Phontage

Desktop

Installer & User

Guide

LG-ERICSSON

Revision History

Issue 1	12-22-06	Phontage production release D.0Ap, 12-15-06
Issue 1	12-10-07	Add limitation for call recording.
Issue 2	02-15-08	iPECS P5 Features Added
Issue 3	04-15-09	Add limitation for Voice Mail Backup
	05-10-09	Changeable folder path for recorded files
	05-10-09	Add snoozing feature on the schedule dialing confirm window
	05-10-09	Supported by iPECS CM & MG
	09-09-10	Add an option for answering/dropping a call by ENTER Key
	09-09-10	Add an option not to update Dialing Rule automatically

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1 Introduction

Phontage is a multi-media communication tool using a PC based application to link the operation of an on-screen multi-button telephone with other communications-related PC applications. ***Phontage*** is a PC desktop application that interfaces with the user via the mouse and keyboard. All the features of the ***LG-Ericsson IP Phone*** are available to the User. In addition, a *Phonebook* database with links to the User's Personal Information Manager (PIM), provides pop-up windows for incoming Caller Identification (Caller ID). ***Phontage*** users can employ the *Phonebook* to place calls as well as manage contact records. File Sharing allows multiple parties in a conference to view and manipulate files simultaneously. Other special functions available to ***Phontage*** Users include: Appointment scheduling, SMS support, Email and Call recording.

The ***Phontage*** application is available in three versions: Basic, Pro, and Deluxe. The Basic version provides a standard feature set. The Pro version supports the Basic feature set and additional features such as video, conferencing, etc. The Deluxe version includes the Pro feature set and adds recording and collaboration functionality. The following chart lists the features and functions of each version:

NOTE—The Basic version is supported on all Call Servers (ipLDK/iPECS), the Pro version (Korea version only) is supported on all Call Servers except iPECS LIK, CM and MG, and the Deluxe version is supported on the iPECS LIK, CM and MG Systems.

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

BASIC	PRO (Korea only)	DELUXE
	All Basic Features Plus	**All Pro Features Plus**
Scheduled Dial and Notification User Call Log management E-mail with Outlook Simple Favorites Contact List *IP Bridge		
*Fixed Line SMS		
Audio Tuning Wizard		
*Preference Codec Selection		
Hook Switch Setting		

NOTE—Features marked with * may have minor differences depending on which System is used.

1.1 User Programming and Limitations

The ***Phontage*** generally operates in the same manner as a traditional ***LG-Ericsson IP Phone***. There are, however, several user-programmable functions which are not supported due to differences in the platform (i.e., PC versus ***IP*** Phone). The user-programmable functions not supported by ***Phontage*** include:

- **Station Answer mode** – Does not support Intercom Call Announce; supports only Privacy for the Station Answer mode.
- **Station Ring Download** – Can not download ring tone files from the **System**, however, the ***Phontage*** User can change ring tone files stored in the ***Phontage*** folder (refer to Section 5.1.2.9).
- **Audio source control** – A single audio path is only available and thus cannot support the dual path (headset and speaker) controls available with the traditional ***LG-Ericsson IP Phone***.
- **Call Recording** – Only one call can be recorded at a time. Likewise, 3rd Party recording should not be used because it will have an effect on the recorded speech.

2 Installation and Setup

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

1. Connect the PC to the Host System.
2. Install the ***Phontage*** application on the User PC.
3. Install system lock key.
4. Login to complete System registration of the ***Phontage***.

Completing the login and registration process may require assistance from the system administrator to adjust any necessary settings. The System will require a User ID and Password. Also, for remote users, ***Phontage*** will require entry of the host ***System*** IP Address.

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

2.1 System Requirements

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

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

NOTE—Voice quality may differ depending on the type/brand of headset used.

2.2 Supported Operating Systems

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

- Microsoft Windows Vista, 7
- Microsoft Windows 2003
- Microsoft Windows XP Home
- Microsoft Windows XP Professional.
- Microsoft Windows 2000 Professional

2.3 System Connection

A PC running the ***Phontage*** application may be connected to the System either as a local or remote device. Connecting as a local device requires ***Phontage*** connect to the same LAN as the host System. When connecting as a remote device, the User ID and Password must be pre-registered in the System database (refer to 2.6.2 for remote operation set up information).

Figure 2.3 illustrates the connections to the System.

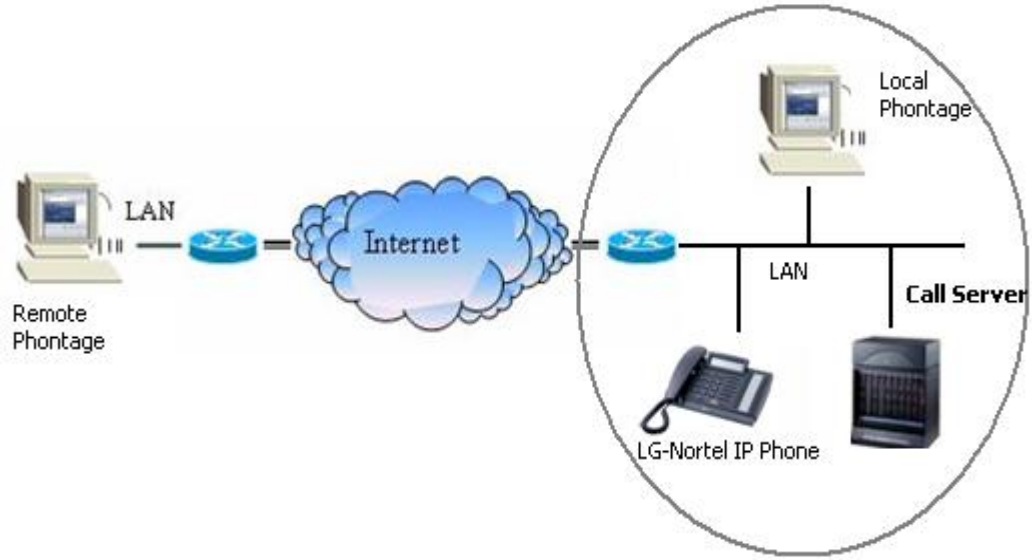


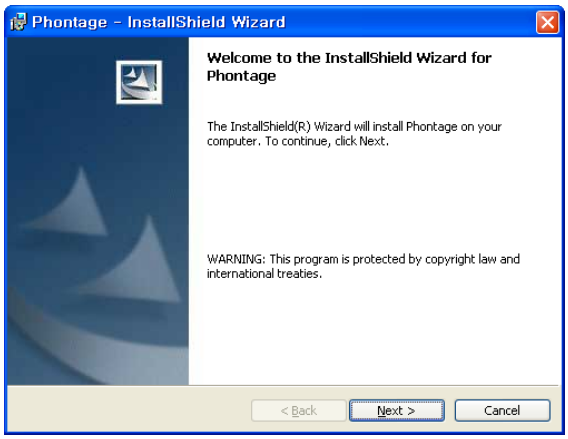
Figure 2.3 ***Phontage*** Connections

2.4 Application Installation

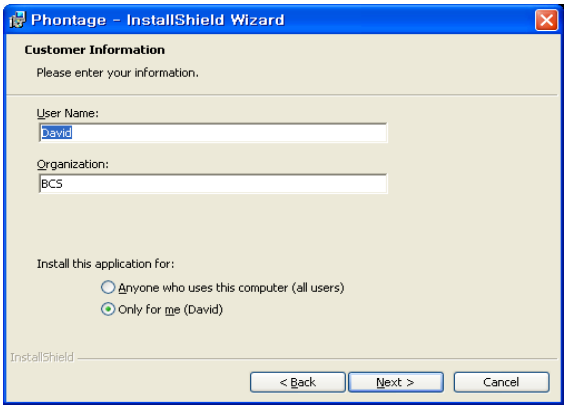
When the ***Phontage*** CD-ROM is added to the CD-ROM drive of the PC, an auto-execute program will start and the install Wizard should appear.

To install the ***Phontage*** Application, perform the following Steps:

1. At the InstallShield Wizard screen for ***Phontage***, click on the Next button.

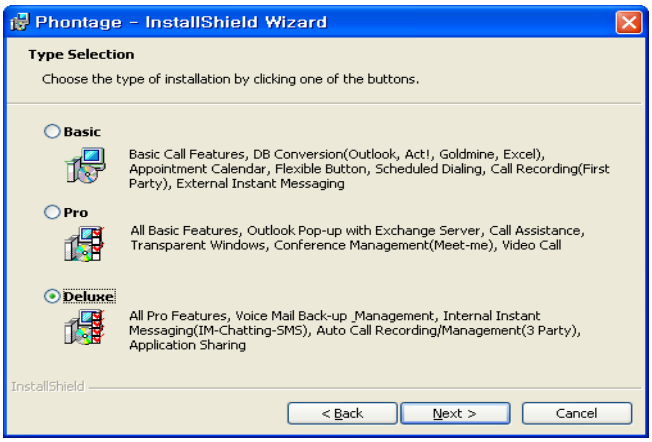


2. Enter the User Name and Organization; this information will be stored in the **Help>About** screen of the application as it is installed on your PC.



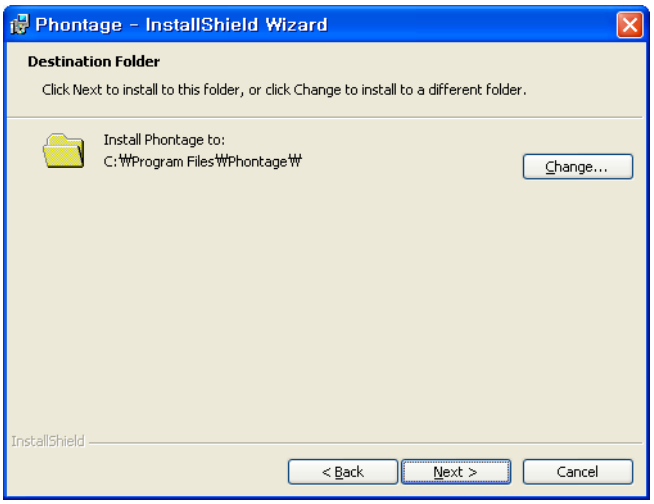
3. Click on the appropriate radio button to select your ***Phontage*** license type.

NOTE—The Pro version is available in Korea only.



4. The Destination folder for the ***Phontage*** application can be modified by clicking on the Change button (shown). The default directory is recommended; to continue click on the Next button.

5. ***Phontage*** install wizard will complete the ***Phontage*** application installation.



2.5 System Lock-key

Prior to registration of the ***Phontage*** with the host System, the host System will require installation of the *Phontage* software lock-key. This can be accomplished by the System administrator (refer to the ***System Admin. Manual*** for detailed instructions).

2.6 Login & Registration

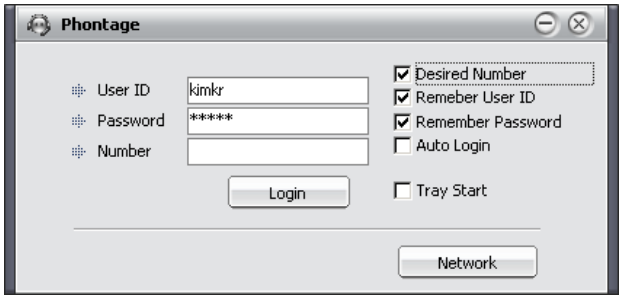
2.6.1 Login

To start the *Phontage* application:

1. Select the ***Phontage*** shortcut icon,

, to start the ***Phontage*** application and display the Login window.

2. In the Login screen, enter User ID and Password, and check any of the option boxes to automate login and/or enter a desired Station number which the system will use for you if the number is available (not supported on ipLDK System).

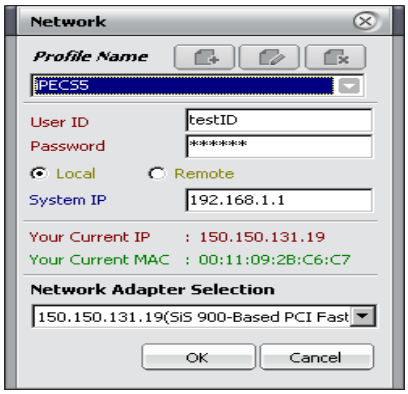


3. In addition to Login information, the Login screen can be used to access the Network Setting screen for defining the device environment (refer to the following Section 2.6.2).

2.6.2 Network & Profile Setting

Network Settings, accessed via the Login screen, define the Profile Name, Connection Mode (Local or Remote), and the IP address of the host system. To modify Network Settings:

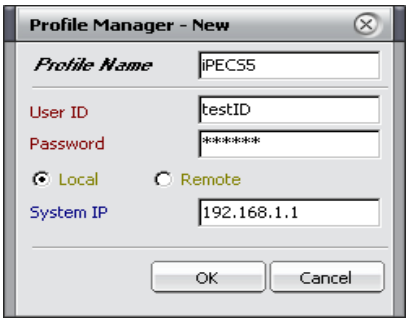
1. Select Network from the Login window.
2. Select Local or Remote mode.
3. Enter the System IP address for remote connection.



In Local mode, if the System IP Address is blank, *Phontage* will use multi-cast discovery messages to locate a host.

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

1. Select Profile Name.
2. Click on the Add or Edit icon in the Network Setting screen.
3. Enter the User ID, Password, and Connection mode.
4. Enter the IP address of the host.
5. Select OK.



