iPECS

Cloud Solution for Customer User

Administration Guide

Please read this manual carefully before operating your set. Retain it for future reference.

REDCARE5G

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About This Guide

This section describes the purpose, audience, organization, and conventions that are used in this iPECS Cloud Solution Customer User Administration Guide.

NOTE

Screens may appear different then 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.

Purpose

The iPECS Cloud Solution for Customer User Guide is designed to assist customer user 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.

Audience

This guide assumes administrators of the Customer User 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:** System Functions.
- **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
Bold text	It may indicate a button, menu item, or dialog box option you can click or select.
Italic text	A cross-reference or an important term.
Code text	A command prompt.

Important notice

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

CAUTION

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

NOTE

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

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 Manager Administration Guide.
- Cloud Solution for Reseller Administration Guide.
- Cloud Solution for Service Provider Administration Guide.

1. Accessing EMS web page

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.

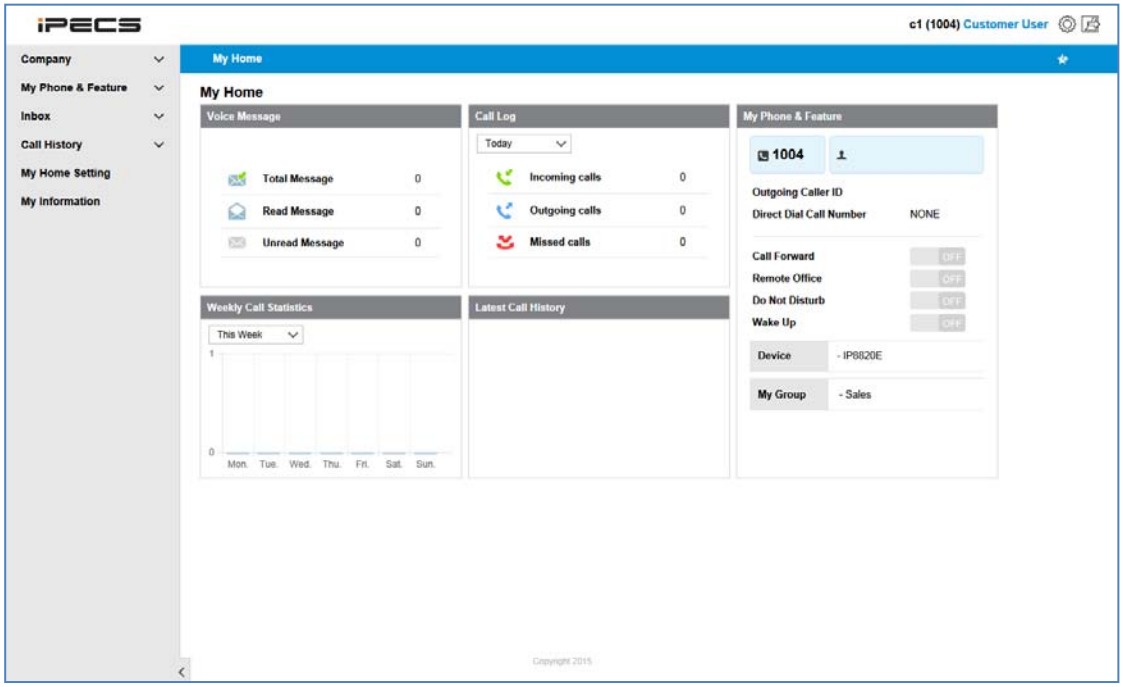
1.2 How to Access

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 "**USER**".
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).
5. Press **Login** button to system login, Customer User Screen will be displayed.

1.3 Initial Screen

Initial screen when the user first logs in as below.



NOTE

No input for 30 minutes may result in automatic disconnect.

2. System Functions

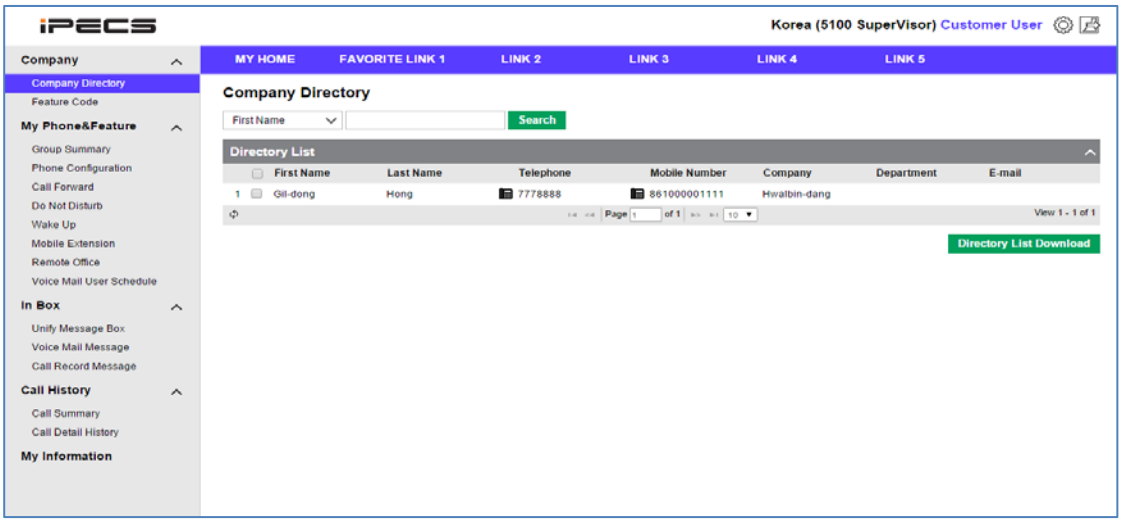
2.1 Company

2.1.1 Company Directory

Display and download the company's public Directory which has been assigned by the customer manager.

2.1.1.1 List

Click **"Company" > "Company Directory"** to display below.

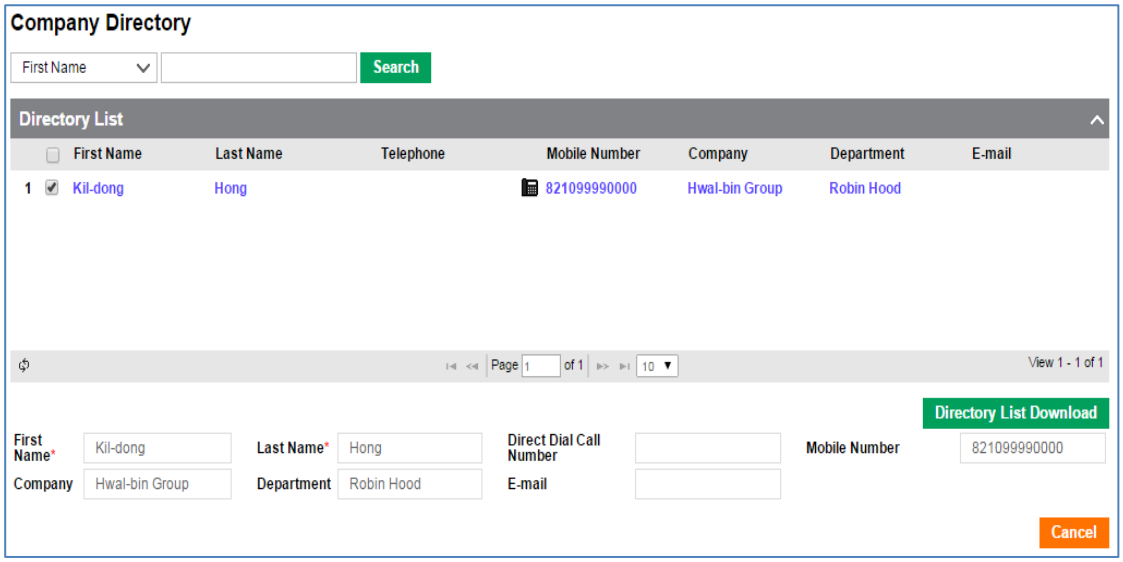


1. If the contact in the directory has a contact number available, user can click the following icon ( ) to "Click to Call".

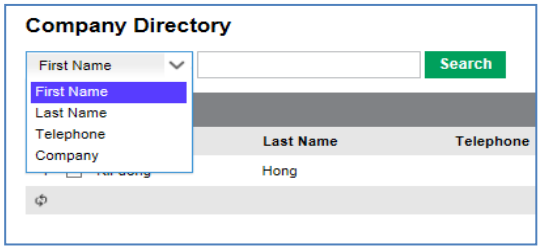
Item	Description
First Name	First Name.
Last Name	Last Name.
Telephone	Telephone Number.
Mobile Number	Mobile Phone Number.
Company	Company.
Department	Department.
E-mail	E-mail Address.

2.1.1.1 View

Click one of the contacts within the **“Company Directory”** list to see more details.

