iPECS

Phontage

Desk-top

Installer & User

Guide

LG-NORTEL

Revision History

Issue 1   12-22-06   Phontage production release D.0Ap, 12-15-06

Table Of Contents

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1   Introduction

iPECS Phontage is a multi-media communication tool using a PC based application to link the operation of an on-screen multi-button telephone with other communications related PC applications. *iPECS Phontage* is visualized on the desk-top and interfaced to the user via the mouse and keyboard. All the features of the traditional *iPECS* multi-button phone are available to the user. In addition, a *Phonebook* database with links to the user's PIM (Personal Information Manager), provides pop-up windows for incoming caller identification. *iPECS Phontage* users can employ the *Phonebook* to place calls as well as manage contact records. The video interface delivers video for a multi-party conference with up to 2 or 3 participants. File Sharing allows multiple parties in a conference to view and manipulate files simultaneously. Other special functions available to *iPECS Phontage* users include: appointment scheduling, SMS support, E-mail and call recording.

The *Phontage* application is available in three versions, Basic, Pro, and Deluxe. The Basic version provides the platform feature set. The Pro supports the Basic feature set and additional features including video, conferencing, etc. The Deluxe version includes the Pro feature set and adds recording and collaboration functionality. The chart below indicates the features and functions of each version.

BASIC	PRO (Korea only)	DELUXE
	All Basic Features Plus	**All Pro Features Plus**
Login with ID and Password	Video Conference, 2-party	Video Conference, 3-party
Local/Remote Connection Mode	Video Data On/Off Status	Voice Mail Backup and Management
*Flexible Buttons (24)	Outlook Call Popup with Exchange Server	3rd party Conversation Recording
Multi-language support	*Conference Management	Auto Call Recording including 3rd Party
Call By Name	Transparent Main Window function	File Collaboration (Application Sharing)
*User SMS (Short Message Service)	Call Assistance Window	Internal Instant Messaging (IM-Chatting)
Automatic Database Synchronization	Favorite Contact Dialer	*Flexible Buttons (48)
Incoming Call Pop-up window	Smart Recent Call List	
Hotkey Support		
Database Import/Export		
User Connection Profiles		
Smart Tray Icon & Menu		
Quick Call Menu		
Simple Dial-pad pop-up		
Display Mode (Clock, Calendar)		
Phone Book Calling		
Phone Book Management		
Scheduled Dial and Notification		
User Call Log management		

BASIC	PRO (Korea only)	DELUXE
	All Basic Features Plus	**All Pro Features Plus**
E-mail with Outlook Simple Favorites Contact List		

Note 1) Basic   - All System support (ipLDK/iPECS)

Pro (Korea version only)   - All System except iPECS 100/300/600 support

Deluxe   - Only iPECS 100/300/600 support

2) * These functions have a little differences depending on System Type.

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2 Installation and setup

Set-up of the *iPECS Phontage* is a four step process;

1. connect the PC to the host *System,*
2. install the *iPECS Phontage* application on the users' PC,
3. install system lock key and
4. login to complete registration of the *iPECS Phontage* application to the *System*.

Completing the login and registration process may require assistance of the system administrator to adjust settings of the *System*. *System* will require a User Id and Password. Also, for remote users, *iPECS Phontage* will require entry of the host *System* IP address.

Prior to installation, the PC and operating system should be verified for compatibility with the *iPECS Phontage* application. Assure that the PC and OS (Operating System) comply with the minimum requirements of sections 2.1 and 2.2.

2.1 System requirements

The minimum requirements for the *iPECS Phontage* PC are described below.

- ∙ Pentium 4 or compatible CPU
- ∙ 1 GHz clock speed or higher
- ∙ 256 Mbytes RAM
- ∙ 200 Mbytes of free hard-drive space
- ∙ 1024 x 768 resolution monitor
- ∙ CD-ROM drive
- ∙ Video/Web cam, only required for real-time video
- ∙ USB Headset (Recommended)

2.2 Supported operating systems

iPECS Phontage can run under any one of several Microsoft Operating Systems including:

- ✓ Microsoft Windows 2003
- ✓ Microsoft Windows XP Home
- ✓ Microsoft Windows XP Professional.
- ✓ Microsoft Windows 2000 Professional

2.3 *System* Connection

The PC with the *Phontage* application may be connected to the *System* either as a local or remote device. Connecting as a local device requires *Phontage* connect to the same LAN as the host *System*. When connecting as a remote device, the User ID and Password must be pre-registered in the System database. Refer to 2.6.2 for additional information on remote operation. Figure 2.3

provides a pictorial view of the connections to the *System*.
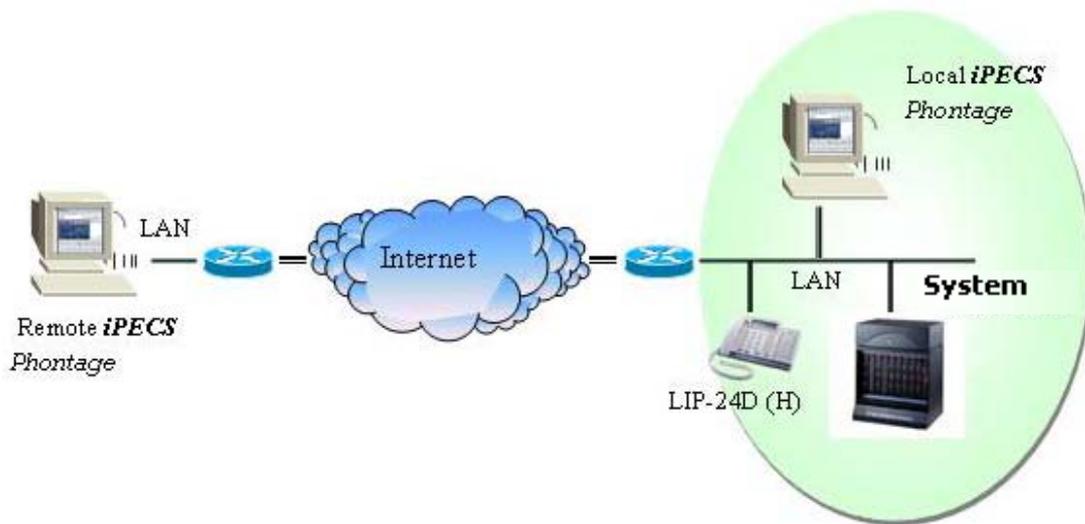
Figure 2.3 *iPECS Phontage* Connections

2.4 *Phontage* Application Installation

When the *iPECS Phontage* CD-ROM is placed in the PC, an auto-execute program will start and the install Wizard appears.

・ Press Next.
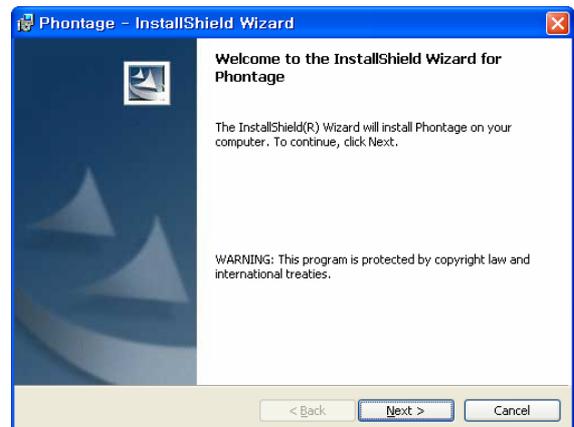
・ Enter User Name and Organization. This information will be placed in About Window.

- Select your *Phontage* license type. Pro is for Korean only.

- In the next installation step, the default destination folder for the *Phontage* application can be modified using the Change button. The default directory for installation is "C:\Program Files*Phontage*\\". To continue the installation click the Next> button.

- *iPECS Phontage* install wizard will complete the *Phontage* application installation.

2.5 *System* Lock-key

Prior to registration of *iPECS Phontage* with the host *System*, the host *System* will require installation of the *Phontage* software lock-key. This is accomplished by the *System* administrator under the system's Admin window. The administrator should reference the *System* Admin Manual for guidance.

2.6 Login & Registration

2.6.1 Login

To start the *Phontage* application;

- Select the *iPECS Phontage* shortcut icon,   , to start the *iPECS Phontage* application and display the Login window

In the Login window, users enter User ID and Password, may check several option boxes to automate login and may enter a desired Station number which the system will honor if the number is available.

*Only iPECS system supports Desired Number feature.

In addition to Login information, the Login window accesses the Network Setting window for defining the device environment, see section 2.6.2.
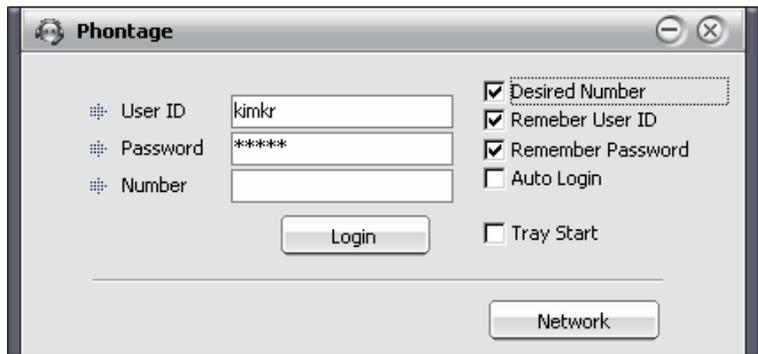
2.6.2   Network & Profile Setting

Network Settings, accessed via the Login window, define the connection mode, Local or Remote, and the IP address of the host *System*. To modify the Network Setting;

- Select Local or Remote mode.
- Enter *System* IP address if remote connection.
- In the local mode, if the System IP Address is blank, *Phontage* will multi-cast discovery messages to locate a host.

Defined Profiles can be selected from the drop-down list or added/edited/deleted with the Profile Name Tool icons.

- Select Profile Name add or edit icon in the Network Setting window.
- Select the mode and enter the IP address of the host.
- Select OK to enter the Profile.

*ipLDK supports only remote connection.
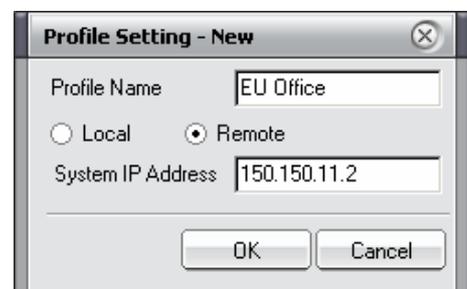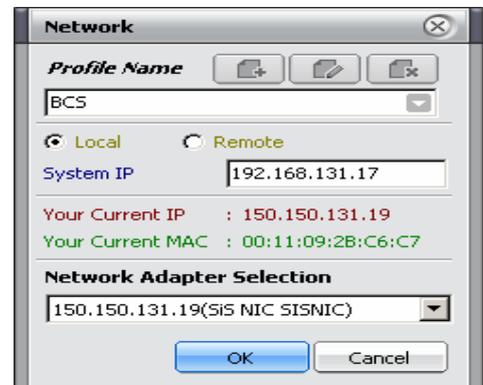
2.6.3   Registration Process

Auto registration (iPECS System Only)

When *iPECS Phontage* is run the first time, it attempts to register to *iPECS* with the User ID and Password. The initial registration, when locally connected, is automatic assuming the *iPECS* system is set to allow registration, refer to the *iPECS* Description & Installation manual for the Registration Switch settings.

