the extension and the iPECS Attendant returns to idle.

## **3.8 Pilot Hunt**

### **Description**

When a busy extension is part of a Pilot Hunt Group, the iPECS Attendant can call or transfer a call to an available member in the same Pilot Hunt Group.

### **Operation**

To call an idle Extension in a Pilot Hunt Group

1. Dial or click the icon of the busy Extension and receive busy.
2. Click the "GRP CALL" button.
3. The call is routed to an Extension in the same Pilot Hunt Group as the busy Extension and the iPECS Attendant hears "Ring Back Tone".

To transfer a call to an idle extension in a Pilot Hunt Group

1. Dial or click the icon of the busy Extension and receive busy.
2. Click the "GRP CALL" button.
3. The call is routed to an Extension in the same Pilot Hunt Group as the busy Extension and the iPECS Attendant hears "Ring Back Tone".
4. Click "Connect" to connect the call to the Hunt Group and return the iPECS Attendant to idle.

### **Conditions**

- To use this feature, a "GRP CALL" button must be assigned as a Flexible button for the iPECS Attendant.

### **Related WMS Menu**

Data Management > Station Information > Group Information > Pilot Hunt Group



### 3.9 Call Pick Up

#### **Description**

The iPECS Attendant can answer (pick-up) an incoming call routed to another Extension.

#### **Operation**

To answer a call ringing at another Extension,

1. Enter the Extension number or click the Extension icon in the Monitor Window.
2. Click the "PICK-UP" button

#### **Conditions**

- To use this feature, a "PICK-UP" button must be assigned as a Flexible button

#### **Relevant Features**

- Cancel Last Call Transfer

### 3.10 Call Pick Up between Attendants

#### **Description**

Incoming calls in the iPECS Attendant Waiting queue can be answered (picked up) by another Attendant in the same Tenant group.

#### **Operation**

1. At the iPECS Attendant, when a call queues to another Attendant, click the "Answer" button
2. The call is answered by the iPECS Attendant and removed from the original Attendant's Queue

#### **Related WMS Menu**

Data management > Tenant Information > Tenant Basic Information> Tenant Attribute>Pick Up between ATD

### 3.11 Cancel Last Call Transfer

#### **Description**

The iPECS Attendant can cancel the most recent Call Transfer and reconnect to the transferred call. This function can be useful should the Attendant transfer a call to a busy or wrong extension.

#### **Operation**

1. Before the Transferred call is answered, click the "Pick-Up" button, the call is connected to the iPECS Attendant.





### **Operation**

To maintain Supervision of a transferred call from the iPECS Attendant

1. While connected to the external party, dial the first Extension to receive the call
2. Dial “#” instead of clicking the “Connect” button, the call transfers to the Extension.
3. When the station releases the call, the call is returned to the iPECS Attendant.
4. The iPECS Attendant can repeat the procedure to transfer the call to another Extension.

### **Conditions**

- This feature is not available for internal calls.

## **3.18 Collect Call Registration**

### **Description**

When transferring an incoming external call, the iPECS Attendant can request the subscriber accept charges for the call.

### **Operation**

To activate and view Incoming Collect Call charges, from the iPECS Attendant

1. While connected to an incoming external call, dial an Extension.
2. Click the "CHARGE" button, the CHARGE button LED lights, the original call is held, the Extension receives ring and the iPECS Attendant hears Ring-Back tone.
3. When the called Extension answers and accepts the “Collect Call”, click the “CHARGE” key again, the “CHARGE” button LED flashes.
4. Input the outside telephone number and click the “ENT” button, the “CHARGE” button LED turns Off, the call is transferred to the Extension and the iPECS Attendant returns to idle.

To verify the charges after the call, from the iPECS Attendant,

1. When the Extension terminates the call, the "CHARGE" button LED lights again.
2. Click the “CHARGE” button to verify the collect call information
3. Click the “Confirm” button again, the “CHARGE” button LED turns Off.

### **Conditions**

- The iPECS Attendant must have a Flexible button assigned to the “Charge” function.
- This feature is enabled for each Tenant as the default.

