

# Art. CSW2220 VX2200 IP Concierge Software 1.0

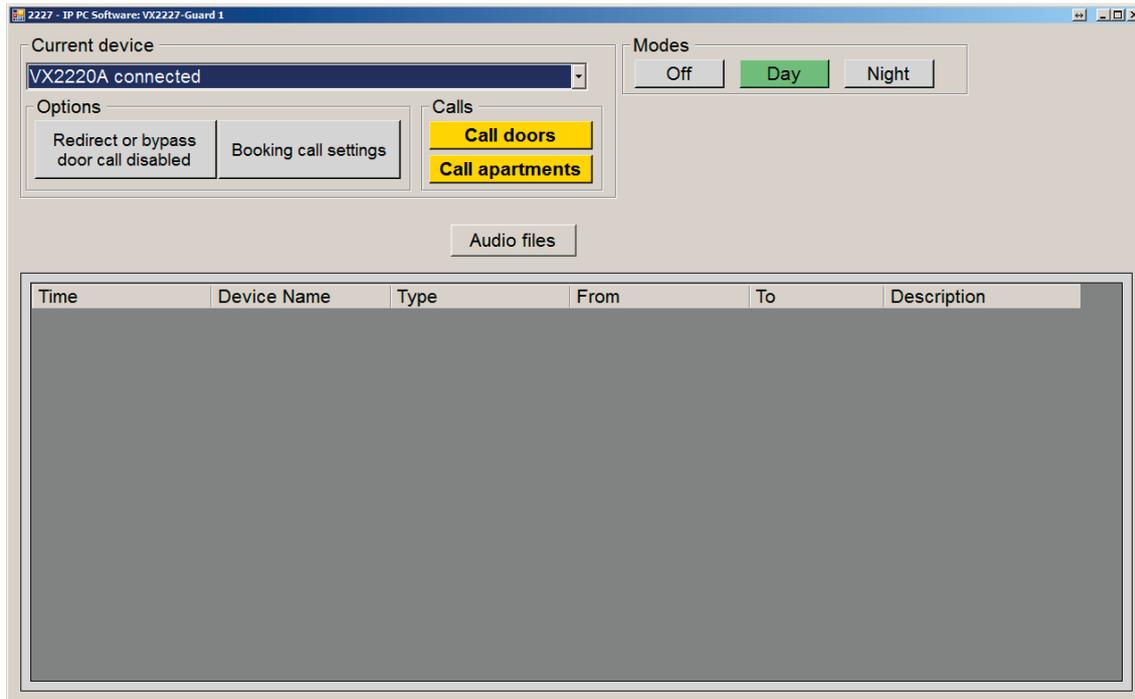


Fig. 1

## DESCRIPTION

The Art.2227 is a software that allows to perform advanced concierge functions using a PC on VX2200 digital systems in which it is installed the unit Art.2220. The Art.2227 allows the connection to multiple Art.2220 devices, so one client station can manage multiple system installations: the software can receive all the incoming calls from all the systems to which is connected, but naturally any operation from the software concierge toward the system are relevant to the currently selected system. For those which they are familiar with the VX2200 digital system, the Art.2227 operates like the Art.2210A (the concierge station) with many additional features thanks to the connection with the Art.2220. For the standard connection it is requested that the PC where the software is installed is connected to the same LAN where is connected the Art.2220A but doing the proper configuration on the LAN, the software can reach the Art.2220A also over the WAN allowing so also the remote connection.

The main window shows the following sections:

- Current device
  - Options
  - Calls
- Modes
- Audio files
- Log

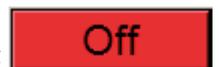
Any window relevant to the communication functions, will show, in the bottom area, a summary information relevant to the operation in progress.

## MODES

In this section it is possible to select the operating mode of the IP Concierge software Art.2227 among the following:

- Off
- Day
- Night

In **Off Mode** it works like if the software it is not connected to the system so any incoming call (from door panel or apartment) it is not recognized and the system operates like a system without concierge. The operator cannot do any function.



In **Day Mode**, the standard operating mode, any incoming call (from door panel or apartment) is received by the concierge and the operator must manage it. The operator can do any function allowed by the IP Concierge software ("answer an incoming call", "call an apartment", "call a door" etc.).



