iPECS

Cloud Customer Manager

Administrator Guide

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

iPECS is an Ericsson-LG Brand

Document Information

S/W Version	Issue	Changes	Release Date
v1.0.0	1.0	New product release	2016-01-27
v2.1.0	1.1	v2.1 Update and release	2016-05-16
v2.2.0	1.2	v2.2 Update and release	2016-10-17
v2.3.0	1.3	v2.3 Update and release	2017-06-02
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v 5.5.x	2.2	V5.5 Update and release	2023-01-13

Arrow (▶) Marks on the **Table of Contents** below indicate that there are new or revised contents in this release.

You can find them quickly by clicking the arrow accordingly.

Table of Contents

About This Guide

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

NOTE	Your actual display screens may be slightly different than what was 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 Customer Manager Administrator Guide is designed to assist the customer manager with the system administration features of EMS (Element Management System). Detailed instructions for each function and page of the EMS can be found in this manual.

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 three chapters and an appendix. The title of each chapter (and appendix) is as follows:

- About This Guide
- Chapter 1 EMS Web Portal
- Chapter 2 Customer Manager Portal
- Chapter 3 SIP Trunk Service Customer Manager Portal
- Appendix – A

Document Conventions

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

Text formatting

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

Convention	Description
Bold text	It may indicate a button, menu item, or dialog box option you can click or select.
Italic text	A cross-reference or an important term.
`Code` text	A command prompt.
*(Asterisk)	Items or fields marked with an asterisk (*) are required.

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 the relative information.

References or Related Guide

The following guides supplement the information in this guide and can be found on the Ericsson-LG Enterprise Partner Portal.

- iPECS Cloud Feature Guide
- iPECS Cloud Customer User Portal Guide
- iPECS Cloud EMS Reseller Administrator Guide
- iPECS Cloud EMS Service Provider Administrator Guide
- iPECS Cloud OMS Reseller Administrator Guide
- iPECS Cloud OMS Service Provider Administrator Guide

Chapter 1.

EMS Web Portal

This chapter describes how to access and use the EMS (Element Management System) web portal as a Customer Manager (or administrator). After log-in, Customer Manager can configure, monitor and maintain the system. EMS is the web portal where user can log in as Customer Manager or End User.

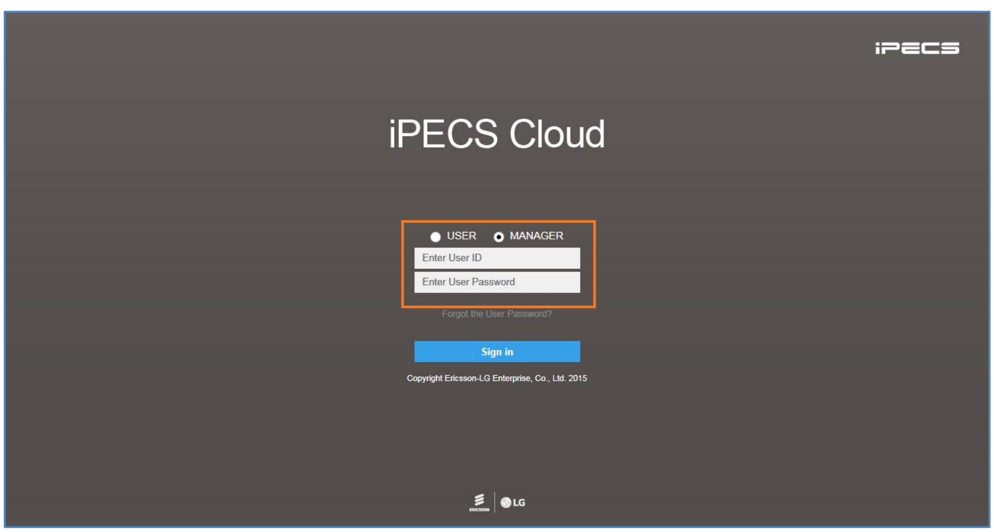
1.1 User Environment

Chrome is the best web browser for EMS web portal. At lower screen resolution (<1280 x 1024), less of the page will fit on the browser.

- **Web Browser**: Chrome (recommended), Microsoft Internet Explorer 10, 11 (at least IE 8 or later version).
- **Screen Resolution**: 1280 x 1024 or higher.

1.2 How to Access

1. Run Chrome and type the URL of EMS web portal. If you don't know the URL contact your system administrator.
2. Press **Enter** key to open the iPECS Cloud login page.



3. Select **MANAGER** from radio button.
   - Allows the customer to choose the option between 'USER' and 'MANAGER'.

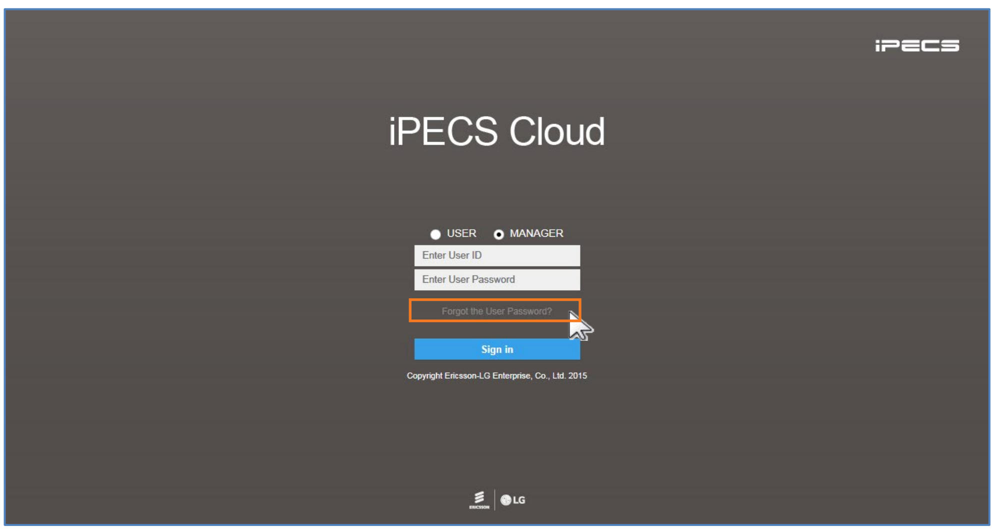
4. Click **Enter User ID** field and enter in User ID.
   - **User ID** is in an email address format, e.g. admin@customer.com.
5. Press **Tab** key to **Password** and enter your password.
6. Click **Sign in** button to login to the EMS web portal.
   - If you enter the valid user ID and password, you can access the EMS web portal.

NOTE If you are getting the error message **'Login Failed. (Fail count: x) Please confirm the User ID/Password.'**, verify that the User ID and Password entered are correct, then try again. If you fail to login more than 5 times with same user ID, you will get the error message **'Failed more than 5 times. Please try again in about 5 minutes.'** and you cannot login with the user ID in 5 minutes.

1.3 Request Password Reset

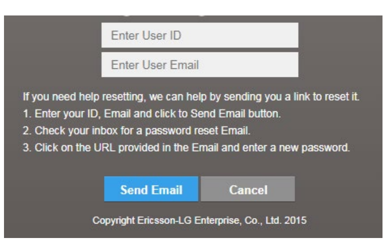
A user can request a password reset through the preconfigured email address related to that account using the 'Forgot the User Password?' link.

1. Click 'Forgot the User Password?' to receive an email from a password reset request.



2. Select **MANAGER** from radio button.

3. Enter **User ID** and **User Email** address configured in Customer Manager Account.

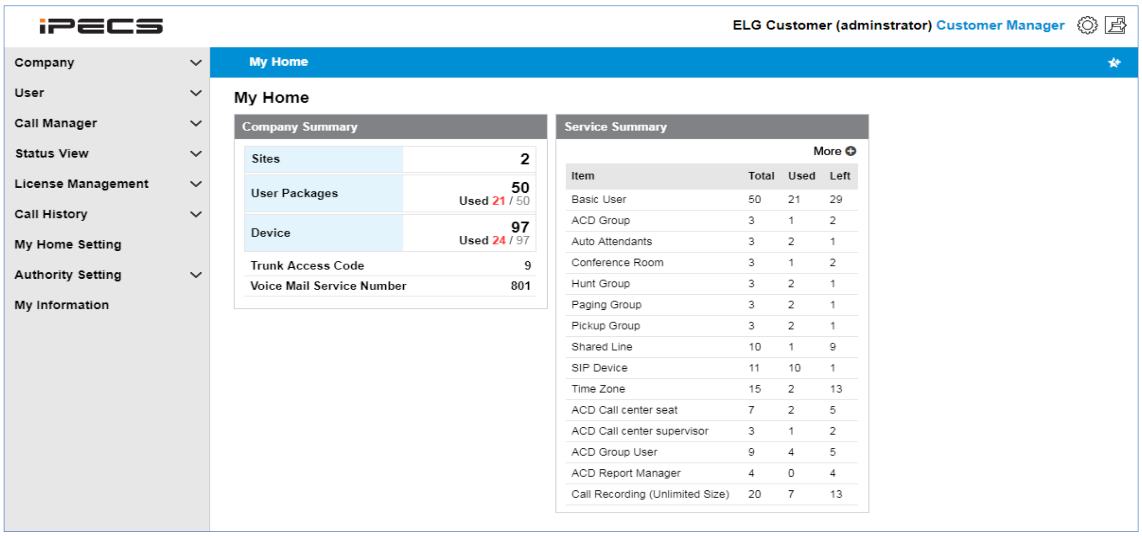


4. Click **Send Email** to send a 'password reset' email that containing URL.

5. Click **URL** received in the 'password reset' email.
   - The user can log in to the Manager portal and reset password.

1.4 Start Page

My Home is the start page and each user can configure their own My Home page with Service Summary, Hourly Call Statistics, Weekly Call Statistics, Company Summary and Call Log. Users can add 4 bookmarks at the same level as My Home on the favorite bar.



NOTE Session expires after 120 minutes of inactivity.

1.5 Common Operations

In this section you can take fast look at the example of 'Common Operations' that are used in this guide. The administrator can be performed on:

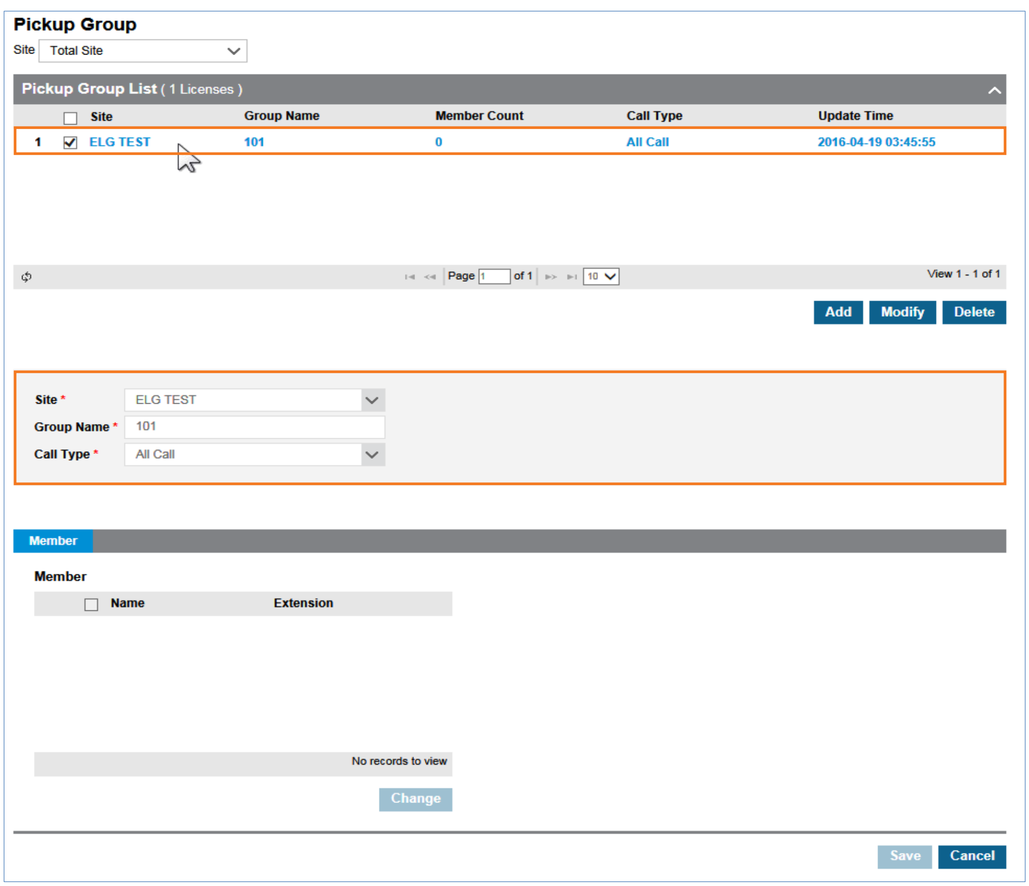
- **View**: Allows you to select a list item in the list to see in detail.
- **Add**: Allows you to add a new item to the list.
- **Modify**: Allows you to modify existing a list item.
- **Delete**: Allows you to delete selected item(s) in the list.

1.5.1 Tutorial

In each section and topic of this guide you can find instruction sentence that will guide where you go to find and display a menu. In case of Pickup Group, 'Go to **'Call Manager' > 'Group Setting' > 'Pickup Group'** to display the following page.' Instructions are provided. The described below four examples available for all of the operations that are common to most menus in the EMS, but it is not exactly the same.

1.5.1.1 View

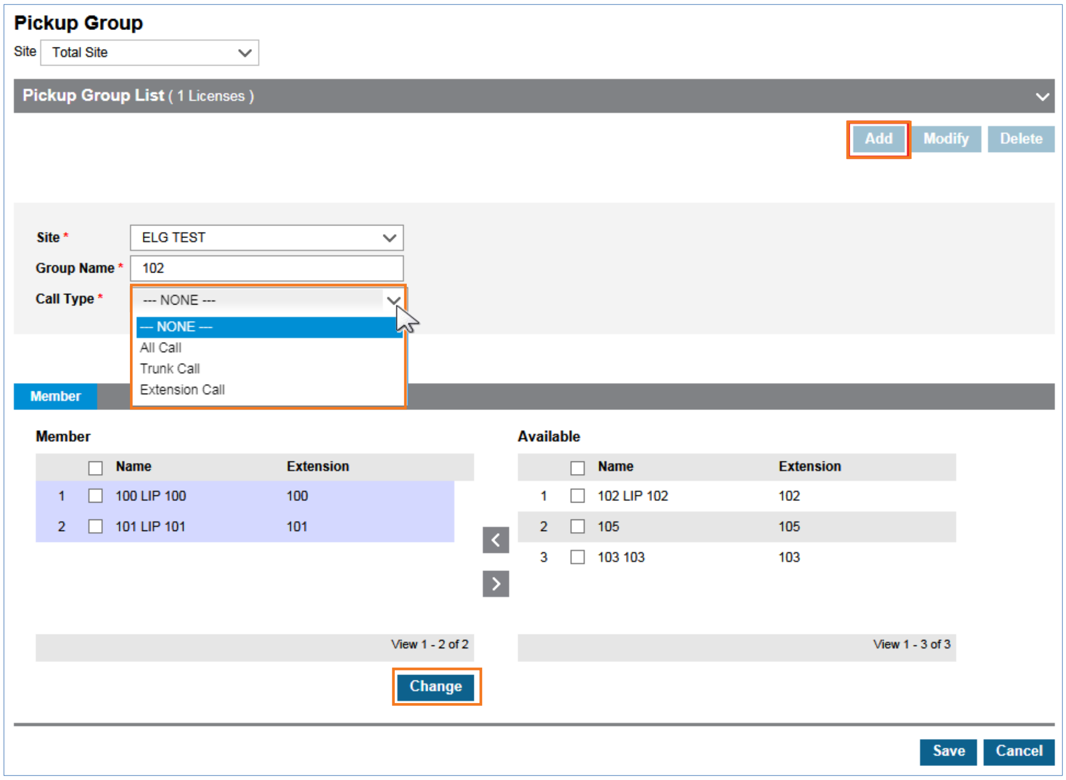
To see Pickup Group in detail, click a list item to select in the **'Pickup Group List'**. When you select the list item, all the properties that belong to the item will be displayed.



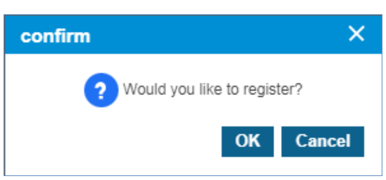
1.5.1.2 Add

To add a New Pickup Group, first add a group then assign member(s) to the New Pickup Group.

1. Click **Add** button.



2. Click **'Site'** to select a site of Pickup group.
   - Items or fields marked with an **asterisk** (*) are required.
   - In the field, a **down arrow** ( ) means that it has a drop down list to select from.
3. Click **'Group Name'** to enter a name.
   - Group name can be entered up to max 24 characters.
4. Click **'Call Type'** to select a call type to be applied to a pickup group from the drop-down list
5. To add member(s), click **Change** button to display the extension lists in **'Available'** list, then click to add or remove member(s) to/from a pickup group using or .
6. Click **Save** button then **OK** button in the popup window to confirm.

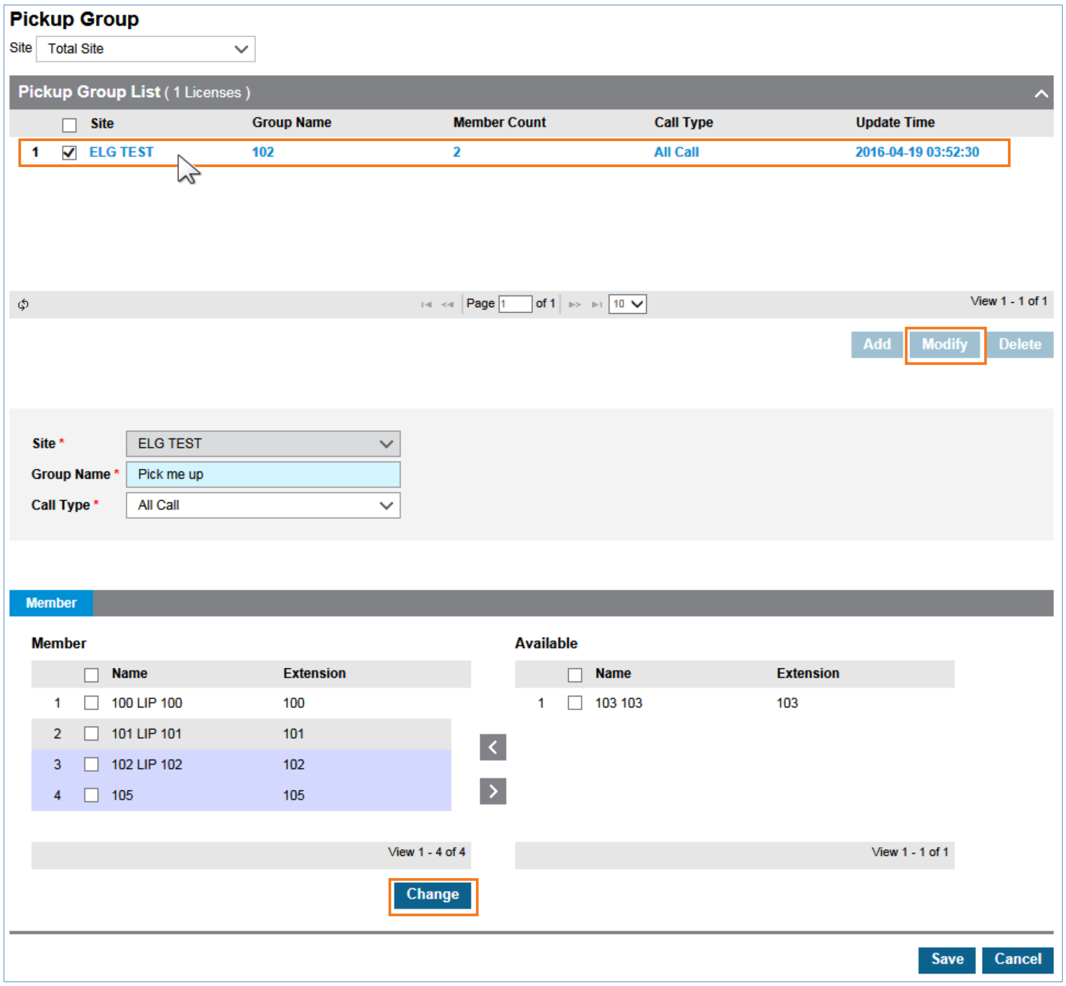


   - Once a new pickup group is added, **'Site'** cannot be changed.

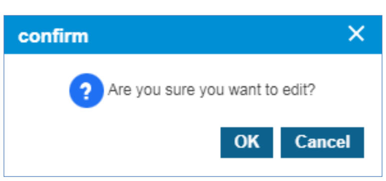
1.5.1.3 Modify

To modify an existing Pickup Group,

1. Click a list item to select in the **'Pickup Group List'.**
   - When you select the list item, all the properties that belong to the item will be displayed.
2. Click **Modify** button.

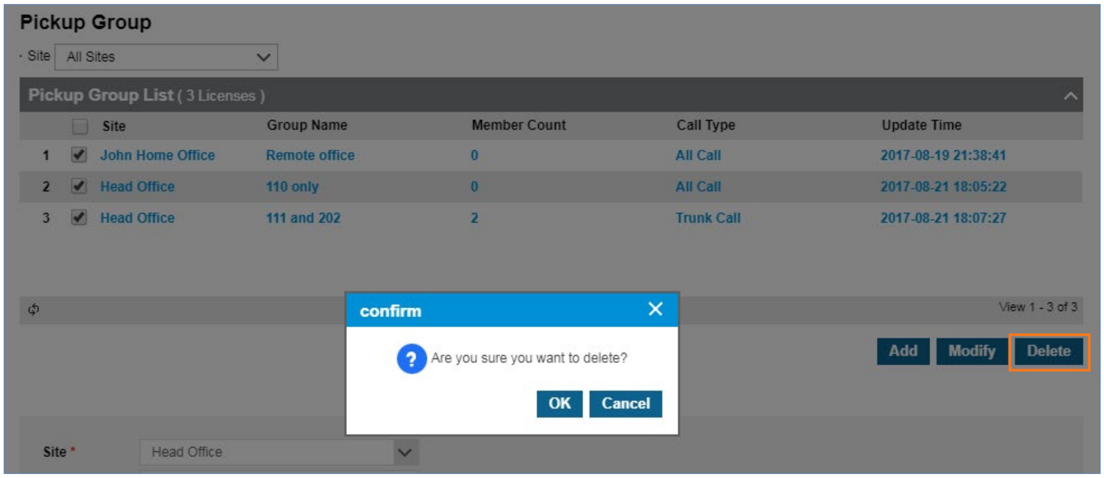


3. Click **'Group Name'** and **'Call Type'** to change each field individually.
   - The **'Site'** field is not activated and cannot be modified.
4. Click **Change** button to add or remove member(s) to/from a pickup group using  or .
5. Click **Save** button then **OK** button in the popup window to confirm.



1.5.1.4 Delete

To delete Pickup Group(s), click to select one or more Pickup Group(s) in **'Pickup Group List'** and click **Delete** button, after which click **OK** button in the popup window to confirm.



- Selected list items will be disappeared from the 'Pickup Group List'

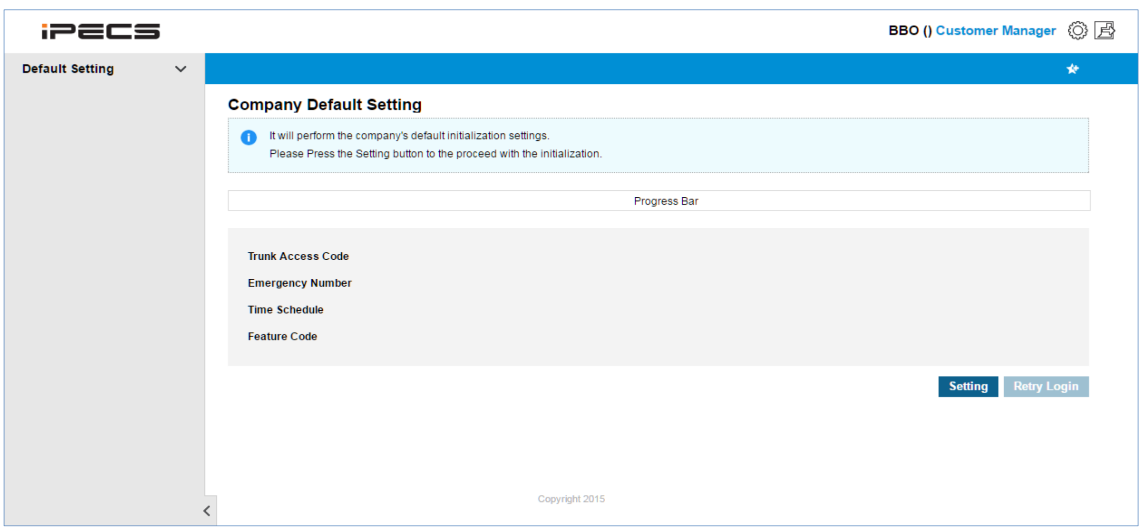
Chapter 2.

Customer Manager Portal

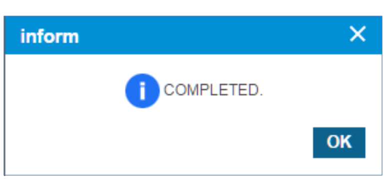
This chapter describes operation on Customer Manager Portal. It allows Customer Manager to provide useful features to internal and external customers such as Voicemail, Auto Attendant, Hunt/Pickup/Page Group, Conference Room, MOH and etc. It also allows Customer Manager to manage User Account, DDI number, Hot Desk and etc.

2.1 Company Default Setting

The first step as Customer Manager is to set the 'Company Default Setting' and must be done at first login. At first log in, the following screen is displayed. Click **Setting** button. It is a mandatory step to initialize new customer settings.



1. Click **Setting** button.
   - This step sets default values for trunk access code, emergency number, time schedule and feature codes.
2. When initialization is completed, click **OK** button to confirm on the popup screen.

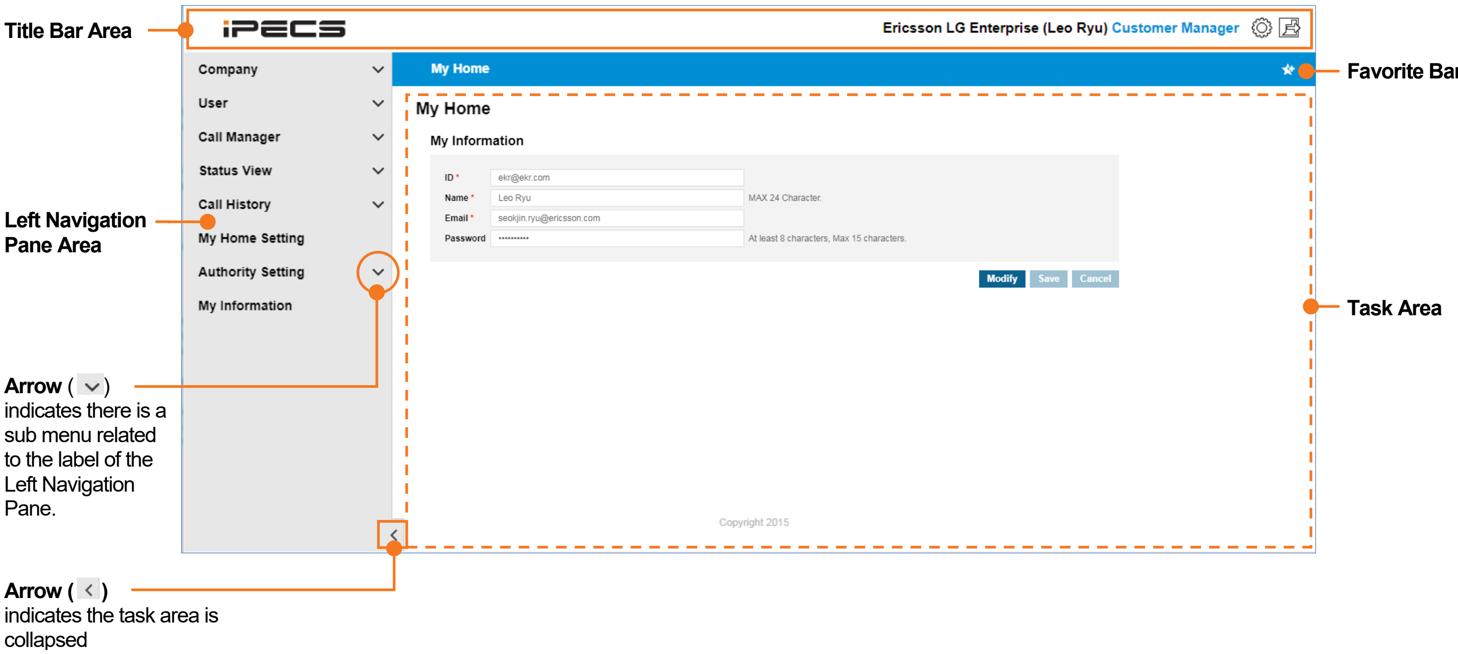


3. You must click **'Retry Login'** to log in as Customer Manager again.

2.2 Guide to Customer Manager Web Portal

This section describes the layout of the Customer Manager Web Portal that is comprised of four main areas, such as the Left Navigation Pane, Title Bar, Favorite Bar and Task Area.

When you logged in to the Customer Manager Web Portal successfully, the following main page is displayed on your screen.



2.2.1 Title bar Area

- **SP Portal Logo:** The iPECS appears on the Title Bar is a default portal logo. This logo can be changed for a specific image you want to see in your web portal. Please contact your Service Provider to change it.
- **Logged in information:** When logged in, your current logged in information is displayed on the right side of the Title Bar as you can see in the examples below.
  - **'Ericsson LG Enterprise'** is a Company Name.
  - **'Leo Ryu'** is a name of the Customer Manager
  - **'Customer Manager'** is a login account type.
- **My Information Shortcut**: Allows you to go directly to the 'My Information' menu.
- **Logout Button**: Allows you to exit from the page you are working.

2.2.2 Left Navigation Pane

You can select a menu for each operation from the Left Navigation Pane. Depending on your login account type, the menu provided through Navigation Pane may be different.

- **Select Menu:** On the Left Navigation Pane, you can click a menu to select, and the content will be displayed on the right side of the screen.

- **Select Submenus:** Some menus have a dropdown option, a menu item with a **down arrow** ( ) at the end of the label indicates that the menu has a submenu associated with it.
- **Expanded or Collapsed the Left Navigation Pane:** Allows you to extend your task area more wide:
  - When you click the **left arrow** ( ) button, Left Navigation Pane collapse in order to extend task area. And only the Title, Bookmark bar and the left arrow button display
  - When you click the **right arrow** ( ) button the entire contents of the Customer Manager Web Portal are visible.

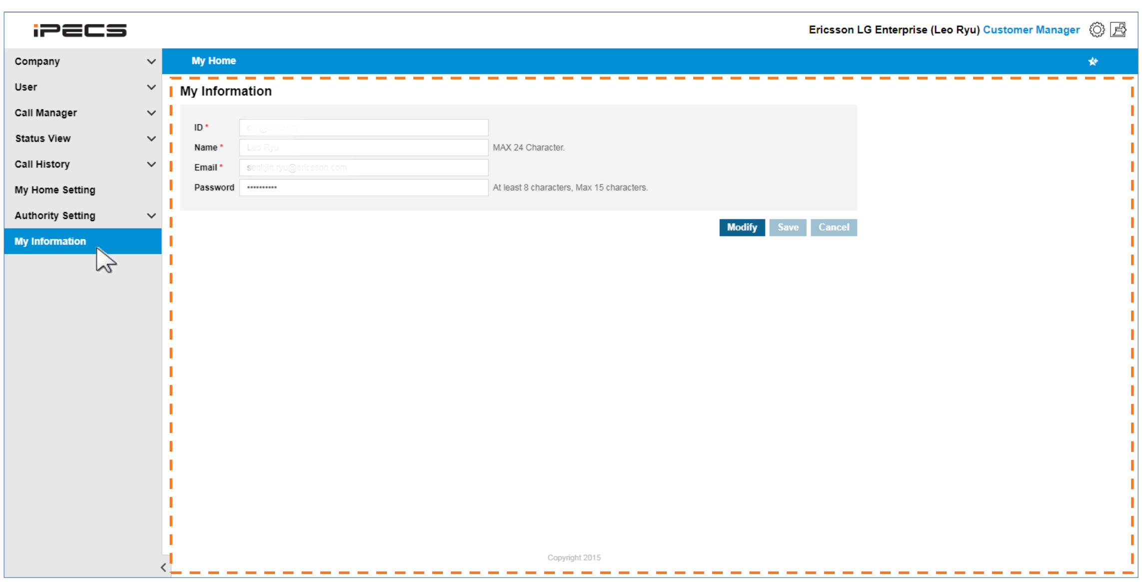
2.2.3 Favorite Bar

'Favorite' is a kind of a bookmark feature that allows you to open the most frequently used menu by clicking the menu on the Favorite Bar. This is useful for quick access when multiple settings. 'My Home' is a default item of favorite bar and can be added a bookmark up to 4 additionally. Explained below is the description of each buttons.

- **Favorite bar Setting Button:** Use to set the Favorite bar by clicking on the button.
- **Add Button:** Use to open the Popup Menu and select a menu in which you want to add to the Favorite bar.
- **Save Button:** Use to save the changes.
- **Cancel Button:** Use to go back without saving or go to the previous page.

2.2.4 Task Area

All actions related each menu is displayed here. Below is an example image that shows the 'My Information' menu is selected and displayed in the 'Task Area'.



2.3 Company

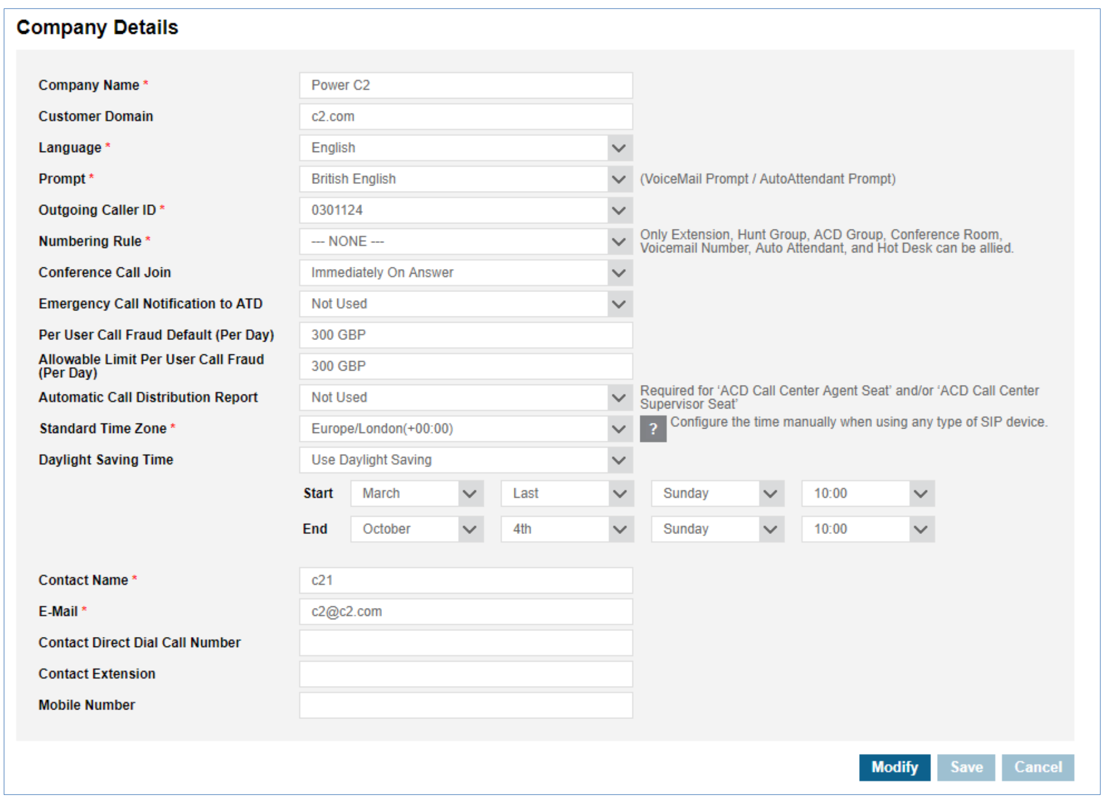
Once the company default settings have been set, Customer Manager needs to configure the basic configuration for the site, such as the Company Details, Line Settings, Time Schedules, Call Barring, Site Management, System Tones, Voicemail Services, Company Directory, Feature Codes and Flexible Button Profile. All setting items will be discussed in more detail in the next each section.

2.3.1 Company Detail

Shows the Company in detail and the Customer Manager can set or modify settings. Items or fields marked with an asterisk (*) are required.

NOTE Customer Name, Customer Domain, Daily User Call Fraud Limits (Default/ Maximum) is defined by the Reseller during the new customer creation and cannot be modified by the Customer Manager. All other fields can be changed by Customer Manager.

Go to **'Company' > 'Company Details'** to display the following page.



Item	Description
Company Name	The name of the Company, configured by Reseller (Max 40 characters).
Customer Domain	Domain name of Company. It is used to create the End User ID, but cannot be changed once the Customer is created (Max 32 characters).

Item	Description
Language	Language for Customer Manager web portal. Support 5 types of language, such as English (default setting), Korean, Italian, Thai and Vietnamese. Service Provider should activate languages to allow the Customer Manager to select Language for the web portal.
Prompt	Set the language to be used in Voicemail Prompt and Auto Attendant Prompt.
Standard Time Zone	GMT Time Zone (GMT -12:00 ~ GMT +14:00). To see all time zones, click ? button, and to configure time for SIP devices, it should be done manually on each SIP device.
Outgoing Caller ID	Set Outgoing Caller ID for the company, when users make an outgoing call, this CID is used as the default CID.
Numbering Rule	The Customer Manager can select one of the Service Provider's pre-configured Numbering Rules. Those numbering rules are applied to Extension, Hunt Group, ACD Group, Conference Room, Auto Attendant and Voicemail numbers automatically. If the Customer Manager selects 'NO USED RULE', they can set the number for Extensions, Hunt Groups, ACD Groups, Conference Rooms, Auto Attendants and Voicemail numbers as desired. To see the selected Numbering Rule, click ? button. Once the Customer Manager assigns numbers (Extensions, Hunt Groups, Voicemail Service etc.) along with the selected Numbering Rule, it cannot be modified, and to change the Numbering Rule, all numbers MUST be removed that are in use. · NO USED RULE (default setting) · Pre-defined numbering rule(s)
Conference Call Join	Select the way of participants join in a Conference Call. · Immediately On Answer: When the called party answers a call from Conference Supervisor, the called party joins the conference immediately. · When **CONF** button is pressed: The called party joins the conference when Conference Supervisor, press the **CONF** button after the called party answers the call from supervisor.
Emergency Call Notification to ATD	Sets whether Emergency Call Notification to ATD are enabled.
Per User Call Fraud Default (Per Day)	The limitation of outgoing calls to block call fraud. By default, all users in the company follow it. To modify the limitations, request a change from your Reseller. When a user reaches the call fraud limit, outgoing calls are not possible and you must request it to be unblocked by the Reseller. 'DISABLE OUT-GOING' is displayed on the LCD and/or the user hears 'error tone'.
Allowable Limit Per User Call Fraud (Per Day)	The limitation of outgoing calls to block call fraud. It allows users to have specific call limitations assigned by the Customer Manager. To modify the limitation, request a change from your Reseller. When a user reaches the call fraud limit, outgoing calls are not possible and you must request it to be unblocked by the Reseller. 'DISABLE OUT-GOING' is displayed on the LCD and/or the user hears 'error tone'.
Automatic Call Distribution Report	Enables the ACDR feature for agents, supervisors, and report manager. · Not Used ACD Report (default setting) · Use ACD Report When you change it from 'Use ACD Report' to 'Not Used ACD Report', all ACDR related information such as 'ACD Report Manager' will be cleared.

Item	Description
	ACDR the system does not generate any reports when using ACD Groups only.
Daylight Saving Time	Enable/Disable Daylight Saving Time ・ Not Used (default setting) ・ Use Daylight Saving
Contact Name	Name of the contact person in the Company (Max 40 characters).
E-mail	Email address of the Contact person (Max 64 characters).
Contact Direct Dial Call Number	Direct Dial Call number of the Contact person (Optional, Max 20 characters).
Contact Extension	Extension number of the Contact person (Optional, Max 20 characters).
Mobile Number	Mobile number of the Contact person (Optional, Max 20 characters).

2.3.2 Line Settings

From v3.0 Cloud, TDM Trunk channels are available, and you can set the way of using available SIP and TDM trunk channels with options. By default, The Trunk Access Code and the Emergency Number are predefined by the Service Provider. The Customer Manager can change/add a Trunk Access Code and Emergency Number to be a different number from the Service Provider's predefined value but must consider the Numbering Plan selected to avoid a numbering conflict in case of Trunk Access Code. Trunk Access Code and Emergency Numbers are applied to the whole company.

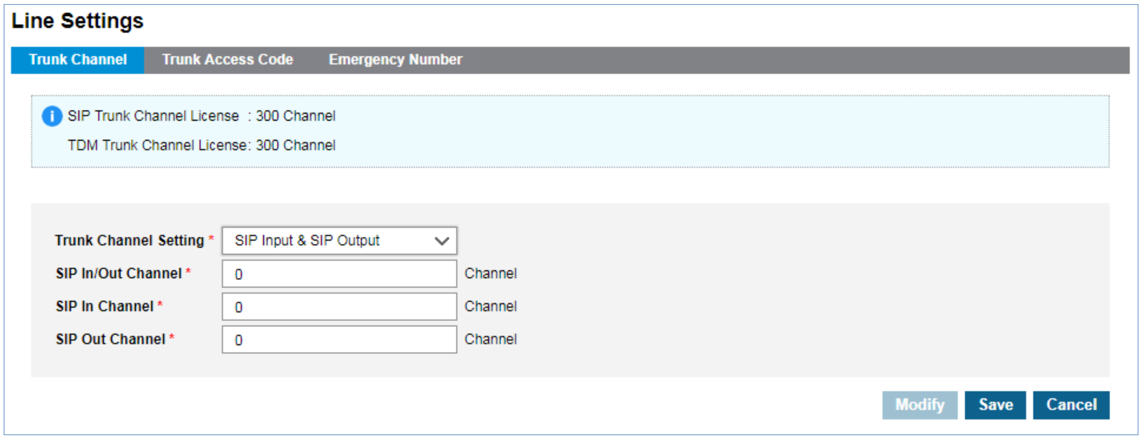
2.3.2.1 Trunk Channel

From v3.0 Cloud, besides SIP trunk, it supports TDM trunk and you can define channel usage along with available trunk resources. There are 6 options, SIP Incoming & SIP outgoing, SIP Incoming & TDM Outgoing, TDM Incoming & SIP Outgoing, TDM Incoming & Outgoing, SIP/TDM Input & TDM Output and SIP/TDM Input & SIP Output. You can assign In & Out channel with only one type of Trunk or you can use SIP and TDM for Incoming and Outgoing. To use TDM trunk channels, it requires you to have proper number of channels and proper amount of TDM trunk gateway(s) in advance.

When there are Trunk channels & Trunk TDM gateway(s), you can see proper number of trunk channel assignment for Incoming or Outgoing after you configure TDM Trunk gateway at : Company > Trunk G/W Management. Before you configure TDM trunk gateway in detail, only SIP channel assignment field (SIP In/Out Channel, SIP In Channel, SIP Out Channel) is available for all Trunk Channel Setting options.

Once you saved 'Trunk Channel', it is not available to change 'Trunk Channel Setting' to other options. To do that, it needs to set all channel assignments to '0' first, then you can change 'Trunk Channel Setting'.

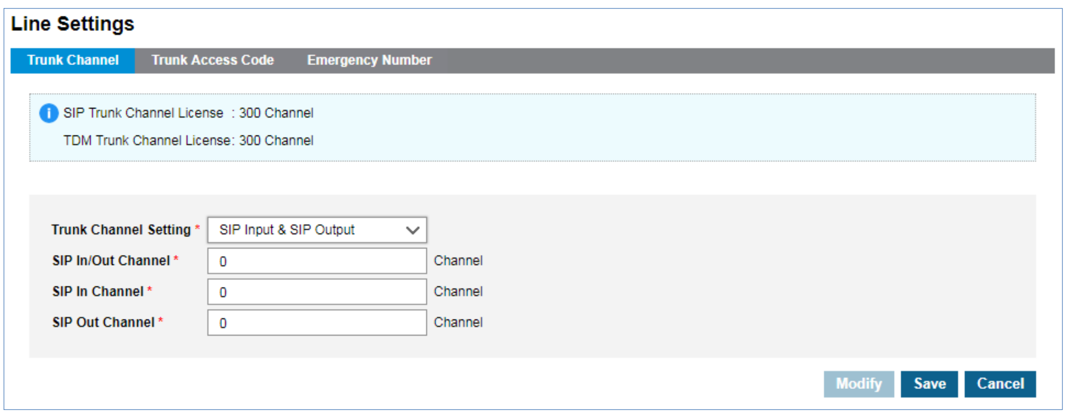
Go to **'Company' > 'Line Settings'** and click '**Trunk Channel'** tab (default position).



NOTE When making outgoing calls, it is possible to make simultaneous calls as much as available Out channels or In/Out Channels.

To modify a Trunk Channel

1. Click **Modify** button.

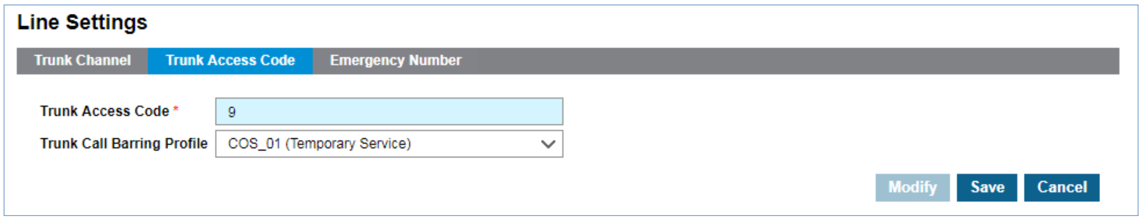


2. Click **'Trunk Channel Setting'** to set up SIP Trunk or TDM Trunk.
   - SIP and TDM Trunk cannot be selected for the same format In/Out Channel.
   - Selectable channel combinations
     – SIP Input & SIP Output
     – SIP Input & TDM Output
     – SIP Output & TDM Input
     – TDM Input & TDM Output
     – SIP/TDM Input & TDM Output
     – SIP/TDM Input & SIP Output
3. Assigns the number of In/Out channels.
4. Click **Save** button then **OK** button in the popup window to confirm.

2.3.2.2 Trunk Access Code

By default, it follows the default Trunk access code of Cloud platform, if necessary a Customer Manager can define its own Trunk access code considering Numbering plan. The defined Trunk access code needs to be entered first to make an external call. It does not need to enter Trunk access code in case of Emergency Call.

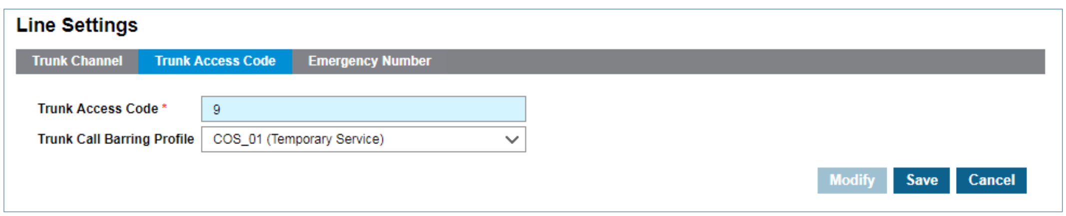
Go to **'Company' > 'Line Settings'** and click **'Trunk Access Code'** tab.



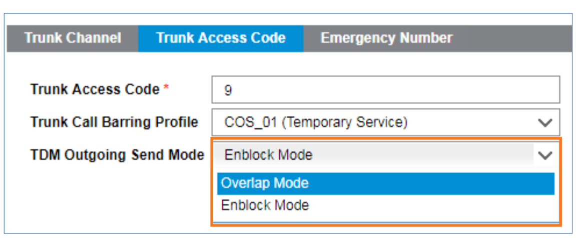
NOTE To make an outgoing call, users must enter the trunk access code before dialing.'

To modify a Trunk Access Code

1. Click **Modify** button.



2. Click **'Trunk Access Code'** to change a trunk access code number.
3. Click **'Trunk Call Barring Profile'** to select a profile from the drop-down list.
   - To assign **'Trunk Call Barring Profile'**, define Call Barring Profile by going to **'Company' > 'Call Barring'** first.
   - If 'TDM Output' is selected on the 'Trunk Channel' tab, 'TDM Outgoing Send Mode' is selectable.



     – **Overlap Mode:** Dial out digit is transmitted whenever caller press a digit
     – **Enblock Mode:** Dial out digit is transmitted when caller press '#' after dialing digit

4. Click **Save** button then **OK** button in the popup window to confirm.

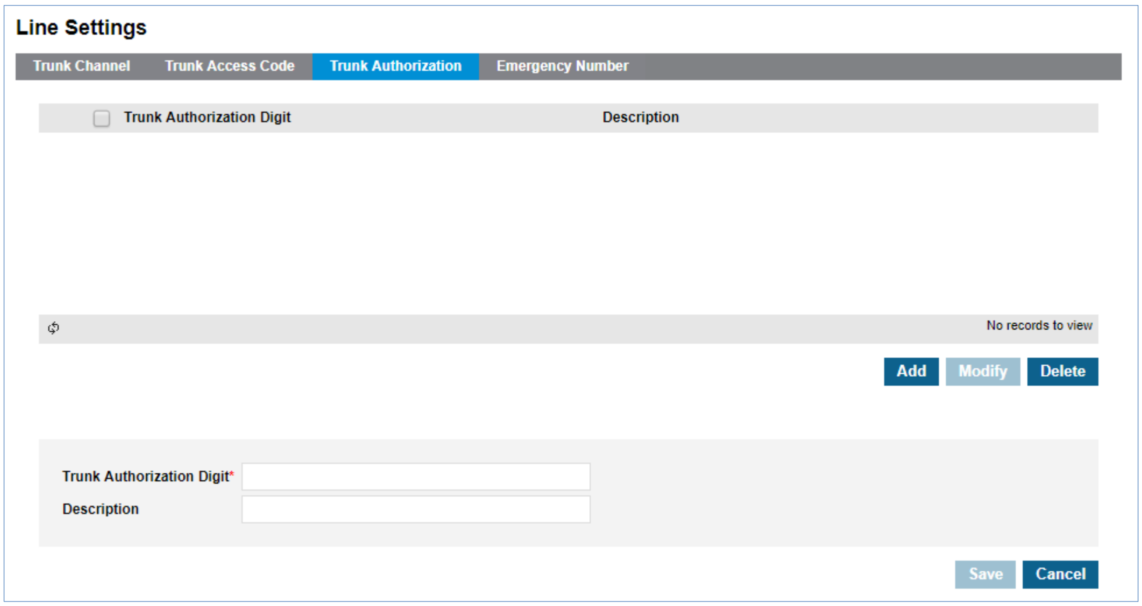
2.3.2.3 Trunk Authorization

Clicking the Trunk Authorization Tab displays registered Trunk Authorization Digit(s).

Outgoing call access can be managed by registering required external number prefix as ‘Trunk Authorization Digit’.

Trunk Access code needs to be included in 'Trunk Authorization Digit'.

Go to **'Company'** > **'Line Settings'** and click **'Trunk Authorization'** tab.



Item	Description
Trunk Authorization Digit	Number digits require authorization (Max 12 digits).
Description	Description of each trunk authorization digit for better understanding of purpose of the digits.

To add an Trunk Authorization Digit

1. Click **Add** button
2. Click **'Trunk Authorization Digit'** to enter a new digit to assign to the Trunk Authorization.
3. Click **'Description'** to enter a description to explain the Trunk Authorization Digit.
4. Click **Save** button then **OK** button in the popup window to confirm.

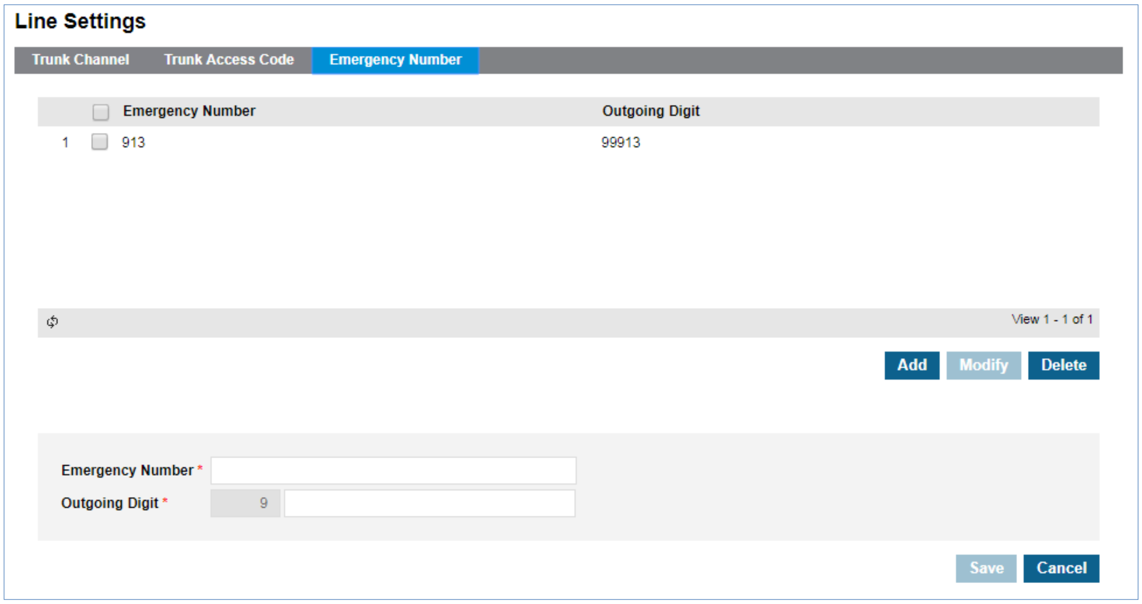
NOTE	Duplicated Trunk Authorization Digit is not allowed.

2.3.2.4 Emergency Number

Clicking the Emergency Number Tab displays the default predefined emergency number(s).

The predefined 'Outgoing Digit' for Emergency Numbers cannot be modified or deleted by the Customer Manager.

Go to **'Company' > 'Line Settings'** and click **'Emergency Number'** tab.



Item	Description
Emergency Number	Number dialed to make an Emergency Call (Max 8 digits).
Outgoing Digit	Number converted to when a user dials the 'Emergency Number' including Trunk Access Code (Max 19 digits).

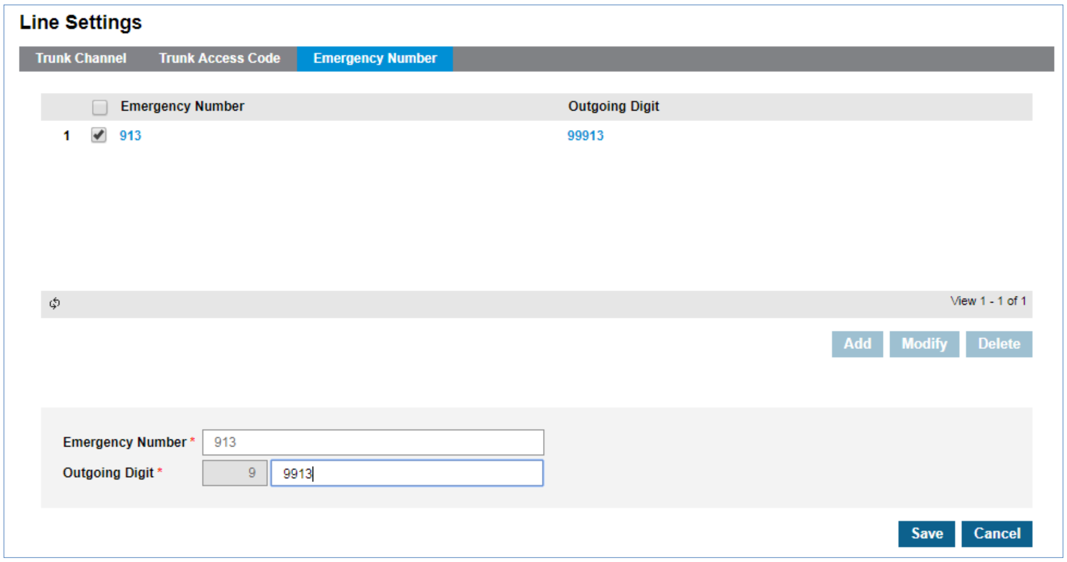
To add an Emergency Number

1. Click **Add** button
2. Click **'Emergency Number'** to enter a new number to assign to the Emergency Calls
3. Click **'Outgoing Digit'** to enter a new number to assign to the Outgoing Digit.
    - Trunk Access Code is automatically added in the Outgoing Digit.
4. Click **Save** button then **OK** button in the popup window to confirm.

NOTE Duplicated Emergency Number is not allowed.

To modify an existing Emergency Number

1. Click to select an existing Emergency Numbers.
   - Service Provider's predefine number cannot be modified.
2. Click **Modify** button.

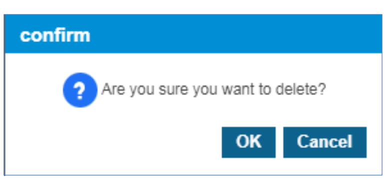


3. Click **'Outgoing Digit'** to change field.
   - The **' Emergency Number'** field is not activated and cannot be modified.
4. Click **Save** button then **OK** button in the popup window to confirm.

NOTE Only the **'Outgoing Digit'** field can be modified once saved. In order to modify **'Emergency Number'** field, delete first then add a new one.

To delete an Emergency Number

1. Click to select one or more existing Emergency Number.
2. Click **Delete** button.
3. Click **OK** button in the popup window to confirm.

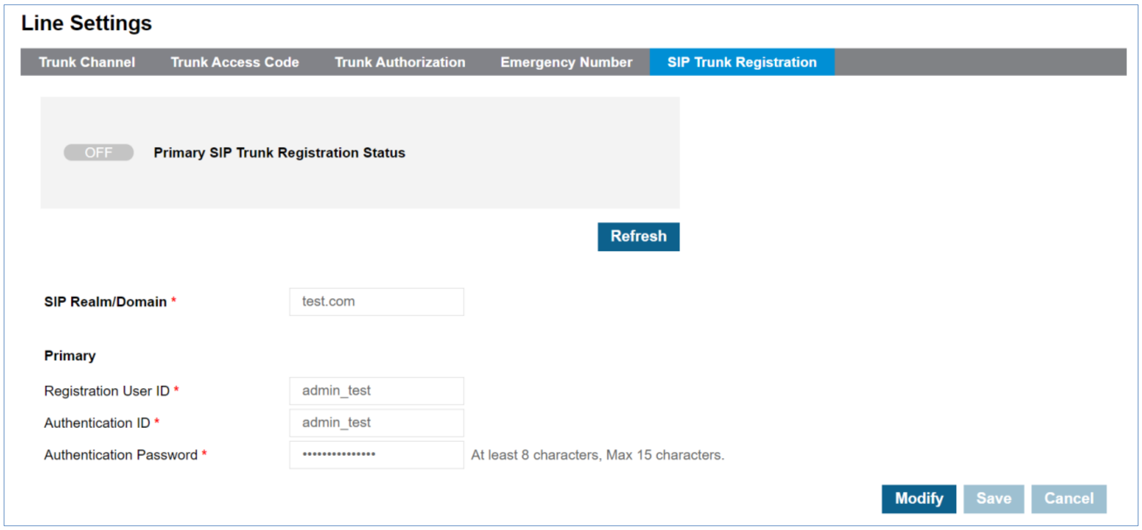


   - Selected items will be disappeared from the **'Emergency Number'**.

2.3.2.5 SIP Trunk Registration

This tab is shown when the vendor sets the value of Carrier SIP Trunk-Multi Registration to enable.   In order to use SIP Trunk Server, you need to enter server registration information for each customer.

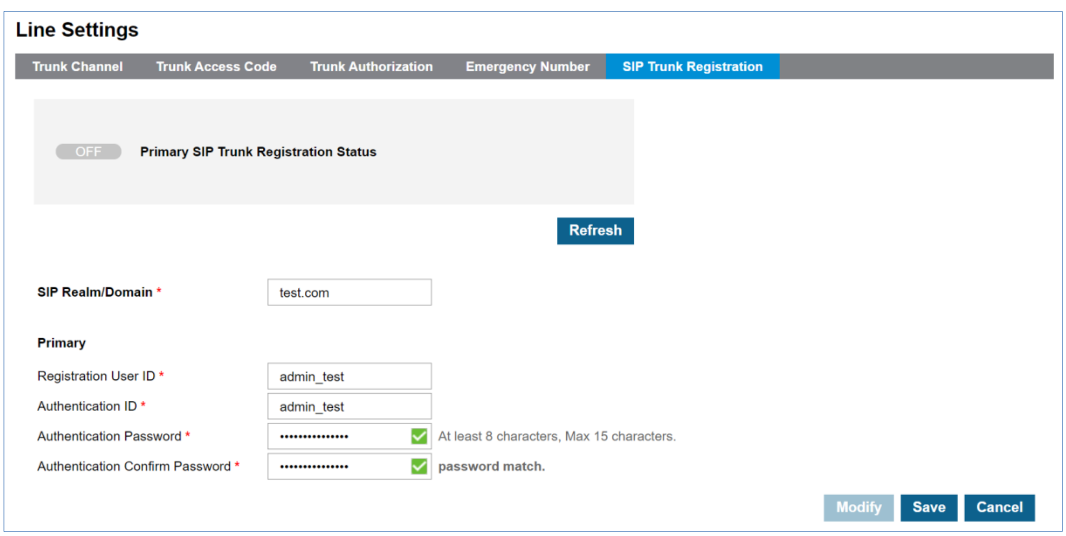
Go to **'Company' > 'Line Settings' and click 'SIP Trunk Registration'** tab.



NOTE Duplicated Registration User ID is not allowed.

To modify a SIP Trunk Registration

1. Click **Modify** button.

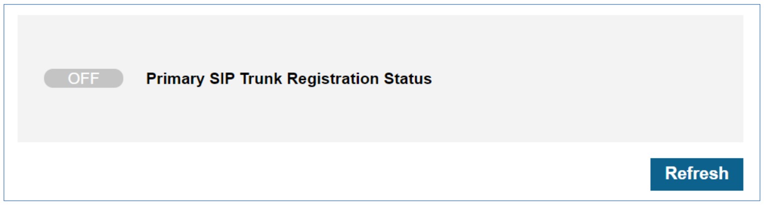


2. Click **'SIP Realm/Domain'** to change a domain.
3. Click **'Registration User ID'** to change a registration user ID.
4. Click **'Authentication ID'** to change an authentication ID.

5. Click **'Authentication Password'** to change an authentication password.
6. Click **Save** button then **OK** button in the popup window to confirm.

To check the SIP trunk registration status

1. Click **Refresh** button to update the server registration status. (ON/OFF/ERROR)



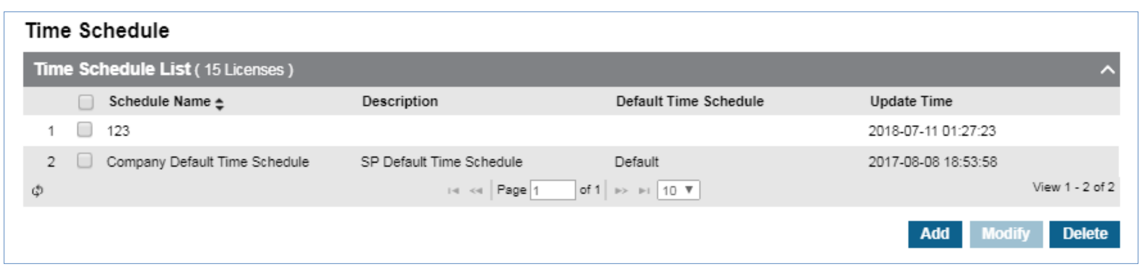
2. This is automatically refreshed when entering the menu or clicking the **Save** button or **Cancel** button.

2.3.3 Time Schedule

There are 15 Time Schedules available. By default, there is one predefined default time schedule and this default time schedule can be modified (but cannot be deleted). Day, Night and Timed schedules can be configured for each Time Schedule and can select the Time Change mode (Automatic/Manual).

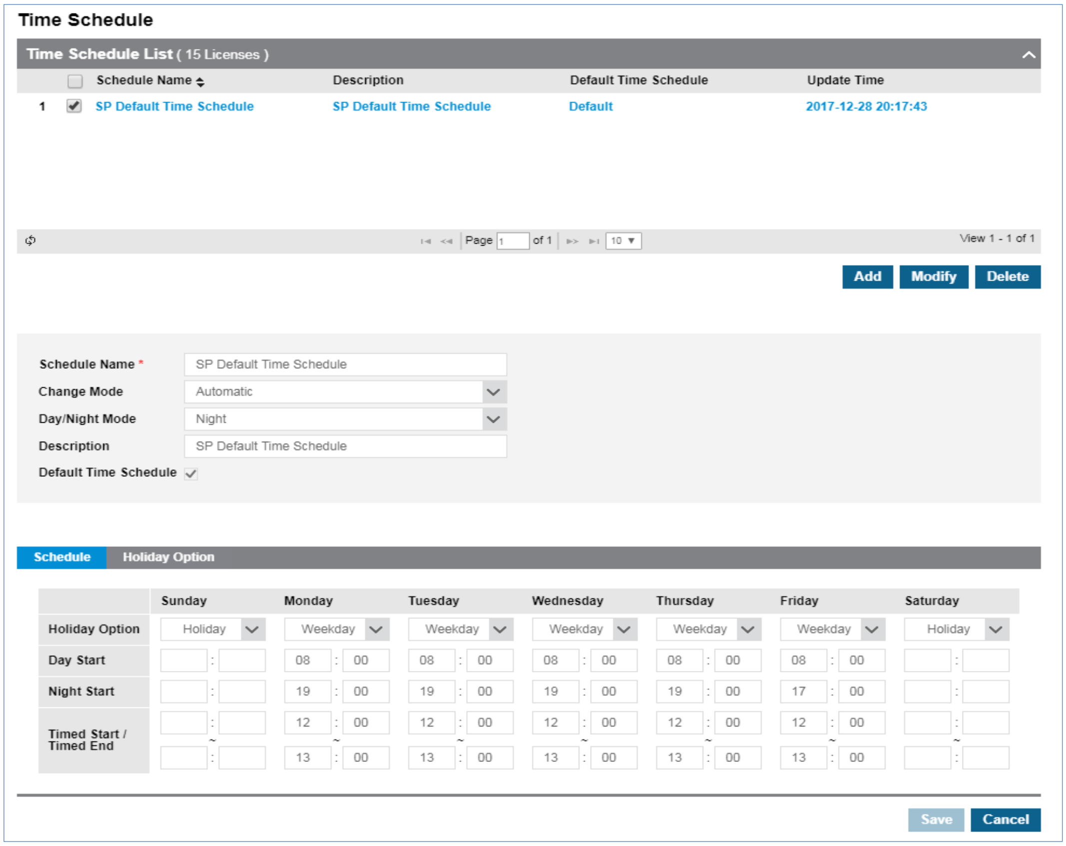
The Customer Manager can add Holidays as desired and needed. The Company time schedule is used for the following 'Call Barring', user's **'Call Forward'** & **'Preset Call Forward'** settings, Hunt Group, ACD Group, Switch Board and the overall Site's Time Schedule.

Go to **'Company' > 'Time Schedule'** to display the following page.



To see a Time Schedule in detail

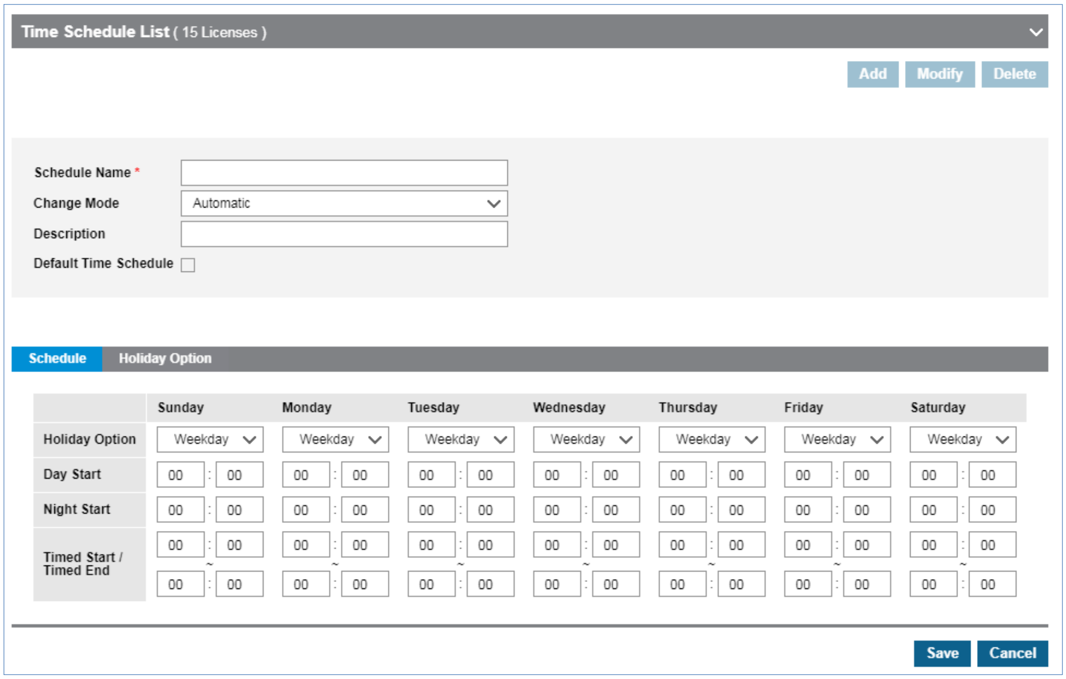
1. Click to select a time schedule to view in 'Time Schedule List'.
2. Selected Time Schedule is displayed on the below screen.



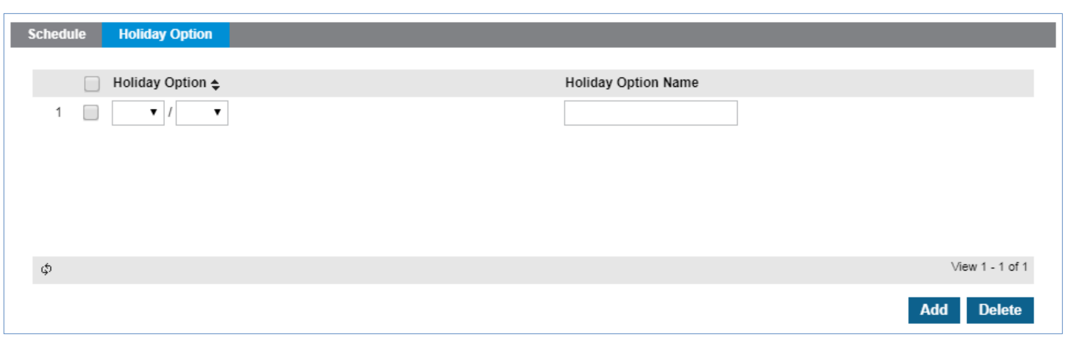
Item	Description
Schedule Name	Name of the time schedule (Max 24 characters).
Change Mode	Select option from the drop-down list · **Automatic:** Time mode is changed automatically along with the defined Time Schedule. · **Manual:** Time mode is changed on the extension by entering feature code of 'System Service Time Mode Change'. Go to **'Company' > 'Feature Codes'** to find 'System Service Time Mode Change' feature code.
Day/Night Mode	When change mode is set for 'Automatic', the 'Day/Night Mode' is automatically changed as defined by the time schedule. When change mode is 'Manual', authorized user can change it to Day, Night, or Timed mode.
Description	Detail information of Time Schedule (Max 60 characters).
Default Time Schedule	When the 'Default Time Schedule' is selected, it is applied to Call Barring, user's Call Forward & Preset Call Forward settings, Hunt Group, ACD Group, Switch Board and the overall Site's Time Schedule.
Schedule	Time setting of Day, Night and Timed from Monday to Sunday. Also set day as 'Weekday' or 'Holiday'.
Holiday Option	Defined customized holiday(s).

To add a new Time Schedule

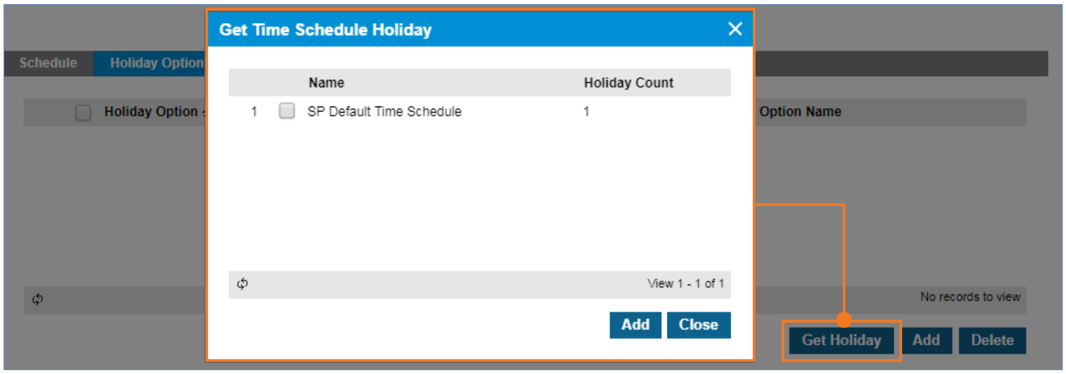
1. Click **Add** button.



2. Click **'Schedule Name'** to enter a name of the time schedule.
3. Click **'Change Mode'** to select a mode from the drop-down list.
   - Change mode can be set to Automatic or Manual.
   - When you set the **'Change Mode'** to **'Manual'**, Time Mode can only be changed through the Web GUI or by using the manual setting Feature Code.
4. Click **'Description'** to add detail information of time schedule.
5. Click on the **'Default Time Schedule'** checkbox to set it as the companies default time
6. Click **'Schedule'** tab, select **'Holiday Option'** or **'Weekday'** for each day and define the open/close time for Day, Night and Timed modes.
7. Click **'Holiday Option'** tab to add customized Holiday(s) with a specific name.



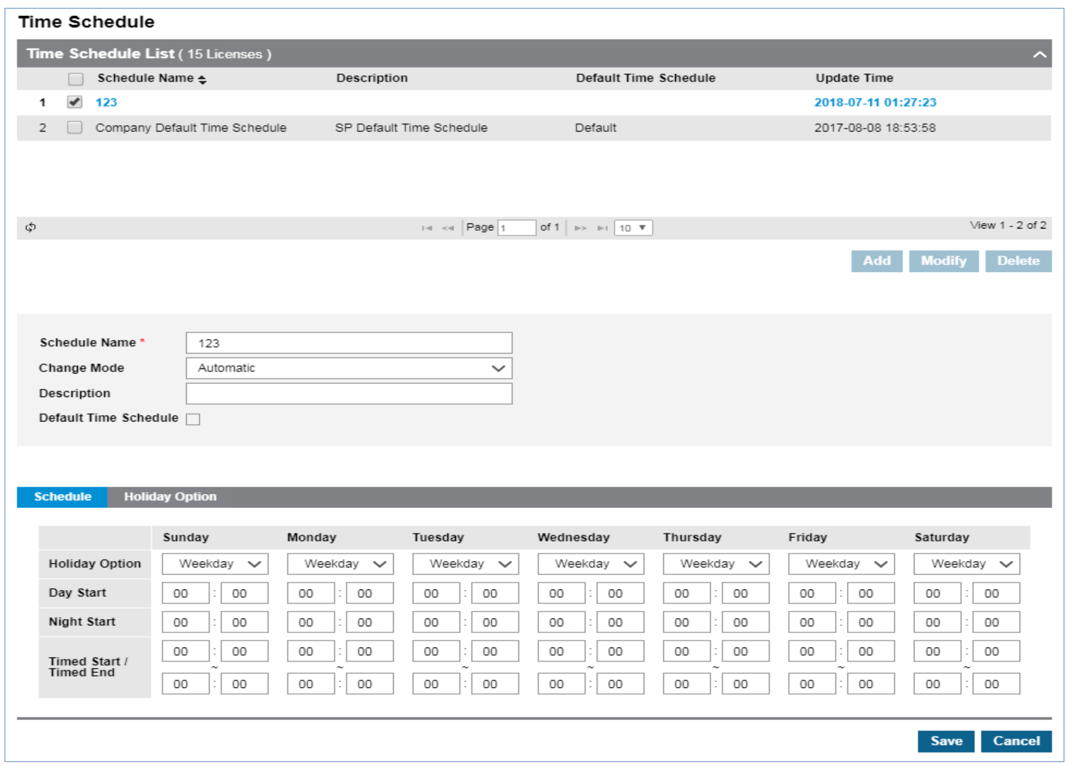
8. Click **'Get Holiday'** to get additional Holiday(s).



9. Click **Save** button then **OK** button in the popup window to confirm.

To modify a time schedule

1. Click a list item to select in the 'Time Schedule List'.
2. Click the **Modify** button.



3. Click **'Schedule Name'**, **'Change Mode'** and **'Description'** to change each field individually.
   - The **'Default Time Schedule'** is optional.
4. Click **'Schedule'** or **'Holiday Option'** tab to change current settings.
5. Click **Save** button then **OK** button in the popup window to confirm.

2.3.4 Call Barring

The Customer Manager can create a **'Call Barring Profile'** to assign digit restriction rule(s) for each user with the Trunk Access Code as option. The Service Provider has max 9 Toll Check Classes and the Customer Manager has max 5 Toll Check classes by going to **'Call Barring' > 'Digit'**. Using those Toll Check Classes, the Customer Manager can create Call Barring Profiles and assign them to each user, Trunk Access Codes and the Site's default call barring profile. Users can or cannot dial along with assigned call barring profile. It can be applied to Trunk Access Code as an option by going to **'Company' > 'Line Settings' > 'Trunk Access Code' > 'Trunk Call Barring Profile'**. And be set as default call barring profile of each site in Company settings.

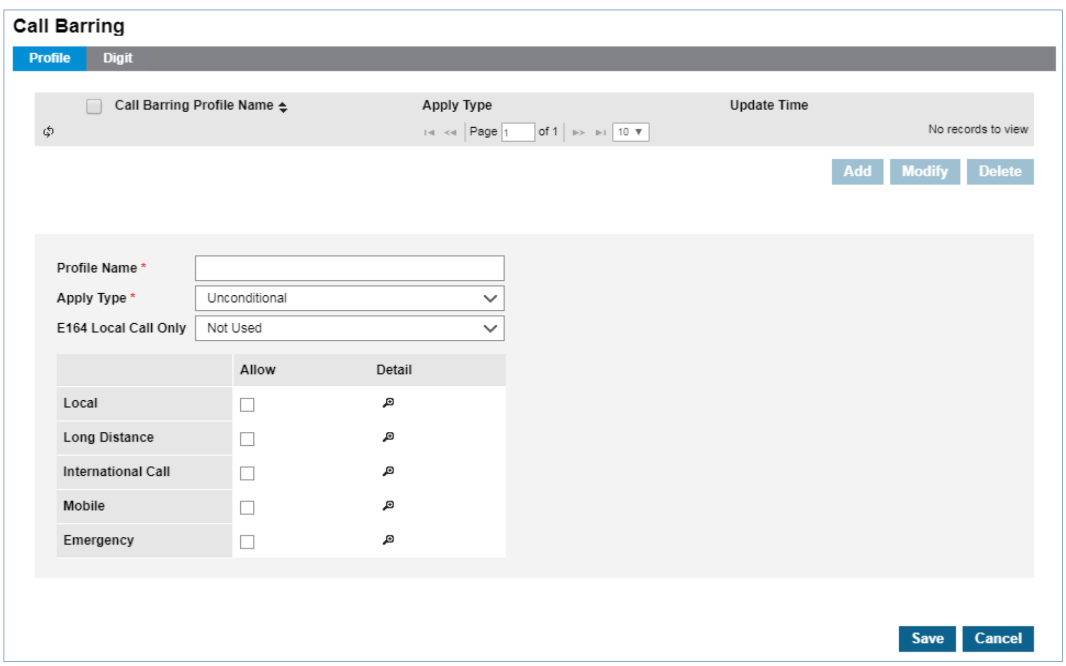
2.3.4.1 Call Barring Profile

The Customer Manager can assign a specific 'Call Barring Profile' to a user to allow or restrict a certain type of dialing rule, for example, it enables a user to dial including international call or it allows a user to dial local call only.