2.6.3 Registration Process

Auto registration (iPECS System Only)

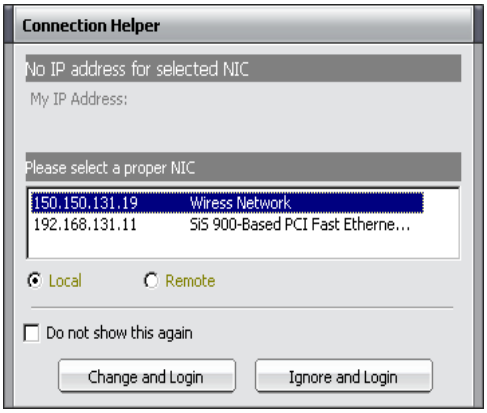
When the Phontage application is run for the first time, it will attempt to register to the iPECS System with the User's ID and Password. When locally connected, the initial registration is automatic assuming the system is set to allow registration (refer to the System Installation manual for Registration Switch settings).

Manual registration (All Systems)

When the Phontage is remotely connected or the System is not set to allow new registrations, the Network settings must be changed from the Login screen. The connection mode (Remote) and the System IP address must be entered (refer to Section 2.6.2). In addition, the User ID and Password must be registered with the system in the Station User Login program.

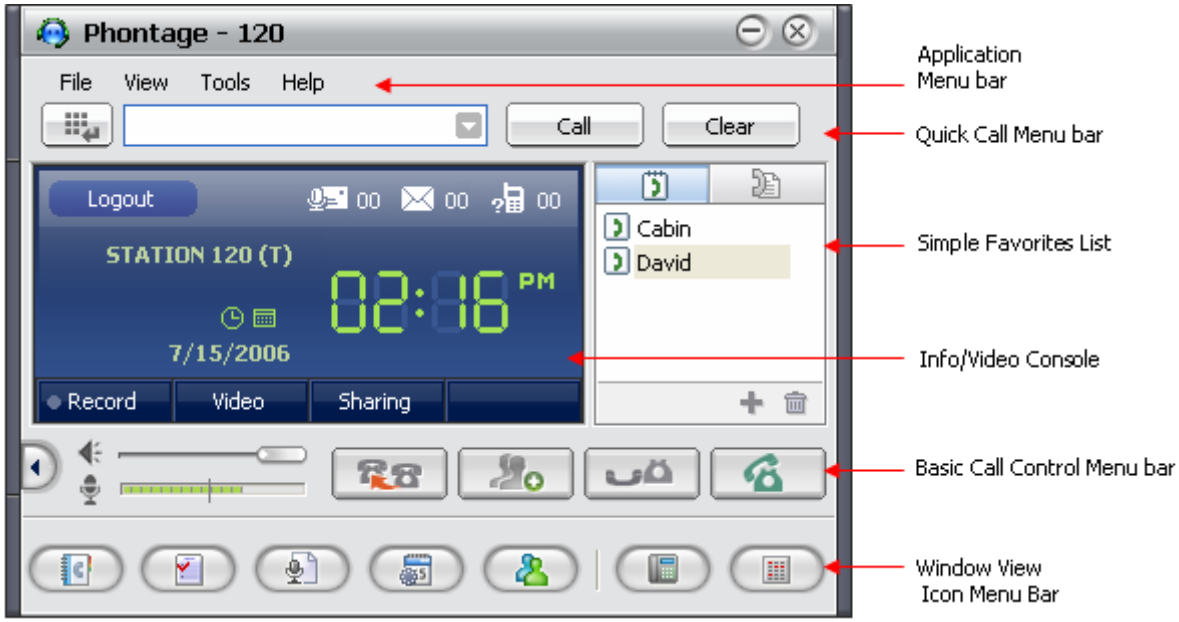
2.7 Connection Helper

Connection Helper screen will be shown when the selected Network Adapter IP address is empty (0.0.0.0). *Connection Helper* allows the User to enter another NIC to login properly.



3 *Phontage* Overview

The *Phontage* Main screen is shown below. The Main screen is divided into several elements to provide a simple and effective User interface. Each element is briefly discussed in this section, and discussed in more detail in subsequent sections.



3.1 Application Menu bar

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

3.2 Quick Call Menu bar

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

3.3 Simple Favorites List

The User can populate the *Simple Favorites* list with commonly used names and numbers. Using the PC mouse to select a list item and the handset icon will place a call.

3.4 Info & Video Console

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

The Console displays either the time of day or a monthly Calendar, which will show appointment

dates in bold ink. The Calendar links to Outlook scheduler allowing appointments to be added or modified from ***Phontage***.

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

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

NOTE—Application Sharing is only available on the iPECS System.

3.5 Basic Call Control Menu bar

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

NOTE—IM Window is only available on the iPECS System.

3.6 Window View Icon Menu bar

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

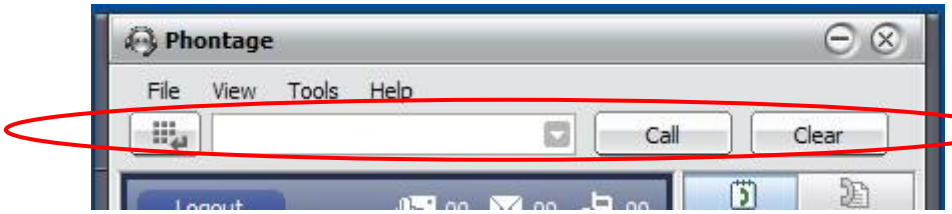
The *Call Log* screen maintains a database with a record of each call placed or received by the ***Phontage***. The *Call Log*, if enabled, can be viewed, sorted and printed or it can be disabled so no log records are generated.

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

In the *Scheduled Dial* screen the User can input a Phone number and a Date & Time to call the number; at the scheduled time the system will confirm and place the requested call.

The *IP Phone* and *Flex Button* screens allow the User to interface with ***iPECS*** in the simple and convenient operation of a traditional ***LG-Ericsson IP Phone***.

4 Quick Call Menu bar



4.1 Placing a Call

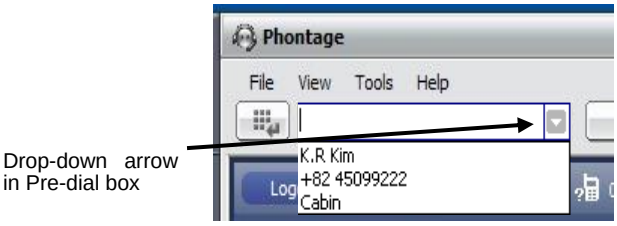
Placing a call with the Quick Call Menu is quick and efficient. For your convenience, a number of calling options are available.

To place a call:

Simple Dial-pad pop-up

1. Click the Dial-pad icon to open the *Simple Dial-pad pop-up*.
2. Use the mouse to click and enter digits in the pre-dial box.
3. Click on the **Call** button to initiate the call.

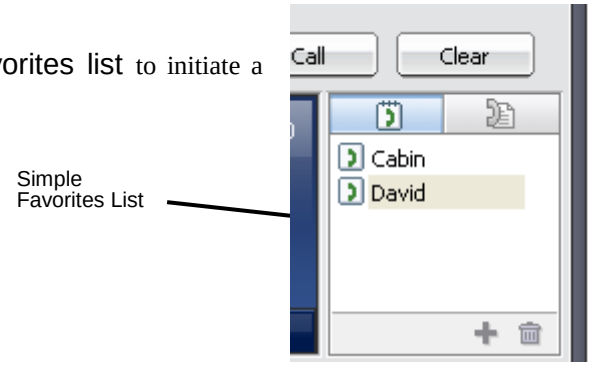
Smart Recent Call list



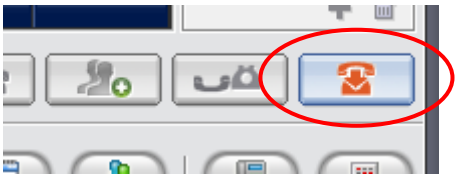
1. Click the drop-down list arrow of the pre-dial box to view the *Smart Recent Call list*.
2. Select the desired entry.
3. Click on the **Call** button to initiate the call.

Simple Favorites list

1. Double-click an entry in the Simple Favorites list to initiate a call.



PC Keyboard dialing



1. Use the PC keyboard to enter digits or type a name listed in the ***Phontage*** Phonebook; entries will appear in the pre-dial box as entered.
2. Click on the **Call** button (shown) to initiate the call.

Phonebook or Call Log screens

1. Calls can be placed directly from the Phonebook or Call Log screens by selecting a list entry.
2. Click on the Call button.

IP Phone screen

1. Opening the IP Phone screen also will permit placing calls as with any Call Servers terminal.

From Other Applications

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

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

4.1.1 Terminate Calls

To terminate a call:

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

4.2 Receiving a Call

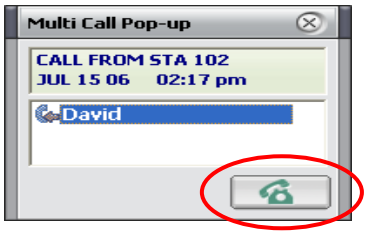
When a call is received, the phone will 'ring' and the selected *Caller Information* pop-up screen will display (refer to Section 5.1.2.7). The screen will show the Caller ID delivered from the System and the name referenced from the Phonebook database. If *Phontage* is minimized, the *Caller Information* screen will pop-up to display the incoming call information or the ***Phontage*** icon in the Windows tray will flash to indicate the new call (in this case, ***Phontage*** must be opened to answer the call).

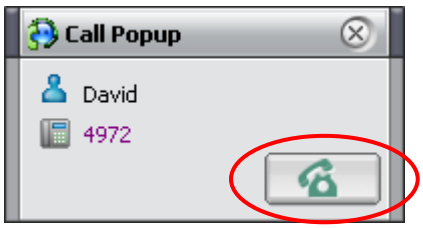
To answer a call with *Phontage* active:

1. Click on the **Telephone** icon from the Basic Call Control Menu bar.

To answer a call with *Phontage* minimized:

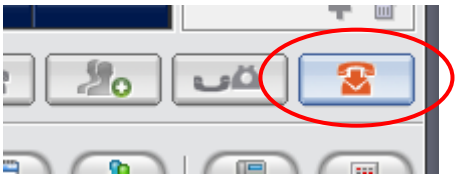
1. Click on the Telephone or ***Phontage*** icon from the *Caller Information* pop-up screen (press the Enter key or Space Bar as a short-cut. Refer to 5.1.2.7 Popup & Outlook for detail).





To terminate a call:

1. Click on the Telephone icon from the Basic Call Control Menu bar (press the Enter key or Space Bar as a short-cut. Refer to 5.1.2.7 Popup & Outlook for detail).

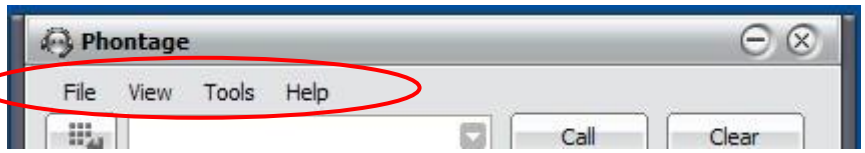


4.3 Enblock Dialing

Phontage supports *Enblock Dialing*. So, a dialing number is quicker than overlapping dial.

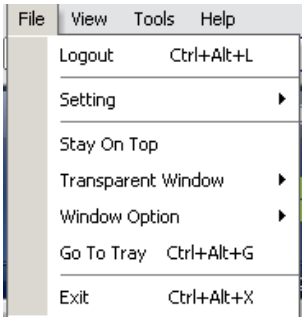
NOTE—iPECS LIK P5, CM or MG is needed for this feature.

5 Application Menu bar



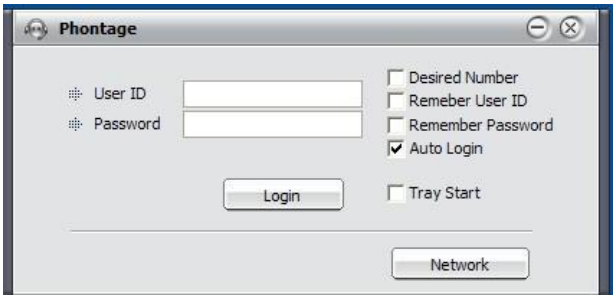
5.1 File

Selecting File from the Application Menu bar will display the File menu selections.



5.1.1 Logout

The Logout item will terminate the User connection to *Phontage* and will display the *Login* screen. Closing the *Login* screen will then terminate the *Phontage* application.



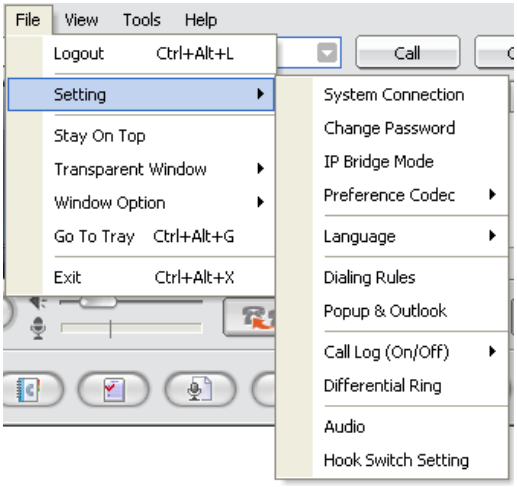
Checking the Desired Number box will allow entry of a preferred station number (if available) for your ***Phontage***.