**Manual registration (All Systems)**

When *iPECS Phontage* is remotely connected or the *iPECS* is not set to allow new registrations, the Network settings must be changed from the *Login* window. The connection mode (remote) and the System IP address must be entered, see section 2.6.2. In addition,

the Used ID and Password must be registered in the *System* under Station User Login program.

3   *iPECS Phontage* **Overview**

iPECS Phontage interfaces with the user through the **iPECS Phontage** *Main Window*.   The *Phontage Main Window* incorporates several elements in the User Interface as shown below.
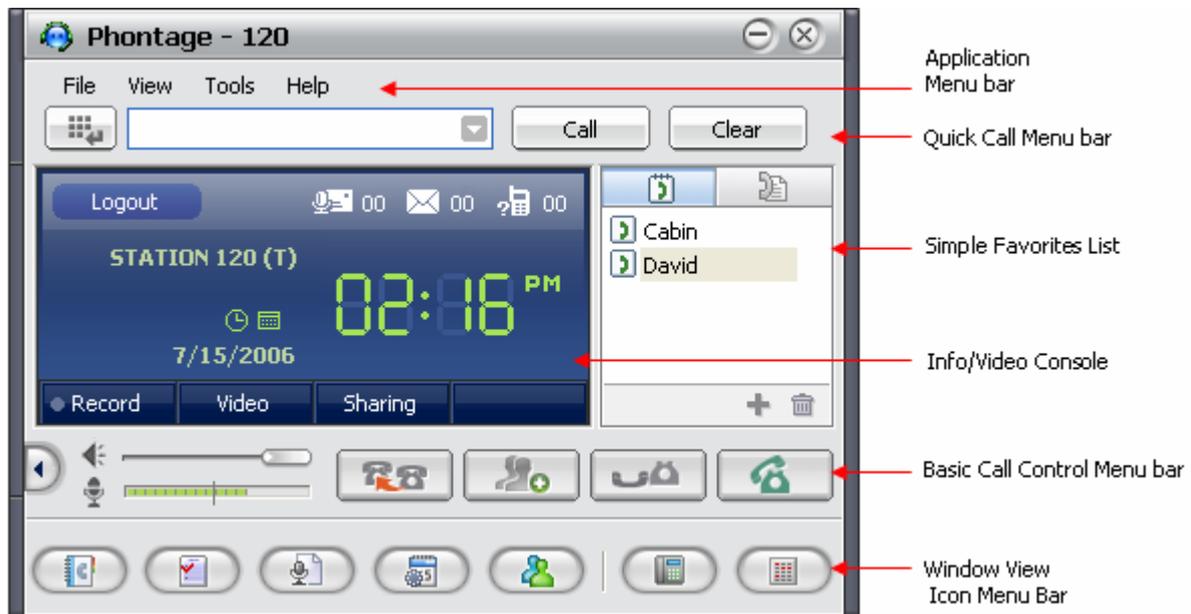
Application Menu bar

The Application Menu bar includes File administration, View windows selection, Tools access and Help access menus.

Quick Call Menu bar

Using these menu selections the user can place a call by pre-dialing a number with a mouse in the *Simple Dial-pad pop-up*, selecting a party from the *Smart Recent Call List* or the *Simple Favorites List* or using the PC keyboard to enter a number or *Phonebook* name.

Simple Favorites List

The *Simple Favorites List* is a list of names and corresponding numbers.   To simplify dialing of commonly used numbers, the user can populate the *Simple Favorite List* with a name and number only.   Selecting an item and the handset icon places the call.

Info & Video Console

Icons at the top of the *Info & Video Console* maintain a count of Voice Messages and SMS messages not heard or read as well as a count of missed calls.   The icons may be used to access the *Message Lists* window for simple access to a list of unopened messages or missed calls.

The Console displays either the time of day or a monthly Calendar, which will show appointment dates in bold ink.   The Calendar links to Outlook scheduler allowing appointments to be added or

modified from *iPECS Phontage*.

The Record button can be used to record a conversation and store the recording on the local PC hard drive. The recording can be reviewed, sent as an E-mail attachment with a commentary or deleted.

The *iPECS Phontage* supports Video communications with an automatic link to a standard PC camera. Activate the video camera using the Video button for a preview then, open the channel to send real-time video to the remote party. More importantly to the business user, files may be shared in a collaborative multi-party conference session; each party has access to and can edit the application file over the *iPECS Phontage* link. Select the Application Sharing icon then, select from the open file list. The file is opened and displayed to all parties. Any of the parties may manipulate the contents in real-time with the Handover function.

*Application Sharing is only for iPECS System.

Basic Call Control Menu bar

The Basic Call Control Menu bar includes separate slide volume controls for the speaker and microphone as well as Transfer, Conference, Hold and Speaker buttons. In addition, on the far left the Text Message button will access *SMS* and *IM* windows. *IM Window is only for iPECS System.

Window View Icon Menu bar

The *Phontage* Window View Icon Menu bar opens the various *iPECS Phontage* optional windows such as the *Phonebook*, *Call Log*, *Schedule Dial*, *IP Phone*, *Flex button*, etc. The *Phonebook* screen displays information on contacts registered in the contact manger database. The Phonebook is employed to place calls and send e-mails and can be searched, sorted and edited. The Phonebook database can be imported from and synchronized with an external source database each time the *iPECS Phontage* application is opened. Also, changes made to the Phonebook database can be automatically exported to the external database to maintain synchronization.

The *Call Log* window maintains a database with a record of each call placed or received by the *iPECS Phontage*. The *Call Log*, if enabled, can be viewed, sorted and printed or can be disabled so no log records are generated.

The *Recorded Call List* window gives access to tools allowing the user to manage calls previously recorded. Recordings can be played, sent as an E-Mail attachment, deleted, etc.

In the *Scheduled Dial* window the user can input a phone number and a date & time to call the number; at the scheduled time the system will confirm and place the requested call.

The *IP Phone* and *Flex Button* windows give the user an interface to *iPECS* with the simple convenient operation of the traditional *iPECS* multi-button phone.

4 Quick Call Menu bar
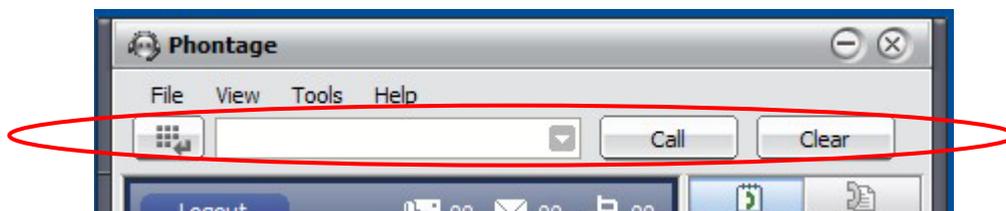
4.1 Placing a Call

Placing a call with the Quick Call Menu is quick and efficient. For your convenience, a number of calling options are available.

To place a call;

Option 1 Simple dial-pad pop-up.

· Select the *Simple Dial-pad pop-up* with the dial-pad icon.
· Use the mouse to select and click digits which are then displayed in the pre-dial box.
· Press **Call** to place the call.

Option 2 Smart Recent Call List, maintains a list of calls.

· Select the *Smart Recent Call List* with drop-down arrow in the pre-dial box.
· Select the desired entry.
· Press **Call** to place the call.
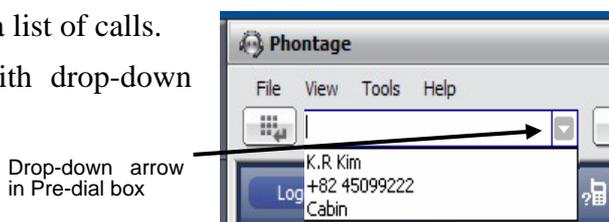
Option 3 Simple Favorites Contact List.

· Double-click an entry from the Simple Favorites List to place the call.
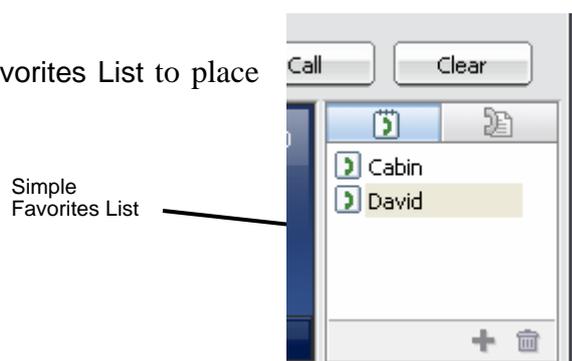
Option 4 PC Keyboard dialing.

· Use the PC keyboard to enter digits or Phonebook name; entries appear in the pre-dial box as entered.
· Press **Call** to place the call.

To end the call;

- Select the **Telephone** icon from the Basic Call Control Menu bar.

Calls may also be placed directly from the *Phonebook* or *Call Log* windows. In addition, opening the *IP Phone* window permits placing calls as with any *iPECS* terminal.

Calls can be placed from other applications while the *iPECS Phontage* is active or minimized. To place a call from another application;

- Copy the desired digit string (Ctrl + C)
- Press the "Ctrl + Shift + D".

4.2   Receiving a Call

When a call is received, the phone will 'ring' and the selected *Caller Information* pop-up window, see section 5.1.2.5, will appear. The window shows the caller id delivered from the *System* and the name associated from the Phonebook database. If *Phontage* is minimized, the *Caller Information* window will pop-up to display the incoming call information or the *iPECS Phontage* icon in the Windows tray will flash to indicate the new call. In the later case, *iPECS Phontage* must be opened to answer the call.

To answer the call with *Phontage* active;

- Select the **Telephone** icon from the Basic Call Control Menu bar.

To answer the call with *Phontage* minimized;

- Select the **Telephone** icon or *Phontage* icon from the *Caller Information* pop-up window.(Enter and Space Bar are short-cut Key)
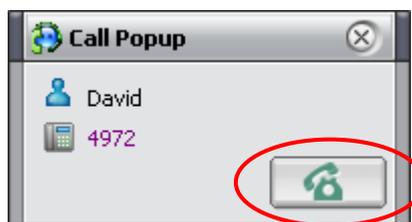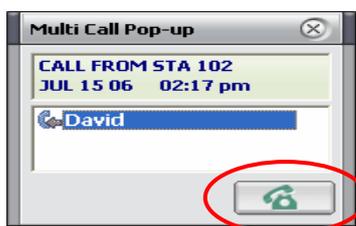
To end the call;

- Select the **Telephone** icon from the Basic Call Control Menu bar.

  (Enter and Space Bar are short-cut Key)

5 Application Menu bar

5.1 File

Selecting the File item from the Application Menu bar shows the File menu selections.
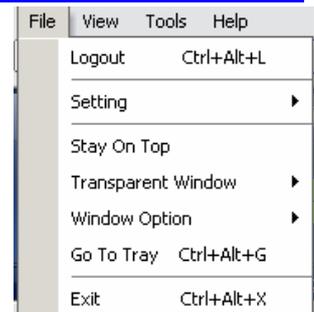
5.1.1 File - Logout:

The Logout selection logs the active user out of the *iPECS Phontage* application and displays the *Login* screen. Closing the *Login* window terminates the application.