In **Night Mode** the incoming calls from the outdoor panel are sent directly to the apartment called (or to the apartment set in the redirect options) except the call using the Concierge reserved address "1"; the operator can still do any function like when the software it is day mode.



**CURRENT DEVICE**

The section "Current device" section includes a combo box that shows the currently connected Art.2220A, includes the "Options" specific for the device connected and the allowed "Call" functions for the apartments and doors relevant to connected device.

**OPTIONS**

The "Options" section includes two buttons that allow to set some options relevant to the currently connected device:

- "Redirect or bypass door call disabled"
- "Booking call settings"

**Redirect or bypass door call disabled**

This menu allows to enable the call bypass or redirect with a delay.

Check "enabled" to enable the function.

"Seconds before redirect or bypass" specifies the number of seconds before the call is bypassed or redirected. During this time the concierge operator can answer.

"Flat number to redirect (uncheck for bypass)" if enabled allows to specify the apartment to which the call must be redirected otherwise the call is bypassed (the door panel calls directly the called apartment). In both cases, the bypass or the redirect it happens after the time set before.

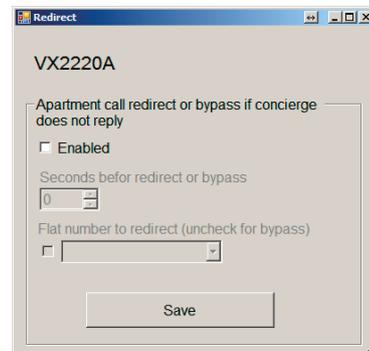


Fig. 2

i.e. by this setting, in case of no answer from the concierge operator, any incoming call from door currently selected are redirected after 5 seconds of delay to the called apartment. The button on th to yellow and its label to show the new setting.

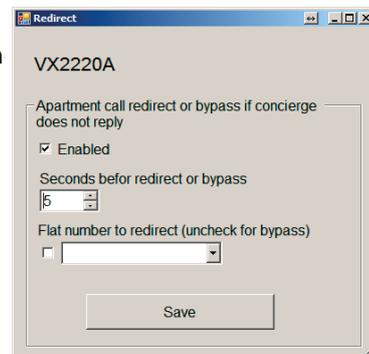


Fig. 3

i.e. by this setting, in case of no answer from the concierge operator, any incoming call from door panels connected to VX2220A currently selected are redirected after 5 seconds of delay to the apartment having code 3A. The button on the main window changes its colour to yellow and its label to show the new setting.

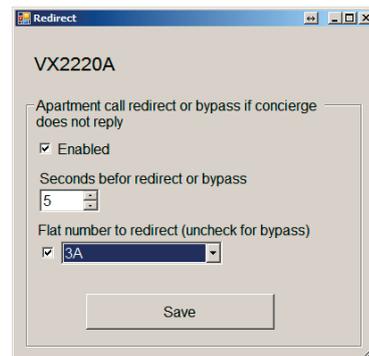


Fig. 4

**Booking call settings**

This menu allows to enable or disable the call booking.

The apartment disabled will not be able to call the concierge.

Press the button "Check all" to enable the call booking for all the apartments.

Press the button "Uncheck all" to disable the call booking for all the apartments.

Uncheck selectively the apartments for which you want disable the call booking (the enabled column while the disabled apartment are shown in the right column).

Once all the necessary settings are made, press the "Save" button.

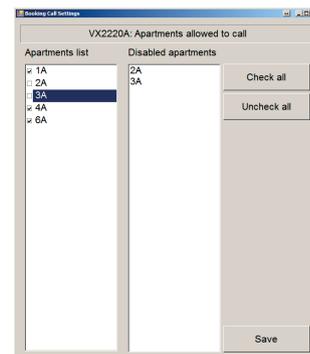


Fig. 5

**CALLS**

The buttons under this section allow to call the door panels or the apartments connected to the system to which the currently selected Art.VX2220A is connected.