NOTE—Desired Number is only available on the iPECS LIK system.

5.1.2 Setting

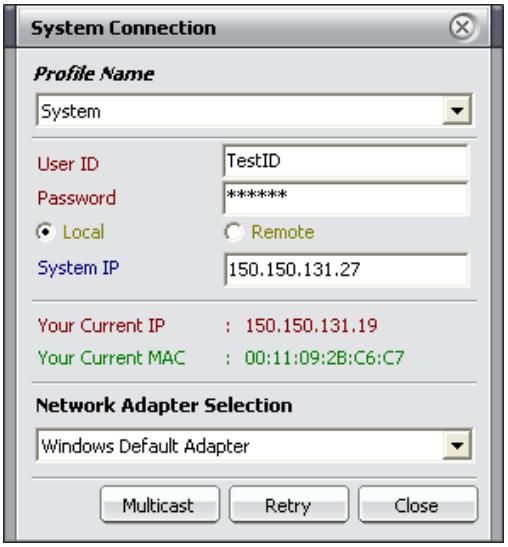
The Setting item will display a sub-menu where the User can determine the Connection Mode, Language, Dialing rules, Ring tone, etc.

NOTE—The ipLDK system only supports the Remote Connection mode.



5.1.2.1 System Connection

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



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

5.1.2.2 Password Change

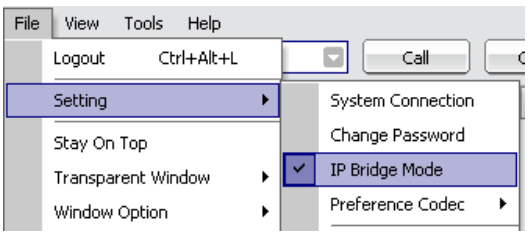
Selecting Password Change will display the Change Password screen. To change the password:

1. Type in the correct Current Password.
2. Type in the desired New Password.
3. Type in the desired new password again in the Confirm New Password box.
4. Click on OK to save changes.

NOTE—iPECS system only.

5.1.2.3 IP Bridge Mode

IP Bridge Mode can be enabled under the File – Setting menu (shown) for when the ***Phontage*** is linked with IP Phone. After dialing a number with ***Phontage*** and then lifting IP Phone Receiver, the voice path will be changed to IP Phone Receiver automatically.

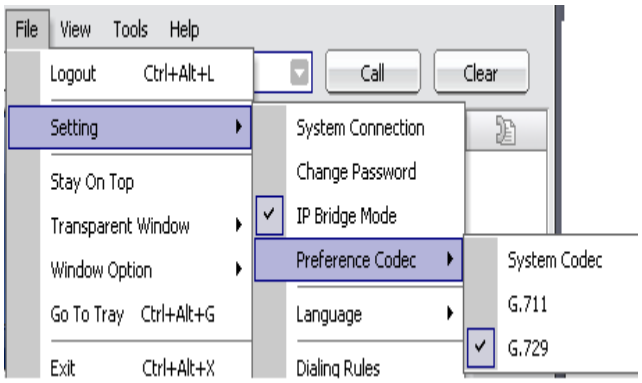


NOTE— iPECS LIK P5, CM or MG is needed for this feature.

5.1.2.4 Preference Codec Selection

Phontage now supports G.711, G.723 and G.729 with iPECS LIK P5, CM or MG System. With ***Phontage***, the User can select a preference codec:

1. From the File menu, select Setting>Preference Codec.
2. Select the applicable codec to be applied to the System Web Admin. (verify using PGM 132).



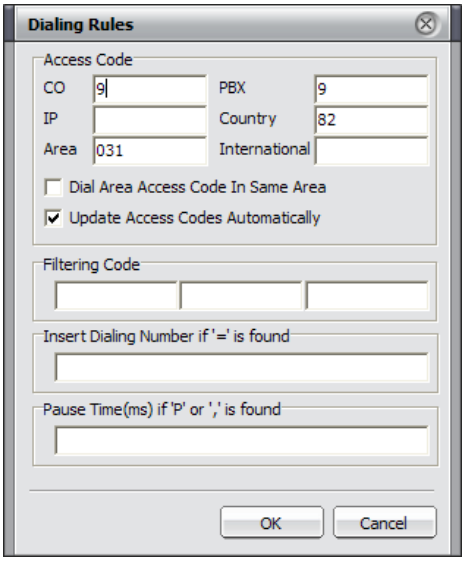
5.1.2.5 Language

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

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

5.1.2.6 Dialing Rules

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



To enter Dialing Rules codes:

1. Select Dialing Rules from Setting sub-menu.

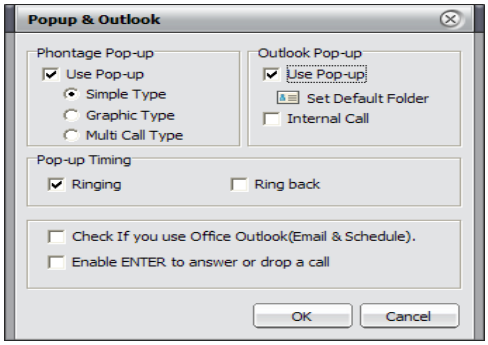
2. Enter the appropriate codes.
3. Click on the OK button.

NOTE—For proper operation, Phonebook entries should follow normal conventions.

Ex.,

"+country code (area code) number" [+82 (031) 450-4636]

5.1.2.7 Popup & Outlook

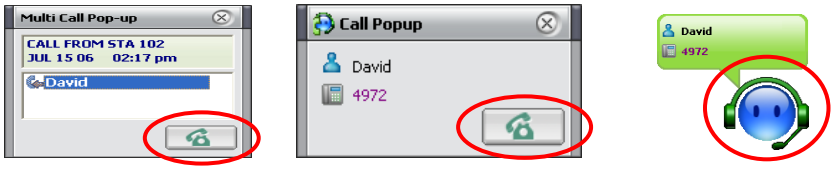


When an incoming call is received, *Phontage* will provide one of several *Caller ID* pop-up screens. In addition, the pop-up can be displayed for an outgoing call. The selection of a pop-up and when a pop-up is displayed is assigned in the Popup & Outlook screen.

NOTE—The "Multi-call" type pop-up provides added information for DID Call types.

To define Pop-up use:

1. Select Popup & Outlook from the Setting sub-menu.
2. Select the desired Pop-up; popup selections include ***Phontage*** Simple, Graphic and Multi-Call or the Outlook Contact screen (shown).



3. Select the desired Pop-up Timing.
4. Select OK.

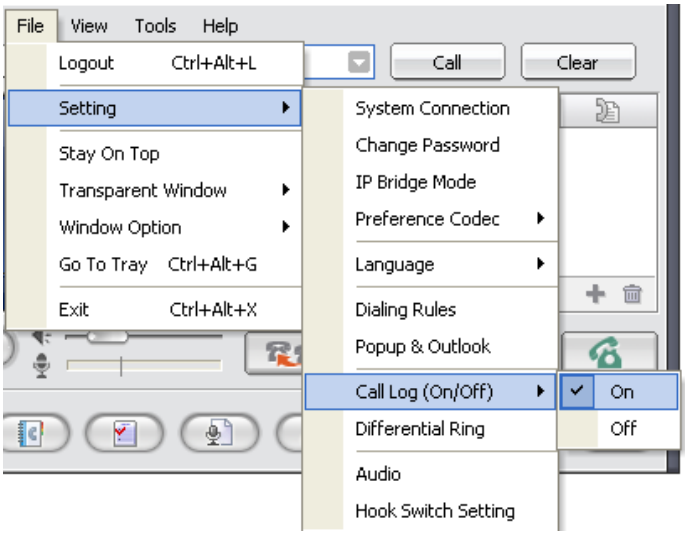
The Outlook pop-up is normally employed for external calls but can also be used for internal calls by selecting Internal Call in the Popup & Outlook screen.

NOTE—Outlook contacts must include Internal Users to display the proper contact information.

NOTE—ENTER/SPACE Key will be disabled on each pop-up while an option, 'Enable ENTER to answer or drop a call, is unchecked.

5.1.2.8 Call Log (On/Off)

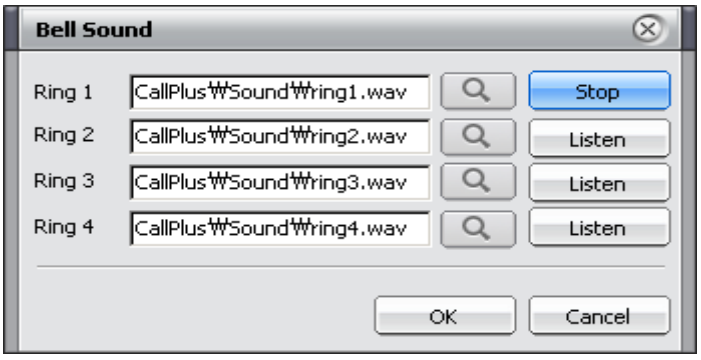
Phontage can maintain a list of all calls to the phone. Selecting Call Log from the Setting sub-menu, will display the On/Off selection box with the present mode checked. When enabled, the Call Log is available for viewing and use.



5.1.2.9 Differential Ring

The ***Phontage*** comes equipped with 4 ring files for notification of internal and external calls. Each ring file is a .wav encoded audio file. The User may select the ring tone from one of these files or upload a .wav type file for audible alerting.

NOTE—Standard .wav or .mp3 files are supported. Supported .wav files should be 8 or 16 bit encoding, mono or stereo, at 8.0, 11.025, 22.05 and 44.1 KHz sampling.



Selecting Differential Ring from the Setting sub-menu will open the *Bell Sound* screen. To change a Ring tone file:

1. Click on the spyglass icon next to file to be replaced.
2. Select the desired .wav or .mp3 file from the PCs file system, and click on the Change button.
3. Click on the Listen button to hear the selected ring tone.
4. Click on the OK button to close the Bell Sound.

To select a Ring Tone for use:

1. Open the *IP Phone* window (refer to Section 9.7).
2. Click on the PGM fixed feature button.
3. Dial 1 for Ring Tone Selection.
4. Dial 1 for Intercom Ring, or 2 for CO/IP ring.
5. Dial the desired Ring Tone (1-4); a short burst of the tone will be heard.
6. Click on the SAVE button.

NOTE—ipLDK supports Ring 1 only

5.1.2.10 Audio Control

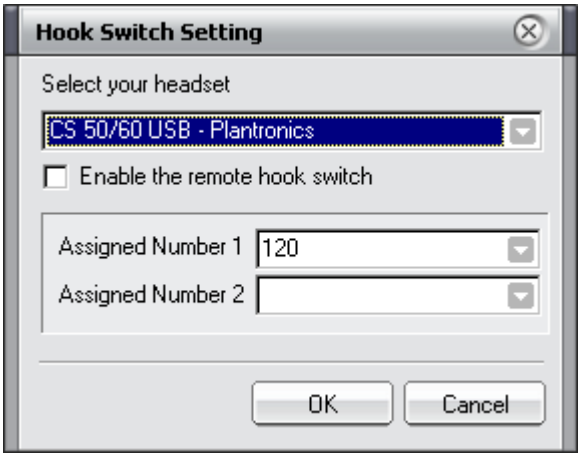
Phontage can control the sound device employed. Select a Speaker for playing back Ring/DTMF and select a Speaker and a Microphone for communication. The Speaker can be defined separately for voice and ring signals. Selecting the Audio device drop-down menu will display the device choices available.

5.1.2.11 Hook Switch Setting

Hook Switch Setting provides remote-hook for answering or dropping a call using one of several Headsets. The supported Headsets include:

1. Audio 910 Headset
2. CS 50/60 USB Headset
3. GN8120 Headset

Headsets have different remote-hook switch and functions. To use one of the listed headsets with *Phontage*, refer to the Manual packaged with the headset.



To enable the remote hook switch:

1. Select the Headset plugged in to the PC.
2. Click on the Enable the remote hook switch checkbox.
3. Click on OK.

Place a Call (CS 50/60 USB Only):

1. Press Long Volume Up to dial for 'Assigned Number.'
2. Press Long Volume Down to dial for 'Assigned Number.'

NOTE—Refer to the manual CS50/60 USB Headset manual.

Receiving a Call:

1. Press 'Remote Hook Switch' on Selected Device.

Drop a Call

1. Press 'Remote Hook Switch' on Selected Device.

5.1.3 Stay On Top

The Stay On Top selection from the Settings sub-menu designates that the ***Phontage*** *Main window* should remain viewable regardless of if other applications are in use.

5.1.4 Transparent Window

The ***Phontage*** *Main Window* can be made transparent, allowing you to view other active applications while *Phontage* is on top. The Transparent Window can be set at one of four transparency levels, High, Middle, Low or none (Restore).

5.1.5 Go To Tray

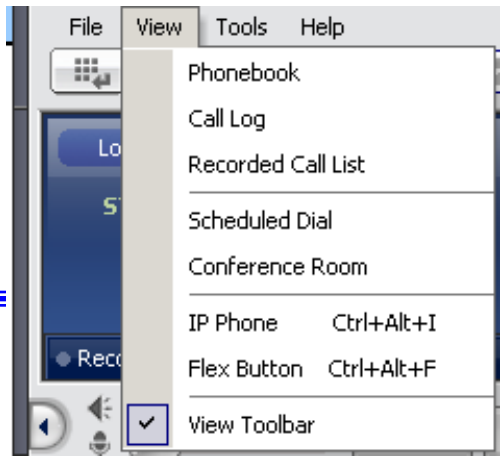
The Go To Tray item of the Setting sub-menu will minimize the ***Phontage*** application and send it to the System tray.

