

iPECS

Cloud Solution for Customer User

Administration Guide

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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 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.

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.
<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.



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.

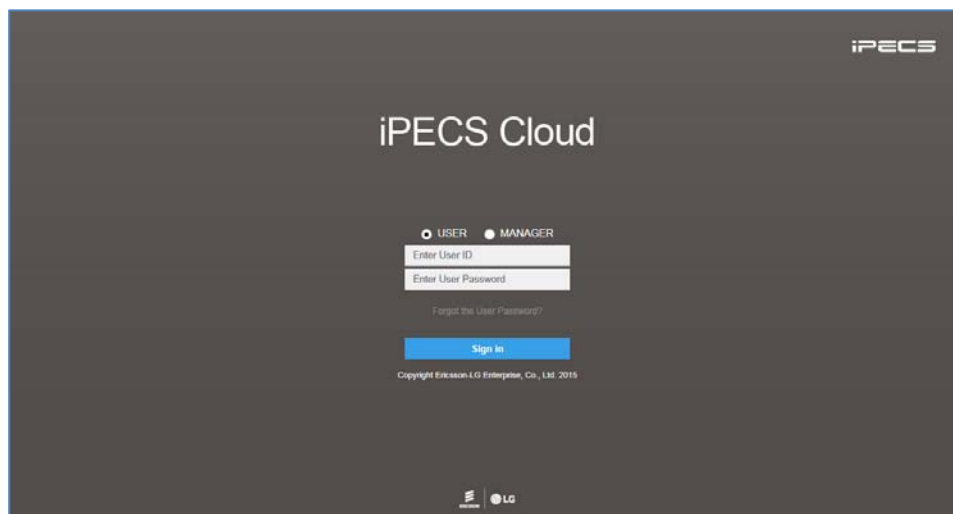
1.1 User Access Environment

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/](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.

The screenshot displays the iPECS user interface for a customer user. The top navigation bar includes the iPECS logo on the left and the user profile 'c1 (1004) Customer User' on the right. A left-hand sidebar contains a menu with categories: Company, My Phone & Feature, Inbox, Call History, My Home Setting, and My Information. The main content area is titled 'My Home' and is divided into several sections:

- Voice Message:** A summary of message counts: Total Message (0), Read Message (0), and Unread Message (0).
- Call Log:** A summary of call statistics for 'Today': Incoming calls (0), Outgoing calls (0), and Missed calls (0).
- My Phone & Feature:** A configuration panel for extension 1004, showing settings for Outgoing Caller ID, Direct Dial Call Number (NONE), Call Forward, Remote Office, Do Not Disturb, and Wake Up (all set to OFF). It also displays the Device as IP8820E and the My Group as Sales.
- Weekly Call Statistics:** A bar chart showing call volume for 'This Week' across the days of the week (Mon-Sun).
- Latest Call History:** A table for viewing recent call records.

At the bottom center of the page, there is a small copyright notice: 'Copyright 2015'.

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.

The screenshot shows the iPECS web interface. The top navigation bar includes 'iPECS' and 'Korea (5100 SuperVisor) Customer User'. 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 the following columns: First Name, Last Name, Telephone, Mobile Number, Company, Department, and E-mail. The table contains one entry: 1, Gil-dong, Hong, 7778888, 86100001111, Hwalbin-dang. A 'Directory List Download' button is located at the bottom right of the table. The left sidebar contains various menu items such as 'Company Directory', 'My Phone&Feature', 'In Box', 'Call History', and 'My Information'.

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.

Company Directory

First Name

Directory List

<input type="checkbox"/>	First Name	Last Name	Telephone	Mobile Number	Company	Department	E-mail
1 <input checked="" type="checkbox"/>	Kil-dong	Hong		821099990000	Hwal-bin Group	Robin Hood	

View 1 - 1 of 1

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

Company Directory

First Name

First Name

Last Name

Telephone

Company

Kil-dong Hong

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	First 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.

The screenshot shows the iPECS Customer User 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 'Company Directory' and 'Feature Code' (selected), and a 'My Phone&Feature' menu with various options like 'Group Summary', 'Phone Configuration', 'Call Forward', etc. The main content area is titled 'Feature Code' and contains a search bar with a 'Search' button. Below the search bar is a table titled 'Feature Code List' with columns for 'Feature Code', 'Feature Name', and 'Update Time'. The table lists 10 items, each with a checkbox and a feature code number. The bottom of the table shows pagination information: 'Page 1 of 4' and 'View 1 - 10 of 36'.

