vertical
COMMUNICATIONS

iPECS

Cloud Customer User

Portal Guide

ERICSSON | LG

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

Document Information

S/W Version	Issue	Changes	Release Date
v1.0.0	1.0	New product release	2016-01-27
v2.1.0	1.1	v2.1 Update and release	2016-05-16
v2.2.0	1.2	v2.2 Update and release	2016-10-17
v2.3.0	1.3	v2.3 Update and release	2017-06-02
v2.4.0	1.4	v2.4 Update and release	2017-09-02
v2.4.x	1.5	v2.4 x Latest update and release	2018-08-26
v3.0.x	1.6	v3.0 x Update and release	2019-03-19
v3.1x	1.7	v3.1 x Update and release	2019-06-28
v3.5.x	1.8	v3.5.x Update and release	2020-05-26
v3.6.x	1.9	v3.6.x Update and release	2020-09-14
v4.0.x	2.0	V4.0 Update and release	2021-04-13

Table of Contents

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.
Italic text	A cross-reference or an important term.
Code text	A command prompt.
*(Asterisk)	Items or fields marked with an asterisk (*) are required.

Important notice

The following icons and notices are used in this guide to convey important cautions and notes.

CAUTION A caution statement alerts you to situations that may cause damage to hardware, software, or data.

NOTE A note provides additional explanations, important information, or a reference to the relative information.

References or Related Guide

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

- iPECS Cloud Feature Guide
- iPECS Cloud Service Provider Administrator Guide
- iPECS Cloud Reseller Administrator Guide
- iPECS Cloud Customer Manager Administrator Guide

Chapter 1.

EMS Web Portal

This chapter describes how to access and use the EMS (Element Management System) web portal as a Customer 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.
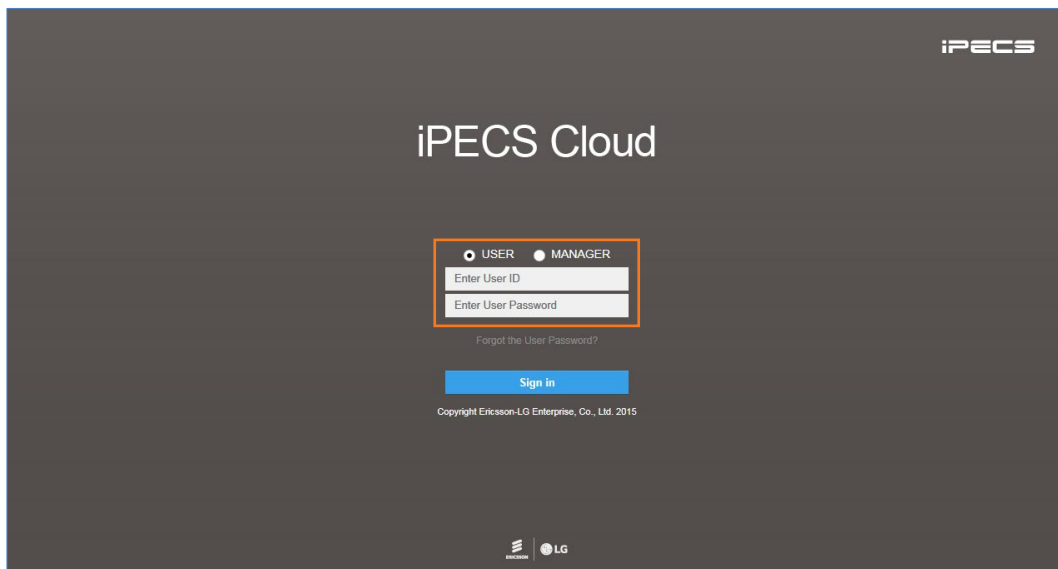
3. Select **USER** from radio button.

- Allows the customer to choose the option between 'USER' and 'MANAGER'.