### **Related WMS Menu**

Data Management>Tenant Information 1) Tenant Attribute > ATD Call Charge

## 3.19 Through Dialing

### **Description**

The iPECS Attendant may access and transfer an outgoing Trunk, transfer dial tone or an outgoing Trunk call to another Extension.

### **Operation**

To transfer dial-tone to an Extension from the iPECS Attendant,

1. While connected to the Extension, dial a Trunk Access Code, the Extension is placed on hold.
2. Click the "Connect" button, the iPECS Attendant returns to idle and the Extension is connected to dial tone from a Trunk.

OR

1. Access an idle Trunk as normal
2. Click the "Clear" button.
3. Dial the Extension number.
4. Click the "Connect" button, the iPECS Attendant returns to idle and the Extension hears "Dial Tone".
5. The station subscriber dials the external telephone number.

To transfer an activate outgoing call to an Extension from the iPECS Attendant,

1. While connected to the Extension, dial a Trunk Access Code and external telephone number. The Extension is placed on hold and the iPECS Attendant hears Ring-Back tone.
2. Click the "Connect" button during or after connection to the external party, the iPECS Attendant returns to idle. The Extension is connected to the Trunk, hearing either Ring-Back tone or conversation.

### **Related WMS Menu**

- |   |   |
|---|---|
| Data Management > Attendant Information > | 1) Attendant COS on Through Dialing<br>2) Attendant Attribute                             |
| Data Management > Trunk Information >     | 1) Trunk Basic Info > Trunk Access Code<br>2) Trunk Basic Information > Trunk Access Code |

## 3.20 Trunk Call Supervision

### **Description**

Attendant can maintain supervisory control of a transit call.

### **Operation**

To place a Transit call and maintain supervision from the iPECS Attendant,

1. During an external call, transfer the call to another external number.
  2. After the assigned Transit Call Timer expires, the "SUPV" LED is flashes.
- Click the "SUPV" button to connect to the call and view the call information in the LCD.
  - Press the "Release" button to allow the transit call to continue, the iPECS Attendant returns to idle and the Transit Call Timer restarts.

3. To release the transit call, click the "FORC RLS" button.

#### **Conditions**

- Transit service between two Trunk Route Groups can be limited.
- The "Release Method" should be set to allow "Release by ATD Monitoring"
- A Flexible button must be assigned for the "SUPV" function.

#### **Related WMS Menu**

Data Management > Trunk Information > Transit Service

### **3.21 Forced Trunk Release**

#### **Description**

The iPECS Attendant can change the status of a busy Trunk to idle, disconnecting any conversing parties.

#### **Operation**

1. Click the "TRK SEL" button.
2. Enter the four (4) digit trunk serial number.
3. The status of the selected trunk will be displayed.
4. Click the "FORC RLS" button to return the trunk to an idle state.

### **3.22 Wake Up Registration/Cancellation**

#### **Description**

The iPECS Attendant can set or cancel Wake Up calls to other extensions.

#### **Operation**

To set the Wake Up time for an extension ( Single )

1. Click [**WAKE-UP**] button.
2. Check the "Single (Singular Number)".
3. Enter a room number & Click the "Enter" key.
4. Select index (1~5).
5. Select the type of Wake-up (Once, Everyday, Mon~Fri, Mon~Sat, Date).
6. Enter the hour of the Wake-up time (hour: HH).
7. Enter the minute of the Wake-up time (minute: MM).
8. In case the Wake-up type is "Date", Enter 6 digits (YY/MM/DD) for year, month and day.
9. Click [add] button in the box.

To set the Wake Up time for an extension ( Multi )

1. Click [**WAKE-UP**] button.
2. Check the "Multiply".
3. Enter a room number & Check "Enter" key.
4. Select index (1~5).

5. Select the type of Wake-up (Once, Everyday, Mon~Fri, Mon~Sat, Date).
6. Enter the hour of the Wake-up time (hour: HH).
7. Enter the minute of the Wake-up time (minute: MM).
8. In case the Wake-up type is "Date", Enter 6 digits (YY/MM/DD) for year, month and day.
9. Click [add] button in the box.
10. Set the station range of multiply (plural number) and click the [+] button.
11. Click the "Save" button.
12. 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".

