

# iPECS

## Cloud Solution for Customer Manager

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### Administration Guide



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# About This Guide

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The iPECS Cloud Solution for Customer Manager Guide is designed to assist customer manager with the system administration features of the EMS system. Detailed instructions for each function and page of the EMS system can be found in this manual.

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## NOTE

Screens may appear different than displayed in this manual depending on the OS (Operating System) and other factors. All information in this guide is subject to change without prior notice.

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## Purpose

This section provides procedures and reference information related to using the system as a customer manager.

## Audience

This guide assumes administrators of the Customer Manager are familiar with the procedures in the iPECS Cloud Web Interface Administration Guide.

## Document Organization

This guide consists of 2 Chapters and an Appendix, as well as this 'About This Guide' section.

- About This Guide.
- **Chapter 1:** Accessing EMS web page.
- **Chapter 2:** F/E Manager Screen.
- **Appendix:** Useful Information.

# Document Conventions

This section describes text formatting conventions and important notice formats used in this guide.

## Text formatting

The narrative-text formatting conventions that are used are as follows:

Convention	Description
<b>Bold text</b>	It may indicate a button, menu item, or dialog box option you can click or select.
<i>Italic text</i>	A cross-reference or an important term.
<code>Code text</code>	A command prompt.

## Important notice

The following icons and notices are used in this guide to convey important cautions and notes.



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### CAUTION

A caution statement alerts you to situations that may cause damage to hardware, software, or data.

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### NOTE

A note provides additional explanations, important information, or a reference to relate information.

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## References or Related Guide

The following guides supplement the information in this guide and can be located at <http://ericssonlg-enterprise.com>.

- Cloud Solution for ACD Report Administration Guide.
- Cloud Solution for Customer User Administration Guide.
- Cloud Solution for Reseller Administration Guide.
- Cloud Solution for Service Provider Administration Guide.

# 1. Accessing EMS web page

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This chapter describes how to access EMS and how to use it. Using Web Browser the EMS can be accessed and System Data Management, System Monitoring and Maintenance managed through a user-friendly GUI.

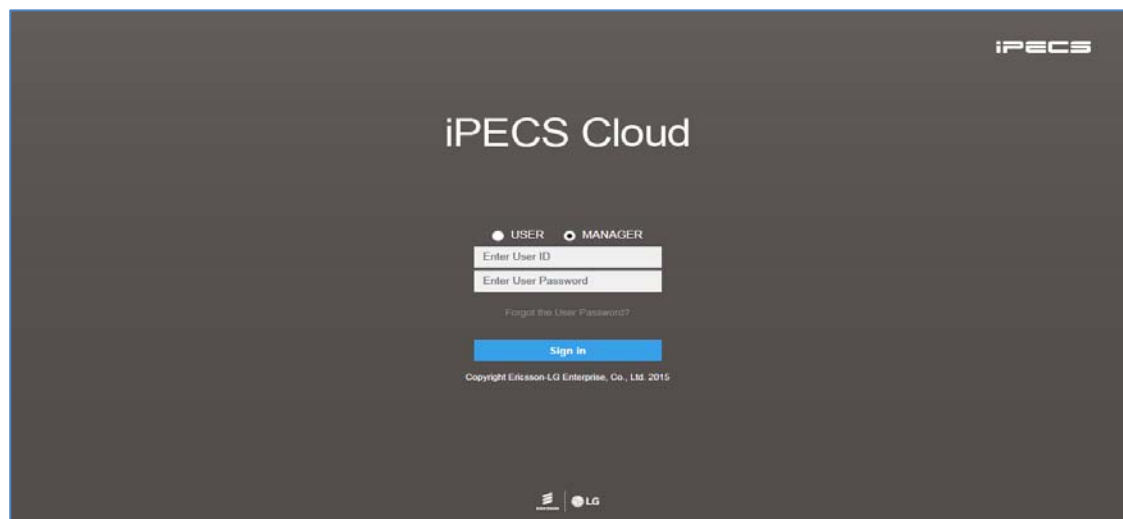
## 1.1 User Access Environment

We highly recommend you to use Chrome for the best results. It works under the minimum specification, but some screens may look different.

- **Web Browser:** Microsoft Internet Explorer 10.0, 11.0, Google Chrome Recommend, Microsoft Internet Explorer 8.0 or later at least
- **Screen Resolution:** 1280 x 1024 at least or higher.

## 1.2 How to Access

1. Open a browser on the PC.
2. Type the site URL to open your cloud service in a web browser. This Customer Manager web portal is *http:// web serverIP:8080/ELG\_EMS/*



3. Click "**MANAGER**".
4. Enter User ID and Password that was given from Reseller.
  - User ID in E-Mail Style form, such as the example (e.g. [man@abc.com](mailto:man@abc.com)).
5. Press **Login** button to system login, Customer Manager Screen will be displayed.

## 1.3 Initial Screen

Initial screen when the customer manager first logs in as below.

The screenshot displays the iPECS Customer Manager interface. The top left corner shows the iPECS logo. The top right corner displays the user name 'c1 (c1) Customer Manager' and system icons. A sidebar on the left contains navigation links: Company, User, Call Manager, Status View, Call History, My Home Setting, and My Information. The main content area is titled 'My Home' and is divided into several sections:

- Company Summary:** A table showing key metrics: Sites (3), User Packages (16, with 'Used 8 / 16'), and Phone Device (15, with 'Used 10 / 15'). Below this are 'Trunk Access Code' (9) and 'Voice Mail Service Number' (30).
- Weekly Call Statistics:** A bar chart showing call volume for 'This Week' across the days of the week (Mon. to Sun.).
- Service Summary:** A table listing various services with columns for Item, Total, Used, and Left. The items include ACD Pack, basic, CR Pack, VM Pack, ACD Group, Auto Attendants, Conference Room, Hunt Group, Paging Group, PickUp Group, Shared Line, Timezone, ACD Call center seat, ACD Call center supervisor, and ACD Group User.
- Call Log:** A section for 'Today' showing call counts: Incoming calls (0), Outgoing calls (0), and Missed calls (0).
- Hourly Call Statistics:** A bar chart showing call volume for 'Today' across the hours of the day (0 to 23).

The footer of the page contains the text 'Copyright 2015'.

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### NOTE

No input for 30 minutes may result in automatic disconnect.

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## 1.4 Common Function of Portal Screen

The screenshot displays the iPECS Customer Manager interface. The top navigation bar shows the user's name 'Korea (Peter James) Customer Manager' and several navigation links: MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. The sidebar menu on the left lists various system functions, with 'Pickup Group' currently selected. The main content area is titled 'Pickup Group' and features a 'Site' dropdown menu set to 'Total Site'. Below this is a table titled 'Pickup Group List ( 5 Licenses )' with the following data:

	Site	Name	Member Count	Call Type	Update Time
1	<input type="checkbox"/> Seoul	Modify_Group	4	All Call	2015-06-30 20:59:20
2	<input type="checkbox"/> Seoul	All_group	4	All Call	2015-06-30 20:46:06
3	<input type="checkbox"/> Seoul	AddTest	2	Trunk Call	2015-06-30 20:51:02

At the bottom of the table, there is a paging navigation bar showing 'Page 1 of 1' and 'View 1 - 3 of 3'. Below the table are three buttons: 'Add', 'Modify', and 'Delete'.

1. Display configured list, enables page change using Paging Navigation below and change number of maximum display list(In case of upper screen, maximum list is 10).
2. Select one of the rows to show the detail view of the selected item.
3. To delete an item select the check box on the far left of the row and click delete.
4. Click the “Add” button to add additional configuration.

## 1.4.1 View

### Pickup Group

Pickup Group List (3) ^

<input type="checkbox"/>	Name	Member Count	Call Type	Update Time
1 <input checked="" type="checkbox"/>	Pickup #1	3	All Call	2015-03-30 20:06:57
2 <input type="checkbox"/>	Pickup #2	1	All Call	2015-03-30 20:07:20
3 <input type="checkbox"/>	Pickup #3	3	Trunk Call	2015-03-30 20:20:42

Page 1 of 1 10 View 1 - 3 of 3

**Add** **Modify** **Delete**

Group Name \*  Call Type \*

### Member

<input type="checkbox"/>	Name	EXT
1 <input type="checkbox"/>	1000 single	1000
2 <input type="checkbox"/>	1001 uc	1001
3 <input type="checkbox"/>	1002 multi	1002

View 1 - 3 of 3

**Change**

**Save** **Cancel**

1. Select the row you would like to view full details of in the list view. The full details will be displayed in the below table.
2. To modify the selected row click the “**Modify**” button and the view only mode will now be editable.

## 1.4.2 Add

Add “Group” and “Member”.

### Add Pickup Group

**Pickup Group** Site: Total Site

**Pickup Group List ( 5 Licenses )**

Add Modify Delete

Site \* Seoul

Group Name \* AddTest

Call Type \* Trunk Call

**Member**

	Name	Extension
1	Test test	4500
2	Test Michael	4600

View 1 - 2 of 2



**Available**

	Name	Extension
1	5100 SuperVisor	5100
2	5200 Member #1	5200
3	5300 Member #2	5300
4	5400 Member #3	5400
5	5500 Member #4	5500

View 1 - 5 of 5

Change

Save Cancel

1. Click the “**Add**” button to enable add mode.
2. Input each item if “\*” is displayed this indicates a required field.
3. To add member select an Available member and click  button to add available user as group member.
4. To remove a member, select the group member and click  button to move.
5. Click the “**Save**” button to save data.
6. Click “**Cancel**” button to navigate to list view without saving.

## 1.4.3 Modify

Modify “Group” option and “Member”.

### Modify Pickup Group Configuration

**Pickup Group** Site: Total Site

**Pickup Group List ( 5 Licenses )**

<input type="checkbox"/>	Site	Name	Member Count	Call Type	Update Time
<input checked="" type="checkbox"/>	Seoul	Trunk_Group	2	Trunk Call	2015-06-30 20:32:20
<input type="checkbox"/>	Seoul	All_group	4	All Call	2015-06-30 20:46:06
<input type="checkbox"/>	Seoul	AddTest	2	Trunk Call	2015-06-30 20:51:02

Page 1 of 1 | 10 | View 1 - 3 of 3

Site \* Seoul  
Group Name \* Modify\_Group  
Call Type \* All Call

**Member**

<input type="checkbox"/>	Name	Extension
<input type="checkbox"/>	Test test	4500
<input type="checkbox"/>	Test Michael	4600
<input type="checkbox"/>	5200 Member #1	5200
<input type="checkbox"/>	5100 SuperVisor	5100

<input type="checkbox"/>	Name	Extension
<input type="checkbox"/>	5300 Member #2	5300
<input type="checkbox"/>	5400 Member #3	5400
<input type="checkbox"/>	5500 Member #4	5500

View 1 - 4 of 4 | View 1 - 3 of 3

Copyright 2015

1. Click the “**Modify**” button to convert to modify mode.
2. Modify each item. (\* is essential item to input.)
3. Click the “**Change**” button to add or delete members.
4. To add member select an Available member and click  button to add available user as group member.
5. To remove a member, select the group member and click  button to move.
6. Click the “**Save**” button to modify.
7. Click the “**Cancel**” button to cancel the modification.

## 2. F/E Manager Screen

### 2.1 Company

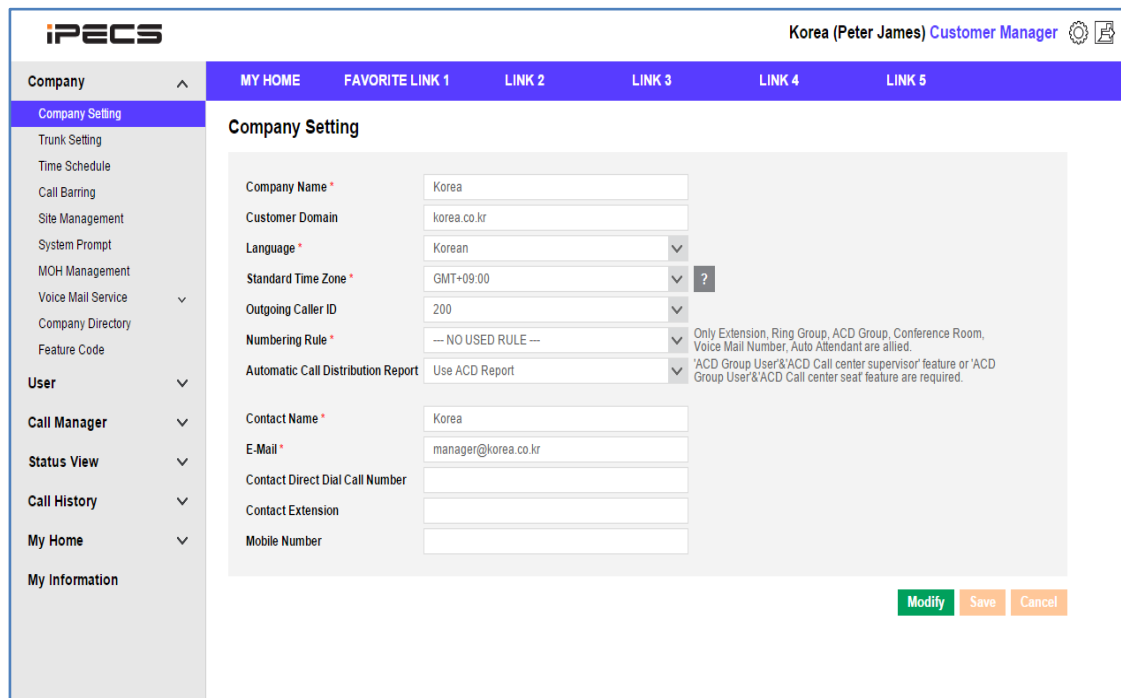
Companies default and common settings menu.

#### 2.1.1 Company Setting

Displays companies default information. You can modify information and configure settings. On the screen you can see the Red asterisk (\*) that means essential item for settings.

##### 2.1.1.1 List

Click left "Company" > "Company Setting" to display below.



The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'Company' and 'Company Setting'. The main content area is titled 'Company Setting' and contains the following fields:

- Company Name \* (Text input: Korea)
- Customer Domain (Text input: korea.co.kr)
- Language \* (Dropdown menu: Korean)
- Standard Time Zone \* (Dropdown menu: GMT+09:00)
- Outgoing Caller ID (Text input: 200)
- Numbering Rule \* (Dropdown menu: -- NO USED RULE --)
- Automatic Call Distribution Report (Dropdown menu: Use ACD Report)
- Contact Name \* (Text input: Korea)
- E-Mail \* (Text input: manager@korea.co.kr)
- Contact Direct Dial Call Number (Text input)
- Contact Extension (Text input)
- Mobile Number (Text input)

Buttons for 'Modify', 'Save', and 'Cancel' are located at the bottom right of the form.

#### Displays basic information of company

Item	Description
Company Name	Company Name.
Customer Domain	Company Domain.

Language	Language that the customer uses.
Standard Time Zone	Time Zone by GMT(GMT-12:00 ~ GMT+14:00).
Outgoing Caller ID	The number to display on outgoing calls.
Numbering Rule	Choose whether follow SP's Numbering Rule or not. - If choose NO USED RULE, Customer manager may set numbers as he/she wants. - If choose Rule, number will be assigned automatically at each screen, may choose within assigned scope.
Automatic Call Distribution Report	Choose to use Automatic Call Distribution Report or not. - No Use ACD Report (Default): Not use ACD Report. - Use ACD Report: Use ACD Report.
Contact Name	Name of the person who is in charge of the company.
E-mail	Manager's email address.
Contact Direct Dial Call Number	Manager's direct dial number.
Contact Extension	Manager's extension number.
Mobile Number	Manager's mobile phone number.

## 2.1.1.2 Modify

Modify company settings.

### Company Setting

Company Name *	<input type="text" value="AK Global"/>
Customer Domain	<input type="text" value="akglobal.com"/>
Language *	<input type="text" value="English"/>
Standard Time Zone *	<input type="text" value="GMT"/>
Outgoing Caller ID	<input type="text" value="07022030010"/>
Numbering Rule *	<input type="text" value="UK (3Digit)"/>
Automatic Call Distribution Report	<input type="text" value="No Use ACD Report"/>
Contact Name *	<input type="text" value="ak manager"/>
E-Mail *	<input type="text" value="akadmin@akglobal.com.xx.yy"/>
Contact Direct Dial Call Number	<input type="text"/>
Contact Extension	<input type="text"/>
Mobile Number	<input type="text"/>

1. The “Customer Domain” file cannot be modified.
2. Time Zone is displayed as GMT.
3. Numbering Rule cannot be modified after number resource configuration.

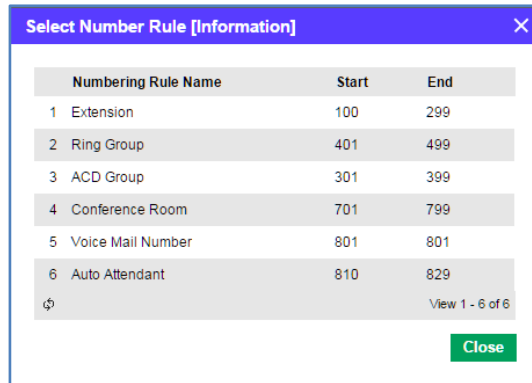
### Modify Company Settings

1. Click the “**Modify**” button to convert to modify mode.
2. Modify each setting refers to below. (\*indicates a required field.)

Item	Description
Standard Time Zone	Select default time zone for the company.
Outgoing Caller ID	Assign Company’s default Outgoing Caller ID. - May select from one of the available.
Numbering Rule	Choose whether follow SP’s Numbering Rule or not (NO USED RULE).
Automatic Call Distribution Report	Choose whether to use Automatic Call Distribution Report.

3. Click the “**Save**” button to modify.
4. Click the “**Cancel**” button to cancel modification.

To see full details choose numbering rule and click the  button.

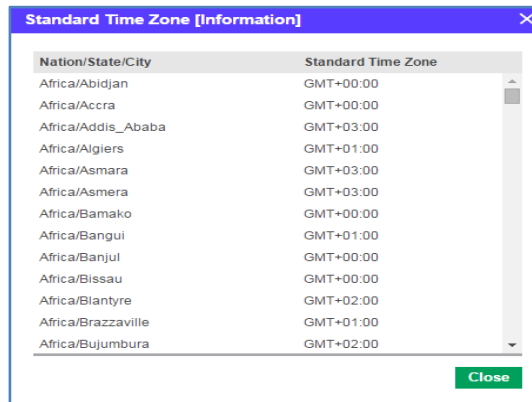


The dialog box titled "Select Number Rule [Information]" contains a table with the following data:

Numbering Rule Name	Start	End
1 Extension	100	299
2 Ring Group	401	499
3 ACD Group	301	399
4 Conference Room	701	799
5 Voice Mail Number	801	801
6 Auto Attendant	810	829

At the bottom right of the table, there is a link "View 1 - 6 of 6". A green "Close" button is located at the bottom right of the dialog box.

From “Standard Time Zone information” click  button to see country/province information.



The dialog box titled "Standard Time Zone [Information]" contains a table with the following data:

Nation/State/City	Standard Time Zone
Africa/Abidjan	GMT+00:00
Africa/Accra	GMT+00:00
Africa/Addis_Ababa	GMT+03:00
Africa/Algiers	GMT+01:00
Africa/Asmara	GMT+03:00
Africa/Asmera	GMT+03:00
Africa/Bamako	GMT+00:00
Africa/Bangui	GMT+01:00
Africa/Banjul	GMT+00:00
Africa/Bissau	GMT+00:00
Africa/Blantyre	GMT+02:00
Africa/Brazzaville	GMT+01:00
Africa/Bujumbura	GMT+02:00

A green "Close" button is located at the bottom right of the dialog box.



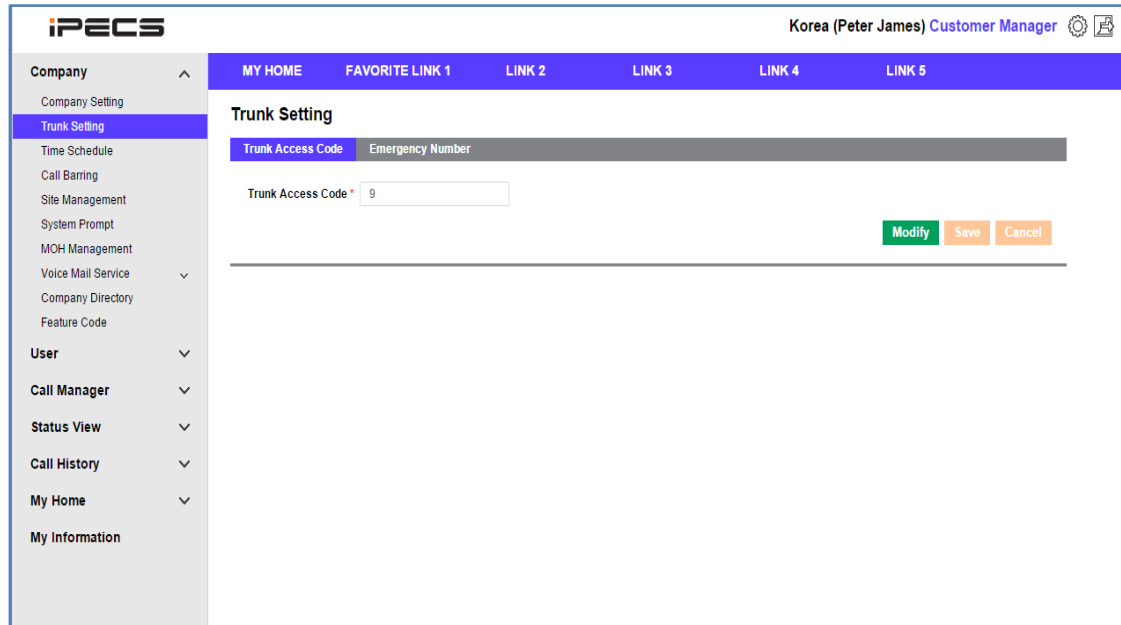
## 2.1.2 Trunk Setting

Displays outgoing call information, the setting is applied across the whole company.

### 2.1.2.1 Trunk Access Code

#### 2.1.2.1.1 List

Choose “Company” > “Trunk Setting” > “Trunk Access Code” to display below.



The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar lists various settings categories, with 'Trunk Setting' selected. The main content area is titled 'Trunk Setting' and contains a form with two tabs: 'Trunk Access Code' (active) and 'Emergency Number'. The 'Trunk Access Code' field contains the value '9'. Below the field are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (orange).

#### NOTE

To make an outgoing call you must enter the trunk access code before dialing.

#### 2.1.2.1.2 Modify

Modify 'Trunk Access Code'



The screenshot shows the iPECS Customer Manager interface in modification mode. The page title is 'Trunk Setting' and it contains a form with two tabs: 'Trunk Access Code' (active) and 'Emergency Number'. The 'Trunk Access Code' field contains the value '8'. Below the field are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (orange).

1. Click the “**Modify**” button to enter modification mode.
2. Modify Trunk Access Code.
3. Click the “**Save**” button to modify.
4. Click the “**Cancel**” button to cancel modification.

## 2.1.2.2 Emergency Number

### 2.1.2.2.1 List

Choose “Company” > “Trunk Setting” > “Emergency Number” to display below.

The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name 'Korea (Peter James) Customer Manager', and a settings icon. A left sidebar menu is expanded to 'Company', with 'Trunk Setting' selected. The main content area is titled 'Trunk Setting' and has a sub-tab 'Emergency Number' selected. Below this, there is a table with one row of data:

Trunk Access Code	Emergency Number	Outgoing Digit
1	112	99112

Below the table, there are 'Add', 'Modify', and 'Delete' buttons. At the bottom of the page, there are input fields for 'Emergency Number \*' and 'Outgoing Digit \*' with a '9' in a dropdown menu. 'Save' and 'Cancel' buttons are located at the bottom right. A copyright notice 'Copyright 2015' is visible at the very bottom.

1. Configure the countries emergency phone numbers.
2. Enter the emergency number you would like to add in the “Emergency Number” field.
3. The trunk access code will be entered in front of the emergency number automatically.

### 2.1.2.2.2 View

If choose one of the emergency numbers full details will be displayed below.

**Trunk Setting**

Trunk Access Code    **Emergency Number**

<input type="checkbox"/>	Emergency Number	Outgoing Digit
1	112	89112
2	113	89113

View 1 - 2 of 2

**Add**   **Modify**   **Delete**

Emergency Number \*   112

Outgoing Digit \*   8   9112

**Save**   **Cancel**

Each items mean below

Item	Description
Emergency Number	Allows you to set the emergency number. (Maximum of 8 digits.)
Outgoing Digit	Outgoing digit number.

### 2.1.2.2.3 Modify

Modify previous Emergency Number.

#### Modify Emergency Number

Emergency Number \*   112

Outgoing Digit \*   8   7112

**Save**   **Cancel**

1. Click the **“Modify”** button to convert to modify mode.
2. Modify previous Emergency Number. (Outgoing Digit is automatically displayed.)
3. Click the **“Save”** button to modify.
4. Click the **“Cancel”** button to cancel.
  - Default settings by the Service Provider you will be unable to modify or delete.

#### 2.1.2.2.4 Add

Add Emergency Number information.