Checking the Desired Number box permits entry of a preferred station number for the *iPECS Phontage*. If available, the *iPECS* will use the desired number as the station number for *Phontage*. *Desired Number is for only iPECS system.
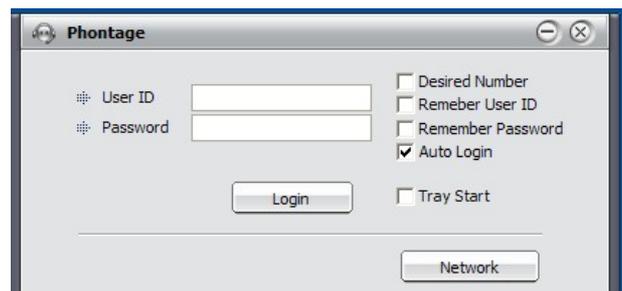
5.1.2 File - Setting

The Setting selection displays the Setting sub-menu. The user can establish the connection mode, language, dialing rules, ring tone, etc.

*ipLDK system supports only remote connection mode.
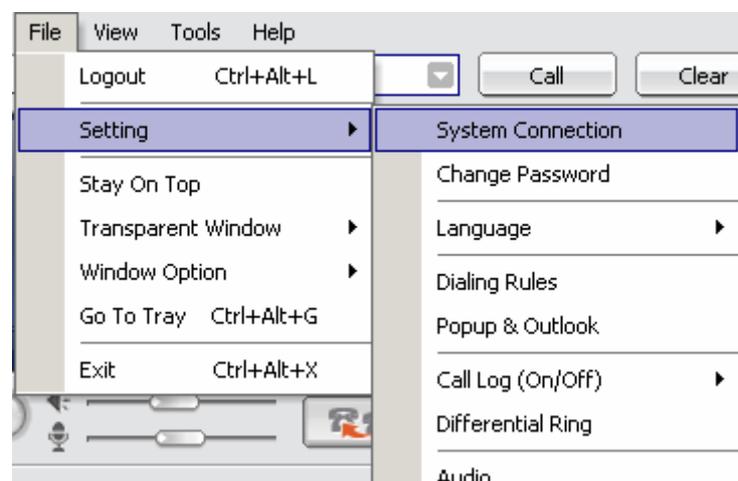
5.1.2.1 File - Setting- System Connection

iPECS Phontage can be registered to an *System* in Local or Remote Mode. In the Remote Mode, *iPECS* allocates a VoIP channel to support the call. The VoIP channel implements NAPT (Network Address & Port Translation) compatibility and packet forwarding to internal appliances.

Selecting System Connection displays the *System Connection* window with the present mode (Local/Remote) checked.   When either mode is selected, the *iPECS Phontage* will terminate and re-connect with the host *System* to establish the selected connection mode.   Also in this window, the host *System* IP address and a Network Adapter Ethernet MAC address can be entered or selected.
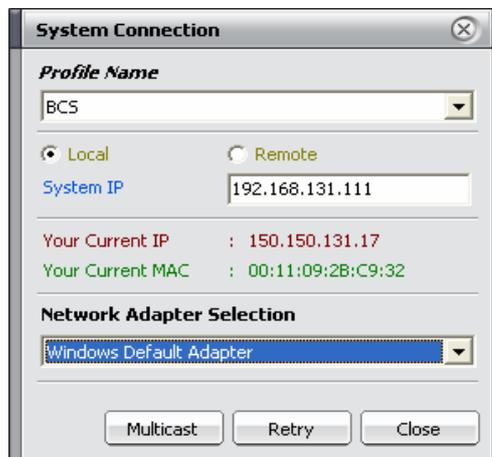
5.1.2.2 File- Setting- Password Change

Selecting Password Change displays the Change Password window where the *iPECS Phontage* access password can be changed.   The correct current password must be entered followed by the new password, which must also be confirmed.

*iPECS system only

5.1.2.3 File- Setting- Language

iPECS Phontage supports multiple languages, English as the default and a Local Language. The Local Language is translated from English and edited into the 'language.txt' file located in the *iPECS Phontage* program directory. For additional help, access the 'language.txt' text file in the *iPECS Phontage* folder.

Selecting Language displays the English/Local Language selection box with the present mode checked. When selecting the desired language, the *iPECS Phontage* will automatically change all text and messages to the desired language.

5.1.2.4 File- Setting- Dialing Rules

When you place an outside call from the *Phonebook* or *Call Log* window, *iPECS Phontage* must include or remove certain dial codes to assure proper dialing through the *iPECS*. When a number is selected from either window, the system will compare the number to the dialing rules codes. The dialing rules country and area codes are compared to the number and if matched are deleted from the number. If not matched, the appropriate LD or International codes are inserted preceded by the PBX and CO or IP line access codes. Codes are entered in the *Dialing Rules* dialog box, along with local codes for comparison. To enter codes;

- Select Dialing Rules from the Setting menu.
- Enter the various codes.
- Select OK.

For proper operation, Phonebook entries should follow normal conventions:

"+country code (area code) number" [+82 (31) 450-4636]

5.1.2.5 File- Setting- Popup & Outlook

When an incoming call is received, *Phontage* provides one of several *Call Id* pop-up windows. In addition, the pop-up can be displayed for an outgoing call. The selection of pop-up and when the pop-up is displayed is assigned in the Popup & Outlook window. Note the "Multi-call" type pop-up provides added information for DID call types.
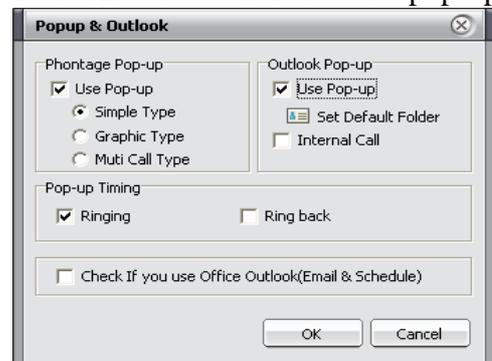
To define the pop-up use;

- Select Popup & Outlook from the Setting menu.
- Select the desired Pop-up. Popup selections include *Phontage* Simple, Graphic and Multi-Call or the Outlook Contact window.
- Select the desired Pop-up Timing.
- Select OK.
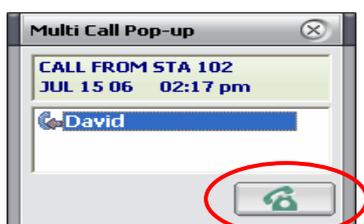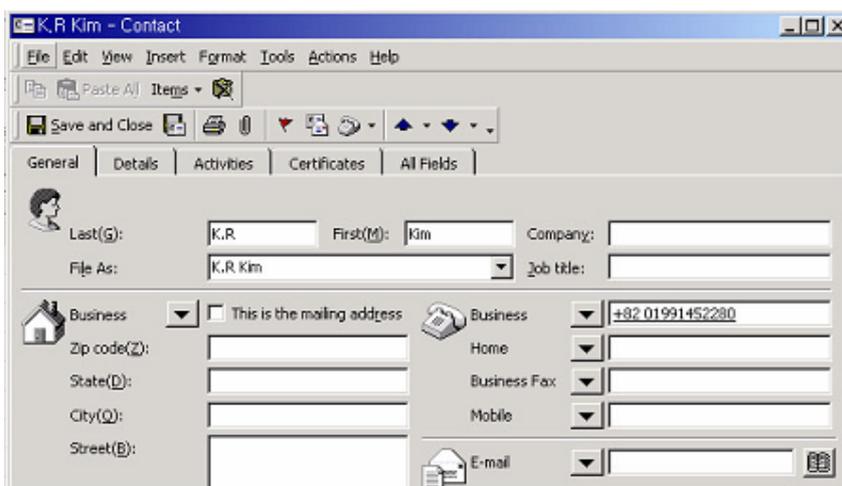
The Outlook pop-up is normally employed for external calls but can also be used for internal calls by selecting Internal Call in the Popup & Outlook window. Note your Outlook contacts must then include internal users to display the proper contact information.

5.1.2.6 File- Setting- Call Log (On/Off)

iPECS Phontage can maintain a list of all calls to the phone. Selecting Setting then Call Log, will display the On/Off selection box with the present mode checked. When enabled, the Call Log is available for viewing and use.
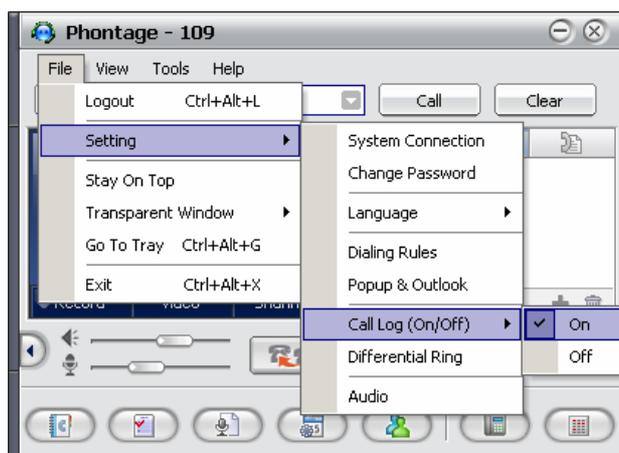
5.1.2.7 File- Setting- Differential Ring

The *iPECS Phontage* can provide one of 4 different ring signals with separate assignments for internal and external calls. Each of the 4 ring signals is contained in a *.wav* file. You may select one of the 4 predefined *.wav* files (ring1.wav, ring2.wav, ring3.wav and ring4.wav) or replace any of these files with a desired *.wav* or *.mp3* file. Note: that standard wave or MP3 files are supported. For wave files, 8 and 16
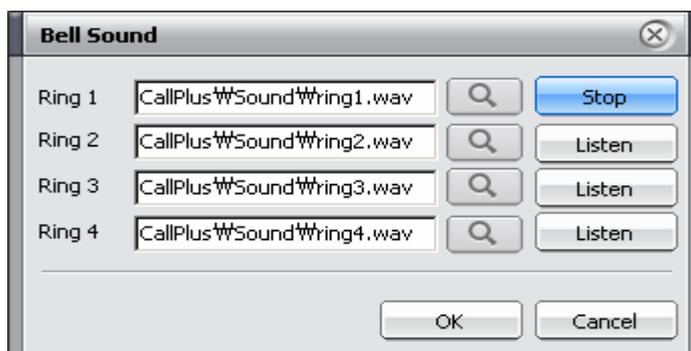
bit encoding, both mono and stereo, at 8.0, 11.025, 22.05 and 44..1 KHz sampling are supported.

Selecting Differential Ring opens the *Bell Sound* window. To change a Ring tone file,

- Select the change spyglass icon next to file to be replaced.
- Select the desired *.wav or *.mp3 file from the PC's file system.
- Select Change.
- Select Listen at any time to hear the ring tone.
- Select OK to close the Ring tone files window and the new file may be selected for use.

To select a Ring Tone for use;

- Open the *IP Phone* window, see section 9.6.
- Click the PGM fixed feature button,
- Dial 1 for Ring Tone Selection.
- Dial 1 for Intercom Ring or 2 for CO/IP ring.
- Dial desired Ring Tone (1-4), a short burst of the tone is generated.
- Press SAVE.