To cancel the Wake Up to an extension

1. Click the "WAKE UP" button.
2. Enter the Extension number.
3. In the pop-up, select Wake Up Registration.
4. Click the "Delete" button.

#### ***Related WMS Menu***

Data Management > Station Information > Number (DN) Information > DN Function Registration > Alarm Time

#### ***Relevant Features***

- Alarm at Wake Up time

### **3.23 Message Wait Registration/Cancellation**

#### ***Description***

The iPECS Attendant can activate or cancel Messages between Extensions.

#### ***Operation***

To activate a Message from one Extension to another

1. Click the "MSG WAIT" button.
2. Enter the Extension number that will get the message.
3. Enter the Extension number that wants to leave the message.
4. Click the "ENT" button.

To cancel a message from one Extension to another

1. Click the "MSG WAIT" button.
2. Enter the Extension number that has a message.
3. Enter the Extension number that left the message.
4. Click the "FORC RLS" or "ENT" button.

#### ***Relevant Features***

- Message Wait/Reservation

### 3.24 Do Not Disturb Registration/Cancellation

#### **Description**

The iPECS Attendant can activate or deactivate DND (Do-Not-Disturb) at other Extensions.

#### **Operation**

To Activate DND (Do Not Disturb) for another Extension

1. Click the "DND" button.
2. Enter the Extension number.
3. Click the "ENT" button.

To cancel DND (Do Not Disturb) for another Extension

1. Click the "DND" button.
2. Enter the Extension number.
3. Click the "FORC RLS" button or "ENT" button.

### 3.25 Timed Do Not Disturb Registration/Cancellation

#### **Description**

The iPECS Attendant can register or cancel Timed DND (Do-Not-Disturb) of other Extensions. CM system support timed DND service, so user can register DND by time.

#### **Operation**

To Activate Timed DND (Do Not Disturb) for another Extension

1. Click the "Timed DND" button.
2. Enter the Extension number.
3. Enter the type of Timed DND.
4. Enter the start time and end time.
5. If the type is timed day, enter the day.
6. Click the "Register" button.

To cancel DND (Do Not Disturb) for another Extension

1. Click the "Timed DND" button.
2. Enter the Extension number.
3. Click the "Delete" button.

#### **Conditions**

#### **Related WMS Menu**

Data Management > Extension Information > Number(DN) Information > DN Feature Register

- 1) DND Service Type
- 2) DND Start Time
- 3) DND End Time

#### **Relevant Features**

DND



### 3.26 Follow Me Registration/Cancellation

#### **Description**

The iPECS Attendant can register or cancel Call forwarding for other extensions.

#### **Operation**

To register the CFWD for an extension

1. Click [**CFWD**] button.
2. Enter a room number & Click the “Enter” key.
3. Select Call Forward Type(Unconditional, Busy, Noanswer, Busy or Noanswer).
4. Enter the Forwarded Number.
5. Click [**add**] button in the box.

To cancel the CFWD for an extension

1. Click [**CFWD**] button.
2. Enter a room number & Click the “Enter” key.
3. Select Call Forward Type( Not Use).
4. Click [**add**] button in the box.

#### **Conditions**

#### **Related WMS Menu**

Data Management > Station Information > Number (DN) Information > DN Feature Registration >

- 1) Call Forward Type
- 2) Call Forward Service Time
- 3) Call Forward Destination (Phone No.)
- 4) No Answer Forward Time (sec)

#### **Relevant Features**

CFWD

### 3.27 Noanswer Auto Call Hold

#### **Description**

When iPECS Attendant did not answer a call during Attendant No Answer Auto Hold Time (sec), The call automatically placed on Hold and user listen hold tone.

In case that iPECS Attendant is assigned to multi ring service, the call is on hold by multiple attendant.

If one of iPECS Attendant answer the call, Other hold queue is cleared automatically.

In case of single ring service, support services. When waiting queue is full, the next call is released.

When user do not want to use this feature, assign Attendant No Answer Auto Hold Time as 0 sec.