##### Add Emergency Number

Emergency Number \* 119

Outgoing Digit \* 8 8119

Save Cancel

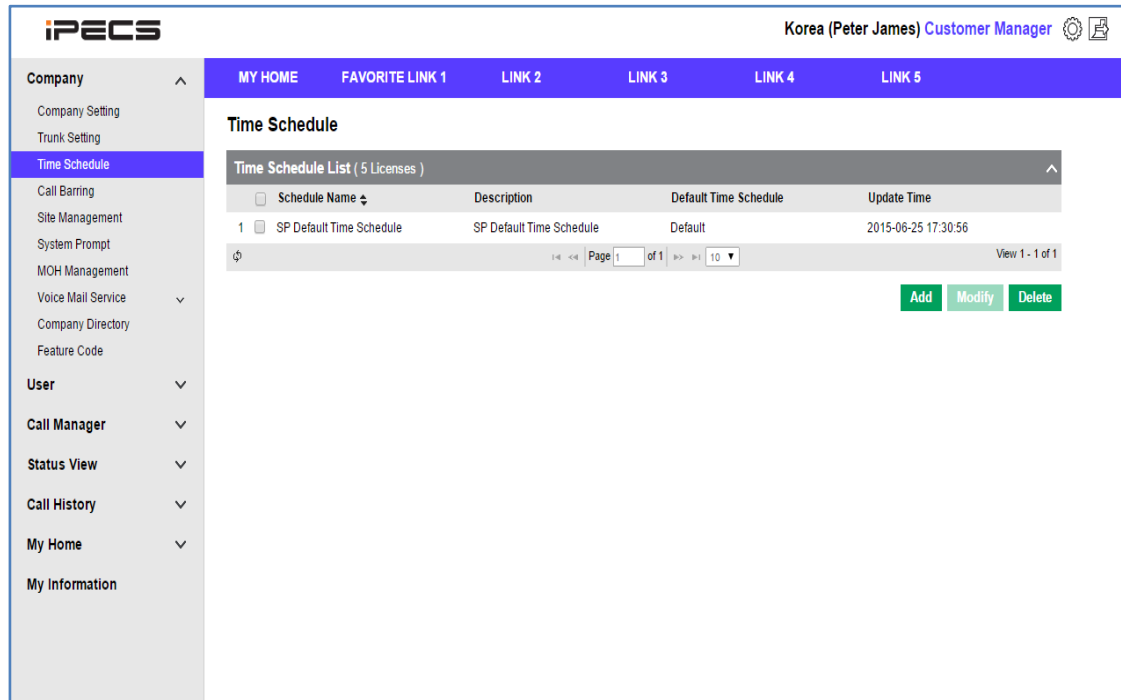
1. Click the “**Add**” button to add a new record.
2. Input the emergency number. (It will not be possible to replicate a emergency number that already exists.)
3. Click the “**Save**” button to save.
4. Click the “**Cancel**” button to return to the list view without saving.

## 2.1.3 Time Schedule

Displays Customer's default time schedule. Settings for schedule include business time (day), night time (Night), Off-duty (Timed), holiday etc.

### 2.1.3.1 List

Choose **"Company"** > **"Time Schedule"** to display below.



The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name 'Korea (Peter James) Customer Manager', and a settings icon. Below the navigation bar, there are tabs for 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a menu with categories: 'Company' (with a sub-menu including Company Setting, Trunk Setting, Time Schedule, Call Barring, Site Management, System Prompt, MOH Management, Voice Mail Service, Company Directory, and Feature Code), 'User', 'Call Manager', 'Status View', 'Call History', 'My Home', and 'My Information'. The 'Time Schedule' menu item is highlighted. The main content area is titled 'Time Schedule' and contains a table titled 'Time Schedule List ( 5 Licenses )'. The table has columns for 'Schedule Name', 'Description', 'Default Time Schedule', and 'Update Time'. A single entry is shown: '1 SP Default Time Schedule' with description 'SP Default Time Schedule', default 'Default', and update time '2015-06-25 17:30:56'. Below the table is a pagination control showing 'Page 1 of 1' and 'View 1 - 1 of 1'. At the bottom right of the table area are three buttons: 'Add', 'Modify', and 'Delete'.

Schedule Name	Description	Default Time Schedule	Update Time
1 SP Default Time Schedule	SP Default Time Schedule	Default	2015-06-25 17:30:56

## 2.1.3.2 View

Choose a time schedule from the list to show the detail view.

### Time Schedule

**Time Schedule List ( 5 Licenses )**

Schedule Name	Description	Default Time Schedule	Update Time
1 <input checked="" type="checkbox"/>	Default Time Schedule	Default	2015-07-22 17:34:49

Page 1 of 1
View 1 - 1 of 1

Add
Modify
Delete

Schedule Name \*

Description

Default Time Schedule

**Schedule**    **Holiday Option**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Holiday Option	Holiday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Holiday ▾
Day Start	<input type="text" value=""/> : <input type="text" value=""/>	09 : 00	09 : 00	09 : 00	09 : 00	09 : 00	<input type="text" value=""/> : <input type="text" value=""/>
Night Start	<input type="text" value=""/> : <input type="text" value=""/>	18 : 00	18 : 00	18 : 00	18 : 00	17 : 00	<input type="text" value=""/> : <input type="text" value=""/>
Timed	<input type="text" value=""/> : <input type="text" value=""/>	12 : 00	12 : 00	12 : 00	12 : 00	12 : 00	<input type="text" value=""/> : <input type="text" value=""/>
	<input type="text" value=""/> : <input type="text" value=""/>	13 : 00	13 : 00	13 : 00	13 : 00	13 : 00	<input type="text" value=""/> : <input type="text" value=""/>

Save
Cancel

1. You can set a specific day as a holiday by selecting "Holiday" from the dropdown menu.
2. Schedule configures Sunday to Saturday schedules.
3. Weekdays can be configured as business time (Day), night time (Night), off-duty by time information (00:00~23:59).

Item	Description
Schedule Name	Schedule Name.
Description	Detail information.
Default Time Schedule	Checked if configured as Company Default Schedule (Default Schedule applies to the Switch Board.).

### 2.1.3.3 Modify

Modify schedule option and information.

#### Modify selected schedules

Schedule Name \*

Description

Default Time Schedule

---

**Schedule** | **Holiday Option**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Holiday Option	Holiday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Holiday ▾
Day Start	<input type="text" value=""/> : <input type="text" value=""/>	08 : 00	08 : 00	08 : 00	08 : 00	08 : 00	<input type="text" value=""/> : <input type="text" value=""/>
Night Start	<input type="text" value=""/> : <input type="text" value=""/>	17 : 00	17 : 00	17 : 00	17 : 00	17 : 00	<input type="text" value=""/> : <input type="text" value=""/>
Timed	<input type="text" value=""/> : <input type="text" value=""/>	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	<input type="text" value=""/> : <input type="text" value=""/>
	<input type="text" value=""/> : <input type="text" value=""/>	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	<input type="text" value=""/> : <input type="text" value=""/>

**Schedule** | **Holiday Option**

Holiday Option ▾

	Calendar Type	Holiday Option Name
1 <input checked="" type="checkbox"/>	Solar ▾	<input type="text" value="New Year Day"/>

⊕ View 1 - 1 of 1

1. Click the “**Modify**” button to convert to modify mode.
2. Modify the schedule name.
3. Modify detail time schedule using the schedule tab.
4. Modify holiday options using the holiday tab.
5. Click the “**Save**” button to modify.
6. Click the “**Cancel**” button to cancel the modification.

## 2.1.3.4 Add

Add Schedule option and information.

### Modify selected schedule

Schedule Name \*

Description

Default Time Schedule

**Schedule** | Holiday Option

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Holiday Option	Holiday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Holiday ▾
Day Start	<input type="text" value=""/> : <input type="text" value=""/>	08 : 00	08 : 00	08 : 00	08 : 00	08 : 00	<input type="text" value=""/> : <input type="text" value=""/>
Night Start	<input type="text" value=""/> : <input type="text" value=""/>	17 : 00	17 : 00	17 : 00	17 : 00	17 : 00	<input type="text" value=""/> : <input type="text" value=""/>
Timed	<input type="text" value=""/> : <input type="text" value=""/>	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	<input type="text" value=""/> : <input type="text" value=""/>
	<input type="text" value=""/> : <input type="text" value=""/>	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	<input type="text" value=""/> : <input type="text" value=""/>

**Schedule** | **Holiday Option**

Holiday Option ▾

	Calendar Type	Holiday Option Name
1 <input type="checkbox"/> 01 ▾ / 01 ▾	Solar ▾	New Year Day
2 <input checked="" type="checkbox"/> ▾ / ▾	Solar ▾	<input type="text"/>

View 1 - 2 of 2

1. Click the “**Add**” button to convert to add mode.
2. Set the schedule name.
3. Set detail time schedule using the schedule tab.
4. To add a holiday selected the holiday tab.
5. Click the “**Save**” button to save the schedule.
6. Click “**Cancel**” button to go back to the list without saving.

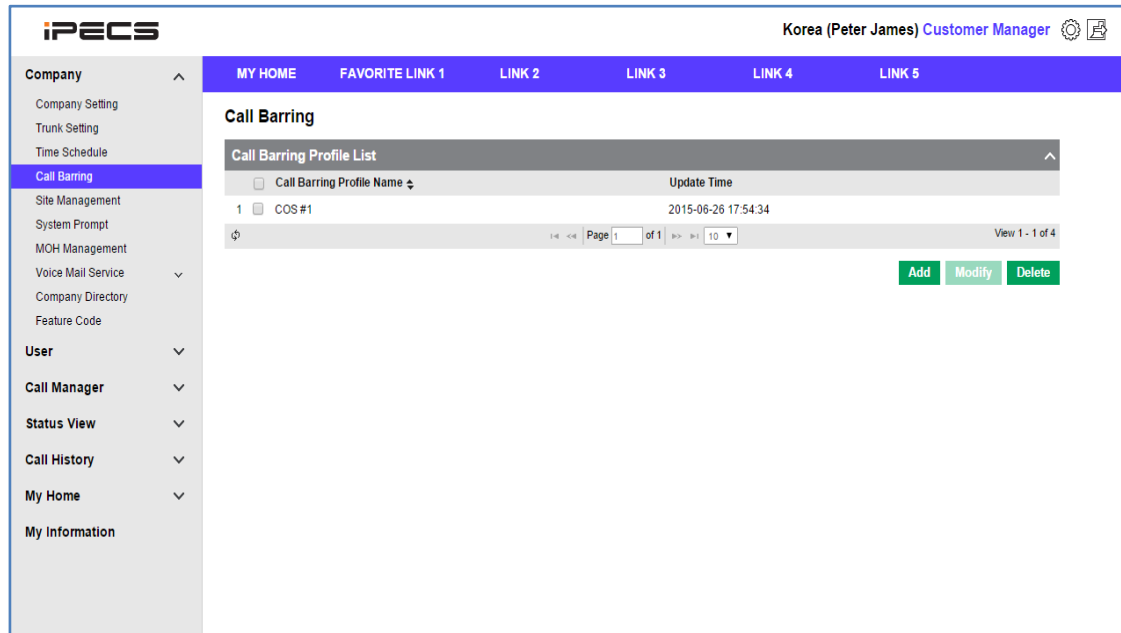


## 2.1.4 Call Barring

You can view and configure call barring. The created call barring profiles can be assigned in the user settings.

### 2.1.4.1 List

Choose **"Company" > "Call Barring"** to display below.



1. You can create multiple call barring profiles for each customer.
2. You will be unable to delete call barring profiles that are in use.

Item	Description
Call Barring Profile Name	The name you would like to assign to that call barring profile.
Update Time	The date and time that the profile has either been added or modified.

## 2.1.4.2 View

Choose one of the profiles displayed in the call barring list to display the full details.

### Call Barring

**Call Barring Profile List** ^

Call Barring Profile Name <span style="font-size: small;">↕</span>	Update Time
1 <input checked="" type="checkbox"/> COS #1	2015-06-26 17:54:34

View 1 - 1 of 4

Page 1 of 1

Add
Modify
Delete

Profile Name \*

Apply Type \*  ▼

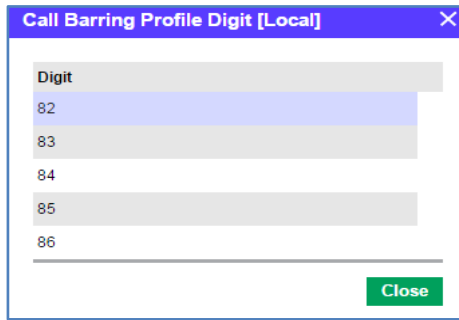
### Call Barring

	Allow	Detail
Local	<input checked="" type="checkbox"/>	⌘
Long Distance	<input checked="" type="checkbox"/>	⌘
Mobile	<input checked="" type="checkbox"/>	⌘
International	<input checked="" type="checkbox"/>	⌘

Save
Cancel

- You may configure call barring for the following destinations: Local, Long Distance, Mobile and International.

Item	Description
Profile Name	Set the profile name displayed.
Apply Type	Call barring apply type. - Unconditional: Apply Allow/Deny regardless of Time Schedule. - By Time Schedule: Apply Allow/Deny according to Time schedule.



## NOTE

When you click Magnifier button in Detail, call barring digits including trunk access code defined in “**Trunk Setting**” tab menu are shown.

### 2.1.4.3 Modify

Modify call barring options and information.

#### Modify Call Barring setting

Profile Name \*

Apply Type \*  ▾

**Call Barring**

	Allow	Detail
Local	<input checked="" type="checkbox"/>	⌘
Long Distance	<input type="checkbox"/>	⌘
Mobile	<input type="checkbox"/>	⌘
International	<input checked="" type="checkbox"/>	⌘

1. Click the “**Modify**” button to convert to modify mode.
2. Modify the required information Items labeled with \* are required fields that must be completed.
3. Click the “**Save**” button to modify.
4. Click “**Cancel**” button to cancel modification.

## 2.1.4.4 Add

Add Call Barring Option and Information.

### Add Call Barring items

Profile Name \*

Apply Type \*

**Call Barring**

	Day Allow	Night Allow	Timed Allow	Detail
Local	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	⌘
Long Distance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	⌘
Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	⌘
International	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	⌘

1. Click the “**Add**” button to add a new call barring profile.
2. Enter a profile name.
3. Tick the time where you would like call barring to be allowed.
4. Configure Allow by choosing grade and Schedule (Day/Night/Timed), click checkbox. (If Apply Type is Unconditional, just select grade, No need to select Schedule.)
5. Click the “**Save**” button to save.
6. Click the “**Cancel**” button to go back to the list without saving.

## 2.1.5 Site Management

Displays Customer's Site information.

### 2.1.5.1 List

Choose "Company" > "Site Management" to display below.

The screenshot shows the iPECS Customer Manager interface. The left sidebar contains a navigation menu with 'Site Management' selected. The main content area is titled 'Site Management' and contains a 'Site List' table. The table has the following columns: Name, Call Barring, Outgoing Caller ID, Time Schedule, Postcode, State, City, Address Info 1, Address Info 2, and Direct Dial Call Number Count. The table contains three rows of data:

	Name	Call Barring	Outgoing Caller ID	Time Schedule	Postcode	State	City	Address Info 1	Address Info 2	Direct Dial Call Number Count
1	Seoul1(main)	Employee	80541234	Sch 1	111 222	Seoul	jongro 123	1114		3
2	Busan	Employee	80541234	Sch 1	111 222	Busan	111 222	abcd		1
3					698 123	Korea	Jeju	jeju-si	81834	1

At the bottom of the table, there is a search filter (φ) and pagination controls showing 'Page 1 of 1' and 'View 1 - 3 of 3'. A 'Modify' button is located at the bottom right of the table area.

Each items mean below

Item	Description
Name	Site Name.
Call Barring	Default Call Barring.
Outgoing Caller ID	Default Outgoing Caller ID(Outgoing Caller ID: Phone number displayed to recipient.).
Time Schedule	Time Schedule of the site.
Postcode	Postal Code.
State	Name of the region.
City	Name of the city.
Address Info 1	Line one of address.
Address Info 2	Line two of address.
Direct Dial Call Number Count	Total amount of direct dial numbers configured on site.

## 2.1.5.2 View

Choose one of the items on the site management list to display details below.

**Site Management**

**Site List**

	Name	Call Barring	Outgoing Caller ID	Time Schedule	Postcode	State	City	Address Info 1	Address Info 2	Direct Dial Call Number Count
1	<input checked="" type="checkbox"/> Head Office(main)	Employee	07022030010	Default Time Sched	123 123	Korea	Seoul	Jung-gu	Jung1-ro 141 AK Building 8F	6

Page 1 of 1 View 1 - 1 of 1 Modify

Site Name \*

Main Site

Address
Preference
Number Management

Address Line 1 \*

Address Line 2 \*

Town/City \*

Country/State

Post \*

Save Cancel

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### Detail option of Site address information

Item	Description
Address Line 1	Line one of the site address.
Address Line 2	Line two of the site address.
City	City name.
County	Country name.
Post	Postal code.

### Detail option for Site Preference information

Address
Preference
Number Management

Outgoing Caller ID \*

Call Barring \*

Time Schedule \*

Save Cancel

Item	Description
Outgoing Caller ID	Set Outgoing Caller ID for the site. - Company Outgoing Caller ID : Use Company Outgoing Caller ID. - Override : Set Outgoing Caller ID regardless of the company.
Call Barring	Default Call Barring Profile for the site.
Time Schedule	Set Time Schedule of the site (Site Time Schedule applies to the User.). - Company Time Schedule : set Company Default Time Schedule as Site Time Schedule. - Override : Set Time Schedule of the site, not use Company Default.

### Direct Dial Call Number information option for site

Address Preference **Number Management**

Direct Dial Call Number Count:

Site Direct Dial Call Number

	Site Name	Direct Dial Call Number	Use
1	Seoul	200	U
2	Seoul	201	U
3	Seoul	202	U
4	Seoul	203	
5	Seoul	204	U
6	Seoul	205	U

View 1 - 27 of 27

[Change](#)

Copyright 2015 [Save](#) [Cancel](#)

Item	Description
Direct Dial Call Number Count	Total number of direct dial numbers assigned to the site.
Site Direct Dial Call Number	A list of direct dial numbers per site.

## 2.1.5.3 Modify

Modify Site Information.

### Modify Site Configuration

The screenshot shows the 'Address' tab of the 'Modify Site Configuration' form. The 'Site Name' field contains 'Blue House #'. The 'Main Site' checkbox is checked. Below the tabs, the 'Address' section contains the following fields:

Address Line 1 *	Guro-gu
Address Line 2 *	Digital-ro 32-gil
Town/City *	Seoul
Country/State	South Korea
Post *	110-820

At the bottom right, there are 'Save' and 'Cancel' buttons.

1. Click the “**Modify**” button to enable modify mode.
2. Modify the site name.
3. Modify Address.
4. Select site preferences.

The screenshot shows the 'Preference' tab of the 'Modify Site Configuration' form. The 'Outgoing Caller ID' dropdown is set to 'Company Outgoing Caller ID' with a value of '07022030010'. The 'Call Barring' dropdown is set to 'Employee'. The 'Time Schedule' dropdown is set to 'Company Time Schedule' with a value of 'Default Time Schedule'.

5. You have the ability to move direct dial numbers between sites if required.  
(Items that are in use cannot be moved to another site. The numbers in use will be labeled “U”.)

The screenshot shows the 'Number Management' tab of the 'Modify Site Configuration' form. The 'Direct Dial Call Number Count' is 6. The 'Site Direct Dial Call Number' table is as follows:

	Site Name	Direct Dial Call Number	Use
1	Head Office	07022030010	U
2	Head Office	07022030011	
3	Head Office	07022030012	
4	Head Office	07022030013	
5	Head Office	07022030014	
6	Head Office	07022030015	

The 'Other Direct Dial Call Number' section has a 'Site' dropdown set to 'Please select site' and a 'Search' button. Below it is an empty table with columns 'Site Name', 'Direct Dial Call Number', and 'Use'. A 'Change' button is at the bottom left, and 'No records to view' is at the bottom right.

6. Click the “**Save**” button to save.
7. Click the “**Cancel**” button to cancel the modification.



## 2.1.6 System Prompt

Displays system tones and prompts, you can listen to and modify tones.

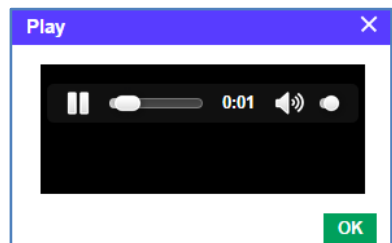
### 2.1.6.1 List

Click “Company” > “System Prompt” to display below.

1. Select a system tone, system default tones will be used unless amended.
2. If system default tone has been amended you can select the default button to return to the original sound file.
3. Tone file is available only in 8K, 16BIT MONO .wav.

Item	Description
Tone Name	Tone Name.
File Name	Uploaded File Name.
System Default Tone	Displays whether default tone has been amended.
Description	Description of selected tone.
Play	Plays the selected tone.

- The play screen below will pop up when listening.



## 2.1.6.2 View

Choose one of the items on the system prompt list to see full details.

The screenshot shows the 'System Prompt' configuration page. At the top, there is a 'System Prompt List' table with the following columns: Tone Name, File Name, System Default Tone, Description, and Play. The table contains five rows, with the fourth row, 'DISA Dial Tone', selected. Below the table, there are 'Modify' and 'Default' buttons. The 'Modify' button is active, and the interface shows a form for editing the selected tone. The 'Tone File' field contains 'tp1\_4' and has a 'Browse' button next to it. The 'Description' field is empty. At the bottom right, there are 'Save' and 'Cancel' buttons.

Item	Description
Tone File	Choose Browse to upload the file, Windows file choice screen pops up. Wave File Format must be set as 8K 16BIT Mono.
Description	Description.

## 2.1.6.3 Modify

Modify the system prompt tone file.

### Modify System Tone

The screenshot shows the 'Modify System Tone' form. It has a 'Tone File' field with the value 'tp1\_4' and a 'Browse' button next to it. The 'Description' field is empty. At the bottom right, there are 'Save' and 'Cancel' buttons.

1. Click the “**Modify**” button to convert to modify mode.
2. Choose wav file to set as Tone. (\*is essential item to save, you cannot save without fill out.)
3. Click the “**Save**” button to save.
4. Click the “**Cancel**” button to cancel the modification.

## 2.1.7 MOH Management

You can configure System default MOH (Music on Hold), and display MOH information and play it.

### 2.1.7.1 View

Choose **“Company” > “MOH Management”** to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name 'Korea (Peter James) Customer Manager', and several navigation links: MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. A left sidebar menu is visible, with 'MOH Management' selected. The main content area is titled 'Music On Hold Management' and contains two radio button options: 'Hold Tone for Internal' (selected) and 'Hold Tone for External'. Each option has a text input field and a 'Browse' button. The 'Hold Tone for Internal' option has the text 'overflow' in its input field. Below these options are three buttons: 'Play', 'Delete', and 'Save'.


Item	Description
Hold Tone for Internal	MOH tone for internal calls.
Hold Tone for External	MOH tone for external calls.

### 2.1.7.2 Modify

#### MOH Tone Modification

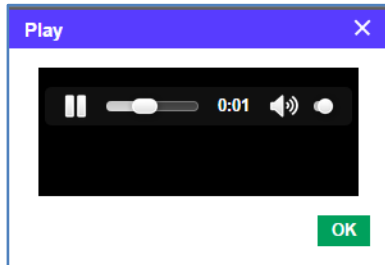
1. Click the **“Browser”** button to select a wav file from your computer.
2. Click the **“Save”** button to save the selected sound file.

#### MOH Tone default setting

1. Click **“radio(  )”** button to default setting.
2. Click the **“Delete”** button to default settings.

### Play configured Tone

1. Click “radio()” button to play.
2. Click the “**Play**” button to listen to the MOH sound file.



## 2.1.8 Voice Mail Service

### 2.1.8.1 Service Number

Internal number used to access voicemail and settings, and you can set an external direct call number to assign to the voicemail box.

#### 2.1.8.1.1 List

Click **“Company” > “Voice Mail Service” > “Service Number”** to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar lists various settings under 'Company', with 'Service Number' selected. The main content area is titled 'Service Number' and contains the following fields:

- Voice Mail Service Number\***: 801 (Rule Number, Min. 801 - Max. 801)
- Direct Dial Call Number**: 07022030011
- Description**: (empty text box)

At the bottom right of the form, there are three buttons: **Modify** (green), **Save** (orange), and **Cancel** (orange).

Item	Description
Voice Mail Service Number	Phone number to access voicemail service.
Direct Dial Call Number	Direct dial number associated with the voicemail service.
Description	Description.

### 2.1.8.1.2 Modify

Modify Service Number information.

#### Modify Voice Mail number rule

**Service Number**

Voice Mail Service Number*	<input type="text" value="220"/>
Direct Dial Call Number	<input type="text" value="07022030011"/> ▼
Description	<input type="text"/>

1. Click the “**Modify**” button to convert to modification mode.
2. Modify Voicemail Number and Direct Dial Call Number. (\*is a required field.)
3. Click the “**Save**” button to modify.
4. Click the “**Cancel**” button to cancel modification.
  - In case of Numbering Rule, display below.

Voice Mail Service Number*	<input type="text" value="801"/>	Rule Number, Min. 801 ~ Max. 801
----------------------------	----------------------------------	----------------------------------

## 2.1.8.2 Company Schedule

Display company schedule information of Voice Mail service.

### 2.1.8.2.1 List

Click **“Company”** > **“Voice Mail Service”** > **“Company Schedule”** to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar lists various settings under 'Company', 'User', 'Call Manager', 'Status View', 'Call History', 'My Home', and 'My Information'. The main content area is titled 'Company Schedule' and has two tabs: 'Schedule' (selected) and 'Holiday'. Below the tabs is a table with the following data:

<input type="checkbox"/>	Schedule Name	Ment Name	Start Time	End Time	Day
1	Work time	queue_K	00:00	23:59	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun <input checked="" type="checkbox"/> Holiday

Below the table is a pagination control showing 'Page 1 of 1' and 'View 1 - 1 of 1'. At the bottom right of the table area are three buttons: 'Add', 'Modify', and 'Delete'.

