



Cloud Solution for Customer Manager

Administration Guide

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

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Document Information

[illegible]

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About This Guide

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.

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

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

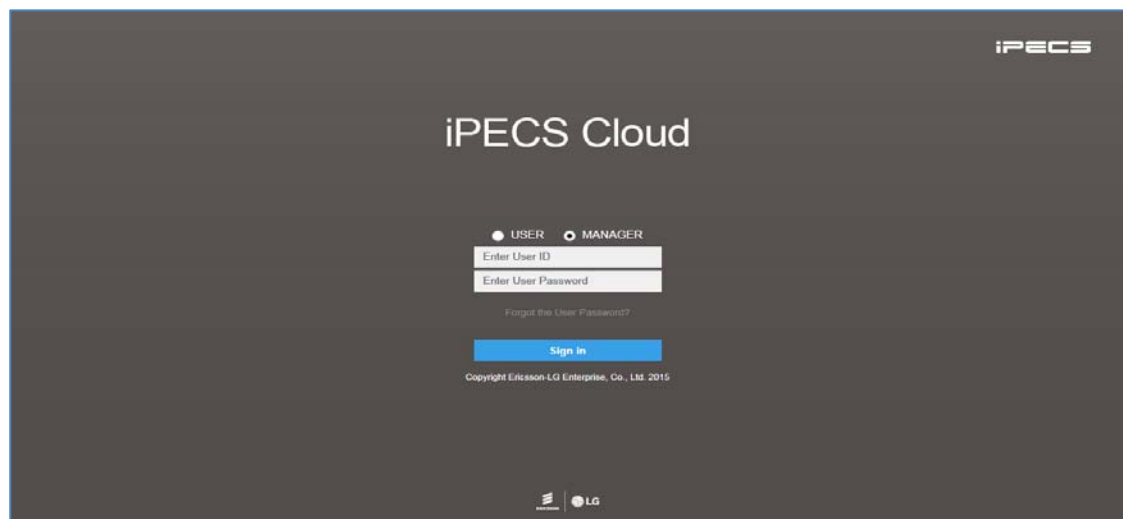
1.1 User Access Environment

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

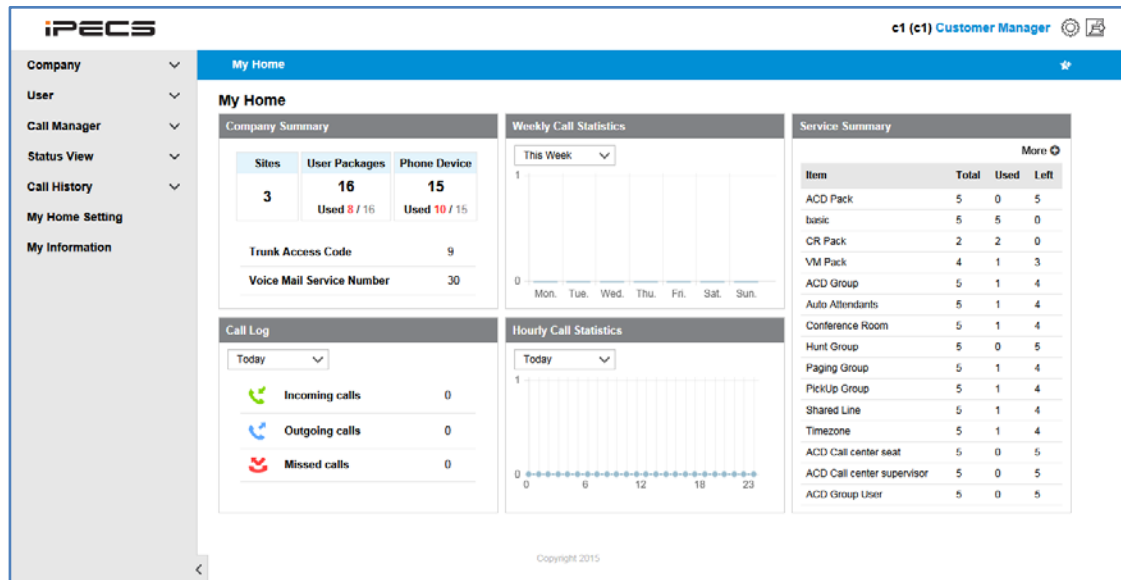
1. Open a browser on the PC.
2. Type the site URL to open your cloud service in a web browser. This Customer Manager web portal is *http:// web serverIP:8080/ELG_EMS/*



3. Click "**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).
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.



NOTE

No input for 30 minutes may result in automatic disconnect.

1.4 Common Function of Portal Screen

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 icons for settings and help. A secondary navigation bar contains links: MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. On the left, a sidebar menu lists various functions: Company, User, Call Manager (with sub-items like Group Setting, Pilot Hunt Group, Pickup Group, Paging Group, Ring Group, Auto Attendant, Call Center, Conference Room, Shared Line, Hot Desk, Switch Board, Quick Code on Busy, and Call Record Report), Status View, Call History, My Home, and My Information. The 'Pickup Group' option is selected and highlighted. 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 columns for Site, Name, Member Count, Call Type, and Update Time. The table lists three items: 1. Seoul, Modify_Group, 4 members, All Call, updated 2015-06-30 20:59:20; 2. Seoul, All_group, 4 members, All Call, updated 2015-06-30 20:46:06; 3. Seoul, AddTest, 2 members, Trunk Call, updated 2015-06-30 20:51:02. Each row has a checkbox on the left. Below the table is a paging navigation bar showing 'Page 1 of 1' and a maximum display count of 10. At the bottom right of the table area are three buttons: 'Add', 'Modify', and 'Delete'.

	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

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 *

Pickup #1

Call Type *

All Call

Member

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

View 1 - 2 of 2

Available

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

View 1 - 3 of 3

Add Modify Delete

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

Available



<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

Change

Save Cancel

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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.

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 *

Customer Domain

Language *

Standard Time Zone *

Outgoing Caller ID

Numbering Rule *

Automatic Call Distribution Report

Contact Name *

E-Mail *

Contact Direct Dial Call Number

Contact Extension

Mobile Number

AK Global

akglobal.com

English

GMT

07022030010

UK (3Digit)

No Use ACD Report

ak manager

akadmin@akglobal.com.xx.yy

?

Only Extension, Ring Group, ACD Group, Conference Room, Voice Mail Number, Auto Attendant are allied.

'ACD Group User'&'ACD Call center supervisor' feature or 'ACD Group User'&'ACD Call center seat' feature are required.

Modify

Save

Cancel

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.

Select Number Rule [Information] 


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
⌀	View 1 - 6 of 6	



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

Standard Time Zone [Information] 

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



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 under 'Company' and 'User'. The main content area is titled 'Trunk Setting' and contains a 'Trunk Access Code' field with the value '9' and buttons for 'Modify', 'Save', and 'Cancel'.

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 'Trunk Access Code' field is highlighted with a blue border and contains the value '8'. The 'Modify' button is highlighted in green.

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 shows the iPECS Customer Manager interface. The left sidebar contains a menu with categories: Company, User, Call Manager, Status View, Call History, My Home, and My Information. Under the 'Company' category, 'Trunk Setting' is selected. The main content area is titled 'Trunk Setting' and has two tabs: 'Trunk Access Code' and 'Emergency Number'. The 'Emergency Number' tab is active, displaying a table with one row of data. Below the table, there are input fields for 'Emergency Number' and 'Outgoing Digit', and 'Save' and 'Cancel' buttons.

Trunk Access Code	Emergency Number	Outgoing Digit
1	112	99112

Emergency Number *

Outgoing Digit *

Save Cancel

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

☐ 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

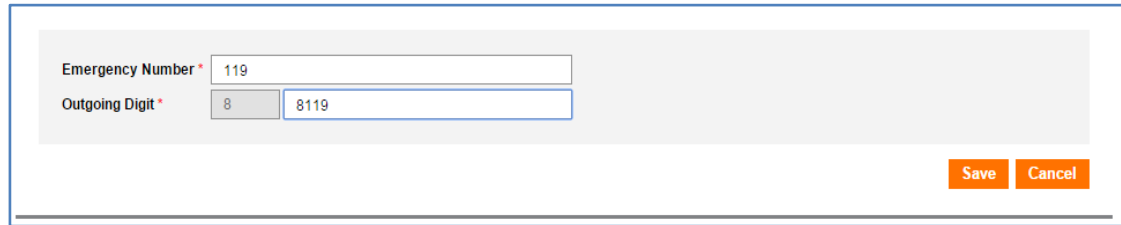
Cancel

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



The screenshot shows a web form titled "Add Emergency Number". It contains two main input fields. The first is labeled "Emergency Number *" and contains the text "119". The second is labeled "Outgoing Digit *" and consists of a small dropdown menu showing the value "8" and a text input field containing "8119". At the bottom right of the form are two orange buttons labeled "Save" and "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. On the left is a sidebar menu with categories: Company, User, Call Manager, Status View, Call History, My Home, and My Information. The 'Time Schedule' option under the 'Company' category is selected and highlighted in blue. The main content area has a top navigation bar with 'MY HOME' and 'FAVORITE LINK 1' through 'LINK 5'. Below this, the 'Time Schedule' section is titled, followed by a sub-header 'Time Schedule List (5 Licenses)'. A table lists the schedule entries:

<input type="checkbox"/>	Schedule Name	Description	Default Time Schedule	Update Time
1 <input type="checkbox"/>	SP Default Time Schedule	SP Default Time Schedule	Default	2015-06-25 17:30:56

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

2.1.3.2 View

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

Time Schedule

Time Schedule List (5 Licenses)

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

Page 1 of 110

View 1 - 1 of 1

AddModifyDelete

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=""/>

SaveCancel

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	<div>Holiday</div>	<div>Weekday</div>	<div>Weekday</div>	<div>Weekday</div>	<div>Weekday</div>	<div>Weekday</div>	<div>Holiday</div>
Day Start	<div></div>	<div>0800</div>	<div>0800</div>	<div>0800</div>	<div>0800</div>	<div>0800</div>	<div></div>
Night Start	<div></div>	<div>1700</div>	<div>1700</div>	<div>1700</div>	<div>1700</div>	<div>1700</div>	<div></div>
Timed	<div></div>	<div>0000</div>	<div>0000</div>	<div>0000</div>	<div>0000</div>	<div>0000</div>	<div></div>
	<div></div>	<div>0000</div>	<div>0000</div>	<div>0000</div>	<div>0000</div>	<div>0000</div>	<div></div>

Save

Cancel

Schedule

Holiday Option

☐ Holiday Option

Calendar Type

Holiday Option Name

1

01

01

Solar

New Year Day

View 1 - 1 of 1

Add

Delete

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 *

Sales Div Schedule

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	<div></div> : <div></div>	08 : 00	08 : 00	08 : 00	08 : 00	08 : 00	<div></div> : <div></div>
Night Start	<div></div> : <div></div>	17 : 00	17 : 00	17 : 00	17 : 00	17 : 00	<div></div> : <div></div>
Timed	<div></div> : <div></div>	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	<div></div> : <div></div>
	<div></div> : <div></div>	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	<div></div> : <div></div>

Save

Cancel

Schedule

Holiday Option

☐ Holiday Option ▾

Calendar Type

Holiday Option Name

1 ☐ 01 ▾ / 01 ▾

Solar ▾

New Year Day

2 ☒ ▾ / ▾

Solar ▾

⌕

View 1 - 2 of 2

Add

Delete

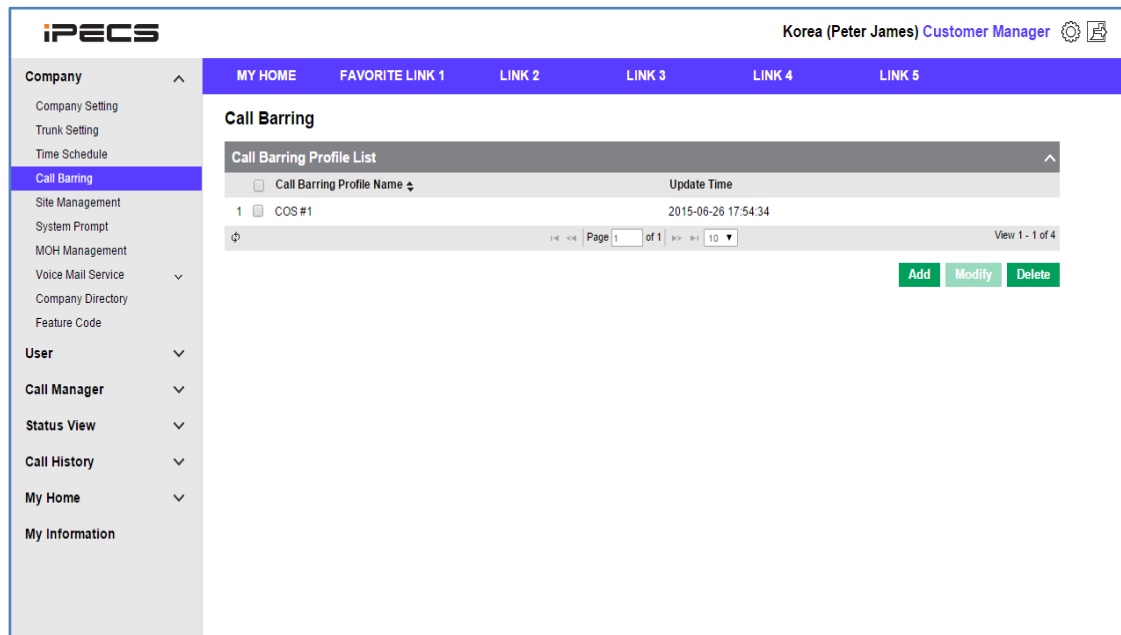
1. Click the “**Add**” button to convert to add mode.
2. Set the schedule name.
3. Set detail time schedule using the schedule tab.
4. To add a holiday selected the holiday tab.
5. Click the “**Save**” button to save the schedule.
6. Click “**Cancel**” button to go back to the list without saving.

