

ez-Attendant

Installation and User Guide

Model : LDK-300E/300/100/50

2004.08



History

Issue	Date	Description	ETC
Issue 1.0a	2003.09	Initial Description	
Issue 1.0b	2003.10.23	Added about Log-view, information window	
Issue 1.0c	2003.11.22	Unscreened transfer, SMS to GSM Modem function added. Search option, trace save option function added	
Issue 1.0d	2004.01.31	Use of ms-outlook schedule	
Issue 1.0e	2004.03.22	Recall History, Display stations by ascending logical number, small button type	
Issue 2.0a	2004.4.16	Scheduler auto loading time interval, log view delete, speed bin data for 600 hotel, scrolling station list, phonebook list when find matched item, group call window display, co line display window, hot desk function, alarm indication, call recording link icon	
Issue 2.0b	2004.08.17	Sorting station button by logical number/user name. Prepaid call function Display selected stations CO line outgoing disable/enable Account table	

This is the Installation and User Guide for LDK ez-Attendant user. Especially for operation order and menu sequence has some possibility to be changed.

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1. Introduction and overview

1.1 Introduction

1.1.1 Installation

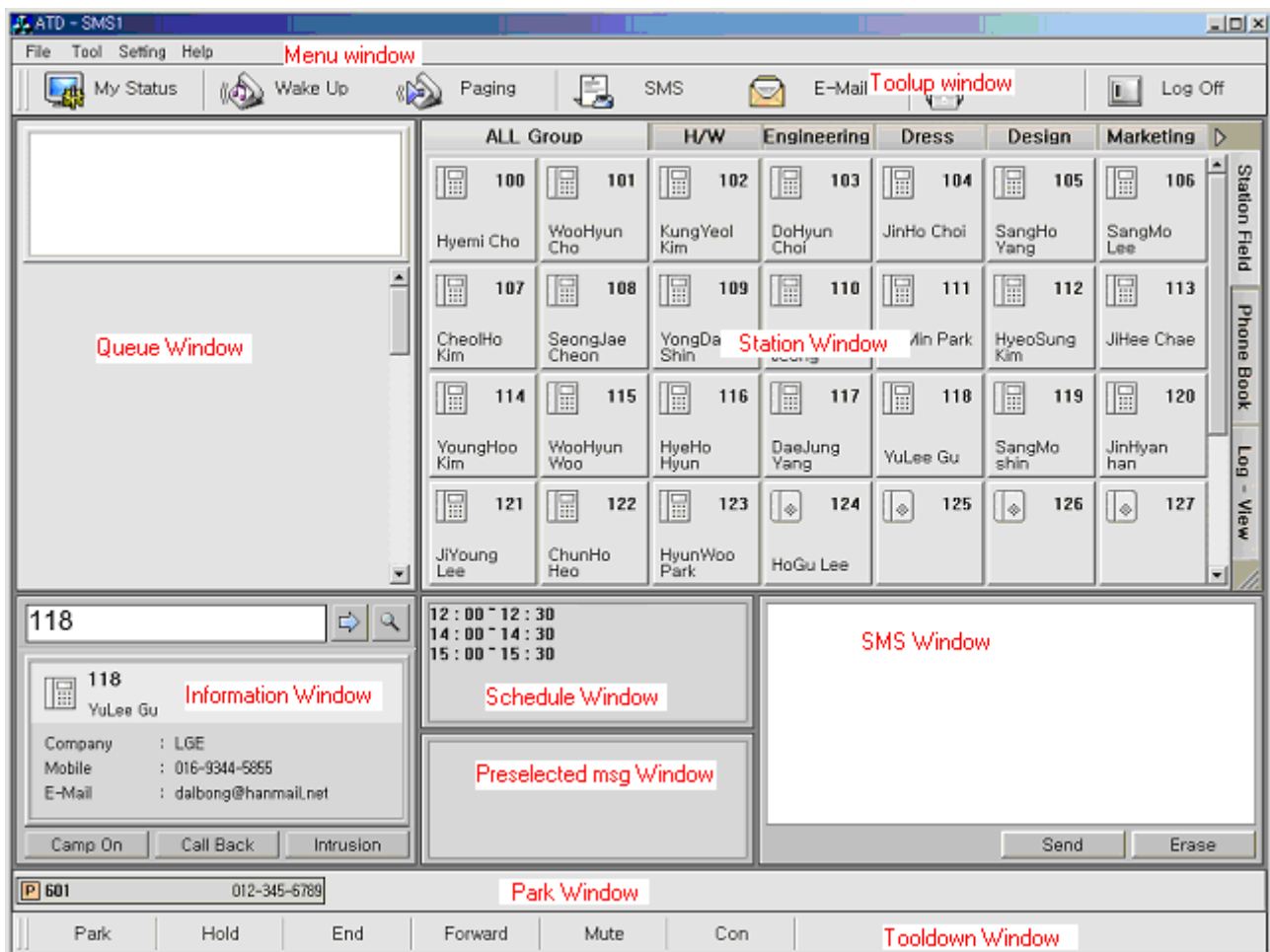
ez-Attendant software works with LDK system Phase III software. LDK system supports the interface between LDK system and ez-Attendant software with LAN port. In this section, it will be described to install process with your computer and LDK system.

- 1) LDK system
 - LDK system with LAN Port
 - MPB software version **2.2Dh** or later.
 - IP address that is given by network administrator
- 2) PC
 - CPU : Pentium III 800MHz or higher CPU
 - Memory : 256Mbyte or much more DRAM
 - HDD : 100Mbyte Storage Space.
 - Monitor : 17Inch Monitor(Recommended Spec. : 19Inch or higher)
 - Resolution : Default mode is 1024 X 768, higher resolution is available.
 - OS : Microsoft Window 2000/XP
- 3) Network Environments
 - LDK system should have LAN port
 - LDK system should have unique IP address that is assigned by network administrator.
 - There should be LAN cable to connect the LDK system.

1.2 Overview

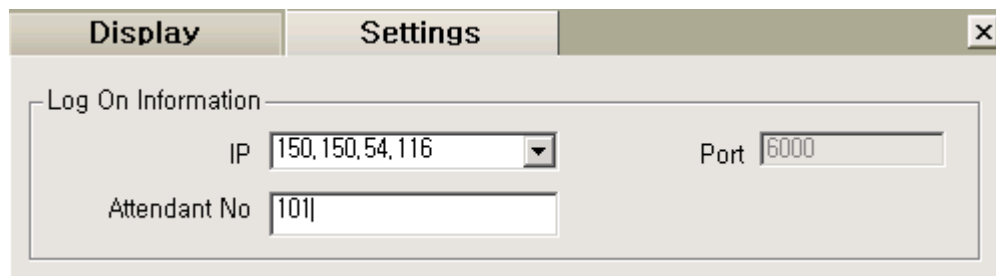
ez-Attendant software can manage the various type of call with your PC. When the attendant works with another type of working (for example, word processing), the attendant can minimize this software with button. If an incoming call is occurred during the word processing, the pop up windows will be activated with simple information about the caller. At that time, attendant should do its own operation.

And the call related operation is depending on the LDK system feature. For example, the capacity of queue size or recall timer are depend on the LDK system itself. But PC related features are independent with LDK system.



[Fig 1.2.1 ez-Attendant Main Window]

1.3 Configuration



[Fig 1.3.1 Log on Information in Option Window]

1.3.1 IP Address and Port of the LDK system

Description

- This field is used for connecting the LDK system. If the user enter the IP address of the LDK system that user want to connect.
- If user enter the IP address when the ez-Attendant software was executed first time, user don't have to enter the IP address whenever she execute the software.
- The entered IP address will be saved in windows registry until user change this address. And connection port is fixed because if the port is changed, ez-Attendant can't connect to the system.
- Refer to [Fig 1.3.1 Log on Information in Option Window].

MENU

[Setting] → [Option] → [Setting] → [Log On Information]

- IP : IP Address of LDK system
- Port : The UDP port that is used for ez-Attendant to connect the LDK system. This value can not be changed by user.

Condition

1.3.2 Attendant Number

Description

- User should assign the attendant extension number that will be combined with ez-Attendant.
- You can assign the attendant number in [Setting] → [Option] → [Setting] menu. But only one attendant can be assigned to one ez-Attendant.
- And each attendant should assign different attendant number with one LDK system. If duplicated attendant number was assigned and try to connect the same LDK system, the second Ez-Attendant will be failed to login LDK system.
- [ez-Attendant program supports Hotdesk function for V3.](#)
- Refer to [Fig 1.3.1 Log on Information in Option Window].

MENU

[Setting] → [Option] → [Setting] → [Log On Information] → [Attendant No.]

Condition

- The attendant number should be one of attendant. Those attendants can be assigned by admin **PGM 164(Attendant Assignment)** or **PGM120(ICM Tenancy Group – Flex Btn 1)**
- If the wrong attendant number is entered, the log on process will be failed with “**Wrong Attendant Number**”
- [To use Hotdesk function , user must upgrade to new MPB s/w \(later v3\)](#)
- [When connecting to the LDK system supports hotdesk function, ez-Attendant needs either real attendant number or dummy station number.](#)
- [When logging on LDK system by dummy station number, input password for agent attendant number.](#)

1.3.3 Display Mode (List Type, Small ICON type and ICON type)

Description

- User can select the display mode. There are three types of display mode. This display mode is designed with ICON type window. This option will be used when user select the LIST type.
- When user select the ICON type display, the station window will be displayed with ICON type with graphical icon and simple basic information. And if user selects the list type, Station window will be displayed with list type as like Excel Sheet. In this type of option, default mode is ICON type.
- On ICON type(including small ICON type), stations are displayed by ascending order.
- When user selects small icon type, the number of displayed on station window will be twice than icon type.
- User can select the line number of Station Window. The default number of line is 4 line type and maximum number of line is 6 line. So, user can select one type among three type as like below.
- Refer to the [Fig 1.3.2 Station Window Display mode setting in option window].

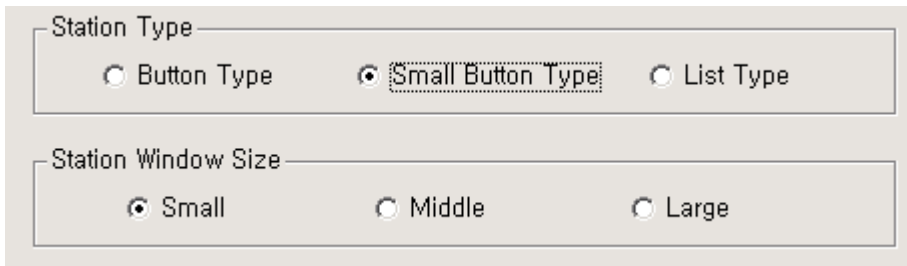
MENU

[Setting] → [Option] → [Display] → [Window Display]

- Station Type : ICON type , small ICON type or list type
- Station Window Size : Small(4 Line) / Middle(5 Line) / Large (6 Line)

Condition

- If you select the [Large] in “**Station window size**” field, The station window will be seen with many station data. But the [Preselected Message Window], [Schedule Window] and [SMS Window] will be small.



[Fig 1.3.2 Station Window Display mode setting in option window.]

1.3.4 Language Selection

Description

- User can select the local language except English. The default language is English. If use want to change the language, edit the one text file that is copied installation directory.
- After editing the language text file and select the local language, the ez-Attendant will change the whole string with selected local language.
- Refer to [Fig 1.3.3 Language Selection].

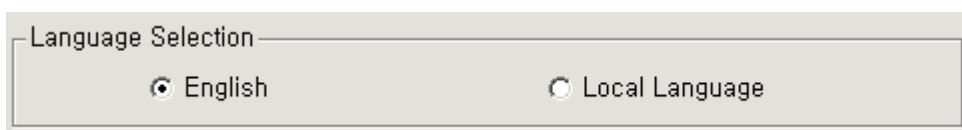
MENU

[Setting] → [Option] → [Display] → [Language Selection]

- English : Language is English.
- Local Language : Each national language(Ex : if your country is Italy, local language will be Italian language.
- Text File that you can edit. : **pcatdlls.txt**

Condition

- To use local language, the user should edit the patdlls.txt file with your language.
- This file can be edited with user by user.



[Fig 1.3.3 Language Selection]

1.3.5 SMS Information

Description

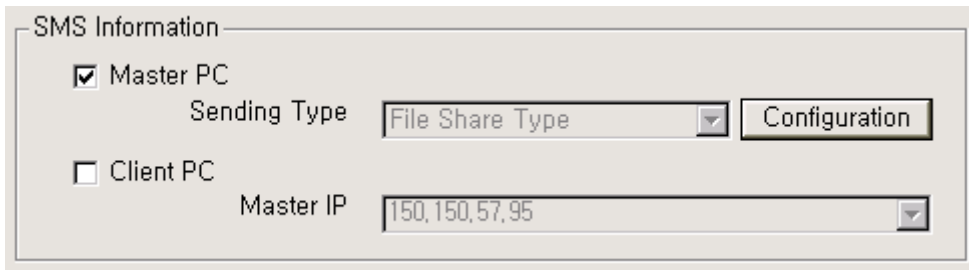
- This field will be used when user wants to send the SMS message to the mobile telephone users.
- User can send SMS to cellular phones with ez-Attendant.
- Multiple ez-Attendant programs can share GSM/CDMA modem.
For example, there are an ez-Attendant and GSM/CDMA modem in a PC, other ez-Attendants can access to the modem by LAN.
- If an ez-Attendant is used as master (or server) for GSM/CDMA modem, user must set folder paths to out data and protocol.
- If there is not any modem in a PC, then the ez-Attendant must connect to another ez-Attendant that has GSM/CDMA modem. So user must input IP address to connect.
- After change configuration on SMS Information, user must restart ez-Attendant.
- Refer to [Fig 1.3.4 SMS Information Setting].
- Up to now, ez-Attendant supports only GSM modem.

MENU

[Setting] → [Option] → [Setting] → [SMS Information]

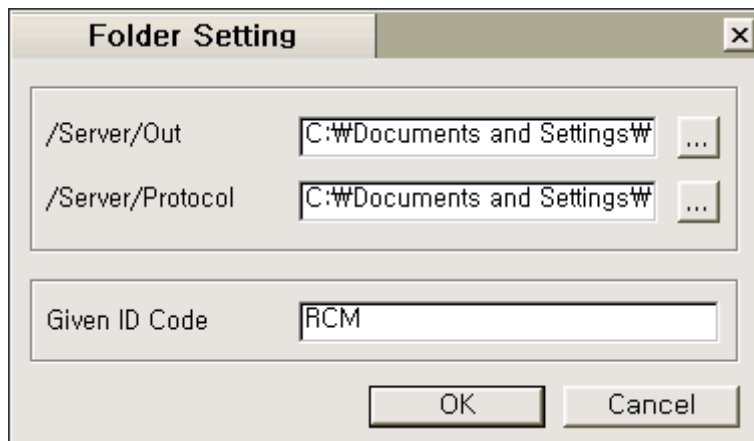
Condition

- When ez-Attendant is used as master, check the “Master PC”



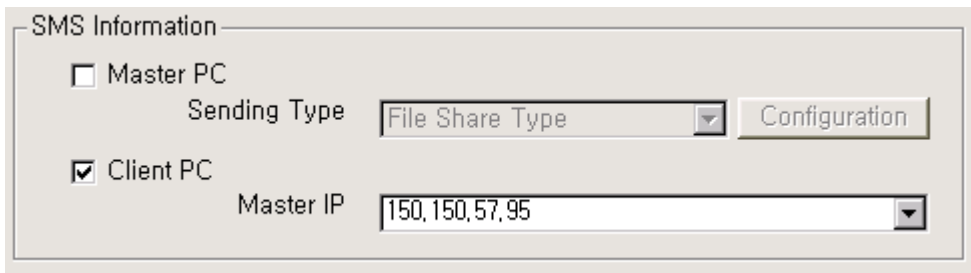
[Fig 1.3.4 SMS Information setting]

- After checking as master, click [configuration]button.



[Fig 1.3.5 File Share Type Setting Window for Master]

- In file share type, SMS message is written as a file
So user must assign out path to write file ,protocol path and given id code.
The protocol path is not yet used. ID code is used as the expansion name of the file.
- This configuration will be applied when user start ez-Attendant again.
- When user set the ez-Attendant as Master , another ez-Attendant or ez-Phone programs can share GSM/CDMA modem.
- When user want to use Ez-Attendant as client, check [client PC] button.



[Fig 1.3.6 Client Check and Server IP Address window]

- Input IP address of Server Program, then restart ez-Attendant.
ez-Attendant will connect server.

1.3.6 Forward Information

Description

- This forward station will be used when attendant want to go out for a while without log off.
- If this feature is activated, the whole calls to an attendant will be transferred unconditionally to forwarded station (Maybe another attendant)
- With this configuration, when attendant select **[Forward]** in **[My Status]** menu, attendant will be programmed with forward attribute.
- Refer to [Fig 1.3.5 Forward Station assign in option window].

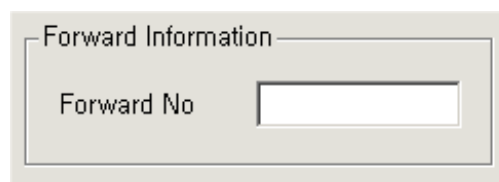
MENU

[Setting] → [Option] → [Setting] → [Forward Information]

- Forward No : Enter the another station number that you want to assign.
- Forward type : Unconditional forward only.

Condition

- To use forward feature, Admin PGM 111 – Flex 2(Call Forward) should be assigned with **[ON]**.
- Only one forward type(Unconditional) is available because this feature is designed for a minute without log off.



[Fig 1.3.7 Forward Station assign in option window]

1.3.7 Park Call display

Description

- If user wants to see the park status and information with main window, select this field in option window.
- Refer to the [Fig 1.3.6 Park Call Display in option window].

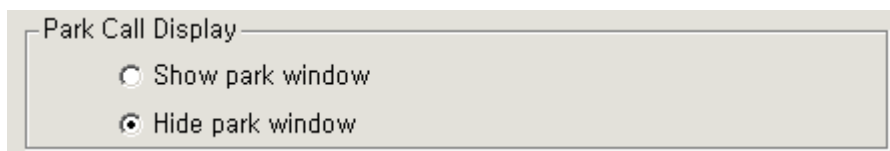
MENU

[Setting] → [Option] → [Setting] → [Window Display] → [Park Call Display]

- Show Park Window : Show park window in bottom side of main window.
- Hide Park Window : Hide park window but operation is available.

Condition

- Default mode is Hide mode.



[Fig 1.3.8 Park Call Display in option window]

1.3.8 Key Pad Display

Description

- ez-Attendant can support the keypad dialog like window dialer.
- But keypad will not be displayed with default. If attendant need to use key pad, attendant can select the option and use it.
- Refer to the [Fig 1.3.7 Key Pad Display option].

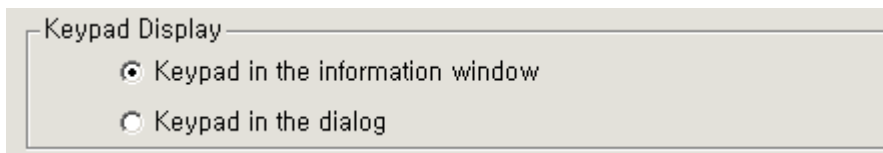
MENU

[Setting] → [Option] → [Window Display] → [Key Pad Display]

- Key Pad in the information window
- Key Pad in the dialog.

Condition

- Recommend : Key Pad in the information window.



[Fig 1.3.9 Key Pad Display option]

1.3.9 Key Map Configuration

Description

- User can use the keyboard instead of mouse operation. LG ez-Attendant support keyboard operation and user can change the key map parameters.
- Default value is described as like below.
- Default key mapped value.

- i. Answer : ALT + A*
- ii. Call back : ALT + B*
- iii. Camp on : ALT + O*
- iv. Clean : ALT + X*
- v. Conference : ALT + C*
- vi. End : ALT + E*
- vii. Forward : ALT + F*
- viii. Hold : ALT + H*
- ix. Intrusion : ALT + I*
- x. Make Call : Return*
- xi. Mute : ALT + M*
- xii. Park : ALT + P*
- xiii. Redial : ALT + R*
- xiv. Search : CTRL + Return*
- xv. Show key pad : CTRL + K*
- xvi. Transfer : Shift + Enter*
- xvii. Search Next : CTRL+DOWN*
- xviii. Search Previous : CTRL+UP*
- xix. Unpark : ALT + U*
- xx. Unscreened transfer : ALT + Return*
- xxi. Call pick up : CTRL + P*
- xxii. Hunt group call information window : CTRL+G*
- xxiii. CO Line display window : ALT+S*

MENU

[Setting] → [Key map]

Condition

- Duplicated definition is not allowed with different function.
- [SPACE] key will not allowed in this key map.
- The below message combination will be not allowed.

- i. SHIFT + any key*
- ii. Numeric keypad*

1.3.10 ICONS in ez-Attendant

- Station Main Window Icons (Button Type)



DKTU-Busy (blue)



DKTU-Idle (white)



SLT-Busy (blue)



SLT-Idle (white)



WHTU-Busy (blue)



WHTU-Idle (white)



DND State



Forward State



Network STN-Busy (blue)



Network STN-Idle (white)



Network STN-DND



Pre-selected Message

- Station Main Window Icons (List Type)



DKTU-Busy (blue)



DKTU-Idle (white)



SLT-Busy (blue)



SLT-Idle (white)



WHTU-Busy (blue)



WHTU-Idle (white)



DND State



Forward State



Network STN-Busy (blue)



Network STN-Idle (white)



Network STN-DND

- Queue Windows Main Icons



ICM Incoming (yellow)



CO Incoming (green)



Attendant Recall (red)



Hold Recall (green)



Park Recall (orange)



Transfer Recall (blue)



Park



Hold State

- Tool Bar Icons



My status



Wake Up



Paging



SMS



E-mail



Print



ON / Off

- CO Line Status Icons



Invalid CO line



Idle CO line



Transfer hold CO line



Busv CO line

1.3.11 System Setting for Speed

Description

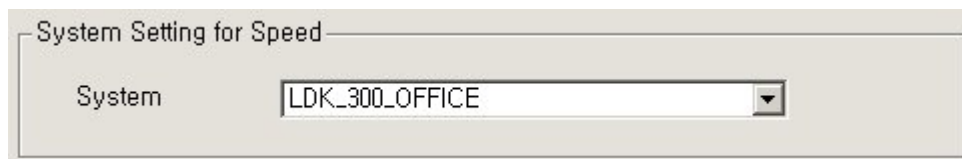
- This setting make it is possible for ez-Attendant to make speed bin editor window.
- If user selects the system category with this option, the ez-Attendant will make the list for speed bin data with system.
- Refer to the [Fig 1.3.8 System setting for Speed].

MENU

[Setting] → [Option] → [Setting] → [System Setting for Speed]

Condition

- The connected system will have higher priority than this setting.
- In other words, if you select the LDK 100 Office with this option and connected to the LDK 300 system, then ez-Attendant will make speed bin data list for LDK300 system.
- And during login, user cannot change this field with option window. Because the change of this configuration is meaningless during login.



[Fig 1.3.10 System setting for Speed]

1.3.12 Customize Environment

Description

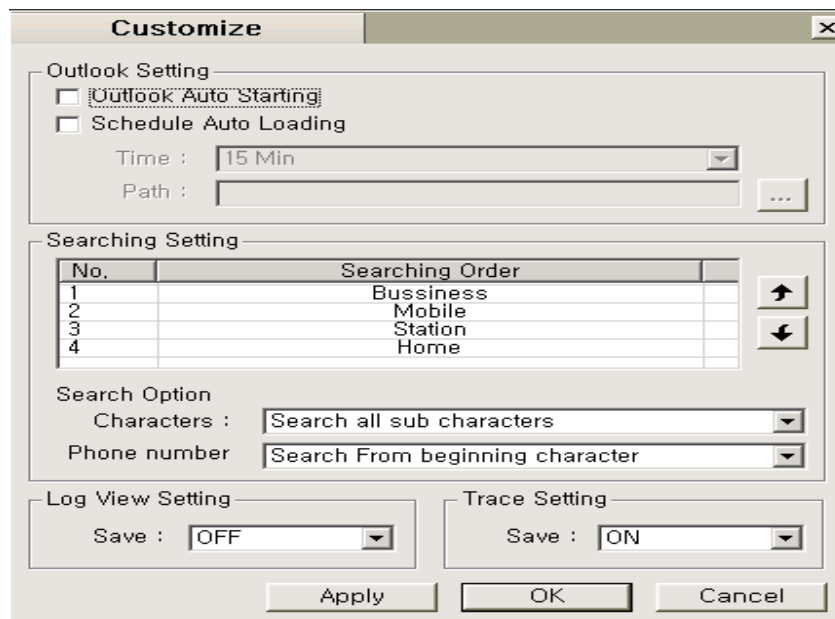
- This setting make it is possible for user to optimize environment.
- Refer to the [Fig 1.3.9 System setting for Speed].

MENU

[Setting] → [Customize]

Condition

- This is a configuration for each user or environment.
- There are 3 categories with this customized message.
- Outlook setting : If you select this option, when the ez-attendant starts, outlook will be started. (Outlook program will be exist with process but Outlook window will not be shown.)
- Schedule Auto Loading : If you select this option with time interval, ez-attendant will read the schedule information from the assigned path. So, you should assign the path with time interval.
- Searching order : ez-attendant will make a call with this order. If mobile number is the first order, when user select destination number with mobile phone number.
- Searching option : If user want to get more accurate information or result , select character, phone number searching option.
- Log View Setting : ez-Attendant supports saving logs that calls made by attendant keyset or the other member keysets. If you don't want to save these logs , please select Off on this category.
- Trace Setting : while using ez-Attendant , there were a problem , set this option into "ON" ,then every information about ez-Attendant will be saved file. The file will be named by date and time. If user find a problem and get a trace file, then attach the file when send error report.



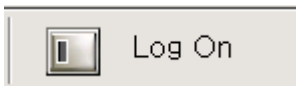
[Fig 1.3.11 System setting for Speed]

1.4 Log on

1.4.1 Log On Start

Press Log On Icon or select the log on menu. Then you can see the below dialog if there is no problem.

ICON for Log on

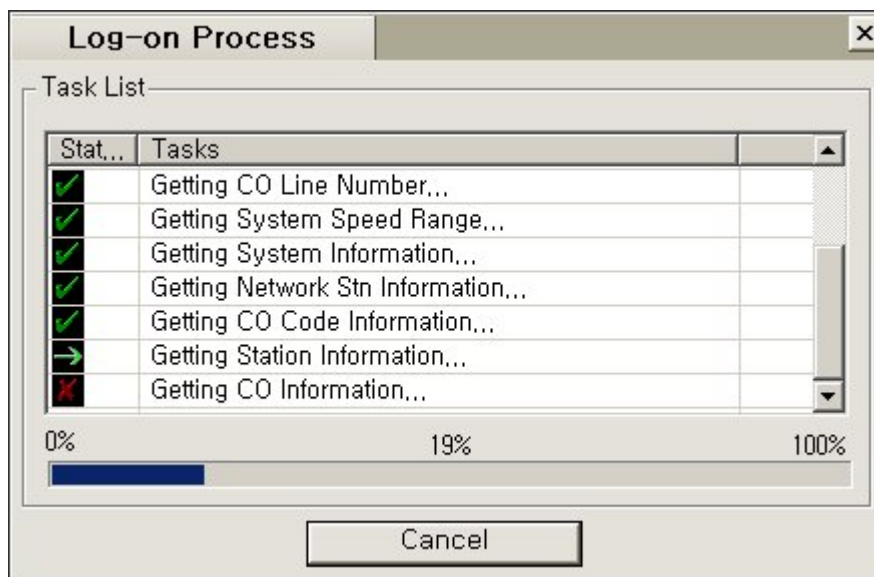


When logging on the LDK system that the hotdesk function is enabled, the station number can be input is either real attendant number or dummy station number. If user input dummy station number on setting dialog box, then ez-Attendant will display the password input dialog box like this.



[Fig 1.4.1 Logon – password input dialogbox]

If the password is correct, log on process is executed.



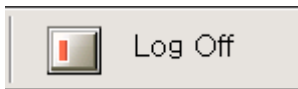
[Fig 1.4.2 Logon Process Dialog]

If wrong attendant number is entered, the log on process will be failed with “**Wrong Attendant Number**”

1.4.2 Log On Success

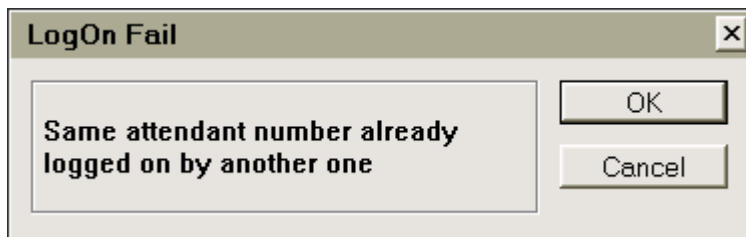
- If Log On process is succeeded, the whole station window will be displayed with various status.
- And ICON for Log On will be changed to Log Off.

ICON for Log Off



1.4.3 Log On Fail

- If Log On process is not succeeded, the error message box will be displayed with fail reason..
- And ICON for Log On will be changed to Log Off.
- The following figure is one of the error message dialog boxes.