- "Call doors" to call one of the door panel
- "Call apartments" to call one of the apartments

**CALL DOORS**

Press the "Call doors" button

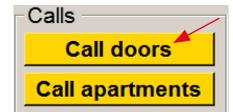


Fig. 6

From the "Select door" window select the door you want to connect to then press

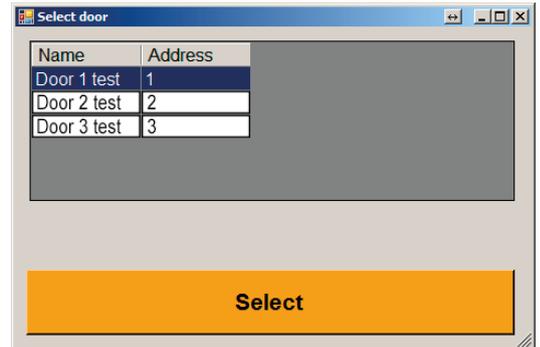


Fig. 7

The conversation with the selected door is open .

The call window shows some summary information in the bottom area plus 3 buttons:

- "Open Door"
- "Mute"
- "Cancel door call"

Press "Open Door" to open the door relevant to the door panel called.

Press "Mute" to temporarily mute the door panel (no speech from inside to outside) the button label will change to "unMute" to signal that the door panel is in "Mute" mode. Press the button (Fig.9) again to restore the normal operation.

Press "Cancel door call" to close the conversation with the door panel and return to the main window.

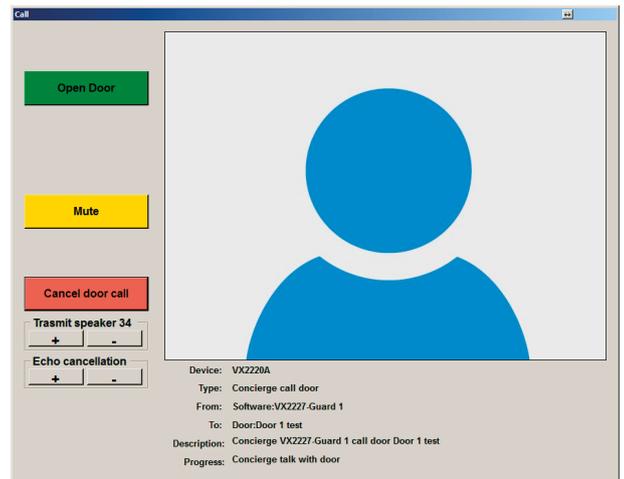


Fig. 8

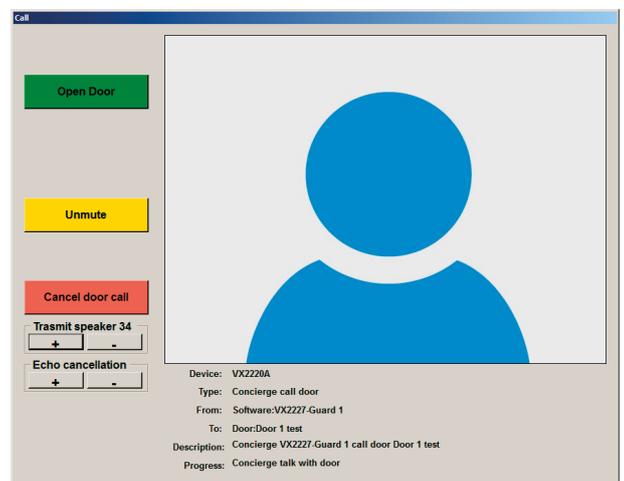


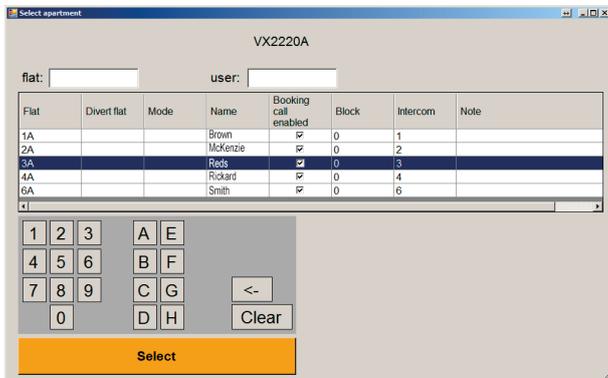
Fig. 9

**CALL APARTMENTS**

Press the "Call apartments" button, the system shows the search window (Fig. 11)

