

iPECS

Cloud Customer User

Portal Guide



iPECS is an Ericsson-LG Brand



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

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About This Guide

This section describes the purpose, audience, organization, and conventions that are used in this iPECS Cloud Customer User Portal 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 User Portal Guide is designed to assist the customer user 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 User are familiar with the procedures in the iPECS Cloud Web Interface Administration Guide.

Document Organization

This guide consists of two 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 User Portal
- Chapter 3 Mobile 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.
<i>Italic text</i>	A cross-reference or an important term.
<code>Code text</code>	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 Service Provider Administrator Guide
- iPECS Cloud Reseller Administrator Guide
- iPECS Cloud Customer Manager Administrator Guide

EMS Web Portal

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

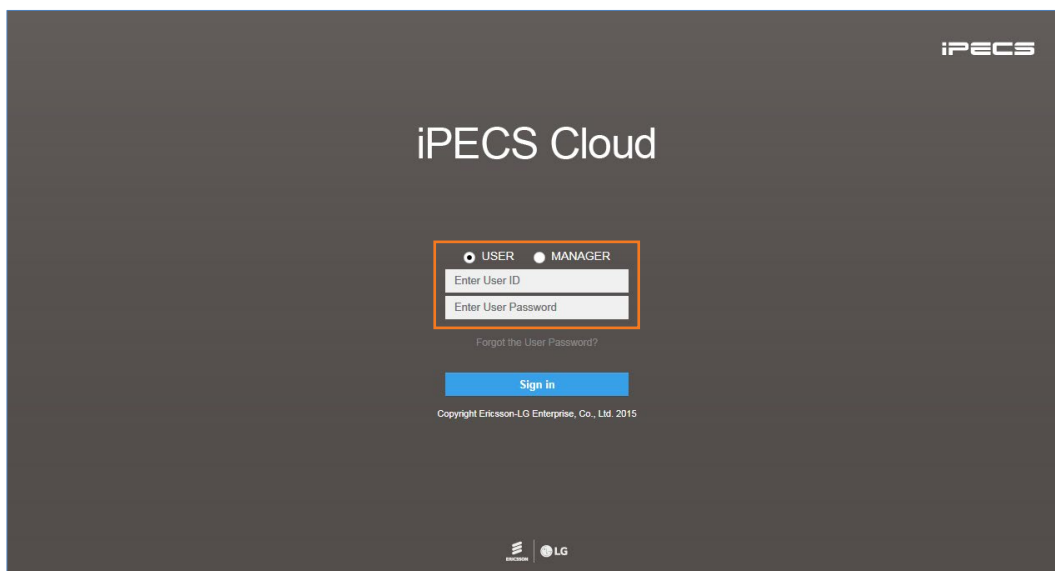
1.1 User Environment

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. Click **Enter** key to open the iPECS Cloud login page.



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

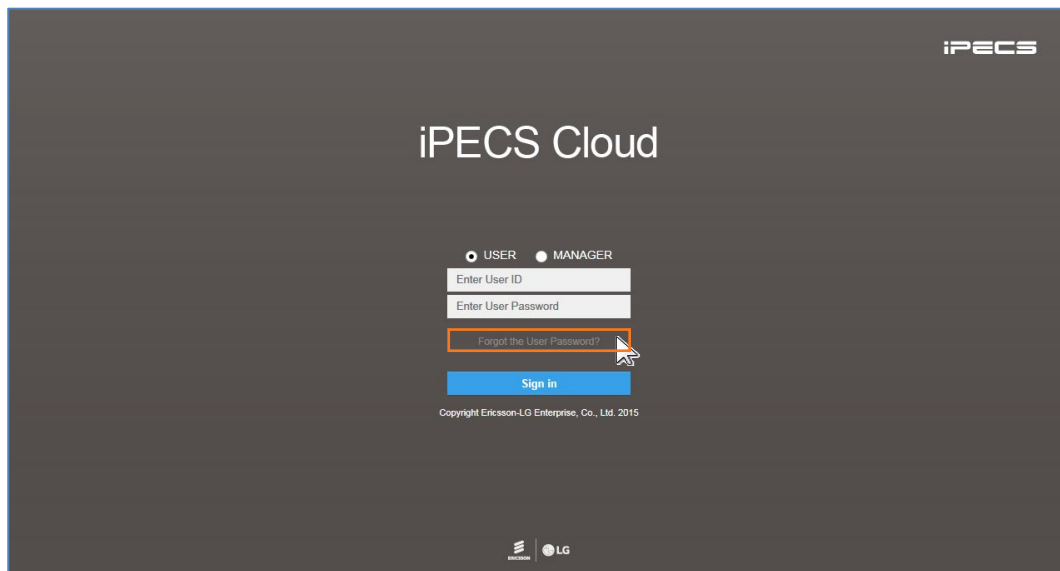
4. Click **Enter User ID** field and enter in User ID.
 - **User ID** is in an email address format, e.g. admin@customer.com.
5. Click **Tab** key to **Password** and enter your password.
6. Click **Sign in** button to login to the EMS web portal.
 - If you enter the valid user ID and password, you can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

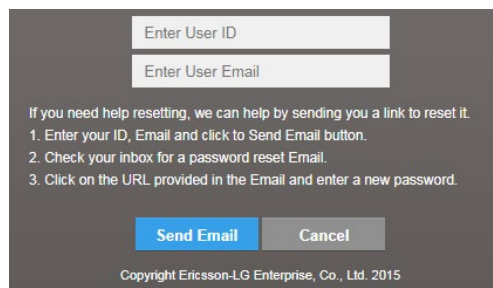
1. Click 'Forgot the User Password?' to receive an email from a password reset request.



2. Select **USER** from radio button.



3. Enter **User ID** and **User Email** address configured in User 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 User portal and reset password.

1.4 Start Page

My Home is the start page and a user can configure their own My Home page with My Phone & Feature, Call Log, Hourly Call Statistics, Weekly Call Statistics and Voice Message. You can add up to 4 bookmarks at the same level as My Home on the Favorites bar.

The screenshot shows the iPECS Customer User Portal interface. The top navigation bar includes the iPECS logo and the user's name 'c1 (1004) Customer User'. A left-hand sidebar contains a menu with items like 'Company', 'My Phone & Feature', 'Inbox', 'Call History', 'My Home Setting', and 'My Information'. The main content area is titled 'My Home' and is divided into several sections:

- Voice Message:** A table showing 'Total Message' (0), 'Read Message' (0), and 'Unread Message' (0).
- Call Log:** A table for 'Today' showing 'Incoming calls' (0), 'Outgoing calls' (0), and 'Missed calls' (0).
- Weekly Call Statistics:** A bar chart for 'This Week' showing a value of 1 for Monday and 0 for the rest of the week (Tue-Sun).
- Latest Call History:** An empty table.
- My Phone & Feature:** A settings panel with fields for 'Outgoing Caller ID' (1004), 'Direct Dial Call Number' (NONE), and several toggle switches for 'Call Forward', 'Remote Office', 'Do Not Disturb', and 'Wake Up'. It also shows 'Device' as - IP8820E and 'My Group' as - Sales.

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 customer user can be performed on:

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

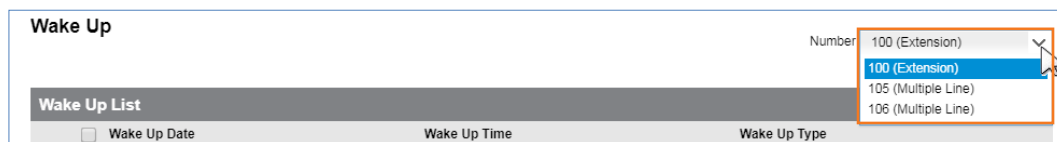
1.5.1 Tutorial

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 Wake Up, 'Go to **'My Phone & Feature' > 'Wake Up'** 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

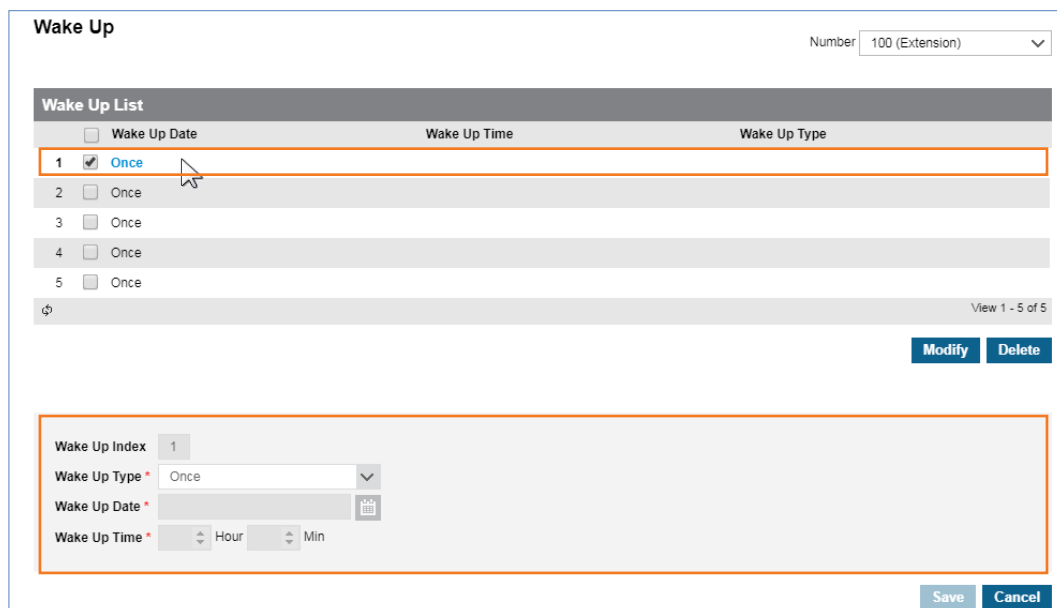
To see Wake Up in detail, you can use Search Option to select a type of number.

1. Click **'Number (v)'** to select the Extension Number or Multiple Line from the drop-down list.



The screenshot shows the 'Wake Up' form. At the top right, there is a 'Number' dropdown menu. The dropdown is open, showing three options: '100 (Extension)', '105 (Multiple Line)', and '106 (Multiple Line)'. The '100 (Extension)' option is highlighted in blue. Below the dropdown, there is a 'Wake Up List' table with columns for 'Wake Up Date', 'Wake Up Time', and 'Wake Up Type'. The table is currently empty.

- Multiple Line is displayed only to a user is currently in using them.
2. Click a list item to select in the **'Wake Up List'**.



The screenshot shows the 'Wake Up' form. At the top right, there is a 'Number' dropdown menu with '100 (Extension)' selected. Below it is the 'Wake Up List' table. The table has columns for 'Wake Up Date', 'Wake Up Time', and 'Wake Up Type'. The first row is selected, showing '1' in the 'Wake Up Date' column, 'Once' in the 'Wake Up Time' column, and 'Once' in the 'Wake Up Type' column. Below the table, there is a form for editing the selected item. The form has fields for 'Wake Up Index' (1), 'Wake Up Type' (Once), 'Wake Up Date' (with a calendar icon), and 'Wake Up Time' (with 'Hour' and 'Min' dropdowns). At the bottom right, there are 'Save' and 'Cancel' buttons.

- When you select the list item, all the properties that belong to the item will be displayed.

1.5.1.2 Modify

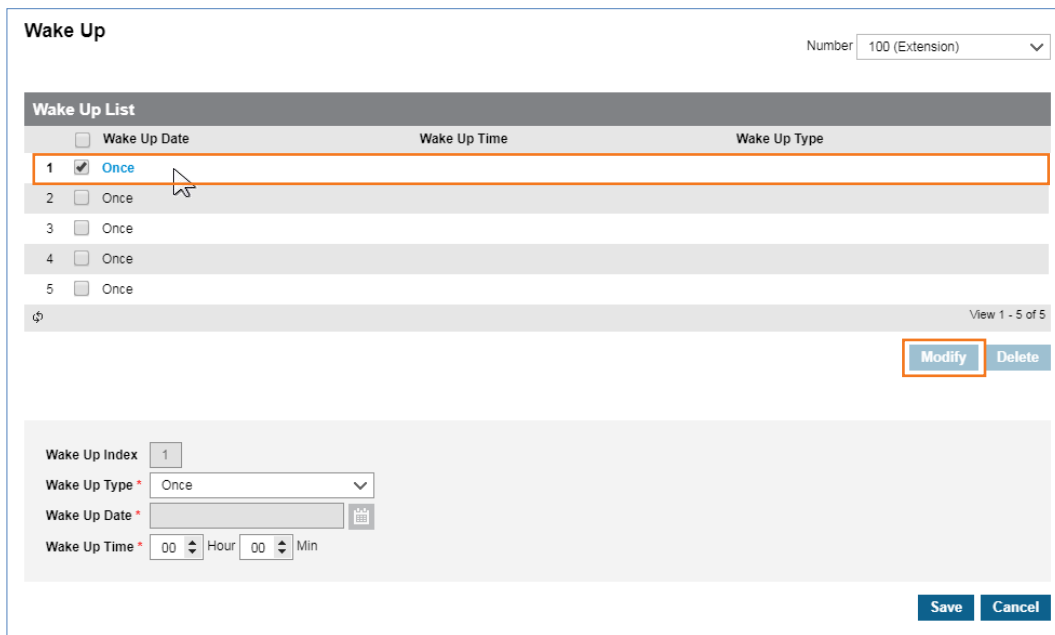
To modify an existing Wake Up,

1. Click '**Number (v)**' to select the Extension Number or Multiple Line from the drop-down list.

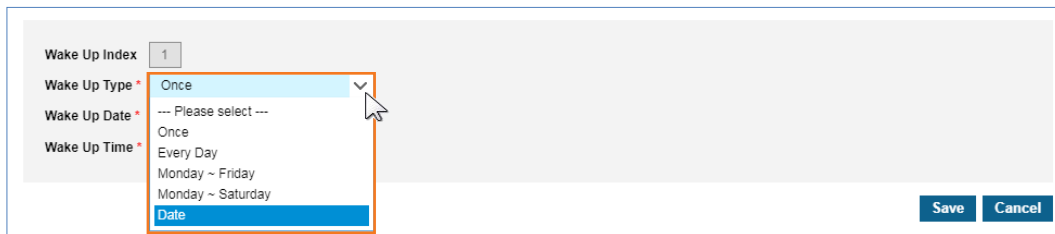


- 'Multiple Line' is displayed only to a user who is currently using them.

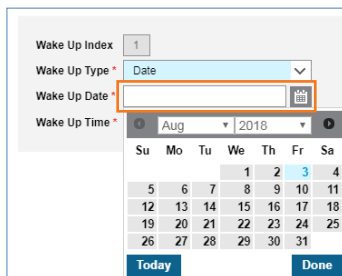
2. Click a list item to select in the '**Wake Up List**'.
3. Click **Modify** button.



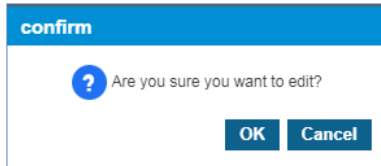
4. Click '**Wake Up Type**' to select from the drop-down list.



5. Click '**Wake Up Date**' to set when you select 'Date' in 'Wake Up Type'.

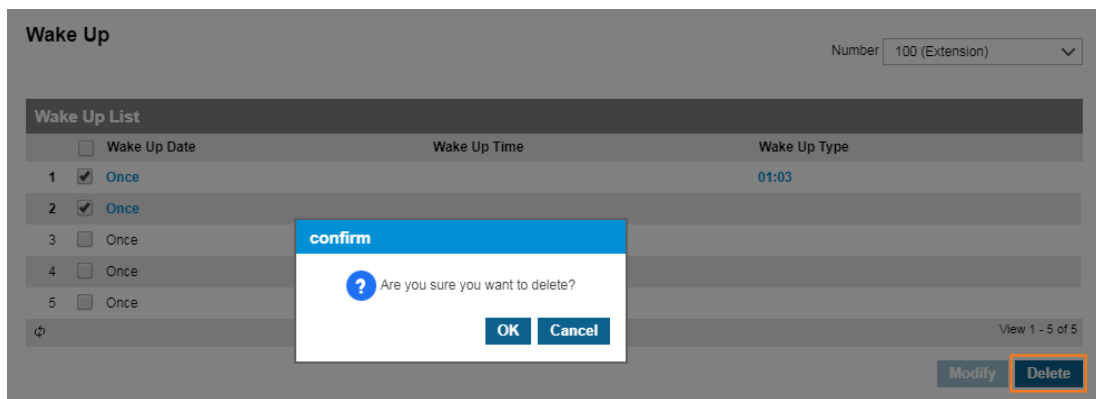


6. Set **'Wake Up Time'** by clicking **Up** (▲) or **Down** (▼) button.
7. Click **Save** button then click **OK** button in the popup window to confirm.



1.5.1.3 Delete

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



- Selected list items will be disappeared from the 'Wake Up List'

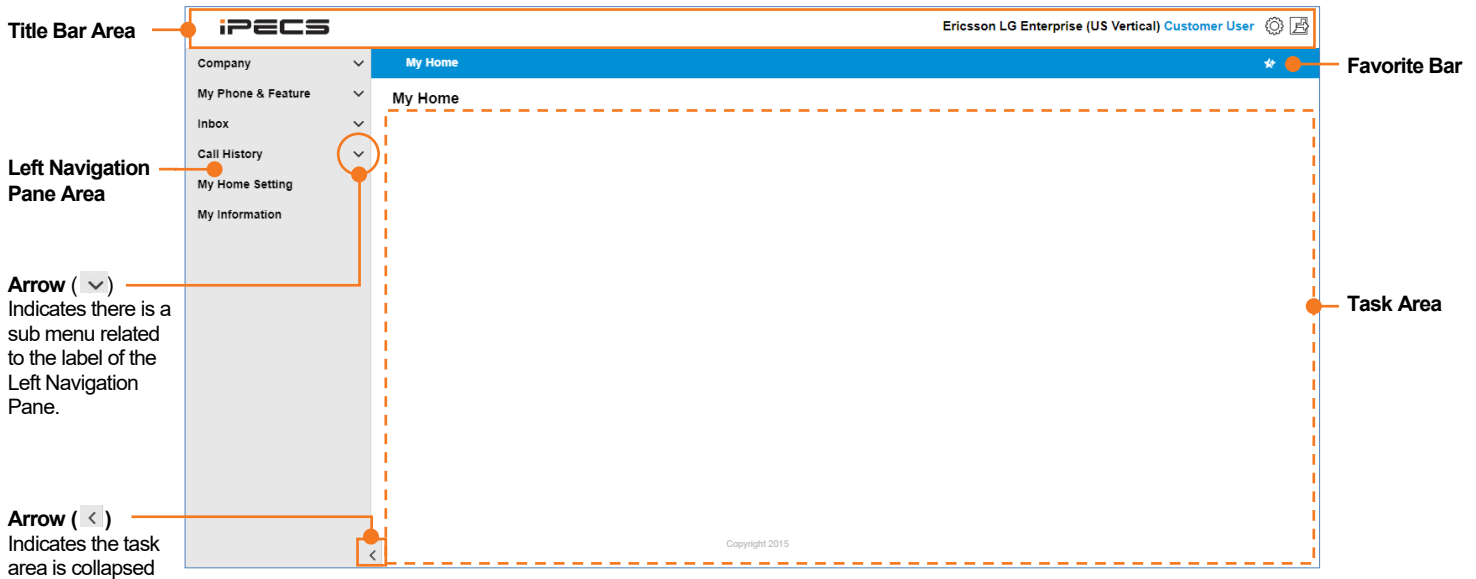
Customer User Portal

This chapter describes operation of the Customer User Portal which provides the Web interface to allow a user to use features efficiently. A user can refer data such as Company Directory and Feature code, configure call related features, e.g. Call Forward, DND, Wake Up, Voicemail setting etc., and also retrieve Voicemail & Call Record message, and set personal information such as name, email and password.

2.1 Guide to Customer User Web Portal



This section describes the layout of the Customer User 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 User Web Portal successfully, the following main page is displayed on your screen.






2.1.1 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.
- 'US Vertical' is a name of the Customer User
- 'Customer User' 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.





2.1.2 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 User Web Portal are visible.



2.1.3 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.

2.1.4 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'.

iPECS Ericsson LG Enterprise (US Vertical) Customer User  

Company My Home 

My Phone & Feature
Inbox
Call History
My Home Setting
My Information

My Information

ID * 100@ekr.com

Name * US Vertical Last name This name is also used for phone display name.

Language * English

E-mail * jeongwon.suh@ericsson.com

Password? * ***** At least 8 characters, Max 15 characters.

