



Cloud Solution for Customer User

Administration Guide

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

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Document Information

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About This Guide

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

NOTE

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

Purpose

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

Audience

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

Document Organization

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

- About This Guide.
- **Chapter 1:** Accessing EMS web page.
- **Chapter 2:** System Functions.
- **Appendix:** Useful Information.

Document Conventions

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

Text formatting

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

Convention	Description
Bold text	It may indicate a button, menu item, or dialog box option you can click or select.
<i>Italic</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 Manager Administration Guide.
- Cloud Solution for Reseller Administration Guide.
- Cloud Solution for Service Provider Administration Guide.

1. Accessing EMS web page

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

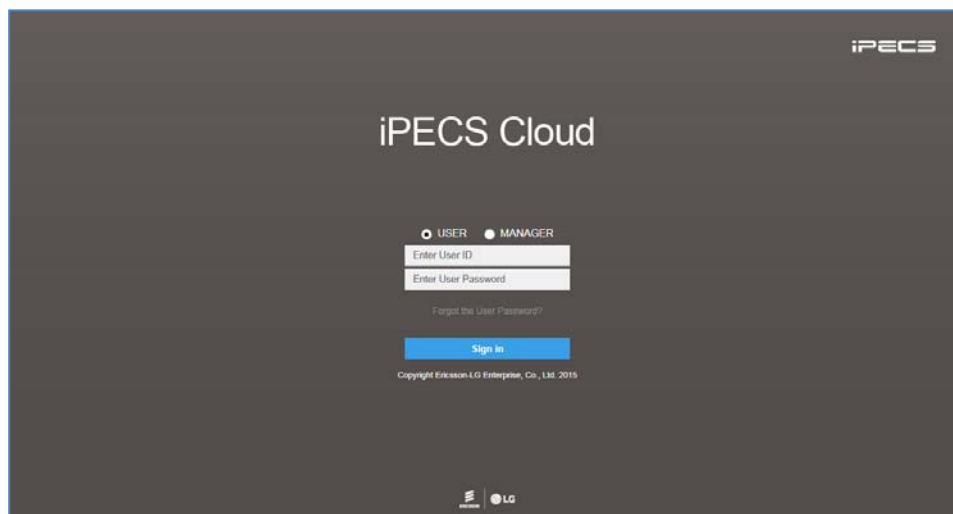
1.1 User Access Environment

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

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

1.2 How to Access

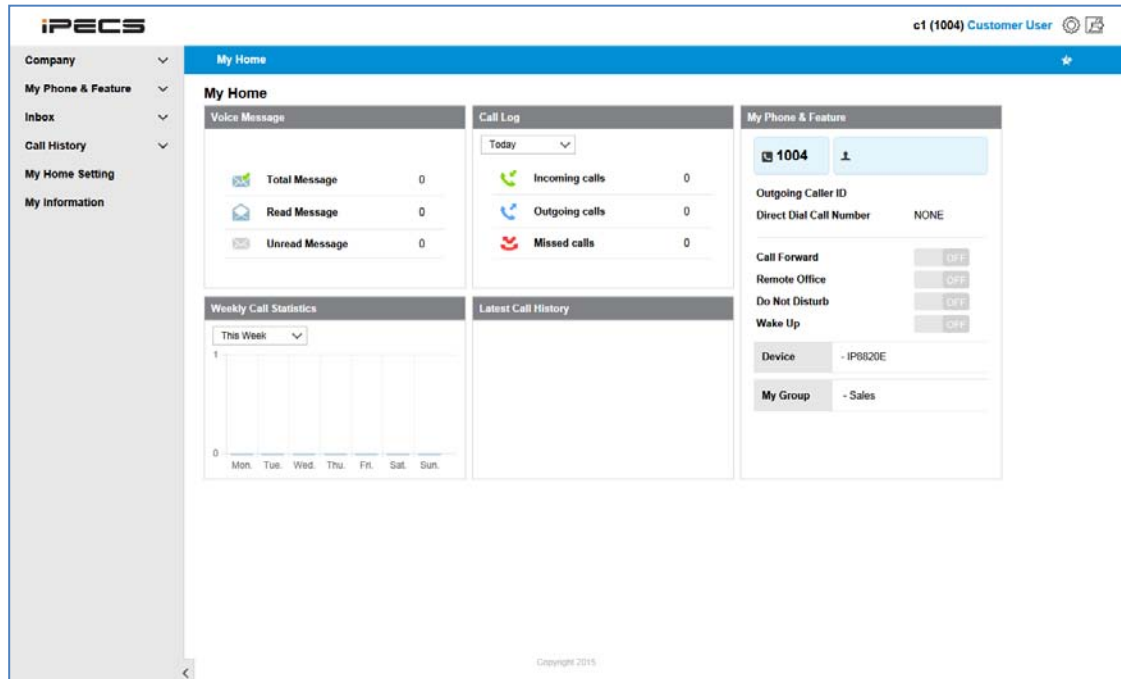
1. Open a browser on the PC.
2. Type the site URL to open your cloud service in a web browser. This Customer Manager web portal is [http:// web serverIP:8080/ELG_EMS/](http://web_serverIP:8080/ELG_EMS/)