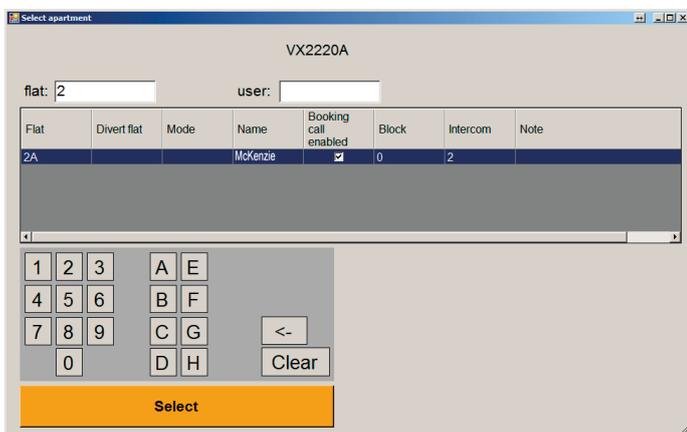


**Fig. 10**

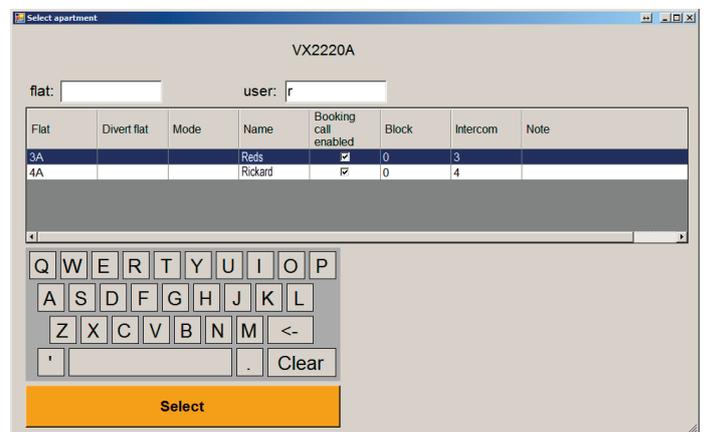


From the search window, you can select the apartment by the data grid, searching by "flat:" code (Fig.12) or searching by "user:" (Fig.13). Then press the select button to call the selected apartment. Now the call is in progress (Fig.14) the operator can abort the call by pressing the button "Abort apt call". Once the tenant has answered (Fig.15) the operator can connect the apartment to another apartment by pressing the button "Connect apartment to apt" or close the conversation by pressing the button "Cancel apt call".