5.1.6 Exit

The Exit item will terminate and close the ***Phontage*** application.

5.2 View

The View menu allows access to the ***Phontage*** optional



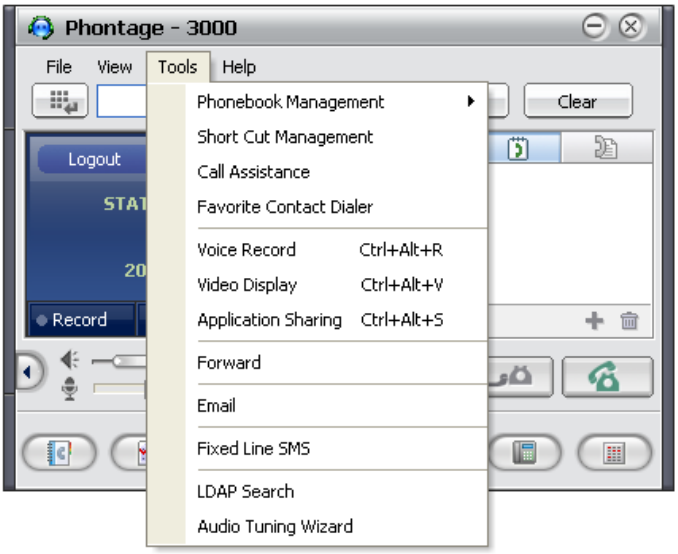
windows and controls display of the Window View Icon Menu bar. Optional windows available are (refer to Section 9 for more detailed information):

- Phonebook
- Call Log
- Recorded Call List
- Schedule Dial
- Conference Room
- IP Phone
- Flex Button

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

5.3 Tools Menu

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



5.3.1 Phonebook Management

Selecting Phonebook Management item from the Tools menu will present the Phonebook menu for to opening a new or existing database, saving a database, importing or exporting a database or maintaining synchronization with an external database. Using the *Phonebook* is described in more detail in Section 9.1.

The User may open a new blank database for use with the Phonebook window.

1. Select New from the Phonebook Management menu.
2. Select a folder location.

3. Enter a filename.
4. Click on the OK button to save.

The User can select the database used with the *Phonebook* window. Once selected, the database is used for ***Phontage*** *Phonebook* until a new selection is made by the User. To open a selected database:

1. Click on Open from the Phonebook Management menu.
2. Select a database; the file format of the database must be consistent with the *.cds file format of the ***Phontage*** database. If a different file type is selected, a warning message will be returned.

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

1. Select Import from the Phonebook menu.
2. Select the application type (Outlook, Gold Mine, ACT! or Excel).
3. Select the database.

It may be a good idea to save a copy of the Phonebook database as a back-up copy or for future use. To save a copy of a database:

1. From the Phonebook menu, select Save As.
2. Select a folder, if different than the ***Phontage*** folder.
3. Select the filename.
4. Click on the Save button.

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

1. From the Phonebook menu, select Export.
2. Select the application type (Outlook, Gold Mine, ACT! or Excel).
3. Select the database.

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

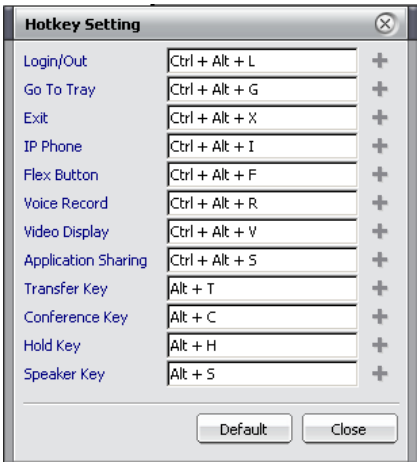
To enable automatic synchronization,

1. Select Sync Database from the Phonebook menu.
2. Select the application type to import.
3. Select the database.

NOTE—***Phontage*** must be (re)launched to synchronize any changes made directly to an external database. Also, during import or export of an Excel file, the file may need to be closed manually.

5.3.2 Short Cut Management

While ***Phontage*** is active, Short Cut or Hotkeys can be used for quick access to functions within the application as shown in the Hotkey Setting screen. Hotkey settings can be modified to meet your needs.

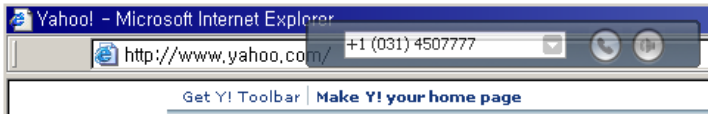


To modify the Hotkey assignments:

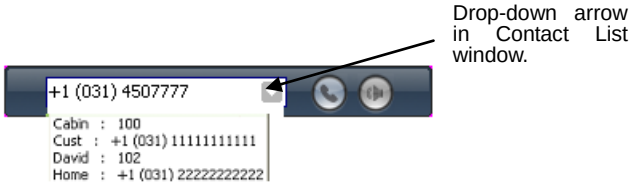
1. Select the desired Hotkey.
2. Enter the desired Hotkey keyboard combination.
3. Click on the add icon, , to confirm and store the new combination.

5.3.3 Call Assistant

The Call Assistant bar is quick way to place and receive calls. The bar is similar to the Quick Call Menu bar and is always displayed on-top of the Windows desktop to minimize interference with the display (ex., active applications, etc.). The bar may be dragged and dropped to any location on the User PC desktop.

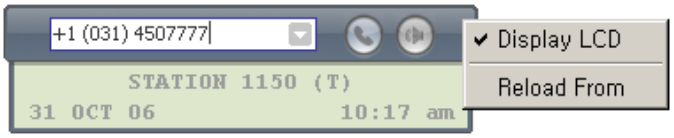


The Contact List in the Call Assistant bar will display the User Phonebook and Favorites List for quick dialing, or the User can dial from the desktop numeric keyboard. The Call Assistant bar also can be displayed with a small version of the ***IP*** Phone LCD.



To place a call from the Call Assistant bar:

1. Click on the the drop-down arrow to display the Contact List.
2. Double click on the desired entry, OR
3. Click in the Call Assistant window.
4. Dial with the desktop numeric keys.
5. Click **Call**.

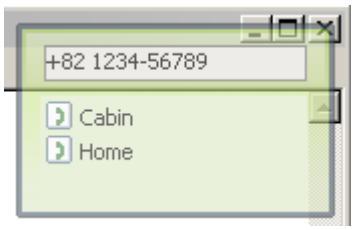


To add the ***IP*** Phone LCD to the Call Assistant bar:

1. Right-click on the Call Assistant bar.
2. Select Display LCD from the menu.

5.3.4 Favorite Contact Dialer

The Favorite Contact Dialer is always displayed on-top of other desktop screens, is populated from the Favorite Contacts List in the Info and Video Console. Selecting a name from the Dialer will place a call to the User. The Dialer is semi-transparent and may be dragged and dropped to an unobtrusive location on the User PC desktop.



5.3.5 Voice Record

Phontage uses the PC hard drive to record an active call. Recording a call is controlled using the Voice Record item in the Tools menu (Ctrl-Alt-R Short-cut keys), or the **Record** button in the *Info & Video Console* (refer to Section 6.5).

5.3.6 Video Display

Phontage uses your PC camera to send real-time video communications over an IP-based network. Video calls can be established using the Video Display item in the Tools menu (Ctrl-Alt-V Short-cut keys), or the **Video** button in the *Info & Video Console* (refer to Section 6.6).

5.3.7 Application Sharing

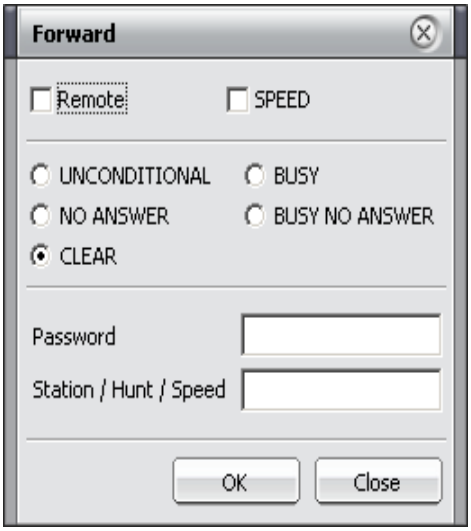
Phontage users can share file applications over an TCP connection. File sharing can be initiated with the Application Sharing item in the Tools menu (Ctrl-Alt-S Short-cut keys) or the **Sharing** button in the *Info & Video Console* (refer to Section 6.7).

5.3.8 Call Forward

Incoming calls can be re-routed to other Stations (Internal Stations, Network Stations), Station groups, System Voicemail, or over CO/IP resources.

NOTE—The Call Forward screen is supported by the iPECS system; other systems can support the Forward function using a flex button and the IP Phone screen. The way of setting Call Forward depends on System type. This is the way of iPECS LIK system. For other system, refer to those manuals.

To activate Call Forward, Unconditional or Busy/No Answer:



1. From the Tools menu select Forward to display the *Forward* screen.
2. Select the desired Call Forward type (Unconditional, No Answer, Busy, or Busy No Answer).
3. Enter the Password (if applicable).
4. Enter the Station, Hunt Group or Speed Dial number where calls will be sent.
5. Click on the OK button.

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

1. In the Forward screen, click on the SPEED checkbox.
2. Select desired Call Forward type.
3. Enter desired forwarding location.
4. Click on OK.

To activate Call Forward, Remote (Follow-me):

1. In the Forward screen, click on the REMOTE checkbox.
2. Select desired Call Forward type.
3. Enter the Station Authorization Code (Password).
4. Enter the Station, Hunt Group or Speed Dial number where calls will be sent.
5. Click on the OK button.

To deactivate Call Forward:

1. In the Forward screen, select Clear as the Forward type.
2. Click on OK.

5.3.9 E-Mail

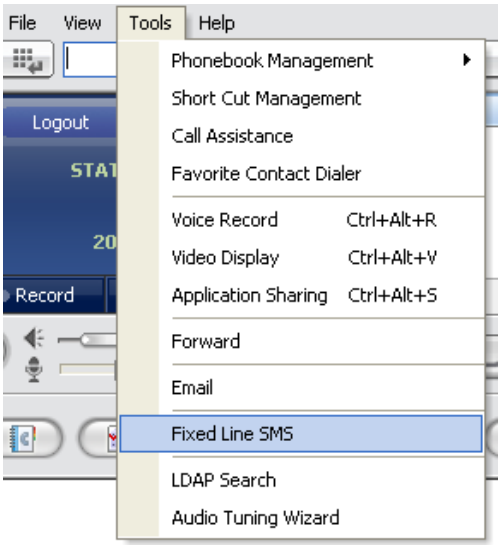
The ***Phontage*** can be used to access the Outlook Email application to send Emails. Selecting Email from the Tools menu will launch the Outlook Email application. The Email application can also be launched from the *Phonebook* screen (refer to Section 9.1).

5.3.10 Fixed Line SMS

The Fixed Line SMS board should be installed for the User to send and receive Fixed Line SMS.

Fixed Line SMS should be enabled by System Administer of System. This feature can be accessed by menu under Tools- Fixed Line SMS or Fixed Line SMS Popup menu in Phonebook address.

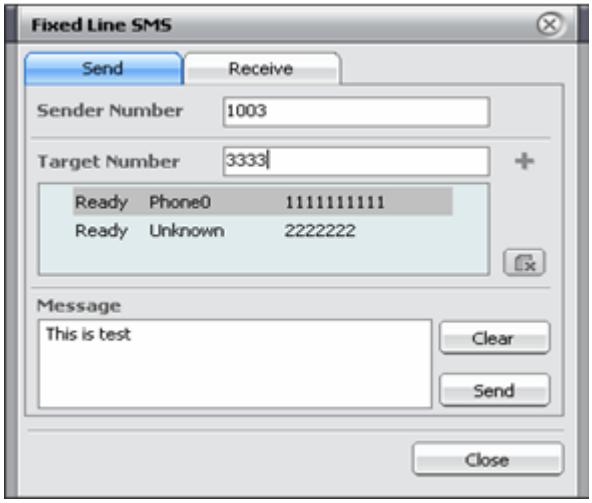
NOTE—iPECS CM and MG support Fixed Line SMS on Internal SMS window but not separated this Window.



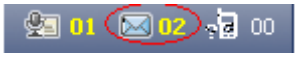
The Fixed Line SMS screen Send tab is for sending a Fixed Line SMS to an external Number.

To Send SMS messages:

1. Enter the appropriate Sender Number.
2. Enter the Target Number.
3. Click on the Add Button .
4. Enter the desired Message.
5. Click on the Send button.



When a new Fixed Line SMS is received, the SMS icon will illuminate and show the number of message(s). The message number is a sum of Internal SMS and Fixed Line SMS.



If there is a Fixed Line SMS, the Receive Tab will be shown, and the following information will be displayed:

- Date & Time
- Sender Name
- Sender Phone Number
- Message Arrived

To Reply to SMS messages:

1. Click on the Reply icon.
2. The Send Tab will be shown and the Sender Number will automatically be added in the Target Number box.
3. Click on the Add button .
4. Enter the desired Message.
5. Click on the Send button.