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

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

of 1 | 10 | View 1 - 1 of 4

AddModifyDelete

Profile Name *

Apply Type *

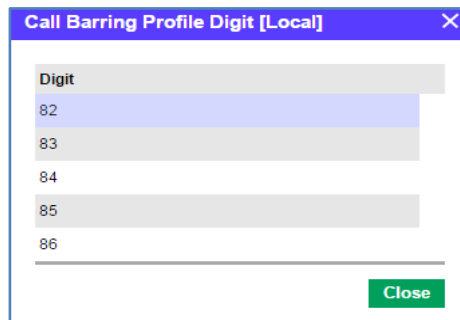
Call Barring

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

SaveCancel

1. 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.



Call Barring Profile Digit [Local]

Digit
82
83
84
85
86

Close

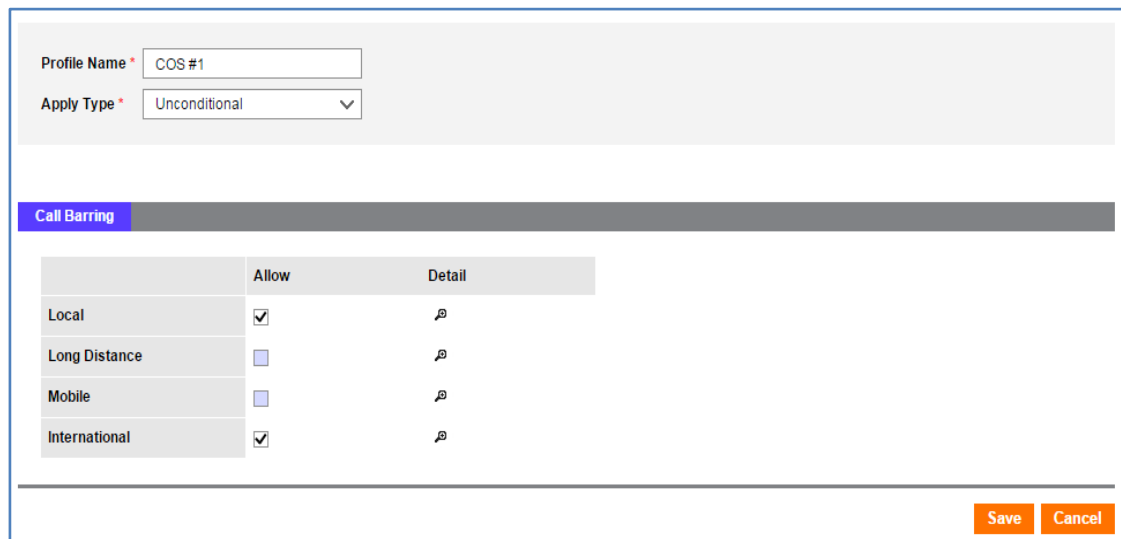
NOTE

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 * COS #1

Apply Type * Unconditional

Call Barring

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

Save Cancel

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"/>	⌵

Save

Cancel

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 top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar menu has 'Company' selected, with 'Site Management' highlighted. 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 lists three sites: 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. The table also includes a search bar and a 'Modify' button.

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 *

Head Office

Main Site

☒

Address

Preference

Number Management

Address Line 1 *

Jung-gu

Address Line 2 *

Jung1-ro 141 AK Building 8F

Town/City *

Seoul

Country/State

Korea

Post *

123 123

Copyright 2015

Save

Cancel

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 *

Override

200

Call Barring *

COS #1

Time Schedule *

Override

SP Default 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 : 27

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

action#tab3 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. At the top, there is a 'Site Name' field with the value 'Blue House #' and a 'Main Site' checkbox that is checked. Below this is a tabbed interface with three tabs: 'Address' (selected), 'Preference', and 'Number Management'. Under the 'Address' tab, there are five input fields: 'Address Line 1' (Guro-gu), 'Address Line 2' (Digital-ro 32-gil), 'Town/City' (Seoul), 'Country/State' (South Korea), and 'Post' (110-820). At the bottom right of the form 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. It contains three rows of settings, each with a dropdown menu and a value field: 'Outgoing Caller ID' (Company Outgoing Caller ID, 07022030010), 'Call Barring' (Employee), and 'Time Schedule' (Company Time Schedule, 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. It features a 'Direct Dial Call Number Count' field set to 6. Below this is a table titled 'Site Direct Dial Call Number' with columns for Site Name, Direct Dial Call Number, and Use. The table lists six entries, all for 'Head Office' with various call numbers, and the 'Use' column shows 'U' for the first entry. To the right of the table is a section titled 'Other Direct Dial Call Number' with a 'Site' dropdown (set to 'Please select site'), a search input, and a 'Search' button. Below this is another table titled 'Other Direct Dial Call Number' with the same columns as the first table, but it is currently empty. At the bottom of the first table is a 'View 1 - 6 of 6' indicator and a 'Change' button. At the bottom of the second table is a 'No records to view' message.

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.

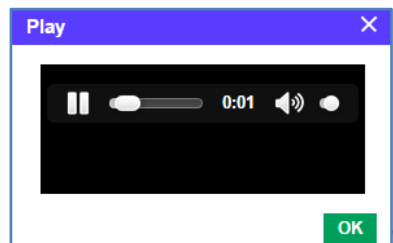
The screenshot shows the iPECS Customer Manager interface. The left sidebar contains a navigation menu with options like Company, User, Call Manager, Status View, Call History, My Home, and My Information. The main content area is titled 'System Prompt' and displays a table of system tones. The table has columns for Tone Name, File Name, System Default Tone, Description, and Play. There are 10 rows of tones, each with a checkbox and a play button. At the bottom right of the table, there are 'Modify' and 'Default' buttons.

	Tone Name	File Name	System Default Tone	Description	Play
1	<input type="checkbox"/> 1st Dial Tone	holiday	N		
2	<input type="checkbox"/> 2nd Dial Tone	tp1_2	Y		
3	<input type="checkbox"/> Trunk Dial Tone	tp1_3	Y		
4	<input type="checkbox"/> DISA Dial Tone	tp1_4	Y		
5	<input type="checkbox"/> Hot Desk Log Off Dial Tone	tp1_5	Y		
6	<input type="checkbox"/> Digit Trans Virtual Tone	tp1_6	Y		
7	<input type="checkbox"/> Password Dial Tone	tp1_7	Y		
8	<input type="checkbox"/> Internal Busy Tone	tp1_8	Y		
9	<input type="checkbox"/> External Busy Tone	tp1_9	Y		
10	<input type="checkbox"/> Trunk Channel All Busy Tone	tp1_10	Y		

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 is a 'System Prompt List' table with columns: Tone Name, File Name, System Default Tone, Description, and Play. The table lists five tones: 1st Dial Tone, 2nd Dial Tone, Trunk Dial Tone, DISA Dial Tone (selected), and Hot Desk Log Off Dial Tone. Below the table, the 'DISA Dial Tone' details are shown, including a 'Tone File' field with 'tp1_4' and a 'Browse' button, and a 'Description' field. At the bottom right are 'Save' and 'Cancel' buttons.

Tone Name	File Name	System Default Tone	Description	Play
1 1st Dial Tone	tp1_1	Y		0
2 2nd Dial Tone	tp1_2	Y		0
3 Trunk Dial Tone	tp1_3	Y		0
4 DISA Dial Tone	tp1_4	Y		0
5 Hot Desk Log Off Dial Tone	tp1_5	Y		0

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 'tp1_4' and a 'Browse' button. Below it is a 'Description' field. At the bottom right are 'Save' and 'Cancel' buttons.

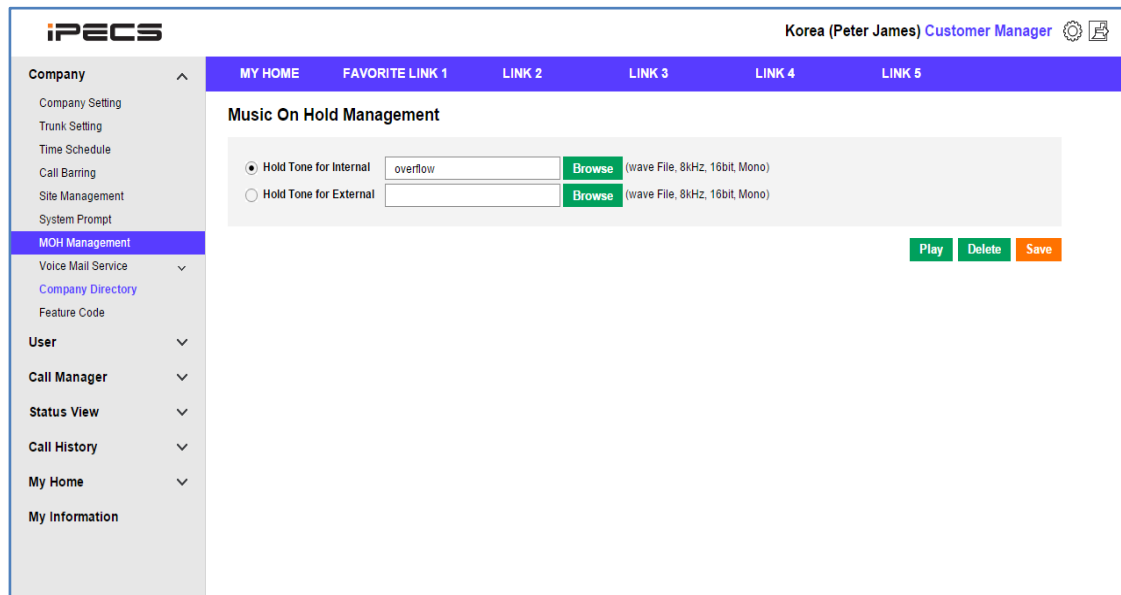
1. Click the **“Modify”** button to convert to modify mode.
2. Choose wav file to set as Tone. (*is essential item to save, you cannot save without fill out.)
3. Click the **“Save”** button to save.
4. Click the **“Cancel”** button to cancel the modification.

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 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar lists various management options, with 'MOH Management' highlighted. The main content area is titled 'Music On Hold Management' and features two radio buttons: 'Hold Tone for Internal' (selected) and 'Hold Tone for External'. Each radio button is followed by a text input field and a 'Browse' button. The 'Internal' field contains the text 'overflow'. To the right of the 'Browse' buttons, there is a note '(wave File, 8kHz, 16bit, Mono)'. At the bottom right of the main area, there 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

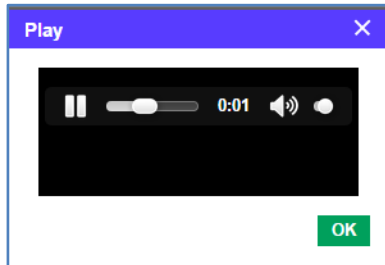
1. Click the **“Browser”** button to select a wav file from your computer.
2. Click the **“Save”** button to save the selected sound file.

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.