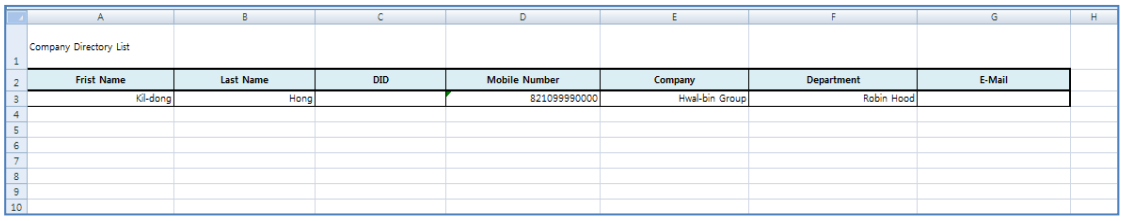


1. Search by first name, last name, phone number and company name.



2. You have four different search options available first name, last name, telephone and company.

3. An excel file download is also available.



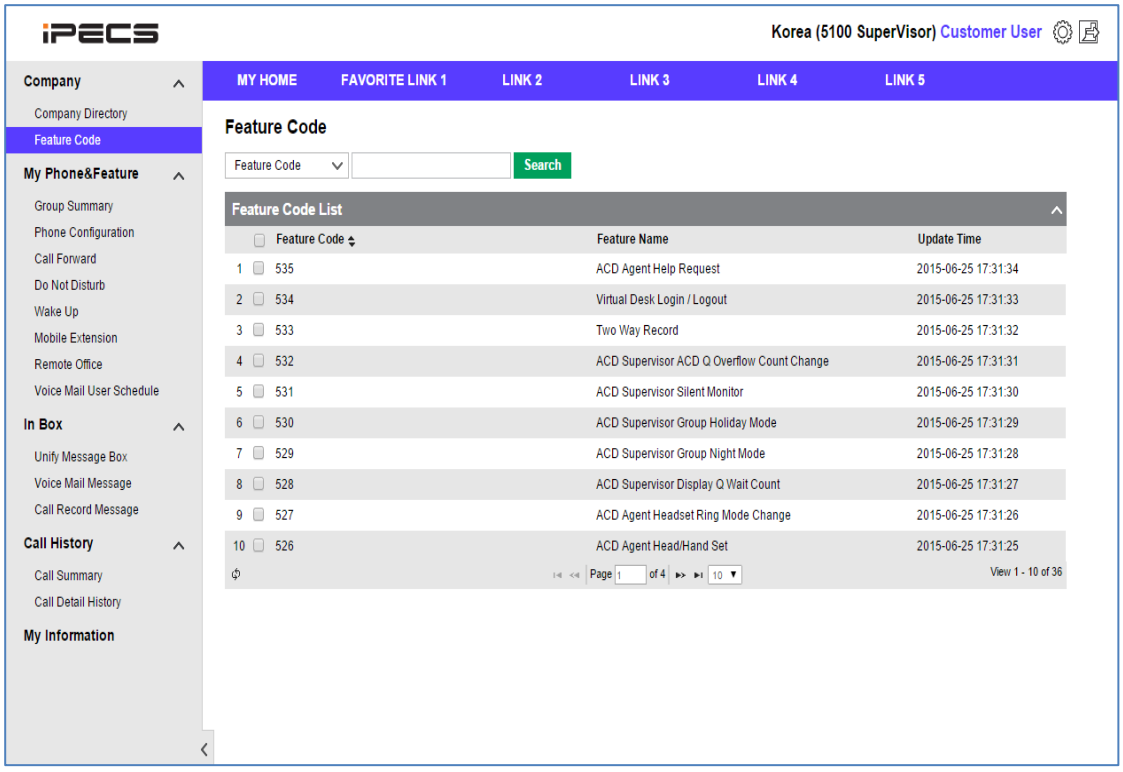
	A	B	C	D	E	F	G	H
1	Company Directory List							
2	Frist Name	Last Name	DID	Mobile Number	Company	Department	E-Mail	
3	Kil-dong	Hong		821099990000	Hwal-bin Group	Robin Hood		
4								
5								
6								
7								
8								
9								
10								

2.1.2 Feature Code

Displays feature code information that has been assigned by the Customer Manager.

2.1.2.1 List

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



1. The "Feature Name" is displayed alongside the "Feature Code" data.
2. The list is view only and will display all available feature codes.

Item	Description
Feature Code	Feature Code Information.
Feature Name	Feature Name which is called when input Feature Code.
Update Time	Update Time.

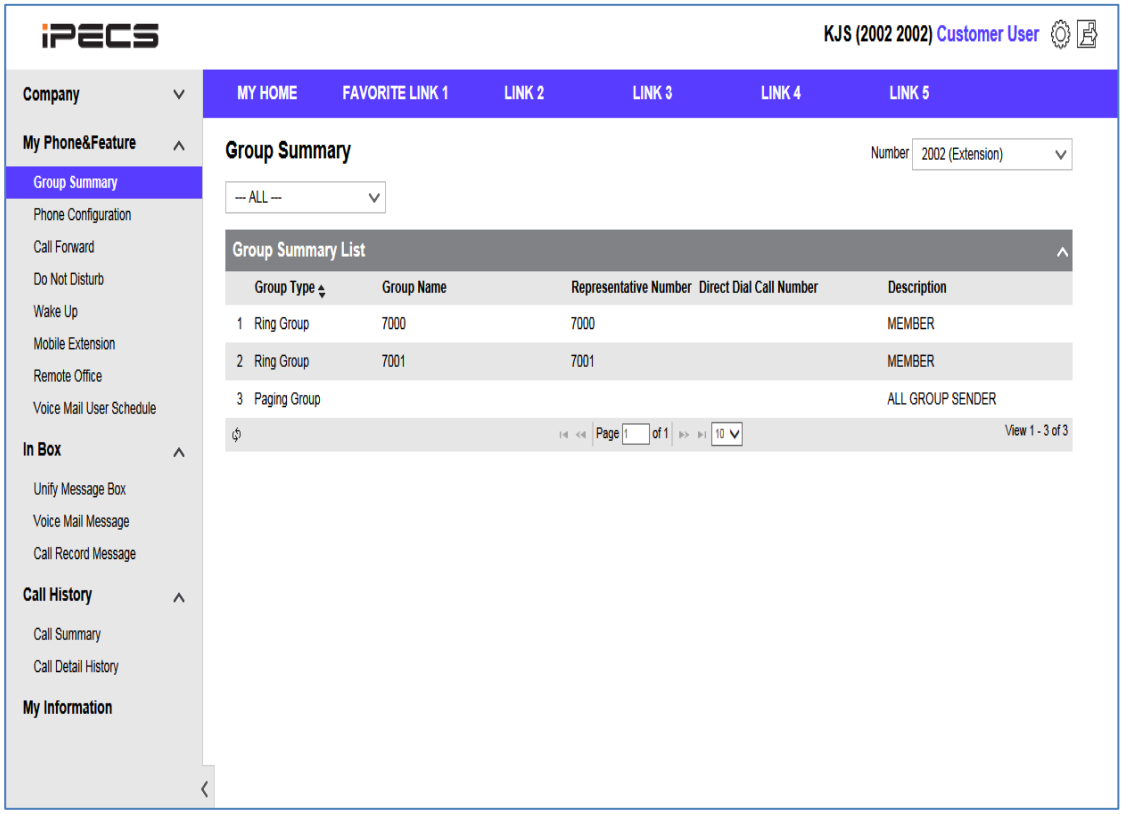
2.2 My Phone & Feature

2.2.1 Group Summary

Summaries group information and displays group members. Filter by Ring Group, Pilot Hunt, Pickup Group, Paging Group and ACD Group information.

2.2.1.1 List

Click **"My Phone & Feature" > "Group Summary"** to display the below.



1. The "Group Summary" feature will display group details assigned by the customer manager.

Item	Description
Group type	Allows you to filter by the following groups: Ring Group, Pilot Hunt, Pickup Group, Paging Group and ACD Group.
Group Name	Displays the group name.
Representative Number	Internal representative group number.
Direct Dial Call Number	External group direct dial number.
Description	Brief additional group description.

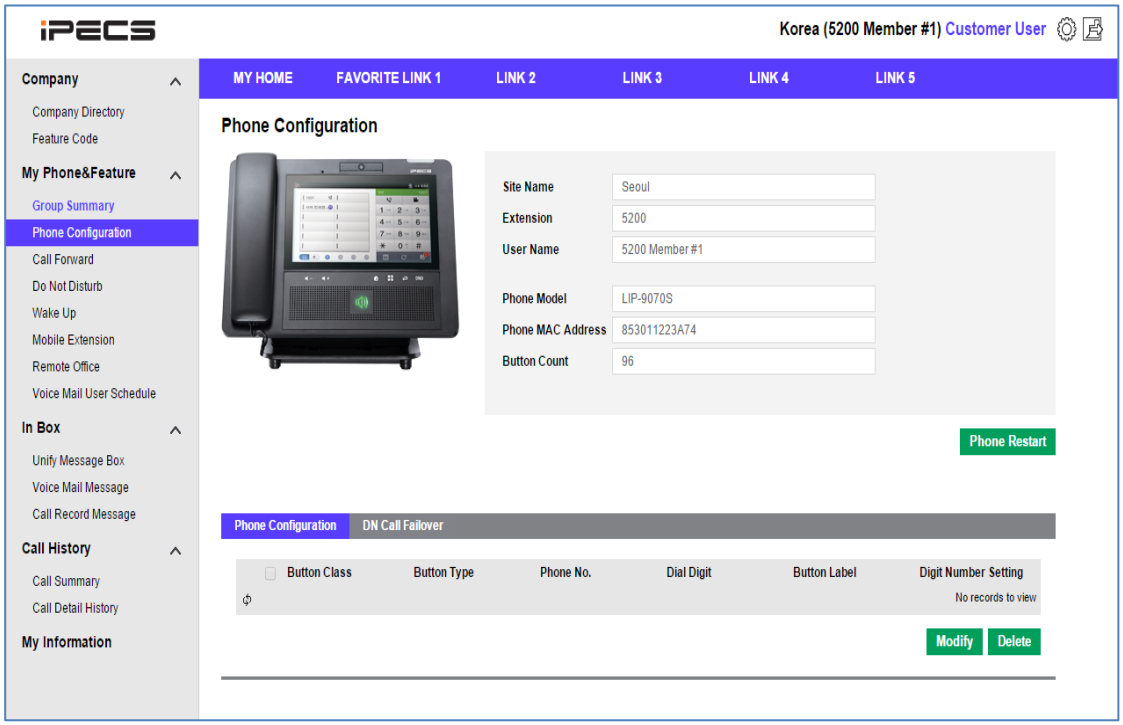
Item	Description
Pilot Hunt Group	Pilot Hunt Group feature is removed. So remove it from the manual.
Pickup Group	When a user is a member of pickup group, the pickup group information is shown.
Paging Group	When a user is a member of paging group, the paging group information is shown.
Ring Group	First of all, the name of ring group is changed to hunt group. When a user is a member of hung group, the hunt group information is shown.
ACD Group	When a user is a member of acd group, the acd group information is shown.

2.2.2 Phone Configuration

The “Phone Configuration” page will display the phones details and allow you to view and modify button information.

2.2.2.1 View

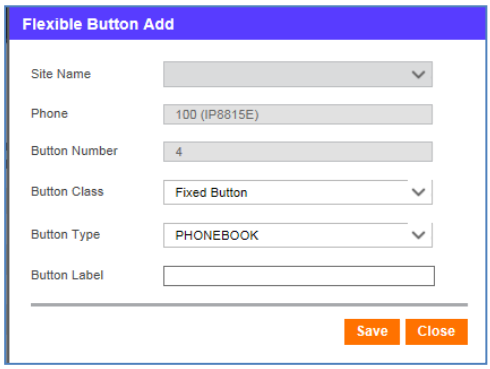
Click **“My Phone & Feature” > “Phone Configuration”** to display the below details.



1. Select the tick box alongside "Button Class" and click the "**Modify**" button to display the settings window.
2. Select the required button function and click "**Phone Restart**" button to save the configuration.

2.2.2.2 Modify

The “**Modify**” option allows you to edit the settings of the phones function keys.