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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.
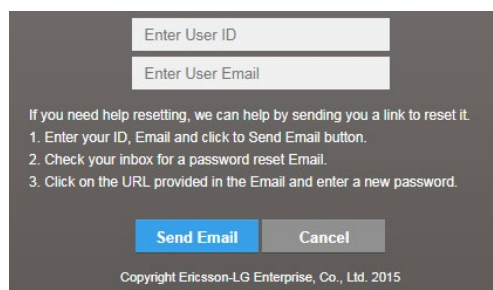
1. Click 'Forgot the User Password?' to receive an email from a password reset request.
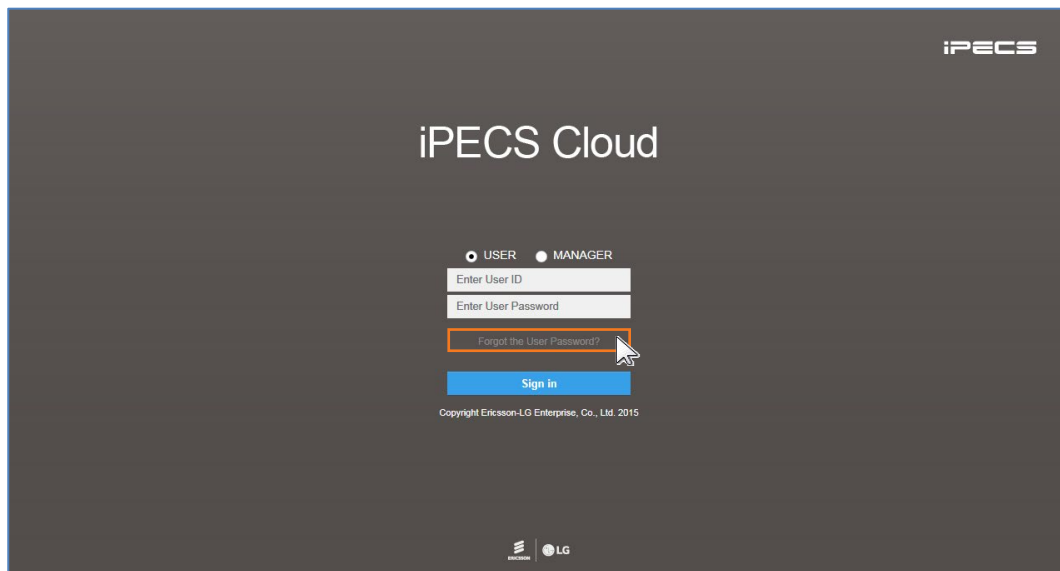
2. Select **USER** from radio button.

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

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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.

| 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.
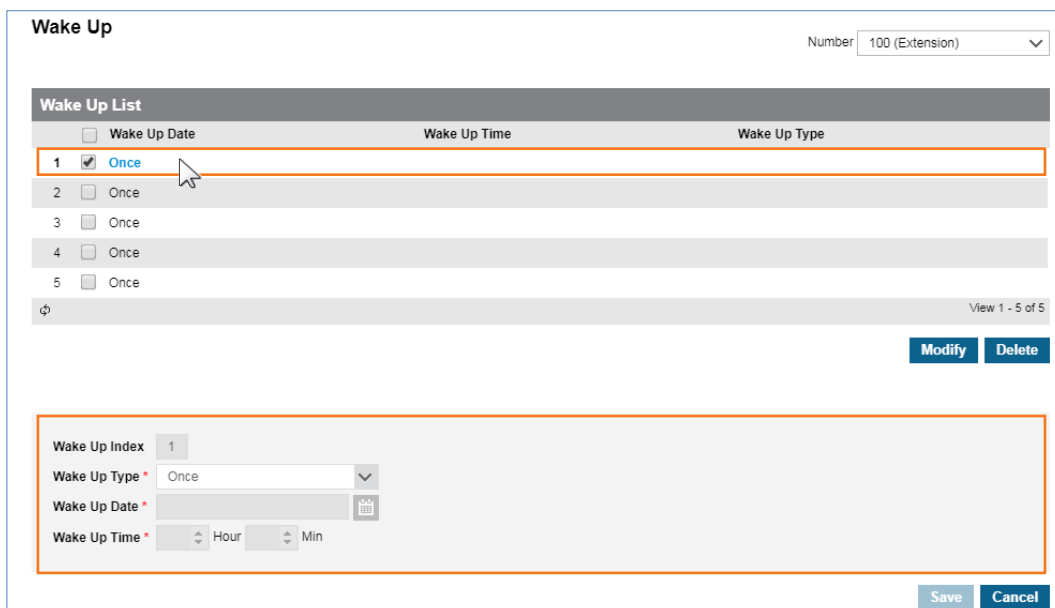
1.5.1.1 View