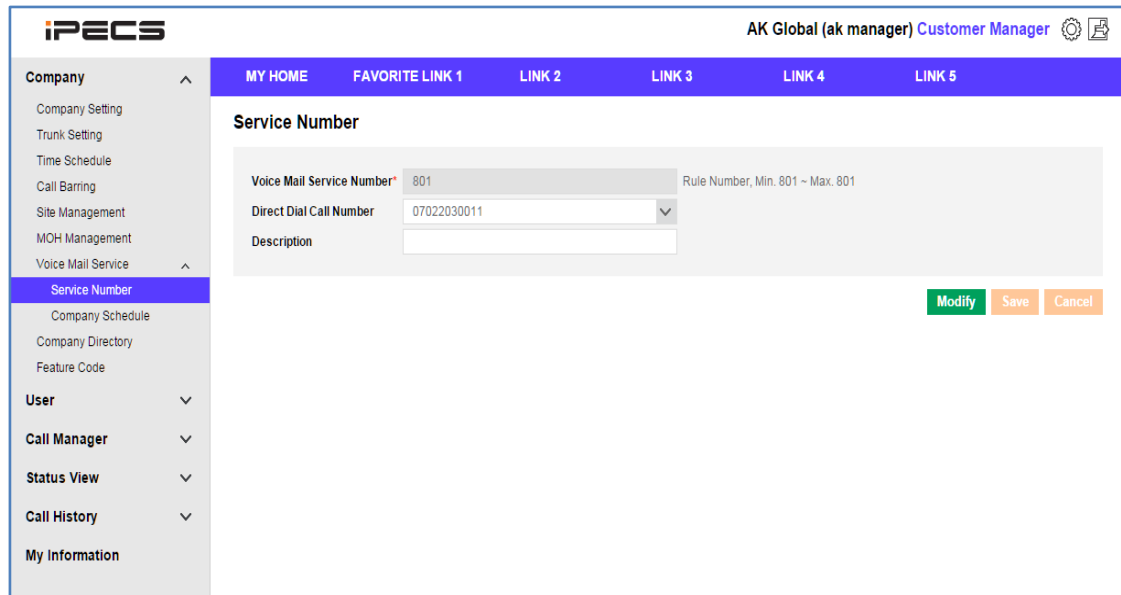
2.1.8 Voice Mail Service

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 the iPECS logo, the user name 'AK Global (ak manager)', and the role 'Customer Manager'. 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 tree view with 'Company' expanded, showing 'Company Setting', 'Trunk Setting', 'Time Schedule', 'Call Barring', 'Site Management', 'MOH Management', 'Voice Mail Service', 'Service Number' (selected), 'Company Schedule', 'Company Directory', 'Feature Code', 'User', 'Call Manager', 'Status View', 'Call History', and 'My Information'. The main content area is titled 'Service Number' and contains three input fields: 'Voice Mail Service Number' with the value '801' and a note 'Rule Number, Min. 801 ~ Max. 801', 'Direct Dial Call Number' with the value '07022030011', and 'Description'. At the bottom right of the form are three buttons: 'Modify', 'Save', and 'Cancel'.

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*	220
Direct Dial Call Number	07022030011
Description	

ModifySaveCancel

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*	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 left sidebar contains a menu with 'Company' expanded, showing options like 'Company Setting', 'Trunk Setting', 'Time Schedule', 'Call Barring', 'Site Management', 'System Prompt', 'MOH Management', 'Voice Mail Service', and 'Service Number'. The 'Company Schedule' option is selected. The main content area is titled 'Company Schedule' and has tabs for 'Schedule' and 'Holiday'. The 'Schedule' tab is active, displaying a table with columns: 'Schedule Name', 'Ment Name', 'Start Time', 'End Time', and 'Day'. The table contains one entry: '1' with 'Work time' as the schedule name, 'queue_K' as the ment name, '00:00' as the start time, '23:59' as the end time, and checkboxes for all days of the week (Mon-Sun) and 'Holiday'. Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 1 of 1'. At the bottom right of the table are buttons for '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 'Company Schedule' detail view. The 'Schedule' tab is active. The table shows the selected item: '1' with 'Work time' as the schedule name, 'queue_K' as the ment name, '00:00' as the start time, '23:59' as the end time, and checkboxes for all days of the week (Mon-Sun) and 'Holiday'. Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 1 of 1'. At the bottom right of the table are buttons for 'Add', 'Modify', and 'Delete'. Below the table is a form for editing the schedule. The form has fields for 'Schedule Name' (Work time), 'Greeting' (queue_K), 'Start Time' (00:00), 'End Time' (23:59), and 'Day' (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday, Holiday). There is a 'Browse' button next to the 'Greeting' field. At the bottom right of the form are buttons for '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

>

>>

10 ▾

View 1 - 1 of 1

Get Holiday

Add

Modify

Delete

Holiday Name

Thanks giving day

Year

2015 ▾

Date

09 ▾ - 27 ▾

Calendar Type

Solar ▾

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 schedule settings. It includes the following fields and controls:

- Schedule Name:** A text input field containing "Work time".
- Greeting:** A dropdown menu showing "queue_K" with a "Browse" button next to it.
- 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:** "Save" and "Cancel" buttons in orange 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:

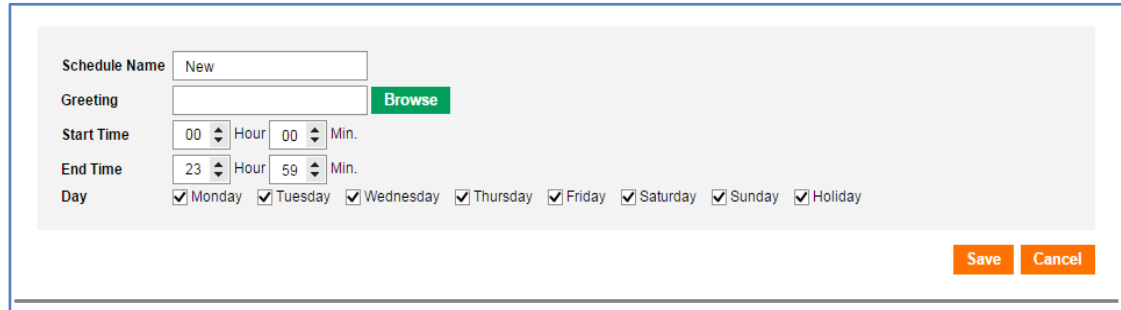
- Holiday Name:** A dropdown menu showing "Thanks Giving day".
- Year:** A dropdown menu showing "2015".
- Date:** Two dropdown menus for the day and month, showing "09" and "27" respectively, separated by a hyphen.
- Calendar Type:** A dropdown menu showing "Solar".
- Buttons:** "Save" and "Cancel" buttons in orange 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

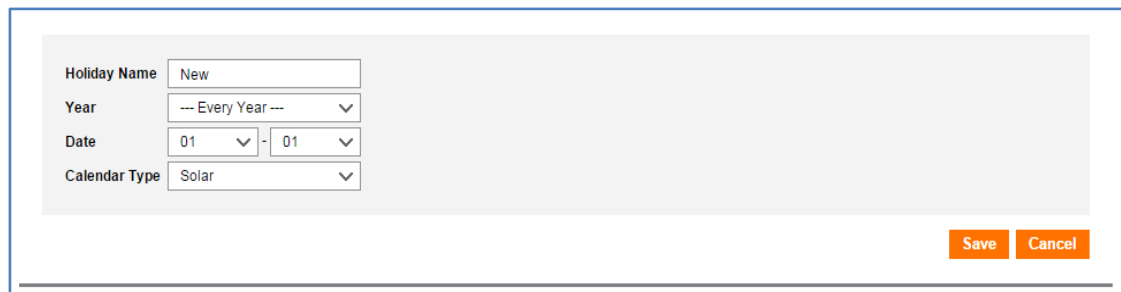
Add Schedule and Holiday information.

Add Voice Mail schedule



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



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. On the left is a sidebar menu with 'Company' selected, which has expanded to show 'Company Directory'. The main content area is titled 'Company Directory' and features a search bar with a 'First Name' dropdown and a 'Search' button. Below the search bar is a table titled 'Directory List' with columns: First Name, Last Name, Direct Dial Call Number, Mobile Number, Company, Department, and E-mail. The table contains one entry: Gil-dong Hong, 7778888, 861000001111, Hwalbin-dang. At the bottom of the table are buttons for 'Add', 'Modify', 'Delete', 'Directory List Download', 'Directory Format Download', and 'Directory Format Upload'. The sidebar also lists other menu items like 'Company Setting', 'Trunk Setting', 'Time Schedule', 'Call Barring', 'Site Management', 'System Prompt', 'MOH Management', 'Voice Mail Service', 'Service Number', and 'Company Schedule'.

2.1.9.2 View

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

The screenshot shows the 'View' details of a company directory entry. The top section is titled 'Company Directory' and includes a search bar. Below it is the 'Directory List' table, which shows the selected entry: Gil-dong Hong, 7778888, 861000001111, Hwalbin-dang. Below the table are buttons for 'Add', 'Modify', 'Delete', 'Directory List Download', 'Directory Format Download', and 'Directory Format Upload'. The bottom section is a form for editing the entry, with fields for 'First Name', 'Last Name', 'Direct Dial Call Number', 'Mobile Number', 'Company', 'Department', and 'E-mail'. The 'First Name' field is pre-filled with 'Gil-dong' and the 'Last Name' field is pre-filled with 'Hong'. At the bottom right of the form 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

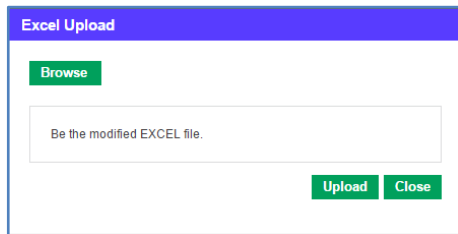
Add Company Directory information.

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.

A screenshot of a web-based dialog box titled "Excel Upload" with a blue header bar. Inside the dialog, there is a green "Browse" button at the top left. Below it is a large, empty rectangular text area. At the bottom right of the dialog, there are two green buttons: "Upload" and "Close".

Excel Upload

Browse

Be the modified EXCEL file.

Upload Close

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 the iPECS logo, the user name 'Korea (Peter James)', and the role 'Customer Manager'. Below this is a secondary navigation bar with links: MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. The left sidebar contains a tree view with categories: Company, User, Call Manager, Status View, Call History, My Home, and My Information. The 'Company' category is expanded, showing sub-items 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' item is selected. 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 feature codes, each with a checkbox and a 'Feature Code' label. The 'Update Time' column shows the date and time of the last update. At the bottom of the table, there are pagination controls showing 'Page 1 of 4' and a 'View 1 - 10 of 36' indicator. There are also 'Add', 'Modify', and 'Delete' buttons at the bottom right of the table.

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

Feature Code List

<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

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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

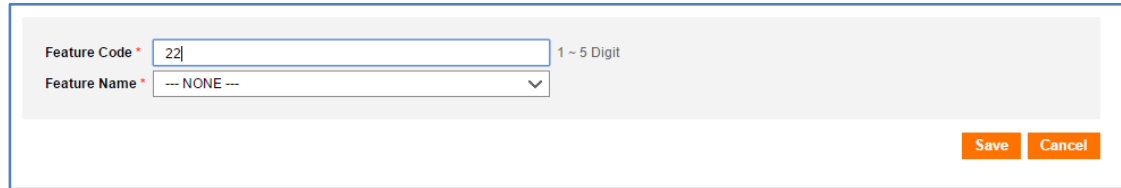
Feature Name *

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 'Korea (Peter James) Customer Manager' and a settings icon. The left sidebar lists various menu items: Company, User, User Setting (highlighted), User Phone Configuration, User Feature Configuration, Call Manager, Status View, Call History, My Home, and My Information. The main content area is titled 'User Setting' and features a search bar with 'Extension' and 'Site' dropdowns, a 'Search' button, and a 'User List' table. The table has columns for Site, Extension, Name, Package, User Type, Direct Dial Call Number, Call Barring, Phone, and Update Time. It displays 9 rows of user data. At the bottom, 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	<input type="checkbox"/> Seoul	4500	Testtest	Professional User	Single Client	202	COS #1	IP8815	2015-06-27 12:15:03
2	<input type="checkbox"/> Seoul	4600	TestMichael	Professional User	Single Client	212	COS #1	IP8815	2015-06-27 14:42:51
3	<input type="checkbox"/> Seoul	5100	5100 SuperVisor	Professional User	Single Client		COS #1	LIP-9070S	2015-07-10 09:59:30
4	<input type="checkbox"/> Seoul	5200	5200 Member #1	Professional User	Single Client		COS #1	LIP-9070S	2015-06-29 09:51:48
5	<input type="checkbox"/> Seoul	5300	5300 Member #2	Professional User	Single Client		COS #1	LIP-9070S	2015-07-10 09:59:11
6	<input type="checkbox"/> Seoul	5400	5400 Member #3	Professional User	Single Client		COS #1	LIP-9070S	2015-06-29 09:53:29
7	<input type="checkbox"/> Seoul	5500	5500 Member #4	Professional User	Single Client		COS #1	LIP-9070S	2015-07-10 09:59:21
8	<input type="checkbox"/> Seoul	6100	ttt aaaa	Professional User	Single Client		COS #1	IP8802	2015-07-08 18:01:59
9	<input type="checkbox"/> 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.