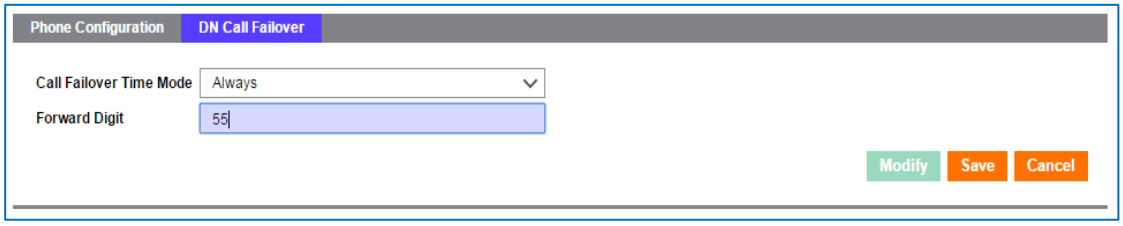
1. Button Class allows you to select from three options either fixed button, DN number or digit.

Item	Description
Phone	Displays the phone model number.
Button Number	Will show the corresponding phone button number.
Button Class	Displays assigned button class either Fixed Button, DN Number or Digit.
Button Type	Allows you to select a preset function when using the fixed button class.
Button Label	Allows you to label the selected button when using self labelling handset models.

The “Button Type” option has a number of predefined functions that include Directory, Record, Mute, Headset conversion, Redial, Last call, forward setting, Conference call, Denial call, Ring sound mute, Voice message, Call forward.

1. Click the **“Modify”** button to edit the selected button.
2. Modify the **“Button Class”** and “Button Type”.
3. Click the **“Save”** button to save.
4. Click the **“Close”** button to cancel modification.

Configure Failover number in case of phone disconnect



Modify function in case of phone failover

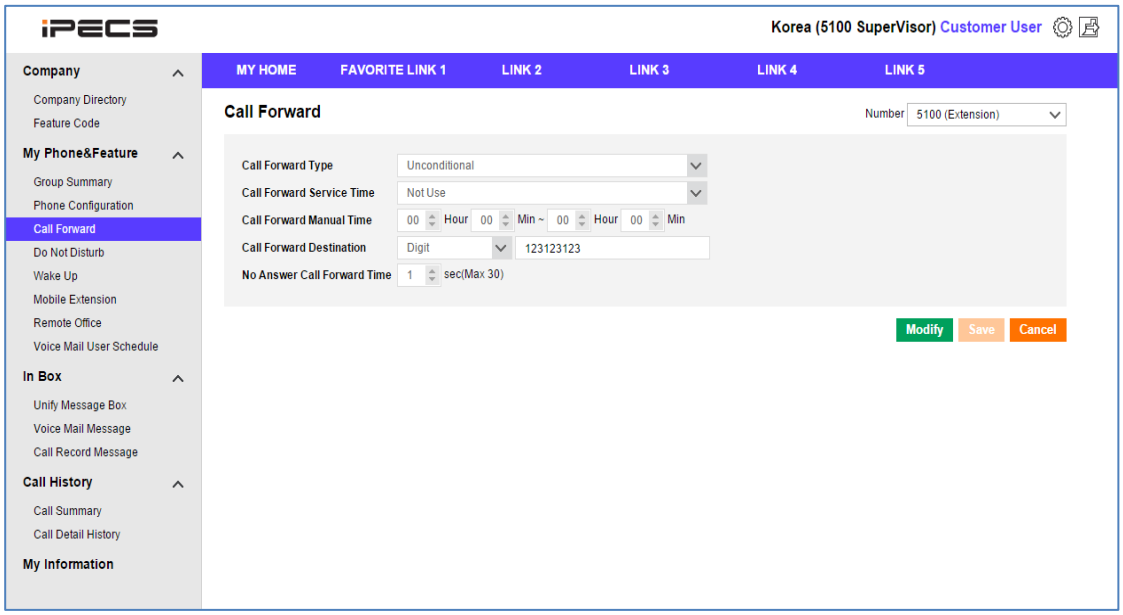
1. Click the **“Modify”** button to convert to modification mode.
2. Set the time mode for call failover.
3. Click the **“Save”** button to save.
4. Click **“Cancel”** button to cancel modification.

2.2.3 Call Forward

Display call forward information. The call forward feature has 4 types unconditional, busy, no Answer and busy/no answer. Forward to number or Voicemail. (Only voicemail user can configure as voicemail)

2.2.3.1 View

Click **"My Phone & Feature" > "Call Forward"** to display below.



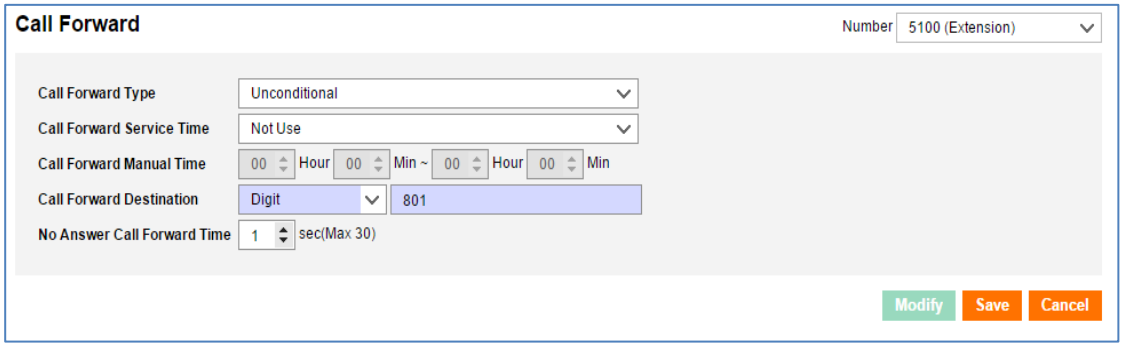
Item	Value	Description
Call Forward Type	Not Use	Disables call forward.
	Unconditional	Always call forwards.
	Busy	Call will be forwarded whilst user is busy.
	No Answer	Call will be forwarded if no answer.
	Busy(include No Answer)	Call Forward in case of busy or no answer.
Call Forward Service Time	Not Use	_
	Day	Call Forward will be enabled during "Day" schedule.
	Night	Call Forward in case of Users Time Schedule Night.
	Timed	Call Forward in case of users Time Schedule.
	Manual	Set the time zone by manual.
Call Forward Manual Time	Setting time by Manual in case of setting Call Forward Service Time by Manual.	

Call Forward Destination	Digit	Call Forward to assigned number.
	Voicemail	Call Forward to voicemail service.
No Answer Call Forward Time	Set the ring time before the call will be forwarded to the call forward destination.	

2.2.3.2 Modify

Modify phone forward information.

Modify Call Forward



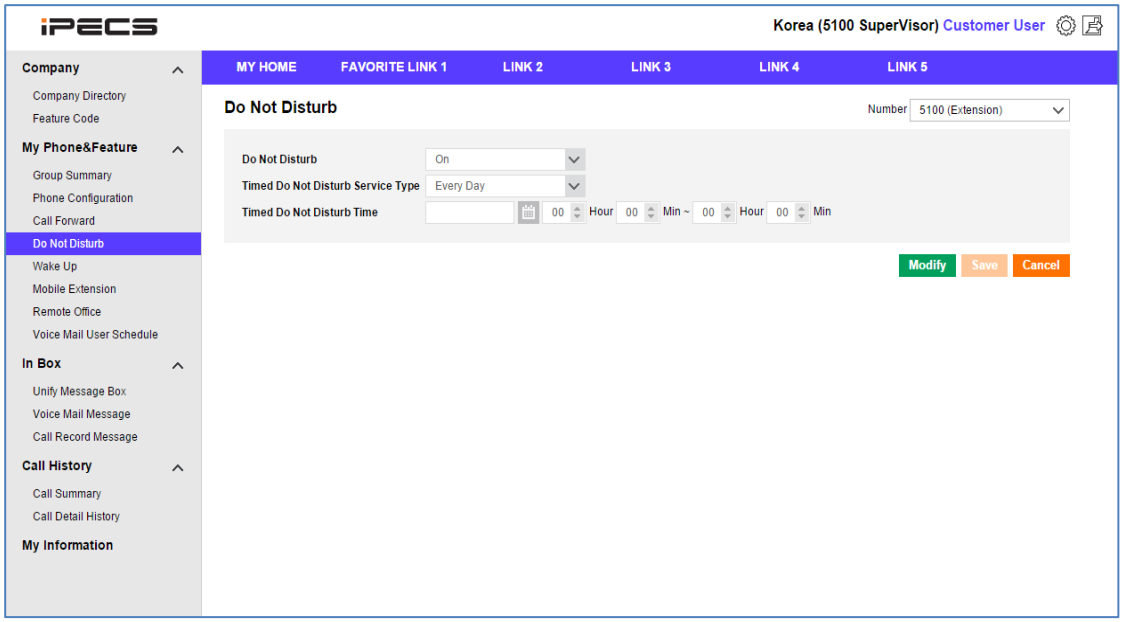
1. Click **"Modify"** button to convert to modification mode.
2. Assign a call forward type.
3. Assign a call forward service time.
4. Set a call forward destination.
5. Set a no answer forward timeout.
6. Click the **"Save"** button to save.
7. Click **"Cancel"** button to cancel modification.

2.2.4 3.2.4 Do Not Disturb

Menu for DND (Do Not Disturb) function which automatically

2.2.4.1 View

Click **"My Phone & Feature" > "Do Not Disturb"** to display below.



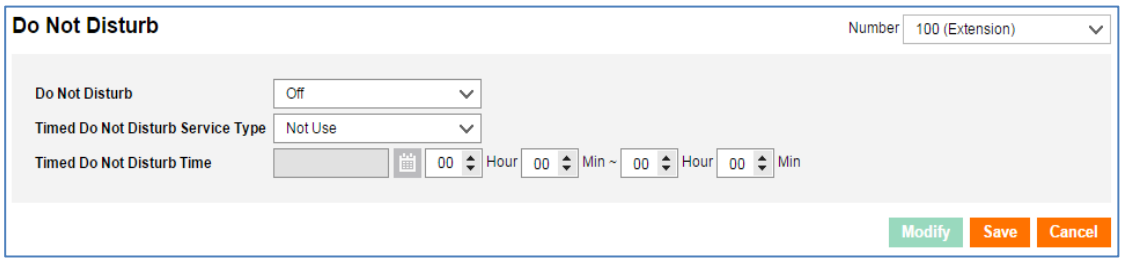
1. Caution when configuring DND (Do Not Disturb) as all calls will be denied.
2. In case of DND "ON" the call will be denied to disable set to "OFF".