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

1. Click **'Number (⌄)'** to select the Extension Number or Multiple Line from the drop-down list.
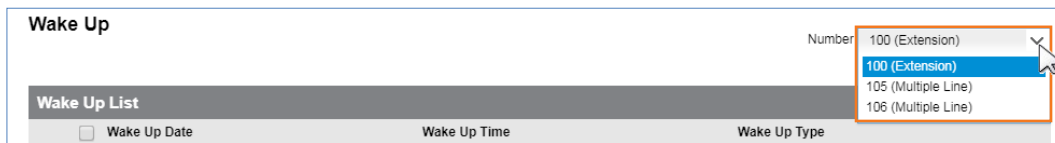
- Multiple Line is displayed only to a user is currently in using them.

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

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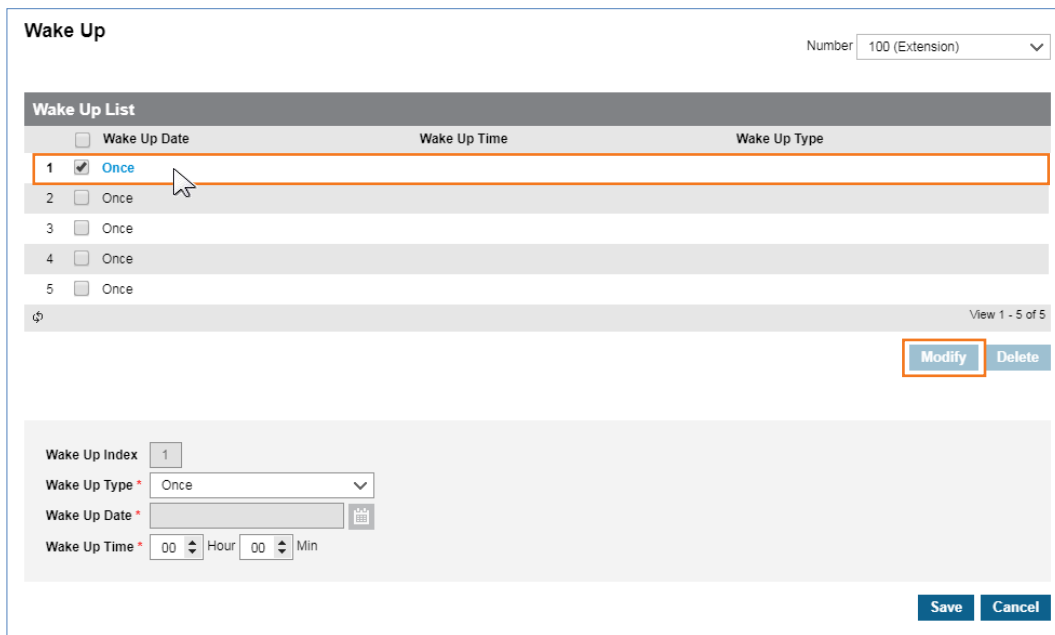

1.5.1.2 Modify

To modify an existing Wake Up,

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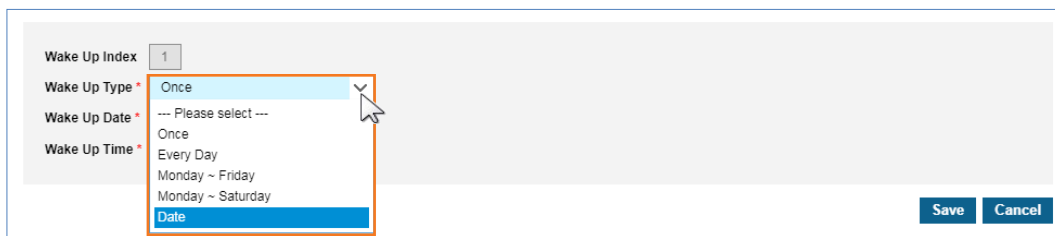

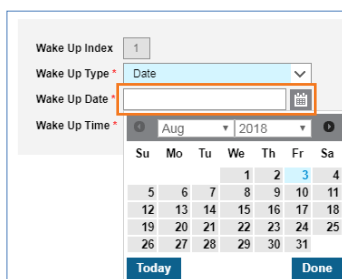   - 'Multiple Line' is displayed only to a user who is currently in using them.