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

1.3 Initial Screen

Initial screen when the user first logs in as below.



NOTE

No input for 30 minutes may result in automatic disconnect.

2. System Functions

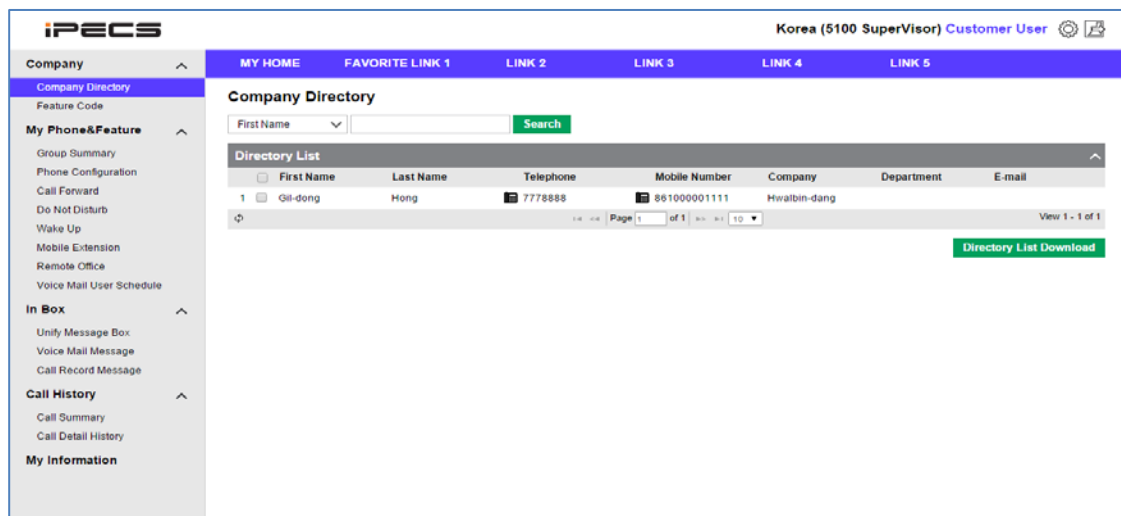
2.1 Company


2.1.1 Company Directory

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

2.1.1.1 List

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



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

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

2.1.1.1 View

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

Company Directory

First Name Search

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

Page 1 of 1 View 1 - 1 of 1


First Name* Kil-dong Last Name* Hong Direct Dial Call Number
 Company Hwal-bin Group Department Robin Hood E-mail

[Directory List Download](#)

[Cancel](#)

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

Company Directory

First Name 

First Name
Last Name
Telephone
Company

Search

Last Name	Telephone
Hong	

2. You have four different search options available first name, last name, telephone and company.
3. An excel file download is also available.

	A	B	C	D	E	F	G	H
1	Company Directory List							
2								
3	Frist Name	Last Name	DID	Mobile Number	Company	Department	E-Mail	
4	Ki-dong	Hong		82109990000	Hwai-bin Group	Robin Hood		
5								
6								
7								
8								
9								
10								

2.1.2 Feature Code

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

2.1.2.1 List

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

The screenshot shows the iPECS Customer User interface. The top navigation bar includes the iPECS logo, the user's location and role 'Korea (5100 SuperVisor) Customer User', and icons for settings and help. Below the navigation bar is a sidebar menu with categories: Company, My Phone&Feature, In Box, Call History, and My Information. The 'Feature Code' option is selected under the 'Company' category. The main content area is titled 'Feature Code' and contains a search bar with a dropdown for 'Feature Code' and 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 with their corresponding names and update times. At the bottom of the table, there is a pagination control showing 'Page 1 of 4' and a 'View 1 - 10 of 36' indicator.