Extension

Search

Site

Total Site

User List

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

Page 1 of 1

View 1 - 4 of 4

Add

Modify

Delete

Multiple User Add

User List Download

User List Upload

Extension *

101

Rule Number, Min. 100 ~ Max. 299

Name *

SIP101

Koreatimes

This name is also used to phone's display name.

Site *

Seoul

Portal ID *

101

@koreatimes.com

Password *

E-mail

101@koreatimes.com

Package *

Enterprise Pack (1)

User Type *

Single Client

?

Direct Dial Call Number

89541235

Call Barring *

Obey Site Call Barring

Employee

Outgoing Caller ID *

Obey Site Outgoing Caller ID

Each items mean below

Item	Description
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 the 'Device' configuration page. The 'Device' tab is selected and highlighted with a red box. Below the tabs, the 'Assigned Device' section shows '- Phone' and 'Model No : IP8820E (1)'. The 'MAC Address' field contains '43123AAAAA11' with a dropdown arrow. The 'Authentication ID' field contains '6*0150101'. The 'Authentication Password' field is masked with dots. The 'Extension Password' field is empty.

Each items mean below

Item	Description
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

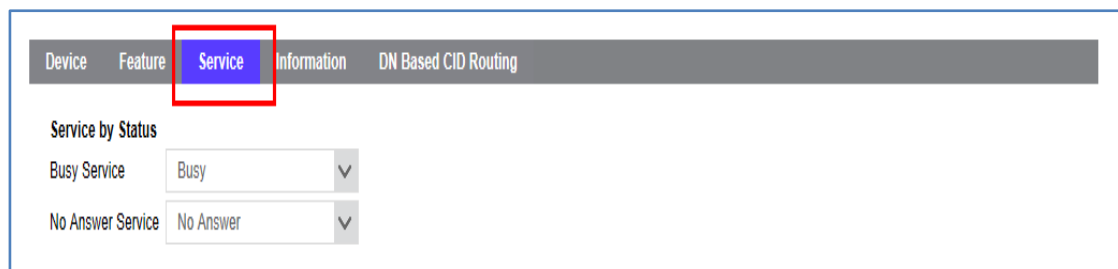
Device	Feature	Service	Information	DN Based CID Routing
Package Feature				
Call Forward	Allow			
Off-Net Call Forward	Allow			
OHVO	Allow			
Intercept	Allow			
Call Park	Allow			
Intrusion	Allow			
Allow Anonymous Call	Allow			
Present External Caller ID	Display on LCD			
CLIR	Allow Send CID			Calling 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			
Additional Feature +				

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 horizontal tab bar containing 'Device', 'Feature', 'Service' (highlighted with a red box), 'Information', and 'DN Based CID Routing'. Below the tabs, under the heading 'Service by Status', there are two dropdown menus. The first, 'Busy Service', has 'Busy' selected. The second, 'No Answer Service', has '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 <input type="text"/>				
Mobile Number <input type="text"/>				

Item	Description
Department	Department.
Mobile Number	Mobile Phone Number.

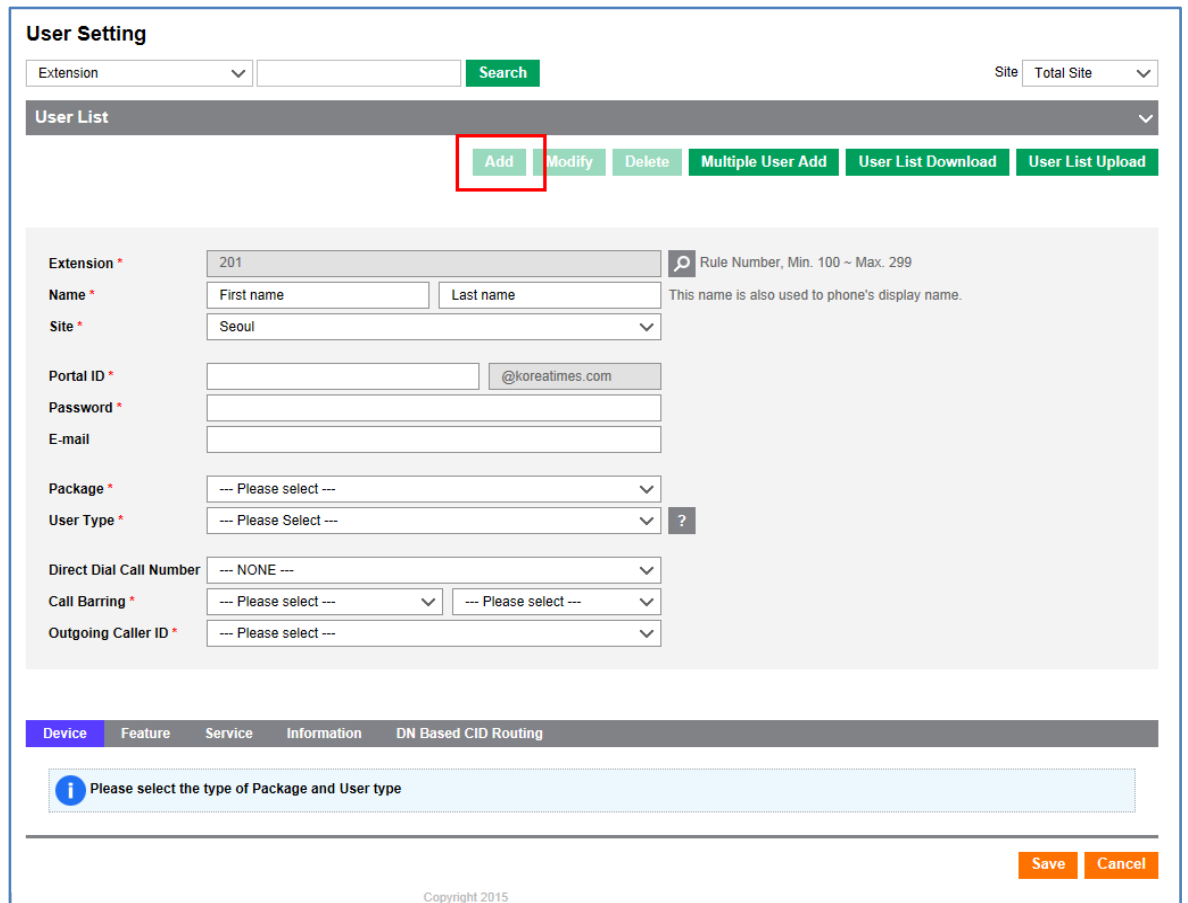
User 'DN Based CID Routing'

Device	Feature	Service	Information	DN Based CID Routing
Incoming CID	<input type="text"/>	Forward Destination	<input type="text"/>	Description <input type="text"/>
				<input type="button" value="-"/> <input type="button" value="+"/>

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.




The 'User Setting' form is displayed with the 'User List' tab selected. The 'Add' button is highlighted with a red box. The form contains the following fields:

- Extension: 201
- Name: First name, Last name (Note: This name is also used to phone's display name.)
- Site: Seoul
- Portal ID: @koreatimes.com
- Password:
- E-mail:
- Package: --- Please select ---
- User Type: --- Please Select ---
- Direct Dial Call Number: --- NONE ---
- Call Barring: --- Please select ---
- Outgoing Caller ID: --- Please select ---


Buttons: Add, Modify, Delete, Multiple User Add, User List Download, User List Upload.

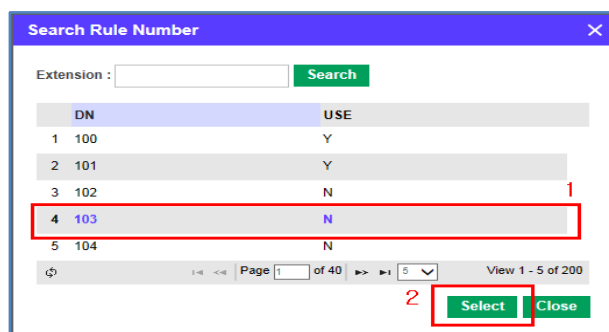
Footer: Copyright 2015

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.



The 'Search Rule Number' dialog box is shown. It contains a table with the following data:

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

The row with DN 4 and extension 103 is highlighted with a red box. The 'Select' button is also highlighted with a red box.

Page 1 of 40, View 1 - 5 of 200

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
1	<input type="checkbox"/> Seoul	100	gildong hong	Call Center Agent	Single Client	80541234		IP8815E	2015-06-25 19:45:59
2	<input checked="" type="checkbox"/> Seoul	101	SIP101 Koreatime: Call Center Agent	Single Client		89541235		IP8820E	2015-06-24 19:32:52
3	<input type="checkbox"/> Seoul	110	james	Call Center Agent	Single Client			IP8815E	2015-06-24 19:32:52
4	<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

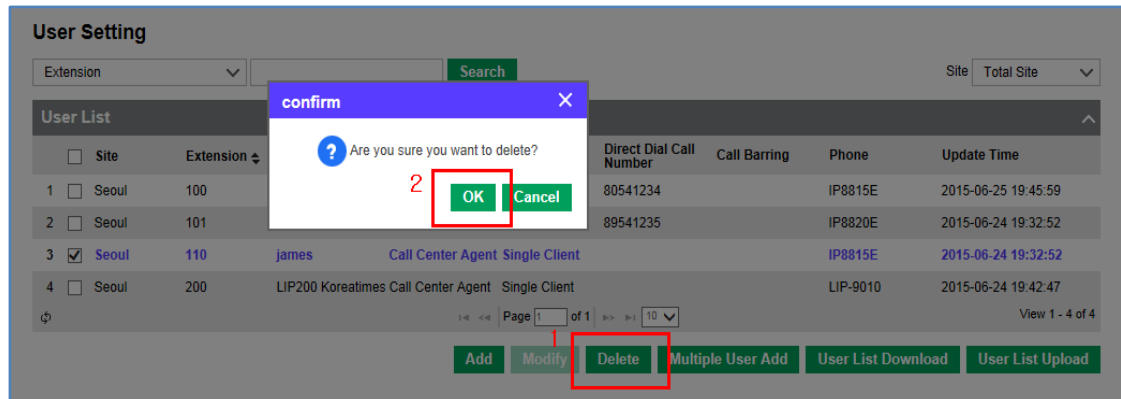
Authentication ID Authentication Password Extension Password

Copyright 2015

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 the 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 pagination controls showing 'Page 1 of 1' and a 'View 1 - 4 of 4' indicator. 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'.

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

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

The screenshot shows the 'Multiple User Add' window. It has a blue header with the title 'Multiple User Add' and a close button. The window is divided into two main sections: configuration fields on the left and a list of package features on the right. The configuration fields include: Site (Seoul), Extension (201), Portal ID (201~210), Portal PWD (Extension + @koreatimes.com), Call Barring (Obey Site Call Barring), Outgoing Caller ID (Obey Site Outgoing Caller ID), Package (Enterprise Pack (1)), Package Device, Customer Device, Authentication ID (Extension), Authentication Password, Package Feature (Allow), 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), and Voice Mail (Use). At the bottom right, there are 'Save' and 'Close' buttons.