### 2.1.8.2.2 View

Choose one of the items **“Company Schedule”** > **“Schedule”** list to see the detail.

The screenshot shows the detail view of a 'Company Schedule' item. The top navigation bar and left sidebar are the same as in the previous screenshot. The main content area is titled 'Company Schedule' and has two tabs: 'Schedule' (selected) and 'Holiday'. Below the tabs is a table with the following data:

<input type="checkbox"/>	Schedule Name	Ment Name	Start Time	End Time	Day
1	<input checked="" type="checkbox"/> Work time	queue_K	00:00	23:59	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun <input checked="" type="checkbox"/> Holiday

Below the table is a pagination control showing 'Page 1 of 1' and 'View 1 - 1 of 1'. At the bottom right of the table area are three buttons: 'Add', 'Modify', and 'Delete'. Below the table is a form with the following fields:

Schedule Name:   
Greeting:    
Start Time:  Hour  Min.  
End Time:  Hour  Min.  
Day:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday  Holiday

At the bottom right of the form are two buttons: 'Save' and 'Cancel'.

Item	Description
Schedule Name	Name for voicemail schedule.
Greeting	Tone file for greetings. (8K 16BIT Mono wav file only available.)
Start Time	Schedule start time.
End Time	Schedule end time.
Day	Schedule day. (Holiday means assigned day on Holiday Tab.)

### Company Schedule

Schedule
Holiday

	Holiday Name	Year	Date	Calendar Type
1	<input checked="" type="checkbox"/> Thanks giving day	2015	09-27	Solar

⌕
Page 1 of 1
View 1 - 1 of 1

Get Holiday
Add
Modify
Delete

Holiday Name

Year  ▼

Date  ▼ -  ▼

Calendar Type  ▼

Save
Cancel

Item	Description
Holiday Name	Holiday name for voicemail service.
Year	Holiday year.
Date	Holiday month and day.
Calendar Type	Solar or Lunar.



### 2.1.8.2.3 Modify

Modify Schedule and Holiday information.

#### Modify schedule setting of Voice Mail service

The screenshot shows a web form for modifying voice mail settings. It includes the following fields and controls:

- Schedule Name:** A text input field containing "Work time".
- Greeting:** A dropdown menu showing "queue\_K" and a green "Browse" button.
- Start Time:** Two spinners for "Hour" (02) and "Min." (00).
- End Time:** Two spinners for "Hour" (23) and "Min." (59).
- Day:** A row of checkboxes for "Monday", "Tuesday", "Wednesday", "Thursday", "Friday", "Saturday", "Sunday", and "Holiday", all of which are checked.
- Buttons:** Two orange buttons labeled "Save" and "Cancel" at the bottom right.

1. Click the “**Modify**” button to convert to modification mode.
2. Modify the greeting message.
3. Input the schedule start time.
4. Input the schedule end time.
5. Choose schedule day.
6. Click the “**Save**” button to save.
7. Click the “**Cancel**” button to cancel modification.

#### Modify Holiday setting for Voice Mail service

The screenshot shows a web form for modifying holiday settings. It includes the following fields and controls:

- Holiday Name:** A dropdown menu showing "Thanks Giving day".
- Year:** A dropdown menu showing "2015".
- Date:** Two dropdown menus for the day and month, showing "09" and "27" respectively.
- Calendar Type:** A dropdown menu showing "Solar".
- Buttons:** Two orange buttons labeled "Save" and "Cancel" at the bottom right.

1. Click the “**Modify**” button to convert to modification mode.
2. Modify Holiday day information.
3. Click the “**Save**” button to save.
4. Click the “**Cancel**” button to cancel the modification.

### 2.1.8.3 Add

Add Schedule and Holiday information.

#### Add Voice Mail schedule

Screenshot of the 'Add Voice Mail schedule' form. The form includes the following fields and options:

- Schedule Name:
- Greeting:
- Start Time:  Hour  Min.
- End Time:  Hour  Min.
- Day:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday  Holiday
- Buttons:

1. Click the “**Add**” button to add a new schedule.
2. Input Schedule name.
3. Browse to and select greeting.
4. Input schedule start time.
5. Input schedule end time.
6. Choose schedule day.
7. Click the “**Save**” button to save.
8. Click the “**Cancel**” button to cancel modification and go back to the list view.

#### Add Holiday for Voice Mail

Screenshot of the 'Add Holiday for Voice Mail' form. The form includes the following fields and options:

- Holiday Name:
- Year:
- Date:  -
- Calendar Type:
- Buttons:

1. Click the “**Add**” button to add holiday time.
2. Input a name for holiday option.
3. Choose holiday year. (Choose ‘Every Year’ if the same day is a holiday on every year.)
4. Choose holiday date.
5. Choose Solar holiday or Lunar holiday.
6. Click the “**Save**” button to save.
7. Click the “**Cancel**” button to go back to the list view.

## 2.1.9 Company Directory

Display companies public directory to the user.

### 2.1.9.1 List

Click “Company” > “Company Directory” to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a 'Company' menu with options like 'Company Setting', 'Trunk Setting', 'Time Schedule', 'Call Barring', 'Site Management', 'System Prompt', 'MOH Management', 'Voice Mail Service', 'Service Number', and 'Company Schedule'. The main content area is titled 'Company Directory' and features a search bar with a 'Search' button. Below the search bar is a 'Directory List' table with columns for First Name, Last Name, Direct Dial Call Number, Mobile Number, Company, Department, and E-mail. A single entry is visible: Gil-dong Hong, 7778888, 86100001111, Hwalbin-dang. At the bottom of the table are buttons for 'Add', 'Modify', 'Delete', 'Directory List Download', 'Directory Format Download', and 'Directory Format Upload'.

### 2.1.9.2 View

Choose one of the items on company directory list to see full details.

The screenshot shows the 'View' details for a company directory entry. The top navigation bar and sidebar are the same as in the previous screenshot. The main content area is titled 'Company Directory' and features a search bar with a 'Search' button. Below the search bar is a 'Directory List' table with columns for First Name, Last Name, Direct Dial Call Number, Mobile Number, Company, Department, and E-mail. A single entry is visible: Gil-dong Hong, 7778888, 86100001111, Hwalbin-dang. Below the table are buttons for 'Add', 'Modify', 'Delete', 'Directory List Download', 'Directory Format Download', and 'Directory Format Upload'. At the bottom of the page are 'Save' and 'Cancel' buttons.

Item	Description
First Name	First Name.
Last Name	Last Name.

Direct Dial Call Number	Direct dial call number.
Mobile Number	Mobile phone number.
Company	Company information.
Department	Department information.
E-mail	E-mail address information.

### Excel file download

1. Click the “**Directory List Download**” button to download company directory as an excel file.

## 2.1.9.3 Modify

Modify Company Directory information.

### Modify selected Directory information

1. Click the “**Modify**” button to convert to modification mode.
2. Modify each item. (\*is a required field.)
3. Click the “**Save**” button to save.
4. Click the “**Cancel**” button to cancel modification.

## 2.1.9.4 Add

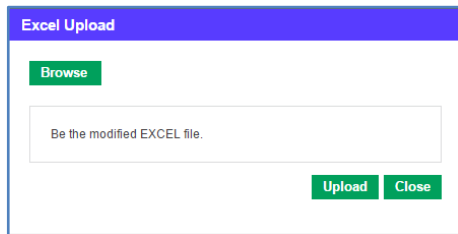
Add Company Directory information.

### Add company Directory

1. Click the “**Add**” button to add contact details to the company directory.
2. Input the contacts information.
3. Click the “**Save**” button to save.
4. Click the “**Cancel**” button to go back to the list view.

### Upload as excel file

1. Click the “**Directory Format Download**” button to download the directory in excel format.
2. Save data to add on downloaded excel format.
3. Click the “**Directory Format Upload**” button to open the file upload window.



4. Brows to the populated excel file and upload.

## 2.1.10 Feature code

Displays full list of feature codes available. Assigned feature codes apply to all company users, and set the feature code on the phone to use the listed feature.

### 2.1.10.1 List

Click **"Company"** > **"Feature Code"** to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a 'Company' menu with options like 'Company Setting', 'Trunk Setting', 'Time Schedule', 'Call Barring', 'Site Management', 'System Prompt', 'MOH Management', 'Voice Mail Service', 'Service Number', 'Company Schedule', and 'Company Directory'. The 'Feature Code' option is selected. The main content area displays a 'Feature Code List' table with columns for 'Feature Code', 'Feature Name', and 'Update Time'. The table lists 10 items, each with a checkbox and a feature code number (500-509). Below the table are 'Add', 'Modify', and 'Delete' buttons. The page footer indicates 'Page 1 of 4' and 'View 1 - 10 of 36'.

Feature Code	Feature Name	Update Time
1 500	Internal Page	2015-06-25 17:30:57
2 501	Forward Register (Normal)	2015-06-25 17:30:58
3 502	Forward Cancel	2015-06-25 17:31:00
4 503	Timed DND Register / Cancel (Toggle)	2015-06-25 17:31:01
5 504	DND Register / Cancel (Toggle)	2015-06-25 17:31:02
6 505	Account Code	2015-06-25 17:31:03
7 506	Station Speed Dial (Register)	2015-06-25 17:31:04
8 507	Station Speed Dial	2015-06-25 17:31:05
9 508	Extension Call Back / Trunk Queuing	2015-06-25 17:31:06
10 509	Extension Call Back / Trunk Queuing Cancel	2015-06-25 17:31:07

Item	Description
Feature Code	Feature code assigned to feature.
Feature Name	Name and description of feature.
Update Time	The time the feature was last added or modified.

## 2.1.10.2 View

Choose one of the items on feature code list to see detail view.

**Feature Code**

Feature Code

<input type="checkbox"/> Feature Code	Feature Name	Update Time
1 <input checked="" type="checkbox"/> 500	Internal Page	2015-06-25 17:30:57
2 <input type="checkbox"/> 501	Forward Register (Normal)	2015-06-25 17:30:58
3 <input type="checkbox"/> 502	Forward Cancel	2015-06-25 17:31:00
4 <input type="checkbox"/> 503	Timed DND Register / Cancel (Toggle)	2015-06-25 17:31:01
5 <input type="checkbox"/> 504	DND Register / Cancel (Toggle)	2015-06-25 17:31:02

Page 1 of 4 View 1 - 10 of 36

Feature Code \*  1 ~ 5 Digit

Feature Name \*

Item	Description
Feature code	Feature code assigned to feature.
Feature Name	Name and description of feature.

## 2.1.10.3 Modify

Modify Feature assigned on Feature Code.

### Modify function key setting

Feature Code \*  1 ~ 5 Digit

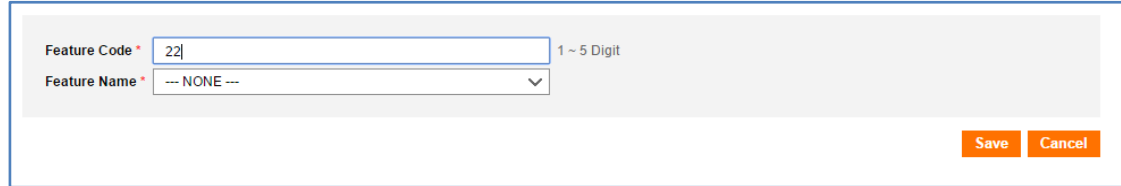
Feature Name \*

1. Click the “**Modify**” button to convert to modification mode.
2. Select the feature you would like to assign to the selected feature code. (\*is an essential item to save.)
3. Click the “**Save**” button to save.
4. Click the “**Cancel**” button to cancel the modification.

## 2.1.10.4 Add

Add Feature Code information.

### Add function key



Feature Code \* 22 1 ~ 5 Digit  
Feature Name \* --- NONE ---  
Save Cancel

1. Click the “**Add**” button to add a new feature code.
2. Select a feature from the dropdown menu.
3. Click the “**Save**” button to save data.
4. Click the “**Cancel**” button to cancel modification and return to the list view.

### Feature List

Internal Page	Forward Register(Normal)
Forward Cancel	Timed DND Register/Cancel(Toggle).
DND Register/Cancel (Toggle)	Account Code.
Station Speed Dial (Register)	Station Speed Dial.
Extension Call Back/ Trunk Queuing	Extension Call Back/ Trunk Queuing Cancel.
Call Pick-Up (Group)	Pick-up (Direct).
Call Park (Register/ Answer)	Hot Desk Login/ Logout.
Conference Room Activate	Conference Room Deactivate.
Wake-up Register	Wake-up Cancel.
Intrude Request	Camp On Register.
OHVO(Off Hook Voice Over)	ACD Agent Log On/Off.
ACD Agent Not Ready Mode	ACD Agent Work Mode.
ACD Agent Auto Work Mode After Call(On/Off)	ACD Agent Auto Answer (On/Off).
ACD Agent Head/Hand Set	ACD Agent Headset Ring Mode Change.
ACD Supervisor Display Q Wait Count	ACD Supervisor Group Night Mode.
ACD Supervisor Group Holiday Mode	ACD Supervisor Silent Monitor.
ACD Supervisor ACD Q Overflow Count Change	Two Way Record.
Virtual Desk Login/Logout	ACD Agent Help Request.



## 2.2 User

Menu for registering User and managing Feature.

### 2.2.1 User Setting

Add, modify or delete the customer user information, manage extensions, direct dial call numbers, portal accounts, devices, barring, packages and assignment of features. Create multiple user which have same attribute using **“Multiple User Add”**. Batch modification is possible by downloading user list as excel file and uploading the modified file.

#### 2.2.1.1 List

Click **“User” > “User Setting”** to display default screen which shows configured User list.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a menu with 'User' expanded to show 'User Setting', 'User Phone Configuration', and 'User Feature Configuration'. The main content area is titled 'User Setting' and features a search bar with 'Extension' and 'Site' dropdowns, and a 'Search' button. Below the search bar is a 'User List' table with the following columns: Site, Extension, Name, Package, User Type, Direct Dial Call Number, Call Barring, Phone, and Update Time. The table lists 9 users. At the bottom of the table, there are buttons for 'Add', 'Modify', 'Delete', 'Multiple User Add', 'User List Download', and 'User List Upload'.

Site	Extension	Name	Package	User Type	Direct Dial Call Number	Call Barring	Phone	Update Time
1	Seoul 4500	Test test	Professional User	Single Client	202	COS #1	IP8815	2015-06-27 12:15:03
2	Seoul 4600	Test Michael	Professional User	Single Client	212	COS #1	IP8815	2015-06-27 14:42:51
3	Seoul 5100	5100 SuperVisor	Professional User	Single Client		COS #1	LIP-9070S	2015-07-10 09:59:30
4	Seoul 5200	5200 Member #1	Professional User	Single Client		COS #1	LIP-9070S	2015-06-29 09:51:48
5	Seoul 5300	5300 Member #2	Professional User	Single Client		COS #1	LIP-9070S	2015-07-10 09:59:11
6	Seoul 5400	5400 Member #3	Professional User	Single Client		COS #1	LIP-9070S	2015-06-29 09:53:29
7	Seoul 5500	5500 Member #4	Professional User	Single Client		COS #1	LIP-9070S	2015-07-10 09:59:21
8	Seoul 6100	ttt aaaa	Professional User	Single Client		COS #1	IP8802	2015-07-08 18:01:59
9	Seoul 6500	asoj oejj	Professional User	Single Client		COS #1	IP8802	2015-07-08 18:35:55

Each items menu below

Item	Description
Site	The site the user is assigned to.
Extension	The users extension number.
Name	Users name assigned to extension. (Applies also to Phone Display Name.)
Package	Users package.
User Type	Users Device attribute. - Single Client: Using a single device. - Multi Client: One Extension for multiple devices

Direct Dial Call Number	Direct Dial Call Number for User.
Call Barring	Users Call Barring. - Obey Site Call Barring : use Call Barring Profile for site - Individual User Call Barring : User assigns Call Barring Profile. (Ex. Employee Call Barring , CEO Call Barring.)
Phone	User's device.
Update Time	Last time the user was updated.

### 2.2.1.2 View

Select one of the users to view full user details that will be displayed at the bottom of the screen once selected.

Site

**User List**

<input type="checkbox"/>	Site	Extension	Name	Package	User Type	Direct Dial Call Number	Call Barring	Phone	Update Time
<input type="checkbox"/>	Seoul	100	gildong hong	Enterprise Pack	Single Client	80541234		IP8815E	2015-06-25 19:45:59
<input checked="" type="checkbox"/>	Seoul	101	SIP101 Koreatimes	Enterprise Pack	Single Client	89541235		IP8820E	2015-06-24 19:32:52
<input type="checkbox"/>	Seoul	110	james	Enterprise Pack	Single Client			IP8815E	2015-06-24 19:32:52
<input type="checkbox"/>	Seoul	200	LIP200 Koreatimes	Enterprise Pack	Single Client			LIP-9010	2015-06-24 19:42:47

**Extension \***  Rule Number, Min. 100 ~ Max. 299

**Name \***   This name is also used to phone's display name.

**Site \***

**Portal ID \***

**Password \***

**E-mail**

**Package \***

**User Type \***

**Direct Dial Call Number**

**Call Barring \***

**Outgoing Caller ID \***

**Each items mean below**

<b>Item</b>	<b>Description</b>
Extension	Extension.
Name	Users name including first name and last name.
Site	Users Site.
Portal ID	Login used to access the user portal.
Password	User portal ID password.
E-mail	Users E-Mail.
Package	The package assigned to that user.
User Type	Using a single or multiple devices.
Direct Dial Call Number	Direct dial number used for external calls.
Call Barring	Users Call Barring Profile.
Outgoing Caller ID	Outgoing caller ID that is displayed on all outgoing calls.

**User assigned 'Device'**

The screenshot shows a configuration interface with a top navigation bar containing 'Device', 'Feature', 'Service', 'Information', and 'DN Based CID Routing'. The 'Device' tab is highlighted with a red box. Below the navigation bar, the 'Assigned Device' section is visible, showing a dropdown menu for 'Phone' with 'Model No : IP8820E (1)' selected. Below this, there are input fields for 'MAC Address' (43123AAAAA11), 'Authentication ID' (6\*0150101), 'Authentication Password' (masked with dots), and 'Extension Password'.

**Each items mean below**

<b>Item</b>	<b>Description</b>
Model No	Users phone model number.
MAC Address	Users phone MAC address.
Authentication ID	Authentication ID for Call Server registration. (for SIP Phone only, Not Lip Phone.)
Authentication Password	Authentication ID Password for Call Server registration. (for SIP Phone only, Not LIP Phone.)
Extension Password	Password for Extension authentication. - Use in case of Hot Desk User Login. Need to be configured as Click to Call to operate as Click to Call.

## 'Feature' within user assigned package

Feature	Setting	Additional Info
Call Forward	Allow	
Off-Net Call Forward	Allow	
OHVO	Allow	
Intercept	Allow	
Call Park	Allow	
Intrusion	Allow	
Allow Anonymous Call	Allow	
Present External Caller ID	Display on LCD	
CLIR	Allow Send CID	Calling Line Identification Restriction
Deny Recall for Transfer Failure	Recall	
ACD Group User	Allow	ACD Group - Member License(User,Supervisor)
ACD Call center seat	Allow	ACD Report Using License (User)
Conference Call	Allow	
Call Recording	ODR	

## Description of each feature below

Item	Description	Range	Default
Call Forward	Option to allow an extension to activate call forward.	Allow/Deny	Allow
Off-Net Call Forward	Option to allow an Extension to set call forward to off-net.	Allow/Deny	Allow
OHVO	Option to perform off hook voice over if the called extension is busy.	Allow/Deny	Allow
Intercept	Option to allow an extension to intercept call on busy.	Allow/Deny	Allow
Call Park	Option allows user to park the call to the specified call park number.	Allow/Deny	Allow
Conference Call	Allows a user to establish a conference call.	Allow/Deny	Allow
Intrusion	Option to perform intrusion if the called extension is busy.	Allow/Deny	Allow
Allow Anonymous Call	Option to reject CLIR(Calling Line Identification Restriction) calls.	Allow/Deny	Allow
Present External Caller ID	Option to send CID information when trunk call is placed with Off-net forward set by an Extension.	Display on LCD/None	Display on LCD
CLIR	Option to Include the CLIR attribute in the Trunk message for an outgoing call.	Allow Send CID/Restrict	Allow Send CID

Deny Recall for Transfer Failure	Option not to recall the transferring Extension when the call transfer fails.	Recall/None	Recall
Remote Office	Remote Office.	Allow/Deny	Allow
Call Recording	Call Recording.	ODR/ACR/ Not Use	ODR
Voice Mail	Voicemail.	Use/Not Use	Use
ACD Group User	ACD Group - Member License. (User, Supervisor.)	Allow /Deny	Allow
ACD Call center seat	ACD Report Using License.(User)	Allow /Deny	Allow
ACD Call center supervisor	ACD Report Using License. (Supervisor)	Allow /Deny	Allow
Call Control Client (UC)	Call Control Client. (UC)	Use/Not Use	Use
Call Control Client (Lync RCC 2010)	Call Control Client. (for Microsoft Lync RCC 2010)	Use/Not Use	Use
Call Control Client (Lync RCC 2013)	Call Control Client. (for Microsoft Lync RCC 2013)	Use/Not Use	Allow

#### 'Service' for Users Status

The screenshot shows a configuration interface with a top navigation bar containing tabs: 'Device', 'Feature', 'Service' (highlighted with a red box), 'Information', and 'DN Based CID Routing'. Below the tabs, the section is titled 'Service by Status'. It contains two dropdown menus: 'Busy Service' with the value 'Busy' selected, and 'No Answer Service' with the value 'No Answer' selected.

#### Each items mean below

Item	Description
Busy Service	Service for Busy (Busy/Camp On/Call Wait/Pilot Hunt).
No Answer Service	Service for No Answer (No Answer/Pilot Hunt).

### User 'Information'

Device Feature Service **Information** DN Based CID Routing

Department

Mobile Number

Item	Description
Department	Department.
Mobile Number	Mobile Phone Number.

### User 'DN Based CID Routing'

Device Feature Service Information **DN Based CID Routing**

Incoming CID  Forward Destination  Description  - +

Item	Description
Incoming CID	Routing Incoming CID Number.
Forward Destination	Forward Destination (If call is received from CID the call is forwarded to configured destination.).

## 2.2.1.3 Add

Add new User.

**User Setting**

Extension   Site

**User List**

Extension \*

Name \*   This name is also used to phone's display name.

Site \*

Portal ID \*

Password \*

E-mail

Package \*

User Type \*  

Direct Dial Call Number

Call Barring \*

Outgoing Caller ID \*

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1. Click the “**Add**” button under the User List.

- Detailed items required to add a User will be shown.
- User List shown by clicking User Setting menu is automatically folded.
- Click  button to unfold User List again.

2. (In case of Numbering Rule is applied) unassigned extension number will be automatically selected.

If you want to choose other extension number, click  button to pop up extension selection window and select desired extension number and click Select button.

**Search Rule Number**

Extension :

DN	USE
1 100	Y
2 101	Y
3 102	N
4 103	N
5 104	N

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3. In cases of no numbering rules being assigned the manager can input any 3 to 5 digit extension number.
4. Click the “**Save**” button to save.
5. Click “**Cancel**” button to return to the list view.



## 2.2.1.4 Modify

Modify configured User information.

### User Setting

Extension   Site  Total Site

#### User List

<input type="checkbox"/>	Site	Extension	Name	Package	User Type	Direct Dial Call Number	Call Barring	Phone	Update Time
<input type="checkbox"/>	Seoul	100	gildong hong	Call Center Agent	Single Client	80541234		IP8815E	2015-06-25 19:45:59
<input checked="" type="checkbox"/>	Seoul	101	SIP101 Koreatime: Call Center Agent	Single Client	89541235			IP8820E	2015-06-24 19:32:52
<input type="checkbox"/>	Seoul	110	james	Call Center Agent	Single Client			IP8815E	2015-06-24 19:32:52
<input type="checkbox"/>	Seoul	200	LIP200 Koreatimes Call Center Agent	Single Client				LIP-9010	2015-06-24 19:42:47

Page 1 of 1 View 1 - 4 of 4

**Extension \***  Rule Number, Min. 100 ~ Max. 299

**Name \***   This name is also used to phone's display name.

**Site \***

**Portal ID \***

**Password \***

**E-mail**

**Package \***

**User Type \***

**Direct Dial Call Number**

**Call Barring \***

**Outgoing Caller ID \***

1. Select a user and click the **“Modify”** button.
2. Modify each value.
3. Click the **“Save”** button to finish modification.