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

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

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

2.2 My Phone & Feature

2.2.1 Group Summary

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

2.2.1.1 List

Click “My Phone & Feature” > “Group Summary” to display the below.

The screenshot shows the iPECS interface for a Customer User. The sidebar on the left contains a 'My Phone&Feature' section with a 'Group Summary' link highlighted. The main content area is titled 'Group Summary' and features a filter dropdown set to 'ALL'. Below this is a 'Group Summary List' table with the following data:

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

At the bottom of the table, there is a pagination bar showing 'Page 1 of 1', a dropdown for '10' items per page, and 'View 1 - 3 of 3'.

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

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

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

2.2.2 Phone Configuration

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

2.2.2.1 View

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

The screenshot shows the iPECS web interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar has sections for 'Company', 'My Phone&Feature', 'In Box', 'Call History', and 'My Information'. The 'My Phone&Feature' section is expanded, showing 'Group Summary', 'Phone Configuration', 'Call Forward', 'Do Not Disturb', 'Wake Up', 'Mobile Extension', 'Remote Office', and 'Voice Mail User Schedule'. The 'Phone Configuration' page displays a list of phone details: Site Name (Seoul), Extension (5200), User Name (5200 Member #1), Phone Model (LIP-9070S), Phone MAC Address (853011223A74), and Button Count (96). There is a 'Phone Restart' button. Below this, there is a table for button configuration with columns: Button Class, Button Type, Phone No., Dial Digit, Button Label, and Digit Number Setting. The table currently shows one row with a checkmark in the Button Class column and a 'φ' in the Button Type column. A 'Modify' button is visible at the bottom right of the table.

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

2.2.2.2 Modify

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

The 'Flexible Button Add' dialog box is shown. It has a blue header bar with the title 'Flexible Button Add'. The form contains the following fields: Site Name (dropdown), Phone (text field with value '100 (IP8815E)'), Button Number (text field with value '4'), Button Class (dropdown with value 'Fixed Button'), Button Type (dropdown with value 'PHONEBOOK'), and Button Label (text field). At the bottom right, there are two buttons: 'Save' and 'Close'.

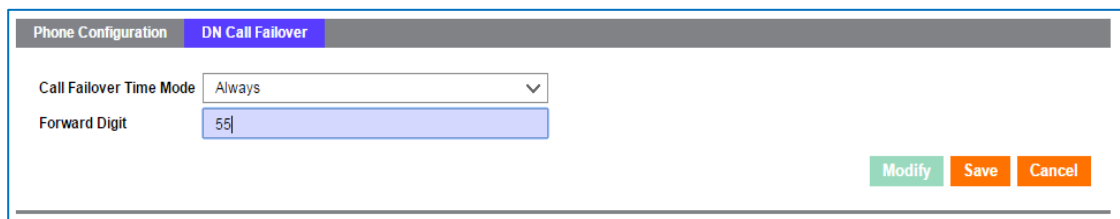
1. Button Class allows you to select from three options either fixed button, DN number or digit.

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

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

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

Configure Failover number in case of phone disconnect



Modify function in case of phone failover

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

2.2.3 Call Forward

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

2.2.3.1 View

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

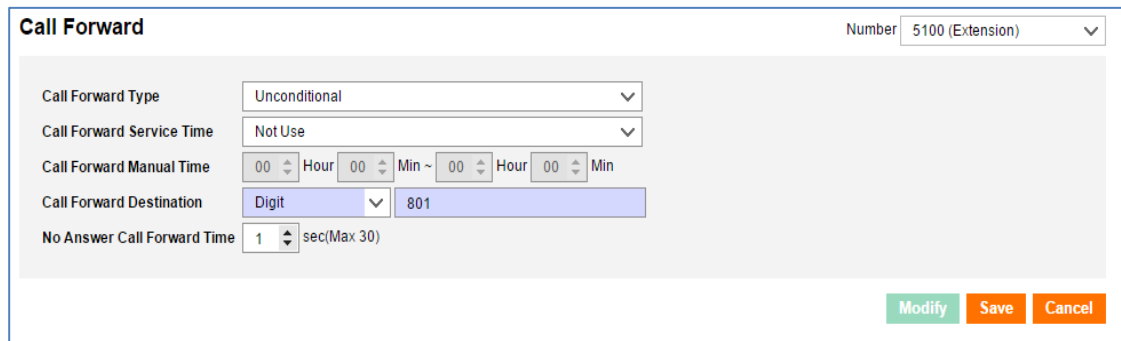
Item	Value	Description
Call Forward Type	Not Use	Disables call forward.
	Unconditional	Always call forwards.
	Busy	Call will be forwarded whilst user is busy.
	No Answer	Call will be forwarded if no answer.
	Busy(include No Answer)	Call Forward in case of busy or no answer.
Call Forward Service Time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

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

2.2.3.2 Modify

Modify phone forward information.