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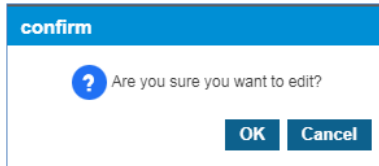
3. Click **Modify** button.

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'.
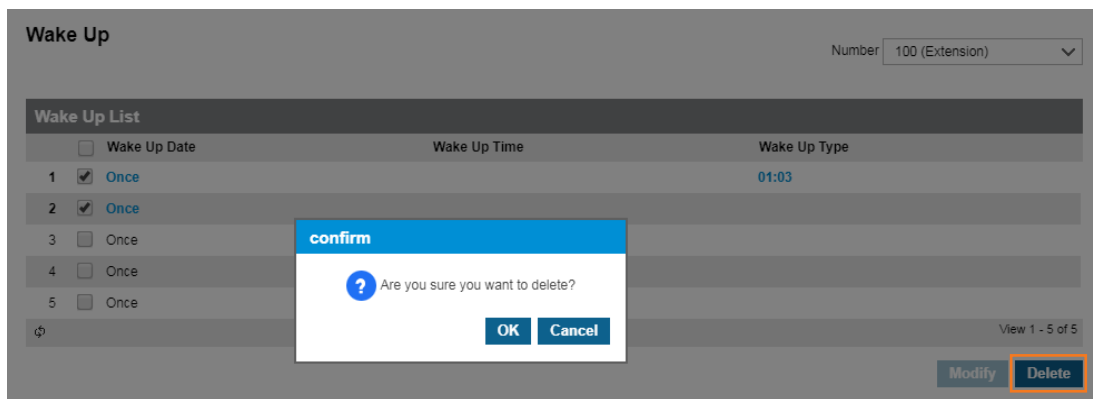
6. Set **'Wake Up Time'** by clicking **Up** (▲) or **Down** (▼) button.

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'

Chapter 2.

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.
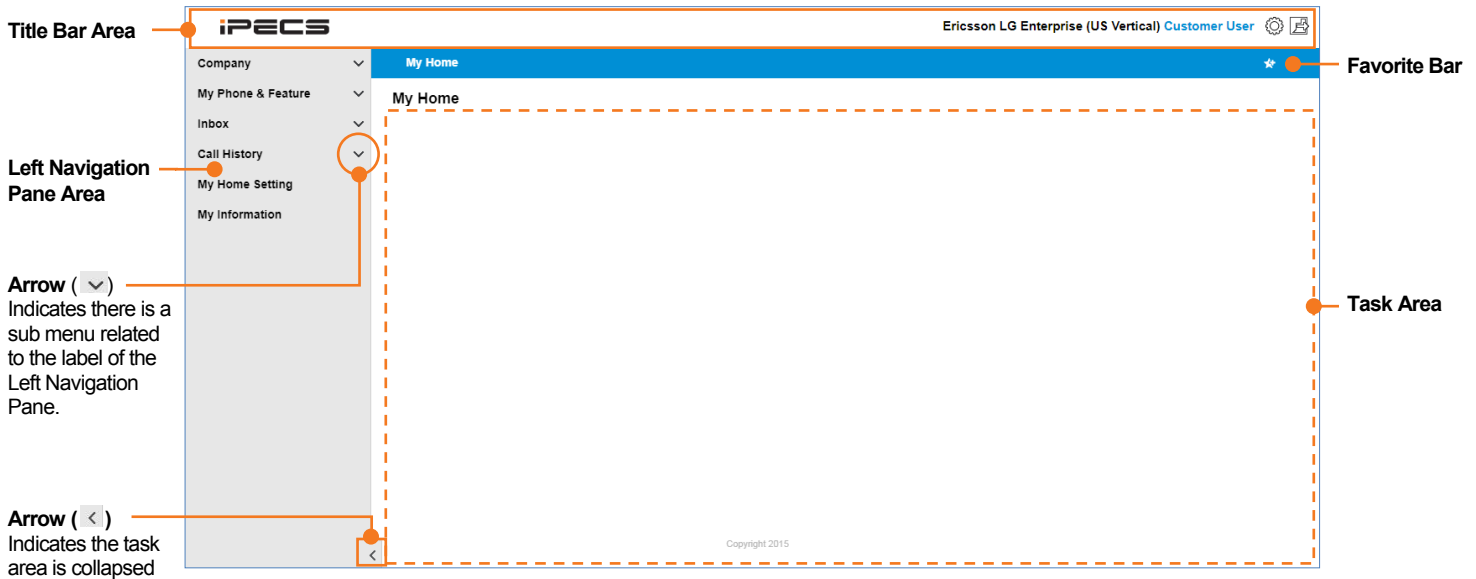
2.1.1 Title bar Area

- **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'.