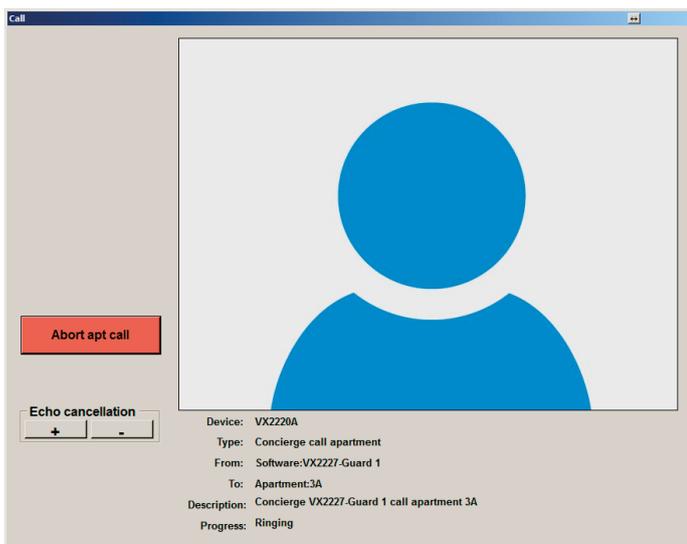
**Fig. 11**



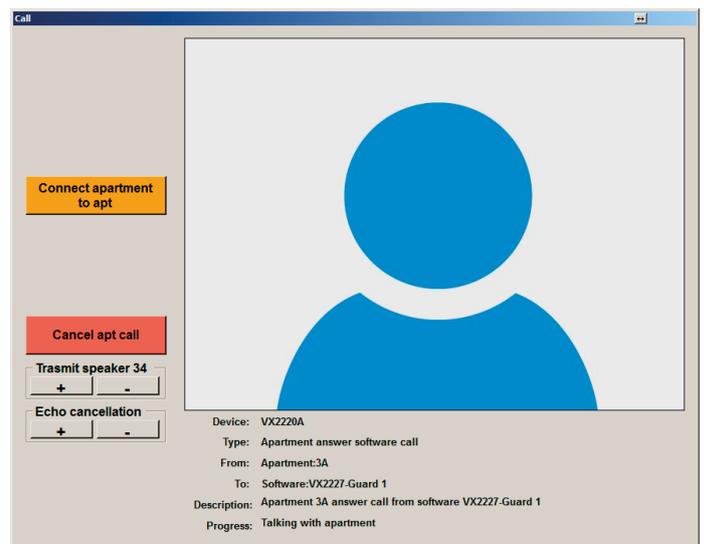
**Fig. 12** Search by flat code



**Fig. 13** Search by user name



**Fig. 14** Apartment Call - ringing



**Fig. 15** Apartment Call - Talking

**STANDARD OPERATION**

This section describes how the concierge station operator can manage the calls coming from the door panel, the calls or alarms coming from the apartments.

**CALLS FROM DOOR PANEL**

When a visitor calls an apartment from the door panel, a pop-up window (Fig.16) signals the call in progress:

- An orange frame on the window flashes
- The PC loudspeaker rings

The operator can:

- Answer to the call by pressing the "Answer" button
- Bypass the call by pressing the "Bypass" button (the call is forwarded to the apartment directly)
- Reject the call by pressing the "Clear incoming door call" button

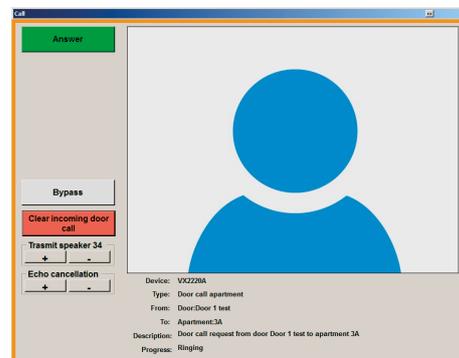


Fig. 16 Call from door panel

**ANSWER**

When you press the answer button the conversation with the door panel is started, the window changes (Fig.17) and the operator can:

- Open the door by pressing the "Open Door" button
- Call the apartment required by pressing the "Call Apartment" button
- Call a different apartment from the required one by pressing "Call another apartment" button
- Mute/ Unmute the speech toward the door panel by pressing the "Mute/Unmute" button
- Close the conversation by pressing the "Cancel door call" button

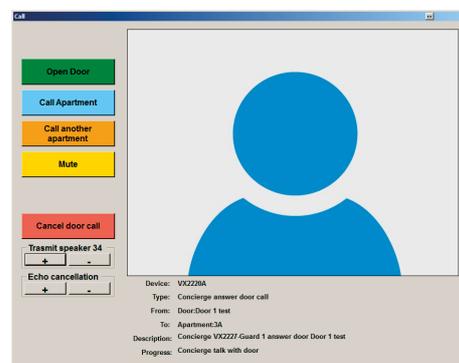


Fig. 17 Answer

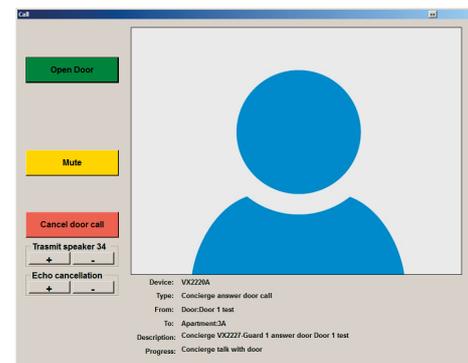


Fig. 18 Open Door

**OPEN DOOR**

If the operator press the "Open Door" button (Fig.17) the window changes hiding the buttons to call apartments (Fig.18): the operator can continue the conversation with the door panel (using "mute/unmute" button when necessary) or close directly the conversation by pressing the button "Cancel door call".