Modify Call Forward



Call Forward Number: 5100 (Extension) ▼

Call Forward Type: Unconditional ▼

Call Forward Service Time: Not Use ▼

Call Forward Manual Time: 00 Hour 00 Min ~ 00 Hour 00 Min

Call Forward Destination: Digit ▼ 801

No Answer Call Forward Time: 1 sec(Max 30)

Modify Save Cancel

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

2.2.4 3.2.4 Do Not Disturb

Menu for DND (Do Not Disturb) function which automatically

2.2.4.1 View

Click “My Phone & Feature” > “Do Not Disturb” to display below.

The screenshot shows the iPECS web interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar menu is expanded to 'My Phone&Feature', which includes 'Do Not Disturb'. The main content area is titled 'Do Not Disturb' and contains the following configuration options:

- Do Not Disturb:** A dropdown menu set to 'On'.
- Timed Do Not Disturb Service Type:** A dropdown menu set to 'Every Day'.
- Timed Do Not Disturb Time:** A date and time picker showing '00' for hours and '00' for minutes.

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

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

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

2.2.4.2 Modify

Modify users “Do Not Disturb” configuration.

Modify “Do Not Disturb” configuration

The screenshot shows a web form titled "Do Not Disturb" with a "Number" field set to "100 (Extension)". The form contains three main sections: "Do Not Disturb" with a dropdown menu set to "Off", "Timed Do Not Disturb Service Type" with a dropdown menu set to "Not Use", and "Timed Do Not Disturb Time" with a date and time picker. The time is set to 00:00. At the bottom right, there are three buttons: "Modify" (green), "Save" (orange), and "Cancel" (orange).

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

2.2.5 Wake Up

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

2.2.5.1 List

Click “My Phone & Feature” > “Wake Up” to display below.

The screenshot shows the iPECS interface for configuring the 'Wake Up' feature. The left sidebar lists navigation options under 'My Phone & Feature', with 'Wake Up' selected. The main area displays a 'Wake Up List' with 5 rows. Each row has a 'Wake Up Type' (checkbox), 'Wake Up Date', and 'Wake Up Time'. The 'Wake Up Type' options are: 1. Every Day, 2. Every Day, 3. Monday ~ Friday, 4. Monday ~ Saturday, 5. Once. The 'Wake Up Time' is set to 00:00. Below the list is a 'Wake Up Index' section with a 'Wake Up Type' dropdown (set to 'Once'), a 'Wake Up Date' field with a calendar icon, and a 'Wake Up Time' field with hour and minute spinners. The page includes a sidebar with 'My Phone & Feature' expanded, and a top navigation bar with 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The user is identified as 'Korea (5100 SuperVisor) Customer User'.

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

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

2.2.5.2 View

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

Wake Up

Number 100 (Extension) ▼

Wake Up List

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

View 1 - 5 of 5

ModifyDelete

Wake Up Index 1

Wake Up Type * Once ▼

Wake Up Date *

Wake Up Time * 00 ▴ ▾ Hour 00 ▴ ▾ Min

SaveCancel

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

2.2.5.3 Modify

Modify users alarm time and schedule.

Modify alarm option and schedule.

Wake Up Index 1

Wake Up Type * Once ▼

Wake Up Date *

Wake Up Time * 00 ▴ ▾ Hour 00 ▴ ▾ Min

SaveCancel

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



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

Mobile Extension

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

2.2.6.1 List

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

iPECS
Korea (5100 SuperVisor) Customer User  

Company ^

- Company Directory
- Feature Code

My Phone&Feature ^

- Group Summary
- Phone Configuration
- Call Forward
- Do Not Disturb
- Wake Up
- Mobile Extension**
- Remote Office
- Voice Mail User Schedule

In Box ^

- Unify Message Box
- Voice Mail Message
- Call Record Message

Call History ^

- Call Summary
- Call Detail History

My Information

[MY HOME](#)
[FAVORITE LINK 1](#)
[LINK 2](#)
[LINK 3](#)
[LINK 4](#)
[LINK 5](#)