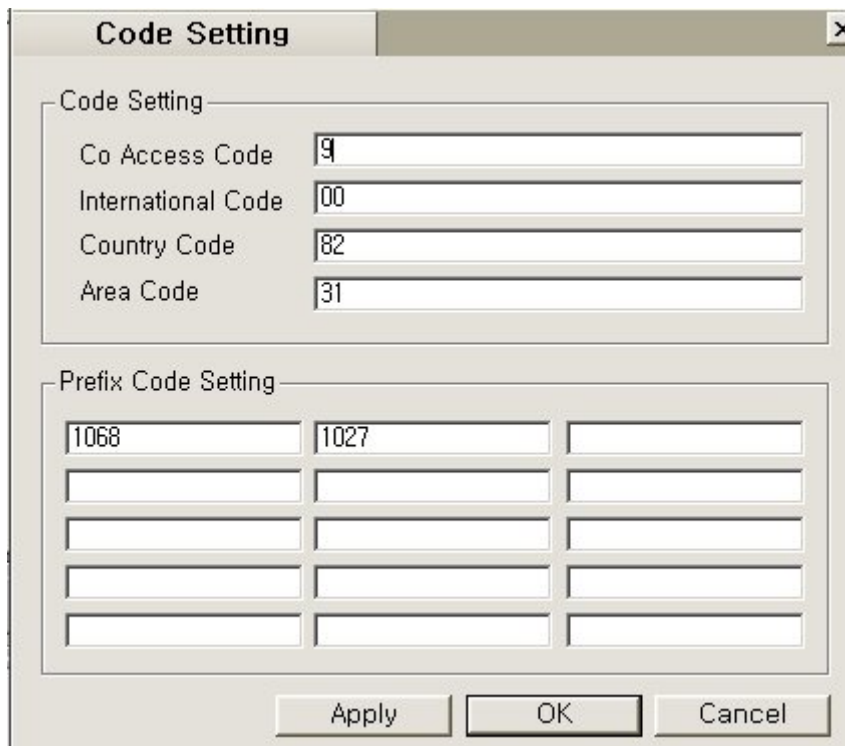


[Fig 1.4.2 Error message window]

- The available fail reasons are described below.
 - 1) No Lock key for ez Attendant. Please Contact to your local dealer!
 - 2) LDK System is initializing.
 - 3) Same attendant number already logged on by another one.
 - 4) ATD port is no more available: There is no available attendant. The whole attendant logged on.
 - 5) The number sent is not valid ATD number: Check the PGM 164
 - 6) "This agent attendant is not logon to dummy station."-> the station to use agent attendant is not logged on.
 - 7) "This dummy station can not be logon to the system." → The dummy station number cannot be log on.

1.5 Code Setting

Select [Code Setting] in setting menu. If you want to make external call, you must meet these condition on this dialog box. Co Access Code is used for CO Line call. International code is used when you make international call. And you must input Country code and Area code.

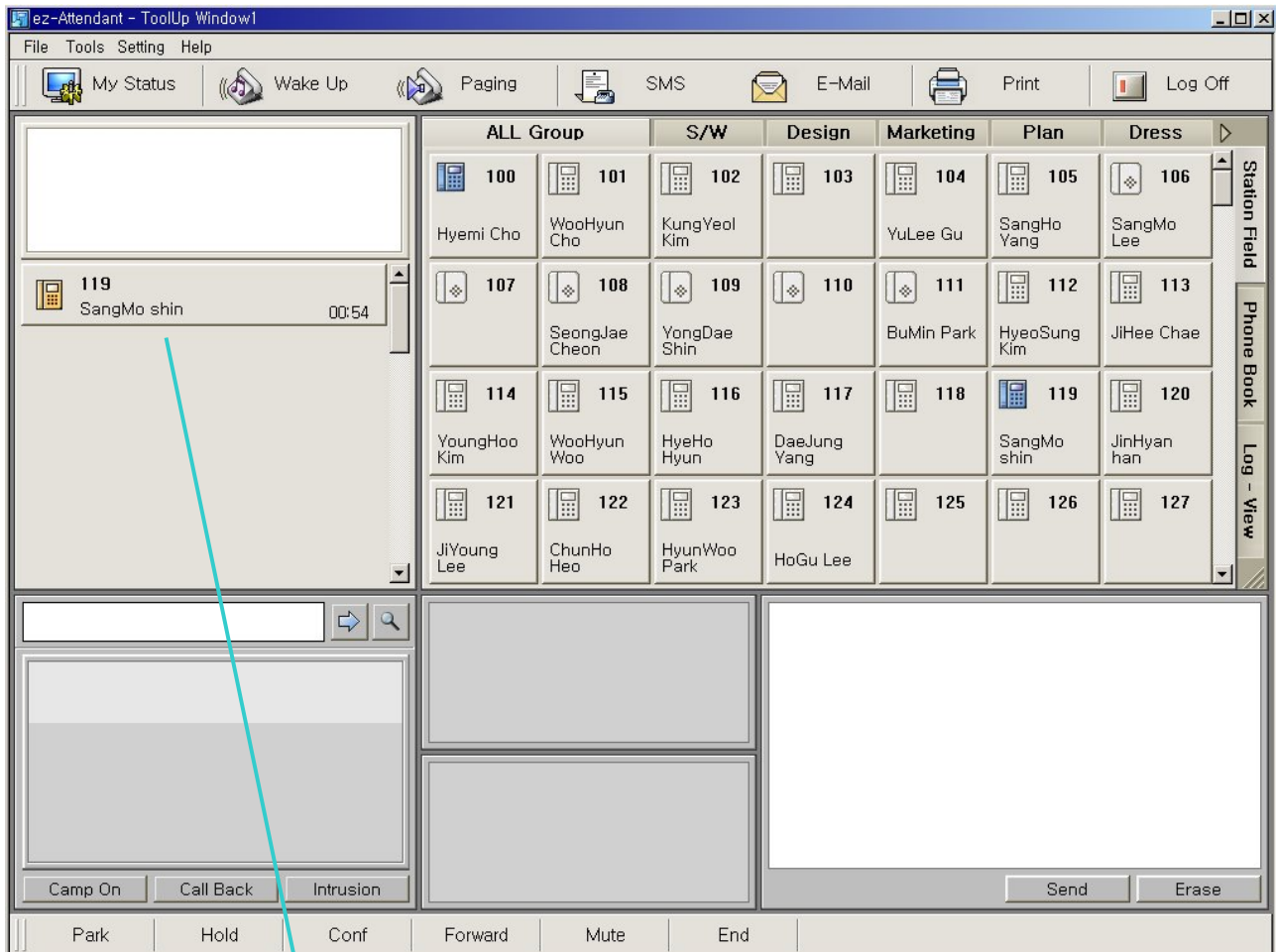


[Fig 1.5.1 Code Setting]

The prefix code will be used call information management. So, these values should be entered if you have LCR feature.

2. Call Related Feature

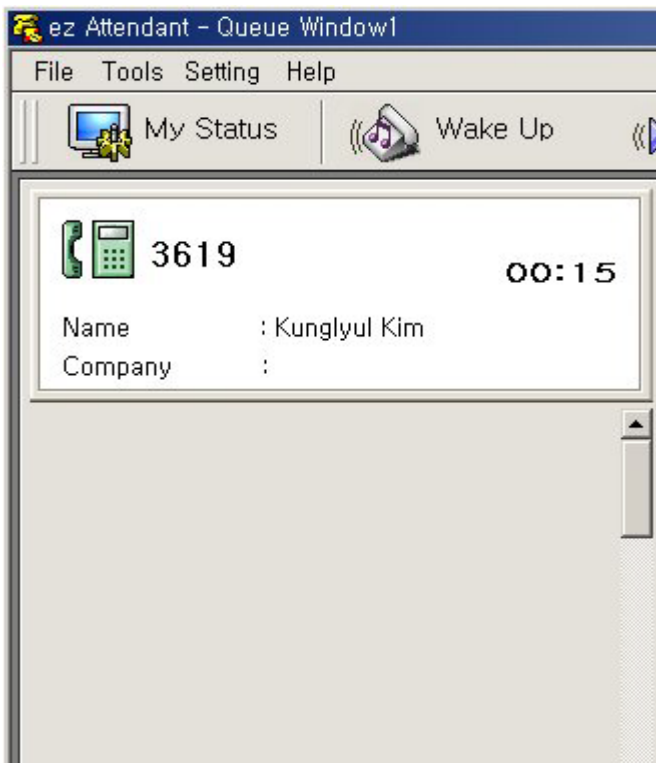
2.1 Answering Incoming Call



[Fig 2.1.1 Queue Window when get a Incoming Call]

When the incoming call is received, the call is located in queue window until attendant answer.

And if attendant answer the call, the location will be moved into information window.



[Fig 2.1.2 Answer window]

.Description

- ez-Attendant can answer the incoming call from outside or inside intercom using mouse or keyboard operation.
- If attendant is calling with someone, the other calls will be queued in queue window. After that connection is finished, attendant can select any call in the queue window. Default target call is the first call in the queue. So, if there is a long waited call, that call will have higher priority to answer
- Type : Internal incoming / External incoming / Transfer recall Ring / Attendant Recall Ring / Hold Recall Ring / Indirect Recalled Call / Park Recall
- On transfer recall ring / hold recall ring / park recall ring, ezAttendant shows information where the call comes from.

Operation

- Press **[Call answer button] in key map** or mouse clicking.
- In the queue window, default target call is located on top.
- At this time, the CLI information (CLI, Name, Company, waited time) will be displayed in the incoming call information field. To answer the incoming call, press **[Call answer button]** or click the mouse with call list in queue window.

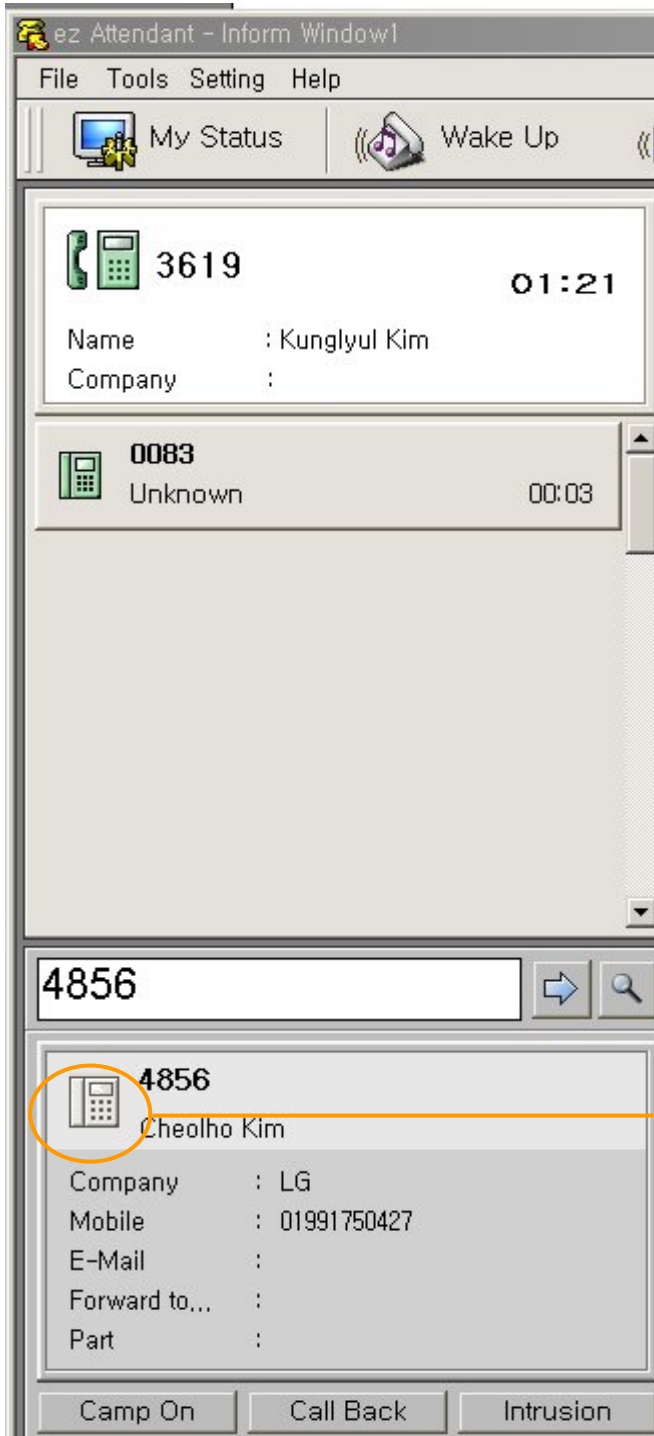
If the incoming call was answered, the name , company and CLI information will be displayed. Information window will display keyset type, total talking time, name and company.

You can answer the call by pressing [ALT + A] or mouse click. When you use the [ALT + A], you can answer only top located call in queue window. But you can select any incoming call in queue window if you use mouse

Condition

- If there are multiple incoming calls to the attendant, attendant can choose any incoming call with queue window. But the longest waited call has highest priority.
- If attendant want to answer for specified incoming call, attendant can pick up that call with mouse.

2.2 Transferring Call

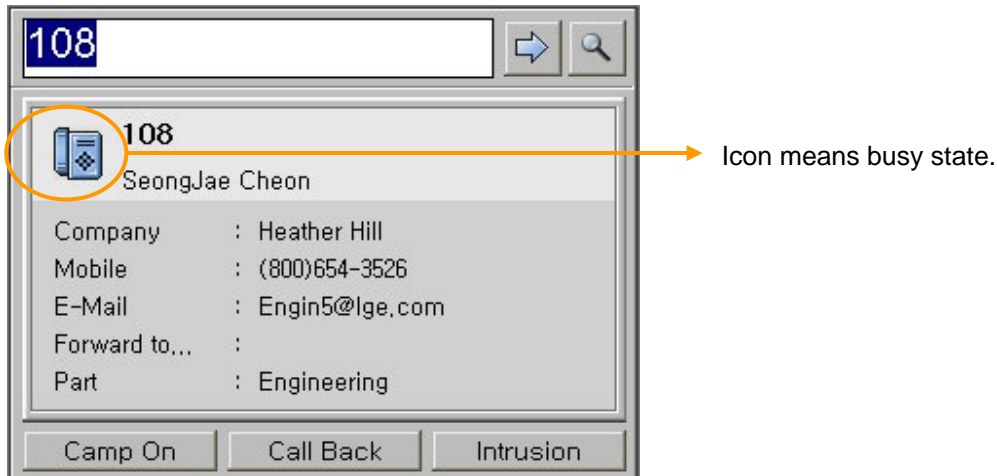


1. Search the destination extension by entering extension number and pressing [CTRL + ENTER].
2. Then information will be displayed.
3. If the destination is idle state, you can transfer the call.(Case 1).
4. But the destination is busy state, you can select another method to notify to the destination. (Case 2).

Icon means idle state..

[Fig 2.2.1 search window for transfer]

(Case 1, Idle state)



[Fig 2.2.2 Result in information window]

(Case 2 : Busy State)

If destination extension is busy, you can send SMS to keyset or send e-mail.

It will be explained later how to send e-mail or SMS message. But it is available only for DKTU and WHTU(LG DECT terminal) to receive SMS data from ez-Attendant.

Description

- The ez-Attendant supports two type of call transfer. One is unscreened transfer and another is screened transfer. Basically, ez-Attendant supports screened transfer.
- When attendant try to transfer the call to any extension, attendant can decide to transfer or not with status display. If the destination is not idle state, attendant can choose other feature for that call.
- Ez-Attendant user make call another extension idle state, the current connected call is queued with hold state. If the destination answers the call, ez-Attendant disconnect the call and the call is connected to the another extension.
- If the extension don't answer the transferred call, it will be recalled to attendant and will be displayed in queue window with different ICON(means recalled call).
- After answering recalled call, attendant can select some feature that is possible. (For example, send message or Hold again)
- To use unscreened transfer, ez-Attendant makes call to another destination and hang up the call , then the call offers ring to the destination extension.
- If user wants to retrieve the call transferred by unscreened transfer, input the destination number on the edit box in the information window, then CTRL+P key at the same time.
- If the attendant wants to see the destination database, open the destination window that is displayed with all stations.

Operation

- Enter Destination Number (Station or Hunt group number) in Information dialog box.
- Press **[Transfer button]**
- After dialing to extension, if attendant hang up, that is unscreened transfer operation.
- After dialing to extension, if attendant wait the call answered and hang up, that is screened transfer.
- If destination extension is unavailable state, select another operation as like callback or message wait.
- At this time, attendant can see the status of [Forward] or [Preselected MSG].

Condition

- If destination is hunt group number, ez-Attendant can't check state. So, ez-Attendant will transfer the call to the hunt group unconditionally.
- When the destination make forwarding to any other destination, ez-Attendant can't check state of final destination. In that case, transfer process is same as unconditional transfer mode.

2.3 Call Queuing

Description

- The ez-Attendant can queue the incoming call that include internal and external call.
- If the ez-Attendant receives multiple incoming calls, the queuing window will make the queue list.
- At that time, the attendant can select one call that is more important. (For example, recalled call)Then the others will be queued in call queue.
- The queuing capacity is depend on the LDK system capacity.(Max 20 Calls in now)
- Total waiting time is the major factor. According to the waiting time, priority of call will be changed and moved upper location in the queue window. Waiting time of recalled call is longer than the normal incoming call.
- The priority of listed call is top down order. The highest priority is the first call, which is located in top area.
- In normal case, FIFO (First Input First Out (Answer)) algorithm will be used.

Operation

- Press [**Call answer button**] , then the top located call will be answered by default.
- But the attendant can select the call that is more important using the mouse.

Condition

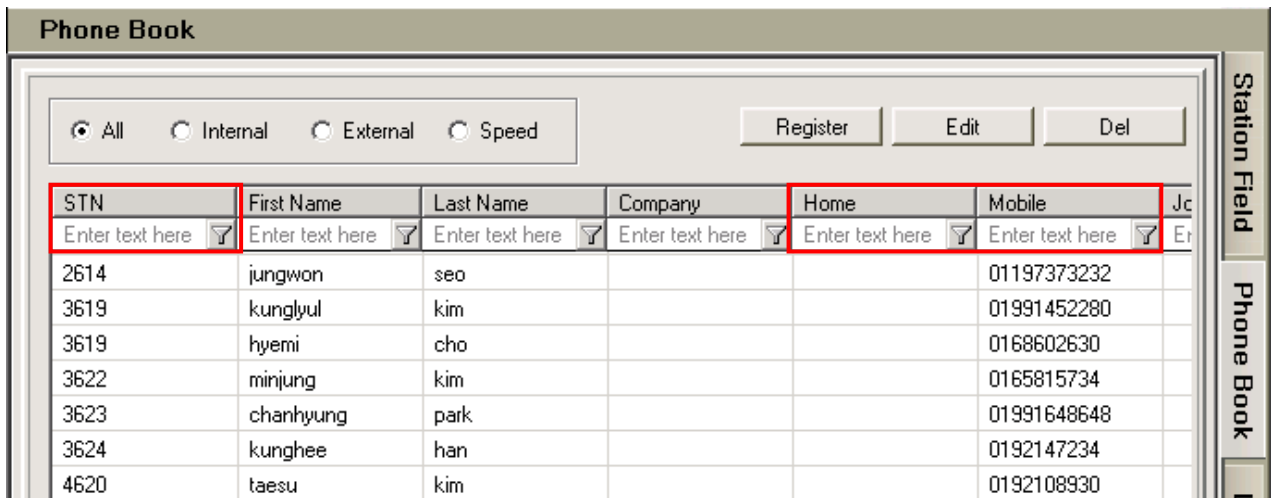
- Default priority algorithm is based on FIFO. But if there is a call, which has waited for long time, that call can be answered by attendant operation.
- Max queue list size is limited up to 20 calls.
- ***In case of CO incoming call, ez-Attendant doesn't display the CO number. If the call has CLI data, that CLI data will be displayed.***

2.4 Making Outgoing Call

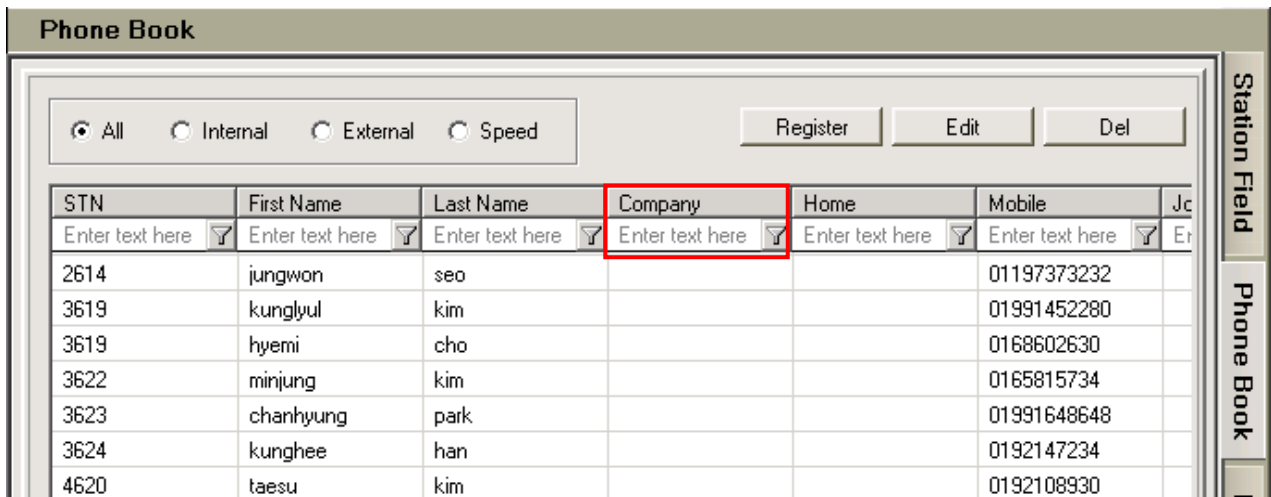
1) Using Phonebook Data

You can make a call using phone book data. There are many phone number as like below.

- STN : Internal station number(In case of internal user)
- MOBILE : Mobile phone number
- HOME : phone number for home
- Business Number : Office telephone number



[Fig 2.4.1 phone book fields able to make call]



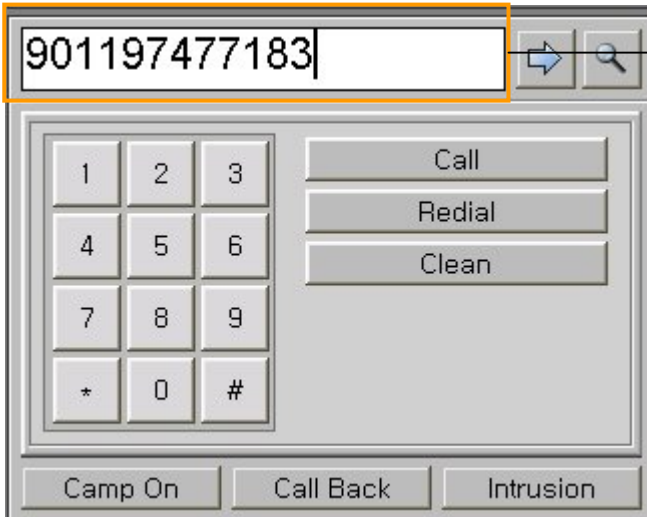
[Fig 2.4.2 phone book fields able to make call]

If you make double click with each field with red rectangle, then each phone number will be dialed automatically. In other words, if you make double click with home field, then the number of home will be dialed with CO line. The special characters like “(” or “)” will be discarded because those characters are no meaning for making call.

2) Using keypad dialog

This keypad will be used when attendant want to enter the phone number or other digits directly. When attendant uses this keypad, the digit will be sent to LDK system with same value as like keyset. In other words, if you press “1” with keypad, the result is same as pressing digit “1” with your keyset. So, the digits will be sent as DTMF tone.

If you want to dial hunt group number, you must only use this keypad dialog window.



This phone number was entered by directly as like keyset dial pad.

[Fig 2.4.3 Make call using keypad window]

You can press the key pad in your keyboard or clicking the number button with mouse. The result will be same.

3) Using Station window (Mouse Operation)

You can make call with station window button or list. If you use the button type, you can make a call to only internal user or internal telephone number. But if you use the list type of station window, you can make a call with various type of telephone number.



With button type window, you can know only station number. So you can make a call with internal station number.

[Fig 2.4.4. Make call in station button window]

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

[Fig 2.4.5 Make call in station list window]

But in case of list type, you can make a call with three type of telephone. As you see with above figure, the list type will display station number, business number and mobile number. So, you can select the telephone number that you want to make.

When you use mouse, if you select the business no field, then the ez-Attendant will make external outgoing call with business number. It is same as phonebook operation.

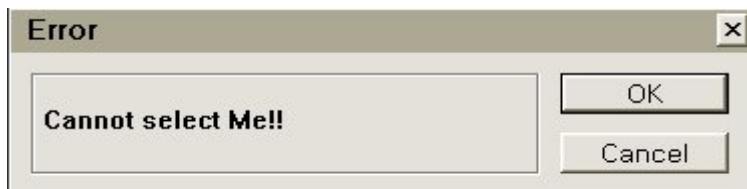
4) Using Log view Data (Mouse Operation)

You can make a call with log view window. The basic operation is same as previous type of making call.

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

[Fig 2.4.6 Make call in log view window]

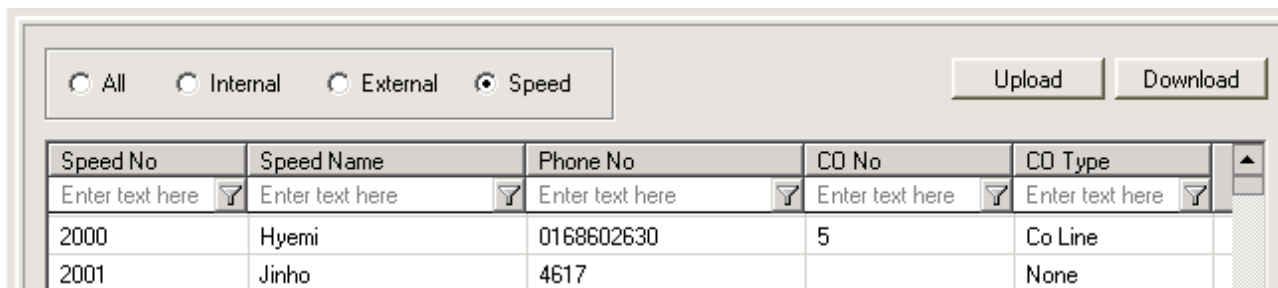
You can select Caller field and Called Field. If the selected field is external number, LDK system will make a call with selected telephone number. But there is one limitation with log view. It is impossible to select ATD itself. If you select the ATD itself, message box will be displayed as like below.



[Fig 2.4.7 Error message when select attendant number]

5) Using Speed bin Data

You can make a call with speed bin data. The basic operation is same as previous type of making call. But in this case, when user click the any speed bin number data, LDK system will make a call as if [SPEED + Bin number] has been pressed.



[Fig 2.4.8 Make call in speed bin window]

Description

- The ez-Attendant can make call to any destination. Destination type is not limited.
- Type: All extension of the system (Stand alone and connected system with network), External destination (Mobile or home...) using keypad.
- An attendant can make a call by pressing the station icon or specific list item in the station window and by direct dialing.
- Another way to make a call is using the phonebook and log data. If you want to make a call to destination that is saved in phonebook, search with each field and select the destination target number.

Operation

- Enter the destination Number in information window and press **[Make Call Button]**.
- To make an internal outgoing call, enter the station number or hunt group number.
- To make an external outgoing call, select the CO number and enter the destination number.
- If the attendant doesn't enter the CO number, the system will insert CO access code.
- If destination is internal, enter the station number or pilot number.
- If destination is external, enter the CO and destination number.

Condition

- If the attendant uses the CO line, it should have the right to access that CO group or line.
- If destination is networked system, the attendant should be dial the net number with keypad dialog.
- If destination is external outgoing call, the attendant should dial the CO access code before dialing

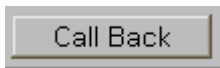
the destination number.

- If attendant use the phone book or logview, the default phone number is station number. But if there is no station number, the mobile phone number is default phone number.

2.5 Message Wait / Call Back

Description

- The ez-Attendant can make message-waiting status for the station that is in idle, DND or No Answer state.
- The station with message waiting status will hear the message wait warning tone.
- If the station which the ez-Attendant will make call is in use, ez-Attendant can make call back.
- Button for Call Back



Operation

- When the destination is busy or no answer state, press the **[Call Back button]**
- Then the attendant can leave the message wait or call back. This operation is same as keyset operation.

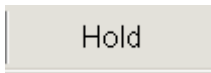
Condition

- This feature is not valid when attendant is on IDLE state. In other words, this operation will be activated when attendant is calling to an extension.