**CALL APARTMENT**

If the operator press the "Call apartment" button (Fig.17) it is called the apartment that the visitor was looking for (Fig.19).

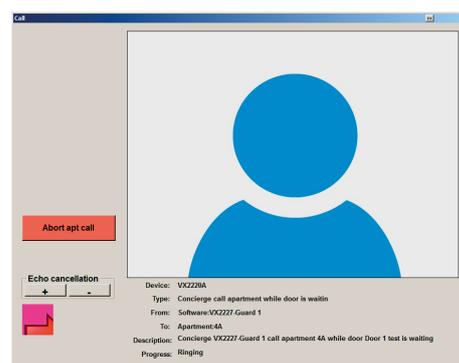


Fig. 19 Apartment call

If the operator press the "Call apartment" button (Fig.17 on page 5) it is called the apartment that the visitor was looking for (Fig.19 page 5). When the apartment answers (Fig.20) and accept the call, the operator can put in communication the door panel and the apartment by pressing the connect button (Fig.20). The door panel and the apartment are now connected (Fig.21). If the operator press the button "Abort apt call" during the call (Fig.19 on page 5) or press the button "Cancel apt call" during the connection with the apartment (Fig.20) or press the "End door apt call" when the door panel and the apartment are connected (Fig.21), the window go back to the previous one with the "Call apartment" function disabled (Fig.22).

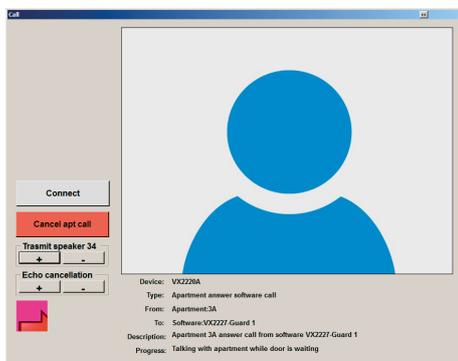


Fig. 20 Concierge connected to apartment

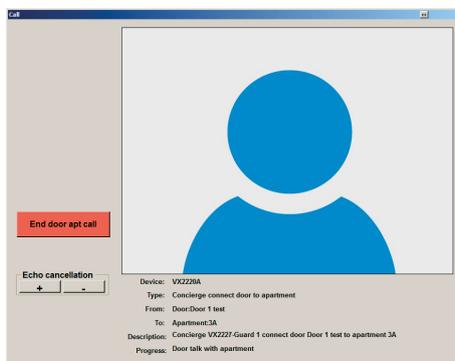


Fig. 21 Door panel connected to apartment

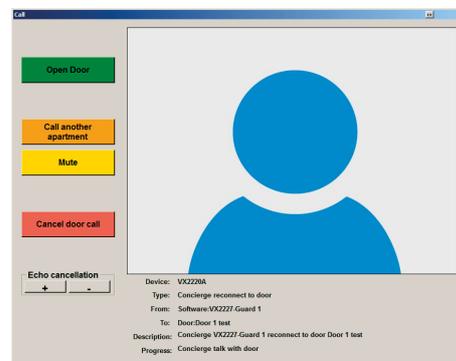


Fig. 22 Connection to apartment aborted

### CALL ANOTHER APARTMENT

If the operator press the "Call another apartment" button (Fig.17 on page 5) then can proceed as shown in the section "Call Apartments" of this manual on page 4.

### MUTE

The "Mute/Unmute" button (Fig.17 on page 5, Fig.23) allows the operator to mute/unmute the speech toward the door panel.

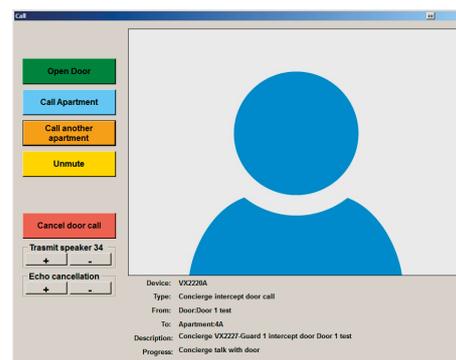


Fig. 23 Mute Unmute

### CANCEL DOOR CALL

The "Cancel door call" button (Fig.17 on page 5) allows the operator to close the conversation with the door panel.