Feature Code	Feature Name	Update Time
1 535	ACD Agent Help Request	2015-06-25 17:31:34
2 534	Virtual Desk Login / Logout	2015-06-25 17:31:33
3 533	Two Way Record	2015-06-25 17:31:32
4 532	ACD Supervisor ACD Q Overflow Count Change	2015-06-25 17:31:31
5 531	ACD Supervisor Silent Monitor	2015-06-25 17:31:30
6 530	ACD Supervisor Group Holiday Mode	2015-06-25 17:31:29
7 529	ACD Supervisor Group Night Mode	2015-06-25 17:31:28
8 528	ACD Supervisor Display Q Wait Count	2015-06-25 17:31:27
9 527	ACD Agent Headset Ring Mode Change	2015-06-25 17:31:26
10 526	ACD Agent Head/Hand Set	2015-06-25 17:31:25

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.

The screenshot shows the iPECS interface for a Customer User. The left sidebar contains a navigation menu with categories like 'My Phone & Feature', 'In Box', 'Call History', and 'My Information'. The 'Group Summary' option is selected. The main content area features a 'Group Summary' header with a filter dropdown set to 'ALL --'. Below this is a 'Group Summary List' table with the following data:

Group Type	Group Name	Representative Number	Direct Dial Call Number	Description
1 Ring Group	7000	7000		MEMBER
2 Ring Group	7001	7001		MEMBER
3 Paging Group				ALL GROUP SENDER

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and a 'View 1 - 3 of 3' indicator.

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.

The screenshot shows the iPECS web interface for 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 system functions. The main content area is titled 'Phone Configuration' and displays the following details:

- Site Name: Seoul
- Extension: 5200
- User Name: 5200 Member #1
- Phone Model: LIP-9070S
- Phone MAC Address: 853011223A74
- Button Count: 96

A 'Phone Restart' button is located at the bottom right of the configuration details. Below this is a section for 'Phone Configuration' and 'DN Call Failover'. A table is shown with the following columns: Button Class, Button Type, Phone No., Dial Digit, Button Label, and Digit Number Setting. The table currently contains one row with a checkmark in the 'Button Class' column and a 'φ' symbol in the 'Dial Digit' column. A 'Modify' button is located at the bottom right of the table area.

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.

The 'Flexible Button Add' dialog box contains the following fields and values:

- Site Name: [Dropdown]
- Phone: 100 (IP8815E)
- Button Number: 4
- Button Class: Fixed Button
- Button Type: PHONEBOOK
- Button Label: [Text Field]

Buttons: Save, Close

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

The screenshot shows a web interface for configuring DN Call Failover. At the top, there are two tabs: 'Phone Configuration' and 'DN Call Failover'. Below the tabs, there are two main fields: 'Call Failover Time Mode' with a dropdown menu currently showing 'Always', and 'Forward Digit' with a text input field containing the number '55'. At the bottom right of the form, there are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (orange).

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.
Call Forward Service Time	Busy(include No Answer)	Call Forward in case of busy or no answer.
	Not Use	—
	Day	Call Forward will be enabled during “Day” schedule.
	Night	Call Forward in case of Users Time Schedule Night.
Call Forward Manual Time	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

The screenshot shows a 'Call Forward' configuration window. At the top right, there is a 'Number' dropdown menu set to '5100 (Extension)'. The main configuration area contains the following fields:

- Call Forward Type:** A dropdown menu set to 'Unconditional'.
- Call Forward Service Time:** A dropdown menu set to 'Not Use'.
- Call Forward Manual Time:** A time selection interface with '00' in the 'Hour' field and '00' in the 'Min' field, separated by a tilde (~).
- Call Forward Destination:** A dropdown menu set to 'Digit' and a text input field containing '801'.
- No Answer Call Forward Time:** A spinner field set to '1' with the unit 'sec(Max 30)'.

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

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

Do Not Disturb Number 100 (Extension) ▾

Do Not Disturb Off ▾

Timed Do Not Disturb Service Type Not Use ▾

Timed Do Not Disturb Time Hour Min ~ Hour Min

Modify Save Cancel

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.