Item	Value	Description
Do Not Disturb	Off	-
	On	-
Call Forward Service Time	Once	-
	Every Day	Every Day.
	Monday~Friday	Monday~Friday.
	Monday~Saturday	Monday~Saturday.
	Date	Configure Date.
	Not Use	-
Timed Do Not Disturb Time	-	

2.2.4.2 Modify

Modify users “Do Not Disturb” configuration.

Modify “Do Not Disturb” configuration



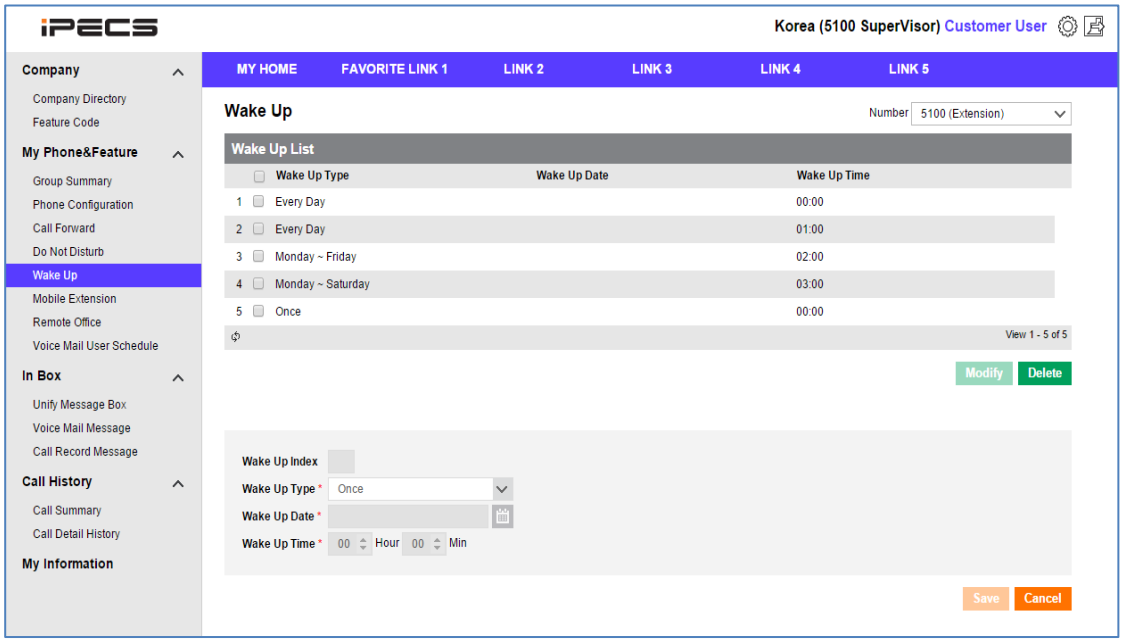
1. Click the **“Modify”** button to convert to modification mode.
2. Set DND to “On” to enable the DND feature.
3. Assign Timed Do Not Disturb Service Type.
4. Configure Do Not Disturb Time.
5. Click the **“Save”** button to save.
6. Click **“Cancel”** button to cancel modification.

2.2.5 Wake Up

Displays alarm service configuration information. Configure alarm service to receive a call on assigned date and time.

2.2.5.1 List

Click **"My Phone & Feature" > "Wake Up"** to display below.

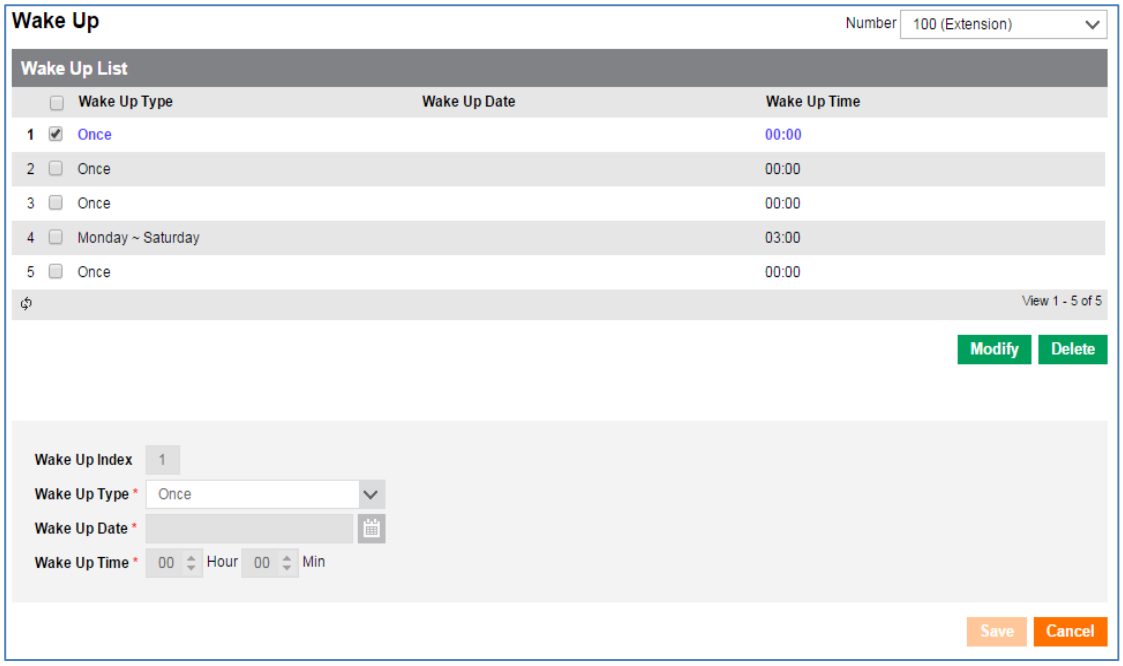


1. Configure Wake up time you can have a maximum of 5 types.
2. If you select the option for "Date" a calendar option will appear.

Item	Value	Description
Wake Up Index	1 ~ 5	5 wake up options, index 1-5.
Wake Up Type	Once	One off wake up time.
	Every Day	Recurs each day.
	Monday~Friday	Monday to Friday wake Up.
	Monday~Saturday	Monday to Saturday wake Up.
	Date	Select a specific wake up date.
Wake Up Date	Wake Up Date	Configurable if "Type" is set to "Date".
Wake Up Time	Wake Up Time	Sets the wakeup time.

2.2.5.2 View

Click one of the items in the wake up list to see full details and modify.

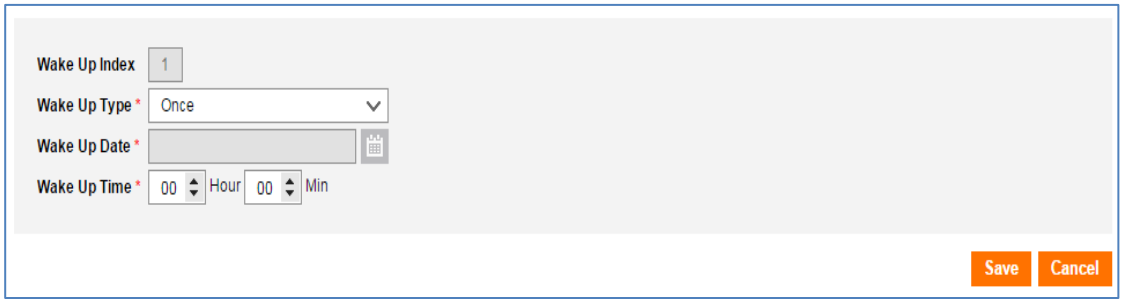


Item	Description
Wake Up Index	Distinguished sequence number.
Wake Up Type	Once, Every Day, Monday ~ Friday, Monday ~ Saturday and Date.
Wake Up Date	Set the date you would like to set “Wake UP”.
Wake Up Time	Alarm Time.

2.2.5.3 Modify

Modify users alarm time and schedule.

Modify alarm option and schedule.



1. Click the **“Modify”** button to convert to modification mode.
2. Assign “Wake Up Type”.

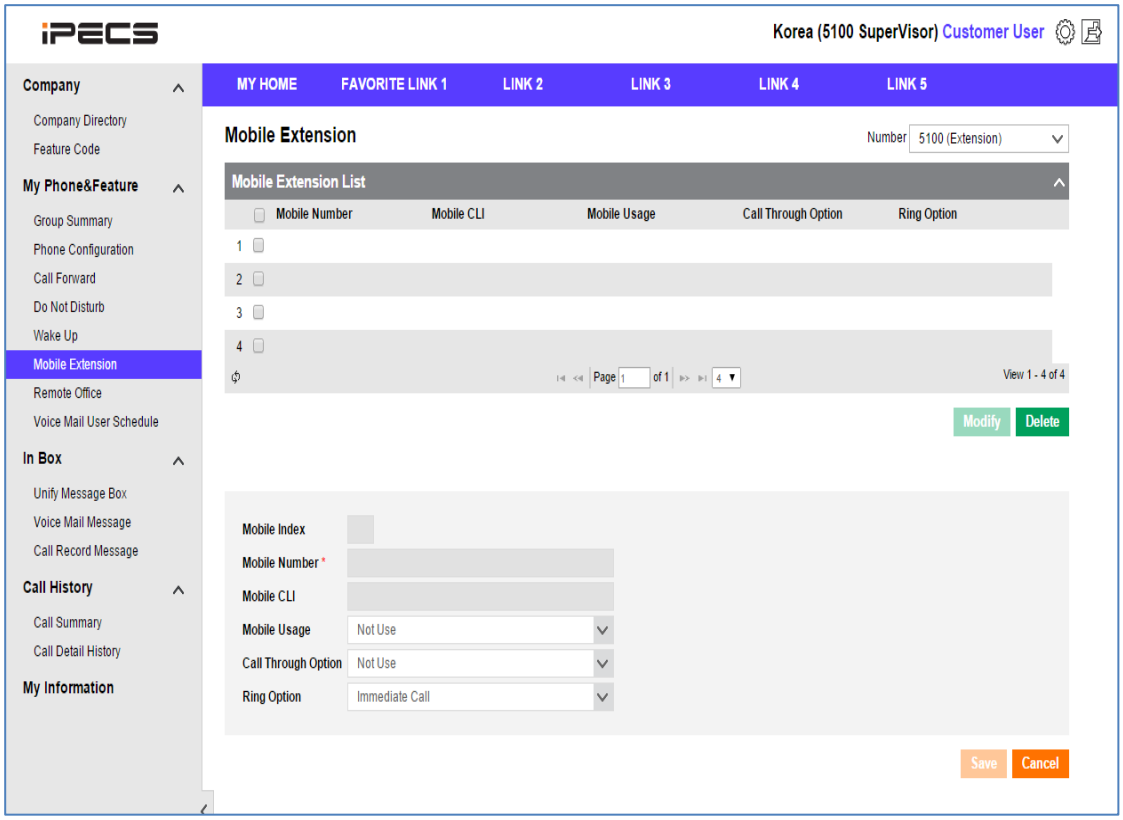
3. Set the wake up date. This can only be set if “Wake up Type” is set to “Date”
4. Set a wake up time.
5. Click the **“Save”** button to save.
6. Click **“Cancel”** button to cancel modification.