Extension password **** MAX 12 Character

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

Copyright 2015


2.2

Company

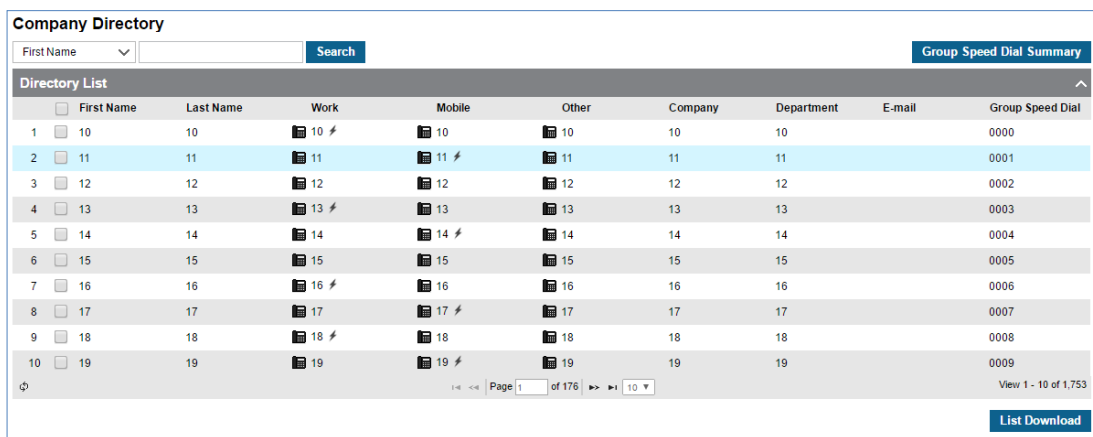
This section describes of the Company Directory and feature code that can be used for business purpose and handset related features. A user can make a call through Company Directory and configure flexible buttons of handset for their purposes.































2.2.1

Company Directory

It provides up to 10,000 business lists in the Company Directory that shared to all users in the Company. It allows the telephone identified by name, number, department and other information to be found. You can make a call to one of directory list from extension such as a Group Speed Dial - Feature Code or using 'Click to Call' by clicking  button in the Company Directory. 'Click to Call' is possible only when user account uses Hardphone as a client. In the 'Company Directory', you can search by option, see summary of Group Speed Dial and download or upload directory lists as Excel file format.

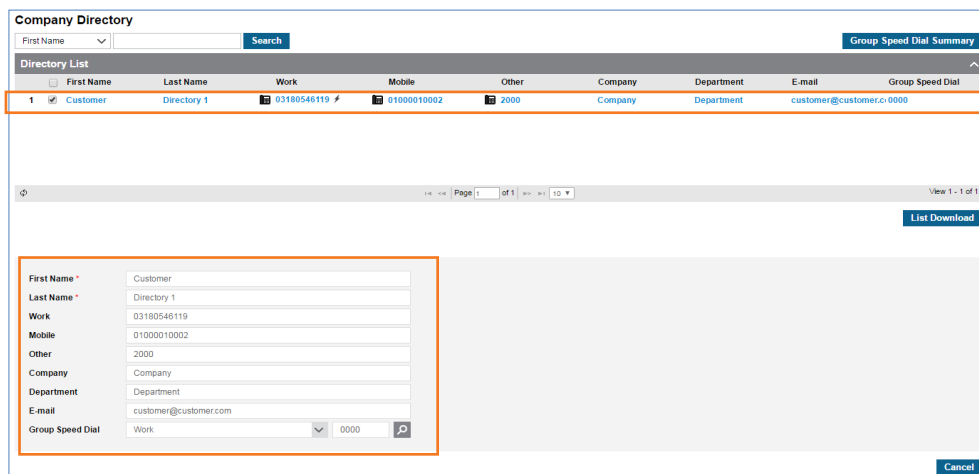
Go to '**Company**' > '**Company Directory**' to display the following page.



	First Name	Last Name	Work	Mobile	Other	Company	Department	E-mail	Group Speed Dial
1	10	10	 10	 10	 10	10	10		0000
2	11	11	 11	 11	 11	11	11		0001
3	12	12	 12	 12	 12	12	12		0002
4	13	13	 13	 13	 13	13	13		0003
5	14	14	 14	 14	 14	14	14		0004
6	15	15	 15	 15	 15	15	15		0005
7	16	16	 16	 16	 16	16	16		0006
8	17	17	 17	 17	 17	17	17		0007
9	18	18	 18	 18	 18	18	18		0008
10	19	19	 19	 19	 19	19	19		0009

To view the contact details

1. Click one of contact to select in the Directory List.

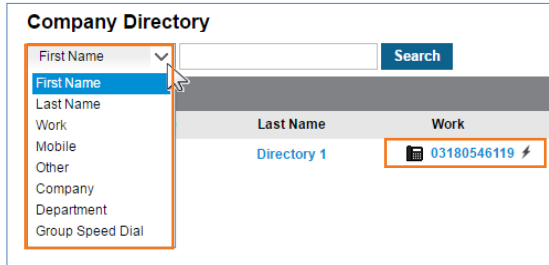



First Name	Last Name	Work	Mobile	Other	Company	Department	E-mail	Group Speed Dial
Customer	Directory 1	03180546119	01000010002	2000	Company	Department	customer@customer.c	0000

First Name	Customer
Last Name	Directory 1
Work	03180546119
Mobile	01000010002
Other	2000
Company	Company
Department	Department
E-mail	customer@customer.com
Group Speed Dial	Work 0000

- The **Contact Details** appears on the below screen that contains such as, first and last name of the contact, work, mobile and other number of the contact, company, department description of the contact, email address, group speed dial belong to contact.

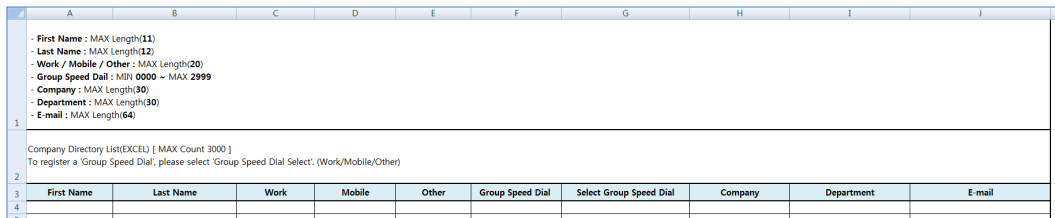
2. Click  to select a one of search option from the drop-down list.



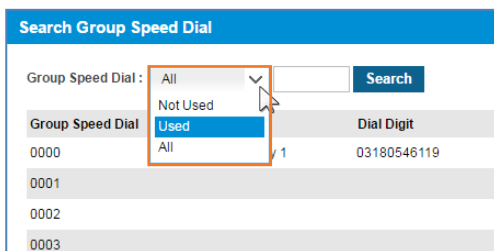
3. The telephone number marked with  is the Group Speed number assigned to the number.

- You can place a call from Hardphone by entering 'Group Speed' feature code and Group Speed number (0000~2999).

4. Company Directory provides the interface to download company directory as an Excel file format by clicking **List Download** button.



5. Click **Group Speed Dial Summary** button located on the top right side, and then click **'Group Speed Dial'** to select the search option from the drop-down list.



- Search option can be selected from 'All', 'Use' and 'Not Used'.
- When you select 'Not Used', it displays all group speed dial that have no 'Dial Digit' on 'Search Group Speed Dial' popup window.

2.2.2 Feature Code

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

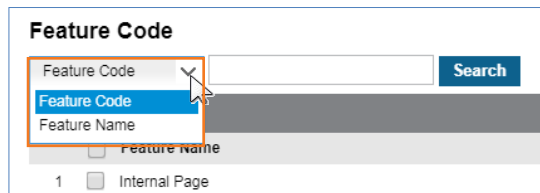
Feature Code provides search option such as 'Feature Code' and 'Feature Name' to find out a proper feature code to use easily.

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

Feature Name	Feature Code	Update Time
1 Internal Page	500	2017-04-13 09:21:31
2 Forward Register (Normal)	501	2017-04-13 09:21:32
3 Forward Cancel	502	2017-04-13 09:21:32
4 Timed DND Register / Cancel (Toggle)	503	2017-04-13 09:21:33
5 DND Register / Cancel (Toggle)	504	2017-04-13 09:21:34
6 Account Code	505	2017-04-13 09:21:35
7 Station Speed Dial (Register)	506	2017-04-13 09:21:36
8 Station Speed Dial	507	2017-04-13 09:21:37
9 Extension Call Back / Trunk Queuing	508	2017-04-13 09:21:37
10 Extension Call Back / Trunk Queuing Cancel	509	2017-04-13 09:21:38

To use search option

1. Click to select the Feature Code or Feature Name from the drop-down list.



2. Enter feature Code or Feature Name and then click **Search** button to search.

Feature List

Item	Description
Internal Page	500
Forward Register (Normal)	501
Forward Cancel	502
Timed DND Register/Cancel (Toggle)	503
DND Register/Cancel (Toggle)	504
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 Press Speaker button > Enter feature code > enter account code > press * > place a trunk call.
Station Speed Dial (Register)	506: It allows a user to register station speed dial up to 100. (00 ~ 99)
Station Speed Dial	507

Item	Description
Extension Call Back/Trunk Queuing	508: It allows a user to request Callback to busy station or there is no available outgoing trunk line.
Extension Call Back/Trunk Queuing Cancel	509
Call Pick-Up (Group)	510
Call Pick-Up (Direct)	511
Call Park (Register/Answer)	512: It allows a user to park a call to location 000 ~ 999.
Hot Desk Login/Logout	513
Conference Room Activate	514: It allows a user to set new password and set 'Usage' to 'Use'. 'Customer Manager Portal > Call Manager' > 'Conference Room'
Conference Room Deactivate	515: It allows a user to clear password and set 'Usage' to 'Not Used' 'Customer Manager Portal > Call Manager' > 'Conference Room'
Wake-up Register	516
Wake-up Cancel	517
Intrusion Request	518
Camp On Register	519
OHVO (Off Hook Voice Over)	520
ACD Agent Log On/Off	521
ACD Agent Not Ready Mode	522
ACD Agent Work Mode	523
ACD Agent Auto Work Mode After Call (On/Off)	524
ACD Agent Auto Answer (On/Off)	525
ACD Agent Head/Hand Set	526
ACD Agent Headset Ring Mode Change	527
ACD Supervisor Display Q Wait Count	528
ACD Supervisor Group Night Mode	529
ACD Supervisor Group Holiday Mode	530
ACD Supervisor Silent Monitor	531
ACD Supervisor ACD Q Overflow Count Change	532
Two Way Record	533
Virtual Desk Login/Logout	534
ACD Agent Help Request	535
Caller ID Display Restrict (Call Base)	536
Call Log List Display	537
System Service Time Mode Change	538

Item	Description
Terminal-Based DND Register/Cancel (Toggle)	539
Group Speed Dial	540
Whisper Coaching	541
ACD Agent Whisper Coaching Request(A)/Accept(S)	542
Key Number Group Forward (Register)	544
Key Number Group Forward (Cancel)	545

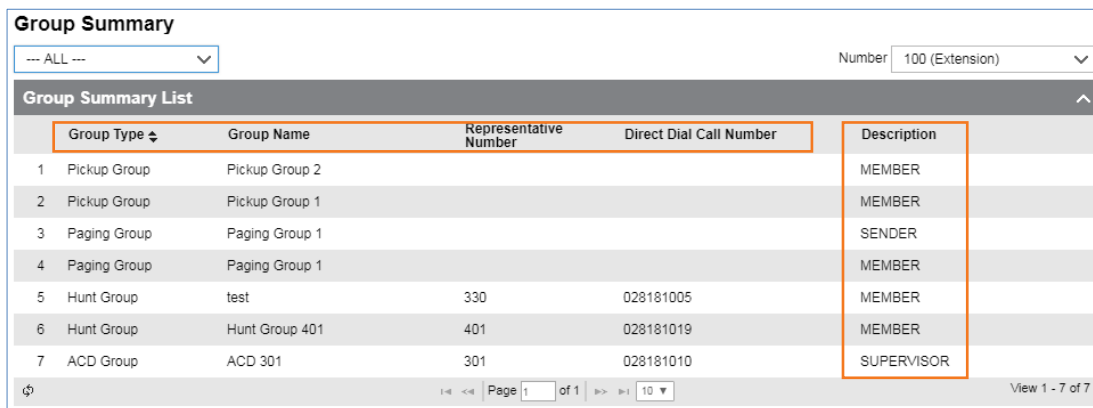
2.3 My Phone & Feature

My Phone & Feature provides all menus to provide current configuration status and the interface to set various feature setup for a user.

2.3.1 Group Summary

It shows all group information where the user is a member. One user can be a member of multiple Pickup/Hunt/Paging groups except ACD group. It provides **Search Option** such as ACD/Pickup/Paging/Hunt Group. User can see which group a user belongs to and user's roles in a group. Supervisor/Agent in ACD group, member of group, sender of paging group.

Go to '**My Phone & Feature**' > '**Group Summary**' to display the following page.

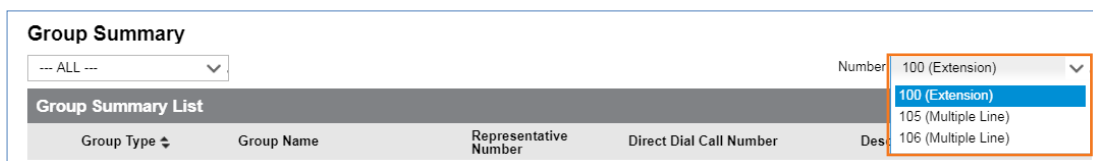


The screenshot shows the 'Group Summary' page. At the top, there is a dropdown menu set to '--- ALL ---' and a 'Number' dropdown set to '100 (Extension)'. Below this is a table titled 'Group Summary List' with the following columns: Group Type, Group Name, Representative Number, Direct Dial Call Number, and Description. The table contains 7 rows of data. The 'Description' column is highlighted with an orange box. At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and 'View 1 - 7 of 7'.

	Group Type	Group Name	Representative Number	Direct Dial Call Number	Description
1	Pickup Group	Pickup Group 2			MEMBER
2	Pickup Group	Pickup Group 1			MEMBER
3	Paging Group	Paging Group 1			SENDER
4	Paging Group	Paging Group 1			MEMBER
5	Hunt Group	test	330	028181005	MEMBER
6	Hunt Group	Hunt Group 401	401	028181019	MEMBER
7	ACD Group	ACD 301	301	028181010	SUPERVISOR

It shows the Group Type, Group Name, Representative (internal)/DDI number of group and the role of a user in a group.

Top right side of the **Group Summary** screen you can see a list in a drop box of the available extension number. The extension number you are using will show up in the list.



The screenshot shows the 'Group Summary' page with the 'Number' dropdown menu open. The dropdown menu is highlighted with an orange box and shows the following options: '100 (Extension)', '105 (Multiple Line)', and '106 (Multiple Line)'. The '100 (Extension)' option is selected and highlighted in blue.

It allows you to select your extension number or multiple line number assigned to one of the flexible buttons at your own extension and you can see the group status of that multiple line number.

This drop-down list is available for the Call Forward, Preset Call Forward, Do Not Disturb, Wake Up, Mobile Extension and Voicemail Setting in My Phone & Feature and Voicemail Message, Call Record Message in InBox menu.

To see Group Summary


You can use **Search Option** to search a summary of group you want to view.

1. Click '**Number (v)**' to select the Extension Number or Multiple Line from the drop-down list.
 - Multiple Line is displayed only to a user is currently in using them.
2. Click v to select a group from the drop-down list, and then
 - Group can be selected from ACD, Paging, Pickup and Hunt group.

2.3.2 Phone Configuration ►

It allows you to configure flexible buttons on the phone and DSS/LSS connected. You can configure the destination number when the phone is not connected to iPECS Cloud (DN Call Failover) to re-route incoming calls when your call client(s) is not connected. It provides **Phone Restart** interface to reset your phone in case of a phone problem or applying new button configuration of ELG SIP phone.

Go to '**My Phone & Feature**' > '**Phone Configuration**' to display the following page.



Site Name: Main Site Customer Inhwa

Extension: 100

User Name: 100

Device: Hard Phone

MAC Address: 1030i (B061C727BED3)

Button Count: 18

DSS Slot 1: 1048IDSS (48)

DSS Slot 2: 1048IDSS (48)

[Phone Restart](#)

Phone Configuration | [DN Call Failover](#) | [Background Image](#)

Prime Button : [Modify](#) [Save](#) [Cancel](#)

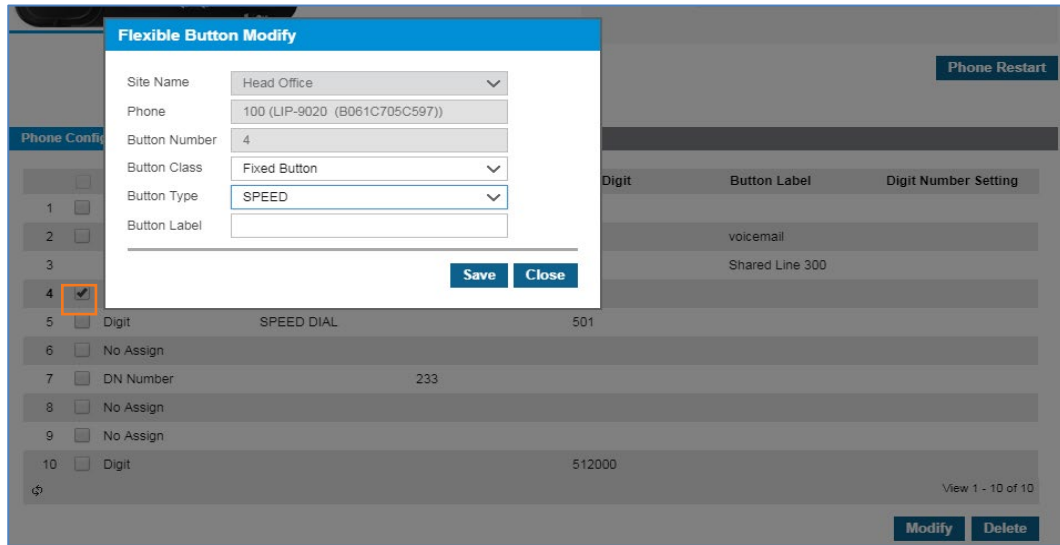
<input type="checkbox"/>	Button Class	Button Type	Phone No.	Dial Digit	Button Label	Digit Number Setting
<input type="checkbox"/>	DN Number		696100		test1234	
<input type="checkbox"/>	DN Number		100			
<input type="checkbox"/>	DN Number		1000		1000	
<input type="checkbox"/>	No Assign					
<input type="checkbox"/>	No Assign					

It displays the Phone and connected DSS/LSS as a picture with button index at the top left side and shows the Site Name you belong to and Extension Number, User Name, Device, MAC Address, Button number and connected DSS/LSS consoles. The '**Phone Configuration**' tab is only available for LIP and ELG SIP phone.

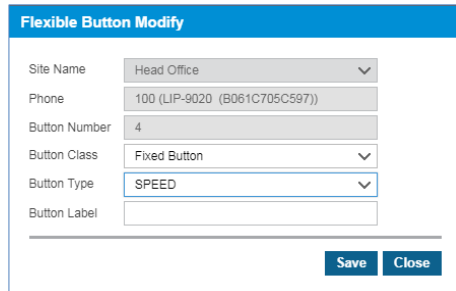
To configure flexible button

1. Click the image of **Phone** or **DSS/LSS** to select.
 - All related buttons will be displayed in '**Phone Configuration**' tab.

- Click to select a checkbox and click **Modify** button to configure.



- **Flexible Button Modify** popup window will be displayed.
- The '**Shared Line**' checkbox is not activated and cannot be modified. For the '**DN Number**' can only be modified the '**Button Label**'.
 - 'Button Class' can be assigned to 'Fixed Button' or 'Digit', and depending on the result of 'Button Class' you selected you can set flexible button feature or digit string.



Item	Description
Button Class	It allows you to select 'Fixed Button' or 'Digit'.
Button Type	Button Type is displayed when Button Class is set to ' Fixed Button '. It allows you to assign a type of button from the list below. <ul style="list-style-type: none"> • 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.
Dial Digit	Dial Digit is displayed when Button Class is set to ' 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.

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

To clear the flexible button(s) configuration

1. Click to select the checkbox(s) you want to delete.
2. Click **Delete** button then click **OK** button in the popup window to confirm.

To apply a new flexible button configuration to an ELG SIP phone

1. After all configuration is completed for the flexible button.
2. Click **Phone Restart** button.

To modify Prime DN

This menu will not be presented as default because this feature is required for special cases and will only be enabled by the vendor (EKR) if SP requests it. Prime DN is the default number primarily used when users don't specify a DN number. For the Single Client Hard Phone User, the DN number registered in flexible button 1 is used as the Prime DN. If your device's flexible button has several DN numbers, such as Shared Line/Multiple Line, you can set one of them to Prime DN.

1. Click **Modify** button in Prime DN.

Button	Phone No.	Dial Digit	Button Label	Digit Number Setting
<input type="checkbox"/> DN Number	100			
<input type="checkbox"/> Digit		101		
<input type="checkbox"/> DN Number	778		778	
<input type="checkbox"/> No Assign				
<input type="checkbox"/> No Assign				
<input type="checkbox"/> No Assign				

2. Select a number to be set to Prime DN.
3. Click **Save** button and click **OK** button in the pop-up window.

2.3.3 Call Forward

You can set a Call Forward destination with Call Forward Type, Service Time and other options. It also displays call forward information. It forwards incoming calls to a certain destination to provide a proper service to the caller when you are unavailable to receive calls.

Go to **'My Phone & Feature' > 'Call Forward'** to display the following page.