### Operation

To place a call on Hold automatically

1. A user dial iPECS Attendant resenatation number.
2. iPECS Attendant did not answer a call during Attendant No Answer Auto Hold Time (sec).
3. The call automatically placed on Hold and user listen hole tone.
4. iPECS Attendant answer the call, Other hold queue is cleared automatically.

### Conditions

- Noanswer Auto Call Hold service is available when user calls attendant key number.
- Noanswer Auto Call Hold service is automatically activated if the value of timer is more than 1 sec.

### Related WMS Menu

Data Management > Tenant Information > Tenant Time information > Attendant No Answer Auto Hold Time (sec)

Data Management > Attendant Information > Attendant Call Options> Call Distribution to Multi Attendants

### Relevant Features

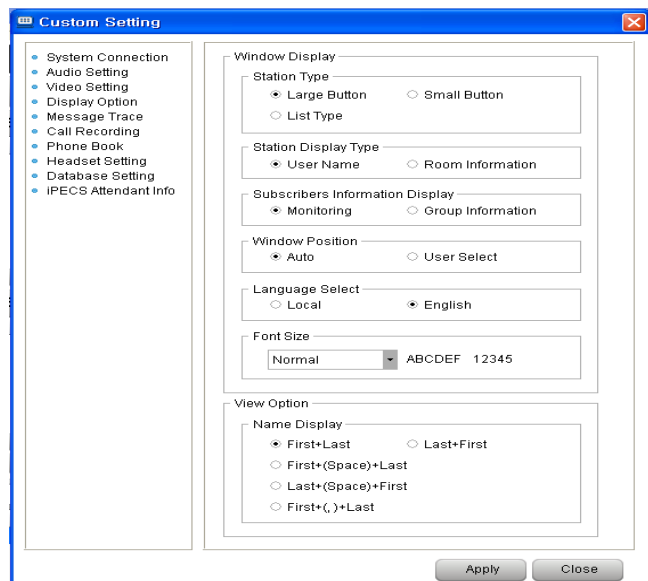
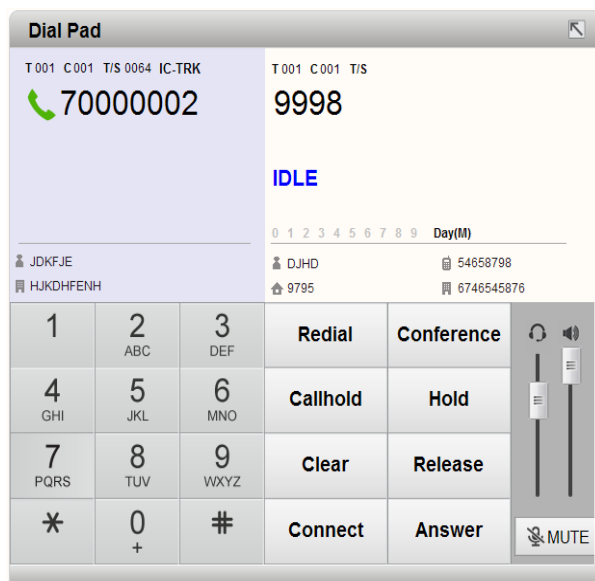
## 3.28 Name Display

### Description

In iPECS Attendant phone book , you can register first name, last name up to 50 characters. The Dial pad window & queue displays a name of the active call.

User can choose how to display first name & last name using setting (Custom setting > Display option > Name View option)

If the name has not been registered in the phone book, displays the system user name.(system user name is up to 48 characters).



### ***Operation***

### ***Conditions***

### ***Related WMS Menu***

Data Management > Extension Information > Number(DN) information > DN Attribute > Name

### ***Relevant Features***

## **3.29 Wake-up Fail Notification**

### ***Description***

If guest not answer the wakeup call, Notifying attendant of wakeup fail. If wake-up fail notification window pop-up, iPECS Attendant can call the guest or just confirm it. When there are multi-attendant, iPECS-CM system send notification to the first available attendant. User can check wakeup-up alarm log in “Report and Statistics > Alarm Call history ” menu in iPECS Attendant.

### ***Operation***

Register wakeup for a guset

1. Guest not answer the wakeup call.
2. wake-up fail notification window pop-up.
3. iPECS Attendant call the guest.  
Or, iPECS Attendant just confirm it.