2.6 Hold Call

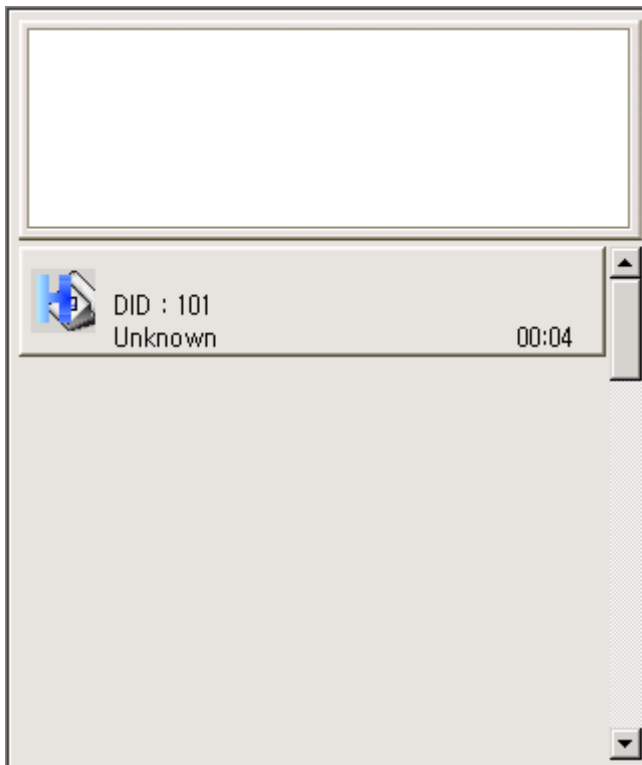
Description

- The attendant can hold the call.
- The LDK system supports two type of hold. One is the system hold that anyone can retrieve the call, the other is the exclusive hold that only attendant can the retrieve that call.
- The default type is the system hold.
- ICON for HOLD



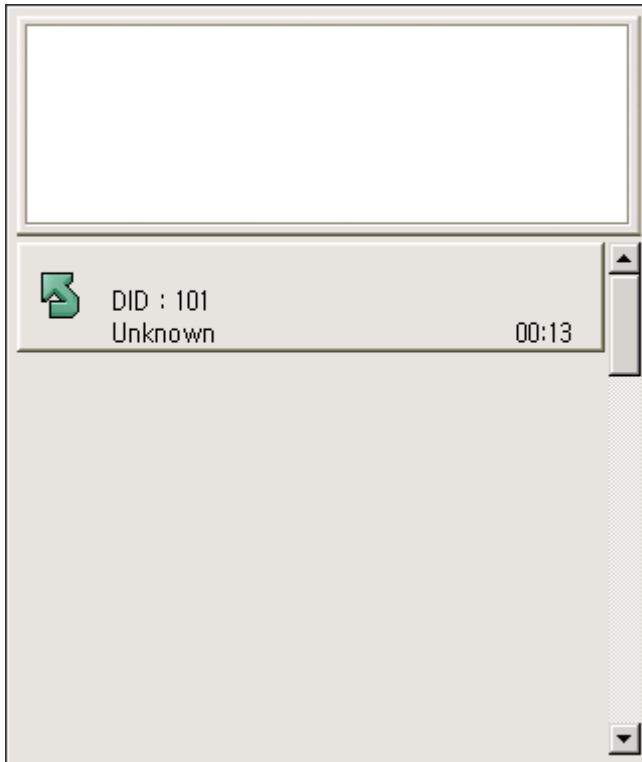
Operation

- When the attendant wants to hold the call, press the **[hold Button]**.



[Fig 2.6.1 The queued call on hold state]

- But the attendant can change the mapped keyboard with other value.
- In the case of retrieve, ez-Attendant will not support to retrieve held call because there is no time to monitoring past call.
- But Hold Recall timer is expired, the recall ring will be returned to call queue.



[Fig 2.6.2 the call is reverted to ez-Attendant]

Condition

- Default hold attribute is the system hold.
- ez-Attendant can't retrieve the held call until the call is displayed as recall ring. Because major feature is receiving and transferring call.
- So, if the held call is recalled, then attendant can process for recalled call with different icon.

2.7 Call park and retrieve

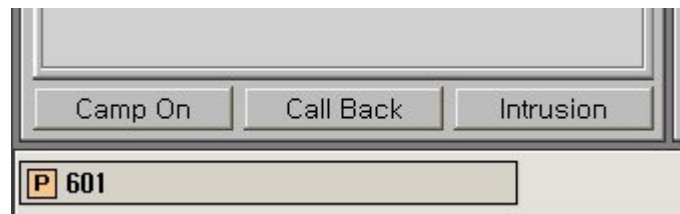
Description

- The attendant can park a call in a parking location and retrieve the call when that call is recalled or attendant want to retrieve.
- Also, the attendant may answer the parked call. If the call remains unanswered for the Call Park Recall time, the station that parked the call receives recall. If the recall is still unanswered, the attendant will also receive recall.
- Button for Call Park



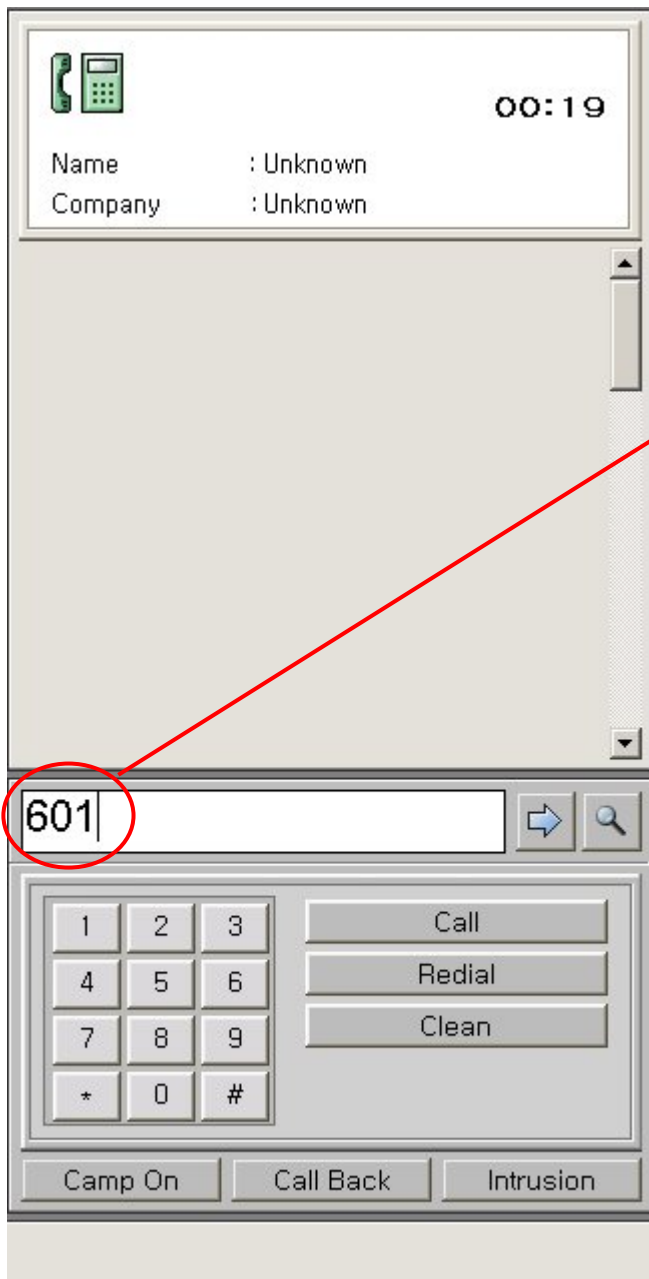
Operation

- Park: **[Park button]** (Park Location is assigned automatically and will be displayed in the Park window)
- Unpark/Retrieve : Press the park location number that attendant want to retrieve
- If you press **[PARK]** button when you answer the CO call, the CO call will be parked automatically and park location number will be assigned automatically. And park information will be displayed in bottom of main window.
- As you know, the park display window will be activated only when you select the option window.



[Fig 2.7.1 park button in park window]

- And if you want to retrieve the parked call, press the park location number that you want to retrieve with keypad. Because keypad operation is same as keyset operation, you should keypad window to retrieve parked call.



If parked call is retrieved, the call will be located in queue window again because the call is active call what attendant are answering.

Park Location Number

[Fig 2.7.2 input park number in information window]

Condition

- Park display window is optional feature. So, if you don't want to see the park information, you might hide the park display window by selecting "Hide Option" in option dialog.

2.8 Call Pickup(Mouse operation only)

Description

- The attendant can pick up a call of another station ringing state within accessible call pickup group.
- Tone ringing intercom calls, a station instead of the ringing station can answer incoming CO lines, recalling CO lines and transferred CO lines.

Operation

- When an extension gets incoming call , user can click the button ringing state on the ez-Attendant.
If user want to pickup the call using keyboard, input the station number and press CTRL+P keys at the same time.
- Attendant is connected to the caller.

Condition

- The attendant should have the right to access pick up.

2.9 Record VMIB

Description

- You can leave a message by VMIB Message function.
- The ez-Attendant only supports a start function for recording VMIB message.

Operation

- Select **[Setting] – [Record VMIB]** menu on ez-Attendant.
- You can hear confirm tone from Attendant Key Set.

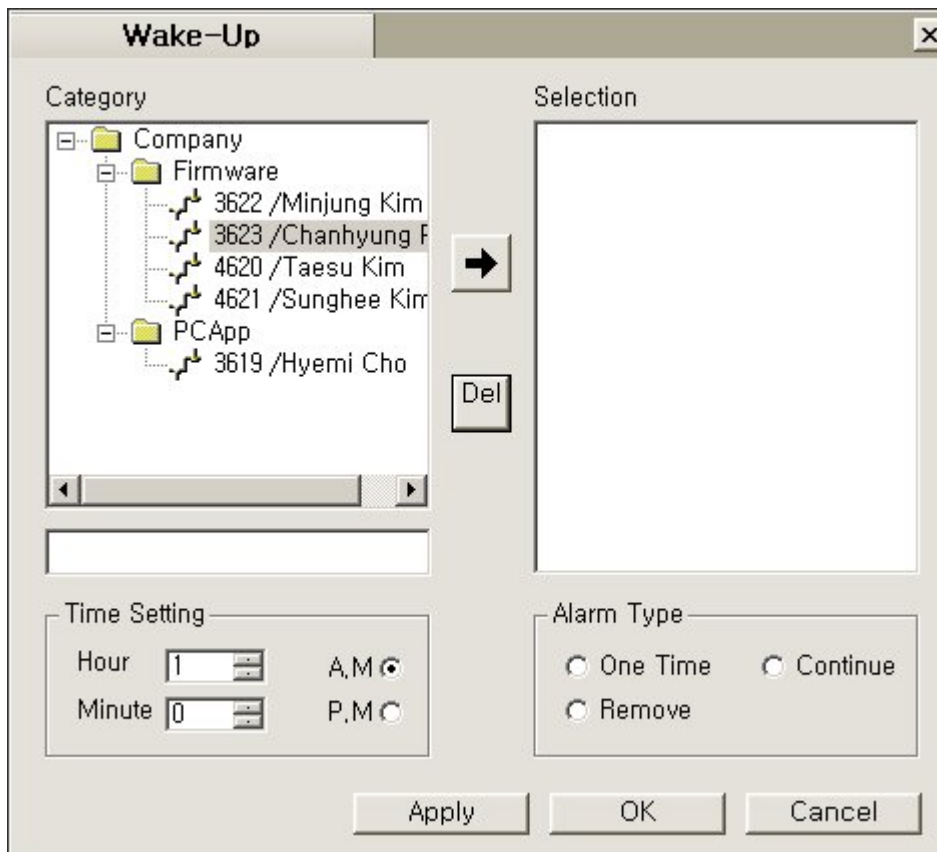
2.10 Wakeup Call Registration / Cancel

Description

- The ez-Attendant can register a “wake-up” or alarm time.
- When the time is reached, the system will signal the station with an audible and visual signal.
- At that time, the ez-Attendant can display the wake-up ringing station with detail information.
- The attendant can register wake-up with Group Member.
- During programming the wake up time, attendant can see the name of extension.

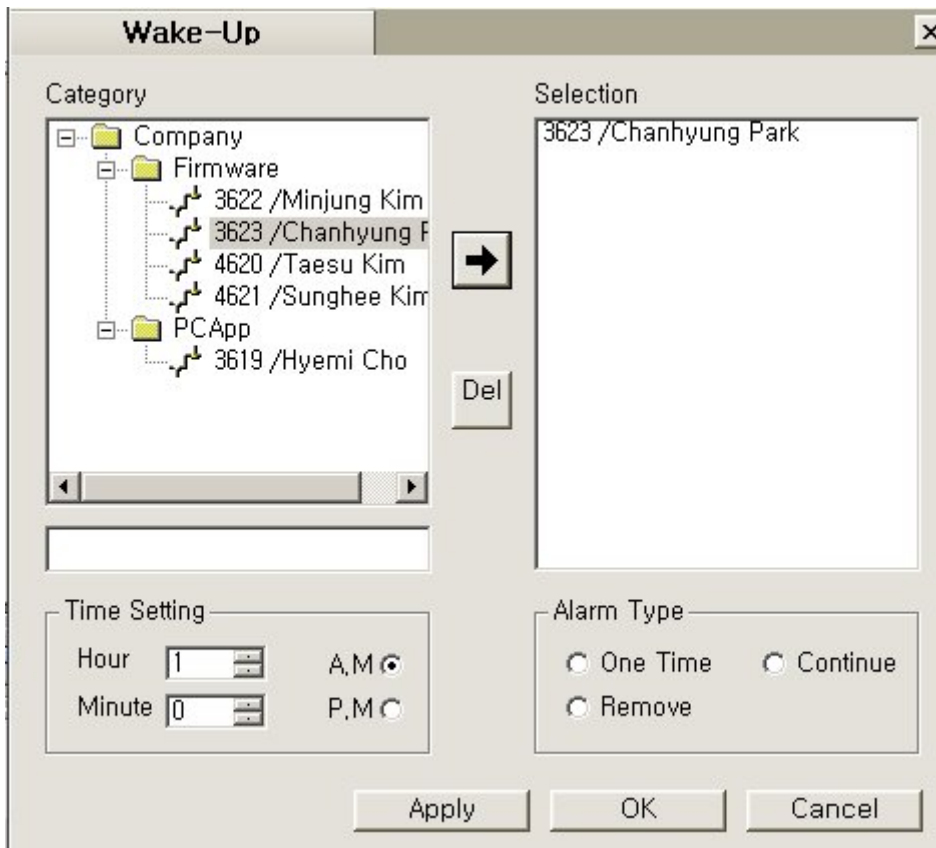
Operation

- Select the Wakeup in menu: In this window, attendant can register or cancel wakeup.



[Fig 2.10.1 Wake up setting window]

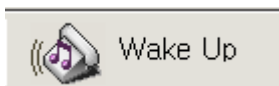
- With above dialog box, you can select the destination member or extensions. If you select division, then the all member of the division will be added in right window. If you select each member, the member will be added. When the member is located in selected window(right window), the extension number will be seen with the name.



[Fig 2.10.2 Wake up setting window – select item]

- Select the wakeup time and alarm type.
- If you finished setting. Press [APPLY] or [OK] button.

Icon



Condition

- Attendant can select the destination station with explorer type window.
- The maximum number that is available at one time is limited up to 100 extensions.

2.11 Multi Attendant

Description

- LDK system supports multiple attendant keyset. So, ez-Attendant supports the multi attendant with MPB software.
- Top use multiple attendants, the Admin PGM 164 should be assigned before using or logging on the system.
- And you may use the attendant number of ICM tenancy group with PGM 120-Flex1.
- Multiple ICM tenancy group can use same attendant. For example, ICM tenancy group 1,2,3 can use the attendant 120(extension number).
- Attendant should have the right to access ICM tenancy group to make some operation with other group. In other words, if attendant control the ICM tenancy group 1,2, and doesn't have access right to ICM tenancy group 3, the attendant can not make a call to any extension in ICM tenancy group 3.
- But it is available to program "preselected message" or "customized message" to any extension regardless to access right.

Operation

- When the ez-Attendant logon to system, the user(attendant) should select the available attendant.
- In other words, the system will support the whole attendant list and the user should select one attendant among the list.

Condition

- To use multi attendant, the connection between LDK system and ez-Attendant should be TCP/IP connection.
- The LDK system supports only one multi attendant group.
- Available multi attendant number is 5.
- PGM164 : Assign the attendant
- PGM120 – Flex 1 : Assign ICM Tenancy Group attendant.

2.12 Preselected Message and Customized Message

Description

- The ez-Attendant can set or configure preselected message.
- These messages are saved in the MPB software.
- And ez-Attendant can assign the message with each extension with simple window.

Operation

- To assign the messages with extension, select **[Tool] → [Select Message Type]**.
- Check the button with index number and enter the sub data. Attendant can select the preselected message or customized message.

Case 1 : Preselected message setting

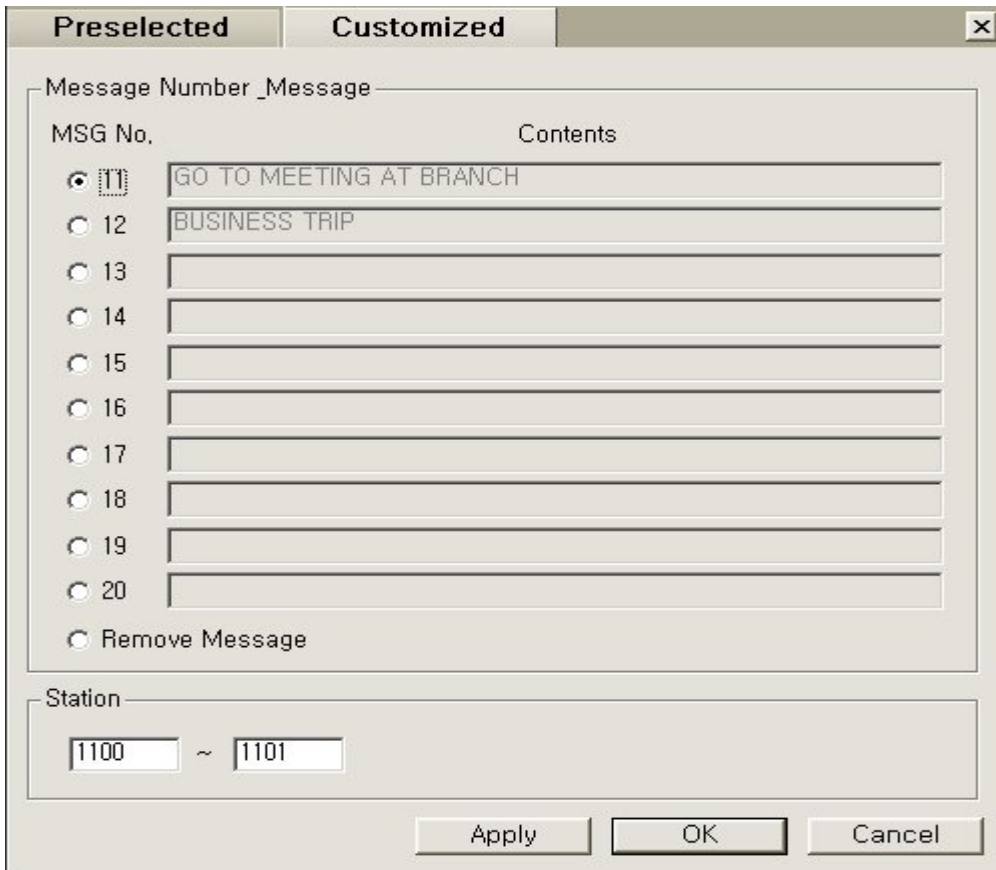
MSG No.	Contents	
<input type="radio"/> 01	LUNCH,RETURN AT (HH:MM)	0 : 0
<input type="radio"/> 02	ON VACATION/RETURN AT DATE (MM/DD)	1 / 1
<input type="radio"/> 03	OUT OF OFFICE/RETURN AT TIME (HH:MM)	0 : 0
<input type="radio"/> 04	OUT OF OFFICE/RETURN AT DATE (MM/DD)	1 / 1
<input type="radio"/> 05	OUT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

Station: 1100 ~ 1101

Buttons: Apply, OK, Cancel

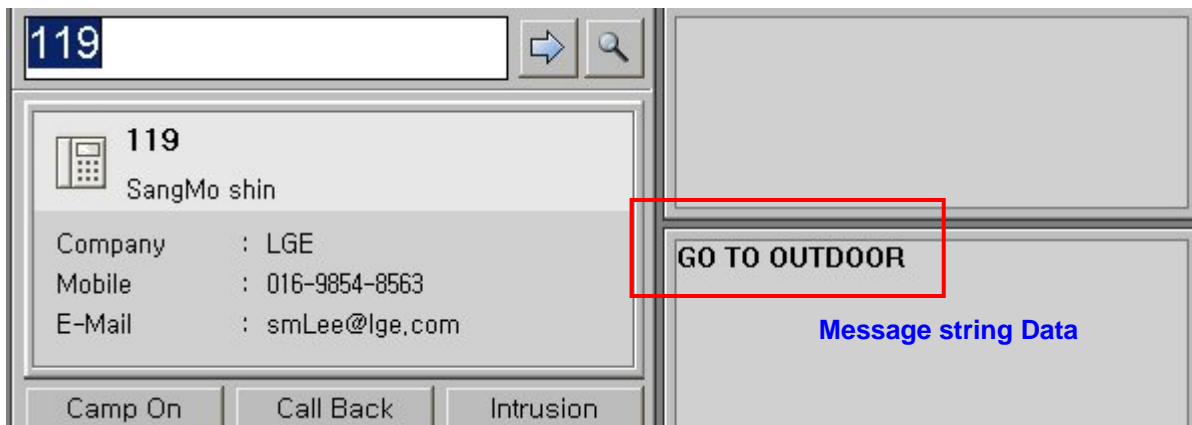
[Fig 2.12.1 Preselect /customized message window- select preselect message]

Case 2 : Customized message setting



[Fig 2.12.2 Preselect /customized message window – select customized message]

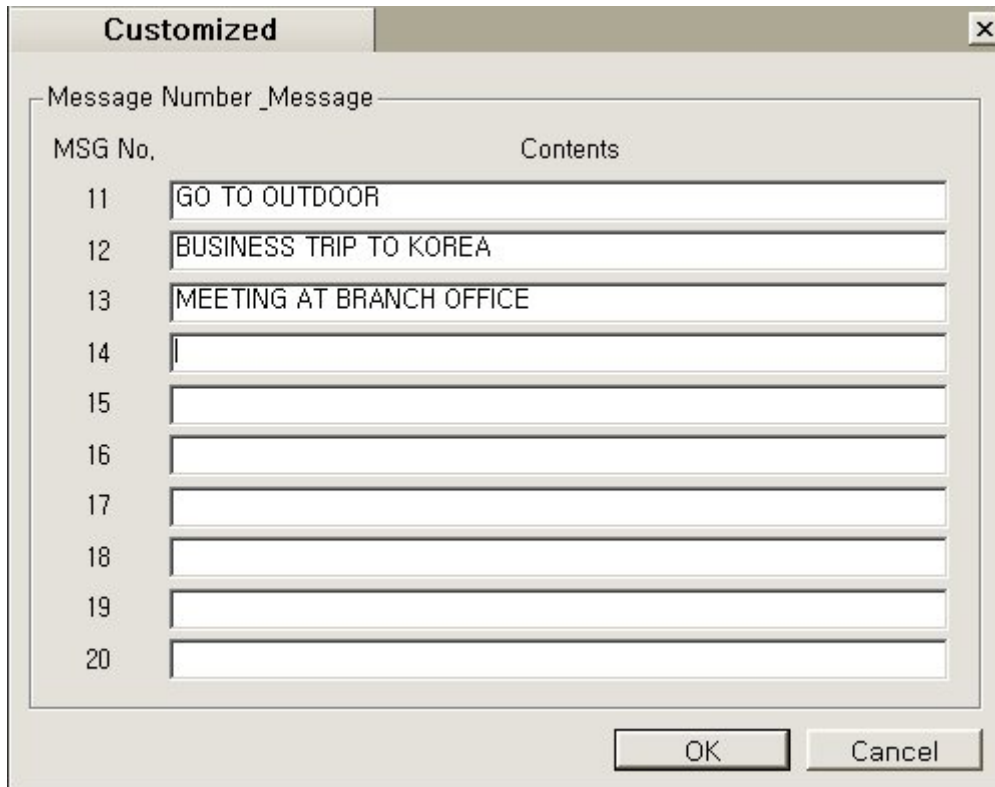
- Enter the Station Range in Station field(Max : 100 Extensions at one time). And press [OK] or [Apply] button to send the data to MPB.
- Enter the station range. Then the message leaving will be activated and message string will be displayed to user keyset.
- If attendant search some extension with message leave, the preselected message window will display his message string as like below.
- If user want to erase the preselected message, select the [Remove Message] radio button.



[Fig 2.12.3 preselect message when searching]

With this figure, attendant can know the state(IDLE), and message string.

- In the ez-Attendant case, it is possible to edit the message with keyboard. The message will be displayed on LCD to the caller.
- If you want to edit the customized message data, select the menu **[Setting] → [Customized Message.]**.



[Fig 2.12.4 register customized message window]

- With this window, the edit area will be activated for use to edit the contents.
- In case of previous case(Assign the message), string data area was gray colored . So, user can't edit the contents with that window.
- Edit the customized message with this window and press [OK] button to save data with MPB.

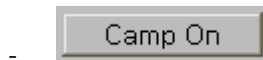
Condition

- The local language is not allowed to enter. In normal case, the user use the keyboard instead of keyset, user may enter the local language in this feature.
- **Local language will not be saved in MPB software.**

2.13 Camp-on

Description

- ez-Attendant can make camp-on operation to the station that is busy for more important call.
- This feature is enabling with busy station.
- Button for Camp On



Operation

- If attendant want to make a call to busy extension, press [**Camp-On**].

Condition

- The attendant can use this camp-on only to the busy station with internal calling.
- If an attendant selects this feature with idle station, this feature will not be operated.
- This feature is not valid when attendant is on IDLE state. In other words, this operation will be activated when attendant is calling to an extension.

2.14 Intrusion

Description

- The attendant can intrude upon a station conversing with a CO Line or another station.
- And attendant can converse with the station and the CO line.
- Button for Intrusion



Operation

- To intrude on a call from the attendant station while receiving ICM busy tone press **[Intrusion]** button

Condition

- This feature will be available with a station conversing with a CO line or another station.
- This feature is not valid when attendant is on IDLE state. In other words, this operation will be activated when attendant is calling to an extension.
- PGM 161 – Flex Button 5 (Privacy).
- PGM 113 – Flex Button 4(Override Privilege)

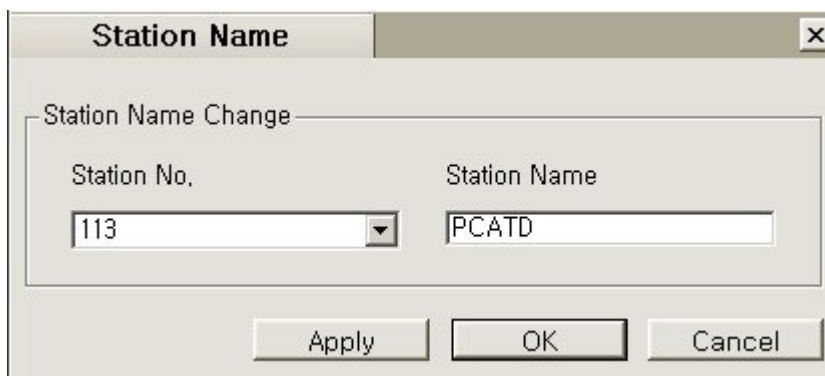
2.15 Station Name Change

Description

- ez-Attendant can change the station name.
- If the attendant wan to change the name of station, use this feature.
- After changing the name of station, this name will be displayed on caller or called party LCD.

Operation

- Select the **[Tool]** → **[Station Name Change]**. Then the Station name change window dialog will be activated as like below.



[Fig 2.15.1 Station name change window]

- If a station has its own name already, the name of station will be displayed. Otherwise the empty field will be displayed in “Station Name” area.
- Enter the string for name and press **[Apply]** or **[OK]** button.

Condition

- It is possible for ez-Attendant to use this feature without admin right.
- But in case of keyset attendant, to use this feature, attendant should have the admin right.
- With this feature, the local language that is not supported by MPB is not available to use.

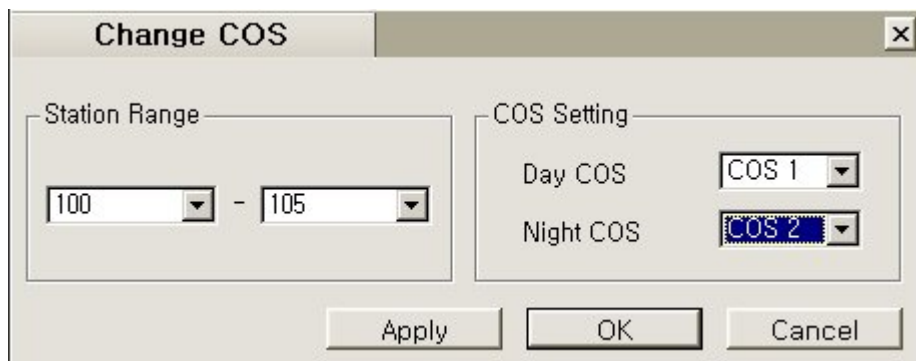
2.16 Change COS / Temporary COS / Attendant Cancel / Music Selection

Description

- ez-Attendant can change COS of extension and assign the Temporary COS attributes of extension..
- If the attendant want to change COS of extension, use this feature with extension range.
- Change COS will be available without admin right because ez-Attendant support some admin feature.
- The attendant can change the temporary COS attribute with extension range.
- Temporary COS will protect for user to use CO outgoing call. Attendant can restore COS with this feature again.
- Attendant also can change music channel selection.

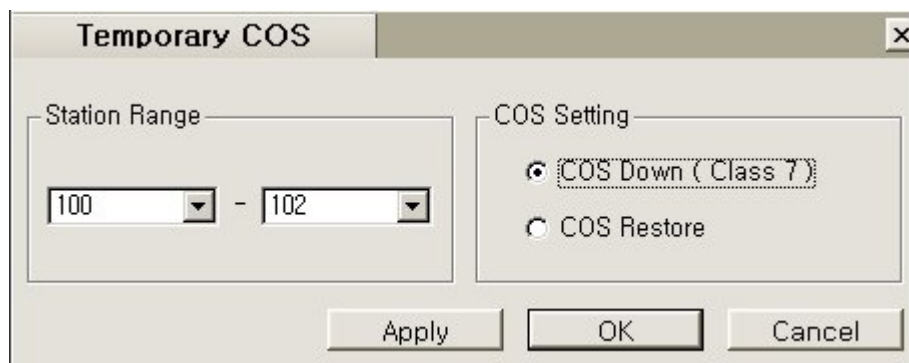
Operation

- Select the [Tool] → [Attendant] → [Change COS] for change COS.