Call Forward Number 100 (Extension) ▾

Call Forward Type: ▾

Call Forward Service Time: ▾

Call Forward Customized Time: Hour Min ~ Hour Min

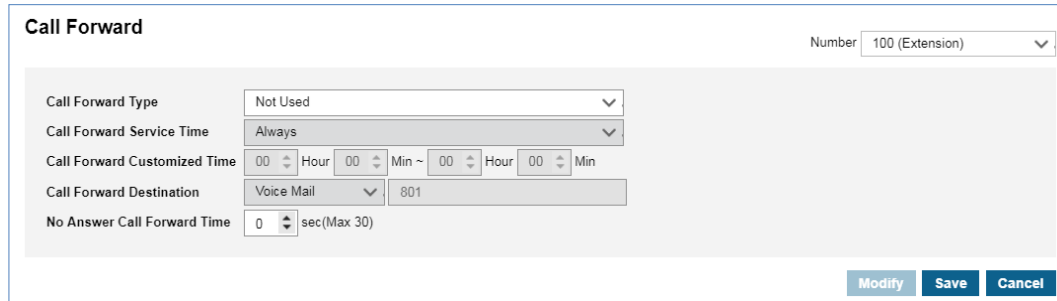
Call Forward Destination: ▾

No Answer Call Forward Time: sec(Max 30)

Item	Value	Description
Call Forward Type	Not Use	It disables 'Call Forward'
	Unconditional	It always applies 'Call Forward'.
	Busy	It forwards an incoming call when the extension is busy.
	No Answer	It forwards an incoming call when the extension does not answer for the preconfigured time at 'No Answer Call Forward Time'
	Busy/No Answer	It forwards an incoming call when the extension is busy or does not answer for the preconfigured time at 'No Answer Call Forward Time'.
Call Forward	Always	It always applies 'Call Forward' setting.
Service Time	Day	It applies 'Call Forward' during 'Day' time defined at the company's default time schedule.
	Night	It applies 'Call Forward' during 'Night' time defined at the company's default time schedule.
	Timed	It applies 'Call Forward' during 'Timed' time defined at the company's default time schedule.
	Customize	It applies 'Call Forward' during the preconfigured period at 'Call Forward Customized Time'
Call Forward Customized	N/A	You can set the customized time to apply 'Call Forward' when you select 'Call Forward Service Time' to 'Customize'
Call Forward Destination	Digit	You can set forward destination to the extension number or external number (mobile, landline and etc.) To set external number, you must have enabled 'Off Net Call forward' feature. Max 24 digits including * or #.
	Voicemail	It set the forward destination to Voicemail service number.
No Answer Call Forward Time	N/A	When you select 'Call Forward Type' to 'No Answer' or 'Busy/No Answer', you can set no answer time period in seconds. When it expires, an incoming call is forwarded to the configured destination. <ul style="list-style-type: none"> • Range: 0 ~ 30 seconds, when you set it to '0', it forwards a call immediately.

To configure Call Forward

1. Click '**Number (v)**' to select the Extension Number or Multiple Line from the drop-down list.
2. Click **Modify** button to configure.



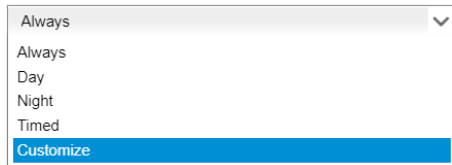
The screenshot shows the 'Call Forward' configuration form. At the top right, there is a 'Number' dropdown menu with '100 (Extension)' selected. Below this, there are several fields: 'Call Forward Type' (dropdown menu with 'Not Used' selected), 'Call Forward Service Time' (dropdown menu with 'Always' selected), 'Call Forward Customized Time' (fields for Hour and Min, currently set to 00), 'Call Forward Destination' (dropdown menu with 'Voice Mail' selected and a text field with '801'), and 'No Answer Call Forward Time' (dropdown menu with '0' selected and a unit of 'sec(Max 30)'). At the bottom right, there are three buttons: 'Modify', 'Save', and 'Cancel'.

3. Click '**Call Forward Type**' to select a call forward type from the drop-down list.



The screenshot shows the 'Call Forward Type' dropdown menu. The options are: 'Not Used', 'Unconditional' (highlighted in blue), 'Busy', 'No Answer', and 'Busy/No answer'.

4. Click '**Call Forward Service Time**' to select from the drop-down list.



The screenshot shows the 'Call Forward Service Time' dropdown menu. The options are: 'Always', 'Day', 'Night', 'Timed', and 'Customize' (highlighted in blue).

- If you set service time as the '**Customize**', customized time is activated can be set.

5. Click '**Call Forward Destination**' to select from the drop-down list.

- When you select '**Digit**', you can enter up to 24 digits in length (0~9, *, #).
- When you select '**Voicemail**', it displays the voicemail service number automatically.

6. Set '**No answer call forward time**' in case of 'No Answer' or 'Busy/No Answer'.

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

2.3.4 Preset Call Forward

It is another type of Call Forward and provides a various call forward conditions and destinations and can be used according to a Time schedule. You can set automatic call forward depending on the default time schedule in the company. You can enable CFW by Call Type (Internal/External), 'Day/Night/Time' and your status (Unconditional/Busy/No Answer/DND) and set different call forward destinations for each case.

Go to '**My Phone & Feature**' > '**Preset Call Forward**' to display the following page.

To configure Preset Call Forward

1. Click '**Number (v)**' to select the Extension Number or Multiple Line from the drop-down list.
2. Click **Modify** button to configure one by one.
 - a. Enter a destination number of each case. When you select the '**Unconditional Destination**' checkbox only one destination can be set.
 - b. Click **Save** button then click **OK** button in the popup window to confirm.
- Or,
3. Click '**Batch Modify**' button to configure at once. This button is used to set the same call forward destination with '**Call Forward Type**'.
 - a. Click '**Forward Type**' to select from the drop-down list.

- The forward type can be selected from Unconditional, Busy, No Answer, Busy/No Answer and DND'.
- b. Click '**Forward Destination**' to select from the drop-down list.

- When you select '**Digit**', you can enter up to 24 digits in length (0~9, *, #).
 - When you select '**Voicemail**', it displays the voicemail service number automatically.
- c. Click **Save** button then click **OK** button in the popup window to confirm.
 - The forward destination of your selected type is applied to all call types and time schedules at once.

2.3.5

Do Not Disturb

Do Not Disturb (DND) prevents calls from ringing on an extension for which DND is activated. Through this menu, you can enable/disable DND feature on your extension number or 'multiple line' number.

When DND is activated, all incoming calls to that user are denied. The caller extension displays 'Do Not Disturb XXX' on LCD. XXX means the DND enabled called number.

Go to **'My Phone & Feature' > 'Do Not Disturb'** to display the following page.

Item	Value	Description
Do Not Disturb	Off	Disable DND
	On	Enable DND
Timed Do Not Disturb Service Type	Once	DND will be activated at Start Time and disabled at End Time you configured. You must set the date of DND in addition to 'Start/End time' setting when you select 'Date'.
	Every Day	
	Monday ~ Friday	
	Monday ~ Saturday	
	Date	
	Not Use	When 'DND' is set to 'On' and 'Service Time' is 'Not Use', you must disable DND by manual through Extension (Feature Code) or Web Portal.
Timed Do Not Disturb Time	N/A	Set Date & Start/End Time of DND along with 'Timed Do Not Disturb Service Type' you selected.

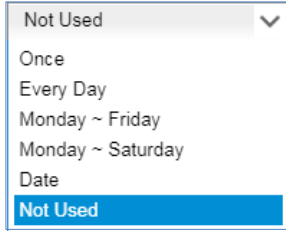
To configure Do Not Disturb

1. Click **'Number (v)'** to select the Extension Number or Multiple Line from the drop-down list.
2. Click **Modify** button to configure.

3. Click **'Do Not Disturb'** to set DND enable or disable.

- To enable DND, set to 'On', to disable, set to 'Off'.

4. Click **'Timed Do Not Disturb Service Type'** to set the time period of DND:



- When you select 'Not Used', activated DND can be changed manually.
- When you select other type, you can set the time period of DND and when time expires the DND is disabled.

5. Set start and end time of DND:

- When you select 'Once', 'Every Day', 'Monday ~ Friday', 'Monday ~ Saturday' and 'Date'.
- When you select 'Date', you can set the date and time duration of DND.

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

2.3.6 Wake Up

This feature provides 5 wake up settings. When it becomes a wakeup time, alarm ring will begin on your terminal. To stop the alarm, press **Speaker** button twice.

Go to **'My Phone & Feature' > 'Wake Up'** to display the following page.

Item	Value	Description
Wake Up Index	1 ~ 5	5 wake up options, index 1-5.
Wake Up Type	Once	

Item	Value	Description
	Every Day	
	Monday ~ Friday	
	Monday ~ Saturday	
	Date	Select a specific wake up date.
Wake Up Date	Wake Up Date	You can set it when the type is 'Date'.
Wake Up Time	Wake Up Time	Set the wakeup time.

To Configure Wake Up

1. Click '**Number** (∨)' to select the Extension Number or Multiple Line from the drop-down list.
2. Click one of wake up date to select in the list and click **Modify** button.

3. Click '**Wake Up Type**' to select from the drop-down list.

4. Click '**Wake Up Date**' to set when you select 'Date' in 'Wake Up Type'.
5. Set '**Wake Up Time**'.
6. Click **Save** button then click **OK** button in the popup window to confirm.

2.3.7 Mobile Extension

It allows you to use a Mobile phone as an extension. For every call to your internal/business number of your extension, the ring will begin on all mobiles phone you registered. In addition, it allows to place a call using the company resource called Call-Through feature.

Go to '**My Phone & Feature**' > '**Mobile Extension**' to display the following page.

Mobile Extension Number: 100 (Extension) ▾

Mobile Extension List					
<input type="checkbox"/>	Mobile Number	Mobile CLI	Mobile Usage	Call Through Option	Ring Option
<input type="checkbox"/>	9028181008#	028181008	Use	Not Use	Immediate ring when a terminal is disconnected
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

View 1 - 4 of 4

Mobile Index:

Mobile Number*:

Mobile CLI:

Mobile Usage: ▾

Call Through Option: ▾

Ring Option: ▾

To configure Mobile Extension

1. Click '**Number (▾)**' to select the Extension Number or Multiple Line from the drop-down list.
2. There are 4 lists by default, select one of item in the list and click **Modify** button.

Mobile Index:

Mobile Number*:

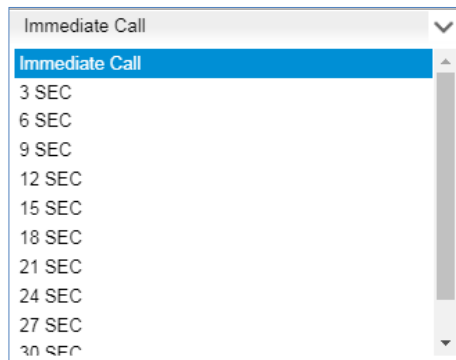
Mobile CLI:

Mobile Usage: ▾

Call Through Option: ▾

Ring Option: ▾

3. Click '**Mobile Number**' to enter Mobile telephone number:
 - The number you entered will display at 'Trunk Access Code' and '#'(it means 'end of dial') automatically.
4. Click '**Mobile CLI**' to enter Calling Line Identification of your Mobile.
 - When you try to make a call using 'Call Through', it checks if the CLI of calling mobile is same as this value. If it matches, it runs the 'Call Through' feature.
5. Click '**Mobile Usage**' to set 'Use' in order to use your registered mobile number as a mobile extension.
6. Click '**Call Through Option**' to select call through option.
 - This option provides you to use the company trunk resource when you place a call from Mobile registered as a mobile extension. When you call your DDI number with registered mobile and it matches CLI you configured it provides you a dial tone to place an outgoing call using the company trunk line.
7. Click '**Ring Option**' to select a ring option from the drop-down list.



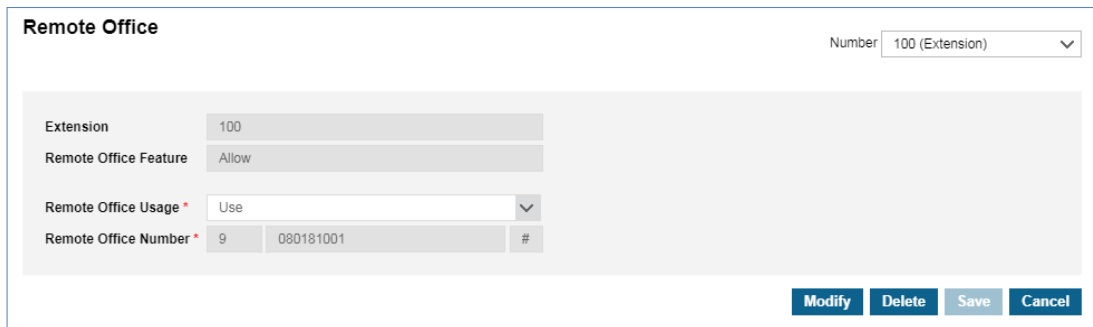
- This option allows you the way of ringing when there is an incoming call to your extension number or DDI number assigned to your account.
 - When you select 'Immediately', the ring begins on the extension and on your mobile at the same time. Or you can set ring delay time from 3~30 seconds.
 - When you select 'Immediate ring when a terminal is disconnected', the ring will begin on your mobile when your extension is disconnected.
8. Click **Save** button then click **OK** button in the popup window to confirm.

2.3.8

Remote Office

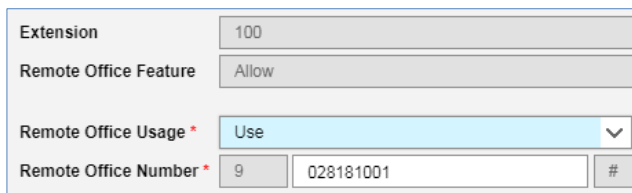
It allows you to place a call remotely, for example, from home or when on a business trip. You can make a call to 'Remote Office Dial Number' and connect that call with 'Remote Office Number'. For example, at home, you can make a call between telephone line at your home and 'Remote Office Dial Number'.

Go to **'My Phone & Feature' > 'Remote Office'** to display the following page.



To configure Remote Office

1. Click **'Number (▼)'** to select the Extension Number or Multiple Line from the drop-down list.
2. Click **Modify** button.

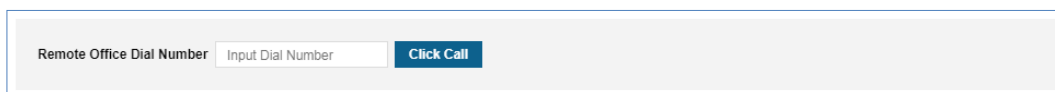


- When 'Remote Office feature' is 'Deny', it means that you don't have a right to use this feature. To use this feature, please consult your Customer Manager.
3. Click **'Remote Office Usage'** to set 'Use'.
 4. Click **'Remote Office Number'** to enter the telephone number on a device at your location.
 - Mobile or Landline can be entered up to 18 digits in length. 0 ~ 9, *, #.
 5. Click **Save** button then click **OK** button in the popup window to confirm.

NOTE You cannot use your extension's DDI number as a 'Remote Office Number'.

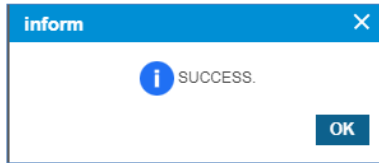
To use Remote Office

1. Click **'Remote Office Dial Number'** to enter digits of destination.



- Enter Trunk Access Code first and digits.
- Max 18 digits in length with 0~9, *, # including Trunk Access Code.

2. Click '**Click Call**' button to dial.

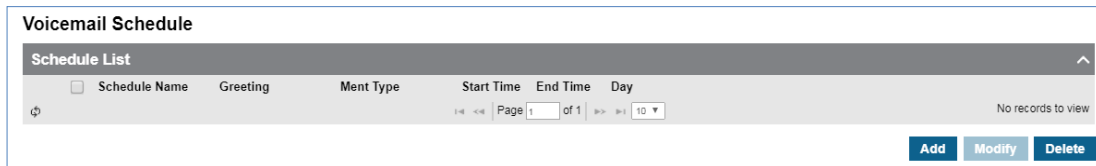


- The 'Remote Office Number' will start ringing.
3. When you answer a call on 'Remote Office Number', you will hear ring back tone and then a call is made to 'Remote Office Dial Number'.

2.3.9 Voicemail User Schedule

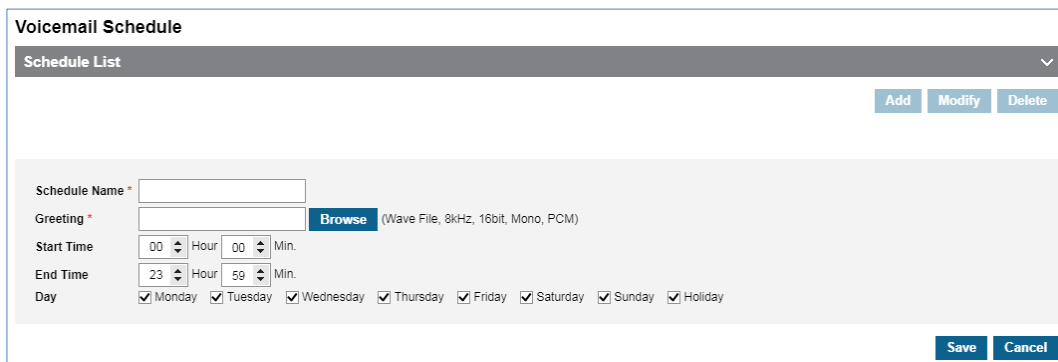
When you set voicemail service for incoming call to your account, it follows the company voicemail schedule by default. It provides you to set up your own voicemail schedule(s) in addition to the company voicemail schedule. You can upload your greeting as Wave File format (8KHz, 16bit, Mono, PCM) and it will be prompted when incoming call arrives at your scheduled time and callers can leave a voice message.

Go to '**My Phone & Feature**' > '**Voicemail Schedule**' to display the following page.



To configure Voicemail Schedule

1. Click '**Add**' button.



2. Click '**Schedule Name**' to enter a name up to 24 characters in length.
3. Click **Browse** button to upload a greeting file. Supported wave format is 8KHz, 16bit, Mono, PCM.
4. Click '**Start Time**, **End Time**' and '**Day**' to set the time and date.
5. Click **Save** button then click **OK** button in the popup window to confirm.

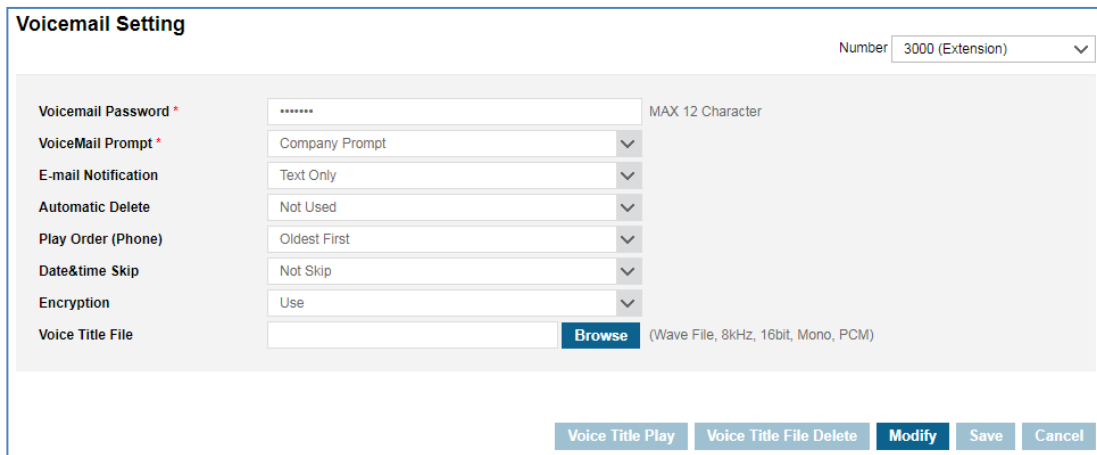
To modify Voicemail Schedule

1. Click one of voicemail schedule to select in the list and click **Modify** button.
2. Follow the steps above of adding new configuration process.

2.3.10 Voicemail Setting

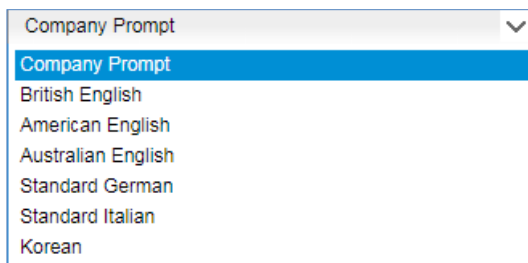
It allows you to configure the voicemail password to log in your voicemail box, Email sending, Playing message order, and Skip playing date/time option when you retrieve messages in your voicemail box.

Go to **'My Phone & Feature' > 'Voicemail Setting'** to display the following page.