2.2.6 Mobile Extension

Display mobile extension information. Forwards to the configured mobile extension destination.

2.2.6.1 List

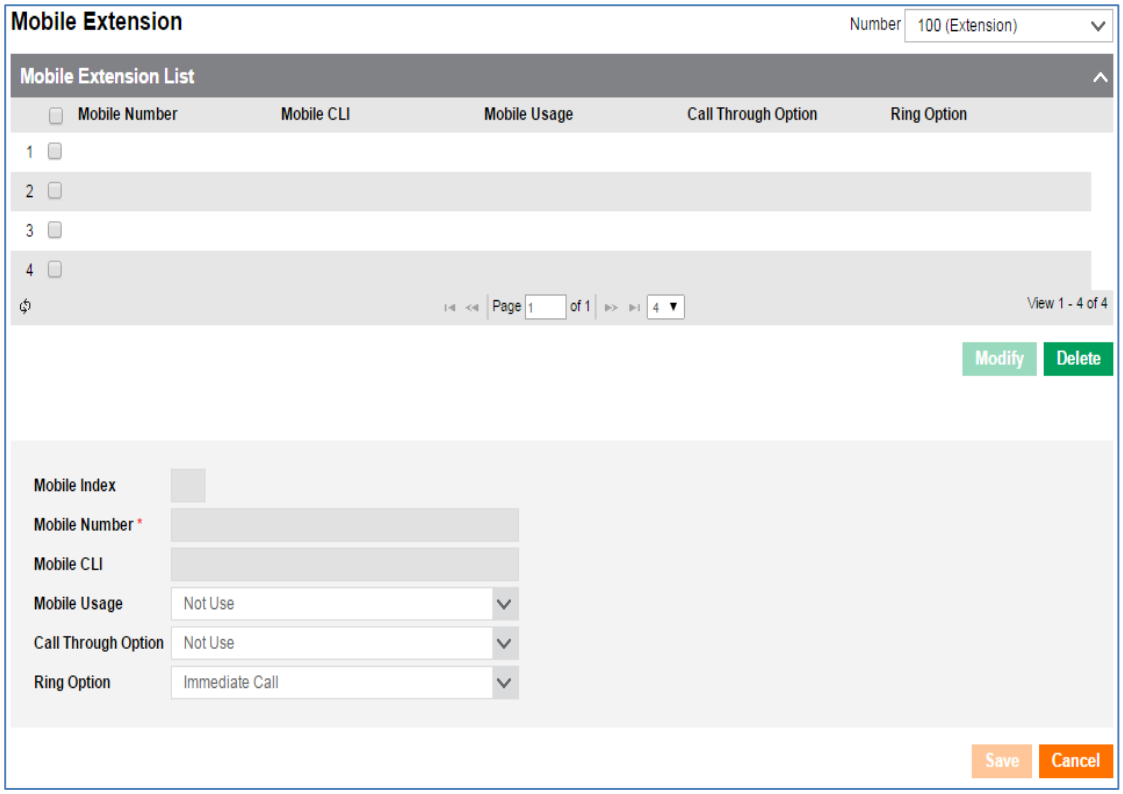
Click **"My Phone & Feature" > "Mobile Extension"** to display below.



1. You can configure up to 4 mobile extension destinations.
2. Mobile CLI is the caller ID that is presented to the mobile number.
3. The ring option allows you to set the time when the call will ring on the mobile device.

2.2.6.2 View

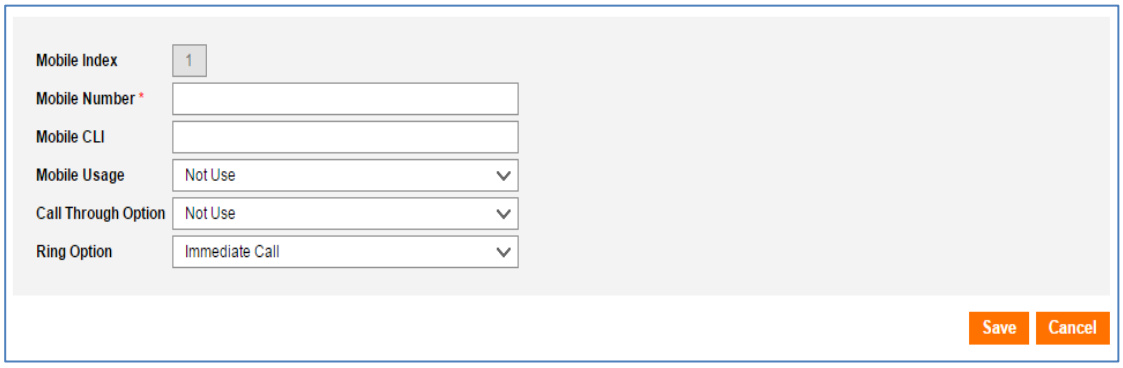
Select one of the options from the mobile extension list to see full details and modify.



Item	Value	Description
Mobile Index	Mobile Index	
Mobile Number	The external number that the call will be forwarded to.	
Mobile CLI	Mobile caller ID	
Mobile Usage	Use	Enabled.
	Not Use	Disabled.
Call Through Option	Use	When a mobile phone registered as a mobile number or mobile CLI places an inbound call to own extension number, this option allows the mobile phone to call an extension or place an outbound call through call server.
	Not Use	-
Ring Option	Immediate Call	-
	3 SEC/6 SEC/9 SEC/12 SEC/ 15 SEC/18 SEC/21 SEC/ 24 SEC/27 SEC/30 SEC/	Configure the delay before the mobile device will ring.

	Immediate ring when a terminal is disconnected	- First of all, change to “Immediate ring when a terminal is disconnected” - When there is a call to a mobile extension user and the user phone is disconnection status, this option allows to call a mobile phone registered as Mobile Number immediately.

Modify mobile extension options and information



Modify mobile extension configuration

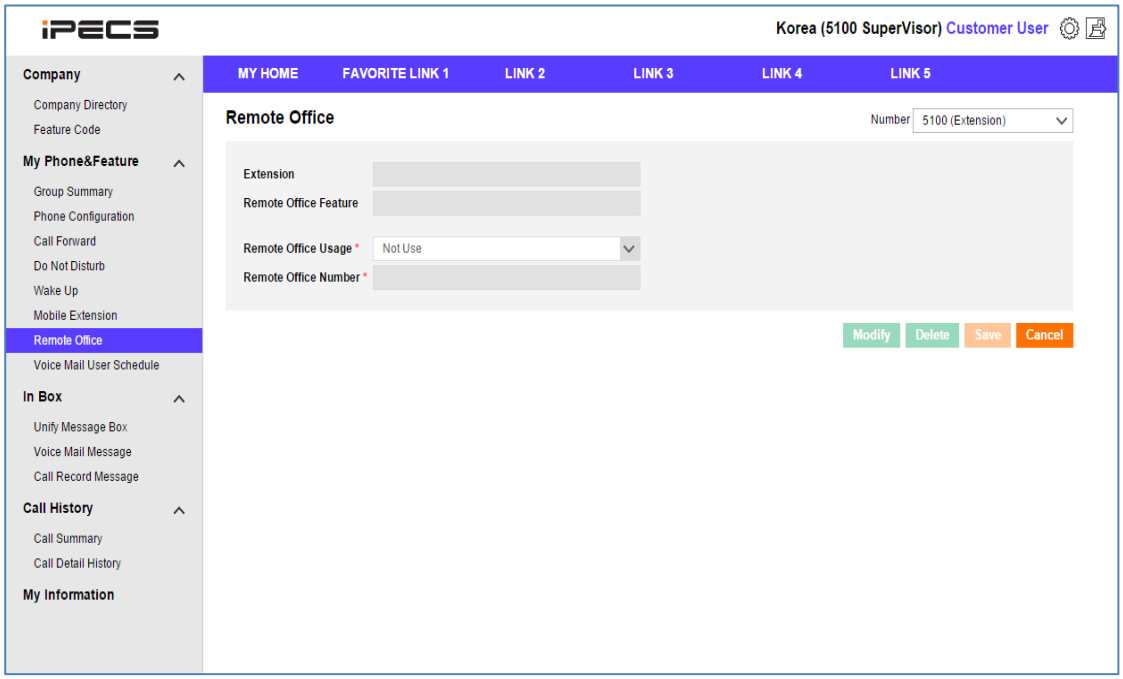
1. Click the **“Modify”** button to convert to modification mode.
2. Configure mobile number.
3. Configure mobile CLI.
4. Configure mobile usage and call through option.
5. Configure the ring option.
6. Click the **“Save”** button to save.
7. Click **“Cancel”** button to cancel modification.

2.2.7 Remote Office

Display Remote Office information. The extension is able to call to outbound through “Click to Call” option.

2.2.7.1 List

Click **“My Phone & Feature” > “Remote Office”** to display below.



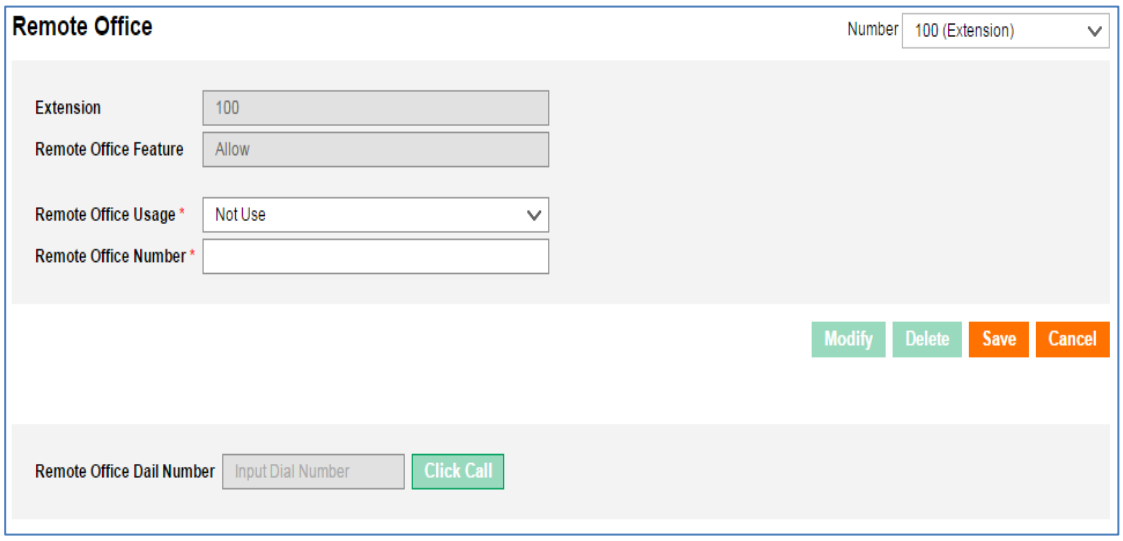
1 . To use remote office feature, select “Use” in Remote Office Usage”.