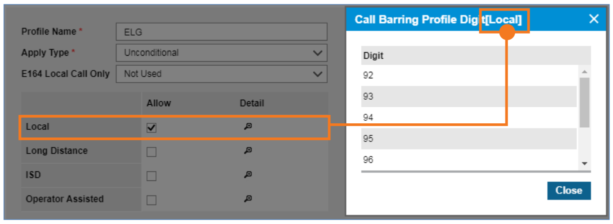
Go to **'Company' > 'Call Barring'** and click **'Profile'** tab (default position).

To add a new call barring profile

1. Click **Add** button in **'Profile'** tab.



2. Click **'Profile Name'** to enter a name of Profile.
3. Click **'Apply Type'** to select a type from the drop-down list.
4. Click to checkbox of **'Toll Check Class'** to allow the digits to be dialed as defined.



- To see each **'Toll Check Class'** in detail, click button.

5. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Profile Name	Name of Call Barring Profile (Max 24 characters).
Apply Type	Time condition to apply Call Barring Profile · Unconditional: apply Call Barring Profile regardless of Time Schedule. · By Time Schedule: apply Call Barring Profile along with Time Schedule (default time schedule).
E164 Local Call Only	Enable/Disable E164 rule. · **Not Used:** do not apply E164 · **Allow:** E164 is applied for local calls only

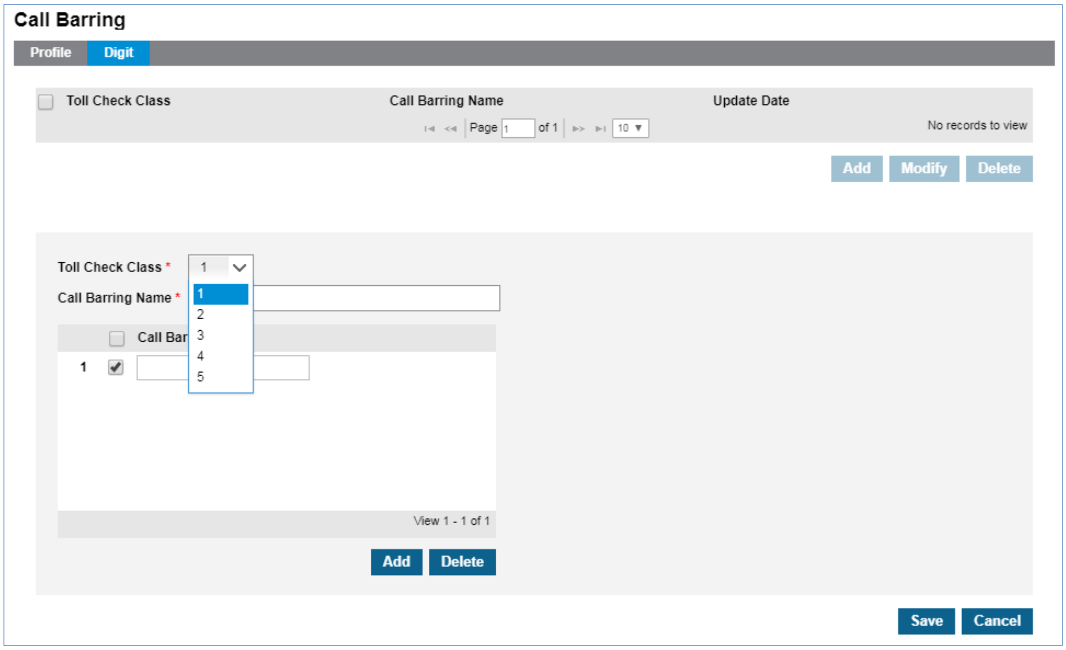
2.3.4.2 Call Barring Digit

It allows you to define a certain type of digit rules. When you create 'Call Barring Name', it will be displayed at 'Call Barring Profile' and you can set it to be allowed or denied in that 'Call Barring Profile'. Depending on 'Allow' setting, a user with that 'Call Barring Profile' can or cannot make a call that matches with defined 'Call Barring Name' rule.

Go to **'Company' > 'Call Barring'** and click on the **'Digit'** tab.

To add a new call barring digit

1. Click **Add** button in **'Digit'** tab.
2. Click **'Toll Check Class'** to select a class index from the drop-down list.
3. Click **"Call Barring Name'** to enter a name of call barring
4. Click **Add** button to create a **'Call Barring Digit'** input field and enter digit(s).



- Up to 80 items can be added to per Toll Check Class.

5. Click **Save** button then **OK** button in the popup window to confirm.
   - New added **'Toll Check Class'** is displayed when modifying/adding a call barring profile.

Item	Description
Toll Check Class	Select the Toll Check Class Index (Range 1 ~ 5).
Call Barring Name	Name of call barring
Call Barring Digit	Digit string – Restriction value to allow or deny

2.3.5 Site Management

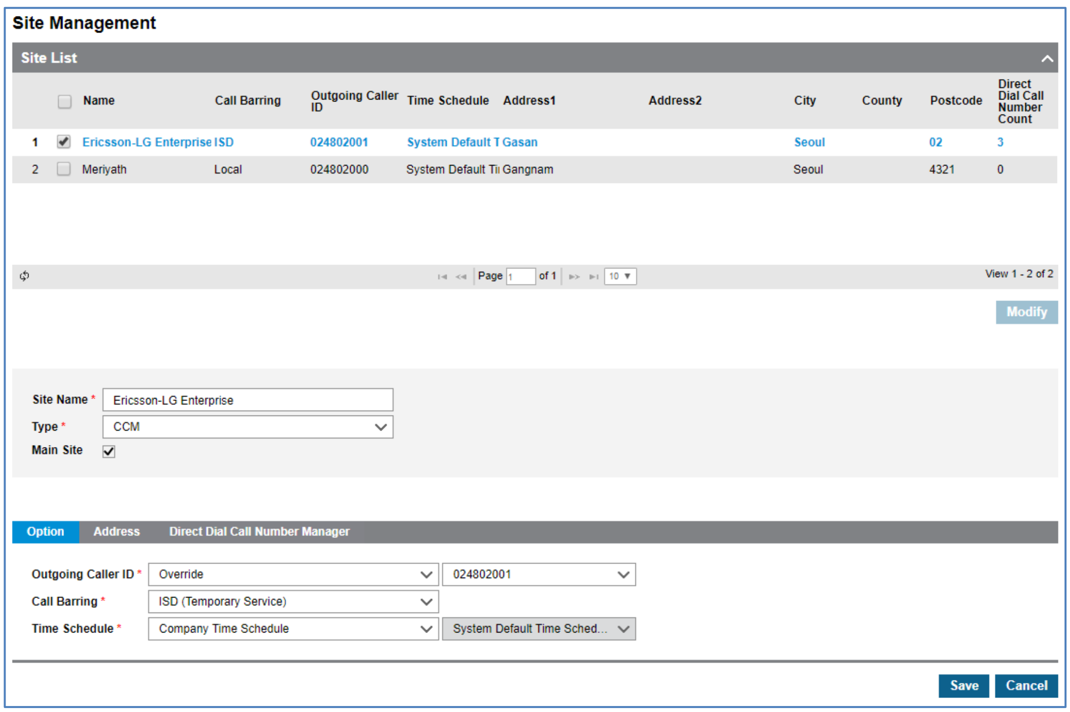
A company or organization can have multiple sites. The Customer Manager can set each site's configuration, e.g. Outgoing CID, Default Call Barring Profile, Time Schedule and address information. The Customer Manager assigns the Direct Dial Call number to each site. To have additional site(s), it must be requested through your Reseller.

Go to **'Company' > 'Site Management'** to display the following page.

By default, the site information is pre-configured by the Reseller. Customer Manager must set the mandatory fields of each site.

To configure each site

1. Click a list item to select in the 'Pickup Group List'.
2. Click **Modify** button.



3. Click **'Site Name'** to change a name of site.
4. Click 'Type' and select 'CCM' or 'LCM'.
   - If there is no configured LCM, only 'CCM' is available for 'Type'.
     - **CCM:** Centralized Communication Manager
     - **LCM:** Local Communication Manager, **Name** filed of **LCM management** will be displayed.
   - To assign **'Type'** to one of LCMs, define **'LCM'** (**'Company' > ' LCM Management'**) first.
5. Click on the **'Main Site'** checkbox to set it as an option.
   - If there is only one site in Company, the checkbox of **'Main Site'** is selected by default.

- Site name can be entered up to max 40 characters.

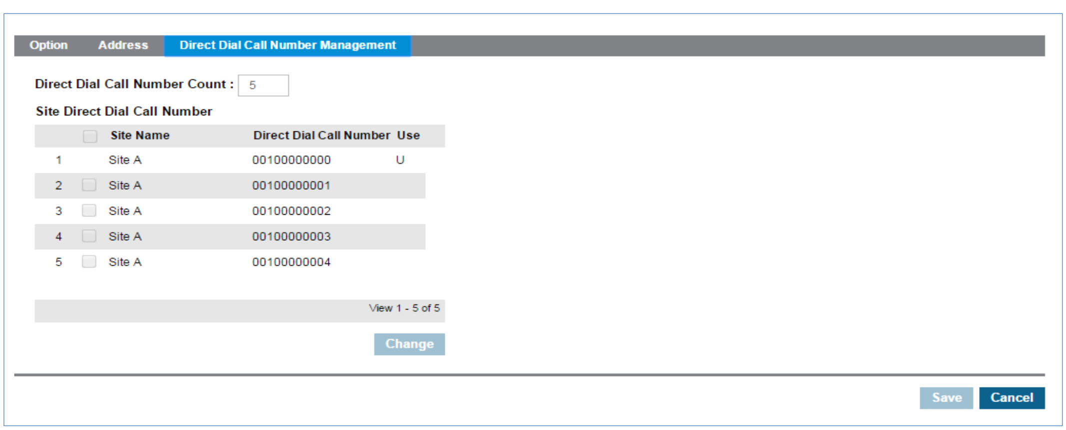
6. In **'Option'** tab, to set the **'Outgoing Caller ID'**, **'Call Barring'** and **'Time Schedule'**.

Item	Description
Outgoing Caller ID	Sets the Outgoing Caller ID for the site. · **Company Outgoing Caller ID:** Use Company Outgoing Caller ID. · **Override:** Set Outgoing Caller ID from the available Direct Dial Call Number(s).
Call Barring	Default Call Barring Profile for the site.
Time Schedule	Set Time Schedule for the site. · **Company Time Schedule:** set the Company Time Schedule as the Site's default Time Schedule. · **Override:** Can select a time schedule by going to **'Company' > 'Time Schedule'** as the site's time schedule.

7. Click **'Address'** tab to add information.

Item	Description
Address 1	Address Line 1 of the site address (Max 60 characters).
Address 2	Address Line 2 of the site address (Max 60 characters).
City	City name (Max 23 characters).
County	Country name (Max 23 characters)
Postcode	Postal code (Max 9 characters).

8. Click **'Direct Dial Call Number Management'** tab to see the available DDI number for the Company.



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.
Other Direct Dial Call Number	Select site and click 'Search', then assigned DDI number is (are) displayed.

If there are more than 2 sites, Customer Manager can assign DDI numbers to each site as dedicated.

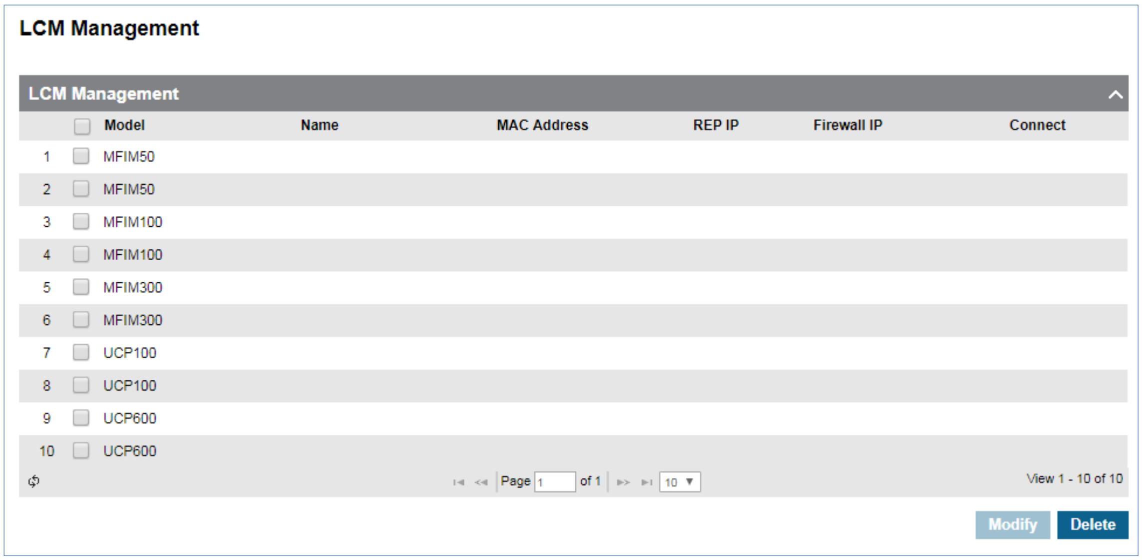
- Click **Change** button to select one of site in 'Other Direct Dial Call Number' and click **Search** button.
- Assign or remove DDI number using or button. If the number is already assigned it cannot be assigned to multiple sites.

9. Click **Save** button then **OK** button in the popup window to confirm.

2.3.6 LCM Management

'LCM' is acronym of Local Communication Manager. In case of WAN failure between 'Cloud' and 'LCM', the 'LCM' works as a standalone communication manager in local survival mode. 'LCM Management' can register 'LCM' owned by the customer and check their registration status.

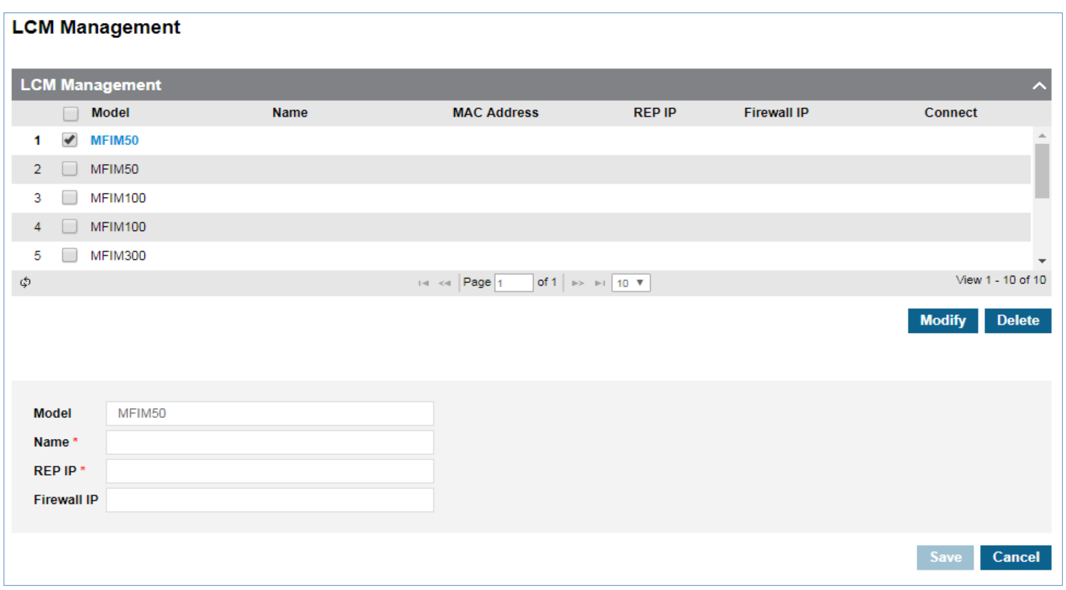
Go to **'Company' > 'LCM Management'** to display the following page.



NOTE If network between Cloud and LCM is disconnected, or Cloud failure occurs, LCM acquires control of devices in its own area (local survival).

To add LCM device

1. Click **Modify** button.



2. Click **'Name'** to enter a name.
3. Click **'REP IP'** to enter an IP Address.
4. Click **'Firewall IP'** to enter an IP Address.
5. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Name	The name of LCM (Max 30 characters).
REP IP	The representative IP of the LCM.
Firewall IP	Firewall IP of LCM.

To delete a LCM

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

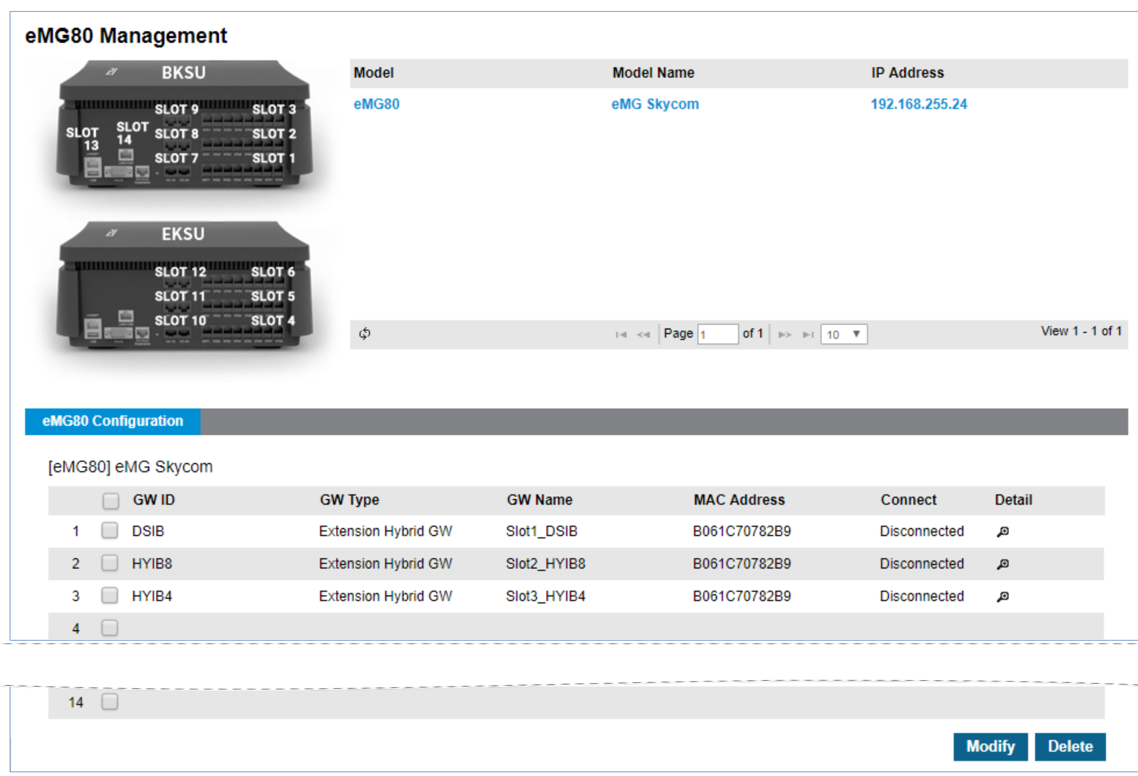
2.3.7 eMG Series

This menu allows to configure gateways for eMG80 and eMG100 LCM.

2.3.7.1 eMG80 Management

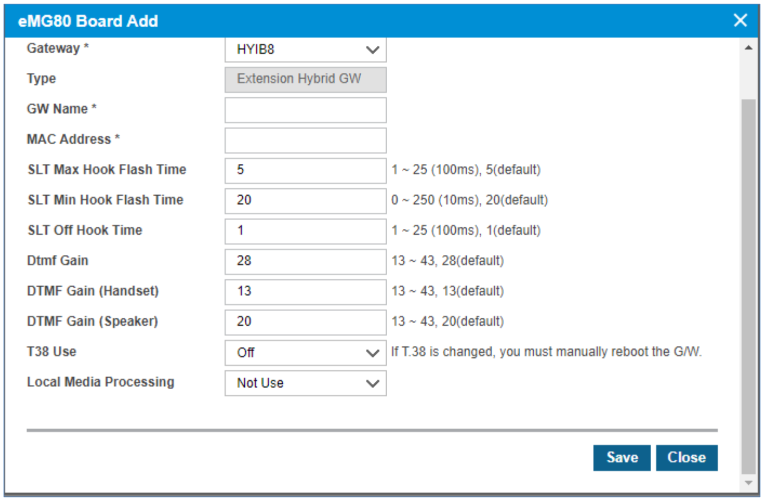
'eMG80' is type of Local Communication Manager.

Go to **'Company' > 'eMG Series' > 'eMG80 Management'** to display the following page.



To add slot settings

1. Select an empty slot check box for your setting.
2. Click **Modify** button.



3. Click **'Gateway'** to select Gateway Model.
4. Click **'GW Name'** to enter a GW Name.
5. Click **'MAC Address'** to enter a MAC Address.
6. Click **'SLT Max Hook Flash Time'** to enter a SLT Max Hook Flash Time.
7. Click **'SLT Min Hook Flash Time'** to enter a SLT Min Hook Flash Time.
8. Click **'SLT Off Hook Time'** to enter a SLT Off Hook Time.
9. Click **'Dtmf Gain'** to enter a Dtmf Gain.
10. Click **'DTMF Gain (Handset)'** to enter a DTMF Gain (Handset).
11. Click **'DTMF Gain (Speaker)'** to enter a DTMF Gain (Speaker).
12. Click **'T38 Use**' to enter a T38 Use.
13. Click **'Local Media Processing'** to choose whether or not to use a Local Media Processing.
14. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Slot Number	eMG80 Slot Index
Gateway	Gateway Board Type
GW Name	Specify Gateway Board Name
MAC Address	MAC Address

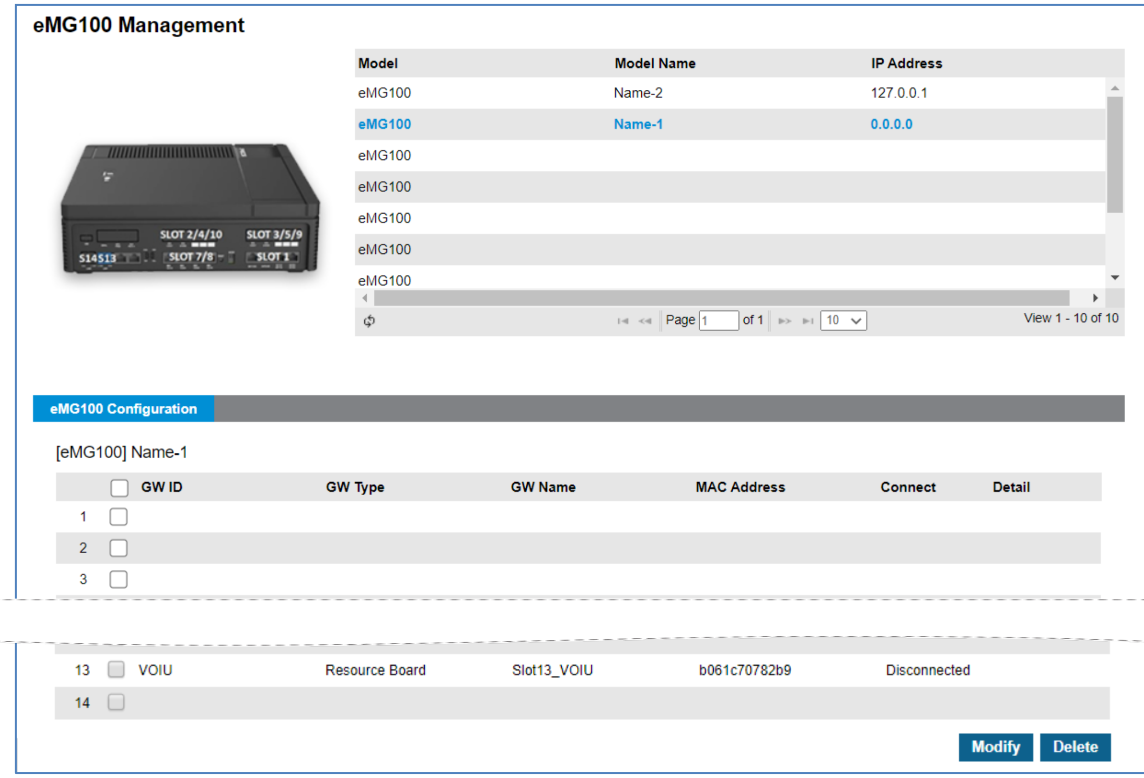
To delete a eMG80 setting

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

2.3.7.2 eMG100 Management

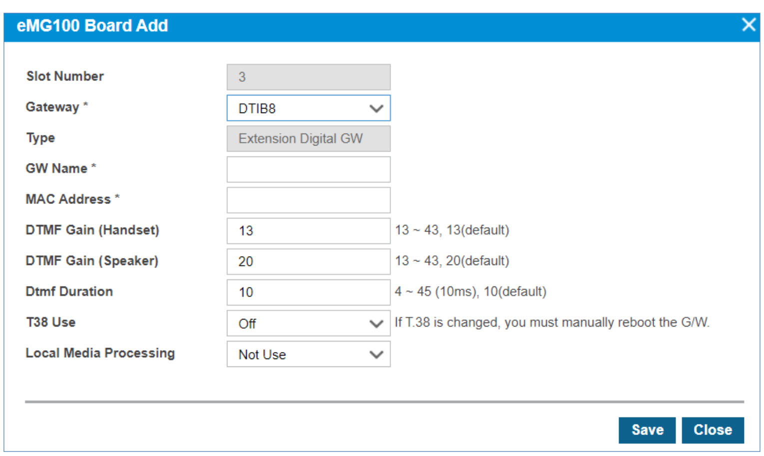
'eMG100' is type of Local Communication Manager. In emg100, Slot6, Slot11, and Slot12 cannot be registered.

Go to **'Company' > 'eMG Series' > 'eMG100 Management'** to display the following page.



To add slot settings

1. Select an empty slot check box for your setting.
2. Click **Modify** button.



3. Click **'Gateway'** to select Gateway Model.

4. Click **'GW Name'** to enter a GW Name.
5. Click **'MAC Address'** to enter a MAC Address.
6. Click **'DTMF Gain (Handset)'** to enter a DTMF Gain (Handset).
7. Click **'DTMF Gain (Speaker)'** to enter a DTMF Gain (Speaker).
8. Click **'DTMF Duration'** to enter a DTMF Duration.
9. Click **'T38 Use'** to enter a T38 Use.
10. Click **'Local Media Processing'** to choose whether or not to use a Local Media Processing.
11. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Slot Number	eMG100 Slot Index
Gateway	Gateway Board Type
GW Name	Specify Gateway Board Name
MAC Address	MAC Address

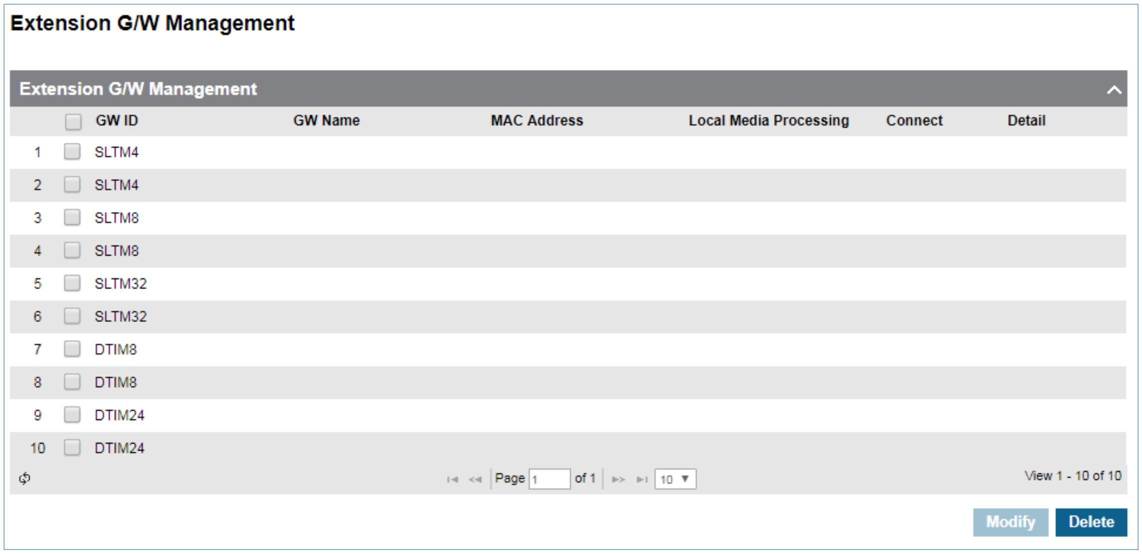
To delete a eMG100 setting

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

2.3.8 Extension G/W Management

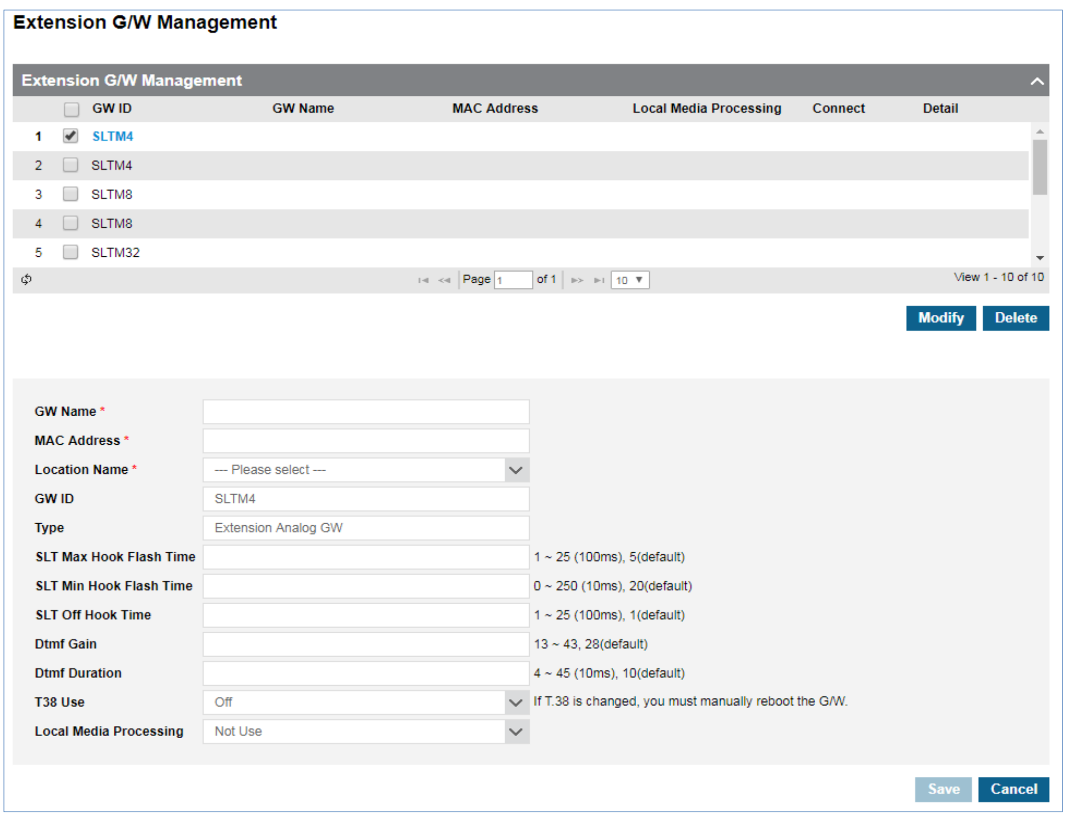
From v3.0 Cloud, it supports SLT and digital phone and to do that, extension TDM G/W need to be configured on customer manager portal first.

Go to **'Company' > 'Extension G/W Management'** to display the following page.

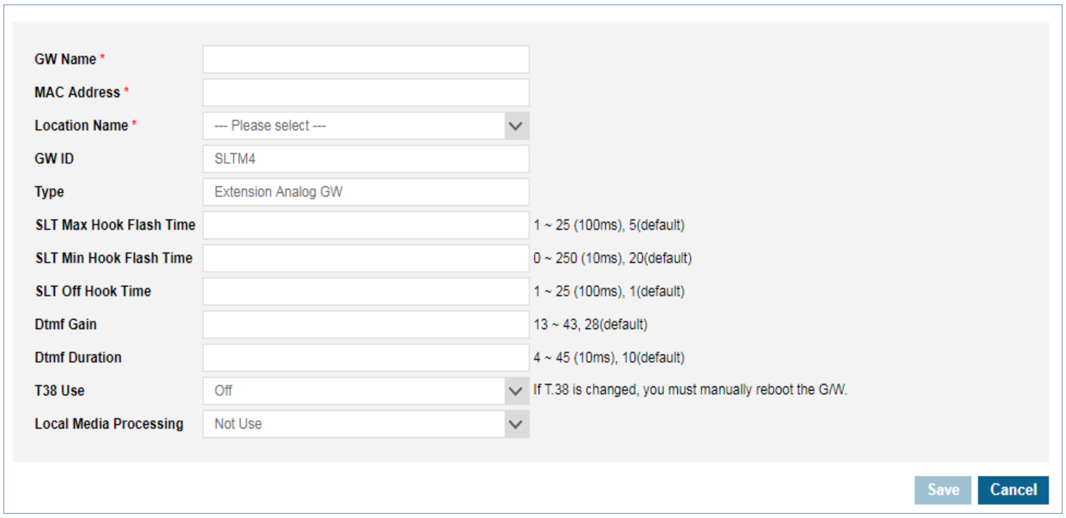


To add Extension Gateway

1. Click **Modify** button.

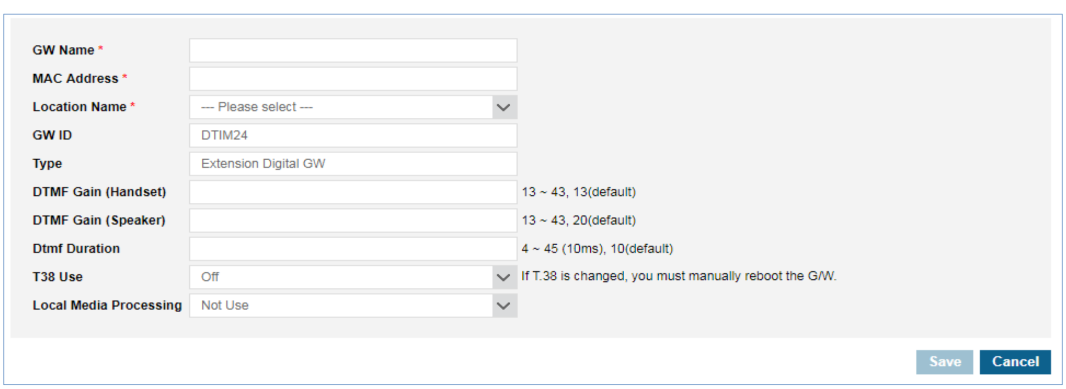


2. Click **'GW Name'** to enter a name.
3. Click **'MAC Address'** to enter a MAC Address of TDM gateway.
4. Click **'Location Name'** to select one of available location where TDM Extension gateway belongs to (CCM or one of LCMs).
5. Register an option for each TDM Extension gateway.
   - TDM Extension Analog options.



Item	Description
SLT Max Hook Flash Time	1 ~ 25 (100ms), 5 (default)
SLT Min Hook Flash Time	0 ~ 250 (10ms), 20 (default)
SLT Off Hook Time	1 ~ 25 (100ms), 1 (default)
Dtmf Gain	13 ~ 43, 28 (default)
Dtmf Duration	4 ~ 45 (10ms), 10 (default)
T38 Use	On/Off. After changing this value, you must manually reboot the G/W.
Local Media Processing	RTP media will be managed locally, not via Cloud.

   - TDM Extension Digit options.



Item	Description
DTMF Gain (Handset)	13 ~ 43
DTMF Gain (Speaker)	13 ~ 43
Dtmf Duration	4 ~ 45 (10ms)
T38 Use	On/Off. If T.38 is changed, you must manually reboot the G/W.
Local Media Processing	Use/Not Used.

6. Click **Save** button then **OK** button in the popup window to confirm.

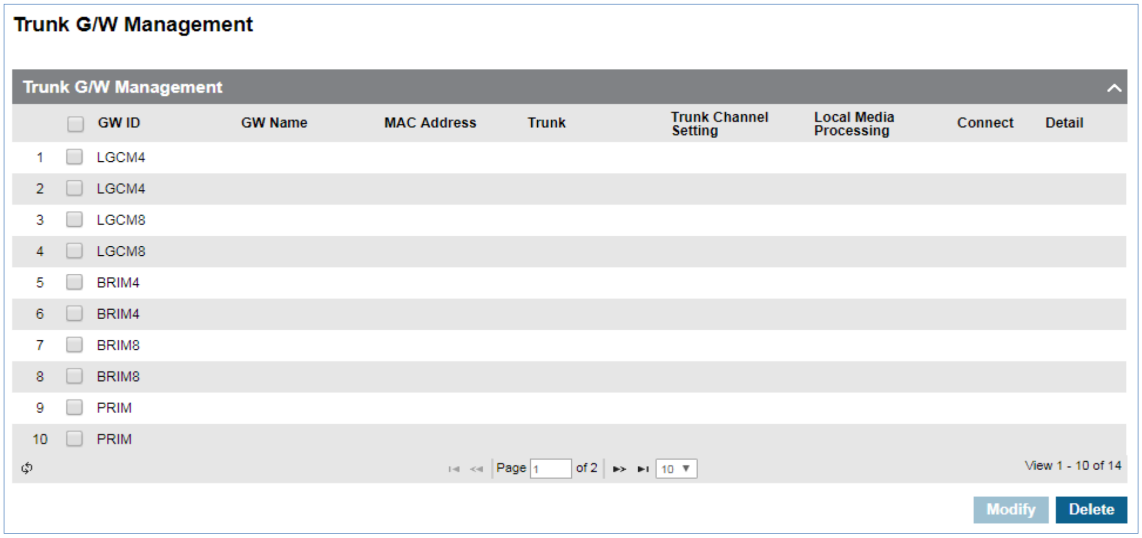
To delete a LCM

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

2.3.9 Trunk G/W Management

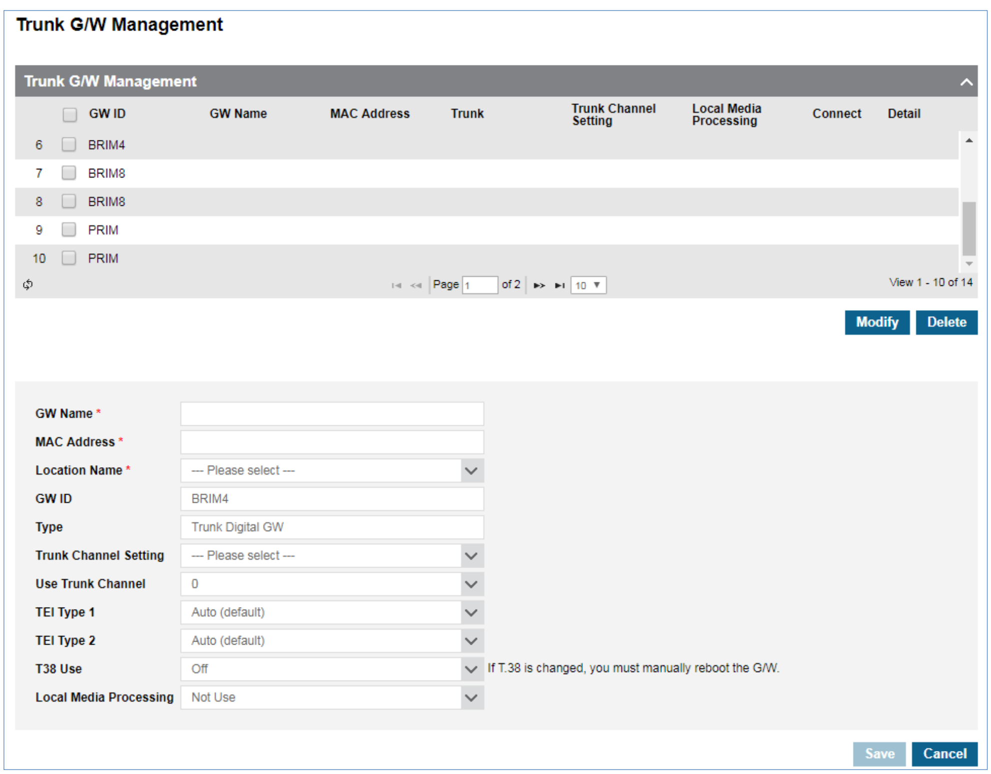
To use TDM trunk in cloud platform, TDM Trunk gateway configuration is required on customer manager portal. With configuration, TDM Trunk gateway will be registered to Cloud.

Go to **'Company' > 'Trunk G/W Management'** to display the following page.



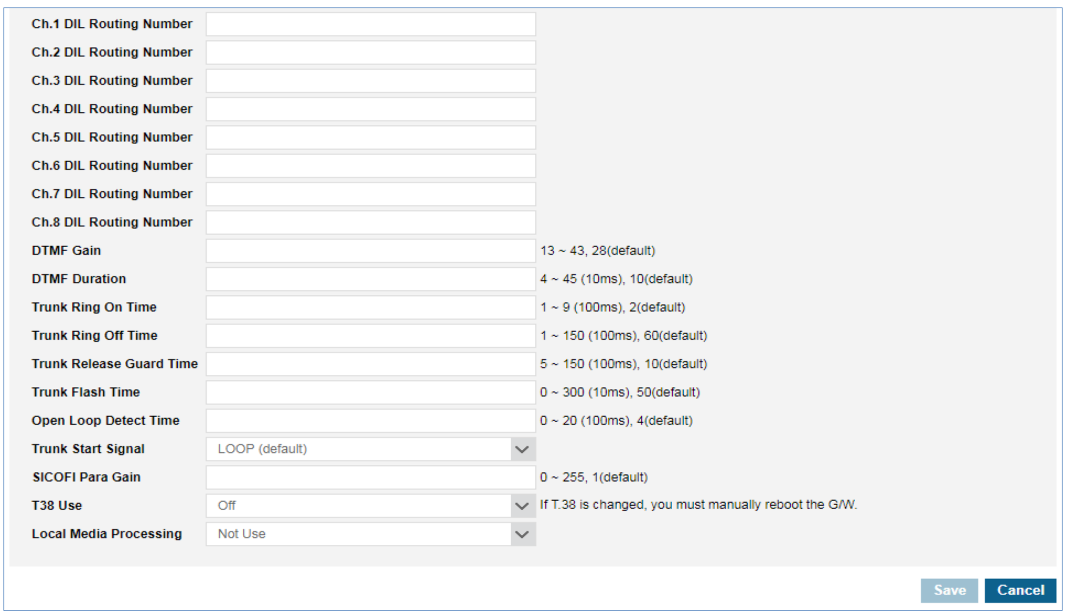
To add Trunk Gateway

1. Click **Modify** button.



2. Click **'GW Name'** to enter a name.

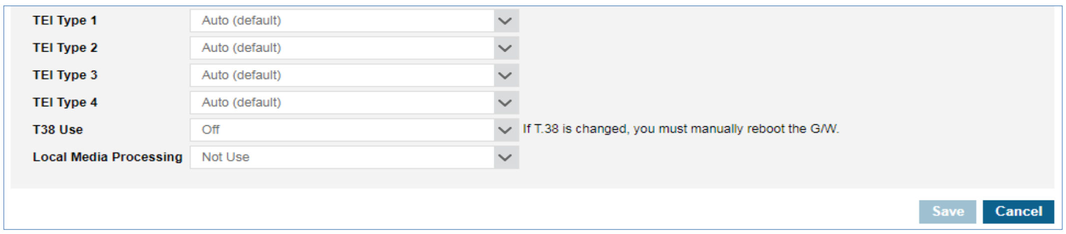
3. Click **'MAC Address'** to enter a MAC Address.
4. Click **'Location Name'** to select one of available location where TDM Trunk gateway belongs to (CCM or one of LCMs).
5. Click **'Trunk Channel Setting'** select one of available Trunk Channel Type (In/Out Channel).
   - Line Setting > Trunk Channel can be selected according to TDM Trunk In or Out Channel settings.
   - Refer to section 2.3.2.1 Trunk Channel for details.
6. Click **'Use Trunk Channel'** select one of available Trunk Channel.
7. Register an option for each TDM Trunk gateway.
   - TDM Trunk Analog options. (LGCM4, LGCM8)



Item	Description
Ch.1 - Ch.8 DIL Routing Number	DIL destination number
DTMF Gain	13 ~ 43, 28(default).
DTMF Duration	4 ~ 45 (10ms), 10(default).
Trunk Ring On Time	1 ~ 9 (100ms), 2(default).
Trunk Ring Off Time	1 ~ 150 (100ms), 60(default).
Trunk Release Guard Time	5 ~ 150 (100ms), 10(default).
Trunk Flash Time	0 ~ 300 (10ms), 50(default).
Open Loop Detect Time	0 ~ 20 (100ms), 4(default).
Trunk Start Signal	LOOP (Default)/Ground.
SICOFI Para Gain	0 ~ 255, 1(default).
T38 Use	On/Off. If T.38 is changed, you must manually reboot the G/W.

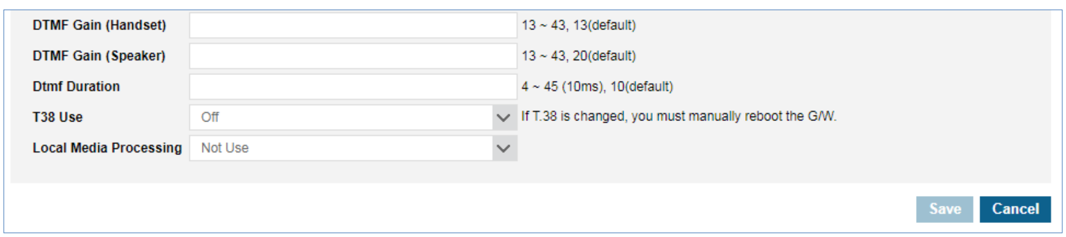
Item	Description
Local Media Processing	Use/Not Used.
Trunk Flash Time	0 ~ 300 (10ms), 50(default).
Open Loop Detect Time	0 ~ 20 (100ms), 4(default).

- TDM Trunk Digital options.(BRIM4, BRIM8)



Item	Description
TEI Type 1 - TEI Type 4	Auto (default)/Fixed.
T38 Use	On/Off. If T.38 is changed, you must manually reboot the G/W.
Local Media Processing	Use/Not Used.

- TDM Trunk Digital options.(PRIM, E1PRI, T1PRI)



Item	Description
DTMF Gain	13 ~ 43, 28(default).
DTMF Duration	4 ~ 45 (10ms), 10(default).
CRC Check	No Check (default)/Check.
NT/TE Mode	Te(default)/NT.
T38 Use	On/Off. If T.38 is changed, you must manually reboot the G/W.
Local Media Processing	Use/Not Used.

8. Click **Save** button then **OK** button in the popup window to confirm.

To delete a Trunk Gateway

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

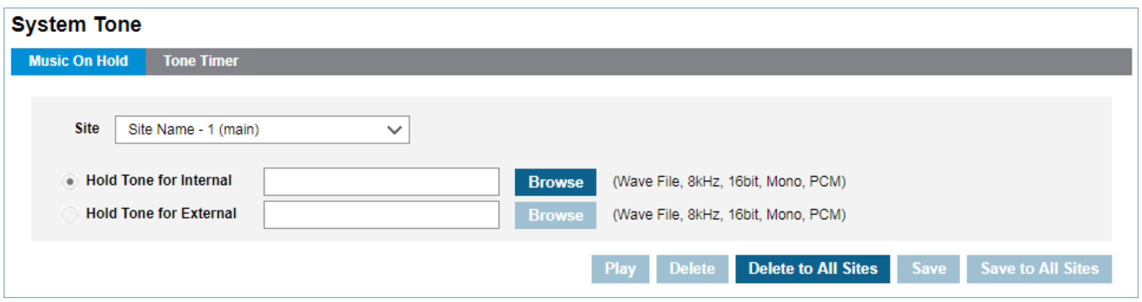
2.3.10 System Tone & Timer

Among the various tones, the Customer Manager can use a customized HOLD tone(s) for Internal and External calls. By default, HOLD tones provided by Service Provider are used. If the Customer wants to have a custom HOLD tone, upload a wav file with the proper format. Supported wave file format is 'PCM/16bit/8Khz/Mono'.

2.3.10.1 Music On Hold (MOH)

Music On Hold allows the user to customize the business with pre-recorded messages and songs. It will play for internal/external callers who have been placed on hold. When the user presses the **HOLD** button while a call. The Customer manager can upload wav files for internal and external calls. You can set the Music On Hold setting individually for each site that Customer has, and you can also set it up at once for all sites.

Go to **'Company' > 'System Tone'** and click **'Music On Hold'** tab (default position).



Item	Description
Hold Tone for Internal	The music played when user click HOLD during an internal call.
Hold Tone for External	The music played when user click HOLD during an external call.

To upload a customized message or music

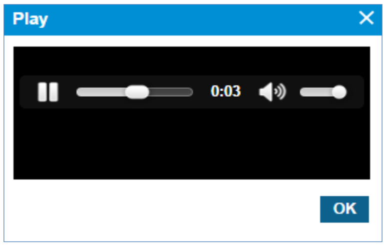
1. Prepare supported Wave file format is 'PCM/16bit/8Khz/Mono'.
2. Click **Browse** button to select the custom file.
3. Click **Save** button then **OK** button in the popup window to confirm.

To delete a Music On Hold tone

1. Click the radio ( ) button to choose.
2. Click **Delete** button then **OK** button in the popup window to confirm.

To play an uploaded file or play configured Tone

3. Click to select a radio ( ) button to choose between **'Hold Tone for Internal'** and **'Hold Tone for External'**.
4. Click **Play** button to play Music or Tone.



- Music will automatically be played in popup window.
- Click **OK** or **X** button to close play popup window.

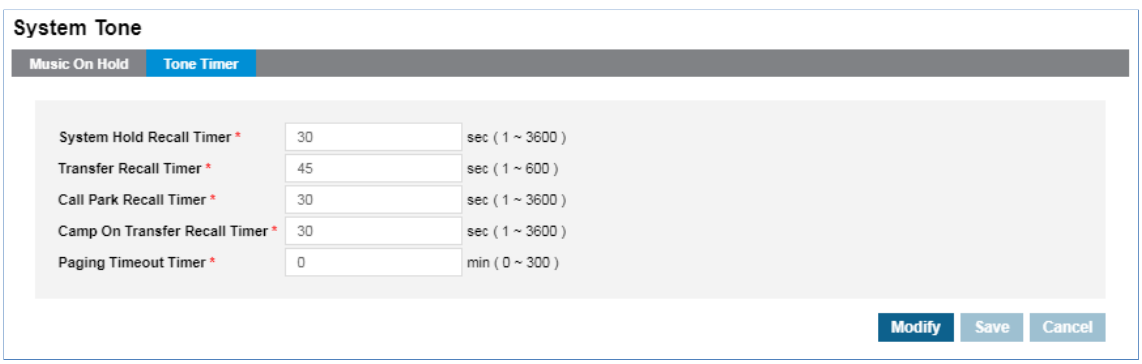
To download call recording files

1. Click to select a radio ( ) button to choose between **'Hold Tone for Internal'** and **'Hold Tone for External'**.
2. Click **Download** button then **OK** button in the popup window to confirm.

2.3.10.2 Tone Timer

This allows the Customer Manager to change the default values of the Tone Timers.

Go to **'Company' > 'System Tone'** and click **'Tone Timer'** tab.



To modify timer

1. Click **Modify** button.
2. Click each field to select and change the value individually.
3. Click **Save** button then **OK** button in the popup window to confirm.

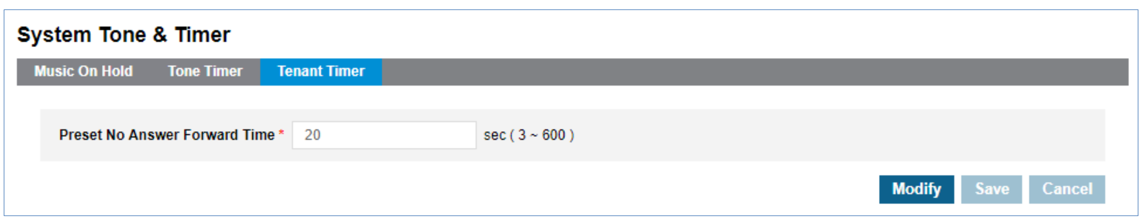
Item	Description
System Hold Recall Timer	When a call is placed on hold, the System Hold Recall Timer begins. When this timer expires, the call placed on hold will begin ringing on the extension that placed a hold. Range: 1 ~ 3600 sec., Default: 30 sec.
Transfer Recall Timer	When a call is transferred, the Transfer Recall Timer begins. When this timer expires, the call transferred will begin ringing on the extension that transferred the call. Range: 1 ~ 600 sec., Default: 45 sec.

Item	Description
Call Park Recall Timer	When a call is parked, the Call Park Recall Timer begins. When this timer expires, the call parked will begin ringing on the extension who parked the call. Range: 1 ~ 3600 sec., Default: 30 sec.
Camp On Transfer Recall Timer	When a user transfers the caller to busy extension, and initiates the Camp On feature, the Camp On Transfer Recall Timer begins. If the called station is still busy and this timer expires, the call will begin ringing on the extension who initiated the Camp On. Range: 1 ~ 3600 sec., Default: 30 sec.
Paging timeout Timer	When a user initiates a page, this timer begins. When this timer expires, paging stops automatically. Range: 1 ~ 300 min., Default: 0 min. (no timer)

2.3.10.3 Tenant Timer

This allows the Customer Manager to change the default values of the Tenant Timer.

Go to **'Company' > 'System Tone'** and click **'Tenant Timer'** tab.



To modify timer

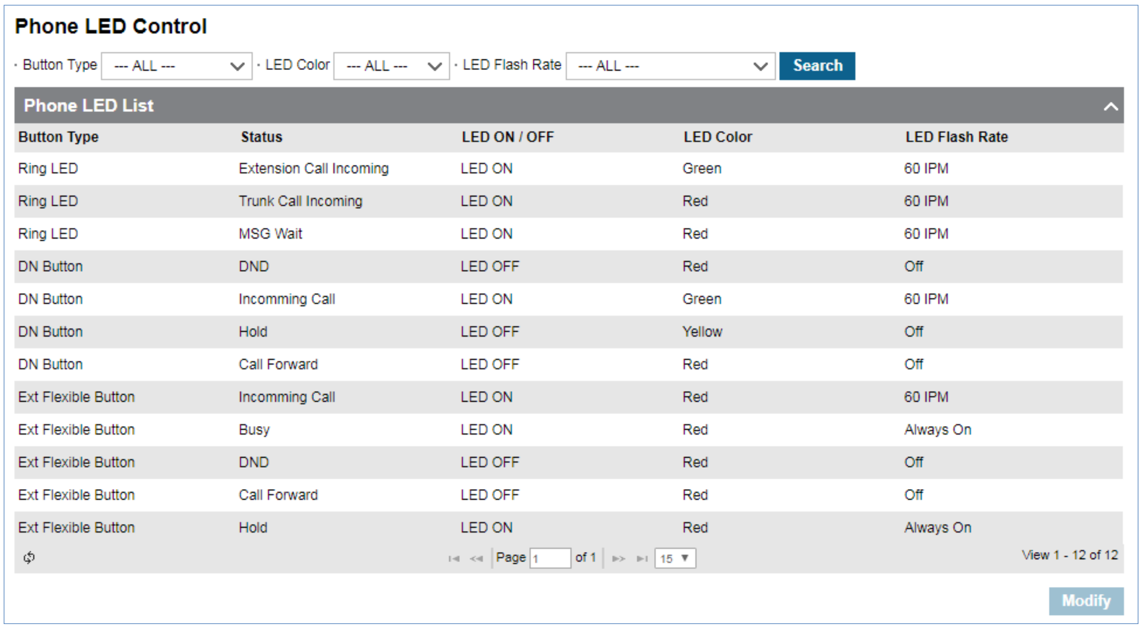
1. Click **Modify** button.
2. Click each field to select and change the value individually.
3. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Preset No Answer Forward Time	Default value of Preset No Answer timer.

2.3.11 Phone LED Control

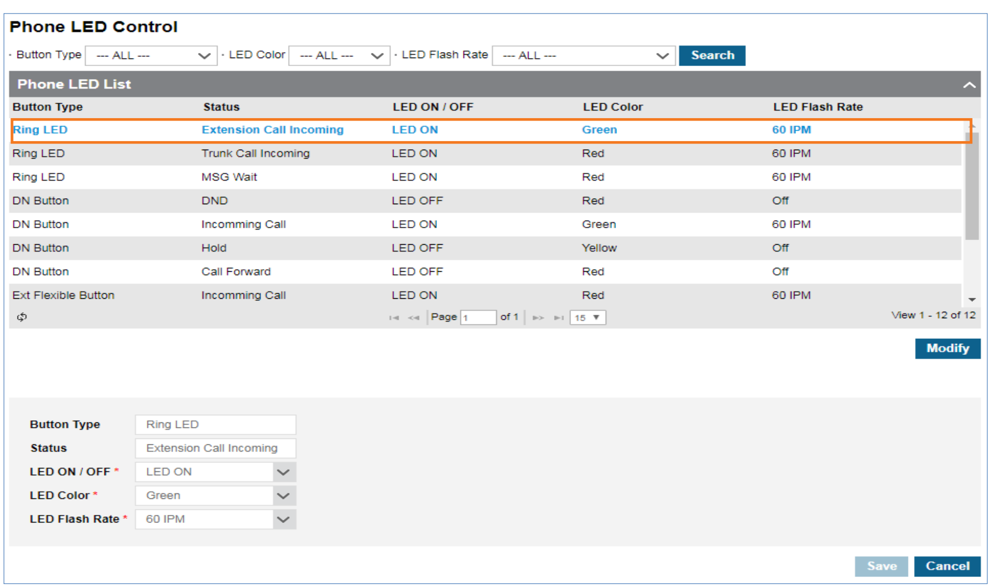
It allows you to manage LIP phone's LED color and flashing rate. LED of [Ring LED], [DN button (My-DN, multi number and shared line button)] and Flexible button which has other user's extension number can be configured. LED color and flash rate will be available when 'LED ON/OFF' is set to 'LED ON'. When 'LED ON/OFF' field is set to 'LED OFF', it turns off LED for cases in below screen.

Go to **'Company' > 'Phone LED Control'** to display the following page.

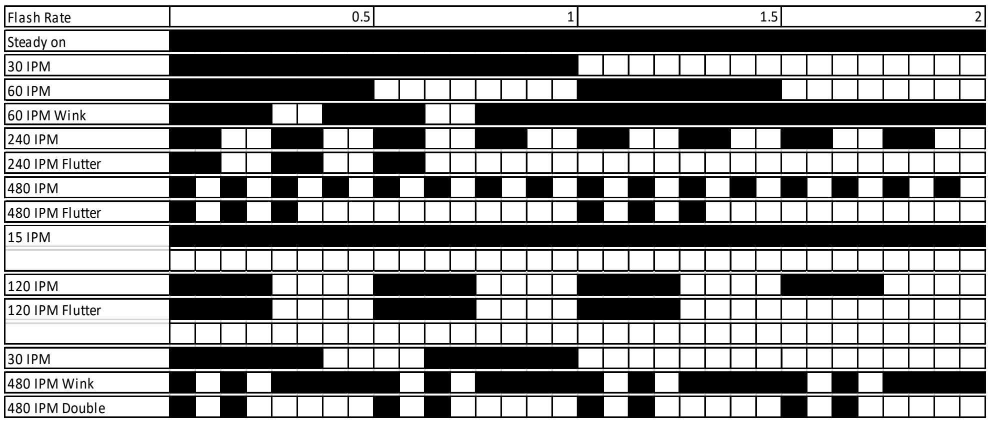


To set Phone LED

1. Select a row to edit and click **Modify** button.



2. Click **'LED ON/OFF'** to select **'LED ON'** or **'LED OFF'** from the drop-down list
3. Click **'LED Color'** to select one of LED color from the drop-down list.
   - LED Color: Red, Green, and Yellow (Amber)
4. Click **'LED Flash Rate'** to select a time from the drop-down list. The following table briefly shows the LED Flashing Rate and how it works.



   - IPM is acronym of Impulse Per Minute.
   - For example, the 30 IPM means that the LED turned 'ON' for 1 second then turned 'OFF' for 1 second.
5. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Ring LED (Only RED color is available)	Extension Call Incoming
	Trunk Call Incoming
	MSG Wait
DN Button (My-DN, Shared line, Multiple line)	DND
	Incoming Call
	Hold
	Call Forward
Ext Flexible Button	Incoming Call
	Busy
	DND
	Call Forward
	Hold
DND	DND
	Forward

2.3.12 Voice Mail Service

Voicemail service stores voice messages in each user's personalized mailbox and user can retrieve their stored message(s) with their personal mailbox number and 4-digit password.

2.3.12.1 Service Number

All users can access and manage their voicemail messages in the Voicemail Service using the internal number or Direct Dial Call Number assigned to Voicemail Service. 'Voicemail Auto Save' is set to 'Enable', incoming voice messages to voicemail service are automatically saved when caller disconnect.

Go to **'Company' > 'Voicemail Service' > 'Service Number'** to display the following page.

Item	Description
Voicemail Service Number	The internal number to access the Voicemail Service. It can be set manually (2 ~ 5 digits) or selected automatically from available numbering plan along with 'Numbering Rule' in 'Company Detail'.
Direct Dial Call Number	The Direct dial number to access the Voicemail Service from outside of the company.
Voicemail Auto Save	Allows you to store an incoming voice messages automatically when the caller hangs up on the call. · **Enable:** Messages are saved automatically · **Disable:** To save message, click #… If 'Enable' is selected, hanging up the call will automatically save the message to the user's mailbox or the caller can click the # key after recording their message to save it and have further options available. If it is set to 'Disable', the caller must dial # to save the message prior to hanging up or the voicemail message will not be saved.
Description	Detail description of the Voicemail Service (Max 50 characters).
Use Dial by Name	Choose whether to use the Dial by Name. If it set as 'Use Dial by Name', all user name text is converted to audio files via Amazon Polly API.

To modify Service Number

1. Click **Modify** button.
2. Click each field to select and change the value individually.

- The **'Voicemail Service Number'** field is not activated and cannot be modified.

3. Click **Save** button then **OK** button in the popup window to confirm.

It cannot be deleted when the configured voicemail service is in use.

When Service Provider's Numbering Rule is applied on **'Company Details'**, **'Voicemail Service Number'** is automatically set along with the numbering rule. In case of **'NO USED RULE'**, you, as a Customer Manager, can set **'Voicemail Service Number'** as a number you want.

2.3.12.2 Company Schedule

Callers who are forwarded to Voicemail Service can be prompted with a greeting that was created for the company schedule. The Customer Manager can create Company Schedules for Voicemail Service as desired and needed. When multiple schedules are included the lower index has higher priority if there are duplicated time schedules.

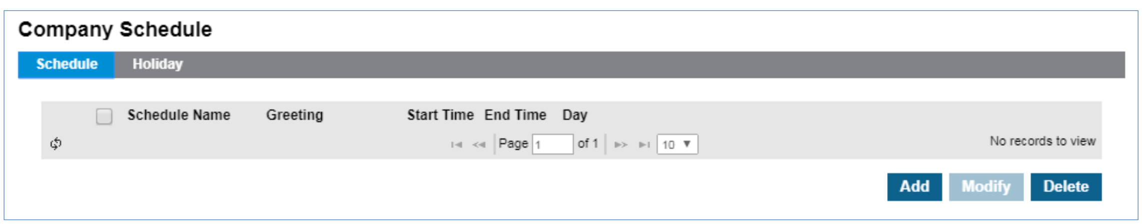
There are 3 types of greetings, the default provided greeting, Company Schedules' greeting and User's personal greeting. The priority of greetings is:

1) Users recorded/uploaded personal greeting

2) Customer Manager uploaded greeting in the Company Schedule

3) System provided default greeting

Go to **'Company' > 'Voicemail Service' > 'Company Schedule'** to display the following page.



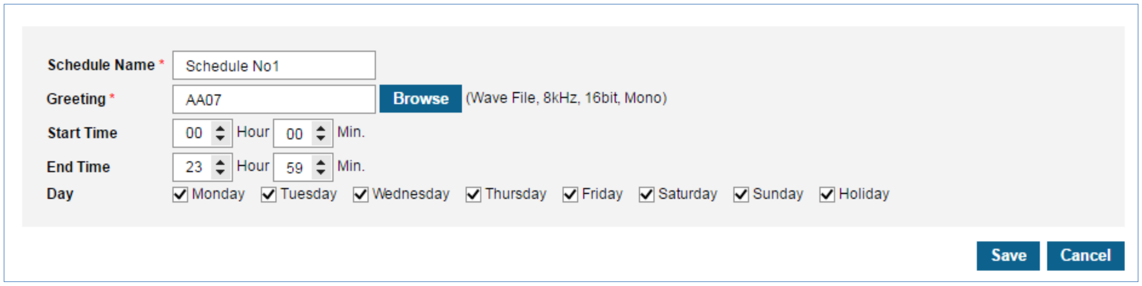
If there are no defined Company Schedules and no User recorded personal greeting. The Voicemail Service will play the default prompt greeting when there is a call to extension which is forwarded to Voicemail Service. If there is defined Company Schedule or User defined schedule, a caller will hear the uploaded/recorded greeting as defined in the schedule during the time defined.

2.3.12.2.1 Setting Company Schedule

When select one of Company Schedule(s) in the list on **'Schedule'** tab, you can see the created Company Schedule in detail.

Go to **'Company' > 'Voicemail Service' > 'Company Schedule'** and click **'Schedule'** tab (default position).

To add a new company schedule



Item	Description
Schedule Name	Name of the schedule (Max 24 characters).
Greeting	Upload greeting file as wav format (8KHz/16bit/Mono).
Start/End Time	Set Start (HH:MM) and End (HH:MM) time of the schedule
Day	Select day(s) to apply defined schedule

1. Click **Add** button.
2. Click **'Schedule Name'** to enter a name of schedule.
3. Click **Browse** button to upload greeting file. (Supported wave format is 8 KHz, 16 bit, Mono.)
4. Click **'Start/End Time'** to set a time for a schedule to apply.
5. Click a checkbox to select a day of the week to apply schedule from Monday to Sundays and holidays.
6. Click **Save** button then **OK** button in the popup window to confirm.

To modify a company schedule

1. Click a list item to select in the 'Schedule Name List'.
2. Press **Modify** button.
3. Click each field to select and change the value individually.
4. Click **Save** button then **OK** button in the popup window to confirm.

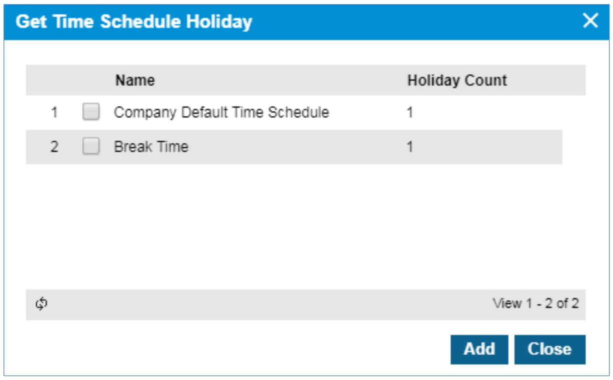
2.3.12.2.2 Setting Company Holiday

The Customer Manager can define Holiday(s) to apply the defined schedule(s). The defined Holiday(s) are applied to **'Holiday'** in the created company schedule. You can add a new one using the **Add** button or get Holiday(s) defined in the **'Time Schedule'** using **Get Holiday** button.

Go to **'Company' > 'Voicemail Service' > 'Company Schedule'** and click **'Holiday'** tab.

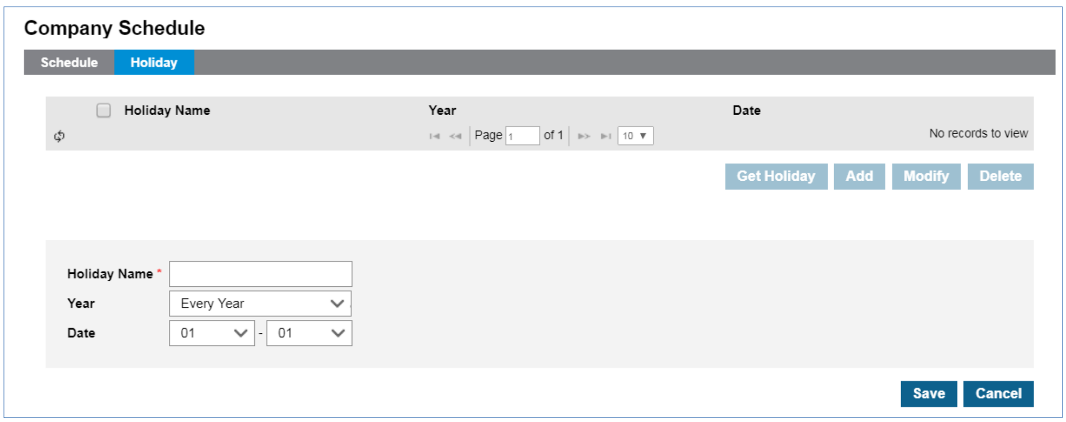
To add a new Holiday

1. Click **Get Holiday** button in **Holiday** tab.



- **Get Holiday** button is available when there is no defined holiday in **'Company Schedule'.**

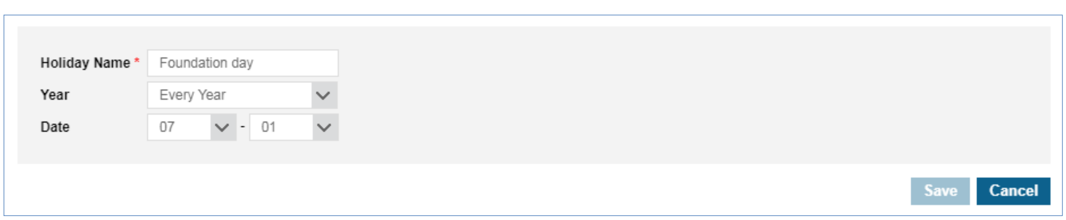
2. Click **Add** button.



3. Click **'Holiday Name'** to enter a name of Holyday.
4. Click **'Year'** to set a year **'Every Year'** or one of years from the drop-down list.
5. and select year to **'Every Year'** or one of years from the drop-down list
6. Click **'Date'** to set a date with a (MM:DD) format .
7. Click **Save** button then **OK** button in the popup window to confirm.

To modify Holiday

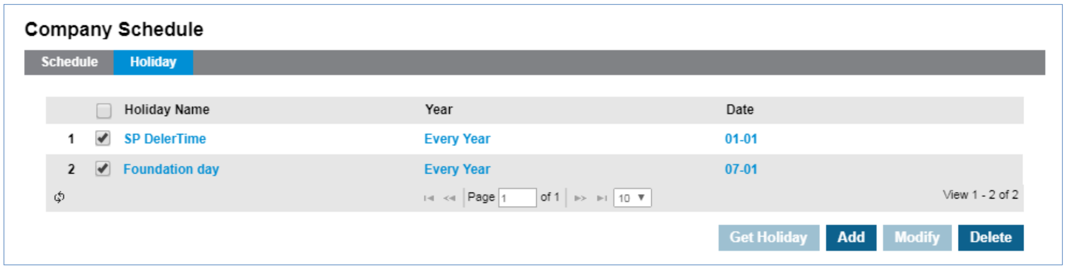
1. Click a list item to select in the 'Holiday Name List'.
2. Click **Modify** button.



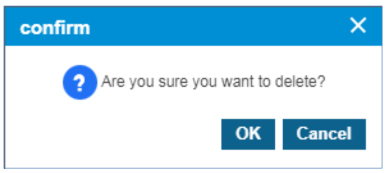
3. Click **'Holiday Name', 'Year'** and **'Date'** to change each field individually.
4. Click **Save** button then **OK** button in the popup window to confirm.

To delete Holiday(s)

1. Click a list item to select in the 'Holiday Name List'.



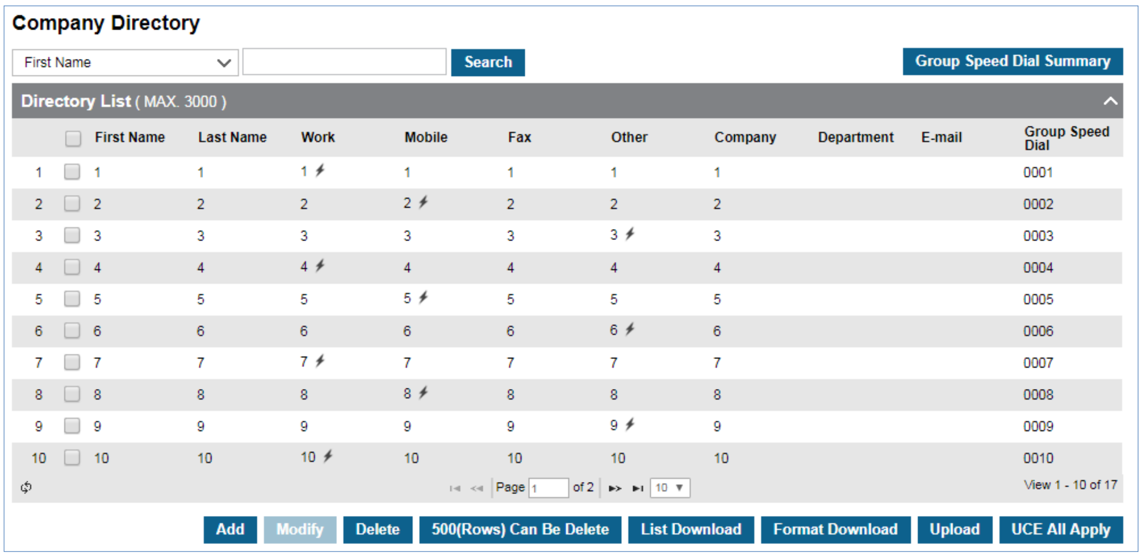
2. Click **Delete** button then click **OK** button in the popup window to confirm.



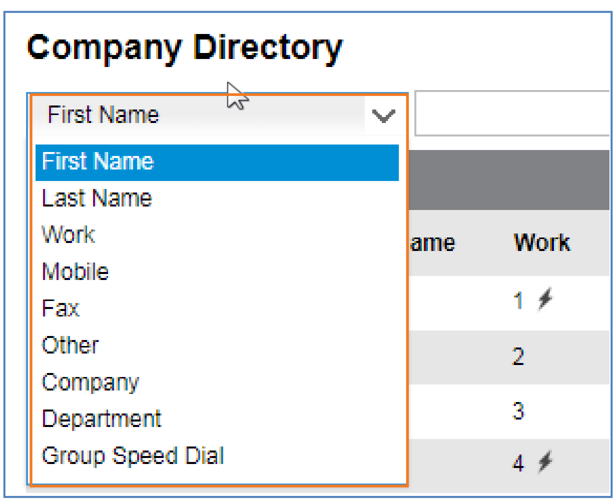
2.3.13 Company Directory

The Customer Manager can add up to 3,000 contacts in the Company Directory. The contacts can be identified by name, number, department and other information as detailed to be found. It is shared by all users in the Company. The users can make a call from their extensions using Group Speed Dial or User WEB portal and Click Call. In the 'Company Directory', you can search by various options, you can see a summary of the Group Speed Dial, add new directory, modify an existing one, delete one or more, up to 500 contacts can be deleted at once) and you can download/upload directory lists as an Excel file format. **UCE All Apply** button is to apply defined directory list(s) to all UCE users. When you apply company directory to UCE users it will be synchronized with 'Shared' directory of UCE Client.

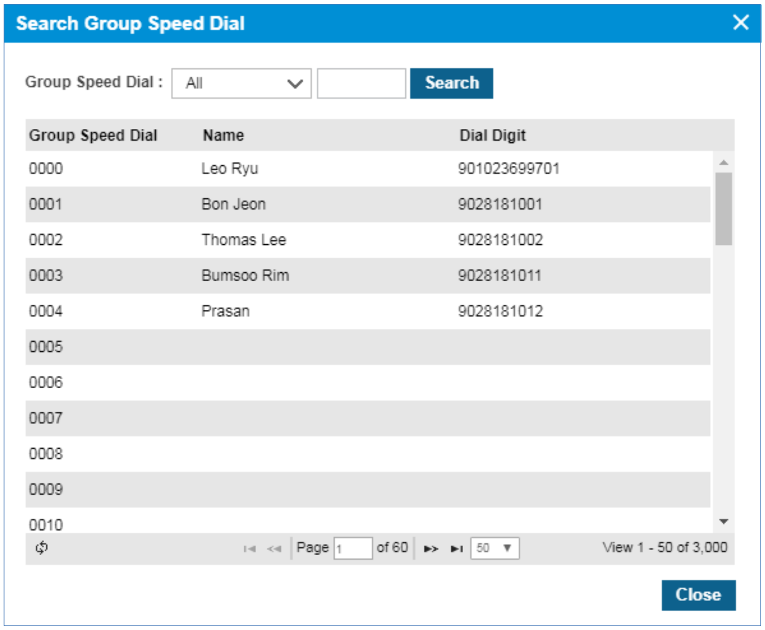
Go to **'Company' > 'Company Directory'** to display the following page.



You can search a directory list by **'First name', 'Last Name', 'Work/Mobile/Fax/Other' number, 'Company'**, **'Department' or 'Group Speed Dial'** option.

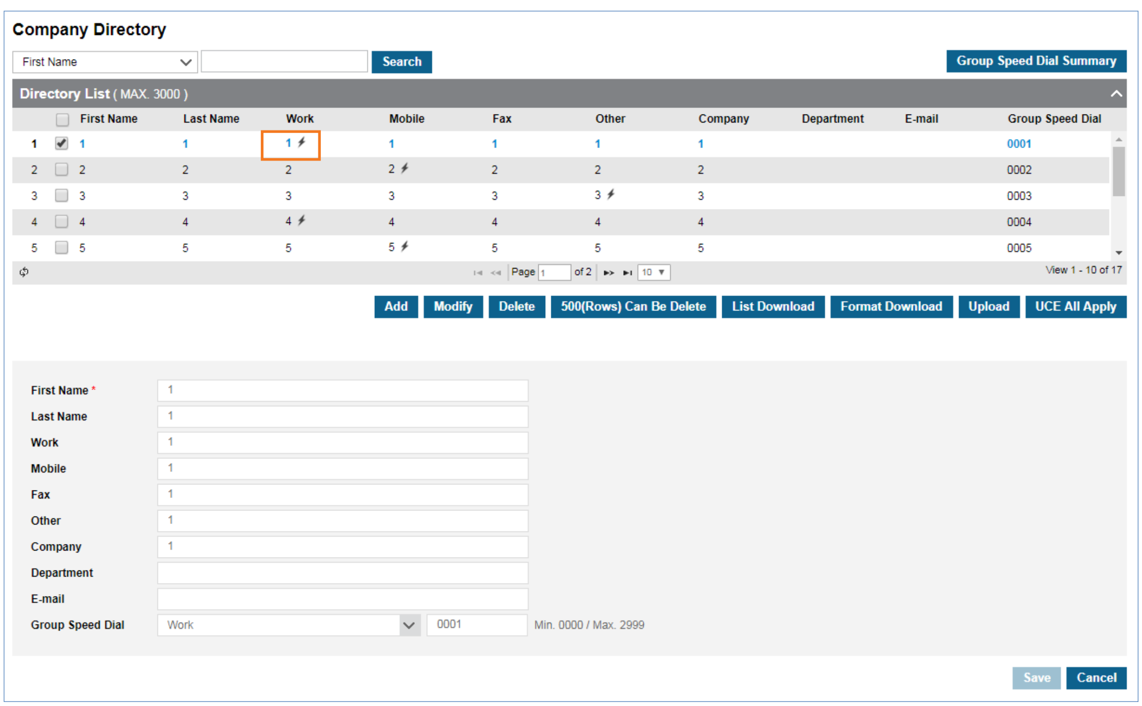


Using **Group Speed Dial Summary** button, you can see the summary of Group Speed Dial assigned to directory list(s).