Mobile Extension

Number

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

⌂
<< | Page > 1 >>
>> | 4 ▼
View 1 - 4 of 4

Mobile Index

Mobile Number *

Mobile CLI

Mobile Usage

Call Through Option

Ring Option

Not Use

Not Use

Immediate Call

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

2.2.6.2 View

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

Mobile Extension

Number 100 (Extension)

Mobile Extension List

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

Page 1 of 1
4
View 1 - 4 of 4

Modify

Delete

Mobile Index

Mobile Number *

Mobile CLI

Mobile Usage

Call Through Option

Ring Option

Not Use

Not Use

Immediate Call

Save

Cancel

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

Immediate ring when a terminal is disconnected

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

Modify mobile extension options and information

Mobile Index

Mobile Number *

Mobile CLI

Mobile Usage ▼

Call Through Option ▼

Ring Option ▼

Modify mobile extension configuration

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

2.2.7 Remote Office

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

2.2.7.1 List

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

The screenshot shows the iPECS Customer User interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a menu with categories: 'Company' (Company Directory, Feature Code), 'My Phone&Feature' (Group Summary, Phone Configuration, Call Forward, Do Not Disturb, Wake Up, Mobile Extension), 'Remote Office' (selected), 'Voice Mail User Schedule', 'In Box' (Unify Message Box, Voice Mail Message, Call Record Message), 'Call History' (Call Summary, Call Detail History), and 'My Information'. The main content area is titled 'Remote Office' and includes a dropdown for 'Number' set to '5100 (Extension)'. Below this are four input fields: 'Extension', 'Remote Office Feature', 'Remote Office Usage' (a dropdown menu currently showing 'Not Use'), and 'Remote Office Number'. At the bottom right of the form are four buttons: 'Modify', 'Delete', 'Save', and 'Cancel'.

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

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

2.2.7.2 Modify

Modify Remote Office option and number rules.

Modify Remote Office option

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

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

How to use Click to call

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

2.2.8 Voicemail User Schedule

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

2.2.8.1 List

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

The screenshot shows the iPECS web interface for a Customer User. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar has the following menu items:

- Company
 - Company Directory
 - Feature Code
- My Phone&Feature
 - Group Summary
 - Phone Configuration
 - Call Forward
 - Do Not Disturb
 - Wake Up
 - Mobile Extension
 - Remote Office
 - Voice Mail User Schedule**
- In Box
 - Unify Message Box
 - Voice Mail Message
 - Call Record Message
- Call History
 - Call Summary
 - Call Detail History
- My Information

The main content area is titled 'VoiceMail User Schedule' and contains a 'Schedule List' table. The table has the following columns: Schedule Name, Ment Name, Ment Type, Start Time, End Time, and Day. The table is currently empty, showing 'No records to view'. Navigation controls include 'Add', 'Modify', and 'Delete' buttons.

2.2.8.2 View

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

VoiceMail User Schedule

Schedule List

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

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Schedule Name

Greeting

Start Time Hour Min.

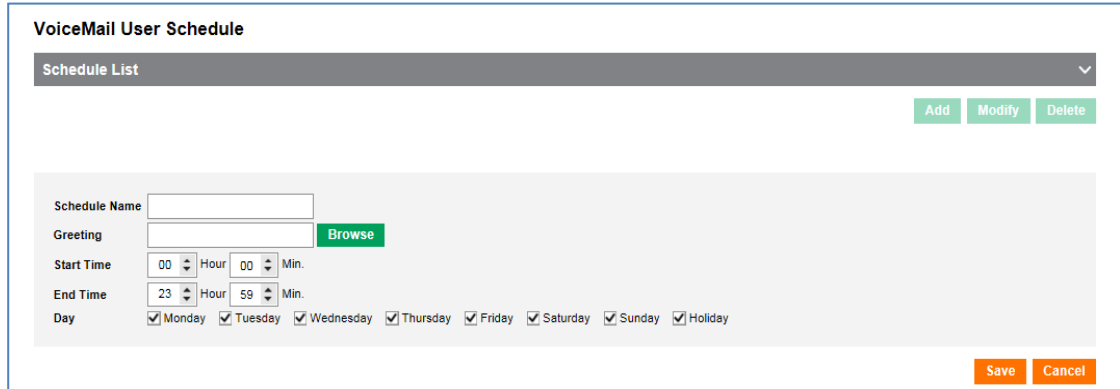
End Time Hour Min.