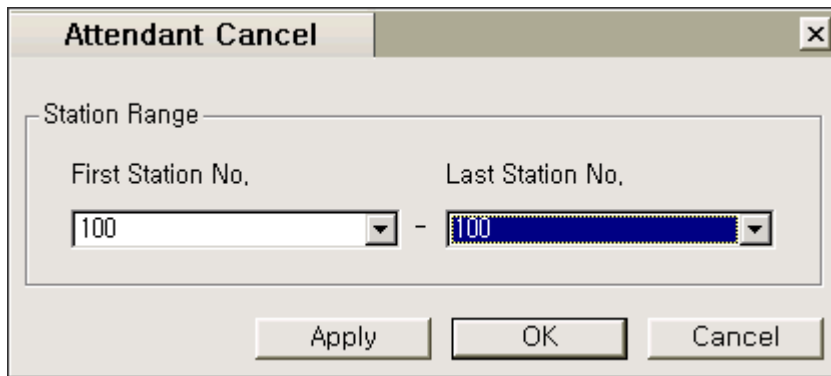
[Fig 2.16.1 Change COS window]

- Select the [Tool] → [Attendant] → [Temporary COS] for temporary COS.



[Fig 2.16.2 Temporary COS window]

- Select the [Tool] → [Attendant] → [Attendant Cancel] for Attendant Cancel.



[Fig 2.16.3 Attendant cancel window]

- Select the [Tool] → [Music Selection] for music selection.



[Fig 2.16.4 ICM box BGM select window]

Condition

- There is one type of entering station range.

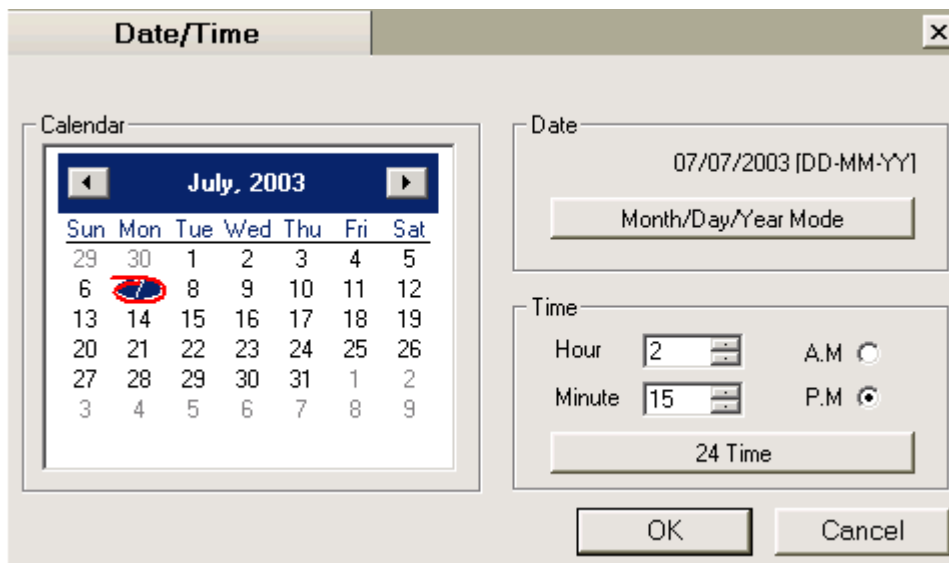
2.17 Date Time Change

Description

- ez-Attendant can change the date/time and display mode.
- If attendant want to change the system date and time, use this feature.
- Attendant also can do change display mode. 12 time type or 24 time type will be available.

Operation

- Select the [Tool] → [Date/Time].



[Fig 2.17.1 Date time change window]

- Select the Date with calendar dialog box.
- Select the date display mode with Date part. There are two type of display. One is [DD-MM-YY] and another is [MM-DD-YY]. User can select both type.
- Program the Time with [Time] part of window. At this time, time should be programmed 24 time mode. If you set time with the 12 time mode, the correct operation will not be guaranteed.

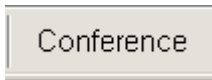
Condition

- To set the time, 24 time mode is used. And [AM] type should be selected for correct operation.
- This feature is for LDK system data change not for PC itself.

2.18 Make Conference

Description

- ez-Attendant can make conference call using the conference button.
- The detail procedure is same as attendant keyset operation.
- ICON for Conference



Operation

- Make call to any extension and press **[Conference]**.
- After that, make call to another extension to add the member. If the extension answer call from attendant, press **[Conference]** button again.
- After the add member process, press **[Conference]** button again. From that time, conference will be activated.

Condition

- Unsupervised Conference Timer(PGM 182 – BTN 6)
- Multi line Conference (PGM 160 – BTN 9)
- The other condition is same as LDK system.
- Max. 3 parties can enter a conference with ez-Attendant

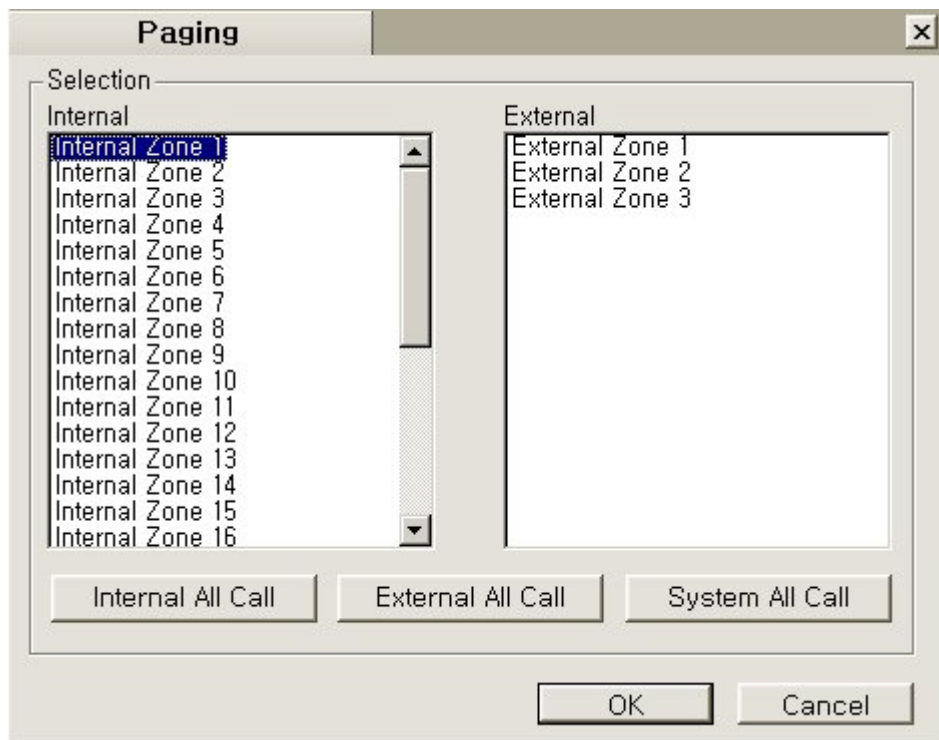
2.19 Paging

Description

- ez-Attendant can make paging to extension.
- The paging zone is dependant with MPB specification.

Operation

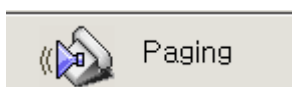
- Press [**Paging icon**] in tool bar, then paging window will be opened.
- Select the paging zone and life handset to speak.



[Fig 2.19.1 select page zone window]

- You can select the paging zone one by one or range. If you want to make paging with a special zone, select the zone that you want to make a paging.
- If you want to make all internal paging, select the “Internal All Call” button. Then all of internal zone list will be selected automatically and press [**OK**] button to make paging.
- If you want to make all external paging, select the “External All Call” button. Then all of external zone list will be selected automatically and press [**OK**] button to make paging.
- If you want to make system all call paging, select the “System All Call” button. Then all of external and internal zone list will be selected automatically and press [**OK**] button to make paging.

Icon



Condition

- The attendant has the right to use paging.(PGM 111 – BTN 8, Page Access)
- The attendant should select the paging zone in the menu.

2.20 My Status Change (Set Ring Mode in ATD)

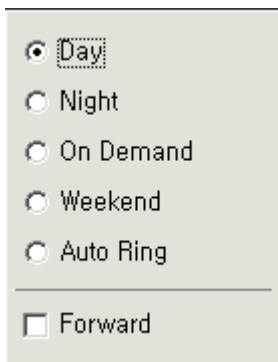
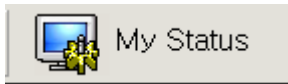
Description

- ez-Attendant can change the ring mode as like attendant keyset.
- ez-Attendant can change the ring mode directly. It is different thing from keyset operation.
- In case of keyset, the modes will be changed with circular type. But with ez-Attendant, it is possible to change directly ring mode.

Operation

- Press **[My Status]** in tool bar, then small dialog will be opened.
- Select the ring mode and forward field. If you enable forward field, the attendant will be forwarded to the destination that is set with option window.
- Then forward type is unconditional forward. This is useful when you want to leave your seat for a while.
- If you assigned the forward destination as another attendant and select the “Forward” in this menu, the call will be forwarded the another attendant during your absence.

Icon & Sub dialog window for MyStatus.



[Fig 2.20.1 My status popup window]

Condition

- If user didn't assign the forward destination in option window, error message box will be displayed.
- And forward operation will not be activated.

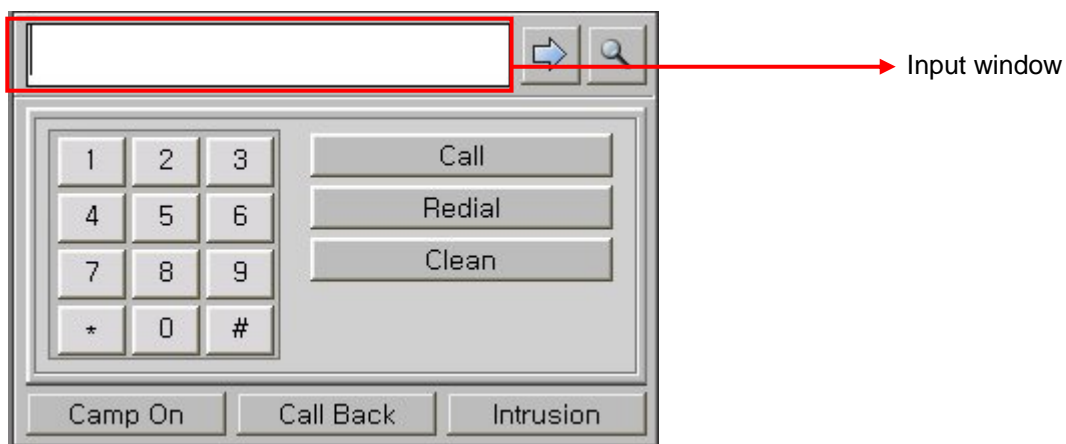
2.21 Using KEYPAD(Same as keyset operation)

Description

- This dialog box supports the DTMF Tone service.
- If you use this KEYPAD, all digits will be sent to MPB directly whenever you press button.

Operation

- Press **[KEY PAD]** button(Default [CTRL + K]), then keypad dialog box will be opened.
- The location is optional.



[Fig 2.21.1 Keypad window]

- The Redial button can make a redial that you made finally. So, the ez-Attendant can not remember dialed list as like keyset.
- The only one telephone number that you made will be effective for redial option.

Condition

- It is also to search some people with this window. But if you use “back space” key during editing the input window. The reason is this keypad considers key input as pressed digits. But “back space” button is not valid with keyset. So, keyset can’t analysis the meaning of the key.
- To avoid this mistake, use the clean button if you want to erase the string when you use the search feature.
- If error tone is heard, press [MON] button (Default: [ALT + E]).

2.22 CO Line Information window

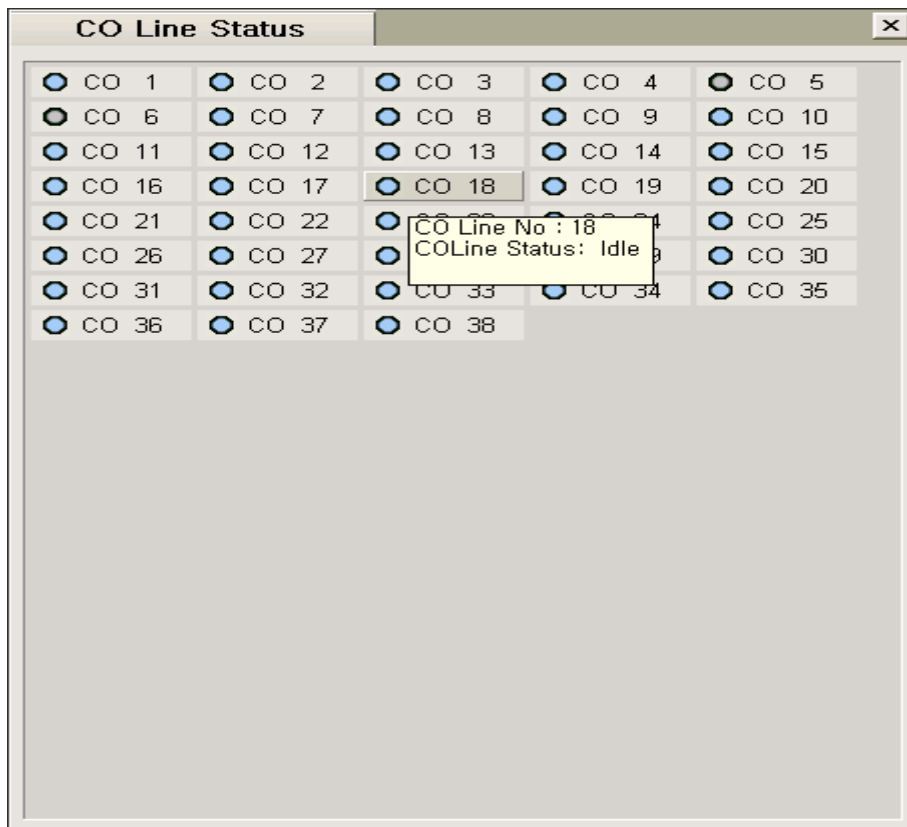
Description

- ez-Attendant can show the status of co lines registered on the LDK system..
- When press hot key (default ALT + S) at the same time, ez-Attendant shows popup window displays the status of co lines. On this window, user can answer the co lines when ringing or transfer ringing status.

- If an co line is idle status , user can select the co line , then phone number input window will be shown. User can input the phone number then press Enter key, then ez-Attendant makes a call.

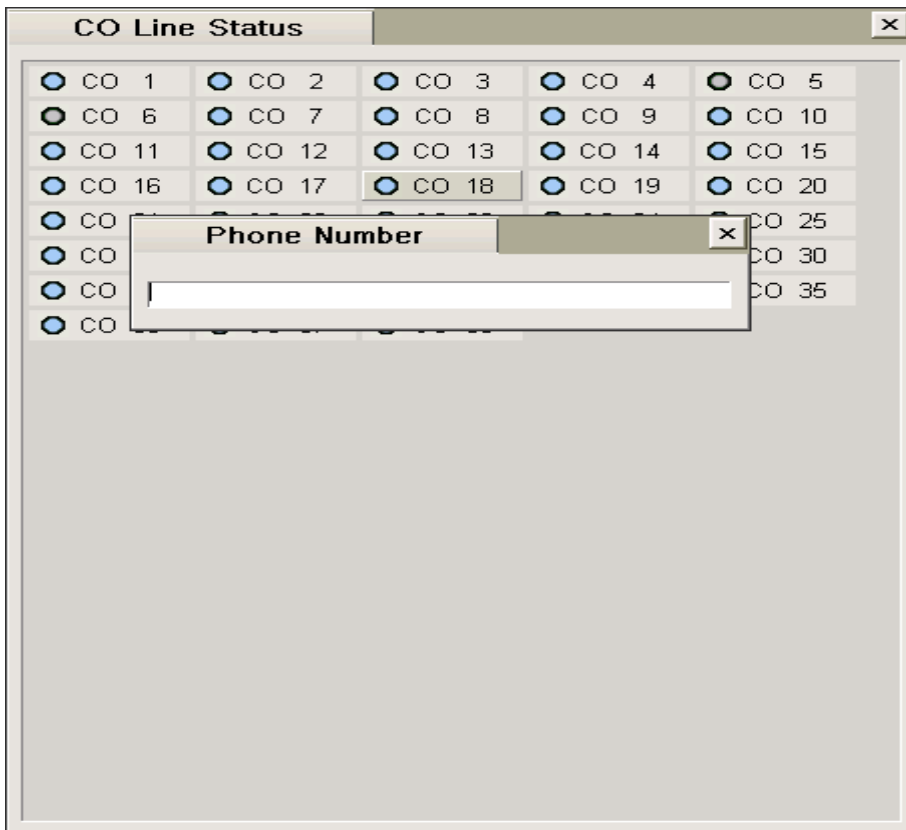
Operation

- Press keyboard buttons(Default [ALT + S]), then co line information window will be displayed.



[Fig 2.22.1 Co line information window]

- If user click one idle co line button, then phone number input box will be shown.



[Fig 2.22.2 phone number input dialog box]

- When co line status is ringing status or transfer ring and associated station is not the attendant, user can pick up the call instead of other stations.

About description of icon's status, please check chapter [ICONS in ez-Attendant].

2.23 Hunt Group call information window

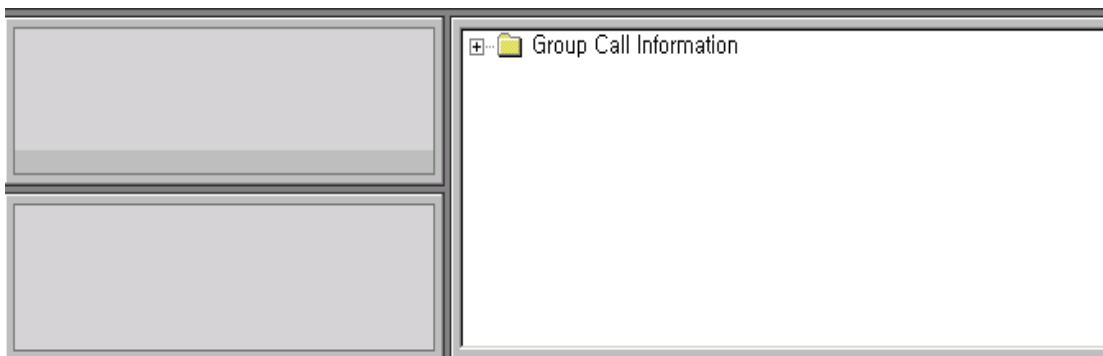
Description

- ez-Attendant can show the status hunt group call(including group call that attendant is not member)
- Hunt group call information window shows only CO line/ICM incoming calls.
- Hunt group call information window shares with SMS window on the main window.

Whenever user presses CTRL+G keys, the hunt group call information window can be shown. At this time, if user wants to see SMS window, press CTRL+G keys again.

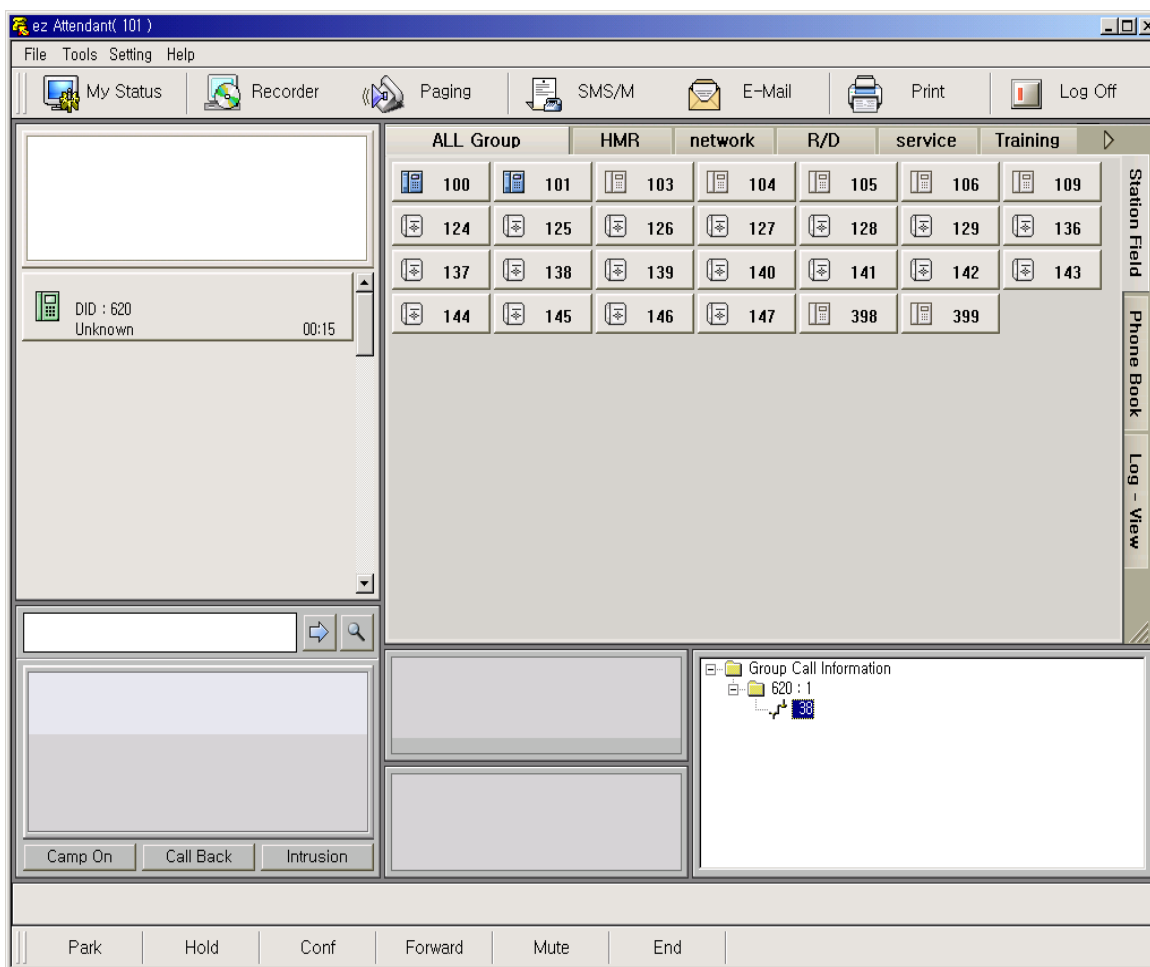
Operation

- User presses CTRL +G keys (default values), hunt call information window will be displayed like this.



[Fig. 2.23.1 Hunt Group call information window]

- At this time, If there is a hunt call , this window will show the information like this.



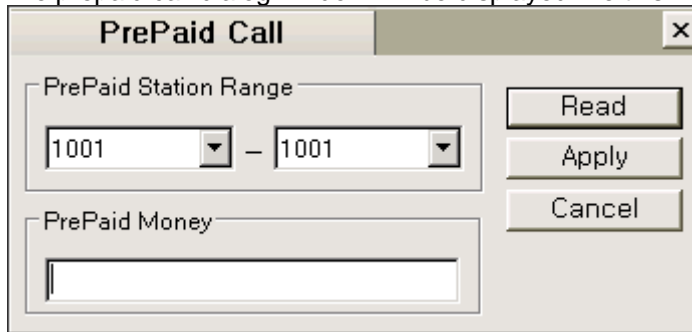
[Fig 2.23.2 Hunt group call information window – incoming call]

2.24 Prepaid call setting

This feature allows the guest station to make a phone call according to his/her prepaid money. If the prepaid money expires during a conversation, a warning tone will be given and after CO call drop warning tone, the call will be disconnected. The guest station can not make outgoing CO calls once the prepaid money has expired.

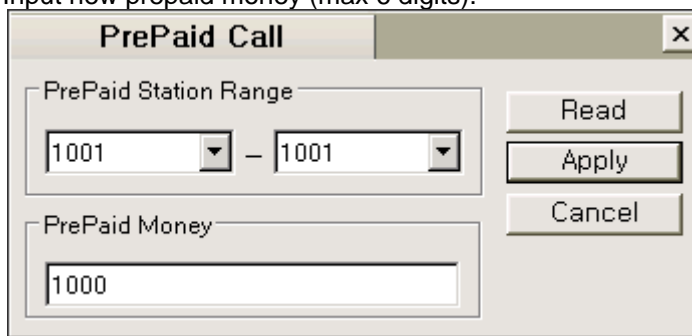
Operation

1. select Tools main menu
2. select Prepaid call sub menu of Tools menu.
3. The prepaid call dialog window will be displayed like this.



[Fig 2.24.1 Prepaid call window]

4. To current prepaid money, after select station range , click [Read] button.
5. Input new prepaid money (max 6 digits).



[Fig 2.24.2 input prepaid money]

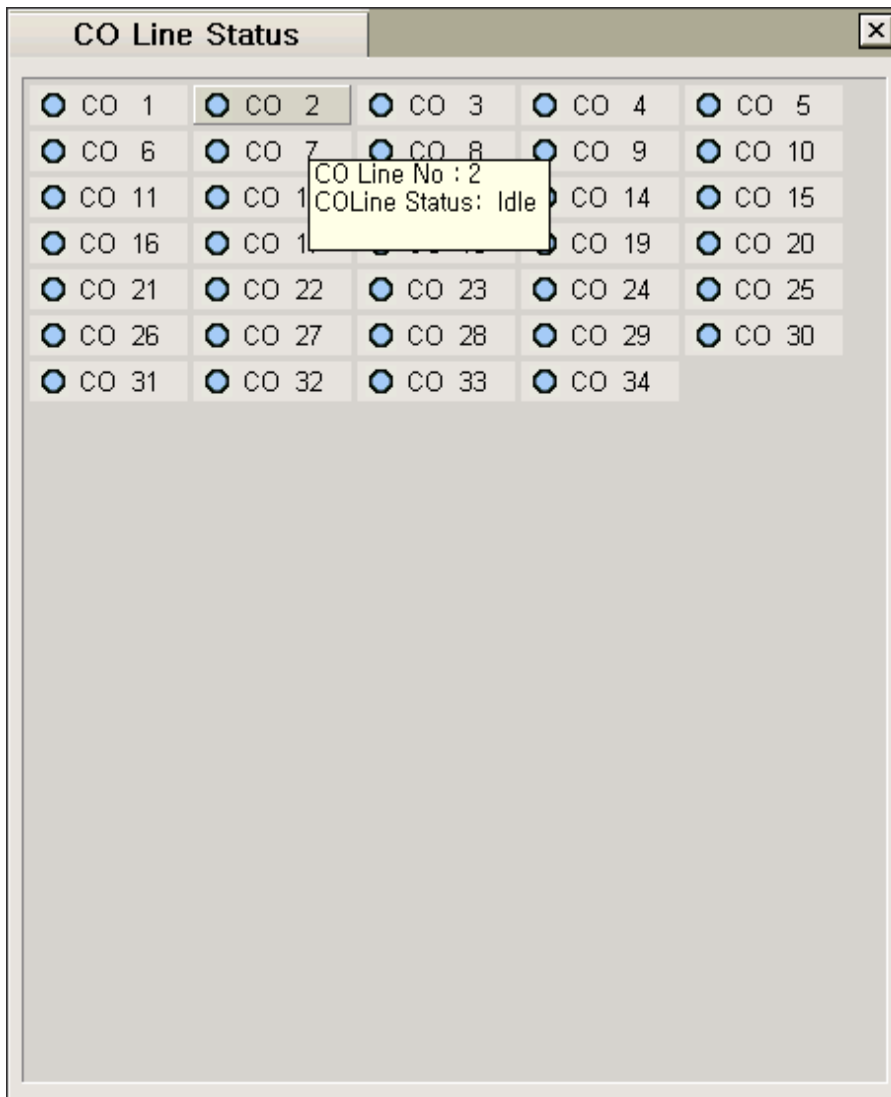
6. To save this information, click [apply] button.

2.25 CO line outgoing enable/disable

This feature allows user to permit using for an co line. While using co line display window, user can make permission for an co line.