5.3.11 LDAP Search

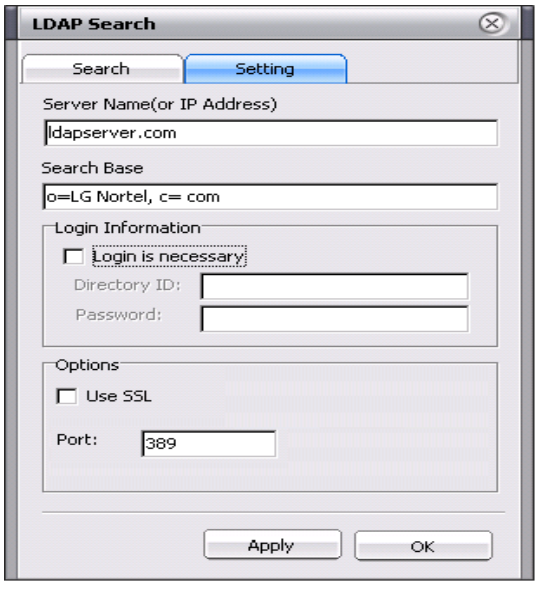
When LDAP Server is available to connect, ***Phontage*** User can use the *LDAP Search* Service with a Keyword. The keyword should be a Name, Company or Department.

5.3.11.1 Setting

To use LDAP Search, the following should first be designated on the Setting screen:

NOTE—LDAP Server Administer should inform following values.

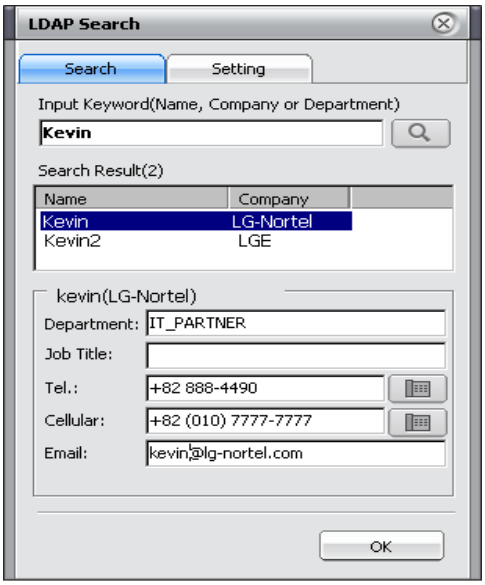
- Server Name or IP Address
- Search Base
- Login Information
- Login is necessary or not
- If Necessary, ID and Password
- User SSL
- SSL is supported or not
- LDAP Port (Default=389)



5.3.11.2 Search

The Search Tab consists of:

- Input Keyword Box
- Matched Number
- Brief list of matched result
- Detail Information Display
- Dial Button



To search a record:

1. Input Keyword (Name, Company or Department).
2. Click on the spyglass icon (Search button).

To place a call

1. Click on the Call button.

5.3.12 Audio Tuning Wizard

The Audio Tuning Wizard helps the Phontage User to control the Sound device easily.

NOTE— iPECS LIK P5, CM or MG is needed for this feature.

The Intro Window explains what the Audio Tuning Wizard is.

As the screen reads, it:

"…optimizes the volume level of speaker and microphone for your conversation. The speaker is a device for listening counterpart's voice. The microphone is a device for sending your voice to counterpart."

The User can select a preference for Speaker and Microphone Devices, such as:

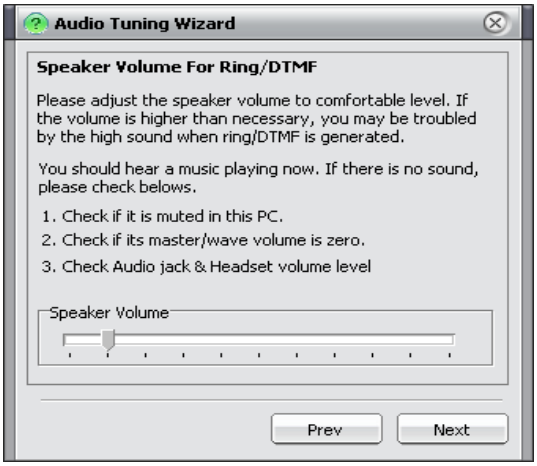
- Sound Device for Ring/DTMF
- Speaker
- Sound Device for Communication
- Speaker
- Microphone

The Speaker Volume for Ring screen can assist the User in adjusting the speaker volume to a comfortable level. If the volume is higher than necessary, the User may be troubled by the high sound when a Ring/DTMF is generated.

This window should play a ring sound allowing the User to appropriately adjust the sound level.

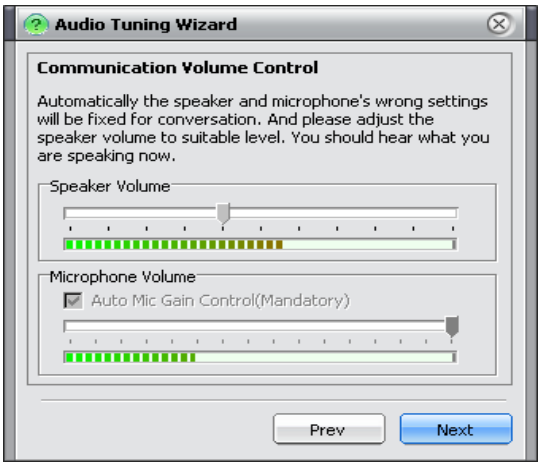
If the Speaker's setting is not suitable for generating a Ring/DTMF, the wizard will try to correct the problem. If the problem is not corrected, verify the following are working to remedy the situation.

- Mute Status
- Zero Volume Status
- Unplugged Jack Status

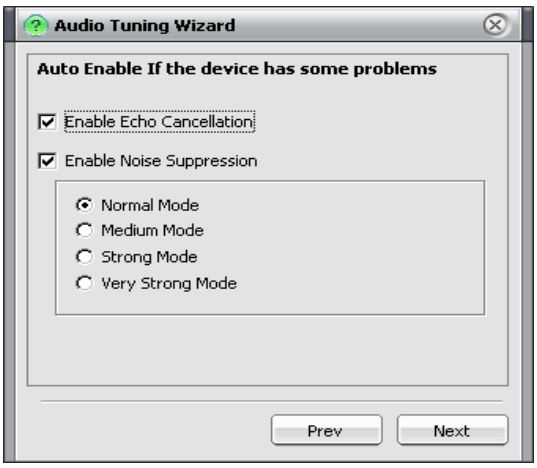


The Communication Volume Control screen assists the User in adjusting the speaker volume to comfortable level. If the volume is louder than necessary, echo may result when user is in a conversation.

The Volume gain will be shown visually. Microphone Volume will be controlled by the ***Phontage***. (User is not able to change microphone volume).



The Auto Enable screen is used to set up options relating to sound while on a conversation.

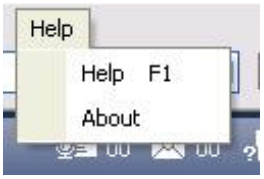


User can run this Wizard again in the feature form *Audio Tuning Wizard* under Tool menu.

5.4 Help Menu

5.4.1 Help (F1)

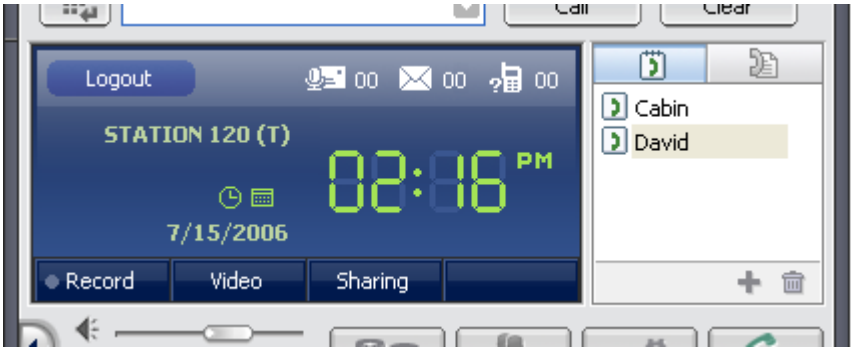
The Help item from the help menu launches PDF help file named 'Phontage_UG.pdf'. This file should be placed in the installed program directory and also Adobe Reader should be installed on your PC.



5.4.2 About

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

6 Info & Video Console

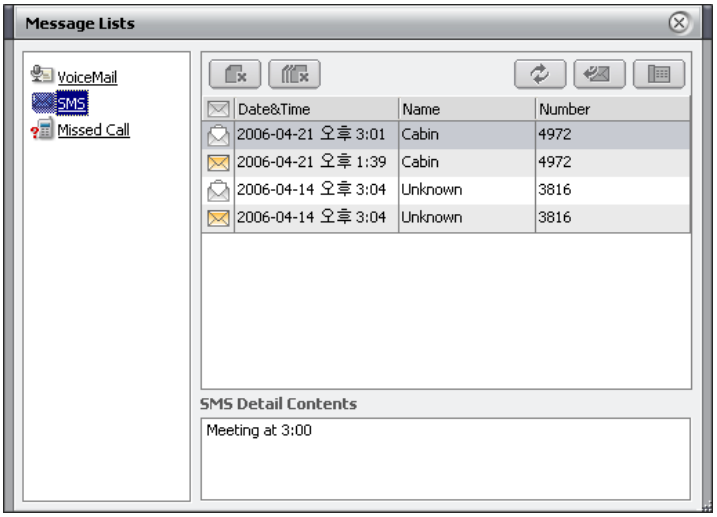


6.1 Logout

The Logout button, located in the upper-left area of the console, will logs the current User out of the ***Phontage*** application and return the Login screen.

6.2 Message Icons

At the top-right of the Console are the Voice Message, SMS message and Missed Call icons. Next to each is a counter for each icon. The icons access the *Message Lists* screen with a view of messages in the selected list (Voice Mail, SMS, and Missed Call). Messages can be played or read and managed from the toolbar. Messages can be deleted, or returned using SMS or placing a call.

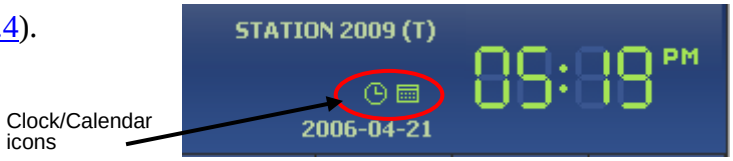


When assigned in the ***iPECS*** system, the *Phontage* may receive notification for other users as a back-up station (refer to Section 10.2).

NOTE—Phontage running on an iPECS LIK System can save up to 10 messages for viewing; to receive more message from the system, read system messages by clicking on the SMS Icon or click on the Refresh button in the SMS screen.

6.3 Clock-Calendar View

The Clock and Calendar icons control the Console showing the current time or a monthly calendar with links to Outlook (refer to Section 6.4).

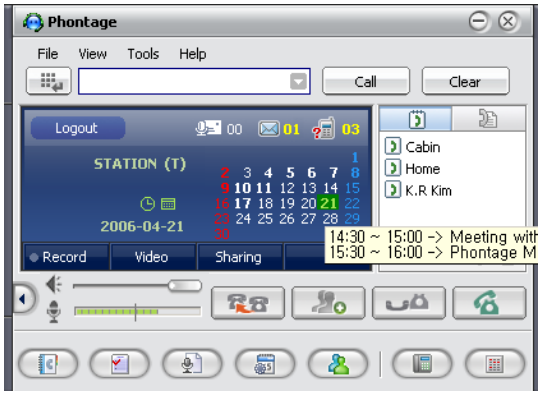


6.4 Appointment Calendar

Phontage Calendar displays a monthly calendar with the current date in green and any date with appointments in bold text. By right clicking the mouse over a date on the calendar, an Appointment Summary is displayed over the Schedule window. Today's schedule will be scrolled in the Info & Video Consol Window.

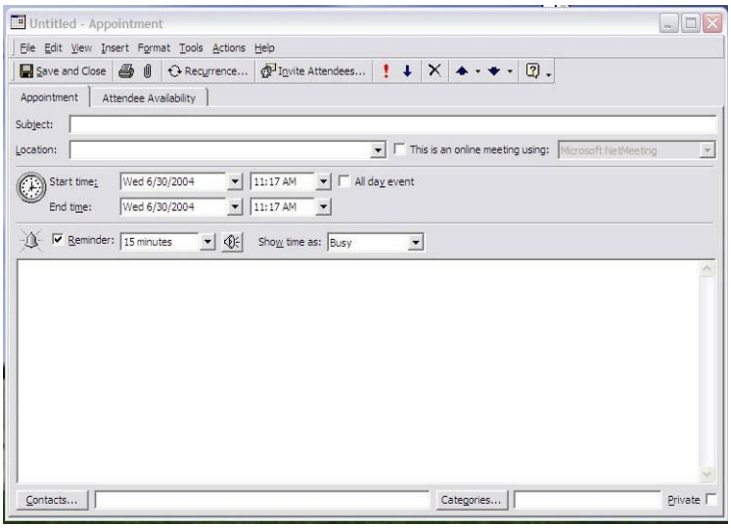
The ***Phontage*** Calendar display permits on-screen access to the Outlook Scheduler in two ways:

1. Double click on a date in the Calendar display, OR
2. Right-click the mouse over the calendar date.
3. In the Summary window, double-click an appointment.