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

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

2.2.8.3 Modify

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



The screenshot shows the 'VoiceMail User Schedule' interface. At the top, there is a 'Schedule List' header with a dropdown arrow. Below this, there are three buttons: 'Add', 'Modify', and 'Delete'. The 'Modify' button is highlighted. The main form area contains the following fields and controls:

- Schedule Name:** A text input field.
- Greeting:** A text input field with a 'Browse' button next to it.
- Start Time:** Two dropdown menus for 'Hour' (set to 00) and 'Min.' (set to 00).
- End Time:** Two dropdown menus for 'Hour' (set to 23) and 'Min.' (set to 59).
- Day:** A row of checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', 'Sunday', and 'Holiday'. All are checked.

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

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

Modify Voicemail setting

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

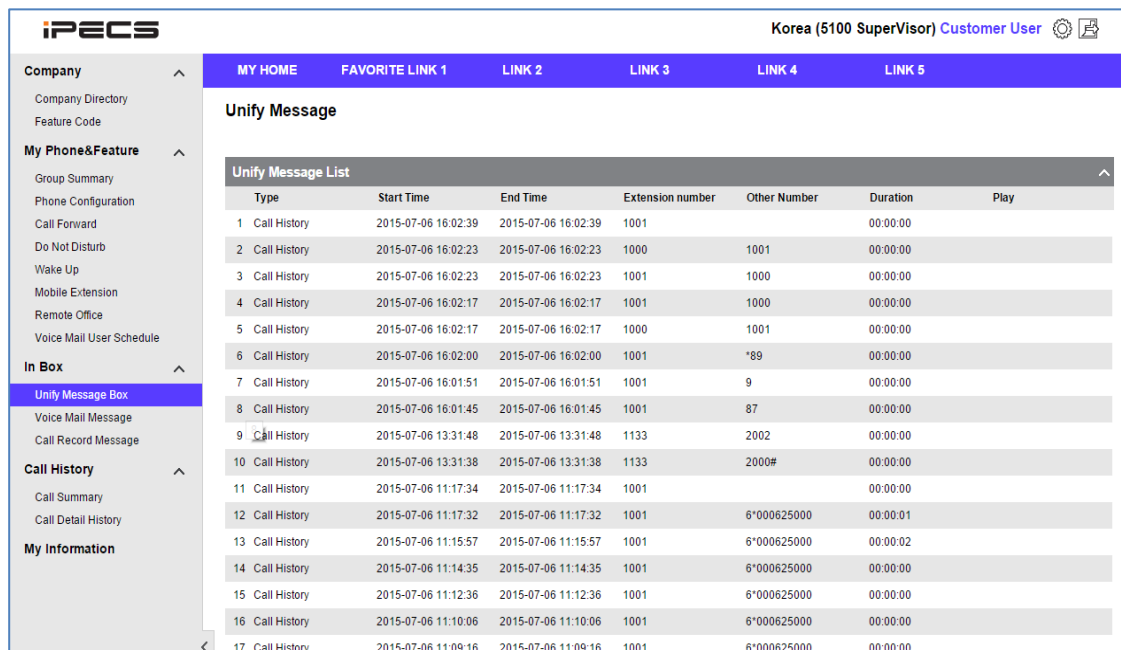
2.3 InBox

2.3.1.1 Unify Message Box

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

2.3.1.2 List

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



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

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

2.3.2 Voicemail Message

Search, listen and download users voicemail message.

The screenshot shows the iPECS web interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar has a 'Company' section with 'Company Directory' and 'Feature Code'. Below it is 'My Phone&Feature' with options like 'Group Summary', 'Phone Configuration', 'Call Forward', 'Do Not Disturb', 'Wake Up', 'Mobile Extension', 'Remote Office', and 'Voice Mail User Schedule'. The 'In Box' section is expanded, showing 'Unity Message Box', 'Voice Mail Message' (selected), and 'Call Record Message'. Below that is 'Call History' with 'Call Summary' and 'Call Detail History', and 'My Information'. The main content area is titled 'Voice Mail List'. It has a search bar with 'Unread' (dropdown), 'Caller Number' (text input), and filters for 'Date/Time' and 'Duration'. There are 'Search' and 'Download' buttons. Below the search bar is a 'Mail List' table with columns: 'Caller Number', 'Start Time', 'End Time', 'Duration', 'Play', 'Down', and 'Read Status'. The table shows 'No records to view' and a 'Delete' button.