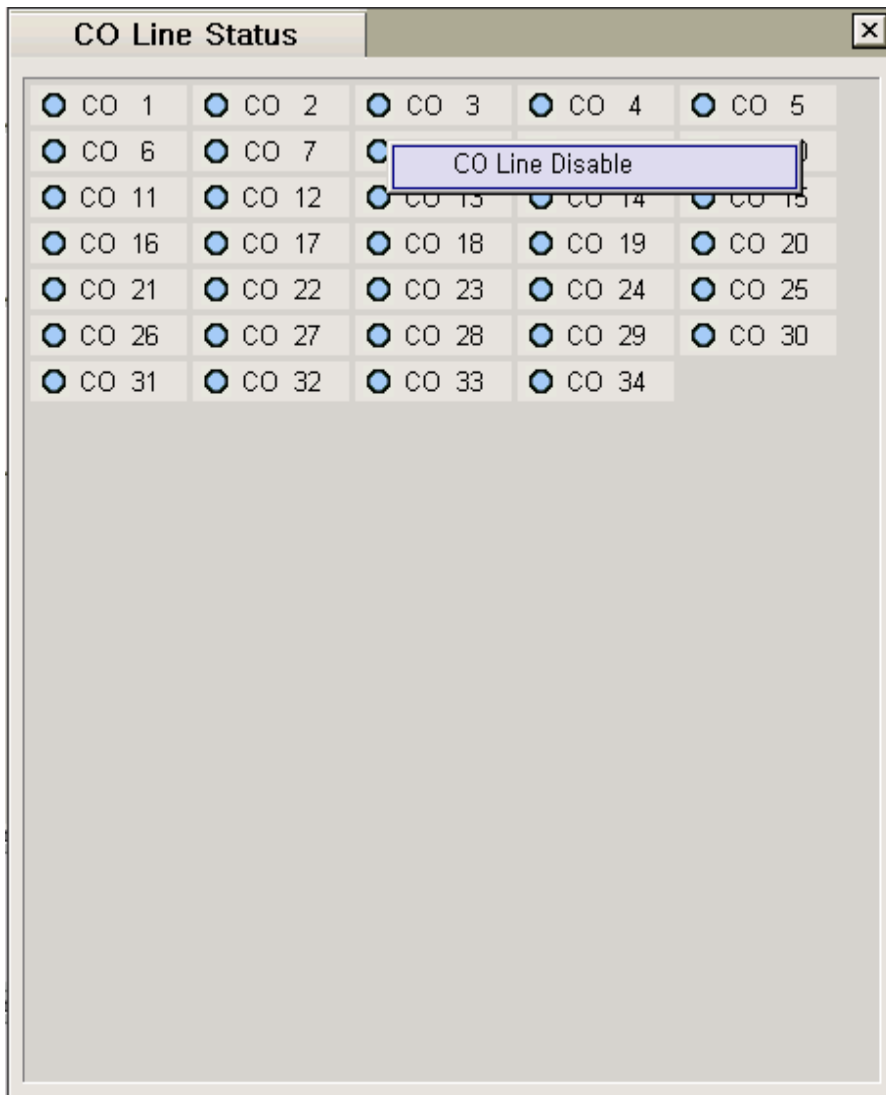
Operation

1. User can see co line status by press ALT+S button at the same time.
2. Co line inform window shows whole co line status like this.



[2.25.1 CO line display window]

3. If user wants to make disable for an co line idle state, click right button of the mouse.
4. Popup menu will be displayed like this.



[Fig 2.25.2 Popup menu on the co line display window]

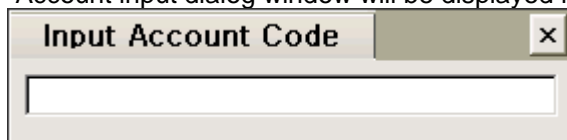
5. Click outgoing disable sub menu , then the status of the co line will be changed to invalid state.

2.26 Account code

While on an outside call, user can enter a series of digits that will be included in SMDR call record. Account code can be used to allocate cost or time for the call. The number of input digits is up to 12.

Operation

1. Before making a outside call or during a conversation with external party, user press ALT+D Key at the same time.
2. Account input dialog window will be displayed like this.



[Fig 2.26.1 Input Account Code window]

3. After input account code , press[Enter] key on the keyboard.
4. If Input operation is succeeded, ez Attendant will display success message.

3. PC Related Feature

These features are related with PC supported features. Attendant operator can edit user group or select anyone who should answer the call. It is possible to send simple message to user with DKTU or mobile phone (for example, GSM phone).

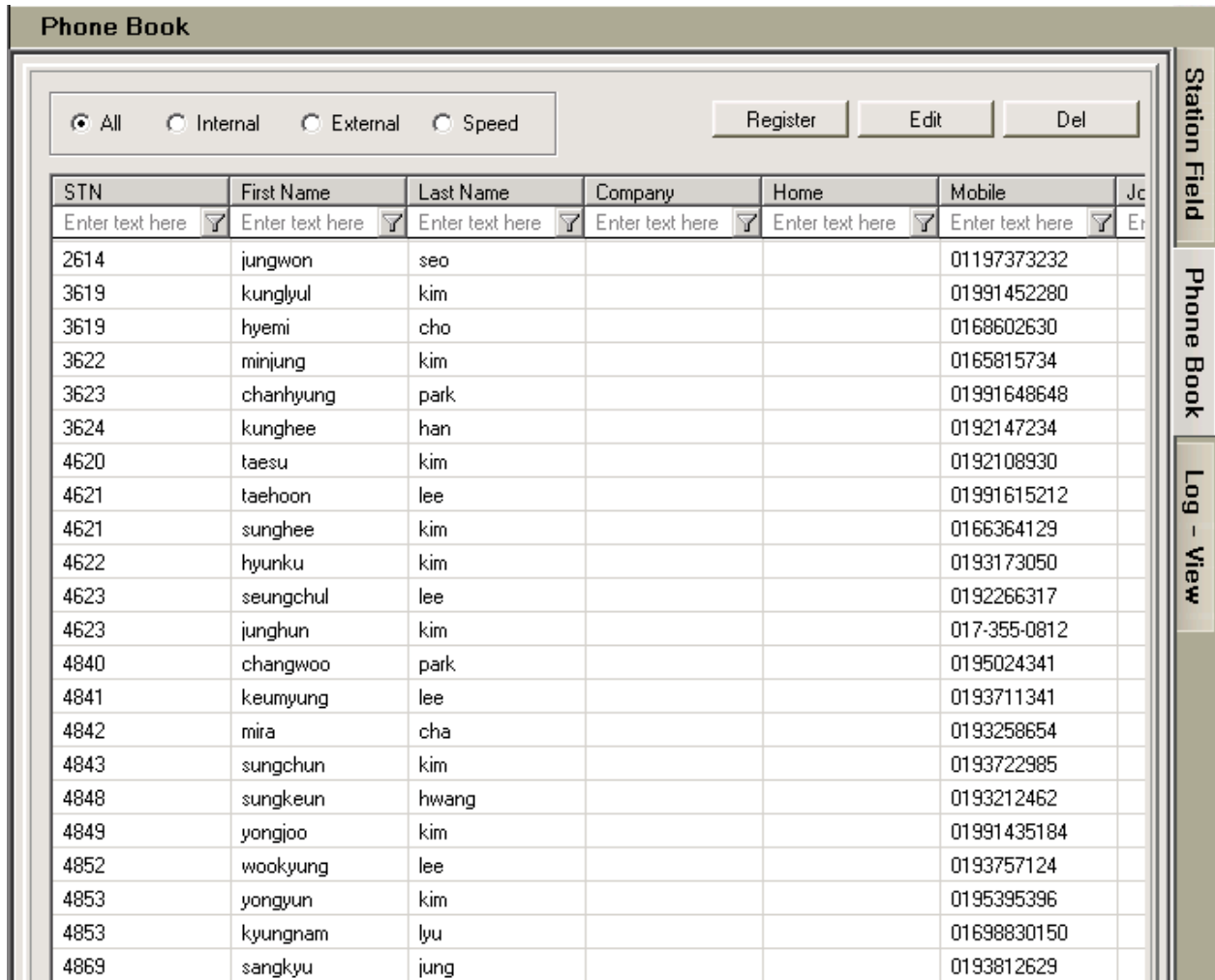
3.1 Powerful Phone book

Description

- This is the feature that can be used in storing and retrieving customer or internal user list. If an attendant wants to save the information for the customers that have visited his site or company, This phone book can save the company name, address, contact point and so on.
- This phonebook contains internal user information, customer information, private user information and speed bin data.
- This database is compatible with Microsoft outlook, Goldmine, and ACTS. It is stored in a Microsoft Access file as default type, or Microsoft Excel.

Operation

- Press [Phone book] or [F4] key. Then main window of phone book will be displayed as like figure that is displayed next page.
- The available items are described below.
 - 1) STN : station number
 - 2) First Name
 - 3) Last Name
 - 4) Company
 - 5) Home(Telephone number)
 - 6) Mobile phone number
 - 7) Job title(Ex : manager, Engineer, etc)
 - 8) Fax number
 - 9) Business telephone number(Office telephone number)
 - 10) Address
 - 11) E-mail address
 - 12) Nick name
 - 13) Speed bin number
 - 14) Department
 - 15) Memo



[Fig 3.1.1 Phonebook window]

- Phonebook Register : If user wants to register a new record on Phonebook DB , click register button. Then edit window will be displayed. After input contents, click apply button to register this record to DB. ez-Attendant will add record whenever user click apply button.
- Phonebook Edit : When user wants to change contents of the record on DB , he/she selects a record to change , then click edit button.
- Phonebook Delete : After select records for deleting , click delete button on ez-Attendant or press delete key on keyboard.
- Search, and Sorting DB
- The supported categories are Internal user, external user and Speed bin data.
- DB Item List : Name(First Name / Last Name), Company, Job, Department, Home No, Company No, Fax No, Mobile No, Address, E-mail address, Nickname, Speed bin number (4 digits), Station No, Memo

Condition

- It is required to have 'ATD.mdb' file at the same directory as where the attendant executable file

exist.

- You can bring PhoneBook Data from Microsoft outlook, Goldmine, and ACT by importing DB. It is stored in the table 'PhoneBook' which reside at 'ATD.mdb'
- Though you select "All" option, the Speed Bin Data will not be included in the database. Because Speed Bin Data is downloaded from MPB. So, it will not be mixed with other data.

3.2 Register/Edit Phone Number on PhoneBook Window

Description

- When user would like to register phone number for new customer or edit phone number in PhoneBook, use register/edit function on the PhoneBookWindow.

Operation

- When registering or editing phone number, mobile phone, business phone, fax and home phone number have standard input order.

The screenshot shows a 'Register and Edit' window with the following fields and values:

First Name	Mark	Last Name	Jackson
Company	LGE	Job	
Mobile	+82 0168887777	Business	1 231 65432132
Station No	100	Fax	(031) 349399333
Department	PCapp	Home No	(02) 4504619
Nick Name		Speed No	
E-Mail			

[Figure 3.2.1 Register/Edit Phone number field]

- When user double click mouse left button on the edit box that user want to register/edit phone number, phone number checking window will be shown like this.

The screenshot shows a 'Check Phone Number' dialog box with the following details:

Phone details	Business: +1 (231) 65432132
Country/Region	United States of America
City/Area code	231
Local number	65432132

Buttons: OK, Cancel

[Figure 3.2.2 Check Phone Number Window]

- User must comply with the format like upper method.
ez Attendant User must input "+" front of the country code, and input city/area code between "(" and ")".
Each number field must be divided by space character.

If user input the phone number correctly, the phone number will be "+1 (231) 65432132".

- And user can input phone number on the PhoneBook register/edit window directly.

Register and Edit			
First Name	Mark	Last Name	Jackson
Company	LGE	Job	
Mobile	+82 0168887777	Business	1 231 65432132
Station No	100	Fax	(031) 349399333
Department	PCapp	Home No	(02) 4504619
Nick Name		Speed No	
E-Mail			

[Figure 3.2.3 Register/Edit Phonenummer on PhoneBook window]

- If user wouldn't follow these formats ezAttendant supports, there would be problem when make a call.

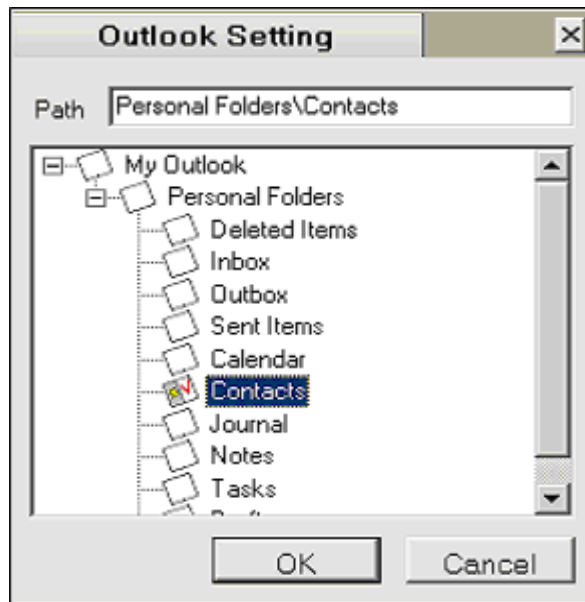
3.3 DB Converting

Description

- ez-Attendant basically uses Microsoft Access for its own database and supports a feature to import and export between Access database and other database format such as Goldmine, Act!, Outlook, Excel and other Access.
- Suppose that you convert from A type(Source DB) to B type(Destination DB). If someone belongs to A and B, ez-Attendant will overwrite his/her data of A to B. So, the data of B will be replaced with data of A. But if the source data is new for destination database, that data will be appended to B. If both of member's name and company name are same, ez-Attendant regards that data as the same member.
- In case of GoldMine and ACT!, if there is a same Account number(Identifier in ACT and GoldMine) in source and destination database, ez-Attendant will overwrite the source data to destination data. And you can import or export GoldMine/ACT! when ez Attendant is log off status.
- When you want to import or export DB, you should not open the DB file. In other words, you should not use the opened DB file.

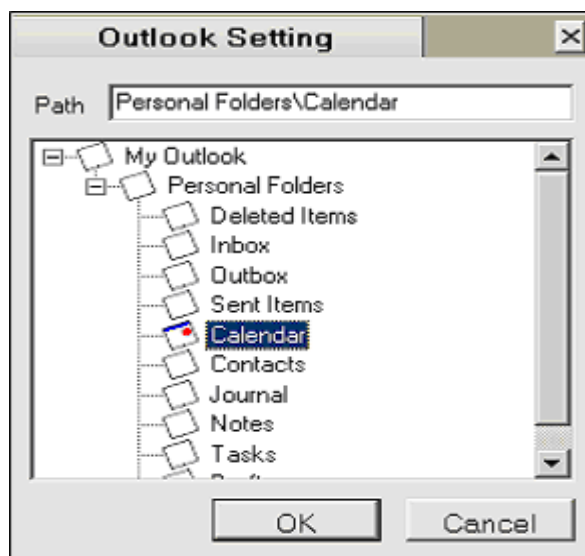
Operation

- New DB
The new file, which has just header fields, can be created by selecting **[File] → [New DB]** for Microsoft Access and Excel.
- Import DB / Export DB
 1. Microsoft Outlook Contact
 - ① After selecting the menu, "Microsoft Outlook Contact...", you can see the dialog as below.



[Fig 3.3.1 Outlook setting window]

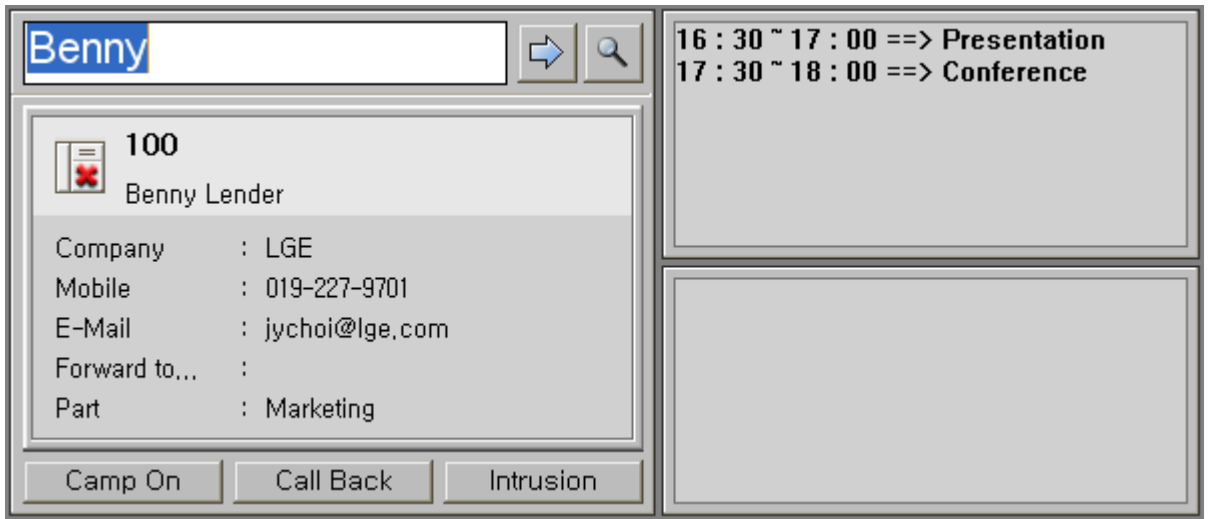
- ② Choose the contact item that you want to import/export.
- 2. Microsoft Outlook Schedule
 - ① This is a feature for only importing schedule.
 - ② After selecting the menu, "Microsoft Outlook Schedule...", you can see the dialog as below.



[Fig 3.3.2 Outlook setting window – select calendar]

- ③ Choose the appointment item that you want to import.
- ④ ez-Attendant brings registered customer's schedule. Therefore, check the customer is registered in the phonebook. Sometimes it is needed that you import Microsoft Outlook Contact before importing Microsoft Outlook Calendar.

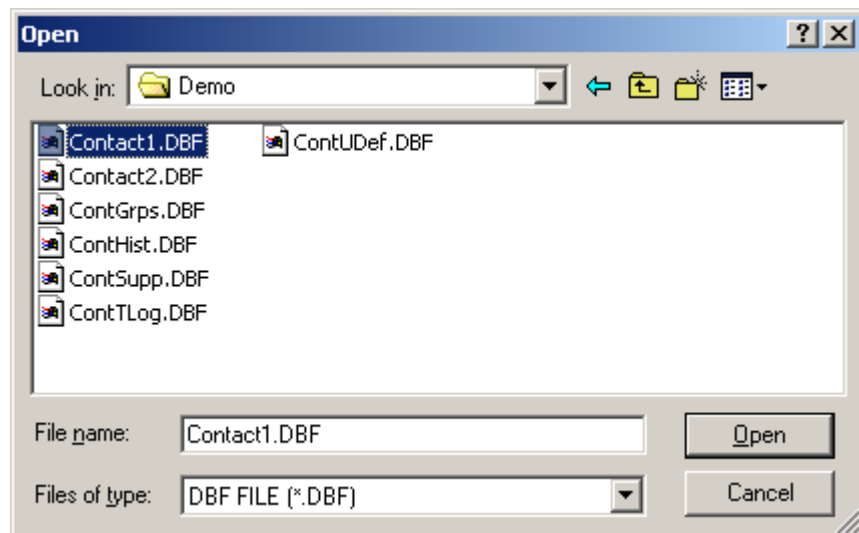
- ⑥ If you want to see the schedule, search the customer's data in the information window. Then, the schedule will be displayed on the Schedule window as below.



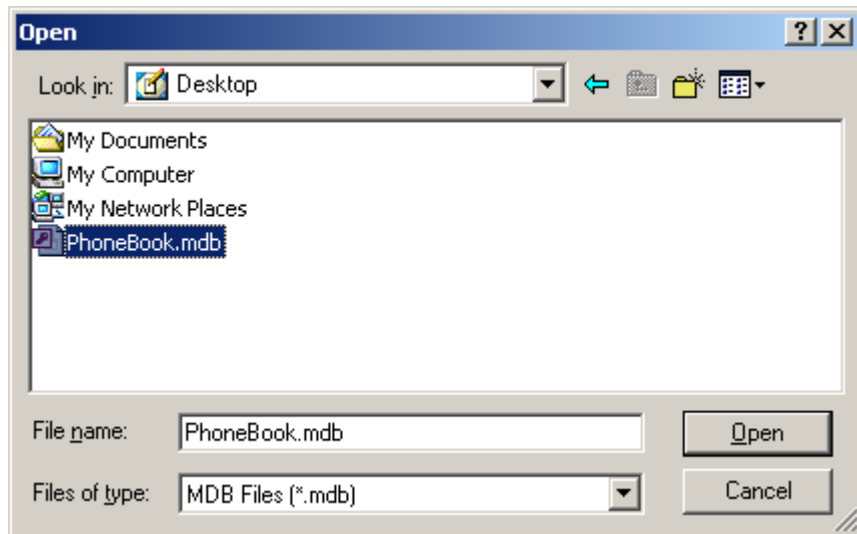
[Fig 3.3.3 Schedule window]

3. GoldMine / Act! / MDB / Excel

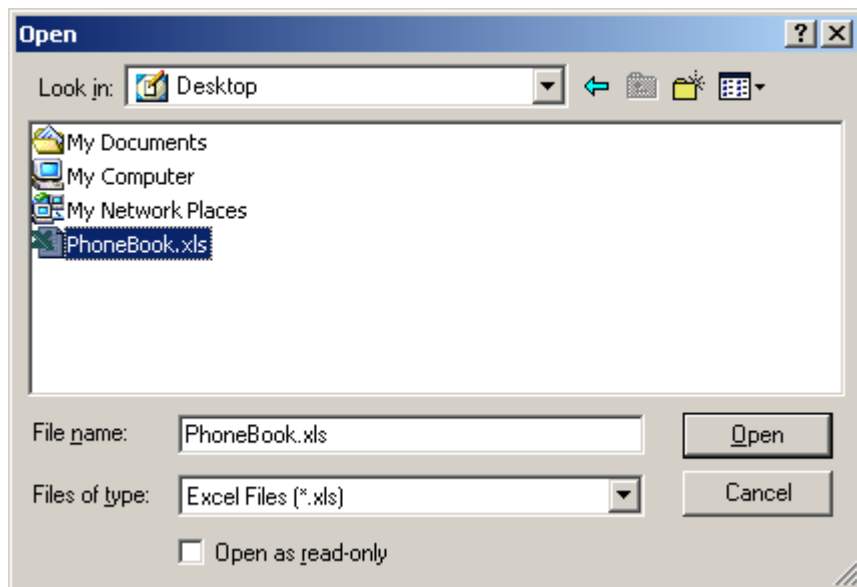
- ① After selecting the menu for import/export DB, you can see the dialog as below.



[Fig 3.3.4 Goldmine or ACT! : extension is *.DBF]



[Fig 3.3.5 MDB file – Microsoft Access : Extension is *.MDB]



[Fig 3.3.6 Excel file - Microsoft Excel : Extension is *.XLS]

- ② If the file which has to be imported/exported is GoldMine or Act!, select the “*.DBF” file. And Select the “*.mdb” file for Microsoft Access, “*.xls” file for Microsoft Excel.

3.4 Information Window

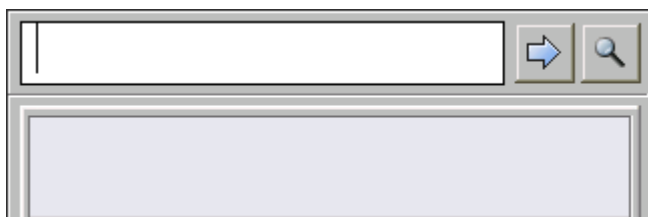
Description

- ez-Attendant supplies you the function that search user or telephone number on the phone book.
If operator transfer a call to a station, he/she input station number on the information window, then more detail information about a station number will be displayed.
- The searching priorities are following;
①full name → ②first name → ③last name → ④station number → ⑤mobile phone → ⑥ company phone → ⑦House Phone → ⑧Department → ⑨e-Mail address
- The priorities of ④ ~ ⑦ depend on what user set up at **Customize Environment** dialog box.


Refer to the chapter 1.3.12. If there is not exist any matched record on Phonebook DB, the information window will be cleared.

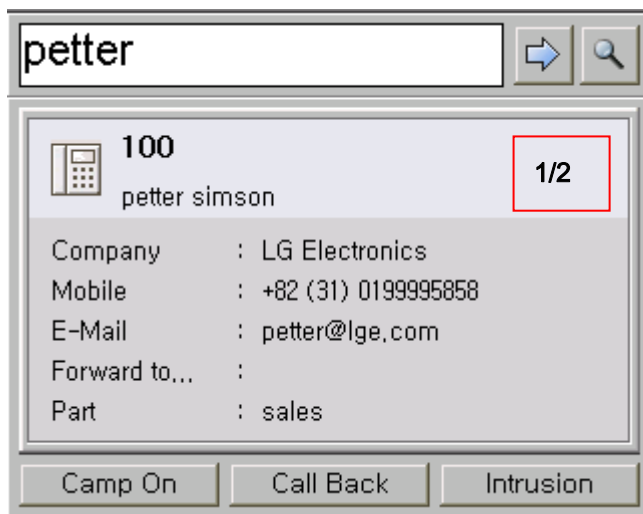
Operation

- When user presses F2 key on the keyboard to search, keyboard cursor will move to information window as follows



[Fig 3.4.1 Edit window when got focus by F2]

- Input searching keyword
- Press *search* hot key or  icon , and searched information will be displayed as below
This information displayed is the first one on DB.



[Fig 3.4.2 Input in edit window]

- If there are two or more contents searched by keyword, ez-Attendant show the total matched

number and current index.

- User can see information one by one by pressing *Search Next* or *Search Previous* hot key on keyboard.

Refer to the chapter **3.12** about this function.

- If there exist information matched with keyword , user can make or transfer call.
- And ez-Attendant scrolls the station window / phone book window to the current searched information

3.5 Screen Popup

Description

- When the attendant receives the incoming call, the Popup window will be displayed in PC. In normal state, the attendant can do something another job as like editing documents. At that time, if there is incoming call, the ez-Attendant will make popup screen.
- This popup screen will include the call type(external or internal), caller ID(Station number or Caller ID) and some simple information about the caller(Ex : Company name, Name – If exist in phonebook).

Operation

- When the attendant is working with another job, the call may be entered. At that time, the call arrived window will be popped up with several caller's information.
- Then the attendant can receive the incoming call.

Condition

- When ez-Attendant is activated in the PC window, this pop window will not be displayed. In that case, instead of popping, call will be added in call queue window.
- This will be supported only when ez-Attendant software is minimized for another job.

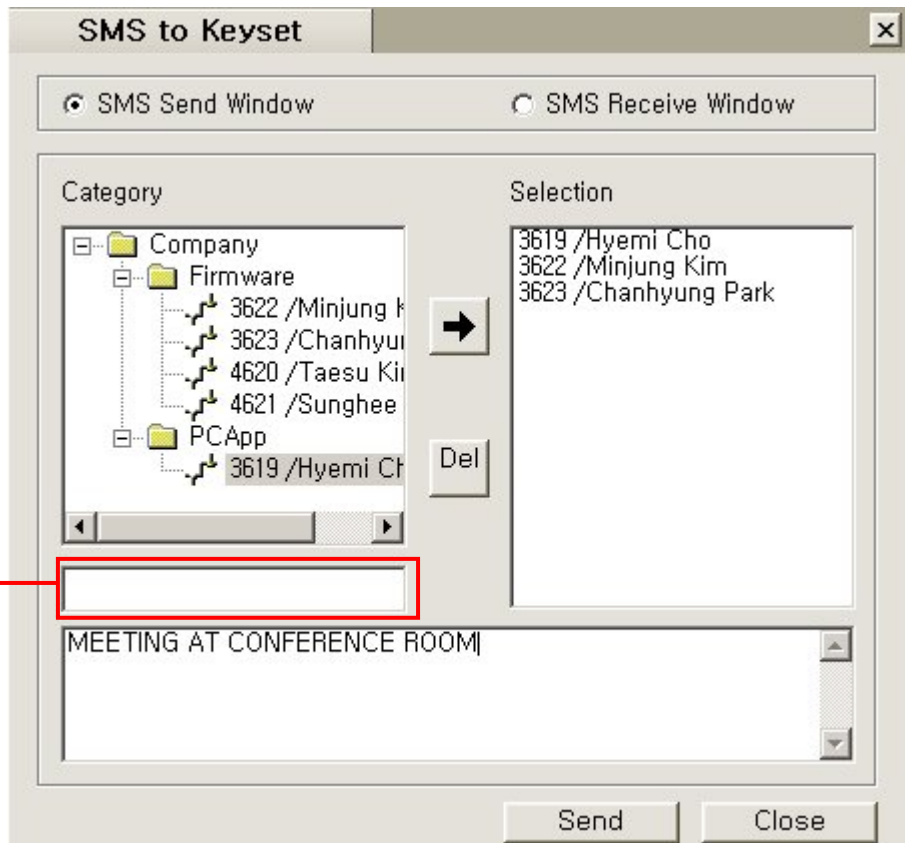
3.6 SMS to internal User with DKTU/DECT

Description

- The attendant can send the short message to the internal user using WHTU(LG DECT – GDC 34X or later) and DKTU with LCD. To send short message, the internal user should have DKTU with LCD or LG DECT phone.
- This message will be displayed in the LCD of DKTU or WHTU(LG DECT handset)

Operation

- Select [Tool] → [SMS to keyset].



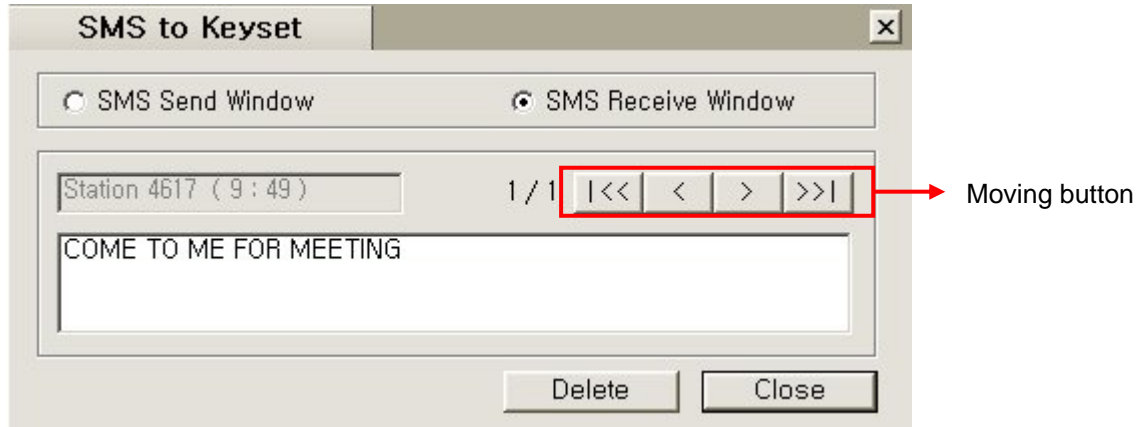
[3.6.1 SMS to keyset window]

- You can select the destination with category area or station number with “edit” area. If the entered station number is not valid, the below message box will be displayed.