The screenshot shows the iPECS web interface for a 'Customer User' in 'Korea (5100 SuperVisor)'. The left sidebar contains navigation options like 'Company', 'My Phone&Feature', 'In Box', 'Call History', and 'My Information'. The main content area is titled 'Wake Up' and features a 'Wake Up List' table with 5 rows. Each row has a 'Wake Up Type' and a 'Wake Up Time'. Below the table, there is a 'Wake Up Index' field and a form to configure a specific wake up entry, including 'Wake Up Type', 'Wake Up Date', and 'Wake Up Time'.

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.
	Once	One off wake up time.
	Every Day	Rekurs each day.
Wake Up Type	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.

Wake Up
Number

Wake Up List

	<input type="checkbox"/> Wake Up Type	Wake Up Date	Wake Up Time
1	<input checked="" type="checkbox"/> Once		00:00
2	<input type="checkbox"/> Once		00:00
3	<input type="checkbox"/> Once		00:00
4	<input type="checkbox"/> Monday ~ Saturday		03:00
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

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.

Wake Up Index

Wake Up Type*

Wake Up Date*

Wake Up Time* Hour Min

Save
Cancel

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.

The screenshot displays the iPECS web interface for configuring mobile extensions. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar shows the navigation menu with 'My Phone&Feature' > 'Mobile Extension' selected. The main content area is titled 'Mobile Extension' and shows a 'Mobile Extension List' table. The table has columns for 'Mobile Number', 'Mobile CLI', 'Mobile Usage', 'Call Through Option', and 'Ring Option'. The table is currently empty. Below the table is a form for editing a mobile extension, with fields for 'Mobile Index', 'Mobile Number *', 'Mobile CLI', 'Mobile Usage', 'Call Through Option', and 'Ring Option'. The 'Mobile Usage', 'Call Through Option', and 'Ring Option' fields are dropdown menus. The 'Mobile Number' field has an asterisk. The page includes a navigation menu on the left, a top navigation bar, and a right sidebar with 'Modify' and 'Delete' buttons.

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.

Mobile Extension
Number

Mobile Extension List

	Mobile Number	Mobile CLI	Mobile Usage	Call Through Option	Ring Option
1					
2					
3					
4					

Page 1 of 1
View 1 - 4 of 4

Modify
Delete

Mobile Index

Mobile Number *

Mobile CLI

Mobile Usage

Call Through Option

Ring Option

Save
Cancel

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	-
	Immediate Call	-
Ring Option	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

Mobile Index	<input type="text" value="1"/>
Mobile Number *	<input type="text"/>
Mobile CLI	<input type="text"/>
Mobile Usage	<input type="text" value="Not Use"/> ▼
Call Through Option	<input type="text" value="Not Use"/> ▼
Ring Option	<input type="text" value="Immediate Call"/> ▼

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.

The screenshot shows the iPECS web interface for a user named 'Korea (5100 SuperVisor) Customer User'. The left sidebar contains a navigation menu with categories: Company, My Phone&Feature, In Box, Call History, and My Information. The 'Remote Office' option under 'My Phone&Feature' is selected. The main content area displays the 'Remote Office' configuration form. The form includes a 'Number' dropdown set to '5100 (Extension)', and fields for 'Extension', 'Remote Office Feature', 'Remote Office Usage' (set to 'Not Use'), and 'Remote Office Number'. At the bottom right of the form are buttons for 'Modify', 'Delete', 'Save', and 'Cancel'.

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

The screenshot shows a web interface for configuring a Remote Office. At the top right, there is a 'Number' dropdown menu set to '100 (Extension)'. Below this, there are four input fields: 'Extension' with the value '100', 'Remote Office Feature' with the value 'Allow', 'Remote Office Usage *' with a dropdown menu set to 'Not Use', and 'Remote Office Number *' which is currently empty. At the bottom right of the main configuration area, there are four buttons: 'Modify' (green), 'Delete' (grey), 'Save' (orange), and 'Cancel' (orange). At the bottom of the interface, there is a 'Remote Office Dial Number' section with an 'Input Dial Number' text box and a 'Click Call' button (green).

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.

The screenshot shows the iPECS web interface for a Customer User. The main content area is titled "VoiceMail User Schedule" and contains a "Schedule List" table. The table has the following columns: Schedule Name, Ment Name, Ment Type, Start Time, End Time, and Day. The table is currently empty, with a message "No records to view" at the bottom right. There are three buttons: "Add", "Modify", and "Delete" at the bottom right of the table area. The left sidebar contains navigation options: "Company", "My Phone&Feature", "In Box", "Call History", and "My Information". The top navigation bar includes "MY HOME", "FAVORITE LINK 1", "LINK 2", "LINK 3", "LINK 4", and "LINK 5". The user is identified as "Korea (5100 SuperVisor) Customer User".