My Information

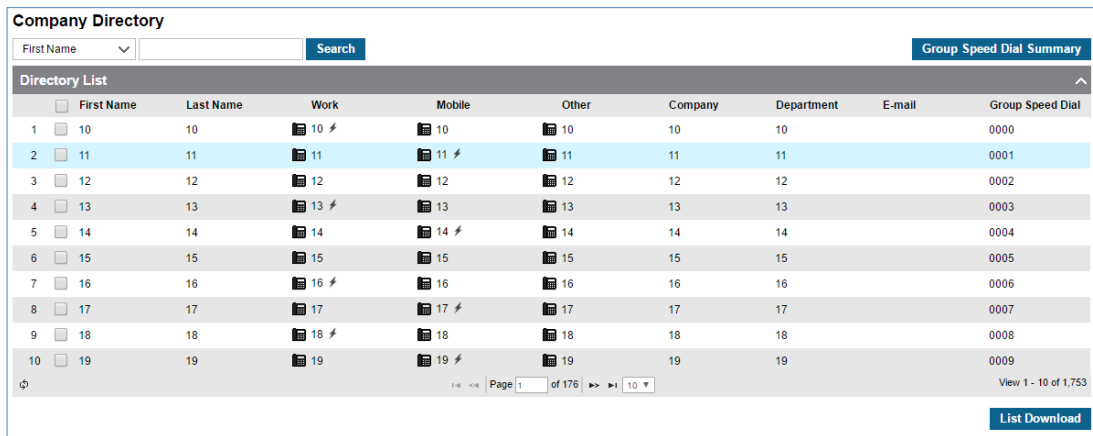|	
ID *	100@ekr.com
Name *	US Vertical / Last name — This name is also used for phone display name.
Language *	English
E-mail *	jeongwon.suh@ericsson.com
Password? *	•••••••••• — At least 8 characters, Max 15 characters.
Extension password	•••• — MAX 12 Character

Modify Save Cancel

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

Company Directory — First Name ▼ [ ] Search — Group Speed Dial Summary

Directory List

|◄ ◄◄ Page 1 of 176 ►► ►| 10 ▼   View 1 - 10 of 1,753

List Download

To view the contact details

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

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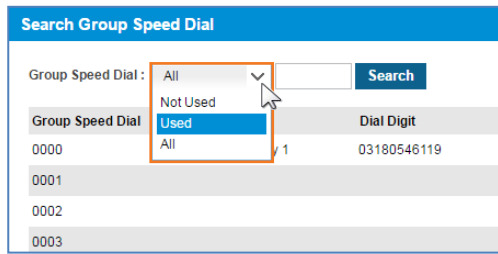
- Search option can be selected from 'All', 'Use' and 'Not Used'.
- When you select 'Not Used', it displays all group speed dial that have no 'Dial Digit' on 'Search Group Speed Dial' popup window.

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.

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

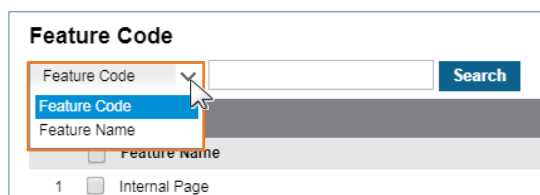| Item	Description
Internal Page	500
Forward Register (Normal)	501
Forward Cancel	502
Timed DND Register/Cancel (Toggle)	503
DND Register/Cancel (Toggle)	504
Account Code	505: It allows a user to track an outgoing call by entering 'Account Code' (up to 12 digits). This entered 'Account Code' is displayed 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
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