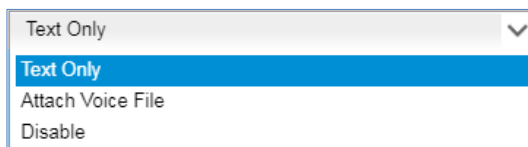


To configure Voicemail Setting

1. Click **'Number (v)'** to select the Extension Number or Multiple Line from the drop-down list.
2. Click **Modify** button.
3. Click **'Voicemail Password'** to set the voicemail password 12 digits in length with 0~9, *, #.
4. Click **'VoiceMail Prompt'** to select from the drop-down list. You can choose the prompt language for the voice message. (If you set **'Company Prompt'**, the service will be provided according to your company's language.)



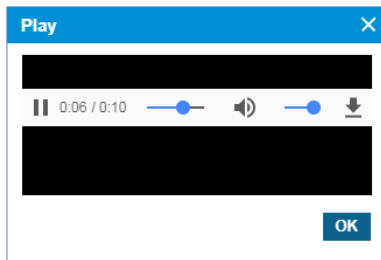
5. Click **'E-mail Notification'** to select from the drop-down list.



- **Text Only and Attach Voice File:** When new voice message left, it will send email with notification text only or, notification text and voice message as an attached file in email.
 - **Disable:** It disables an email notification when new message left in your voicemail box.
6. Set '**Automatic Delete**' option. It is only available when you select 'Attach Voice File'. After receiving email with attached voice message, it will be removed from your voicemail box.
 7. Set '**Play Order**'. When you log in voicemail box to retrieve messages you can set this playing order to 'Oldest First' or 'Newest First'.
 8. Set '**Date & Time Skip**'. When you retrieve messages in voicemail box, Date and Time information is prompted before message playing. You can skip this playing data/time by setting it to 'Skip'.
 9. Set '**Encryption**'. It is possible to encrypt voice messages received. You can set whether or not to encrypt voice messages.
 10. Set '**Voice Title File**'. You can add a registered voice title when you leave a voice message to another user.
 11. Click **Save** button then click **OK** button in the popup window to confirm.

To play a voicemail title message

1. Click **Voice Title Play** button.



2. The registered title wav. is played.

2.3.11

Voicemail Forward Group

You can send a forwarded voice message to the user group. User groups can be registered from 0 to 9. The maximum number of members allowed to register in a group is 30.

Go to **'My Phone & Feature' > 'Voicemail Forward Group'** to display the following page.

Group Number	Group Name
1	0
2	1
3	2
4	3
5	4
6	5
7	6
8	7
9	8
10	9

To configure Voicemail Forward Group Setting

1. Click **'Number (v)'** to select the Extension Number or Multiple Line from the drop-down list.
2. Click one of group to select in the list and click **Modify** button.

Member	Available				
Extension	First Name	Last Name	Extension	First Name	Last Name
			1	20000	20000
			2	50000	50000

- All available users will be displayed on the right side window.
3. Add or remove member(s) to/from a forward group using **<** or **>** .
4. Click **Save** button then **OK** button in the popup window to confirm.
 - You can also modify or delete an existing group.

2.3.12

Station Speed Dial

Each customer user can have a maximum of 100 station speed dial lists. Each dial has several information fields identified by name, number, department, and other information. 'Click to Call' is possible only when the user account uses a hard-phone as a client. Using **Station Speed Dial Summary** button, you can find usable and used dial number.

Go to 'My Phone & Feature' > 'Station Speed Dial' to display the following page.

	Dial Name	Work	Mobile	Fax	Other	Company	Department	E-mail	Speed Dial
1	user00 kim	4018 #	01098730102	7240	00	Ericsson-LG Enterprise S&C		user00@elg.com	00
2	user01 kim	4019 #	01098734019	7240	01	Ericsson-LG Enterprise S&C		user01@elg.com	01
3	user02 kim	4020 #	01098734020	7240	02	Ericsson-LG Enterprise S&C		user02@elg.com	02
4	user03 kim	4021 #	01098734021	7240	03	Ericsson-LG Enterprise S&C		user03@elg.com	03
5	user04 kim	4022 #	01098734022	7240	04	Ericsson-LG Enterprise S&C		user04@elg.com	04
6	user05 kim	4023 #	01098734023	7240	05	Ericsson-LG Enterprise S&C		user05@elg.com	05

To show the current station speed dial summary

1. Press **Station Speed Dial Summary** button.

Station Speed Dial	Dial Digit
00	4018
01	user01 kim 4019
02	user02 kim 4020
03	user03 kim 4021
04	user04 kim 4022
05	user05 kim 4023
06	
07	
08	
09	
10	

2. In summary windows, you can search station speed dials with search option such as Not Used, Use, and All, and can find the used or unused station speed dial lists at a glance.

To add a station speed dial

1. Press **Add** button.

Station Speed Dial

Dial Name **Station Speed Dial Summary**

Directory List (MAX. 100)

Dial Name

Work

Mobile

Fax

Other

Company

Department

E-mail

Speed Dial

2. Fill the information field to identify the station.

To find the available speed station number,

1. Press  icon.

Search Station Speed Dial

Station Speed Dial :

Station Speed Dial

00		4018
01	user01 kim	4019
02	user02 kim	4020
03	user03 kim	4021
04	user04 kim	4022
05	user05 kim	4023
06		
07		
08		
09		
10		

View 1 - 50 of 100

2. You can select an unused number in Search popup window.

2.3.13 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.

2.3.13.1 Tone Prompt

The user can upload the available coloring sound source and the uploaded song can be used for the schedule. 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 **'My Phone & Feature' > 'Coloring' > 'Tone Prompt'** to display the following page.

The screenshot shows the 'Tone Prompt' interface. At the top, there is a header 'Tone Prompt' and a sub-header 'Ring Back Tone List'. Below this is a table with the following columns: 'Ring Back Tone Name', 'Ring Back Tone File', and 'Number of Schedules Used'. The table contains one row with the following data: 'A', 'AA01', and '0'. Below the table, there are navigation controls including 'Page 1 of 1' and 'View 1 - 1 of 1'. At the bottom right, there are three buttons: 'Add', 'Modify', and 'Delete'.

To add Tone Prompt

1. Click **Add** button.

The screenshot shows the 'Tone Prompt' interface with the 'Add' button clicked. The 'Ring Back Tone List' table is empty. Below the table, there are two input fields: 'Ring Back Tone Name' and 'Ring Back Tone File'. To the right of the 'Ring Back Tone File' field is a 'Browse' button. Below the input fields, there is a note: '(Wave File, 8kHz, 16bit, Mono)'. At the bottom right, there are three buttons: 'Play', 'Save', and 'Cancel'.

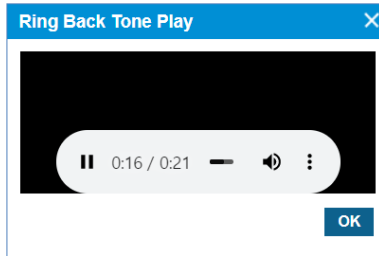
2. Click **'Ring Back Tone Name'** to enter Tone name.
 - Tone Name can be entered up to max 24 characters.
3. Click **Browse** button to navigate to the file in the PC.
4. Click **Open** button to select the file for upload.
5. Click **Save** button to upload from local PC to EMS.
 - If the file name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

2.3.13.2 Schedule

You can schedule the coloring and set the holiday for the assigned number. The user's extension and multi-line number can be set by selecting select box. The selection number cannot be set unless you have a CRBT feature license.

2.3.13.2.1 Schedule

In the **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 '**My Phone & Feature**' > '**Coloring**' > '**Schedule**' and click '**Schedule**' tab.

Priority	Schedule Name	Schedule Type	Schedule Define	Start Time	End Time	Schedule Ment
<input type="checkbox"/> 1	New	Specify Date	2020-01-01 ~ 31	00:00	23:59	A
<input type="checkbox"/> 2	Home	Specific day of the week	M T W T F S S	00:00	23:59	A
<input type="checkbox"/> 3	Coffe	Holiday	User Holiday	00:00	23:59	A

To add Schedule

1. Click **Add** button.

Screenshot of the 'Schedule' configuration window. The window has a title bar 'Schedule' and a 'Number' dropdown set to '200 (Extension)'. Below the title bar are tabs for 'Schedule' and 'Holiday'. A toolbar contains buttons for 'Change Priority', 'Schedule Test', 'Add', 'Modify', and 'Delete'. The main form area includes fields for 'Schedule Name', 'Schedule Type' (set to 'Specify Date'), 'Schedule Define' (Year: 2020, Month: 01, Day: 01 ~ 31), 'Start Time' (00:00), 'End Time' (23:59), and 'Schedule Ment' (Company Prompt, A). A 'Play' button is next to the 'Schedule Ment' field. At the bottom right are 'Save' and 'Cancel' buttons.

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 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.

Screenshot of the 'Change Priority' popup window. The window has a title bar 'Change Priority' and a close button. It contains a 'Schedule Name' field with the value 'Event' and a 'Priority' dropdown menu set to '3'. At the bottom right are 'Save' and 'Close' buttons.

To test 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.

The screenshot shows a pop-up window titled "Schedule Test" with a close button (X) in the top right corner. Inside the window, there is a "Test Date" field with a calendar icon and three dropdown menus for day, month, and year, each showing "00". To the right of these fields is a "Schedule Find" button. Below the date fields is an "Apply Schedule" field with a "Play" button. At the bottom right of the window is a "Close" button.

2.3.13.2.2 Holiday

Users can define holidays to apply defined schedules. If your holidays are not defined, you can register your company or site's holiday information with the **Get Holiday** button.

Go to **'My Phone & Feature' > 'Coloring' > 'Schedule'** and click **'Holiday'** tab.

The screenshot shows the "Schedule" page with the "Holiday" tab selected. At the top right, there is a "Number" dropdown menu set to "200 (Extension)". Below the tabs, there is a table with columns for "Holiday Name", "Year", and "Date". The table contains six rows of holiday information, each with a checkbox in the first column. At the bottom of the table, there is a pagination control showing "Page 1 of 1" and "View 1 - 6 of 6". At the bottom right of the page, there are four buttons: "Get Holiday", "Add", "Modify", and "Delete".

<input type="checkbox"/>	Holiday Name	Year	Date
<input type="checkbox"/>	1 X Mas	Every Year	12-25
<input type="checkbox"/>	2 SKY OPEN	Every Year	10-03
<input type="checkbox"/>	3 New Years day	Every Year	01-01
<input type="checkbox"/>	4 MOG BD	Every Year	12-05
<input type="checkbox"/>	5 LAW	Every Year	07-07
<input type="checkbox"/>	6 ARMY	Every Year	10-01

To Get Holiday

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

The screenshot shows a pop-up window titled "Get Coloring Holiday" with a close button (X) in the top right corner. Inside the window, there is a table with columns for "Holiday Type" and "Holiday Count". The table contains two rows: "Company Holiday" with a count of 6 and "Site Holiday" with a count of 6. At the bottom of the window, there is a pagination control showing "View 1 - 2 of 2" and two buttons: "Add" and "Close".

Holiday Type	Holiday Count
<input type="checkbox"/> Company Holiday	6
<input type="checkbox"/> Site Holiday	6

- **Get Holiday** button is available when there is no defined holiday in **Holiday** Tab.
- You can register your company's holiday information and your site's holiday information.

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

To add a new Holiday

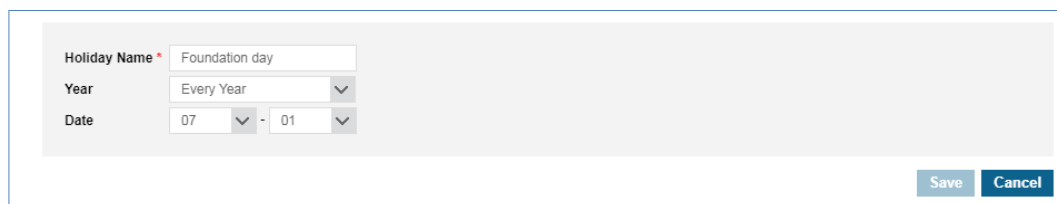
1. Click **Add** button.



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.

Schedule Number 200 (Extension) ▾

Schedule **Holiday**

	<input type="checkbox"/> Holiday Name	Year	Date
1	<input checked="" type="checkbox"/> X Mas	Every Year	12-25
2	<input checked="" type="checkbox"/> SKY OPEN	Every Year	10-03
3	<input type="checkbox"/> New Years day	Every Year	01-01
4	<input type="checkbox"/> MOG BD	Every Year	12-05
5	<input type="checkbox"/> LAW	Every Year	07-07
6	<input type="checkbox"/> ARMY	Every Year	10-01

⊕ Page 1 of 1 10 ▾ View 1 - 6 of 6

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

confirm ✕

ⓘ Are you sure you want to delete?

2.4

InBox





The InBox is a kind of message folder in which all Call History, Voicemail and Call Record history received by an individual are held. It gives the user three different sub message boxes that depend on the type of message. One is Unified Message Box, another is Voicemail Message, and the other is Call Record Message.

2.4.1

Unified Message Box

It displays all Call History, Voicemail and Call Record history. You can see these 3 types of calls in this menu. In case of **Voicemail** and **Call Recording** gives you a play (▶) button and can play a file in 'Unified Message List'. When Call Record file is encrypted, it displays with lock icon (🔒) in the list. It shows a list of up to 100 entries in this page and it includes Call, Voicemail and Call Record history.

Go to 'Inbox' > 'Unified Message Box' to display the following page.

Unified Message Box						
Unified Message List						
Type	Start Time	End Time	Tel Number	Duration	Play	
1	Call History	2018-01-13 23:36:26	2018-01-13 23:36:39	107	00:00:13	
2	Call Record	2018-01-13 23:36:14	2018-01-13 23:36:25	107	00:00:11	 
3	Call History	2018-01-13 23:36:06	2018-01-13 23:36:07	107	00:00:01	
4	Call History	2018-01-13 23:35:15	2018-01-13 23:35:39	107	00:00:24	
5	Voicemail	2018-01-13 23:34:24	2018-01-13 23:34:32	028181000	00:00:08	
6	Voicemail	2018-01-13 23:34:14	2018-01-13 23:34:34	101	00:00:20	
7	Call History	2018-01-13 22:47:55	2018-01-13 22:47:57	028181007	00:00:02	
8	Call History	2018-01-13 22:47:53	2018-01-13 22:47:57	028181001	00:00:04	
9	Call History	2018-01-13 22:43:32	2018-01-13 22:43:32	107	00:00:00	
10	Call History	2018-01-13 22:43:30	2018-01-13 22:43:32	028181001	00:00:02	
11	Call History	2018-01-13 22:43:04	2018-01-13 22:43:04	101	00:00:00	
12	Call History	2018-01-13 22:42:47	2018-01-13 22:42:47	100	00:00:00	
13	Call History	2018-01-13 22:31:53	2018-01-13 22:31:53	101	00:00:00	
14	Call History	2018-01-13 21:38:55	2018-01-13 21:38:57	101	00:00:02	
15	Call History	2018-01-13 21:38:47	2018-01-13 21:38:55	028181001	00:00:08	
16	Call History	2018-01-13 21:32:47	2018-01-13 21:32:50	101	00:00:03	
17	Call History	2018-01-13 21:32:33	2018-01-13 21:32:43	028181001	00:00:10	

It displays each history with a Start and End Time, calling party number and call duration. To play a **Call Record** file or **Voice Message**, press **Play** (▶) button then you can hear a message in the popup window.

2.4.2 Voicemail Message

It allows you to search, play, download and delete voice messages left in your voicemail box. When you are a member of Shared Line or have additional Multiple line number, you also can search, play and download messages left in Shared Line or Multiple Line's voicemail box. When inquiring voice messages, urgent messages are displayed first.

Go to 'Inbox' > 'Voicemail Message' to display the following page.

The screenshot shows the 'Voicemail Message' interface. At the top right, there is a 'Number' dropdown menu set to '3000 (Extension)'. Below this, there are search filters: 'ALL' (dropdown), 'Caller Number' (input field), and 'Voicemail Storage Usage / MAX' (0.25 MB / Unlimited MB). There are also checkboxes for 'Date/Time' and 'Close', each followed by time selection fields (Hour, Min, Sec). 'Search' and 'Download' buttons are on the right. Below the filters is a 'Play' section with a table header: 'Caller Number', 'Start Time', 'End Time', 'Duration', 'Play', 'Down', 'Priority', and 'Read Status'. The table shows 'Page 1 of 1' and '10' items per page, with 'No records to view' displayed. A 'Delete' button is at the bottom right.

To search voicemail messages

1. Click '**Number** (▾)' to select the Extension Number, Multiple Line or Shared Line from the drop-down list.

A close-up of the 'Number' dropdown menu. The menu is open, showing options: '100 (Extension)', '233 (Multiple Line)', and '300 (Shared Line)'. The '100 (Extension)' option is highlighted in blue. A mouse cursor is pointing at the dropdown arrow.

- Multiple Line or Shared Line is displayed only to a user is currently in using them.
2. Click ▾ to select a search option from the drop-down list, and then

A close-up of the search filters dropdown menu. The menu is open, showing options: 'ALL', 'Unread', and 'Read'. The 'Unread' option is highlighted in blue. A mouse cursor is pointing at the dropdown arrow.

3. Click '**Date/Time**' and '**Close**' check box to set the date and duration time.

The screenshot shows the 'Voicemail Message' interface with search filters selected. The 'Number' dropdown is set to '100 (Extension)'. The 'ALL' dropdown is set to 'Unread'. The 'Date/Time' and 'Close' checkboxes are checked. The 'Date/Time' fields are set to 00 Hour, 00 Min, and 00 Sec. The 'Close' fields are set to 01 Hour, 00 Min, and 00 Sec. 'Search' and 'Download' buttons are on the right.

4. Click **Search** button to display the result of the search.

Voicemail Message Number: 100 (Extension) ▾

Unread ▾ Caller Number: Voicemail Storage Usage / MAX: 0.79 (MB) / Unlimited (MB)

Date/Time: :00 ▾ Hour :00 ▾ Min. ~ :00 ▾ Hour :00 ▾ Min.

Close: :00 ▾ Hour :00 ▾ Min. :00 ▾ Sec ~ :00 ▾ Hour :00 ▾ Min. :00 ▾ Sec

Search **Download**

Play							
<input type="checkbox"/>	Caller Number	Start Time ↕	End Time	Duration	Play	Down	Read Status
1	<input type="checkbox"/> 028181000	2018-01-13 23:47:32	2018-01-13 23:48:03	00:00:31	▶	⬇	N
2	<input type="checkbox"/> 101	2018-01-13 23:47:25	2018-01-13 23:47:58	00:00:33	▶	⬇	N
3	<input type="checkbox"/> 028181000	2018-01-13 23:34:24	2018-01-13 23:34:32	00:00:08	▶	⬇	N
4	<input type="checkbox"/> 101	2018-01-13 23:34:14	2018-01-13 23:34:34	00:00:20	▶	⬇	N
5	<input type="checkbox"/> 101	2017-12-31 00:31:17	2017-12-31 00:31:22	00:00:05	▶	⬇	N

View 1 - 5 of 5

Delete

To play a voicemail message

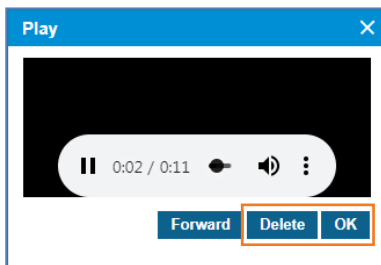
1. Click **Play** (**▶**) button located under **Play** in the voicemail message list.

Play							
<input type="checkbox"/>	Caller Number	Start Time ↕	End Time	Duration	Play	Down	Read Status
1	<input type="checkbox"/> 028181000	2018-01-13 23:47:32	2018-01-13 23:48:03	00:00:31	▶	⬇	N
2	<input type="checkbox"/> 101	2018-01-13 23:47:25	2018-01-13 23:47:58	00:00:33	▶	⬇	N
3	<input type="checkbox"/> 028181000	2018-01-13 23:34:24	2018-01-13 23:34:32	00:00:08	▶	⬇	N
4	<input type="checkbox"/> 101	2018-01-13 23:34:14	2018-01-13 23:34:34	00:00:20	▶	⬇	N
5	<input type="checkbox"/> 101	2017-12-31 00:31:17	2017-12-31 00:31:22	00:00:05	▶	⬇	N

View 1 - 5 of 5


Delete

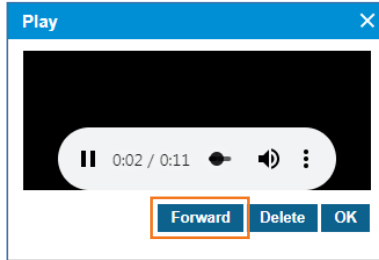
2. Selected voicemail message is automatically played on popup window



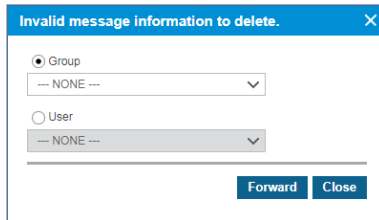
- Click **OK** or **X** button to close play popup window.
- Once you played an unread message using **Play** (**▶**) button the **Read Status** is changed from 'N' to 'Y'.
- Click **Delete** button then click **OK** button in the popup window to confirm.