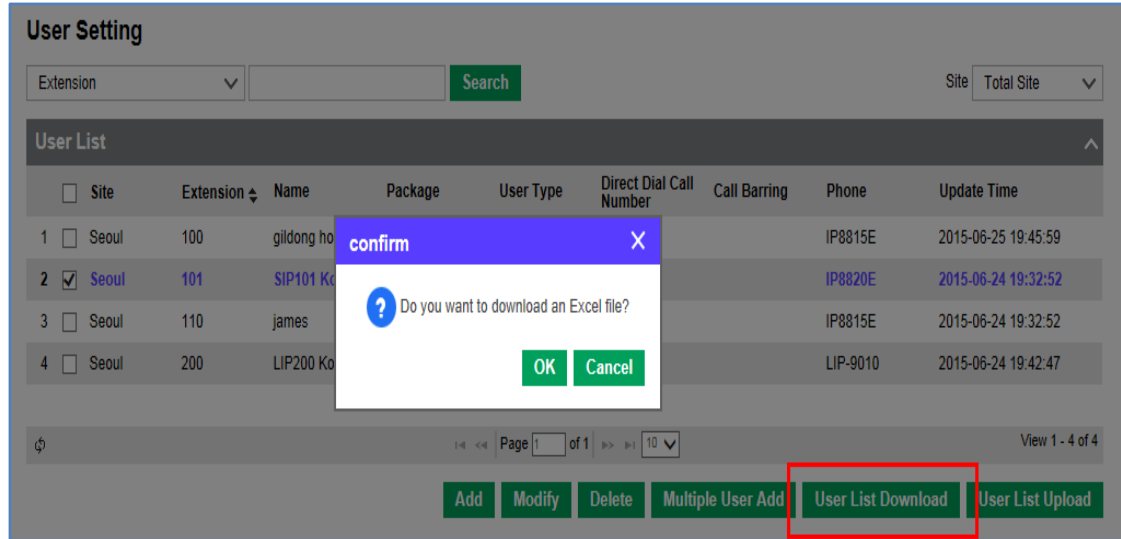
Configuration Field	Value
Site	Seoul
Extension	201
Portal ID	201~210
Portal PWD	Extension + @koreatimes.com
Call Barring	Obey Site Call Barring
Outgoing Caller ID	Obey Site Outgoing Caller ID
Package	Enterprise Pack (1)
Package Device	
Customer Device	
Authentication ID	Extension
Authentication Password	
Package Feature	Allow
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

Item	Description
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.



< User List >								
* Note								
The cells of the following color is not possible to modify items. Do not modify.								
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	111
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	100
300	basic	Single Client	Hard Phone	B061C703CCB3	c1_h@c1.com		ILOVE	HJM
567	CR Pack	Single Client	Hard Phone	B40EDC85C146	c1-567@c1.com		ILOVE	HSJ

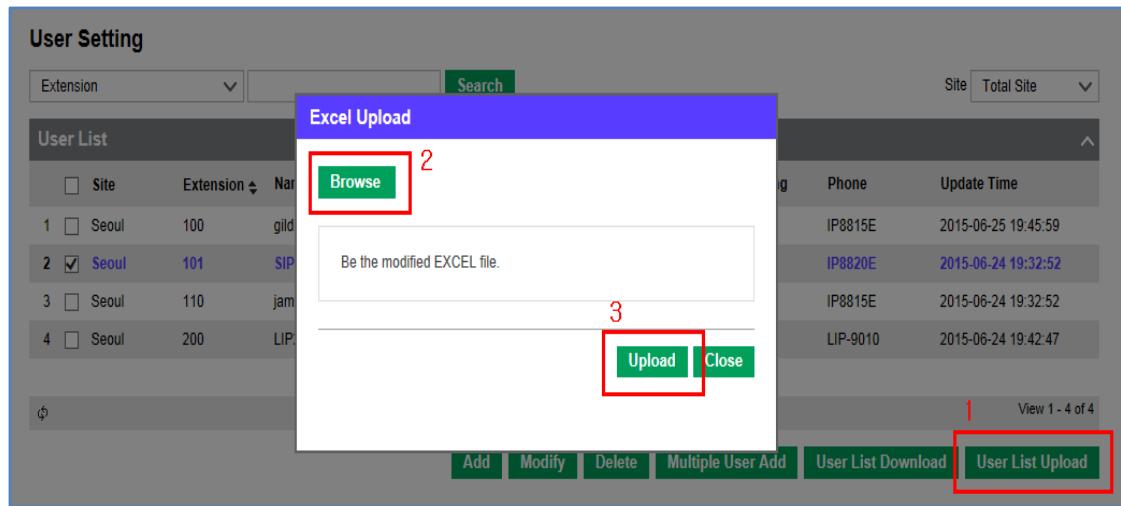
2. You can edit the downloaded user list an uploaded once you have completed amendments.

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 left sidebar contains a tree view with 'User' expanded and 'User Phone Configuration' selected. The main content area has a header 'User Phone Configuration' and a search section with input fields for Extension, Site Name, User Name, Phone Model, Phone MAC Address, and Button Count, along with a 'Quick Search' button. A 'User Phone Search' button is located below the search fields. At the bottom, a table with columns 'Button Class', 'Button Type', 'Phone No.', 'Dial Digit', 'Button Label', and 'Digit Number Setting' is shown, indicating 'No records to view'.

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.


The screenshot shows a modal dialog titled 'Search User HardPhone'. It features a 'Total Site' dropdown, a 'Site' dropdown, and a 'Search' button. A dropdown menu is open, showing options: 'Extension', 'Name', 'Model', and 'MAC Address'. Below the dropdown, there is a table with columns 'Phone' and 'MAC Address', and a 'Search' button. At the bottom of the dialog, there is a 'Page 1 of 0' indicator and 'Select' and 'Close' buttons.

- 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	<input type="checkbox"/>	DN Number	101			
2	<input type="checkbox"/>	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				
φ						

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.

The screenshot displays the 'User Phone Configuration' web interface. On the left, there is a list of buttons (1-12) with checkboxes for 'Button Class' and 'No Assign'. The 'No Assign' checkbox for button 3 is checked. On the right, there are input fields for 'Extension' (101), 'Site Name' (Seoul), 'User Name' (SIP101 Koreatimes), and 'Phone Model' (IP8820E). A 'Quick Search' button is next to the 'Extension' field. Below these fields are 'Phone Restart' and 'User Phone Search' buttons. A 'Flexible Button Add' dialog box is open in the center, containing fields for 'Site Name' (Seoul), 'Phone' (101 (IP8820E)), 'Button Number' (3), 'Button Class' (Fixed Button), 'Button Type' (PHONEBOOK), and 'Button Label'. 'Save' and 'Close' buttons are at the bottom of the dialog. At the bottom right of the main interface, there are 'Modify' and 'Delete' buttons. A footer note at the bottom center reads 'Copyright 2012'.

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

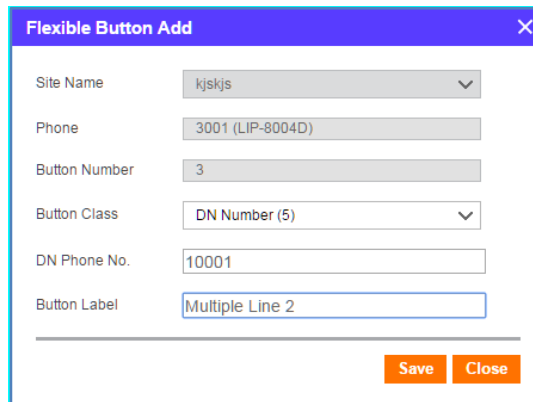
Item	Section class	Sub field	Range
LIP Phone	Fixed Button	Button Type	REDIAL, SPEED, CONFERENCE, MUTE, CALL BACK, DND/CALL FORWARD, TRANSFER, PTT.
SIP Phone	Fixed Button	Button Type	PHONEBOOK, PHONE RECORD, MUTE, HEADSET, REDIAL, CONNECT LAST CALL, CALL FORWARD, CONFERENCE, DELIVERY, DEFER, DND, REMOVE 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)



The image shows a 'Flexible Button Add' dialog box with the following fields and values:

- Site Name: kjskjs
- Phone: 3001 (LIP-8004D)
- Button Number: 3
- Button Class: DN Number (5)
- DN Phone No.: 10001
- Button Label: Multiple Line 2

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

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

Digit Number Setting : 10000
Site Name : ijskjs

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

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.

2.2.3.2 View

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

User Feature Setting

Extension

101

Quick Search

Site Name

Seoul

User Name

SIP101

Koreatimes

Assigned Device

Hard Phone (IP8820E)

Direct Dial Call Number

89541235

User Search

User Feature Setting assigned 'Call Forward'

Call Forward

Do Not Disturb

Wake Up

Mobile Extension

Call Forward Type

Not Use

Call Forward Service Time

Not Use

Call Forward Manual Time

00

Hour

00

Min. ~

00

Hour

00

Min.

Call Forward Destination

Digit

No Answer Call Forward Time

00

sec(Max 30)

Modify

Save

Cancel

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.
	Not Use	
Timed Do Not Disturb Time	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.
Timed Do Not Disturb Service Type	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.
	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'

Call Forward

Do Not Disturb

Wake Up

Mobile Extension


☐ Mobile Number

Mobile CLI

Mobile Usage

Call Through Option

Ring Option

 No records to view

Modify

Delete

Mobile Index

Mobile Number *

Mobile CLI

Mobile Usage

Call Through Option

Ring Option

Use

Not Use

Immediate Call

Save

Cancel

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 page with a top navigation bar containing four tabs: 'Call Forward', 'Do Not Disturb', 'Wake Up', and 'Mobile Extension'. The 'Do Not Disturb' tab is active. Below the tabs, there are several configuration fields: 'Call Forward Type' (dropdown menu showing 'Not Use'), 'Call Forward Service Time' (dropdown menu showing 'Not Use'), 'Call Forward Manual Time' (time picker with '00' hours and '00' minutes), 'Call Forward Destination' (dropdown menu showing 'Digit' and an empty text field), and 'No Answer Call Forward Time' (time picker with '00' seconds). 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 page as above, but with the 'Do Not Disturb' dropdown menu open, displaying a list with 'Off' and 'On' options. The 'Off' option is currently selected. The 'Timed Do Not Disturb Service Type' dropdown is also open, showing 'Off' and 'On' options. The 'Timed Do Not Disturb Time' field is visible with a time picker showing '00' hours and '00' minutes. The 'Modify' button is still highlighted with a red box.

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 left sidebar contains a navigation menu with options like Company, User, Call Manager, Group Setting, Pickup Group, Paging Group, Ring Group, 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 'Pickup Group' and shows a table of pickup groups. The table has columns for Site, Name, Member Count, Call Type, and Update Time. There are three rows of data. At the bottom right, there are buttons for Add, Modify, and Delete. The interface also shows a site dropdown menu set to 'Total Site' and a pagination bar indicating 'Page 1 of 1'.

	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

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 *

Group Name *

Call Type *

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

The screenshot displays the 'Pickup Group' management interface. At the top, there's a 'Site' dropdown set to 'Total Site'. Below it, a 'Pickup Group List (5 Licenses)' table shows three groups: 'Trunk_Group' (2 members), 'All_group' (4 members), and 'AddTest' (2 members). The 'Modify' button is highlighted with a red box. Below the table, there are input fields for 'Site' (Seoul), 'Group Name' (Modify_Group), and 'Call Type' (All Call). The 'Member' section below shows two columns: 'Member' and 'Available'. The 'Member' column lists four members, with '5200 Member #1' and '5100 SuperVisor' highlighted. The 'Available' column lists three members. A 'Change' button is located between the two columns. At the bottom right, there are 'Save' and 'Cancel' buttons.

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

Site * Seoul
Group Name * Modify_Group
Call Type * All Call

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

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

Change

Save Cancel

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

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 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. On the left is a navigation menu with categories: Company, User, Call Manager, Status View, Call History, My Home, and My Information. Under 'Call Manager', 'Paging Group' is selected. The main area shows the 'Paging Group' configuration page. At the top right, it says 'Korea (Peter James) Customer Manager'. Below the navigation bar, there are tabs: MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. The 'Paging Group' title is followed by a 'Site' dropdown menu set to 'Total Site'. Below this is a table titled 'Paging Group List (5 Licenses)'. The table has columns: Site, Name, Member Count, Sender Count, and Update Time. It lists three groups: 1. Seoul, PagingModify (5 members, 1 sender, updated 2015-06-30 21:13:57); 2. Seoul, Paging_A (3 members, 0 senders, updated 2015-06-30 21:02:43); 3. Seoul, AddA (0 members, 0 senders, updated 2015-07-08 11:28:02). Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 3 of 3'. At the bottom right of the table area are three buttons: Add, Modify, and Delete.