[Fig 3.6.2 Warning message window]

- After select persons, enter the message contents in the bottom window of the dialog box(Max 48 characteristic at one time)
- Press [Send] Button to send SMS.
- If you receive the SMS from other ez-Attendant user or LG PC Phone(ez-Phone) user, then below dialog box will be displayed.



[Fig 3.6.3 SMS to keypad window when get messages]

- You can delete the received message and move to previous or next message using moving button.
- ez-Attendant can save 30 SMS data. If SMS message is arrived when the 30 SMS messages were saved, the first message will be deleted.

Condition

- Only WHTU(LG DECT) and DKTU with LCD can receive the short message. In other words, SLT, WHTU(Standard DECT phone), DKTU without LCD and standard ISDN phone can't receive the message.
- Maximum characteristics are limited up to 48.
- This feature is available only with ez-Attendants or LG PC Phone(ez-Phone).

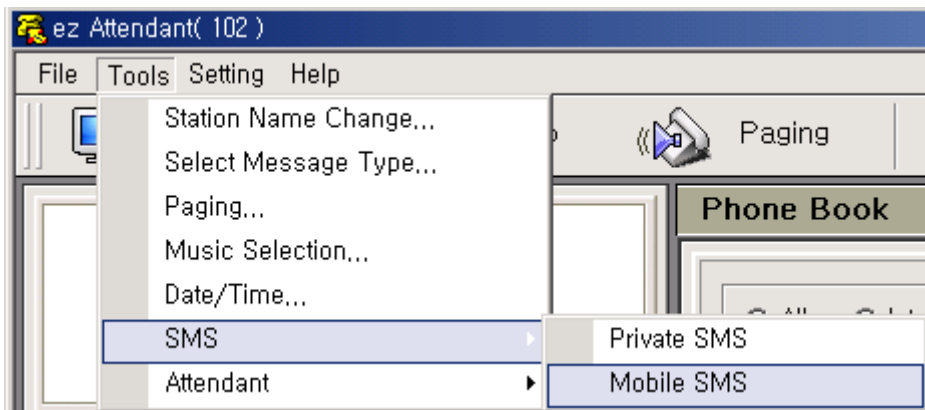
3.7 SMS to Cellular terminal (GSM, need more consideration)

Description

- The attendant can send the short message to the cellular phone
- If there is GSM/CDMA modem and ez-Attendant in a PC, user can send SMS to modem.
And the other ez-Attendants can send SMS to the modem by connecting to the ez-Attendant.
- Moreover, ez-Attendant can send message to 2 or more phones at one time.

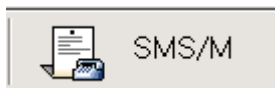
Operation

- When user select [SMS] main menu, sub menu will be shown like this.

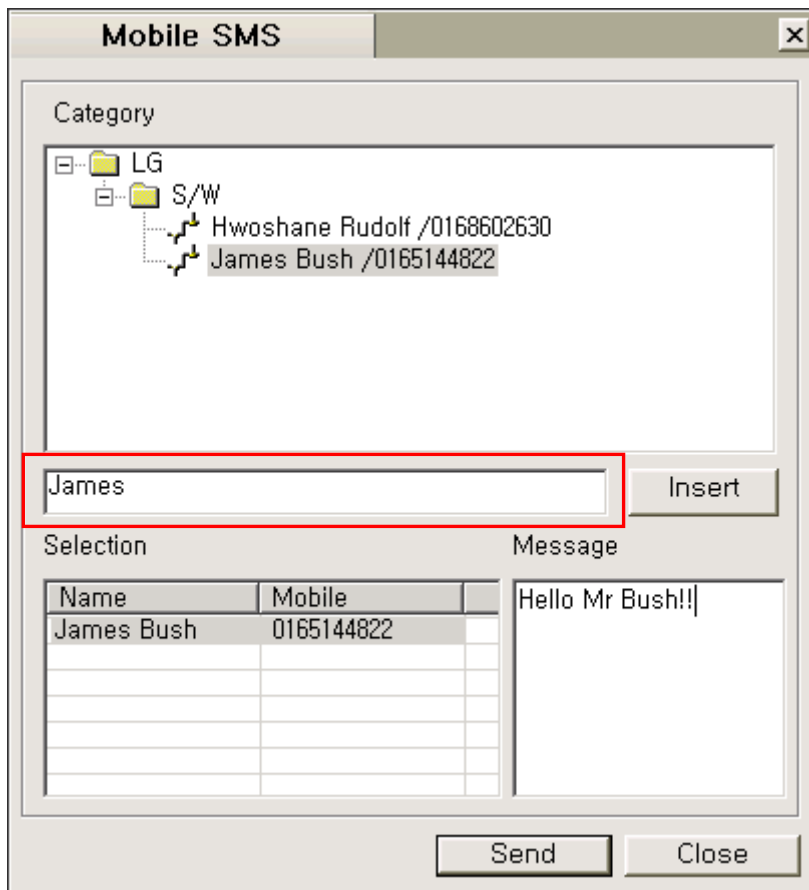


[Fig 3.7.1 select mobile SMS in main menu]

- Select [SMS/M] Icon in tool bar.



- After selecting one or more items In phonebook or station list window, click right mouse button , then SMS to mobile window will be displayed as bellow.



[Fig 3.7.2 Mobile SMS input window]

- After input phone number and message , click [Send] button, message will be sent.
- When user wants to send message to unregistered number, user input name or phone number directly in edit box.

Condition

- User must set configuration to use GSM/CDMA modem.
- Select [setting] – [option] menu , then user can modify configuration on setting window.
- Detail information was described in chapter [1.3.5 SMS Information].

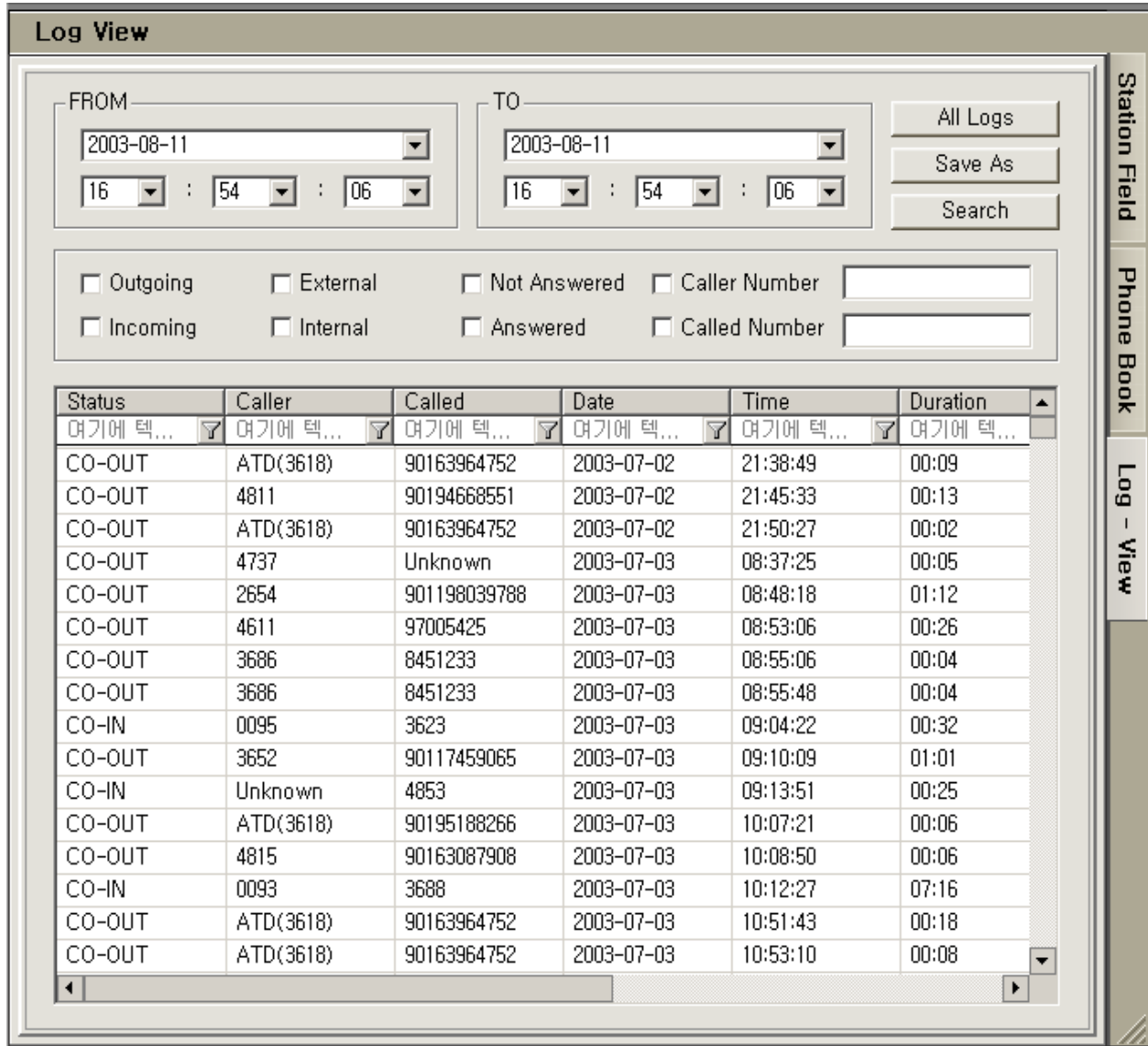
3.8 Log View

Description

- The ez-Attendant can display the call log data of the entire user except the data from station to station.
- The information includes status, Caller ID, Called ID, Date, Time, Duration, Queue Time, Incoming/Outgoing, External/Internal, Answered/No Answered
- This can be used for call statistics.
- ez-Attendant will support this data with Microsoft Excel format. So, the 3rd party software can be developed with this base data.
- If user wants to delete log records on the log view, select one or more records and press delete key on the keyboard.
- Ez-Attendant program can show more detail information including caller name, called name, did id and did name.

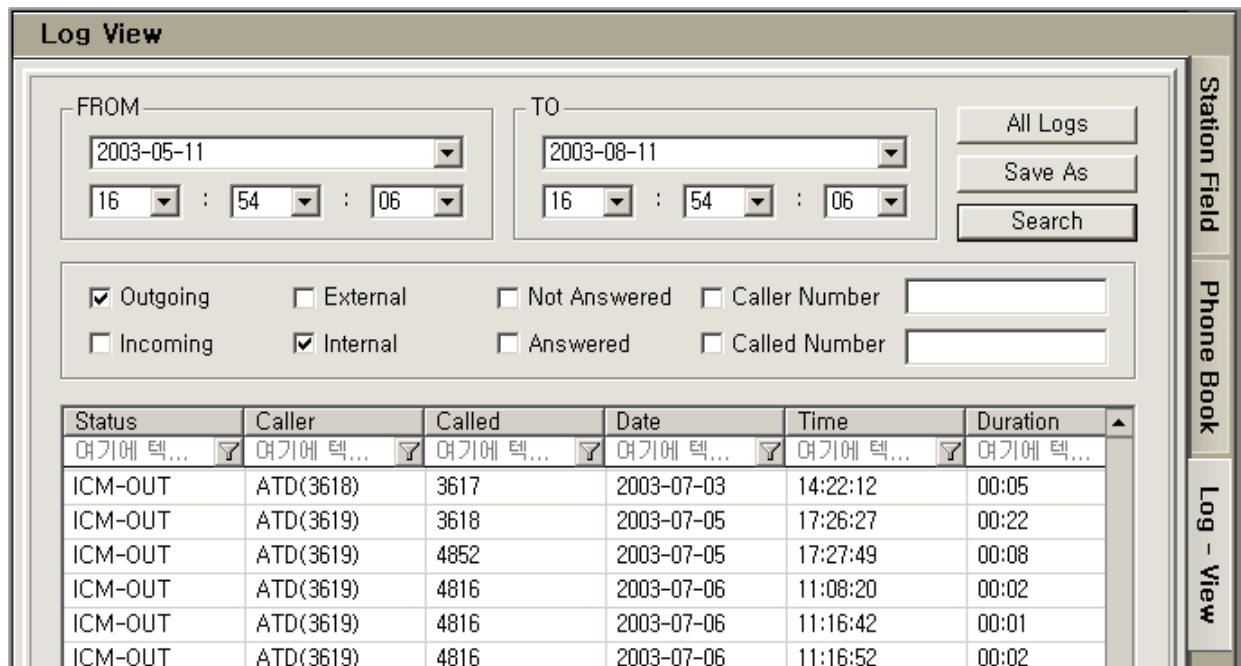
Operation

- Press [Log View]
- Sorting
- Filtering :
 - 1) Click on an edit box for search, and type characters that a user wants to find. It will display all the searched data.
 - 2) Check the Items to filter data. In case 'Caller Number' or 'Called Number' is checked, you should type the numbers in the edit boxes. Press [Search] to display data after setting date(From, To)
- Press [All Logs] to clear filtered data and to display all the data.
- Press [Save As] to save the data in an excel file and to empty the data that has automatically been stored in 'ATD.mdb'.



[Fig 3.8.1 Log view window]

- This is the main window of Log View.
- For example, if you select the “Outgoing External” call from 01/MAY/03 to 12/MAY/03, then result is same as below figure.



[Fig 3.8.2 search with condition in log view window]

Condition

- The date(From, To) initially showed is the current pc time. It is mandatory to set date to see a filtered log data history.
- If the size of record is 10,000, then message box will be displayed. So maximum records are 10,000.

3.9 Display the status of internal users(Station Window)

Description

- ez-Attendant can display the status of internal user(extension). It is the basic information for attendant and attendant can see all users including connected extension via networking.
- This window can display the status with different colors and specially designed icons.
- This station window should be configured before using. It can be sorted with division.
- The three types of interface will be supported. One is icon style and another is small button style and the other is list style. Attendant can select one style among these three options.

Operation

- The states information will be displayed with this window.

ALL Group		S/W	Design	Marketing	Plan	Dress
100 Hyemi Cho	101 WooHyun Cho	102 KungYeol Kim	103	104 YuLee Gu	105 SangHo Yang	106 SangMo Lee
107	108 SeongJae Cheon	109 YongDae Shin	110	111 BuMin Park	112 HyeoSung Kim	113 JiHee Chae
114 YoungHoo Kim	115 WooHyun Woo	116 HyeHo Hyun	117 DaeJung Yang	118	119 SangMo shin	120 JinHyan han
121 JiYoung Lee	122 ChunHo Heo	123 HyunWoo Park	124 HoGu Lee	125	126	127

[Fig 3.9.1 Type of ICON display]

ALL Group	HMR	network	R/D	service	Training	
100	101	103	104	105	106	109
124	125	126	127	128	129	136
137	138	139	140	141	142	143
144	145	146	147	398	399	

Station Field

Phone Book

Log - View

[Fig 3.9.2 small button type window]

Status	STN	First Name	Last Name	Department	Business No	Mobile No
100	100	Greg	Frieda	Hardward		
101	101	Stephen	Downes	Hardward		
102	102	Chris	Eliasmith	Marketing		
103	103	Tom	Stone	Marketing		
104	104	Erase	Bien	Survey		
105	105	Anthony	Sharkey	Survey		
106	106					
107	107					
108	108					
109	109					
110	110					
111	111					
112	112					
113	113					
114	114					

[Fig 3.9.2 List type window]

Condition

- Maximum number is limited because of size of window.
- Mode change : option window.(Described in chapter 1)

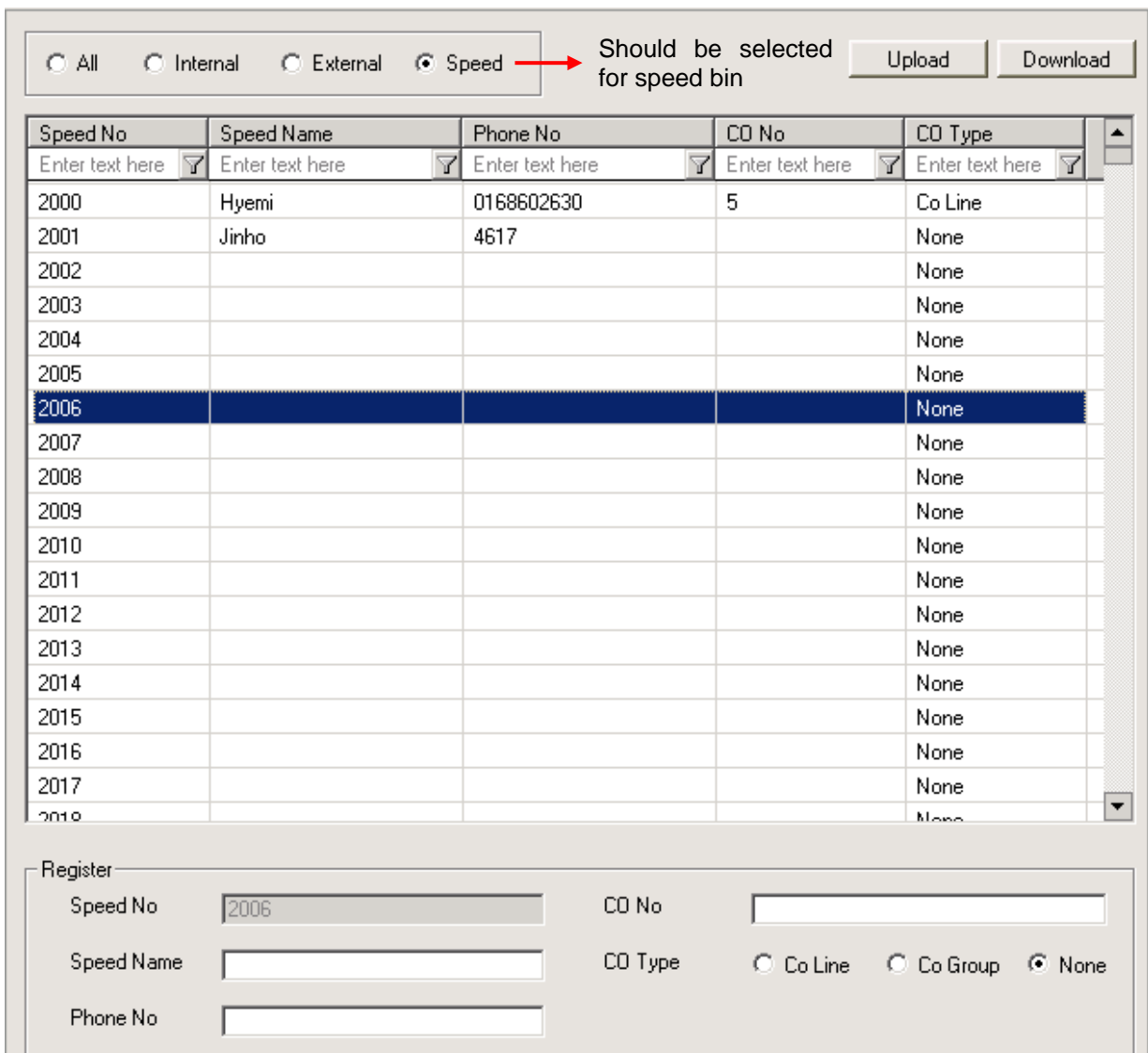
3.10 Speed Bin Editor – System Level

Description

- This feature is for editing the system speed bin data of LDK System. The attendant can edit, upload and download speed bin data.

Operation

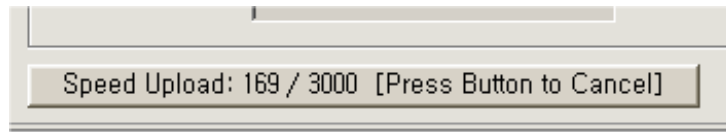
- Select [Phonebook] and press [Speed] button. When the speed numbering plan is not compatible with what a LDK system has, the list can be updated by selecting a system in [option]→[System setting for speed bin]. But when ez-Attendant is log on you can't change the system type.



[Fig 3.10.1 Speed bin window]

- Select an item and edit SpeedBin Data and press [Apply]
- Select an item and press [Del]. (It's possible to select multiple items using [Ctrl], and [Shift])
- Select an item and press [Upload]. (It's possible to select multiple items using [Ctrl], and [Shift])
Press [Speed Uploading : # / # Press Cancel] button to stop uploading process.

- Select an item and press [Download]. (It's possible to select multiple items using [Ctrl], and [Shift])
Press [Speed Downloading : # / # Press Cancel] button to stop downloading process.



[Fig 3.10.2 Cancel button]

Condition

- It takes about 7~8 minutes to upload or download all the system speed data with LDK system.
- This feature is available only one ez-Attendant at one time.
- When ATD1 is uploading the speed bin data, if ATD2 try to upload speed bin, LDK system will send the NAK message that says "You cannot do up/download now.". That means some attendant is doing the same operation.

3.11 Multi Language Supported

Description

- The attendant can use multi language in the software. If attendant want to use English, select the **[Setting] → [Option] → [Display] → [Language Selection]**
- If the attendant wants to change the string in the text data, use simple text editor. For example, notepad or WordPad in the MS Windows.

Operation

- Press **[Language Selection]** to change language type

Condition

- To use the multi language feature, language text file should be edited first. The initial language text file contains English, Korean language.
- If you don't add the your local language in the language text file, you can't use the local language.

3.12 Keyboard mapping for fast operation

Description

- The attendant can use keyboard for various operation without mouse. If attendant have to transfer the call to any internal user, the attendant use the keyboard and mouse at the same time.

Operation

- These key mapping is used with numeric keypad of keyboard. These key mapping can be changed in option window.
- Detail information was described in installation process. Refer to the chapter 1.

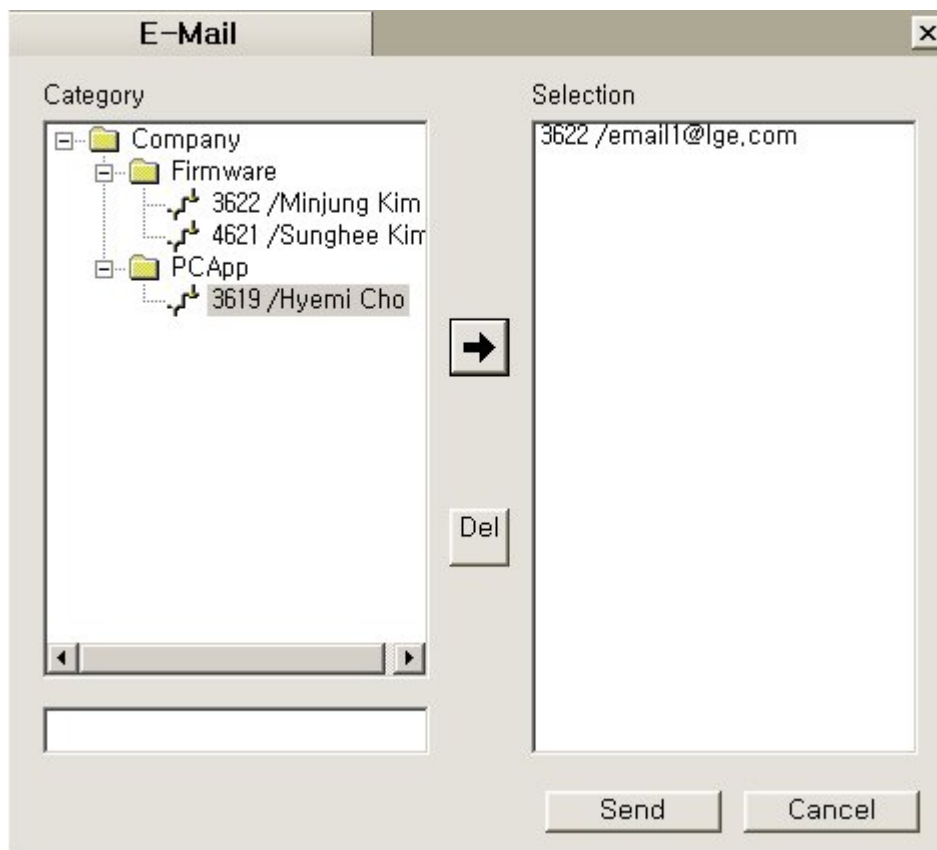
3.13 Sending E-mail

Description

- The attendant can send the e-mail to anyone in the station window. If any user can't receive the incoming call, then the attendant can send the e-mail to the user without calling.
- This e-mail feature is using the default e-mail client software that is installed in attendant PC.
- If default e-mail client is Microsoft outlook, MS outlook will be activated with automatic input mail address that is selected by attendant.

Operation

- First method is selecting **[E-Mail]** in tool bar and enters the address. If you select this type, you should enter the destination e-mail address.
- Second method is selecting **[Setting]** → **[Send mail]**. Then the group management window will be displayed. With this window, select the person that you want to send the mail



[Fig 3.13.1 E-mail window]

- With this dialog box, you can add the multiple destinations. After adding the list, if you press [Send] button, then new e-mail window will be displayed as below. This window depends on the default e-mail client software.
- Then the selected email addresses will be inserted automatically in destination field.
- You may enter the contents of mail and send mail.

Condition

- At first, configure the e-mail client program.
- If e-mail client software is not activated, execution speed will be delayed.

3.14 Message Exchange between ez-Attendants or ez-Phone user.

Description

- It is possible to exchange the message between two or more attendants using simple messenger utility. And it is possible to exchange message with who is using LG PC phone software.
- This is same as 3.5 SMS to internal User with DKTU/DECT.

Operation

- [Tools] → [SMS to Keypad]
- Enter the message and Press [Send] button.

Condition

- To use this feature, all attendants should be connected via LAN. Otherwise multiple attendants are not working.
- To use this feature with PC phone user, LG PC Phone should be installed in each PC.

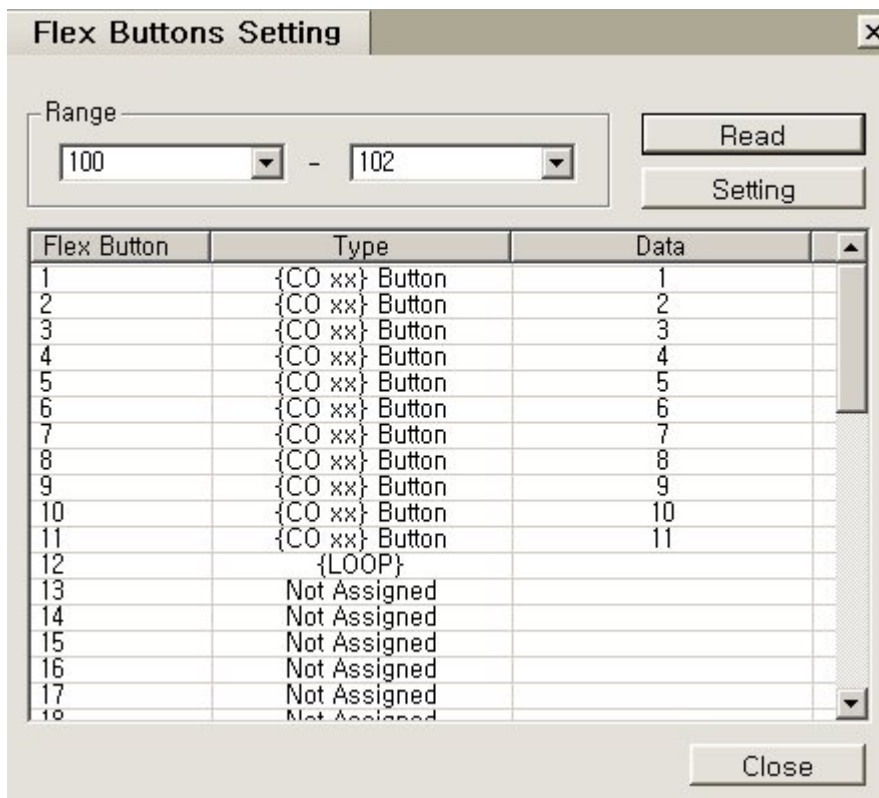
3.15 Flexible Button Programming

Description

- It is possible to program the flexible buttons of station.
- It is same as ADM PGM 115.

Operation

- [Setting] → [Flex Buttons Setting]
- Then the station number input dialog box will be displayed.



[Fig 3.15.1 Flex button window]

- Enter the station number that you want to program.
- Then the edit dialog box will be displayed. At that time, you can program the flexible button program.

Condition

- If you want to program the multiple DSS station, you should program one by one.