To see each list in detail

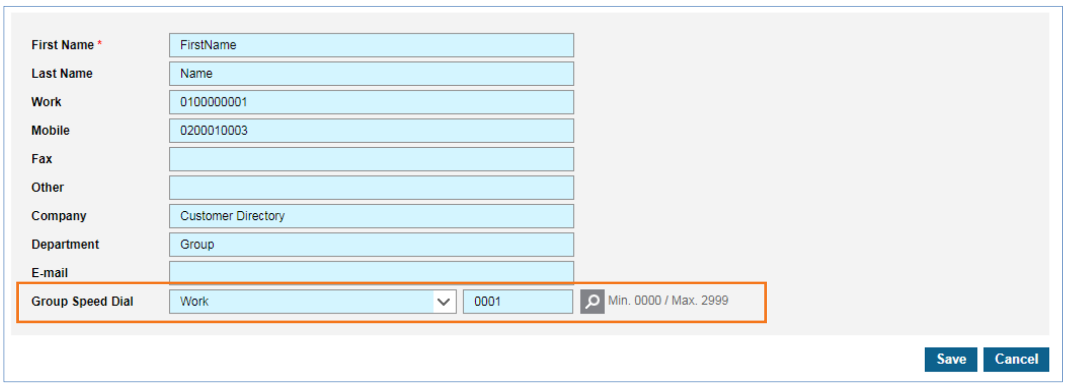
Click to select one of directory from the **'Directory List'**. It shows **'First/Last Name', 'Work/Mobile/Other'** phone number, Company, Department, Email and Group Speed Dial information. Icon ( ) indicates the telephone number assigned as Group Speed Dial.



Item	Description
First Name	Max 11 characters
Last Name	Max 12 characters
Work/Mobile/Fax/Other	Max 20 digits in length with 0~9, '*', '#'
Company/Department	Max 24 characters

To add new directory list

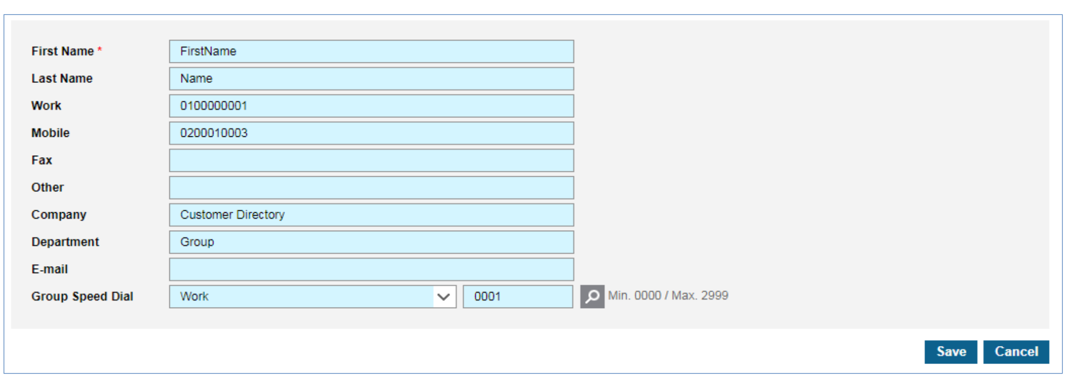
1. Click **Add** button.



2. Click each field to select and enter the value individually.
3. Click **'Group Speed Dial'** to select a type of Group Speed Dial from the drop-down list.
   - Group speed dial can be selected from Not Used, Work, Mobile and others.
4. And then enter a number as the Group Speed Dial number to use Group Speed Dial for that contact.
   - Group speed number range is 0000~2999.
   - Use **Search** button to verify what Group Speed dial entries are available.
5. Click **Save** button then **OK** button in the popup window to confirm.

To modify a directory list

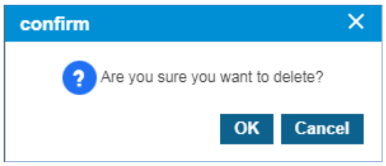
1. Click a list item to select in the 'Directory List'.
2. Click each field to select and change the value individually.



3. Click **Save** button then **OK** button in the popup window to confirm.

To delete directory list(s),

1. Click a list item to select in the 'Directory List'.
2. Click **Delete** button.
3. Click **Save** button then **OK** button in the popup window to confirm.



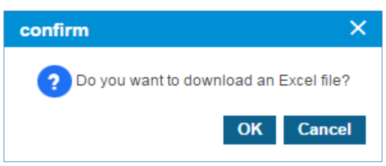
Or,

4. You can delete 500 contacts from the directory lists at once using **500(rows) Can Be Delete** button.

To add Company Directory using Download and Upload button

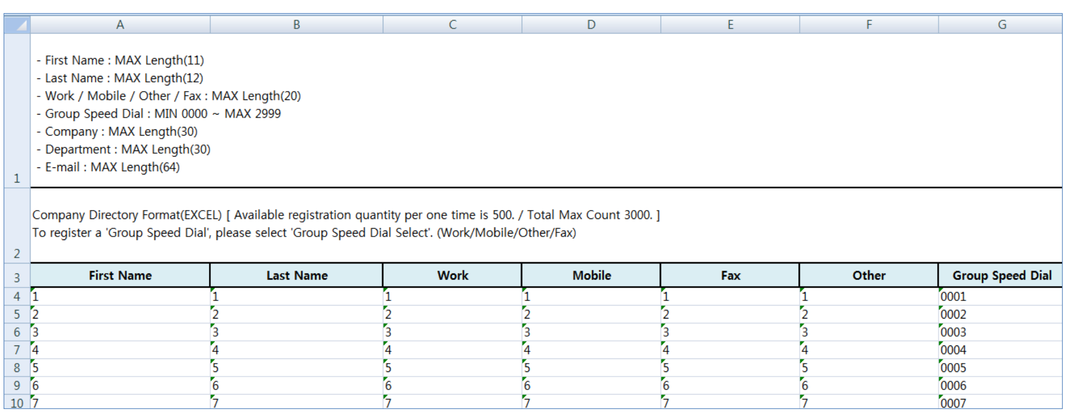
The Customer Manager can download/upload the directory to/from an Excel file using the **download/upload** button.

1. Click **Format download** button to download the list format file, or
2. Click **List download** button to get the current directory list.
3. Click **OK** button in the popup window to confirm.



- The Company Directory can be downloaded as an Excel file with a filename such as 201807112338_CompanyDirectory

4. Double click the downloaded Excel file to open below Format download example image.



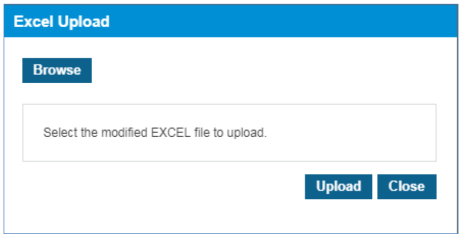
- First Name : MAX Length(11)
- Last Name : MAX Length(12)
- Work / Mobile / Other / Fax : MAX Length(20)
- Group Speed Dial : MIN 0000 ~ MAX 2999
- Company : MAX Length(30)
- Department : MAX Length(30)
- E-mail : MAX Length(64)

Company Directory Format(EXCEL) [Available registration quantity per one time is 500. / Total Max Count 3000.]
To register a 'Group Speed Dial', please select 'Group Speed Dial Select'. (Work/Mobile/Other/Fax)

First Name	Last Name	Work	Mobile	Fax	Other	Group Speed Dial
1	1	1	1	1	1	0001
2	2	2	2	2	2	0002
3	3	3	3	3	3	0003
4	4	4	4	4	4	0004
5	5	5	5	5	5	0005
6	6	6	6	6	6	0006
7	7	7	7	7	7	0007

- You can edit the downloaded Company Directory file.

5. After updating Company Directory Excel file click **Upload** button.
6. Click **Browse** button to select the modified EXCEL file.
7. Click **Upload** button to upload the file.

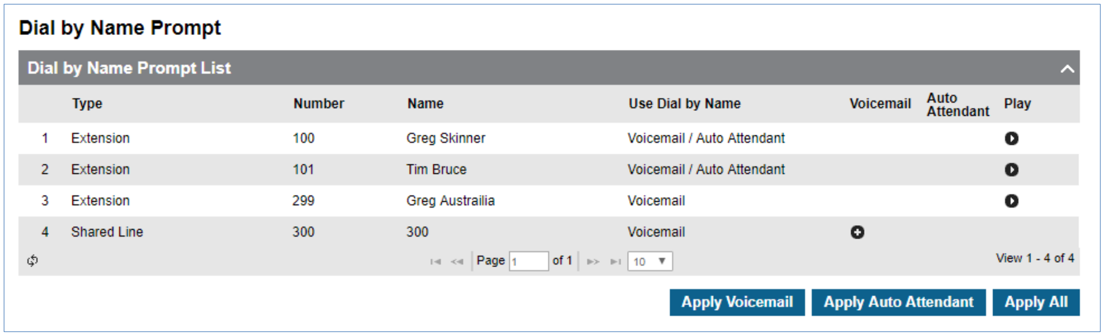


8. After completing upload process click **Close** button in the popup window to exit.

2.3.14 Dial by Name Prompt

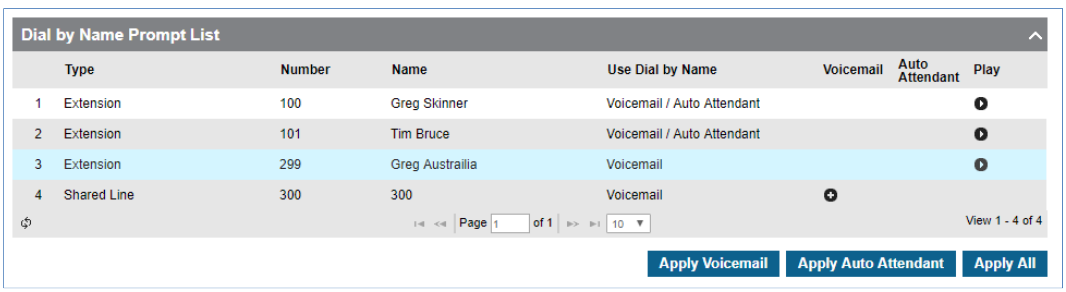
It allows you to play names set to Dial by Name and create names that have not yet been created in the TTS file.

Go to **'Company' > 'Dial by Prompt'** to display the following page.

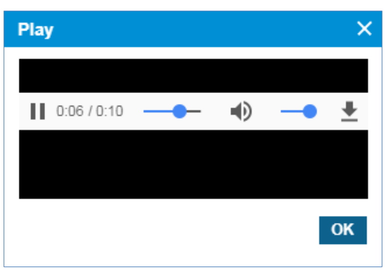


To play a TTS file

1. Click **Play** ( ) button located under **Play** in the Dial by Name Prompt list.



2. Selected TTS file is automatically played on popup window.

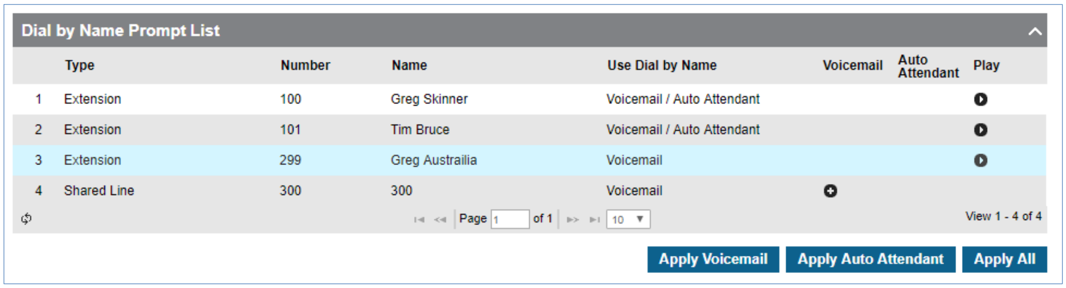


- Click **OK** or **X** button to close play popup window.

To create a TTS file

The TTS file can be created in the following way:

- As a wav file format one by one by clicking **Create** ( ) button.



- Click **Apply Voicemail** button to create all Voicemail TTS files.
- Click **Apply Auto Attendant** button to create all Auto Attendant TTS files.
- Click **Apply All** button to create all Voicemail and Auto Attendant TTS files.

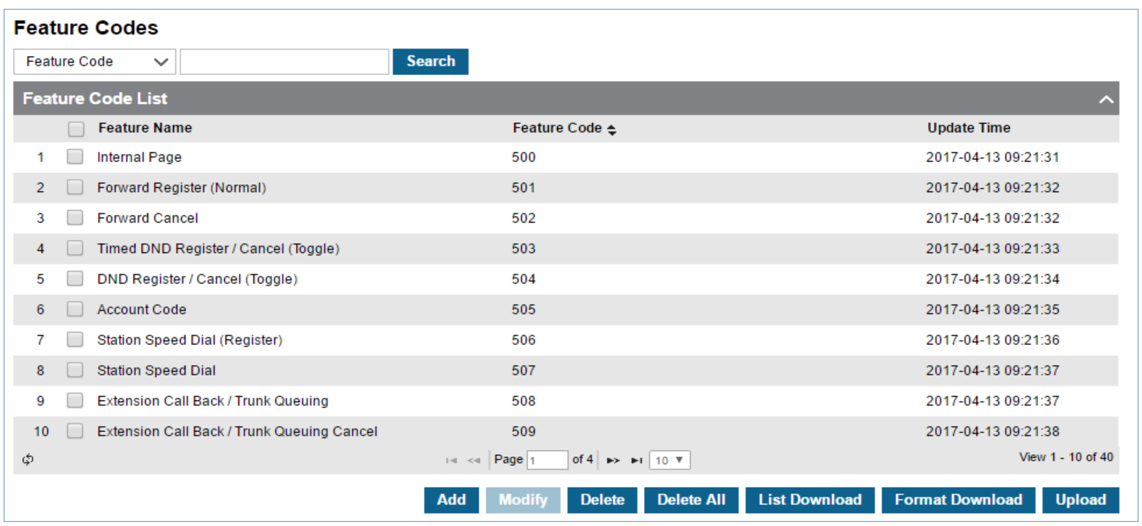
2.3.15 Feature code ▶

Extension users can dial Feature Code to use a certain feature of iPECS Cloud. For example, users can dial a specific feature code to imitate Paging, set DND etc. It displays all available feature codes.

The Customer Manager can add a Feature code number with Numbering Rule to use. When the Customer Manager modifies a Feature Code, only the Feature Name field can be changed. To change feature code numbers from an existing feature code to a new number you must delete the existing code first then add a new one.

Using the file download/upload buttons, the Customer Manager can edit and apply all the feature codes at once. When a user dials a Feature Code deleted by the Customer Manager, the user will see **'VACANT'** on the LCD display and hear an error tone.

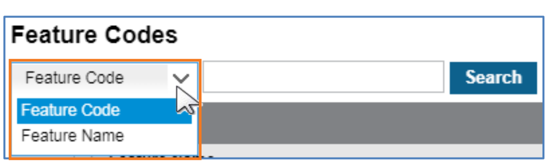
Go to **'Company' > 'Feature Code'** to display the following page.



In Feature Code, you can search by option, see each Feature Code in detail, add new codes, modify existing codes, delete one or more all at once and download/upload Feature Codes as an Excel file.

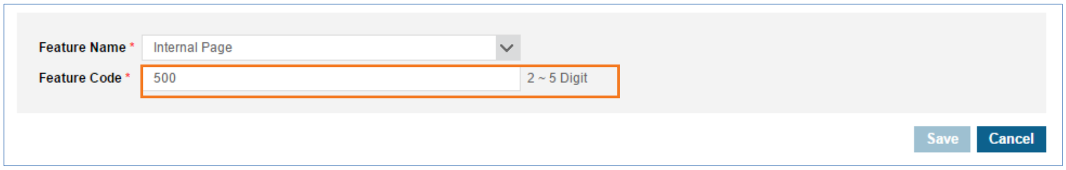
Item	Description
Feature Name	Name and description of feature. (Fixed and cannot be modified)
Feature Code	Feature code number assigned to the feature. (2~5 digits: 0~9, '*', '#')
Update Time	The time the feature last modified/added

You can search a Feature Code by **'Feature Code'** or **'Feature Name'** option.



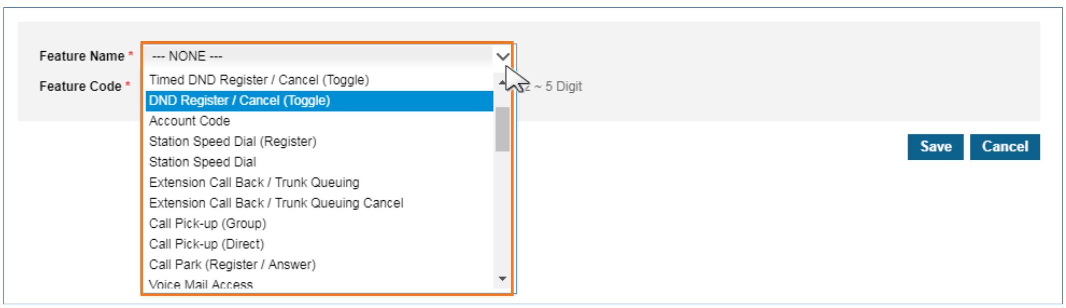
To see a Feature Code in detail

1. Click to select a feature code to view in **'Feature Code List'**.
2. Feature Code digit length is 2 ~ 5 digits, such as 500, 501, 502 etc.

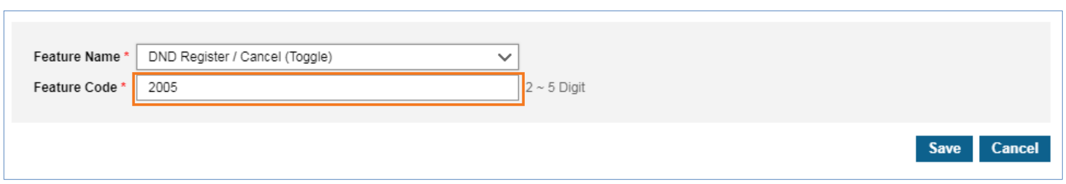


To add a new Feature Code

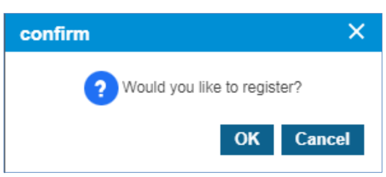
1. Click **Add** button.
2. Click **'Feature Name'** to select a name of feature from the drop-down list.



3. Click **'Feature Code'** to assign a new Feature Code 2~5 digits.

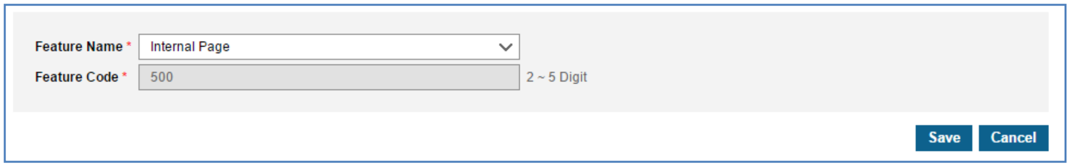


4. Click **Save** button then **OK** button in the popup window to confirm.



To modify a Feature Code(s)

1. Click a list item to select in the 'Feature Code List'.
2. Click **Modify** button.
3. Click **'Feature Name'** to change the current feature to another to be assigned to **'Feature Code'.**



- The **'Feature Code'** field is not activated and cannot be modified.

4. Click **Save** button then **OK** button in the popup window to confirm.

Feature List

Item	Feature Code	Description
Internal Page	500	Request internal paging
Forward Register (Normal)	501	Register call forwarding
Forward Cancel	502	Cancel call forwarding
Timed DND Register/Cancel (Toggle)	503	Register/Cancel Timed DND
DND Register/Cancel (Toggle)	504	Register/Cancel DND
Account Code	505	It allows a user to track an outgoing call by entering 'Account Code' (up to 12 digits). This entered 'Account Code' is displayed as a part of 'Call Data' in SMDR. Off-hook or click Speaker button > Enter feature code > enter account code > click * > place a trunk call.
Station Speed Dial (Register)	506	Register station speed dial up to 100. (00 ~ 99)
Station Speed Dial	507	Request station speed dial
Extension Call Back/Trunk Queuing	508	Request Callback to busy station or there is no available outgoing trunk line.
Extension Call Back/Trunk Queuing Cancel	509	Cancel Callback to busy station or there is no available outgoing trunk line.
Call Pick-Up (Group)	510	Request group pickup
Call Pick-Up (Direct)	511	Request individual call pickup
Call Park (Register/Answer)	512	Register/Answer parking call to location 000 ~ 999.
Hot Desk Login/Logout	513	Login/Logout for Hot Desking
Conference Room Activate	514	It allows a user to set new password and set 'Usage' to 'Use'. 'Call Manager' > 'Conference Room'
Conference Room Deactivate	515	It allows a user to clear password and set 'Usage' to 'Not Used' 'Call Manager' > 'Conference Room'
Wake-up Register	516	Register Wake-up mode
Wake-up Cancel	517	Cancel wake-up mode
Intrusion Request	518	Request Intrusion feature
Camp On Register	519	Register Camp on feature
OHVO (Off Hook Voice Over)	520	Register OHVO(Off Hook Voice Over) feature

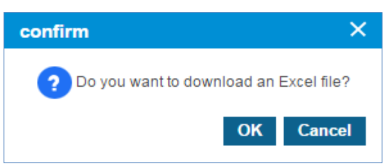
Item	Feature Code	Description
ACD Agent Log On/Off	521	Change Long on/off status
ACD Agent Not Ready Mode	522	Change not ready mode on ACD agent login status
ACD Agent Work Mode	523	Change work mode on ACD agent login status
ACD Agent Auto Work Mode After Call (On/Off)	524	Change automatic work mode after call on ACD agent login status
ACD Agent Auto Answer (On/Off)	525	Change automatic answer mode on ACD agent login status
ACD Agent Head/Hand Set	526	Change Headset/Handset mode on ACD agent login status
ACD Agent Headset Ring Mode Change	527	Change Headset Ring / Tone mode on ACD agent login status
ACD Supervisor Display Q Wait Count	528	Display ACD Q waiting call count on ACD supervisor
ACD Supervisor Group Night Mode	529	Change ACD group night mode on ACD supervisor
ACD Supervisor Group Holiday Mode	530	Change ACD group holiday mode on ACD supervisor
ACD Supervisor Silent Monitor	531	Request silent monitor on ACD supervisor
ACD Supervisor ACD Q Overflow Count Change	532	Change ACD Q overflow count on ACD supervisor
Two Way Record	533	Request Call recording
Virtual Desk Login/Logout	534	Login/Logout for virtual desk
ACD Agent Help Request	535	Request ACD agent help feature
Caller ID Display Restrict (Call Base)	536	Disable caller ID display
Call Log List Display	537	Display call log list
System Service Time Mode Change	538	Change system time mode
Terminal-Based DND Register/Cancel (Toggle)	539	Enable/Disable terminal based DND
Group Speed Dial	540	Use group speed dial
Whisper Coaching	541	Activate whisper coaching
ACD Agent Whisper Coaching Request(A)/Accept(S)	542	Request (ACD Agent)/Accept(ACD supervisor) whisper coaching feature
Emergency Call Alert	543	Indicate emergency call
Forced Handsfree (Xfer to Voice)		It allows activation speaker on called party terminal (A) when the caller dials this feature code + called the party extension number. After the caller transfers to another extension (B), a voice connection between (A) and (B) will be automatically established.
Forced Handsfree (Xfer to Ring)		It allows activation speaker on called party terminal

Item	Feature Code	Description
		(A) when caller dials this feature code + called the party extension number. After the caller transfers to another extension (B), (A) listen ring back tone, and (B) listen ring, after B answers the call, a voice connection between (A) and (B) will be established.
Internal Page Answer		It allows answering paging calls. To use this feature code, a user should have authority on **User Setup > Feature tab > Meet Me Page Answe**r. After answering a user, the remaining paged parties will be automatically terminated.
Mobile Extension Register		It allows registering a Mobile Extension Phone number.
Mobile Extension CLI Register		It allows registering a Mobile Extension CLI number..
Mobile Extension Activate/Deactivate		It allows activating or deactivating a Mobile Extension feature.

To Download and Upload Feature Code(s) as an excel file

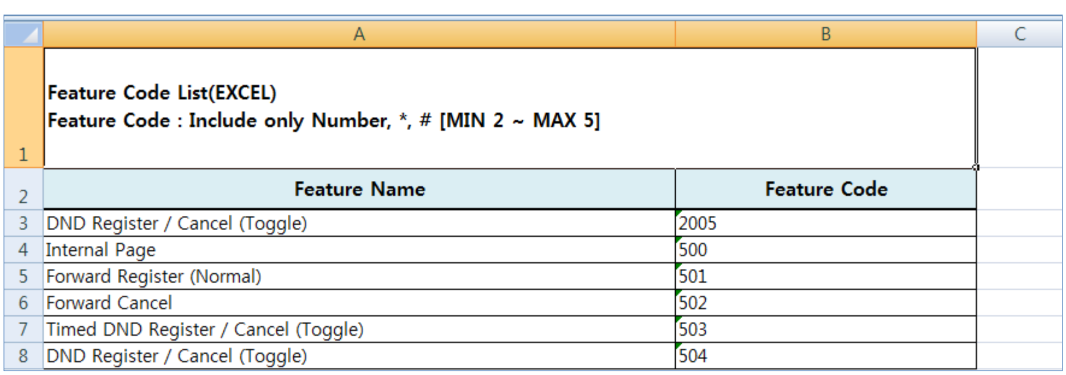
The Customer Manager can download/upload the feature codes to/from an Excel file using the **download/upload** button.

1. Click **Format download** button to download the format template (no codes listed just the format required), or
2. Click **List download** button to get the current feature codes.
3. Click **OK** button in the popup window to confirm.



- The Feature Code can be downloaded as an Excel file with a filename such as 201807120050_FeatureCode

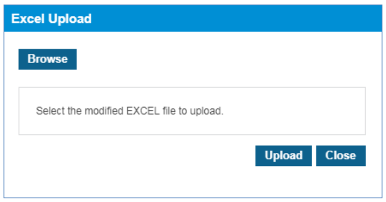
4. Double click the downloaded Excel file to open below Format download example image.



	A	B	C
1	Feature Code List(EXCEL) Feature Code : Include only Number, *, # [MIN 2 ~ MAX 5]		
2	Feature Name	Feature Code	
3	DND Register / Cancel (Toggle)	2005	
4	Internal Page	500	
5	Forward Register (Normal)	501	
6	Forward Cancel	502	
7	Timed DND Register / Cancel (Toggle)	503	
8	DND Register / Cancel (Toggle)	504	

- You can edit the downloaded Feature Code file.

5. After updating Feature Code Excel file click **Upload** button.
6. Click **Browse** button to select the modified EXCEL file.
7. Click **Upload** button to upload the file.

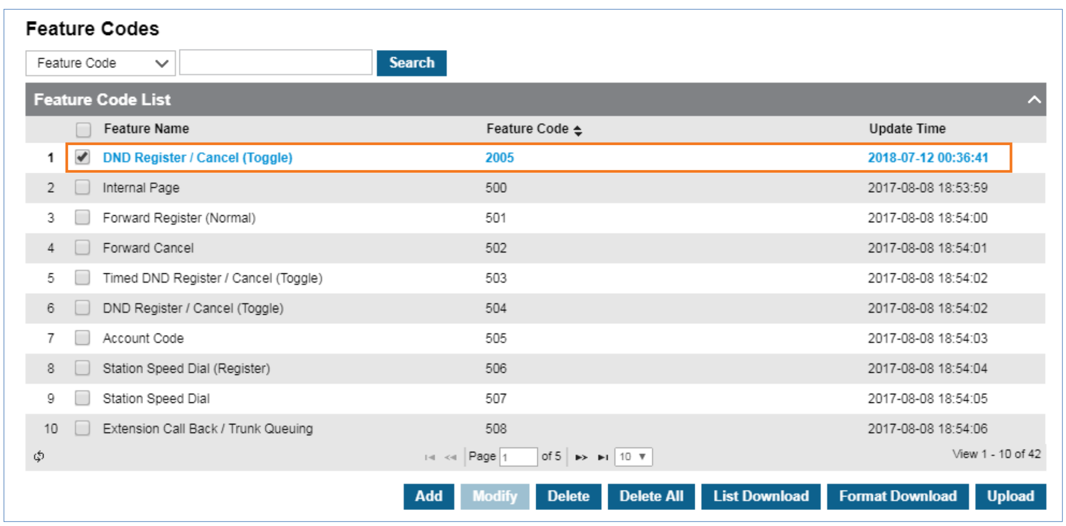


8. After completing upload process click **Close** button in the popup window to exit.

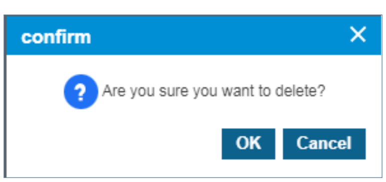
To delete a Feature Code(s) one by one or at once

You can delete Feature Code one at a time or multiple codes at once. You can delete all feature codes at once using the **Delete All** button.

1. Click to checkbox to select 'Feature Codes' in the list to delete one by one.

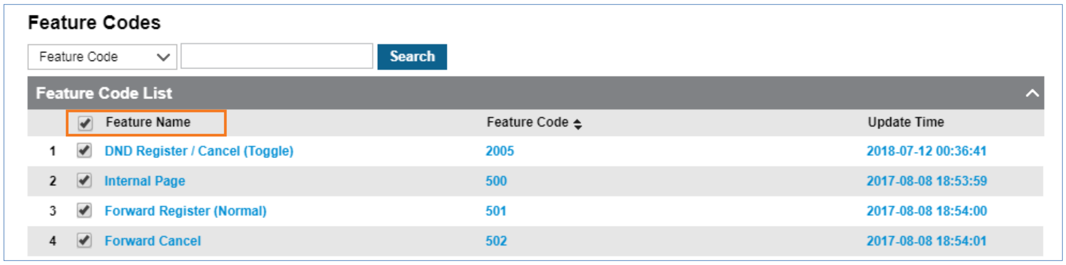


2. Click **Delete** button then **OK** button in the popup window to confirm.

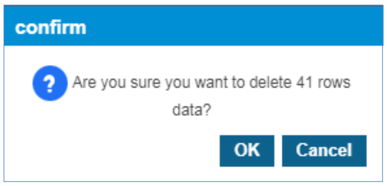


Or,

3. Click to checkbox to select **'Feature Name'** to delete all feature code on that page at once.



4. Click **Delete All** button then **OK** button in the popup window to confirm.



2.3.16 Flexible Button Profile

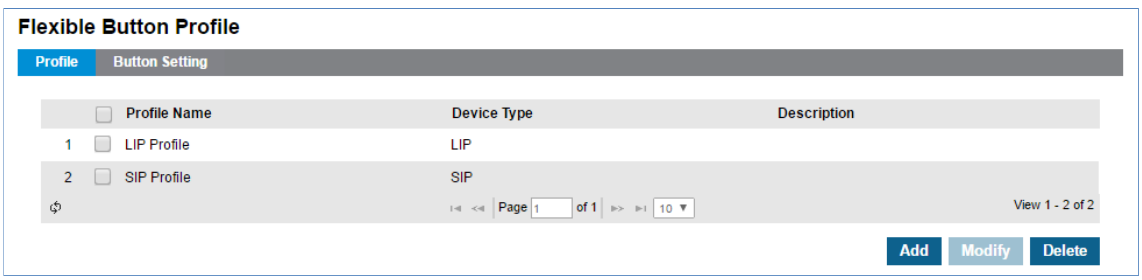
The ELG LIP and SIP phones can have up to 48 flexible buttons (depending on phone model) without using a DSS (LSS). The Customer Manager can define button profile(s), with the phone type (LIP/SIP) and assign a profile to each user.   This does not apply to 3rd party SIP phones.

Button #1 cannot be defined with the configured profile because it is reserved as the DN (Directory Number) number for each phone.

Button #1 & #2 are reserved if the phone is defined as a multi client type phone for the DN buttons.   You can assign a profile during a new **'User Setup'** or using the **'User Phone Configuration'** menu.   When you apply a flexible button profile to use, it will ask you to skip/overwrite existing button assignments.   When you select 'overwrite', it will overwrite buttons defined by the user using the **'User Phone Configuration'** menu.

2.3.16.1 Profile

Go to **'Company' > 'Flexible Button Profile'** and click **'Profile'** tab (default position).

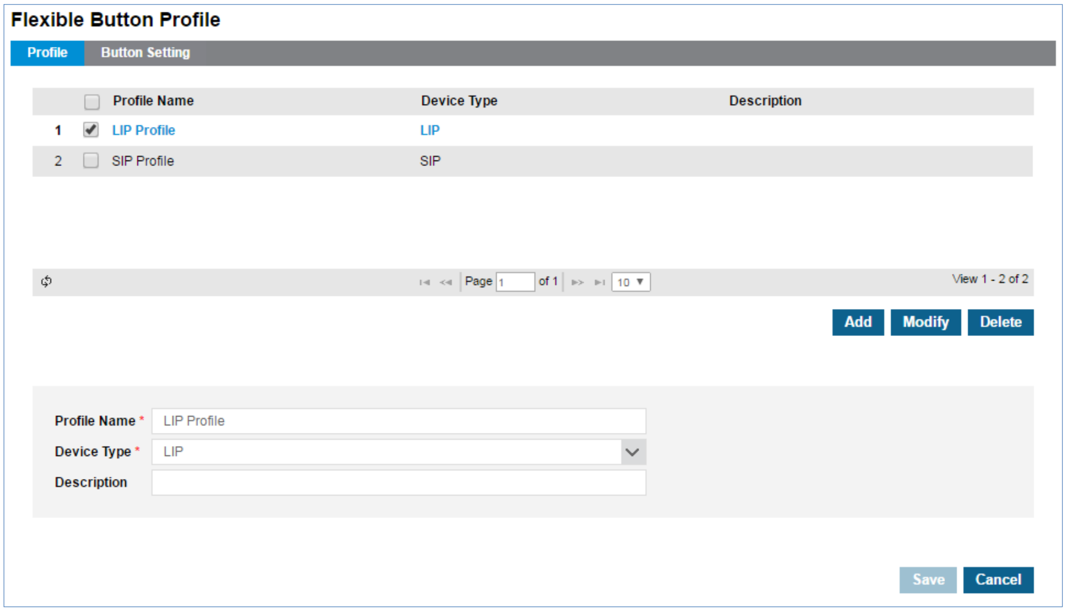


You can create a profile with Name with Device Type (LIP or SIP).

Item	Description
Profile Name	Name of profile Max 30 characters.
Device Type	You can choose the type of 'LIP Phone' and 'SIP Phone'.
Description	Description of profile Max 50 characters.

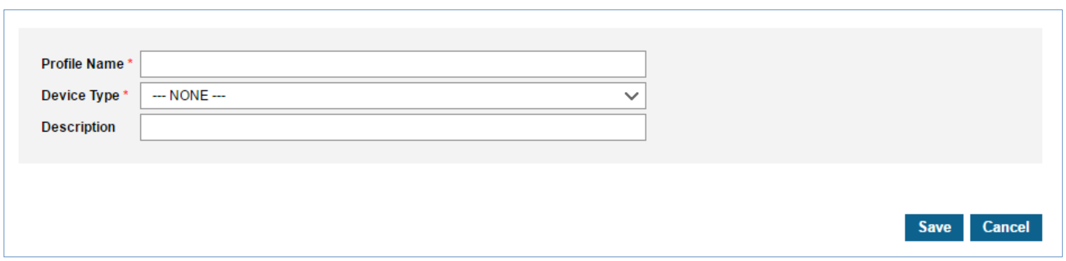
To see a profile in detail

1. Click to select a profile name to view in **'Profile Name List'**.
2. Selected Profile is displayed on the below screen.



To add new flexible button profile

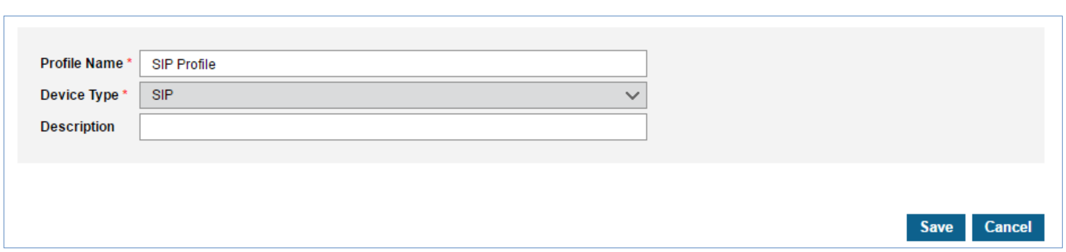
1. Click **Add** button.



2. Click **'Profile Name'** to enter a name of profile.
3. Click **'Device Type'** to select a phone type from the drop-down list.
    - Device type can be chosen from **'LIP'** or **'SIP'**.
4. Click **'Description'** to add detail information of new profile.
5. Click **Save** button then **OK** button in the popup window to confirm.

To modify

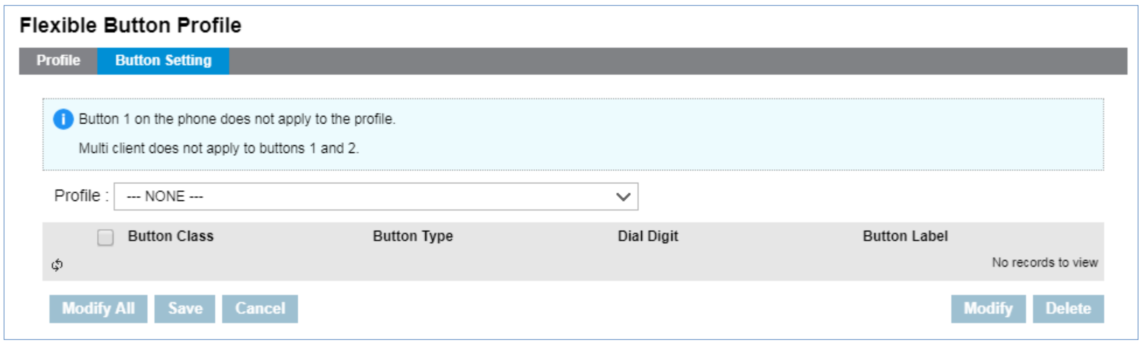
1. Click to select a profile from the list.
2. Click **Modify** button.



3. Click **'Profile Name'** and **'Description'** to change each field individually.
   - The **'Device Type'** field is not activated and cannot be modified once you added.
4. Click **Save** button then **OK** button in the popup window to confirm.

2.3.16.2 Button Setting

Go to **'Company' > 'Flexible Button Profile'** and click **'Button Setting'** tab.

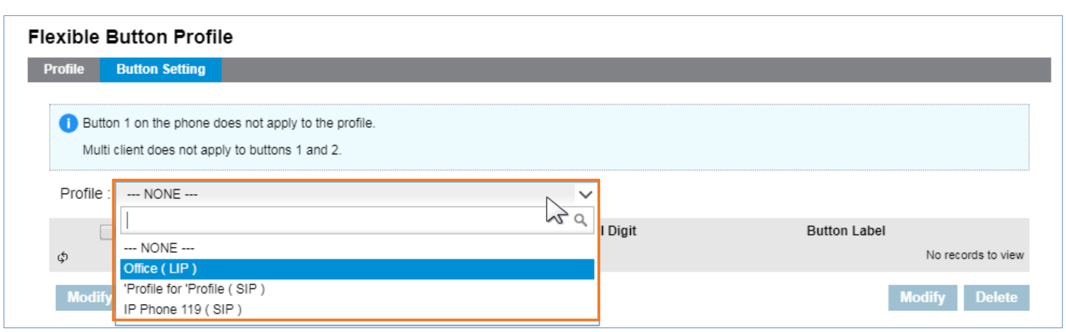


You can set flexible buttons along with a profile you created/selected. You can edit flexible buttons using **Modify All** button at once or can edit them one by one using **Modify** button.

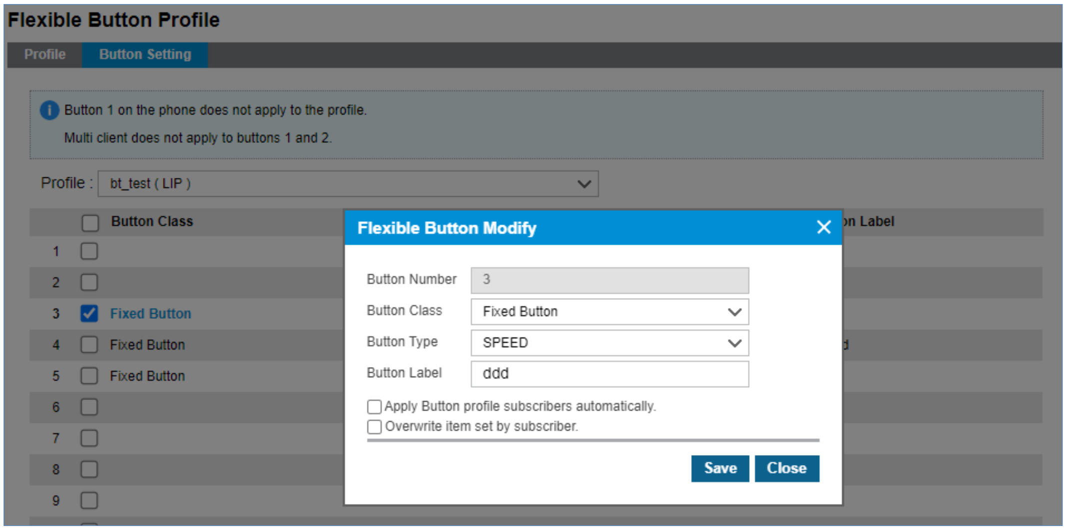
Item	Description
Profile	Name of the Flexible Button Profile
Button Class	· **Fixed Button:** Predefined feature keys, · **Digit:** Send digits as defined
Button Type (Fixed)	LIP Type: REDIAL, SPEED, CONFERENCE, MUTE, CALL BACK, DND/CALL FORWARD, TRANSFER, FLASH and PTT. SIP Type: PHONEBOOK, CALL LOG, MUTE, HEADSET, REDIAL, CALL RETURN, CALL FORWARD, CONFERENCE, TRANSFER, HOLD, DND, RINGER OFF, MESSAGE, REMOTE PHONEBOOK, SERVICE(XML), VOICE RECORDING, BLIND TRANSFER, ADHOC CONFERENCE.
Dial Digit	Digit string to dial when 'Button Class' is 'Digit'
Button Label	Button Label: up to 16 characters

To modify a single button

1. Click **'Profile'** to select a profile from the drop-down list.



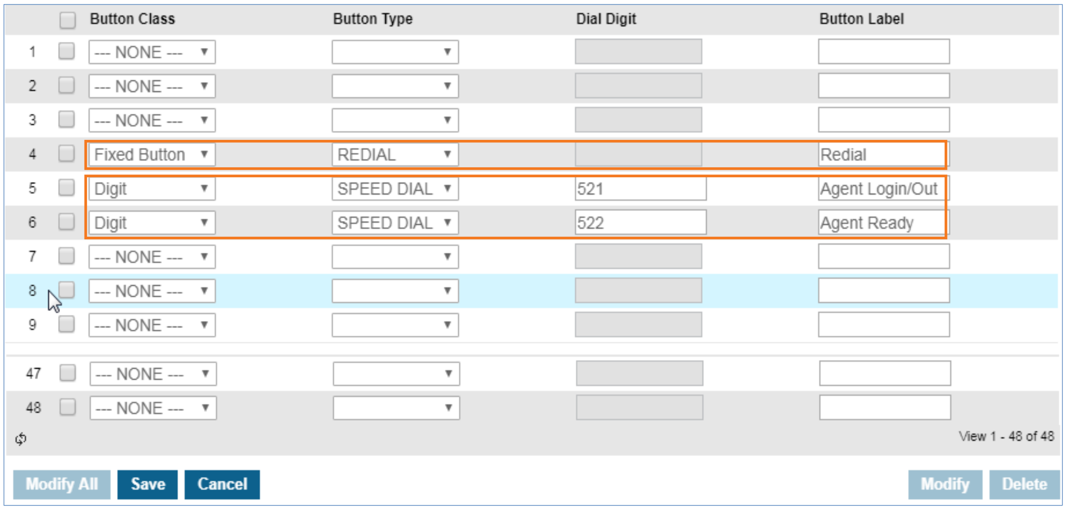
2. Click **'Button Class'** to select a flexible button to edit
3. Click **Modify** button.



4. Click **'Group Name'**, **'Fixed Button'** or **'Digit'** to change each field individually.
   - **Fixed Button** is used for:
     - **LIP type phones**, select **'Button Type**' from the drop-down list REDIAL, SPEED, CONFERENCE, MUTE, CALL BACK, DND/CALL FORWARD, TRANSFER, FLASH and PTT.
     - **SIP type phones**, select **'Button Type'** from the drop-down list PHONEBOOK, CALL LOG, MUTE, HEADSET, REDIAL, CALL RETURN, CALL FORWARD, CONFERENCE, TRANSFER, HOLD, DND, RINGER OFF, MESSAGE, REMOTE PHONEBOOK, SERVICE(XML), VOICE RECORDING, BLIND TRANSFER, ADHOC CONFERENCE.
   - **For Digit** is used for input the digit string to dial. The button type option may differ depending on the model of handset.
5. Select the check button if you want to skip or overwrite the profile to apply an existing preconfigured button.
   - Apply Button Profile subscribers automatically
   - Overwrite item set by subscriber
6. Click **Save** button then **OK** button in the popup window to confirm.

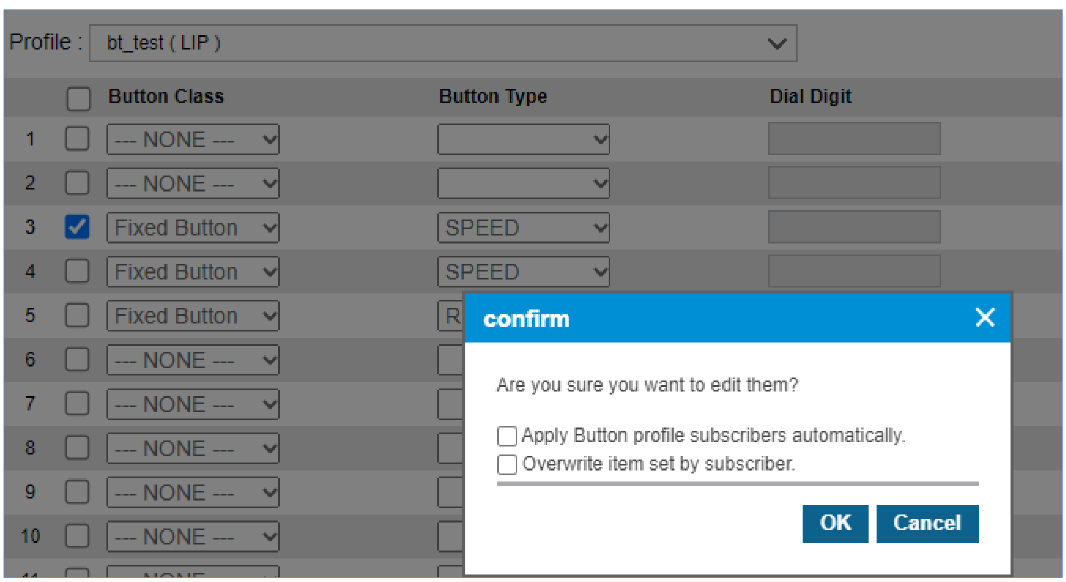
To modify all buttons at once

1. Click **'Profile'** to select a profile from the drop-down list.
2. Click **Modify All** button.
3. Click to select a **flexible** button to edit **'Button Class'** and of its **'Button Type'**



- When the **'Button Class'** is **'Digit'**, the **'Button Type'** displays as a **'SPEED DIAL'** to prompt you to type the digits to dial, then add a **'Button Label'** such as name of feature on that button.

4. Click **Save** button then **OK** button in the popup window to confirm.
5. Select the check button if you want to skip or overwrite the profile to apply an existing preconfigured button.



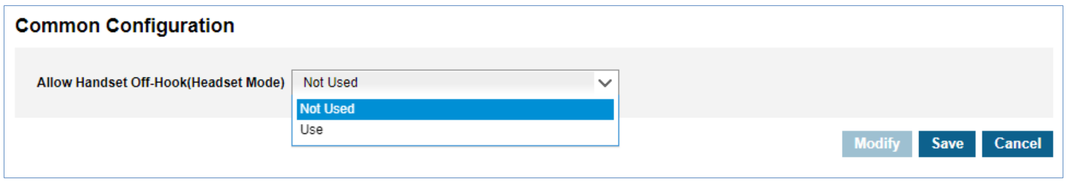
- Apply Button profile subscribers automatically
- Overwrite item set by subscriber

2.3.17 Common Configuration ▶

Company-based common configuration can be changed in this menu.

Go to **'Company' > Common Configuration'** to display the following page.

Item	Description
Allow Handset Off-hook (Headset Mode)	It allows changing the handset off-hook on headset mode. · **Use:** On headset mode, handset off-hook is working. · **Not Used:** On headset mode, the handset off-hook is not working.



2.3.18 Company Group

Set up a Customer Access Code to identify companies when making calls between companies in a customer group.

Put this code of another company in front of the extension number of another company user.

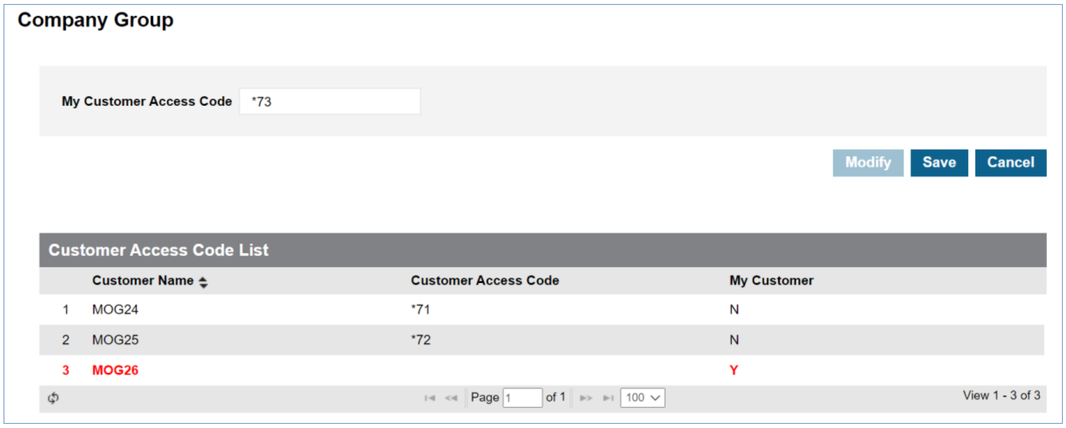
NOTE Only Customers included as members of Customer Group in OMS system can be set.

Go to **'Company' > 'Company Group'** to display the following page.

Item	Description
Customer Name	The name of the Company.
Customer Access Code	Code value that can be identified among companies.
My Customer	Mark Y in the row corresponding to my company.

To modify My customer access code

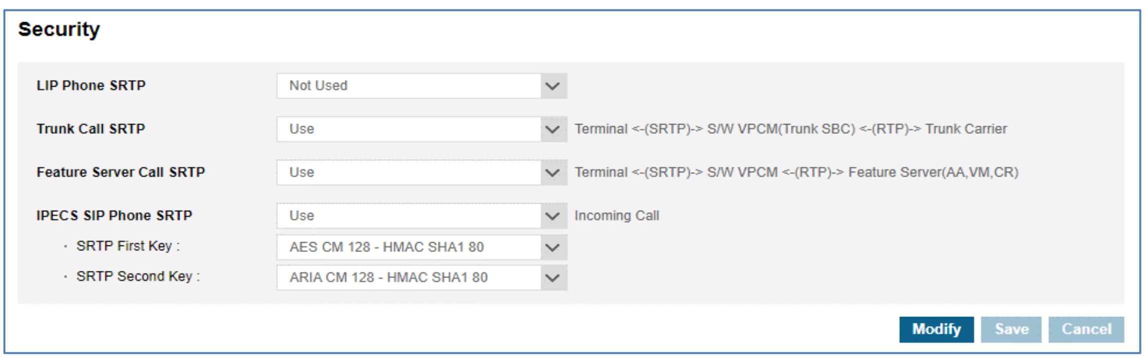
1. Click **Modify** button.



2. Click **'My Customer Access Code'** to change a domain.
   - A combination of numbers and asterisks allows up to 5 digits.
3. Click **Save** button then **OK** button in the popup window to confirm.

2.3.19 Security ▶

You can configure company-wide security settings in this menu, including media encryption.
Go to **'Company' > 'Security'** to display the following page.



Item(Option)	Description
LIP Phone SRTP	SRTP option for LIP terminals configured to "Follow Company Option". · **Use**: Supports Standard SRTP (AES 128). · **Not Used**: Not supports SRTP
Trunk Call SRTP	When a terminal using SRTP is connected to a SIP trunk carrier that does not support SRTP, this option enables SRTP connection between the terminal and the iPECS Cloud system. This is configured by the SP and can't be modified in the Customer Manager Portal. · **Use**: Supports Standard SRTP (AES 128). · **Not Used**: Not supports SRTP
LIP Phone Transport Mode	Transport mode for LIP terminals configured to "Follow company option" This is configured by the SP and can't be modified in the Customer

Item(Option)	Description
	Manager Portal. After changing this value LIP phone need to be started to apply the new value. · **UDP**: LIP terminals connect to UDP · **TCP**: LIP terminals connect to TCP · **TLS**: LIP terminals connect to TLS
Feature Server Transport Mode	Transport mode of feature servers (Auto Attendant, Voice mail, Call recording). This is configured by the SP and can't be modified in the Customer Portal. In the case of TLS, the feature server can support AES key encryption. · **UDP**: Feature servers connect to UDP · **TCP**: Feature servers connect to TCP · **TLS**: Feature servers connect to TLS
Feature Server Call SRTP	When a terminal using SRTP is connected to the feature servers (Auto Attendant, Voice mail, Call recording), this option enables SRTP connection between the terminal and the feature server. · **Use**: Supports Standard SRTP (AES 128). · **Not Used**: Not supports SRTP
IPECS SIP Phone SRTP	SRTP option setting of iPECS SIP terminals. It is applied when a call is received to this terminal. After changing this value SIP phone need to be started to apply the new value. · **Use**: supports SRTP options - 1st key: AES CM 128 – HMAC SHA1 80 ARIA CM 192 – HMAC SHA1 80 ARIA CM 128 – HMAC SHA1 80 - 2nd key: None AES CM 128 – HMAC SHA1 80 ARIA CM 192 – HMAC SHA1 80 ARIA CM 128 – HMAC SHA1 80 * One of 1st key or 2nd key should be configured as AES. · **Not Used**: Not supports SRTP

To modify Company security options

1. Click **Modify** button.
2. Select **Option** to change.
3. Click **Save** button then **OK** button in the popup window to confirm.

NOTE When all SRTP options of each component are set to Use, the packet in that section is transmitted through SRTP.

2.4 User

Before setting up a user, the Customer Manager MUST configure **'Company Details'**, **'Call Barring'**, **'Site Management'** and **'Voicemail Service'** first prior to any other setup.

Without setting of **'Company Details'**, **'Call Barring'**, **'Site Management'** and **'Voicemail Service'**, it displays an alert message is saying 'Please add the Voicemail service number first.' when you try to setup a user.

2.4.1 User Setup ▶

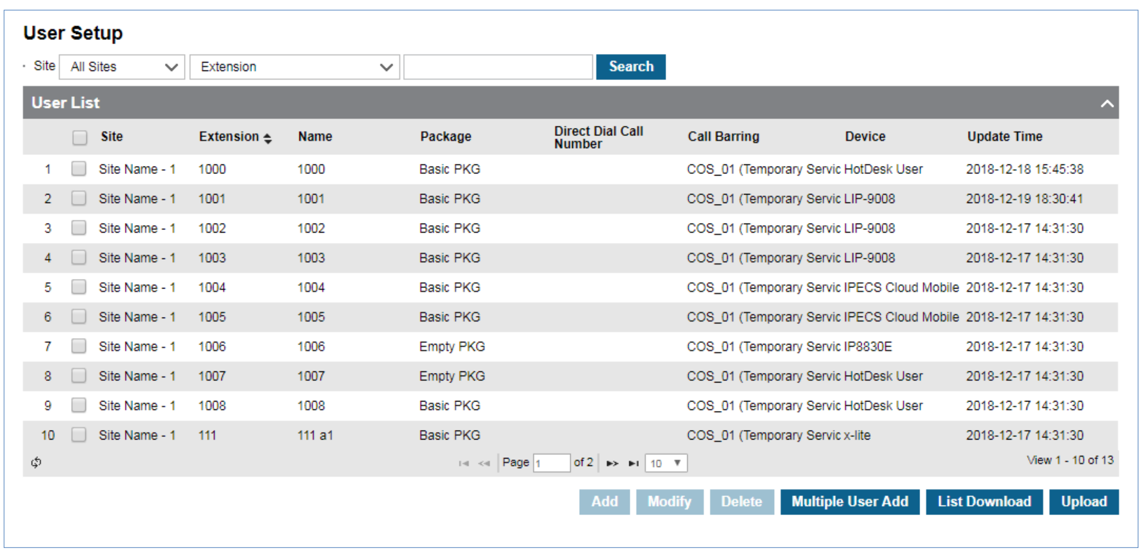
As an administrator of the Company (Customer Manager), you can add, modify and delete a subscriber.

You can assign and change a device(s) to/of a user and assign/remove feature(s) to/from a user. Depending on the type of user you create, each user can have one or more device(s) - hard phone & soft client(s).

To have more than 2 clients, the type of user must be 'Multiple Client'. Another type of user is 'Single Client' with one hard phone or software client.

You can create multiple subscribers at once using download and upload file button interface.

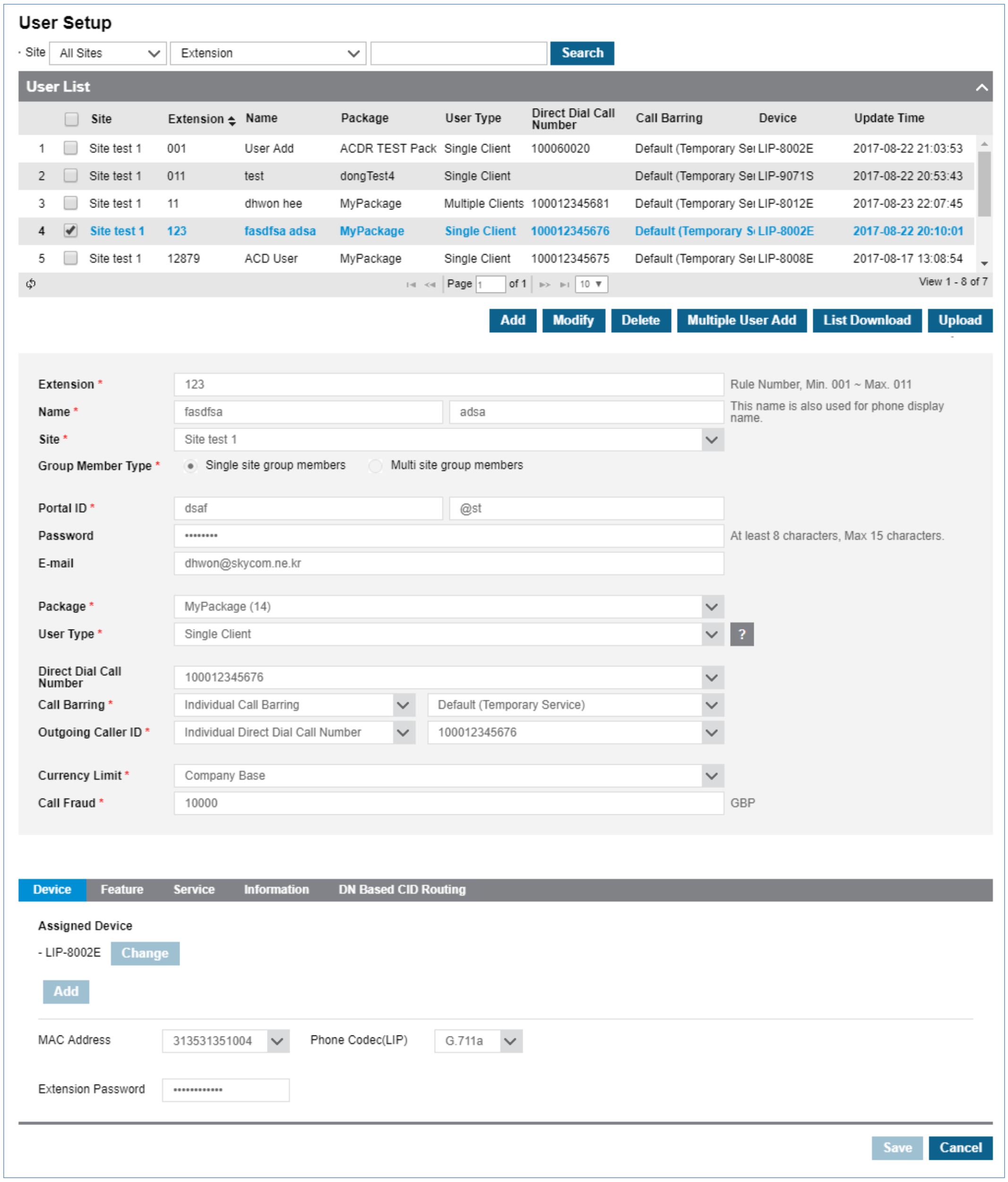
Go to **'User' > 'User Setup'** to display the following page.



	Site	Extension	Name	Package	Direct Dial Call Number	Call Barring	Device	Update Time
1	Site Name - 1	1000	1000	Basic PKG		COS_01 (Temporary Servic	HotDesk User	2018-12-18 15:45:38
2	Site Name - 1	1001	1001	Basic PKG		COS_01 (Temporary Servic	LIP-9008	2018-12-19 18:30:41
3	Site Name - 1	1002	1002	Basic PKG		COS_01 (Temporary Servic	LIP-9008	2018-12-17 14:31:30
4	Site Name - 1	1003	1003	Basic PKG		COS_01 (Temporary Servic	LIP-9008	2018-12-17 14:31:30
5	Site Name - 1	1004	1004	Basic PKG		COS_01 (Temporary Servic	IPECS Cloud Mobile	2018-12-17 14:31:30
6	Site Name - 1	1005	1005	Basic PKG		COS_01 (Temporary Servic	IPECS Cloud Mobile	2018-12-17 14:31:30
7	Site Name - 1	1006	1006	Empty PKG		COS_01 (Temporary Servic	IP8830E	2018-12-17 14:31:30
8	Site Name - 1	1007	1007	Empty PKG		COS_01 (Temporary Servic	HotDesk User	2018-12-17 14:31:30
9	Site Name - 1	1008	1008	Basic PKG		COS_01 (Temporary Servic	HotDesk User	2018-12-17 14:31:30
10	Site Name - 1	111	111 a1	Basic PKG		COS_01 (Temporary Servic	x-lite	2018-12-17 14:31:30

To see a specific subscriber in detail

1. Click to select a user to view in 'User List'.
2. Selected specific user information is displayed on the below screen.



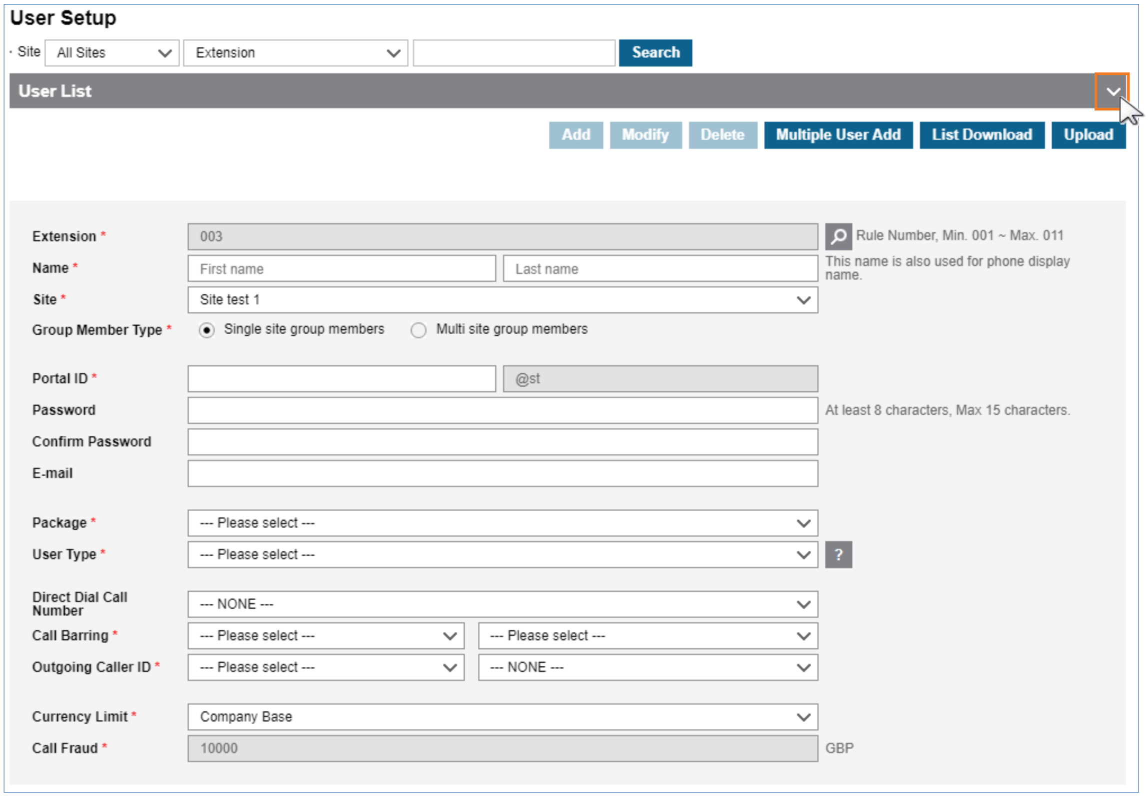
Item	Description
Extension	Extension number, 2~5 digit or follow 'Numbering Rule'
Name	· **First Name**: 11 characters, · **Last Name**: 12 characters
Site	The company may have more than 1 site. You assign a user to a member of one site or all sites.
Group Member Type	When you select the checkbox of 'Multi site group members', this user can be a member of groups in different sites at the same time.
Portal ID	It is an account ID which is used to log in End User Portal. Max 31 characters except domain filed.

Item	Description
Password	It is used to log in End User Portal. Upper/Lower case, number and symbol. 3 combinations. At least 8 characters and max 15 characters in length.
E-mail	It is used to receive voicemail and other type of email (Max 64 characters).
AAD ID	It is used for EMS login using AAD (Azure Active Directory) ID.
Package	It shows all available 'User Package' provided by Cloud. Depending on 'User Package', a user can have different user features
User Type	When you select 'Single Client', you can assign only one client to a user. When you select 'Multi Client', you can assign more than one client to a user. A user with 'Call Control' feature cannot be 'Multi Client'.
Call Barring	It allows you to assign digit restriction rule to user(s). · Site Call Barring · Individual Call Barring
Direct Dial Call Number	The number which can be accessible from external caller.
Trunk Authorization	This determines whether all DN numbers are accessible to Trunk by entering an authentication code.
Outgoing Caller ID	It allows you to assign Outgoing Caller ID to user(s) · Company Outgoing Caller ID · Site Outgoing Caller ID · Individual Direct Dial Call Number · Select Caller ID, select one of available DDI numbers
PAID for Emergency Call	Cloud DDI number can be a non-geographic number. When a user dials the emergency number, the geographic number can be presented in PAID (P-Asserted ID) field to find location information in the emergency agency. Customer managers need to configure the proper number for emergency calls. To enforce the PAID selection among allocated DDI numbers, please request SP to enable the option. The option allows PAID can be selected among DDI numbers and presents a warning message for already assigned non-DDI numbers.
Trunk Authorization	Option to allow specific external dial number after pressing extension password as an authorization code. · **Not Used**: allow trunk call without authorization code · **Use Trunk Authorization Code**: allow trunk call after pressing the authorization code.
Call Fraud Option/Call Fraud Limit	The limitation of outgoing call to block call fraud. Refer to **'Company' > 'Company Details'** · **User Default**: Per User Call Fraud Default (Per Day) · **Individual Call Fraud**: Allowable Limit Per User Call Fraud (Per Day)

2.4.1.1 Add New User(s) Account(s) ▶

Whenever there is a need to create new user, it can be done by this menu and it allows Customer Manager to assign proper features, phone, software clients, DDI number, CID and other related items for that user.

To add a new user



1. Click the **Add** button.
   - User list in **'User List'** is folded automatically, unfold, click button on the right side of the bar.
   - Items or fields marked with an asterisk (*) are required.
2. Select or enter **'Extension'** number.
   - When using the system provided numbering rule, available extension number displays automatically or select available number using button.
   - When using the **'NO USED RULE'**, assign extension numbers freely 2~5 digit in length. You can check all used numbers by going to **'Company' > 'Status View' > 'Number Summary'** to avoid numbering conflicts.
3. Input **'Name'**. The First name can be entered up to 11 characters and the Last name can be entered up to 12 characters in length.
4. Select user's **'Site'**.
5. Choose a **'Group Member Type'** by clicking radio button between **'Single site group members'** or **'Multi site group members'** A user of **'Multi site group members'** can be a member of groups (ACD, Hunt, and Page) in different sites.
6. Set **'Portal ID'**. The portal ID can be entered up to 31 characters consisting of lowercase, number, '- ', '_' and '.'.

7. Set **'Password'**(optional). The password must be entered 8~15 characters consisting of lower case, upper case, number and special character with a combination of at least 3 different type.
8. Set **'E-mail'** (optional). The E-mail can be entered up to 64 characters in length. This field is optional but must be set to receive email of voicemail and to request a **'reset password'**.
9. Set '**AAD ID**'(optional). The AAD(Azure Active Directory) ID can be entered up to 100 characters in length. This field is optional but must be set to sign the user in with the Microsoft authentication platform on the EMS login screen. AAD ID can be personal Microsoft accounts (e.g., Skype, Xbox) or accounts registered in the Azure AD portal. If the customer has contacts registered in the Azure AD portal, AAD ID information can be selected from the select box instead of direct input when the related information of the MS AAD menu is programmed properly.
10. The AAD(Azure Active Directory) ID can be entered up to 100 characters in length. This field is optional but must be set to sign user in with the Microsoft authentication platform in the EMS login screen. AAD ID can be personal Microsoft accounts (e.g., Skype, Xbox) or accounts registered in the Azure AD portal. If the customer has contacts registered in the Azure AD portal, AAD ID information can be selected from the select box instead of direct input when the related information of the MS AAD menu is programmed properly.
11. Select **'Package'** to select one of packages system provided from the drop-down list.
12. Select **'User type'.** A user with more than 2 clients, select **'Multi Client'**, if not select **'Single Client'** from the drop-down list.
13. Set **'Direct Dial Call Number'** (optional). Select one of available number(s) from the drop-down list.
14. Set **'Call Barring'**. You can assign digit restriction rule. Select proper Call Barring Profile from the drop-down list.
15. Set **'Outgoing Caller ID'**. You can assign Caller ID from **'Company/Site Outgoing Caller ID'**, **'Direct Dial Call Number assigned that user'** or **'one of DDI list for the site'**.
16. Set **'Trunk Authorization'**. You can determine whether all DN numbers are accessible to Trunk by entering an authentication code.
17. Set **'Currency Limit'**. You can set the Call Fraud option.
    - Set as a **'Daily User Call Fraud Limit (Default)',** you can only use the value of **'Call Fraud*'** that has been predefined by reseller.
    - Set as a **'Select Individual Call Fraud'**, you can set a value of **Call Fraud***under 20000 USD to limit call(s).
18. Click **'Device'** tab (default position) to select one or up to 4 clients depending on **'User Type'** (Single Client or Multi Client).
    - **Single Client**: Phone/Soft Client/Virtual User/3rd Party SIP Device
    - **Multi Client**: Phone/Soft Client and IP Dect/3rd Party SIP Device
      - When User type is set to **'Single Client'**, you can select 'Phone (SIP/LIP),' 'Soft Client (IP Attendant, Skype for Business RCCV, UCE, IPECS Cloud Mobile, iPECS ONE),' 'Virtual User' (Hot Desk/Virtual Desk)' or '3rd Party SIP Device' if available. Note that iPCES Cloud Mobile is only available on UK platform.
      - When User type is set to **'Multi Client',** you can select devices from 'Phone (SIP/LIP),'

'Soft Client/IP Dect (Skype for Business RCCV-VC, UCE, IPECS Cloud Mobile, iPECS ONE, and IP Dect),' and '3rd party SIP Device'.

The possible combinations of clients are;

1) 1 hard phone + 1 RCCV-VC.

2) 1 hard phone + up to 3 UCE Clients.

3) Up to 3 UCE clients.

4) 1 hard phone + 1 IPECS Cloud Mobile.

5) 1 hard phone + 1 IP DECT.

6) 1 hard phone + 1 iPECS ONE

7) 1 iPECS ONE + 1 IP DECT.

8) 1 iPECS ONE + 1 3rd party SIP Device

9) 1 iPECS ONE + 1 iPECS Cloud Mobile

Note that a user cannot have more than 2 RCCV-VC or 2 hard phones at the same time.

- To choose a hard phone as a client, select **'Phone'** first then **'MAC address'** from available drop-down list.
- For SIP phone, Skype for Business RCCV-VC and UCE client, set 'Authentication ID' (Max 12 characters) and 'Authentication Password' (Max 12 characters with a lower/upper case, number, symbol, at least 3 types of combination). In case of IP-Attendant, set 'Authentication Password' only available.
- If iPECS ONE is selected, another Soft Client/IP Dect checkbox and the select option are enabled so that other possible devices can be chosen.

- **Phone Codec (LIP):** In case of LIP phone, you can set default codec among G.711a/b, G.723, G.729 and G.722.
- **Transport Mode:**
  - In case of 1010i,1020i,1030i,1040i, and 1050i LIP phones, you can select UDP/TCP/TLS/Follow Company. If it is set to “Follow Company option,” it will follow **Company > Security > LIP Phone Transport Mode** value.
  - In case of other types of LIP phone, this menu will not be presented because it is fixed to UDP.
  - In case of iPECS SIP phone, you can select UDP/TCP/TLS/Follow Company.
  - After changing this value, the terminal should be started to apply the new value.
- **SRTP:**
  - In case of LIP phone, you can select Not Use/Use/Follow Company option. If it is set to “Follow Company option”, it will follow **Company > Security > LIP Phone SRTP** value.
  - In case of iPECS SIP phone, you can select Not Use/Use/Follow Company option. For Use option, first key and second key need to be assigned.
- **Voice Quality Monitor:** This is only available for using the Analytics license and 1000i LIP phone. Not Use/Use option

- **Flexible Profile:** When you select hard phone as a client, you can choose 'Flexible button profile'.
- **DSS/LSS:** Up to 2 Serial DSS or 1 Button Kit can be assigned to hard phone.
- **Extension Password:** To use 'Click Call(Company Directory)', 'Remote Office', 'Hot Desk' and 'Call-Through (Mobile Extension)' feature, extension password must be set with 12 digit in length: 0~9, *, #.

19. Click **'Feature'** tab to view available feature lists of 'User Package' assigned to user. You can set **'Allow/Deny'** of each feature and assign additional feature(s) to users using **Additional Feature** + button.
    - Refer to **'User Feature List Table'** for more details.
20. Click **'Service'** tab to set service by status. It provides **'Busy Service'** to caller when user extension is on a call.
    - **Busy:** The caller hears 'Busy Tone'.
    - **Camp On:** The caller hears 'Hold Tone' and user hears 'Camp On' tone.
    - **Call Wait:** The caller hears 'Hold Tone' and user hears 'Camp On' tone also **'CALL WAIT FROM xxx'** displays on user's LCD.
21. Click **'Information'** tab to set **'Department'** and **'Mobile Number'** for a user.
22. Click **'DN Based CID Routing'** tab to set forward destination as Group, Extension/External number or Voicemail with Caller ID of the caller. Up to 50 routes can be set and used to handle spam call by setting destination as a fake number.
23. To register an ELG SIP/LIP phone, you need to provide **'Phone Setting Information'** to a newly created user. Request **'Phone Setting Information'** with Reseller's support. That contains HTTPS provisioning URL for ELG SIP Phone registration and IPKTS server IP for LIP phone registration.
    - **Hot Desk:** A dummy station (LIP) which Hot Desk users log into to gain access to their phone features.
    - **Hot Desk User:** A user account which can log in only at terminal defined as a Hot Desk terminal. Enter **'Hot Desk Login/Out'** feature code + extension number + extension password + '#' or **Save/Hold** button.
    - **Virtual Number:** A virtual user without any client. This user account is for Mobile extension users which do not have any client. Used when only their Mobile device is their extension.
    - **Virtual Desk:** It allows a LIP phone user to log in to another LIP phone using extension password with its own profile. When this user logs in another LIP phone, its own LIP phone is disabled showing 'ENTER AUTHORIZATION CODE'. Enter **'Virtual Desk Login/Out'** feature code + extension number + extension password + **'#'** or [**Save/Hold]** button.

User Feature List Table

Item	Description
Call Forward	It allows user to activate Call Forward. It enables user to route incoming calls to another destination (Extension, Voicemail and etc.)