*ipLDK supports Ring 1 only

5.1.2.8 File- Setting- Audio Control

Phontage can control the audio input/output device employed. The devices for audio input and output are selected in the *Audio Setting* screen. The audio output device (received audio) can be defined separately for voice and ring signals. Selecting the Audio device drop-down menu will display the device choices available.

5.1.3 File - Stay On Top

Checking the 'Stay On Top' item from the File menu will cause the *iPECS Phontage Main Display* to stay on top of other desktop displays. Thus, the *Phontage* application is always available to you.

5.1.4 File - Transparent Window

The *iPECS Phontage Main Window* can be made transparent, which lets you view underlying windows of other applications. The Transparent Window can be set at one of four transparency levels, High, Middle, Low or none (Restore).

5.1.5   File - Go To Tray

The 'Go To Tray' selection minimizes the *iPECS Phontage* application to the system tray.

5.1.6   File - Exit

The Exit selection terminates and closes the *iPECS Phontage* application.

5.2   View

The View item allows access to the *iPECS Phontage* optional windows and controls display of the Window View Icon Menu bar.   Optional windows available are:

- ・ Phonebook
- ・ Call Log
- ・ Recorded Call List
- ・ Schedule Dial
- ・ Conference Room
- ・ IP Phone
- ・ Flex Button
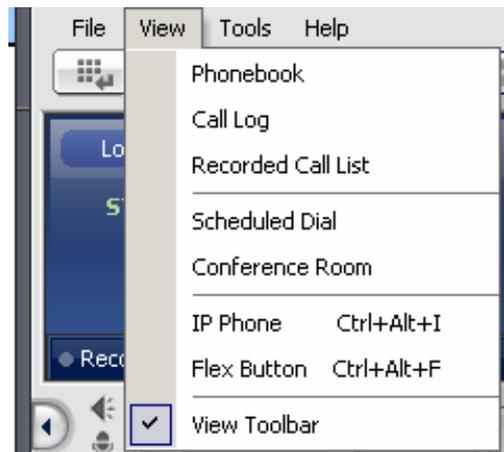
Details on each optional window are provided in section 9.

The last item in the View menu (View Toolbar) controls display of the Window View Icon Menu bar. Checking the View Toolbar enables display of the Icon Menu bar at the bottom of the *iPECS Phontage Main Window*.

5.3   Tools Menu

From the Tools menu you manage the Phonebook, Short-cut keys and Call Forward settings. In addition, Recording, Video-cam Calls and Application sharing functions can be activated in the Tools menu.

*Only iPECS system supports ' Forward' menu.
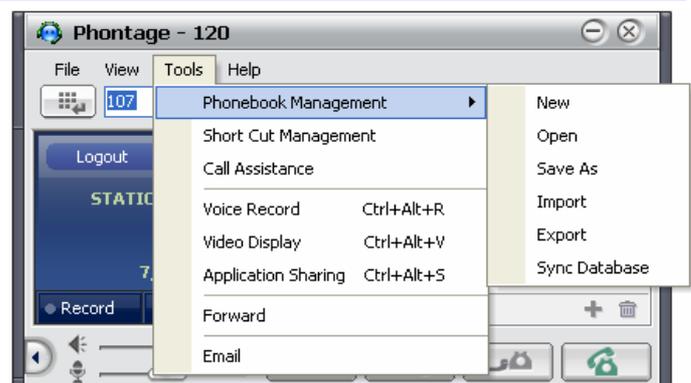
5.3.1   Tools - Phonebook Management

Selecting Phonebook from the File menu will present the Phonebook menu where the user may

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manage the Phonebook database. From this menu, you may select to open a new or existing database, save a database, import or export a database or maintain synchronization with an external database. Once a *Phonebook* is opened, operation of the window is as discussed in section 9.1.

The user may open a new blank database for use with the Phonebook window;

- select New from the menu,
- select a folder location,
- enter a filename.

You may select the database to employ for the *Phonebook* window. Once selected, the database is used for **iPECS Phontage** *Phonebook* until a new selection is made by the user. To open a selected database;

- Select Open from the menu.
- Select a database. The file format of the database must be consistent with the *.CDS file format of the **iPECS Phontage** database; other file type selections will receive a warning message.

Various contact manager applications employ different data formats. To permit use of common formats, **iPECS Phontage** allows you to import databases from Outlook, GoldMine, ACT! or Excel applications. When imported, the database format is modified to match the Phonebook database and displayed in the *Phonebook* window. To import a database;

- Select Import from the Phonebook menu.
- Select the application type, Outlook, Gold Mine, ACT! or Excel.
- Select the database.

You may save a copy of the Phonebook database as a back-up copy or for future use. To save a copy of a database;

- Select Save As from the Phonebook menu.
- Select a folder, if different than the **iPECS Phontage** folder.
- Select the filename.
- Select Save.

The Phonebook database can be exported for use in other applications including Outlook, Gold Mine, and ACT! or Excel. To export a Phonebook database;

- Select Export from the Phonebook menu.
- Select the application type, Outlook, Gold Mine, ACT! or Excel.
- Select the database.

The Phonebook can be synchronized with an external Outlook, Gold Mine or ACT! database automatically. When synchronized (auto importing), each time the **iPECS Phontage** is started it will use the external database as the Phonebook.

 To enable automatic synchronization,

・   Select Sync Database from the Phonebook menu.

Condition: There should be imported database at once. Latest imported database will be imported into Phonebook automatically.

Note that changes made directly to an external database are not effective in an active *iPECS Phontage*. Such changes require a restart of the *iPECS Phontage* application to update the active Phonebook database. Also, during import or export of an Excel file, do not close the file.

### 5.3.2   Tools - Short Cut Management

While *iPECS Phontage* is active, Short Cut or Hotkeys are available for quick access to functions within the application as shown in the Hotkey Setting window. Hotkey settings can be modified to meet your needs.   To modify the Hotkey assignments,

・   Select the desired Hotkey
・   Enter Hotkey combination
・   Select the add icon, ✛, to confirm and store the new combination.

5.3.3   Tools - Call Assistant

The Call Assistant bar is an unobtrusive mechanism to place and receive calls. The bar is similar to the Quick Call Menu bar and is always displayed on-top of the Windows desk-top to minimize interference with the desk-top display. The bar may be dragged and dropped to any location on the user's desktop.
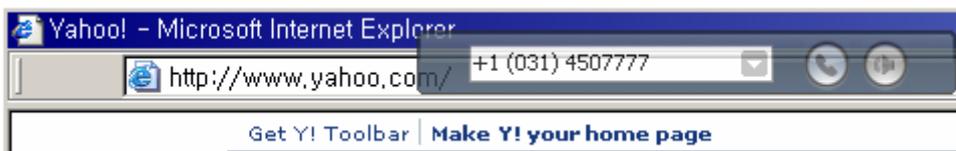
The   Contact   List window in the Call Assistant bar displays the user's Phonebook and Favorites List for quick dialing or, dial from the desk-top numeric keyboard. The Call Assistant bar can be displayed with a small version of the *IP* Phone LCD.

To place a call from the Call Assistant,

・   Select the drop down arrow to display the Contact List.
・   Double click on the desired entry.
・   Or,
・   Click in the Call Assistant window.
・   Dial with the desk-top numeric keys.
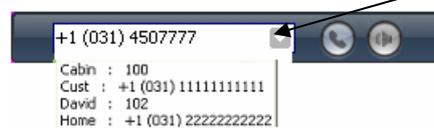
Drop-down arrow in Contact List window.

- Click **Call**.

To add the LCD to the Call Assistant bar,

- Right click on the Call Assistant.
- Select Display LCD from the menu.
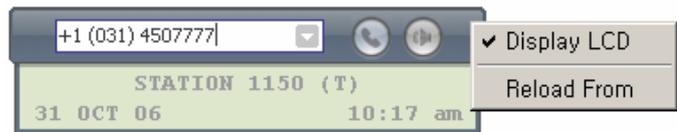
5.3.4   Favorite Contact Dialer

The Favorite Contact Dialer, which is always displayed on-top of other desk-top screens, is populated from the Favorite Contacts List in the Info and Video Console. Selecting a name from the Dialer places a call to the user. The Dialer is semi-transparent and may be dragged and dropped to an unobtrusive location on the user's desk-top.
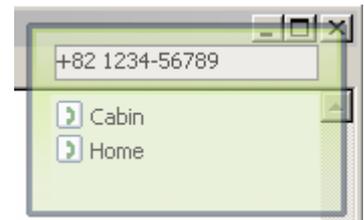
5.3.5   Voice Record

iPECS Phontage uses your PC hard drive to record an active call. Recording a call is controlled using the Voice Record selection in the Tools menu, the Ctrl-Alt-R Short-cut keys, or the **Record** button in the *Info & Video Console*. For detailed operation refer to section 6.5.

5.3.6   Video Cam Display

iPECS Phontage uses your PC cam and application to implement real-time video communications over an IP based network. Video calls can be established using the Video Display selection in the Tools menu, the Ctrl-Alt-V Short-cut keys, or the **Video** button in the *Info & Video Console*. For detailed operation refer to section 6.6.

5.3.7   Application Sharing

iPECS Phontage users can share file applications over an *iPECS* TCP connection. File sharing can be initiated with the Application Sharing selection in the Tools menu, the Ctrl-Alt-S Short-cut keys or the **Sharing** button in the *Info & Video Console*. For detailed operation refer to section 6.7.

5.3.8   Tools - Call Forward

You may select to re-route incoming calls to other stations (Internal Stations, Network Stations), station groups, the system Voice Mail, or over CO/IP resources.

To activate Call Forward, Unconditional or Busy/No Answer

* This window is supported by iPECS system. The other systems can support this

forward function by flex button and IP Phone window.
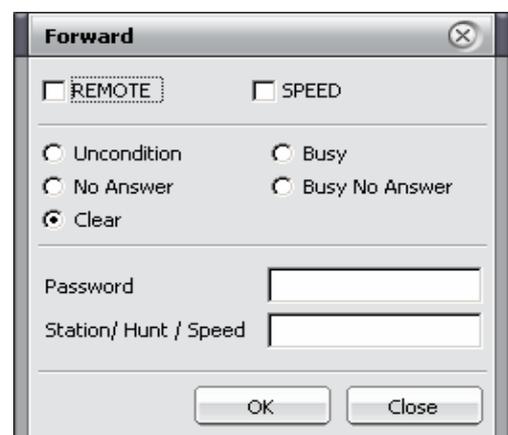
- From the Tools menu select Forward to display the *Forward* control window.
- Select the desired Call Forward type.
- Input the station or station group to receive calls.
- Select OK.

To activate Call Forward, Off Premise (to an external number)

- Check SPEED from the Forward control window.
- Select desired Call Forward type.
- Input desired bin number.
- Select OK.

To activate Call Forward, Remote (Follow-me)

- Select REMOTE from the Forward control window.
- Select desired Call Forward type.
- Input the station's Authorization Code (Station number & password),
- Input the station or station group.
- Select OK.

To deactivate Call forward

- Select Clear as the Forward type
- Select OK.

5.3.9   Tools - E-Mail

With the *iPECS Phontage*, you can access the Outlook E-mail application to send ad hoc E-mails. Access to the E-mail application is provided by the E-Mail item in the Tools menu, which calls your Outlook E-mail application. The E-mail application can also be called from the *Phonebook* window section 9.1.