### BYPASS

When the call from the door panel is in progress (Fig.16 on page 5) by pressing the "Bypass" button (Fig.24) the operator diverts the call directly to the called apartment. During this phase

- if the operator press the "Abort apt call" button, the call is aborted, the PC concierge returns to its main window and the door panel remains busy until expires the call time.
- if the operator press the "Intercept" button, the call to the apartment is aborted and the operator can proceed as described in the section "Answer" on page 5.

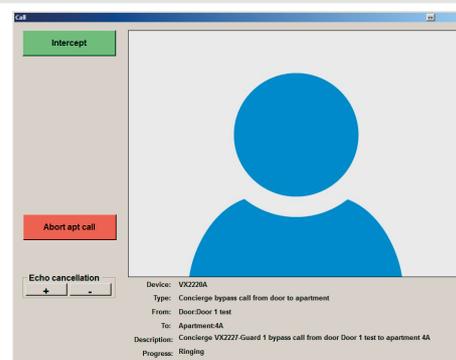


Fig. 24 Call from door panel - Bypass

When the apartment replies (Fig.25) the only function that the operator is allowed to do is to terminate the conversation ahead of time by pressing the "End door apt call" otherwise the window is automatically closed when the conversation time expires.

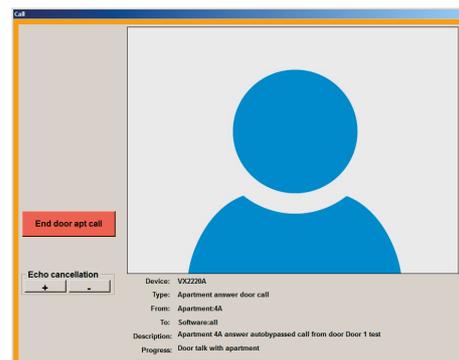


Fig. 25 Call from door panel - Apt answer

### CALLS & ALARMS FROM APARTMENTS

The main window, in the log area, shows the call booked from the apartments because of a request from a tenant or because of an activation of the alarm input of the intercom/videophone installed in the apartment.

A tenant can book a call by pressing the key button of the relevant intercom/videophone while can be booked by an alarm when the relevant active low alarm input is enabled.

The PC will emit a ring until the operator doesn't manage the queue of all calls.

The "Audio files" button, if the function is enabled during the installation, allows to access to the audio files relevant to the recording of all the conversations managed through the concierge station.