Item	Description
Off-Net Call Forward	It allows user to activate Call Forward to Off-Net (external) number. It enables user to route incoming calls to another destination (Extension, Voicemail and etc.) including Off-Net destination.
Preset Call Forward	It allows user to enable Preset Call Forward with Incoming call type (Internal/External), Time schedule (Day/Night/Timed) and user status (Busy/No Answer/DND/Unconditional).
OHVO (Off Hook Voice Over)	It allows user to talk to a busy user on a call. If a user calls a busy extension, it allows you to speak to the busy extension even though they are on the phone with another party. Only the called extension user will hear your voice. The other party will not hear anything.
Intercept	It allows a user to call another extension and release the extension from the current call and to be connected.
Call Park	It allows a user to park a call. To park a call, set Flexible button with 'Call Park' feature code. During a call, press **Call Park** flex button and enter park location (000 ~ 999). To get the parked call, press **Call Park** flex button and enter park location (000 ~ 999).
Conference Call	It allows user to initiate a conference call using the **CONF** button.
Intrusion	It allows a user to join an existing call. When a user activates 'Intrusion' to an extension on a call, it will be a 3-way conference. To initiate a call intrusion, set Flexible button with 'Intrusion' feature code. Call to an extension on a call, and press **Intrusion** flex button during the busy tone. 'Busy Service' of called party should be set to 'Busy'.
Allow Anonymous Call	It allows a user to receive a call without Caller ID.
Present External Caller ID	It allows to present CID on LCD
CLIR (Calling Line Indication Restriction)	It blocks to send CID (Outgoing Caller ID) to outside calls. Enter 'Caller ID Display Restrict' feature code before making outgoing call.
Recall for Transfer Failure	It allows a user to recall when a call transfer fails. **Transfer Failure**: transfer a call to DND or Busy destination Refer to 'Transfer Recall Timer' by going to **Company > System Tone > Tone Timer**.
Preset Call Forward	It allows setting Preset Call Forward. · **Deny**: Preset Call Forward can't be set. · **Allow**: Preset Call Forward can be set.
Time Zone Mode Change	It allows a user to change time zone mode using feature code {System Service Time Mode Change} · **Deny**: User can't change time zone mode. · **Allow**: User can change time zone mode.
Emergency Call Log Delete	It allows a user to delete the emergency call log after querying the emergency call log using feature code {Emergency Call Alert} · **Deny**: User can't delete the emergency call log. · **Allow**: ser can delete the emergency call log.
SIP Failover Rerouting	If a SIP phone (One, UCE, IP Dect, 3rd party SIP phone) does not respond to the invite message, the incoming calls can be rerouted to a specific number. · **Disable**: Disable rerouting feature

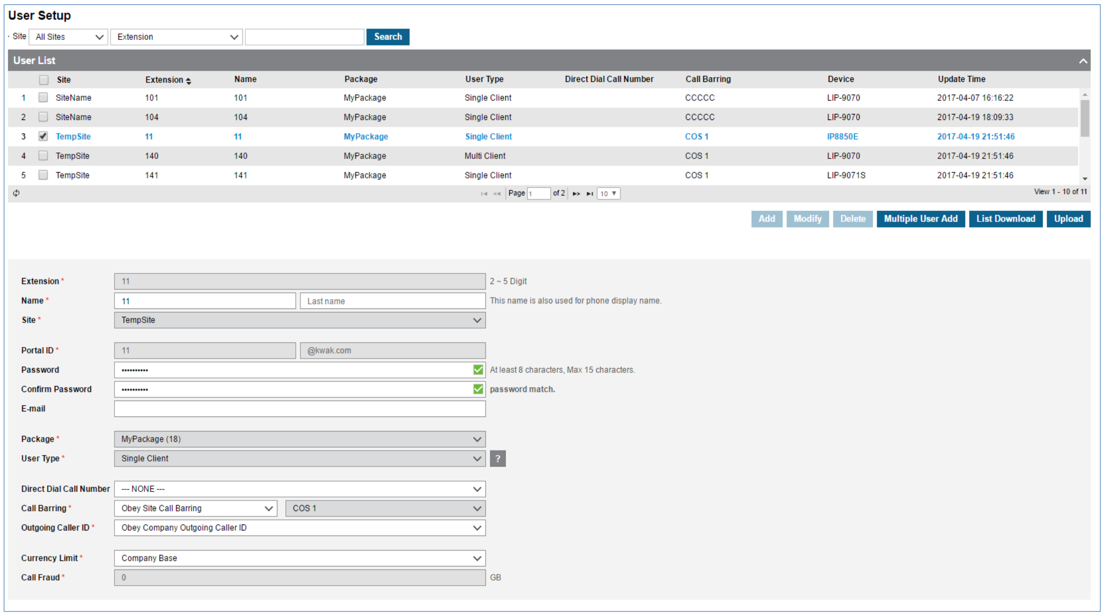
Item	Description
	· **Normal No Answer Forward**: Call will be rerouted to the normal no-answer forward number · **Preset No Answer Forward**: Call will be rerouted to the preset no-answer forward number. · **Normal + Preset**: Call will be rerouted to a normal/preset no-answer forward number.
Forced Handsfree	It allows a user to use forced handsfree using feature code {Forced Handsfree (Xfer to Ring)} and {Forced Handsfree (Xfer to Voice)} · **Deny**: User can't use the forced handsfree feature. · **Allow**: User can use the forced handsfree feature.
Meet Me Page Answer	It allows a user to answer paging calls using feature code {Internal Page Answer}. After answering from a user, remain paged parties will be automatically terminated. · **Deny**: User can't use the Internal Page Answer feature. · **Allow**: User can use the Internal Page Answer feature.
Remote Office	It allows a user to make a call between designated numbers. End user can use it by going to **End User portal > My Phone & Feature > Remote Office**.
Call Recording	It allows a user to record a call. · **ACR**: Automatic Call Recording · **ODR**: On-Demand Call Recording
Voice Mail	It allows a user to use the Voicemail Service. And a user can manage voicemail(s) in its own mailbox.
Multiple Line	It allows user to have an additional DN number with its own user features, DDI, outgoing CID, Call Barring, Call Fraud and 'Busy Service' etc.
ACD Group User	It allows a user to be a member, supervisor, sub supervisor of ACD Group. This license can be assigned to a user satisfying the below two conditions. · **User type**: Single Client · **Device type**: LIP Phone or iPECS ONE
ACD Call center seat	It allows a user to be an ACD agent and use ACD Web client. To be an ACD agent, 'ACD Group User' feature is required. To assign a user of ACD Call Center Seat to ACD Group, Customer manager should set 'Automatic Call Distribution Report' to 'Use ACD Report' by going to **Customer Manager Portal > Company > Company Details**. Only 'Single Client' user type can be an ACD Group User.
ACD Call center supervisor	It allows a user to be an ACD supervisor and use ACD Web client. To be an ACD supervisor, 'ACD Group User' feature is required. To assign a user of ACD Call Center supervisor to ACD Group, Customer manager should set 'Automatic Call Distribution Report' to 'Use ACD Report'. Only 'Single Client' user type can be an ACD Group User.
UC Client (Call Control)	It allows ELG SIP/LIP extension users to have a UCE PC client as Call Control usage. Only 'Single Client' user type can have UCE call control client.
SfB 2010 RCCV (Call Control)	It allows ELG SIP/LIP extension user to have a Skype for Business

Item	Description
	2010/2013 RCCV Call Control client. Only 'Single Client' user type can have RCCV call control client.
SfB 2013 RCCV (Call Control)	It allows ELG SIP/LIP extension user to have a Skype for Business 2010/2013 RCCV Call Control client. Only 'Single Client' user type can have RCCV call control client.
Time Zone Mode Change	It allows user to change time mode from the Automatic, Day, Night, Timed. To change, set 'System Service Time Mode Change' feature code to flex button. Click **'System Service Time Mode Change'** flex button or feature code at extension. Select mode, Auto (0), Day (1), Night (2), Timed (3) and click **OK** button.
CTI Call Control License	It allows to use Modago PHONE-LiNK (UK only feature)
Fax Bridge	It allows a user to have a capability of Fax receiving via its own DDI number. When it detects Fax tone, it can re-route an incoming Fax to the designated Fax device or WebFax internal number.
WebFax User	It allows a user to have Fax capability - send/receive/management. It requires Fax DDI number.

2.4.1.2 Modify

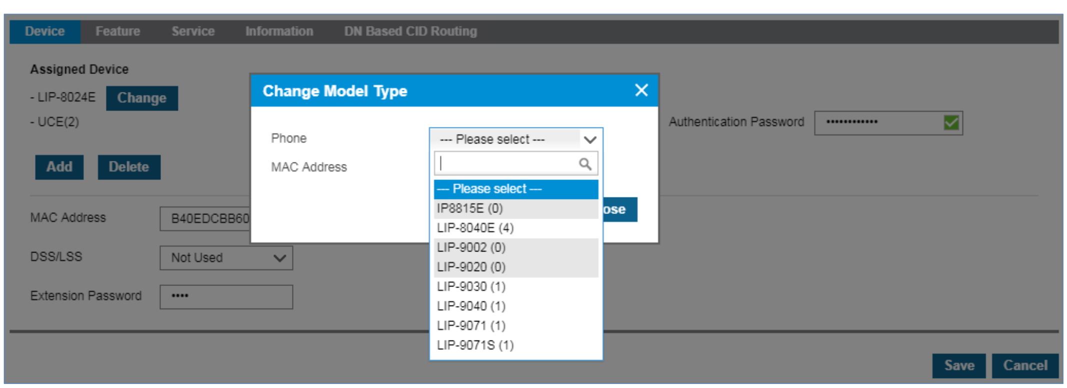
It allows Customer Manager to change assigned features, phone or software clients and other options like DDI number, CID and DN Based routing.

To modify a user configuration

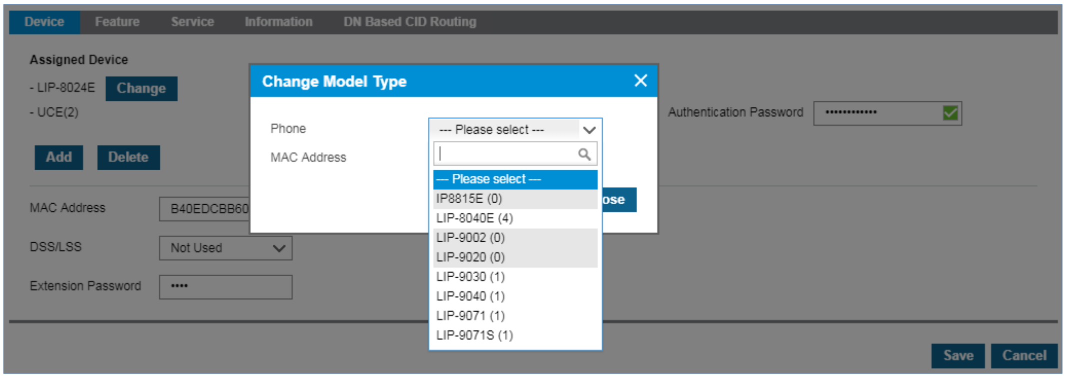


1. Click a list item to select in the 'User List'.
2. Click **Modify** button.
3. All fields can be modified except **'Extension**', **'Portal ID'**, **'Package**' and **'User Type'**.
4. In **'Device'** tab, you can change phone type using **Change** button. It shows all available phones. When **'User type'** is **'Single Client'**, you can add a new client to existing user so that **'User Type'** changes to **'Multi Client'**. Once **'User Type'** is changed to **'Multi Client'**, it cannot be reverted to **'Single Client'** even though remove client(s). In case of **'Multi Client'**, you can add up to 3 UCE Clients to hard phone user, and also can add or delete Client(s).

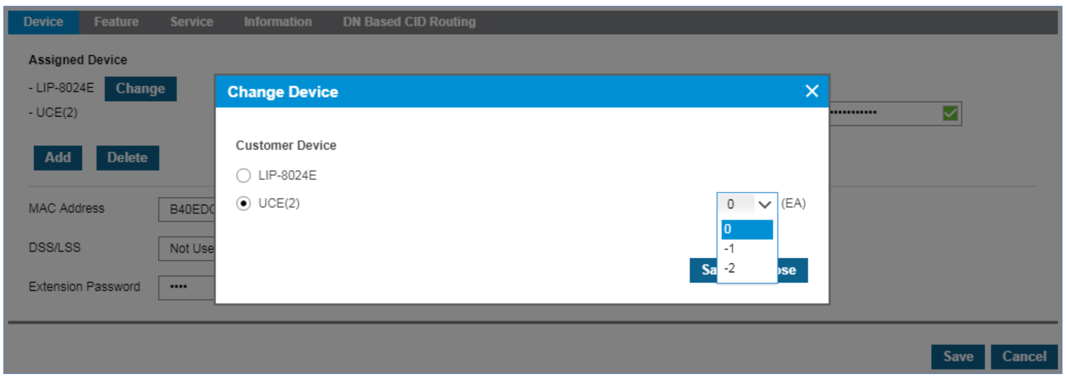
   a. Click **Change** button to display the following page.



   b. Click **Add** button to display the following page.

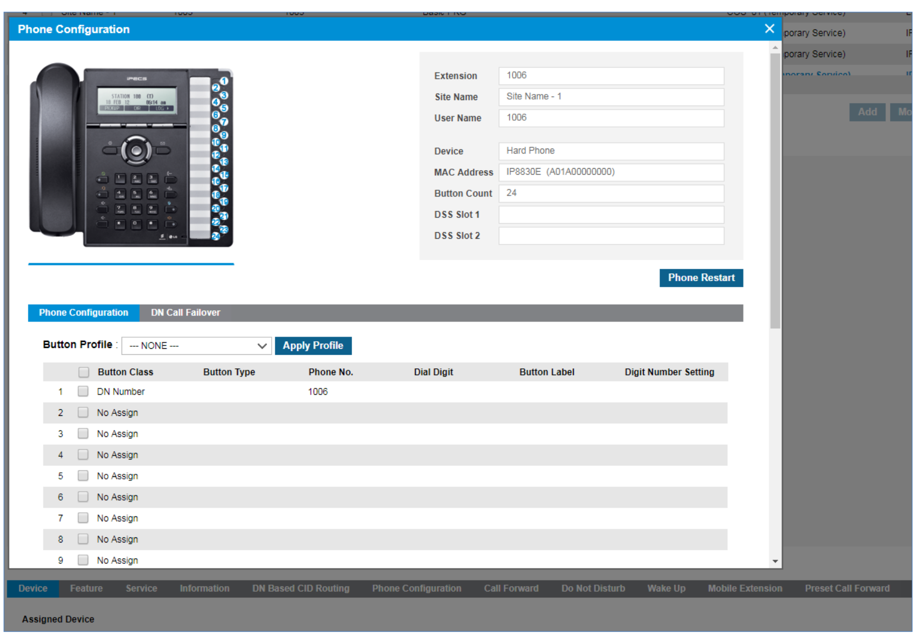


c. Click **Delete** button to display the following page.

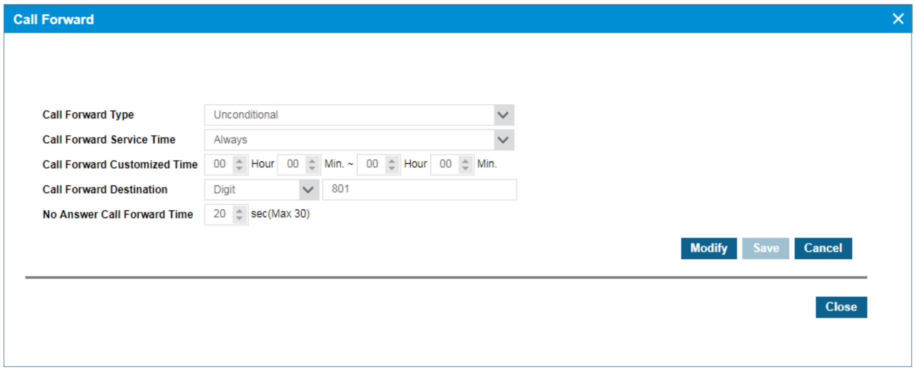


5. To modify the tab of **'Feature, 'Service', 'Information'** and **'DN Based CID Routing'**. Refer to section 2.4.1.1 Add New User(s) Account(s) for details.

6. To modify the tab of **'Phone Configuration'**. Refer to section 2.4.2 User Phone Configuration for details.



7. To modify the tab of **'Call Forward'**, **'Do Not Disturb'**, **'Wake up'**, **'Mobile Extension'** and **'Preset Call Forward'**. Refer to section 2.4.3 User Feature Configuration for details.

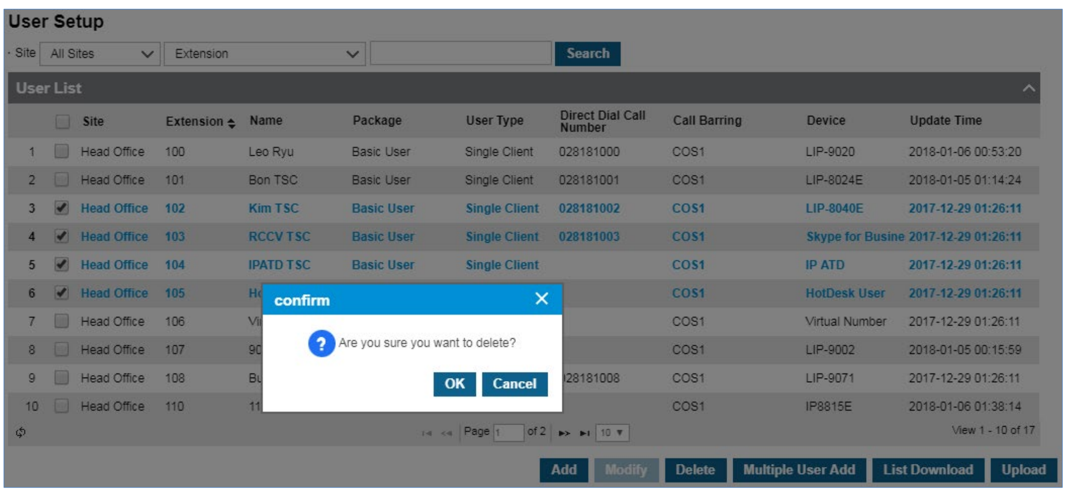


8. Click **Delete** button then **OK** button in the popup window to confirm.

2.4.1.3 Delete User(s)

To delete user(s)

1. Click checkbox of user(s) to select in the 'User List'.
2. Click **Delete** button then **OK** button in the popup window to confirm.

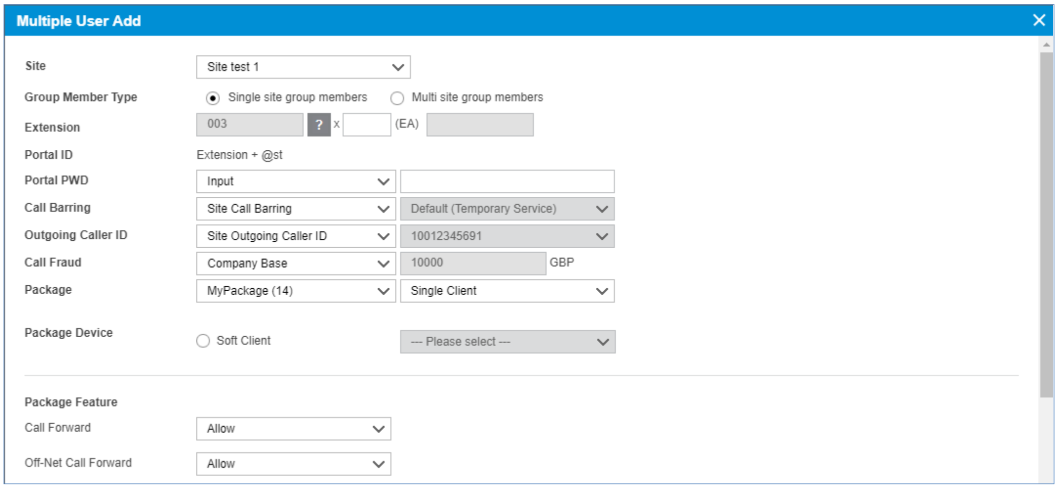


2.4.1.4 Add Users at once

You can use **Multiple User Add** button or **List Download** and **Upload** button (Interfacing with Excel file) to add multiple users at once.

To add multiple user using Add button

1. Click **Multiple User Add** button.
2. When you set starting extension number and number of extensions, sequentially numbered extensions are created along with Portal ID/Password, Call Barring, Outgoing CID, Call Fraud, Package & User type, Device and related user features.



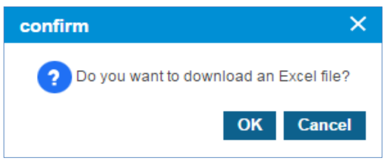
Item	Description
Site	Select site
Group Member Type	It allows a user to be a member of one or all sites in the company.
Extension	When you set the starting number and how many extensions, sequentially increased numbers are assigned to extensions.
Portal ID	It sets Portal ID as 'extension number' + '@domain'. It is used when a user logs in End User Portal.
Portal PWD	It allows you to put a custom value for password or set extension number as password. When you select 'Extension' as a password, it should be changed by user for security. · **Input**: Enter Custom Value · **Extension**: It sets extension number as password by default (User must change password)
Call Barring	It allows you to assign digit restriction rules to user(s). · Site Call Barring · Individual Call Barring
Outgoing Caller ID	It allows you to assign Outgoing Caller ID to user(s). · Company Outgoing Caller ID · Site Outgoing Caller ID · Select Caller ID, select one of available DDI numbers · Input Caller ID, Direct Input DDI Numbers Individual Direct Dial Call Number is not selectable you can assign it after the user has been created.
Call Fraud	The limitation of outgoing call to block call fraud. Go to **Company > Company Details**. · **User Default**: Daily User Call Fraud Limit (Default) · **Individual User Default**: Daily User Call Fraud Limit (Maximum)
Package	Assign 'User Package' to user(s).
Customer Device	It shows all available device types, 'Phone', 'Soft Client', 'Virtual User', '3rd Party SIP Device' and allows you to assign a client to user(s). When you select SIP hard phone, Soft Client or 3rd Party SIP Phone, you need to set 'AUTH ID' and 'Authentication Password' fields, if not

Item	Description
	default 'AUTH ID/Password' are set.
Package Feature	Refer to 'User Feature List Table' for more details.
Additional Feature	Refer to 'User Feature List Table' for more details.

To add user using List Download and Upload button

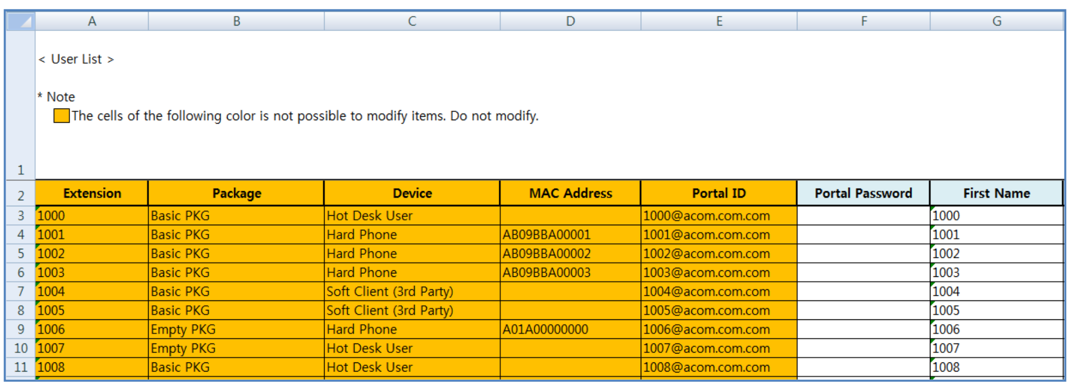
Provides Excel file format download or upload interface to create multiple user(s).

1. To download user list file, click **List Download** then **OK** button in the popup window to confirm.



- The user list can be downloaded as an Excel file with a filename such as 201807092220_UserList.

2. Double click the downloaded Excel file to open below example image.



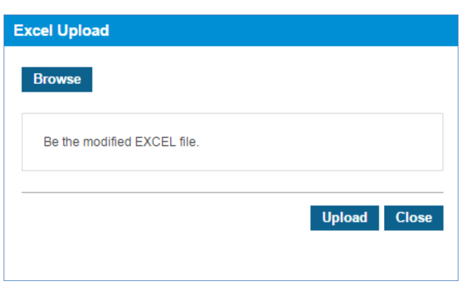
< User List >

* Note
The cells of the following color is not possible to modify items. Do not modify.

Extension	Package	Device	MAC Address	Portal ID	Portal Password	First Name
1000	Basic PKG	Hot Desk User		1000@acom.com.com		1000
1001	Basic PKG	Hard Phone	AB09BBA00001	1001@acom.com.com		1001
1002	Basic PKG	Hard Phone	AB09BBA00002	1002@acom.com.com		1002
1003	Basic PKG	Hard Phone	AB09BBA00003	1003@acom.com.com		1003
1004	Basic PKG	Soft Client (3rd Party)		1004@acom.com.com		1004
1005	Basic PKG	Soft Client (3rd Party)		1005@acom.com.com		1005
1006	Empty PKG	Hard Phone	A01A00000000	1006@acom.com.com		1006
1007	Empty PKG	Hot Desk User		1007@acom.com.com		1007
1008	Basic PKG	Hot Desk User		1008@acom.com.com		1008

- You can edit the downloaded User List file. Note that do not modify the cells colored with orange!

3. After updating user list Excel file click **Upload** button.
4. Click **Browse** button to select the modified EXCEL file.
5. Click **Upload** button to upload the file.



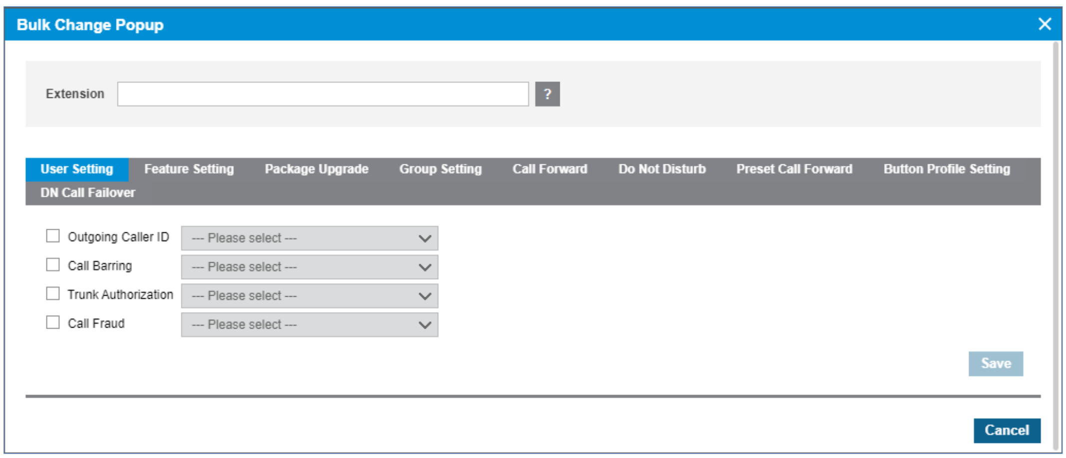
6. After completing upload process click **Close** button in the popup window to exit.

2.4.1.5 Change Users at once

You can use **Bulk Change** button to make the same settings for multiple users at once.

To change multiple user settings using Change button

1. Click **Bulk Change** button.
2. When you set starting extension number and number of extensions, sequentially numbered extensions are changed along with Outgoing CID, Call Barring, Trunk Authorization, Call Fraud, Feature, Group, Call Forward, Do Not Disturb, Preset Call Forward, Button Profile and DN Call Failover.

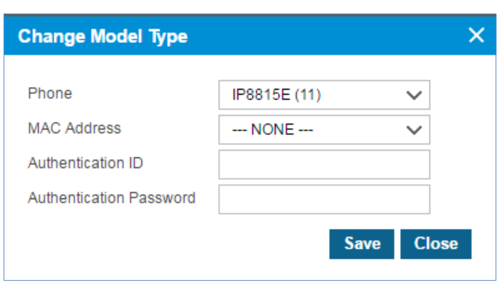


3. Each input method is the same as in a separate menu.
4. Click **Save** button then **OK** button in the popup window to confirm.

2.4.1.6 Phone replacement

You can change the phone type assigned to the current user. It allows you to change the current phone type to a different one.

1. Select a user in the **'User List'** and click **Modify** button.
2. Click **Change** button In **'Device'** tab.



3. Select available **'Phone'** and **'MAC Address'** in the Change Model Type popup window.
   - When you change to SIP Phone, enter Authentication ID and Password. If nothing is entered, it will be set Authentication ID and Password with random values, but you cannot see the password, so configure it later when random value is set to password.

- If the type of phone or the number of flexible button is different from original phone, it will remove all pre-configured button program. (Multiple/Shared Line, Feature Code, DN number and etc.)

Item	Description
Authentication ID	SIP authentication id
Authentication Password	SIP authentication password

4. Click **Save** button then **OK** button in the popup window to confirm.

2.4.1.7 Add additional client

When you add a client to a user who is a **'Single Client'** user, **The 'User Type'** is changed from **'Single Client'** to **'Multi Client'**. Once it is changed to **'Multi Client'**, it is not reversible. RCCV-VC, IP-Attendant, Virtual Number, Hot Desk, and ACD member cannot be **'Multi Client'** type and also hard phone users with the Call Control feature cannot.

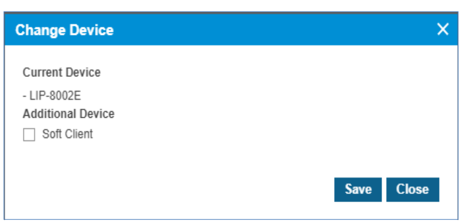
In case of **'Multi Client'** user type, the maximum number of client a user can have is 4. One is hard phone and the other three are UCE clients.

When you assign new clients to a user of 'Single Client', it will set flexible button 2 as additional DN button. Pre-configured button program is changed to DN information of new added client. DN is an acronym for Directory Number.

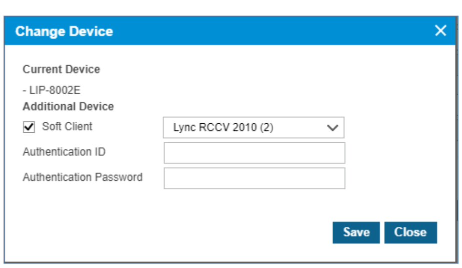
To add a new client

You can change **'Single Client'** to '**Multi Client'** to user.

1. Select a user of **'Single Client'** user type and a hard phone, then click **Modify** button.



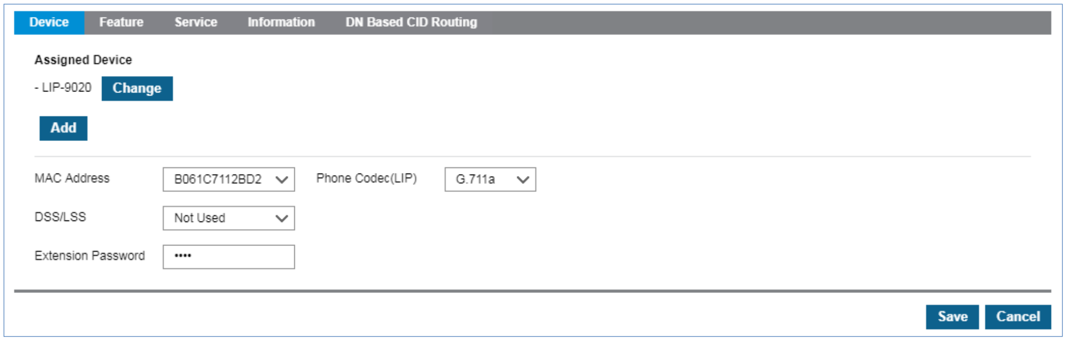
2. Click **Add** button in **'Device'** tab.
3. Click checkbox to select **'Soft Client'**.



- When Skype for Business 2010/2013 RCCV is selected, only one can be added.

- When you select UCE, you can add up to 3 Clients.

4. Click **Save** button then **OK** button in the popup window to confirm.
5. Click **Save** button to finish modification.

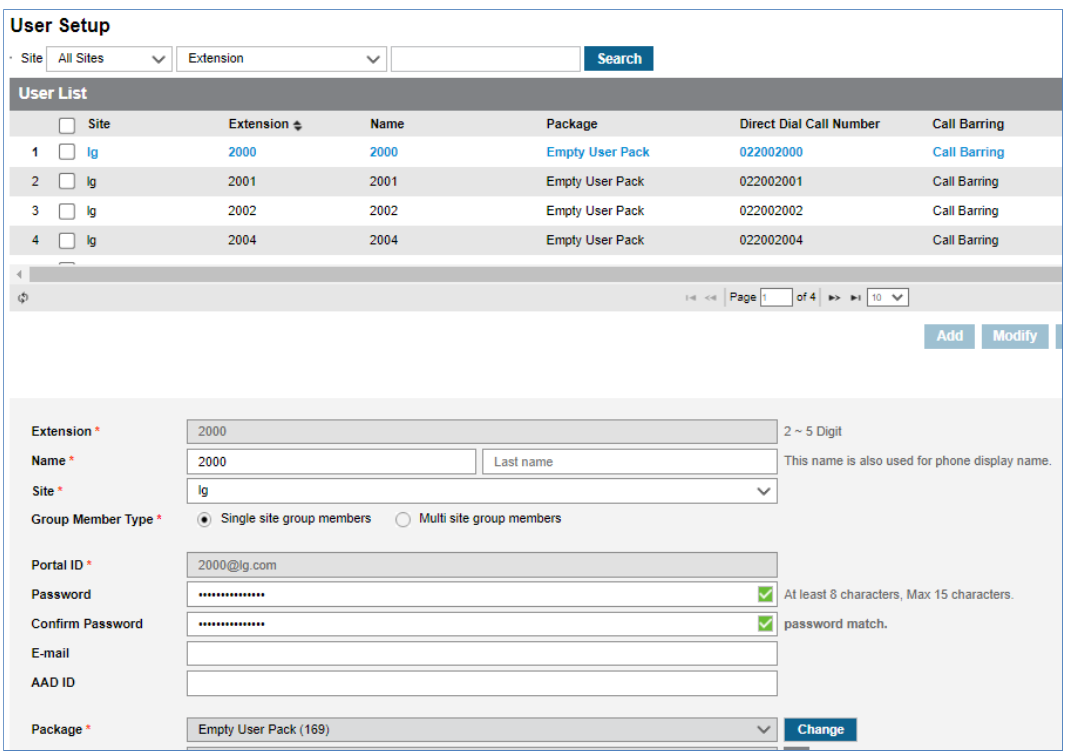


- When you select a user of **'Single Client'** and 1 UCE, you can add 1 hard phone and 2 UCE clients more.

2.4.1.8 Package Upgrade

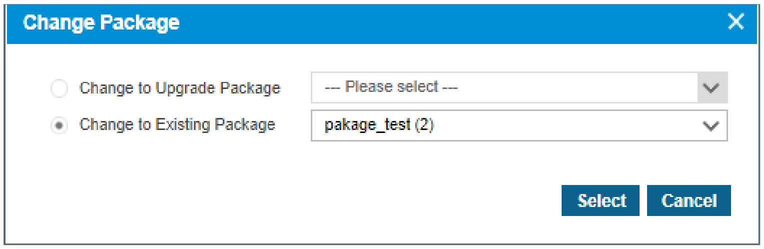
You can upgrade the package assigned to the current user. You are allowed to change to a package that is a superset of the current package.

1. Select a user in the **'User List'** and click **Modify** button.
2. Click **Change** button to the right of the Package select box.



3. Select **available ' Package Upgrade Item'** or **' Upgradable Package'** in the Change Package popup window.

- Package Upgrade Item is an item added by ordering Package Upgrade from the OMS system.
- Upgradable Package is a package that becomes the superset of the package resources currently owned by the customer.



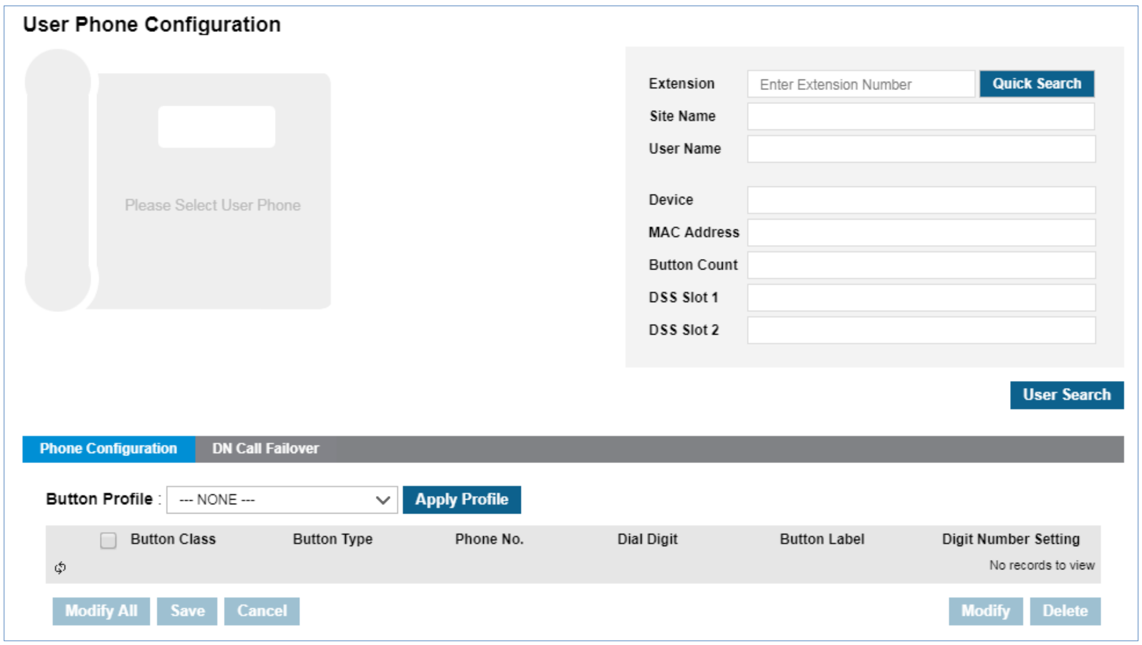
4. Click **Select** button then **OK** button in the popup window to confirm.

2.4.2 User Phone Configuration

It allows you to configure flexible buttons and DN call failover of a user. You can restart the phone using the **Restart** button if you are experiencing any problems at that phone.

NOTE This will initiate a soft restart only on LIP and SIP devices, and if there are no configuration changes, on the SIP device it does not reset.

Go to **'User' > 'User Phone Configuration'** to display the following page.

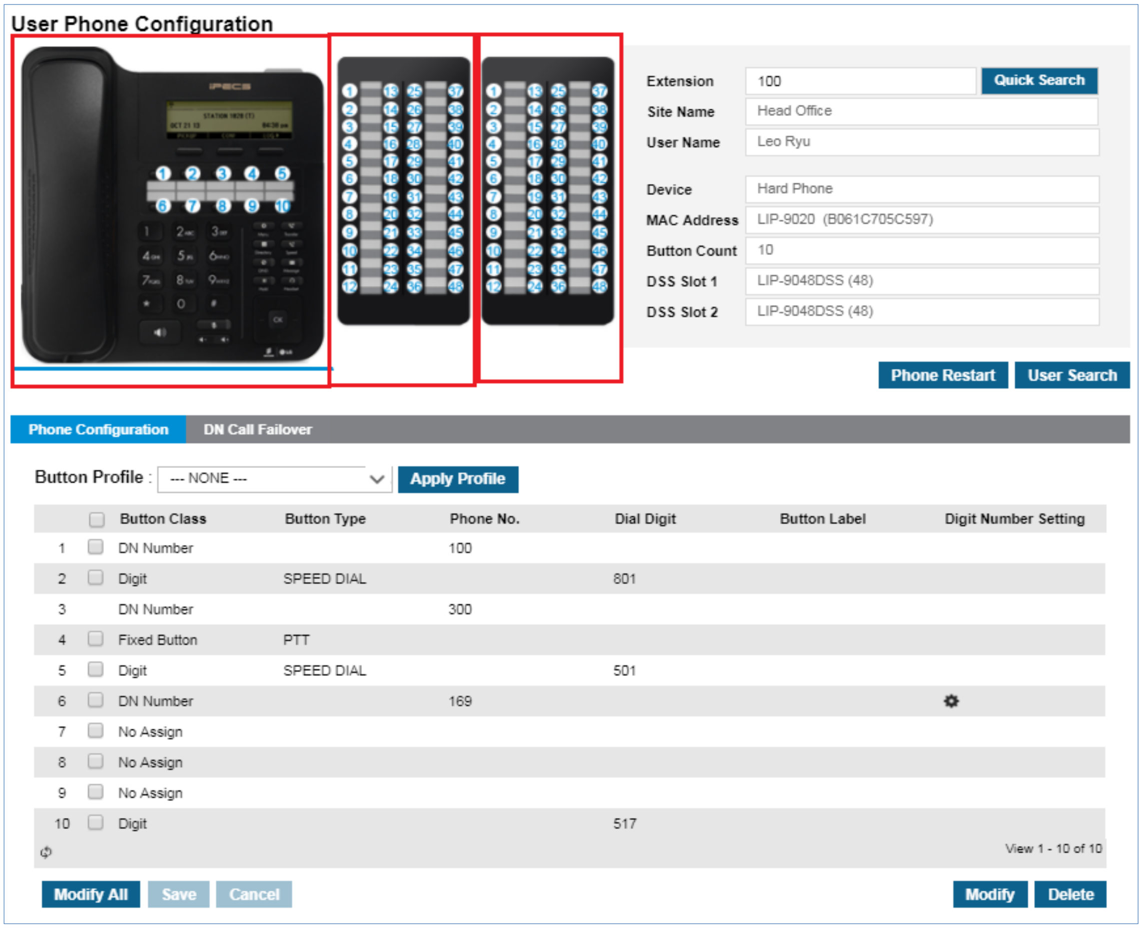


To set flexible button and DN Call Failover

1. Select a user using **Quick Search** or **User Search** button.
   - If you know the extension number, type the number in the **Extension** field and click **Quick Search** button.
   - If not, you can select the extension number using **User Search** button.
2. If the user phone has an associated DSS/LSS device, you can configure the flex button of phone and DSS/LSS by selecting the corresponding image of phone or DSS/LSS.
   - It displays Site Name, User Name, Device, MAC address, Button Count and 'DSS/LSS Slot' Number information related to the searched user.

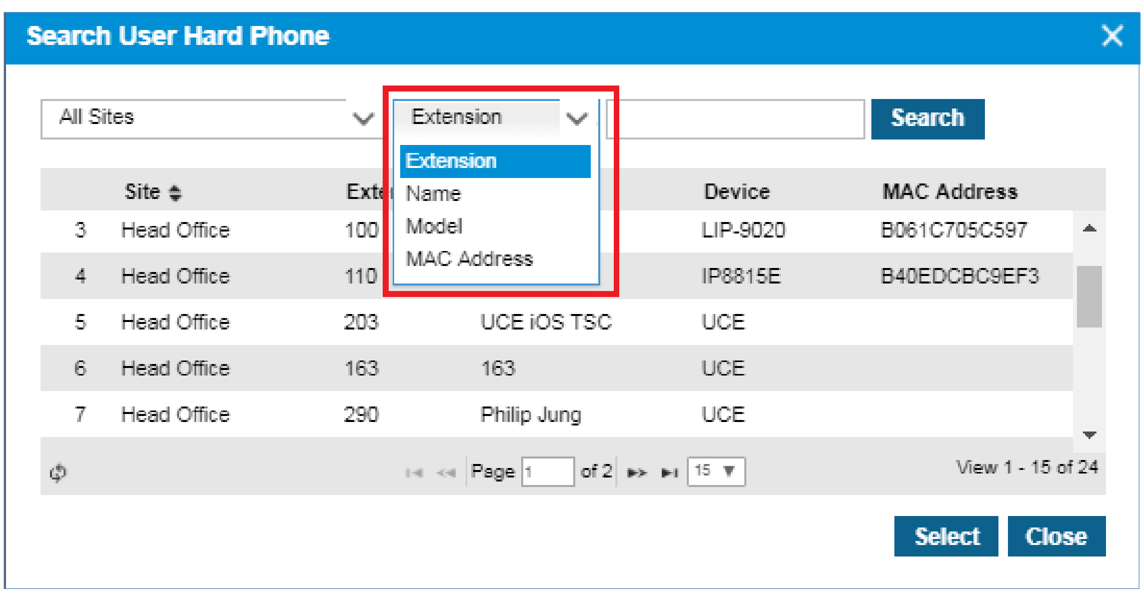
To search using Quick Search button

For example, if you enter an **'Extension Number'** 100 in the **Extension** field you can find the one hard phone with 10 flex button, and two 9048DSS with 48 buttons.



To search using User Search button

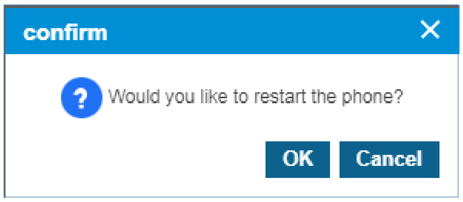
From the list in the **Search User Hard Phone** popup window**,** you can select a number with search options, such as Site, Extension, Name, Model or MAC Address.



2.4.2.1 Restart Phone

This allows you to restart LIP/SIP phone when configuration changes have been done or a problem persists at the phone.

1. Click **Phone Restart** button.
2. Click **OK** button in the popup window to confirm.



- If there are no changes, the LIP phone runs a soft restart and SIP phone does not restart.

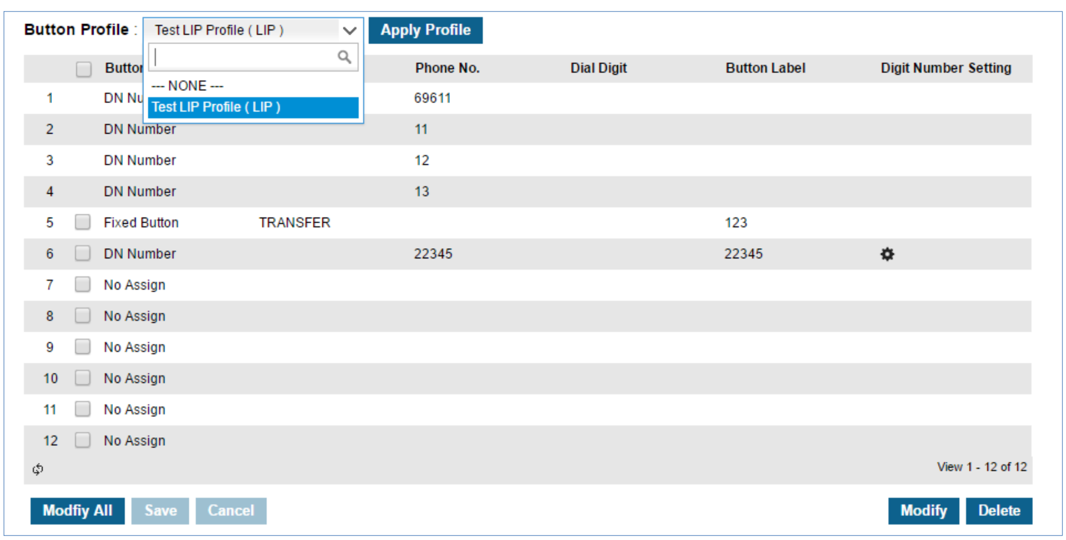
2.4.2.2 Flexible Button Configuration

It allows you to configure flexible button one by one using **Modify** or at once using **'Modify All'**. And you can assign the pre-configured button profile.

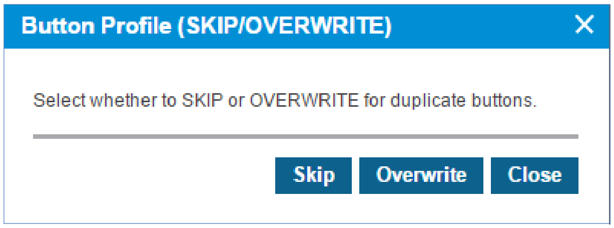
Go to **'User' > 'User Phone Configuration'** and click **'Phone Configuration'** tab to display the following page.

To apply a button profile

1. Click **Button Profile** to select a profile in the drop-down list.



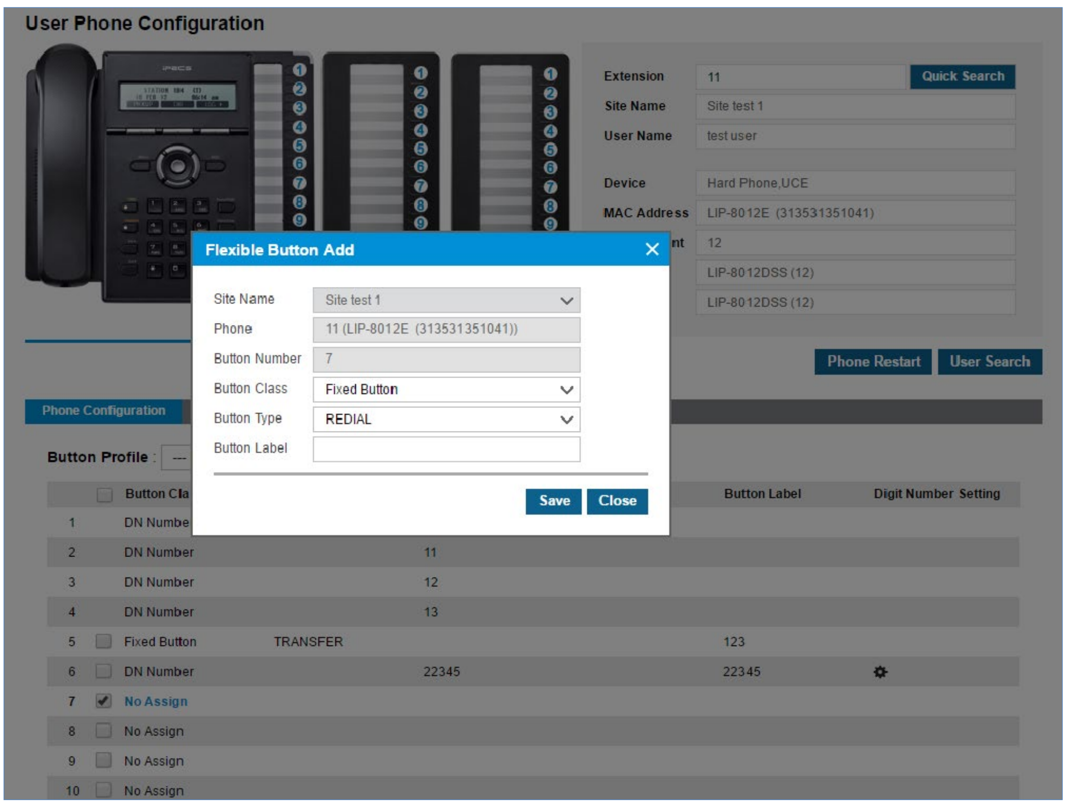
2. Click **Apply Profile** button then **OK** button in the popup window to confirm.
3. A popup window will ask you to skip, overwrite or cancel for applying profile to existing preconfigured buttons.



4. Select the proper operation.

To modify a button one by one

1. Click to select a checkbox and click **Modify** button



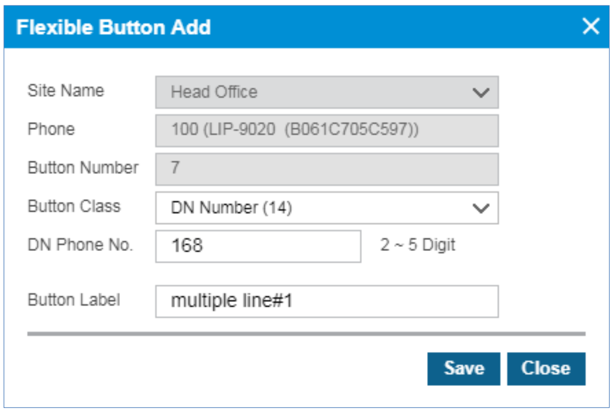
- Only Hard phone can be modified.

2. You can select a **'Button Class'** in the **Flexible Button Modify** popup window.

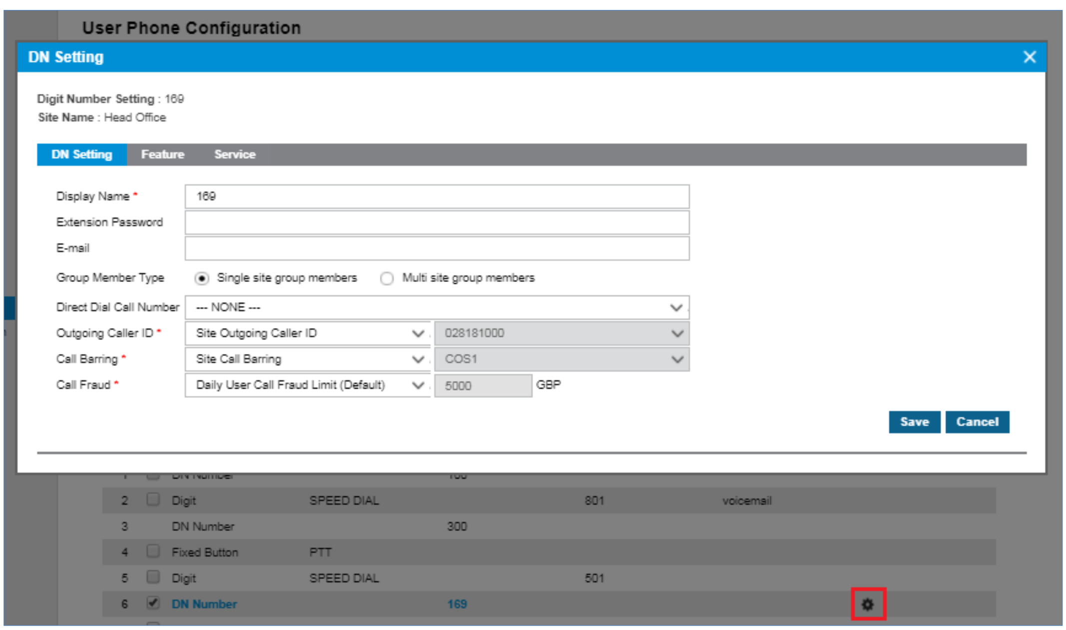
Item	Description
Button Class	It allows you to select 'Fixed Button' or 'Digit' or DN Number
Fixed Button	It allows you to assign a type of button from the list below. · **LIP**: Redial, Speed, Conference, Mute, Callback, DND/Call forward, Transfer, Flash and PTT) · **SIP**: Phonebook, Call Log, Mute, Headset, Redial, Call Return, Call Forward, Conference, Transfer, Hold, DND, Ringer Off, Message, Remote Phonebook, Service(XML), Voice Recording, Blind Transfer, Adhoc Conference)

Item	Description
Dial Digit	It allows you to assign button as 'SPEED DIAL' type. You can put digit strings to dial. Extension number, outgoing call number, voicemail service number, feature code etc.
Button Label	It allows you to type a Label of button. Use can see Button Label at the extension and LCD of DSS/LSS.

3. For the DN Setting of Multiple Line, click 'Button Class' field to select DN number in drop-down list.



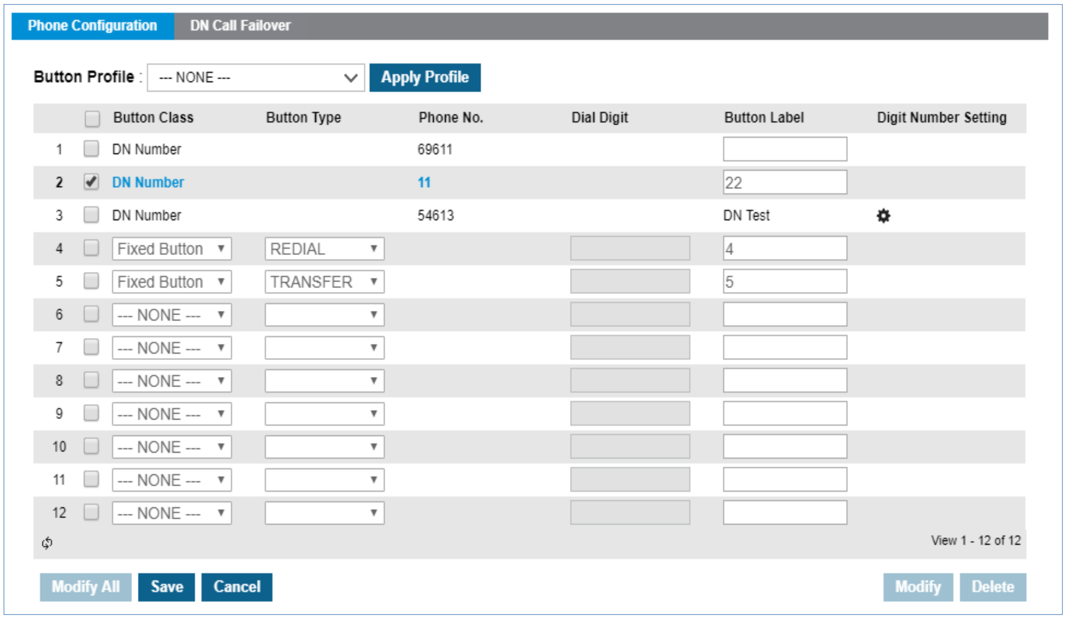
4. Click **Save** button then **OK** button in the popup window to confirm.
5. Click button to set **'DN Setting'**, **'Feature'** and **'Service'**, after adding Multiple Line DN number.



- Multiple Line can be set by Customer Manager only not by the user.

To modify all buttons at once

1. Click **Modify All** button.



- In **Button Class** field, **'Digit'** and **Fixed Button'** are available to select, except **'DN Number'.**
- Existing **DN Number** of Multiple Line can be modified when you use **Modify** button.
- Existing **DN Number** of Shared Line can be modified by going to **'Call Manager' > 'Shared Line'**

2. Click **Modify** button to configure.
3. Click **Save** button then **OK** button in the popup window to confirm.

2.4.2.3 DN Call Failover

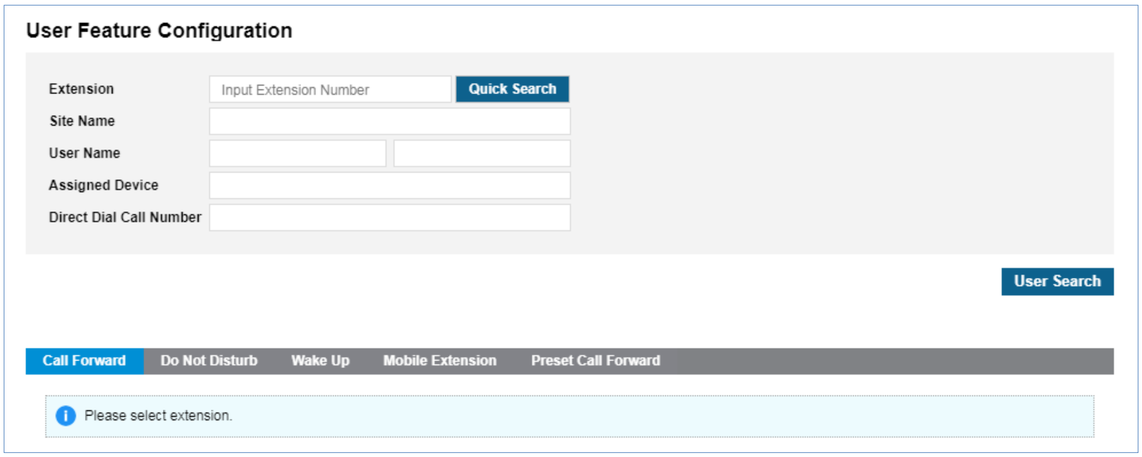
When the client(s) of a user is disconnected unexpectedly, it allows an incoming call to be routed to the number configured here.

Item	Description
Call Failover Time Mode	It allows you to select time schedule to apply DN Call Failover setting. Call Failover Time Mode: Always (default)/Day/Night/Time, which follows the default time schedule. (Refer to **'Company' > 'Time Schedule'**)
Forward Digit	Digit string to forward incoming call (Max 24 digits) When you set it empty, DN Call failover does not work.

2.4.3 User Feature Configuration

It allows you to configure features for each user. **'Call Forward', 'Do Not Disturb', 'Wake Up', 'Mobile Extension'** and **'Preset Call Forward'** can be set. If you know the extension number to configure, put that number at **Extension** field and click **Quick Search** button. If not, you can select the extension number using **User Search** button. Refer to section 2.4.2 User Phone Configuration' for more details

Go to **'User' > 'User Feature Configuration'** to display the following page.

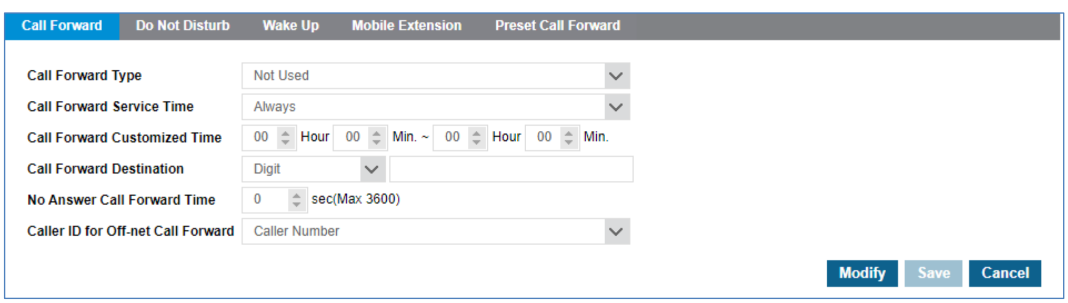


2.4.3.1 Call Forward ▶

It allows a user to route incoming call to a certain destination such as Voicemail, Group and other external number along with the define time schedule.

To set Call Forward

1. Click **Quick Search** or **User Search** button to select a user.
2. Click **Modify** button in **'Call Forward'** tab.



3. You can set Call Forward destination along with **'Call Forward Type'**, **'Service Time'** and other options.

Item	Description
Call Forward Type	It allows you to select the type of Call Forward. · **Not Used:** deactivate Call Forward feature

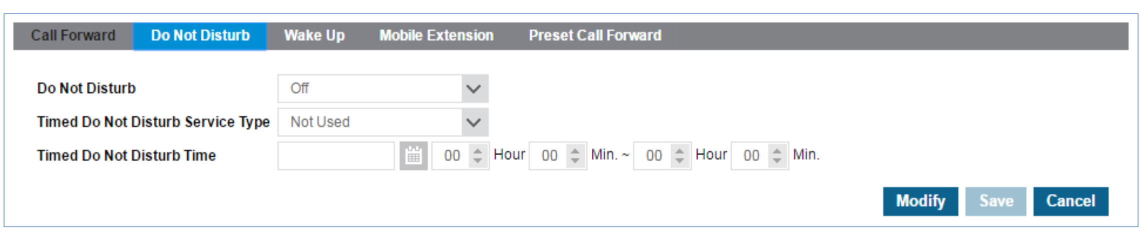
Item	Description
	· **Unconditional:** always activate Call Forward feature (for 24 hours) · **Busy:** activate Call Forward only when a user is busy · **No Answer:** activate Call Forward only when a user does not answer for a configured time. · **Busy/No answer:** activate Call Forward when a user is busy or does not answer for a configured time.
Call Forward Service Time	It allows you to select the service time of Call Forward. · **Always:** apply Call Forward for 24 hours · **Day/Night/Timed:** apply Call Forward along with the default time schedule. · **Customize:** It allows you to set the period of service time. 'Call Forward Customized Time' field is activated when you select it.
Call Forward Destination	You can set a destination as Voicemail service number or digit strings (extension, outgoing number. Max 24 digits: 0~9, *, #)
No Answer Call Forward Time	Is used when the 'Call Forward Type' is 'No Answer' or 'Busy/No Answer'. Range (0 ~ 30 sec.).
Call ID for Off-net Call Forward	Caller ID selection for external call forward · **Caller Number:** The original caller's caller ID is presented to an external forwarding destination. · **Call Forwarding Number:** This user's caller ID is presented to an external forwarding destination.

4. Click **Save** button then **OK** button in the popup window to confirm.

2.4.3.2 Do Not Disturb

It allows you to set DND feature for a user. When DND is activated, all incoming calls to that user are denied. The internal caller extension displays **'Do Not Disturb XXX'** on LCD. XXX means the DND enabled called number. You can activate/deactivate DND along with some other options.

Go to **'User' > 'User Feature Configuration'** and click **'Do Not Disturb'** tab.



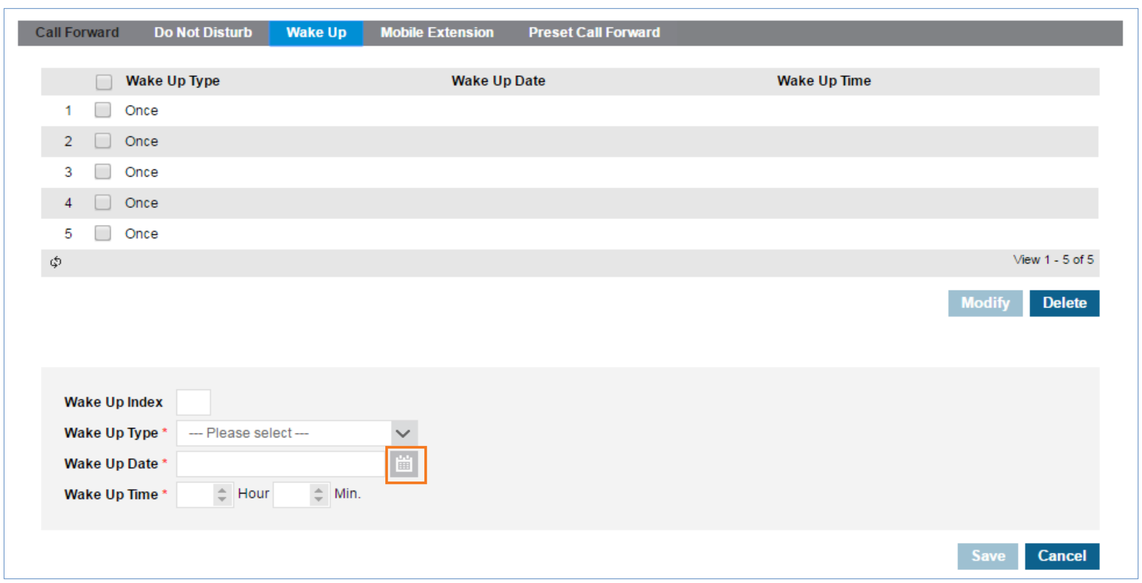
Item	Description
Do Not Disturb	It allows you to activate or deactivate DND feature. · **On:** DND activated · **Off:** DND deactivated
Timed Do Not Disturb	You can specify the time of DND.

Item	Description
Service Type	· **Not Used:** Activated DND will not be turned off until user deactivates the DND feature · **Once:** DND is activated until it is turned deactivated · **Every Day:** It has same effect as 'Not Used' unless you enter valid time of day. · **Monday ~ Friday:** Requires time of day to be entered. · **Monday ~ Saturday:** Requires time of day to be entered. · **Date:** When selected, you can specify a date at 'Timed Do Not Disturb Time field along with specific hours for that day.
Timed Do Not Disturb Time	You can set a date (only when 'Service Type' is 'Date') and Time Period.

2.4.3.3 Set Wake Up Time

It allows you to set up to 5 wakes up notifications per user. When time reaches the wake up time, the user receives a ring on their phone. When you delete a selected entry, it will clear the configuration only, not Wake Up item itself.

Go to **'User' > 'User Feature Configuration'** and click **'Wake Up'** tab.



Item	Description
Wake Up Index	It shows the index of Wake-Up Time items when you select one in the list.
Wake Up Type	You can specify the time of Wake-Up. · **Once:** Wake-Up will notify at the configured Date/Time · **Every Day:** It has same effect as 'Not Used' unless you enter valid time of day. · **Monday ~ Friday:** Requires time of day to be entered · **Monday ~ Saturday:** Requires time of day to be entered · **Date:** When you select it, you can specify a date at 'Wake Up Time' field along with a Wake-UP time for that day.

Item	Description
Wake Up Date	It is activated only when ‘Wake Up Type’ is set as ‘Date’. You can specify the date by clicking the Calendar icon.
Wake Up Time	You can set a wake up time.

2.4.3.4 Mobile Extension (MEX) ▶

It allows you to set up to 4 Mobile Extensions for a user. All registered mobile extensions will begin ringing when there is an incoming call to that user. The Mobile Extension allows the user to call from their Mobile device to make an outgoing call (Call-Through) using the company resource as needed. When you delete a selected entry, it will clear the configuration only.

Go to **'User' > 'User Feature Configuration'** and click **'Mobile Extension'** tab.

Item	Description
Mobile Index	It shows the index of Mobile Extension when you select one from the list.
Mobile Number	Set mobile number of a user. (Max 18 digits: 0~9, *, #)
Mobile CLI	Set mobile number of a user. It will be used when a user utilizes the Call-Through feature. (Max 24 digits: 0~9, *, #)
Mobile Usage	When you set it to 'Not Used', the configured MEX does not work. · **Not Used**: deactivated · **Use**: activated
Call Through Option	It allows a user to make outgoing call from user's mobile device using the Company Trunk resources.
Ring Option	It allows you to set Ring delay during an incoming call. Options are: · **Immediately call**: calls are routed immediately to the mobile phone. · **3/6/9/12/15/18/21/24/27/30 sec**: calls are delayed from ringing to the mobile phone for this amount of time. · **Immediately ring when a terminal is disconnected**: calls are routed immediately to the mobile user when the terminal is disconnected.
Multi Ring Option	It allows you to set Ring delay during a hunt group multiple incoming calls. Options are: · **Immediately call**: calls are routed immediately to the mobile phone. · **3/6/9/12/15/18/21/24/27/30 sec**: calls are delayed from ringing to the mobile phone for this time. **Immediately ring when a terminal is disconnected**: calls are routed immediately to the mobile user when the terminal is disconnected.

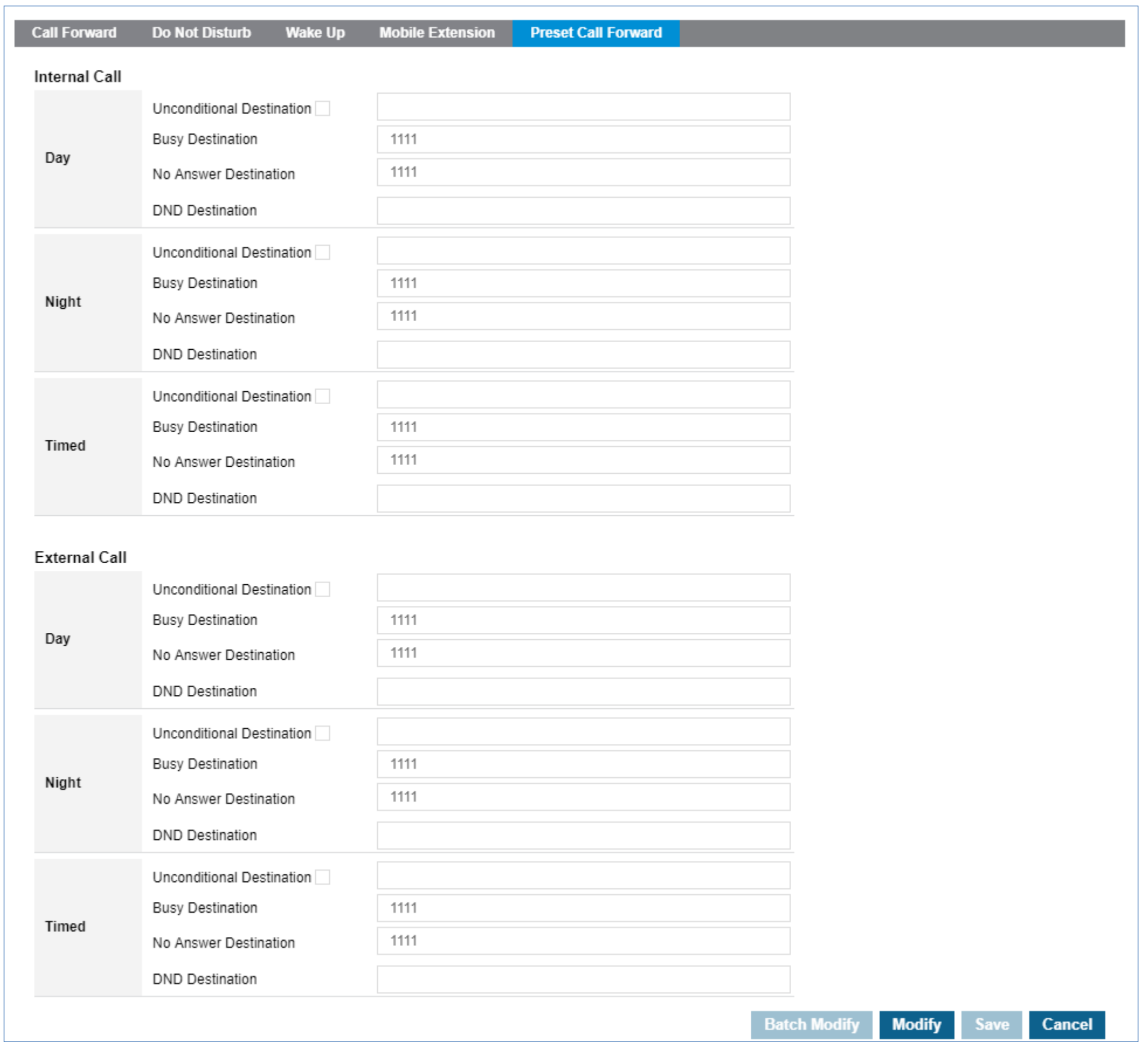
2.4.3.5 Preset Call Forward

It allows the user to set a forward destination based on the incoming call type (internal/external), time (Day/Night/Timed) and type (unconditional/busy/no answer/DND).

To set Preset Call Forward

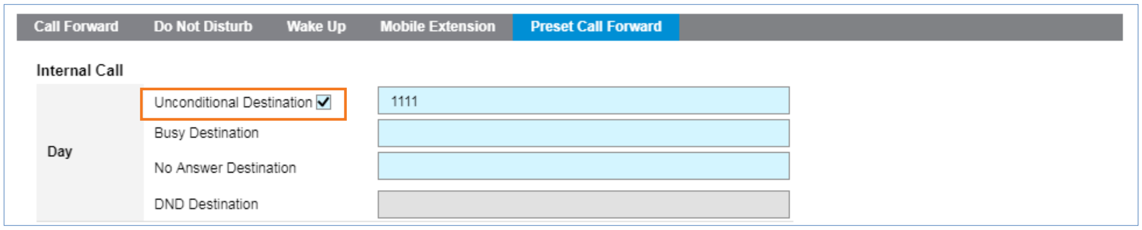
Forward Destination can be an extension, external number or Voicemail service number.

Go to **'User' > 'User Feature Configuration'** and click **'Preset Call Forward'** tab.



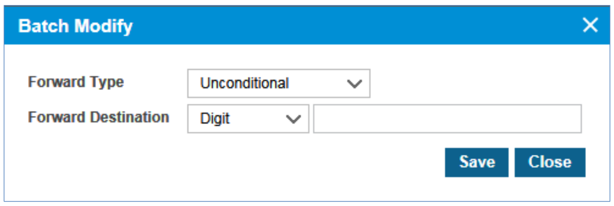
To set Unconditional Destination

Click on the **'Unconditional Destination**' checkbox to enter the forward destination value. It follows the default time schedule. Go to **'Company' > 'Time Schedule'** to set as default.



Batch Modify popup window

Forward Destination can be an extension, external number or Voicemail service number. Using **Batch Modify** button, you can apply the forward destination along with type all at once.



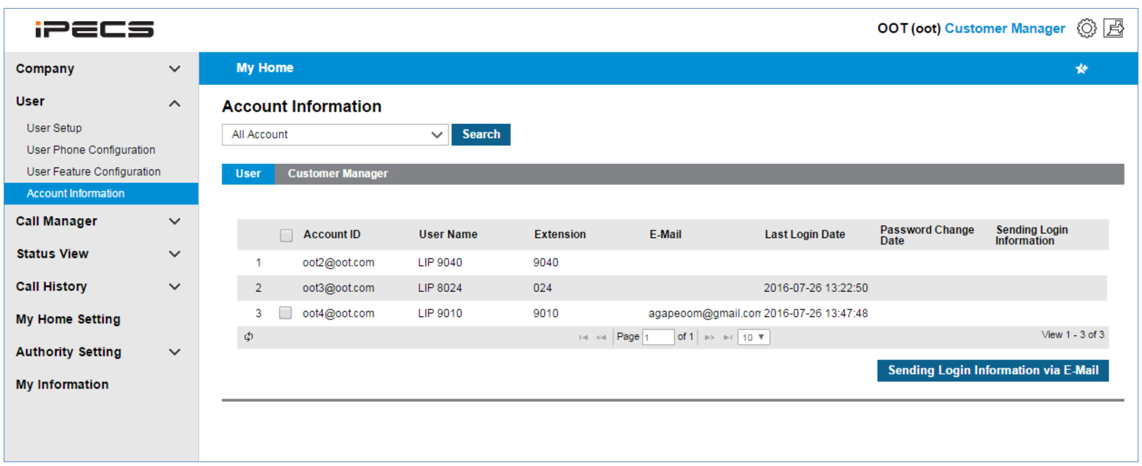
2.4.4 Account Information

It shows all the user accounts created. If e-mail addresses are configured for users they can receive an e-mail using the **Send Login Information via E-mail** button, or using the **'Forgot Password'** option from the login page end user and sub-customer managers can request a password reset. Only checkbox enabled user accounts with valid email address can be selected to receive **'Password Reset'** email. The password reset URL in the email is valid only for 10 minutes, when that time expires, URL also expires.

There are 2 types of accounts **'User'** and **'Customer Manager'**. In '**User'** tab, you can see all accounts created. Furthermore, you can use **'Search'** option to see user(s) who does not have email configuration. In **'Customer Manager'** tab, you can find all accounts of Customer Manager Authority by going to **'Authority Setting' > 'Manager Account'** in detail.

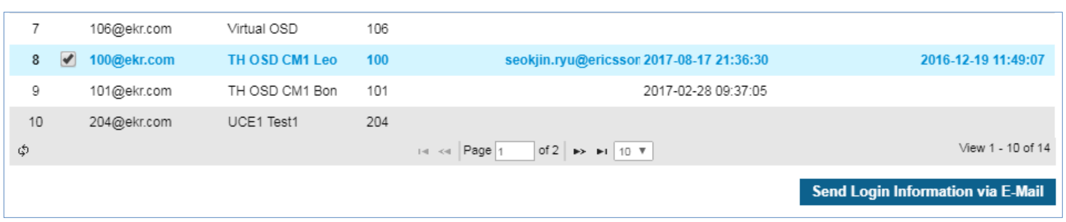
Sending Login Information via Email button is useful when a user forgot password and request password reset to Customer Manager.

Go to **'User' > 'Account Information'** to display the following page.



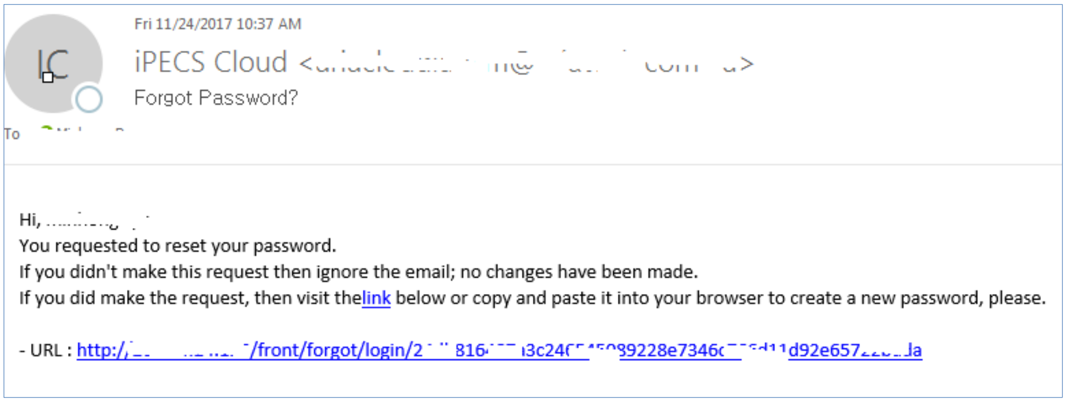
To send password reset email

1. Click checkbox to select an account(s) in **'User'** tab.



- Only checkbox enabled user accounts with valid email address have the checkbox.

2. Click **Sending Login Information via Email** button.
3. The selected user will receive 'Password reset email' as below.


Fri 11/24/2017 10:37 AM

iPECS Cloud

Forgot Password?

To

Hi,

You requested to reset your password.

If you didn't make this request then ignore the email; no changes have been made.