**Device** Feature Service Information DN Based CID Routing

**Assigned Device**  
- Phone Model No : IP8820E (1)

MAC Address

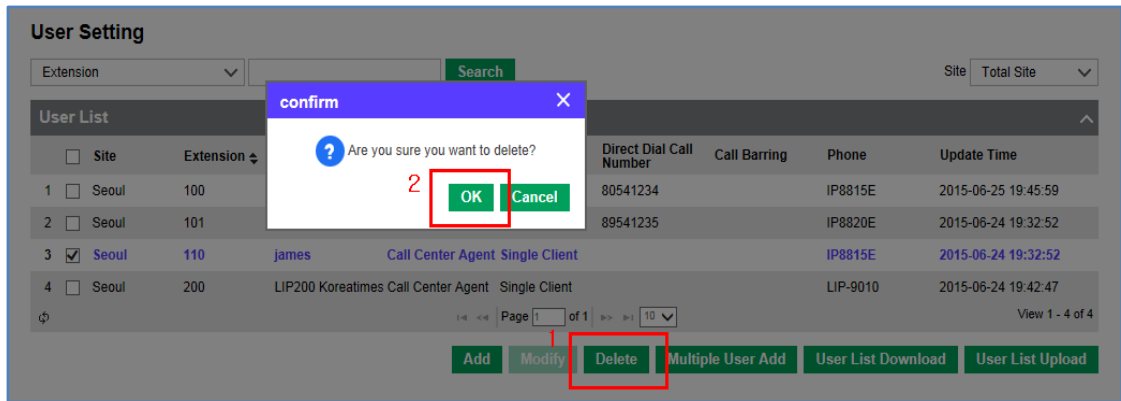
Authentication ID  Authentication Password  Extension Password

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### 2.2.1.5 Delete

Delete generated User.

1. Click checkbox to delete.
2. Click the “Delete” button to view the delete window.
3. Click the “OK” button to confirm you would like to delete the user.



## 2.2.1.6 Multiple User add

Add same attribute user assigned number and scope.

The screenshot shows the 'User Setting' interface. At the top, there is a search bar with 'Extension' as a filter and a 'Search' button. Below this is a 'User List' table with columns: Site, Extension, Name, Package, User Type, Direct Dial Call Number, Call Barring, Phone, and Update Time. The table contains four rows of user data. At the bottom of the table, there are navigation controls including 'Page 1 of 1' and a '10' dropdown. Below the table, there are several action buttons: 'Add', 'Modify', 'Delete', 'Multiple User Add' (highlighted with a red box), 'User List Download', and 'User List Upload'.

Click the “Multiple User Add” button to display the pop out “Multi User Add” window.

The screenshot shows the 'Multiple User Add' pop-up window. It has a blue header with the title 'Multiple User Add' and a close button. The window contains several configuration fields:

- Site:** Seoul
- Extension:** 201, with a multiplier 'x 10' and '(EA) 201~210'.
- Portal ID:** Extension + @koreatimes.com
- Portal PWD:** Extension
- Call Barring:** Obey Site Call Barring, Employee
- Outgoing Caller ID:** Obey Site Outgoing Caller ID
- Package:** Enterprise Pack (1), --- Please Select ---
- Package Device:**
- Customer Device:**
- Authentication ID:** Extension
- Authentication Password:**
- Package Feature:** Call Forward (Allow), Off-Net Call Forward (Allow), OHVO (Allow), Intercept (Allow), Call Park (Allow), Conference Call (Allow), Intrusion (Allow), Allow Anonymous Call (Allow), Present External Caller ID (Display on LCD), CLIR (Allow Send CID), Deny Recall for Transfer Failure (Recall), Call Recording (ODR), Remote Office (Allow), Voice Mail (Use).
- Additional Feature:** +

At the bottom right, there are 'Save' and 'Close' buttons.

<b>Item</b>	<b>Description</b>
Site	Users Site setting.
Extension	Automatic setting of Extension scope by input extension and number.
Portal ID	Automatic user ID generates extension automatically.
Portal PWD	Extension: Same value with EXT. Input: Register input password.
Call Barring	Call Barring attribute. (Obey Site Call Barring/ Individual Call Barring.)
Outgoing Caller ID	Outgoing Caller ID. ( Obey Site Outgoing Caller ID/ User Individual Direct Dial Call Number.)
Package Device	Select users package.
Customer Device	Device list assigned to Customer.
Authentication ID	ID for registration of Call server, Use the same value with EXT or register input value.
Authentication Password	Password for Authentication ID for call server registration.
Package Feature	Package Feature list. Call
Additional Feature	Additional Feature added by + button.

## 2.2.1.7 User List Download

Download User list as excel file format to local PC.

1. Click the “User List Download” under the user list to download excel file.

The screenshot shows the 'User Setting' interface. At the top, there is a search bar with 'Extension' and a 'Search' button. Below it is a 'User List' table with columns: Site, Extension, Name, Package, User Type, Direct Dial Call Number, Call Barring, Phone, and Update Time. A 'confirm' dialog box is overlaid on the table, asking 'Do you want to download an Excel file?' with 'OK' and 'Cancel' buttons. At the bottom of the interface, there are buttons for 'Add', 'Modify', 'Delete', 'Multiple User Add', 'User List Download' (highlighted with a red box), and 'User List Upload'. The page number is 'Page 1 of 1' and 'View 1 - 4 of 4'.

The screenshot shows an Excel spreadsheet titled '< User List >'. It contains a table with the following columns: Extension, Package, User Type, Device, MAC Address, Portal ID, Portal Password, and Frist Name. The first row of data is highlighted in yellow. A note at the top of the spreadsheet states: 'Note: The cells of the following color is not possible to modify items. Do not modify.' The table data is as follows:

Extension	Package	User Type	Device	MAC Address	Portal ID	Portal Password	Frist Name
1001	basic	Single Client	Hard Phone	111111111111	1001@c1.com		1001
1002	basic	Single Client	Hard Phone	111111111112	1002@c1.com		1002
1003	basic	Single Client	Hard Phone	111111111113	1003@c1.com		1003
1004	basic	Single Client	Hard Phone	111111111114	1004@c1.com		1004
1005	CR Pack	Single Client	Hard Phone	111111111117	1005@c1.com		1005
1007	VM Pack	Multi Client	Hard Phone,Lync RCC G/W	111111111115	1007@c1.com		1007
300	basic	Single Client	Hard Phone	B061C703CCB3	c1_h@c1.com		ILOVE
567	CR Pack	Single Client	Hard Phone	B40EDC85C146	c1-567@c1.com		ILOVE

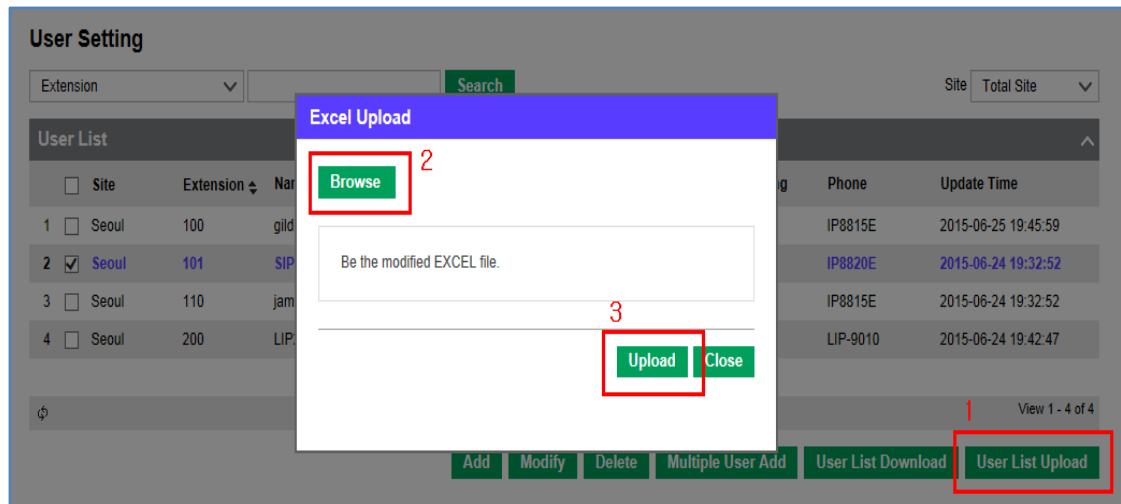
2. You can edit the downloaded user list an uploaded once you have completed amendments.

### NOTE

Do not modify colored-items.

## 2.2.1.8 User List Upload

Multiple user information can be modified and applied by using file.



Excel file format recorded User information refers to file which is download by “**User List Download**”.

1. Click the “**User List Upload**” button to open the file upload window.
2. Click the “**Browse**” button to choose excel file and click the “**Upload**” button to upload the selected file.

## 2.2.2 User Phone Configuration

Manage and setting Multiple Line, Flexible Button of User phone. Click “User” > “User Phone Configuration” to display below.

### 2.2.2.1 Choose Phone

The screenshot displays the iPECS Customer Manager interface for User Phone Configuration. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar lists various configuration options. The main area features a search form with the following fields: Extension (with a 'Quick Search' button), Site Name, User Name, Phone Model, Phone MAC Address, and Button Count. A 'User Phone Search' button is located below the search form. Below this is a table for 'Phone Configuration' with columns: Button Class, Button Type, Phone No., Dial Digit, Button Label, and Digit Number Setting. The table is currently empty, showing 'No records to view'. There are 'Modify' and 'Delete' buttons at the bottom right of the table.

1. **Quick Search** – if you know the extension, input the extension number and search.
2. **User Phone Search** – if you don't know extension, just click the “User Phone Search” button.

This screenshot shows a modal dialog box titled 'Search User HardPhone' overlaid on the main configuration page. The dialog contains a search form with a 'Total Site' dropdown, an 'Extension' dropdown, and a 'Search' button. Below the search form is a table with columns: Site, Name, Model, and MAC Address. The dialog also features 'Select' and 'Close' buttons at the bottom. The background page is dimmed.


1. If you don't know the site the extension number is associated with select "Total Site" to search across all available sites.
2. If you know the users extension, name, model or MAC Address select this from the dropdown click "**Search**" button to search.
  - The inputted search value does not have to match exactly you can enter part of the name or extension number etc.
3. Highlight the user you would like to view from the extension list and click "**Select**" button.



## 2.2.2.2 View

Displays the basic device information including the available function buttons and assigned button features. The number of available buttons will differ depending on the handset model.

### User Phone Configuration



Extension:  Quick Search

Site Name:

User Name:

Phone Model:

Phone MAC Address:

Button Count:

Phone Restart
User Phone Search

---

Phone Configuration
DN Call Failover

<input type="checkbox"/> Button Class	Button Type	Phone No.	Dial Digit	Button Label	Digit Number Setting
1	DN Number	101			
2	DN Number	400			
3	<input type="checkbox"/> No Assign				
4	<input type="checkbox"/> No Assign				
5	<input type="checkbox"/> No Assign				
6	<input type="checkbox"/> No Assign				
7	<input type="checkbox"/> No Assign				
8	<input type="checkbox"/> No Assign				
9	<input type="checkbox"/> No Assign				
10	<input type="checkbox"/> No Assign				
11	<input type="checkbox"/> No Assign				
12	<input type="checkbox"/> No Assign				
View 1 - 12 of 12					

Modify
Delete

Each items mean below

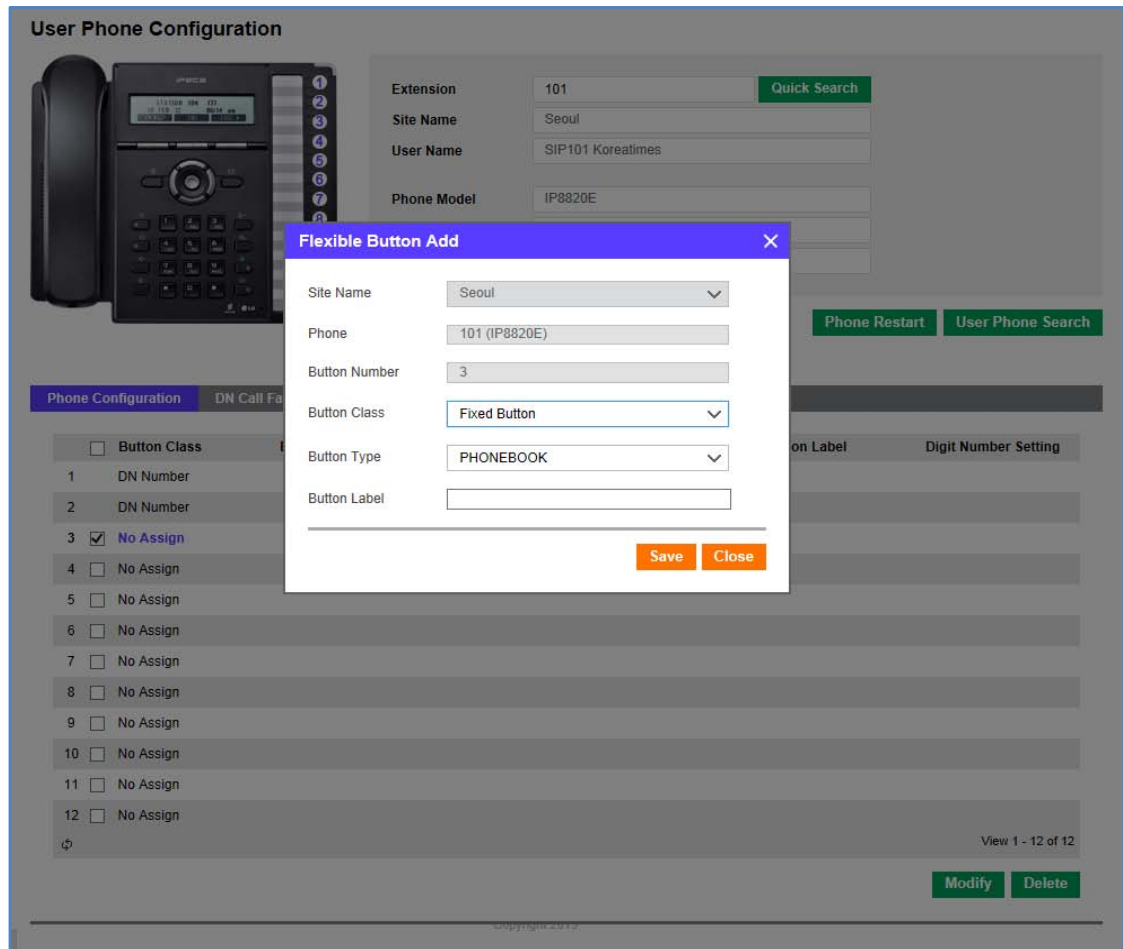
Item	Description
Extension	Extension.
Site Name	Site Name of the number.
User Name	User Name of the number.
Phone Model	Phone Model.
Phone MAC Address	Phone MAC address assigned.
Button Count	Phone assigned Button number.

### 2.2.2.3 Phone Restart

The phone can be restarted remotely by simply clicking the “**Phone Restart**” button.

### 2.2.2.4 Modify

Modify Phone Configuration.



1. Select the button you would like to edit and click the “**Modify**” button.
2. The modification window will appear and will give you 3 button types to choose from.
3. The button type option may differ depending on the model of handset choose “fixed button”.

Item	Description	Sub field
Fixed Button	Fixed Button	Button Type
DN Number	DN Number	DN Phone No.
Digit	Digit	Button Type, Dial Digit

### A. Button Class – Fixed Button

Item	Section class	Sub field	Range
LIP Phone	Fixed Button	Button Type	REDIAL, SPEED, CONFERENCE, MUTE, CALL BACK, DND/CALL FORWARD, TRANSFER, PTT.
SIP Phone	Fixed Button	Button Type	PHONEBOOK, PHONE RECORD, MUTE, HEADSET, REDIAL, CONNECT LAST CALL, CALL FORWARD, CONFERENCE, DELIVERY, DEFER, DND, REMOVE BELL, CHECK MESSAGE, REMOTE PHONEBOOK, SERVICE(XML) RECORD VOICE, BLIND TRANSFER, MULTI CALL.

### B. Button Class – DN Number SUB FIELD: DN Phone No

### C. Button Class – Digit

Button class	Sub field value	Range	Default
Digit	Button Type	SPEED DIAL, DSS/BLF	No Assign

### Configuration Multiple Line (DN Number)

1. Configure Button Class as DN Number.
2. Input DN Phone No.

## Digit Number Setting of Multiple Line

Button Class	Button Type	Phone No.	Dial Digit	Button Label	Digit Number Setting
<input type="checkbox"/>	DN Number	3001			
<input type="checkbox"/>	DN Number	10000			⚙️
<input type="checkbox"/>	No Assign				
<input type="checkbox"/>	No Assign				

View 1 - 4 of 4

Modify Delete

DN Setting

Digit Number Setting : 10000  
Site Name : hjskjs

DN Setting Feature Service

Display Name \* 10000

Extension Password

Direct Dial Call Number \* -- NONE --

Outgoing Caller ID \* Obey Site Outgoing Caller ID

Call Barring \* Obey Site Call Barring COS #1

Save Cancel

1. Click setting button ( ⚙️ ) of Digit Number Setting of items for DN Number.
2. **DN Setting Popup** –Click **Save** button after configure DN Setting at DN Setting Tab.
3. **DN Setting Popup** – Click **Save** button after configure DN Feature at Feature.
4. **DN Setting Popup** – Click **Save** button after configure Service (Busy/No Answer).

## DN Call Failover modification

Phone Configuration DN Call Failover

Call Failover Time Mode Always

Forward Digit

Modify Save Cancel

## In case of Phone Device disconnect, Configure Call Forward information

Item	Description	Range	Default
Call Failover Time Mode	Call Failover Time Mode	Always/Day/Night/Timed	Always
Forward Digit	Forward Digit		

## 2.2.3 User Feature Configuration

Configure and manage assigned function. Select “User” > “User Feature Configuration”

### 2.2.3.1 List

The screenshot shows the iPECS interface for 'User Feature Setting'. The sidebar on the left includes 'Company', 'User', 'User Setting', 'User Phone Configuration', 'User Feature Configuration' (highlighted), 'Call Manager', 'Status View', 'Call History', 'My Home', and 'My Information'. The main area has a top navigation bar with 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The 'User Feature Setting' section contains input fields for 'Extension' (with a 'Quick Search' button), 'Site Name', 'User Name', 'Assigned Device', and 'Direct Dial Call Number'. A 'User Search' button is located at the bottom right. Below the input fields, there are tabs for 'Call Forward', 'Do Not Disturb', 'Wake Up', and 'Mobile Extension'. A message box at the bottom says 'Please select extension.'

1. **Quick Search** - if you know the extension number, input and search.
2. **User Search** - if you don't know the extension details, click the button to pop up the search window,
3. Click the **Search** button to search the user list.

The screenshot shows the iPECS interface with a 'Search User Extension' dialog box open. The dialog box has a title bar 'Search User Extension' and a 'Search' button. Below the title bar, there are dropdown menus for 'Total Site' and 'Extension'. The main content of the dialog box is a table with the following data:

Site	Extension	Name	Assigned Device	Phone	Direct Dial Call Number
1 Seoul	200	LIP200 Koreatimes	Hard Phone	LIP-9010	
2 Seoul	110	james	Hard Phone	IP8815E	
3 Seoul	101	SIP101 Koreatimes	Hard Phone	IP8820E	89541235
4 Seoul	100	gildong hong	Hard Phone	IP8815E	80541234

At the bottom of the dialog box, there is a 'Page 1 of 1' indicator and a 'View 1 - 4 of 4' indicator. There are 'Select' and 'Close' buttons at the bottom right. The background shows the iPECS interface with the 'User Feature Configuration' page visible. A 'User Search' button is highlighted in the background.

## 2.2.3.2 View

Click **Quick Search** or **User Search** button to select user number to display below.

**User Feature Setting**

Extension	<input type="text" value="101"/>	<input type="button" value="Quick Search"/>	
Site Name	<input type="text" value="Seoul"/>		
User Name	<input type="text" value="SIP101"/>	<input type="text" value="Koreatimes"/>	
Assigned Device	<input type="text" value="Hard Phone (IP8820E)"/>		
Direct Dial Call Number	<input type="text" value="89541235"/>		

### User Feature Setting assigned 'Call Forward'

Call Forward
Do Not Disturb
Wake Up
Mobile Extension

Call Forward Type	<input type="text" value="Not Use"/>	<input type="button" value="v"/>	
Call Forward Service Time	<input type="text" value="Not Use"/>		
Call Forward Manual Time	<input type="text" value="00"/> Hour <input type="text" value="00"/> Min. ~ <input type="text" value="00"/> Hour <input type="text" value="00"/> Min.		
Call Forward Destination	<input type="text" value="Digit"/>	<input type="button" value="v"/>	<input type="text"/>
No Answer Call Forward Time	<input type="text" value="00"/> sec(Max 30)		

### Each items mean below

Item	Value	Description
Call Forward Type	Not Use	Disable call forward feature.
	Unconditional	Always Call Forward.
	Busy	Call Forward when Busy.
	No Answer	Call Forward when No Answer.
	Busy(include No Answer)	Call Forward when Busy/No Answer.
Call Forward Service Time	Not Use	
	Day	Call Forward when the users time schedule is day.
	Night	Call Forward when the users time schedule night.
	Timed	Call Forward when users time schedule is timed.
	Manual	Assign the time zone Manually.
Call Forward Manual Time	In case of Call Forward Service Time assigned Manually, Assign time Manually	
Call Forward Manual Time	Digit	Call Forward to assigned number.

Call Forward Destination	Voice Mail	Call Forward to Voicemail Service.
No Answer Call Forward Time	No Answer process time	

### User Feature Setting's 'Do Not Disturb'

### Each items mean below

Item	Value	Description
Do Not Disturb	Off	Turn off the Do Not Disturb setting.
	On	Turn On the Do Not Disturb setting.
Timed Do Not Disturb Service Type	Once	Turn in the DnD feature once.
	Every Day	Every Day.
	Monday~Friday	Monday to Friday.
	Monday~Saturday	Monday to Saturday.
	Date	Choose date.
Timed Do Not Disturb Time	Not Use	
	Assign time for Do Not Disturb setting.	

## User - 'Wake Up' configuration

Call Forward Do Not Disturb Wake Up Mobile Extension

	Wake Up Type	Wake Up Date	Wake Up Time
1	<input type="checkbox"/> Once		09:00
2	<input checked="" type="checkbox"/> Date	2015-07-31	06:00
3	<input type="checkbox"/> Once		00:00
4	<input type="checkbox"/> Once		00:00
5	<input type="checkbox"/> Once		00:00

View 1 - 5 of 5

Modify Delete

Wake Up Index

Wake Up Type \*  ▼

Wake Up Date \*  📅

Wake Up Time \*  Hour  Min.

Save Cancel

### Each items mean below

Item	Value	Description
Do Not Disturb	1 ~ 5	Assign up to 5 Wake Up times.
	Once	A single wake up.
	Every Day	Wake up every day.
	Monday~Friday	Wake up Monday to Friday.
	Monday~Saturday	Wake up Monday to Saturday.
Timed Do Not Disturb Service Type	Date	Choose the wake up date.
Wake Up Date	Wake Up Date	Wake up date.
Wake Up Time	Wake Up Time	Wake up time.



## User - 'Mobile Extension'

### Each items mean below

Item	Value	Description
Mobile Index	Mobile Index	
Mobile Number	Call for Mobile Number in case of the occurrence forward to the extension.	
Mobile CLI	Mobile CLI	
Mobile Usage	Use	Enable
	Not Use	Disable
Call Through Option	Use	Call extension or outbound after listen extension dial tone in case of extension call from registered Mobile CLI.
	Not Use	Disable
Ring Option	Immediate Call	Rings instantly.
	3 SEC/6 SEC/9 SEC/12 SEC/ 15 SEC/18 SEC/21 SEC/ 24 SEC/27 SEC/30 SEC/	Allows you to configure a delay before the mobile device rings.
	Immediate Ring when all terminals are ejected	Configuration for ringing in case of all terminals are ejected.

### 2.2.3.3 Modify

Modify Call Forward, Do Not Disturb, Wake Up, and Mobile Extension.

#### Do Not Disturb

The screenshot shows a configuration interface with a top navigation bar containing 'Call Forward', 'Do Not Disturb', 'Wake Up', and 'Mobile Extension'. The 'Do Not Disturb' tab is active. Below the navigation bar, there are several configuration fields: 'Call Forward Type' (dropdown menu set to 'Not Use'), 'Call Forward Service Time' (dropdown menu set to 'Not Use'), 'Call Forward Manual Time' (time selection fields for Hour and Min.), 'Call Forward Destination' (dropdown menu set to 'Digit' followed by an empty text input field), and 'No Answer Call Forward Time' (time selection fields for Hour and Min.). At the bottom right, there are three buttons: 'Modify' (highlighted with a red box), 'Save', and 'Cancel'.

1. Click the “**Modify**” button to convert to modification mode.
2. Click the “**Save**” button to save.

#### Do Not Disturb

The screenshot shows the same configuration interface as above, but with the 'Do Not Disturb' dropdown menu open. The menu options are 'Off', 'On', and 'On'. The 'Off' option is currently selected. The 'Timed Do Not Disturb Service Type' field is set to 'Off'. The 'Timed Do Not Disturb Time' field has time selection fields for Hour and Min. At the bottom right, the 'Modify' button is highlighted with a red box, along with 'Save' and 'Cancel' buttons.

1. Click the “**Modify**” button to convert to modification mode.
2. Displays ‘Off/On’ list of the ‘Do Not Disturb’ on the upper sample.
3. Click the “**Save**” button to save

## Wake Up

Call Forward Do Not Disturb **Wake Up** Mobile Extension

<input type="checkbox"/> Wake Up Type	Wake Up Date	Wake Up Time
No records to view		

Modify Delete

Wake Up Index

Wake Up Type \* --- Please select ---

Wake Up Date \*

Wake Up Time \*  Hour  Min.

Save Cancel

1. Click the **“Modify”** button to convert to modification mode.
2. You will not be able to modify if the user does not have this feature enabled
3. Click the **“Save”** button to save

## Mobile Extension

Call Forward Do Not Disturb Wake Up **Mobile Extension**

<input type="checkbox"/> Mobile Number	Mobile CLI	Mobile Usage	Call Through Option	Ring Option
1 <input checked="" type="checkbox"/>				
2 <input type="checkbox"/>				
3 <input type="checkbox"/>				
4 <input type="checkbox"/>				

View 1 - 4 of 4

Modify Delete

Mobile Index

Mobile Number \*

Mobile CLI

Mobile Usage Not Use

Call Through Option Not Use

Ring Option Immediate Call

Save Cancel

1. Click the **“Modify”** button to convert to modification mode.
2. You will not be able to modify if the user does not have this feature enabled.
3. Click the **“Save”** button to save.