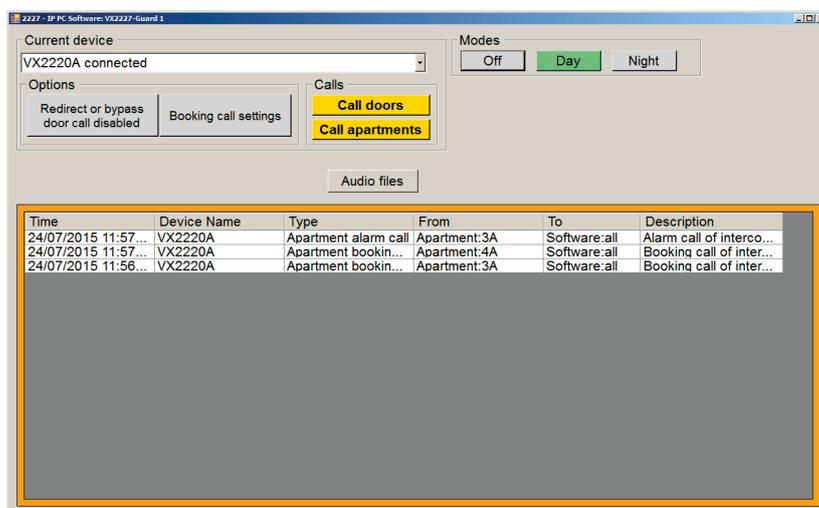


Fig. 26 Calls & Alarms from apartments

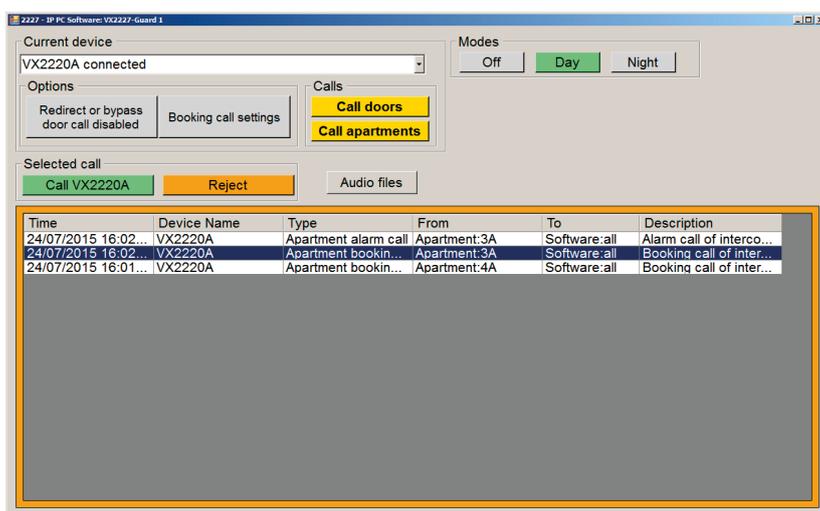


Fig. 27 Management of a call due to booking or alarm

To manage a call, the operator can select it from the log window (Fig.27).

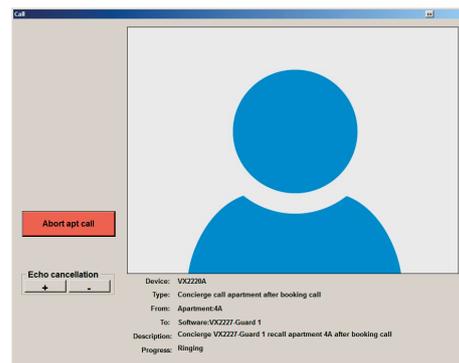
Then the operator has two buttons:

- "Call VX2220A"
- Reject

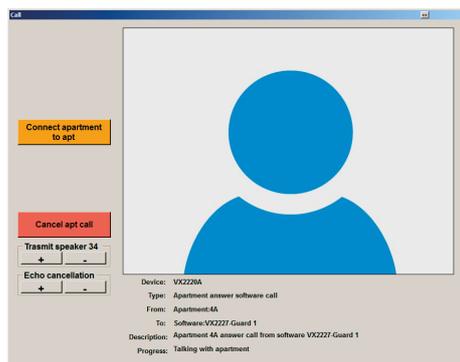
If the operator press the "Reject" button, the selected "Booking call" or "Alarm call" is deleted from the list.

- If the operator has rejected a booking call, the apartment for which the call was rejected will be inhibited to book an new call for 5 minutes.
- If the operator has rejected an alarm, the apartment for which the alarm was rejected can continue to send alarms.

The operator has pressed the "Call xxxx" button and the apartment call is in progress (Fig.28). If the operator press the button "Abort apt call" during this phase the call is aborted and the original booking call it is not managed.



**Fig. 28** Assisting a booking call

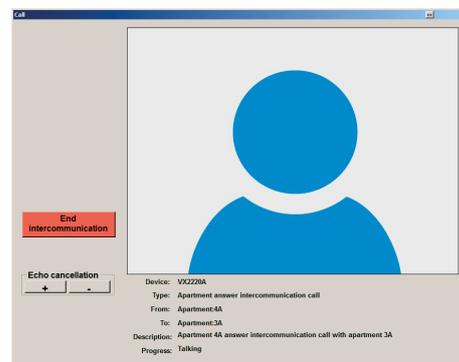


**Fig. 29** Answer from apartment

Once the apartment replies, depending on the reason for which the tenant has booked the call, the operator can:

- talk with the tenant then close the conversation by pressing the "Cancel apt call" button;
- put the apartment in intercommunication with another apartment by pressing the button "Connect apartment to apt". To call the other apartment proceed as described in the section "call apartments" on page 4 of this manual.

When the other apartment answer, the two apartments are in intercommunication. The conversation will terminate when the conversation time expires, in case of an external call for one of the two apartments or if the operator press the button "End intercommunication"



**Fig. 30** Intercommunication in progress

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