If you did make the request, then visit thelink below or copy and paste it into your browser to create a new password, please.

- URL : http:/ /front/forgot/login/

2.5 Call Manager

This contains all the menus that the Customer Manager uses to configure feature and functionality for the site. Group (Pickup/Hunt/Page), Auto Attendant, Call Center (ACD), Conference Room, Shared Line, Hot Desk, Switch Board and etc. With these menus, you can provide business related services to suite your sites business needs.

2.5.1 Group Setting

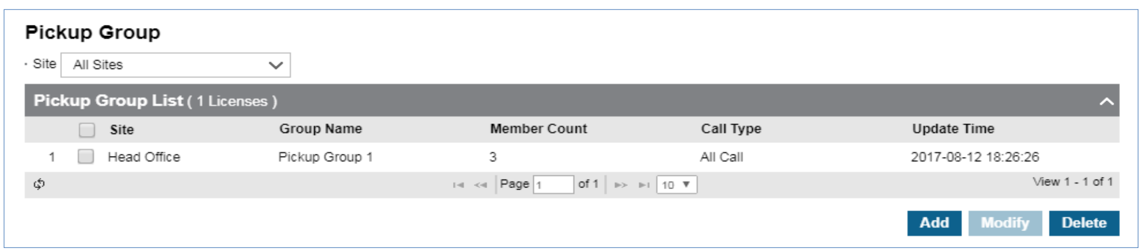
It provides 3 types of Group, Pickup, Hunt and Page Group. It allows you to assign several members to each group for your requirement.

2.5.1.1 Pickup Group

It allows members of a pickup group to answer incoming calls that ring on another member's extension that belongs to the same pickup group. A user can use this feature when a user wishes to handle a call for a group member who is absent or otherwise unable to answer their line. Each Pickup Group can have up to 100 members.

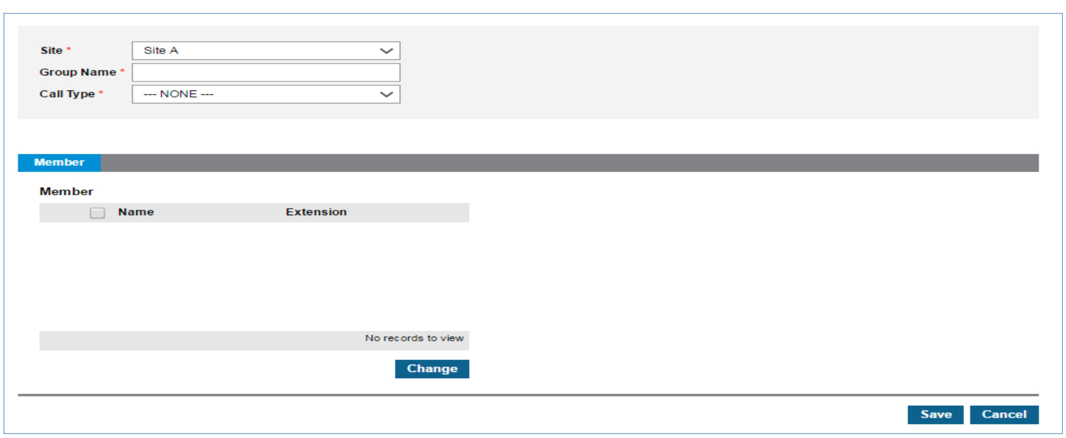
One user can be a member of up to 5 different Pickup Groups. To use this feature, a user must know the Group/Direct Pickup feature code (refer to 'Feature Code' list.). To pick up a call, click 'Group Pickup' code or 'Direct Pickup' + 'extension number'.

Go to **'Call Manager' > 'Group Setting' > 'Pickup Group'** to display the following page.

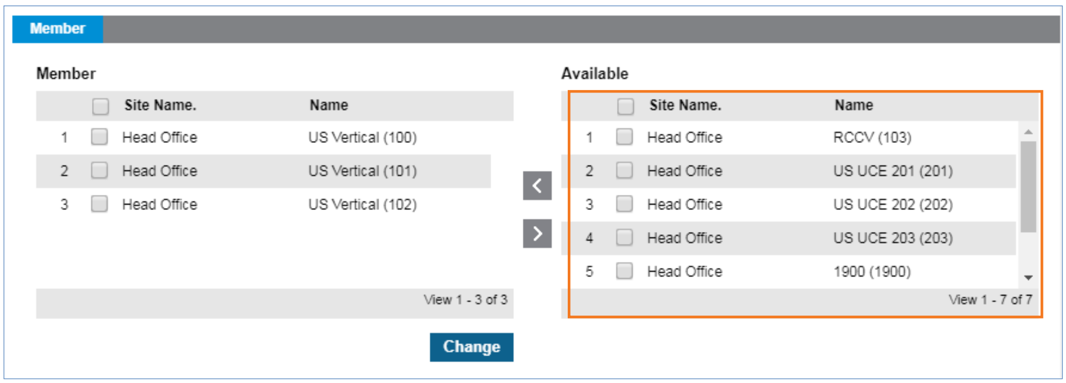


To add new pickup group

1. Click **Add** button.



2. Click ‘**Site’** to select a site of Pickup group.
3. Click **‘Group Name’** to enter a name.
   - Group name can be entered up to max 24 characters.
4. Click **‘Call Type’** to select a call type to be applied to a pickup group from drop-down list.
   - Call type can be selected from All Call, Trunk Call and Extension Call
5. Click **Change** button in **‘Member’** tab.



   - All available users will be displayed in the **‘Available’** window.
6. Add or remove member(s) to/from a pickup group using or .
7. Click **Save** button then **OK** button in the popup window to confirm.
   - You can also modify or delete an existing group.

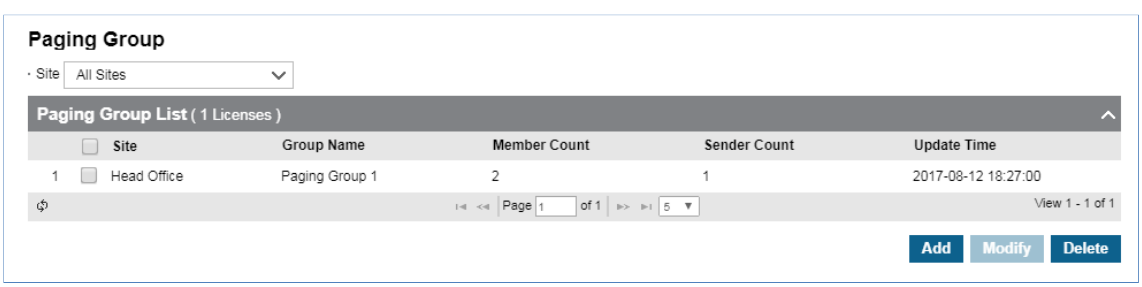
2.5.1.2 Paging Group

Page Groups are used to make a page announcement over the speaker of a phone or group of phones.

- **One-way announcement:** All phones except the person who initiates the page will hear a short ring tone followed by the page announcement.
- **Busy users who belong to the group will not receive the paging announcement**. Up to 99 page groups can be configured each with a maximum of 128 members per group.

One user can be a member of up to 10 different Paging Groups. To activate page, enter paging feature code and select group index.

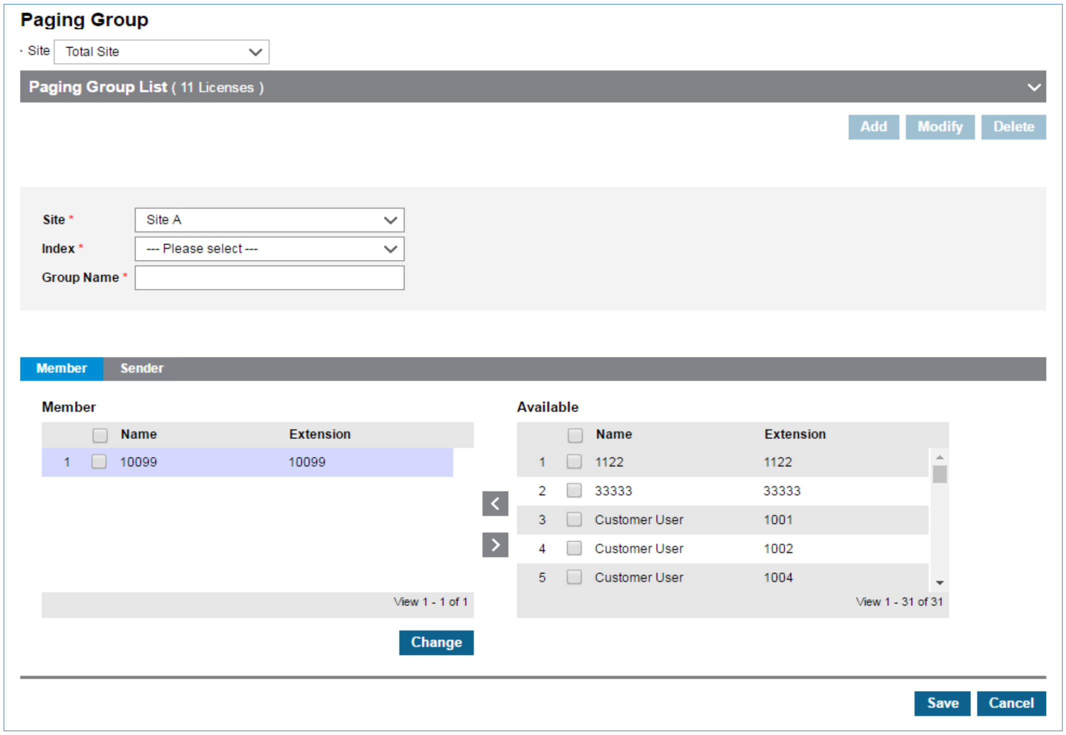
Go to **‘Call Manager’ > ‘Group Setting’ > ‘Paging Group’** to display the following page.



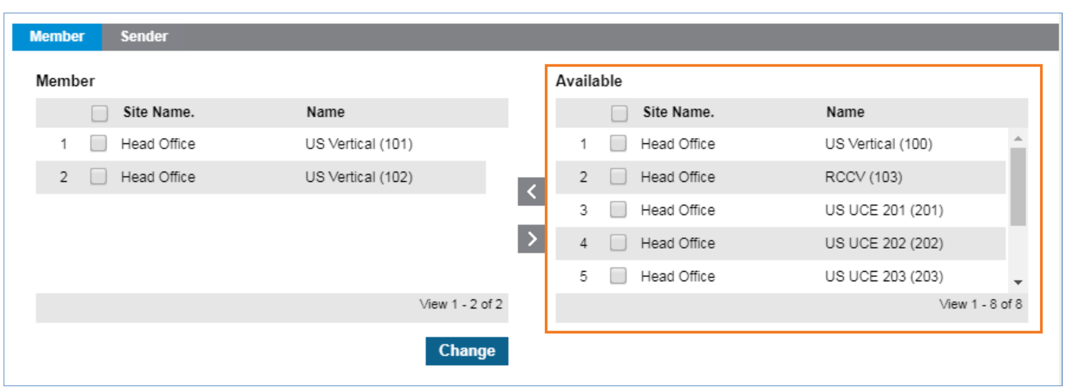
You can select member(s) of Paging Group and you must set a sender extension which can initiate the page announcement to other extension member(s) in the Paging Group.

To add Paging Group

1. Click **Add** button.



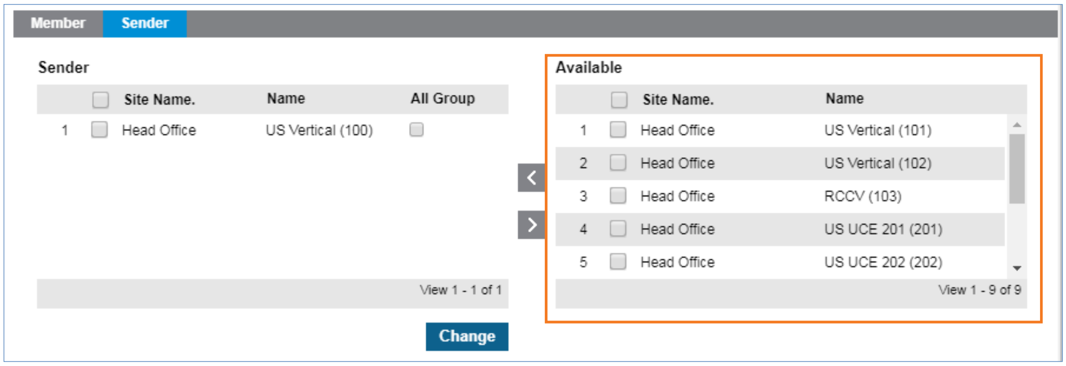
2. Click **'Site'** and **'Index'** to select a Paging group.
3. Click **'Group Name'** to enter a name.
   - Group Name can be entered up to max 24 characters.
4. Click **Change** button in **'Member'** tab.



   - All available users will be displayed on the right side window.
5. Add or remove member(s) to/from a paging group using  or .
6. Click **Save** button then **OK** button in the popup window to confirm.

- You can also modify or delete an existing group.

7. Click **Change** button in **'Sender'** tab.



- All available users will be displayed on the right side window.

8. Add or remove sender(s) to/from a paging group using or .
   - A sender's extension can only be the sender for one group.
9. Click **Save** button then **OK** button in the popup window to confirm.
   - The maximum member(s) including sender(s) is 128.
   - You can also modify or delete existing groups.

NOTE 3rd party phone cannot be a member of paging group.

2.5.1.3 Hunt Group ▶

Hunt Groups distributes incoming calls from a number (hunt number) to a pre-defined group of extensions. Depending on the group type all users in a hunt group will begin ringing at the same time or the call can be rotated through the pool of users until a free user is found and the caller is connected. Each Hunt Group can have up to 100 members. One user can be a member of up to 50 different Hunt Groups. The call can be distributed amongst the users in four ways, such as Circular, First Idle, Longest Idle and Multi Ring.

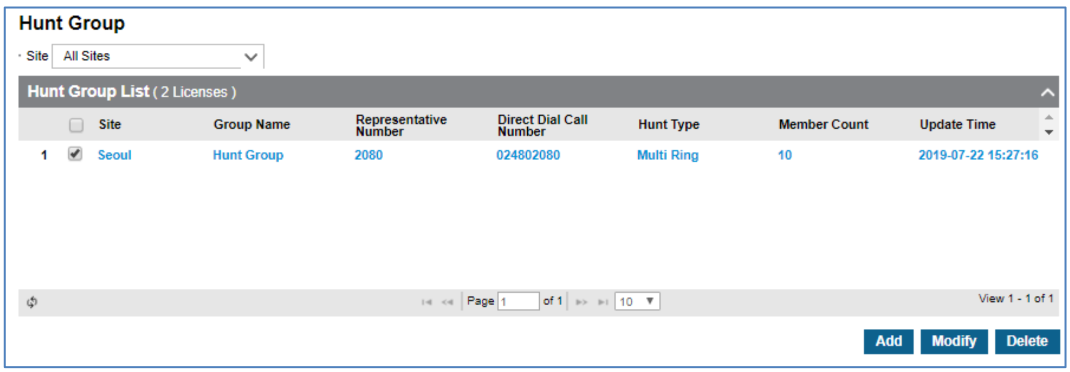
- **Multi Ring:** Maximum of 30 users can receive calls simultaneously as the system default. If it needs to be extended to 60, please request it to SP to enable the extended option. The option will work as ringing to 30 users and, after a 1-second delay, ringing to the next 30 users.
- **Circular:** The first call rings one user first in the hunt group list. The second call rings the second user in the hunt group and so on. Circular will rotate through all members before starting on the first listed user again.
- **First Idle:** The first idle user in the list rings. The call will always start with the first listed member in the group before trying any other users. If a user is busy the call will be presented to the next user in the list on. Circular will rotate through all members before starting on the first listed user again.
- **Longest Idle:** The user which has been idle the longest will be presented with the ringing call. If that user is busy or does not answer, the next longest idle user rings and so on. On.

Circular will rotate through all members before starting on the first listed user again.

Go to **'Call Manager' > 'Group Settings' > 'Hunt Group'** to display the following page.

To add new Hunt Group

1. Click **Add** button.



2. Click **'Site'** to select a site of Hunt group.
3. Click **'Group Name'** to enter a name.
   - The group internal number is automatically defined and cannot be modified.
4. Click **'Hunt Type'** to select a Hunt type from the drop-down list
   - Hunt Type can be selected from Circular, First Idle, Longest Idle, and Multi Ring
5. Click **'Ring to busy member when idle (Multi Ring)'** to set to **'Use'** or **'Not Use'**.
   - When the busy member goes to idle, it begins ring.
   - Used with **'Multi Ring'** group only.
6. Click **'Group No Answer Forward Priority'** to set to **'Use'** or **'Not Use'**.
   - **'Use'** follows Group Call Forward first when extension set its own call forward.
   - **'Not Used'** follows user's own call forward first.
7. Click **'Direct Dial Call Number'** to set a group (optional)
8. Click **'Diversion number for transit Call'** to set a Diversion field for transit calls (optional)
9. Click **'Time Schedule'** to select a group.
10. Click '**Analytics Advanced Plus Monitoring**' to set it to '**Use**' or **'Not Use'**. (The item will appear if you have a license related to Analytics Advanced Plus. If not, it will not be visible.)
    - '**Use**' If it is Use, a user with Analytics Advanced Plus License appears as a list item in the

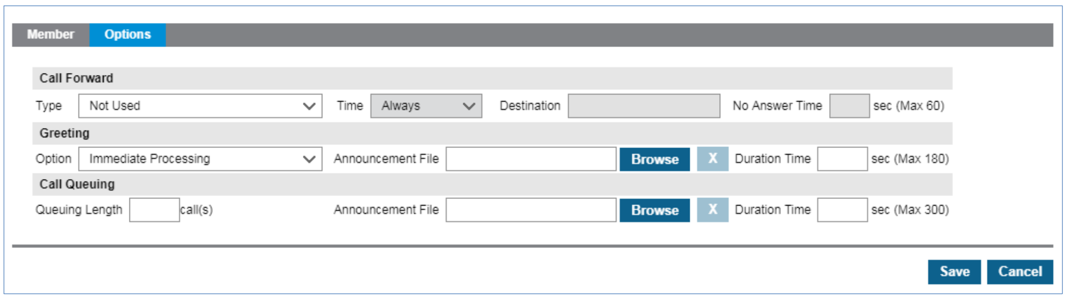
Available item.

- **'Not Used**' A list of all users is displayed in the Available item.

11. Click **Change** button in **'Member'** tab, then all available user lists display on the right side window.

12. Add or remove member using < or >.

13. Click **'Options'** tab to set the option for 'Call Forward', 'Greeting' and 'Call Queuing'. Refer to table in below **'Hunt Group Options Table'** for more details



- **Call Forward:** Forwards a call along with Type, Time schedule and No answer Time.
- **Greeting:** Plays the uploaded greeting to the caller for the configured time in seconds.
- **Call Queuing:** Plays the uploaded announcement file for the pre-configured period in seconds. Maximum 99 calls can be queued.

14. Click **Save** button then **OK** button in the popup window to confirm.

Hunt Group Table

Item	Description
Site	Select Site of Hunt Group
Group Name	Define name of Hunt Group (Max 24 characters).
Representative Number	It is the internal number to access Hunt Group. It is set automatically as defined by the 'Numbering Rule' settings in Company Details or you can define it when 'Numbering Rule' is set to 'NOT USED RULE'.
Hunt Type	Define Hunt Group Type · **Circular**: The first call rings one user first in the hunt group list. The second call rings the second user in the hunt group and so on. Circular will rotate through all members before starting on the first listed user again. (15 sec. no answer) · **First Idle**: The first idle user in the list rings. The call will always start with the first listed member in the group before trying any other users. If a user is busy the call will be presented to the next user in the list on. Circular will rotate through all members before starting on the first listed user again. (15 sec. no answer) · **Longest Idle**: The user which has been idle the longest will be presented with the ringing call. If that user is busy or does not answer, the next longest idle user rings and so on. Circular will rotate through all members before starting on the first listed user again. (15 sec. no answer) · **Multi Ring**: All users in the group ring at the same time.

Item	Description
Ring to busy member when idle (Multi Ring)	It is available only when 'Hunt Type' is 'Multi Ring'. · **Use**: When a busy member goes to idle, it begins ring for incoming call. · **Not Used**
Group No Answer Forward Priority	It is available only when 'No Answer Forward' is enabled at Hunt Group and member at the same time. · **Use**: It follows only Group No Answer configuration · **Not Use**: It checks the no-answer timer of the group and member, then follows first-timer expiration. Example) 1. 'Call Forward' Type of Hunt Group is 'No Answer' or 'Queuing Overflow/No Answer' and 'No Answer Time' is 10 sec. 2. 'Call Forward' Type of a member is 'No Answer' and 'No Answer Call Forward Time' is 5 sec. 3. When 'Group No Answer Forward Priority' is 'Use' and there is an incoming call to Hunt Group. An incoming call will be routed along with Group No Answer configuration only. 4. When 'Group No Answer Forward Priority' is 'Not Used' and there is an incoming call to Hunt Group. It checks which timer expires early. In this case, it forward incoming call to forward destination of member when 5 sec expires. If there is no answer for the forwarded call and when Hunt Group's 'No Answer Time' expires, that call will be forwarded to Hunt Group's No Answer forward destination.
Direct Dial Call Number	The Direct dial number to access Hunt Group from outside of the company.
Diversion number for transit call	Diversion number information for transit call.
Time Schedule	Select Time Schedule of Hunt Group.

Hunt Group Options Table

Item	Description
Call Forward	It allows calls to the Hunt Group to forward the call along with condition. There are four call forward types: · **Use**: Unconditionally but based on the other parameters. · **All Members Busy/Unregistered**: Apply call forward when all members in a group are busy or unregistered when queue overflows. · **No answer**: Apply call forward when there are no available free members when call queuing duration expires. · **Queuing Overflow/No Answer**: Apply call forward for both cases. You can set time mode (Always/Day/Night/Timed) of the schedule selected at 'Member' tab. Destination: Set call forward destination to extension, voicemail, external or other number to service. No Answer Time: it is only effective when call forward type is set to 'No Answer' or 'Queuing Overflow/No Answer'. (Range: 0 ~ 60 sec.)
Greeting	It plays the uploaded greeting to the caller into a hunt group during pre-configured time period in seconds. · **Options**: It applies the call processing with options. 'Immediate Processing' or 'After Greeting'. For example, when it sets to 'Immediate Processing',

Item	Description
	the caller hears the uploaded announcement and ringing begins at hunt group member(s) at the same time. When it sets to ‘After Greeting’, it distributes the calls after playing the uploaded announcement. · **Announcement file**: Wave file format (8KHz/16bit/mono). When there is no uploaded file, the caller hears the normal ring back tone. · **Duration Time**: It plays the uploaded announcement to the caller(s) for the length of this timer. (Range: 0 ~ 180 sec.)
Call Queuing	It allows to queue up to 99 calls and plays uploaded announcement to the queued callers during the pre-configured time. (Queuing Length: 0 ~ 99) · **Announcement file**: Wave file format (8KHz/16bit/mono). When there is no uploaded file, the queued caller hears the normal ringback tone. · **Duration Time**: It plays the uploaded announcement to the queued caller(s) during this time. (Range: 0 ~ 300 sec.)

2.5.2 Auto Attendant

It allows the callers to be routed to the right destination without going through a receptionist or operator. The created auto attendant can have time schedules and scenarios (levels) as desired and needed.

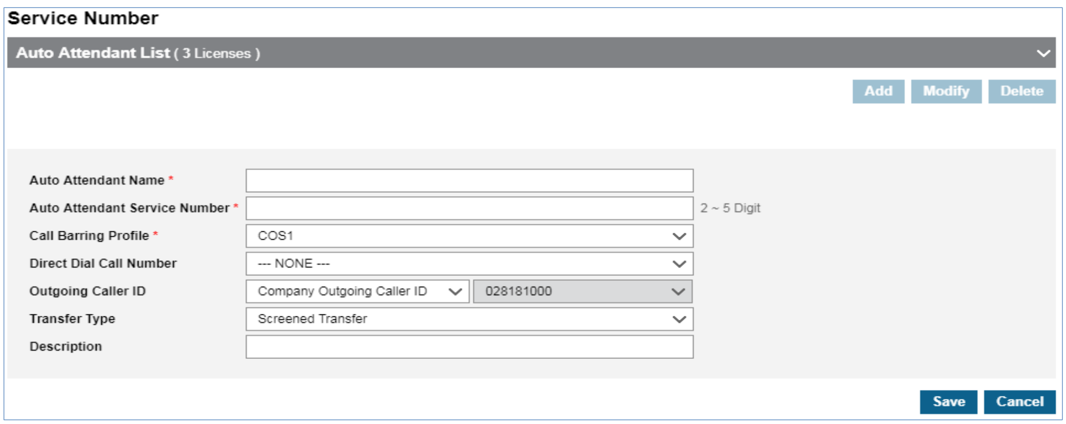
2.5.2.1 Service Number

The first step to create an Auto Attendant is to configure the 'Service Number'.

Go to **'Call Manager' > 'Auto Attendant'** and click **'Service Number'** tab.

To add a new service number for auto attendant

1. Click **Add** button.



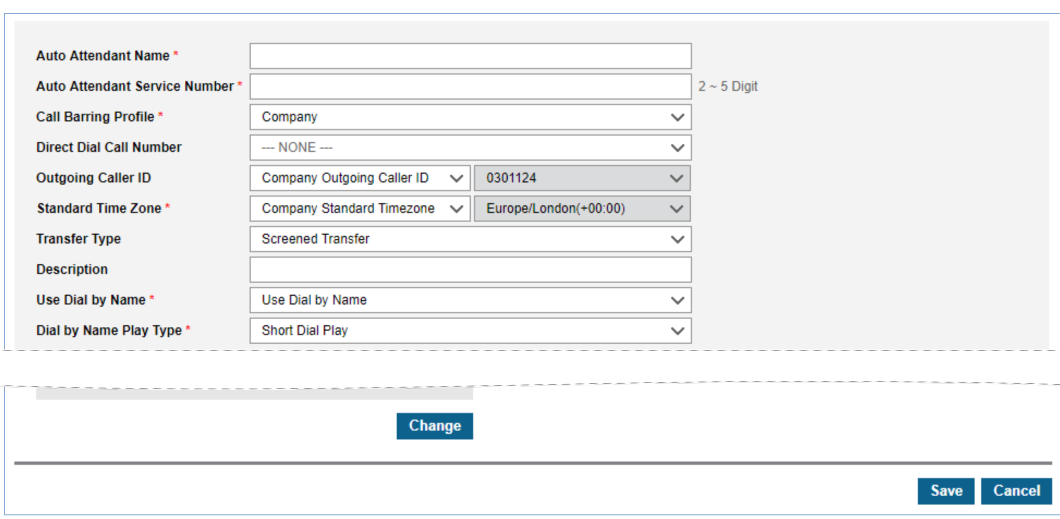
2. Click **'Auto Attendant Service Number'** to set. Refer to **'Numbering Rule'** by going to **'Company' > 'Company Detail'**.
3. Click **'Call Barring Profile'** to apply to the auto attendant.
   - It is used to restrict dialing through auto attendant to block unexpected trunk call or call hacking.
4. Click **'Direct Dial Call Number'** to set a group.
5. Click **'Set Caller ID'** to select one from the drop-down list.
6. Click **'Standard Time Zone'** to select one from the drop-down list.
7. Click **'Transfer Type'** to set to **'Screened Transfer'** or **'Blind Transfer'.**
8. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Auto Attendant Name	The name of Auto Attendant Service (Max 24 characters).
Auto Attendant Service Number	Internal service number of Auto Attendant. Duplicate service numbers among Auto Attendants are now allowed. Once saved, it cannot be modified. You can set or select numbers depending on 'Numbering Rule'.
Call Barring Profile	It applies a digit restriction rule for auto attendant when there is a need to

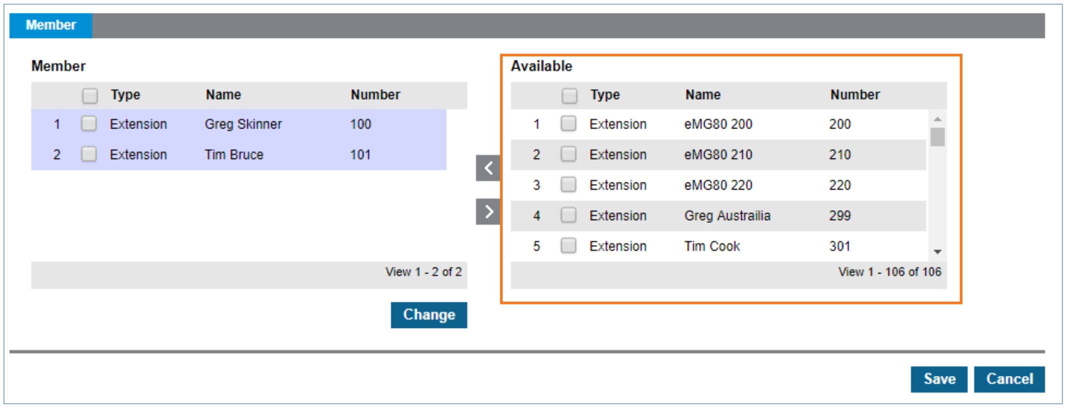
Item	Description
	block a trunk call using auto attendant service. Refer to by going to 'Company' > 'Call Barring'
Direct Dial Call Number	It assigns a DDI number to provide AA service to external callers.
Outgoing Caller ID	It allows you to select one of the outgoing caller ID's available for the Company. · **Company Outgoing Caller ID**: it uses 'Company Outgoing Caller ID' as outgoing caller id of auto attendant. · **Individual Direct Dial Call Number**: It sets outgoing caller id with assigned Direct Dial Call Number. · **Select Caller ID**: It can select one of DDI numbers available for the company.
Standard Time Zone	Company Standard Timezone or GMT Time Zone (GMT -12:00 ~ GMT +14:00).
Transfer Type	In scenario settings, you can set a transfer destination to 'Basic Dial' field. This field allows the call to be transferred to the desired destination when no input timer expires. (2 sec.) · **Blind Transfer**: When the call is transferred, the caller hears the transfer prompt announcement and ringback tone. The destination will begin to ring. When the destination answers, the call is connected. · **Screened Transfer**: When the call is transferred, the caller hears the transfer prompt announcement and hold tone. The destination will begin to ring. When the destination answers they hear a prompt notifying them of the call and the call is connected.
Description	Description for Auto Attendant Number (Max 50 characters).
Use Dial by Name	Select whether to use Dial by Name.
Dial by Name Play Type	Select a target to play when using Dial by Name.

To add new Dial by Name member

1. Select Use Dial by Name.



2. Click **'Change'** in **'Member'** tab to select a Dial by Name member.



- All available member(s) will be displayed in the **'Available'** window.

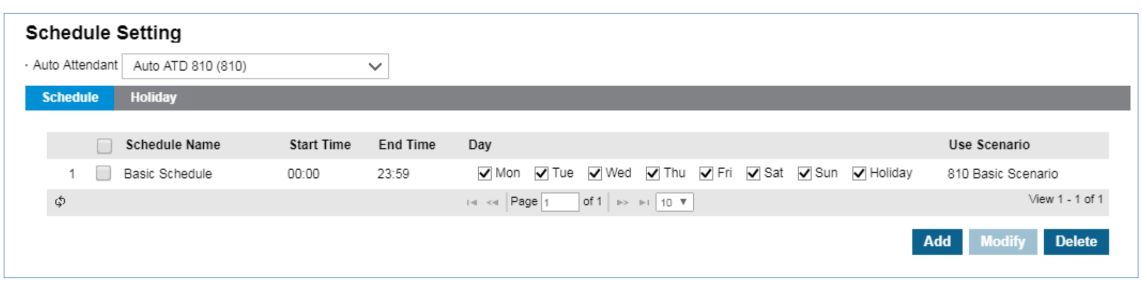
3. Add or remove member(s) to/from a Dial by Name using < or >.
4. Click **Save** button then **OK** button in the popup window to confirm.
   - You can also modify or delete an existing Dial by Name.

2.5.2.2 Schedule Setting

When you create a **'Service Number'**, a default schedule is created automatically for that service number (the default scenario is created too). You can set time schedule(s) for Auto Attendant service, and possible to create time schedules as desired and needed for one **'Service Number'**. Whenever a new schedule is created, you can then select an existing scenario or create new scenario for the created schedule.

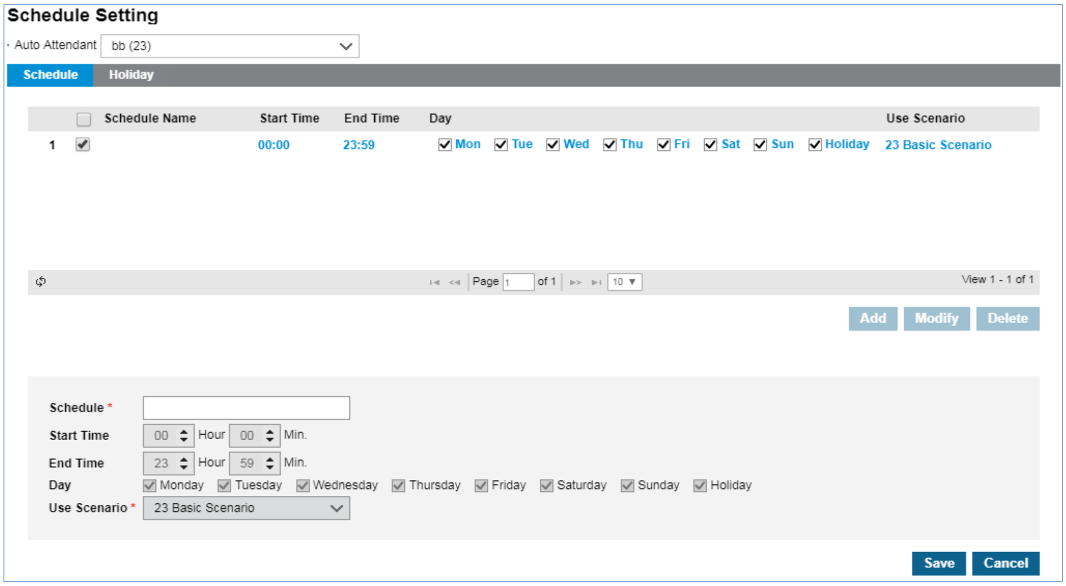
The default scenario name consists of **'Auto Attendant Name'** and **'Basic Scenario'**. It cannot be modified once created.

Go to **'Call Manager' > 'Auto Attendant' > 'Schedule Setting'** to display the following page.



To modify the default time schedule

1. In **'Schedule'** tab (default position).
2. Select the default time schedule and click **Modify** button.

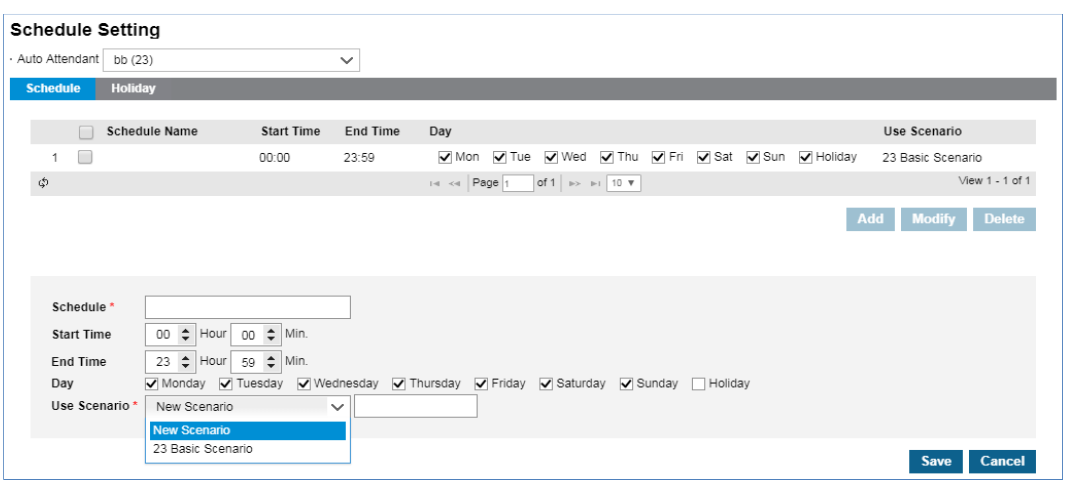


- The default time schedule covers 24 hours of all days and cannot be modified.
- Only the name of the schedule can be modified.
- You need to add a new time schedule(s) in order to not use the default time schedule.
- You can define holidays or get holiday(s) from **'Time Schedule'** defined for the Company by going to **'Company' > 'Time Schedule'**. Once you do **'Get Holiday'**, you can only use **Add** button to have additional holiday(s).

3. Click **Save** button then **OK** button in the popup window to confirm.

To add a new default time schedule

1. Click **Add** button.
2. Click **'Schedule'** to enter the name of time schedule.
3. Click **'Start Time, End Time' and 'Day'** to set the time to provide auto attendant service.
4. Click **'Use Scenario'** to create a new scenario or select a previously defined scenario or the default scenario.



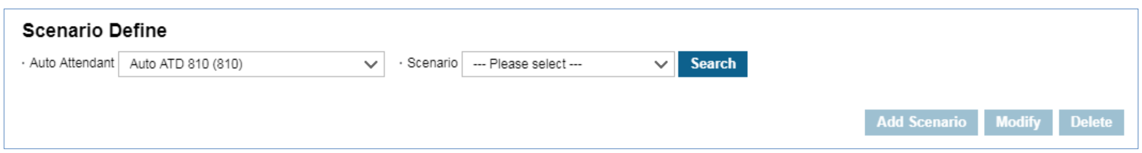
- **New Scenario:** When you select it, type name of new scenario
- **23 Basic Scenario:** The example of the default scenario name. In this example, '23' is the name of auto attendant and 'Basic Scenario' is the default value to be added as the default scenario name of the schedule.

5. Click **Save** button then **OK** button in the popup window to confirm.
   - Whenever you create a new schedule, you can apply the default scenario to it or create a new scenario for every new schedule.
   - You can also modify or delete existing one.

2.5.2.3 Scenario Define

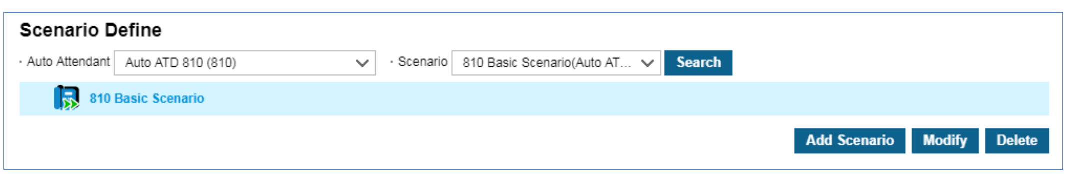
To provide AA services, you need to define a scenario for each AA. When you create a 'Service Number' and 'Schedule', the default or new added scenario is prepared. Along with 'Scenario Type', you can provide a general auto attendant service, transfer calls to the specific destination or announcement only. Each main scenario can have sub scenarios as desired and needed.

Go to **'Call Manager' > 'Auto Attendant' > 'Scenario Define'** to display the following page.



To configure a scenario

1. Click **'Auto Attendant'** and **'Scenario'** to select one of created auto attendant and scenario.
2. Click **Search** button to display a scenario ( ) icon.
3. Click **Scenario** ( ) icon to activate the **Add Scenario, Modify** and **Delete** button.



4. Click **Modify** button to configure.
5. In **'Scenario**' tab (default position), click **'Scenario Name'** to enter a name and select type of a scenario from General AA, Basic Dial, Announce, Dial by Partial Name Search and Dial by Full Name Search.

6. Configure one of **'General Scenario'**, **'Basic Dial'** and **'Announcement'**.

   a. **General AA:** Allows a caller to input digit(s) to reach the right destination.

      – Click **Browse** button to upload **Scenario Prompt** to provide it to the callers of auto attendant. (Supported wave file format is 8KHz/16bit/mono.)

      – Click **'Basic Dial'** to enter number to forward calls to 'Basic Dial' when caller does not enter any digit for 2 seconds.

      – Click **'Repeat Count'** to enter number of count. The uploaded scenario prompt will be prompted repeatedly 'Repeat Count' number of times.

      – Click **'Digit Setting'** tab to set destination for digit 0 ~ 9. Destination type can be a 'Short Dial' (digit string: max 24 digit. 0~9, *, #) or 'Next Menu' (sub scenario).

      – Click **'Key'** tab to set Minimum and Maximum digits. When you set both fields to 1, that scenario response to user's 1-digit input immediately. When you set it to 2 or bigger value, it allows for 2 seconds for the next digit input. If a caller enter digit less than the configured value and there is no further input for 2 seconds, a scenario tries to find the destination according to the user entered value.

        - **Retry Key:** Allows a caller to enter a new input.
        - **Previous Key:** Allows user to go to previous menu.
        - **Start point Key:** Allows user to go to top menu.
        - **'*'** and **'#'** are used for **Retry, Previous and Start Point Key** but not all three options can be activated at the same time.

   b. **Basic Dial:** Forwards the calls to the designated destination without the caller's input. After playing the announcement.

      – Click **Browse** button to upload **Scenario Prompt** to provide it to the callers of auto attendant. (Supported wave file format is 8KHz/16bit/mono.)

      – The field of **'Repeat Count'** is disabled. Also the **'Digit Setting'**, **'Key'** and **'Options'** tab are disabled, only except for the **Transfer announcement** in **'Options'** tab.

      – The Uploaded wave file to 'Transfer announcement' in 'Option' tab will be played before a caller is transferred.

   c. **Announce:** Uploaded wav file is played back to the callers then the call is disconnected after the announcement.

      – Click **Browse** button to upload **Scenario Prompt** to provide it to the callers of auto attendant. (Supported wave file format is 8KHz/16bit/mono.)

   d. **Dial by Partial Name Search:** Use Dial by Name and enter only part of the name to search.

      – Click **Browse** button to upload Scenario **Prompt to provide** it to the callers of auto attendant. (Supported wave file format is 8KHz/16bit/mono.)

      – Click **'Basic Dial'** to enter number to forward calls to 'Basic Dial' when caller does not enter any digit for 2 seconds.

      – Click **'Repeat Count'** to enter number of count. The uploaded scenario prompt will be prompted repeatedly 'Repeat Count' number of times.

      – Click **'Key'** tab to use a special function key.

- **Retry Key:** Allows a caller to enter a new input.
- **Previous Key:** Allows user to go to previous menu.
- **Start point Key:** Allows user to go to top menu.

– **'*'** and **'#'** are used for **Retry**, **Previous and Start Point Key** but not all three options can be activated at the same time.

e. **Dial by Full Name Search:** Use the DBN and enter the entire name to search.

– Click **Browse** button to upload **Scenario Prompt to** provide it to the callers of auto attendant. (Supported wave file format is 8KHz/16bit/mono.)

– Click **'Basic Dial'** to enter number to forward calls to 'Basic Dial' when caller does not enter any digit for 2 seconds.

– Click **'Repeat Count'** to enter number of count. The uploaded scenario prompt will be prompted repeatedly 'Repeat Count' number of times.

– Click **'Key'** tab to use a special function key.

- **Retry Key:** Allows a caller to enter a new input.
- **Previous Key:** Allows user to go to previous menu.
- **Start point Key:** Allows user to go to top menu.

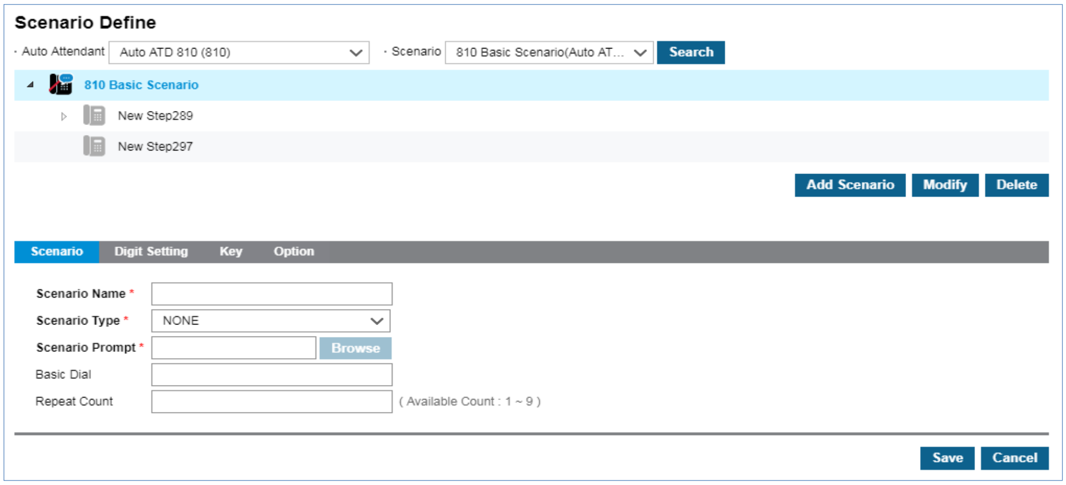
– **'*'** and **'#'** are used for **Retry, Previous and Start Point Key** but not all three options can be activated at the same time.

7. Click **Save** button then **OK** button in the popup window to confirm.

To add sub-scenario(s)

Each Auto Attendant can have scenario with multi-level sub-scenarios to provide the callers a systematic auto attendant.

1. Click **'Auto Attendant'** and **'Scenario'** to select one of created auto attendant and scenario.
2. Click **Search** button to display a scenario ( ) icon.
3. Click **Scenario** ( ) icon to activate the **Add Scenario, Modify and Delete** button.
4. Click **Add Scenario** button then **OK** button in the popup window to confirm.
5. Set configuration as needed.

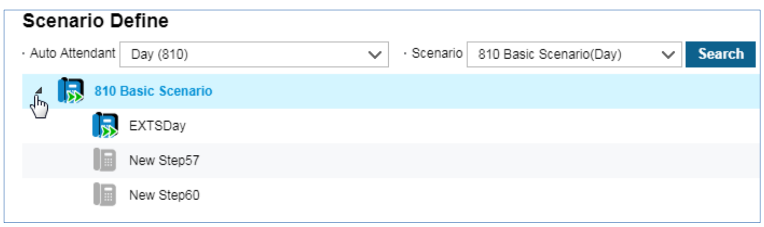


- You can add multiple sub-scenarios within the same level or multiple levels of multiple sub-scenarios.

6. Click **Save** button then **OK** button in the popup window to confirm.

To access Sub Scenarios

You can see a Sub Scenarios by clicking on the **Arrow** button. **Arrow** is located on the left side of the Main Scenario will be changed to ' '.



- Below is an example of Scenario Icon displayed on the **'Scenario Define'** window.
  - : Not yet configured
  - : Basic Dial,
  - : Announcement
  - : Dial by Partial Name Search or Dial by Full Name Search,
  - : General AA without sub-scenario(s),
  - : General AA with multiple sub-scenario levels

NOTE The scenario assigned to a schedule of the default scenario cannot be deleted.

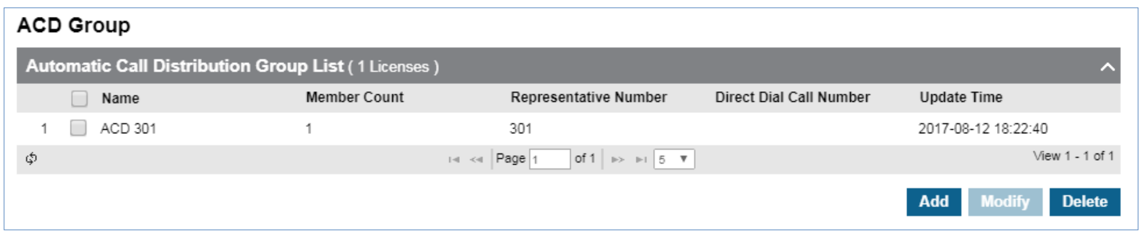
2.5.3 Call Center

An automated call distribution system, commonly known as, automatic call distributor (ACD), is a telephony device that answers and distributes incoming calls to a specific group of terminals or agents within an organization.   It allows you to create ACD Groups, assign members and supervisor(s).

2.5.3.1 ACD Group ▶

It is used to create ACD Groups for members and supervisors who need the ACD Group features.   You can set queue options, time schedule and agent configuration of each ACD group.

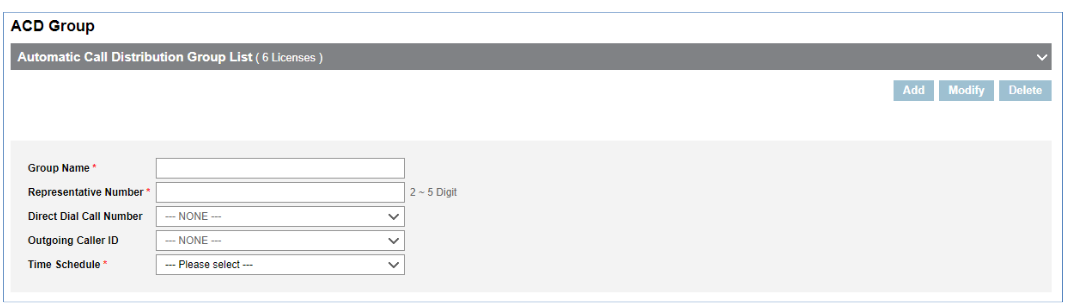
Go to **'Call Manager' > 'Call Center' > 'ACD Group'** to display the following page.



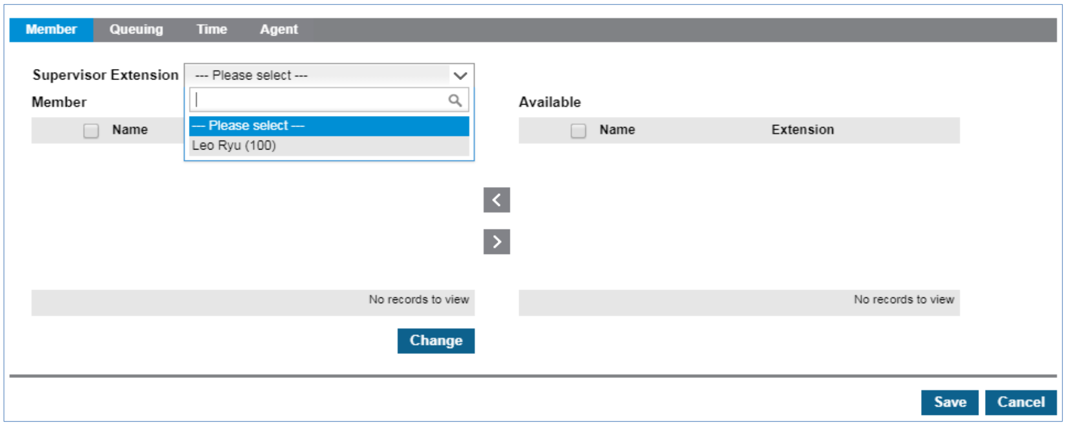
In this topic, all descriptions are explained when **'Automatic Call Distribution Report'** is set to '**Not Used'** in **'Company' > 'Company Details'**.

To add a new ACD group

1. Click **Add** button.



2. Click **'Group Name'** to enter group name.
   - Group Name can be entered up to max 24 characters.
3. The **'Representative Number'** is automatically set as defined by the **'Numbering Rule'** settings in **'Company Details'**.   Or you can define the number you want to set (2 ~ 5 digits in length) when **'Numbering Rule'** is set to **'NOT USED RULE'**.
4. Click **'Direct Dial Call Number'**, **'Outgoing Caller ID'** and **'Time schedule'** to select from the drop down list.
5. In **'Member'** tab (default position).



a. Click **'Supervisor Extension'** to select from drop-down list.

b. Click **Change** button to add/remove ACD members to/from **'Member'** from/to **'Available'** using < or > button.

c. Only LIP phones and iPECS ONE with a user type **'ACD Group user'** are available to be a member or supervisor of an ACD group when **'Automatic Call Distribution Report'** is set to **'Not Used'**.

6. In **'Queueing'** tab, there are 2 main fields to be set, **'Queueing'** and **'Overflow'**.

   a. **Queueing:** Upload up to 5 announcements as Wave file format with the duration for Queued call allowed at **'Queue Length'** field value. When **'Total Duration'** time expires, you can set **'Timeout Destination'**. Total Duration time is the sum of all uploaded wav files (N) + Comfort Tone length * (N-1).

   b. **Overflow**: Set **'Queue Length'** by entering number, set **'Service Type'** to Release, Announce or Forward when for calls that are overflowed.

   - **Release:** Overflow calls are disconnected.
   - **Announcement:** Overflow calls are disconnected after the announcement.
   - **Forward Destination:** Overflowed calls are forwarded to the desired destination.

7. In **'Time'** tab, you can change **'Night/Holiday service'** as a supervisor manually or based on the time schedule you selected. And you can set **'Service Type'** to **'Release'**, **'Announcement'** or **'Forward'** for **'Night/Holiday service'**.

8. In **'Agent'** tab, you can configure default agent setting when they log in to an ACD group, **'Call Restriction'**, **'Agent No Answer'** and **'All Agent Log Off'** cases.

Default Values when an Agent Log On

Item	Description
Agent State at Log On	It allows you to set default agent state when agent logs into an ACD group. · **Ready**: Agent is ready to receive calls · **Not Ready**: Agent is not available to take calls · **Work**: Agent is in wrap up mode to finish the call
Auto Answer when Agent Log On	It allows the agent to receive a queued call automatically when the agent logs in. Meaning they are automatically connected to a call

Item	Description
	waiting in the queue. · **Manual**: Agent receives calls by interaction with the terminal · **Automatic**: Agent is connected to a queued call automatically when they log in. To connect to a call automatically when agents log in, 'Agent State at Log On' must be set to 'Ready'.
Auto Work Mode when Agent Log On	Agents can change to Ready mode after a call and the Work Mode (wrap-up time) automatically or manually. · **Manual**: Agent will be in Work mode(wrap-up) and will need to manually change to Ready mode manually after a call · **Automatic**: Agent mode is Work Mode for the configured time and when timer expires, it changes to Ready mode automatically. (When you assign 'Agent Auto Switch Time' from 'Work Mode' to 'Ready' to 0 second, it works like in Manual mode)
Agent Auto Switch Time from Work Mode to Ready	It is the wrap time duration and is the amount of time an agent remains in Work mode before switching to Ready mode after a call. (0 = Manual mode) Range 0 ~ 240 seconds
Handset Mode at Agent Log on	Handset/Headset/Bluetooth mode can be assigned when an agent logs on. · Headset (default value) · Handset · Bluetooth
Ring/Tone Mode at Agent Log on	This is used when the 'Handset Mode' is set to 'Headset' or 'Bluetooth'. Ring: Ring tones from the Speaker Tone: Ring tones from the wired Headset or Bluetooth Ring/Tone: Ring tones from the Speaker and Headset/Bluetooth
Agent ID Usage at Agent Log on	When it is set to 'Manual', agent must enter their Agent ID when they log in. When you select 'Automatic Call Distribution Report' to 'Used' or set it to 'Automatic', The Agent ID will be generated automatically when you assign members to ACD Group and agent logs in without using their Agent ID. · **Manual**: Agent must enter an Agent ID when logging in · **Automatic**: Agent logs in without an Agent ID

Call Restriction

Item	Description
Call Restriction between Agents	Used to restrict calls between agents. · **Not Used** · **Restriction of direct call**: Agents cannot call another agent directly. · **Restriction of transfer**: Agents are not allowed to transfer a call to another agent.
Call Restriction at Agent Log off	It enables/disables a call from an extension when agent logs off. · Not Used · Trunk outgoing call restrict: blocks any outgoing call. · All call restrict: blocks all calls.

Agent No Answer

Item	Description
Agent No Answer Option for Incoming Call	When an agent does not answer the call by the expiration of the no answer timer the agent status will change to be 'Not Ready', 'Log off' state with forward option or forward incoming calls to the forward destination. · **Not Used**: Default value · **Not Ready**: Agent status is set to Not Ready when an incoming call comes in. · **Not Ready & Forward**: Agent status is set to Not Ready when an incoming call comes in and forwards the call to the forward destination. · **Log off**: Agent status is set to Log Off when an incoming call comes in. · **Log off & Forward**: Gent status is set to Log Off when an incoming call comes in and forwards the call to the forward destination. · **Forward**: Forwards the call to the forward destination.
Agent No Answer Call Time	It allows you to set No answer time until the agent mode is changed to the above mode and the call is routed to the next available agent. Range 0 ~ 600 seconds When you set it to 0 second, the Agent No Answer Option for Incoming is considered Not Used regardless of the setting.
Agent No Answer Forward Destination	The destination calls are forwarded to when an agent does not answer an incoming call and the option is set to forward. You can set it when 'Agent No Answer Option' is 'Not Ready & Forward', 'Log off & forward' or 'Forward'. Max 24 digits including * or #

All Agent Log Off

Item	Description
Rerouting Option	It allows incoming calls to be rerouted to a certain destination when all agents are logged off. · **Not Used** · **Use**
Rerouting Destination	The reroute destination when Rerouting Option is set to Use. Max 24 digits including * or #

9. Click **Save** button then **OK** button in the popup window to confirm.
   - When you modify current configuration, agents must log on again to apply new configuration.

NOTE If any of the above options are grayed out and cannot be changed that is because ACD Report is set to **'Use'** in Company Details and these settings are controlled by ACD Report.

2.5.3.2 Agent ID

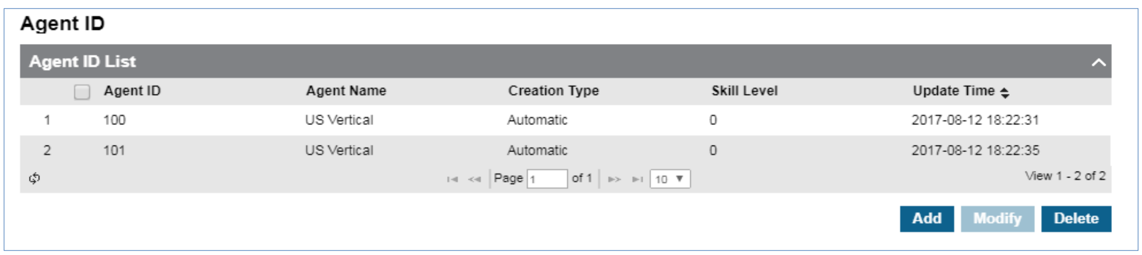
It is used when agents log in ACD group.

An Agent ID will automatically be generated when you select **'Automatic Call Distribution Report'** to '**Used'** at the **'Company' > 'Company Detail'** or set **'Agent ID Usage at Agent Log on'** to **'Automatic'** at the **'Call Manager' > 'ACD Group'** and in **'Agent'** tab, whenever you assign members to ACD group.

You must create Agent ID so the agent can use this ID to log in manually when you select **'Automatic Call Distribution Report'** to **'Not Used'** at the **'Company' > 'Company Detail')** or set **'Agent ID Usage at Agent Log on'** to **'Manual'** at the **'Call Manager' > 'ACD Group'** and in **'Agent'** tab.

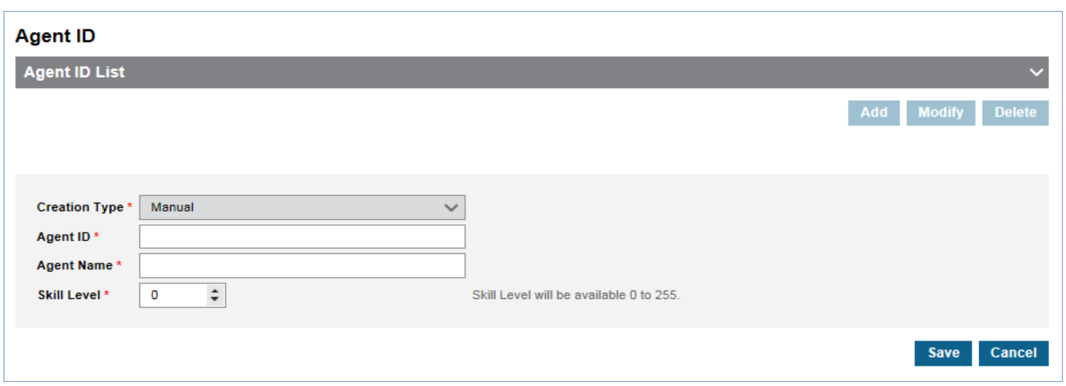
When you change **'Agent ID Usage at Agent Log on'** from **'Manual'** to **'Automatic'**, extension number based Agent ID will automatically be generated with default skill level 0.

Go to **'Call Manager' > 'Call Center' > 'Agent ID'** to display the following page.



To add Agent ID manually

1. Click **Add** button.

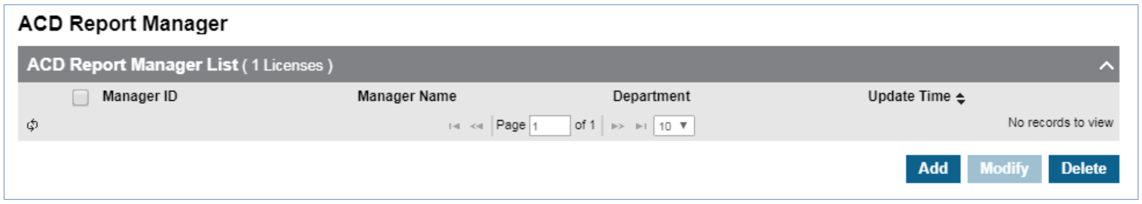


2. Click **'Agent ID'** to set from 2 ~ 5 digits.
3. Click **'Agent Name'** to enter a name.
   - Agent Name can be entered up to max 24 characters.
4. Click **'Skill Level'** to select from range 0 ~ 255.
   - Default lever is 0. **'0'** is the most proficient, **'255'** is the least proficient.
5. Click **Save** button then **OK** button in the popup window to confirm.

2.5.3.3 ACD Report Manager

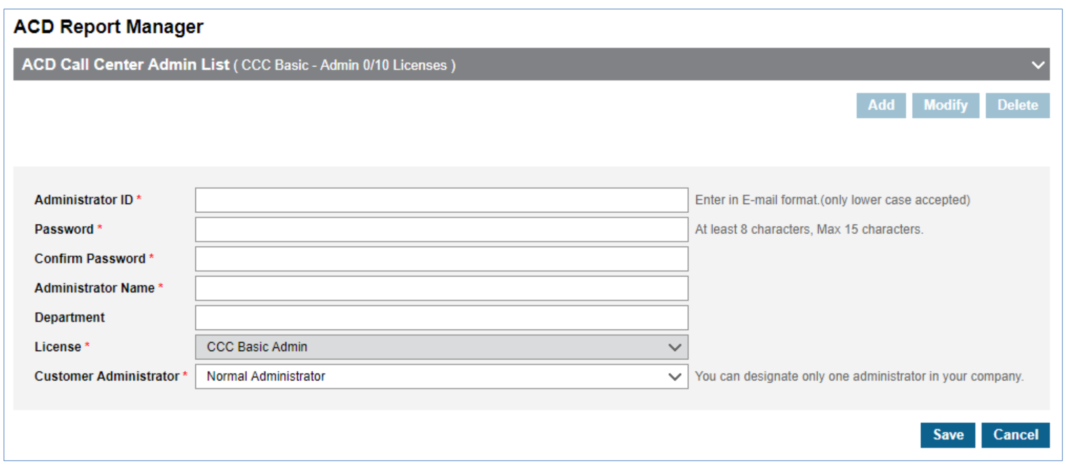
It allows you to create the ACD Report Manager account to use ACDR Web client as a report manager. To add new report manager, you must first set **'Automatic Call Distribution Report'** field to **'Used' ('Company' > 'Company Details').**

Go **'Manager' > 'Call Center' > 'ACD Report Manager'** to display the following page.



To add a new ACD Report Manager

1. Check **'Automatic Call Distribution Report'** is set as **'Use'** from **'Company' > 'Company Details'**.
2. Click **Add** button.



3. Click **'Administrator ID'** to enter ID in e-mail address format using lowercase only.
4. Click **'Administrator Password'**, **'Confirm Password'** to set password.
5. Click **'Administrator Name'** to enter a Administrator name to be added.
6. Shows the type of license currently used in 'License'.
7. Click **'Customer Administrator'** to designate only one administrator in your company.
8. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Administrator ID	It is used when report manager logs in ACD-R web portal. It must be an email format. Once saved, it cannot be modified (Max 64 characters in email format).
Administrator Password	Password for ACD Report Manager Account (Max 15 characters.)

Item	Description
Administrator Name	Manager name (Max 11 characters for each name type).
Department	ACD department e.g. sales, accounts or support (Max 24 characters).
License	The type of license currently used
Customer Administrator	You can designate only one administrator in your company.

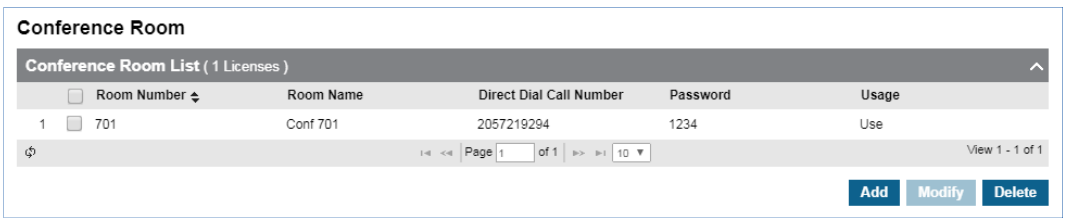
2.5.4 Conference Room

Allows user to call a conference line number from anywhere and participate in a group conference call where they can communicate with each other and supports up to 128 participants in a group.

Conference Room provides,

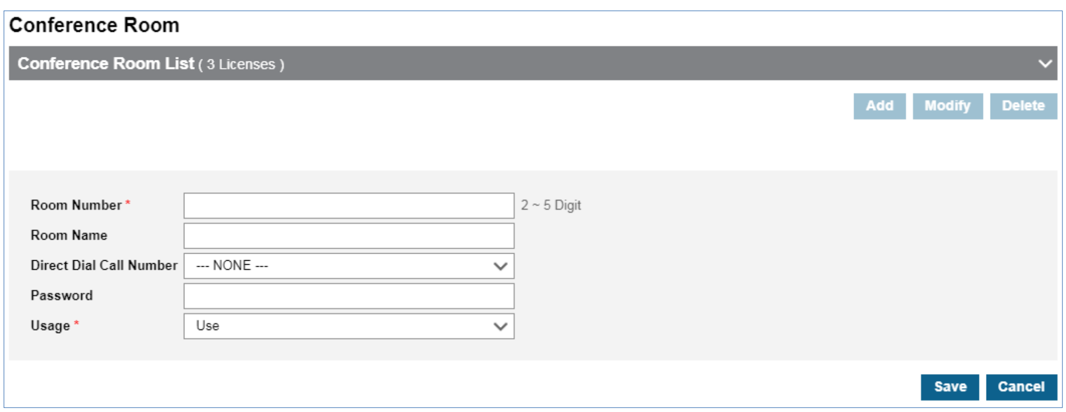
- Access a conference room through internal number or Direct Dial Call Number
- Assign Conference Room to UCE users only
- Restrict access with a password

Go to **'Call Manager' > 'Conference Room'** to display the following page.



To add a new conference room

1. Click **Add** button.



2. Click **'Room Number'** to enter its number.
3. Click **'Room Name'** to enter a conference room name.
4. Click **'Direct Dial Call Number'** to enter a call number to call from external parties directly.
5. Click **'Password'** to set Conference Room login password.
6. Click **'Usage'** to select **'Use'** or **'Not Used'**.
7. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Room Number	The internal number of Conference Room based on 'Numbering Rule'. When you use 'NO USED RULE', any 2~5 digit can be assigned. When you use pre-configured numbering rule, you can select available

Item	Description
	number using **Search** icon.
Room Name	The name of conference room (Max 24 characters).
Direct Dial Call Number	Direct Dial Call Number for direct call from external parties.
Password	Conference Room login password. When it is empty, users can access conference room without authentication (Max 6 digit (0~9, *, #).
Usage	When you set it 'Not Use', UCE client can activate its own conference room using it as a resource. · **Use**: Activate · Not Use

To access from the external

1. Call Direct Dial Call Number then user hears **'Password Dial Tone'**.
2. Enter password and click **'*'** or **Save/OK** button.
    - When there is only one user, user will hear **'Conference Hold Tone'** after a short beep tone.
    - When another user joins that user and other party hears just short beep tone.
3. In case of UCE users, dial **'External Number of Conference Room'** and click **Show** button when connected and enter **'Password + * or #'** to access a conference room.

To access a conference room from the internal

1. Call the **'Room Number'** to access a conference room.
2. Enter password and click **'*'** or **Save/OK** button.
    - When there is only one user, user will hear **'Conference Hold Tone'** after a short beep tone.
    - When another user joins that user and other party hears just short beep tone.
3. ELG SIP and UCE users must dial **'Room Number + password + *'** to access a conference room.

NOTE When someone joins or leaves a conference room, there will be a short beep tone.

2.5.5 Shared Line

Shared Line allows one number to be assigned to multiple users as a primary number. All calls to Shared line will ring on all users who have this Shared Line number on a flexible button. It allows users to have additional numbers with different features as the shared line can be programmed with user extension features. The Shared Line can be used as a common voicemail box between multiple users when the features are set to forward to the Voicemail Service.

To use Shared Line:

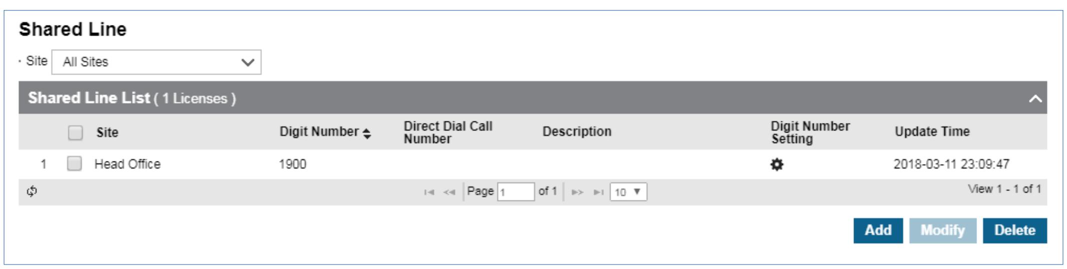
1) Define shared line
2) Set user(s) of shared line
3) Set Shared Line configuration

The difference between **Shared Line** and **Multiple Line** is that more than 2 users can have one common **Shared Line**, but **Multiple Line** can be assigned to only one user.

When one of users with Share Line enables their 'Terminal Based DND', that user will not receive calls to the Shared Line and user of its own extension & DDI number. Other users having Shared Line will still receive ringing.

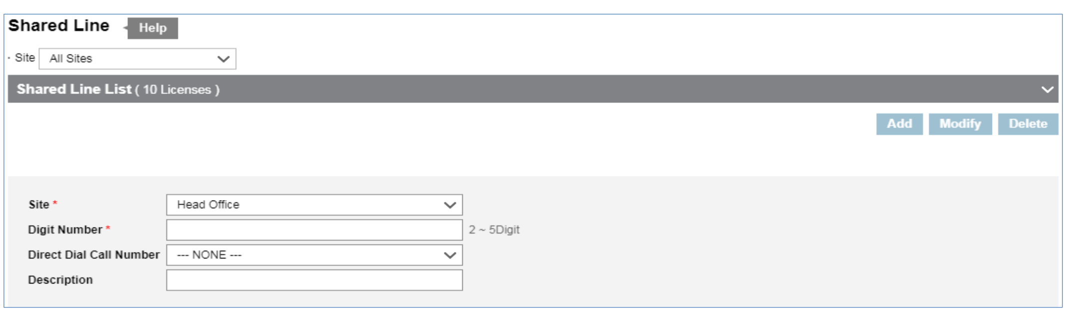
To activate DND (DND and Timed DND are available for Shared Line), click DN button of Shared Line and enter feature code of DND (DND and Timed DND). Terminal based DND is not available for Shared Line number itself.

Go to **'Call Manager' > 'Shared Line'** to display the following page.

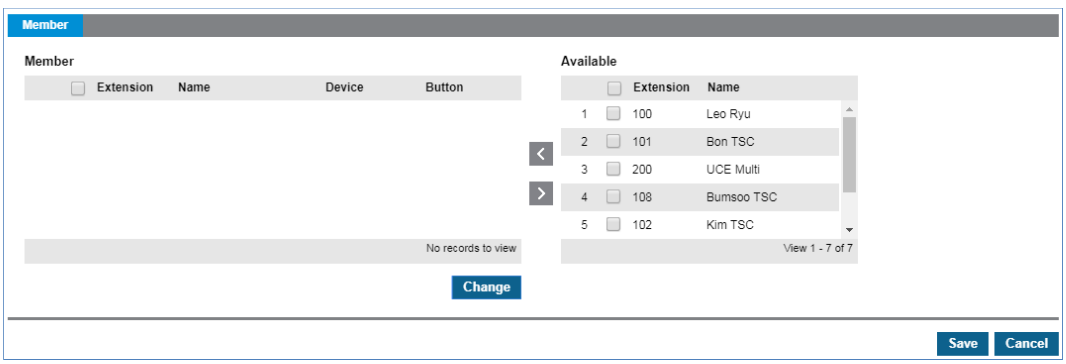


To define a new Shared Line

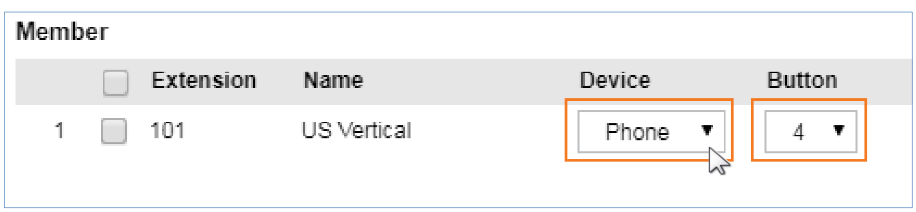
1. Click **Add** button.



2. Click '**Site'** to select a site from drop-down list**.**
3. Click **'Digit Number'** to enter number from 2 ~ 5 digits.
4. Click **'Direct Dial Call Number'** to enter a call number to call from external parties directly.
5. Click **'Ring Option'** to set Ring delay during an incoming call.
   - Option
     - Immediately call: calls are routed immediately to the mobile phone.
     - 3/6/9/12/15/18/21/24/27/30 sec: calls are delayed from ringing to the mobile phone for this amount of time.
     - Immediately ring when a terminal is disconnected: calls are routed immediately to the mobile user when the terminal is disconnected
6. Enter a Description for the new defined Shard Line.
7. In '**Member'** tab, click **Change** button to add or remove a Shared Line member using and button.



8. You can assign Shared Line to a flexible button of phone itself or DSS/LSS.

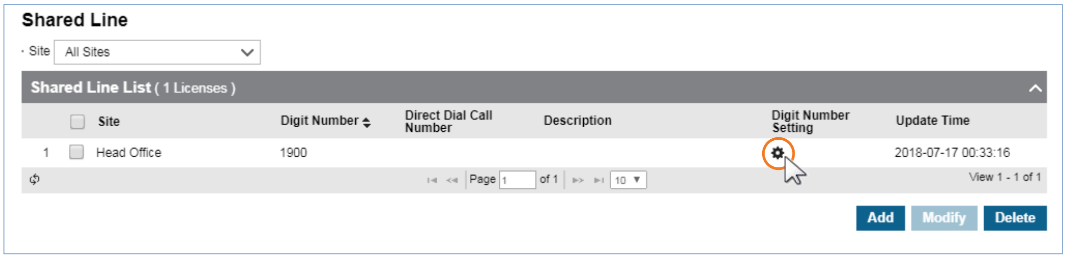


   - **Assign** button place of Shared Line of each member's and click
     - **Device** to select Phone or DSS/LSS from drop-down list.
     - **Button** to select flexible button index from drop-down list.
9. Click **Save** button then **OK** button in the popup window to confirm.

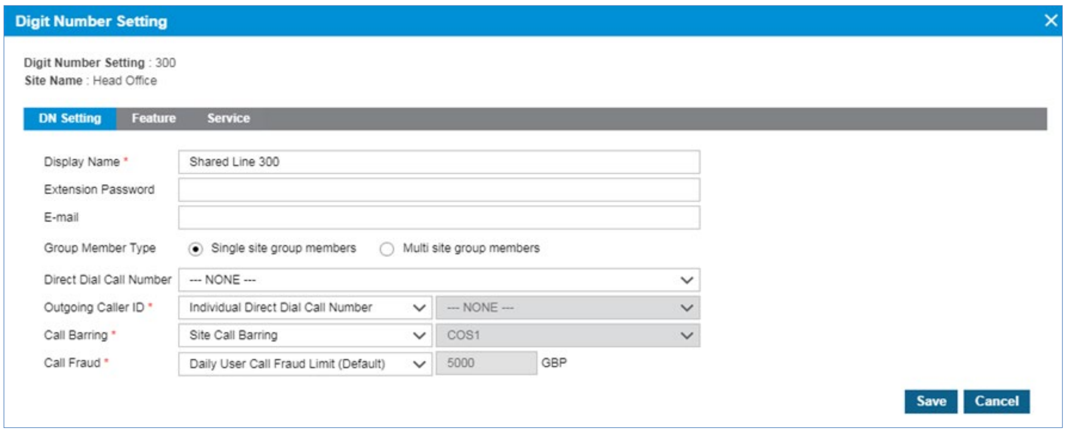
To configure Shared Line

You can set additional configuration for added Shared Line using button in **'Digit Setting'** column in the list.

1. Click button located under the **'Digit Number Setting'**.



2. Click **'DN Setting'**, **'Feature'** and **'Service'** tab to configure.



3. Click **Save** button then **OK** button in the popup window to confirm.
4. After save changes, close **'DN Number Setting'** window.
5. Go to **'User' > 'User Feature Configuration'** to assign additional features such as forwarding.

2.5.6 Hot Desk

Enables users to log in and make calls using their own user profile and configuration with their station number and extension password on a designated phone device.

It means that a user can be the temporary physical occupant of a handset device, and therefore it is used where not all employees are in the office at the same time.

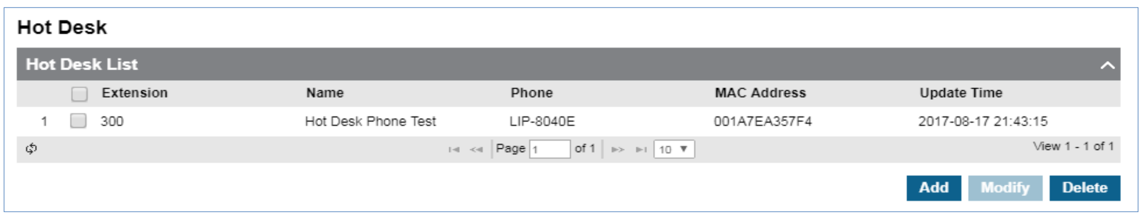
To use Hot Desk

1) Define Hot Desk handset.