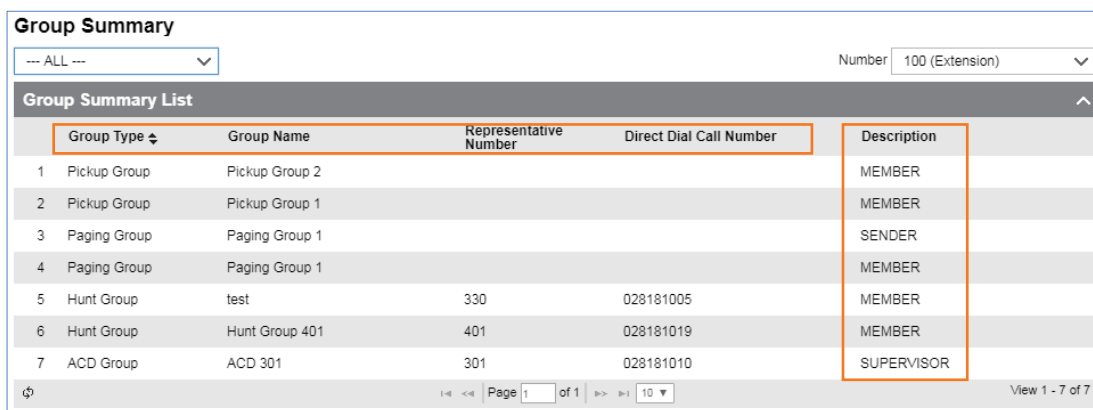| Item	Description
ACD Agent Head/Hand Set	526
ACD Agent Headset Ring Mode Change	527
ACD Supervisor Display Q Wait Count	528
ACD Supervisor Group Night Mode	529
ACD Supervisor Group Holiday Mode	530
ACD Supervisor Silent Monitor	531
ACD Supervisor ACD Q Overflow Count Change	532
Two Way Record	533
Virtual 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
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.

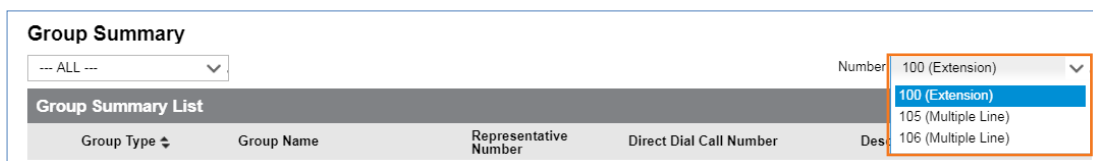Go to **'My Phone & Feature' > 'Group Summary'** to display the following page.

Group Summary

--- ALL ---   Number 100 (Extension)

Group Summary List

	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	

↻   ◄ ◄◄ Page 1 of 1 ►► ►| 10 ▼   View 1 - 7 of 7

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.

Group Summary

--- ALL ---   Number 100 (Extension)

Group Summary List   100 (Extension)
                                                                105 (Multiple Line)
| Group Type ⬍ | Group Name | Representative Number | Direct Dial Call Number | Desc 106 (Multiple Line) |

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.

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1. Click **'Number (⌄)'** 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 ⌄ 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.

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.

2. Click to select a checkbox and click **Modify** button to configure.
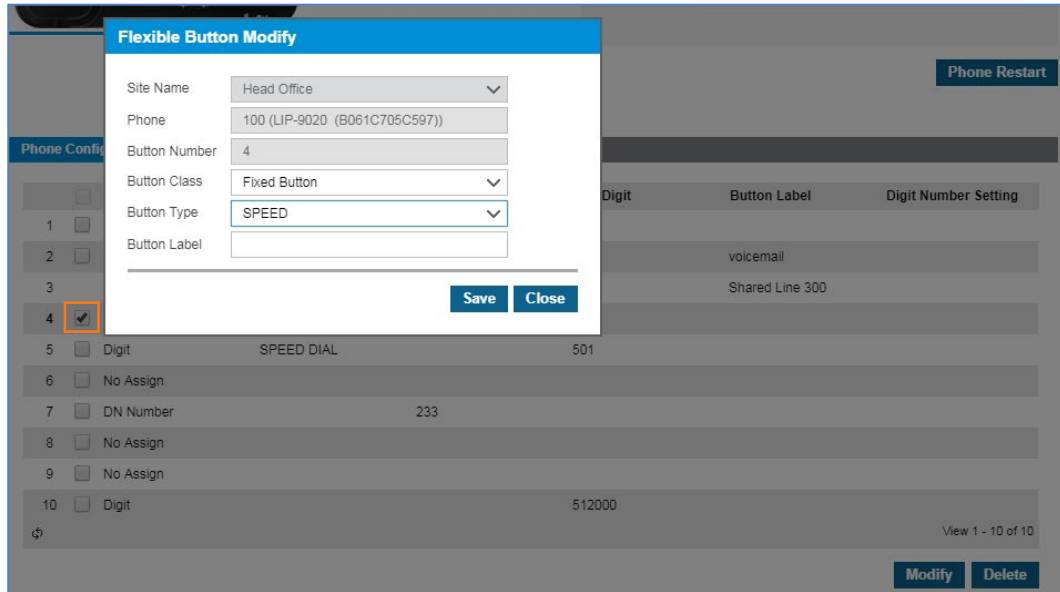
   - **Flexible Button Modify** popup window will be displayed.