## 2.3 Call Manager

Menu for Call setting

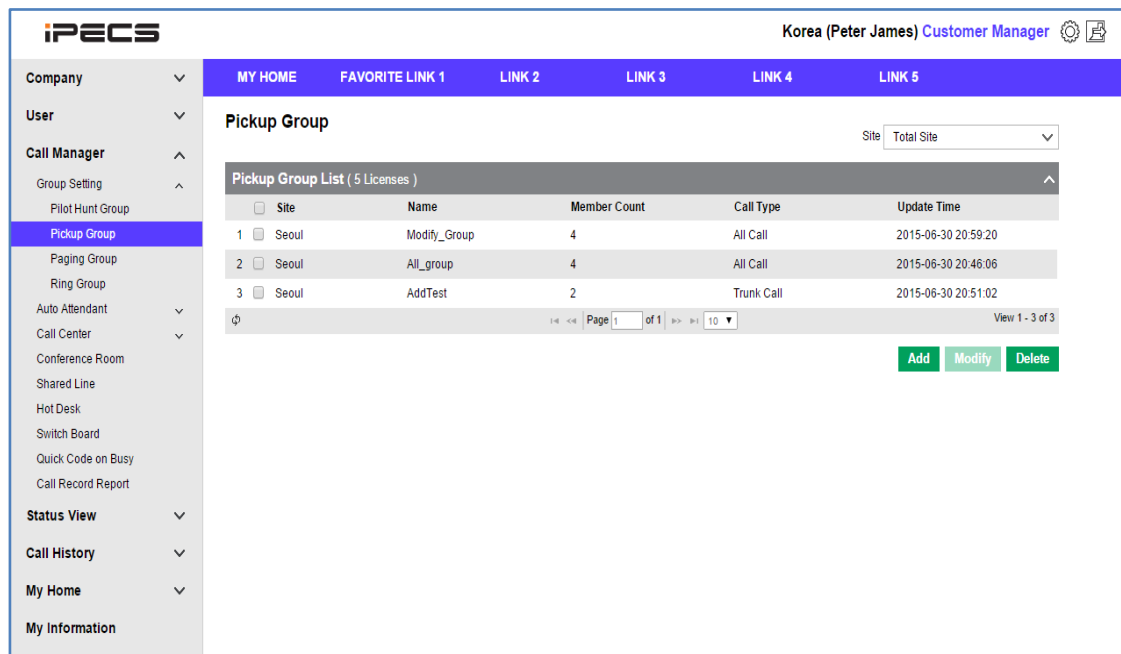
### 2.3.1 Group Setting

#### 2.3.1.1 Pickup Group

Allows any members of the pickup group to answer each other's calls.

##### 2.3.1.1.1 List

Click "Call Manager" > "Group Setting" > "Pickup Group" to display below.



The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name 'Korea (Peter James) Customer Manager', and several navigation links: MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. A left sidebar contains a menu with categories like Company, User, Call Manager, Group Setting, Status View, Call History, My Home, and My Information. The 'Pickup Group' option is selected under Group Setting. The main content area shows the 'Pickup Group' settings for 'Total Site'. Below this, a table titled 'Pickup Group List ( 5 Licenses )' displays the following data:

	Site	Name	Member Count	Call Type	Update Time
1	<input type="checkbox"/> Seoul	Modify_Group	4	All Call	2015-06-30 20:59:20
2	<input type="checkbox"/> Seoul	All_group	4	All Call	2015-06-30 20:46:06
3	<input type="checkbox"/> Seoul	AddTest	2	Trunk Call	2015-06-30 20:51:02

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and 'View 1 - 3 of 3'. Below the table are three buttons: 'Add', 'Modify', and 'Delete'.

1. Display the pickup group list.
2. Display the group settings including the number of members and update time.

### 2.3.1.1.2 View

Click one of the items in the pickup group list.

**Pickup Group** Site: Total Site

**Pickup Group List ( 5 Licenses )**

	Site	Name	Member Count	Call Type	Update Time
1	<input checked="" type="checkbox"/> Seoul	Ext_group	3	Extension Call	2015-06-30 20:32:39
2	<input type="checkbox"/> Seoul	Trunk_Group	2	Trunk Call	2015-06-30 20:32:20

Page 1 of 1 | View 1 - 2 of 2

**Add** **Modify** **Delete**

Site \* Seoul  
 Group Name \* Ext\_group  
 Call Type \* Extension Call

Each items mean below

Item	Description
Site	Group's Site name.
Name	Pick up group name.
Call Type	Pickup call type. - All Call: Pickup both internal and external calls. - Trunk Call: Pickup calls from external numbers. - Extension Call: Pickup calls from internal calls.

Pickup Group assigned 'Member'

**Member**

**Member**

	Name	Extension
1	5100 SuperVisor	5100
2	5200 Member #1	5200
3	5300 Member #2	5300

View 1 - 3 of 3

**Change**

**Save** **Cancel**

Each items mean below

Item	Description
Name	User name.
Extension	User extension.

### 2.3.1.1.3 Modify

Modify “Group” option and “Member”.

#### Modify Pickup Group setting

**Pickup Group** Site: Total Site

**Pickup Group List ( 5 Licenses )**

<input type="checkbox"/>	Site	Name	Member Count	Call Type	Update Time
1	<input checked="" type="checkbox"/> Seoul	Trunk_Group	2	Trunk Call	2015-06-30 20:32:20
2	<input type="checkbox"/> Seoul	All_group	4	All Call	2015-06-30 20:46:06
3	<input type="checkbox"/> Seoul	AddTest	2	Trunk Call	2015-06-30 20:51:02

Page 1 of 1 | 10 | View 1 - 3 of 3

Site \* Seoul  
Group Name \* Modify\_Group  
Call Type \* All Call

**Member**

<input type="checkbox"/>	Name	Extension
1	Test test	4500
2	Test Michael	4600
3	5200 Member #1	5200
4	5100 SuperVisor	5100

View 1 - 4 of 4

<input type="checkbox"/>	Name	Extension
1	5300 Member #2	5300
2	5400 Member #3	5400
3	5500 Member #4	5500

View 1 - 3 of 3

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1. Click the “**Modify**” button to convert to modification mode.
2. Modify each item.
3. Click the “**Change**” button to add or delete member.
4. Click  button to add member,  button to delete member.
5. Click the “**Save**” button to save.
6. Click the “**Cancel**” button to cancel the modification.

### 2.3.1.1.4 Add

Add “Group” and “Member”.

#### Add Pickup Group

**Pickup Group** Site: Total Site

**Pickup Group List ( 5 Licenses )**

**Add** **Modify** **Delete**

Site \* Seoul

Group Name \* AddTest

Call Type \* Trunk Call

**Member**

	Name	Extension
1	Test test	4500
2	Test Michael	4600

View 1 - 2 of 2

**Change**

**Available**

	Name	Extension
1	5100 SuperVisor	5100
2	5200 Member #1	5200
3	5300 Member #2	5300
4	5400 Member #3	5400
5	5500 Member #4	5500

View 1 - 5 of 5

**Save** **Cancel**

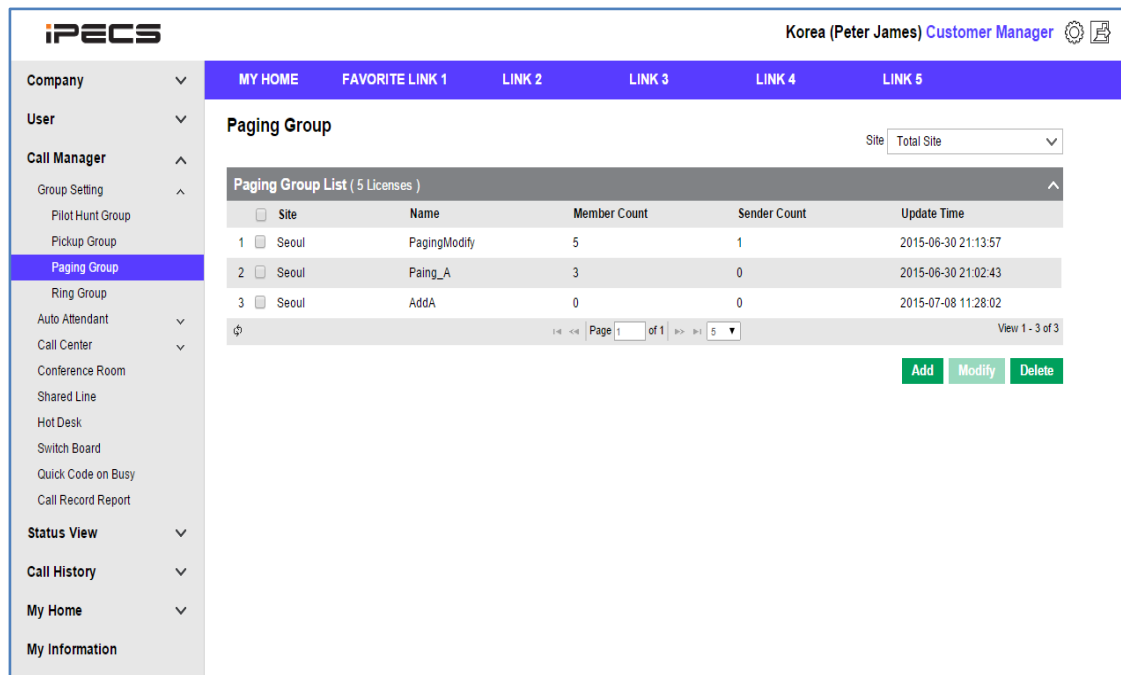
1. Click the “**Add**” button to convert to add mode.
2. Choose Site.
3. Input Group Name.
4. Choose Call type for Pickup Group.
5. Configure Pickup Group Member.
6. Click **<** button to add member, **>** button to delete.
7. Click the “**Save**” button to save.
8. Click the “**Cancel**” button to go back to the list.

## 2.3.1.2 Paging Group

Configure the paging group name, sender and member and when sender broadcasts it will play through the paging group member's speaker phone.

### 2.3.1.2.1 List

Click "Call Manager" > "Group Setting" > "Paging Group" to display below.



The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name "Korea (Peter James) Customer Manager", and a settings icon. A sidebar on the left contains a menu with categories like Company, User, Call Manager, Group Setting, Status View, Call History, My Home, and My Information. The "Paging Group" option is selected and highlighted in blue. The main content area shows the "Paging Group" settings, including a "Site" dropdown set to "Total Site". Below this is a table titled "Paging Group List ( 5 Licenses )".

<input type="checkbox"/>	Site	Name	Member Count	Sender Count	Update Time
<input type="checkbox"/>	1 Seoul	PagingModify	5	1	2015-06-30 21:13:57
<input type="checkbox"/>	2 Seoul	Paging_A	3	0	2015-06-30 21:02:43
<input type="checkbox"/>	3 Seoul	AddA	0	0	2015-07-08 11:28:02

At the bottom of the table, there is a pagination control showing "Page 1 of 1" and "View 1 - 3 of 3". Below the table are three buttons: "Add", "Modify", and "Delete".

1. Displays Paging Group list.
2. Displays the groups settings including the number of members and when the group was last modified.



### 2.3.1.2.2 View

Click one of the items on the paging group list to see the detailed options.

#### Paging Group

Site: Total Site ▼

**Paging Group List ( 5 Licenses )** ^

<input type="checkbox"/>	Site	Name	Member Count	Sender Count	Update Time
1	<input checked="" type="checkbox"/> Seoul	PagingAdd	2	1	2015-06-30 21:02:23
2	<input type="checkbox"/> Seoul	Paing_A	3	0	2015-06-30 21:02:43

⊕      << << Page 1 of 1 >> >> 5 ▼      View 1 - 2 of 2

Add
Modify
Delete

Site \*
 ▼

Index \*

Group Name \*

Each items mean below.

Item	Description
Site	Site name.
Index	Assignment call group(0~99 scope available) If call 00group, all Paging Group will be called.
Group Name	Paging group name.

#### Paging Group assigned 'Member'

Member
Sender

**Member**

<input type="checkbox"/>	Name	Extension
1	<input type="checkbox"/> Test test	4500
2	<input type="checkbox"/> Test Michael	4600

View 1 - 2 of 2

Change

Save
Cancel

**Each items mean below**

Item	Description
Name	User name.
Extension	User extension number.

**Paging Group assigned 'Sender'**

The screenshot shows a web interface with a tabbed menu at the top containing 'Member' and 'Sender'. The 'Sender' tab is active. Below the menu, there is a table with the following structure:

<input type="checkbox"/>	Name	Extension	All Group
1 <input type="checkbox"/>	5100 SuperVisor	5100	<input type="checkbox"/>

Below the table, there is a pagination bar that says 'View 1 - 1 of 1' and a green 'Change' button. At the bottom right of the interface, there are two orange buttons: 'Save' and 'Cancel'.

**Each items means the below**

Item	Description
Name	Users name.
Extension	Users extension number.
All Group	Add all user to the group.

### 2.3.1.2.3 Modify

Modify "Group" option and "Member".

#### Modify Paging Group setting

**Paging Group** Site: Total Site

**Paging Group List ( 5 Licenses )**

<input type="checkbox"/>	Site	Name	Member Count	Sender Count	Update Time
1	<input checked="" type="checkbox"/> Seoul	PagingAdd	2	1	2015-06-30 21:02:23
2	<input type="checkbox"/> Seoul	Paing_A	3	0	2015-06-30 21:02:43

Page 1 of 1 View 1 - 2 of 2

Add Modify Delete

Site \* Seoul  
Index \* 02  
Group Name \* PagingModify

**Member** **Sender**

<input type="checkbox"/>	Name	Extension
1	Test test	4500
2	Test Michael	4600
3	5300 Member #2	5300
4	5400 Member #3	5400
5	5500 Member #4	5500

View 1 - 5 of 5

**Available**

<input type="checkbox"/>	Name	Extension
1	5100 SuperVisor	5100
2	5200 Member #1	5200

View 1 - 2 of 2

Change

Save Cancel

1. Click the **Modify** button to convert to modification mode.
2. Modify each items.
3. Click the **Change** button to add or delete member.
4. Click  button to add member,  button to delete.
5. Click the **Save** button to save.
6. Click the **Cancel** button to go back to the list.

### 2.3.1.2.4 Add

Add "Group" and "Member".

#### Add Paging Group

**Paging Group** Site: Total Site

**Paging Group List ( 5 Licenses )**

Add Modify Delete

Site \* Seoul

Index \* 02

Group Name \* PagingAdd

**Member** Sender

Member		Available	
<input type="checkbox"/>	Name	<input type="checkbox"/>	Extension
<input type="checkbox"/>	1 Test Michael	<input type="checkbox"/>	1 5100 SuperVisor
<input type="checkbox"/>	2 Test test	<input type="checkbox"/>	2 5200 Member #1
		<input type="checkbox"/>	3 5300 Member #2
		<input type="checkbox"/>	4 5400 Member #3
		<input type="checkbox"/>	5 5500 Member #4

View 1 - 2 of 2 View 1 - 5 of 5

Change

Save Cancel

1. Click **Add** button to convert to Add mode.
2. Choose Site.
3. Choose Paging Group Index.
4. Input Group Name.
5. Choose Paging Member.
6. Choose sender who has authorisation for paging call.
7. Click the **Save** to save.
8. Click **Cancel** button to go back to the list.

### 2.3.1.3 Hunt Group

Choose the hunt groups representative number and group members to receive calls from the representative number.

#### 2.3.1.3.1 List

Click "Call Manager" > "Group Setting" > "Hunt Group" to display below.

The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name 'Korea (Peter James) Customer Manager', and several navigation links: MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. A left sidebar contains a menu with categories like Company, User, Call Manager, Group Setting, Status View, Call History, My Home, and My Information. The 'Hunt Group' option is selected and highlighted in blue. The main content area is titled 'Hunt Group' and features a search dropdown set to 'Total Site'. Below this is a table titled 'Hunt Group List (5 Licenses)'. The table has columns for Site, Group Name, Representative Number, Direct Dial Call Number, Hunt Type, Member Count, and Update Time. One entry is visible: Site 'Seoul', Group Name 'Hunt1', Representative Number '5441', Hunt Type 'Circular', Member Count '0', and Update Time '2015-07-29 17:20:33'. The table includes a search filter (phi symbol), pagination (Page 1 of 1), and 'Add', 'Modify', and 'Delete' buttons.

Site	Group Name	Representative Number	Direct Dial Call Number	Hunt Type	Member Count	Update Time
1 <input type="checkbox"/> Seoul	Hunt1	5441		Circular	0	2015-07-29 17:20:33

1. Displays the hunt group list.
2. Display the group settings including the number of members and update time.

### 2.3.1.3.2 View

Select one of the hunt groups in the list view to see detailed information.

**Hunt Group** Site: Total Site ▾

---

**Hunt Group List ( 5 Licenses )** ^

	Site	Group Name	Delegate Number	Direct Dial Call Number	Hunt Type	Member Count	Update Time
1	<input type="checkbox"/> Seoul	Test	1111	217	First Idle	1	2015-06-30 21:23:21
2	<input checked="" type="checkbox"/> Seoul	Hunt_Ring	2300	215	First Idle	3	2015-06-30 21:23:45

---

⊕
|< << Page 1 of 1 >> >|
View 1 - 2 of 2

Add
Modify
Delete

---

**Site \***  ▾  
**Group Name \***   
**Delegate Number \***   
**Ring Type \***  ▾  
**Direct Dial Call Number**  ▾  
**Time Schedule \***  ▾

#### Each items means below

Item	Description
Site	Site name.
Group Name	Hunt group name.
Representative Number	Representative Number.
Ring Type	Ring type. - Circular - First Idle - Longest Idle - Multi Ring
Direct Dial Call Number	Direct Dial Call Number of the hunt group.
Time Schedule	Time Schedule for the hunt group.

## Hunt Group assigned 'Member'

### Each items means below

Item	Description
Name	Users name.
Extension	Users extension.

## Hunt Group assigned 'Options'

### Each items means below

Item	Description	Range
Call Forward-Type	Choose call forward type.	- Not Used. - Use. - All Member Busy/Unregistered.
Call Forward -Time	Choose call forward time type.	- Always. - Day: Daytime. - Night: Night time. - Times: selected time.
Call Forward-Destination	Set call forward number.	

Greeting-Option	Hunt Group greetings setting.	- Immediate Processing - Processing after Greeting
Ann.File	Upload Announcement file for Greeting.	- Greeting tone exists default (System Tone). - Upload wav (8khz, 16bit mono) file to register user tone (Custom Tone).
Time	Setting Greetings play time.	Unit of play is 100ms.



### 2.3.1.3.3 Modify

Modify Ring Group and Member setting.

#### Modify Hunt Group

**Hunt Group** Site: Total Site

**Hunt Group List ( 5 Licenses )**

<input type="checkbox"/>	Site	Group Name	Delegate Number	Direct Dial Call Number	Hunt Type	Member Count	Update Time
1	<input type="checkbox"/> Seoul	Test	1111	217	First Idle	1	2015-06-30 21:23:21
2	<input checked="" type="checkbox"/> Seoul	Hunt_Ring	2300	215	First Idle	3	2015-06-30 21:23:45

Page 1 of 1

Add Modify Delete

Site \* Seoul

Group Name \* Hunt\_Ring\_Modify

Delegate Number \* 2300

Ring Type \* Longest Idle

Direct Dial Call Number 215

Time Schedule \* SP Default Time Schedule

**Member** Options

<input type="checkbox"/>	Name	Extension
1	Test test	4500
2	Test Michael	4600
3	5100 Super/visor	5100
4	5200 Member #1	5200
5	5300 Member #2	5300

View 1 - 5 of 5

**Available**

<input type="checkbox"/>	Name	Extension
1	5400 Member #3	5400
2	5500 Member #4	5500

View 1 - 2 of 2

Change

Copyright 2015 Save Cancel

1. Click the **Modify** button to convert to modification mode.
2. Modify each items.
3. Click the **Change** button to add or delete member.
4. Click  button to add member,  button to delete.
5. Click the **Save** button to save.
6. Click the **Cancel** button to return to the list view.

## Modify Option setting

Member Options

Call Forward

Type Use Time Always Destination 200

Greeting

Option Immediate Processing Ann.File Browse Duration Time 0 100ms

Save Cancel

1. Click the **Modify** button to convert to modify mode.
2. Modify each items.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to list view.

### 2.3.1.3.4 Add

Add "Group" and "Member".

#### Setting Hunt Group and add Member

The screenshot displays the 'Hunt Group' configuration page. At the top right, there is a 'Site' dropdown menu set to 'Total Site'. Below this is a 'Hunt Group List ( 5 Licenses )' header with 'Add', 'Modify', and 'Delete' buttons. The main configuration area contains several form fields: 'Site \*' (Seoul), 'Group Name \*' (AddTest), 'Delegate Number \*' (4000), 'Ring Type \*' (Circular), 'Direct Dial Call Number' (213), and 'Time Schedule \*' (SP Default Time Schedule). Below these fields are two tabs: 'Member' and 'Options'. The 'Member' tab is active, showing two columns: 'Member' and 'Available'. The 'Member' column lists four members with checkboxes and extension numbers. The 'Available' column lists three members with checkboxes and extension numbers. Navigation arrows are between the columns, and 'View 1 - 4 of 4' and 'View 1 - 3 of 3' are shown below each list. A 'Change' button is at the bottom of the member lists. At the bottom right of the page are 'Save' and 'Cancel' buttons.

Member		Available	
<input type="checkbox"/>	Name	<input type="checkbox"/>	Extension
<input type="checkbox"/>	5300 Member #2	<input type="checkbox"/>	4500
<input type="checkbox"/>	5200 Member #1	<input type="checkbox"/>	5400 Member #3
<input type="checkbox"/>	5100 SuperVisor	<input type="checkbox"/>	5500 Member #4
<input type="checkbox"/>	Test Michael		

Call Forward  
Type: Use | Time: Always | Destination: 200  
Greeting  
Option: Immediate Processing | Ann.File: [Browse] | Duration Time: 0 | 100ms

1. Click the **Add** button to convert to add mode.
2. Choose Site.
3. Assign Group Name.
4. Input representative number.
5. Assign Direct Dial Call Number of Hunt Group
6. Assign Time Schedule for Group
7. Click the **Change** button to add or delete members.
8. Click **<** button to add member, **>** button to delete.
9. Configure Hunt Group Option.
10. Click the **Save** button to save.
11. Click the **Cancel** button to return to the list view.

## 2.3.2 Auto Attendant

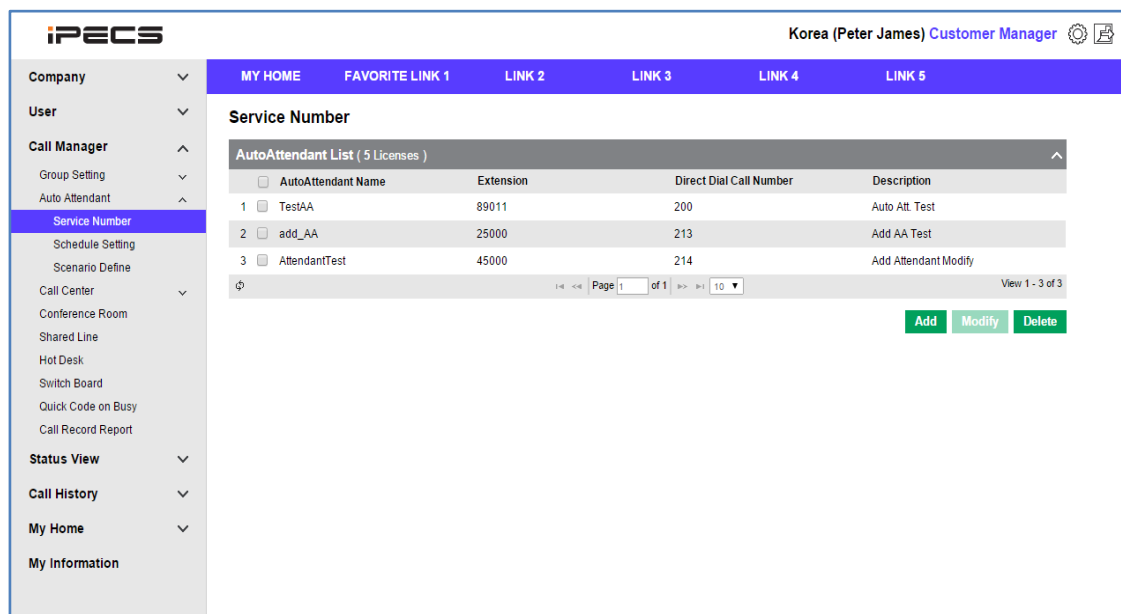
The auto attendant can be configured to send selected options to the required destination. You can also configure a multi-layered auto attendants by sending the selected option to the next menu.

### 2.3.2.1 Service Number

Choose Auto Attendant number and Direct Dial Call Number. When register Auto Attendant Service Number, Basic Schedule and Basic Scenario will be registered simultaneously.

#### 2.3.2.1.1 List

Click “Call Manager” > “Auto Attendant” > “Service Number” to display below.