Phontage will launch the Outlook Scheduler. To add or modify an appointment in the Scheduler edit screen:

1. Enter a new appointment, or edit an existing item following the Outlook instructions.
2. When finished, click on the Save and Close button; the Appointment will be saved in Outlook and will be updated in the ***Phontage*** database.



6.5 *Call Recording*

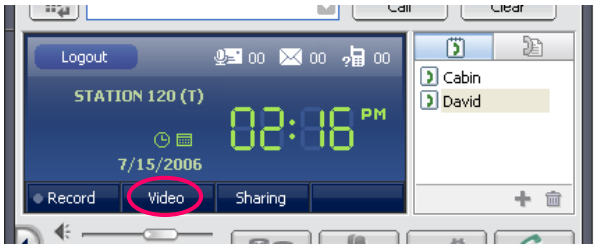
A recording can be initiated using the Record button, which will illuminate to indicate recording in progress. ***Phontage*** uses the PC hard drive to record an active call. The recorded files are then managed in the *Recorded Calls list* accessed from the View menu or directly from the **Recorded Calls list** button in the Window View Icon Menu (refer to Section 9.3).

6.6 *Video Calls*

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

To initiate a Video call:

1. Place a call to another ***Phontage*** User.
2. Select Video for a preview of the Video-cam output.
3. Click on Send to transmit the Video.



To receive a Video call:

1. When a call is received from another ***Phontage*** User, select Video for a preview of the Video-cam output.
2. Click on Send to transmit the Video.

To mute (turn-off) Video transmission:

1. Right-click on your video image.
2. Select Stop from the pop-up menu.

To enlarge the received video window:

1. Double or right-click on the receive window.
2. Select Video Large Display from the pop-up menu.

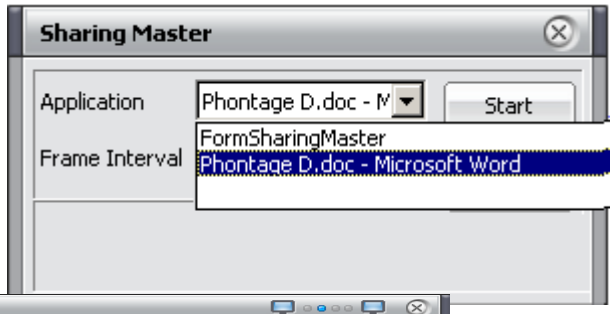
6.7 Application Sharing

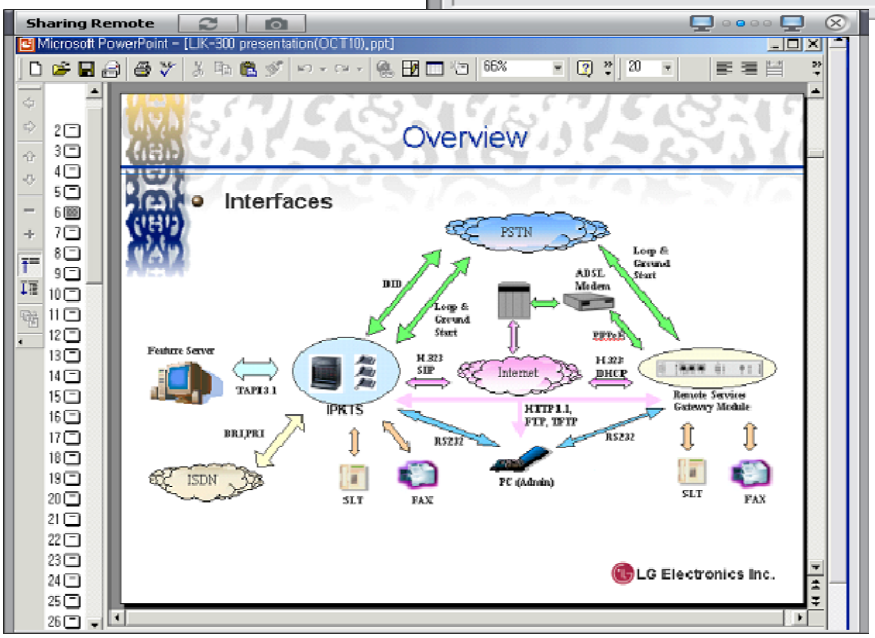
Phontage users can share file applications over the TCP connection. Any active or minimized file can be viewed and manipulated by all parties. Control over the file and application can be shared for a collaborative session using presentations, drawings, documents, etc.

The Sharing button will display the *Sharing Master* screen. Only active or minimized files can be accessed by the ***Phontage*** sharing application.

To share an application file:

1. Click on the Sharing button.
2. Select the file from the *Sharing Master* screen Application drop-down list.
3. Click on the Start button to begin the sharing session.





The Sharing Remote window includes a Menu bar at the top. When a User is given control, the

file title turns to a red color. The connected party may be allowed control for input and locally-storing the file. To shift the controlling user:

1. From the *Sharing Master* screen, click on the Handover icon.
2. Select the desired User by clicking on the adjacent radio button; the title in the upper menu bar will turn to a red color.

Files are automatically sent from the Controller (Master User's *Phontage*) to the other party periodically. The interval is from 1 to 10.0 seconds, 5 seconds is generally acceptable for most collaborative work while longer periods are acceptable for reviews.

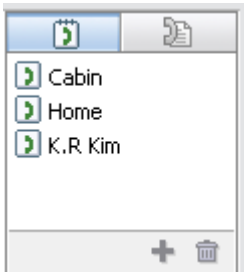
To adjust the interval:

1. From the *Sharing Master* screen, click on the Frame Interval from the drop-down menu.
2. Select the desired interval.

7 Simple Favorites & Connected Lists

7.1 Simple Favorites Contact List

The *Simple Favorites list* is a list of commonly or recently used names and corresponding numbers too simplify dialing.



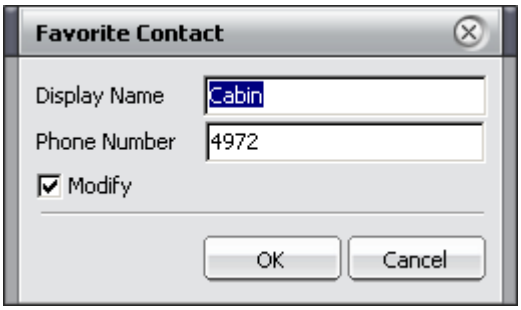
The *Simple Favorites list* is used by:

1. Selecting an item from the list.
2. Click on the Phone icon to place the call.

From Favorite Contact window, a name or number can be added, modified or deleted.

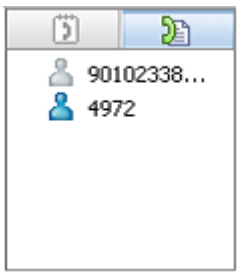
To add or modify the *Simple Favorite* list:

1. Select a contact from the list.
2. Click on the Add (+) icon.
3. Enter the Display Name and Phone Number.
4. Click OK.



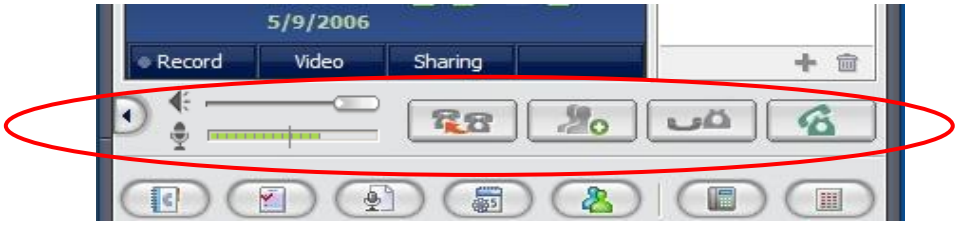
7.2 Connected Parties List

While on a call, the *Connected Parties list* is displayed in place of the *Simple Favorites list*. The *Connected Parties list* shows the external and internal parties in the current conversation.



NOTE—In the ipLDK System, only the conference initiator will see other parties in a conference.

8 Basic Call Control Menu bar



8.1 Volume Controls

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

8.2 Call Handling Buttons

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

- Transfer – Used to initiates a call transfer.
- Conference – Used to initiate and set-up a conference call.
- Hold – Used to place an active call on Hold.
- Speaker – Used to answer and terminate calls.

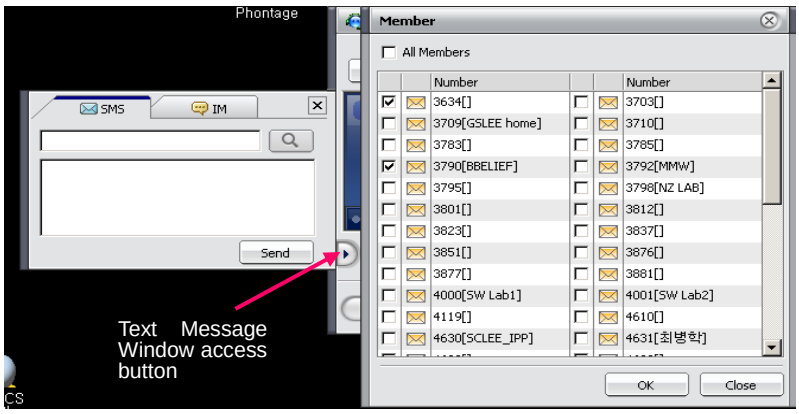
8.3 SMS & IM Window

8.3.1 SMS Window

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

To send a text message to other Users:

1. Click on the Text Message button; if needed, select the SMS tab to show the *SMS* screen.
2. Enter the desired text message.



3. Click on the Send button in the *SMS* window; the *Member* window will appear.
4. Select the desired recipients by clicking on the check boxes.
5. Click Send to deliver the message.

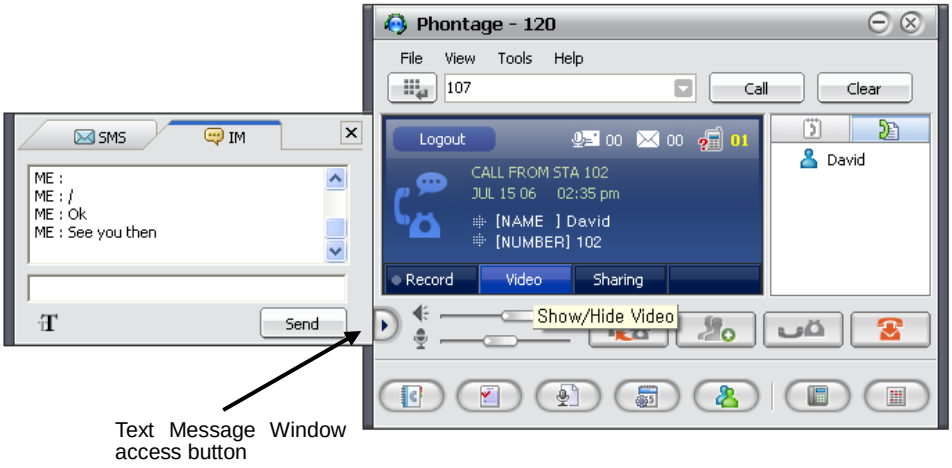
NOTE—Station Lists window is for only iPECS LIK system. And Fixed Line SMS can also be sent by this window for iPECS CM and MG.

8.3.2 IM Window

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

To use the window:

1. Select the Text Message button; if needed, select the IM tab to show the *IM* window.
2. Type message and select SEND.



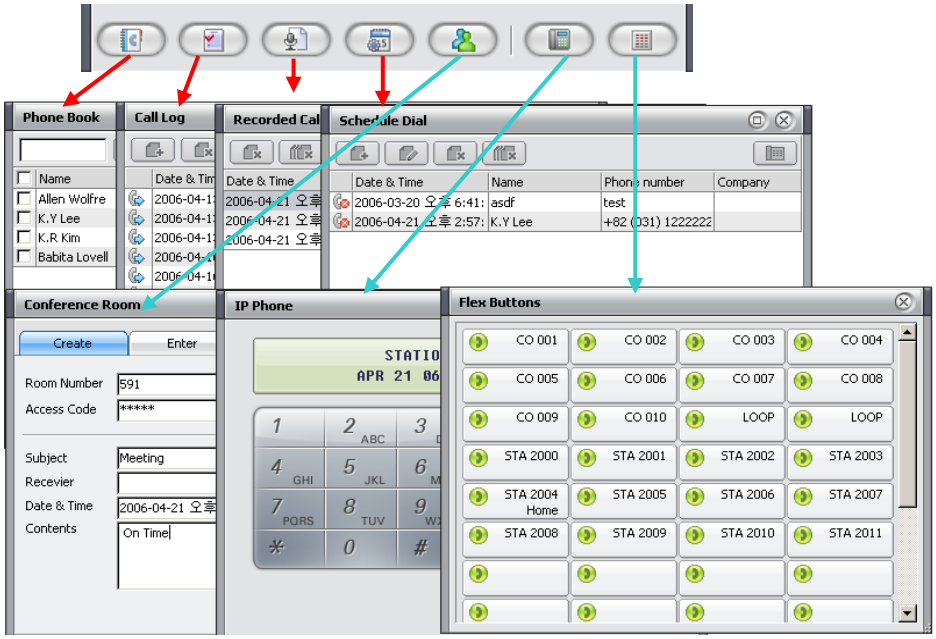
To adjust fonts:

1. Click on the Character icon (bottom left), and select the desired font characteristics.

NOTE—Only available on the iPECS LIK P5, CM or MG system.