3. The **'Shared Line'** checkbox is not activated and cannot be modified. For the **'DN Number'** can only be modified the **'Button Label'.**

4. '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. · **LIP:** Redial, Speed, Conference, Mute, Callback, DND/Call forward, Transfer, Flash and PTT) · **SIP:** Phonebook, Call Log, Mute, Headset, Redial, Call Return, Call Forward, Conference, Transfer, Hold, DND, Ringer Off, Message, Remote Phonebook, Service(XML), Voice Recording, Blind Transfer, Adhoc Conference.

Item	Description
Dial Digit	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.

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.

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

Item	Value	Description
		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. · **Range:** 0 ~ 30 seconds, when you set it to '0', it forwards a call immediately.

To configure Call Forward

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

2. Click **Modify** button to configure.

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

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

- 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** (⌄)' 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

Item	Value	Description
	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** (⌄)' 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	
	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.

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	1	
Mobile Number *	9	028181008	#
Mobile CLI	028181008	
Mobile Usage	Use	⌄
Call Through Option	Not Used	⌄
Ring Option	Immediate ring when a terminal is disconnected	⌄

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.
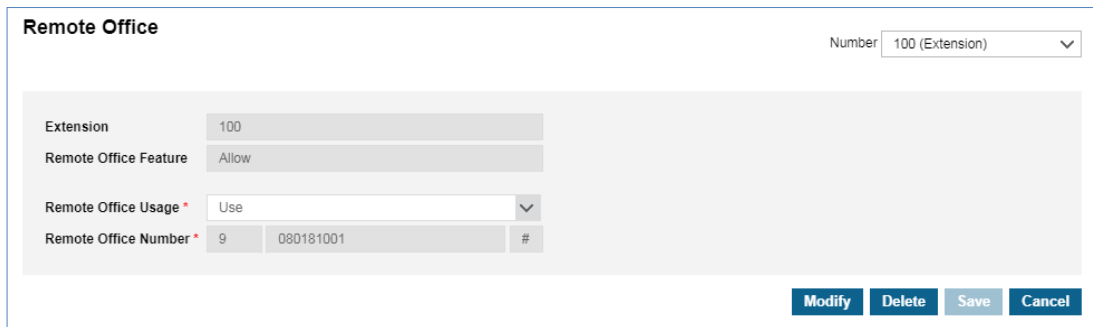
- This option allows you the way of ringing when there is an incoming call to your extension number or DDI number assigned to your account.

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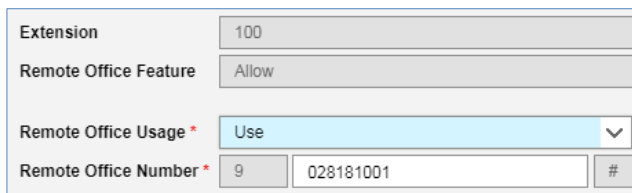
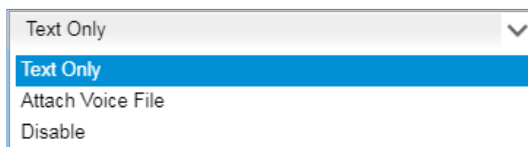It allows you to place a call remotely, for example, from home or when on a business trip. You can make a call to 'Remote Office Dial Number' and connect that call with 'Remote Office Number'. For example, at home, you can make a call between telephone line at your home and 'Remote Office Dial Number'.