The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name 'Korea (Peter James) Customer Manager', and several navigation links: MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. A left sidebar menu is visible, with 'Service Number' selected under the 'Call Manager' section. The main content area is titled 'Service Number' and contains an 'AutoAttendant List ( 5 Licenses )'. The list is a table with the following data:

	AutoAttendant Name	Extension	Direct Dial Call Number	Description
1	TestAA	89011	200	Auto Att. Test
2	add_AA	25000	213	Add AA Test
3	AttendantTest	45000	214	Add Attendant Modify

Below the table, there is a pagination control showing 'Page 1 of 1' and a dropdown menu set to '10'. To the right of the table, there are three buttons: 'Add', 'Modify', and 'Delete'. The bottom right corner of the table area shows 'View 1 - 3 of 3'.

1. Displays a list view of configured auto attendants.

### 2.3.2.1.2 View

Select one of the auto attendants from the list view to see the full details.

**Service Number**

**AutoAttendant List ( 5 Licenses )**

	AutoAttendant Name	Extension	Direct Dial Call Number	Site	Description
1	<input type="checkbox"/> TestAA	89011	200		Auto Att. Test
2	<input checked="" type="checkbox"/> AttendantTest	45000	208		<a href="#">Add Attendant</a>

Page 1 of 1 | 10

View 1 - 2 of 2

[Add](#) [Modify](#) [Delete](#)

AutoAttendant Name \*

AutoAttendant Number \*

Direct Dial Call Number \*

Description

[Save](#) [Cancel](#)

#### Each items mean below

Item	Description
Auto Attendant Name	Auto Attendant Service name.
Auto Attendant Number	Auto Attendant Service number.
Direct Dial Call Number	Auto Attendant Service number for external calls.

### 2.3.2.1.3 Add

Add “Auto Attendant” > “Service Number”.

#### Add Service Number

#### Service Number

AutoAttendant List ( 2 Licenses )

Add Modify Delete

Auto Attendant Name \* Sales Part AA

Auto Attendant Service Number \* 811 Rule Number, Min. 810 - Max. 829

Direct Dial Call Number \* 07022030014

Description

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Assign auto attendant name.
3. Assign auto attendant service number.
4. Assign auto attendant direct dial call number.
5. Click the **Save** button to save.
6. Click the **Cancel** button to return to the list view.

### 2.3.2.1.4 Modify

Modify “Service Number” detail.

#### Modify Service Number setting

The screenshot displays the 'Service Number' configuration page. At the top, there is a header 'Service Number' and a sub-header 'AutoAttendant List ( 5 Licenses )'. Below this is a table with columns: AutoAttendant Name, Extension, Direct Dial Call Number, Site, and Description. The table contains three rows: 1. TestAA (89011, 200, Auto Att. Test), 2. AttendantTest (45000, 208, Add Attendant), and 3. add\_AA (25000, 213, Add AA Test). The second row is selected. Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 3 of 3'. To the right of the table are three buttons: 'Add', 'Modify' (highlighted with a red box), and 'Delete'. Below the table is a form for editing the selected entry. The form fields are: AutoAttendant Name (AttendantTest), AutoAttendant Number (45000), Direct Dial Call Number (214), and Description (Add Attendant Modify). At the bottom right of the form are 'Save' and 'Cancel' buttons.

	AutoAttendant Name	Extension	Direct Dial Call Number	Site	Description
1	<input type="checkbox"/> TestAA	89011	200		Auto Att. Test
2	<input checked="" type="checkbox"/> AttendantTest	45000	208		Add Attendant
3	<input type="checkbox"/> add_AA	25000	213		Add AA Test

Page 1 of 1 View 1 - 3 of 3

Add Modify Delete

AutoAttendant Name \* AttendantTest

AutoAttendant Number \* 45000

Direct Dial Call Number \* 214

Description Add Attendant Modify

Save Cancel

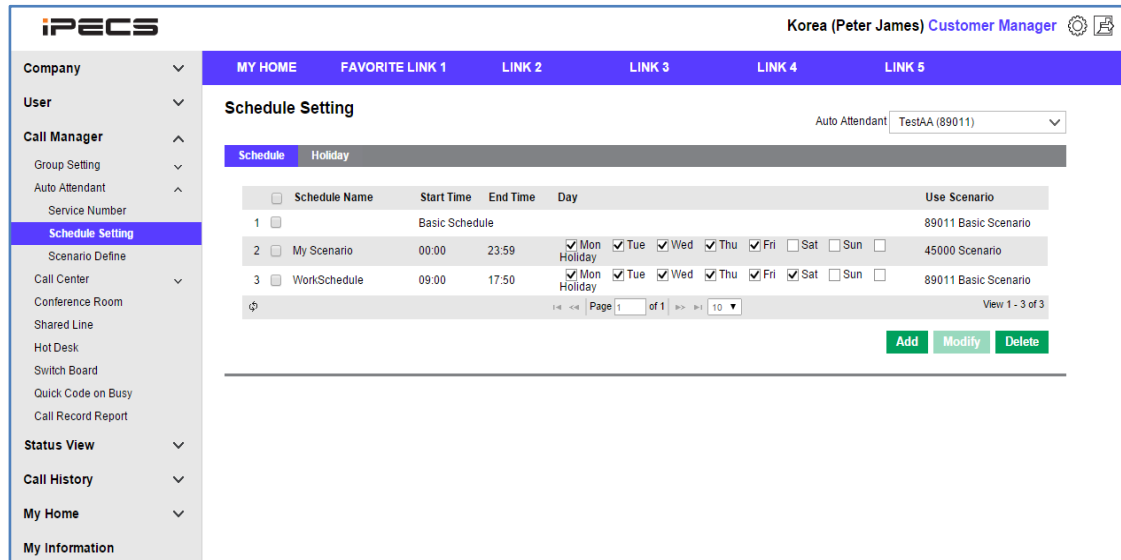
1. Click the **Modify** button to convert to modification mode.
2. Modify each item.
3. Click the **Save** button to save.
4. Click **Cancel** button to return to the list view.

## 2.3.2.2 Schedule Setting

Configure the date and time for you auto attendant. You can also set an auto forward for holidays. Only the schedule name can be modified when using the Basic Schedule.

### 2.3.2.2.1 List

Click **“Call Manager” > “Auto Attendant” > “Schedule Setting” > “Schedule”** tab to display below.



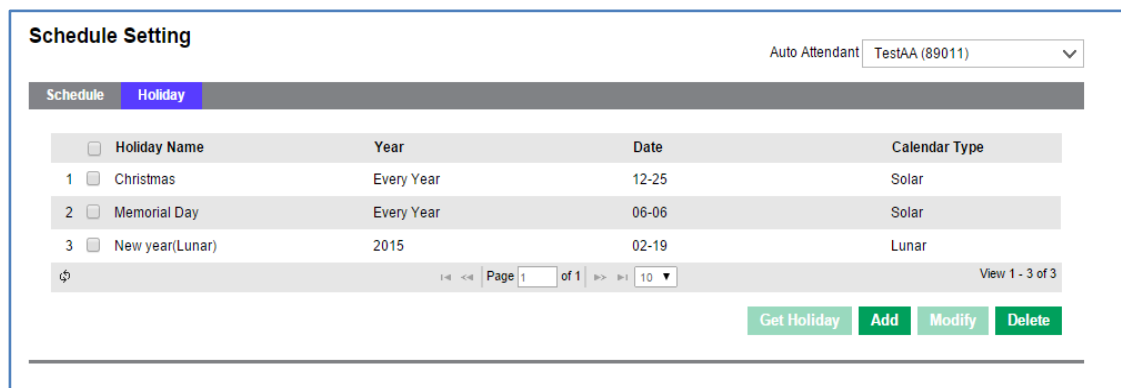
The screenshot shows the IPECS Customer Manager interface. The user is logged in as Korea (Peter James) Customer Manager. The left sidebar contains navigation options like Company, User, Call Manager, and My Home. The main content area is titled 'Schedule Setting' and shows the 'Schedule' tab selected. A table lists three schedules:

<input type="checkbox"/>	Schedule Name	Start Time	End Time	Day	Use Scenario
<input type="checkbox"/>	Basic Schedule				89011 Basic Scenario
<input type="checkbox"/>	My Scenario	00:00	23:59	<input checked="" type="checkbox"/> Mon Holiday <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	45000 Scenario
<input type="checkbox"/>	WorkSchedule	09:00	17:50	<input checked="" type="checkbox"/> Mon Holiday <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Sun	89011 Basic Scenario

At the bottom of the table, there are navigation controls: Page 1 of 1, and buttons for Add, Modify, and Delete.

1. Displays Schedule list.

Click **“Call Manager” > “Auto Attendant” > “Schedule Setting” > “Holiday”** tab to display below.



The screenshot shows the IPECS Customer Manager interface with the 'Holiday' tab selected. The table lists three holiday schedules:

<input type="checkbox"/>	Holiday Name	Year	Date	Calendar Type
<input type="checkbox"/>	Christmas	Every Year	12-25	Solar
<input type="checkbox"/>	Memorial Day	Every Year	06-06	Solar
<input type="checkbox"/>	New year(Lunar)	2015	02-19	Lunar

At the bottom of the table, there are navigation controls: Page 1 of 1, and buttons for Get Holiday, Add, Modify, and Delete.

2. Displays the list of holiday schedules that have been added.



### 2.3.2.2.2 View

Choose one of the items from the schedule list view to see full details.

**Schedule Setting** Auto Attendant: TestAA (89011) ▼

**Schedule** | **Holiday**

<input type="checkbox"/>	Schedule Name	Start Time	End Time	Day	Use Scenario
1 <input type="checkbox"/>	Basic Schedule				89011 Basic Scenario
2 <input checked="" type="checkbox"/>	My Scenario	00:00	23:59	<input checked="" type="checkbox"/> Mon Holiday <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	45000 Scenario

View 1 - 2 of 2

---

**Schedule Name**

**Start Time**  Hour  Min.

**End Time**  Hour  Min.

**Day**
 Monday
  Tuesday
  Wednesday
  Thursday
  Friday
  Saturday
  Sunday
  Holiday

**Use Scenario**  ▼

#### Each items mean below

Item	Description
Schedule Name	Configure schedule name (Basic Schedule is default schedule, applied to only no other schedules.)
Start Time	Schedule start time.
End Time	Schedule end time.
Day	Assign Schedule day.
Use Scenario	Scenario in case of call of Schedule of day/time.

Choose one of the items from the holiday list view to see full details.

**Schedule Setting**
Auto Attendant: TestAA (89011) ▼

Schedule
Holiday

	Holiday Name	Year	Date	Calendar Type
1	<input type="checkbox"/> Christmas	Every Year	12-25	Solar
2	<input checked="" type="checkbox"/> Memorial Day	Every Year	06-06	Solar
3	<input type="checkbox"/> New year(Lunar)	2015	02-19	Lunar

⊕
Page 1 of 1
View 1 - 3 of 3

Get Holiday
Add
Modify
Delete

Holiday Name

Year
--- Every Year --- ▼

Date
06 ▼ - 06 ▼

Calendar Type
Solar ▼

Save
Cancel

**Each items means below**

Item	Description
Holiday Name	Holiday Name.
Year	Assign year, Choose 'Every Year' to apply Every Year.
Date	Assign date.
Calendar Type	Choose calendar type. - Solar - Lunar
Holiday Name	Holiday Name.

### 2.3.2.2.3 Add

Add "Schedule" and "Holiday" Setting.

#### Add Schedule

**Schedule Setting** Auto Attendant: TestAA (89011)

Schedule | Holiday

Add Modify Delete

Schedule Name: WorkSchedule

Start Time: 09 Hour 00 Min.

End Time: 18 Hour 00 Min.

Day:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday  Holiday

Use Scenario: 89011 Basic Scenario

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each items.
  - Input Schedule name.
  - Input Schedule start time.
  - Input Schedule end time.
  - Choose Schedule day.
3. Choose Scenario for Schedule
4. Click the **Save** button to save.
5. Click the **Cancel** button to return to the list view.

## Add Holiday

**Schedule Setting** Auto Attendant: TestAA (89011)

Schedule | **Holiday**

Get Holiday Add Modify Delete

Holiday Name:

Year:

Date:  -

Calendar Type:

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each item.
  - Input Holiday name.
  - Choose Holiday year.
  - Choose Holiday date.
  - Choose Calendar Type.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.
5. Click **Get Holiday** button to add assigned holiday via the pop up window.

**Get Time Schedule Holiday**

	Name	Holiday Count
1	<input type="checkbox"/> SP Default Time Schedule	2

View 1 - 1 of 1

Add Close

## 2.3.2.2.4 Modify

Modify “Schedule” and “Holyday” Setting.

### Modify Schedule setting

Schedule Setting Auto Attendant: TestAA (89011) ▼

**Schedule** | Holiday

<input type="checkbox"/>	Schedule Name	Start Time	End Time	Day	Use Scenario
1 <input type="checkbox"/>	Basic Schedule				89011 Basic Scenario
2 <input type="checkbox"/>	My Scenario	00:00	23:59	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/> Holiday	45000 Scenario
3 <input checked="" type="checkbox"/>	WorkSchedule	09:00	18:00	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/> Holiday	89011 Basic Scenario

Page 1 of 1 | View 1 - 3 of 3

[Add](#) [Modify](#) [Delete](#)

Schedule Name:

Start Time:  Hour  Min.

End Time:  Hour  Min.

Day:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday  Holiday

Use Scenario:  ▼

[Save](#) [Cancel](#)

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

## Modify Holiday configuration

**Schedule Setting** Auto Attendant: TestAA (89011) ▼

**Schedule** **Holiday**

<input type="checkbox"/>	Holiday Name	Year	Date	Calendar Type
1 <input type="checkbox"/>	Christmas	Every Year	12-25	Solar
2 <input type="checkbox"/>	Memorial Day	Every Year	06-06	Solar
3 <input checked="" type="checkbox"/>	New year	Every Year	01-01	Solar

⊕ Page 1 of 1 10 View 1 - 3 of 3

[Get Holidays](#) [Add](#) [Modify](#) [Delete](#)

Holiday Name:   
Year:   
Date:  -   
Calendar Type:

[Save](#) [Cancel](#)

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

## 2.3.2.3 Scenario Define

Configure Auto Attendant DTMF, Ment, call forward, short number.

### 2.3.2.3.1 View

Choose Auto Attendant item and scenario to display the detail view.

The screenshot shows the iPECS Customer Manager interface. The left sidebar contains navigation options like Company, User, Call Manager, and Scenario Define. The main area is titled 'Scenario Define' and shows a search bar with 'Auto Attendant: Main AA (810)' and 'Scenario: 810 Basic Scenario(Main AA)'. Below the search bar, there is a list of scenarios with '810 Basic Scenario' selected. The details for the selected scenario are shown in a form with fields for Scenario Name, Scenario Type, Scenario Prompt, Basic Dial, and Repeat Count. The Repeat Count is set to 3. There are 'Add Scenario', 'Modify', and 'Delete' buttons for the scenario list, and 'Save' and 'Cancel' buttons for the form.

Inquire Auto Attendant and Scenario added on Service Number.

### Each items mean below

Item	Description
Scenario Name	Scenario Name.
Scenario Type	Scenario Type - NONE - General AA: input DTMF, call DTMF defined number, connect to input extension. - Basic Dial: no input DTMF, connect to assigned phone. - Announce: input DTMF and no phone connection, Play Announcement only.
Scenario Prompt	Upload announcement to be used for this service scenario.
Basic Dial	Assign basic dial key.
Repeat Count	Assign repeat count.

### 'Scenario Define' assigned 'Digit Setting'

Scenario	Digit Setting	Key	Option
1	Short Dial	▼	100
2	NONE	▼	
3	NONE	▼	
4	NONE	▼	
5	NONE	▼	
6	NONE	▼	
7	NONE	▼	
8	NONE	▼	
9	NONE	▼	
0	NONE	▼	

Save Cancel

### Each items mean below

Item	Description
Digit Setting	Setting operation by input number. - Short Dial: Direct key. - Next Menu: Move to next menu (Depth.).

### 'Scenario Define' assigned 'Key'

Scenario	Digit Setting	Key	Option
Min.Digit	<input type="text" value="3"/>		
Max.Digit	<input type="text" value="4"/>		(Max 32 digits)
Retry Key	NONE	▼	
Previous Key	NONE	▼	
Start Point Key	*	▼	

Save Cancel

### Each items mean below

Item	Description
Min / Max.Digit	Assign Min and Max DTMF input digit.
Retry Key	Assign Retry Key. (NONE / * / #)
Previous Key	Key to move to previous menu. (NONE / * / #)
Start Point Key	Key to go back to move start point. (NONE / * / #)



## Scenario Define' assigned 'Option'

Scenario	Digit Setting	Key	Option
No Match Ment	<input type="text"/>		<input type="button" value="Browse"/>
No Input Ment	<input type="text"/>		<input type="button" value="Browse"/>
Transfer Ment	<input type="text"/>		<input type="button" value="Browse"/>

### Each items mean below

Item	Description
No Match Ment	Upload announcement to be played when dialed DTMF digit is invalid.
No Input Ment	Upload announcement to be played when no DTMF digit is dialed.
Transfer Ment	Upload announcement to be played when valid DTMF digit is dialed.

### 2.3.2.3.2 Modify

Modify “Scenario”, “Digit Setting”, “Key”, and “Option” option.

#### Modify “Scenario” option

Scenario	Digit Setting	Key	Option
Scenario Name	<input type="text" value="89011 Basic Scenario"/>		
Scenario Type	<input type="text" value="General AA"/>		
Scenario Prompt	<input type="text" value="Merry"/>	<input type="button" value="Browse"/>	
Basic Dial	<input type="text" value="3001"/>		
Repeat Count	<input type="text" value="3"/>		

#### Modify “Digit Setting” option

Scenario	Digit Setting	Key	Option
1	<input type="text" value="ShortDial"/>	<input type="text" value="200"/>	
2	<input type="text" value="Next Menu"/>	<input type="text" value="New Step"/>	<input type="text" value=""/>
3	<input type="text" value="NONE"/>	<input type="text" value=""/>	<input type="text" value=""/>
4	<input type="text" value="NONE"/>	<input type="text" value=""/>	<input type="text" value=""/>
5	<input type="text" value="NONE"/>	<input type="text" value=""/>	<input type="text" value=""/>
6	<input type="text" value="NONE"/>	<input type="text" value=""/>	<input type="text" value=""/>
7	<input type="text" value="NONE"/>	<input type="text" value=""/>	<input type="text" value=""/>
8	<input type="text" value="NONE"/>	<input type="text" value=""/>	<input type="text" value=""/>
9	<input type="text" value="NONE"/>	<input type="text" value=""/>	<input type="text" value=""/>
0	<input type="text" value="NONE"/>	<input type="text" value=""/>	<input type="text" value=""/>

#### Modify “Key” option

Scenario	Digit Setting	Key	Option
Min.Digit	<input type="text" value="3"/>		
Max.Digit	<input type="text" value="4"/> (Max 32 digits)		
Retry Key	<input type="text" value="*"/>		
Previous Key	<input type="text" value="NONE"/>		
Start Point Key	<input type="text" value="#"/>		

## Modify “Option” option

Scenario	Digit Setting	Key	Option
No Match Ment	<input type="text" value="check_num"/>	<input type="text"/>	<input type="button" value="Browse"/>
No Input Ment	<input type="text" value="inputError"/>	<input type="text"/>	<input type="button" value="Browse"/>
Transfer Ment	<input type="text" value="CallTransferSetFail"/>	<input type="text"/>	<input type="button" value="Browse"/>

## Modify Scenario configuration

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click **Cancel** button to return to the list view.

## 2.3.3 Call Center

Configure ACD (Auto call distribution) group and member for Call Center users.

### 2.3.3.1 ACD Report Manager

Generate and manage Report manager account for ACD group.

#### 2.3.3.1.1 List

Click “Call Manager” > “Call Center” > “ACD Report Manager” to display below.

The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name 'Korea (Peter James) Customer Manager', and a settings icon. A secondary navigation bar contains 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar lists various menu items, with 'ACD Report Manager' highlighted in blue. The main content area is titled 'Acd Report Manager' and contains a table titled 'Automatic Call Distribution Group Report Manger List ( 10 Licenses )'. The table has columns for 'Manger ID', 'Manger Name', 'Department', and 'Update Time'. The table is currently empty, showing 'φ' in the first column and 'No records to view' on the right. Below the table are three buttons: 'Add', 'Modify', and 'Delete'. The table also includes a search icon and pagination controls showing 'Page 1 of 1'.

Displays ACD Report Manager List.

### 2.3.3.1.2 View

Choose one of the items on ACD group list to display the detail view.

#### Acid Report Manager

**Automatic Call Distribution Group Report Manger List ( 12 Licenses )**

<input type="checkbox"/> Manger ID	Manger Name	Department	Update Time ↕
1 <input checked="" type="checkbox"/> acdreport@KKJJSS	sky	web	2015-07-10 16:14:34
2 <input type="checkbox"/> acdreport1@KKJJSS	skycom	system	2015-07-10 16:14:35

⊕      Page 1 of 1      10      View 1 - 2 of 2

Add
Modify
Delete

**Manager ID \***  Please fill in the email form.

**Manager Password \***

**First Name \***

**Last Name**

**Department \***

Save
Cancel

Each items mean below

Item	Description
Manager ID	Manager account for ACD Report. EMS Portal Manager / different with User account. Input as E-mail format. Number of account ID is not changeable. In case of ID modification request, once delete and re generate process is needed.
Manager Password	Password for ACD Report Manager Account.
First / Last Name	Manager name.
Department	ACD department e.g. sales, accounts or support.

### 2.3.3.1.3 Modify

Modify “ACD Group” option and “Member”.

#### Modify ACD Report Manager setting

#### Acid Report Manager

Automatic Call Distribution Group Report Manger List ( 12 Licenses )

<input type="checkbox"/>	Manger ID	Manger Name	Department	Update Time ↕
1	<input checked="" type="checkbox"/> acdreport@KKJJSS	sky	web	2015-07-10 16:14:34
2	<input type="checkbox"/> acdreport1@KKJJSS	skycom	system	2015-07-10 16:14:35

⊕ Page 1 of 1 10 View 1 - 2 of 2

[Add](#) [Modify](#) [Delete](#)

Manager ID \*  Please fill in the email form.

Manager Password \*

First Name \*

Last Name

Department \*

[Save](#) [Cancel](#)

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

### 2.3.3.1.4 Add

Add "ACD Report Manager" account.

#### Add ACD Group

**Acid Report Manager**

Automatic Call Distribution Group Report Manger List ( 12 Licenses )

Add Modify Delete

Manager ID \*  Please fill in the email form.

Manager Password \*

First Name \*

Last Name

Department \*

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each item.
  - Input Manager ID.
  - Input Manager Password.
  - Input First Name.
  - Input Last Name.
  - Input Department.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

## 2.3.3.2 ACD Group

The automatic call distribution function is mainly used by call center users to distribute calls easily to the correct groups and members.

### 2.3.3.2.1 List

Click “Call Manager” > “Call Center” > “ACD Group” to display below.

The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo and the user name 'Korea (Peter James) Customer Manager'. Below the navigation bar is a sidebar menu with categories like Company, User, Call Manager, and ACD Group. The main content area is titled 'Automatic Call Distribution Group' and shows a table with the following data:

Name	Member Count	Delegate Number	Direct Dial Call Number	Update Time
1 test	0	44442		2015-07-12 12:56:11

Below the table, there is a pagination control showing 'Page 1 of 1' and 'View 1 - 1 of 1'. To the right of the table, there are three buttons: 'Add', 'Modify', and 'Delete'.

1. Displays the ACD Group list view.
2. Displays the groups settings including the name, member count, external number and the time it was last updated.



### 2.3.3.2.2 View

Choose one of the items on ACD group list to see full details.

#### Automatic Call Distribution Group

**Automatic Call Distribution Group List ( 5 Licenses )**

<input type="checkbox"/>	Name	Member Count	Delegate Number	Direct Dial Call Number	Update Time
1 <input type="checkbox"/>	ADD_TEST	1	7000	201	2015-06-29 18:38:23
2 <input type="checkbox"/>	Callcenter	1	9100		2015-06-29 14:34:06
3 <input checked="" type="checkbox"/>	ACD_TEST	2	8000	205	2015-06-29 15:46:44

Page 1 of 1 View 1 - 3 of 3

Add Modify Delete

Group Name \*

Representative Number \*

Direct Dial Call Number

Time Schedule \*

Each items mean below

Item	Description
Group Name	ACD Group Name.
Representative Number	ACD Representative Number.
Direct Dial Call Number	Direct Dial Call Number.
Time Schedule	Time Schedule.

'ACD Group' assigned 'Member'

Member Queuing Time Agent

Supervisor Extension

Member

<input type="checkbox"/>	Name	Extension
1 <input type="checkbox"/>	5200 Member #1	5200
2 <input type="checkbox"/>	5300 Member #2	5300

View 1 - 2 of 2

Change

Save Cancel

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**Each items mean below**

Item	Description
Supervisor Extension	ACD group member's Supervisor.
Name	ACD group member name.
Extension	ACD group member extension.

**"ACD Group" assigned 'Queuing**

**Each items mean below**

Item	Description
Queuing Step	Queuing step count.(1~5)
1st ~ 5th Announcement	Upload announcement to be played as per each queuing step.
Timeout Destination	Timeout Destination for Incoming call.
Queue Length	Capable Incoming call Queue Length.
Service Type	Assign service in case of Queue Full. - Release: Call end - Announcement: Play announcement uploaded in Overflow Announcement. - Forward: forward call
Announcement	Upload Announcement ment in case of Queue Full.
Forward Destination	Forward Number in case of Queue Full.