	Site	Name	Member Count	Sender Count	Update Time
1	Seoul	PagingModify	5	1	2015-06-30 21:13:57
2	Seoul	Paging_A	3	0	2015-06-30 21:02:43
3	Seoul	AddA	0	0	2015-07-08 11:28:02

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 * Seoul ▼

Index * 02 ▼

Group Name * PagingAdd

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

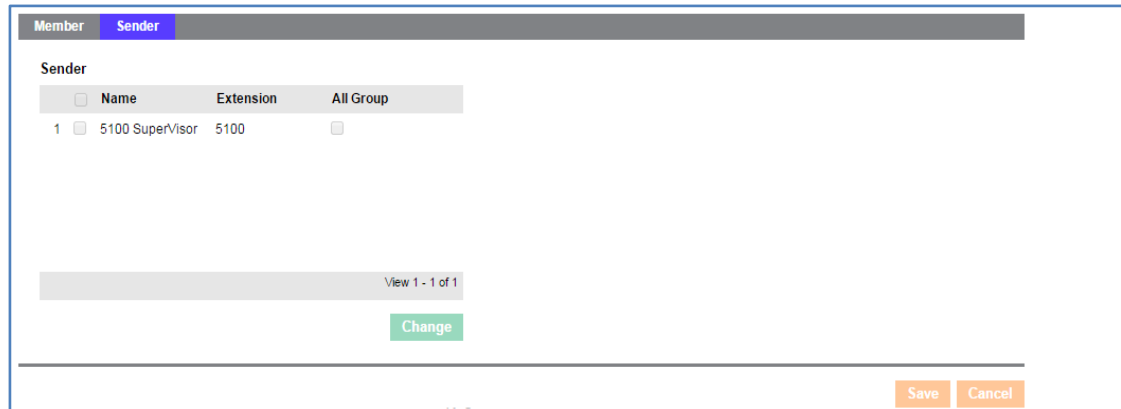
Change

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 for managing users. At the top, there are two tabs: 'Member' and 'Sender', with 'Sender' being the active tab. Below the tabs, there is a section titled 'Sender'. Inside this section, there is a table with the following columns: 'Name', 'Extension', and 'All Group'. The table contains one row with the following data: '5100 SuperVisor' under 'Name', '5100' under 'Extension', and an unchecked checkbox under 'All Group'. Below the table, there is a text 'View 1 - 1 of 1'. Below this text, there is 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)

	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

Add Modify Delete

Site * Seoul
Index * 02
Group Name * PagingModify

Member **Sender**

Member

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

View 1 - 5 of 5

Available

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

	Name	Extension
1	Test Michael	4600
2	Test test	4500

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 **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. On the left is a navigation menu with categories: Company, User, Call Manager (expanded), Status View, Call History, My Home, and My Information. Under Call Manager, 'Hunt Group' is selected. The main area shows the 'Hunt Group' settings for 'Seoul'. It includes a table titled 'Hunt Group List (5 Licenses)' with columns: Site, Group Name, Representative Number, Direct Dial Call Number, Hunt Type, Member Count, and Update Time. The table contains one entry: Site 'Seoul', Group Name 'Hunt1', Representative Number '5441', Hunt Type 'Circular', Member Count '0', and Update Time '2015-07-29 17:20:33'. Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 1 of 1'. At the bottom right are '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

SiteTotal 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

10

View 1 - 2 of 2

Add

Modify

Delete

Site *

Seoul

Group Name *

Hunt_Ring

Delegate Number *

2300

Ring Type *

First Idle

Direct Dial Call Number

215

Time Schedule *

SP Default 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'

Member

Options

Member

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

View 1 - 3 of 3

Change

Copyright 2015

Save Cancel

Each items means below

Item	Description
Name	Users name.
Extension	Users extension.

Hunt Group assigned 'Options'

Member

Options

Call Forward

Type

Not Used

▼

Time

Always

▼

Destination

Greeting

Option

Immediate Processing

▼

Ann.File

Merry.wav

Browse

Duration Time

0

100ms

Save Cancel

Each items means below

Item	Description	Range
Call Forward-Type	Choose call forward type.	<ul style="list-style-type: none"> - Not Used. - Use. - All Member Busy/Unregistered.
Call Forward -Time	Choose call forward time type.	<ul style="list-style-type: none"> - Always. - Day: Daytime. - Night: Night time. - Times: selected time.
Call Forward-Destination	Set call forward number.	

Greeting-Option	Hunt Group greetings setting.	<ul style="list-style-type: none"> - Immediate Processing - Processing after Greeting
Ann.File	Upload Announcement file for Greeting.	<ul style="list-style-type: none"> - 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)

	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

10

View 1 - 2 of 2

AddModifyDelete

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

MemberOptions

Member

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

View 1 - 5 of 5

Available

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

View 1 - 2 of 2



<

>

Change

Copyright 2015

SaveCancel

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	<input type="text"/>
	<input type="button" value="Browse"/>
Duration Time	0 100ms
<input type="button" value="Save"/> <input type="button" value="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

Hunt Group Site: Total Site

Hunt Group List (5 Licenses)

Add Modify Delete

Site * Seoul
Group Name * AddTest
Delegate Number * 4000
Ring Type * Circular
Direct Dial Call Number 213
Time Schedule * SP Default Time Schedule

Member Options

Member

	Name	Extension
1	5300 Member #2	5300
2	5200 Member #1	5200
3	5100 SuperVisor	5100
4	Test Michael	4600

View 1 - 4 of 4

Change

Available

	Name	Extension
1	Test test	4500
2	5400 Member #3	5400
3	5500 Member #4	5500

View 1 - 3 of 3

Save Cancel

Member Options

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 left sidebar contains a navigation menu with categories like Company, User, Call Manager, Status View, Call History, My Home, and My Information. The 'Call Manager' section is expanded, showing 'Auto Attendant' and 'Service Number'. The 'Service Number' option is selected, leading to the 'AutoAttendant List (5 Licenses)' table. The table has columns for 'AutoAttendant Name', 'Extension', 'Direct Dial Call Number', and 'Description'. It lists three entries: 'TestAA' (Extension 89011, Direct Dial 200, Description 'Auto Att. Test'), 'add_AA' (Extension 25000, Direct Dial 213, Description 'Add AA Test'), and 'AttendantTest' (Extension 45000, Direct Dial 214, Description 'Add Attendant Modify'). Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 3 of 3'. At the bottom right of the table area are 'Add', 'Modify', and 'Delete' buttons.

	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

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		Add Attendant

Page 1 of 1

View 1 - 2 of 2

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

AutoAttendant Name *

AttendantTest

AutoAttendant Number *

45000

Direct Dial Call Number *

208

Description

Add Attendant

[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)


AddModifyDelete

Auto Attendant Name *

Sales Part AA

Auto Attendant Service Number *

811

 Rule Number, Min. 810 ~ Max. 829

Direct Dial Call Number *

07022030014

Description

SaveCancel

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

Service Number

AutoAttendant List (5 Licenses)

	<input type="checkbox"/> 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 10 View 1 - 3 of 3

AutoAttendant Name *

AutoAttendant Number *

Direct Dial Call Number *

Description

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 left sidebar has a menu with 'Schedule Setting' highlighted. The main content area is titled 'Schedule Setting' and shows a table of schedules. The 'Auto Attendant' dropdown is set to 'TestAA (89011)'. The table has columns for 'Schedule Name', 'Start Time', 'End Time', 'Day', and 'Use Scenario'. There are three rows of schedules listed.

Schedule Name	Start Time	End Time	Day	Use Scenario
1 Basic Schedule				89011 Basic Scenario
2 My Scenario	00:00	23:59	Mon Holiday, Tue, Wed, Thu, Fri, Sat, Sun	45000 Scenario
3 WorkSchedule	09:00	17:50	Mon Holiday, Tue, Wed, Thu, Fri, Sat, Sun	89011 Basic Scenario

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 displays holiday schedules with columns for 'Holiday Name', 'Year', 'Date', and 'Calendar Type'. There are three rows of holidays listed.

Holiday Name	Year	Date	Calendar Type
1 Christmas	Every Year	12-25	Solar
2 Memorial Day	Every Year	06-06	Solar
3 New year(Lunar)	2015	02-19	Lunar

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 AttendantTestAA (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 <input type="checkbox"/>	45000 Scenario

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10 ▾

View 1 - 2 of 2

Add

Modify

Delete

Schedule Name

My Scenario

Start Time

00

Hour

00

Min.

End Time

23

Hour

59

Min.

Day

☒ Monday☒ Tuesday☒ Wednesday☒ Thursday☒ Friday☐ Saturday☐ Sunday☐ Holiday

Use Scenario

45000 Scenario

Save

Cancel

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

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10

View 1 - 3 of 3

Get Holiday

Add

Modify

Delete

Holiday Name

Memorial Day

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: New Year

Year: --- Every Year --- ▼

Date: 01 ▼ - 01 ▼

Calendar Type: Solar ▼

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 AttendantTestAA (89011)

ScheduleHoliday

<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

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View 1 - 3 of 3

AddModifyDelete

Schedule NameWorkSchedule

Start Time09Hour00Min.

End Time17Hour50Min.

Day☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☐ Sunday ☐ Holiday

Use Scenario89011 Basic Scenario

SaveCancel

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 AttendantTestAA (89011)▼

ScheduleHoliday

<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

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Get HolidayAddModifyDelete

Holiday NameNew year(Lunar)

Year2015▼

Date02▼ - 19▼

Calendar TypeLunar▼

SaveCancel

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 a navigation menu with options: Company, User, Call Manager, Group Settings, Auto Attendant, Service Number, Schedule Setting, Scenario Define (selected), Call Center, Conference Room, Shared Line, Hot Desk, Switch Board, Quick Code on Busy, Call Record Report, Status View, Call History, My Home Setting, and My Information. The main content area is titled 'Scenario Define' and shows a form for editing the '810 Basic Scenario'. The form includes fields for Scenario Name, Scenario Type (General AA), Scenario Prompt (Intro), Basic Dial, and Repeat Count (3). There are buttons for 'Add Scenario', 'Modify', 'Delete', 'Save', and 'Cancel'. The interface also shows a search bar and a list of scenarios.

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	▼	

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	3		
Max.Digit	4		(Max 32 digits)
Retry Key	NONE	▼	
Previous Key	NONE	▼	
Start Point Key	*	▼	

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"/>		Browse
No Input Ment	<input type="text"/>		Browse
Transfer Ment	<input type="text"/>		Browse

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

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"/>		
<div><input type="button" value="Save"/> <input type="button" value="Cancel"/></div>			

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"/> ▼	
3	<input type="text" value="NONE"/> ▼	<input type="text"/>	
4	<input type="text" value="NONE"/> ▼	<input type="text"/>	
5	<input type="text" value="NONE"/> ▼	<input type="text"/>	
6	<input type="text" value="NONE"/> ▼	<input type="text"/>	
7	<input type="text" value="NONE"/> ▼	<input type="text"/>	
8	<input type="text" value="NONE"/> ▼	<input type="text"/>	
9	<input type="text" value="NONE"/> ▼	<input type="text"/>	
0	<input type="text" value="NONE"/> ▼	<input type="text"/>	
<div><input type="button" value="Save"/> <input type="button" value="Cancel"/></div>			

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="#"/> ▼		
<div><input type="button" value="Save"/> <input type="button" value="Cancel"/></div>			

Modify “Option” option

Scenario	Digit Setting	Key	Option
No Match Ment	<input type="text" value="check_num"/>	<input type="button" value="Browse"/>	
No Input Ment	<input type="text" value="inputError"/>	<input type="button" value="Browse"/>	
Transfer Ment	<input type="text" value="CallTransferSetFail"/>	<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)', and the role 'Customer Manager'. Below this is a secondary navigation bar with links: 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a tree view with categories: 'Company', 'User', 'Call Manager', 'ACD Report Manager', 'Status View', 'Call History', 'My Home', and 'My Information'. The 'ACD Report Manager' category is expanded, showing sub-items like 'ACD Group', 'Agent Id', 'Conference Room', 'Shared Line', 'Hot Desk', 'Switch Board', 'Quick Code on Busy', and 'Call Record Report'. The main content area is titled 'Acd Report Manager' and displays 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'. It shows 'Page 1 of 1' and 'No records to view'. At the bottom right of the table are three buttons: 'Add', 'Modify', and 'Delete'.

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.

Acd 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

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<< Page 1 of 1 >> 10 ▾

View 1 - 2 of 2

Add

Modify

Delete

Manager ID *

acdreport@KKJJSS

Please fill in the email form.

Manager Password *

•

First Name *

sky

Last Name

Department *

web

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

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Page 1 of 1

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View 1 - 2 of 2

Add

Modify

Delete

Manager ID *

acdreport@KKJJSS

Please fill in the email form.