Item	Description
Extension	Extension to be used with remote office.
Remote Office Feature	The option to allow or deny the use of remote office feature.
Remote Office Usage	Select use or not use to enable and disable the feature.
Remote Office Number	Remote Office Number.
Remote Office Dial Number	Remote Office Dial Number.

2.2.7.2 Modify

Modify Remote Office option and number rules.

Modify Remote Office option



1. Click the **"Modify"** button to convert to modification mode.
2. Configure Remote Office usage.
3. Input Remote Office Number.
4. Click the **"Save"** button to save.
5. Click **"Cancel"** button to cancel modification.

How to use Click to call

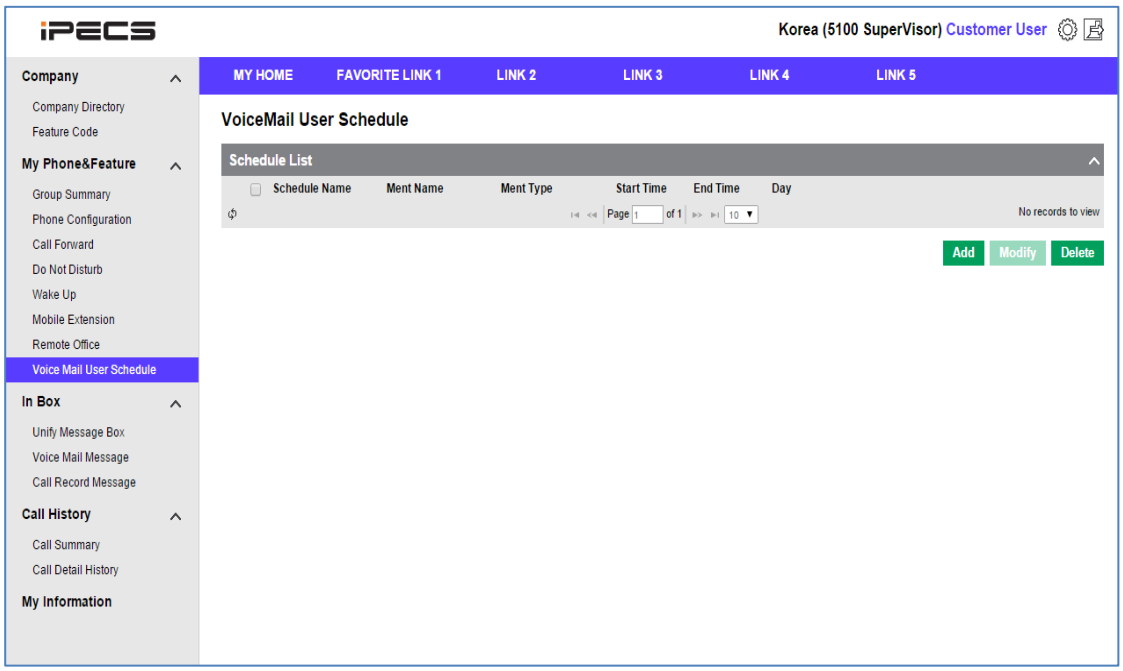
1. Enter a user's mobile phone number in Remote Office Number.
2. Input extension or external number to be dialed in Remote Office Dial Number.
3. A user clicks **"Click Call"** button to activate click to call.
4. Call server calls a mobile phone number entered in Remote Office Number.
5. When a mobile phone answers, it hears ring back tone.
6. Call server calls extension or external number entered in Remote Office Dial Number.
7. When it answers, conversation is established between Remote Office Number and Remote Office Dial Number.

2.2.8 Voicemail User Schedule

Displays voicemail schedule information. Enable voicemail function using a schedule to set day and time of voicemail. Let inside or outside subscriber listen configured greetings in case of extension's voicemail calls are received from inside or outside subscriber. In case that a call is forwarded to voicemail, a caller will hear a greeting message assigned in Voicemail User Schedule during the time defined in the schedule. If a user doesn't assign a greeting message in Voicemail User Schedule, a greeting message assigned in Customer Manager will be played.

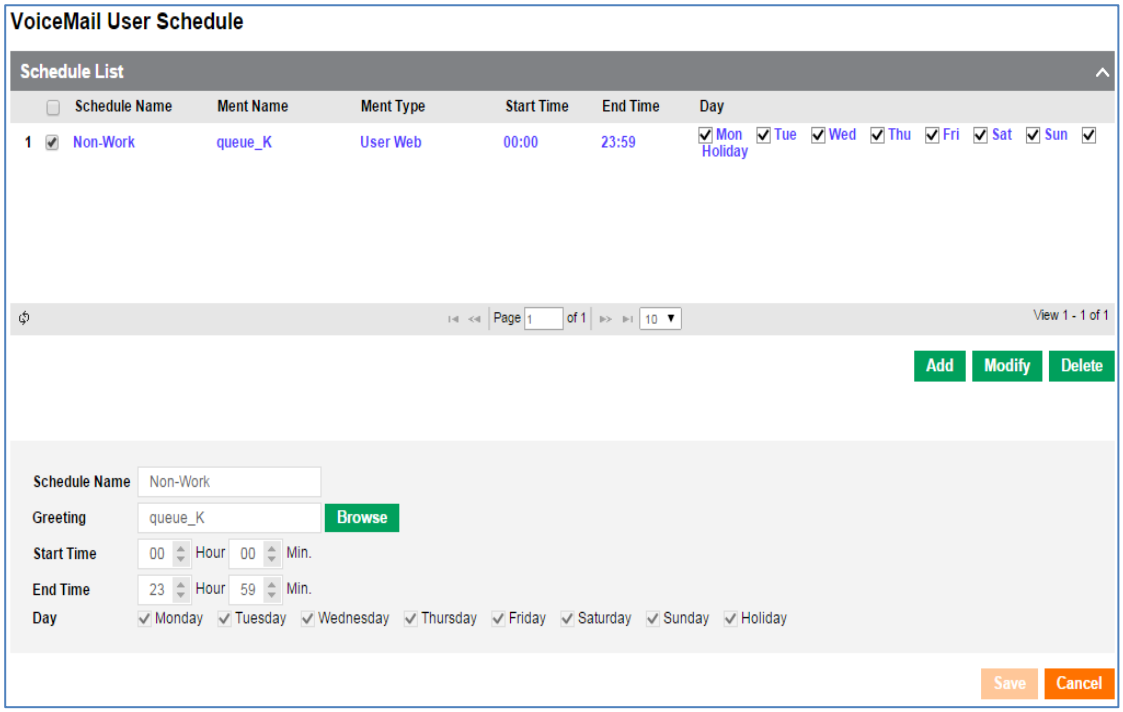
2.2.8.1 List

Click **"My Phone & Feature" > "Voicemail User Schedule"** to display below.



2.2.8.2 View

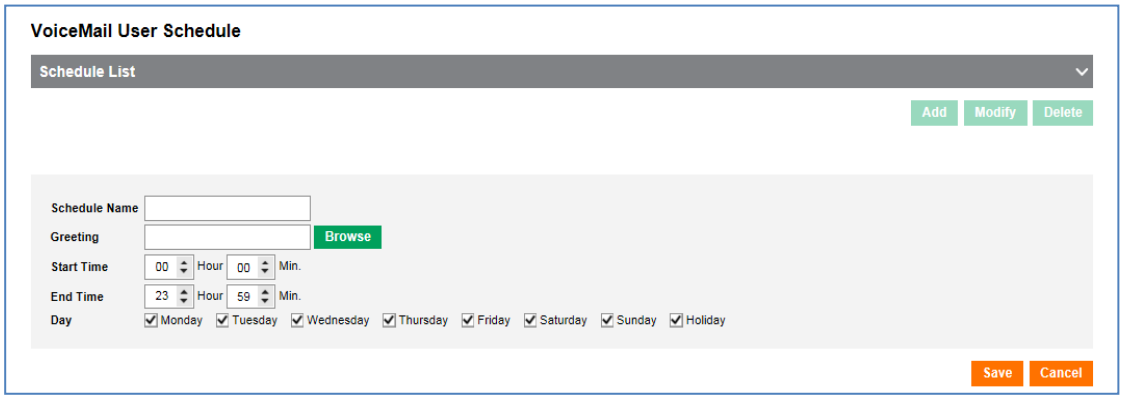
Click one of the items in “**Schedule List”** to display full details.



Item	Description
Schedule Name	Schedule Name.
Greeting	Configure Voicemail Greetings. (8K 16BIT Mono Wave) - Greeting message assigned in Voicemail User Schedule will be played before leaving a voicemail message.
Start Time	Voicemail start time. (00:00~23:59)
End Time	Voicemail end time. (00:00~23:59)
Day	Day of the week to enable voicemail.

2.2.8.3 Modify

User Voicemail information. Greeting allows you to upload a voicemail greeting in .wav format. ".wav" Format must be uploaded as 8K 16BIT Mono format.



Greetings that have been uploaded will be played during the configured day and time.

Modify Voicemail setting

1. Click the **"Modify"** button to convert to modification mode.
2. Assign the name of the schedule.
3. Upload a greeting file.
4. Input schedule start time.
5. Input schedule end time.
6. Choose schedule day.
7. Click **"Save"** button to save.
8. Click **"Cancel"** button to cancel the modification.