5.4   Help Menu

5.4.1   Help- Help F1

The Help item from the help menu launches PDF help file named 'Phontage_UG.pdf'. This file should be placed in the installed program directory and also Adobe Reader should be installed on your PC.

5.4.2   Help - About

The About item from the Help menu displays the version for the *iPECS Phontage*.

LG-NORTEL
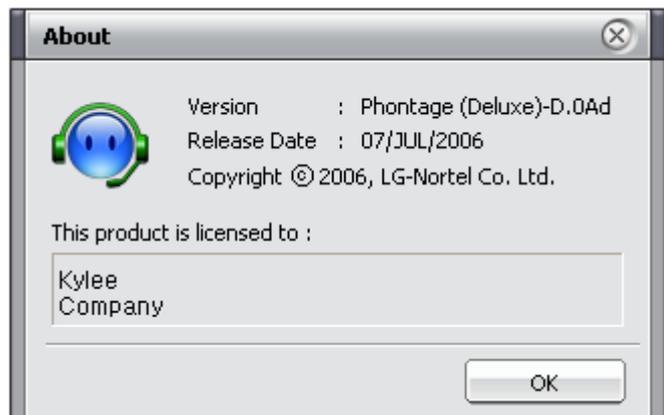
6 Info & Video Console

6.1 Logout

The Logout selection, located in the upper right area of the console, logs the current user out of the *iPECS Phontage* application and returns the Login screen.

6.2 Message Icons

At the top right of the Console are the Voice Message, SMS message and Missed Calls icons. Next to each is a counter for each icon. The icons access the *Message Lists* window with a view of messages in the selected list (Voice Mail, SMS, and Missed Call). Messages are played or read and managed from the Tool bar. Messages can be deleted or a call or, in SMS, a message returned.
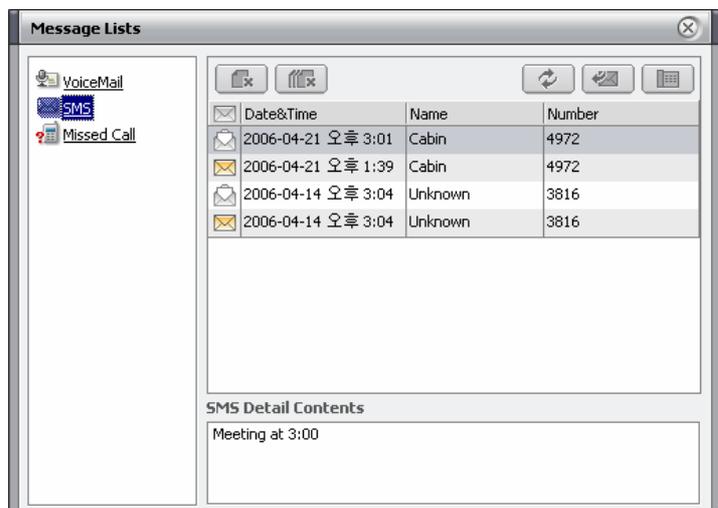
When assigned in the *iPECS* system, the *Phontage* may receive notification for other users as a back-up station, see section 10.2.

* iPECS 100/300/600 are not able to save SMS more than 10 messages, so if you want to receive more message you need to read system message from system by clicking SMS Icon or Refresh button on SMS window.

6.3 Clock-Calendar View

The clock and calendar icons control the Console showing current time or monthly calendar with links to Outlook, see section 6.4.
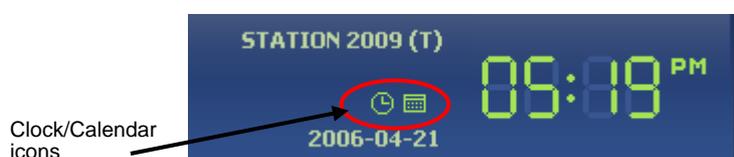
6.4 Appointment Calendar

iPECS Phontage Calendar displays a monthly calendar with the current date in green and any date with appointments in bold text. By right clicking the mouse over a date on the calendar, an Appointment Summary window is displayed over the Schedule window.

The *iPECS Phontage Calendar* display permits on screen access to Outlook scheduler in two ways;

- · Double click on a date in the *Calendar* display.

  Or

- · Right click the mouse over the calendar date
- · In the Summary window, double click an appointment.
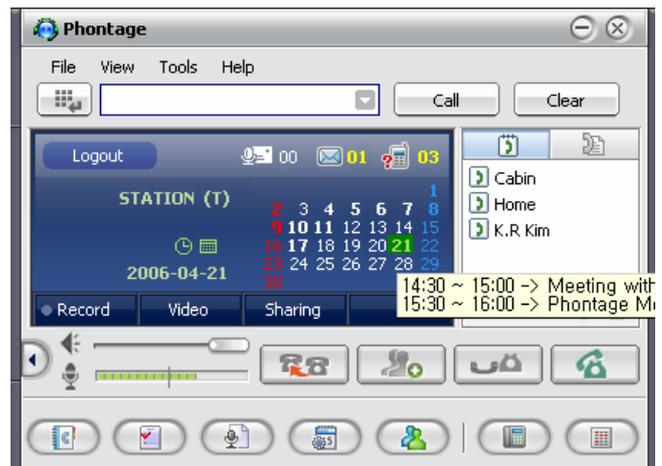
iPECS Phontage will 'call' Outlook Scheduler so you can add or modify an appointment in the Scheduler edit window.

- · Enter a new or edit an appointment following the Outlook instructions. When complete, save and close the Appointment. This saves the Appointment in Outlook and updates the *iPECS Phontage* database.
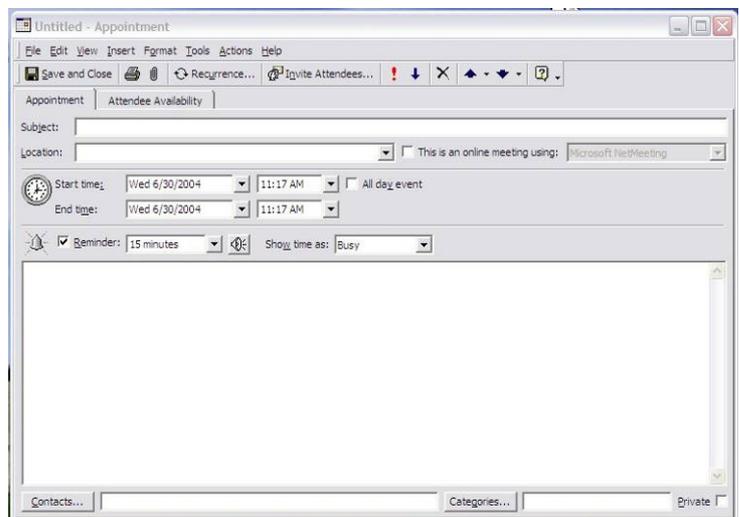
6.5 Call Recording

iPECS Phontage uses your PC hard drive to record an active call. The recorded files are then managed in the *Recorded Calls List* accessed from the View menu or directly from the **Recorded Calls List** button in the Window View Icon Menu, see section 9.3. A recording is initiated using the Record button, which illuminates to indicate recording in progress.

6.6　Video-cam Calls

The ***iPECS Phontage*** uses your PC cam and application to implement real-time video communications over an IP based network.　The real-time video supports transport of H.263 standard video codecs.　The frame rate may be increased to 15-frames/second but packet loss and delay may become excessive and lower frame rates may perform better with other services.　When a video call is placed, an IM chat channel is also opened and can be accessed via the *Text Message* window, see section 8.3.2.

To initiate a video call;

- Place a call to another *Phontage* user.
- Select Video for a preview of the Video-cam output.
- Select Send to transmit Video.
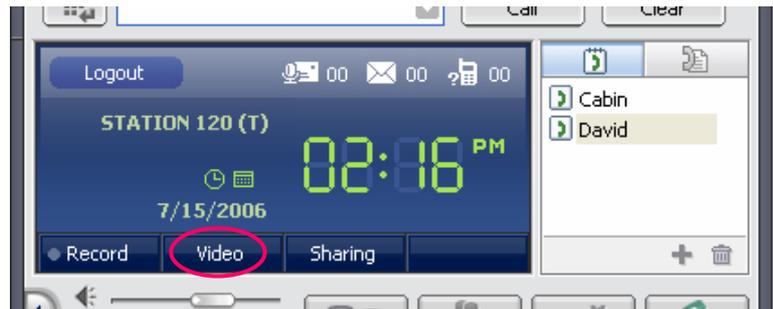
To receive a video call;

- Receive a call from another *Phontage* user.
- Select Video for a preview of the Video-cam output.
- Select Send to transmit Video.

To mute (turn-off) video transmission;

- Right click over your video image.
- Select Stop from the pop-up selection box.

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To enlarge the received video window

- Double or right click on the receive window.
- Select Video Large Display

6.7   Application Sharing

iPECS Phontage users can share file applications over the *iPECS* TCP connection. Any active or minimized file can be viewed and manipulated by all parties. Control over the file and application can be shared for a collaborative session handling presentations, drawings, documents, etc.

The Sharing button displays the *Sharing Master* window. The *Sharing Master* window displays files available for collaborative sharing. Only active or minimized files can be accessed by the *iPECS Phontage* sharing application.

To share an application file;