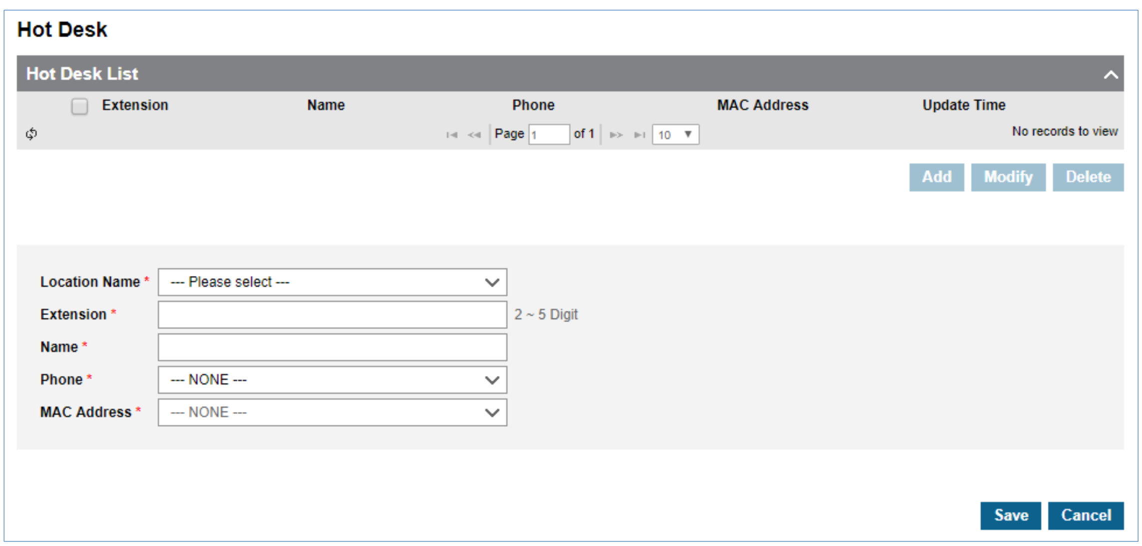
2) Set up a Hot Desk user as a single client user type.

NOTE Only ELG LIP phone can be a Hot Desk handset device.

Go to **'Call Manager' > 'Hot Desk'** to display the following page.



To define a new Hot Desk



1. Click **Add** button.
2. Click **'Location name'** to select CCM or LCM.
3. Click '**Extension'** to enter or select extension number along with **'Numbering Rule'** in use.
4. Click **'Name'** to enter a name.
5. Click **'Phone**' to select one of available LIP phones from the drop-down list.

6. Click **'MAC Address'** to select one of available MAC address.
7. In case of 1000i LIP phone, **Voice Quality Monitor**, **Transport Mode**, and **RTP Security** can be configured. In case of other LIP phones, **RTP Security** can be configured.
8. Click **Save** button then **OK** button in the popup window to confirm.

NOTE After saving, only '**Name'** field can be modified. When one of Hot Desk user logs in to that Hot Desk handset, it cannot be deleted.

To setup a user as Hot Desk user type

1. Go to **'User' > 'User Setup'**. For more information refer to section 2.4.1 User Setup.
2. Click **Add** button.
3. Configure as normal user setup but set **'User Type'** to **'Single client'**
4. Click **'Device'** tab to select the checkbox of **'Virtual User'** and set it to **'Hot Desk User'**.
5. Set **'Extension Password'** up to 12 digits (0 ~ 9, *, #).
   - If there is no extension password, it can log in without password on Hot Desk handset.
6. Click **Save** button then **OK** button in the popup window to confirm.

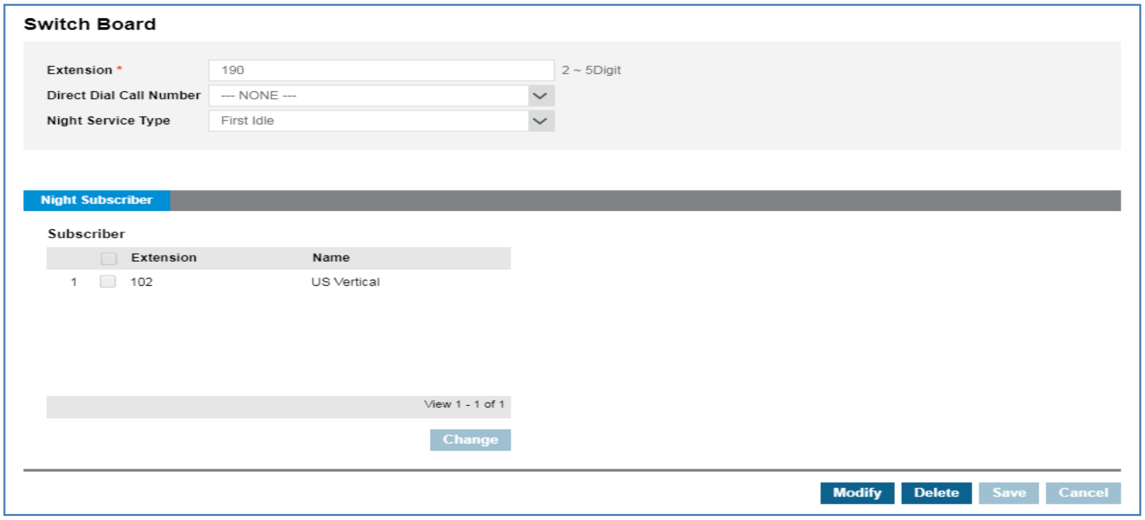
To login as a Hot Desk user

1. Click **'Hot Desk Login'** feature code.
2. Enter extension number of Hot Desk user and extension password.
3. Press **Save** or **OK** button on handset.
4. To Logout, repeat steps 1 through 3 above.

2.5.7 Switch Board

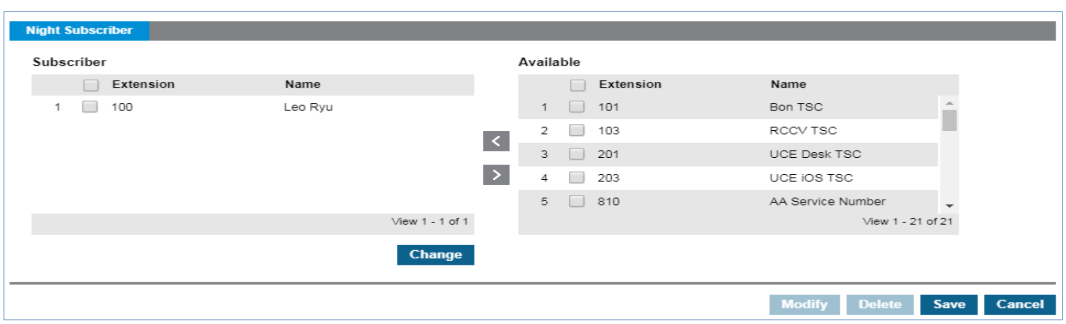
It is the representative number of all IP ATD users. Using this feature, you can provide one common contact number of all IP ATD in your company and provide the Night Service when all IP ATD are unavailable at Night Time defined in default Time schedule. One Switch Board is available in the Company.

Go to **'Call Manager' > 'Switch Board'** to display the following page.



To create a Switch Board

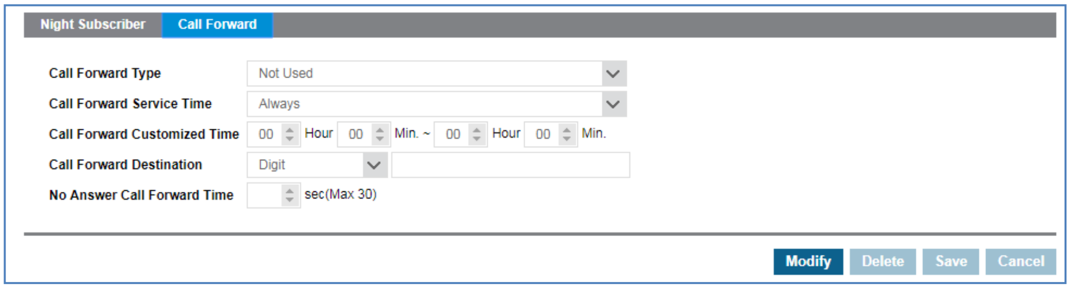
1. Click **'Extension'** to enter the internal number of Switch Board.
2. Click **'Direct Dial Call Number'** to select a number from the drop-down list
3. Click **'Night Service Type'** to select one of service type to set from the drop-down list. The Night Service Type can be set to First Idle, Circular or Simultaneous Ring.
   - **First Idle:** The calls are distributed to the first idle number among Night Subscribers.
   - **Circular:** The calls are distributed 'round-robin'.
   - **Simultaneous Ring:** All idle number in subscribers will receive ringing for incoming calls.
4. Click **Change** button to add or remove using  and  button.



5. Click **Save** button then **OK** button in the popup window to confirm.

To set Call Forward

1. Click **Modify** button in **'Call Forward'** tab.

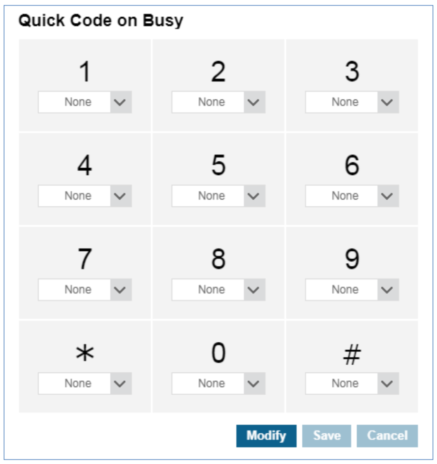


2. You can set Call Forward destination along with **'Call Forward Type'**, **'Service Time'** and other options. Refer to Call Forward Tab in the section 2.4.3.1 Call Forward.
3. Click **Save** button then **OK** button in the popup window to confirm.

2.5.8 Quick Code on Busy

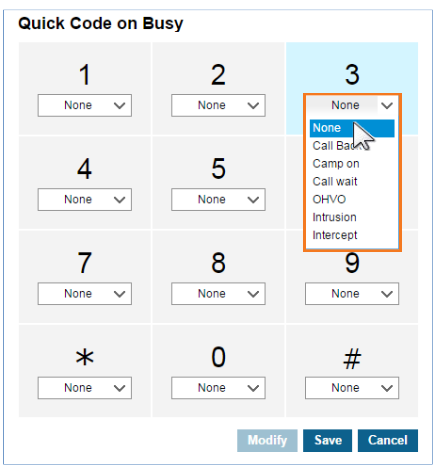
It allows user to enable a specific feature using one digit when the called party is busy on another call. The available features are 'Call Back', 'Camp On', 'Call Wait', 'OHVO', 'Intrusion' and 'Intercept'. Refer to **User Feature List Table** in the section 2.4.1 User Setup.

Go **'Call Manager' > 'Quick Code on Busy'** to display the following page.



To configure Quick Code

1. Click **Modify** button.



2. Click to select one of feature from the drop-down list for digit 0~9, * and #.

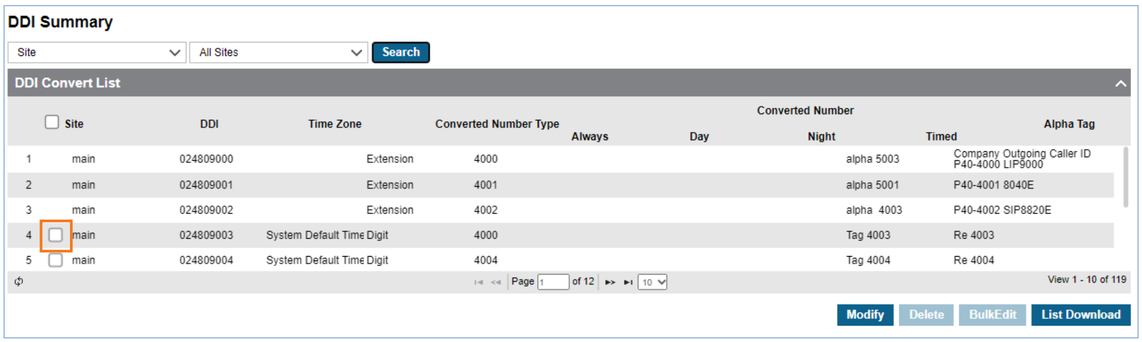
3. Click **Save** button then **OK** button in the popup window to confirm.

2.5.9 DDI Summary

It shows all DDI numbers as assigned to user and/or features or that is available in the Company. It also allows you to configure the number to be converted along with the default time schedule or '**Always**'. The item which has the checkbox means that it is a DDI number which is not assigned to a specific user/feature yet as a Direct Dial Call Number and only that checkbox enabled DDI can be modified.

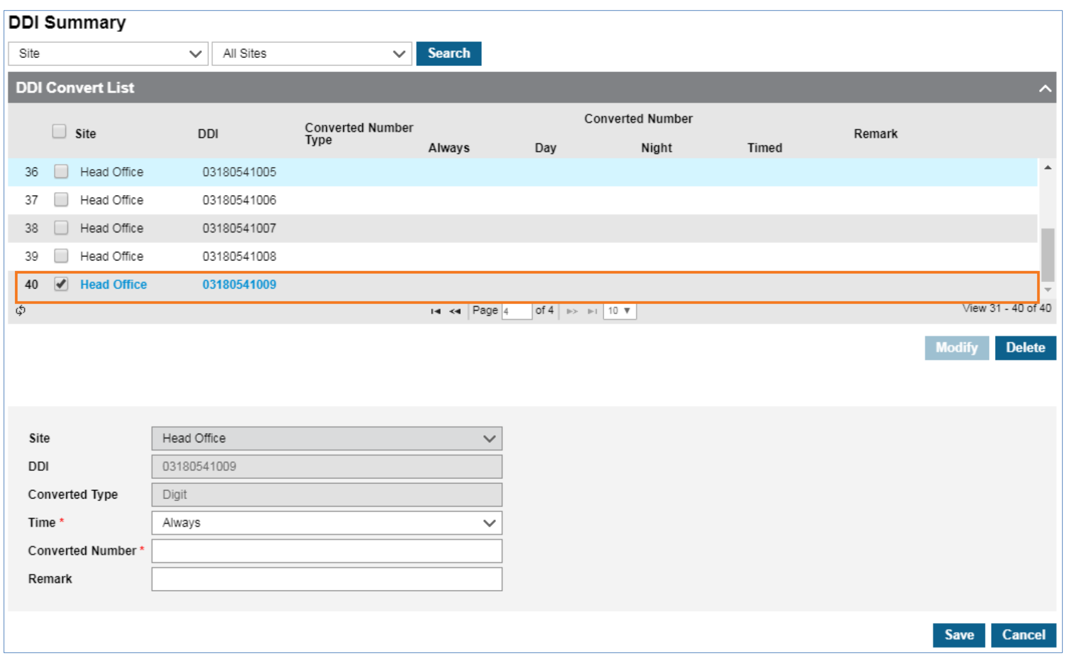
Using this feature, you can assign multiple DDIs to a one user for example. When you do **'Delete'** for one checkbox enabled DDI list, **'Converted Type'**, **'Type'**, **'Converted Number'** and **'Remark'** are cleared.

Go to **'Call Manager' > 'DDI Summary'** to display the following page.



To configure without time schedule

1. Click DDI number to select a number in the list.

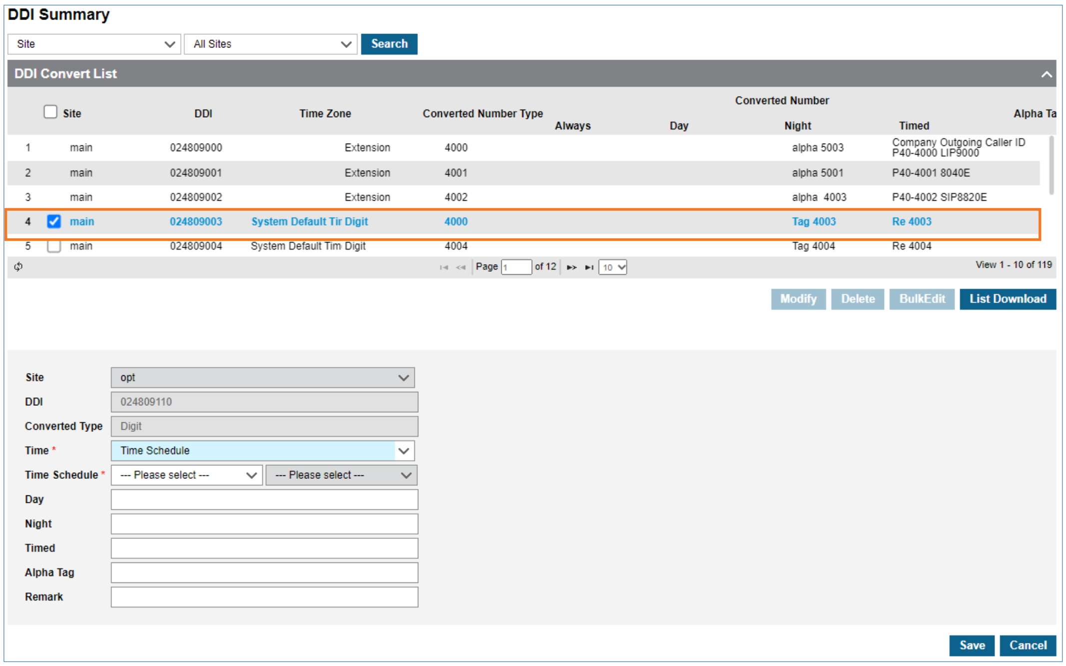


2. Click **Modify** button.

3. Click **'Time'** to set to **'Always'**.
   - **Always**: Enter 'Converted Number' for selected DDI number and 'Description'.
4. Click **Save** button then **OK** button in the popup window to confirm.

To configure with Time Schedule

1. Click DDI number to select a number in the list.



2. Click **Modify** button.
3. Click 'Time' to set to 'Time Schedule'.
   - **Schedule**: Put 4 types of converted number along with time define in the default time schedule and enter 'Description'.
   - **Company Time Schedule**: set the Company Time Schedule as the Site's default Time Schedule.
   - **Site Time Schedule**: set the Site Time Schedule as the Site's Time Schedule.
   - **Override**: Can select a time schedule by going to **'Company' > 'Time Schedule'** as the site's time schedule.
4. Click **Save** button then **OK** button in the popup window to confirm.

2.5.10 Digit Conversion

It shows digit conversion table of CM 64 table. It also allows you to configure the number to be converted along with the '**Time Schedule**' or **'Always'.**

When opening digit conversion screen, digit conversion data in the CM (No.64 table) is imported.

If it is new data which is not in EMS, **added by CM** sentence would be wrote in the description field.

You can assign multiple Digit Conversion, for example, when you do **'Delete'** for one checkbox enabled Digit Conversion list, row data are cleared.

Go to **'Call Manager' > 'Digit Conversion'** to display the following page.

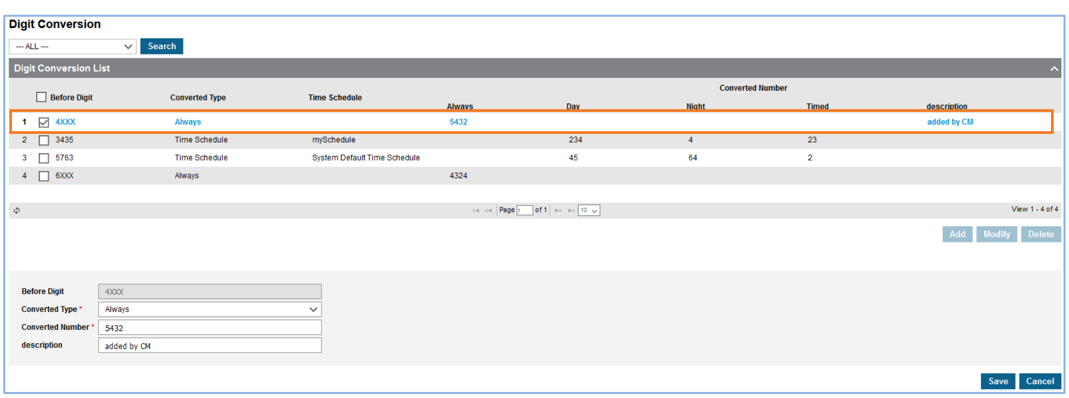
To add Digit Conversion table

1. Click **Add** Button.

2. Input **Before Digit**.
3. Click 'Converted Type' to set to 'Always' on 'Time Schedule'.
   - **Always**: Enter 'Converted Number' and 'Description'.
   - **Time Schedule**: Select Time Schedule which is in **Company > Time Schedule**. Put 3 types of converted number along with time define in the selected time schedule and enter 'Description'.
4. Click **Save** button then **OK** button in the popup window to confirm.

To modify Digit Conversion table

1. Click **Before Digit** to select a number in the list.



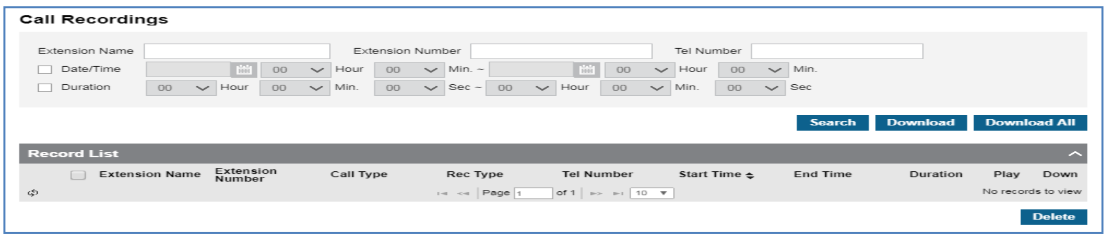
2. Click **Modify** button.
3. Click ‘Converted Type’ to set to ‘Always’ on ‘Time Schedule’.
    - **Always**: Enter ‘Converted Number’ for selected Before Digit number and ‘Description’.
    - **Time Schedule**: Select Time Schedule which is in **Company > Time Schedule**. Put 3 types of converted number along with time define in the selected time schedule and enter **‘Description’**.
4. Click **Save** button then **OK** button in the popup window to confirm.

2.5.11 Call Record Report

It allows you to view, play, download, and delete all the call recordings of all users in the company as an administrator. You can search call recording files on the configured time period, download files up to 100 at the same time or delete all at once. You can also delete call recording files of users.

It provides search options as Extension Name, Number, DDI, Date/Time and length of call recording files.

Go to **'Call Manager' > Call Recordings'** to display the following page.

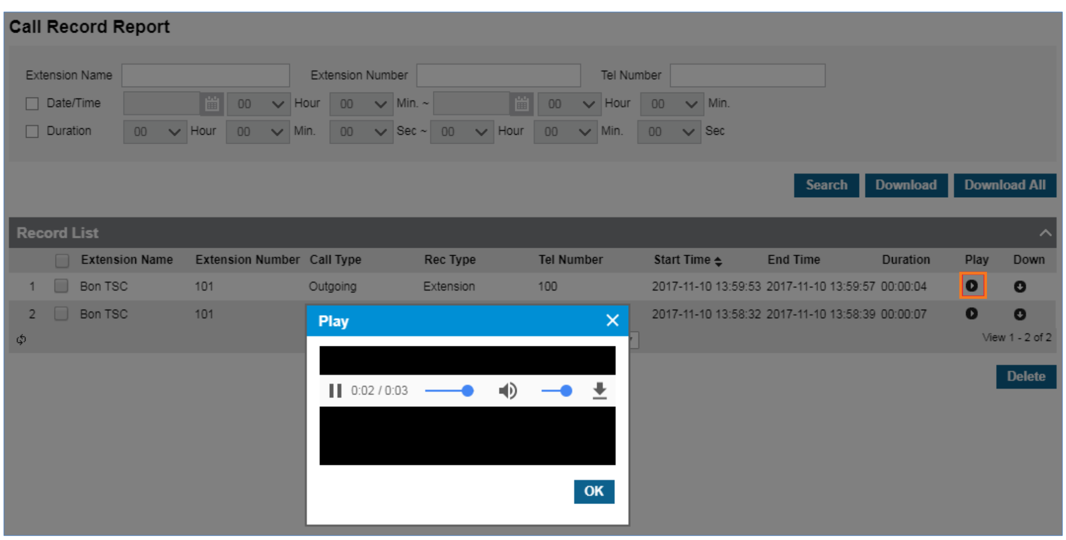


To search

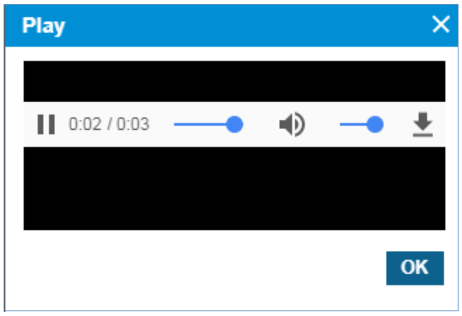
1. Click each field to enter **'Extension Name'**, **'Extension Number'** or **'DDI'**.
2. Click '**Date/Time**' checkbox to set the date and time by clicking icon.
3. Click '**Duration**' checkbox to set the duration for searching.
4. Click **Search** button.
   - The record list is displayed on the screen.

To play a call recording file

1. Click button located under **Play** in the record list.



2. Selected call recording file is automatically played on popup window



To download call recording files

1. Select the checkbox to download call recording file.
2. Click **Download** button then **OK** button in the popup window to confirm.

   Or,

1. Click button located under **Down** in the record list.
2. Selected file is automatically downloaded

   Or,

1. Click **Download All** button.
2. Up to 100 calls recording files are downloaded as one zipped file at once.

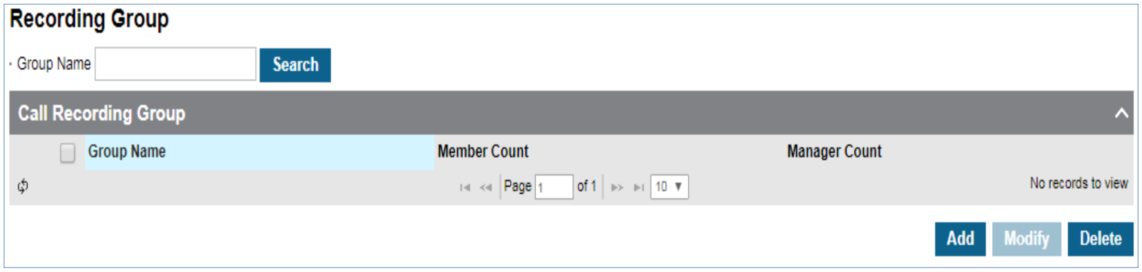
To delete call recording files

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

2.5.12 Recording Group

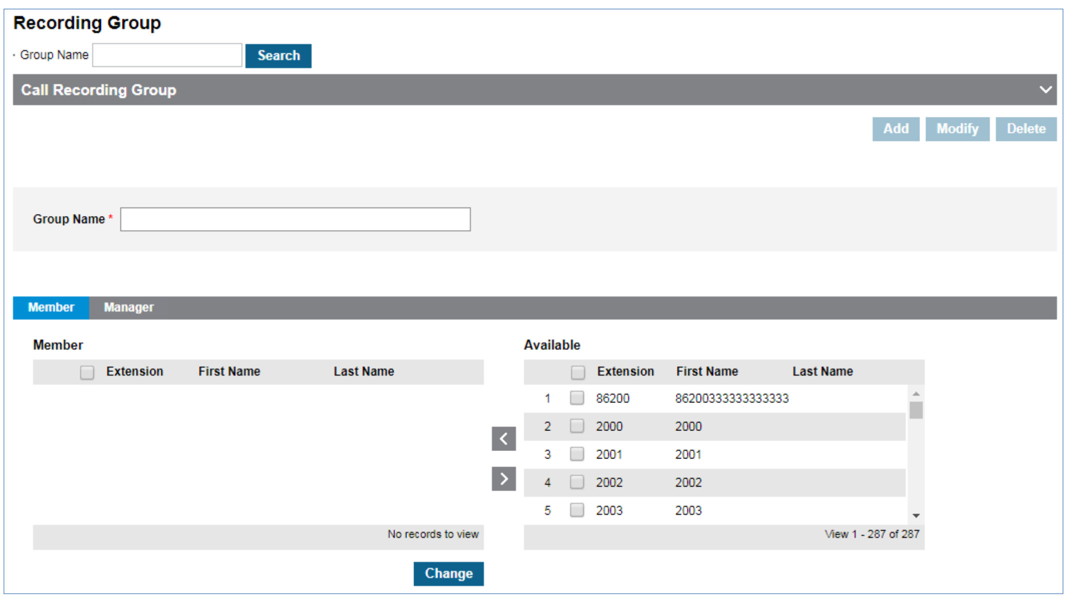
It allows you to create Group with members who have Call Recording feature. A manager of that group has an authority to retrieve and delete Call Recording files left in group member.

Go to **'Call Manager' > 'Recording Group'** to display the following page.

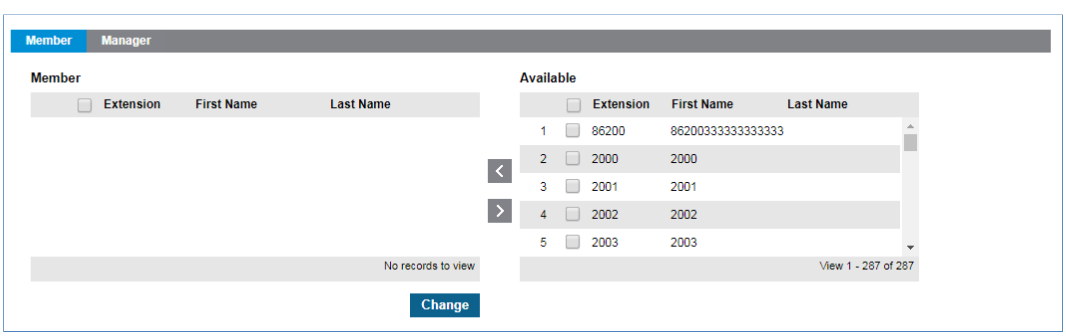


To add Recording Group

1. Click **Add** button.

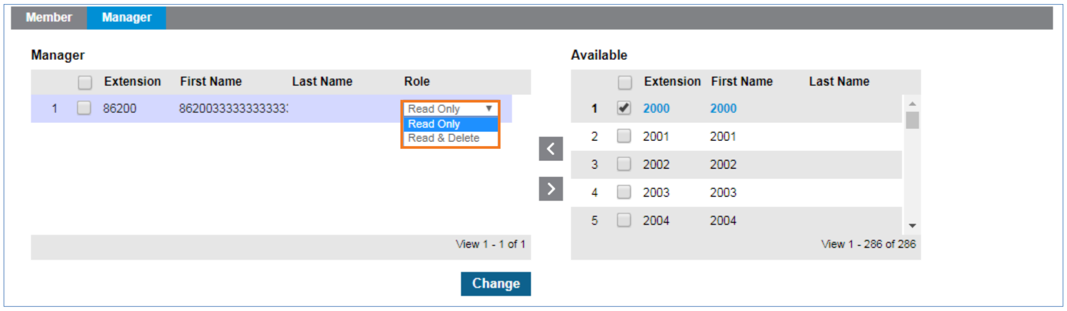


2. Click **'Group Name'** to enter group name.
   - Group Name can be entered up to max 30 characters.
3. In '**Member'** tab (default position).



a. Click **Change** button to add/remove Call Recording Group to/from '**Member**' from/to '**Available**' using or button.

4. **In 'Manager'** tab.



a. Click **Change** button to add/remove ACD members to/from 'Member' from/to 'Available' using or button.

b. You can assign 'Read Only' or 'Read & Delete' permission to Group member.

5. Click **Save** button then **OK** button in the popup window to confirm.

To delete Call Recording Group

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

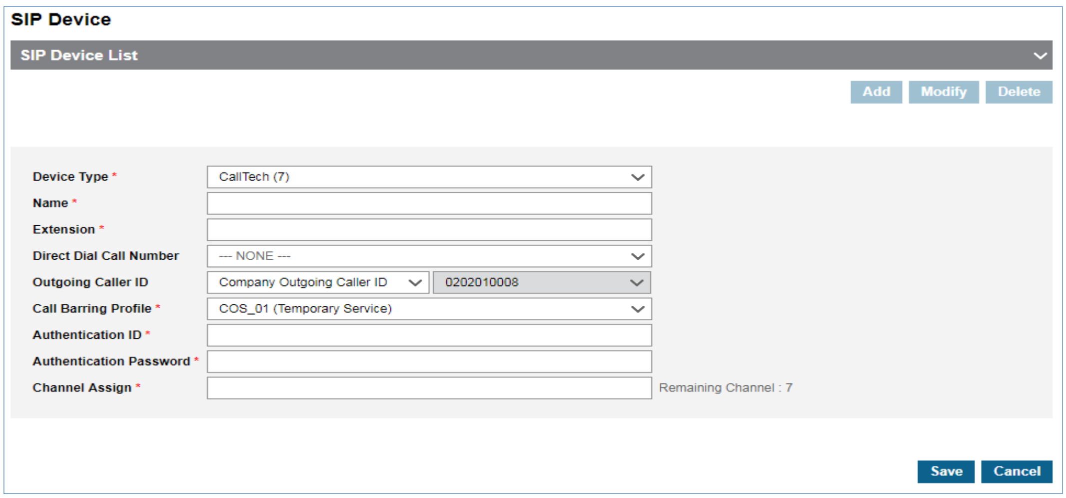
2.5.13 SIP Device

It allows you to register a 3rd party SIP device (local call center or defined equipment) along with extension number, authentication data, call barring profile and channels for that device. You can assign Direct Dial Call Number and Outgoing Caller ID for that device. It is only available for Israel Local Call Center.

Go to **'Call Manager' > 'SIP Device'** to display the following page.

To add SIP device with available channels

1. Click **Add** button.



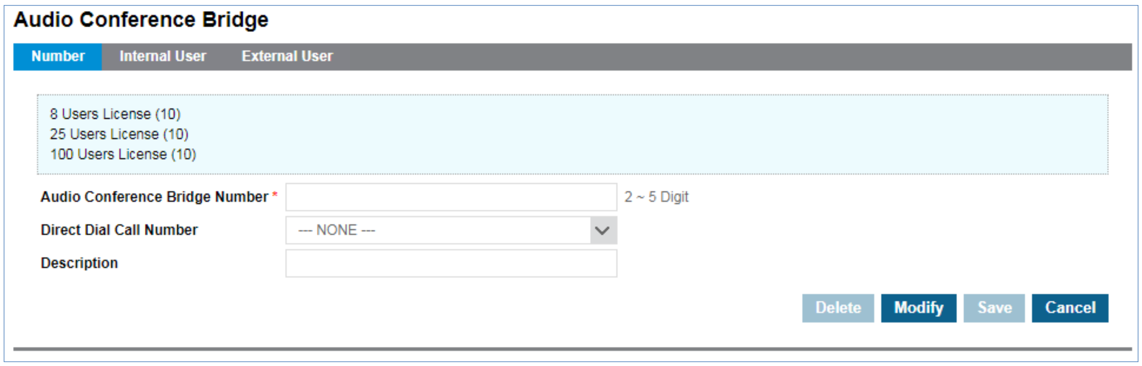
2. Click **'Device Type'** to select a 3rd party SIP device from available in the list.
3. Click **'Name'** to enter a device name.
   - Name can be entered up to max 24 characters.
4. Click **'Extension'** to set from 2 ~ 5 digits.
5. Click **'Direct Dial Call Number'** to select a number from available in the list.
6. Click **'Outgoing Caller ID'** to set the Caller ID.
7. Click **'Call Barring Profile'** to select a profile from the drop-down list.
8. Click **'Authentication ID'** to enter an ID.
9. Click **'Authentication Password'** to set password.
   - The password must be entered 8~15 characters consisting of lower case, upper case, number and special character with a combination of at least 3 different type.
10. Click **'Channel Assign'** to set number of channels to be assigned to that SIP device
11. Click **Save** button then **OK** button in the popup window to confirm.

NOTE There will be a **'SIP Device ID'** in the list and you can use it to configure SIP device to register with Authentication ID/Password. You can create the number of SIP devices as many as SIP channels available.

2.5.14 Audio Conference Bridge

The audio conference bridge is a telephone meeting conducted between callers (internal & external). To use audio conference bridge feature in cloud, its number to access from internal and external users needs to be set

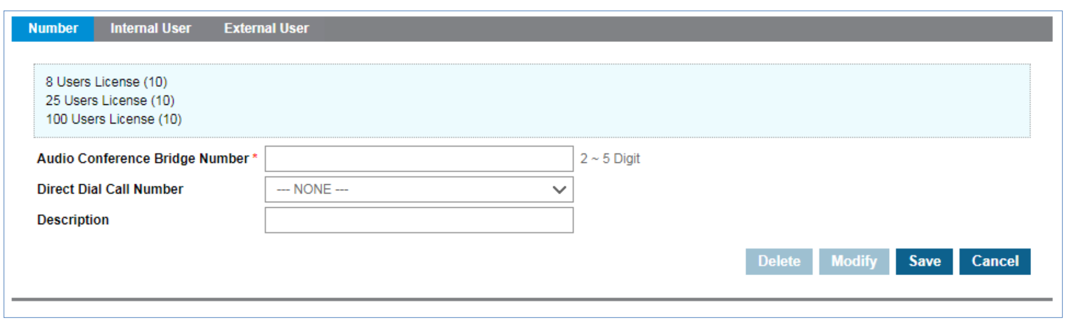
Go to **'Call Manager' > 'Audio Conference Bridge'** to display the following page.



To register 'Audio Conference Bridge Number' for internal user and 'Direct Dial Call Number' for external callers, it requires at least one 'Audio Conference Bridge' feature. When there is no 'Audio Conference Bridge' feature license, there is no way to set 'Number' menu. Available Audio Conference Bridge feature licenses are 8, 25 and 100 User licenses.

To add Audio Conference Bridge Number and Direct Dial Call Number in 'Number' tab

1. Click **Modify** button.



2. Click **'Audio Conference Bridge Number'** to enter or select extension number along with **'Numbering Rule'** in use.
3. Click **'Direct Dial Call Number'** to select a number from the drop-down list for external caller
4. Click **'Description'** to add detail information of **'Audio Conference Bridge Number'**.
5. Click **Save** button then **OK** button in the popup window to confirm.

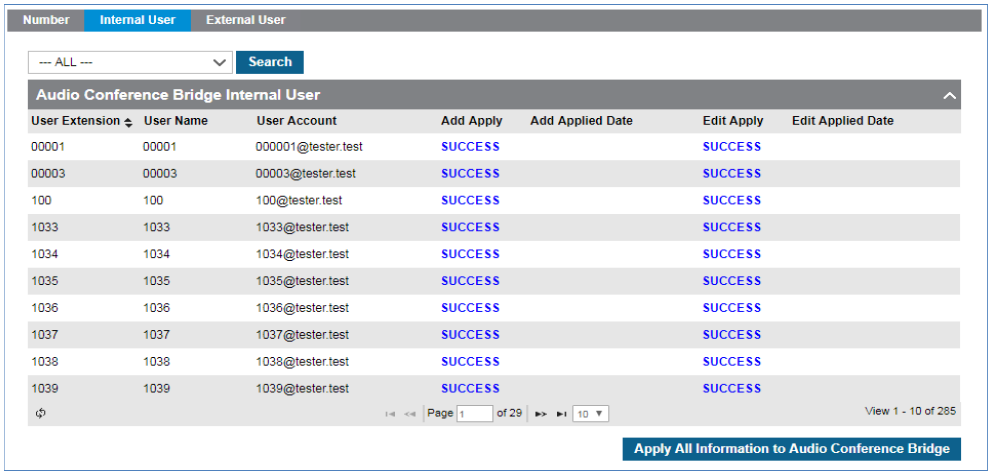
To delete Audio Conference Bridge Number in 'Number' tab (default position)

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

To synchronize the internal user in ‘Internal User’ tab

When you have Audio Conference Bridge feature license and assign number(s) for that, it needs to synchronize internal users between Customer and Audio Conference Bridge. Once it synchronizes internal user information with Audio Conference Bridge (ACB), each user can log in ACB using its ‘Portal ID’ and ‘Password’ and manage ACB room(s) – Reservation, Room management and etc. To access ACB Web portal, request ACB URL from your Reseller.

1. Click **‘Apply All Information to Audio Conference Bridge’** button.



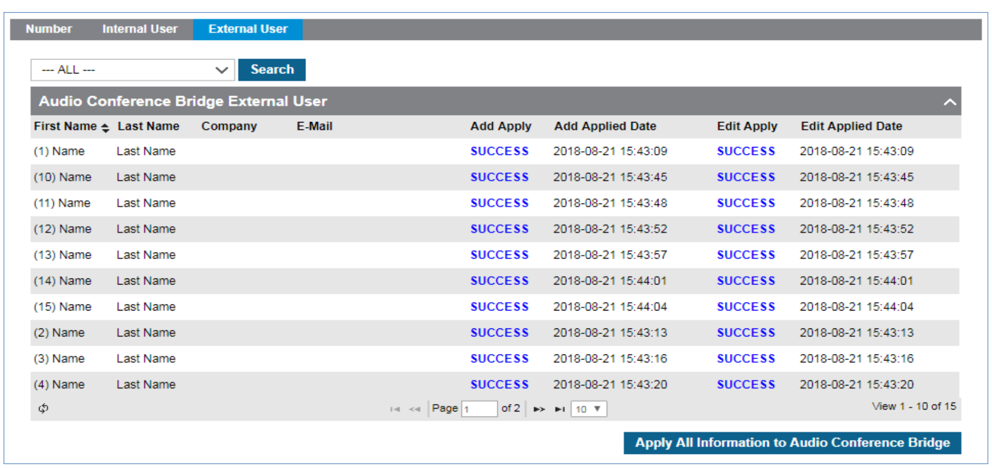
User Extension	User Name	User Account	Add Apply	Add Applied Date	Edit Apply	Edit Applied Date
00001	00001	000001@tester.test	SUCCESS		SUCCESS	
00003	00003	00003@tester.test	SUCCESS		SUCCESS	
100	100	100@tester.test	SUCCESS		SUCCESS	
1033	1033	1033@tester.test	SUCCESS		SUCCESS	
1034	1034	1034@tester.test	SUCCESS		SUCCESS	
1035	1035	1035@tester.test	SUCCESS		SUCCESS	
1036	1036	1036@tester.test	SUCCESS		SUCCESS	
1037	1037	1037@tester.test	SUCCESS		SUCCESS	
1038	1038	1038@tester.test	SUCCESS		SUCCESS	
1039	1039	1039@tester.test	SUCCESS		SUCCESS	

2. And then **OK** button in the popup window to confirm.

To synchronize the external user in ‘External User’ tab

‘External User’ is the Company Directory information registered by the customer. If ‘Company **Directory’** information is not available in **‘Audio Conference Bridge’**, you can register it or synchronize it when asynchronous. Only asynchronous data can be queried with **Search** button. Refer to section 2.3.13 Company Directory for more details.

3. Click **‘Apply All Information to Audio Conference Bridge’** button.



First Name	Last Name	Company	E-Mail	Add Apply	Add Applied Date	Edit Apply	Edit Applied Date
(1) Name	Last Name			SUCCESS	2018-08-21 15:43:09	SUCCESS	2018-08-21 15:43:09
(10) Name	Last Name			SUCCESS	2018-08-21 15:43:45	SUCCESS	2018-08-21 15:43:45
(11) Name	Last Name			SUCCESS	2018-08-21 15:43:48	SUCCESS	2018-08-21 15:43:48
(12) Name	Last Name			SUCCESS	2018-08-21 15:43:52	SUCCESS	2018-08-21 15:43:52
(13) Name	Last Name			SUCCESS	2018-08-21 15:43:57	SUCCESS	2018-08-21 15:43:57
(14) Name	Last Name			SUCCESS	2018-08-21 15:44:01	SUCCESS	2018-08-21 15:44:01
(15) Name	Last Name			SUCCESS	2018-08-21 15:44:04	SUCCESS	2018-08-21 15:44:04
(2) Name	Last Name			SUCCESS	2018-08-21 15:43:13	SUCCESS	2018-08-21 15:43:13
(3) Name	Last Name			SUCCESS	2018-08-21 15:43:16	SUCCESS	2018-08-21 15:43:16
(4) Name	Last Name			SUCCESS	2018-08-21 15:43:20	SUCCESS	2018-08-21 15:43:20

4. Then click **OK** button in the popup window to confirm.

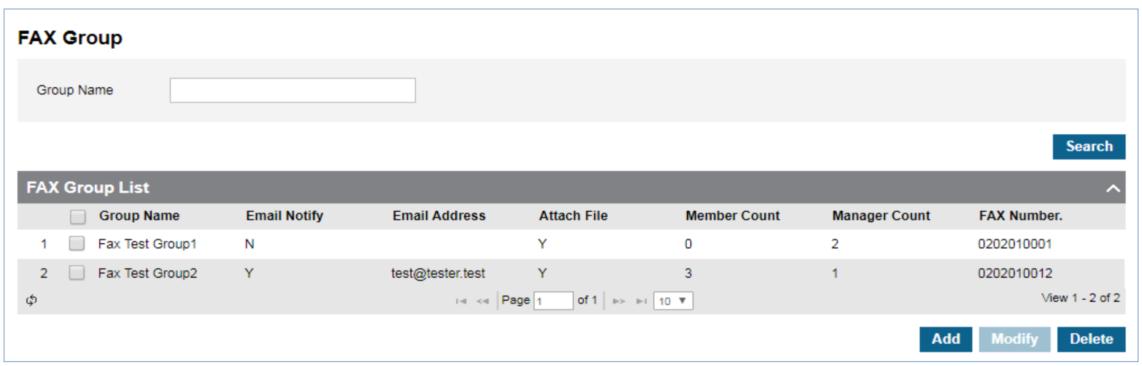
2.5.15 WebFAX

It provides you reliable, secure and easy to use Fax solution available today. It does not require additional Fax machine but allows you to have secure transmission of highly sensitive documents.

2.5.15.1 FAX Group

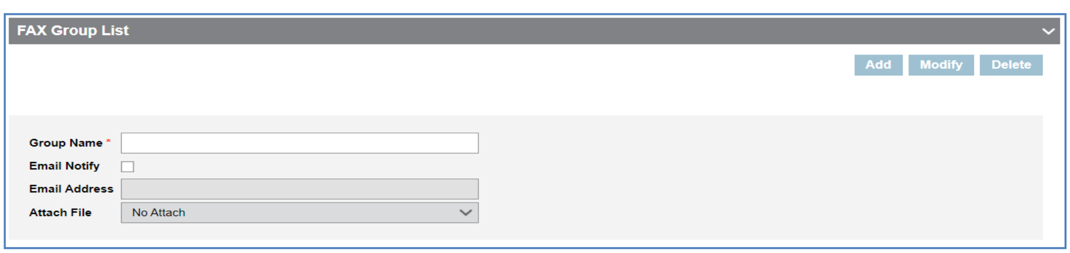
Each user with WebFax feature license has its own fax capability, send/receive/management and you as a Customer Manager can make a fax group with such users and assigning one of members to be a manager and it can be used as one shared fax group. All faxes arriving the Fax number of that group can be managed by a manager. Whenever there is a fax to a group, a manager can share that fax to all member of fax group, move to other WebFax user(s), transfer to other Fax number(s), set sender's fax number as Spam or Block sender's fax number. It allows user to create Fax Covers as desired and can check received Fax history and Fax report. To be a member or manager of Fax group, each user should have WebFax feature license (**User > User Setup > Feature**).

Go to **'Call Manager' > 'WebFAX' > 'FAX Group'** to display the following page.



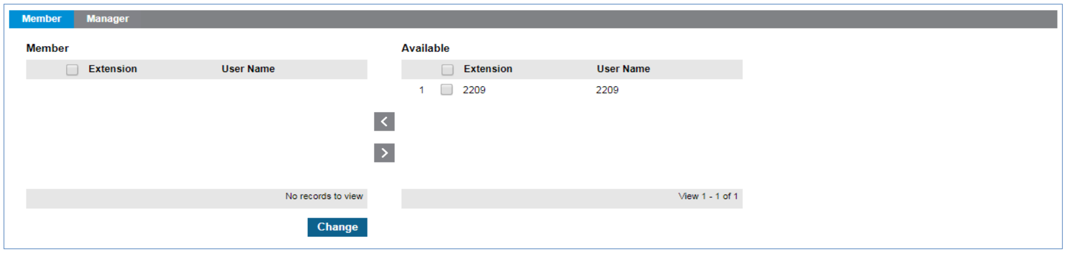
To add Fax Group

1. Click **Add** button.



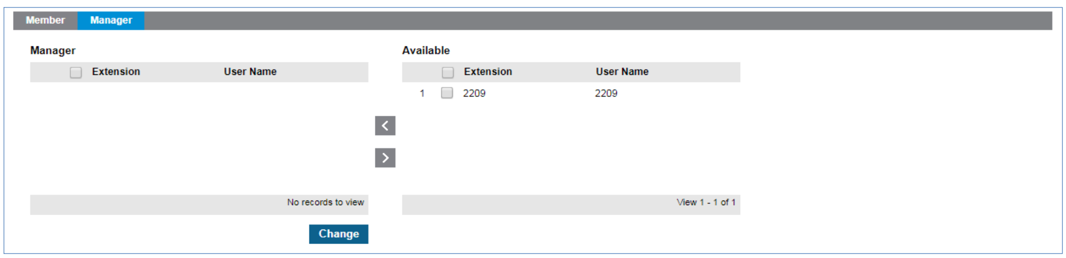
2. Click **'Group Name'** to enter group name.
   - Group Name can be entered up to max 30 characters.
3. Select the **'Email Notify'** checkbox to set up email notification.
   - To receive Fax email notification, it requires to check the 'Email Notify' checkbox and put email address to 'Email Address' field.

4. Click **'Attach File'** to select 'No Attach', 'Attach Link' or 'Attach File'. (Email will contain URL to download a received fax).
5. In **'Member'** tab (default position).



   a. Click **Change** button to add/remove 'Fax Group Member' to/from '**Member'** from/to **'Available'** using < or > button.

6. In Manager tab.



   a. Click **Change** button to add/remove a user with WebFax feature license to/from **'Member'** from/to **'Available'** using < or > button.

7. Click **Save** button then **OK** button in the popup window to confirm.

To delete FAX Group

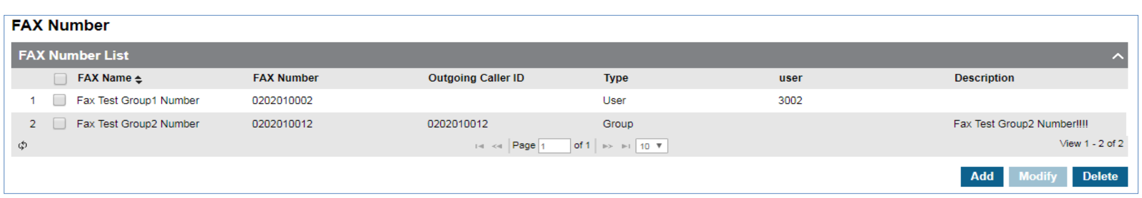
1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

2.5.15.2 FAX Number

It allows you to assign Fax DDI number for each WebFax users or Fax Group.

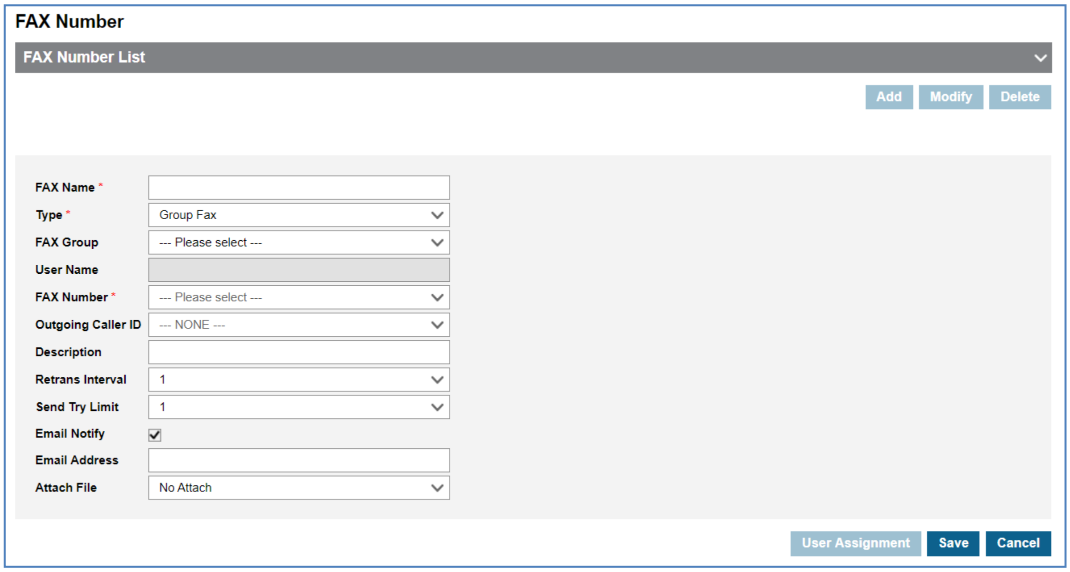
You can register the required number when sending a fax, and the user and the number of each group of faxes. **'FAX Number'** can be selected from the customer's **'DDI Number'**, and the sending indication can be set with the **'Outgoing Caller ID'** setting.

Go to **'Call Manager' > 'WebFAX' > 'FAX Number'** to display the following page.



To add FAX Number

1. Click **Add** button.



2. Click **'FAX Name'** to enter fax name.
3. Click **'Type'** to select **'Group Fax'** or **'User Fax'**.
   - Group Fax: In the **'FAX Group'** entry, a list of registered FAX groups is output as a drop down list. Refer to section 2.5.15.1 FAX Group for more details.
   - User Fax: You can select the user to register in the Selection pop-up. Only users with **'WEB FAX'** Feature Licenses are searched for the user.
4. Click **'FAX Number'** to enter a number to send fax.
5. Click **'Outgoing Caller ID'** to set the Caller ID.
6. Click **'Description'** to add detail information of **'FAX Number'**.
7. Click **'Retrans Interval'** to set the retransmission interval. Up to 5 minutes.
8. Click **'Retrans Interval'** to set the number of times to resend if the FAX transfer fails. You can register up to 10 times.
9. Click on the **'Email Notify'** checkbox to set up notification emails.
   - When **'Email Notify'** is checked, click **'Email Address'** to set up notification email.
10. Click **'Attach File'** to select 'No Attach', 'Attach Link' or 'Attach File'.

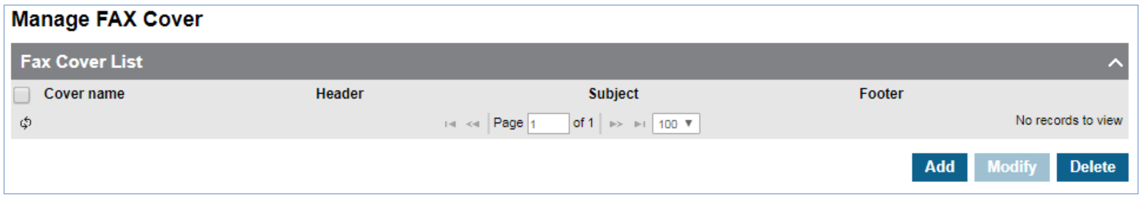
To delete FAX Number

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

2.5.15.3 Manage Fax Cover

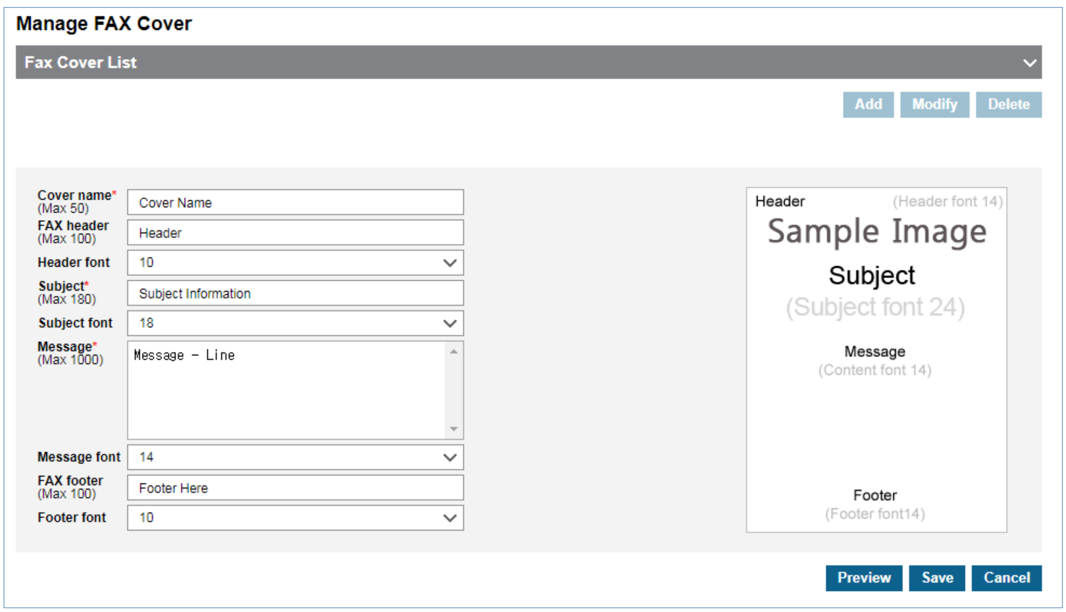
You can create a **'FAX Cover'** as desired. When WebFax user sends a fax, they can use one of created Fax Covers and it sends a selected Fax cover as the first page.

Go to **'Call Manager' > 'WebFAX' > 'Manager FAX Cover'** to display the following page.

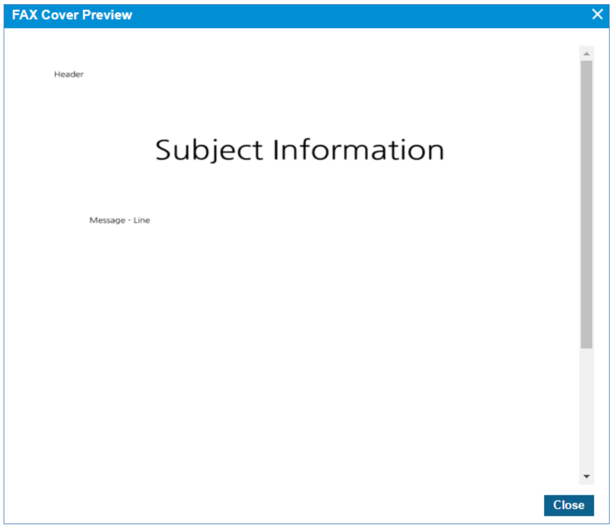


To add a FAX Cover

1. Click **Add** button.



2. Click **'Cover Name'** to enter FAX cover name up to 50 characters in length.
3. Click **'FAX header'** to enter cover header name and set the font size by clicking **'Header font'**.
   - Header Font Size can be selected from 10, 12 or 14
4. Click **'Subject'** to enter cover subject and set the font size by clicking **'Subject font'**.
   - Subject Font Size can be selected from 18, 24 or 36
5. Click **'Message'** to enter cover message and set the font size by clicking **'Message font'**.
   - Message Font Size can be selected from 10, 12 or 14
6. Click **'FAX footer'** to enter cover footer name and set the font size by clicking **'Footer font'**.
   - Footer Font Size can be selected from 10, 12 or 14
7. Click **Preview** button.



- **Preview:** You can check the contents of the cover page you entered with a pop-up before saving.

8. Click **Save** button then **OK** button in the popup window to confirm.

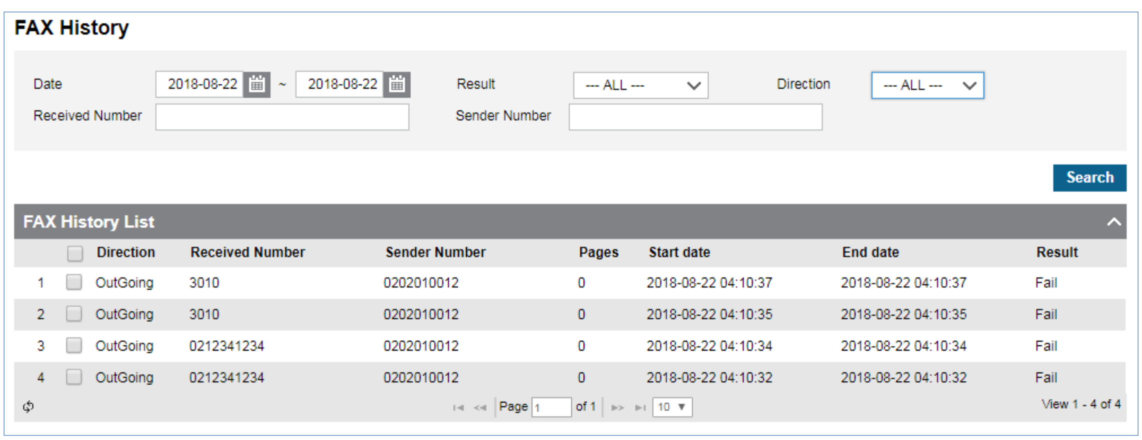
To delete FAX Cover

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

2.5.15.4 FAX History

You can check the results of a FAX sent or received by a registered FAX number. You can inquire the history of FAX calls by date, by receiving number, and by sender number. The default value for the lookup date is today's date.

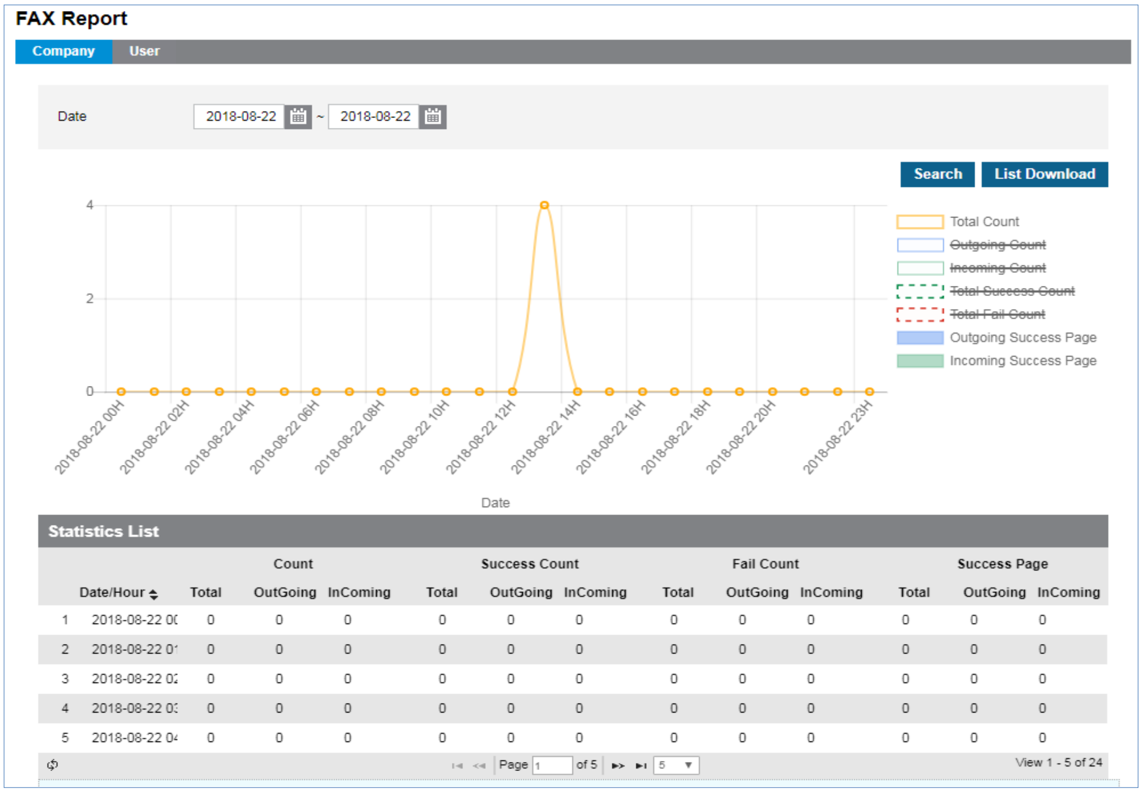
Go to **'Call Manager' > 'WebFAX' > 'FAX History'** to display the following page.



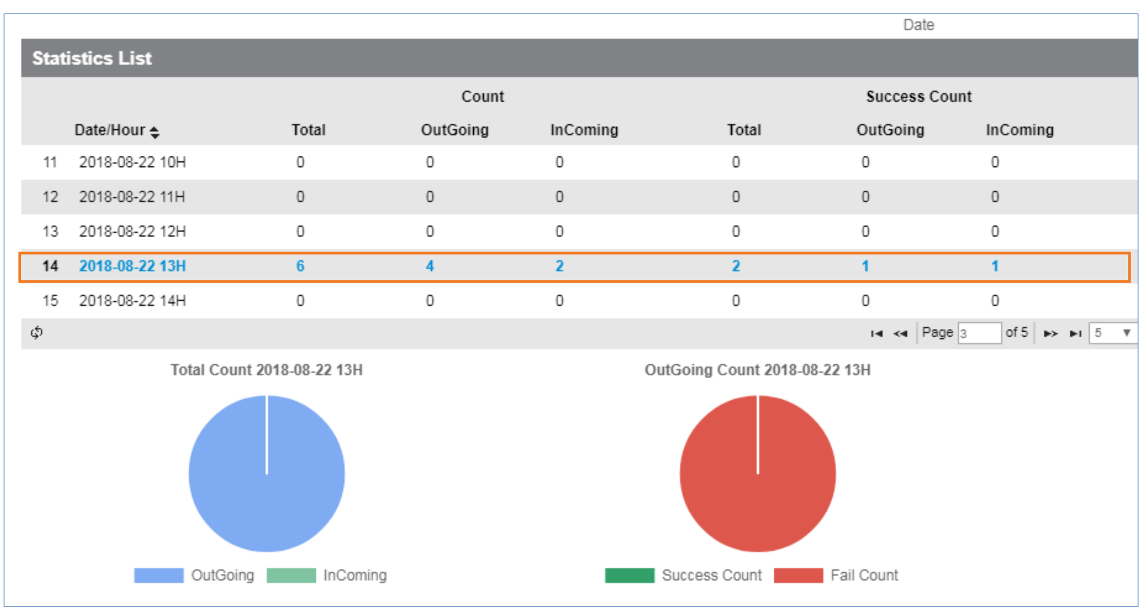
2.5.15.5 FAX Report

'FAX Report' allow you to check the 'Web FAX' usage statistics by time of the search date.

Go to **'Call Manager' > 'WebFAX' > 'FAX Report'** to display the following page.

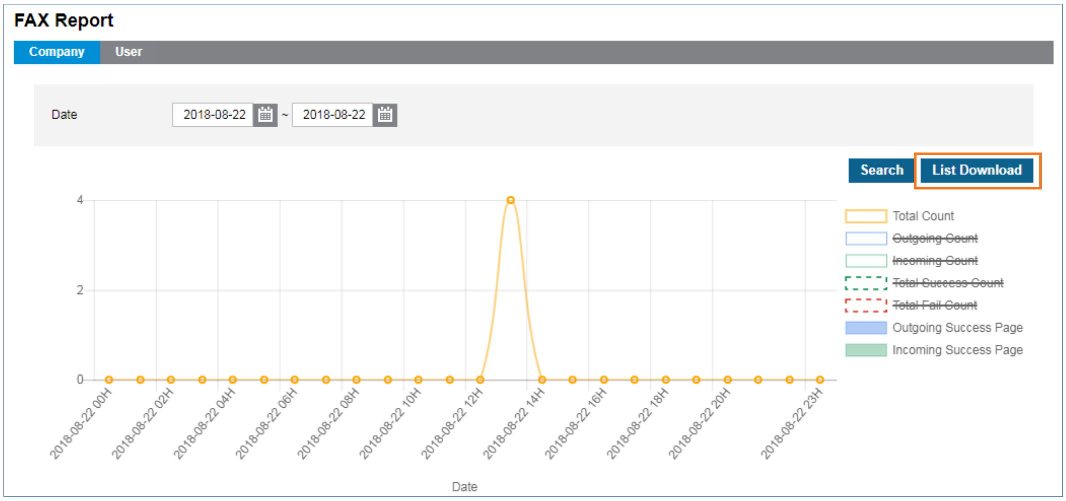


Click data in the **'Statistics List'**, you can view the data in a circular graph. You can view data with **'Company'** tab (default position) and '**User**' tab. In the '**User**' Tab, you can inquire the user registered as User Fax or Group Fax.

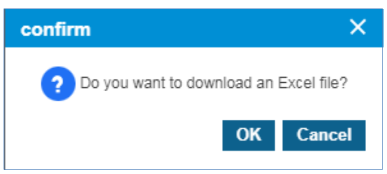


To download FAX Report an Excel file format

1. Set for each option you want search and click **Search** button.



2. When there is call history lists click **List Download** button then **OK** button in the popup window to confirm.



3. The call history is downloaded as an Excel file to local drive on your PC.

FAX Statistics 2018-08-22 ~ 2018-08-22

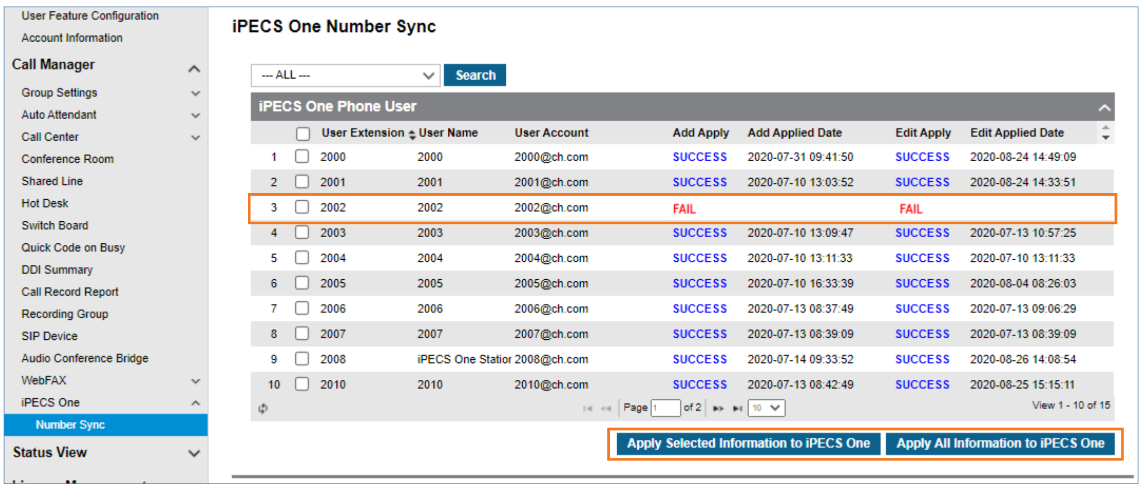
	Count			Success Count			Fail Count			Success Page		
Date/Hour	Total	OutGoing	InComing	Total	OutGoing	InComing	Total	OutGoing	InComing	Total	OutGoing	InComing
2018-08-22 00H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 01H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 02H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 03H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 04H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 05H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 06H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 07H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 08H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 09H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 10H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 11H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 12H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 13H	6	4	2	2	1	1	4	3	1	1	1	0
2018-08-22 14H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 15H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 16H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 17H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 18H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 19H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 20H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 21H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 22H	0	0	0	0	0	0	0	0	0	0	0	0
2018-08-22 23H	0	0	0	0	0	0	0	0	0	0	0	0

2.5.16 iPECS One

iPECS One is web based UC & Collaboration Solution. Basic iPECS One user will be created on User setup menu, but other iPECS One related features are managed in this menu.

2.5.16.1 Number Synch

Not only iPECS One account but also all extension information are automatically transmitted to iPECS One server to display presence status on iPECS One client. If number synchronization from EMS to iPECS One is failed due to abnormal cases, it can be synchronized with pressing "**Apply Selected Information to iPECS One**" or "**Apply All Information to iPECS One**" button.



2.5.17 Coloring

It is a communication supplementary service that changes the sound of music, etc. to various sounds of the subscriber's desire in lieu of the ring back tone of a monotonous mechanical tone. By providing schedule settings, you can easily set various settings by day/time/date. You can easily set various settings by day/time/date of the week by providing a schedule setting.

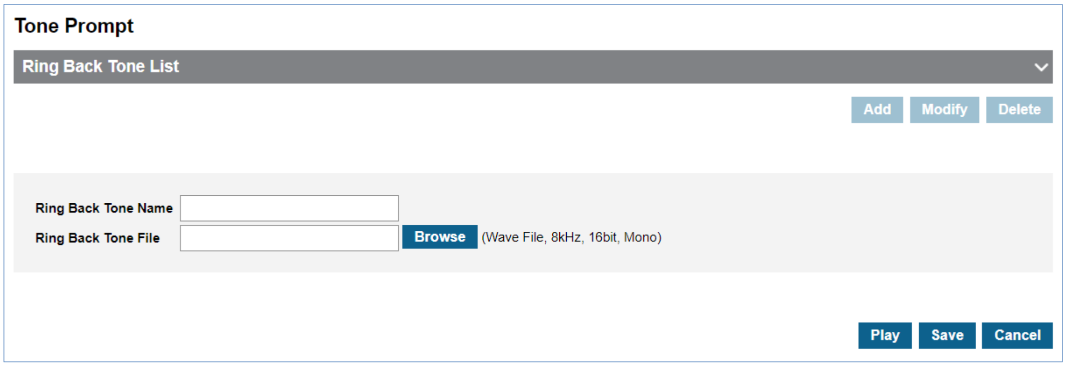
2.5.17.1 Tone Prompt

It can be uploaded as a coloring sound source to be used by the company, and can be set as the sound source registered in the schedule setting. The sound source being used in the schedule cannot be deleted, and the uploaded sound source can be listened to with the Play button. When registering a sound source with the **Add** button, the sound source name cannot be duplicated, so it must be saved after setting it to a different name. When changing with the **Modify** button, only the name or file can be changed.

Go to **'Call Manager' > 'Coloring' > 'Tone Prompt'** to display the following page.

To add Tone Prompt

1. Click **Add** button.



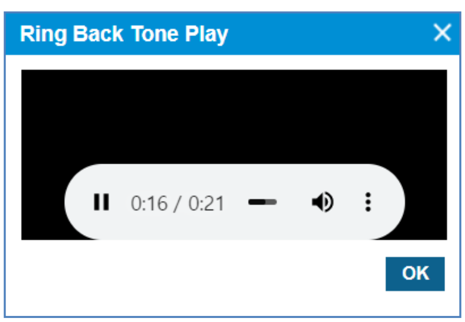
2. Click **'Ring Back Tone Name'** to enter Tone name.
   - Tone Name can be entered up to max 24 characters.
3. Click **Browse** button to navigate to the file in the PC.
4. Click **Open** button to select the file for upload.
5. Click **Save** button to upload from local PC to EMS.
   - If the file name exists, the new file will be saved, replacing the old file.

To delete Tone Prompt

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.
   - If the sound source is being used in the schedule, it cannot be deleted.

To play an uploaded file or play configured Tone

1. Click **Play** button to play Tone.



   - Music will automatically be played in popup window.
2. Click **OK** or **X** button to close play popup window.

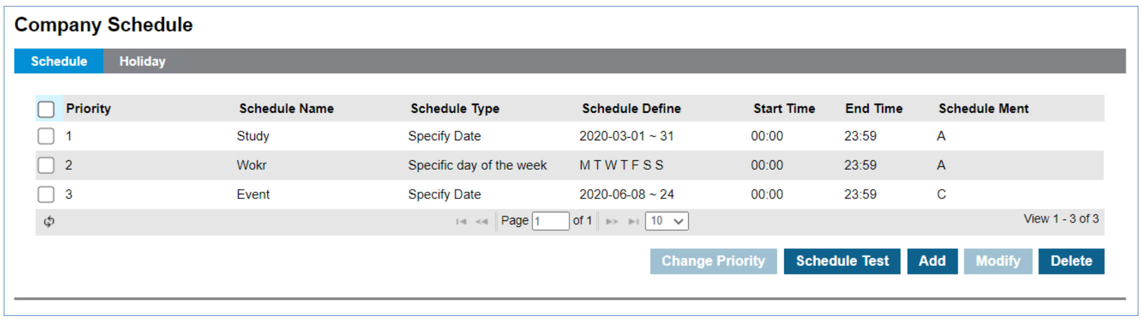
2.5.17.2 Company Schedule

You can set the default schedule for company Coloring. You can schedule the Year/Month/Day/Hour/Day and Holiday settings. When a site or user's schedule is not available or is not inquired, the company's coloring schedule is inquired and used.

2.5.17.2.1 Schedule

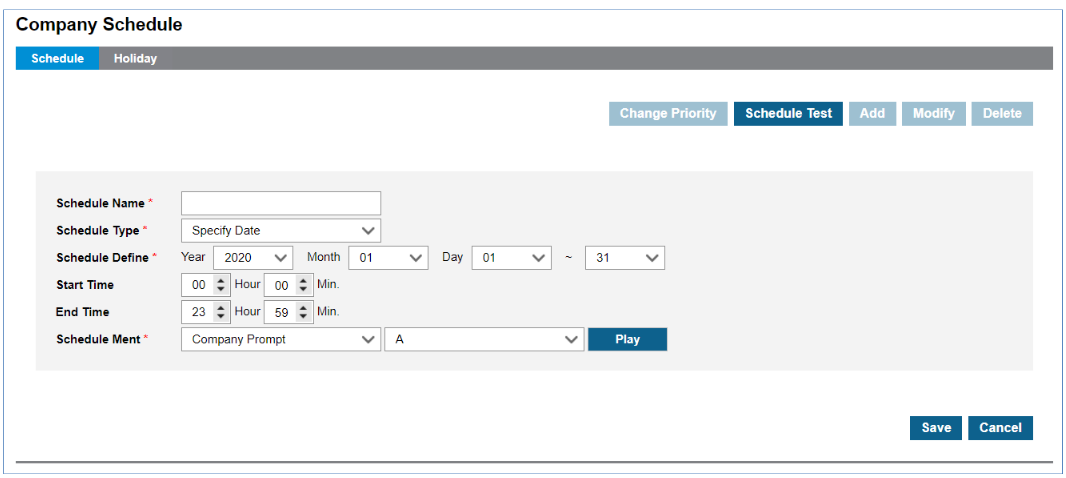
In the **Company Schedule** menu, you can set the company's coloring schedule by priority in the **Schedule** Tab. Schedule can be set daily/weekly/monthly/yearly/holiday, and up to 20 can be set. Holiday setting is set to Company holiday set in **Holiday** Tab. The sound source set in the schedule can use the sound source registered in Tone Prompt, and the sound source can be checked with the **Play** button. You can check which sound source will be played at the current time or at a specific time with the '**Schedule Test'** button. To change the priority of the current sound source schedule, you can change it with the '**Change Priority'** button.

Go to **'Company' > 'Coloring' > 'Company Schedule'** and click **'Schedule'** tab.



To add Company Schedule

1. Click **Add** button.



2. Click **'Schedule Name'** to enter schedule name.
3. **Click 'Schedule Type'** to select 'Specify Date' or 'Specific Date of Every Year' or 'Specific Date of Each Month' or 'Specific day of the week' or 'Holiday'.
   - Specify Data, Specific Date of Every, Specific Date of Each Month, Specific day of the week, Holiday.
   - The schedule type selection change, the Year/Month/Day/Time setting screen is changed.
4. Click **Schedule Ment** to select the sound source for the schedule.
   - You can select a registered sound source in the **'Coloring' > 'Tone Prompt'** menu.

- The selected sound source can be listened to with the **Play** button.

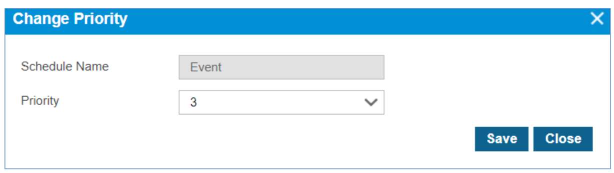
5. Click **Save** button then **OK** button in the popup window to confirm.

To delete Company Schedule

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.
   - When the selected sound source is deleted, the **Priority** is automatically rearranged.

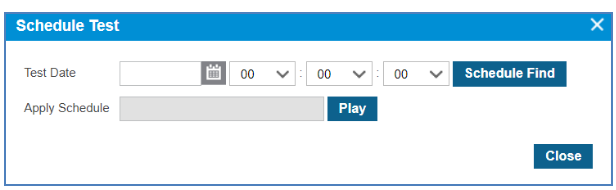
To change Priority

1. Select the schedule to change the priority.
2. Click Change Priority button then window pop-up window is called.
   - Only the priority range currently registered can be selected.
3. After changing the priority setting value, save it with the Save button.