2.2.8.2 View

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

VoiceMail User Schedule

Schedule List ^

	<input type="checkbox"/> Schedule Name	Ment Name	Ment Type	Start Time	End Time	Day
1	<input checked="" type="checkbox"/> Non-Work	queue_K	User Web	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 checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun <input checked="" type="checkbox"/>

View 1 - 1 of 1

⏪ <<
Page 1 of 1
>> ⏩
10 ▾

Add
Modify
Delete

Schedule Name

Greeting Browse

Start Time Hour Min.

End Time Hour Min.

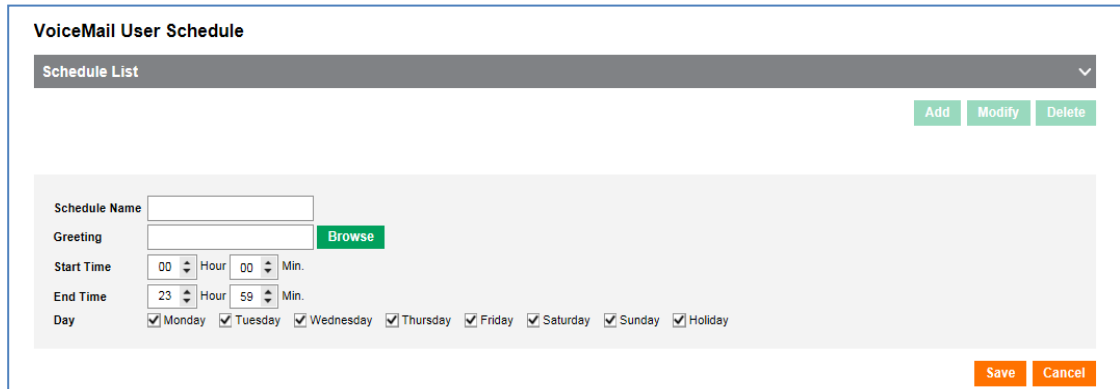
Day Monday Tuesday Wednesday Thursday Friday Saturday Sunday Holiday

Save
Cancel

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.



The screenshot shows a web interface titled "VoiceMail User Schedule". At the top, there is a "Schedule List" dropdown menu with a downward arrow. Below this are three green buttons: "Add", "Modify", and "Delete". The main form area contains several fields: "Schedule Name" with a text input box; "Greeting" with a text input box and a green "Browse" button; "Start Time" with two dropdown menus for "Hour" (00) and "Min." (00); "End Time" with two dropdown menus for "Hour" (23) and "Min." (59); and "Day" with checkboxes for "Monday", "Tuesday", "Wednesday", "Thursday", "Friday", "Saturday", "Sunday", and "Holiday", all of which are checked. At the bottom right of the form are two orange buttons: "Save" and "Cancel".

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.

Type	Start Time	End Time	Extension number	Other Number	Duration	Play
1 Call History	2015-07-06 16:02:39	2015-07-06 16:02:39	1001		00:00:00	
2 Call History	2015-07-06 16:02:23	2015-07-06 16:02:23	1000	1001	00:00:00	
3 Call History	2015-07-06 16:02:23	2015-07-06 16:02:23	1001	1000	00:00:00	
4 Call History	2015-07-06 16:02:17	2015-07-06 16:02:17	1001	1000	00:00:00	
5 Call History	2015-07-06 16:02:17	2015-07-06 16:02:17	1000	1001	00:00:00	
6 Call History	2015-07-06 16:02:00	2015-07-06 16:02:00	1001	*89	00:00:00	
7 Call History	2015-07-06 16:01:51	2015-07-06 16:01:51	1001	9	00:00:00	
8 Call History	2015-07-06 16:01:45	2015-07-06 16:01:45	1001	87	00:00:00	
9 Call History	2015-07-06 13:31:48	2015-07-06 13:31:48	1133	2002	00:00:00	
10 Call History	2015-07-06 13:31:38	2015-07-06 13:31:38	1133	2000#	00:00:00	
11 Call History	2015-07-06 11:17:34	2015-07-06 11:17:34	1001		00:00:00	
12 Call History	2015-07-06 11:17:32	2015-07-06 11:17:32	1001	6*000625000	00:00:01	
13 Call History	2015-07-06 11:15:57	2015-07-06 11:15:57	1001	6*000625000	00:00:02	
14 Call History	2015-07-06 11:14:35	2015-07-06 11:14:35	1001	6*000625000	00:00:00	
15 Call History	2015-07-06 11:12:36	2015-07-06 11:12:36	1001	6*000625000	00:00:00	
16 Call History	2015-07-06 11:10:06	2015-07-06 11:10:06	1001	6*000625000	00:00:00	
17 Call History	2015-07-06 11:09:16	2015-07-06 11:09:16	1001	6*000625000	00:00:00	