## “ACD Group” assigned “Time”

Member	Queuing	Time	Agent
<b>Night</b>			
Service Type	Release		
Announcement	<input type="text"/>	<input type="button" value="Browse"/>	100msec(Max 6000)
Forward Destination	<input type="text"/>		
<b>Holiday</b>			
Service Type	Release		
Announcement	<input type="text"/>	<input type="button" value="Browse"/>	100msec(Max 6000)
Forward Destination	<input type="text"/>		
			<input type="button" value="Save"/> <input type="button" value="Cancel"/>

## Each items mean below

Item	Description
Night	Assign service for night time. - Release: End call. - Announce: Play announcement ment . - Forward: forward call.
Holiday	Assign service for holiday. - Release: End call. - Announce: Play announcement ment. - Forward: forward call.
Announcement	Upload announcement ment. (Play unit is 100ms, Max 6000 available.)
Forward Destination	Assign call forward destination number.

## “ACD Group’ assigned ‘Agent”

Member	Queuing	Time	Agent
<b>Agent Logon Default</b>			
State at Agent Log on	Ready		
Auto Answer Usage at Agent Log on	Manual		
Auto Work Mode Usage at Agent Log on	Manual		
Agent Auto Switch Time from Work Mode to Ready	0 sec(Max 600)		
Handset Mode at Agent Log on	HeadSet		
Ring/Tone Mode at Agent Log on	Ring		
Agent ID Usage at Agent Log on	Manual		
<b>Call Restriction</b>			
Call Restriction between Agents	Not Use		
Call Restriction at Agent Log off	Not Use		
<b>Agent No Answer</b>			
Agent No Answer Option for I / C Call	Not Use		
Agent No Answer Call Time	0 sec(Max 240)		
Agent No Answer Forward Destination	<input type="text"/>		
			Copyright 2015 <input type="button" value="Save"/> <input type="button" value="Cancel"/>

**Each items mean below**

<b>Item</b>	<b>Description</b>
State at Agent Log on	State at Agent Log on - Ready / Not Ready.
Auto Answer Usage at Agent Log on	Auto Answer Usage at Agent Log on. - Automatic - Manual
Auto Work Mode Usage At Agent Log on	Auto Work Mode Usage At Agent Log on. - Automatic - Manual
Agent Auto Switch Time from Work Mode to Ready	Agent Auto Switch Time from Work Mode to Ready. - Input second unit, max 600 second available.
Handset Mode At Agent Log on	Handset Mode At Agent Log on      Handset Mode At Agent Log on. - Headset / Handset / Earphone / Bluetooth
Ring/Tone Mode At Agent Log on	Ring/Tone Mode At Agent Log on. - Ring / Tone / Ring & Tone
Agent ID Usage at Agent Log on	Agent ID Usage at Agent Log on. Configure whether automatically assign Agent ID or Manually. - Automatic - Manual
Call Restriction Between Agents	Call Restriction Between Agents. - Not Use - Restrict All Call - Restrict Trunk Outgoing Call
Call Restriction Agent Log off	Call Restriction Agent Log off. - Not Use - Restrict All Call - Restrict Trunk Outgoing Call
Agent No Answer Option for I/C Call	Agent No Answer Option for I/C Call. - Not Use - Not Ready - Not Ready & Forward - Log off - Log off & Forward - Forward
Agent No Answer Call Time	Agent No Answer Call Time. Input second unit, max 240 second available.
Agent No Answer Forward Destination	Agent No Answer Forward Destination.

### 2.3.3.2.3 Modify

Modify 'ACD Group' option and 'Member'.

#### Modify ACD Group setting

#### Automatic Call Distribution Group

##### Automatic Call Distribution Group List ( 5 Licenses )

<input type="checkbox"/>	Name	Member Count	Delegate Number	Direct Dial Call Number	Update Time
1	<input type="checkbox"/> ADD_TEST	1	7000	201	2015-06-29 18:38:23
2	<input type="checkbox"/> Callcenter	1	9100		2015-06-29 14:34:06
3	<input checked="" type="checkbox"/> ACD_TEST	2	8000	205	2015-06-29 15:46:44

Page 1 of 1 | 5

View 1 - 3 of 3

[Add](#) [Modify](#) [Delete](#)

Group Name \*

Representative Number \*

Direct Dial Call Number

Time Schedule \*

Supervisor Extension

Member		Available			
<input type="checkbox"/>	Name	Extension	<input type="checkbox"/>	Name	Extension
1	<input type="checkbox"/> 5200 Member #1	5200			
2	<input type="checkbox"/> 5400 Member #3	5400	<		
3	<input type="checkbox"/> 5300 Member #2	5300	>		

View 1 - 3 of 3

No records to view

[Change](#)

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[Save](#) [Cancel](#)

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Change** button to add or delete member.
4. Click  to add member,  button to delete.
5. Click the **Save** button to save.
6. Click **Cancel** to return to the list view.

### 2.3.3.2.4 Add

Add “ACD Group” and “Queuing” setting.

#### Add Hunt Group

#### Automatic Call Distribution Group

Automatic Call Distribution Group List ( 5 Licenses )

Add Modify Delete

Group Name \* My\_ACD\_Group

Representative Number \* 9800

Direct Dial Call Number 205

Time Schedule \* SP Default Time Schedule

Member	Queuing	Time	Agent
--------	---------	------	-------

**Queuing**

Queuing Step 2

1st Announcement	1st	Browse	4	100msec(Max 6000)
2st Announcement	2nd	Browse	4	100msec(Max 6000)
3st Announcement		Browse		100msec(Max 6000)
4st Announcement		Browse		100msec(Max 6000)
5st Announcement		Browse		100msec(Max 6000)

Timeout Destination

**Overflow**

Queue Length call(s)

Service Type Release

Announcement Browse 100msec(Max 6000)

Forward Destination

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

### 2.3.3.3 Agent Id

Add and manage ACD Group member's ID that are used by existing ACD groups.

#### 2.3.3.3.1 List

Click "Call Manager" > "Call Center" > "Agent Id" to see Agent ID list below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes "MY HOME", "FAVORITE LINK 1", "LINK 2", "LINK 3", "LINK 4", and "LINK 5". The left sidebar contains a menu with "Agent Id" selected. The main content area displays the "Agent ID" list with the following table:

<input type="checkbox"/>	Agent ID	Agent Name	Creation Type	Skill Level	Update Time
<input type="checkbox"/>					

Below the table are "Add", "Modify", and "Delete" buttons. The interface also shows "No records to view" and pagination controls.

#### 2.3.3.3.2 View

Choose one of the items on Agent ID list to display the detail view.

The screenshot shows the "Agent ID" detail view. It displays a table with the following data:

<input type="checkbox"/>	Agent ID	Agent Name	Creation Type	Skill Level	Update Time
<input checked="" type="checkbox"/>	2501	AGENT_B	Manual	1	2015-06-26 17:45:50
<input type="checkbox"/>	2502	AGENT_C	Manual	2	2015-06-26 17:46:36
<input type="checkbox"/>	2510	AGENT_D	Manual	2	2015-06-29 18:42:42

Below the table are "Add", "Modify", and "Delete" buttons. The interface also shows "View 1 - 3 of 3" and pagination controls.

The form below the table contains the following fields:

- Creation Type \*
- Agent ID \*
- Agent Name \*
- Skill Level \*

Below the form are "Save" and "Cancel" buttons. A note states: "Skill Level will be available 0 to 255."

### Each items mean below

Item	Description
Creation Type	- Manual: in case of Agent ID Usage at Agent Log on setting of ACD Group is assigned as "Manual", create Agent ID manually. - Automatic: in case of Agent ID Usage at Agent Log on setting of ACD Group is assigned as automatic, automatically created ID as Agent's extension
Agent ID	ACD Group Member login ID.
Agent Name	Agent Name.
Skill Level	Available 0~255.

### 2.3.3.3.3 Modify

Modify 'Group' option and 'Member'.

#### Modify Agent ID configuration

The screenshot displays the 'Agent ID' configuration interface. At the top, there is a table listing existing agents:

Agent ID	Agent Name	Creation Type	Skill Level	Update Time
1 <input checked="" type="checkbox"/> 2501	AGENT_B	Manual	1	2015-06-26 17:45:50
2 <input type="checkbox"/> 2502	AGENT_C	Manual	2	2015-06-26 17:46:36
3 <input type="checkbox"/> 2510	AGENT_D	Manual	2	2015-06-29 18:42:42

Below the table is a pagination control showing 'Page 1 of 1' and 'View 1 - 3 of 3'. To the right of the table are three buttons: 'Add', 'Modify', and 'Delete'. Below the table is a form for adding or modifying an agent:

Creation Type \*

Agent ID \*

Agent Name \*

Skill Level \*  Skill Level will be available 0 to 255.

At the bottom right of the form are two buttons: 'Save' and 'Cancel'.

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.



### 2.3.3.3.4 Add

Add "Agent ID".

#### Add Agent ID

Agent ID

Agent ID

Add Modify Delete

Creation Type \* Manual

Agent ID \* 2503

Agent Name \* AGENT\_E

Skill Level \* 5 Skill Level will be available 0 to 255.

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each items.
  - Choose Creation Type.
  - Input Agent ID.
  - Input Agent Name
  - Assign Skill Lever.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

## 2.3.4 Conference Room

Add and manage conference rooms.

### 2.3.4.1.1 List

Click “Call Manager” > “Conference Room” to display Conference Room list.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes "MY HOME", "FAVORITE LINK 1", "LINK 2", "LINK 3", "LINK 4", and "LINK 5". The left sidebar contains a menu with "Call Manager" selected, and "Conference Room" highlighted. The main content area displays a table of conference rooms with 5 licenses. The table has columns for Room Number, Room Name, Direct Dial Call Number, Password, Usage, and Update Time. Three rows are visible, with the first row (Room 902) selected. Below the table are "Add", "Modify", and "Delete" buttons.

Room Number	Room Name	Direct Dial Call Number	Password	Usage	Update Time
1 902		208	147896	Use	2015-07-01 00:46:39
2 901		220	890101	Use	2015-06-27 12:08:55
3 900	123123	211	123456	Use	2015-07-08 11:29:41

### 2.3.4.1.2 View

Select one of the items in the conference room list to view full details.

The screenshot shows the "View" details for a conference room. The table from the previous screenshot is shown with the first row (Room 902) selected. Below the table are "Add", "Modify", and "Delete" buttons. The "View" form contains the following fields:

- Room Number \*: 902
- Direct Dial Call Number: 203
- Password: 244563
- Usage \*: Use

At the bottom right of the form are "Save" and "Cancel" buttons.

**Each items mean below**

Item	Description
Room Number	Conference Room number.
Direct Dial Call Number	Direct Dial Call Number for direct call from external parties
Password	Conference Room login password. (Max 6 digit available.)
Usage	Usage. (Use / Not Use)

**2.3.4.1.3 Modify**

Modify "Conference Room".

**Modify Conference Room setting**

The screenshot shows the 'Conference Room' management interface. At the top, there is a header 'Conference Room ( 5 Licenses )'. Below it is a table with columns: Room Number, Direct Dial Call Number, Password, Usage, and Update Time. The table contains three rows of data. Below the table is a pagination control showing 'Page 1 of 1' and 'View 1 - 3 of 3'. There are three buttons: 'Add', 'Modify', and 'Delete'. Below the buttons is a form for modifying a room. The form has four fields: 'Room Number \*' with a text input containing '902', 'Direct Dial Call Number' with a dropdown menu containing '208', 'Password' with a text input containing '147896', and 'Usage \*' with a dropdown menu containing 'Use'. At the bottom right of the form are two buttons: 'Save' and 'Cancel'.

Room Number	Direct Dial Call Number	Password	Usage	Update Time
1 <input checked="" type="checkbox"/> 902	203	244563	Use	2015-06-27 12:10:53
2 <input type="checkbox"/> 901	220	890101	Use	2015-06-27 12:08:55
3 <input type="checkbox"/> 900	211	123456	Use	2015-06-26 17:29:46

Page 1 of 1 | View 1 - 3 of 3

Add Modify Delete

Room Number \* 902

Direct Dial Call Number 208

Password 147896

Usage \* Use

Save Cancel

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

### 2.3.4.1.4 Add

Add "Conference Room".

#### Add Conference Room

### Conference Room

Conference Room ( 5 Licenses )

Add Modify Delete

Room Number \* 910

Direct Dial Call Number 216

Password 555222

Usage \* Use

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

## 2.3.5 Shared Line

Configure to share one number with multiple user.

### 2.3.5.1.1 List

Click "Call Manager" > "Shared Line" to display Shared Line list.

iPECS Korea (Peter James) Customer Manager

Company MY HOME FAVORITE LINK 1 LINK 2 LINK 3 LINK 4 LINK 5

### Shared Line

Site Total Site

#### Shared Line List

Site	Digit Number	Direct Dial Call Number	Description	Digit Number Setting	Update Time
1 <input type="checkbox"/> Seoul	323	209	AddTest		2015-06-27 14:31:27
2 <input type="checkbox"/> Seoul	322	207	SharedAddTest		2015-06-27 14:31:56
3 <input type="checkbox"/> Seoul	321	206	Shared2		2015-06-27 12:22:18
4 <input type="checkbox"/> Seoul	320		SharedTest_modify		2015-07-08 10:42:09

Page 1 of 1 | 10

View 1 - 4 of 4

Add Modify Delete

### 2.3.5.1.2 View

Select one of the available options from the shared line list view to see full options.

Site Total Site ▼

**Shared Line List** ▲

<input type="checkbox"/>	Site	Digit Number ↕	Direct Dial Call Number	Description	Digit Number Setting	Update Time
<input type="checkbox"/>	Seoul	323	209	AddTest	⚙️	2015-06-27 14:31:27
<input type="checkbox"/>	Seoul	322	207	SharedAddTest	⚙️	2015-06-27 14:31:56
<input type="checkbox"/>	Seoul	321	206	Shared2	⚙️	2015-06-27 12:22:18
<input checked="" type="checkbox"/>	Seoul	320	204	SharedTest	⚙️	2015-06-27 14:17:34

⊕
Page 1 of 1
View 1 - 4 of 4

Add
Modify
Delete

Site \*

▼

Digit Number \*

Direct Dial Call Number

▼

Description

**Member**

Site
Extensi Name
Button

<input type="checkbox"/>	Seoul	4500 Test test	<input type="text" value="2"/>
--------------------------	-------	----------------	--------------------------------

Change

Save
Cancel

#### Each items mean below

Item	Description
Site	Site name.
Digit Number	Shared Line number.
Direct Dial Call Number	Direct Dial Call Number from outside.
Description	Description.
Extension	Extension for Shared Line.
Name	User name.
Button	Flexible Button for Shared Line save.

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### 2.3.5.1.3 Modify

Modify “Shared Line” option and “Member”.

#### Modify Shared Line configuration

**Shared Line** Site: Total Site

Shared Line List						
<input type="checkbox"/>	Site	Digit Number	Direct Dial Call Number	Description	Digit Number Setting	Update Time
1	<input type="checkbox"/> Seoul	323	209	AddTest	⚙️	2015-06-27 14:31:27
2	<input type="checkbox"/> Seoul	322	207	SharedAddTest	⚙️	2015-06-27 14:31:56
3	<input type="checkbox"/> Seoul	321	206	Shared2	⚙️	2015-06-27 12:22:18
4	<input checked="" type="checkbox"/> Seoul	320	204	SharedTest	⚙️	2015-06-27 14:17:34

Page 1 of 1 View 1 - 4 of 4

Add Modify Delete

Site \* Seoul  
Digit Number \* 320  
Direct Dial Call Number 205  
Description SharedTest\_modify

**Member**

Member				Available		
<input type="checkbox"/>	Site	Extensi Name	Button	<input type="checkbox"/>	Site	Extension Name
1	<input type="checkbox"/> Seoul	4500 Testtest	2	1	<input type="checkbox"/> Seoul	4600 Test Michael
2	<input type="checkbox"/> Seoul	5100 5100 SuperVisor	2	2	<input type="checkbox"/> Seoul	5300 5300 Member #2
3	<input type="checkbox"/> Seoul	5200 5200 Member #1	2	3	<input type="checkbox"/> Seoul	5400 5400 Member #3
				4	<input type="checkbox"/> Seoul	5500 5500 Member #4

View 1 - 3 of 3 View 1 - 4 of 4


Change Save Cancel

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1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Change** button to add or delete member.
4. Click **<** button to add member, **>** button to delete.
5. Configure Index of Flexible Button through assignment index of User Phone Button.
6. Click the **Save** button to save.
7. Click the **Cancel** button to return to the list view.

## Digit Number Setting for Shared Line

The screenshot shows a 'DN Setting' window with a blue header and a close button (X) in the top right corner. Below the header, the following information is displayed: 'Digit Number Setting : 10000' and 'Site Name : kjskjs'. A tabbed interface is present with three tabs: 'DN Setting' (selected), 'Feature', and 'Service'. Under the 'DN Setting' tab, there are five configuration fields: 'Display Name \*' with a text input containing '10000'; 'Extension Password' with an empty text input; 'Direct Dial Call Number \*' with a dropdown menu showing '--- NONE ---'; 'Outgoing Caller ID \*' with a dropdown menu showing 'Obey Site Outgoing Caller ID'; and 'Call Barring \*' with a dropdown menu showing 'Obey Site Call Barring' and a secondary dropdown menu showing 'COS #1'. At the bottom right of the window, there are two orange buttons labeled 'Save' and 'Cancel'.

1. Click configuration button (  ) on Digit Number Setting list.
2. **Digit Number Setting Popup** – Click the Save Button after configuration for DN setting on DN Setting Tab.
3. **DN Setting Popup** – Click the **Save** Button after configuration DN Feature at Feature.
4. **DN Setting Popup** – Click the **Save** Button after configuration for Service (Busy/No Answer)

### 2.3.5.1.4 Add

Add 'Shared Line' and 'Member'.

#### Add Shared Line

Shared Line

Site Total Site

Shared Line List

Add Modify Delete

Site \* Seoul

Digit Number \* 4100

Direct Dial Call Number 203

Description Add\_SharedLine

Member

Member	Site	Extensi Name	Button
1	Seoul	5500 5500 Member #4	2
2	Seoul	5400 5400 Member #3	2
3	Seoul	5300 5300 Member #2	2

Available	Site	Extension	Name
1	Seoul	4500	Test test
2	Seoul	4600	Test Michael
3	Seoul	5100	5100 SuperVisor
4	Seoul	5200	5200 Member #1

View 1 - 3 of 3

View 1 - 4 of 4

Change

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each item.
3. Click the **Change** button to add or delete member.
4. Click **<** button to add member, **>** button to delete.
5. **Configure** Button Index to assign Shared Line to Added member's phone.
6. Click the **Save** button to save.
7. Click the **Cancel** button to return to the list view.



## 2.3.6 Hot Desk

Add a phone that can be used as hot desk station.

### 2.3.6.1.1 List

Click “Call Manager” > “Hot Desk” to display below.

The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name 'KoreaTimes (james kim)', and the role 'Customer Manager'. Below the navigation bar, there are tabs for 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a menu with categories: 'Company', 'User', 'Call Manager', 'Group Setting', 'Auto Attendant', 'Call Center', 'Conference Room', 'Shared Line', 'Hot Desk', 'Switch Board', 'Quick Code on Busy', 'Call Record Report', 'Status View', 'Call History', 'My Home', and 'My Information'. The 'Hot Desk' menu item is selected and highlighted in blue. The main content area shows a table titled 'Hot Desk' with the following columns: 'Extension', 'Name', 'Phone', 'MAC Address', and 'Update Time'. A single row is visible with the following data: '1', '890', 'Hot Desk Seat 1', 'LIP-9020', 'B41EDC1B1511', and '2015-06-26 18:27:25'. Below the table, there is a pagination control showing 'Page 1 of 1' and a dropdown menu set to '10'. At the bottom right of the table, there are three buttons: 'Add', 'Modify', and 'Delete'.

Extension	Name	Phone	MAC Address	Update Time
1 890	Hot Desk Seat 1	LIP-9020	B41EDC1B1511	2015-06-26 18:27:25

1. Display existing hot desk handsets using the hot desk list view.
2. You can only use the LIP handsets for hot desk users.

### 2.3.6.1.2 View

Select one of the items in the Hot Desk list to see full details.

#### Hot Desk

<input type="checkbox"/>	Extension	Name	Phone	MAC Address	Update Time
1	<input checked="" type="checkbox"/> 7200	HotDesk1	LIP-8050V	B40EDCB69555	2015-07-10 10:28:50

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[Add](#) [Modify](#) [Delete](#)

Extension \*

Name \*

Phone \*

MAC Address \*

[Save](#) [Cancel](#)

#### Items mean below

Item	Description
Extension	Users Extension.
Name	Hot Desk Phone Name.
Phone	Phone for Hot Desk. (LIP phone only available.)
MAC Address	Phone MAC Address.

### 2.3.6.1.3 Modify

Modify “Hot Desk” setting.

#### Modify Hot Desk setting

#### Hot Desk

<input type="checkbox"/>	Extension	Name	Phone	MAC Address	Update Time
1	<input checked="" type="checkbox"/> 7200	HotDesk1	LIP-8050V	B40EDCB69555	2015-07-10 10:28:50

Page 1 of 1

Add Modify Delete

Extension \* 7200

Name \* HotDesk2

Phone \* --- NONE ---

MAC Address \* B40EDCB69555

Save Cancel

---

#### NOTE

Cannot modify Extension, Phone, MAC Address because of another add is needed for Hot Desk User.

---

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the Save button to save.
4. Click the **Cancel** button to return to the list view.

### 2.3.6.1.4 Add

Add "Hot Desk" User and "Hot Desk" setting.

#### Add Hot Desk user(configure at User Setting)

**User Setting**

Extension   Site

**User List**

**Extension \***  3 ~ 5 Digit

**Name \***   This name is also used to phone's display name.

**Site \***

**Portal ID \***

**Password \***

**E-mail**

**Package \***

**User Type \***  ?

**Direct Dial Call Number**

**Call Barring \***

**Outgoing Caller ID \***

**Device**

**Customer Device**

Phone

Soft Client

Authentication ID  Authentication Password  Extension Password

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1. Click the **Add** button to convert to add mode.
2. Configure each item.
3. Choose 'Hot Desk User' at Package to add Hot Desk user.
4. Click the **Save** button to save.
5. Click the **Cancel** button to return to the list view.

## Add Hot Desk setting

### Hot Desk

Hot Desk

Add Modify Delete

Extension \* 7300

Name \* HotDesk2

Phone \* LIP-8050V (1)

MAC Address \* B40EDCB689555

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each item.
  - Input Extension.
  - Input Name.
  - Choose Phone.
  - Choose Address.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

## 2.3.7 Switch Board

IP ATD representative setting. Representative setting, assign Night service Type, DID, Night service Subscriber.

### 2.3.7.1.1 View

Click 'Call Manager' > 'Switch Board' to display Switch Board setting information.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'iPECS' and 'KoreaTimes (james kim) Customer Manager'. The left sidebar lists various settings, with 'Switch Board' selected. The main content area is titled 'Switch Board' and contains the following elements:

- Extension \***: A text input field.
- Direct Dial Call Number**: A dropdown menu with '--- NONE ---' selected.
- Night Service Type**: A dropdown menu with 'First Idle' selected.
- Night Subscriber**: A section header.
- Subscriber**: A table with columns for 'Extension' and 'Name'. Below the table, it says 'No records to view' and has a 'Change' button.
- Buttons**: 'Modify', 'Delete', 'Save', and 'Cancel' buttons at the bottom right.

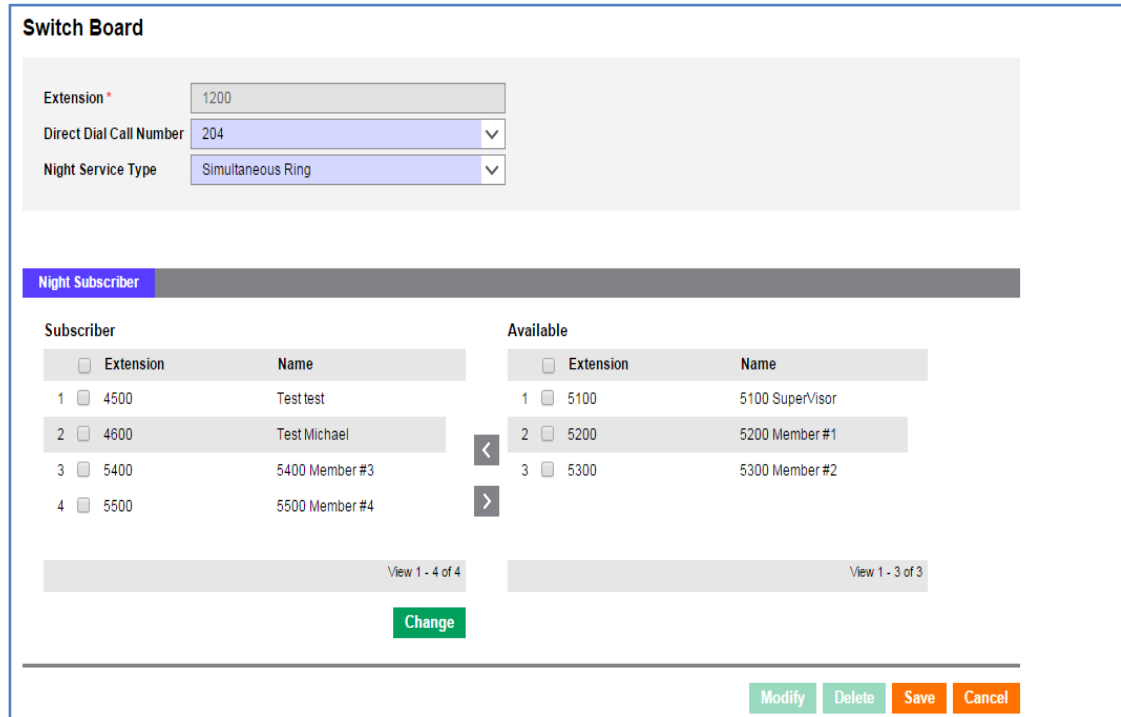
Each items means below

Item	Description
Extension	Extension.
Direct Dial Call Number	Direct Dial Call Number.
Night Service Type	Night Service setting. - First Idle: forward to first idle user among Night service subscriber. - Circular: - Simultaneous Ring: Simultaneous Ring: for Night service subscriber.
Extension	Subscriber Extension.
Name	Subscriber Name.