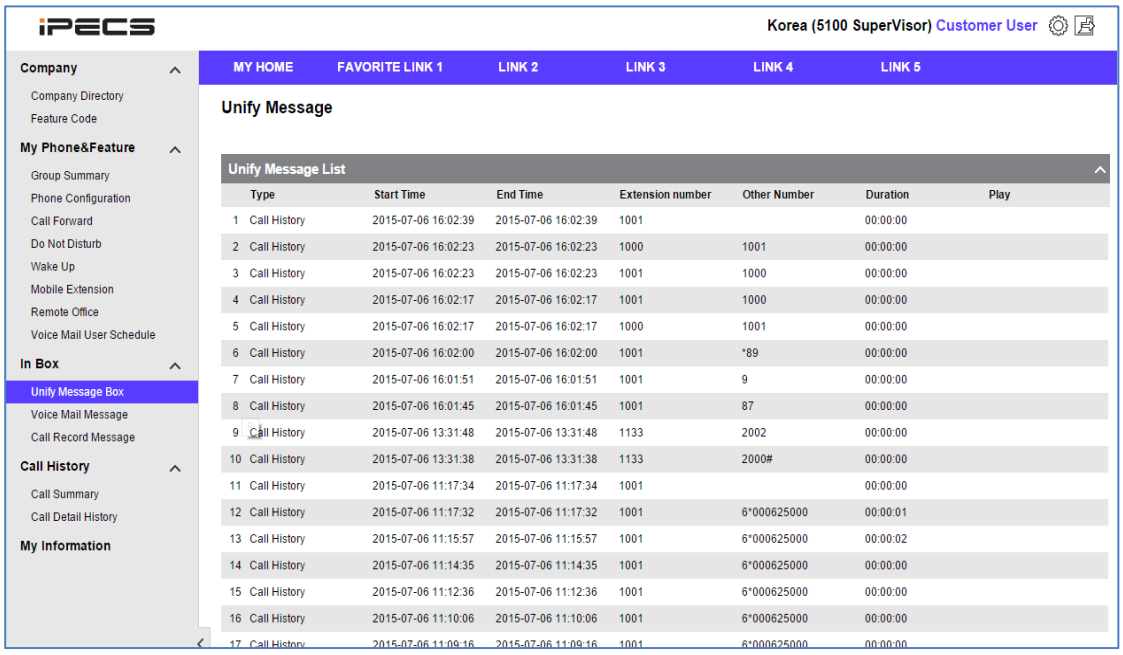
2.3 InBox

2.3.1.1 Unify Message Box

Inquire unify message box information. Unify message box displays call history, record history, Voicemail history at 100 maximum.

2.3.1.2 List

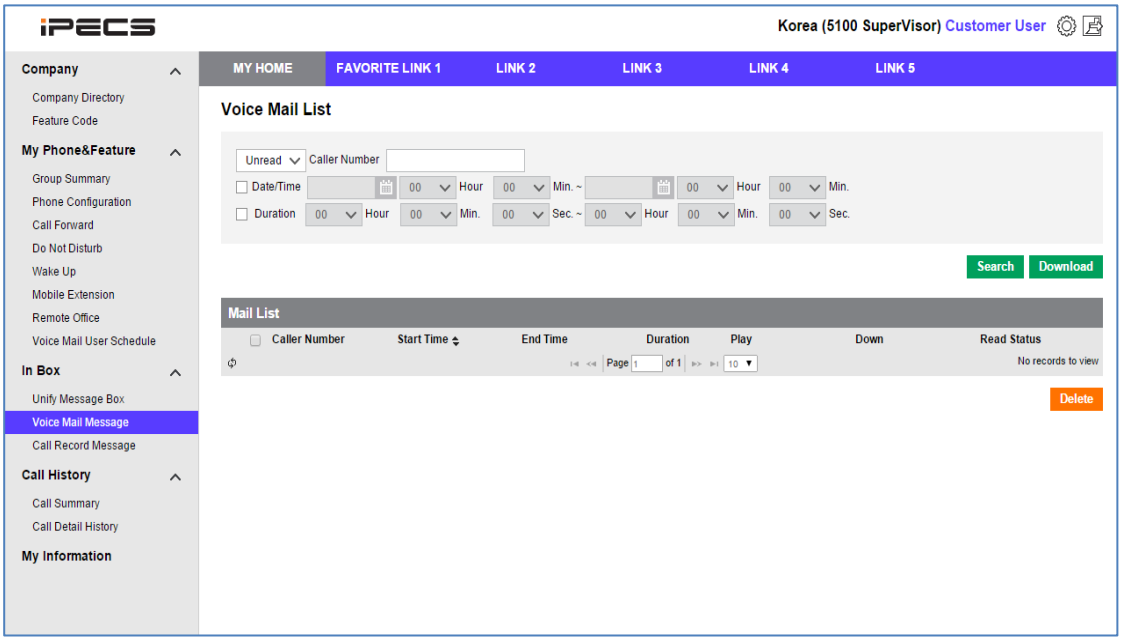
Click **“In Box” > “Unify Message Box”** to display below.



Item	Description
Type	Display from which function message leaves. - Call History - Record - Voicemail
Start Time	Message and Call Start Time.
End Time	Message and Call End Time.
Extension number	Display Extension number.
Other Number	Display call and number of someone who leaves messages.
Duration	Duration.
Play	Click Play button to listen in case of Call Record type.

2.3.2 Voicemail Message

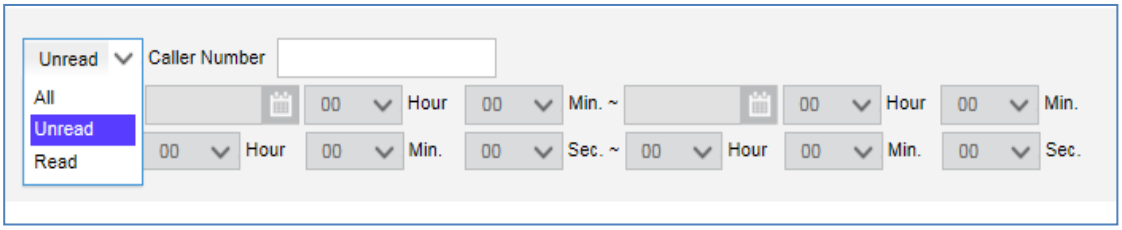
Search, listen and download users voicemail message.



2.3.2.1 List

Click **"In Box" > "Voicemail Message"** to display below.

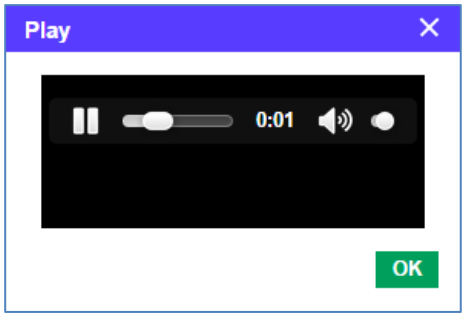
Item	Description
Caller Number	Caller Number.
Start Time	Message start time.
End Time	Message end time.
Duration	The duration of the voicemail message.
Play	Click Play button to play the recording.
Down	Download Voicemail message file.
Read Status	Voicemail message read status.



Searchable by read and unread to display messaged that have and have not been listened to.

How to listen to listen to messages saved in your voice message box.

1. Click on the file to play the message.



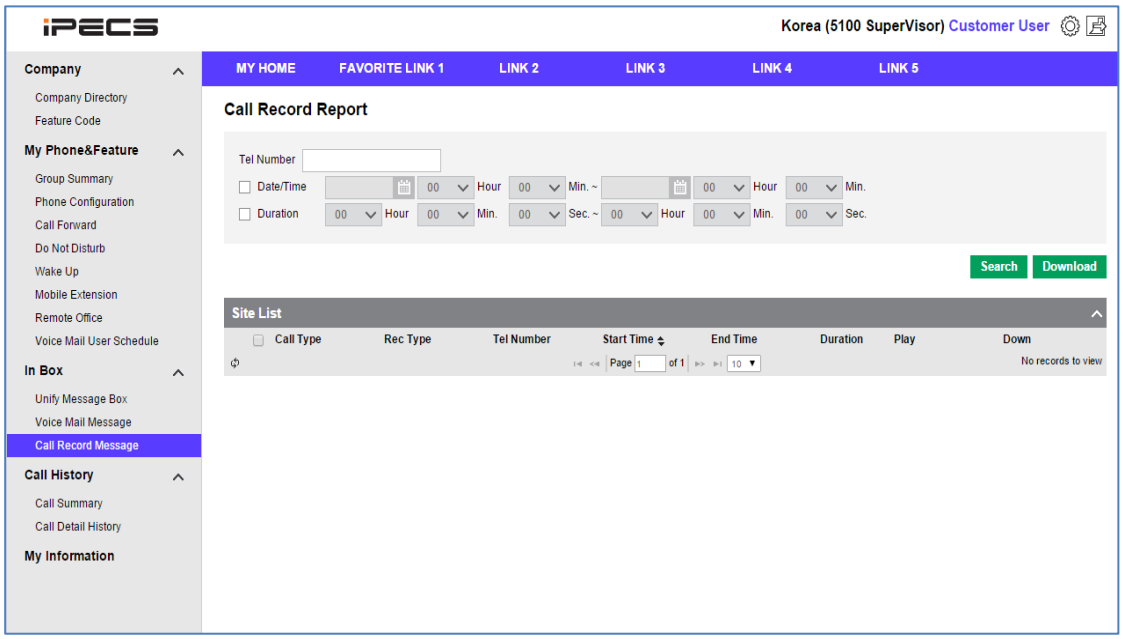
2. Automatically being played with pop up listen window.

How to download file recorded in voice message box

1. Click on the file to download.
2. Download file(s).

2.3.3 Call Record Message

Searchable **"Call Record Message"** in cases where users has call recording enabled.



2.3.3.1 List

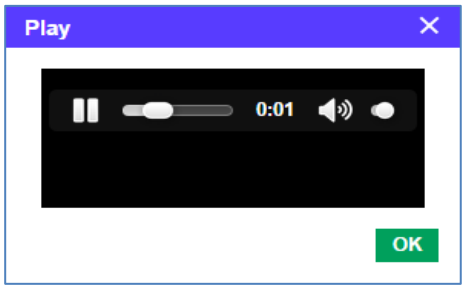
Click **"In Box" > "Call Record Message"** to display below.

Item	Description
Call Type	Call type. (incoming/outgoing)
Rec Type	Record Type. - Trunk = Outbound Call. - Extension = Incoming Call.
Tel Number	The other parties telephone number.
Start Time	The time the call started.
End Time	The time the call ended.
Duration	Length of the recorded call.
Play	Click Play button to listen to recording.
Down	Download recorded file.

1. How to search
   - Search by phone number.
   - Search by Date and Time.
   - Search by Duration.
2. Call type displays whether it is an inbound or outgoing call.
3. Rec type means whether it is an internal or external call. Extension is internal and trunk is external.