Manager Password *

First Name *

smith

Last Name

Sam

Department *

Monitoring

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

The screenshot shows a web interface for adding an ACD Report Manager. At the top, there's a header 'Acid Report Manager' and a dropdown menu showing 'Automatic Call Distribution Group Report Manger List (12 Licenses)'. Below the dropdown are three buttons: 'Add', 'Modify', and 'Delete'. The main form area contains several input fields: 'Manager ID *' with the value 'report_mng@test.com' and a note 'Please fill in the email form.', 'Manager Password *' with a masked password '*****', 'First Name *' with the value 'hyunse', 'Last Name' with the value 'Y', and 'Department *' with the value 'Solution'. At the bottom right of the form are two buttons: 'Save' and '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, the user name 'Korea (Peter James) Customer Manager', and a settings icon. The left sidebar contains a menu with categories: Company, User, Call Manager, Status View, Call History, My Home, and My Information. Under 'Call Manager', the 'ACD Group' option is selected and highlighted. The main content area is titled 'Automatic Call Distribution Group' and shows a table with the heading 'Automatic Call Distribution Group List (5 Licenses)'. The table has five columns: Name, Member Count, Delegate Number, Direct Dial Call Number, and Update Time. A single row is visible with the name 'test', a member count of 0, a delegate number of 44442, and an update time of 2015-07-12 12:56:11. Below the table is a pagination bar 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'.

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

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 5 View 1 - 3 of 3

Add Modify Delete

Group Name *

ACD_TEST

Representative Number *

8000

Direct Dial Call Number

205

Time Schedule *

SP Default 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

Copyright 2015

Save Cancel

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

Member

Queuing

Time

Agent

Queuing

Queuing Step

1

1st Announcement

Browse

0

100msec(Max 6000)

2st Announcement

Browse

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

0

call(s)

Service Type

Release

Announcement

Browse

100msec(Max 6000)

Forward Destination

Copyright 2015

Save

Cancel

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
Night			
Service Type	Release		
Announcement		Browse	100msec(Max 6000)
Forward Destination			
Holiday			
Service Type	Release		
Announcement		Browse	100msec(Max 6000)
Forward Destination			
<div>Save Cancel</div>			

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
Agent Logon Default			
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		
Call Restriction			
Call Restriction between Agents	Not Use		
Call Restriction at Agent Log off	Not Use		
Agent No Answer			
Agent No Answer Option for I / C Call	Not Use		
Agent No Answer Call Time	0 sec(Max 240)		
Agent No Answer Forward Destination			
<div>Copyright 2015 Save Cancel</div>			

Each items mean below

Item	Description
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 15View 1 - 3 of 3

AddModifyDelete

Group Name *

Representative Number *

Direct Dial Call Number

Time Schedule *

MemberQueuingTimeAgent

Supervisor Extension

Member

<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

Available

<input type="checkbox"/>	Name	Extension
--------------------------	------	-----------

No records to view

<>

Change

Copyright 2015

SaveCancel

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)

AddModifyDelete

Group Name *My_ACD_Group

Representative Number *9800

Direct Dial Call Number205

Time Schedule *SP Default Time Schedule

MemberQueuingTimeAgent

Queuing

Queuing Step2

1st Announcement1stBrowse4100msec(Max 6000)

2nd Announcement2ndBrowse4100msec(Max 6000)

3rd AnnouncementBrowse100msec(Max 6000)

4th AnnouncementBrowse100msec(Max 6000)

5th AnnouncementBrowse100msec(Max 6000)

Timeout Destination

Overflow

Queue Lengthcall(s)

Service TypeRelease

AnnouncementBrowse100msec(Max 6000)

Forward Destination

SaveCancel

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.

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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 tree view with 'Company', 'User', 'Call Manager', 'Group Setting', 'Auto Attendant', 'Call Center', 'ACD Report Manager', 'ACD Group', 'Agent Id' (selected), '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 'Agent ID' and displays a table with columns: Agent ID, Agent Name, Creation Type, Skill Level, and Update Time. The table is currently empty, showing 'No records to view'. Below the table are 'Add', 'Modify', and 'Delete' buttons.

2.3.3.3.2 View

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

The screenshot shows the iPECS Customer Manager interface in the 'Agent ID' detail view. The top navigation bar and left sidebar are the same as in the previous screenshot. The main content area is titled 'Agent ID' and displays a table with columns: Agent ID, Agent Name, Creation Type, Skill Level, and Update Time. The table contains three rows of data:

	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 are 'Add', 'Modify', and 'Delete' buttons. The 'View 1 - 3 of 3' text is displayed. The form below the table contains the following fields:

- Creation Type * (Manual)
- Agent ID * (2501)
- Agent Name * (AGENT_B)
- Skill Level * (1)

The text 'Skill Level will be available 0 to 255.' is displayed next to the Skill Level field. The 'Save' and 'Cancel' buttons are at the bottom right.

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

Agent ID

<input type="checkbox"/> 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

Page 1 of 1
10
View 1 - 3 of 3

Add
Modify
Delete

Creation Type *

Manual

Agent ID *

2601

Agent Name *

AGENT_2601

Skill Level *

2

Skill Level will be available 0 to 255.

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.

2.3.3.3.4 Add

Add "Agent ID".

Add Agent ID

The screenshot shows a web interface for adding an agent. At the top, there is a header bar with the text 'Agent ID' and a dropdown arrow. Below this, there are three buttons: 'Add', 'Modify', and 'Delete'. The main form area contains four fields: 'Creation Type' (a dropdown menu set to 'Manual'), 'Agent ID' (a text input field containing '2503'), 'Agent Name' (a text input field containing 'AGENT_E'), and 'Skill Level' (a numeric input field set to '5'). A note next to the Skill Level field states 'Skill Level will be available 0 to 255.'. At the bottom right of the form, there are two buttons: 'Save' and '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 the iPECS logo, the user name 'Korea (Peter James)', and the title 'Customer Manager'. Below this is a menu bar with 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a tree view with categories: Company, User, Call Manager (expanded), Shared Line, Hot Desk, Switch Board, Quick Code on Busy, Call Record Report, Status View, Call History, My Home, and My Information. Under 'Call Manager', 'Conference Room' is selected. The main content area displays the 'Conference Room' list. It features a table with columns: Room Number, Room Name, Direct Dial Call Number, Password, Usage, and Update Time. The table shows three rows of data. Below the table is a pagination bar indicating 'Page 1 of 1' and 'View 1 - 3 of 3'. At the bottom right of the table area are buttons for 'Add', 'Modify', and 'Delete'.

	Room Number	Room Name	Direct Dial Call Number	Password	Usage	Update Time
1	<input type="checkbox"/> 902		208	147896	Use	2015-07-01 00:46:39
2	<input type="checkbox"/> 901		220	890101	Use	2015-06-27 12:08:55
3	<input type="checkbox"/> 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 'Conference Room' details view. At the top, it says 'Conference Room (5 Licenses)'. Below this is a table with columns: Room Number, Direct Dial Call Number, Password, Usage, and Update Time. The table shows three rows of data. The first row is selected, and its details are shown in a form below the table. The form includes fields for Room Number, Direct Dial Call Number, Password, and Usage, each with a dropdown menu. At the bottom right of the form are buttons for '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

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

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

Conference Room

Conference Room (5 Licenses)

<input type="checkbox"/>	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

10 ▼

View 1 - 3 of 3

AddModifyDelete

Room Number *

902

Direct Dial Call Number

208 ▼

Password

147896

Usage *

Use ▼

SaveCancel

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)

AddModifyDelete

Room Number *

910

Direct Dial Call Number

216

Password

555222

Usage *

Use

SaveCancel

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

CompanyUserCall ManagerGroup SettingAuto AttendantCall CenterConference RoomShared LineHot DeskSwitch BoardQuick Code on BusyCall Record ReportStatus ViewCall HistoryMy HomeMy Information

MY HOMEFAVORITE LINK 1LINK 2LINK 3LINK 4LINK 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

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View 1 - 4 of 4

AddModifyDelete

2.3.5.1.2 View

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

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 checked="" type="checkbox"/> Seoul	320	204	SharedTest	⚙	2015-06-27 14:17:34

⌕ 1-4 <4 Page 1 of 1 >4 10 View 1 - 4 of 4

Add Modify Delete

Site * Seoul

Digit Number * 320

Direct Dial Call Number 204

Description SharedTest

Member

Member

	Site	Extensi	Name	Button
1	<input type="checkbox"/> Seoul	4500	Test test	2

View 1 - 1 of 1

Change

Copyright 2015

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.

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 1View 1 - 4 of 4

AddModifyDelete

Site *Seoul

Digit Number *320

Direct Dial Call Number205

DescriptionSharedTest_modify

Member

Member

<input type="checkbox"/>	Site	Extensi	Name	Button
1	<input type="checkbox"/> Seoul	4500	Test test	2
2	<input type="checkbox"/> Seoul	5100	5100 SuperVisor	2
3	<input type="checkbox"/> Seoul	5200	5200 Member #1	2

View 1 - 3 of 3

Available



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

View 1 - 4 of 4

Change

Copyright 2015

SaveCancel

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

DN Setting

Digit Number Setting : 10000
Site Name : kjjskjs

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 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

	Site	Extensi	Name	Button
1	<input type="checkbox"/> Seoul	5500	5500 Member #4	2 ▼
2	<input type="checkbox"/> Seoul	5400	5400 Member #3	2 ▼
3	<input type="checkbox"/> Seoul	5300	5300 Member #2	2 ▼

View 1 - 3 of 3

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

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 web interface. The top navigation bar includes the iPECS logo, the user name 'KoreaTimes (james kim)', and the role 'Customer Manager'. Below this is a secondary navigation bar with links: 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. A left-hand sidebar contains a tree view of the application's menu, with 'Hot Desk' currently selected under the 'Call Manager' section. The main content area is titled 'Hot Desk' and contains a table with the following data:

<input type="checkbox"/>	Extension	Name	Phone	MAC Address	Update Time
1 <input type="checkbox"/>	890	Hot Desk Seat 1	LIP-9020	B41EDC1B1511	2015-06-26 18:27:25

Below the table, there is a search bar with a magnifying glass icon, 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 status 'View 1 - 1 of 1' is displayed at the bottom right of the table area.

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

	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 View 1 - 1 of 1

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

	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

>>

10

View 1 - 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 Search Site Total Site

User List

Add Modify Delete Multiple User Add User List Download User List Upload

Extension * 7300 3 ~ 5 Digit

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

Site * KKJSS1

Portal ID * hotdesk_test @KKJSS

Password * *

E-mail test

Package * Professional User (1)

User Type * Single Client ?

Direct Dial Call Number --- NONE ---

Call Barring * Obey Site Call Barring COS #1

Outgoing Caller ID * Obey Site Outgoing Caller ID

Device Feature Service Information DN Based CID Routing

Package Device No Use Device HotDesk User

Customer Device Phone --- Please select ---

Soft Client --- Please select ---

Authentication ID Authentication Password Extension Password

Copyright 2015 Save Cancel

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 * B40EDCB69555 ▼

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 displays the iPECS Customer Manager web interface. The top navigation bar includes the iPECS logo, the user name 'KoreaTimes (james kim)', and the role 'Customer Manager'. Below this is a secondary navigation bar with links: MY HOME, FAVORITE LINK 1, LINK 2, LINK 3, LINK 4, and LINK 5. A left sidebar contains a tree view of the application menu, with 'Switch Board' currently selected under the 'Call Manager' section. The main content area is titled 'Switch Board' and contains three form fields: 'Extension *' (a text input), 'Direct Dial Call Number' (a dropdown menu showing '--- NONE ---'), and 'Night Service Type' (a dropdown menu showing 'First Idle'). Below these fields is a section titled 'Night Subscriber' which contains a 'Subscriber' table. The table has a checkbox for 'Extension' and a column for 'Name'. A message 'No records to view' is displayed below the table, along with a green 'Change' button. At the bottom right of the form area are four buttons: 'Modify', 'Delete', 'Save', and 'Cancel'. The footer of the page indicates 'Copyright 2015'.