### ***Conditions***

- When there are multi attendant, send notification to the first available attendant.

### ***Related WMS Menu***

Data Management > Hotel Information > Hotel Extension Attribute >Wakeup type / Wakeup-Date / Wakeup Time Relevant Features

### ***Relevant Features***

## **3.30 Emergency call Notification**

### ***Description***

If subscriber guest dial emergency number, iPECS-CM system notifying attendant of emergency call. If emergency call notification window pop-up, iPECS Attendant can call the subscriber or just confirm it. User can audit emergency log in “Report and Statistics > Alarm Call history ” menu in iPECS Attendant.

### ***Operation***

1. A subscriber dial emergency call.
2. emergency call notification window pop-up.

3. iPECS Attendant call the subscriber.  
Or, iPECS Attendant just confirm it.

**Conditions**

- When there are multi attendant, send notification to the first available attendant.

**Related WMS Menu**

Data Management > System Feature Information > Emergency Code Table

**Relevant Features**

### 3.31 Noanswer recall indication

**Description**

When iPECS Attendant answer a recall (noanswer recall) , it displays recall information & noanswer number.

**Operation**

To register the CFWD for an extension

1. Extension A call a Attendant.
2. Attendant answer the call and transfer to Extention B.
3. Extension B do not answer the call.
4. Extension A recall the Attendant.
5. Attendant answer the call.
6. Attendant displays recall reason & phone numbr on DialPad.

**Conditions**

**Related WMS Menu**

**Relevant Features**

### 3.32 Available Hunt Group member display

**Description**

When iPECS Attendant transfer a call to a busy subscriber, system displays the phone number of another Idle subscriber in same hunt group and call the idle subscriber automatically. It is displayed original dialed number and transferred number on Dial pad. This feature is available when subscribers are in the same hunt group.

**Operation**

1. Extension A call a Attendant.
2. Attendant answer the call and dial to Extention B in busy.
3. Shows Extention B is busy state and shows available hunt group member.

4. To transfer the call to a available hunt group member, click [Connect] button in the box

**Conditions**

- This feature is available when subscribers are in the same hunt group

**Related WMS Menu**

Data Management > Group Information > Pilot Hunt Group

**Relevant Features**

*Hunt service*

### 3.33 Final Call forward Destination Display

**Description**

When iPECS Attendant transfer a call to a forwarding registered subscriber, system find final available destination and display the call route. In case of that call forwarding is registered in several steps, system find final detination subscriber and call subscriber automatically. This feature is available only when registered forwarding to extension.

**Operation**

1. Extension A call a Attendant.
2. Attendant dial to Extention B registered CFWD(Extension B->C->D).
3. Shows Extention A is registered forwarding state and shows final call forward destination.
4. To transfer the call to Extention D, click [Connect] button in the box

**Conditions**

- This feature is available only when registered forwarding to extension.
- iPECS Attendant display the call route up to ten step.

**Related WMS Menu**

Data Management > Station Information > Number (DN) Information > DN Feature Registration >

- 1) Call Forward Type
- 2) Call Forward Service Time
- 3) Call Forward Destination (Phone No.)
- 4) No Answer Forward Time (sec)

**Relevant Features**

CFWD

### 3.34 Handset Link

#### **Description**

In case of iPECS Attendant, user can answer for incoming calls using desk phone handset and audio is only transmitted through the desk phone handset, while the PC microphone and speaker are disabled.

The desk phone is controlled by the soft phone, and the LCD display information of desk phone is displayed to soft phone LCD area. The desk phone function is limited to only audio transmission. The user can not call using the dial pad of desk phone.

When using other features (eg. conference) except for the basic call, phone link service is not Supported.

#### **Operation**

#### **Conditions**

- When use handset link service for iPECS Attendant, automatic call recording is not supported. Only IP phone & Single line phone can be used for iPECS Attendant handset link service(SIP phone is not supported.)

#### **Related WMS Menu**

[To link Soft phone to Hard phone]

Data Management > Extension Information > Terminal Information > Soft Phone Link

#### **Relevant Features**