To play a voicemail message

1. Click **Play** () button located under **Play** in the voicemail message list.
2. Selected voice mail messages can be forwarded in a popup window.




3. You can forward the selected message to the group member by selecting a group or to the individual user. Refer to section 2.3.11 Voicemail Forward Group for details.



- Click to send a **Forward** button. If the title is set, it will be sent together.
- Click **Close** or **X** button to close popup window.

To download a voicemail message

The voicemail message can be downloaded in the following way:

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

	Caller Number	Start Time	End Time	Duration	Play	Down	Read Status
1	028181000	2018-01-13 23:47:32	2018-01-13 23:48:03	00:00:31			N
2	101	2018-01-13 23:47:25	2018-01-13 23:47:58	00:00:33			N
3	028181000	2018-01-13 23:34:24	2018-01-13 23:34:32	00:00:08			N
4	101	2018-01-13 23:34:14	2018-01-13 23:34:34	00:00:20			N
5	101	2017-12-31 00:31:17	2017-12-31 00:31:22	00:00:05			N

- Multiple voicemail messages in one zipped file at once by clicking the message checkbox and clicking **Download** button.

	Caller Number	Start Time	End Time	Duration	Play	Down	Read Status
1	<input checked="" type="checkbox"/> 028181000	2018-01-13 23:47:32	2018-01-13 23:48:03	00:00:31			N
2	<input checked="" type="checkbox"/> 101	2018-01-13 23:47:25	2018-01-13 23:47:58	00:00:33			N
3	<input checked="" type="checkbox"/> 028181000	2018-01-13 23:34:24	2018-01-13 23:34:32	00:00:08			N
4	<input checked="" type="checkbox"/> 101	2018-01-13 23:34:14	2018-01-13 23:34:34	00:00:20			N
5	<input checked="" type="checkbox"/> 101	2017-12-31 00:31:17	2017-12-31 00:31:22	00:00:05			N

To delete voicemail message(s)

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

To delete all voicemail message(s)

1. You can delete all messages.
2. Click **Delete All** button then click **OK** button in the popup window to confirm.

2.4.3 Call Record Message ►

It allows you to search, play, download and delete Call Record messages left in your account. When you are a member of Shared Line or have additional Multiple line number, you also can search, play and download messages left in Shared Line or Multiple Line.

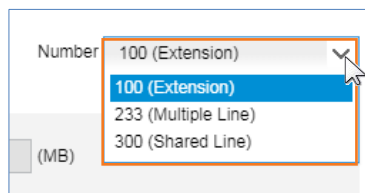
Note that when you open the Call Record Message screen, there is no delete button by default. The **Delete** button is only available when Customer Manager enables the delete capability to a specific user

Go to 'Inbox' > 'Call Record Message' to display the following page.

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

To search call record messages

1. Click '**Number (▼)**' to select the Extension Number, Multiple Line or Shared Line from the drop-down list.



- Multiple Line or Shared Line is displayed only to a user is currently in using them.
2. Click '**Tel Number**' to enter a number, and then
 3. Click '**Date/Time**' and '**Duration**' check box to set the date and duration time.

Call Record Message Number 100 (Extension) ▾

Tel Number Call Record Storage Usage / MAX 0.00 (MB) / Unlimited (MB)

Date/Time Hour Min. ~ Hour Min.

Duration Hour Min. Sec. ~ Hour Min. Sec

Search **Download** **Download All**

4. Click **Search** button to display the result of the search.

Call Record Message Number 100 (Extension) ▾

Tel Number Call Record Storage Usage / MAX 0.02 (MB) / Unlimited (MB)

Date/Time Hour Min. ~ Hour Min.

Duration Hour Min. Sec. ~ Hour Min. Sec

Search **Download** **Download All**

Record List								
<input type="checkbox"/>	Call Type	Rec Type	Tel Number	Start Time ↕	End Time	Duration	Play	Down
<input type="checkbox"/>	Outgoing	Extension	107	2018-01-13 23:36:14	2018-01-13 23:36:25	00:00:11		

View 1 - 1 of 1 **Delete**

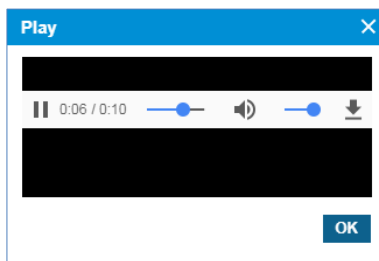
To play a call record message

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

Record List								
<input type="checkbox"/>	Call Type	Rec Type	Tel Number	Start Time ↕	End Time	Duration	Play	Down
<input type="checkbox"/>	Outgoing	Extension	107	2018-01-13 23:36:14	2018-01-13 23:36:25	00:00:11		

View 1 - 1 of 1 **Delete**

2. Selected call record is automatically played on popup window.

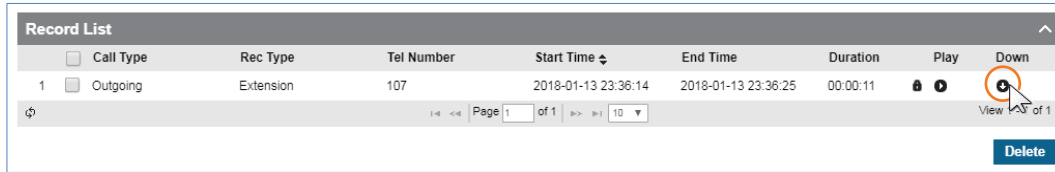


- Click **OK** or **X** button to close play popup window.

To download a call record message

The call record message can be downloaded in the following way:

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



- Multiple call record messages in one zipped file at once by clicking the message checkbox and clicking **Download** button.
- Downloads up to 100 Call record messages in one zipped file at once by clicking **Download All** button. Download limit is 100 messages and total 24 hours in length.

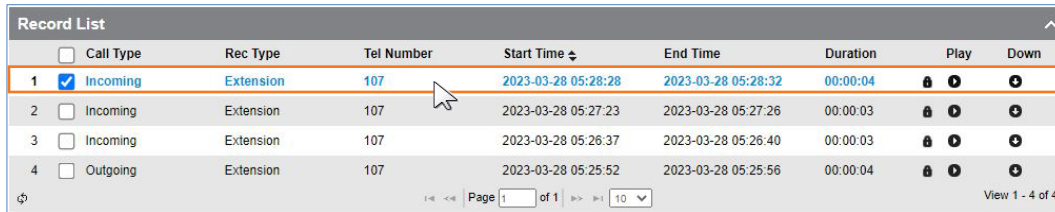
To delete voicemail message(s)

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

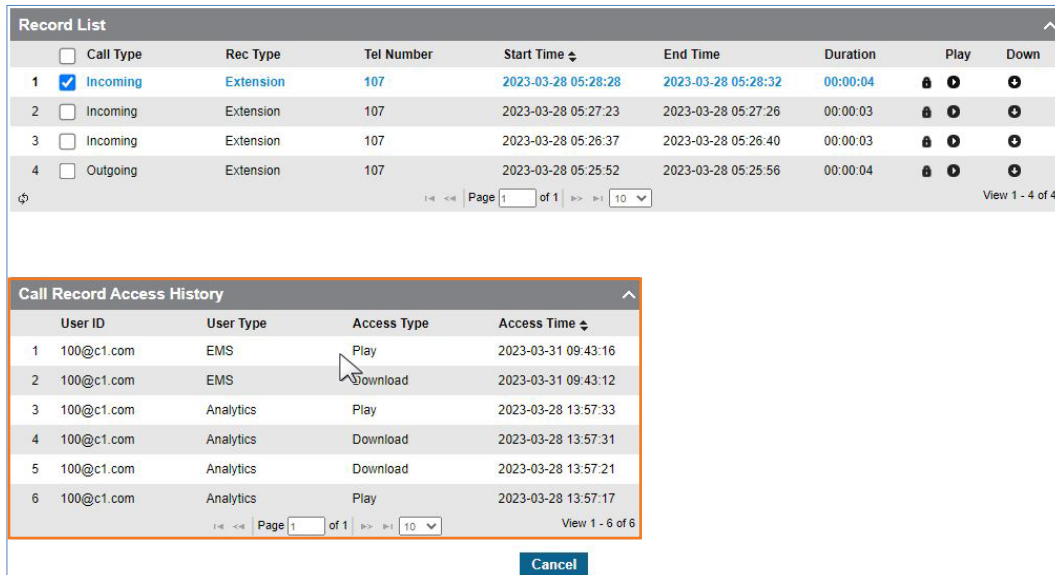
To check playing / downloading history

Playing / Downloading history can be presented in the following way:

1. Click a list item to check access history.



2. The selected call record access history is displayed in the **Record List** below.



3. Click **Cancel** button to close Call Record Access History.

To download playing / downloading history

1. Click **Download Access History** button to download the access history.

Call Record Message

Number

Tel Number Call Record Storage Usage / MAX (EA) / (EA)

Date/Time Hour Min. ~ Hour Min.

Duration Hour Min. Sec ~ Hour Min. Sec

Record List

<input type="checkbox"/>	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
1	<input type="checkbox"/> Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	00:00:04	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/> Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	00:00:03	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/> Incoming	Extension	107	2023-03-28 05:26:37	2023-03-28 05:26:40	00:00:03	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/> Outgoing	Extension	107	2023-03-28 05:25:52	2023-03-28 05:25:56	00:00:04	<input type="checkbox"/>	<input type="checkbox"/>

Page 1 of 1 View 1 - 4 of 4

2. The access history of all Call Records in Record List as an Excel file is downloaded as shown in the below example image.

Call Record Message - Access History

Call Type	Rec Type	Tel Number	Start Time	End Time	User ID	User Type	Access Type	Access Time
Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	EMS	Play	2023-03-31 09:43:16
Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	EMS	Download	2023-03-31 09:43:12
Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Play	2023-03-28 13:57:33
Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Download	2023-03-28 13:57:31
Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Download	2023-03-28 13:57:21
Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Play	2023-03-28 13:57:17
Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	100@c1.com	Analytics	Download	2023-03-28 13:57:29
Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	100@c1.com	Analytics	Play	2023-03-28 13:57:25

2.5

Call History

The Call History provides call history in summary or detail. You can see how many calls took place in the past with additional information such as date and time, total, duration of total or average, and direction of in or out.

2.5.1

Call Summary

It displays information of calls for a specific period with Date/Time, Incoming/Outgoing, Average and Total Call Duration. Each line shows how many calls happened for average/total duration time in one hour.

Go to 'Call History' > 'Call Summary' to display the following page.

The screenshot shows the 'Call Summary' interface. At the top, there are search filters for Date/Time, Duration, and Average Duration. Below the filters are 'List Download' and 'Search' buttons. The main content is a table titled 'Call Summary by Extension List by Period' with the following data:

	Extension Number	Extension Name	Date / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
1	100	Leo Ryu	2018-01-13 01:00:00	0	0	10	1	00:00:07	00:00:07
2	100	Leo Ryu	2018-01-13 00:00:00	0	0	1	0	00:00:00	00:00:00
3	100	Leo Ryu	2018-01-12 20:00:00	2	2	0	0	00:00:27	00:00:54
4	100	Leo Ryu	2018-01-12 19:00:00	2	2	3	0	00:00:02	00:00:03
5	100	Leo Ryu	2018-01-12 18:00:00	0	0	6	0	00:00:00	00:00:00
6	100	Leo Ryu	2018-01-12 04:00:00	1	1	8	0	00:00:09	00:00:09
7	100	Leo Ryu	2018-01-12 03:00:00	3	3	15	8	00:00:55	00:10:03
8	100	Leo Ryu	2018-01-12 02:00:00	0	0	10	4	00:00:48	00:03:13
9	100	Leo Ryu	2018-01-12 01:00:00	0	0	1	0	00:00:00	00:00:00
10	100	Leo Ryu	2018-01-11 21:00:00	2	2	0	0	00:00:08	00:00:15

At the bottom of the table, there is a pagination control showing 'Page 1 of 4' and a 'View 1 - 10 of 37' indicator.

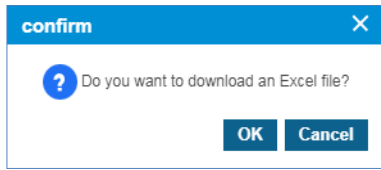
It provides Search options such as 'Date/Time', 'Total Duration' and 'Average Duration'. You can download all call summary as an excel file format when you click **List Download** button.

To download Call History List as an Excel file

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

This screenshot shows the 'Call Summary' interface with the search filters and buttons. The filters are the same as in the previous screenshot. The 'List Download' and 'Search' buttons are visible at the bottom right.

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.

2.5.2 Call Detail History

It displays information of calls in detail for a specific period. Each line shows the start/end time, destination number you called, call type, direction, result and duration.

Go to '**Call History**' > '**Call Detail History**' to display the following page.

Call Detail History

Tel Number:

Call Type:

Direction:

Date/Time: 2018-01-01 Hour Min. ~ 2018-01-17 Hour Min.

Duration Hour Min. Sec ~ Hour Min. Sec

[List Download](#) [Search](#)

Call History List							
	Start Time	End Time	Tel Number	Call Type	Direction	Result	Duration
1	2018-01-13 01:10:58	2018-01-13 01:10:58	5	Extension	Outgoing		00:00:00
2	2018-01-13 01:09:52	2018-01-13 01:09:59	105	Extension	Outgoing	OK	00:00:07
3	2018-01-13 01:09:22	2018-01-13 01:09:22	54	Extension	Outgoing		00:00:00
4	2018-01-13 01:09:08	2018-01-13 01:09:08	107	Extension	Outgoing		00:00:00
5	2018-01-13 01:08:57	2018-01-13 01:08:57	107	Extension	Outgoing		00:00:00
6	2018-01-13 01:08:43	2018-01-13 01:08:43	539	Extension	Outgoing	Etc	00:00:00
7	2018-01-13 01:08:25	2018-01-13 01:08:25	539	Extension	Outgoing	Etc	00:00:00
8	2018-01-13 01:08:23	2018-01-13 01:08:23	530	Extension	Outgoing	Etc	00:00:00
9	2018-01-13 01:08:22	2018-01-13 01:08:22	54	Extension	Outgoing		00:00:00
10	2018-01-13 01:07:18	2018-01-13 01:07:18	107	Extension	Outgoing		00:00:00

Page 1 of 37 View 1 - 10 of 367

It provides Search options such as 'Tel Number' you dialed, 'Date/Time', 'Total Duration'. You can download all call history as an excel file format when you click **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.

Call Detail History

Tel Number:

Call Type:

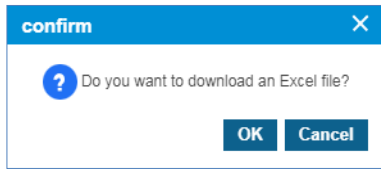
Direction:

Date/Time: 2018-01-01 Hour Min. ~ 2018-01-17 Hour Min.

Duration Hour Min. Sec ~ Hour Min. Sec

[List Download](#) [Search](#)

2. When there is call history lists click **List Download** button and 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.

2.6

Recording Group Report ▶

Customer manager can create a Recording Group and assign number of members and manager as desired. A Manager of a Recording Group can see (Play/Download) all call recording files of Call Recording Group members. Customer Manager can give 'Read Only' or 'Read/Delete' option to manager(s). A manager with 'Read/Delete' authority can see Call Recording file lists, Play & Download and also delete Call Recording files. **Delete** button is only available when a manager has **'Read/Delete'** option.

Go to **'Recording Group Report'** to display the following page.

To play a **Call Record** file, press **Play** (▶) button then you can hear a message in the popup window. When Call Record file is encrypted, it displays with lock icon (🔒) in the list.

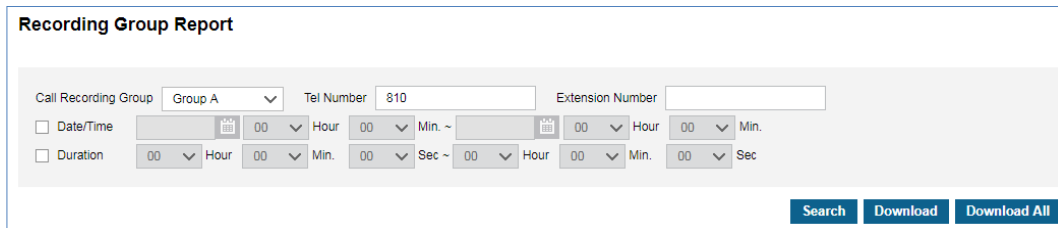
Item	Description
Extension Number	Extension number of members of Call Recording Group
Call Type	Call Type (Incoming/Outgoing).
Rec Type	Record Type. <ul style="list-style-type: none"> • Trunk: Trunk call recording • Extension: Internal call recording
Tel Number	The other party's telephone number.
Start Time	Call Recording start time.
End Time	Call Recording end time.
Duration	The duration of the call recording message.
Play	Click play button to play the recording.
Down	Download call recording message file.

The buttons on the Page of Recording Group Report are described below.

- **Search** button: A manager of Call Recording Group can search member's Call Recording files with filter options, Extension Name, Extension Number, Date/Time and Duration.
- **Download** button: By selecting file(s) from list, you can download Call Recording files.
- **Download All** button: A manager can download all recorded files at once as a zip file format. (Up to 100 files, max 24 hours length).
- **Delete** button: A manager with '**Read/Delete**' authority can see this button and delete file(s) using it.

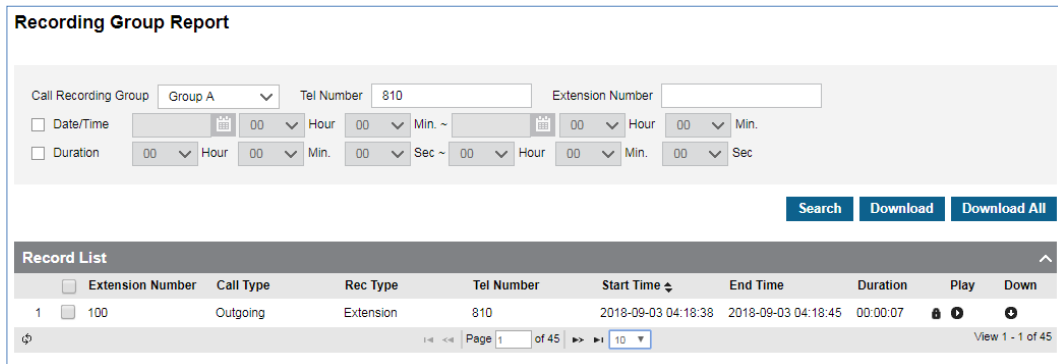
To search call record messages

1. Click '**Call Recording Group** (▾)' to select the Recording Group.
2. Click '**Tel Number**' to enter a number, and then
3. Click '**Date/Time**' and '**Duration**' check box to set the date and duration time.



The image shows a search form titled "Recording Group Report". It includes a dropdown for "Call Recording Group" (set to "Group A"), a text input for "Tel Number" (810), and an empty "Extension Number" field. There are two rows of time selection controls: "Date/Time" and "Duration". Each row has a checkbox and a date/time picker. At the bottom right, there are three buttons: "Search", "Download", and "Download All".

4. Click **Search** button to display the result of the search.



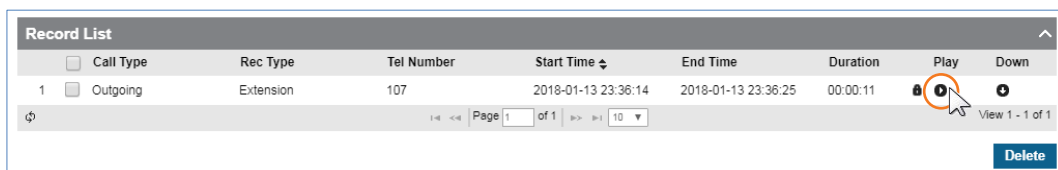
The image shows the same search form as above, but now it displays a "Record List" table below the search controls. The table has columns for Extension Number, Call Type, Rec Type, Tel Number, Start Time, End Time, Duration, Play, and Down. A single record is shown with the following details:

Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
100	Outgoing	Extension	810	2018-09-03 04:18:38	2018-09-03 04:18:45	00:00:07	🔊	⬇️

Below the table is a pagination control showing "Page 1 of 45" and a "View 1 - 1 of 45" indicator.

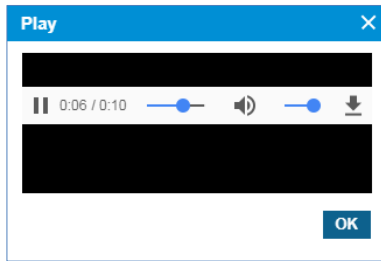
To play a call record message

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



The image shows a close-up of the "Record List" table. The "Play" button (represented by a speaker icon) for the first record is circled in red, indicating it is the focus of the action. A mouse cursor is pointing at the button. Below the table, there is a "Delete" button.

2. Selected call record is automatically played on popup window.

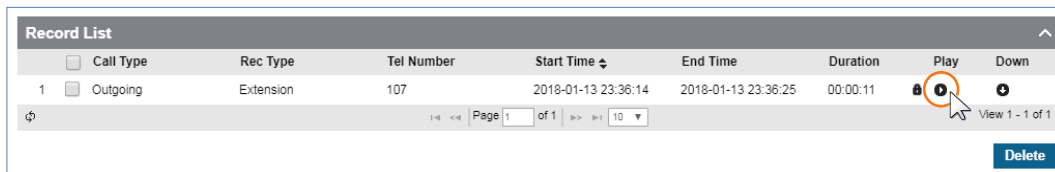


- Click **OK** or **X** button to close play popup window.