To test Company Schedule

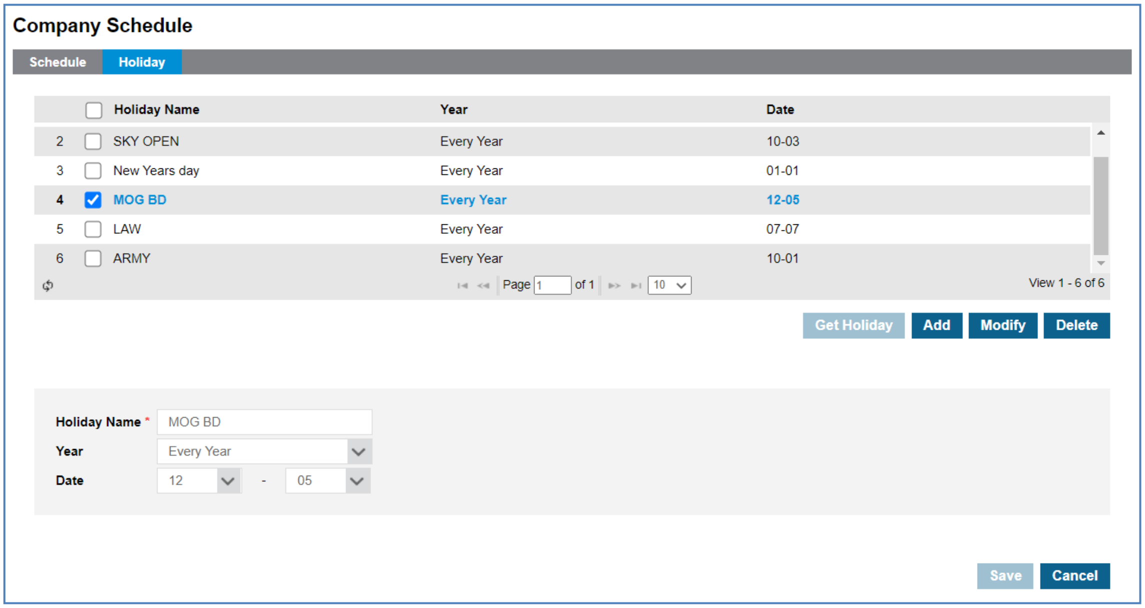
1. Click **Schedule Test** button then window pop-up window is called.
2. After entering the **Test Date** information, click the Schedule Find button to search the applied schedule.
3. If the searched schedule exists, you can listen to it with the **Play** button.



2.5.17.2.2 Holiday

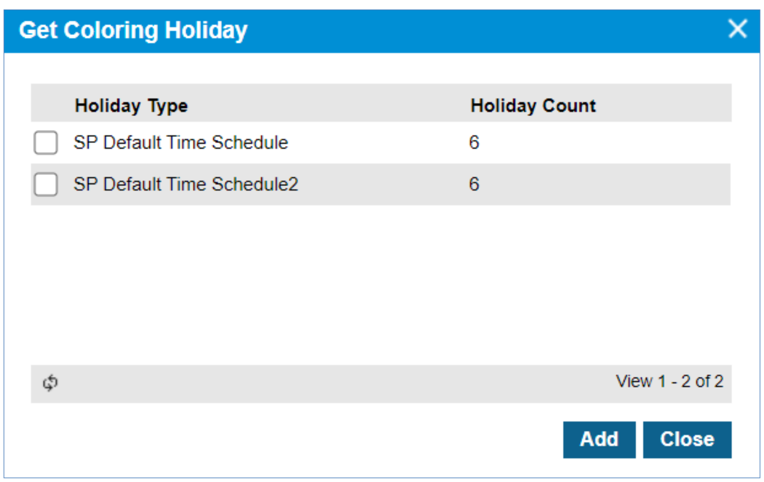
The Customer Manager can define Holiday(s) to apply the defined schedule(s). The defined Holiday(s) are applied to **'Holiday'** in the created company schedule. You can add a new one using the Add button or get Holiday(s) defined in the **'Time Schedule'** using **Get Holiday** button.

Go to **'Company' > 'Coloring' > 'Company Schedule'** and click **'Holiday'** tab.



To Get Holiday

1. Click **Get Holiday** button in **Holiday** tab.

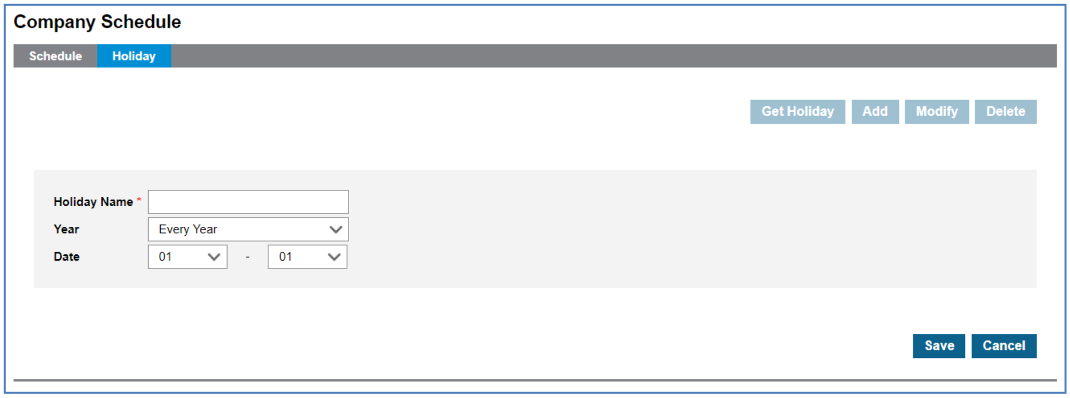


- Get Holiday button is available when there is no defined holiday in '**Holiday** Tab'.
- You can import and register company schedule holiday information. '**Company' > 'Time Schedule' > 'Holiday'**.

2. Click **Add** button then **OK** button in the popup window to confirm.

To add a new Holiday

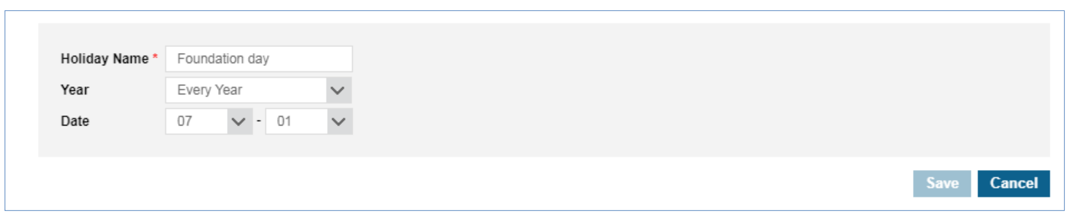
1. Click **Add** button.



2. Click **'Holiday Name'** to enter a name of Holyday.
3. Click **'Year'** to set a year 'Every Year' or one of years from the drop-down list.
4. and select year to **'Every Year'** or one of years from the drop-down list
5. Click **'Date'** to set a date with a (MM:DD) format .
6. Click **Save** button then **OK** button in the popup window to confirm.

To modify Holiday

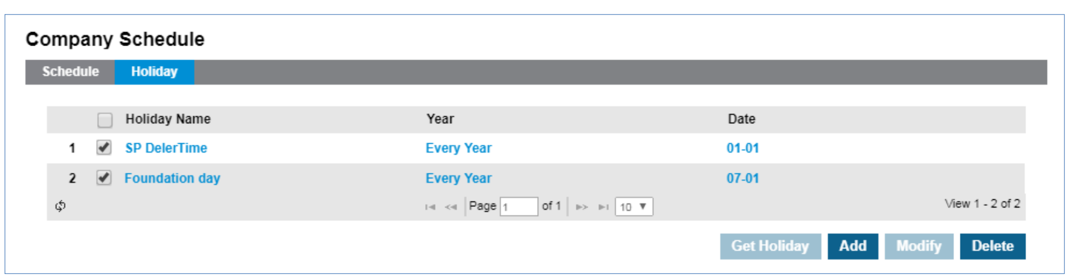
1. Click a list item to select in the 'Holiday Name List'.
2. Click **Modify** button.



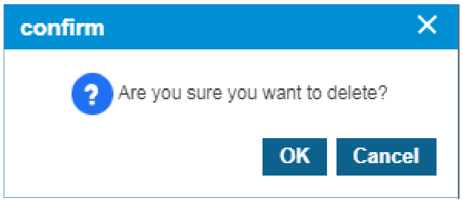
3. Click **'Holiday Name', 'Year'** and **'Date' to** change each field individually.
4. Click **Save** button then **OK** button in the popup window to confirm.

To delete Holiday(s)

1. Click a list item to select in the 'Holiday Name List'.



2. Click **Delete** button then click **OK** button in the popup window to confirm.



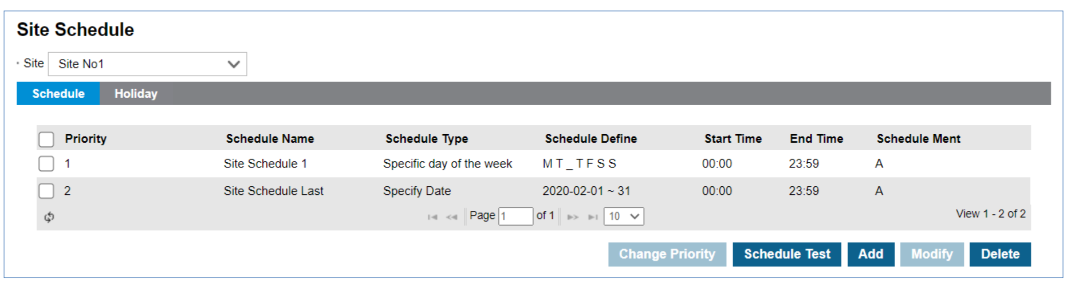
2.5.17.3 Site Schedule

Schedule setting for each registered site is possible. The user and number(s) belonging to the site operate according to the registered schedule. You can set a schedule for each site by changing the site in the Select Site box.

2.5.17.3.1 Schedule

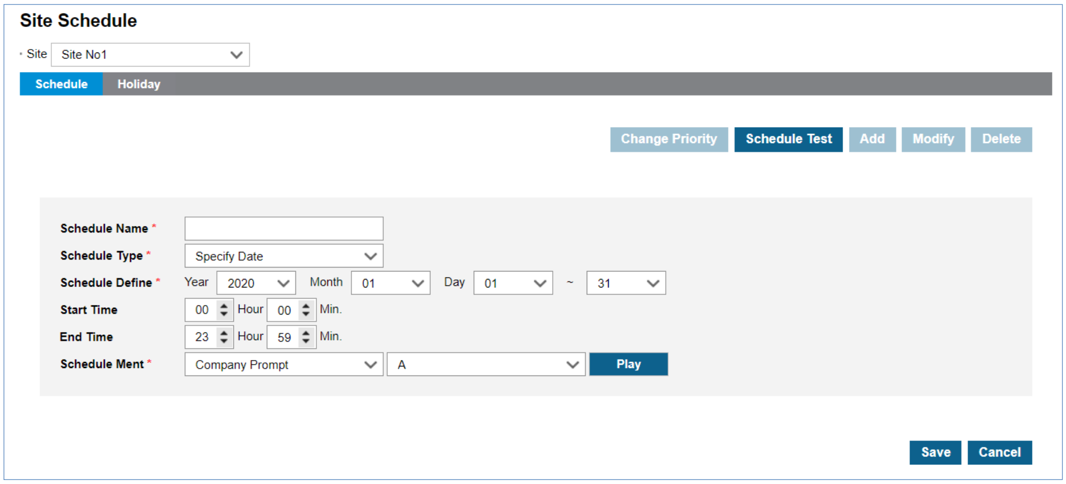
In the **Site Schedule** menu, you can set the company's coloring schedule by priority in the **Schedule** Tab. Schedule can be set daily/weekly/monthly/yearly/holiday, and up to 20 can be set. Holiday settings can be set as a site holiday set in the **Holidays** Tab or as a company holiday. The sound source set in the schedule can use the sound source registered in Tone Prompt, and the sound source can be checked with the **Play** button. You can check which sound source will be played at the current time or at a specific time with the '**Schedule Test'** button. To change the priority of the current sound source schedule, you can change it with the **'Change Priority'** button.

Go to **'Company' > 'Coloring' > 'Site Schedule'** and click **'Schedule'** tab.



To add Site Schedule

1. Click **Add** button.



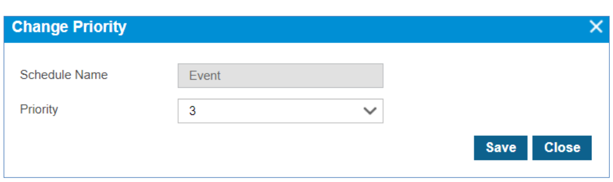
2. Click **'Schedule Name'** to enter schedule name.
3. Click **'Schedule Type'** to select 'Specify Date' or 'Specific Date of Every Year' or 'Specific Date of Each Month' or 'Specific day of the week' or 'Holiday'.
    - Specify Data, Specific Date of Every, Specific Date of Each Month, Specific day of the week, Holiday.
    - The schedule type selection change, the Year/Month/Day/Time setting screen is changed.
4. Click **Schedule Ment** to select the sound source for the schedule.
    - You can select a registered sound source in the **'Coloring' > 'Tone Prompt'** menu.
    - The selected sound source can be listened to with the Play button.
5. Click **Save** button then **OK** button in the popup window to confirm.

To delete Site Schedule

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.
    - When the selected sound source is deleted, the **Priority** is automatically rearranged.

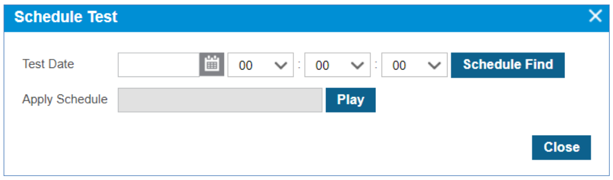
To change Priority

1. Select the schedule to change the priority.
2. Click Change Priority button then window pop-up window is called.
    - Only the priority range currently registered can be selected.
3. After changing the priority setting value, save it with the Save button.



To test Site Schedule

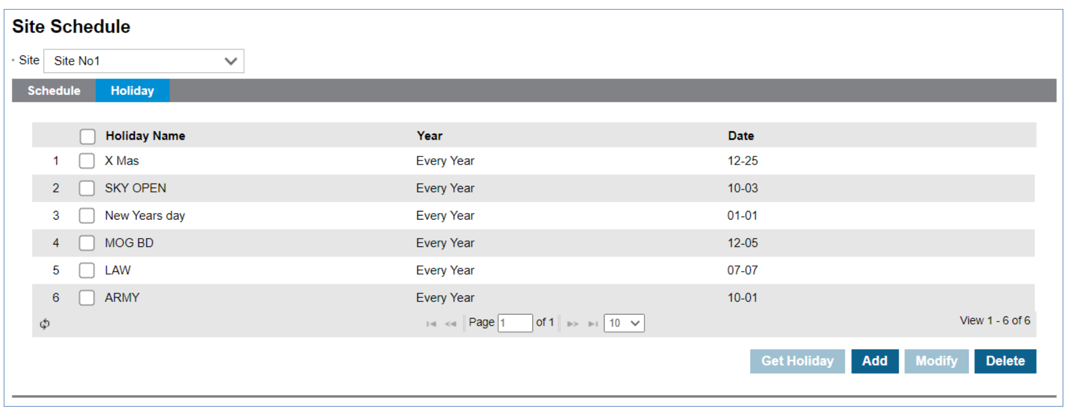
1. Click **Schedule Test** button then window pop-up window is called.
2. After entering the Test Date information, click the **Schedule Find** button to search the applied schedule.
   - If there is no schedule registered on the site, the company's schedule is inquired.
3. If the searched schedule exists, you can listen to it with the **Play** button.



2.5.17.3.2 Holiday

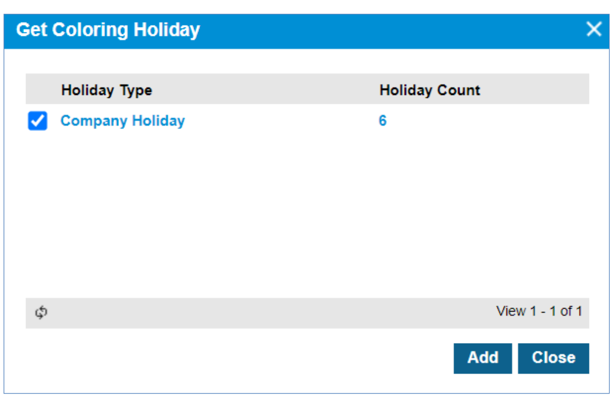
The Customer Manager can define Holiday(s) to apply the defined schedule(s). The defined Holiday(s) are applied to '**Holiday**' in the created site schedule. You can use the **Get Holiday** button to register company holiday information for coloring.

Go to **'Company' > 'Coloring' > 'Site Schedule'** and click **'Holiday'** tab.



To Get Holiday

1. Click **Get Holiday** button in **Holiday** tab.



- Get **Holiday** button is available when there is no defined holiday in ‘Holiday Tab’.
- You can import and register company schedule holiday information. ‘**Coloring’ > ‘Company Schedule’ > ‘Holiday** Tab’.

2. Click **Add** button then **OK** button in the popup window to confirm.

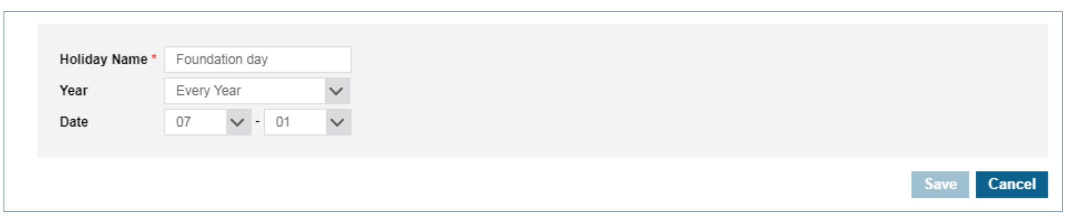
To add a new Holiday

1. Click **Add** button.

2. Click **‘Holiday Name’** to enter a name of Holyday.
3. Click **‘Year’** to set a year ‘Every Year’ or one of years from the drop-down list.
4. and select year to **‘Every Year’** or one of years from the drop-down list
5. Click ‘**Date’** to set a date with a (MM : DD) format .
6. Click **Save** button then **OK** button in the popup window to confirm.

To modify Holiday

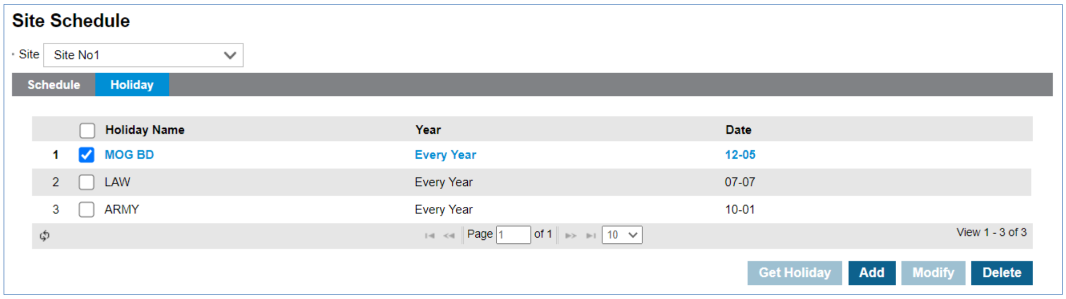
1. Click a list item to select in the ‘Holiday Name List’.
2. Click **Modify** button.



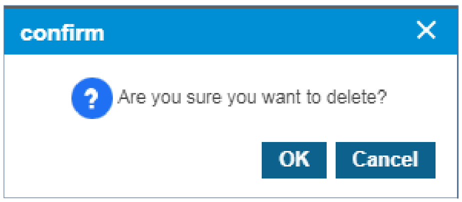
3. Click **‘Holiday Name’**, **‘Year’** and **‘Date’** to change each field individually.
4. Click **Save** button then **OK** button in the popup window to confirm.

To delete Holiday(s)

1. Click a list item to select in the ‘Holiday Name List’.



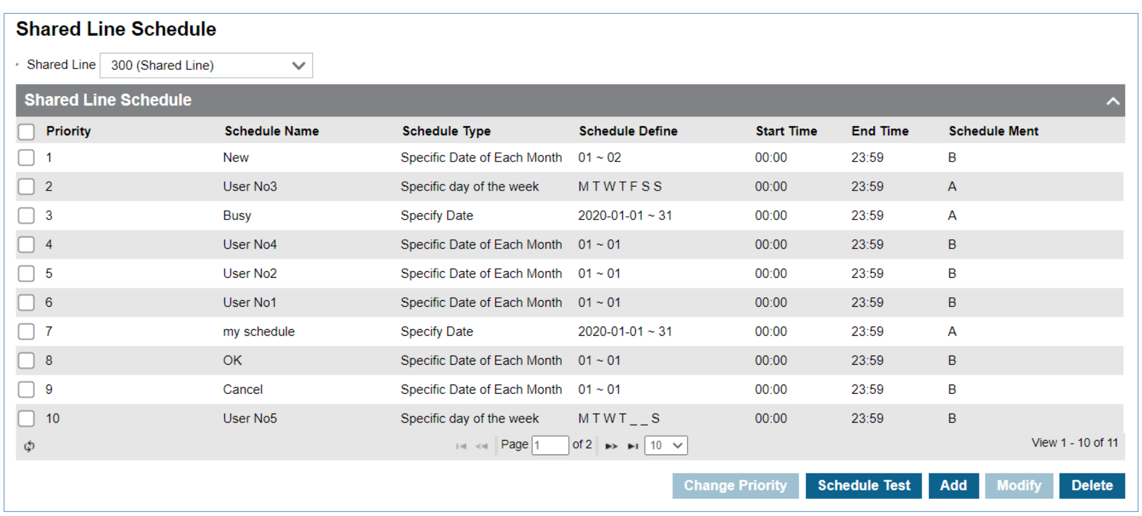
2. Click **Delete** button then click **OK** button in the popup window to confirm.



2.5.17.4 Shared Line Schedule

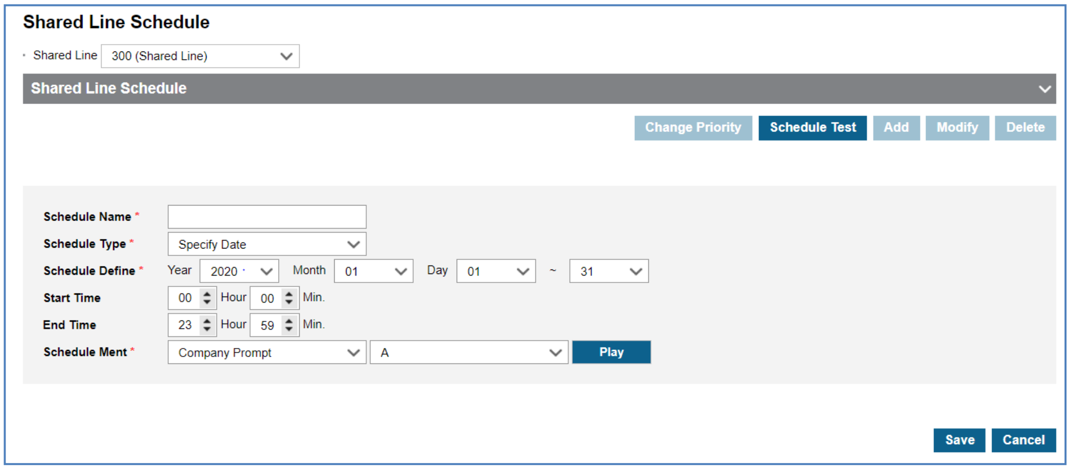
Coloring Schedule can be registered for Shared Line number registered by Customer Manager. Shared line numbers with permission can be set by changing the Select box. You must have a CRBT feature license for your Shared Line number. **(Shared Line > DN Setting > Feature)**. In the **Shared Line Schedule** menu, you can set the company's coloring schedule by priority in the **Schedule** Tab. Schedule can be set daily/weekly/monthly/yearly/holiday, and up to 20 can be set. The sound source set in the schedule can use the sound source registered in Tone Prompt, and the sound source can be checked with the **Play** button. You can check which sound source will be played at the current time or at a specific time with the **'Schedule Test'** button. To change the priority of the current sound source schedule, you can change it with the **'Change Priority'** button.

Go to **'Company' > 'Coloring' > 'Shared Line Schedule'** to display the following page.



To add Shared Line Schedule

1. Click **Add** button.



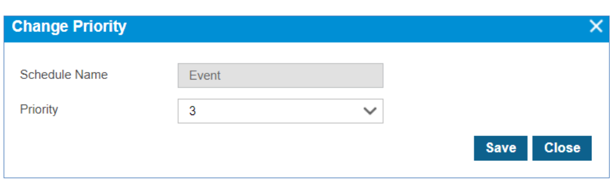
2. Click '**Schedule Name'** to enter schedule name.
3. Click **'Schedule Type'** to select 'Specify Date' or 'Specific Date of Every Year' or 'Specific Date of Each Month' or 'Specific day of the week' or 'Holiday'.
   - Specify Data, Specific Date of Every, Specific Date of Each Month, Specific day of the week, Holiday.
   - The schedule type selection change, the Year/Month/Day/Time setting screen is changed.
4. Click **Schedule Ment** to select the sound source for the schedule.
   - You can select a registered sound source in the '**Coloring' > 'Tone Prompt'** menu.
   - The selected sound source can be listened to with the **Play** button.
5. Click **Save** button then **OK** button in the popup window to confirm.

To delete Shared Line Schedule

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

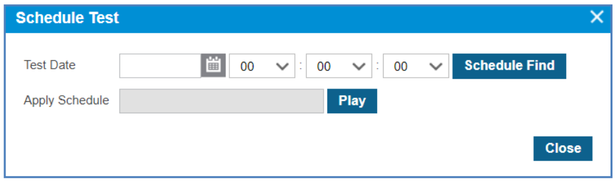
To change Priority

1. Select the schedule to change the priority.
2. Click **Change Priority** button then window pop-up window is called.
   - Only the priority range currently registered can be selected.
3. After changing the priority setting value, save it with the **Save** button.



To test Shared Line Schedule

1. Click **Schedule Test** button then window pop-up window is called.
2. After entering the **Test Date** information, click the **Schedule Find** button to search the applied schedule.
   - If there is no registered data in the shared line schedule, search the site schedule to which it belongs. Search the company schedule when there is no data from the site's schedule.
3. If the searched schedule exists, you can listen to it with the **Play** button.

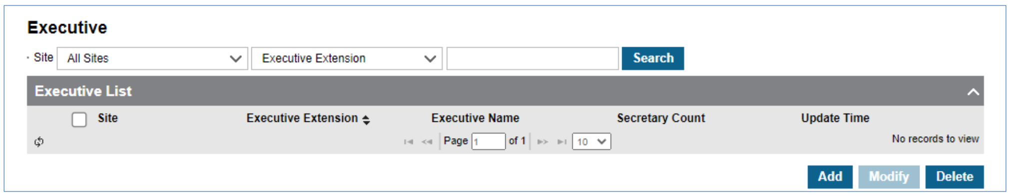


2.5.18 Executive Group

Extension users can be assigned as Executive/Secretary pairs. Executives can forward Trunk, internal, and forward calls to the Secretary unconditionally based on the system configuration.

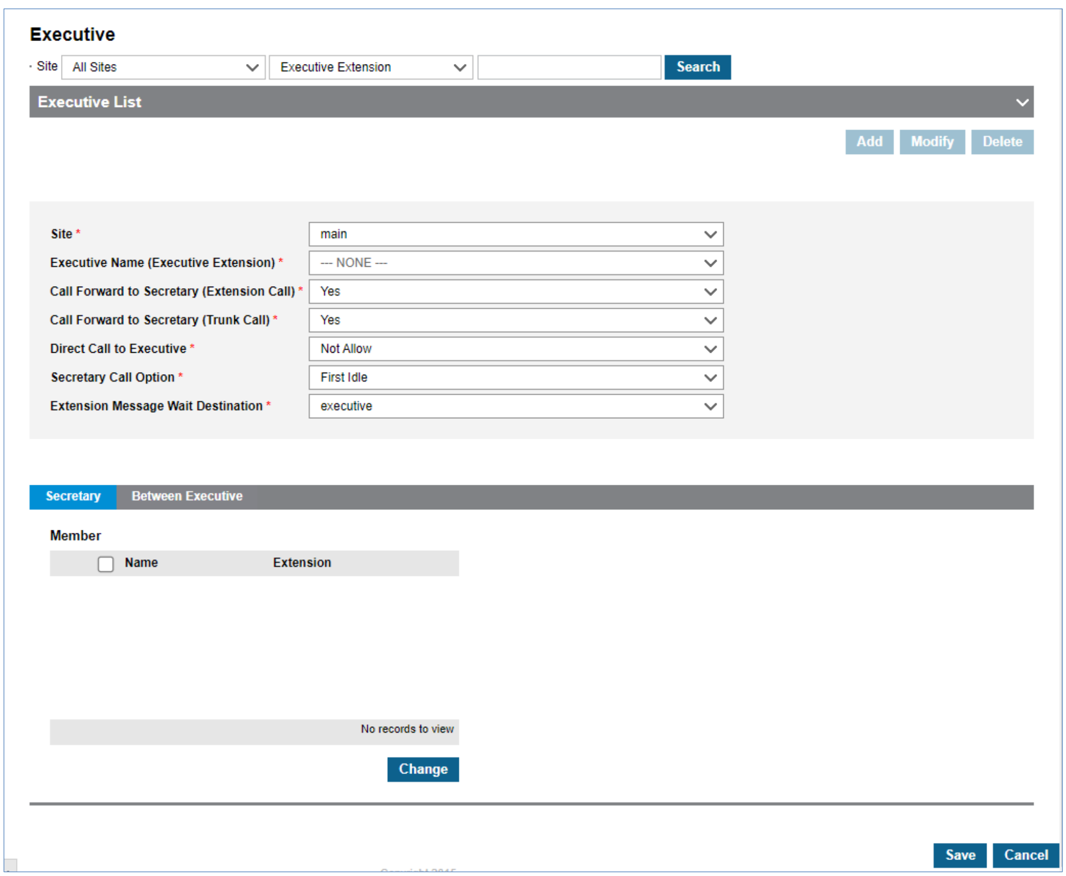
2.5.18.1 Executive ▶

Go to **'Call Manager' > 'Executive Group'>'Executive'** to display the following page.



To add Executive

1. Click **Add** button.

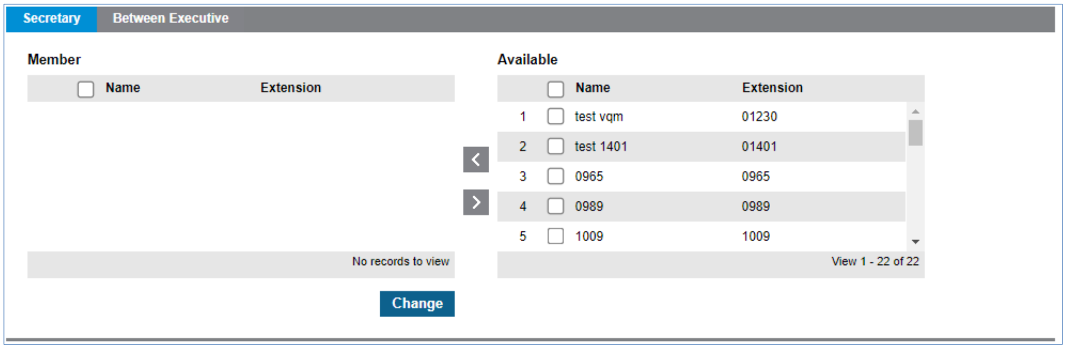


2. Click **'Site'** to select a site from available in the list
3. Click **'Executive Name (Executive Extension)'** to select an executive from available in the list
4. Click **'Call Forward to Secretary (Extension Call)'** to select an option from the drop-down list.

5. Click '**Call Forward to Secretary (Trunk Call)**' to select an option from the drop-down list.
6. Click '**Direct Call to Executive**' to select an option from the drop-down list.
7. Click '**Secretary Call Option**' to select an option from the drop-down list.
8. Click '**Extension Message Wait Destination**' to select an option from the drop-down list.

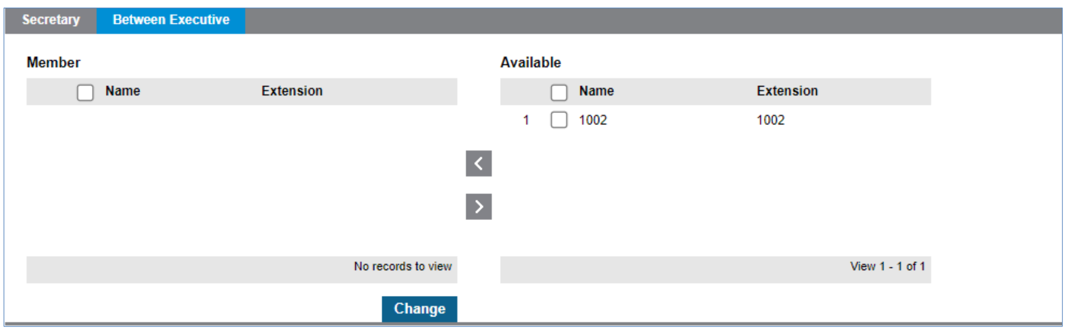
Item	Description
Site	Site selection for Executive group
Executive Name (Executive Extension)	Selection of Executive extension from all available extensions
Call Forward to Secretary (Extension Call)	Selection of call forward option from extension calls · **Yes**: all extension calls to the Executive are forwarded to the secretary. · **Yes (Only for Executive on DND)**: If the Executive sets DND, all extension calls to the Executive are forwarded to the secretary. In other cases, all extension calls to the Executive are placed to the Executive extension. · **No**: all extension calls to the Executive are placed to the Executive extension. · **No (Only for Executive on DND)**: If the Executive sets DND, all extension calls to the Executive are placed to the Executive extension. In other cases, all extension calls to the Executive are forwarded to the secretary.
Call Forward to Secretary (Trunk Call)	Selection of call forward option from trunk calls · **Yes**: all trunk calls to the Executive are forwarded to the secretary. · **Yes (Only for Executive on DND)**: If the Executive sets DND, all trunk calls to the Executive are forwarded to the secretary. In other cases, all trunks call to the Executive are placed to Executive extension. · **No**: all trunk calls to the Executive are placed the Executive extension. **No (Only for Executive on DND)**: If the Executive set DND, all trunk calls to the Executive are placed to the Executive extension. In other cases, all trunk calls to the Executive are forwarded to the secretary.
Direct Call to Executive	Selection of allowance to Executive extension · **Not Allow**: a call to the Executive extension is not allowed. · **When first secretary is in DND**: a call to Executive extension is allowed when the first secretary is in DND. · **When all secretary is in DND**: a call to Executive extension is allowed when all secretary is in DND.
Secretary Call Option	Selection of calls distribution policy for multiple secretaries · **First Idle**: call is distributed to the longest idle secretary. · **Circular**: call is distributed to circular order · **Multi Ring**: call is distributed to all available secretaries.
Extension Message Wait Destination	Selection of Message wait destination when a message leaves on Executive extension · **Executive**: message will be left on the Executive extension. · **First Secretary**: message will be left on the first secretary's extension.

9. In ‘**Secretary’** tab (default position).



a. Click **Change** button to add/remove Secretary to/from ‘**Member’** from/to **‘Available’** using or button.

10. In **‘Between Executive’** tab.



a. Click **Change** button to add/remove Executive members to/from ‘Member’ from/to ‘Available’ using or button.

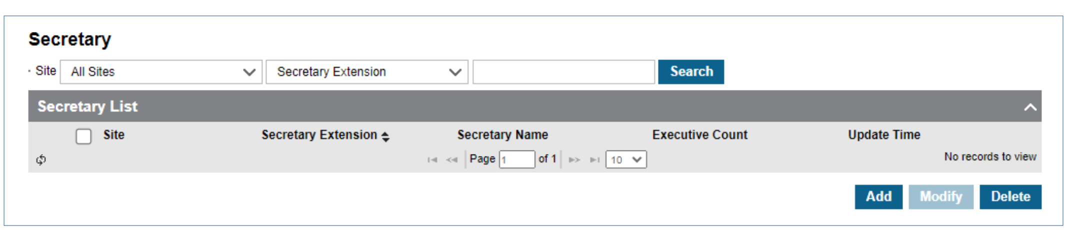
11. Click **Save** button then **OK** button in the popup window to confirm.

To delete Executive Group

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

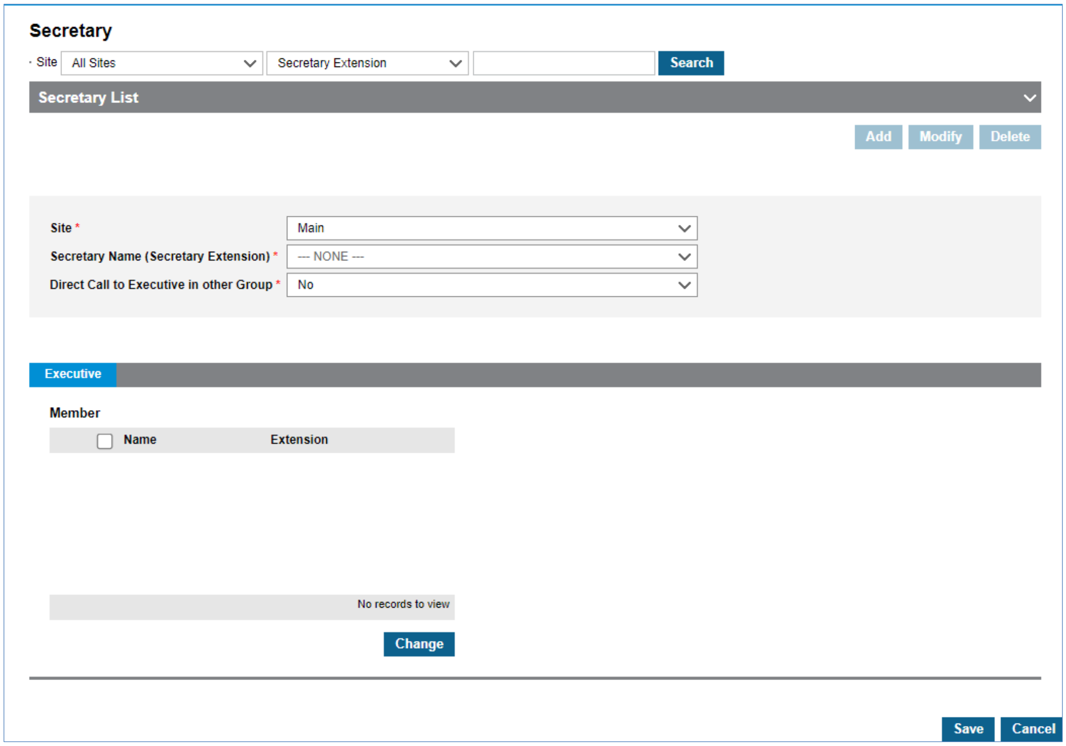
2.5.18.2 Secretary ▶

Go to **‘Call Manager’ > ‘Executive Group’>’Secretary’** to display the following page.



To add Secretary

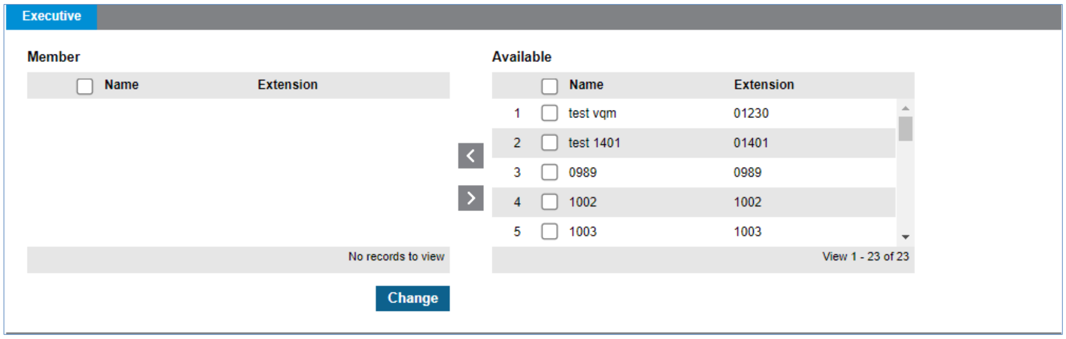
1. Click **Add** button.



2. Click **'Site'** to select a site from available in the list
3. Click '**Secretary Name (Secretary Extension)** ' to select an Executive from available in the list
4. Click '**Direct Call to Executive in other Group'** to select an option from the drop-down list.

Item	Description
Site	Site selection for Secretary group
Secretary Name (Secretary Extension)	Selection of Secretary extension from all available extensions
Direct Call to Executive in other Group	Selection for allowing calls to Executives in another group · **Yes**: all extension calls to the Executive are forwarded to the secretary. · **No**: all extension calls to the Executive are placed to the Executive extension.

5. In '**Executive'** tab (default position).



6. Click **Change** button to add/remove Executive to/from '**Member'** from/to **'Available'** using or button.
7. Click **Save** button then **OK** button in the popup window to confirm.

To delete Secretary Group

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.

2.5.19 Provisioning

Provisioning allows downloading a configuration from the server to update settings in the terminal. The device communicates with the server using a secure protocol for provisioning, so a certificate for it must be downloaded from the server. This function is applied only to our ELG SIP phone.

2.5.19.1 SIP Common Configuration ▶

The common attributes of Ericsson-LG Enterprise SIP Phones can be configured.

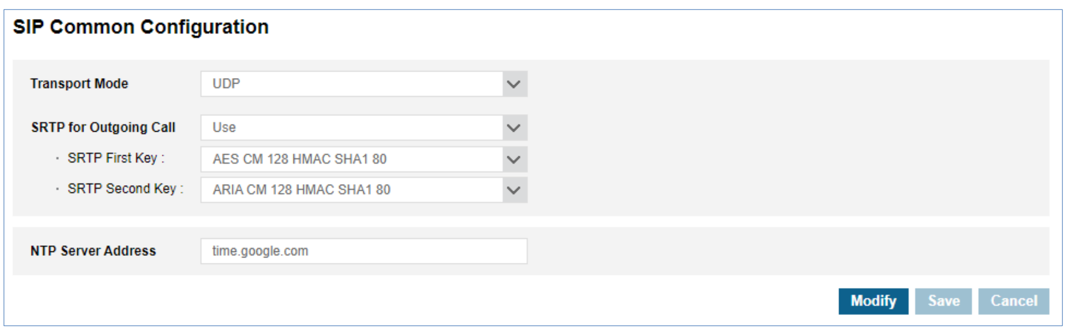
Go to **'Call Manager' > 'Provisioning' > 'SIP Common Configuration'** to display the following page.

Item(Option)	Description
Transport Mode	Transport mode for ELG SIP hone can be changed by SP. It can't be changed in this menu and can be only presented configured value by SP. Available option is **'UDP', 'TCP', or 'TLS'**.
TLS Version	Displayed when the transport mode is TLS. TLS version is fixed to **'1.2'**.
TLS First Key / Second Key	Displayed when the transport mode is TLS. · **TLS**: Key selection required - 1st key: AES_128_CBC_SHA256 AES_256_CBC_SHA256 AES_128_CBC_SHA(AES_CM_128_HMAC_SHA1_80) ARIA_128_CBC_SHA(ARIA_CM_128_HMAC_SHA1_80)

Item(Option)	Description
	- 2nd key: None AES_128_CBC_SHA256 AES_256_CBC_SHA256 AES_128_CBC_SHA(AES_CM_128_HMAC_SHA1_80) ARIA_128_CBC_SHA(ARIA_CM_128_HMAC_SHA1_80)
SRTP for outgoing call	Whether to use secure RTP for outgoing calls of iPECS SIP phone. Select **'Use'** or **'Not Used'**.
SRTP First Key / Second Key	Displayed when the "SRTP for outgoing call" is Use. · **SRTP**: Key selection required - 1st key: AES_CM_128_HMAC_SHA1_80 ARIA_CM_192_HMAC_SHA1_80 ARIA_CM_128_HMAC_SHA1_80 - 2nd key: None AES_CM_128_HMAC_SHA1_80 ARIA_CM_192_HMAC_SHA1_80 ARIA_CM_128_HMAC_SHA1_80
NTP Server Address	FQDN(Fully Qualified Domain Name) or IP Address

To modify 'SIP Common Configuration options

1. Click **Modify** button.

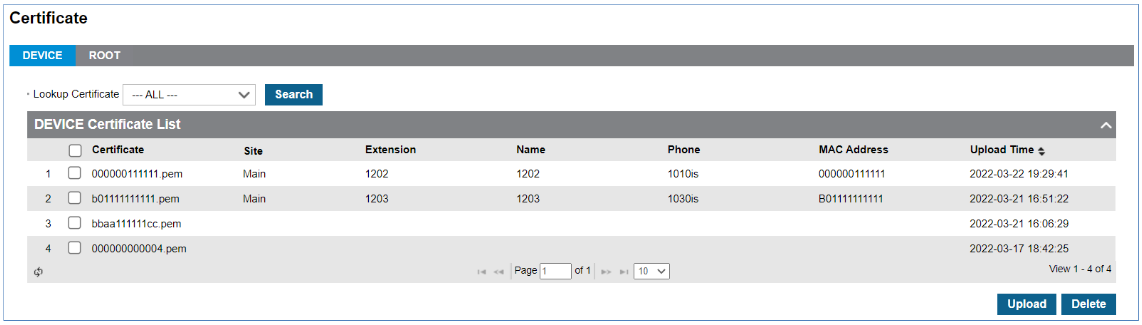


2. Select **Option** to change.
3. Click **Save** button then **OK** button in the popup window to confirm.

2.5.19.2 Certificate ▶

The certificate is required to enable TLS for the Ericsson-LG Enterprise SIP phones. Certificate files for provisioning can be uploaded, or deleted.

Go to **'Call Manager' > 'Provisioning' > 'Certificate'** to display the following page.

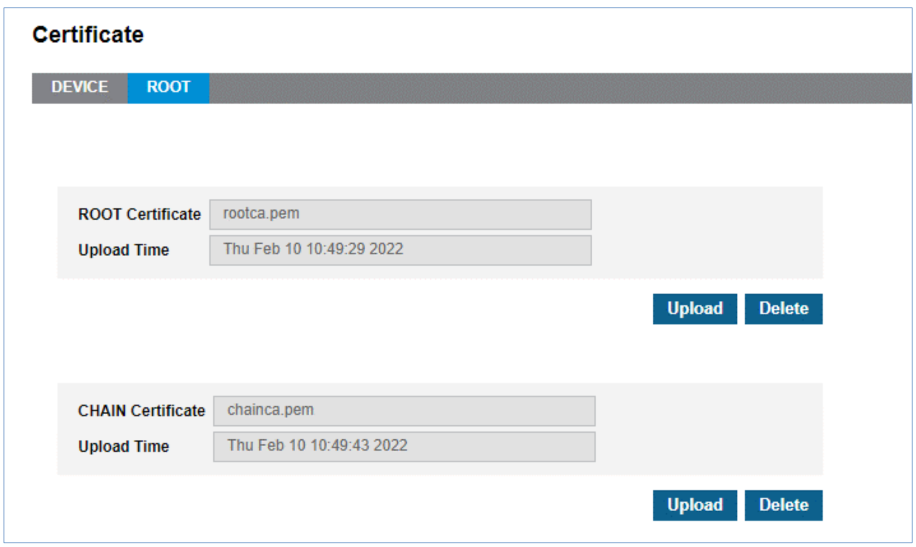


There are four types of certificate files: root certificate, chain certificate, device certificate, and device key.

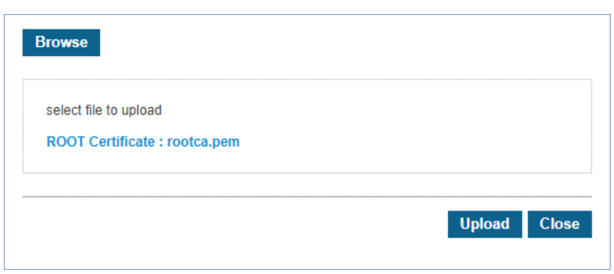
You must first upload the root certificate. If not, other certificates cannot be uploaded.

To upload Root/Chain Certificate

1. Click **ROOT** Tab.



2. Click **'Upload'** to upload certificate file.
   - You must first upload the root certificate.
   - The file name must be rootca.pem or rootca.der.



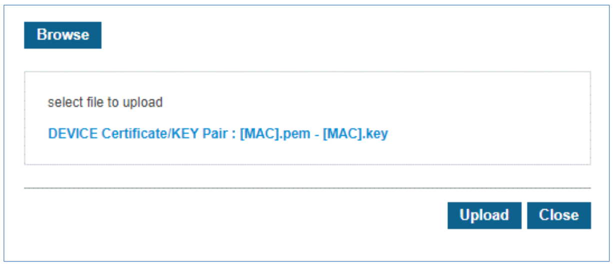
   - You may upload the chain certificate. You may not upload it if you don't need it.
   - The file name must be chainca.pem or chainca.der.

To delete Root/Chain Certificate

1. Click **Delete** button then **OK** button in the popup window to confirm.

To upload Device Certificate/Key

1. Click **DEVICE** Tab.
2. Click **'Upload'** to upload certificate file.



- A device certificate is created by signing with the device key. So these two files are always uploaded and deleted together.
- You cannot upload one of each.

To delete Device Certificate

1. Select the checkbox you want to delete.
2. Click **Delete** button then **OK** button in the popup window to confirm.
3. Both of the device certificate and key files are deleted together.

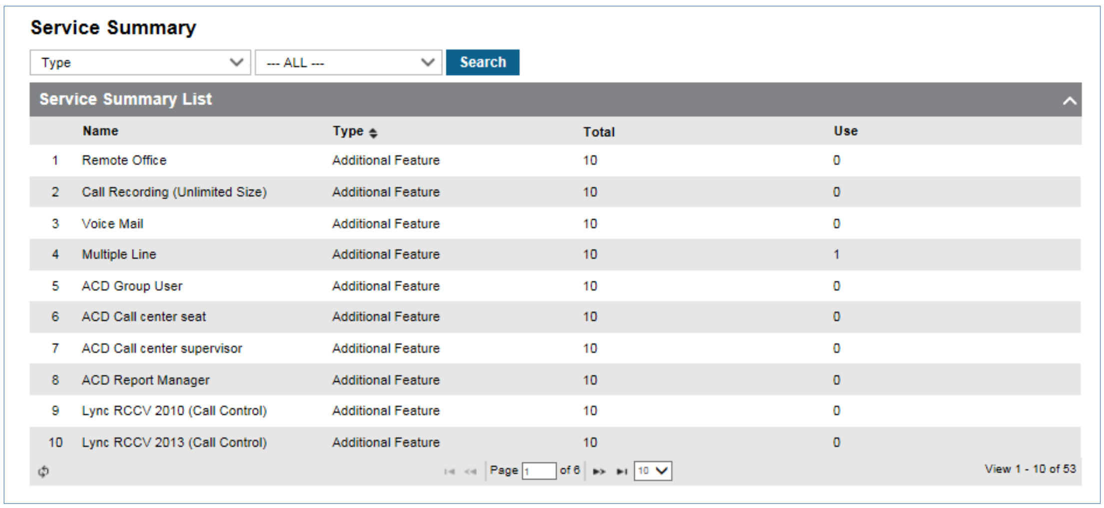
2.6 Status View

In status view, you can see how many resources are available, in use and whether user clients are registered or not and storage usage of Call Recording and Voicemail assigned to users. Also, it shows all internal numbers, such as the Extension number, multi client's sub DN, voicemail, auto attendant, conference room, feature codes and groups.

2.6.1 Service Summary

This menu shows all available services (resources) and usage status with totals for each item.

Go to **'Status View' > 'Service Summary'** to display the following page.

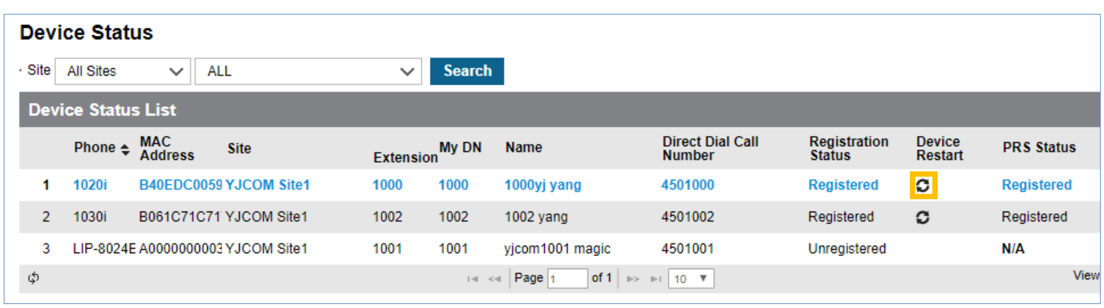


	Name	Type	Total	Use
1	Remote Office	Additional Feature	10	0
2	Call Recording (Unlimited Size)	Additional Feature	10	0
3	Voice Mail	Additional Feature	10	0
4	Multiple Line	Additional Feature	10	1
5	ACD Group User	Additional Feature	10	0
6	ACD Call center seat	Additional Feature	10	0
7	ACD Call center supervisor	Additional Feature	10	0
8	ACD Report Manager	Additional Feature	10	0
9	Lync RCCV 2010 (Call Control)	Additional Feature	10	0
10	Lync RCCV 2013 (Call Control)	Additional Feature	10	0

2.6.2 Device Status

This menu shows the status of all devices with client type, MAC address, Site, Extension number, and My DN, Name, IP address, Nat IP address, DDI assigned, Call Server registration, and Provisioning Redirecting Server (PRS) registration status. And also, it allows you to restart registered LIP or ELG SIP hard phones using the button.

Go to **'Status View' > ' Device Status'** to display the following page.



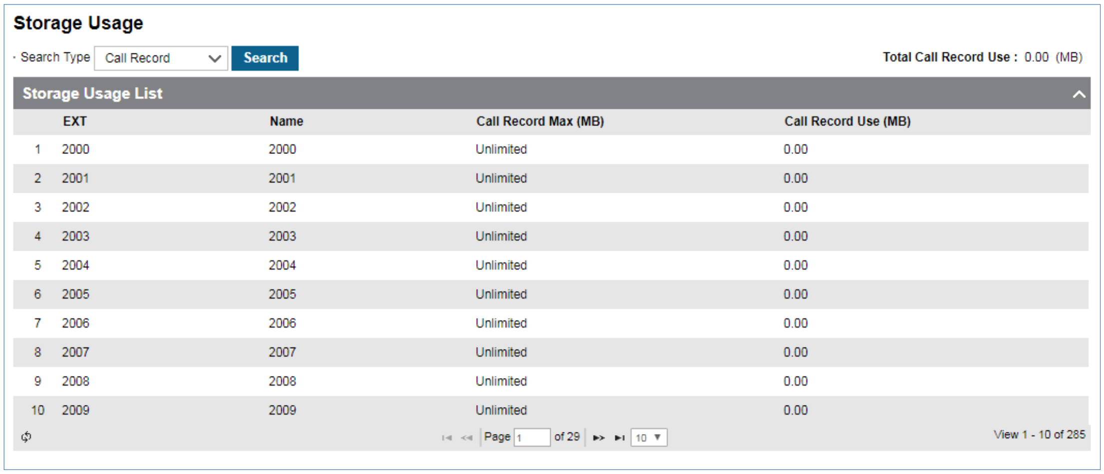
	Phone	MAC Address	Site	Extension	My DN	Name	Direct Dial Call Number	Registration Status	Device Restart	PRS Status
1	1020i	B40EDC0059	YJCOM Site1	1000	1000	1000yj yang	4501000	Registered		Registered
2	1030i	B061C71C71	YJCOM Site1	1002	1002	1002 yang	4501002	Registered		Registered
3	LIP-8024E	A000000000З	YJCOM Site1	1001	1001	yjcom1001 magic	4501001	Unregistered		N/A

2.6.3 Storage Usage

This menu shows what type of call recording and voicemail are assigned and used by all extensions.

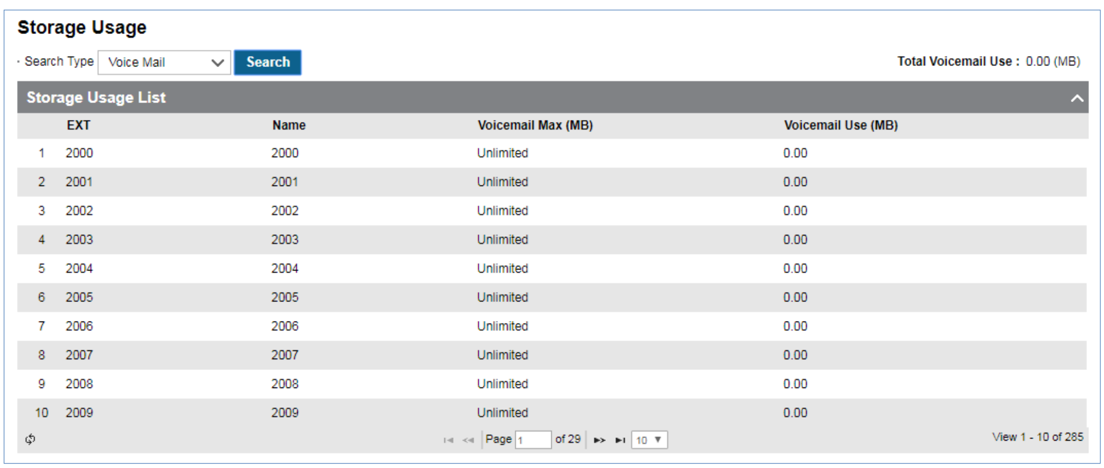
Go **'Status View' > 'Storage Usage'** to display the following page.

To search 'Call Record'



	EXT	Name	Call Record Max (MB)	Call Record Use (MB)
1	2000	2000	Unlimited	0.00
2	2001	2001	Unlimited	0.00
3	2002	2002	Unlimited	0.00
4	2003	2003	Unlimited	0.00
5	2004	2004	Unlimited	0.00
6	2005	2005	Unlimited	0.00
7	2006	2006	Unlimited	0.00
8	2007	2007	Unlimited	0.00
9	2008	2008	Unlimited	0.00
10	2009	2009	Unlimited	0.00

To search 'Voice Mail'

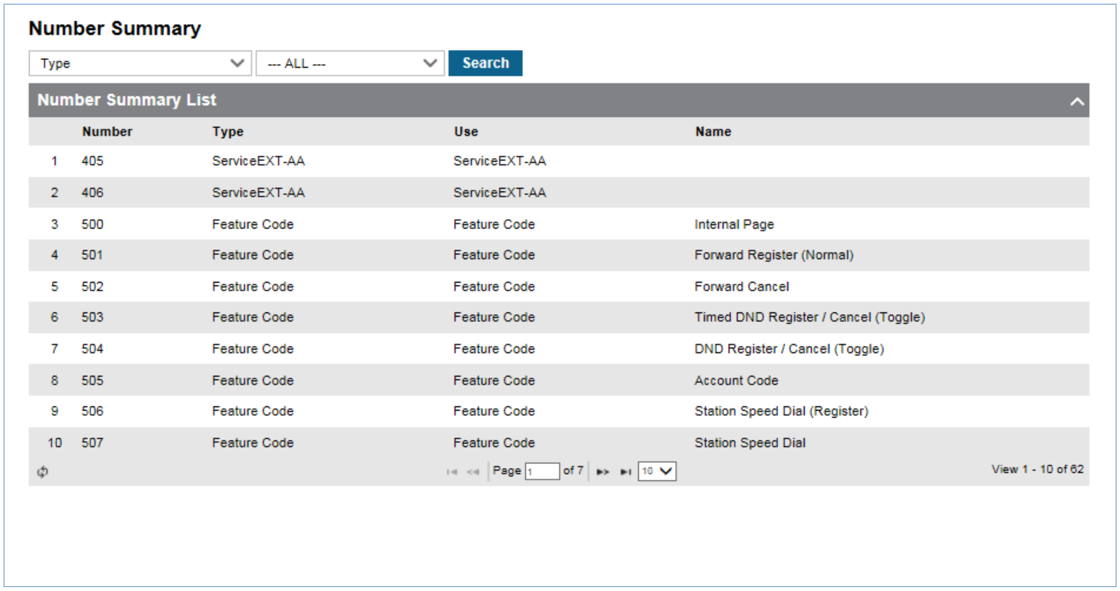


	EXT	Name	Voicemail Max (MB)	Voicemail Use (MB)
1	2000	2000	Unlimited	0.00
2	2001	2001	Unlimited	0.00
3	2002	2002	Unlimited	0.00
4	2003	2003	Unlimited	0.00
5	2004	2004	Unlimited	0.00
6	2005	2005	Unlimited	0.00
7	2006	2006	Unlimited	0.00
8	2007	2007	Unlimited	0.00
9	2008	2008	Unlimited	0.00
10	2009	2009	Unlimited	0.00

2.6.4 Number Summary

This menu shows all internal numbers, such as the Extension number, multi client's My-DN, voicemail, auto attendant, conference room, feature codes, groups and trunk access code.

Go to **'Status View' > 'Number Summary'** to display the following page.


Number Summary

Type | --- ALL --- | Search

Number Summary List

	Number	Type	Use	Name
1	405	ServiceEXT-AA	ServiceEXT-AA	
2	406	ServiceEXT-AA	ServiceEXT-AA	
3	500	Feature Code	Feature Code	Internal Page
4	501	Feature Code	Feature Code	Forward Register (Normal)
5	502	Feature Code	Feature Code	Forward Cancel
6	503	Feature Code	Feature Code	Timed DND Register / Cancel (Toggle)
7	504	Feature Code	Feature Code	DND Register / Cancel (Toggle)
8	505	Feature Code	Feature Code	Account Code
9	506	Feature Code	Feature Code	Station Speed Dial (Register)
10	507	Feature Code	Feature Code	Station Speed Dial

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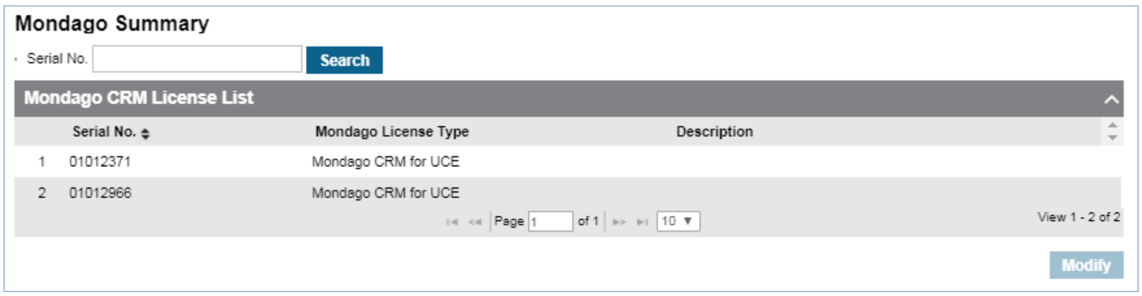
2.7 License Management

To use Mondago features in UCE PC Client, the proper license must be assigned to UCE PC Client. The Mondago CRM license is used to integrate your CRM with the UCE PC Client, and the Mondago Outlook license is required to integrate Outlook in UCE PC Client.

2.7.1 Mondago CRM Summary

This menu shows summary of all Mondago CRM license's serial numbers.

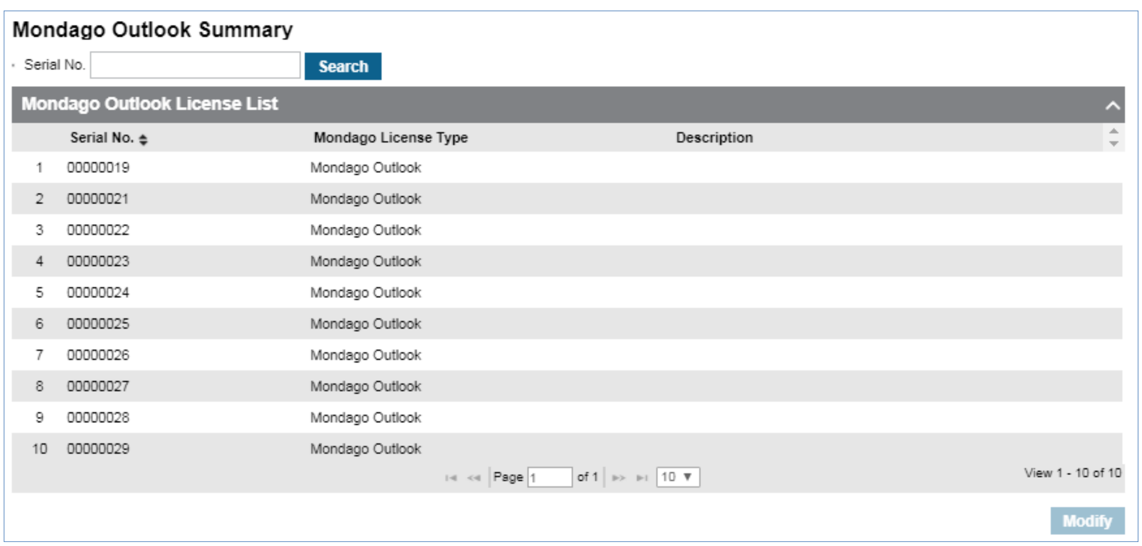
Go to **'License Management' > 'Mondago Summary'** to display the following page.



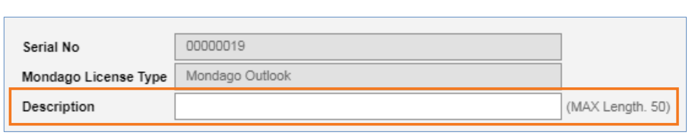
2.7.2 Mondago Outlook Summary

This menu shows the summary of all Mondago Outlook license's serial numbers.

Go to **'License Management' > 'Mondago Outlook License'** to display the following page.



Please note that you can only modify the 'Description' field on Mondago CRM and Outlook licenses.



2.8 Call History

The Call History provides history of call in brief or detail along with Extension, DDI number. You can see how many calls happened in the past with additional information, time, total, duration ('Total and Average') and direction ('In/Out') on extension number, DDI number or time duration based.

2.8.1 Call History Summary

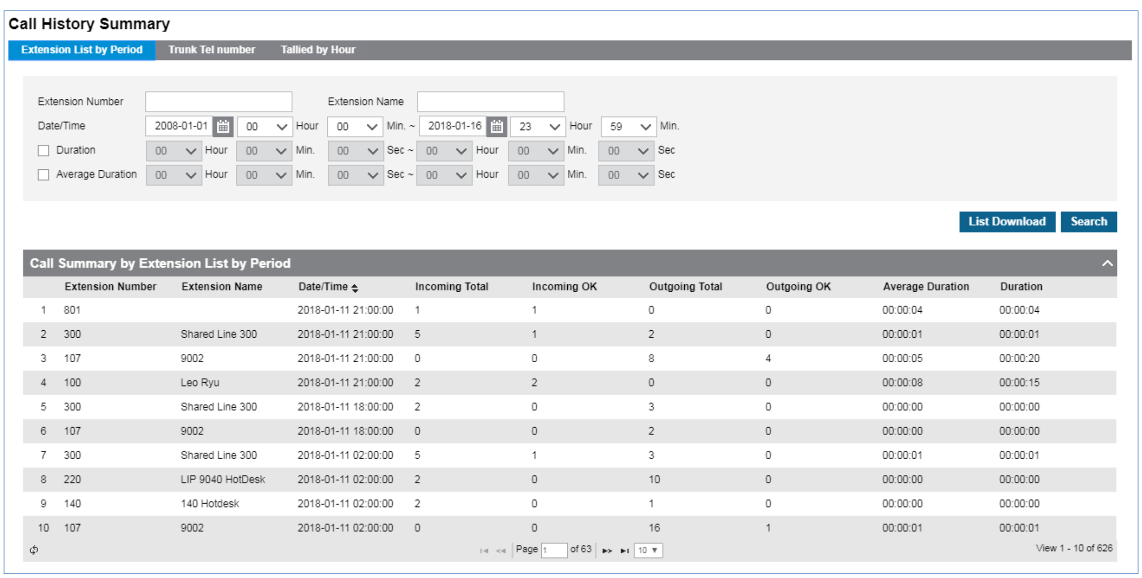
This menu provides three tabs, Extension, DDI or Hour based call history search. Each line in the list shows call information in one hour.

Go to **'Call History' > 'Call History Summary'** and click **'Extension List by Period'** tab.

It shows call history based on DDI numbers. You can search call history using Extension number, name or Date/Time, Call duration option. It shows all collected call information from the internal number, e.g., extension number, voicemail service, auto attendant, shared line, group etc.

Each line has Extension Number, Name, Date/Time, Incoming/Outgoing Total, Incoming/Outgoing OK (count of connected case), Average Call Duration and Total Call Duration in an hour.

When you select checkboxes of **'Duration'** and **'Average Duration'**, it shows only the result that meets 2 options at the same time.

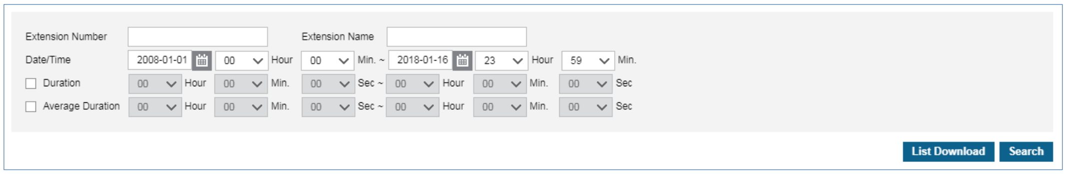


It allows you to download searched call history as an Excel file when you click the **List Download** button.

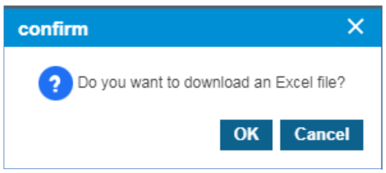
Download option is available for **'Extension List by Period'**, **'Trunk Tel Number'** and **'Tailored by Hour'** tab.

To download Call History List as an Excel file

1. Set for each option you want search and click **Search** button.



2. When there is call history lists click **List Download** button and click **OK** button in the popup window to confirm.



3. The call history is downloaded as an Excel file to local drive on your PC.

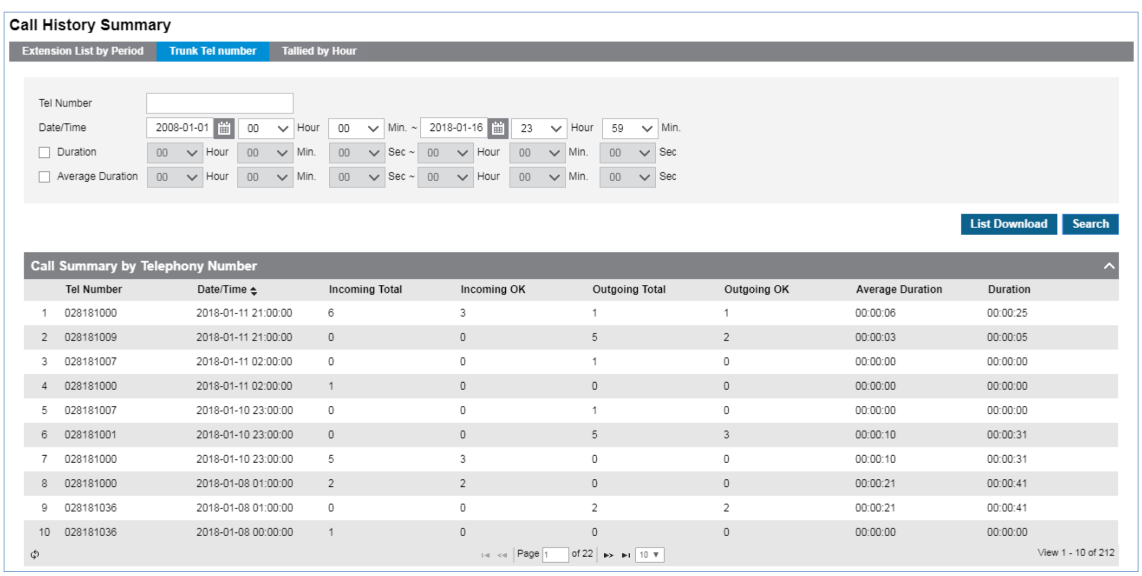
2.8.1.1 Trunk Tel Number

Shows call history based on DDI numbers. You can search call history using DDI number, or Date/Time, Call duration option.

Go to **'Call History' > 'Call History Summary'** and click **'Trunk Tel Number'** tab.

Each line has DDI number, Date/Time, Incoming/Outgoing Total, Incoming/Outgoing (count of connected case), Average Call Duration and Total Call Duration in an hour.

When you select checkboxes of **'Duration'** and **'Average Duration'**, it shows only the result that meets 2 options at the same time.



	Tel Number	Date/Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
1	028181000	2018-01-11 21:00:00	6	3	1	1	00:00:06	00:00:25
2	028181009	2018-01-11 21:00:00	0	0	5	2	00:00:03	00:00:05
3	028181007	2018-01-11 02:00:00	0	0	1	0	00:00:00	00:00:00
4	028181000	2018-01-11 02:00:00	1	0	0	0	00:00:00	00:00:00
5	028181007	2018-01-10 23:00:00	0	0	1	0	00:00:00	00:00:00
6	028181001	2018-01-10 23:00:00	0	0	5	3	00:00:10	00:00:31
7	028181000	2018-01-10 23:00:00	5	3	0	0	00:00:10	00:00:31
8	028181000	2018-01-08 01:00:00	2	2	0	0	00:00:21	00:00:41
9	028181036	2018-01-08 01:00:00	0	0	2	2	00:00:21	00:00:41
10	028181036	2018-01-08 00:00:00	1	0	0	0	00:00:00	00:00:00

2.8.1.2 Tallied by Hour

Shows call history of internal and DDI numbers in the company, and provides you search options as Date/Time, Call duration option.

Go to **'Call History' > 'Call History Summary'** and click **'Tallied by Hour'** tab.

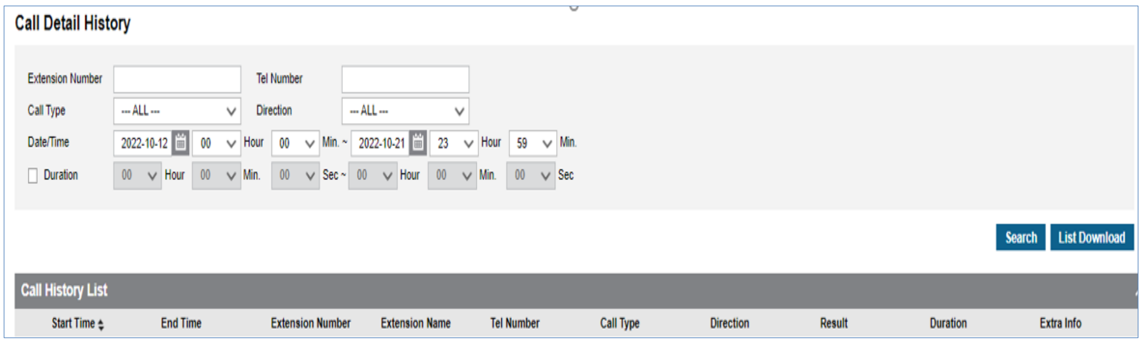
Each line has Date/Time, Incoming/Outgoing Total, Incoming/Outgoing (count of connected case), Average Call Duration and Total Call Duration in an hour.

When you select checkboxes of **'Duration'** and **'Average Duration'**, it shows only the result that meets 2 options at the same time.

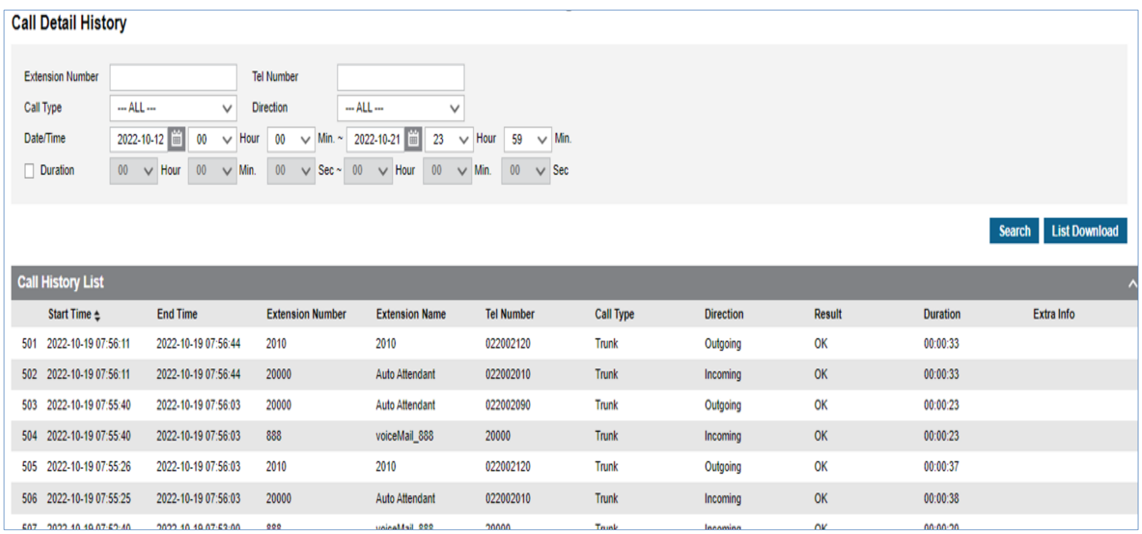
2.8.2 Call Detail History ▶

This allows you to search the call history of a specific extension or DDI number in the company. You can use search options such as Extension Number, DDI Number, Call Type (Extension/Trunk), Direction (Incoming/Outgoing), Date/Time, Call Duration, and Extra Info. Extra Info will be presented for Customer Group Call or Transit Call (Incoming from the trunk and outgoing to trunk).

Go to **'Call History' > 'Call Detail History'** to display the following page.

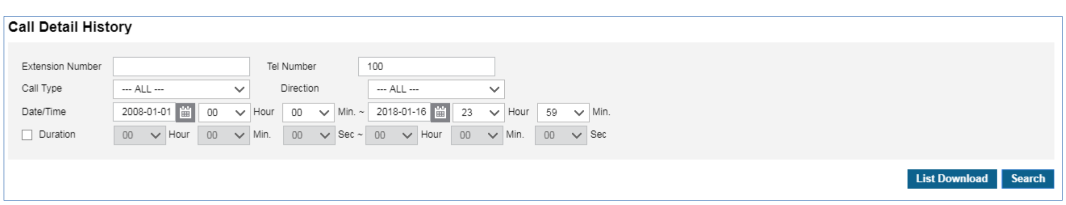


It shows call history lists of all DDI numbers that match **'Tel Number'** 100 as a search option, and allows you to download call history as an Excel file when clicking **List Download** button.