9 Window View Icon Menu bar

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



Optional windows include:

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

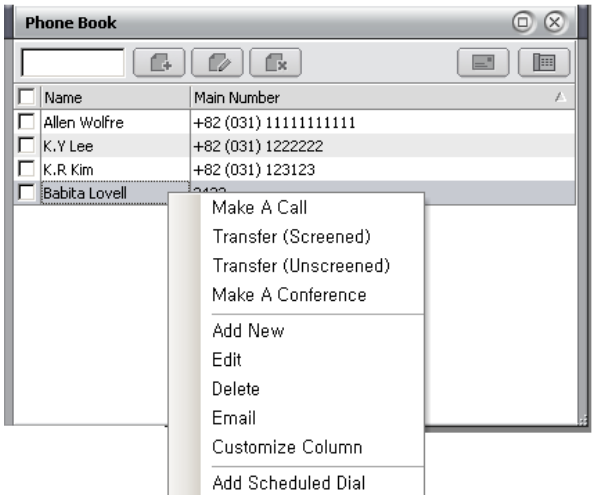
Only one of the database windows (*Phonebook*, *Call Log*, *Recorded Calls*, *Schedule Dial* and *Conference Room*) can be opened at a time. One database, the *IP Phone* window and *Flex Button* window can be opened simultaneously. Most window sizes are adjustable (except *IP Phone* window).

9.1 Phonebook Window

Phontage maintains a Phonebook database of your contacts; other Users and external Contacts may be listed in the Phonebook. Use the Phonebook to place calls and send Emails to contacts

selected from the database. Contacts can be searched, sorted and managed using button on the *Phonebook* Toolbar. When a record is added, edited or deleted in the Phonebook, *Phontage* can also update (synchronize) with the original source database, such as Outlook (refer to Section 5.3.1).

To call a number from the *Phonebook*:



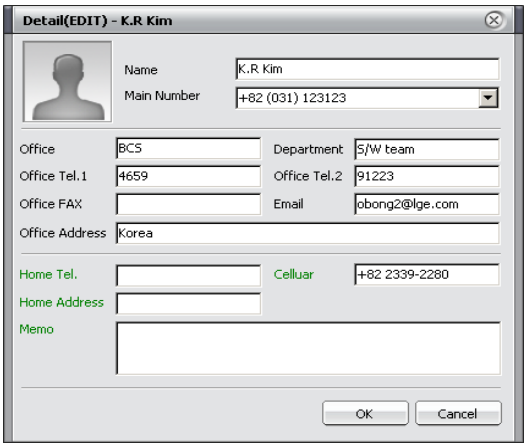
1. From the Phonebook screen, right-click on the desired record (refer to search & sort instructions).
2. Select the desired function from the drop-down menu,
   OR
3. Select the desired record.
4. Click the **Phone** icon in the *Phonebook* Toolbar,
   OR
5. Double click on the desired record or phone number field.

To send an Email from the database:

1. Select the desired record(s).
2. Click on the Email icon from the *Phonebook* Toolbar, the Outlook Email program will be launched and loaded with the selected recipients in the TO: field.
3. Enter the subject, message.
4. Click Send to deliver the email.

To search the Phonebook database:

1. Enter an alpha-numeric string in the search box (Contact name, Number, etc.)



To sort records in the Phonebook:

1. Click on the header field at the top of the Phonebook to sort alphabetically/numerically, depending on the information contained in that column.
2. Click again to sort in the reverse order, or click a different column to sort by that information.

To add or edit a record:

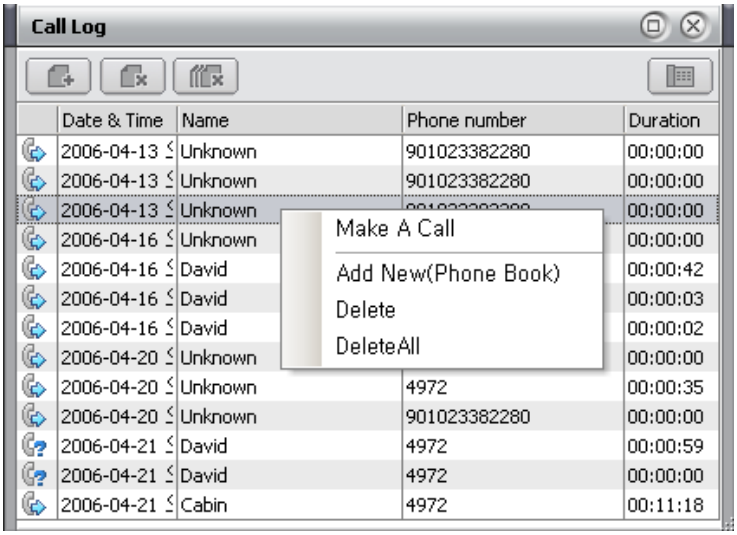
1. Select the desired record to be edited.
2. Click on the Add or Edit icon to view the Contact Record form.
3. Enter the appropriate information (Name is a required field).
4. To remove an image from the contact record, right-click on the image to view the Clear Image pop-up dialog box; select Clear Image and click OK.
5. Click on OK to save the record in the Phonebook and synchronize with the source database.

To delete a record:

1. Click on the desired record(s) to delete.
2. Click the Delete icon in the Phonebook Toolbar.

9.2 Call Log Window

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



- Date & Time – Date and Time of the call according to the User's PC.
- Name – Name of connected party according to the Phonebook (if applicable).
- Phone – The Called or Calling party phone number, from the System or carrier.
- Call Type – Type of Call icon, Incoming/Outgoing and Answer/No Answer
- Duration: duration the call was connected or ringing in hours, minutes and seconds

The Toolbar at the top of the *Call Log* window, allows the user to place a call and manage the Call Log database.

To place a call from the *Call Log* window:

1. Double-click on the record to place the call,
   OR
2. Select a record.
3. Click the **Phone** icon, ***Phontage*** will place a call to the phone number of record.

To copy a record to the Phonebook:

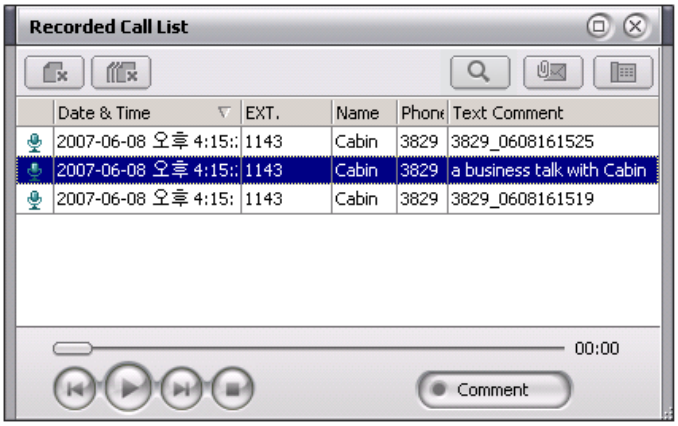
1. Right-click on the desired record.
2. Click Add New (Phone Book).

To delete an entry from the Call Log list:

1. Select the Delete or Delete All icon to remove the record; the user will be asked to confirm the record deletion.
2. Click OK.

9.3 Recorded Call List

Phontage allows the User to record a conversation onto the PC hard drive. Recorded conversations can be reviewed after recording. In addition, voice memos can be added to the recording and sent via email as attached .wav files. The folder for recorded files can be changed by user with .

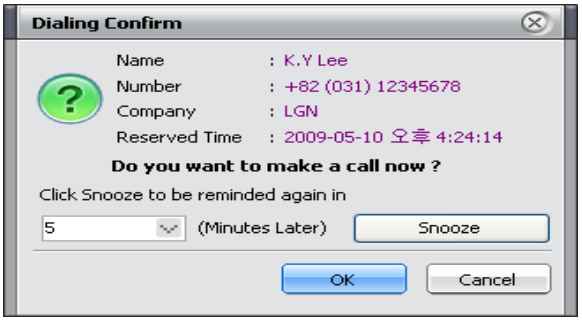


Recording can be activated from the *Phontage* Tools item in the Application Menu bar, from the Info & Video Console Record button, using the Voice Mail back-up feature or automatically. ***Phontage*** sends a single "record-start" tone.

NOTE—Others on the call should be notified of your intent to record the call prior to recording.

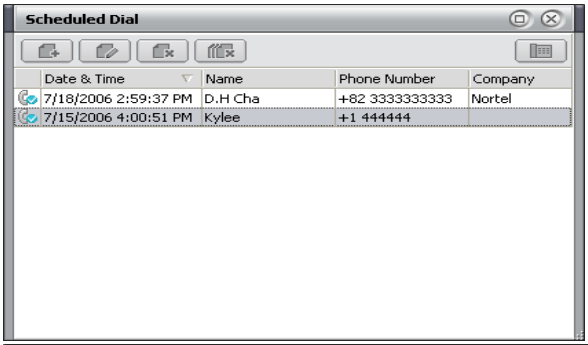
The *Recorded Call List* window includes playback controls for playing a selected file. The User may delete a file, record a comment, and/or Email the recording using the Playback window controls. Use the right-click pop-up menu, to add some text as a comment for on a selected record.

9.4 Scheduled Dial Window



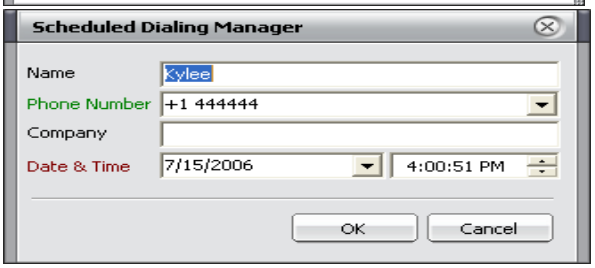
Scheduled Dialing permits the user to enter a phone number for dialing at a later scheduled time. When the scheduled time is reached, the *Confirm* window will appear and must be confirmed by the user before dialing will begin, and the user can snooze the time.

The *Scheduled Dial* screen contains a list of the phone numbers and schedules entered by the User. The screen Toolbar allows the User to manage Scheduled calls.



To add or edit a Schedule Dial:

1. Click the Add or Edit icon on the *Schedule Dial* screen; the *Schedule Dialing Manager* screen will display.



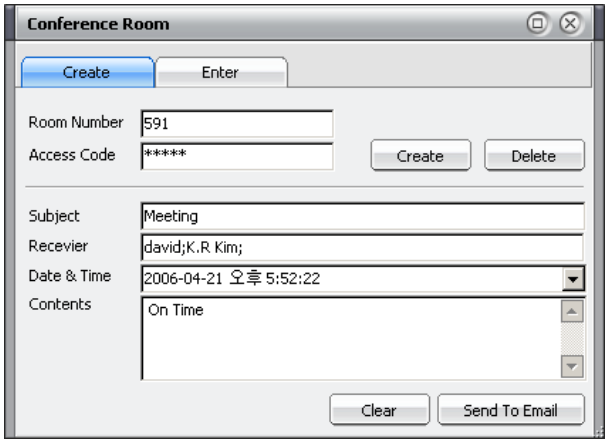
2. Enter the Name and Company.
3. Enter the phone number (required entry).
4. Click the pull-down Date/Time menu.
5. Select a date from the calendar and the time menu (date & time are required entries).
6. Click OK to save.

To delete an entry from the Scheduled Dial list:

1. Select the Delete or Delete All icon to remove the record; the user will be asked to confirm the record deletion.
2. Click OK.

9.5 Conference Room Window

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

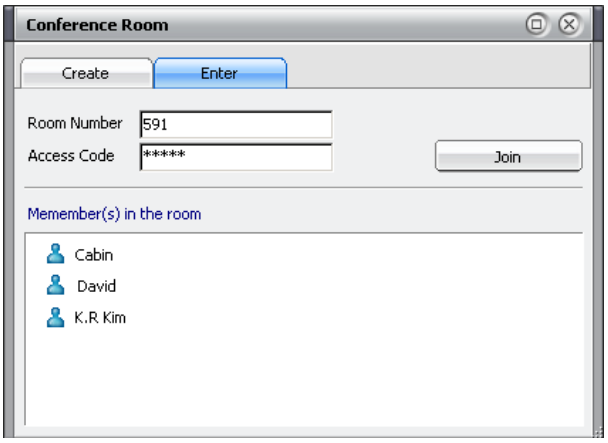


1. Select Conference Room from the View menu.
2. Select the Create tab.
3. Enter an Access Code (if desired).
4. Press Create button; the Room number will be automatically given from the system.

To send an Email notification of the Conference:

1. On the lower part of the Create tab, enter a Subject.
2. Select and enter the Email addresses for the Conference invitees.
3. Select a Date & Time from the drop-down menu.
4. Enter the desired message in the Contents box.
5. Click on the Send To Email button; ***Phontage*** will register the Conference Room and send an Email to the listed receivers.

To join a Conference Room:

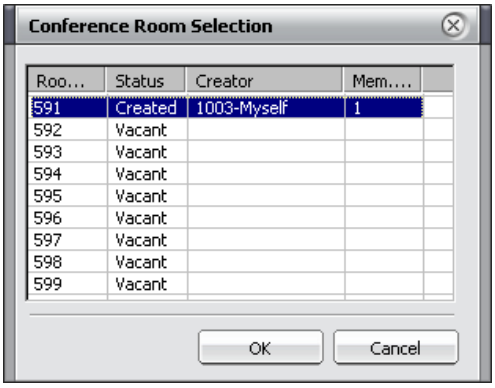


1. From the View menu, select Conference Room.
2. Click on the Enter tab.
3. Enter Room Number and Access Code (if applicable).
4. Click on the Join button; the lower box of the screen shows others who already are participating in the Conference.