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 *

1200

Direct Dial Call Number

204

Night Service Type

Simultaneous Ring

Night Subscriber

Subscriber

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

View 1 - 4 of 4

Available

	<input type="checkbox"/> Extension	Name
1	<input type="checkbox"/> 5100	5100 SuperVisor
2	<input type="checkbox"/> 5200	5200 Member #1
3	<input type="checkbox"/> 5300	5300 Member #2

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, the user name 'KoreaTimes (james kim)', and the role 'Customer Manager'. The left sidebar contains a menu with options: Company, User, Call Manager (expanded), Group Setting, Auto Attendant, Call Center, Conference Room, Shared Line, Hot Desk, Switch Board, Quick Code on Busy (selected), Call Record Report, Status View, Call History, My Home, and My Information. The main content area is titled 'Quick code on busy' and displays a 3x3 grid of buttons. Each button has a digit (1-9, *, 0, #) and a dropdown menu. The current settings are: 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 three buttons: Modify, Save, and Cancel.

1	2	3
Call wait	None	None
4	5	6
None	None	None
7	8	9
None	None	None
*	0	#
None	None	None

Modify Save Cancel

Assign digit service on each button.

2.3.8.1.2 Modify

Modify functions of ‘Code’.

The screenshot shows the 'Quick code on busy' configuration page with a dropdown menu open for the '4' button. The dropdown menu lists the following options: None, Call Back, Camp on, Call wait, OHVO (selected), Intrusion, Pilot Hunt, and Intercept. The current settings for the buttons are: 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. At the bottom of the grid are three buttons: Modify, Save, and Cancel.

1	2	3
Call Back	Camp on	Call wait
4	5	6
OHVO	Intrusion	Pilot Hunt
7	8	9
Intercept	None	None
*	0	#
None	None	None

Modify Save Cancel

Each items mean below

Item	Description
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.

iPECS KoreaTimes (james kim) Customer Manager

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

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

My Information

Call Record Report

Extension Name Extension Number Tel Number

☐ Date/Time Hour Min. ~ Hour Min.

☐ Duration Hour Min. Sec. ~ Hour Min. Sec.

Site List

<input type="checkbox"/>	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 13:22:00:00:07	2015-06-23 13:22:00:00:07	00:00:00	<input type="button" value="Play"/>	<input type="button" value="Down"/>
2	<input type="checkbox"/> gildong hong	100	Outgoing	Trunk	9251	2015-06-22 13:22:00:00:07	2015-06-22 13:22:00:00:07	00:00:00	<input type="button" value="Play"/>	<input type="button" value="Down"/>

Page 1 of 1 10 View 1 - 2 of 2

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.

Call Record Report

Extension Name Extension Number Tel Number

☒ Date/Time  00 Hour 00 Min. ~  00 Hour 00 Min.


☐ Duration Jul 2015 Sec. ~ 00 Hour 00 Min. 00 Sec.

Site List

☐ Extens Today Done



Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
Trunk	9251	2015-06-23 13:23:2015-06-23 13:23:00:00:08				
Trunk	9251	2015-06-23 13:23:2015-06-23 13:23:00:00:07				

Page 1 of 1 View 1 - 2 of 2

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

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

Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23:2015-06-23 13:23:00:00:08				
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

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 00:00 ~ 2015-06-30 00:00 Hour Min. ~ Hour Min. Sec. ~ Hour Min. Sec.

☐ Duration 00:00 ~ 00:00 Hour Min. ~ Hour Min. Sec. ~ Hour Min. Sec.

Site List

	<input type="checkbox"/>	Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
1	<input checked="" type="checkbox"/>	gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23:00:00:08	0		
2	<input type="checkbox"/>	gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23:00:00:07	0		

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
1	<input type="checkbox"/>	gildong hong	100				2015-06-23 13:23	2015-06-23 13:23:00:00:08	0		
2	<input type="checkbox"/>	gildong hong	100				2015-06-23 13:23	2015-06-23 13:23:00:00:07	0		

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
1	<input type="checkbox"/>	gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23:00:00:08	0		
2	<input type="checkbox"/>	gildong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23:00:00:07	0		

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 the iPECS logo and the user name 'Korea (Peter James) Customer Manager'. The sidebar on the left contains a list of navigation links: 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 is titled 'Number Summary' and contains a search bar with a 'Type' dropdown, a '--- ALL ---' dropdown, and a 'Search' button. Below the search bar is a table titled 'Number Summary List' with the following data:

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	

At the bottom of the table, there is a pagination control showing 'Page 1 of 7' and a 'View 1 - 10 of 62' indicator.

Each items mean below

Item	Description
Number	Number.
Name	User Name. (Display Name.)
Type	Types of Number. <ul style="list-style-type: none">- 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 the iPECS logo, the user name 'Korea (Peter James) Customer Manager', and several icons. Below the navigation bar, there is a sidebar on the left with a tree view containing 'Company', 'User', 'Call Manager', 'Status View', 'Number Summary', 'Service Summary' (highlighted), 'Device Status', 'Storage Usage', 'Call History', 'My Home', and 'My Information'. The main content area is titled 'Service Summary' and contains a search bar with a 'Type' dropdown, an 'All' dropdown, and 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	<div>- Package. - Additional Feature. - Group. - Device.</div>
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 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a tree view with 'Status View' expanded, showing 'Device Status' as the selected option. 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. The table has the following columns: Phone, MAC Address, Site, Extension, Name, Direct Dial Call Number, Regi Status, and Device Restart. The table contains 10 rows of data. The third row is highlighted. 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.

iPECS		Korea (Peter James) Customer Manager				
Company	MY HOME	FAVORITE LINK 1	LINK 2	LINK 3	LINK 4	LINK 5
User	Storage Usage					
Call Manager	Storage Usage List					
Status View	<input type="checkbox"/> EXT	Name	Call Record Max	Call Record Use (byte)	Voice Mail Max	Voice Mail Use (byte)
Number Summary	1 <input type="checkbox"/> 6500	asoj oeij	Unlimited	0	Unlimited	0
Service Summary	2 <input type="checkbox"/>		Unlimited	0	Unlimited	0
Device Status	3 <input type="checkbox"/> 5500	5500 Member #4	Unlimited	0	Unlimited	0
Storage Usage	4 <input type="checkbox"/> 5400	5400 Member #3	Unlimited	0	Unlimited	0
Call History	5 <input type="checkbox"/> 5300	5300 Member #2	Unlimited	0	Unlimited	0
My Home	6 <input type="checkbox"/> 5200	5200 Member #1	Unlimited	0	Unlimited	0
My Information	7 <input type="checkbox"/> 5100	5100 SuperVisor	Unlimited	0	Unlimited	0
	8 <input type="checkbox"/> 4600	Test Michael	Unlimited	0	Unlimited	0
	9 <input type="checkbox"/> 323	323	0	0	0	0
	10 <input type="checkbox"/> 322	322	0	0	0	0
	Page 1 of 2					View 1 - 10 of 13
	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.

iPECS Avengers (Nick Fury) Customer Manager

Call History Summary

Extension list by period | Telephone number | Tail by hour

Extension Number: [] Extension Name: []

Date/Time: 2015-01-01 00:00 Hour 00 Min. ~ 2015-07-12 23:59 Hour 59 Min.

☐ Duration: 00 Hour 00 Min. 00 Sec. ~ 00 Hour 00 Min. 00 Sec.

☐ Average Duration: 00 Hour 00 Min. 00 Sec. ~ 00 Hour 00 Min. 00 Sec.

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
1 1001	Pepper Potts	2015-07-06 16:00 0	0	6	0	0	00:00:00	00:00:00
2 1000	Tony Stark	2015-07-06 16:00 2	0	0	0	0	00:00:00	00:00:00
3 1133	1133 Dumpy	2015-07-06 13:00 0	0	2	0	0	00:00:00	00:00:00
4 1001	Pepper Potts	2015-07-06 11:00 0	0	8	2	0	00:00:02	00:00:03
5 1001	Pepper Potts	2015-07-06 10:00 0	0	4	0	0	00:00:00	00:00:00
6 1000	Tony Stark	2015-07-03 20:00 12	0	29	0	0	00:00:00	00:00:00
7 1001	Pepper Potts	2015-07-03 20:00 0	0	20	0	0	00:00:00	00:00:00
8 1000	Tony Stark	2015-07-03 19:00 0	0	7	1	0	00:00:01	00:00:01
9 1001	Pepper Potts	2015-07-03 19:00 1	1	2	0	0	00:00:01	00:00:01
10 1001	Pepper Potts	2015-07-03 10:00 0	0	3	0	0	00:00:00	00:00:00

Page 1 of 4 | 10 | View 1 - 10 of 36

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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 **Telephone 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
φ								No records to view

Page 1 of 1

Trunk Tel Number: Call summary for all DDI numbers.

Call History Summary

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

Tel 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

Tel number	Date / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
φ							No records to view

Page 1 of 1

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

Call History Summary

Extension list by period Telephone 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
φ						No records to view

Page 1 of 1

2.5.2 Call Detail History

Search Call History.

2.5.2.1.1 View

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

iPECS Avengers (Nick Fury) Customer Manager

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

User

Call Manager

Status View

Call History

Call History Summary

Call Detail History

My Home

My information

Extension Number Other Number Call Type

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.

Search

Call History List

	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

Page 1 of 19 View 1 - 10 of 189

Each items mean below

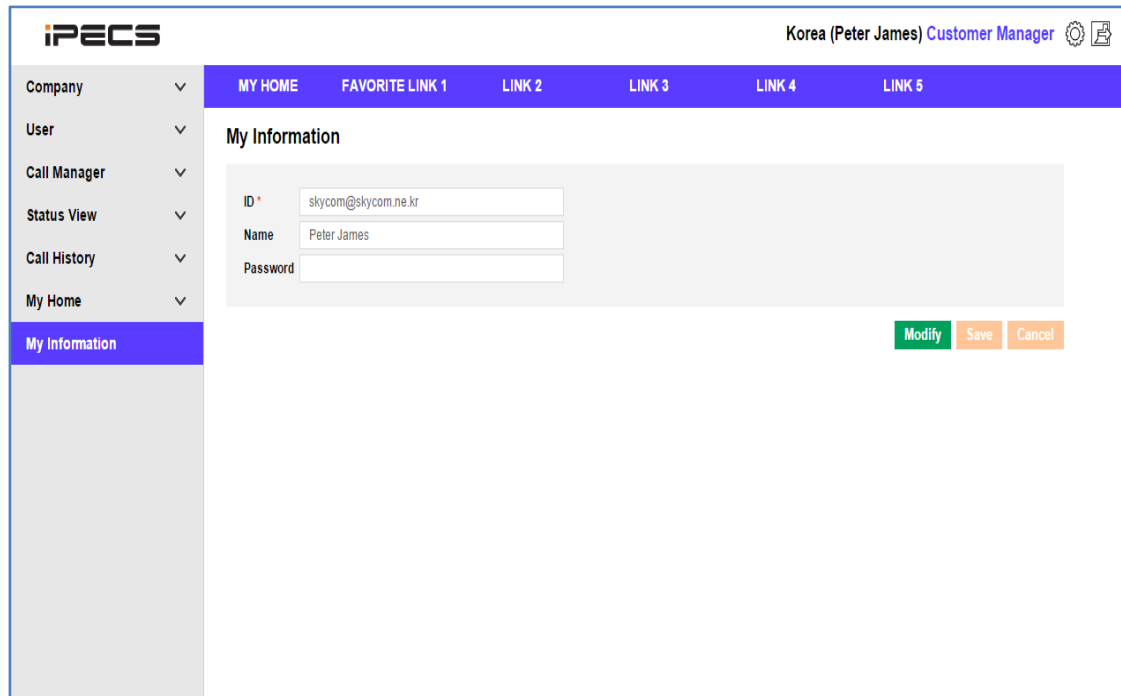
Item	Description
Start Time	Start Time.
End Time	End Time.
Extension Number	Extension Number.
Extension Name	Extension Name.
Other Number	Other Number.
Call Type	Call Type.
Result	Result.
Duration	Call Duration.

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. The left sidebar lists navigation options: Company, User, Call Manager, Status View, Call History, My Home, and My Information (highlighted). The main content area shows the 'My Information' section with three input fields: ID (skycom@skycom.ne.kr), Name (Peter James), and Password. Below the fields 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

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.

Open Source	License
Struts2	Apache License, Version 2.0
iBATIS	Apache License, Version 2.0
HttpClient	Apache License, Version 2.0
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
EHCache	Apache License, Version 2.0
Simple Logging Facade for Java	MIT License
Logback	Lesser General Public License version 2.1
Sitemesh	OpenSymphony Software License
Jersey	CDDL – Version 1.1
jQuery	MIT License
jQueryUI	MIT License
jqGrid	MIT License
Select2	MIT License
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