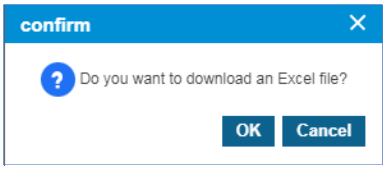


To download Call History List as an Excel file format

1. Set for each option you want search and click **Search** button.



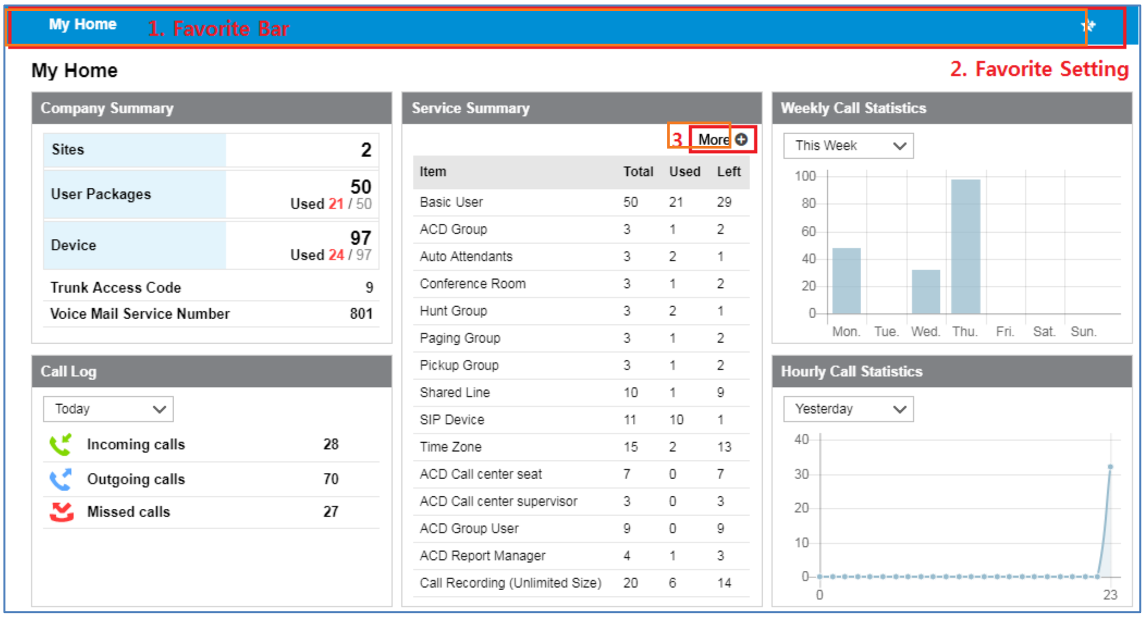
2. When there is call history lists click **List Download** button then **OK** button in the popup window to confirm.



3. The call history is downloaded as an Excel file to local drive on your PC.

2.9 My Home

Customer Manager Portal provides **'My Home'** tab in favorite bar.   My Home Setting allows you to configure **'My Home'** tab with 5 available entries.

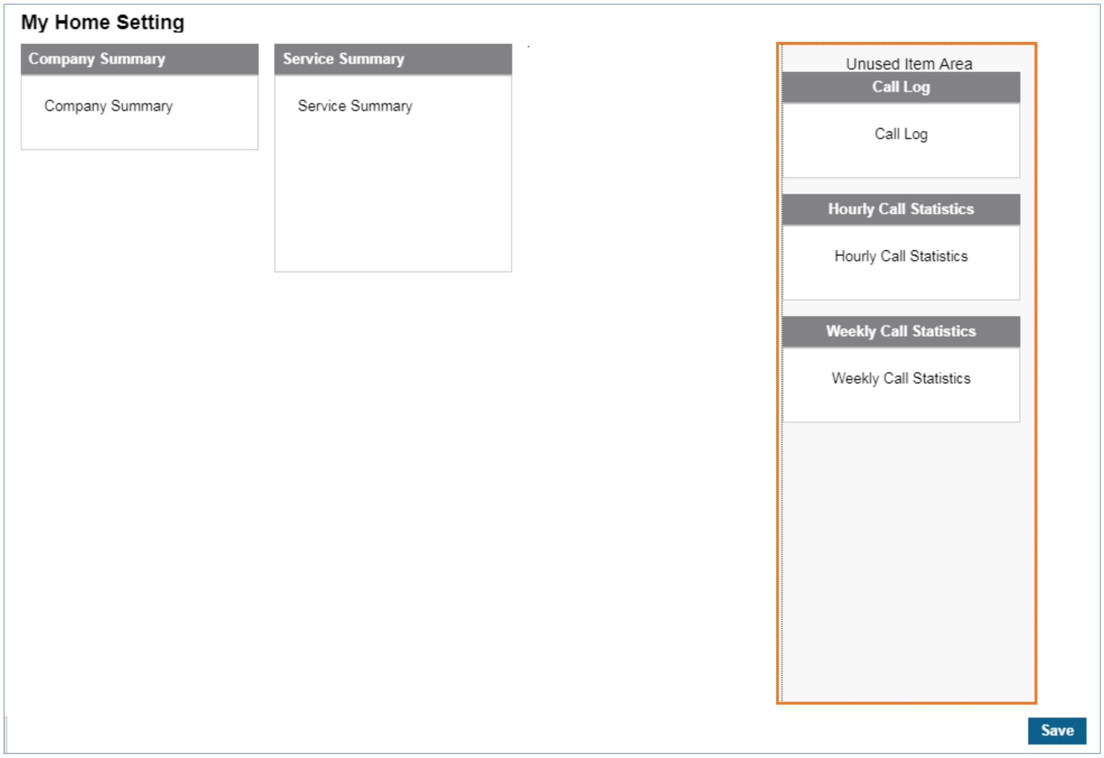


2.9.1 Using My Home tab

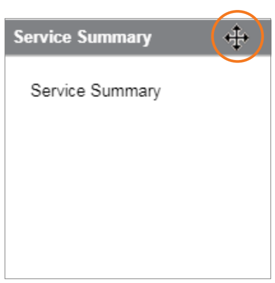
By default, **'My Home'** tab has no entry.   You can add drag and drop the title bar of entries from **'Unused Item Area'** to **'My Home Setting'** area or remove item vice-versa.   Through this customized **'My Home',** you can see current service status in brief.

- **Company Summary**: Shows how many sites are in the company, how many user packages are assigned and in use, how many devices are in use, what is the trunk access code and voicemail service number.
- **Call Log**: Shows how many incoming/outgoing/missed calls took place in **Today**, **Yesterday**, **This Week** or **Last Week**.
- **Hourly Call Statistics**: Shows how many calls took place during 00:00 ~ 24:00 with **'Yesterday'** or **'Today'** option.
- **Weekly Call Statistics**: Shows how many calls took place from Monday to Sunday with option **'This Week'** or **'Last Week'** option.
- **Service Summary**: Shows all the resources/services available and in use in the company. When clicking More button to go to **'Status View' > 'Service Summary'**.

To configure My Home tab



1. Go to **'My Home Setting'** to configure my home.
2. Move the mouse cursor to **'Unused Item Area'** on the left side of the screen.



- When pointing on the title bar, the cursor will change to a cross hair (✥).

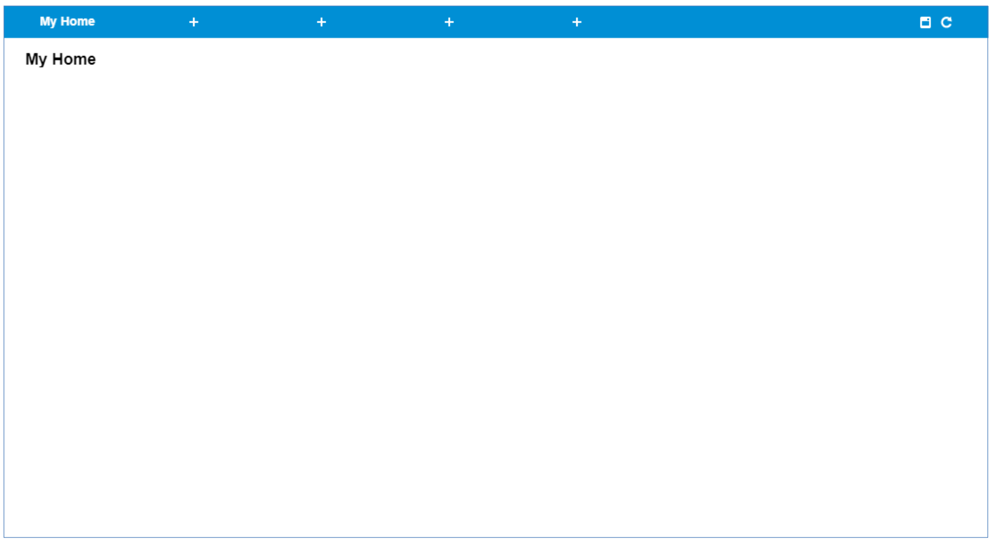
3. Click on the Title Bar of entry to drag and drop from '**Unused Item Area'** to **'My Home Setting'** or Vice-versa.
4. Click **Save** button then **OK** button in the popup window to confirm.

2.9.2 Favorite Bar

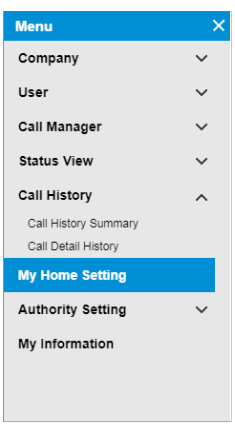
This bar allows you to add up to 4 favorite menus on it. By default it only has a **'My Home'** tab. From the favorite bar, click to select a tool you want to use. Refer to section 2.2.3 Favorite Bar for details.

To add new favorite menu

1. Click **Setting (**) button.



2. Click **Add** () button and select a menu in which you want to add in the popup Menu.



- To select again or delete, click or on the Favorite Bar.

3. Click **Save** () button to save the change, or click **Cancel** () button to cancel.

2.10 Authority Setting

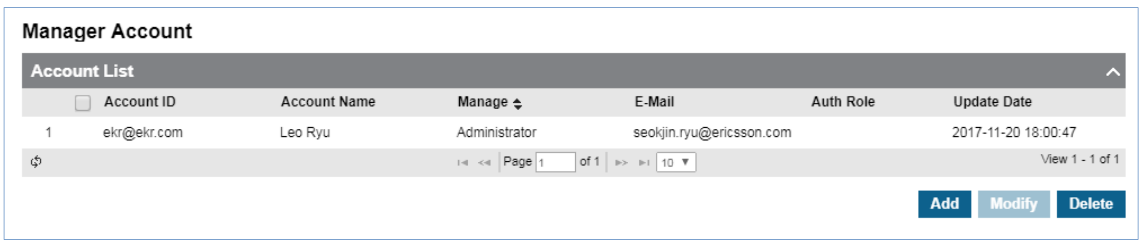
This setting allows you to create multiple sub managers with limited menu access authorities. It is useful to give different menu access authorities to manage the portal efficiently with more than two customer managers.

- Create sub customer manager.
- Define new menu trees and assign it to new created manager or end user(s). It also allows you to create and assign new menu trees for an end user(s).

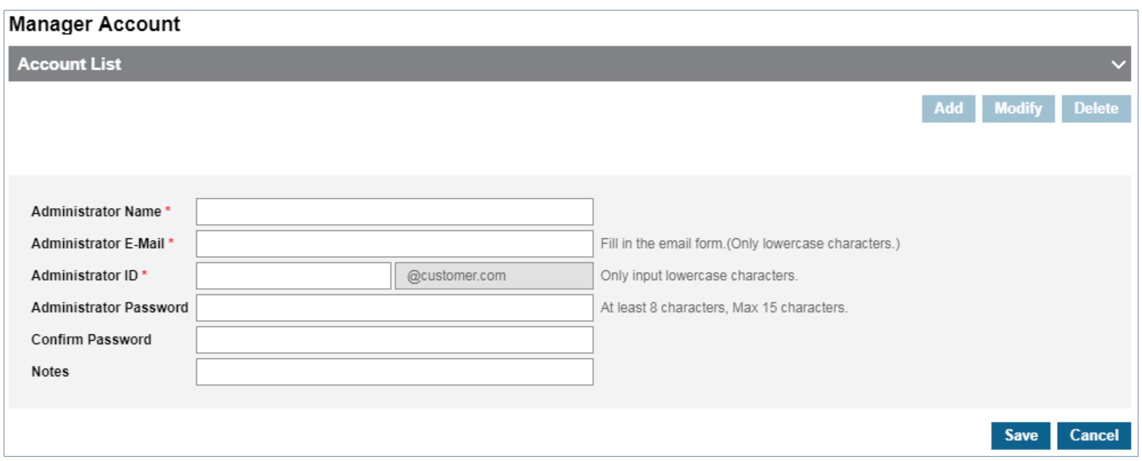
2.10.1 Manager Account

This menu allows you to create sub managers as desired and needed.

Go to **'Authority Setting' > 'Manager Account'** to display the following page.



To add new sub manager



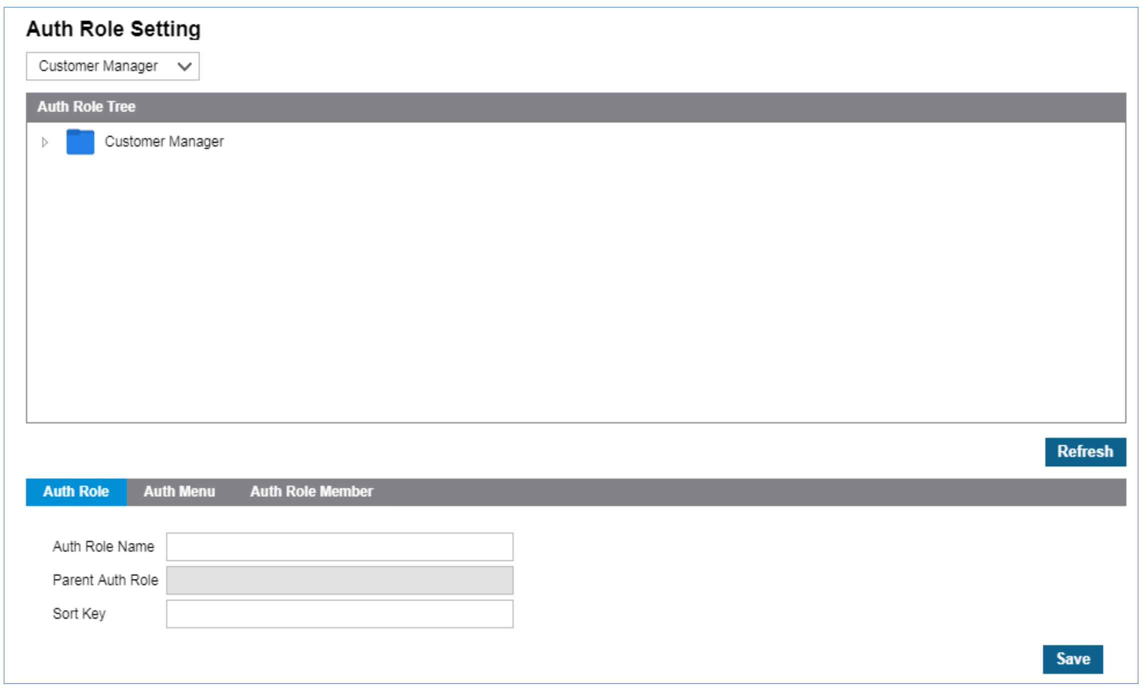
1. Click **Add** button.
2. Click **'Administrator Name'** to enter a name of a sub manager to be created.
3. Click **'E-mail'** to enter an email address using lowercase only.
4. Click **' Administrator ID'** to enter an account ID of portal using lowercase only.
5. Click **' Administrator Password'** to enter a password of account ID.
6. Click **'Notes'** to add useful information of the account on this field.
7. Click **Save** button then **OK** button in the popup window to confirm.

Item	Description
Administrator Name	Max 40 characters
Administrator E-Mail	Max 64 characters
Administrator ID	Max 31 characters except domain
Administrator Password	Upper/Lower case, number, symbol. At least 3 types combination. (8 ~ 15 characters in length)
Notes	Max 50 characters

2.10.2 Menu Auth Setting

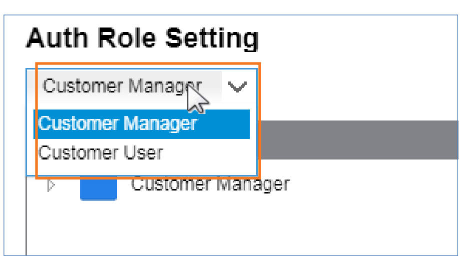
This menu allows you to create limited menu trees to assign it to sub-customer manager.

Go to **'Authority Setting' > 'Menu Auth Setting'** to display the following page.



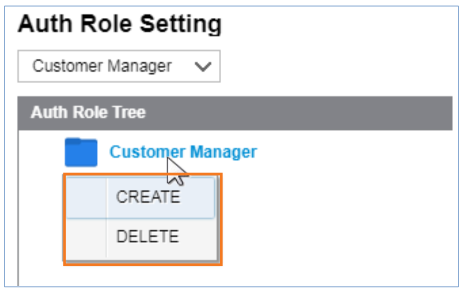
To add a new menu tree

1. Click button to select account type from the drop-down list.

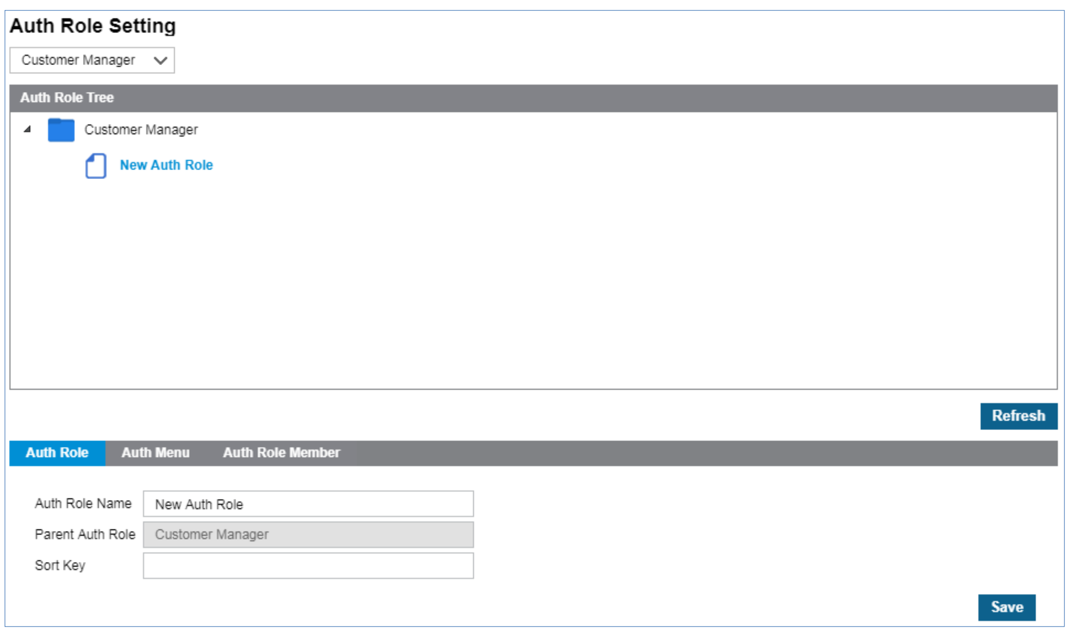


- Account type can be set to **Customer Manager'** or **'Customer User'**.

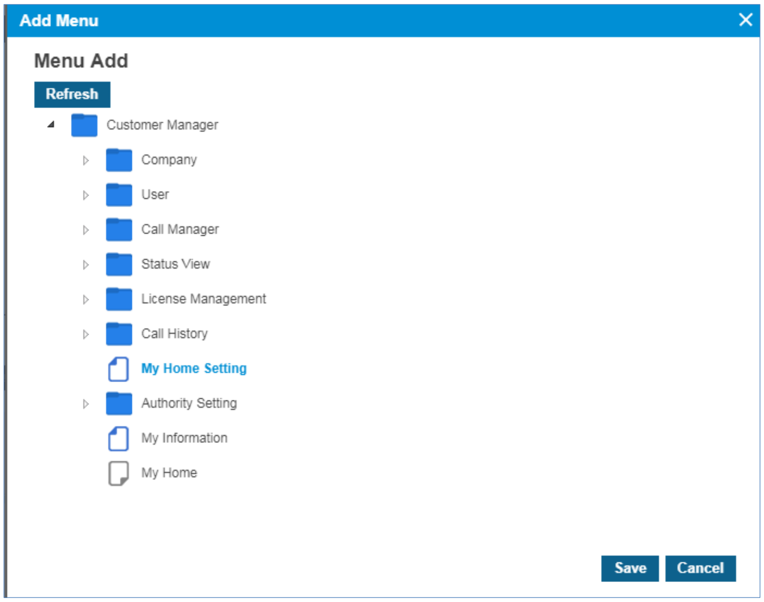
2. The default tree of selected account type is displayed.
    - When you click a root menu in **'Auth Role Tree'**, it shows the name of Auth Role and all possible menu in **'Auth Menu'** tab, also it allows you to add accounts to use that **'Auth Role Tree'**.
    - This example shows the default customer managers Auth role tree, so you cannot modify any field in **'Auth Role Tree'**, **'Auth Menu'** and **'Auth Role Member'**.
3. Create a New Auth Tree under **'Customer Manager'** root Auth tree.
    - Right click on  icon to select **'CREATE' or 'DELETE'**.



    - If selected **CREATE,** new menu tree with a name as a **'New Auth Role'** will be created
4. Select a created new Auth tree to enter **'AUTH Role Name'** you want to use.

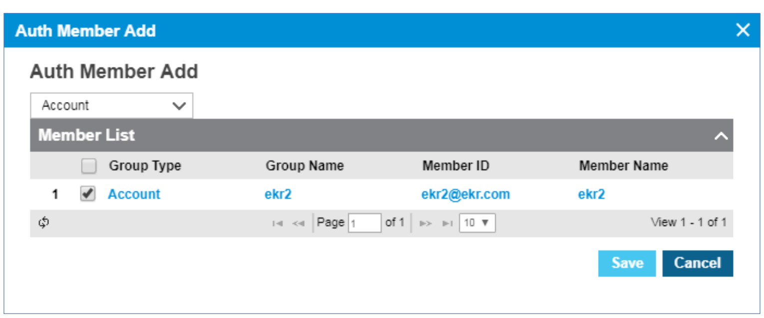


5. Click **Save** button then click **OK** button in the popup window to confirm.
6. In **'Auth Menu'** tab, click **Add** button to view all the menus in Customer Manager and select menus for new created Auth role tree.



- Sub menu folder in a high level sub folder cannot be added directly.
- For example, when selecting '**Company'** folder, only '**Company'** menu folder is created under **'Customer Manager'** root menu. To add '**Voicemail Service'** menu folder, 1) add '**Company**' folder first, 2) add **'Voicemail Service'** menu folder, 3) then select sub menus in **'Voicemail Service'** folder. You can select multiple menus by clicking **Ctrl** key during selection.
- To delete an added menu or folder, select it from menu tree in **'Auth Menu'** tab and click '**Delete'** button.

7. Click **Save** button then click **OK** button in the popup window to confirm.
8. In **'Auth Role Member'** tab, you can view sub administrators belong to new Auth role tree and also can add or delete a sub administrator.
   - Click **Add** button to select sub administrator by checking the checkbox in the **'Auth Member Add'** popup window.
   - Click **OK** button to confirm.
9. Click **Save** button then **OK** button in the popup window to confirm.



- When sub administrator logs in, it only shows the configured menu tree.

2.10.3 MS AAD (Microsoft Active Directory)

This menu allows the company directory to be synchronized with AAD user information of the Azure Active Directory portal.

Go to **'Authority Setting' > 'MS AAD'** to display the following page.

Item	Length or Description
Tenant ID	Max 64 characters
Client ID	Max 64 characters
Secret Code	Max 64 characters
User Look-Up Period	Options: Not User, Every day, Every Week, Every Month This sets AAD user lookup scheduling period.
User Look-Up Execution Time	This information sets the time of day when the schedule cycle arrives, and AAD user lookup executes.

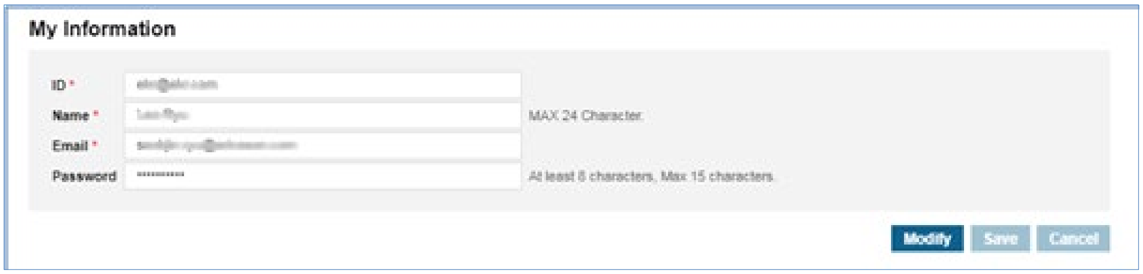
To modify

1. Click **Modify** button.
2. Click **'Tenant ID', 'Client ID', 'Secret Code',** and **'User Look-Up Period'**, and '**User Look-Up Execution Time'** to change each field individually.
   - Tenant ID, Client ID, and Secret Code information can be found in Application registrations menu of the AAD portal in case that the API for AAD user lookup is registered beforehand.
3. Click **Save** button then **OK** button in the popup window to confirm.

2.11 My Information

My Information shows the Customer Manager's information and allows you to modify the name, email address and password.

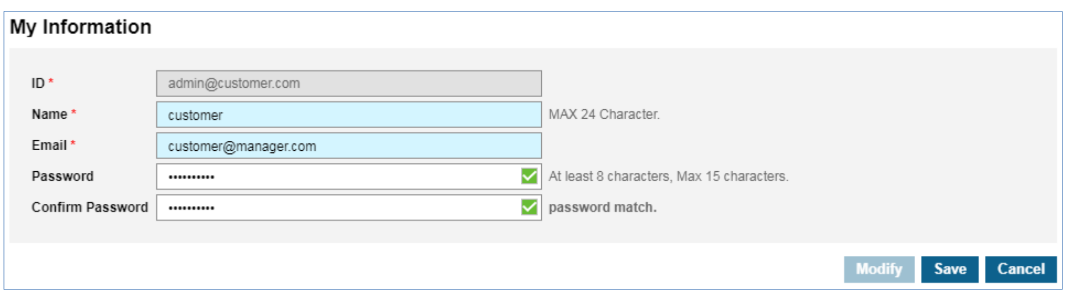
Go to **'My Information'** to display the following page.



Item	Length
Name	Max 40 characters
E-Mail	Max 64 characters
Password	Upper/Lower case, number and symbol. At least 3 type combination 8 ~ 15 characters in length.

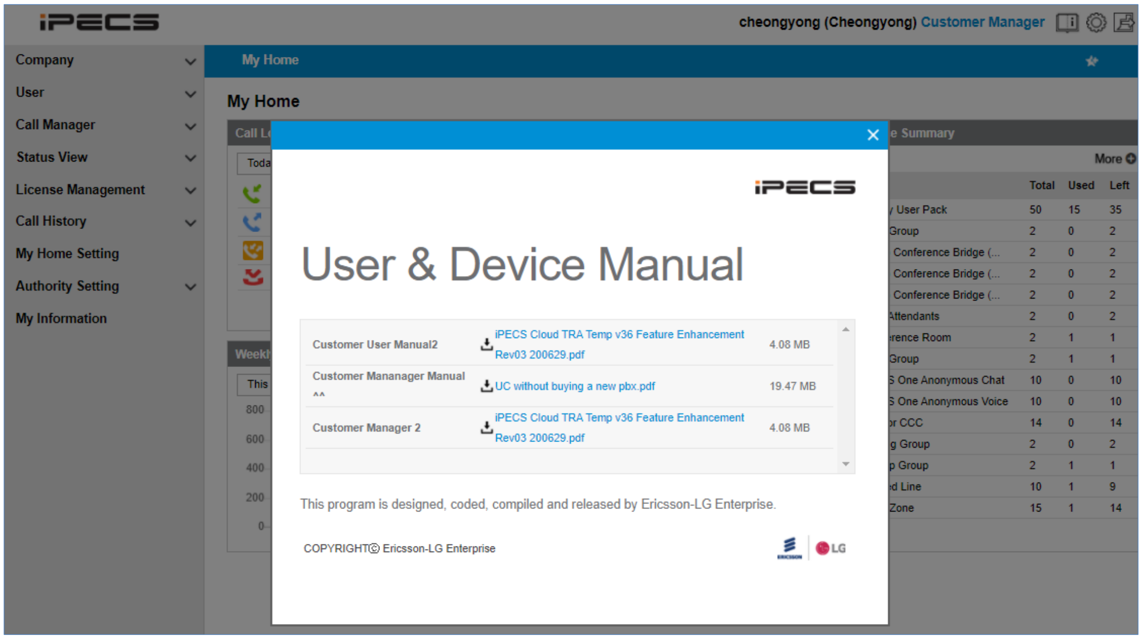
To modify

1. Click **Modify** button.
2. Click **'Name'**, **'Email'** and **'Password'** to change each field individually.
   - The **'ID'** field is not activated and cannot be modified.
3. Click **Save** button then **OK** button in the popup window to confirm.



2.12 Manual Download

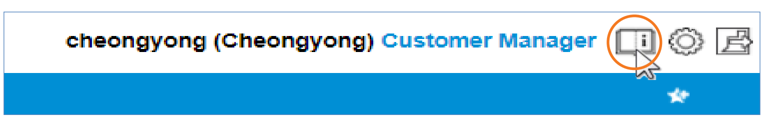
This menu describes how to download manual files or access manual web URL link.



In Customer Manager portal, Customer Manager/Customer User Guide will be presented.

To download manual file

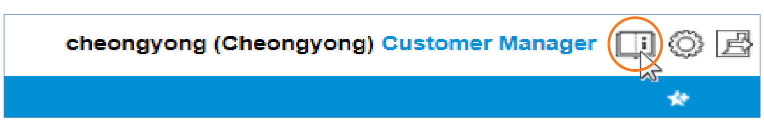
1. Click **Manual** icon.



2. And then click **Download** button.

To Access manual web URL link

1. Click **Manual** icon.



2. And then click **URL**Text.

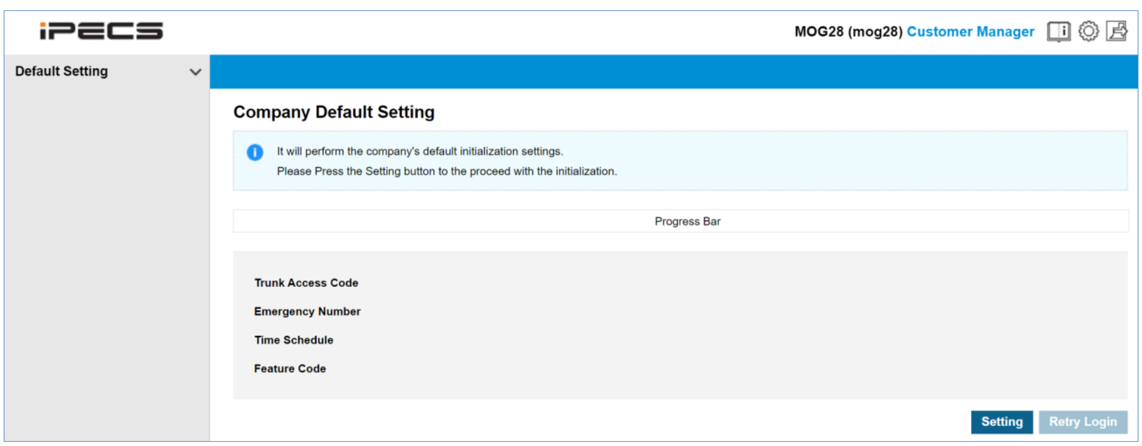
Chapter 3.

SIP Trunk Service Customer Manager Portal

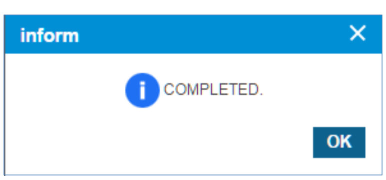
This chapter describes operation on SIP Trunk Service Customer Manager Portal. This is the case when a new customer is created in the OMS System and the customer is set to **SIP Trunk Service Plan Type**. It allows SIP Trunk Service Customer Manager to provide useful features to internal and external customers such as Emergency Number, On-Premise PBX, Company Group and etc. It also allows Customer Manager to manage Call History, Trunk Summary, DDI number and etc.

3.1 Company Default Setting

The first step as SIP Trunk Service Customer Manager is to set the 'Company Default Setting' and must be done at first login. At first log in, the following screen is displayed. Click **Setting** button. It is a mandatory step to initialize new customer settings.



1. Click **Setting** button.
   - This step sets default values for trunk access code and emergency number.
   - The default setting of time schedule and function code is not applicable and is skipped.
2. When initialization is completed, click **OK** button to confirm on the popup screen.



3. You must click **'Retry Login'** to log in as SIP Trunk Service Customer Manager again.

3.2 Company

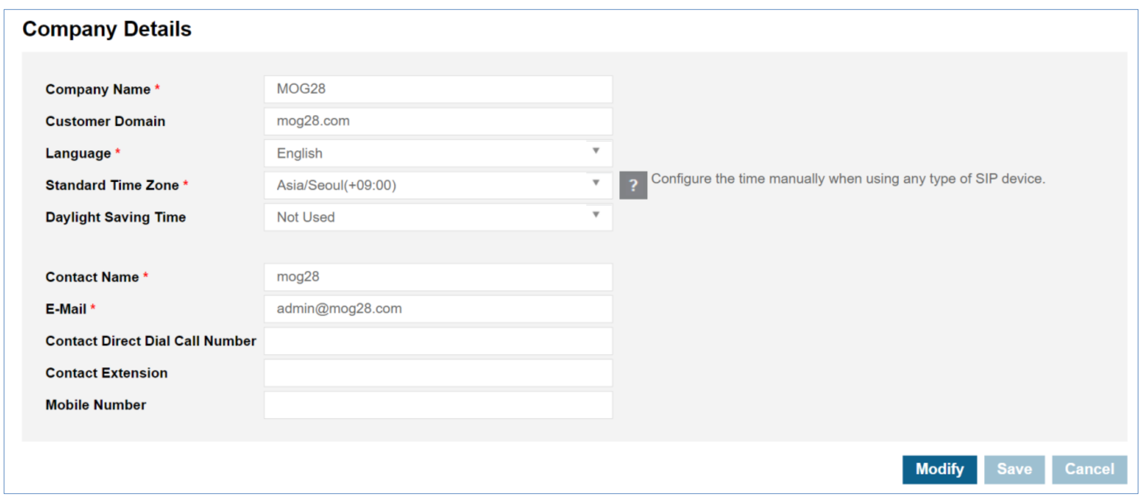
Once the company default settings have been set, SIP Trunk Service Customer Manager needs to configure the basic configuration for the site, such as the Company Details, Line Settings, On-Premise PBX, Company Group. All setting items will be discussed in more detail in the next each section.

3.2.1 Company Detail

Shows the Company in detail and the SIP Trunk Service Customer Manager can set or modify settings. Items or fields marked with an asterisk (*) are required.

NOTE	Customer Name, Customer Domain is defined by the Reseller during the new customer creation and cannot be modified by the SIP Trunk Service Customer Manager. All other fields can be changed by SIP Trunk Service Customer Manager.

Go to **'Company' > 'Company Details'** to display the following page.



Item	Description
Company Name	The name of the Company, configured by Reseller (Max 40 characters).
Customer Domain	Domain name of Company. It is used to create the End User ID, but cannot be changed once the Customer is created (Max 32 characters).
Language	Language for Customer Manager web portal. Support 5 types of language, such as English (default setting), Korean, Italian, Thai and Vietnamese. Service Provider should activate languages to allow the Customer Manager to select Language for the web portal.
Standard Time Zone	GMT Time Zone (GMT -12:00 ~ GMT +14:00). To see all time zones, click ? button, and to configure time for SIP devices, it should be done manually on each SIP device.
Daylight Saving Time	If you select Standard Time Zone, the appropriate Daylight Saving Time is automatically displayed and cannot be changed.

Item	Description
Contact Name	Name of the contact person in the Company (Max 40 characters).
E-mail	Email address of the Contact person (Max 64 characters).
Contact Direct Dial Call Number	Direct Dial Call number of the Contact person (Optional, Max 20 characters).
Contact Extension	Extension number of the Contact person (Optional, Max 20 characters).
Mobile Number	Mobile number of the Contact person (Optional, Max 20 characters).

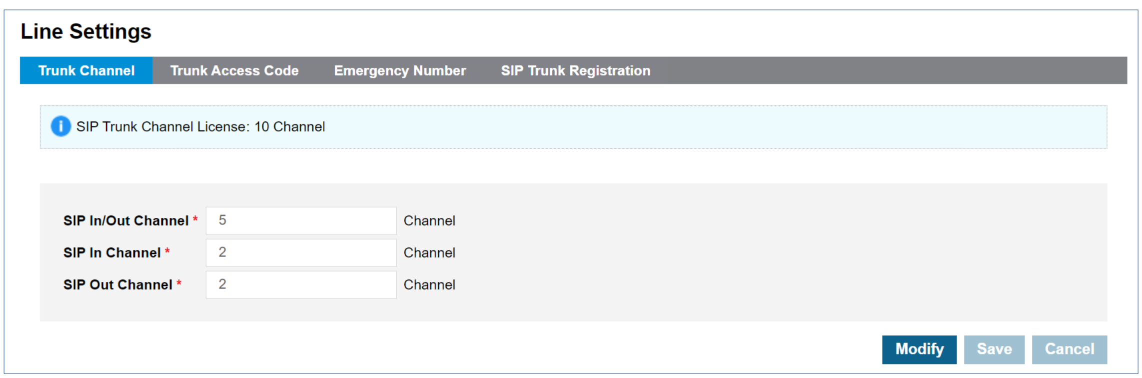
3.2.2 Line Settings

SIP Trunk Service customers can only use SIP Trunk channels, and you can set the way of using available SIP trunk channels with options. By default, The Trunk Access Code and the Emergency Number are predefined by the Service Provider. The SIP Trunk Service Customer Manager can change/add a Trunk Access Code and Emergency Number to be a different number from the Service Provider's predefined value but must consider the Numbering Plan selected to avoid a numbering conflict in case of Trunk Access Code. Trunk Access Code and Emergency Numbers are applied to the whole company. You can also enter registration information to use the SIP Trunk Server.

3.2.2.1 Trunk Channel

For SIP Trunk Service customers, only SIP Input & SIP Output can be configured for trunk channel.

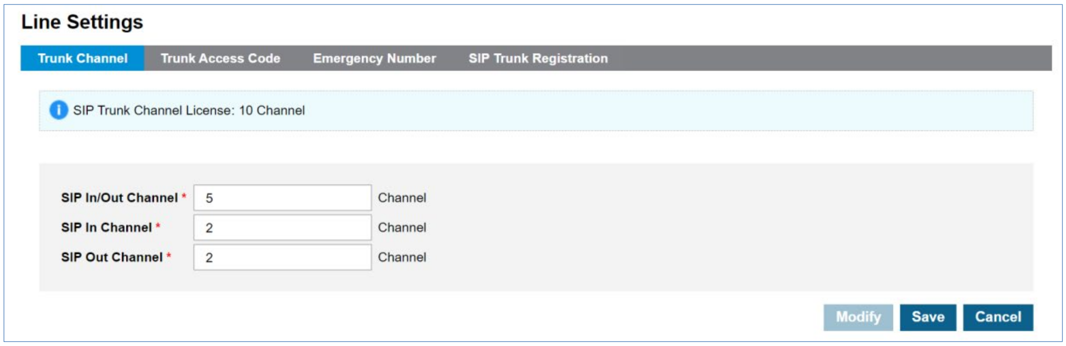
Go to **'Company' > 'Line Settings' and click 'Trunk Channel'** tab (default position).



NOTE When making outgoing calls, it is possible to make simultaneous calls as much as available Out channels or In/Out Channels.

To modify a Trunk Channel

1. Click **Modify** button.



2. Assigns the number of In/Out channels.
3. Click **Save** button then **OK** button in the popup window to confirm.

3.2.2.2 Trunk Access Code

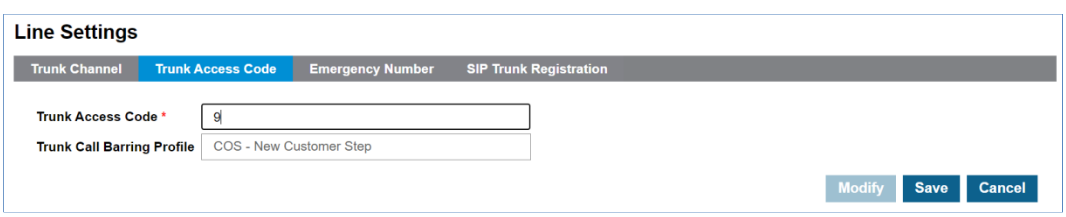
By default, it follows the default Trunk access code of Cloud platform, if necessary a Customer Manager can define its own Trunk access code considering Numbering plan. The defined Trunk access code needs to be entered first to make an external call. It does not need to enter Trunk access code in case of Emergency Call.

Go to **'Company' > 'Line Settings'** and click **'Trunk Access Code'** tab.

NOTE To make an outgoing call, users must enter the trunk access code before dialing.

To modify a Trunk Access Code

1. Click **Modify** button.

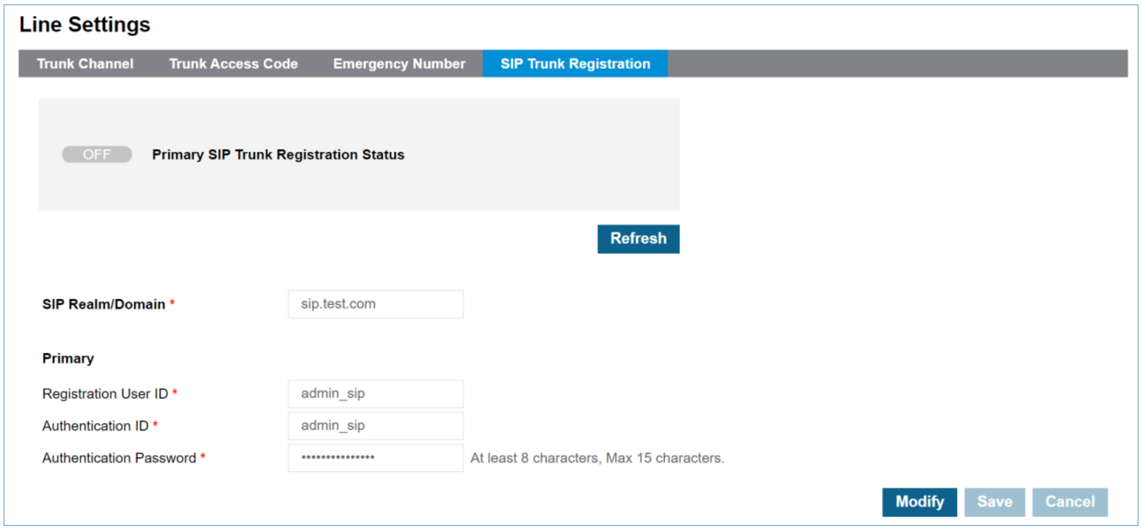


2. Click **'Trunk Access Code'** to change a trunk access code number.
3. Trunk Call Barring Profile' is a fixed value for 'COS - New Customer Step'.
4. Click **Save** button then **OK** button in the popup window to confirm.

3.2.2.3 SIP Trunk Registration

This tab is shown when the vendor sets the value of Carrier SIP Trunk - Multi Registration to enable. In order to use SIP Trunk Server, you need to enter server registration information for each customer.

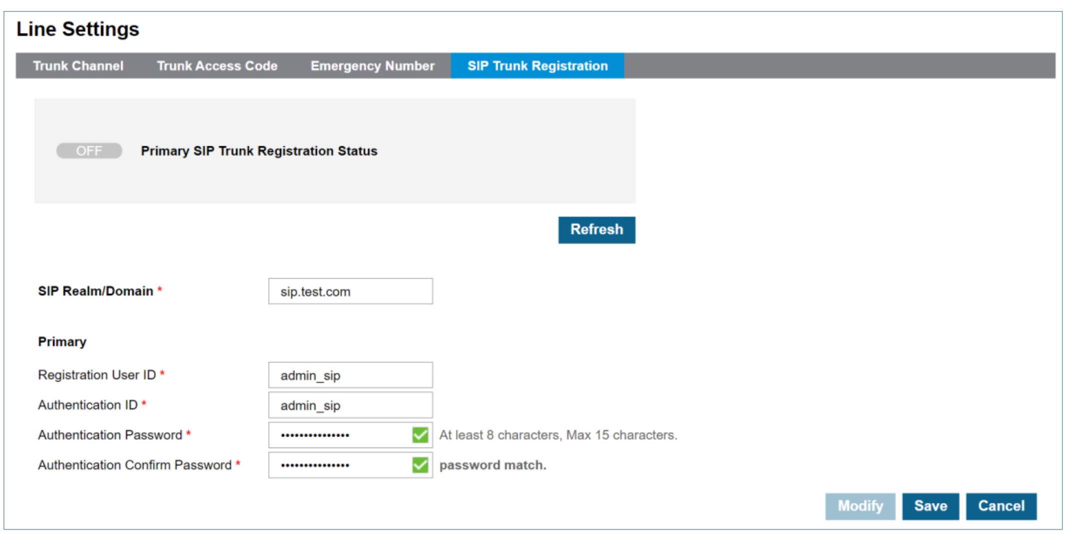
Go to **'Company' > 'Line Settings'** and click **'SIP Trunk Registration'** tab.



NOTE Duplicated Registration User ID is not allowed.

To modify a SIP Trunk Registration

1. Click **Modify** button.

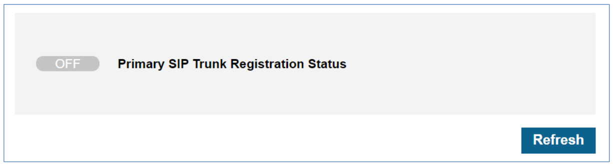


2. Click **'SIP Realm/Domain'** to change a domain.
3. Click **'Registration User ID'** to change a registration user ID.
4. Click '**Authentication ID'** to change an authentication ID.

5. Click '**Authentication Password'** to change an authentication password.
6. Click **Save** button then **OK** button in the popup window to confirm.

To check the SIP trunk registration status

1. Click the Refresh button to update the server registration status. (ON / OFF / ERROR)



2. This is automatically refreshed when entering the menu or clicking the **Save** button or **Cancel** button.

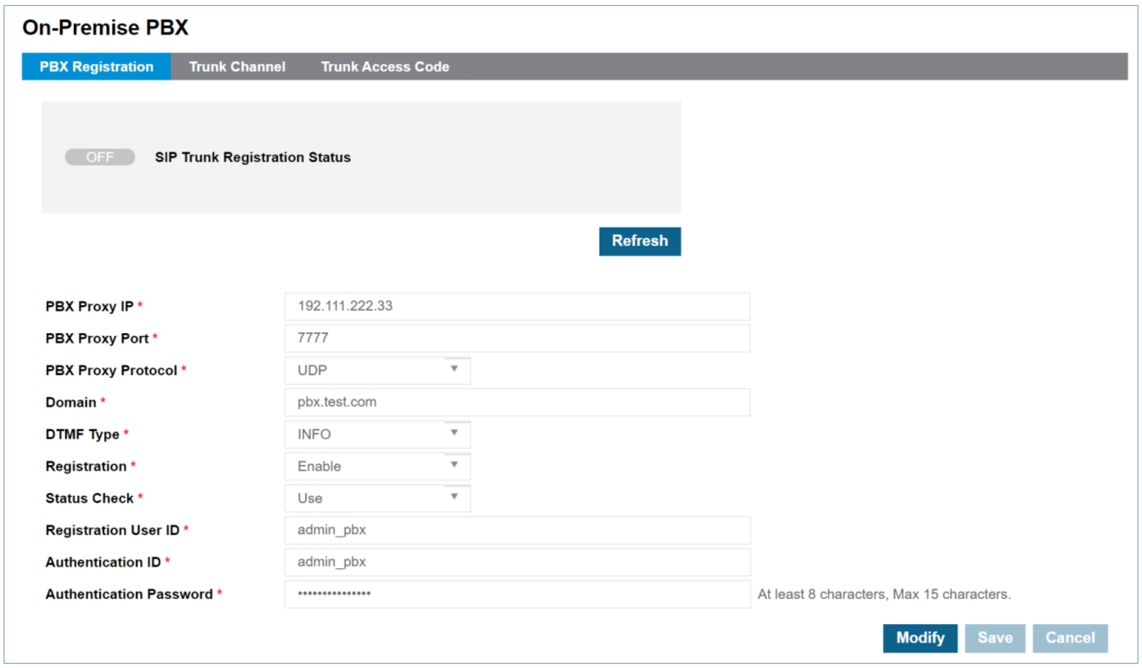
3.2.3 On-Premise PBX

For SIP Trunk Service customers, set registration information, trunk channel settings, and trunk access code values for the on-premise PBX server.

3.2.3.1 PBX Registration

In order to use PBX Server, you need to enter server registration information for each customer.

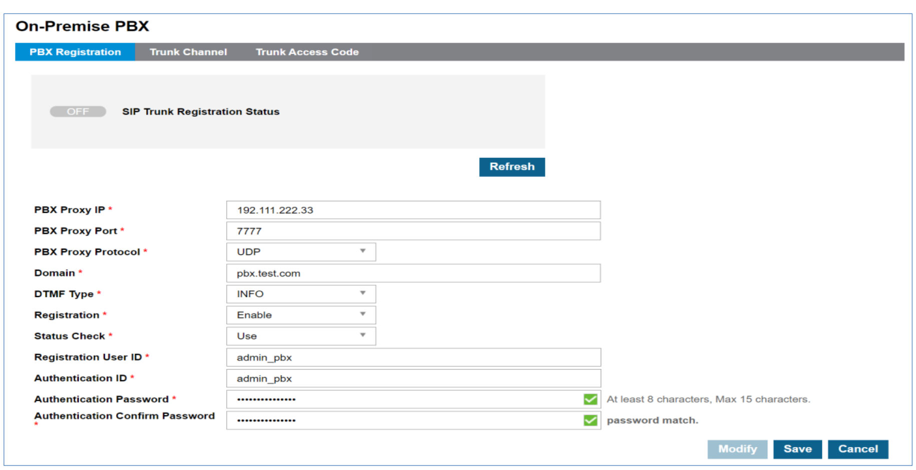
Go to **'Company' > 'On-Premise PBX'** and click **'PBX Registration'** tab (default position).



NOTE Duplicated Registration User ID is not allowed.

To modify a PBX Registration

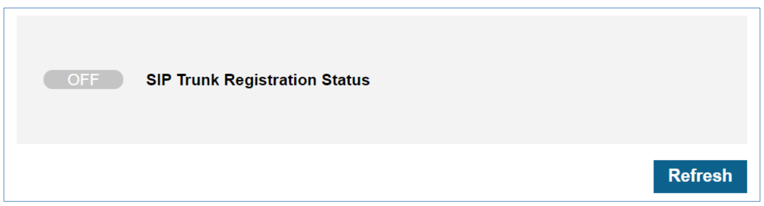
1. Click **Modify** button.



2. Click **'PBX Proxy IP'** to change the IP of the PBX Proxy server.
3. Click **'PBX Proxy Port'** to change the port of the PBX Proxy server.
4. Click **'PBX Proxy Protocol'** to change the protocol of the PBX Proxy server.
5. Click **'Domain'** to change the domain name of the PBX server.
6. Click **'DTMF Type'** to change the DTMF type of the PBX server. (INFO / RFC2833)
7. Click **'Registration'** to change the registration type of the PBX server. (Enable / Disable)
8. Click **'Status Check'** to change the status check type of the PBX server. (Use / Not Used)
9. Click **'Registration User ID'** to change a registration user ID.
10. Click **'Authentication ID'** to change an authentication ID.
11. Click **'Authentication Password'** to change an authentication password.
12. Click **Save** button then **OK** button in the popup window to confirm.

To check the SIP trunk registration status

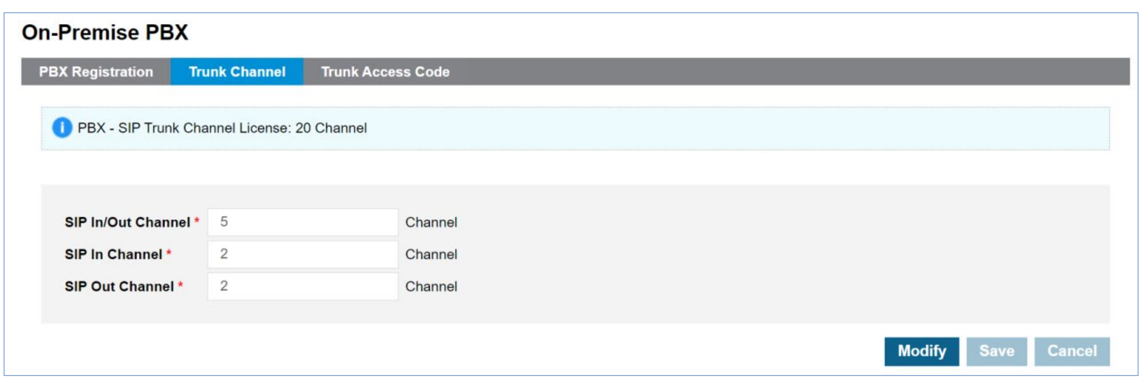
1. Click **Refresh** button to update the server registration status. (ON/OFF/ERROR)



2. This is automatically refreshed when entering the menu or clicking the **Save** button or **Cancel** button.

3.2.3.2 Trunk Channel

For SIP Trunk Service customers, only SIP Input & SIP Output can be configured for trunk channel.

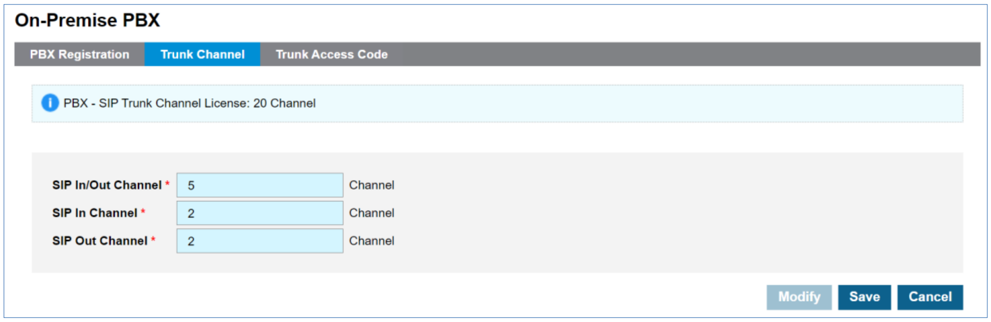


Go to **'Company' > 'On-Premise PBX'** and click **'Trunk Channel'** tab.

NOTE When making outgoing calls, it is possible to make simultaneous calls as much as available Out channels or In/Out Channels.

To modify a Trunk Channel

1. Click **Modify** button.

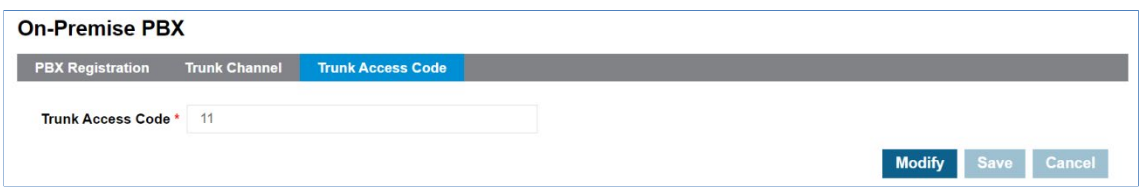


2. Assigns the number of In/Out channels.
3. Click **Save** button then **OK** button in the popup window to confirm.

3.2.3.3 Trunk Access Code

By default, it follows the default Trunk access code of Cloud platform, if necessary a Customer Manager can define its own Trunk access code considering Numbering plan. The defined Trunk access code needs to be entered first to make an external call. It does not need to enter Trunk access code in case of Emergency Call.

Go to **'Company' > 'On-Premise PBX'** and click **'Trunk Access Code'** tab.



NOTE To make an outgoing call, users must enter the trunk access code before dialing.

To modify a Trunk Access Code

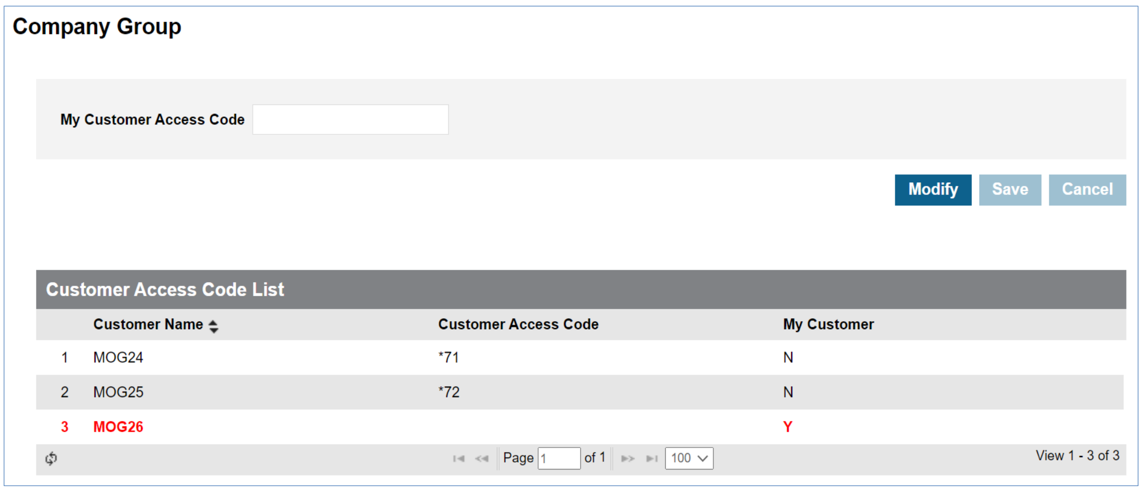
1. Click Modify button.
2. Click 'Trunk Access Code' to change a trunk access code number.
3. Click **Save** button then **OK** button in the popup window to confirm.

3.2.4 Company Group

When making calls between companies in a customer group, set up a Customer Access Code that can identify companies. Put this code of another company in front of the extension number of another company user.

NOTE Only Customers included as members of Customer Group in OMS system can be set.

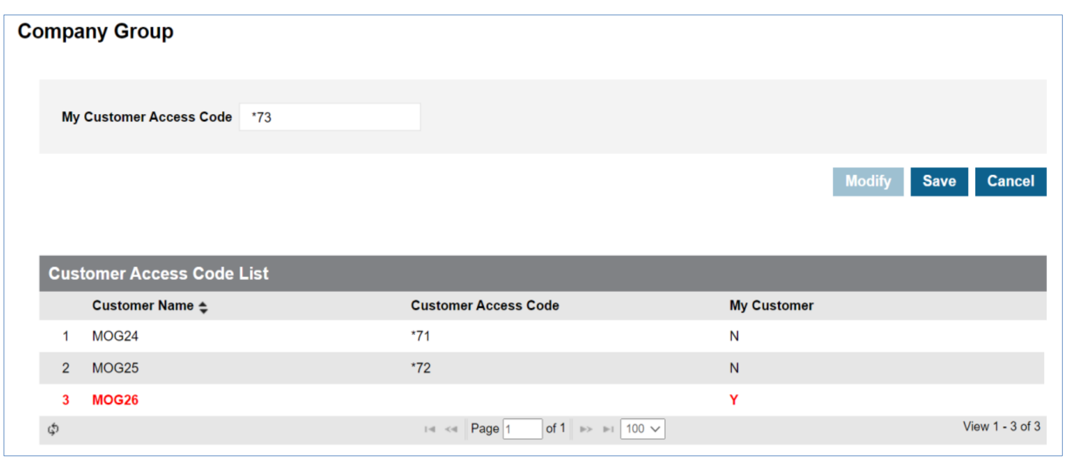
Go to **'Company' > 'Company Group'** to display the following page.



Item	Description
Customer Name	The name of the Company.
Customer Access Code	Code value that can be identified among companies.
My Customer	Mark Y in the row corresponding to my company.

To modify a my customer access code

1. Click **Modify** button.



2. Click **' My Customer Access Code'** to change a domain.
   - A combination of numbers and asterisks allows up to 5 digits.
3. Click **Save** button then **OK** button in the popup window to confirm.

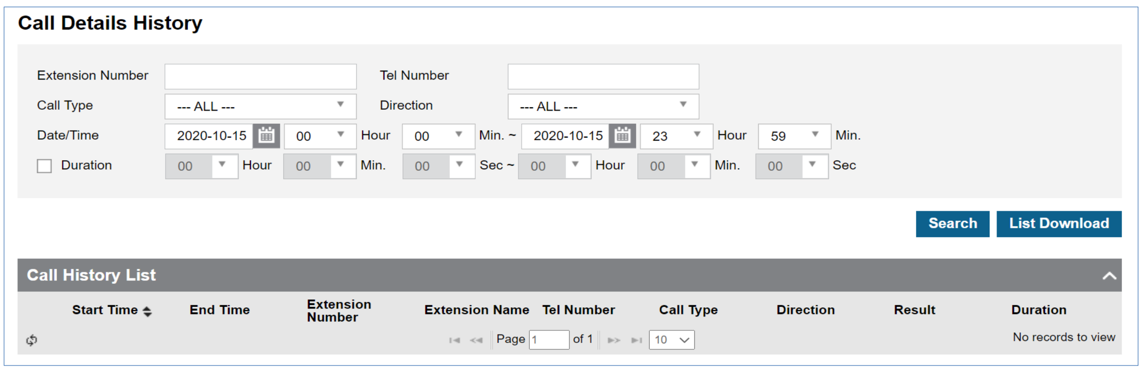
3.3 Call History

The Call History provides history of call in brief or detail along with Extension, DDI number. You can see how many calls happened in the past with additional information, time, total, duration. ('Total and Average') and direction ('In/Out') on extension number, DDI number or time duration based.

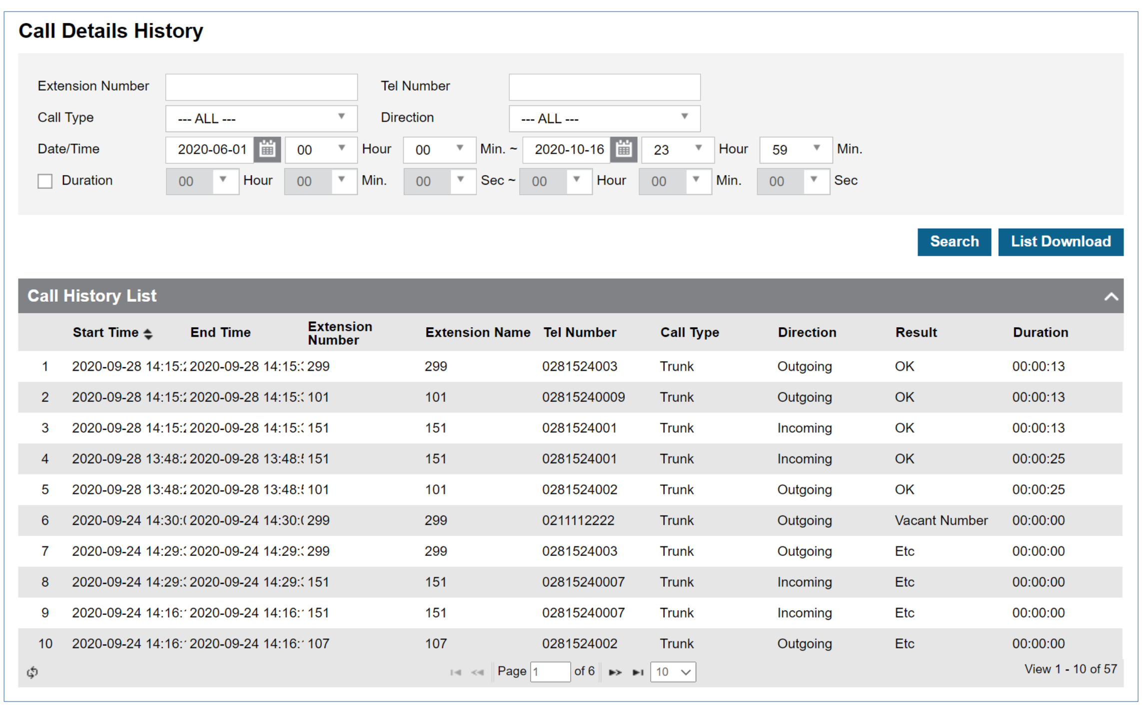
3.3.1 Call Details History

This allows you to search call history of a specific extension or DDI number in the company. You can use search options as Extension Number, DDI Number, Call Type (Extension/Trunk), Direction (Incoming/Outgoing), Date/Time and Call Duration.

Go to **'Call History' > 'Call Details History'** to display the following page.



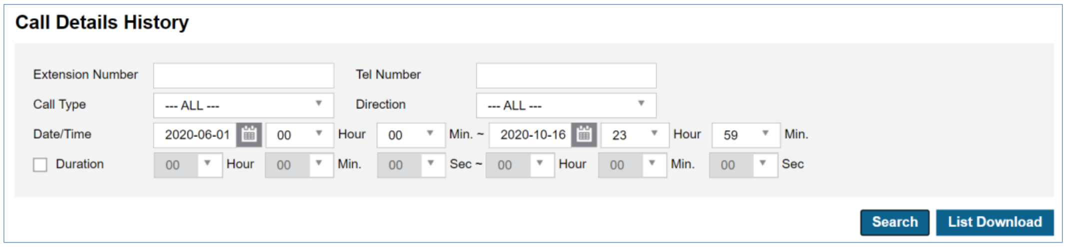
It shows call history lists of all DDI numbers that match **'Tel Number'** 100 as a search option, and allows you to download call history as an Excel file when clicking **List Download** button.



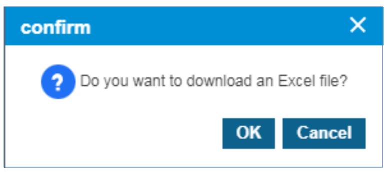
	Start Time	End Time	Extension Number	Extension Name	Tel Number	Call Type	Direction	Result	Duration
1	2020-09-28 14:15:	2020-09-28 14:15:	299	299	0281524003	Trunk	Outgoing	OK	00:00:13
2	2020-09-28 14:15:	2020-09-28 14:15:	101	101	02815240009	Trunk	Outgoing	OK	00:00:13
3	2020-09-28 14:15:	2020-09-28 14:15:	151	151	0281524001	Trunk	Incoming	OK	00:00:13
4	2020-09-28 13:48:	2020-09-28 13:48:	151	151	0281524001	Trunk	Incoming	OK	00:00:25
5	2020-09-28 13:48:	2020-09-28 13:48:	101	101	0281524002	Trunk	Outgoing	OK	00:00:25
6	2020-09-24 14:30:	2020-09-24 14:30:	299	299	0211112222	Trunk	Outgoing	Vacant Number	00:00:00
7	2020-09-24 14:29:	2020-09-24 14:29:	299	299	0281524003	Trunk	Outgoing	Etc	00:00:00
8	2020-09-24 14:29:	2020-09-24 14:29:	151	151	02815240007	Trunk	Incoming	Etc	00:00:00
9	2020-09-24 14:16:	2020-09-24 14:16:	151	151	02815240007	Trunk	Incoming	Etc	00:00:00
10	2020-09-24 14:16:	2020-09-24 14:16:	107	107	0281524002	Trunk	Outgoing	Etc	00:00:00

To download Call History List as an Excel file format

1. Set for each option you want search and click **Search** button.



2. When there is call history lists click **List Download** button then **OK** button in the popup window to confirm.



3. The call history is downloaded as an Excel file to local drive on your PC.

3.3.2 Trunk Summary

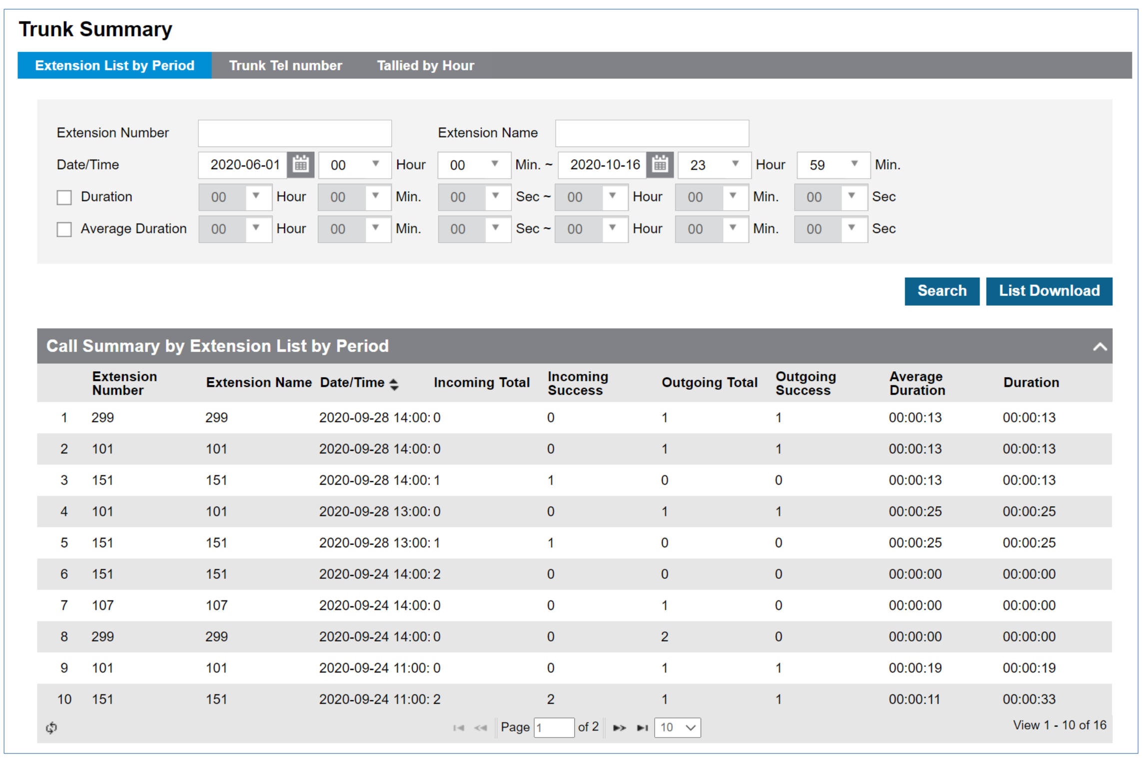
This menu provides three tabs, Extension, DDI or Hour based call history search. Each line in the list shows call information in one hour.

Go to 'Ca**ll History' > 'Trunk Summary'** and click **'Extension List by Period'** tab.

It shows call history based on DDI numbers. You can search call history using Extension number, name or Date/Time, Call duration option. It shows all collected call information from the internal number, e.g., extension number, voicemail service, auto attendant, shared line, group etc.

Each line has Extension Number, Name, Date/Time, Incoming/Outgoing Total, Incoming/Outgoing OK (count of connected case), Average Call Duration and Total Call Duration in an hour.

When you select checkboxes of **'Duration'** and **'Average Duration'**, it shows only the result that meets 2 options at the same time.



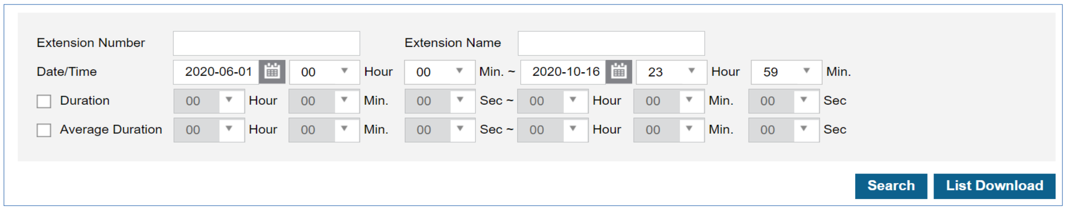
	Extension Number	Extension Name	Date/Time	Incoming Total	Incoming Success	Outgoing Total	Outgoing Success	Average Duration	Duration
1	299	299	2020-09-28 14:00:	0	0	1	1	00:00:13	00:00:13
2	101	101	2020-09-28 14:00:	0	0	1	1	00:00:13	00:00:13
3	151	151	2020-09-28 14:00:	1	1	0	0	00:00:13	00:00:13
4	101	101	2020-09-28 13:00:	0	0	1	1	00:00:25	00:00:25
5	151	151	2020-09-28 13:00:	1	1	0	0	00:00:25	00:00:25
6	151	151	2020-09-24 14:00:	2	0	0	0	00:00:00	00:00:00
7	107	107	2020-09-24 14:00:	0	0	1	0	00:00:00	00:00:00
8	299	299	2020-09-24 14:00:	0	0	2	0	00:00:00	00:00:00
9	101	101	2020-09-24 11:00:	0	0	1	1	00:00:19	00:00:19
10	151	151	2020-09-24 11:00:	2	2	1	1	00:00:11	00:00:33

It allows you to download searched call history as an Excel file when you click the **List Download** button.

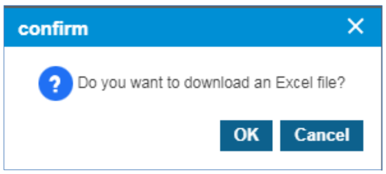
Download option is available for **'Extension List by Period', 'Trunk Tel Number'** and **'Tailored by Hour'** tab.

To download Call History List as an Excel file

1. Set for each option you want search and click **Search** button.



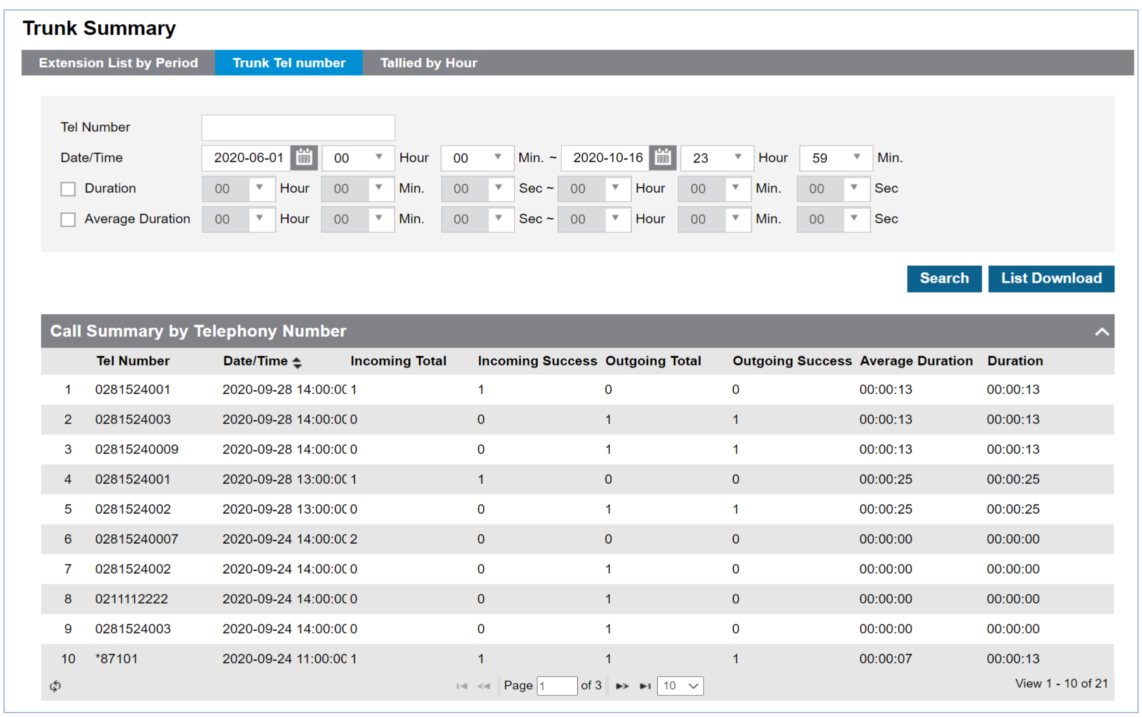
2. When there is call history lists click **List Download** button and click **OK** button in the popup window to confirm.
3. The call history is downloaded as an Excel file to local drive on your PC.



3.3.2.1 Trunk Tel Number

Shows call history based on DDI numbers. You can search call history using DDI number, or Date/Time, Call duration option.

Go to **'Call History' > 'Trunk Summary'** and click **'Trunk Tel Number'** tab.



	Tel Number	Date/Time	Incoming Total	Incoming Success	Outgoing Total	Outgoing Success	Average Duration	Duration
1	0281524001	2020-09-28 14:00:0(	1	1	0	0	00:00:13	00:00:13
2	0281524003	2020-09-28 14:00:0(	0	0	1	1	00:00:13	00:00:13
3	02815240009	2020-09-28 14:00:0(	0	0	1	1	00:00:13	00:00:13
4	0281524001	2020-09-28 13:00:0(	1	1	0	0	00:00:25	00:00:25
5	0281524002	2020-09-28 13:00:0(	0	0	1	1	00:00:25	00:00:25
6	02815240007	2020-09-24 14:00:0(	2	0	0	0	00:00:00	00:00:00
7	0281524002	2020-09-24 14:00:0(	0	0	1	0	00:00:00	00:00:00
8	0211112222	2020-09-24 14:00:0(	0	0	1	0	00:00:00	00:00:00
9	0281524003	2020-09-24 14:00:0(	0	0	1	0	00:00:00	00:00:00
10	*87101	2020-09-24 11:00:0(	1	1	1	1	00:00:07	00:00:13

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Each line has DDI number, Date/Time, Incoming/Outgoing Total, Incoming/Outgoing (count of connected case), Average Call Duration and Total Call Duration in an hour.

When you select checkboxes of **'Duration'** and **'Average Duration',** it shows only the result that meets 2 options at the same time.

3.3.2.2 Tallied by Hour

Shows call history of internal and DDI numbers in the company, and provides you search options as Date/Time, Call duration option.

Go to **'Call History' > 'Trunk Summary'** and click **'Tallied by Hour'** tab.

Each line has Date/Time, Incoming/Outgoing Total, Incoming/Outgoing (count of connected case), Average Call Duration and Total Call Duration in an hour.

When you select checkboxes of **'Duration'** and **'Average Duration'**, it shows only the result that meets 2 options at the same time.

3.4 Status View

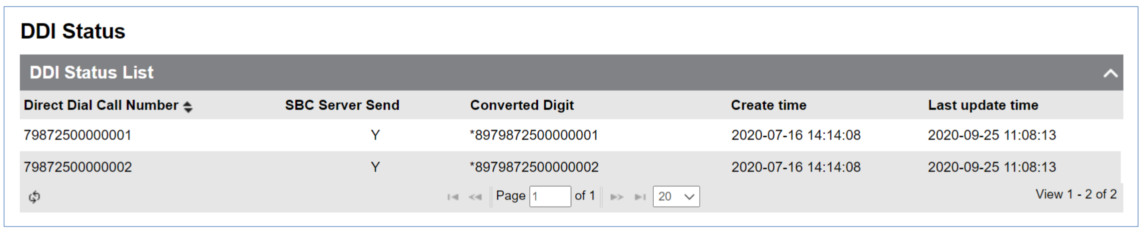
In status view, you can see how many resources are available, in use and whether user clients are registered or not.

3.4.1 DDI Status

This menu shows all internal numbers, such as the Extension number, multi client's My-DN and trunk access code.

It shows all DDI numbers as assigned to user and/or features or that is available in the Company.

Go to **'Status View' > 'DDI Status'** to display the following page.



DDI Status

DDI Status List

Direct Dial Call Number	SBC Server Send	Converted Digit	Create time	Last update time
79872500000001	Y	*8979872500000001	2020-07-16 14:14:08	2020-09-25 11:08:13
79872500000002	Y	*8979872500000002	2020-07-16 14:14:08	2020-09-25 11:08:13

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Appendix A:

Useful Information

This chapter provides information on the open source software used in the iPECS Cloud.

A.1 Open Source Software Notice

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

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Groovy	Apache License, Version 2.0
Ehcache	Apache License, Version 2.0
Gson	Apache License, Version 2.0
Jackson	Apache License, Version 2.0
Jxls	Apache License, Version 2.0
ICEpdf	Apache License, Version 2.0
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JQueryUI	MIT License
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