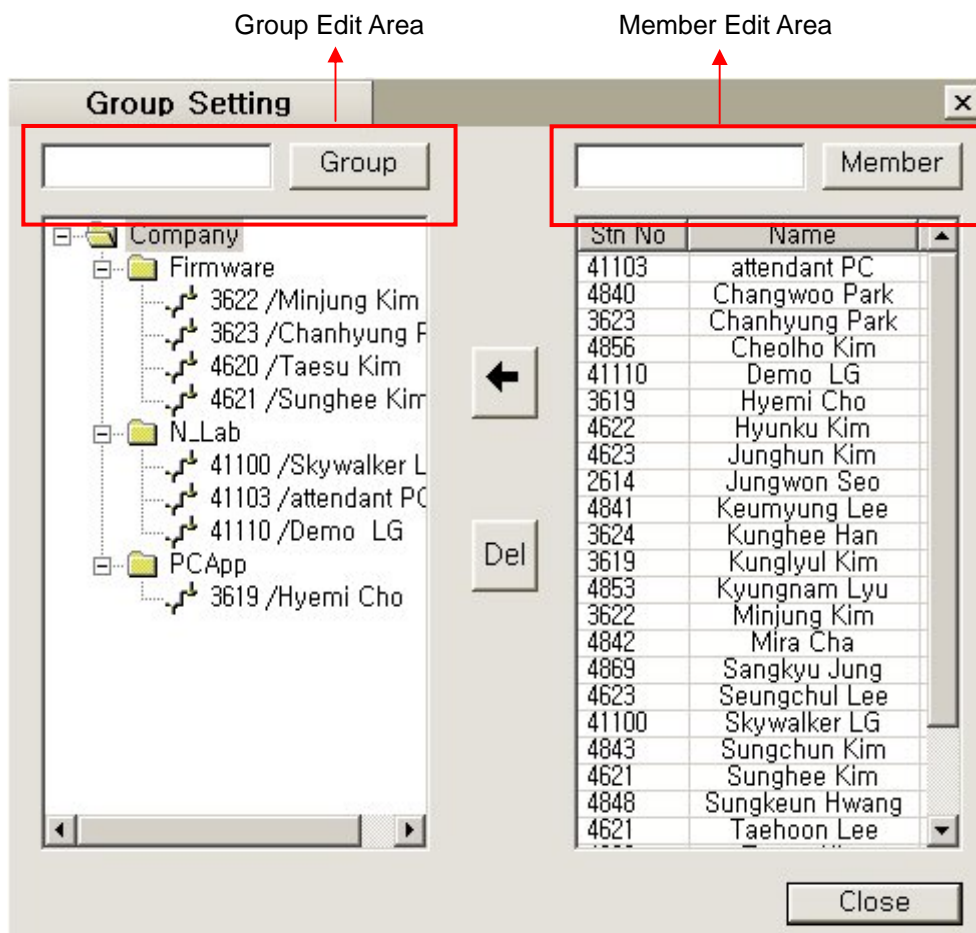
3.16 Group Management Window

Description

- It is possible to manage the departments and their members. With this window, you can add or delete the member.

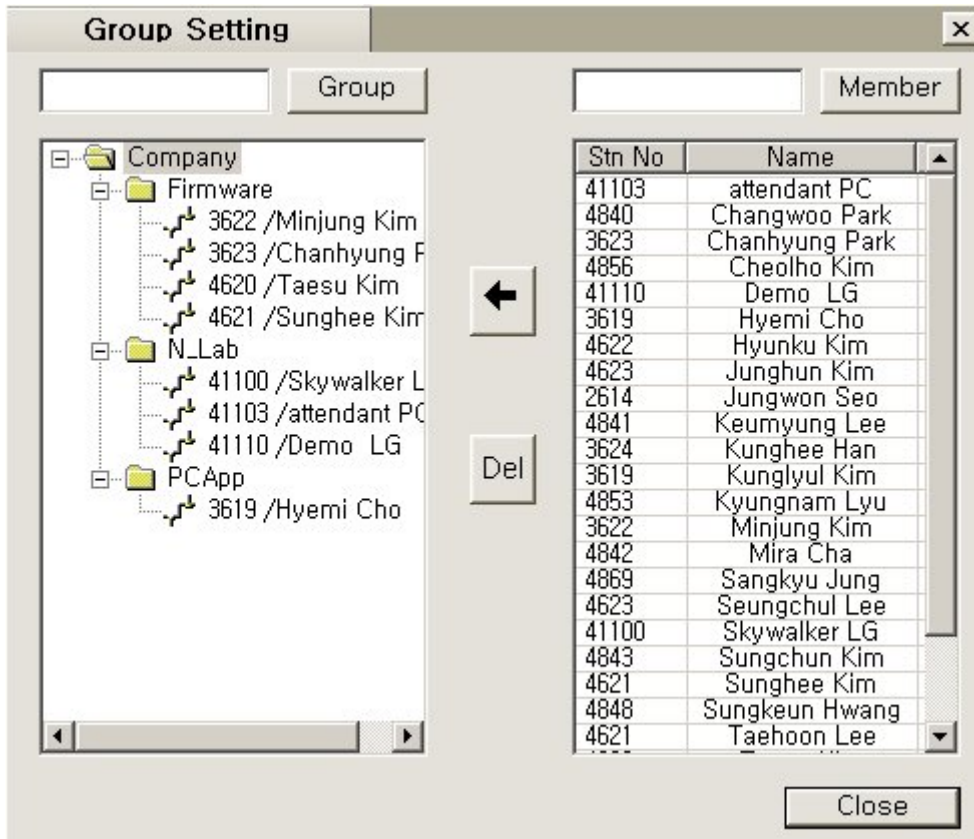
Operation

- [Setting] → Select [Group Setting...]



[Fig 3.16.1 Group setting window]

- You can edit a group name and press [Group] with "Group Edit Area".
- You can search a member with "Member Edit Area".
- Click a group on the left pane and select members on the right pane and Press [←] to insert them at the specified group.
- Click Company, Group, or Member and press [Del] to delete them.
- It is possible to sort "name" or "station number". If you selected the Name sort, the result will be same as below.



[Fig 3.16.2 Group setting window-select item]

Condition

- There is no limit for number of group. It depend on capacity of PC specification that attendant uses.
- When a 'Group Setting' window is closed, group names having no members are deleted.

3.17 Log view Print

Description

- It is possible to print the log view data that is displayed on the list. If the user prints the data after sorting them by name, the contents printed on the papers are ordered by name.

Operation

- [File] → Select [Print] or [Upper Toolbar] → [Print]

Condition

- You can change the print setup on the [File].

3.18 Tool Tip Display

Description

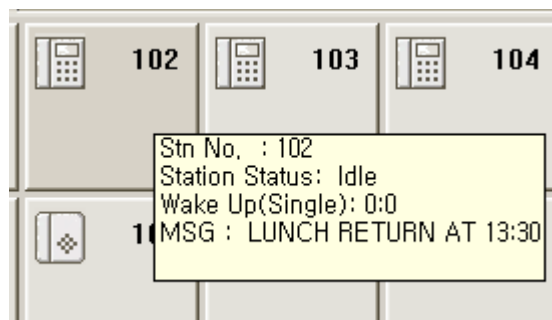
- It is possible to display the detail information for extension.(Button type display only)
- If attendant locate the mouse on some extension icon, the detail information will be displayed with tool tip function.

Operation

- Available Items are like below.
- Station Number
- Station State
- Wakeup information
- Preselected Message Information
- Forward Information
- Associated information when user is calling.

Condition

- This is only available when user use mouse with button type station window.



[Fig 3.18.1 Tool Tip Usage]

3.19 BLF Manager Integration

Description

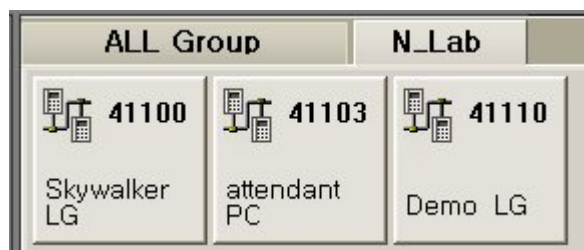
- ez-Attendant can display the networked stations' status with BLF Manager.
- If attendant locate the mouse on some extension icon, the detail information will be displayed with tool tip function.

Operation

- If you want to add the networked station state, you should add the information in phonebook database with net number. Then ez-attendant will check the validity of net station number during the log on process. If the net number is not valid data, it will be ignored. But the net number is valid, ez-attendant consider the net station with normal extension.
- Before log on the system on Attendants, you must run BLF Manager first. And you must add system IP Address of networked systems. (About network configuration, please refer to the system manual)
- You can call a networked station by pressing networked station button or by Input networked station number on the edit box in information view.
- You also make call by input network station number including prefix "N/n"(ex. N41100). However, if a net number is registered on Phone book, you should input only net number without "N/n".

Condition

- You should enter the "department" in phone book with "N_". That means networked and net station..
- Then you can see the net stations with "N_" department.
- The maximum number of net station is 50.
- The ringing state of net station will be displayed IDLE state because BLF manager sends the data with IDLE.
- This feature is available only when BLF manager is operated.
- You must not run ez-Attendants and BLF manger program on the same PC.



[Fig 3.19.1 Network station window]

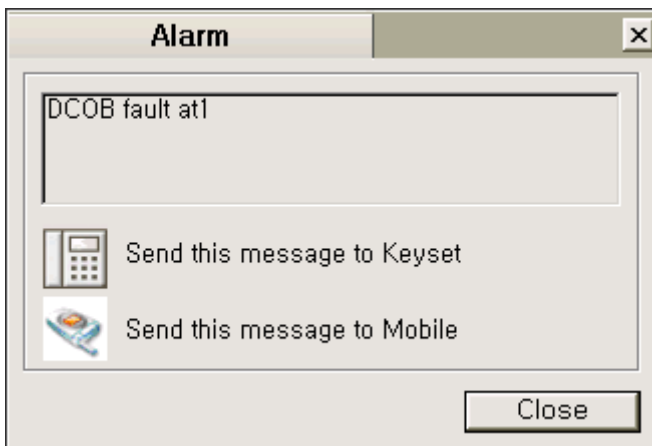
3.20 Alarm information window

Description

- ez-Attendant gathers important information from LDK system, shows this information.
- Extension/co line capacity problem, memory problems will be displayed on ez-Attendant

Operation

- The alarm information window will be displayed like this.



[Fig 3.20.1 Alarm information window]

- User can send this message received from system to keypad or mobile phone.

Condition

- The alarm information are like this.
- "station capacity overflow!!" → This message will be shown when station number overflows.
- "CO Line capacity overflow!!" → This message will be shown when co line number overflows.
- "Hiway / time slot full!!" → This message will be shown when hiway/ time slot is full.
- "DCOB fault at #" → This message will be shown when dcob board has event.
- "SMDR full!!" → This message will be shown when SMDR is overflows.
- "DVU memory full warning!!" → This message will be shown when DVU memory is overflows.
- "VM memory full warning!!" → This message will be shown when VM memory is overflows.
- "DTMF Receiver time slot full!!" → This message will be shown when DTMF receiver has fault
- "Unknown Error's occurred. Please check system!!" → This message will be shown when unknown error occurred on the system.

3.21 call recording

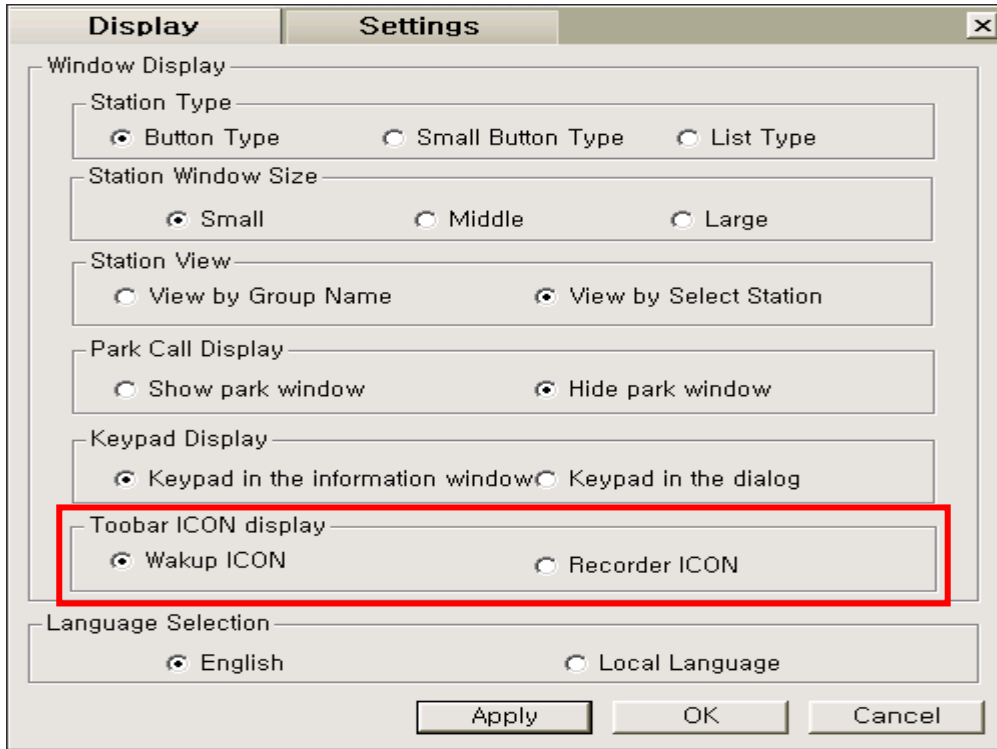
Description

- ez-Attendant supports call recording link icon. When speaking with some one, user can record the dialog.
- This function is not the function of the ez-Attendant program. So user must buy separate program package.

Operation

- Start conversation with some customer. User click recorder icon on the main window to recording the dialog
- To use call recording, user must install call recording program. It is not supported directly by ez Attendant.

- After install the call recording program, user must set call recording icon to tool bar.
- Press [Setting]->[Option] menu then [Option] dialog window will be shown like this.



[Fig 3.21.1 Tool bar ICON display section]

- On Toolbar ICON display, user set Recorder ICON. Then ez Attendant changes Tool bar like this.



[Fig 3.20.2 call recording icon on tool bar]

- If there is an incoming call, and while speaking with some one, user can press this icon, then the call recording program will activated and starts recording.

Condition

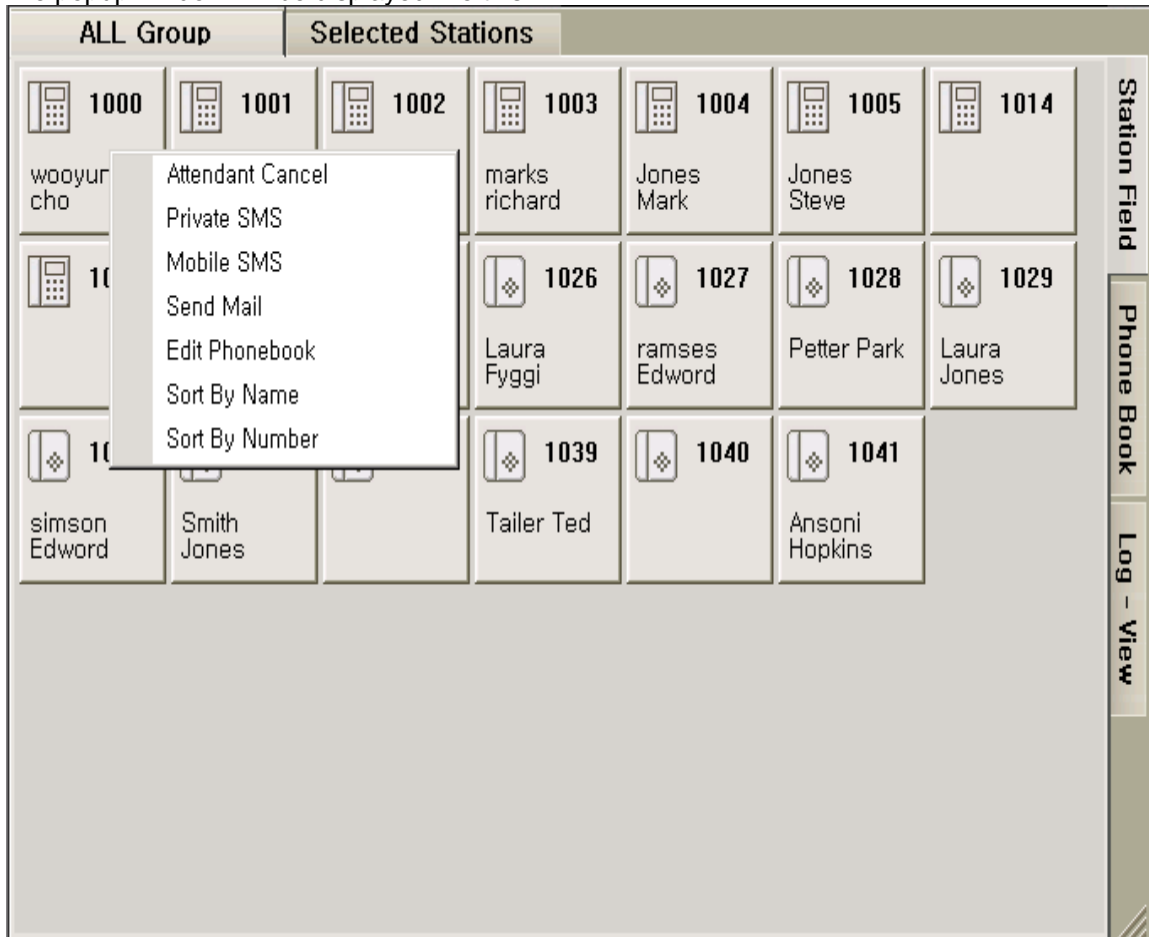
- Before using this recording function, user must install the call recording program in advance.
- The call recording function is supplied by LDP-7000 keyset.

3.22 sorting station by logical number/user name

On the station window with button type, user can sort stations by logical number or user's name.

Operation

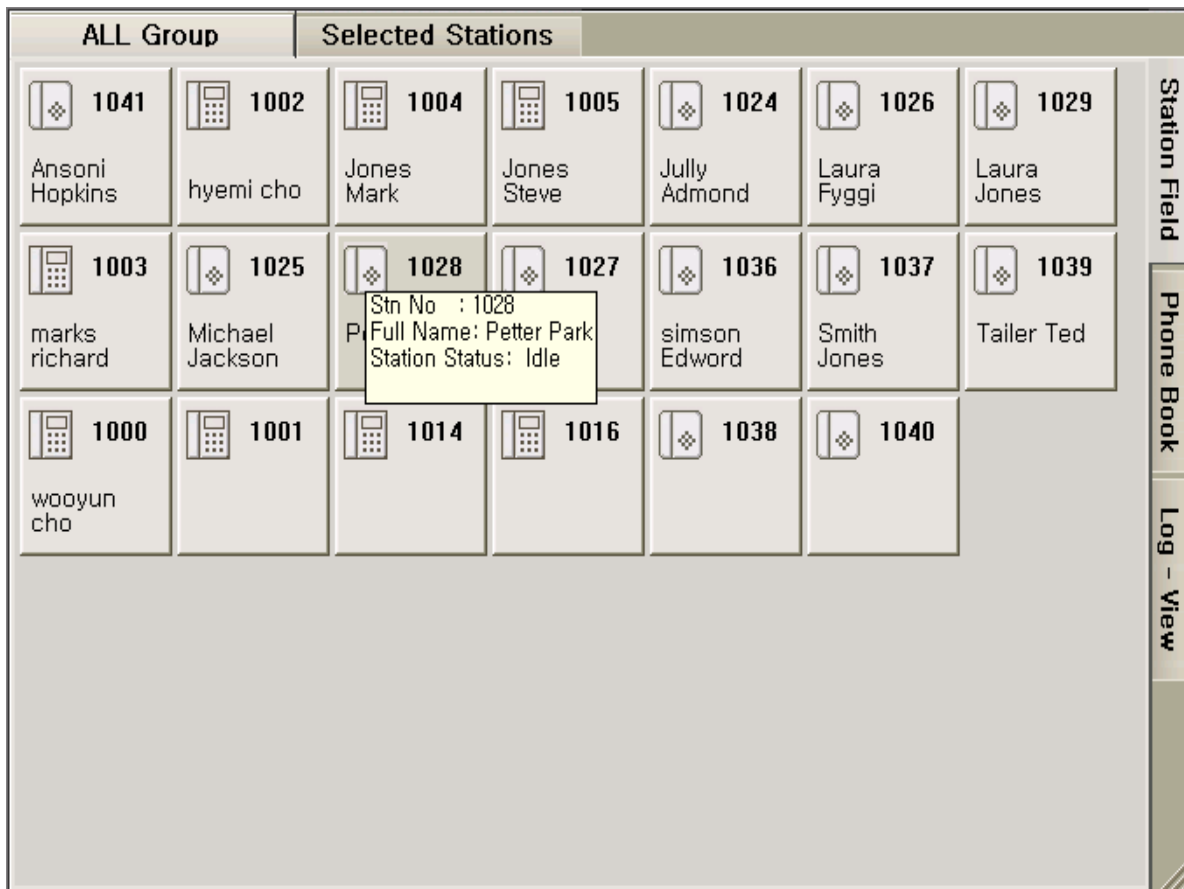
1. On the station window, click right button of the mouse.
2. The popup window will be displayed like this.



[Fig 3.22.1 popup menu on the station window]

3. User can select either "sort by name" or "sort by number". Stations on the figure 3.22.1 are displayed by "number".

4. If user select “sort by name”, then station window will be changed like this.



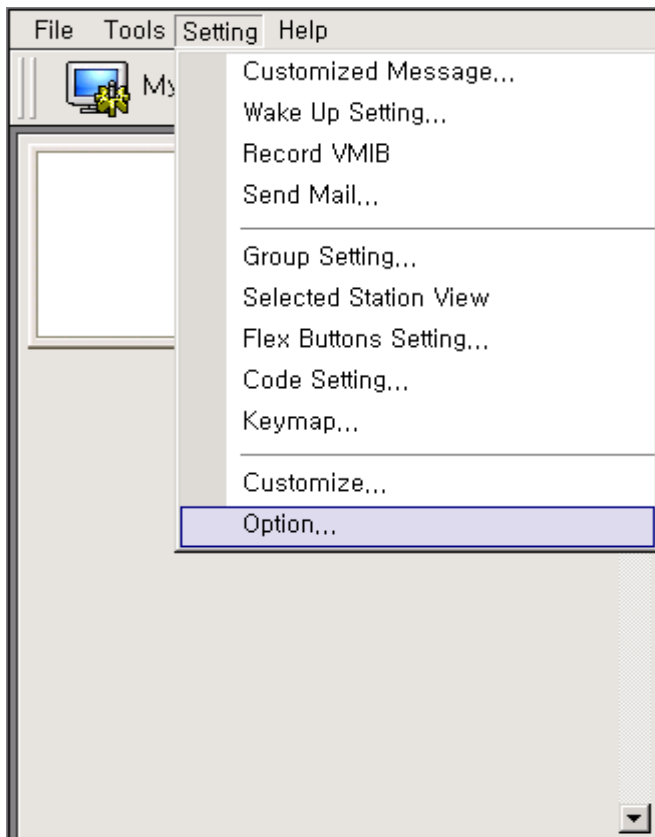
[Fig 3.22.2 station window after sorted by name]

3.23 Display by selected stations

On the station window with button type, user can monitor some stations slected by her/him. User of the ez Attendant can select view type eather “by group name” or “by selected station” When user select ‘by group name’ , ez Attendant displays stations by department name registered on the phone book. On the other hand, when user select “by selected stations”, ez Attendant displays some special stations selected by user.

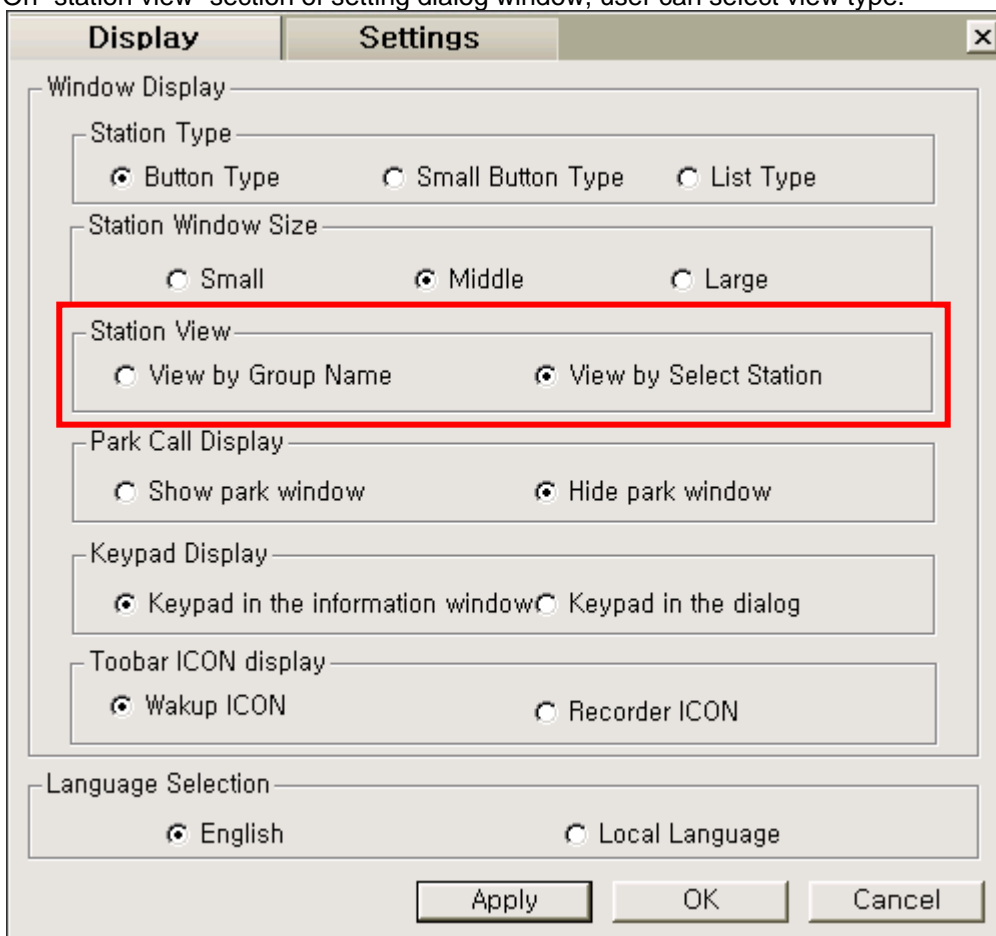
Operation

1. If user wants to select display type, select [Setting] main menu.
2. Press [option] sub menu of [setting] main menu.



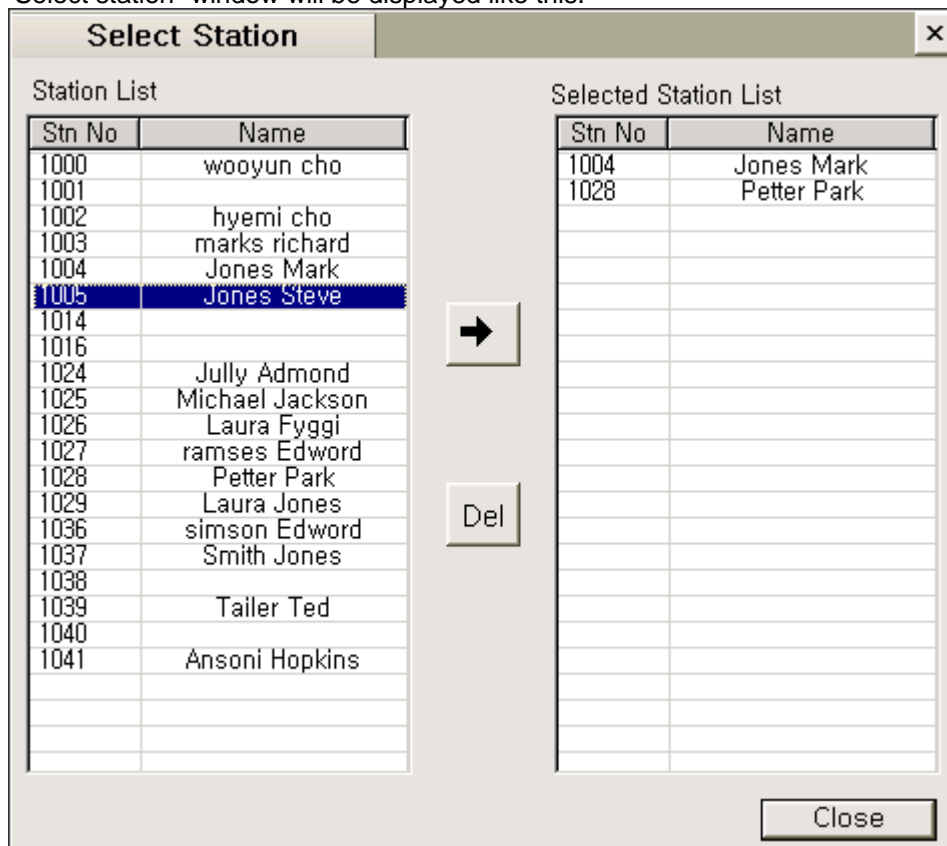
[Fig 3.23.1 Option sub menu]

3. On "station view" section of setting dialog window, user can select view type.



[Fig 3.23.2 Station view section]

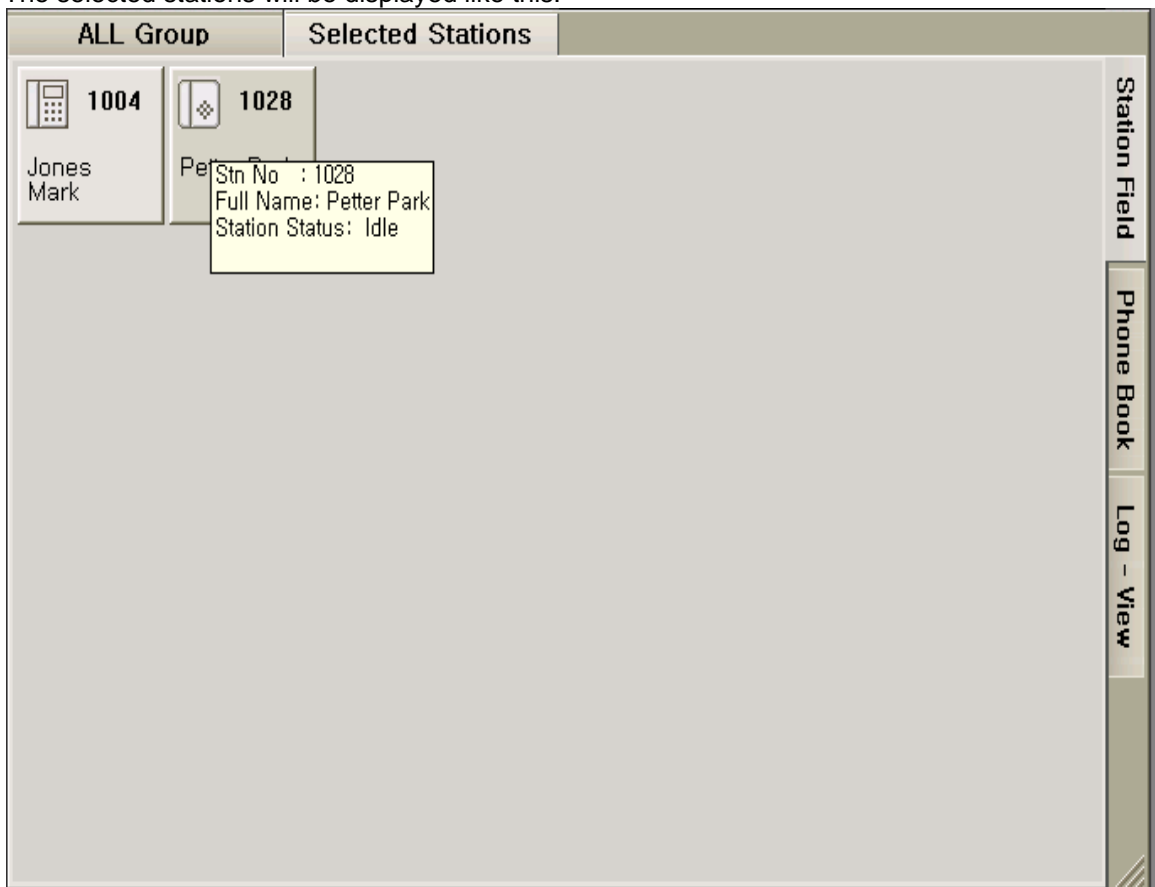
- 4. Default value is "view by group name"
- 5. Select "view by select sation"
- 6. After setting, select [Setting->Selected station view] menu.
- 7. "Select station" window will be displayed like this.