- Select the Sharing button.
- Select the file in the *Sharing Master* window.
- Select the Start button to begin the sharing session.
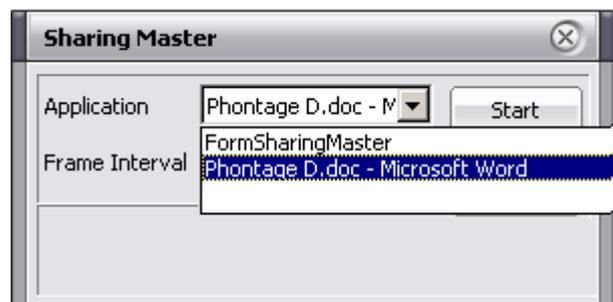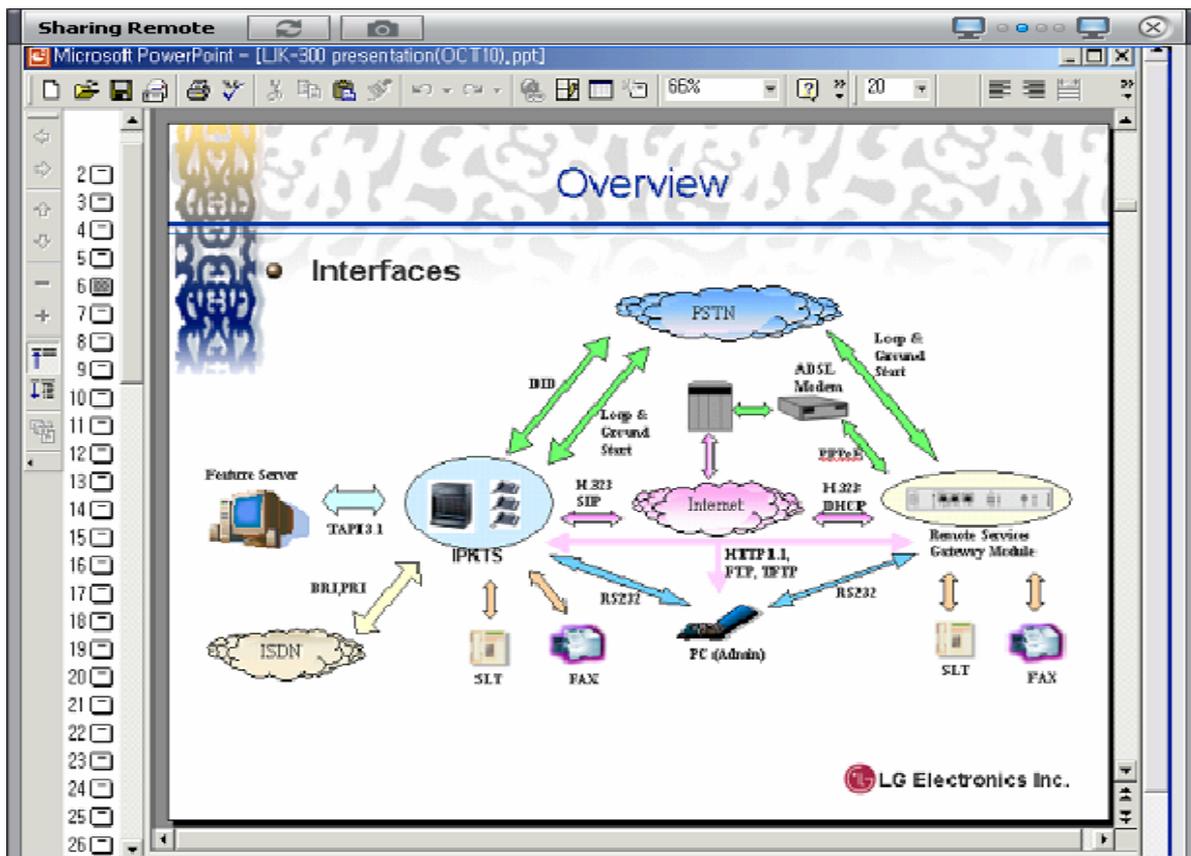
The Application sharing window includes a Menu bar at the top. When a user is given control, the Title turns to a red color. The connected party may be allowed control for input and locally storing the file. To shift the controlling user;

- Select the Handover icon.
- Select the radio button for the desired user, the title in the upper menu bar turns to a red color.

Files are sent by the controller (master) to the other party periodically. The interval is from 1 to 10.0 seconds, 5 seconds generally appears acceptable for most collaborative work while longer periods are acceptable for reviews. To adjust the interval;

- From the *Sharing Master* window, select the Frame Interval drop-down menu.
- Select the desired interval.

* This function is supported by iPECS system.

7 Simple Favorites & Connected Lists

7.1 Simple Favorites Contact List

The *Simple Favorites List* is a list of names and corresponding numbers. To simplify dialing of commonly used numbers, you can populate the *Simple Favorite List* with a name and number only. Selecting an item and the handset icon will place the call.

From this window, a Favorite contact can be added, modified or deleted.

To add or modify the contact list

- Select the contact.
- Select the add icon.
- Enter the Display Name and Phone Number
- Select OK to add a contact to the *Simple Favorites Contact List*.
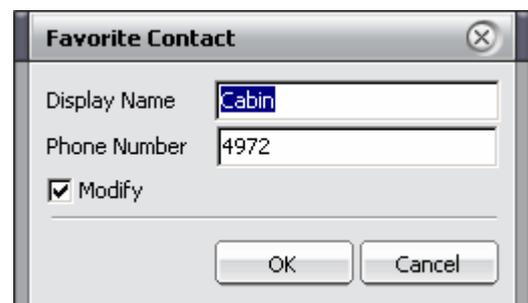
7.2 Connected Parties List

While on a call, the *Connected Parties List* is displayed in place of the *Simple Favorites List*. The *List* shows the number of external and internal parties in the conversation including a conference. In the ipLDK, only the conference initiator will see other parties in a conference.

8   Basic Call Control Menu bar

8.1   Volume Controls

Separate slide controls are provided for adjusting the Speaker level; with the mouse drag the slide button right to increase volume, drag left to decrease volume. Microphone volume level is adjusted automatically.

8.2   Call Handling buttons

On the Basic Call Control Menu bar are several buttons for quick access to common call handling features. Buttons available are:

> Transfer, initiates a call transfer.

> Conference, initiate and set-up a conference call.

> Hold, places the active call on Hold.

> Speaker, used to answer and end calls.

8.3   SMS & IM Window

8.3.1   SMS Window

SMS (Short Message Service), which is typically provided in GSM mobile networks, is a service permitting you to share (send and receive) text messages with other users. A text message is comprised of an alphanumeric combination of up to 100 characters. An SMS can be sent employing the *Text Message* Window or as a reply to a received message, see section 6.2. The
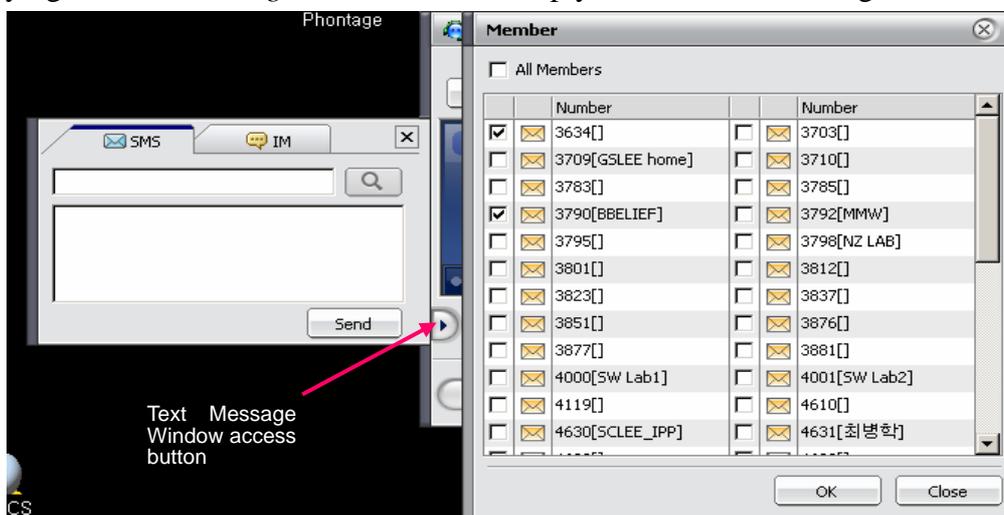
iPECS Phontage maintains up to ten received messages after which, new messages are ignored.

To send a text message to other users;

- Select the Text Message button.
- If needed, select the SMS tab to show the *SMS* window.
- Enter text message.
- Select Send in the *SMS* window, the *Member* window appears.
- Select the desired recipients with the check boxes.
- Select Send to deliver the message.

*Station Lists window is for only iPECS system.

8.3.2   IM Window

The *IM* window sends and receives an instant messaging dialogue between the parties connected in a Video-cam call. In the *IM* window you may initiate or interact in an IM dialogue with other internal users connected during an active call.

To use the window:

- Select the Text Message button to access the window.
- If needed, select the IM tab to show the *IM* window.
- Type message and select SEND.

To adjust fonts;

- Select the Character icon, bottom left, and select the font characteristics.

Text Message Window access button
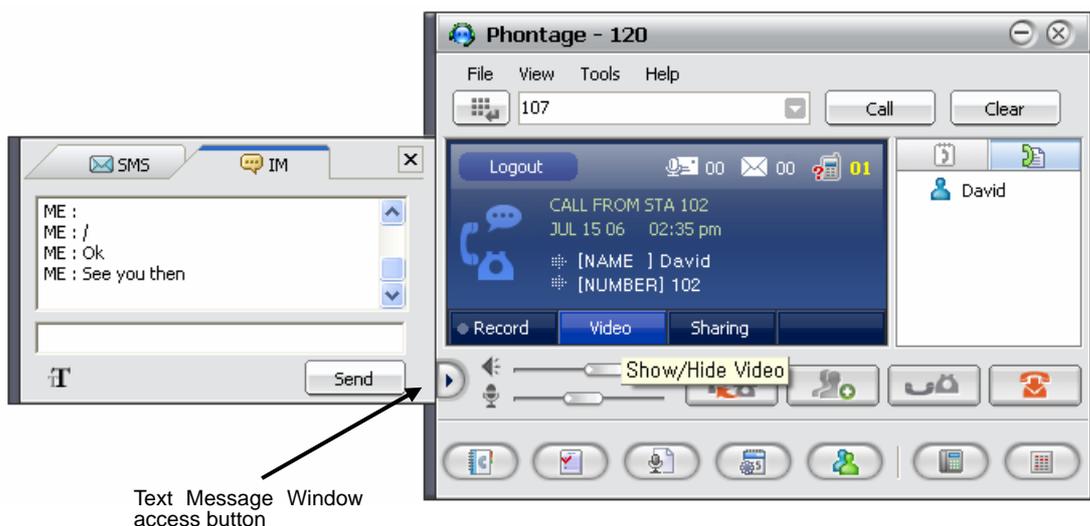
*For Only iPECS system.

9 Window View Icon Menu bar

The Window View Icon Menu bar gives quick access to the various optional windows of the *iPECS Phontage* application.
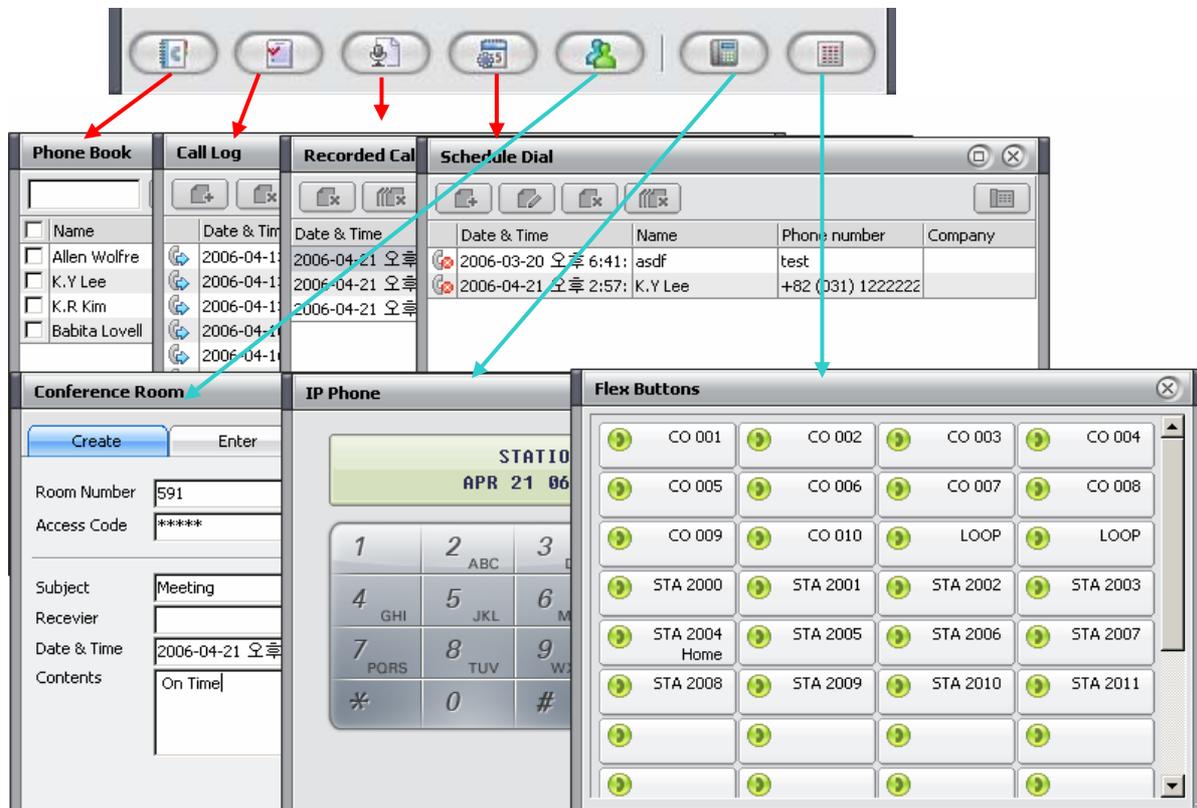
Optional windows include:

- Phonebook
- Call Log
- Recorded Calls
- Schedule Dial
- Conference Room
- IP Phone
- Flex Buttons

Only one of the database windows (*Phonebook*, *Call Log*, *Recorded Calls*, *Schedule Dial* and *Conference Room*) can be opened at a time. A database, *IP Phone* and *Flex Buttons* windows can be opened simultaneously. The window size is adjustable except for the *IP Phone* window.