### 2.3.7.1.2 Modify

Modify “Switch Board” information and “Night Subscriber”.

#### Modify Switch Board setting



**Switch Board**

Extension\*

Direct Dial Call Number

Night Service Type

**Night Subscriber**

Subscriber		Available					
<input type="checkbox"/>	Extension	Name	<input type="checkbox"/>	Extension	Name		
<input type="checkbox"/>	1	4500	Test test	<input type="checkbox"/>	1	5100	5100 SuperVisor
<input type="checkbox"/>	2	4600	Test Michael	<input type="checkbox"/>	2	5200	5200 Member #1
<input type="checkbox"/>	3	5400	5400 Member #3	<input type="checkbox"/>	3	5300	5300 Member #2
<input type="checkbox"/>	4	5500	5500 Member #4				

View 1 - 4 of 4

View 1 - 3 of 3

**Change**

**Modify** **Delete** **Save** **Cancel**

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Change** button to add or delete member.
4. Click  button to add member,  button to delete.
5. Click the **Save** button to save.
6. Click the **Cancel** button to return to the list view.

## 2.3.8 Quick Code on Busy

Input 1 digit in case of extension is busy.

### 2.3.8.1.1 View

Click “Call Manager” > “Quick Code on Busy” to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo and the user name 'KoreaTimes (james kim) Customer Manager'. The left sidebar contains a 'Call Manager' menu with options like 'Group Setting', 'Auto Attendant', 'Call Center', 'Conference Room', 'Shared Line', 'Hot Desk', 'Switch Board', 'Quick Code on Busy', 'Call Record Report', 'Status View', 'Call History', 'My Home', and 'My Information'. The main content area is titled 'Quick code on busy' and features a 3x4 grid of buttons. Each button has a dropdown menu: 1 (Call wait), 2 (None), 3 (None), 4 (None), 5 (None), 6 (None), 7 (None), 8 (None), 9 (None), \* (None), 0 (None), # (None). At the bottom of the grid are 'Modify', 'Save', and 'Cancel' buttons.

Assign digit service on each button.

### 2.3.8.1.2 Modify

Modify functions of 'Code'.

This screenshot shows the 'Quick code on busy' configuration page with a dropdown menu open. The dropdown menu lists the following options: None, Call Back, Camp on, Call wait, OHVO (highlighted), Intrusion, Pilot Hunt, and Intercept. The grid buttons now have the following dropdown values: 1 (Call Back), 2 (Camp on), 3 (Call wait), 4 (OHVO), 5 (Intrusion), 6 (Pilot Hunt), 7 (Intercept), 8 (None), 9 (None), \* (None), 0 (None), # (None). The 'Modify', 'Save', and 'Cancel' buttons are visible at the bottom.



**Each items mean below**

<b>Item</b>	<b>Description</b>
Call Back	Call Back.
Camp on	Camp on.
Call Wait	Call Wait.
OHVO	Off Hook Voice Over.
Intrusion	Intrusion.
Pilot Hunt	Pilot Hunt.
Intercept	Call Intercept.

## 2.3.9 Call Record Report

Search call record file and support listen and download.

### 2.3.9.1.1 Default page

Click “Call Manager” > “Call Record List” to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar lists various menu items, with 'Call Record Report' selected. The main content area is titled 'Call Record Report' and features a search form with the following fields:

- Extension Name:
- Extension Number:
- Tel Number:
- Date/Time:  [Calendar icon] 00 Hour 00 Min. ~ [Calendar icon] 00 Hour 00 Min.
- Duration:  00 Hour 00 Min. 00 Sec. ~ 00 Hour 00 Min. 00 Sec.

Buttons for 'Search' and 'Download' are located to the right of the search form. Below the search form is a table titled 'Site List' with the following columns: Extension Name, Extension Number, Call Type, Rec Type, Tel Number, Start Time, End Time, Duration, Play, and Down. The table contains two rows of data:

Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
1 <input type="checkbox"/> gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:2:2015-06-23 13:2:00:00:07		00:00:07	<input type="checkbox"/>	<input type="checkbox"/>
2 <input type="checkbox"/> gildong hong	100	Outgoing	Trunk	9251	2015-06-22 13:2:2015-06-22 13:2:00:00:07		00:00:07	<input type="checkbox"/>	<input type="checkbox"/>

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and a 'View 1 - 2 of 2' indicator.

Display record file list and able to play or download.

#### Each items mean below


Item	Description
Extension Name	Extension User Name.
Extension Number	Extension Number.
Date/Time	Scope of record date and time. (Input Date and Time.)
Duration	Duration of record. (Hour, Minutes and Seconds format.)
Call Type	Inbound / Outbound (Choose Inbound / Outbound type for Caller)
Rec Type	Record type.
Tel Number	Telephone Number.
Start Time	Recording Start Time.
End Time	Recording End Time.

### 2.3.9.1.2 Search

Search call recordings using the various search criteria available at the top of the screen.

Extension Name/Extension Number/Tel Number input item is 'include'. Search for Date/Time or Duration needs selected on checkbox on the left hand side of the screen.

The screenshot shows the 'Call Record Report' interface. At the top, there are input fields for 'Extension Name', 'Extension Number', and 'Tel Number'. Below these are search criteria options: 'Date/Time' (checked) and 'Duration' (unchecked). The 'Date/Time' section includes a calendar icon (highlighted with a red box) and dropdown menus for month (Jul) and year (2015). The 'Duration' section includes dropdown menus for seconds, minutes, and hours. A 'Search' button and a 'Download' button are visible on the right. Below the search criteria is a 'Site List' section with a table of call records. The table has columns: 'Extens', 'Rec Type', 'Tel Number', 'Start Time', 'End Time', 'Duration', 'Play', and 'Down'. Two records are shown, both for extension 'gildong hong' with tel number '100'. The first record is marked 'Today' and 'Done'. The interface also includes a 'Page 1 of 1' indicator and a 'View 1 - 2 of 2' status.

1. Click  button to use calendar for choosing specific date.
2. Click the **Search** button to search once you have specified your search criteria.

This screenshot shows the same 'Call Record Report' interface, but with the search criteria updated. The 'Date/Time' section now shows a specific date range: '2015-06-23' to '2015-06-30'. The 'Duration' section is set to '00' hours, '00' minutes, and '00' seconds. The 'Search' button is highlighted with a red box. The 'Site List' table and other interface elements remain the same as in the previous screenshot.

3. Input record date and time to search.

### 2.3.9.1.3 Download

Download recording files to local PC. Check checkbox list among record list and Click Download button to download files to local PC. Multiple file download is available.

**Call Record Report**

Extension Name  Extension Number  Tel Number

Date/Time 2015-06-23 00 Hour 00 Min. ~ 2015-06-30 00 Hour 00 Min.

Duration 00 Hour 00 Min. 00 Sec. ~ 00 Hour 00 Min. 00 Sec.

**Site List**

<input type="checkbox"/>	Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
<input checked="" type="checkbox"/>	gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23	00:00:08		
<input type="checkbox"/>	gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23	00:00:07		

Page 1 of 1 View 1 - 2 of 2

Downloaded file is ZIP format file and file name means downloaded date/time. (Ex: 201506301853055.zip)

### 2.3.9.1.4 Listen

Click play and Listen record file on the web page. Click button on the recording list to open pop up window and play.

**Site List**

<input type="checkbox"/>	Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
<input type="checkbox"/>	gildong hong	100				2015-06-23 13:23	2015-06-23 13:23	00:00:08		
<input type="checkbox"/>	gildong hong	100				2015-06-23 13:23	2015-06-23 13:23	00:00:07		

Play

OK

To listen to recording file, click to open the pop up window and play.

### 2.3.9.1.5 Down

Download recorded file to your local PC one by one. Click button on the record list to download.

**Site List**

<input type="checkbox"/>	Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
<input type="checkbox"/>	gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23	00:00:08		
<input type="checkbox"/>	gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23	00:00:07		

Page 1 of 1 View 1 - 2 of 2

Downloaded as wav file format.

## 2.4 Status View

### 2.4.1 Number Summary

Search the number summary to view the used numbers and destinations.

#### 2.4.1.1.1 View

Click **"Status View"** > **"Number Summary"** to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains navigation options like 'Company', 'User', 'Call Manager', 'Status View', 'Number Summary', 'Service Summary', 'Device Status', 'Storage Usage', 'Call History', 'My Home', and 'My Information'. The main content area displays the 'Number Summary' page with a search bar and a table titled 'Number Summary List'.

Number	Name	Type	Use
1 *100		ServiceEXT-CR	Service EXT
2 112		Emergency Number	
3 1200		Switch Board	
4 1212		ACD Group	
5 25000		ServiceEXT-AA	Service EXT
6 320	320	Shared Line	Hot Desk User
7 321	321	Shared Line	Hot Desk User
8 322	322	Shared Line	Hot Desk User
9 323	323	Shared Line	Hot Desk User
10 44442		ACD Group	

Each items mean below

Item	Description
Number	Number.
Name	User Name. (Display Name.)
Type	Types of Number. - Extension : Extension Number. - Switch Board : Switch Board – Extension Number. - Hunt Group : Hunt Group - Representative Number. - Shared Line : Shared Line Number. - Multiple Line : Multiple Line Number. - ACD Group : ACD Group - Representative Number. - Feature Code Feature Code. - Conference Room : Conference Room – Room Number. - Hot Desk : Hot Desk Extension. - Emergency Number : Emergency Number. - Trunk Access Code : Trunk Access Code. - ServiceEXT-CR : CR Service Extension. - ServiceEXT-VM : VM Service Extension. - ServiceEXT-AA : AA Service Extension.
Use	Displays whether numbers are being used or not.

## 2.4.2 Service Summary

Displays the services available and the usage of those services.

### 2.4.2.1.1 View

Click **"Status View"** > **"Service Summary"** to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains navigation options: 'Company', 'User', 'Call Manager', 'Status View' (expanded to show 'Number Summary', 'Service Summary', 'Device Status', and 'Storage Usage'), 'Call History', 'My Home', and 'My Information'. The main content area is titled 'Service Summary' and features a search bar with a 'Search' button. Below the search bar is a table titled 'Service Summary List' with the following data:

Name	Type	Total	Use
1 ACD Report Manager	Additional Feature	10	0
2 Lync RCC GW	Device	5	0
3 IP ATD	Device	6	0
4 UCE	Device	5	0
5 Conference Room	Group	5	0
6 Timezone	Group	5	1
7 ACD Group	Group	5	1
8 Shared Line	Group	5	0
9 Paging Group	Group	5	3
10 PickUp Group	Group	5	3

At the bottom of the table, there is a pagination control showing 'Page 1 of 2' and a 'View 1 - 10 of 18' indicator.

Each items mean below

Item	Description
Name	Name of the service resource.
Type	- Package. - Additional Feature. - Group. - Device.
Total	The total number of the resource that you have available.
Use	The number of resources that are being used.

## 2.4.3 Device Status

### 2.4.3.1.1 View

Click “Status View” > “Device Status” to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes links for MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. The left sidebar contains a navigation menu with options like Company, User, Call Manager, Status View, Number Summary, Service Summary, Device Status (highlighted), Storage Usage, Call History, My Home, and My Information. The main content area is titled "Device Status" and features a search bar with a "Phone" dropdown, a "-- ALL --" dropdown, and a "Search" button. Below the search bar is a "Device Status List" table with columns for Phone, MAC Address, Site, Extension, Name, Direct Dial Call Number, Regi Status, and Device Restart. The table contains 10 rows of data. At the bottom of the table, there is a pagination control showing "Page 1 of 2" and a "View 1 - 10 of 15" indicator.

Phone	MAC Address	Site	Extension	Name	Direct Dial Call Number	Regi Status	Device Restart
1 IP8802	853012112B07	Seoul	6100	ttt aaaa		UNREGI	
2 IP8802	853012112B08	Seoul	6500	asoj oejj		UNREGI	
3 IP8802	853012112B04						
4 IP8802	853012112B05						
5 IP8802	853012112B06						
6 IP8815	853011223A99	Seoul	4500	Testtest	202	UNREGI	
7 IP8815	853012112B02	Seoul	4600	TestMichael	212	UNREGI	
8 IP8815	853012112B01						
9 IP8815	853012112B03						
10 IP8820	853011223A96						

Each items mean below

Item	Description
Phone	Phone model.
Mac Address	Mac Address.
Site	Site.
Extension	Extension.
Name	User Name.
Direct Dial Call Number	Direct Dial Call Number from outside.
Regi Status	Registration Status.
Device Restart	Restarts device.

## 2.4.4 Storage Usage

Displays the amount of recordings and the storage space utilized.

### 2.4.4.1.1 View

Click "Status View" > "Storage Usage" to display below.

The screenshot shows the iPECS Customer Manager interface. The left sidebar contains a navigation menu with the following items: Company, User, Call Manager, Status View (expanded), Number Summary, Service Summary, Device Status, Storage Usage (highlighted), Call History, My Home, and My Information. The main content area is titled 'Storage Usage' and contains a 'Storage Usage List' table. The table has the following columns: EXT, Name, Call Record Max, Call Record Use (byte), Voice Mail Max, and Voice Mail Use (byte). The table lists 10 items, each with a checkbox and numerical values. At the bottom right, there are summary statistics for Total Call Record Use and Total Voice Mail Use, both showing 0 bytes.

EXT	Name	Call Record Max	Call Record Use (byte)	Voice Mail Max	Voice Mail Use (byte)
1	asoj oejj	Unlimited	0	Unlimited	0
2		Unlimited	0	Unlimited	0
3	5500 Member #4	Unlimited	0	Unlimited	0
4	5400 Member #3	Unlimited	0	Unlimited	0
5	5300 Member #2	Unlimited	0	Unlimited	0
6	5200 Member #1	Unlimited	0	Unlimited	0
7	5100 SuperVisor	Unlimited	0	Unlimited	0
8	Test Michael	Unlimited	0	Unlimited	0
9	323	0	0	0	0
10	322	0	0	0	0

Total Call Record Use : 0 (byte)  
Total Voice Mail Use : 0 (byte)

Each items mean below

Item	Description
Ext	Extension.
Name	User Name.
Call Record Max (byte)	Call Recording Max.
Call Record Use (byte)	Call Recording Uses.
Voice Mail Max (byte)	Voicemail maximum storage.
Voice Mail Use (byte)	Voicemail storage used.



## 2.5 Call History

### 2.5.1 Call History Summary

Search summaries for all calls in and out of the system.

#### 2.5.1.1.1 View

Click “Call History” > “Call History Summary” to display below.

The screenshot shows the iPECS Customer Manager interface. The main content area is titled "Call History Summary" and features a search form. The search form includes fields for "Extension Number", "Extension Name", and "Date/Time". There are also filters for "Duration" and "Average Duration". A "Search" button is located to the right of the search form. Below the search form is a table titled "Call summary by Extension list by period". The table has the following columns: "Extension number", "Extension Name", "Date / Time", "Incoming Total", "Incoming OK", "Outgoing Total", "Outgoing OK", "Average Duration", and "Duration". The table contains 10 rows of data, each representing a call record.

Extension number	Extension Name	Date / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
1	1001	Pepper Potts	2015-07-06 16:00	0	6	0	00:00:00	00:00:00
2	1000	Tony Stark	2015-07-06 16:002	0	0	0	00:00:00	00:00:00
3	1133	1133 Dumpy	2015-07-06 13:00	0	2	0	00:00:00	00:00:00
4	1001	Pepper Potts	2015-07-06 11:00	0	8	2	00:00:02	00:00:03
5	1001	Pepper Potts	2015-07-06 10:00	0	4	0	00:00:00	00:00:00
6	1000	Tony Stark	2015-07-03 20:00 12	0	29	0	00:00:00	00:00:00
7	1001	Pepper Potts	2015-07-03 20:00	0	20	0	00:00:00	00:00:00
8	1000	Tony Stark	2015-07-03 19:00	0	7	1	00:00:01	00:00:01
9	1001	Pepper Potts	2015-07-03 19:00 1	1	2	0	00:00:01	00:00:01
10	1001	Pepper Potts	2015-07-03 10:00	0	3	0	00:00:00	00:00:00

Each items mean below

Item	Description
Extension Number	Extension Number.
Extension Name	Extension Name.
Data / Time	Data / Time.
Incoming Total	Incoming Total.
Incoming OK	Incoming OK.
Outgoing Total	Outgoing Total.
Outgoing OK	Outgoing OK.
Average Duration	Average Call Duration.
Duration	Duration.

**Extension by period:** Summary of incoming and outgoing calls listed on a per extension basis.

**Call History Summary**

Extension list by period    **Telephony number**    Tail by hour

Extension Number:     Extension Name:

Date/Time: 2015-07-12 00:00:00 Hour 00 Min. 2015-07-12 23:59:00 Hour 59 Min.

Duration: 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min.

Average Duration: 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min.

**Search**

---

**Call summary by Extension list by period**

Extension number	Extension Name	Date / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
☺								

Page 1 of 1    No records to view

**Trunk Tel Number:** Call summary for all DDI numbers.

**Call History Summary**

Extension list by period    **Telephony number**    Tail by hour

Trunk Number:

Date/Time: 2015-07-12 00:00:00 Hour 00 Min. 2015-07-12 23:59:00 Hour 59 Min.

Duration: 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min.

Average Duration: 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min.

**Search**

---

**Call summary by telephony number**

Trunk number	Date / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
☺							

Page 1 of 1    No records to view

**Tail by Hour:** Summary of incoming and outgoing calls per hour.

**Call History Summary**

Extension list by period    Telephony number    **Tail by hour**

Date/Time: 2015-07-12 00:00:00 Hour 00 Min. 2015-07-12 23:59:00 Hour 59 Min.

Duration: 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min.

Average Duration: 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min. 00:00:00 Hour 00 Min.

**Search**

---

**Call summary tail by hour**

Date / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
☺						

Page 1 of 1    No records to view

## 2.5.2 Call Detail History

Search Call History.

### 2.5.2.1.1 View

Click “Call History” > “Call Detail History” to display below.

The screenshot shows the iPECS Customer Manager interface for 'Avengers (Nick Fury)'. The left sidebar contains navigation options: Company, User, Call Manager, Status View, Call History (with sub-options for Call History Summary and Call Detail History), My Home, and My Information. The main content area is titled 'Call Detail History' and features a search filter section with the following fields:

- Extension Number: [ ]
- Other Number: [ ]
- Call Type: [--- ALL ---]
- Date/Time: 2015-01-01 [ ] 00 [ ] Hour 00 [ ] Min. ~ 2015-07-12 [ ] 23 [ ] Hour 59 [ ] Min.
- Duration: [ ] 00 [ ] Hour 00 [ ] Min. 00 [ ] Sec. ~ [ ] 00 [ ] Hour 00 [ ] Min. 00 [ ] Sec.

A green 'Search' button is located to the right of the filter section. Below the filters is a table titled 'Call History List' with the following data:

	Start Time	End Time	Extension number	Extension Name	Other Number	Call Type	Result	Duration
1	2015-07-06 16:02:39	2015-07-06 16:02:39	1001	Pepper Potts		Extension Outgoing	Fail	00:00:00
2	2015-07-06 16:02:23	2015-07-06 16:02:23	1000	Tony Stark	1001	Extension Incoming	Fail	00:00:00
3	2015-07-06 16:02:23	2015-07-06 16:02:23	1001	Pepper Potts	1000	Extension Outgoing	Fail	00:00:00
4	2015-07-06 16:02:17	2015-07-06 16:02:17	1001	Pepper Potts	1000	Extension Outgoing	Fail	00:00:00
5	2015-07-06 16:02:17	2015-07-06 16:02:17	1000	Tony Stark	1001	Extension Incoming	Fail	00:00:00
6	2015-07-06 16:02:00	2015-07-06 16:02:00	1001	Pepper Potts	*89	Extension Outgoing	Fail	00:00:00
7	2015-07-06 16:01:51	2015-07-06 16:01:51	1001	Pepper Potts	9	Extension Outgoing	Fail	00:00:00
8	2015-07-06 16:01:45	2015-07-06 16:01:45	1001	Pepper Potts	87	Extension Outgoing	Fail	00:00:00
9	2015-07-06 13:31:48	2015-07-06 13:31:48	1133	1133 Dumpy	2002	Extension Outgoing	Fail	00:00:00
10	2015-07-06 13:31:38	2015-07-06 13:31:38	1133	1133 Dumpy	2000#	Extension Outgoing	Fail	00:00:00

At the bottom of the table, there is a pagination control showing 'Page 1 of 19' and a 'View 1 - 10 of 189' indicator.

Each items mean below

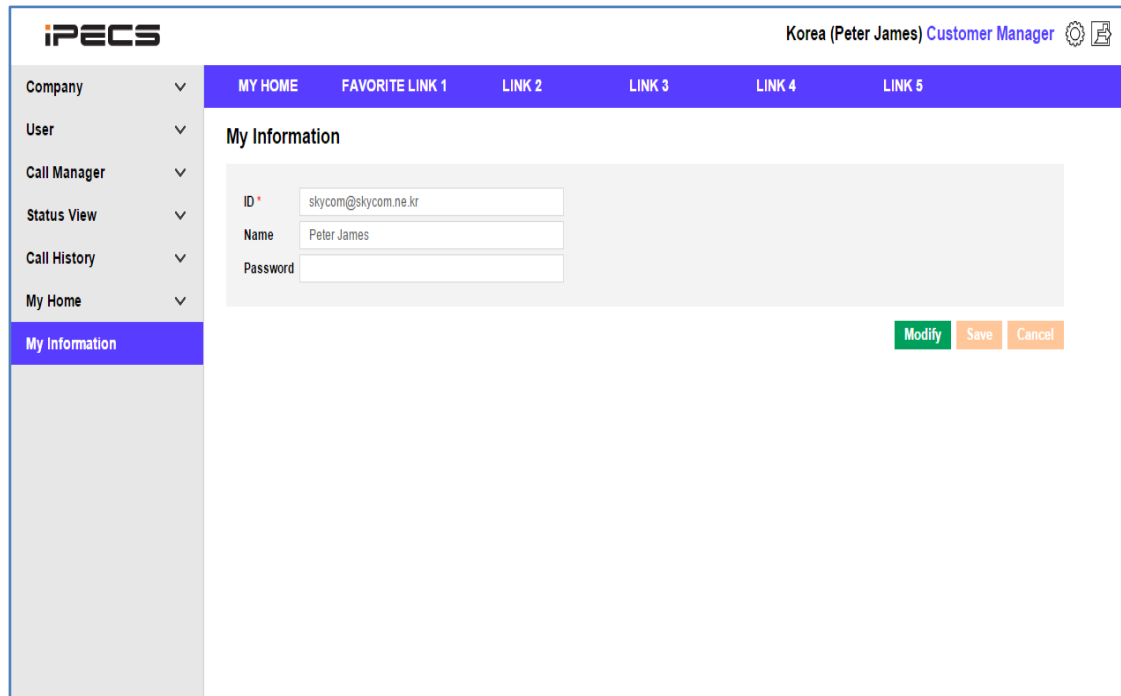
Item	Description
Start Time	Start Time.
End Time	End Time.
Extension Number	Extension Number.
Extension Name	Extension Name.
Other Number	Other Number.
Call Type	Call Type.
Result	Result.
Duration	Call Duration.

## 2.6 My Information

Check Manager's account information and modify the name and password.

### 2.6.1 View

Click “My Information” to display below.



The screenshot displays the iPECS Customer Manager interface. The top navigation bar includes the iPECS logo, the user name 'Korea (Peter James) Customer Manager', and a settings icon. Below the navigation bar is a menu with 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a list of navigation items: Company, User, Call Manager, Status View, Call History, My Home, and My Information (which is highlighted). The main content area is titled 'My Information' and contains a form with three input fields: ID (skycm@skycm.ne.kr), Name (Peter James), and Password. At the bottom right of the form are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (orange).

Only Name and Password can be modified.

Each items mean below

Item	Description
ID	Login ID for company manager.
Email	Email address for company manager.
Password	Login password for company manager.

#### To Modify the My Information

1. Click the **Modify** button, The My Information editable page is activated.
2. Edit the entry in the text box. (You can modify Email, Password.)
3. To save your changes click **Save** button.
4. To exit without saving click **Cancel** button.

# Appendix: Useful Information

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This chapter provides information on the use of open source software.

## Open Source Software Notice

Open Source Software used in this product are listed as below. You can obtain a copy of the Open Source Software License from Ericsson-LG Enterprise Web site, <http://www.ericssonlg-enterprise.com>. Ericsson-LG Enterprise reserves the right to make changes at any time without notice.

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iBATIS	Apache License, Version 2.0
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HttpCore	Apache License, Version 2.0
Apache POI	Apache License, Version 2.0
Apache Commons DBCP	Apache License, Version 2.0
Apache Commons Codec	Apache License, Version 2.0
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Simple Logging Facade for Java	MIT License
Logback	Lesser General Public License version 2.1
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