2.3.2.1 List

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

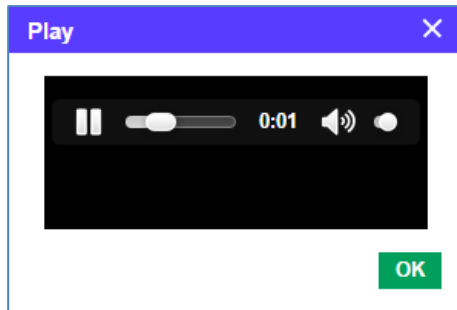
Item	Description
Caller Number	Caller Number.
Start Time	Message start time.
End Time	Message end time.
Duration	The duration of the voicemail message.
Play	Click Play button to play the recording.
Down	Download Voicemail message file.
Read Status	Voicemail message read status.

The screenshot shows the search filters in the Voicemail Message section. The 'Unread' dropdown menu is open, showing options: 'All', 'Unread' (selected), and 'Read'. The search bar also includes 'Caller Number' and time filters for 'Date/Time' and 'Duration'.

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


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

1. Click  on the file to play the message.



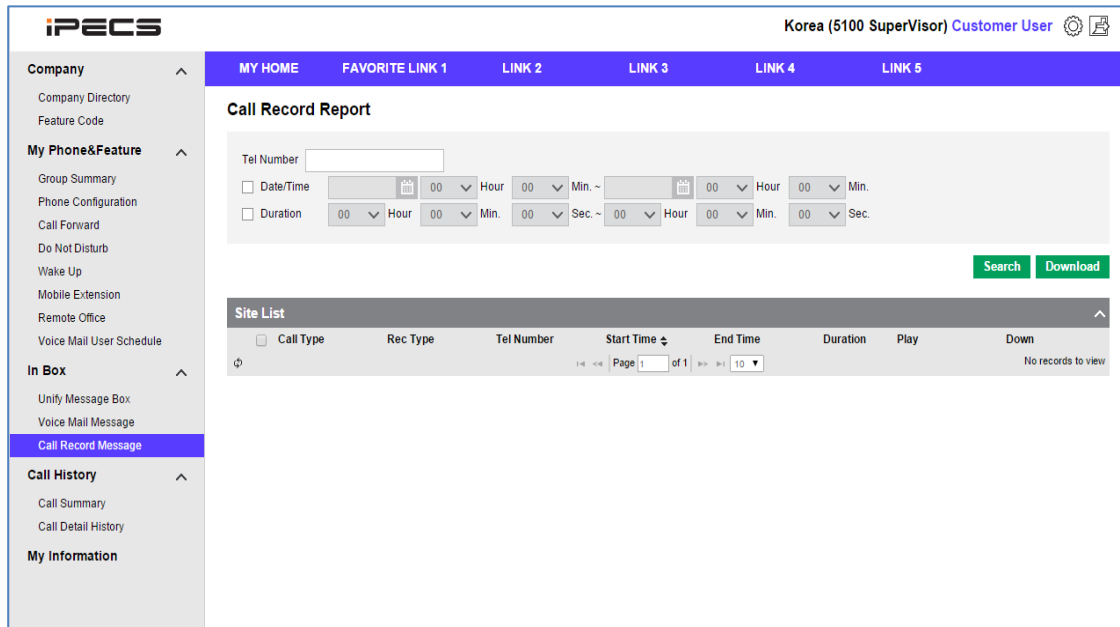
2. Automatically being played with pop up listen window.

How to download file recorded in voice message box

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

2.3.3 Call Record Message

Searchable “Call Record Message” in cases where users has call recording enabled.



iPECS Korea (5100 SuperVisor) Customer User

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

Call Record Report

Tel Number

☐ Date/Time Hour Min. Hour Min.

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

Site List

<input type="checkbox"/> Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
φ			Page 1 of 1	10			No records to view

2.3.3.1 List

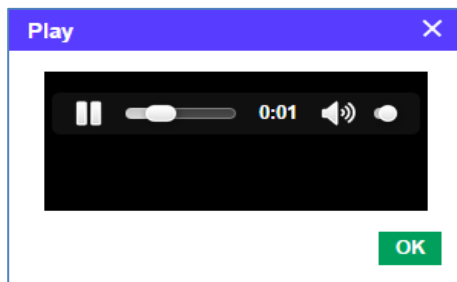
Click **"In Box"** > **"Call Record Message"** to display below.