9.1   Phonebook Window

iPECS Phontage maintains a Phonebook database of your contacts; both other *iPECS* users and external contacts may be included. You can place calls and send E-mails to contacts selected from the database employing the search, sort and record management tools on the *Phonebook* Tool bar. When a record is added, edited or deleted in the Phonebook, *Phontage* can also update (synchronize) the original source database, refer to section 5.3.1.

To call a number from the *Phonebook*;

- · Right click on the desired record, see search & sort below.
- · Select the desired function from the drop-down menu: Make a Call, Transfer (Screened), Transfer (Unscreened), Make a Conference, etc.

    Or
- · Select the desired record.
- · Click the **Telephone** icon in the *Phonebook* Tool bar.

    Or
- · Double click on the desired record or phone number field.

To send an E-mail from the database;

- · Select the desired record(s).
- · Select the E-Mail icon from the *Phonebook* Tool bar, the Outlook E-mail program is called and loaded with the selected recipients.
- · Type in subject, message, and send the e-mail.

To search the Phonebook database;

- · Enter an alphanumeric string in the search box.

To sort records in the Phonebook;

- · Click on the header field at the top of the Phonebook to sort alphabetically/numerically, click again for reverse order.

To add or edit a record;

- · Select desired record for edit.
- · Click Add or Edit icon to view the Contact Record form.
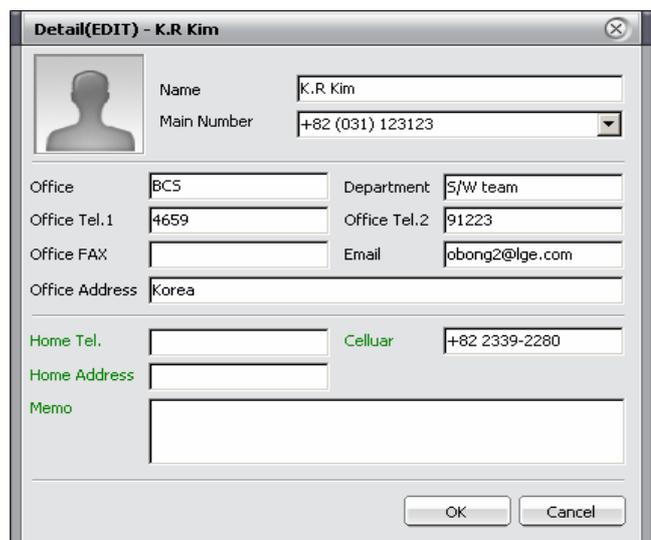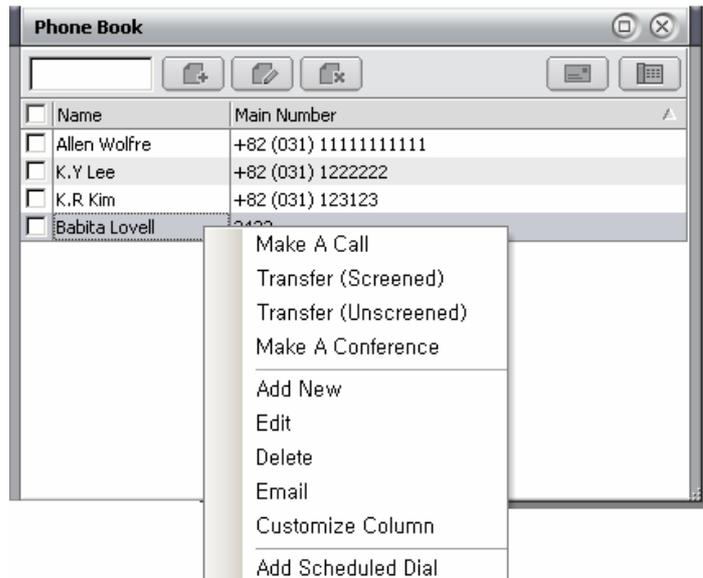
- Fill in the form, Name is a required field. To remove an image from the contact record, right click on the image to view the Clear Image pop-up dialog box. Select Clear Image and OK.
- Select OK to save the record in the Phonebook and synchronize the source database.

To delete a record;

- Select the desired record(s),
- Click the delete icon in the Phonebook Tool bar.

9.2   Call Log Window

The *Call Log* window is a log of all calls placed or received by the **iPECS** *Phontage*. If Call Log is enabled under the File - Setting menu, each call, initiated or received, will generate a record, which will contain information on the call as well as data derived from the Phonebook.   Once the call terminates, a record is stored in the Call Log database.   The record will contain the following fields:

- Date & Time: date and time of the call from the user's PC
- Name: name of connected party from the Phonebook
- Phone: the called or calling party phone number, from the **iPECS** or carrier
- Call Type: type of call icon, incoming/outgoing and answer/no answer
- Duration: duration the call was connected or ringing in hours, minutes and seconds

The Tool bar at the top of the *Call Log* window, allows the user to place a call and manage the Call Log database. To place a call from the *Call Log* window;

- Double click on the record to place the call.

  Or

- Select a record.
- Click the **Telephone** icon, *iPECS Phontage* will place a call to the phone number of record.

To copy a record to the Phonebook

- Right click on the desired record.
- Click Add New (Phone Book).

Selecting the Delete icon will remove the selected record(s); selecting the Del All icon will delete all records in the Call Log.

9.3   Recorded Call List

iPECS Phontage permits recording of a conversation onto the PC's hard drive.   Recorded conversations can be reviewed after recording.   In addition, voice memos can be added to the recording and the recording with memo sent by E-mail as attached **.wav* files.

Recording may be activated from the *Phontage* Tools item in the Application Menu bar, from the Info & Video Console Record button, using the Voice Mail back-up feature or automatically. *iPECS Phontage* sends a single "record-start" tone; you should notify the other parties to any recording.

The *Recorded Call List* window includes playback controls for playing a selected file.   The user may delete a file, record a comment, and/or E-mail the recording using the Playback window controls.

9.4   Scheduled Dial Window

Scheduled Dialing permits the user to enter a phone number for dialing at a later scheduled time.   When the scheduled time is reached, the *Confirm* window will appear and must be confirmed by the user before dialing will begin.
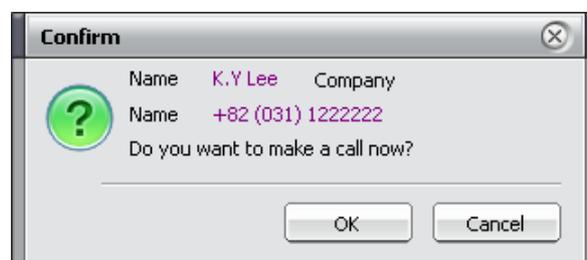
The *Scheduled Dial* window contains a list of the phone numbers and schedules entered by you.   The window Tool bar permits you to manage the Scheduled dialing feature.

To add or edit a Schedule Dial;

- Click the Add or Edit icon on the window Tool bar and the *Schedule Dial* dialog box appears.
-
-
-
-
- Click the pull-down Date/Time menu.
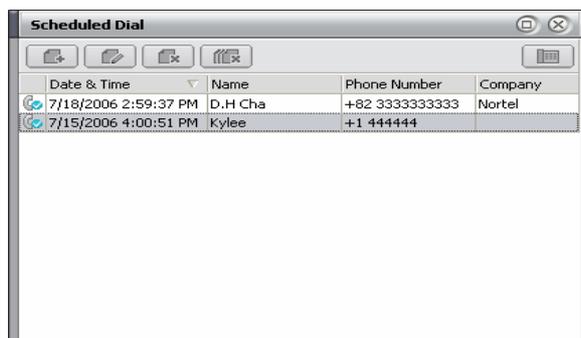
- Select a date from the calendar and the time menu, date & time is a required entry.
- Input or edit the telephone number, the telephone number is a required entry.
- If desired, enter or edit **Name** and **Company**.
- Select **OK** to save the schedule and number for later dialing. A date, time and number must be entered.
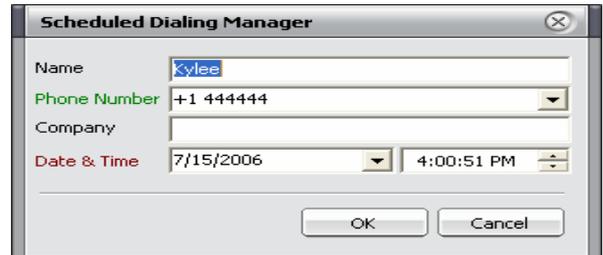
To delete an entry from the Scheduled Dial folder;

- Select the **Delete** or **Delete All** icon to remove the record. The user will be asked to confirm the record deletion.

9.5 Conference Room Window

iPECS **Phontage** includes the Conference Room feature where you can set-up or join a scheduled Conference. To set-up a Conference Room;

- Select **Conference Room** from the **View** menu.
- Select **Create** tab.
- Enter an **Access Code** if need.
- Press Create button. The Room number will be given from system.
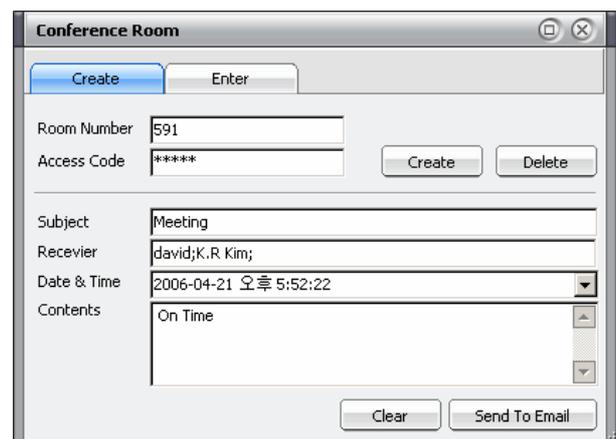
To send an E-mail notification of the Conference;

- Select and enter a **Subject**.
- Select and enter the E-mail address for the **Receivers**.
- Select a **Date & Time** from the drop-down menu.
- Enter a contents message.
- Select **Send to Email**.

iPECS Phontage will register the Conference Room and send an E-Mail to the listed receivers.