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

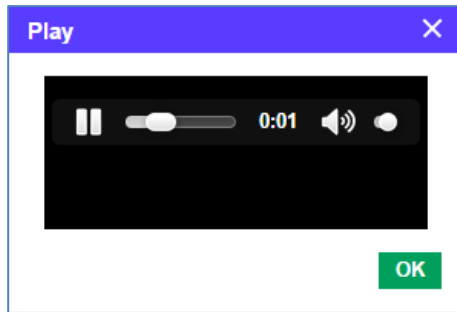
Click “In Box” > “Voicemail Message” to display below.

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 messages saved in your voice message box.

1. Click  on the file to play the message.



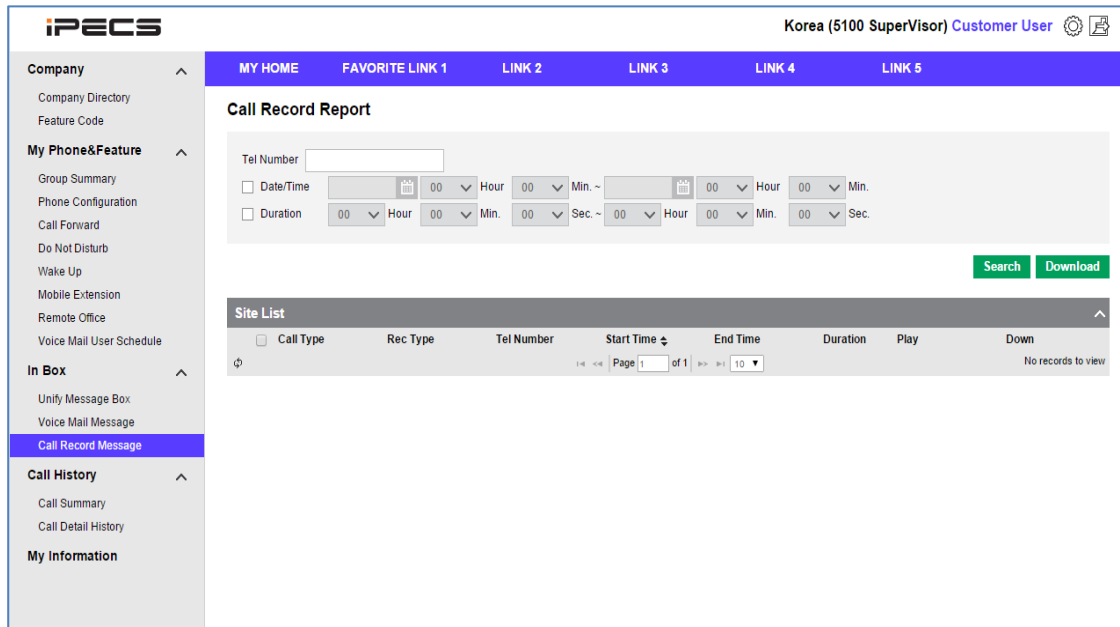
2. Automatically being played with pop up listen window.

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.



Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
No records to view							

2.3.3.1 List

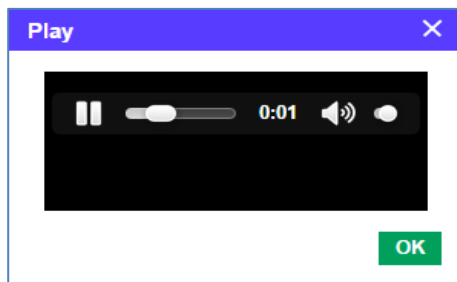
Click **"In Box"** > **"Call Record Message"** to display below.

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.