NOTE— ***iPECS LIK*** and ipLDK100/300/600 support auto creation of Conference Room numbers. When using other systems, the room number will need to be entered manually. For all systems, the Conference Room number should be entered to remove the room from system.

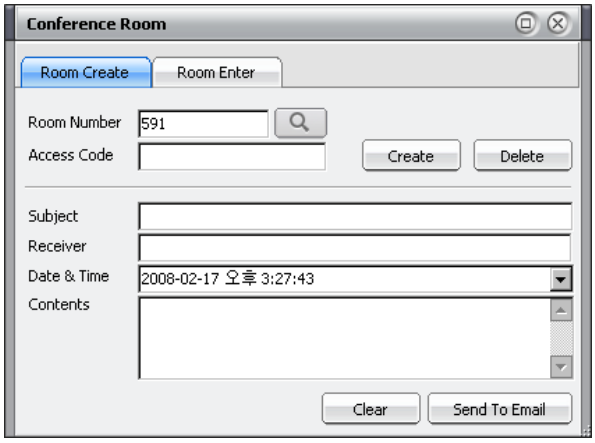
9.5.1 Enhanced Conference Room

Phontage supports the following *Conference Room list* functions:



- All Conference Room List Number
- Each Conference Room Status
- Created/Vacant
- Each Conference Room Creator
- Number/Name
- The number of Participant

To Create Conference Room:



1. Click on the button; the Conference Room List screen will be displayed.
2. Select the appropriate room and press the OK button; the Conference Room List window will be closed and the selected room number will be added to the Room No. box.
3. Click the Create button.

The User can Delete or Join a Conference Room using the Conference Room List:

1. Click on the Room you would like to Join or Delete.
2. Click on one of the buttons shown below the Conference Room List to perform the desired function.

NOTE— iPECS LIK P5, CM or MG is needed for this feature.

9.6 Dynamic Group Call

Group Call is used to make a conference group call easily using the Phonebook. To use this feature, the MCIM or something of MCIM should be running on the iPECS System. The Group Call feature covers the following:

1. Make a Group Call
2. Notification of Invitation for Group Call
3. Display Window

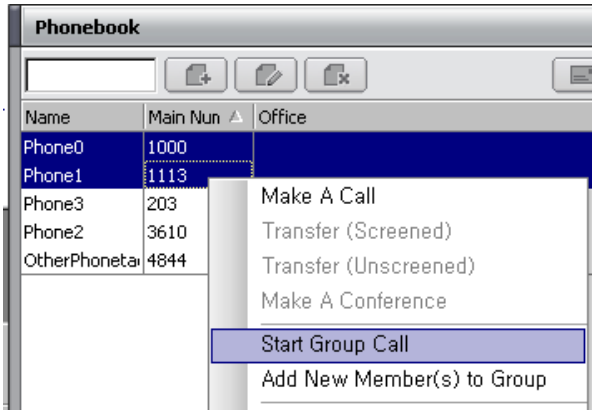
NOTE— iPECS LIK P5, CM or MG is needed for this feature.

9.6.1 Make a Group Call

Using the Phonebook, a new Group Call can be initiated.

To place a Group Call:

1. Select the appropriate records from the Phonebook.
2. Right-click on the selected names and select Start Group Call from the pop-up menu.



To add new member(s) into a current Group Call:

1. Select the appropriate records from the Phonebook.
2. Right-click on the selected names, and select Add New Members to Group from the pop-up menu.

9.6.2 Notification of Invitation for Group Call

When ***Phontage*** is invited to a Group Call, the Notification screen will be displayed as shown.

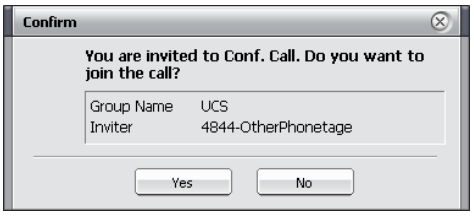
Phontage will display the 'Group Name' and Inviter's phone number.

To join the Group Call:

1. Click on the Yes button.
2. The Group call will be activated.

To reject the Group Call:

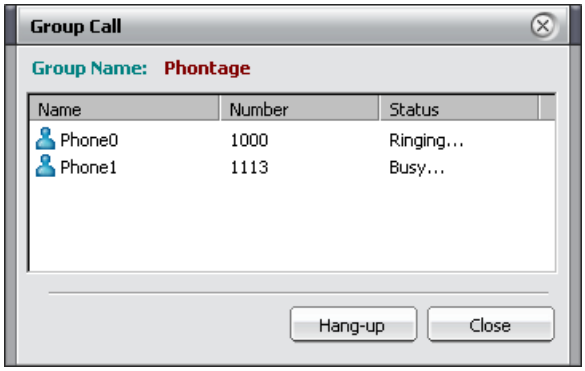
1. Click 'No' button.
2. The Group Call Notification screen will disappear.



9.6.3 Display Window

Phontage will display the following information for the Group Call after joining the call:

- Name
- Phone Number
- Call Status (Ringing /Busy /Connect / Disconnected)

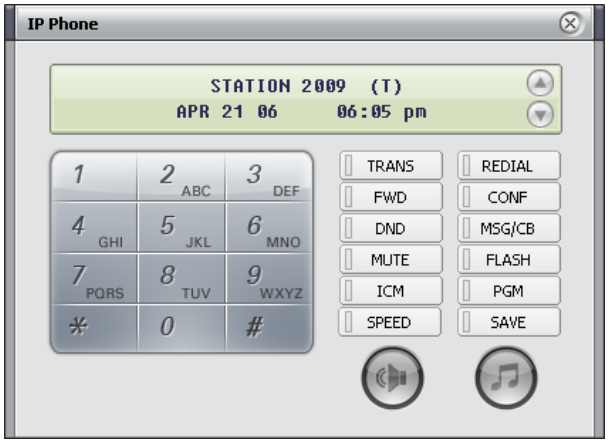


To hang-up the call:

1. Click on the Hang-up Button.

9.7 IP Phone Window

The *IP Phone* Window allows complete access to all System features as well as the features available to traditional ***LG-Ericsson IP Phones***, with few exceptions based on the differences in the user platform. The fixed feature keys operate in the same manner as the ***IP*** phones except the mouse is used to select dial pad and feature buttons. For operation of the features, refer to the ***System Quick Guide*** or the ***LG-Ericsson IP Phone User Guide***.



9.8 Flex Button Window

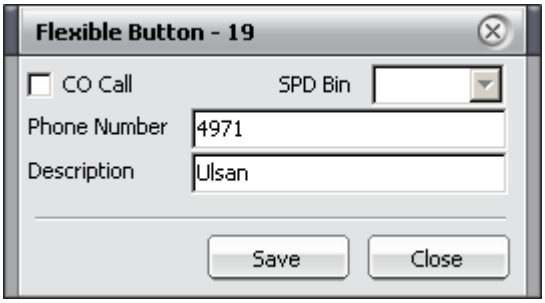
The *Flex Button* window provides access to 48 Flex buttons in the screen. Each button includes a status icon, which displays the status of the CO Line or station associated with the button. The button also displays a designation from the System database, such as CO 001, SPD 001, etc. A customized label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

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

NOTE—Only iPECS LIK Systems use this screen. Other system can do this function from the IP Phone screen and Flex Button screen.

The System allows access to Station Speed Dial numbers which can easily be programmed to a Flex button.

To enter and assign a Station Speed Dial to a Flex button:



1. Right-click the mouse on the Flex button you wish to program.
2. Select Set Attribute; the Flexible Button program screen will display.
3. Use the pull-down menu to assign the Speed Dial bin number (for ***ipLDK***-100, bins 00 to 19 or for the ***ipLDK***-300, bins 000 to 099).
4. Enter the number to be dialed.
5. Enter an optional Description (display) label for the Flex Button.
6. Click on the Save button.

NOTE—If a Flex button is assigned for Paging, the Speakerphone must be activated prior to selecting the Page button. And the assignment should be done in idle state.

10 *iPECS* System Integration Features

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

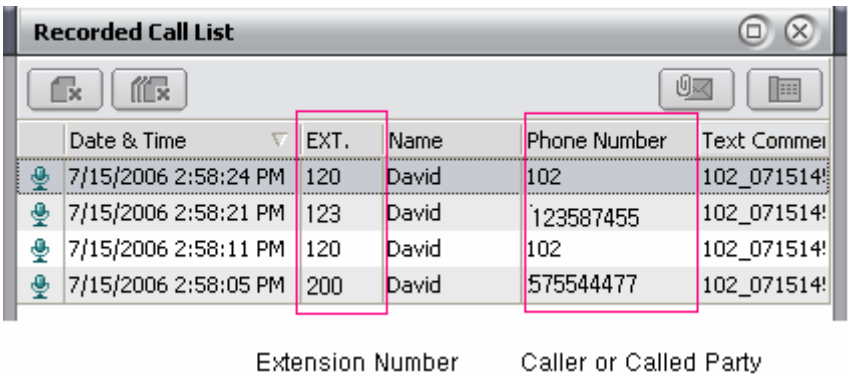
1. Automatic Call Recording, ***Phontage*** or 3rd party
2. Voice Mail Back-up Station

10.1 Automatic Call Recording

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

Recorded conversations are managed from the *Recorded Call List* (shown), which will indicate the Date, Time and Station number(s) that was party to the conversation.

NOTE—To record 3rd party conversations properly; the ***Phontage*** must be idle.

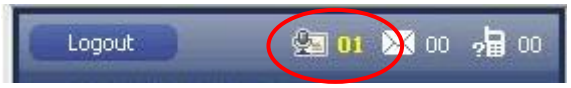


10.2 Voice Mail Back-up Station

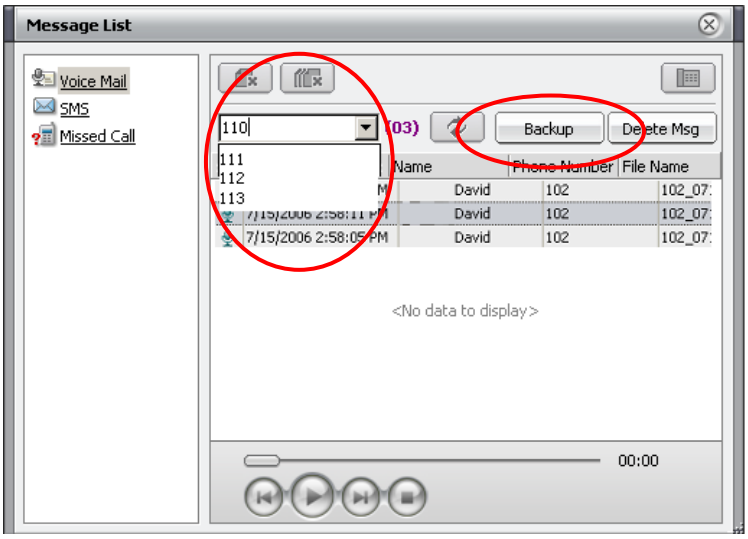
When enabled in the ***iPECS*** system, the *Phontage* receives notification of voice mails for other 3rd party ***iPECS*** system users. Notification from the ***iPECS*** VMIM or something of VMIM increments the Voice Message count shown in the Info & Video Console (refer to Section 6.2). The 3rd party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

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

1. Click the Voice Message icon in the Info & Video Console; the *Voice Message List* will display.



2. Select the desired Station from the Station drop-down menu in the *Message List* screen.



3. Click on the Backup button, the messages will be downloaded to the ***Phontage*** PC hard drive.
4. Use the *Message List* Tool bar and Audio controls to manage the displayed messages. For 3rd party messages, you must be enabled in the ***iPECS*** system to delete messages.

NOTE—A VSF/VMIM or something of VSF/VMIM is required in the host ***iPECS*** System.

REMARK—Voice Mail Back-up is not possible from Phontage in remote Mode or Voice Back-up is only possible from Phontage in the local mode. Refer to the System Manual for more information.

11 Smart Tray Icon & Menu

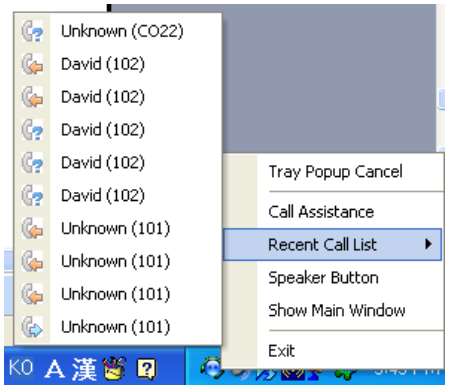
When the ***Phontage*** application is executed, a tray icon is created. The icon is displayed in the Windows system tray. The Smart Tray icon will display the status of the connection with the ***System*** (connected or disconnected), as well as message events (as shown).

Missed call

SMS Waiting

New Voice Mail

Right-click on the icon to open the Smart Tray Menu, which includes:



- Tray Popup Cancel – Select to close the Smart Tray Menu
- Call Assistance – Select to open the Call Assistance Window.
- Recent Call List – Select an item from the sub-menu to initiate a call.
- Speaker Button – Select to control the speakerphone.
- Show Main Window – Select to open the *Phontage* Main Window.
- Exit – Select to close the ***Phontage*** application.