You can also join a Conference Room.

To enter a Conference;

- Select **Conference Room** from the **View** menu.
- Select the **Enter** tab.
- Enter **Room Number** and **Access Code**.
- Select **Join**.
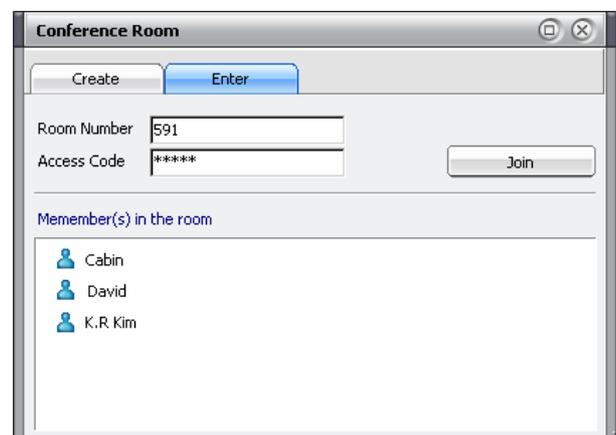
*ipLDK and iPECS 100/300/600 support auto creation of room number. The other systems should be entered room number also like access code.

For all system, room number should be entered when you want to remove the room from system.

9.6   IP Phone Window

With the *IP Phone* Window you have complete access to all of the system features as well as the features available to the traditional **IP** phones, with the few exceptions based on the differences in the user platform, refer to section 12. The fixed feature keys operate in the same manner as the **IP** phones except the mouse is used to select dial pad and feature buttons.   For operation of the features, refer to the **System** Quick Guide or the **IP** Phone User Guide.
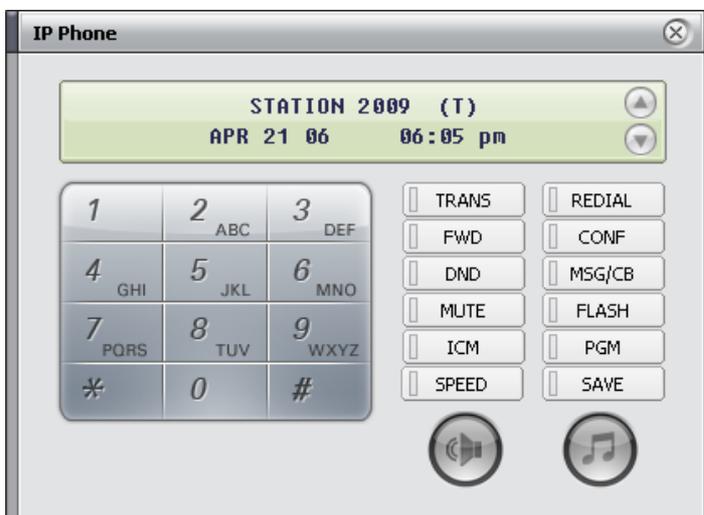
9.7   Flex Button Window

The *Flex Button* window provides access to the 48 Flex buttons in the screen.   Each button includes a status icon, which displays the status of the CO Line or station associated with the button. The button also displays a designation from the **System** database, such as CO 001, SPD 001, etc. A further label, which will be displayed in the button, can be assigned in *Phontage*.

Selecting a Flex button with the left mouse button will access a CO line, call a station or activate a feature based on the function assigned to the Flex Button in the **System** database.

System provides you access to Station Speed Dial numbers. You can easily enter and assign any of the Station Speed Dial numbers to a Flex button.
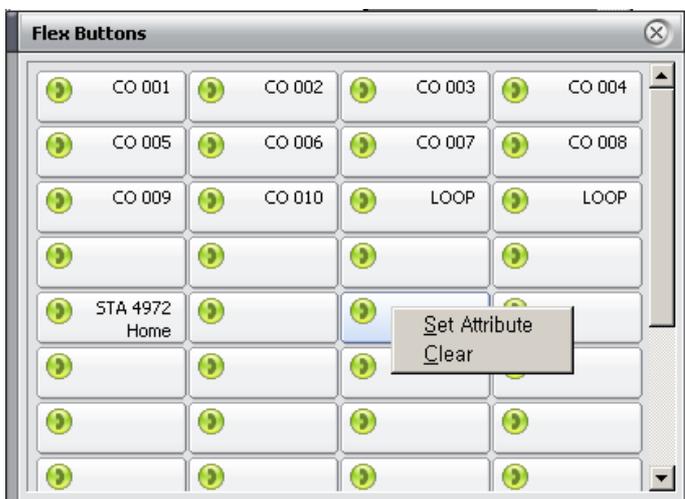
To enter and assign a Station Speed Dial to a Flex button;

- Place the mouse pointer over the desired Flex Button.
- Right click the mouse to display the Speed Dial number entry window.
- Use the pull-down menu to assign the Speed Dial bin number (for *iPECS*-100, bins 00 to 19 or for the *iPECS*-300, bins 000 to 099).
- Enter the number to be dialed.
- Enter an optional label for the Flex Button.
- Select Save to store the number and return to the *Flex Button* window.
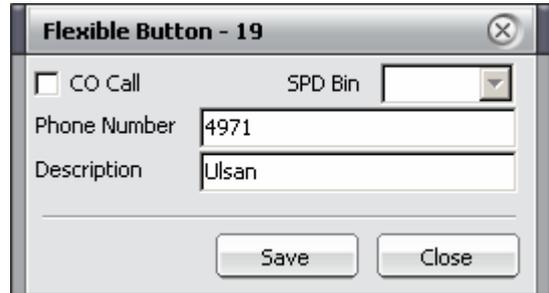
NOTE: If a Flex button is assigned for Paging, the Speakerphone must be activated prior to selecting the Page button.

* iPECS 100/300/600 support this window only. The other system can do this function with IP Phone window and Flex Button window.

10 *iPECS* System Integration Features

The *iPECS* system supports special functionality employing the special characteristics of the *Phontage* PC as a terminal.   The integration of the *iPECS* system and *Phontage* PC enables enhanced audio file capture and management features including:

- ・   Automatic Call Recording, *Phontage* or 3rd party
- ・   Voice Mail Back-up Station

10.1 Automatic Call Recording

When enabled in the *iPECS* system, conversations of the *Phontage* and/or other 3rd party *iPECS* users are recorded to the hard drive of the *Phontage* PC.   Automatic recording is assigned under Program code 112 of the *iPECS* system.   Other stations in the system may be assigned to record conversations to the *Phontage*, "3rd party recording".

Recorded conversations are managed from the *Recorded Call List*, which will indicate the date, time and station number(s) that was party to the conversation.   Note that to record 3rd party conversations properly; the *iPECS Phontage* must be idle.

10.2 Voice Mail Back-up Station

When enabled in the *iPECS* system, the *Phontage* receives notification of voice mails for other 3rd party *iPECS* system users.   Notification from the *iPECS* VMIM increments the Voice Message count shown in the Info & Video Console, see section 6.2.   The 3rd party Voice Messages are copied to the Voice Mail *Message List* where they can be managed and, if enabled in the *iPECS*, may be deleted by the *Phontage* user.

To back-up and manage Voice Mails from the Voice Mail *Message List*,

- ・   Click the Voice Message icon in the Info & Video Console to open the *Voice Message List*.

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- Select the desired station from the Station drop-down menu in the *Message List* window.

- Select Backup, the messages are downloaded to the *Phontage* PC hard drive.

- Use the *Message List* Tool bar and Audio controls to manage the displayed messages. For 3rd party messages, you must be enabled in the ***iPECS*** system to delete messages.
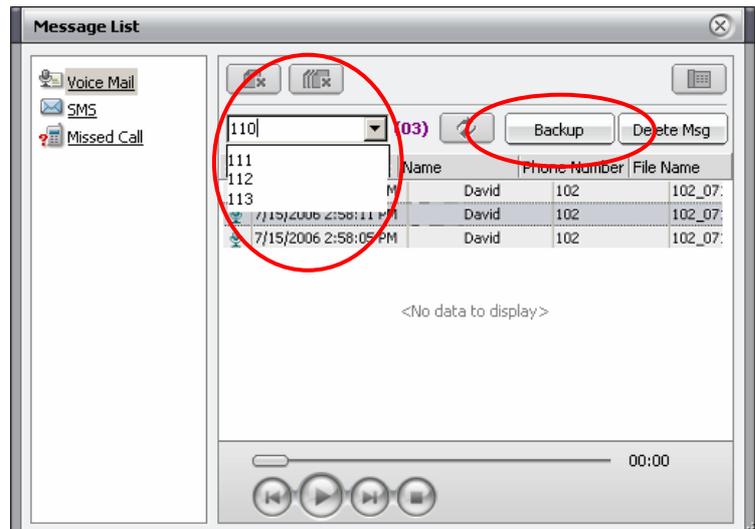
Note: that a VMIM is required in the host ***iPECS*** system.

11 Smart Tray Icon & Menu

When the *iPECS Phontage* application is executed, a tray icon is created. The icon is displayed in the Windows system tray. The Smart Tray Icon will display the status of the connection with the *System* (connected or disconnected), as well as message events as shown.

Missed call   SMS Waiting   New Voice Mail

A 'right-click' on the icon opens the Smart Tray Menu. Selections in this menu include:

Tray Popup Cancel   select to close the Smart Tray Menu

Call Assistance   select to open the Call Assistance
Window.

Recent Call List   select an item from the list to return call.

Speaker Button   select to control the speakerphone.

Show Main Window   select to open the *Phontage* Main
Window.

Exit   select to close the *iPECS Phontage* application.
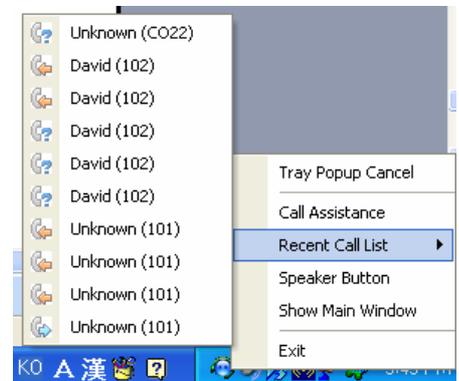
12 *iPECS* **Phontage** User Programming

As previously noted, the ***iPECS Phontage*** operates in the same manner as the traditional **IP** phone. There are however several user programmable functions which are not supported due to differences in the platform, i.e. PC versus **IP** Phone. The user programmable functions not supported by *Phontage* include:

Station Answer mode; ***iPECS Phontage*** does not support Intercom Call Announce and, thus supports only Privacy for the Station Answer mode.

Station Ring Download; ***iPECS Phontage*** can not download ring tone files from the

System, the *Phontage* user can change the ring tone files stored in the ***iPECS Phontage*** folder, see section 5.1.2.7.

Audio source control; ***iPECS Phontage*** has a single audio path and thus cannot support the dual path (headset and speaker) controls available with the traditional **IP** phone.