[Fig 3.23.3 Select Station window]

- 8. After select station for monitoring, click [close] button.
- 9. Click [selected stations] button on top of the station window.

10. The selected stations will be displayed like this.



[Fig 3.23.4 Selected station view]

4. FAQ

On this chapter, users can get detail information frequently asked when using ez-Attendant program.

4.1 Use of MS-Outlook schedule

4.1.1 Importing methods of scheduler in MS-Outlook

ez-Attendant loads every schedule data in designated path.

When loading schedule, ez-Attendant saves attendees and hosts on each schedule item in MS-Outlook matched with users registered in ez-Attendant phonebook..

To see schedule information of specific user, input user name on edit box in the information window, then select [Search] button, the information will be shown with schedule items.

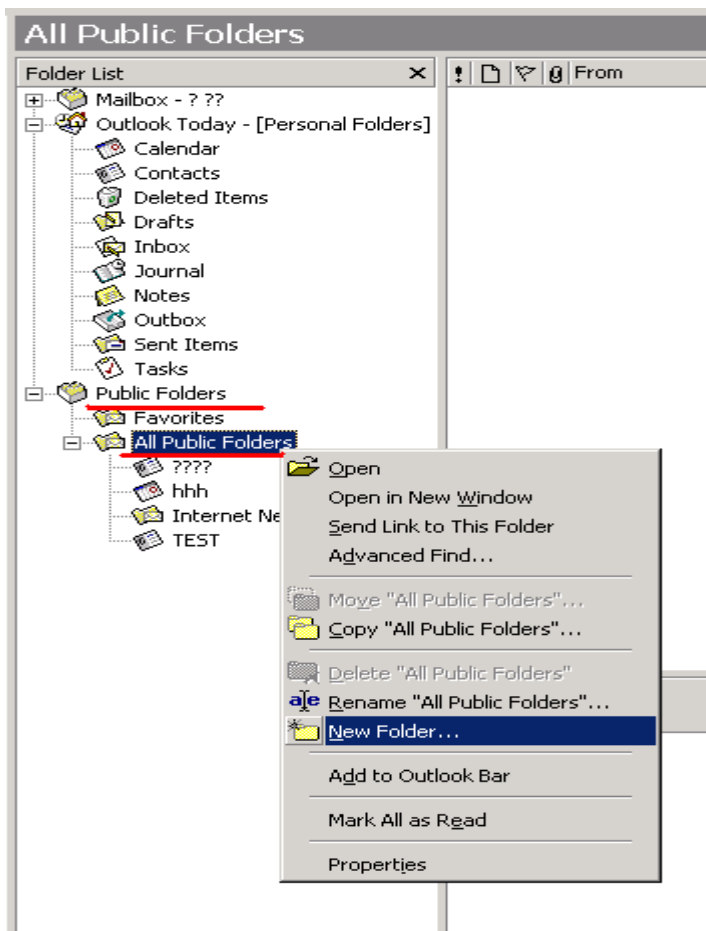
4.1.2 Importing method of 2 or more user's schedules

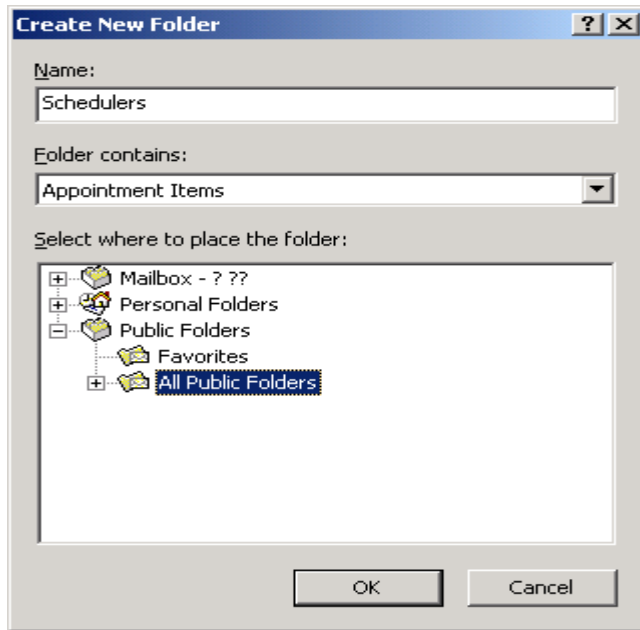
If user wants to use 2 or more user's schedule, user must use public folders in exchange server.

If user wants to use this feature, he/she has knowledge about exchange server program.

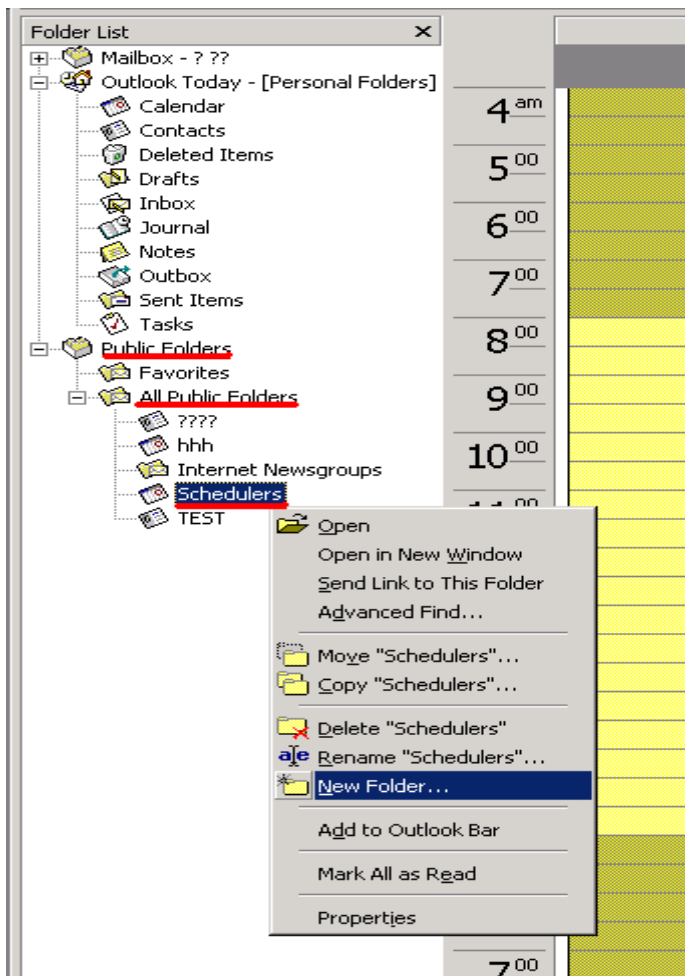
On this article, we recommend one scenario for multiple using of schedule in exchange server.

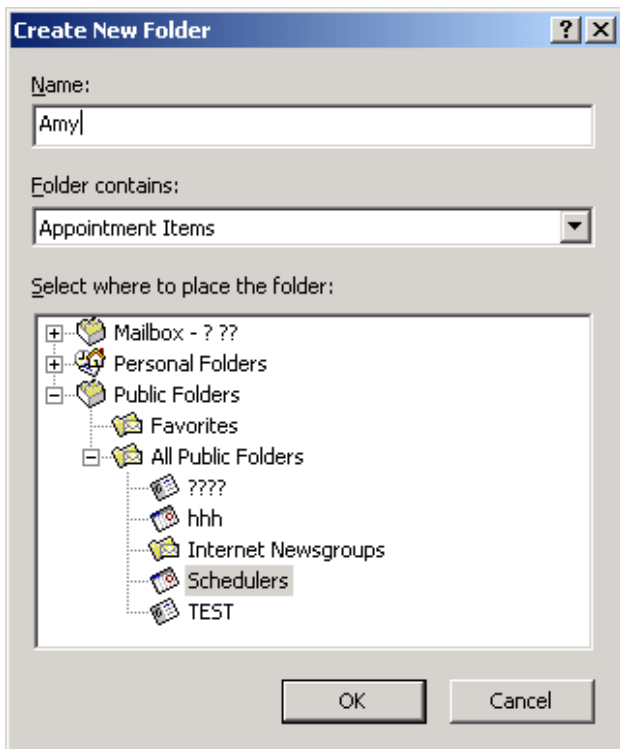
- a. Run ms-outlook program.
- b. Create an appointment folder name with "schedulers".



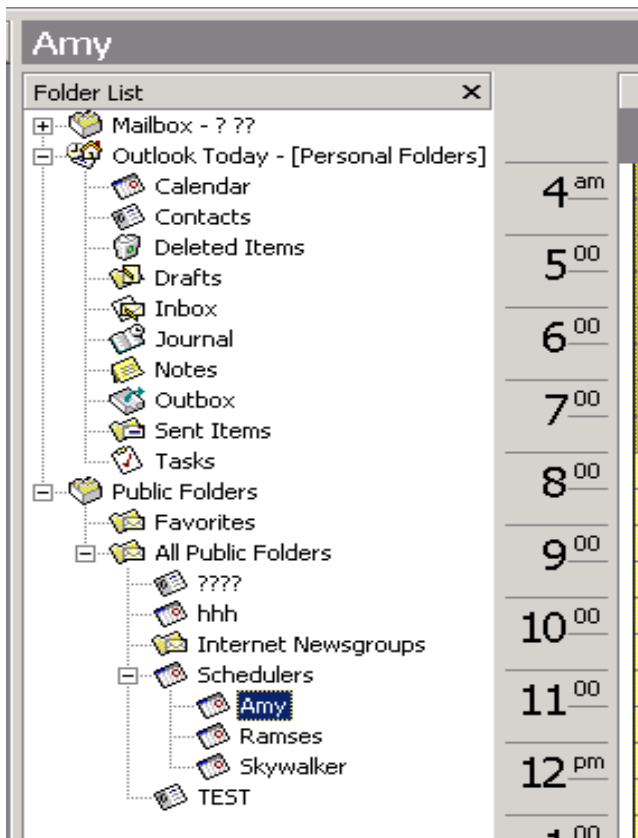


c. After making “schedulers” folder, create sub scheduler folders for each user (exchange server user)





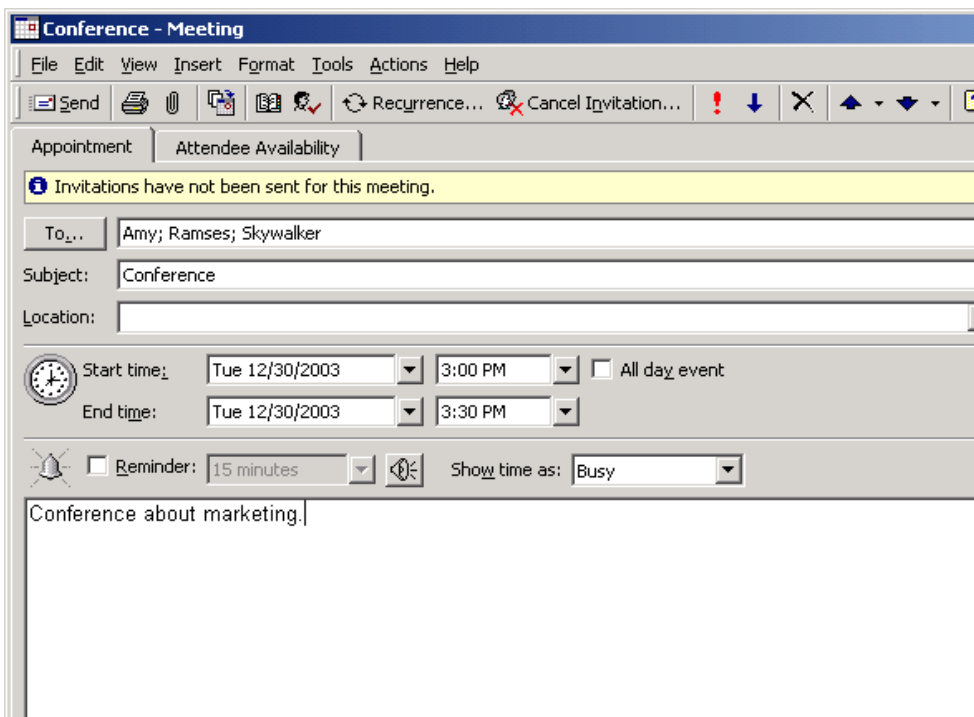
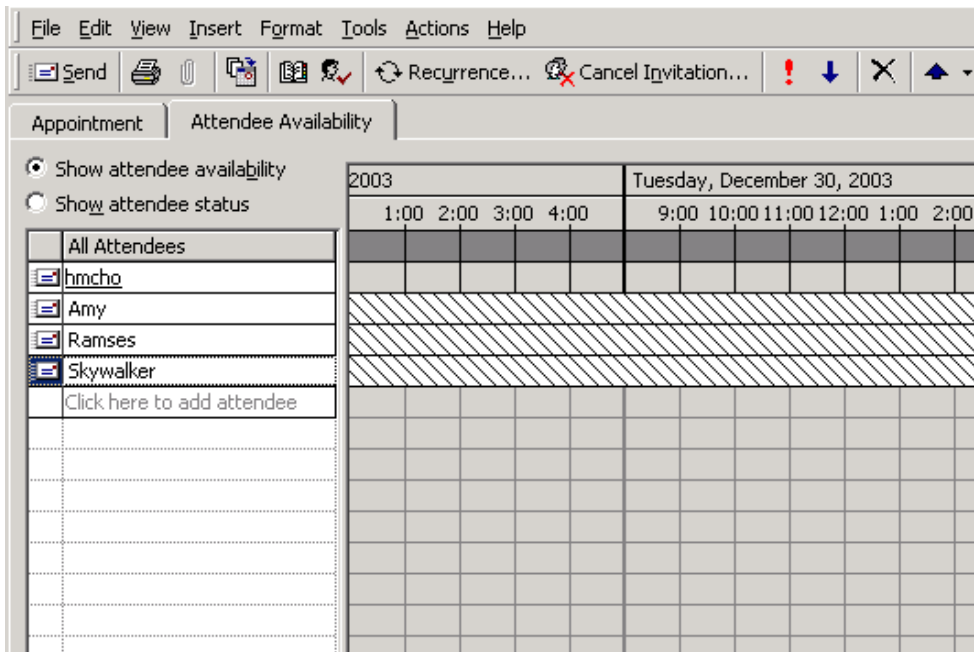
d. After creating sub-schedule folder for each user, scheduler folder tree will be displayed like this.



e. After creation of sub schedule folders, let's assume that there is an appointment. That is a meeting for marketing plan and the attendees will be Amy, Ramses and Skywalker. The appointment is for every user in "Schedulers" folder. So we create an appointment on

“schedulers” folder.

After creating appointment on “Schedulers” folder, information will be updated like this.

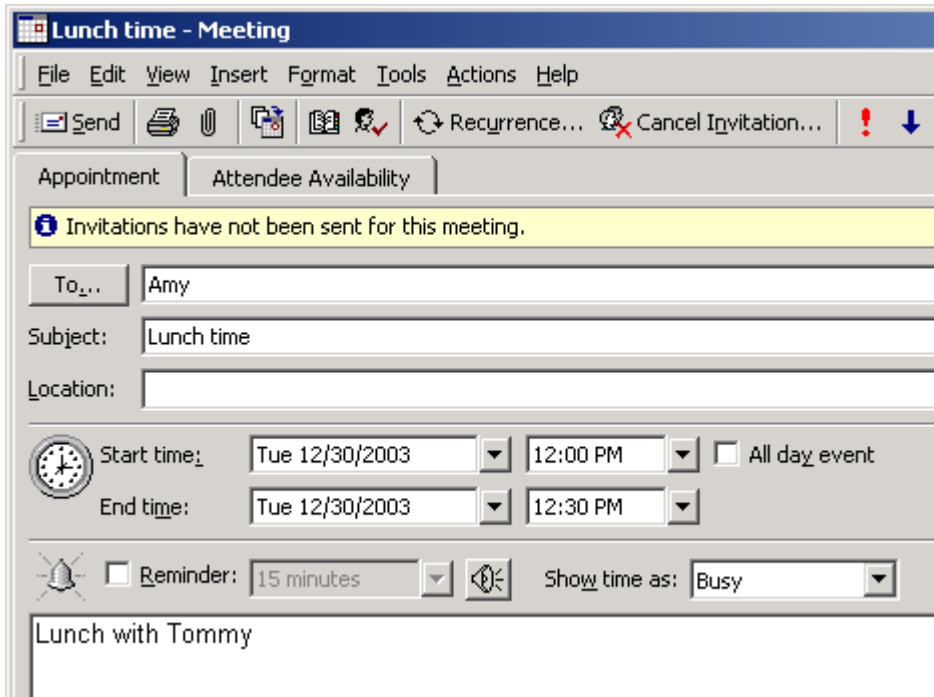


f. The whole attendees of appointment must be shown like the previous figure.

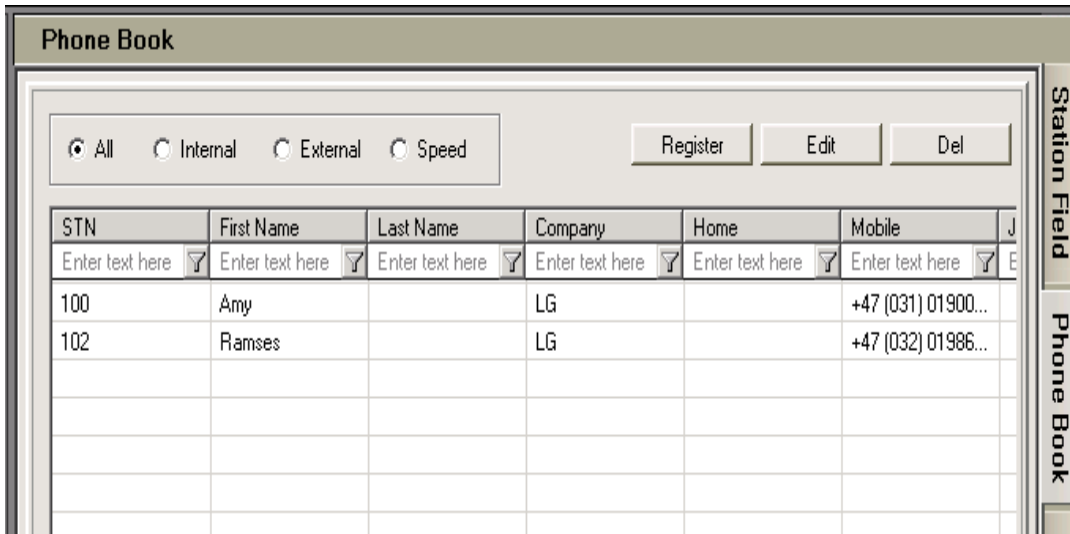
g. After making an appointment named with “Conference”. Let’s assume another case.

Amy has an appointment with Tommy.

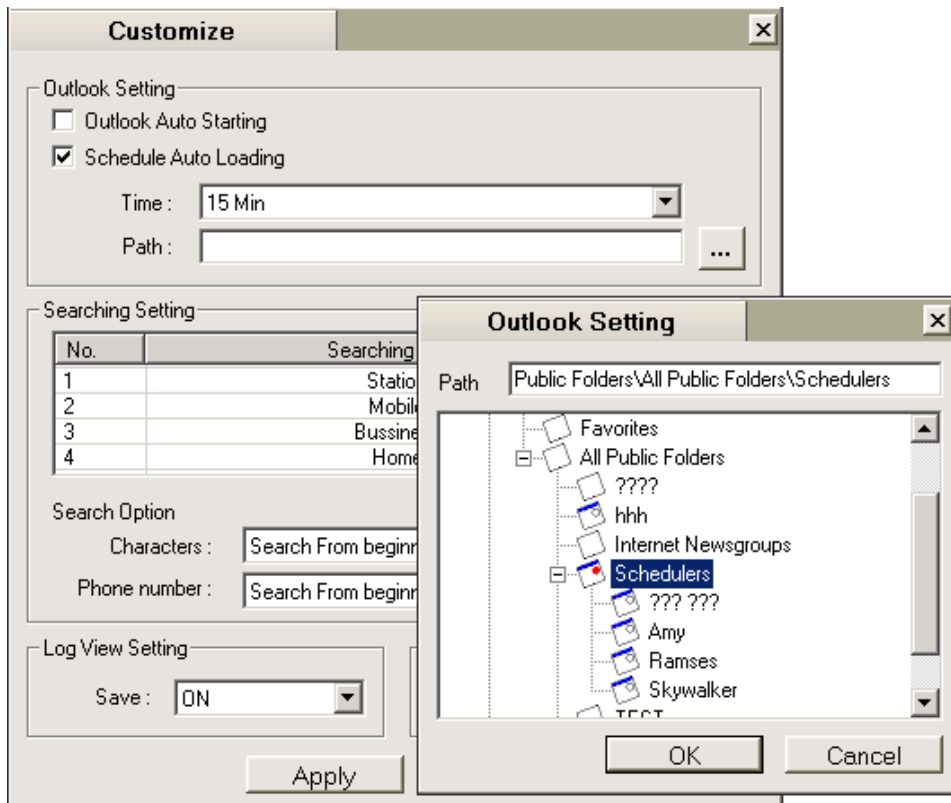
This appointment is only for Amy so this appointment is saved on Amy’s scheduler folder.



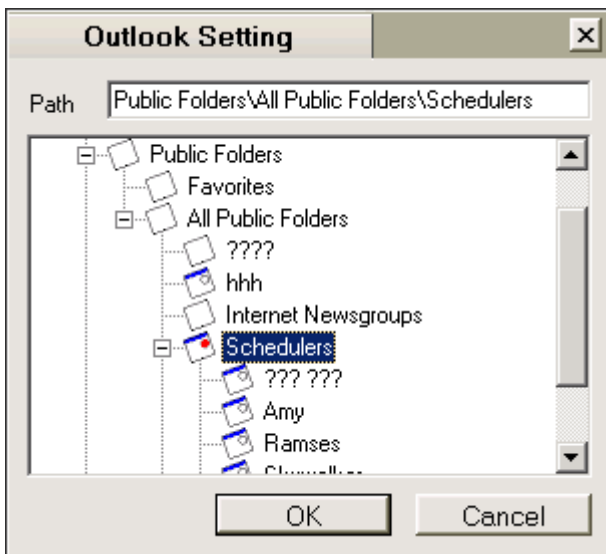
- h. After making appointments on scheduler in MS-outlook, user invokes ez-Attendant program. On ez-Attendant, phonebook has two users. Therefore when ez-Attendant imports schedule, it loads schedules for only two persons(Amy and Ramses).



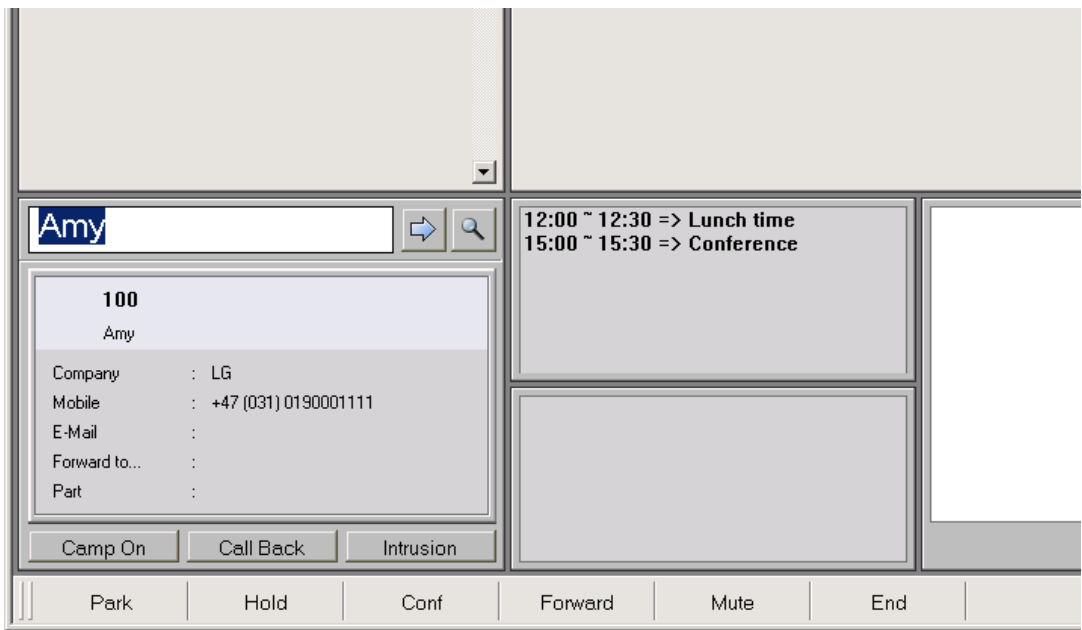
- i. User can load schedule automatically or manually. To load schedule automatically, please assign path like this.



To load schedule manually, set path like this.



- j. After finish importing schedules, every schedule is saved on DB of ez-Attendant program. For confirm status, search it.



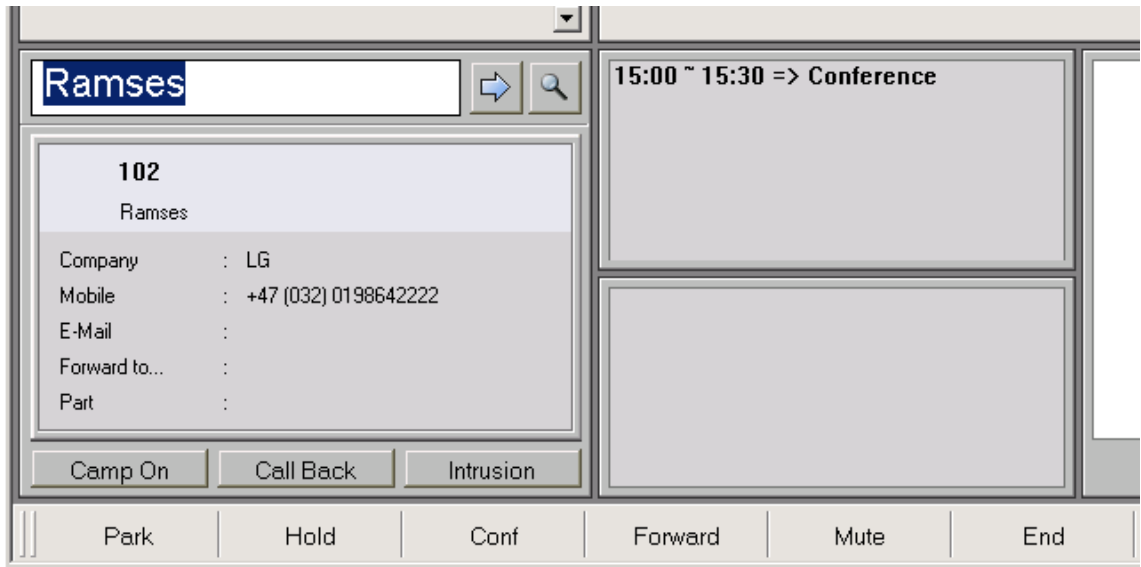
Amy has two appointments. First one is appointment for conference and second is for lunch with Tommy.

In case of Ramses it is some different.

Ramses has only one appointment.

It is conference meeting

So when searching him, the result will be shown like this.



In case of Skywalker, this name is registered on MS-outlook and he has schedule folder on the Public folders. But he is not registered on phonebook of ez-Attendant. User can't see Skywalker's schedule.