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

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


How to listen to the file which recorded

1. Click  on the file to play the recording.



2. Automatically being played with pop up listen window.

How to download recorded file

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

2.4 Call History

2.4.1 Call Summary

Search Call Summary of call history information.

2.4.1.1 List

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

iPECS Avengers (Pepper Potts) Customer User

Call Summary

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

☐ Duration: 00:00 ~ 00:00

☐ Average Duration: 00:00 ~ 00:00

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 16:00:00	0	0	6	0	00:00:00	00:00:00
2 1001	Pepper Potts	2015-07-06 11:00:00	0	0	8	2	00:00:02	00:00:03
3 1001	Pepper Potts	2015-07-06 10:00:00	0	0	4	0	00:00:00	00:00:00
4 1001	Pepper Potts	2015-07-03 20:00:00	0	0	20	0	00:00:00	00:00:00
5 1001	Pepper Potts	2015-07-03 19:00:00	1	1	2	0	00:00:01	00:00:01
6 1001	Pepper Potts	2015-07-03 10:00:00	0	0	3	0	00:00:00	00:00:00
7 1001	Pepper Potts	2015-07-03 09:00:00	6	6	41	0	00:00:01	00:00:06
8 1001	Pepper Potts	2015-07-03 08:00:00	1	1	5	0	00:00:01	00:00:01
9 1001	Pepper Potts	2015-07-01 16:00:00	0	0	2	0	00:00:00	00:00:00
10 1001	Pepper Potts	2015-06-30 21:00:00	1	0	2	0	00:00:00	00:00:00

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

2.4.2 Call Detail History

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

2.4.3 List

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

iPECS Avengers (Pepper Potts) Customer User

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

Call Detail History

Other Number Call Type

Date/Time Hour Min. Hour Min.

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

Search

Call History List

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

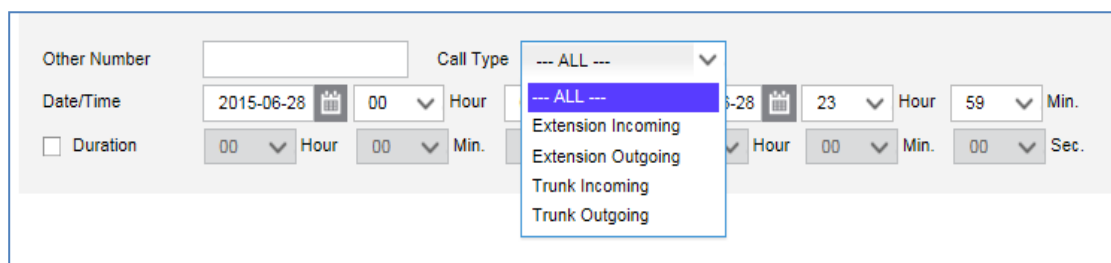
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1. Display call history information for incoming and outgoing calls.

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

2.4.3.1 Search

How to search



The screenshot displays a search form with the following fields and options:

- Other Number:** A text input field.
- Date/Time:** A date picker set to 2015-06-28, followed by a time selector with dropdowns for Hour (00) and Min. (59).
- Duration:** A checkbox labeled "Duration" followed by a time selector with dropdowns for Hour (00) and Min. (00).
- Call Type:** A dropdown menu currently showing "--- ALL ---". The menu is open, revealing four options: "Extension Incoming", "Extension Outgoing", "Trunk Incoming", and "Trunk Outgoing".

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

2.5 My Information

Display and modify personal information.

2.5.1 View

Click “My Information” to display below.

The screenshot displays the iPECS web interface. The top navigation bar includes the iPECS logo, the user's name 'Korea (5100 SuperVisor) Customer User', and a settings icon. 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 list of menu items: 'Company' (with a sub-menu 'Company Directory' and 'Feature Code'), 'My Phone&Feature', 'In Box', 'Call History', and 'My Information' (which is currently selected and highlighted in blue). The main content area is titled 'My Information' and contains three input fields: 'ID *' with the value '5100@skycom.ne.kr', 'Email', and 'Password'. To the right of these fields are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (orange). At the bottom right of the page, there is a small copyright notice: 'Copyright 2015'.

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

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

To Modify the My Information

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

Appendix: Useful Information

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

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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
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