Call Summary

Date/Time: 2015-01-01 00:00:00 ~ 2015-07-13 23:59:00

Duration: 00:00:00 ~ 00:00:00

Average Duration: 00:00:00 ~ 00:00:00

Call summary by Extension list by period

Extension number	Extension Name	Date / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
1	1001 Pepper Potts	2015-07-06 16:00:00	0	0	6	0	00:00:00	00:00:00
2	1001 Pepper Potts	2015-07-06 11:00:00	0	0	8	2	00:00:02	00:00:03
3	1001 Pepper Potts	2015-07-06 10:00:00	0	0	4	0	00:00:00	00:00:00
4	1001 Pepper Potts	2015-07-03 20:00:00	0	0	20	0	00:00:00	00:00:00
5	1001 Pepper Potts	2015-07-03 19:00:00	1	1	2	0	00:00:01	00:00:01
6	1001 Pepper Potts	2015-07-03 10:00:00	0	0	3	0	00:00:00	00:00:00
7	1001 Pepper Potts	2015-07-03 09:00:00	6	6	41	0	00:00:01	00:00:06
8	1001 Pepper Potts	2015-07-03 08:00:00	1	1	5	0	00:00:01	00:00:01
9	1001 Pepper Potts	2015-07-01 16:00:00	0	0	2	0	00:00:00	00:00:00
10	1001 Pepper Potts	2015-06-30 21:00:00	1	0	2	0	00:00:00	00:00:00

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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.

The screenshot displays the iPECS interface for 'Call Detail History'. At the top, the user is identified as 'Avengers (Pepper Potts) Customer User'. The main content area includes a search form with the following fields: 'Other Number' (text input), 'Call Type' (dropdown menu set to '--- ALL ---'), 'Date/Time' (date and time pickers for 2015-07-01 00:00 to 2015-07-13 23:59), and 'Duration' (checkbox and time pickers). A green 'Search' button is located to the right of the search form. Below the search form is a table titled 'Call History List' with the following data:

	Start Time	End Time	Other Number	Call Type	Result	Duration
1	2015-07-06 16:02:39	2015-07-06 16:02:39		Extension Outgoing	Fail	00:00:00
2	2015-07-06 16:02:23	2015-07-06 16:02:23	1000	Extension Outgoing	Fail	00:00:00
3	2015-07-06 16:02:17	2015-07-06 16:02:17	1000	Extension Outgoing	Fail	00:00:00
4	2015-07-06 16:02:00	2015-07-06 16:02:00	*89	Extension Outgoing	Fail	00:00:00
5	2015-07-06 16:01:51	2015-07-06 16:01:51	9	Extension Outgoing	Fail	00:00:00
6	2015-07-06 16:01:45	2015-07-06 16:01:45	87	Extension Outgoing	Fail	00:00:00
7	2015-07-06 11:17:34	2015-07-06 11:17:34		Extension Outgoing	Fail	00:00:00
8	2015-07-06 11:17:32	2015-07-06 11:17:32	6*000625000	Extension Outgoing	OK	00:00:01
9	2015-07-06 11:15:57	2015-07-06 11:15:57	6*000625000	Extension Outgoing	OK	00:00:02
10	2015-07-06 11:14:35	2015-07-06 11:14:35	6*000625000	Extension Outgoing	Fail	00:00:00

At the bottom of the table, there is a pagination control showing 'Page 1 of 3' and a 'View 1 - 10 of 27' indicator.

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

The screenshot shows a search form with the following elements:

- Other Number:** An empty text input field.
- Call Type:** A dropdown menu with the following options: --- ALL ---, Extension Incoming, Extension Outgoing, Trunk Incoming, and Trunk Outgoing. The '--- ALL ---' option is currently selected.
- Date/Time:** A date field set to 2015-06-28, followed by a time field set to 00:00:00. The time field is split into Hour (00), Min. (00), and Sec. (00) components.
- Duration:** A checkbox labeled 'Duration' is unchecked. Below it, a time field is set to 00:00:00, also split into Hour, Min., and Sec. components.

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.

The screenshot shows the iPECS web interface. The top navigation bar is blue and contains 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The user is logged in as 'Korea (5100 SuperVisor) Customer User'. The left sidebar has a 'My Information' menu item highlighted in blue. The main content area is titled 'My Information' and contains a form with three input fields: 'ID *' (with the value '5100@skycom.ne.kr'), 'Email', and 'Password'. Below the form are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (orange). The footer of the page says 'Copyright 2015'.

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 save 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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