To download a call record message

The call record message can be downloaded in the following way:

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



- Multiple call record messages in one zipped file at once by clicking the message checkbox and clicking Download button.
- Downloads up to 100 Call record messages in one zipped file at once by clicking **Download All** button. Download limit is 100 messages and total 24 hours in length.

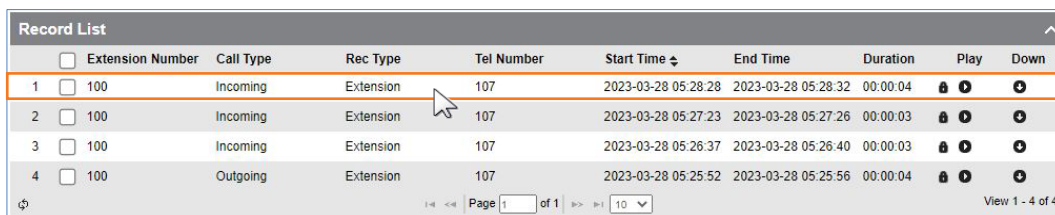
To delete call record message(s)

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

To check playing / downloading history

Playing / Downloading history can be presented in the following way:

1. Click a list item to check access history.



2. The selected call record access history is displayed in the **Record List** below.

Record List

	<input type="checkbox"/>	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
1	<input checked="" type="checkbox"/>	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	00:00:04		
2	<input type="checkbox"/>	100	Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	00:00:03		
3	<input type="checkbox"/>	100	Incoming	Extension	107	2023-03-28 05:26:37	2023-03-28 05:26:40	00:00:03		
4	<input type="checkbox"/>	100	Outgoing	Extension	107	2023-03-28 05:25:52	2023-03-28 05:25:56	00:00:04		

Page 1 of 1

View 1 - 4 of 4

Call Record Access History

	User ID	User Type	Access Type	Access Time
1	100@c1.com	EMS	Play	2023-03-31 09:43:16
2	100@c1.com	EMS	Download	2023-03-31 09:43:12
3	100@c1.com	Analytics	Play	2023-03-28 13:57:33
4	100@c1.com	Analytics	Download	2023-03-28 13:57:31
5	100@c1.com	Analytics	Download	2023-03-28 13:57:21
6	100@c1.com	Analytics	Play	2023-03-28 13:57:17

Page 1 of 1

View 1 - 6 of 6

3. Click **Cancel** button to close Call Record Access History.

To download playing / downloading history

1. Click **Download Access History** button to download the access history.

Recording Group Report

Call Recording Group: CRG01 | Tel Number: | Extension Number: |

Date/Time: 2023-03-11 00:00 ~ 2023-04-11 23:59 | Duration: 00:00 ~ 00:00

Search **Download Access History** **Download** **Download All**

Record List

	<input type="checkbox"/>	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
1	<input type="checkbox"/>	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	00:00:04		
2	<input type="checkbox"/>	100	Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	00:00:03		
3	<input type="checkbox"/>	100	Incoming	Extension	107	2023-03-28 05:26:37	2023-03-28 05:26:40	00:00:03		
4	<input type="checkbox"/>	100	Outgoing	Extension	107	2023-03-28 05:25:52	2023-03-28 05:25:56	00:00:04		

Page 1 of 1

View 1 - 4 of 4

Delete

2. The access history of all Call Records in Record List as an Excel file is downloaded as shown in the below example image.

Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	User ID	User Type	Access Type	Access Time
100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	EMS	Play	2023-03-31 09:43:16
100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	EMS	Download	2023-03-31 09:43:12
100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Play	2023-03-28 13:57:33
100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Download	2023-03-28 13:57:31
100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Download	2023-03-28 13:57:21
100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Play	2023-03-28 13:57:17
100	Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	100@c1.com	Analytics	Download	2023-03-28 13:57:29
100	Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	100@c1.com	Analytics	Play	2023-03-28 13:57:25

2.7 My Fax

A user with Web Fax Feature can use the My Fax menu. The Web Fax menu allows you to retrieve and send faxes, also manage Spam, Recycle Bin and Address Book. To use this feature, please consult your Customer Manager.

2.7.1 Inbox

All faxes sent to your WebFax number or Fax Group number is stored in **Inbox**. Go to **My Box** to see all faxes arrived at your own WebFax number.

Group Inbox has all the faxes sent to Fax Group number and Fax Group manager need to 'Open' the received fax to its member to allow member to retrieve faxes in Fax Group.

2.7.1.1 My Box

My Box allows you to check the Fax sent to your own Fax number. You can delete the fax received or download the fax in **pdf** or **tif** file format. It is also possible to forward the received Fax to other Fax destination. Spam or blocking settings are possible if the sender number of the Fax received is not the desired number.

Go to **'My Fax' > 'Inbox' > 'My Box'** to display the following page.

The screenshot displays the 'My Box' interface. At the top, there are tabs for 'My Box' and 'Group Inbox'. Below the tabs is a search area with 'Date' and 'FAX Number' input fields and a 'Search' button. A table lists received faxes with columns for 'Received Number', 'Sender Number', 'Pages', 'Received Date', and 'Read'. The first entry is selected. Below the table is a pagination bar showing 'Page 1 of 1' and a 'View 1 - 1 of 1' indicator. Action buttons for 'Delete', 'Forward', and 'Spam' are visible. The detailed view of the selected fax shows fields for 'Received Number', 'Sender Number', 'Pages', 'Received Date', and 'Read', along with a preview of the fax content. At the bottom right, there are buttons for 'Download', 'Move to Group', and 'Cancel'.

<input type="checkbox"/>	Received Number	Sender Number	Pages	Received Date	Read
<input checked="" type="checkbox"/>	02038	0385	2	2018-08-27 02:08:02	Yes

Item	Description
Received Number	The number that the Fax user received.
Sender Number	The user number from which the Fax was sent.
Pages	Number of pages received.
Received Date	The date on which the Fax was received.
Read	Whether to check received Fax.

To search

1. Click **'Date'** to set the date.

The screenshot shows a search form with two input fields: 'Date' and 'FAX Number'. The 'Date' field has two date pickers separated by a tilde (~). The 'FAX Number' field is a single text input. A blue 'Search' button is located at the bottom right of the form.

2. Click **'Fax Number'** to enter a number.
3. Click **Search** button to display the result of the search.

To forward

1. Select the checkbox you want to forward.

The screenshot shows the search results interface. It includes the same search form as above. Below the form is a table with the following columns: Received Number, Sender Number, Pages, Received Date, and Read. A single row is displayed with the following values: 1, 02038, 0385, 2, 2018-08-27 02:08:02, and Yes. A mouse cursor is pointing at the checkbox. At the bottom right of the table area are buttons for 'Delete', 'Forward', and 'Spam'. A pagination bar at the bottom indicates 'Page 1 of 1' and 'View 1 - 1 of 1'.

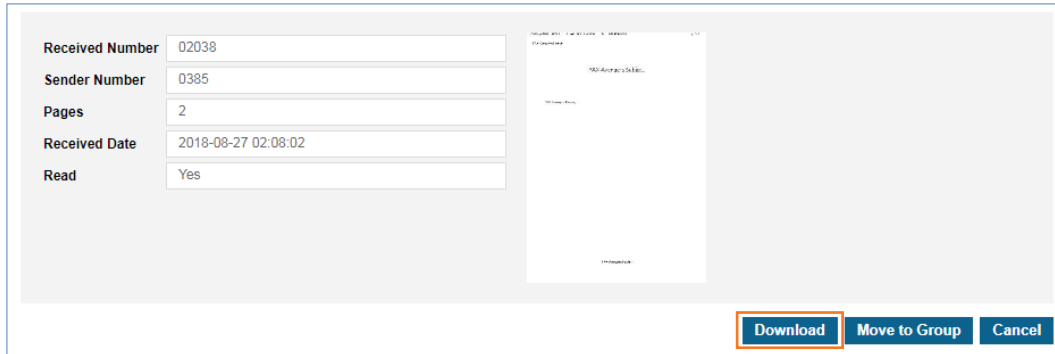
2. Click **Forward** button, and it redirects to **Send Fax** menu to transfer the received Fax to other Fax destination.
 - The original fax will be left even a user forwards it to other Fax number.
 - Refer to section 2.7.3 Send Fax for details.

To delete

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

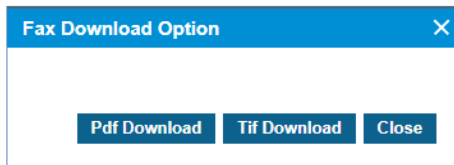
To download a Fax file (PDF or TIF file format)

1. Select the checkbox you want to download.



The screenshot shows a form with the following fields: Received Number (02038), Sender Number (0385), Pages (2), Received Date (2018-08-27 02:08:02), and Read (Yes). To the right is a preview of a fax document. At the bottom right, there are three buttons: Download (highlighted with a red box), Move to Group, and Cancel.

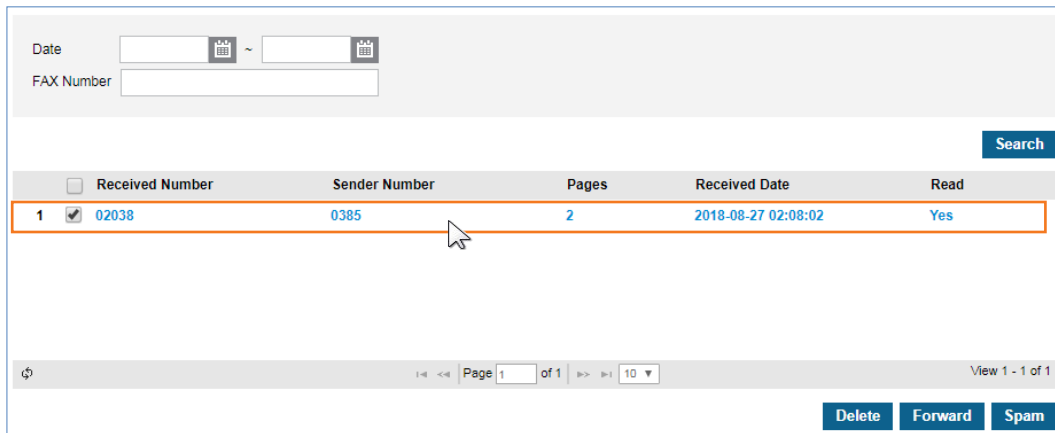
2. Click **Download** button then click **Pdf Download** or **Tif Download** button in the popup window.



The screenshot shows a popup window titled 'Fax Download Option' with a close button (X) in the top right corner. At the bottom, there are three buttons: Pdf Download, Tif Download, and Close.

To Share between Fax Group members

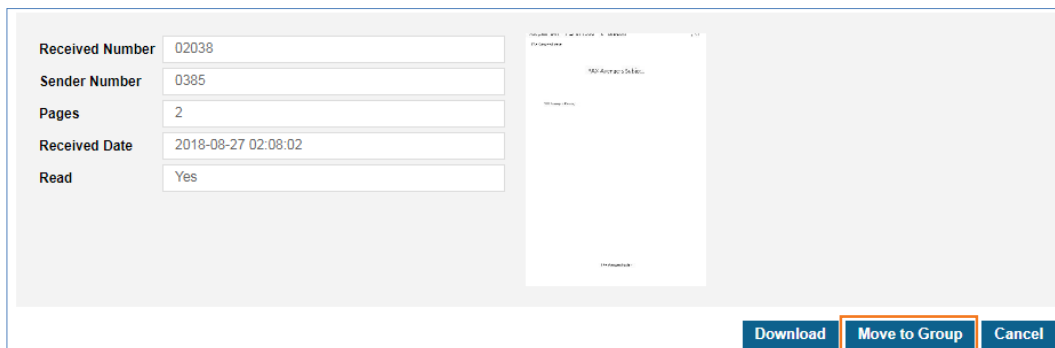
1. Select the Fax you want to share as a manager of Fax Group.



The screenshot shows a search interface with a table of fax records. The table has columns: Received Number, Sender Number, Pages, Received Date, and Read. The first row is selected and highlighted with a red border. Below the table is a pagination bar showing 'Page 1 of 1' and a 'View 1 - 1 of 1' indicator. At the bottom right, there are buttons for Delete, Forward, and Spam.

	Received Number	Sender Number	Pages	Received Date	Read
1	<input checked="" type="checkbox"/> 02038	0385	2	2018-08-27 02:08:02	Yes

2. Click **Move to Group** button. It moves the selected Fax to Group Inbox.



The screenshot shows the same fax details form as in the first image. At the bottom right, the 'Move to Group' button is highlighted with a red box.

- Note that **Move to Group** button is only available to a manager of Fax Group.

2.7.1.2 Group Inbox

Group Inbox allows you to check the Fax received at your Fax Group number. You can download the file in PDF or TIF format for the Fax received. **Open to Group & Delete** are available only to a manager of Fax Group. When a user selects one of Fax received, **Cancel**, **Download** and **Forward** menus are available. The other **Move to User** and **Spam** menus are only available to a manager of Fax Group.

A user and manager are possible to forward the received Fax to other users. Only a manager can use Spam or blocking settings if the sender number of the Fax received is not the desired number.

Go to 'My Fax' > 'Inbox' > 'Group Box' to display the following page.

Item	Description
Received Number	The number that the Fax user received.
Sender Number	The user number from which the Fax was sent.
Pages	Number of pages sent.
Received Date	The date on which the Fax was received.

Item	Description
Read	It shows 'No' until a user read the fax, when a user read the fax once, it shows 'Yes' .

To search Group Box

1. Click **'Date'** to set the date.

The screenshot shows a search form with two input fields: 'Date' and 'FAX Number'. The 'Date' field has a calendar icon and a tilde symbol between two date boxes. The 'FAX Number' field is a single text box. A blue 'Search' button is located at the bottom right of the form.

2. Click **'Fax Number'** to enter a number.
3. Click **Search** button to display the result of the search.

To open the fax to all members of Fax Group

1. Select the checkbox you want to open to group.

The screenshot shows the 'Group Inbox' interface. At the top, there are tabs for 'My Box' and 'Group Inbox'. Below the tabs is a search form with 'Date' and 'FAX Number' fields and a 'Search' button. A table of fax records is displayed below the search form. The first row is highlighted with an orange border and has its checkbox selected. At the bottom right of the interface, there are two buttons: 'Open to Group' and 'Delete'.

	<input type="checkbox"/>	Received Number	Sender Number	Pages	Open	Received Date	Read
1	<input checked="" type="checkbox"/>	02038	0385	2	Not Open	2018-08-27 02:08:02	Yes
2	<input type="checkbox"/>	02038	0385	1	Open	2018-08-27 02:00:33	No

2. Click **Open to Group** button. Group members can check the Fax on the **Group Box** tab.
 - All members of Fax Group can see the fax received in Group Inbox when manager open it to its Group members.

To delete

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

To move Fax to member(s) of Fax Group

1. Select the Fax you want to move.

The screenshot shows the 'Group Inbox' interface. At the top, there are tabs for 'My Box' and 'Group Inbox'. Below the tabs are search filters for 'Date' and 'FAX Number'. A 'Search' button is located on the right. The main area contains a table of faxes:

<input type="checkbox"/>	Received Number	Sender Number	Pages	Open	Received Date	Read
<input checked="" type="checkbox"/>	02038	0385	2	Not Open	2018-08-27 02:08:02	Yes
<input type="checkbox"/>	02038	0385	1	Open	2018-08-27 02:00:33	No

At the bottom, there are navigation controls including 'Page 1 of 1' and 'View 1 - 2 of 2'. There are also buttons for 'Open to Group' and 'Delete'.

2. Click **Move to User** button.

The screenshot shows the details of a selected fax. On the left, there are input fields for 'FAX Number' (02038), 'Sender Number' (0385), 'Pages' (2), 'Received Date' (2018-08-27 02:08:02), and 'Read'. On the right, there is a preview of the fax document. At the bottom, there are buttons for 'Move to User', 'Spam', 'Cancel', 'Download', and 'Forward'. The 'Move to User' button is highlighted with a red box.

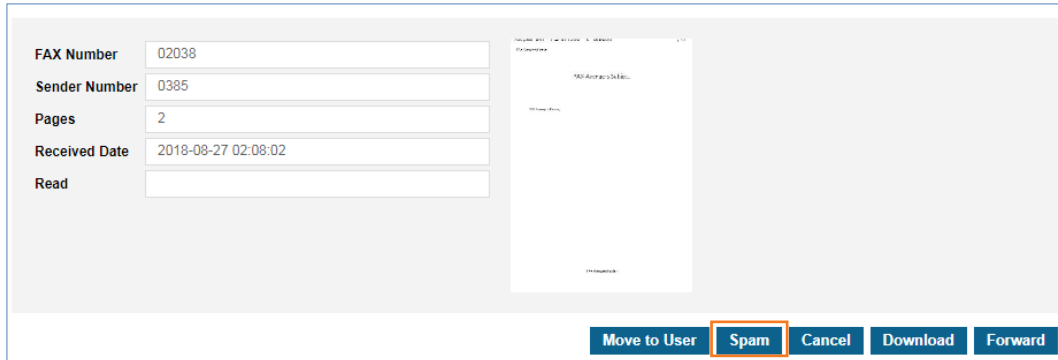
3. In the **Move to User** List pop-up, check the member you want to move and click the **Move** button to forward.

The screenshot shows the 'Move to User List' pop-up window. It has a title bar with a close button. Below the title bar, there is a 'User Name' field. Underneath, there is a list of users with checkboxes: '1 UCE Multi 2'. At the bottom, there are 'Move' and 'Close' buttons. The 'Move' button is highlighted with a red box.

- **Move to User** button is used to Move Fax between member(s) of a Fax Group.

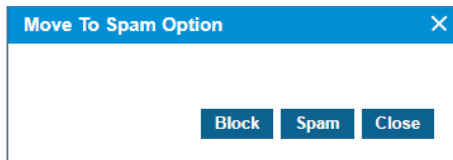
To register as Spam

1. Select the Fax registered with your Spam number. Then click the Spam button.



A screenshot of a web interface showing a form for a fax. The form fields are: FAX Number (02038), Sender Number (0385), Pages (2), Received Date (2018-08-27 02:08:02), and Read (empty). To the right is a preview of the fax document. At the bottom right, there are five buttons: Move to User, Spam (highlighted with an orange box), Cancel, Download, and Forward.

2. Click Spam button then click Block or Spam button in the popup window.

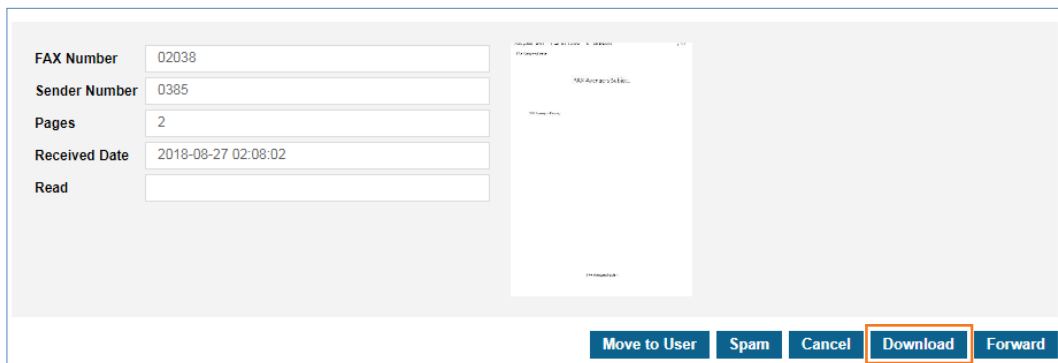


A screenshot of a popup window titled "Move To Spam Option" with a close button (X) in the top right corner. At the bottom, there are three buttons: Block, Spam, and Close.

- **Block:** No Fax reception is received for numbers registered as Blocks.
- **Spam:** Although Fax is received for the number registered as Spam. All the Fax(es) from the number registered as Spam will be arrived at the Spam menu, not the Inbox menu.

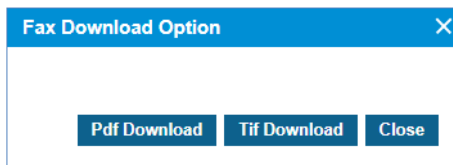
To download a Fax (TIF or PDF file)

1. Select the checkbox you want to download.



A screenshot of a web interface showing a form for a fax, identical to the one above. At the bottom right, there are five buttons: Move to User, Spam, Cancel, Download (highlighted with an orange box), and Forward.