How to listen to the file which recorded

1. Click ▶ on the file to play the recording.



2. Automatically being played with pop up listen window.

How to download recorded file

1. Click ⬇ on the file to download.
2. Download file(s).

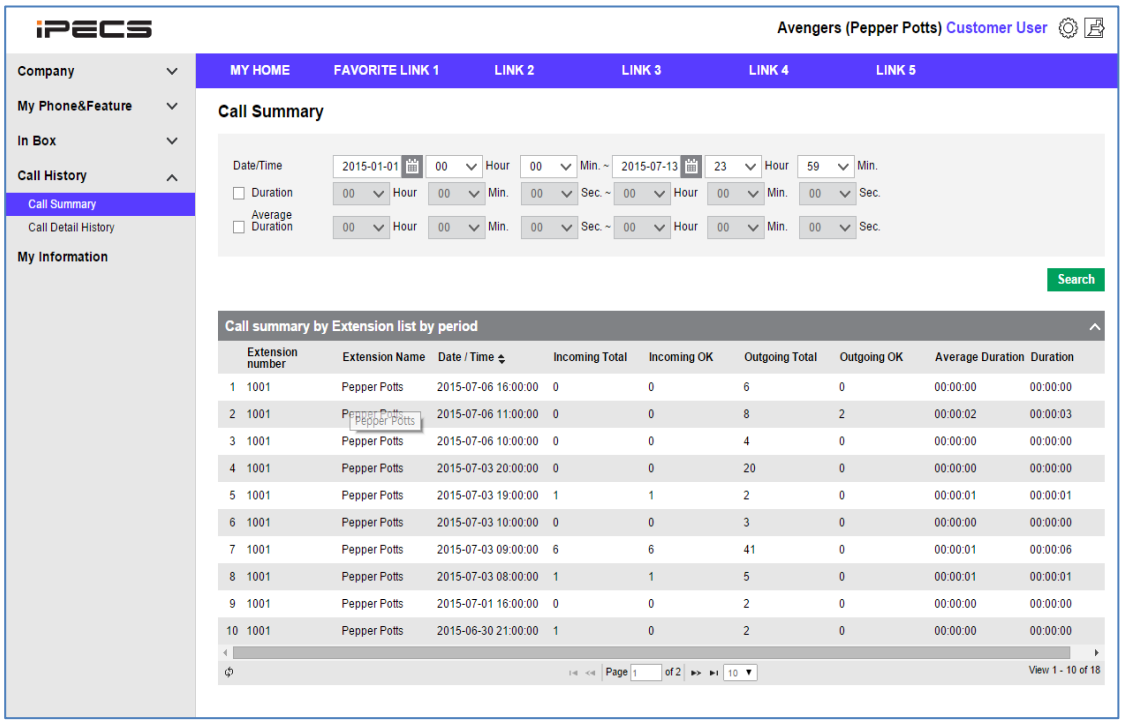
2.4 Call History

2.4.1 Call Summary

Search Call Summary of call history information.

2.4.1.1 List

Click **"Call History" > "Call Summary"** to display below.



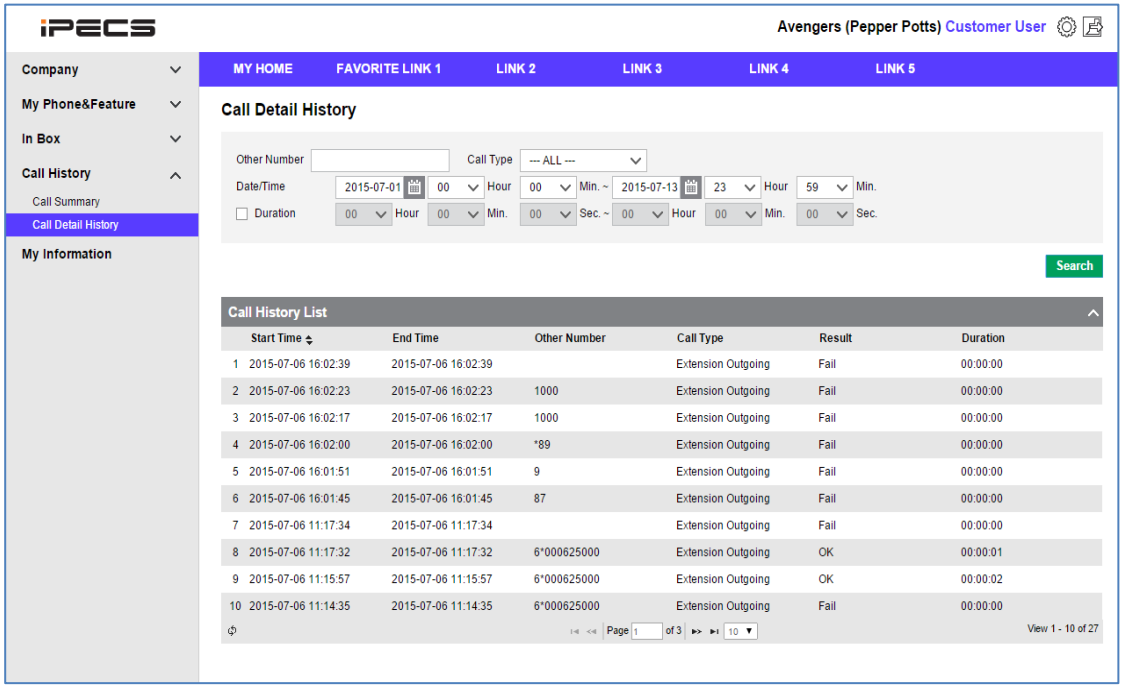
Item	Description
Extension Number	Extension Number.
Extension Name	Extension users name.
Date/Time	Date and time of the Calls.
Incoming Total	Total amount of incoming calls.
Incoming OK	Total amount of successful incoming calls.
Outgoing Total	Total number of outgoing calls.
Outgoing OK	Total amount of successful outgoing calls.
Average Duration	Average Call Duration.

2.4.2 Call Detail History

The call detail history page shows inbound and outbound calls and allows you to search. Data is searchable by date, time and number.

2.4.3 List

Click **"Call History" > "Call Detail History"** to display below.

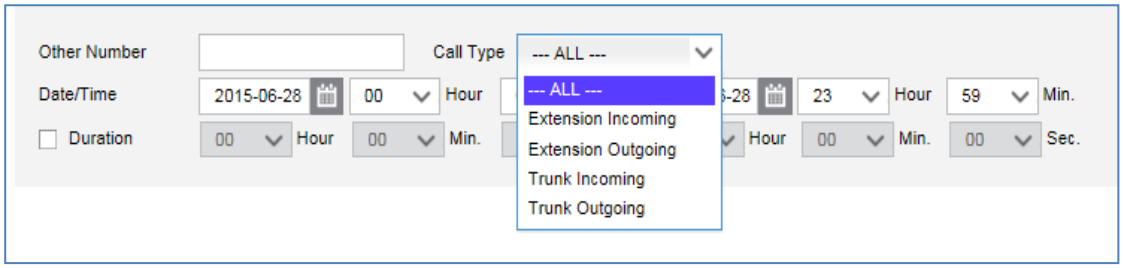


1. Display call history information for incoming and outgoing calls.

Item	Description
Start Time	Call start time.
End Time	Call end time.
Other Number	Phone number of caller.
Call Type	Call type information such as extension and outbound.
Result	Whether the call has been successful or failed.
Duration	Call Duration.

2.4.3.1 Search

How to search



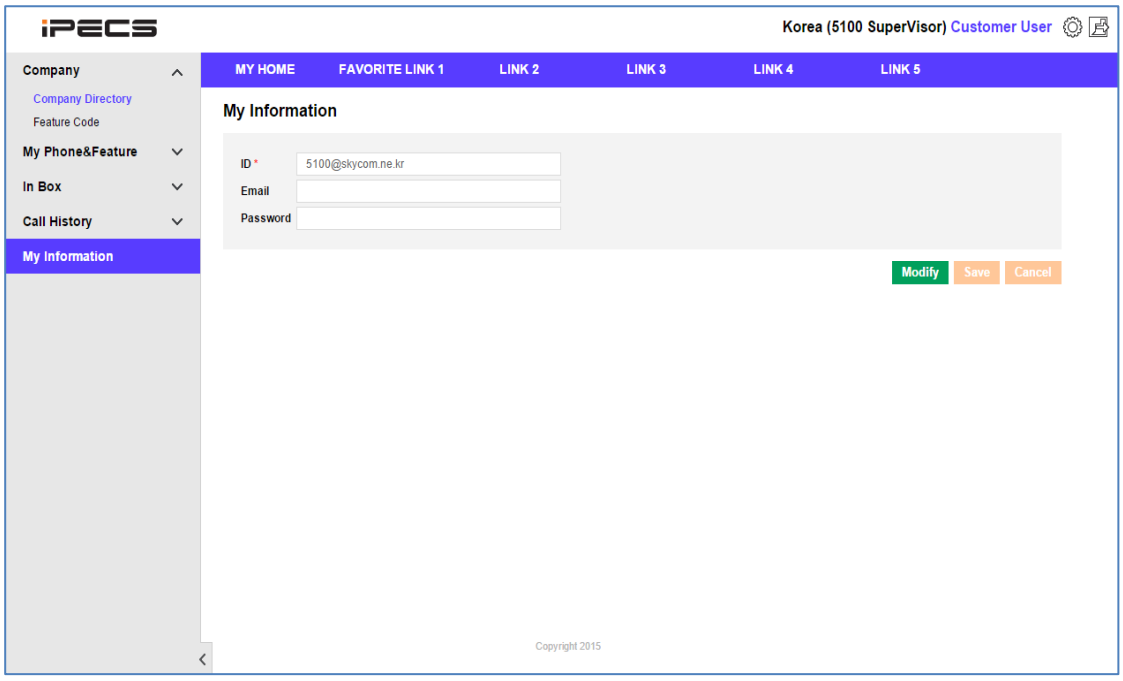
1. 4 different call types are available.
2. Extension means incoming and outgoing calls from internal extensions.
3. Trunk means incoming and outgoing calls from external parties.

2.5 My Information

Display and modify personal information.

2.5.1 View

Click “**My Information”** to display below.



1. Only the E-mail and Password fields can be modified.

Item	Description
ID	Login ID for user.
Email	Email address for user.
Password	Login password for user.

To Modify the My Information

1. Click the **“Modify”** button to edit the “My Information” settings.
2. Edit the entry in the text box you can edit both the email and password.
3. To saves your changes click **“Save”** button.
4. To exit without saving click **“Cancel”** button.

Appendix: Useful Information

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

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Apache Commons Codec	Apache License, Version 2.0
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