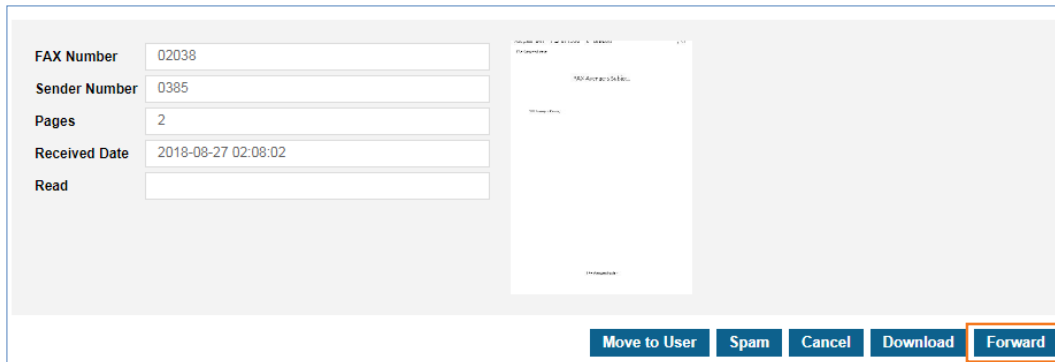
2. Click Download button then click 'TIF' or 'PDF' button in the popup window.



A screenshot of a popup window titled "Fax Download Option" with a close button (X) in the top right corner. At the bottom, there are three buttons: Pdf Download, Tif Download, and Close.

To forward

1. Select the checkbox you want to forward.



The screenshot displays a web interface for managing received faxes. On the left, there is a table with the following data:

FAX Number	02038
Sender Number	0385
Pages	2
Received Date	2018-08-27 02:08:02
Read	<input type="checkbox"/>

To the right of the table is a preview of the fax document. At the bottom of the interface, there is a row of action buttons: "Move to User", "Spam", "Cancel", "Download", and "Forward". The "Forward" button is highlighted with a red border.

2. Click **Forward** button, and it redirects to **Send Fax** menu to transfer the received Fax to other Fax destination.
 - The original fax will be left even a user forwards it to the other Fax number.
 - Refer to section 2.7.3 Send Fax for details.

2.7.2

Outbox

The Outbox corresponds to the outgoing fax box. It provides the same screen as the group manager or general members and does not have a distinct feature. Outbox is the fax list box that a User sent.

Go to 'My Fax' > 'Outbox' to display the following page.

The screenshot shows the 'Outbox' interface. At the top, there is a search filter with 'Date' and 'Recipient' fields and a 'Search' button. Below this is a table titled 'FAX Outbox List' with columns: Recipient, Sender Number, Pages, Send Date, Result, and Type. The table contains two rows of data. Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 2 of 2'. At the bottom right of the table area is a 'Delete' button. Below the table is a detailed view of a fax with fields for Recipient, Sender Number, Pages, Send Date, and FAX Cover Use. To the right of these fields is a preview of the fax cover sheet. Further right is a small table with columns: Recipient, End Date, and Result, containing one row of data. At the bottom right of the detailed view are 'Resend', 'Download', and 'Cancel' buttons.

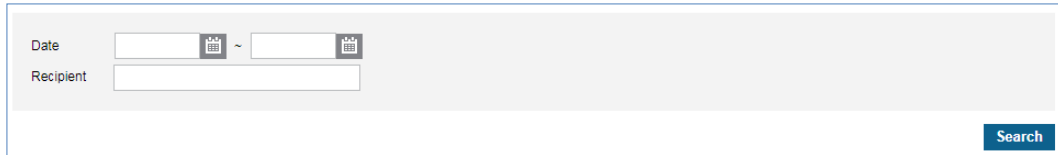
Recipients	Sender Number	Pages	Send Date	Result	Type
<input checked="" type="checkbox"/> 02038	65754	2	2018-08-27 02:06:28	Success	Single
<input type="checkbox"/> 38565754	028565	1	2018-08-27 02:00:04	Success	Single

Recipients	End Date	Result
<input type="checkbox"/> 02038	2018-08-27 02:08:02	Success

Item	Description
Recipient	The Fax number to receive the Fax a user sends.
Sender Number	The user number from which the Fax was sent.
Pages	Number of pages sent.
Send Date	Fax Sent Date.
Type	Fax destination. When a user sends a Fax to one destination, it displays 'Single' and sends a Fax to multiple destinations, it displays 'Multi'.

To search Outbox

1. Click **'Date'** to set the date.



A search form for Outbox. It contains two date pickers for 'Date' with a tilde symbol between them, and a text input field for 'Recipient'. A blue 'Search' button is located at the bottom right.

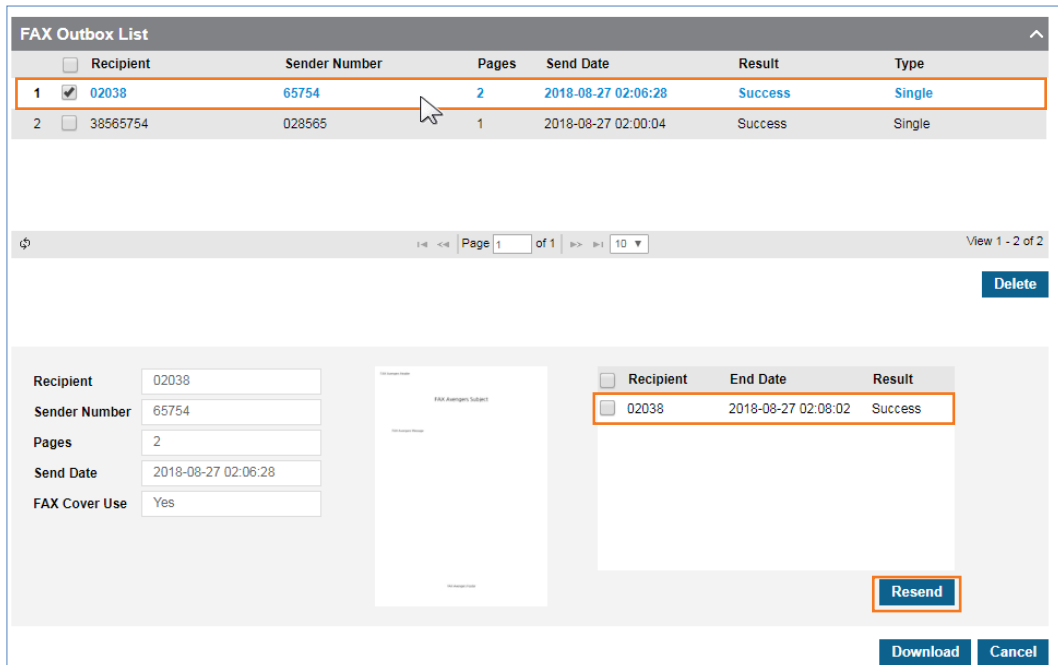
2. Click **'Recipient'** to enter a number.
3. Click **Search** button to display the result of the search.

To delete Outbox

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

To resend Outbox

1. Select the checkbox you want to resend.



The screenshot shows the 'FAX Outbox List' interface. At the top, there is a table with columns: Recipient, Sender Number, Pages, Send Date, Result, and Type. The first row is selected and highlighted in orange. Below the table, there is a 'Delete' button. At the bottom, there is a 'Resend' button. The interface also includes a 'Recipient' field with the value '02038', a 'Sender Number' field with '65754', 'Pages' with '2', 'Send Date' with '2018-08-27 02:06:28', and 'FAX Cover Use' with 'Yes'. A 'Resend' button is highlighted in orange.

	Recipient	Sender Number	Pages	Send Date	Result	Type
1	<input checked="" type="checkbox"/> 02038	65754	2	2018-08-27 02:06:28	Success	Single
2	<input type="checkbox"/> 38565754	028565	1	2018-08-27 02:00:04	Success	Single

Recipient	End Date	Result
<input type="checkbox"/> 02038	2018-08-27 02:08:02	Success

2. Click **Resend** button. You can resend the currently selected Fax.
 - **Resend** button can be used to when the result is Success or Fail.

To download a Fax (TIF or PDF file)

1. Select the checkbox you want to download.

<input type="checkbox"/>	Recipient	End Date	Result
<input type="checkbox"/>	02038	2018-08-27 02:08:02	Success

2. Click **Download** button then click 'TIF' or 'PDF' button in the popup window.

Fax Download Option

Pdf Download Tif Download Close

2.7.3

Send Fax

A user can send a Fax to one or more Fax destinations at once. Destination can be set by entering Fax number directly or selecting number(s) from the **AddressBook**.

1) A user can enter multiple Fax destination numbers using separator ‘;’ or ‘,’.

2) A user can send the fax number by selecting your personal Fax number(s) or group Fax number(s) from **AddressBook**.

Fax Cover is available to use by selecting predefined cover page. Available attach file formats are BMP, JPG, PNG, GIF, TIF, and PDF.

Go to **'My Fax' > 'Send Fax'** to display the following page.

Item	Description
Recipient List	Fax destination, enter directly or select from AddressBook.
Sender Number	Select a Fax number as a sender.
Fax Cover	Select a registered Fax Cover.
Attach Multi-file	Select a Fax file to transfer.(multiple files are available – up to 10M in total size) <ul style="list-style-type: none"> • File extension: BMP, JPG, PNG, GIF, TIF and PDF
E-Mail Notify	Email your fax success.
Scheduled Fax	Fax scheduled transfer function. <ul style="list-style-type: none"> • Immediately, Schedule

To send Fax

1. Click **'Recipient List'** to enter a number.

- **Input:** When entering multiple numbers, use ";" to separate multiple recipients.
 - Click **AddressBook** button: You can register by checking the number in the pop-up window.
 - Refer to section 2.7.6 AddressBook for details.
2. Click **'Sender Number'** to select from the drop-down list.
 3. Click **'USE Fax Cover'** to include a Fax cover.

- Fax Cover is available by selecting the profile registered by Customer or by entering it directly.
4. Click **'Attach Multi-file'** to upload the file you want to transfer.
 - File extension: BMP, JPG, PNG, GIF, TIF and PDF.
 5. Click **'E-Mail Notify'** to receive an e-mail of your Fax success.
 6. Click **'Scheduled Fax'** to send a fax immediately or set a specific time to send.

2.7.4 Spam

You can register your Spam Number directly or you can register your Spam Number for the Fax number you received from the Inbox menu. Numbers with bad spam settings can be deleted from the list of spam numbers. The fax received as spam can be deleted. The number registered with the block setting cannot be checked in the spam list.

Go to **'My Fax' > 'Spam'** to display the following page.

Spam

Date ~

FAX Number

[Search](#)

Spam FAX List					
<input type="checkbox"/>	Received Number	Sender Number	Pages	Received Date	Read
1	<input checked="" type="checkbox"/> 02038	0385	2	2018-08-27 02:08:02	Yes

View 1 - 1 of 1

[Add Spam Number](#)
[Spam Number List](#)
[Delete](#)

Received Number

Sender Number

Pages

Received Date

Read

Result

Preview of the received fax content.

[Move to Inbox](#)
[Download](#)
[Cancel](#)

Item	Description
Received Number	User's own Fax number or Group Fax number.
Sender Number	The user number from which the Fax was sent.
Pages	Number of pages sent.
Received Date	The date on which the Fax was received.
Read	It shows 'No' until a user read the fax, when a user read the fax once, it shows 'Yes'.

To configure Spam Number

1. Click **Add Spam Number** button.

Spam Number

FAX Number 2901004 ▼

Type Spam ▼

Save

2. Click '**Spam Number**' to enter a number.
3. Click '**Fax Number**' to select from the drop-down list.
 - You can select your personal Fax number and group Fax number.
 - However, group Fax numbers can only be registered by a group manager.
4. Click '**Type**' select from the drop-down list.
 - **Spam**: The Fax received can be checked in the Spam list.
 - **Block**: No Fax reception.
5. Click **Save** button.

To delete spam number

1. Click **Spam Number List** button.

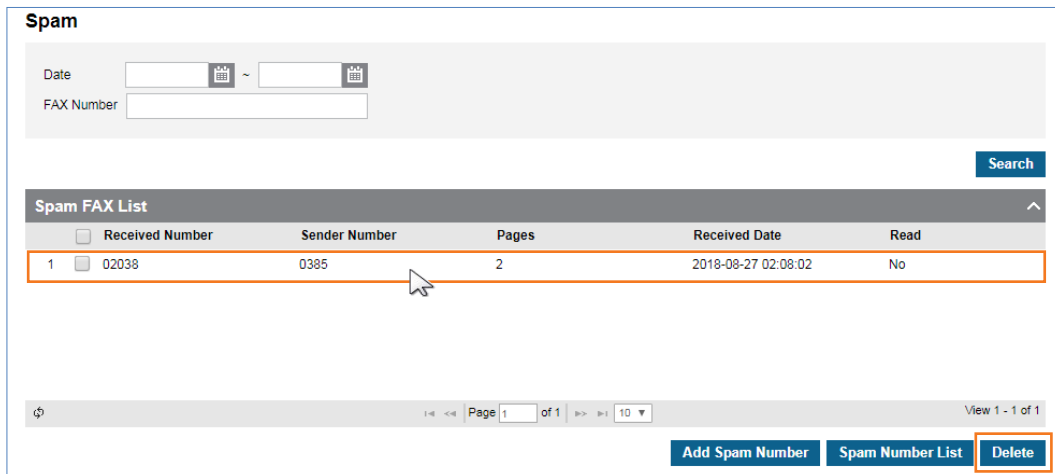
	<input type="checkbox"/> Spam Number	FAX Number	Type
1	<input type="checkbox"/> 5754	1004	Spam
2	<input type="checkbox"/> 29010	1004	Spam
3	<input type="checkbox"/> 212	1004	Spam

Delete Spam Number Close

2. Check the number to delete.
3. Then click the **Delete Spam Number** button to delete it.

To delete Spam4

1. Select the checkbox you want to delete.



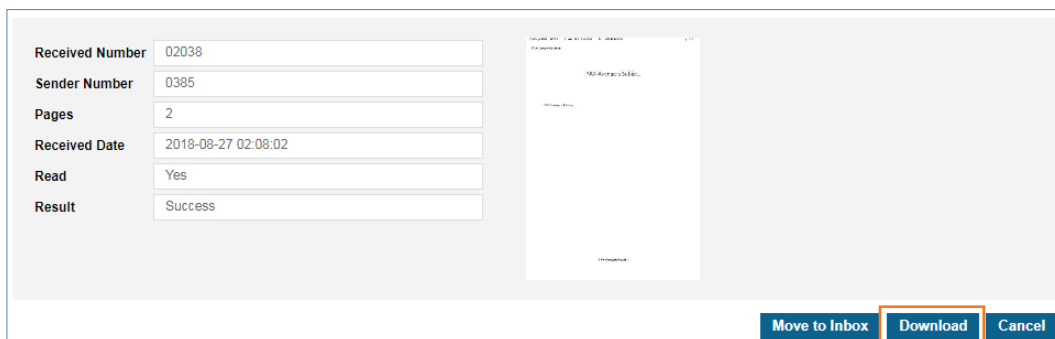
2. Click **Delete** button then click **OK** button in the popup window to confirm.

To move to Inbox

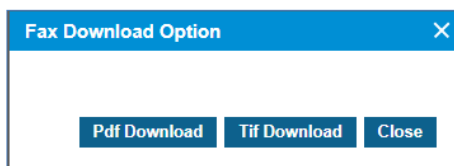
1. Select the checkbox you want to move to inbox.
2. Click **Move to Inbox** button then click **OK** button in the popup window to confirm.
 - This will move the Fax received as Spam to the Inbox.

To download a Fax file (TIF or PDF file)

1. Select the checkbox you want to download.



2. Click **Download** button then click 'TIF' or 'PDF' button in the popup window.



2.7.5 Recycle Bin

When a user deletes a Fax from **Inbox**, **Outbox** and **Spam**, it moves to **Recycle Bin** first. To remove it forever, do **Empty** from **Recycle Bin** again. The deleted Fax can be recovered by the **Recover** button but the emptied fax cannot.

The screenshot shows the 'Recycle Bin' interface. At the top, there are search filters for 'Date' (with calendar icons) and 'FAX Number'. A 'Search' button is located to the right. Below this is a 'Deleted FAX List' table with columns: From Box, Received Number, Sender Number, Pages, Received / Send Date, and Deleted Date. One item is listed with 'From Box' as 'Inbox', 'Received Number' as '02038', 'Sender Number' as '0385', 'Pages' as '1', 'Received / Send Date' as '2018-08-27 02:00:33', and 'Deleted Date' as '2018-09-05 07:13:22'. Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 1 of 1'. An 'Empty' button is to the right. At the bottom, there are 'Recover' and 'Cancel' buttons. A details panel on the right shows a list of items with their respective values.

Item	Description
From Box	Deleted location.
Received Number	The number that the Fax was received.
Sender Number	The user number from which the Fax was sent.
Pages	Number of pages sent.
Delete Date	Shows the date deleted from Inbox, OutBox, and Spam.

To search Recycle Bin

1. Click '**Fax Number**' to enter a number.

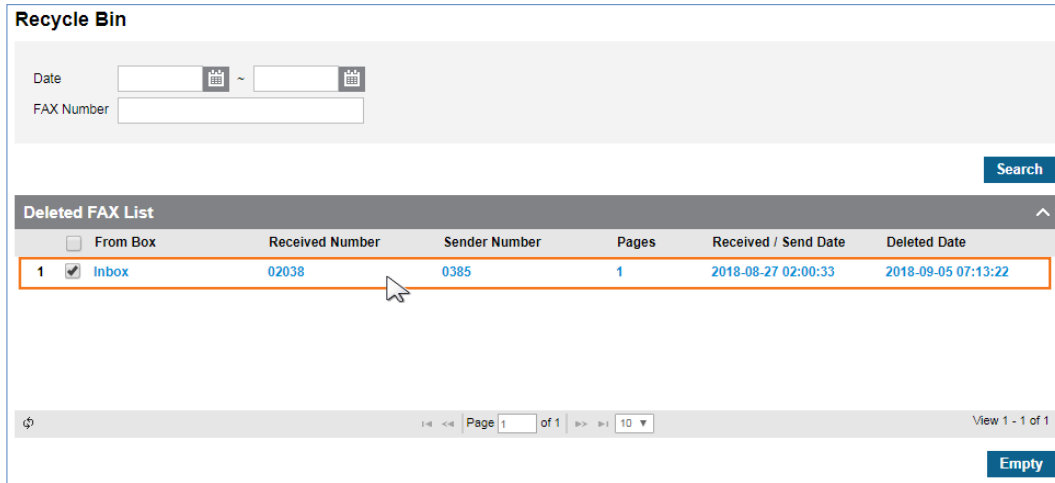
This is a close-up of the search filters. It shows the 'Date' field with two calendar icons and a tilde symbol between them. Below it is the 'FAX Number' input field. A 'Search' button is located at the bottom right of the filter area.

2. Click '**Date**' to set the date.

3. Click **Search** button to display the result of the search.

To delete Fax forever

1. Select the checkbox you want to empty.



The screenshot shows a web interface titled "Recycle Bin". At the top, there are search filters for "Date" (with a range selector) and "FAX Number". A "Search" button is located on the right. Below the filters is a table titled "Deleted FAX List". The table has columns: "From Box", "Received Number", "Sender Number", "Pages", "Received / Send Date", and "Deleted Date". One row is highlighted with an orange border and contains the following data: "1" (checkbox), "Inbox", "02038", "0385", "1", "2018-08-27 02:00:33", and "2018-09-05 07:13:22". A mouse cursor is pointing at the "Received Number" cell. At the bottom right of the interface is an "Empty" button. A pagination bar at the bottom shows "Page 1 of 1" and "View 1 - 1 of 1".

<input type="checkbox"/>	From Box	Received Number	Sender Number	Pages	Received / Send Date	Deleted Date
<input checked="" type="checkbox"/>	Inbox	02038	0385	1	2018-08-27 02:00:33	2018-09-05 07:13:22

2. Click **Empty** button then click **OK** button in the popup window to confirm.
 - Once a Fax has been deleted by the **Empty** button, it cannot be recovered.

To restore Fax

1. Select the checkbox you want to move to restore fax.
2. Click **Recover** button then click **OK** button in the popup window to confirm.
 - Fax will be restored and moved to the location it's been deleted.

2.7.6

AddressBook

It is worth noting that when a user sends a fax, a user can enter the fax number to send in a simple and fast way by selecting Fax number(s) from AddressBook without entering it directly. The address book can be uploaded as an Excel file at once and the registered address book can be downloaded as an Excel file.

AddressBook

FAX Number Name

[Search](#)

FAX Address List

<input type="checkbox"/>	Name ↕	FAX Number	E-mail	Owner	Company	Company Share
1	<input checked="" type="checkbox"/> A001	0001		Yes	Company	No
2	<input type="checkbox"/> A002	0002		Yes	Company User	Yes

View 1 - 2 of 2

[Add](#) [Modify](#) [Delete](#) [Excel Download](#) [Excel Upload](#)

Name * (Max 50)

FAX Number * (Max 36)

E-mail (Max 100)

Company (Max 50)

Company Share

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

Item	Description
Name	The name of the address book.
Fax Number	The Fax number of the address book.
E-mail	E-mail information in the address book.
Company	Company information in the address book.
Company Share	It displays 'Yes' when it is shared between Company, if not, it displays 'No'.

To search Address Book

1. Click **'Fax Number'** to enter a number.

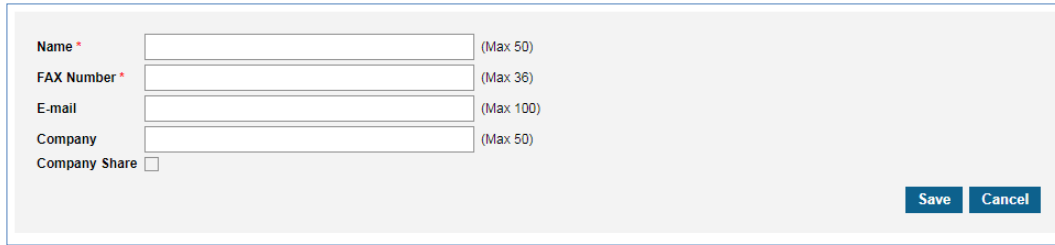
FAX Number Name

[Search](#)

2. Click **'Name'** to enter a name.
3. Click **Search** button to display the result of the search.

To add Address Book

1. Click **Add** button.



The form contains the following fields and controls:

- Name ***: Text input field with a maximum length of 50 characters.
- FAX Number ***: Text input field with a maximum length of 36 characters.
- E-mail**: Text input field with a maximum length of 100 characters.
- Company**: Text input field with a maximum length of 50 characters.
- Company Share**: A checkbox.
- Save** and **Cancel** buttons are located at the bottom right of the form.

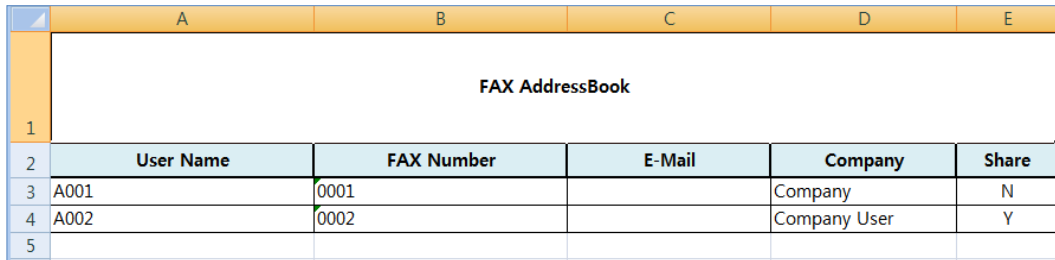
2. Click **'Name'** to enter a name.
3. Click **'Fax Number'** to enter a number.
4. Click **'E-mail'** to enter an E-mail.
5. Click **'Company'** to enter a company name.
6. Click the **'Company Share'** checkbox to select whether the address book should be shared within the company.
7. Click **Save** button then click **OK** button in the popup window to confirm.

To delete

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

To download (as an Excel file)

1. Click **Excel Download** button then click **OK** button in the popup window to confirm.

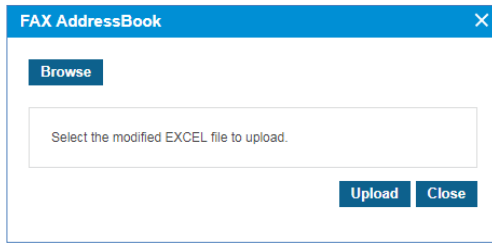


The screenshot shows an Excel spreadsheet with the following data:

	A	B	C	D	E
1	FAX AddressBook				
2	User Name	FAX Number	E-Mail	Company	Share
3	A001	0001		Company	N
4	A002	0002		Company User	Y
5					

To upload as an Excel file

1. Click **Excel Download** button to get the current address book list.
2. Click **Delete** button then click **OK** button in the popup window to confirm.
3. In Downloaded Excel file, enter the list of names registered in your address book.
4. After updating Address Book Excel file click **Upload** button.
5. Click **Browse** button to select the modified EXCEL file.
6. Click **Upload** button to upload the file.



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

2.8

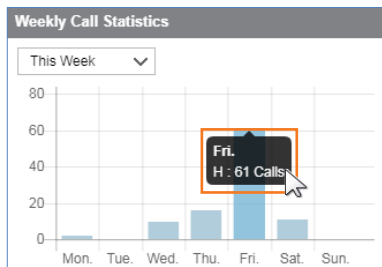
My Home

Customer User Portal provides 'My Home' tab in favorite bar. My Home Setting allows you to configure 'My Home' tab with 5 available entries.

2.8.1 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 by clicking 'My Home' tab.

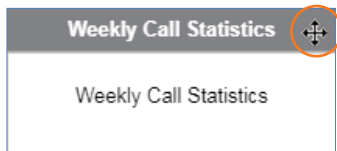
- **My Phone & Features:** Shows the extension number, name, CID and DDI number assigned. You can check device information and Group data. And it displays the feature configuration of 'Call Forward', 'Remote Office', 'Do Not Disturb' and 'Wake Up'. When you click button, it will directly move to that feature menu.
- **Call Log:** Shows how many total incoming, outgoing and missed calls happened at Today, Yesterday, This Week and Last Week.
- **Weekly Call Statistics:** Shows how many calls took place from Monday to Sunday with 'This Week' or 'Last Week' option. When you place the mouse cursor on the graph where you want to see, the exact number appears.



- **Latest Call History:** Shows up to 7 latest calls with duration time of a call.
- **Voice Message:** Shows how many voice mail left in the voicemail box, and it can be divided into three types such as Total, Read and Unread.

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

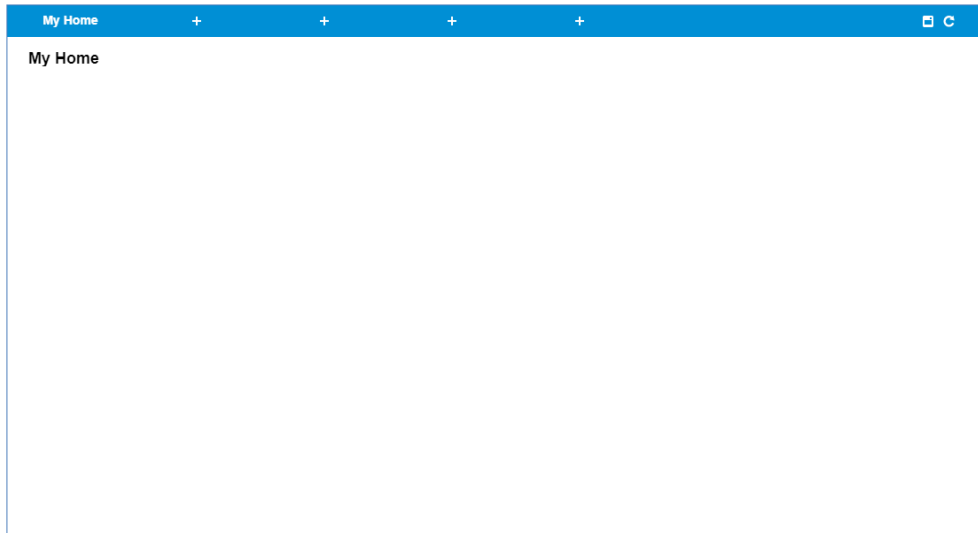
2.8.2

Favorite Bar

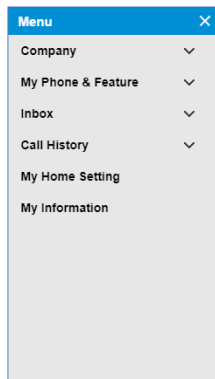
This bar allows you to add up to 4 favorite menus on it. By default it only has a **'My Home'** tab. From the favorite bar, click to select a tool you want to use. Refer to section 2.1.3 Favorite Bar for details.

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 remove, click + or - on the Favorite Bar.
3. Click **Save** (💾) button to save the change, or click **Cancel** (❌) button to cancel.

2.9

My Information

My Information shows the End User's information and allows you to modify the name, email address and password.

Go to **'My Information'** to display the following page.

My Information

ID *	<input type="text" value="000@ekr.com"/>	
Name *	<input type="text" value="US Eericsson"/> <input type="text" value="Last name"/>	This name is also used for phone display name.
Language *	<input type="text" value="English"/>	
E-mail *	<input type="text" value="seokryu@ericsson.com"/>	
Password *	<input type="password" value="*****"/>	At least 8 characters, Max 15 characters.
Extension password	<input type="password" value="****"/>	MAX 12 Character

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 my information

1. Click **Modify** button.

My Information

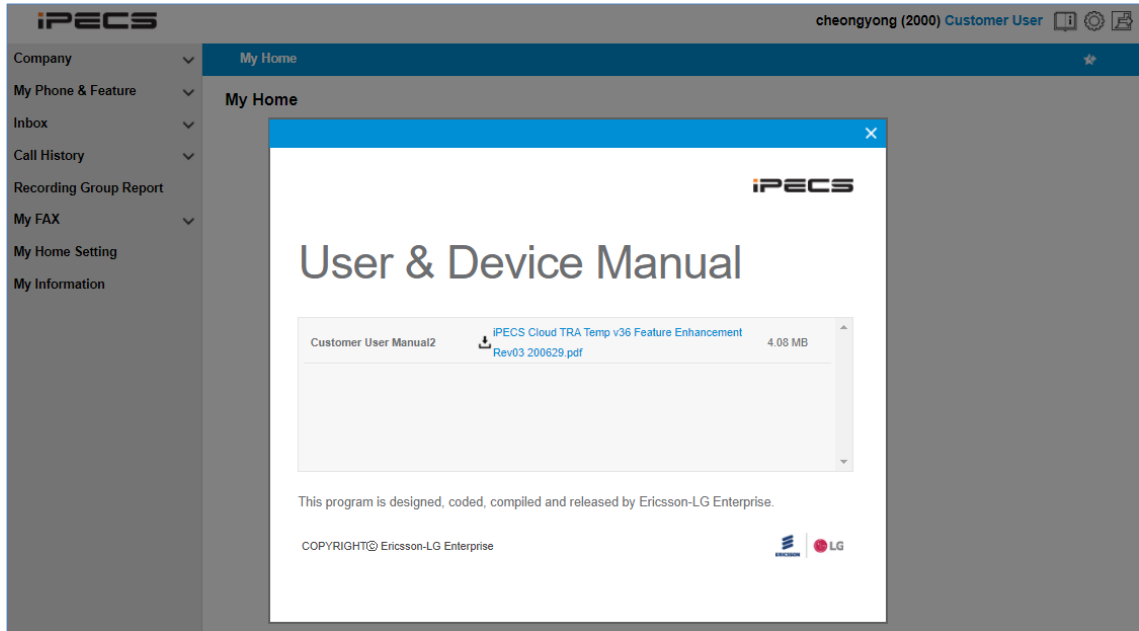
ID *	<input type="text" value="000@ekr.com"/>	
Name *	<input type="text" value="US Eericsson"/> <input type="text" value="Last name"/>	This name is also used for phone display name.
Language *	<input type="text" value="English"/>	
E-mail *	<input type="text" value="seokryu@ericsson.com"/>	
Password *	<input type="password" value="*****"/>	At least 8 characters, Max 15 characters. <input checked="" type="checkbox"/>
Confirm Password	<input type="password" value="*****"/>	password match. <input checked="" type="checkbox"/>
Extension password	<input type="password" value="****"/>	MAX 12 Character

2. Click **'Name'** to change a name.
 - The **'ID'** field is not activated and cannot be modified.
3. Click **'Language'** to change a language which used for this Web portal.
 - The default language is English.
4. Click **'Email'** **'Password'** and **'Extension Password'** to change each field individually.
5. Click **Save** button then click **OK** button in the popup window to confirm
 - Extension password is used for login to the Click to Call or Hot Desk.

2.10

Manual Download

This menu describes how to download manual files or access manual web URL link.



In Customer User portal, Customer User Guide will be presented.

To download manual file

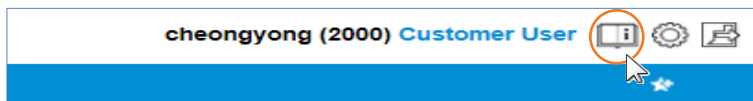
1. Click **Manual**  icon.



2. And then click **Download**  button.

To Access manual web URL link

1. Click **Manual**  icon.



2. And then click **URL** Text.

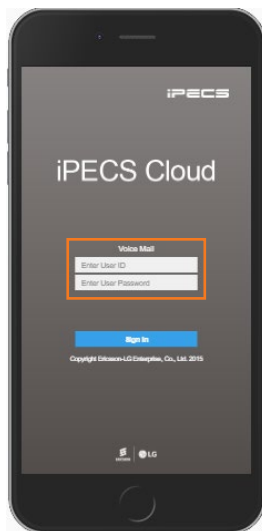


Mobile Portal

This chapter describes the operation of Mobile Portal, which provides a responsive interface for users to use voicemail via a portable terminal. Users can search for voicemail recorded messages, delete, forward, and so on.

3.1 How to Access

1. Select 'Mobile Portal' link in the UCE Client, or run Chrome, and enter the URL of the EMS Web Portal.
2. Click **Enter** key to open the iPECS Cloud login page.



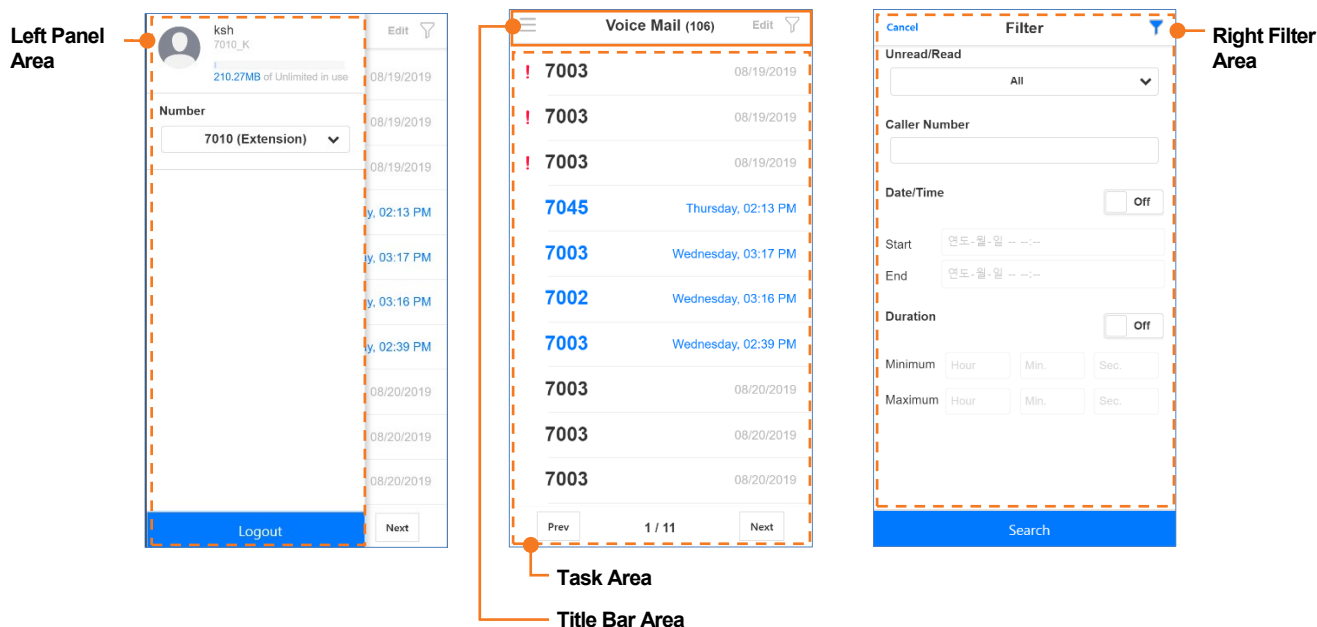
3. Click **Enter User ID field** and enter in User ID.
 - User ID is in an email address format, e.g. admin@customer.com.
4. Click **Tab** key to **Password** and enter your password.
5. Click **Sign in** button to login to the EMS web portal.
 - If you enter the valid user ID and password, you can access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

3.2 Guide to Mobile Portal

This section describes the layout of the Customer User Mobile Portal that is comprised of four main areas, such as the Left Panel, Title Bar, Right Filter, and Task Area.

When you logged in to the Customer User Mobile Portal successfully, the following voicemail page is displayed on your screen.



3.2.1 Title bar Area

- **Menu Button (☰):** The Left panel window appears, and you can check the information of the logged in user.
- **Edit Button (Edit):** A selection box appears on the left of the Voicemail list, and you can delete the selected voicemail.
- **Filter Button (🔍):** The Filter window appears, allowing you to search for Voicemail.

3.2.2 Left Panel

You can view the Company Name, Customer User's name, and storage usage information for logged in users.

- **Number (Number):** Shared Line, additional Multiple line number can be selected.
- **Logout Button (Logout):** Allows you to exit from the page you are working.

3.2.3 Right Filter

Provides the ability for users to search Voicemail. Below is a description of each item.

- **Unread/Read:** Search for all, read or unread voicemail.
- **Caller Number:** Search the Caller Number.

- **Date/Time:** Turn on the On/Off switch and search for voicemail corresponding to the selected date.
- **Duration:** Turn on the On/Off switch and search for voicemail corresponding to the selected voice message playing time.

3.2.4 **Task Area**

All tasks related to each menu are displayed here. The following is an example image showing a Voicemail list.

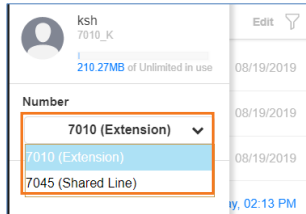
3.3

Voicemail

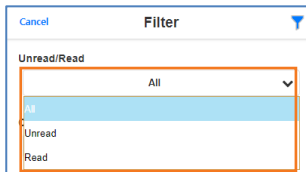
It allows you to search, play, download, and delete voice messages left in your voicemail box. When you are a member of Shared Line or have additional Multiple line number, you also can search, play and download messages left in Shared Line or Multiple Line's voicemail box.

To search voicemail messages

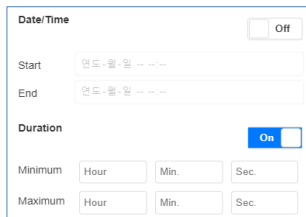
1. Select extension, multi-line or shared line by selecting **Menu** (☰) at the Title bar.



- Multiple Line or Shared Line is displayed only to a user is currently in using them.
2. Click **Filter**(Edit) to open the Filter window, and then
 3. In the '**Unread/Read**' drop-down list, select **All**, **Unread** or **Read**.



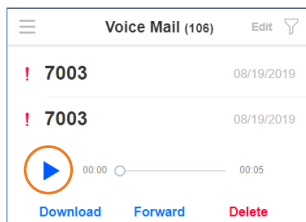
4. Turn on the '**On/Off**' switch to set the '**Date/Time**' and '**Duration**'.



5. Click **Search** (Search) button to display the result of the search.

To play a voicemail message

1. Click **Play** (▶) button on the right side of the voice mail message list.



Or

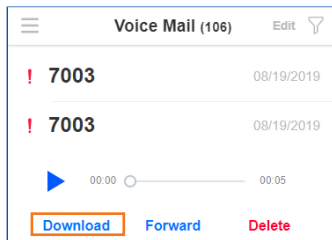
2. Click **Play** (▶) button in the Player.

- Once you played an unread message using **Play** (▶) button the **Font Color** is changed from 'Blue' to 'Black'.

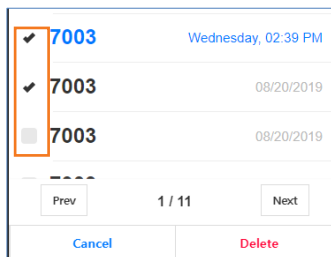
To download a voicemail message

You can download the voicemail message in the following way.

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

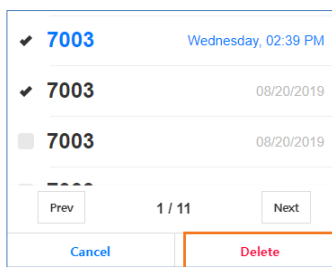


- Multiple voicemail messages in one zipped file at once by clicking the message checkbox and clicking **Download** (Download) button.



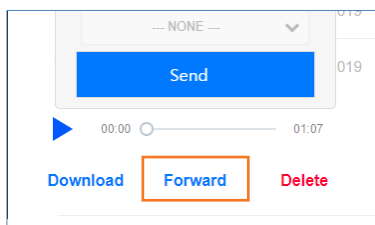
To delete voicemail message(s)

- Select the checkbox you want to delete.
- Click **Delete** (Delete) button then click **OK** button in the popup window to confirm.

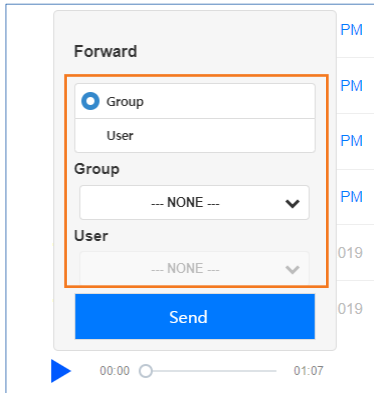


To forward voicemail message

- Click the **Forward** (Forward) button to open the Forward window.



2. Select **Group** or **User** from the checkbox.



- Group or User selection item is activated.

3. Select the destination you want to forward and select the **Send** () button.

Useful Information

This chapter provides information on the open source software used in the iPECS Cloud.

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