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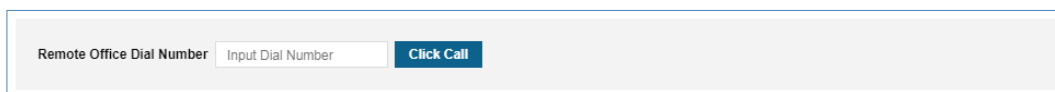
NOTE	You cannot use your extension's DDI number as a 'Remote Office Number'.

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.
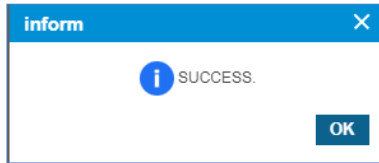
- The 'Remote Office Number' will start ringing.

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.
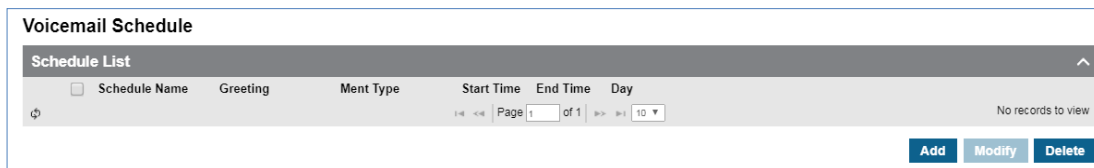
To configure Voicemail Schedule

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.
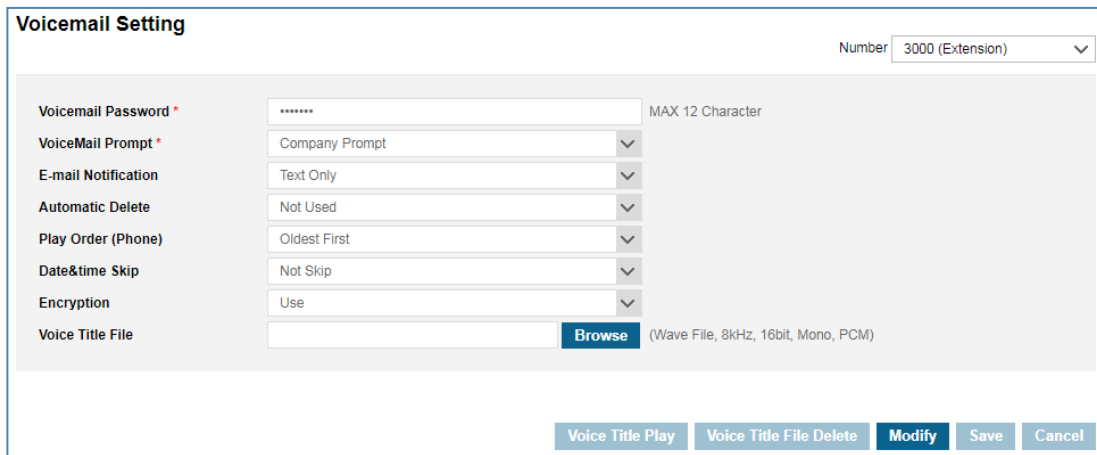
To modify Voicemail Schedule

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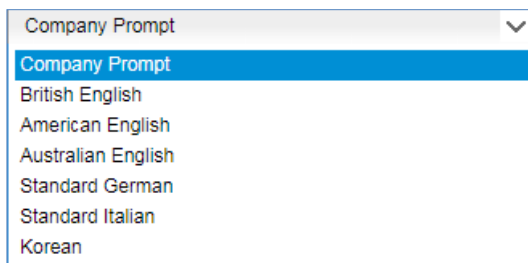
It allows you to configure the voicemail password to log in your voicemail box, Email sending, Playing message order, and Skip playing date/time option when you retrieve messages in your voicemail box.

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

To configure Voicemail Setting

1. Click '**Number** (∨)' 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.
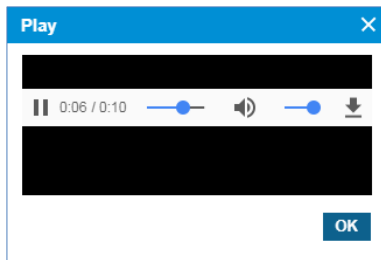
2. The registered title wav. is played.

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.

To configure Voicemail Froward Group Setting

1. Click '**Number** (⌄)' 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.
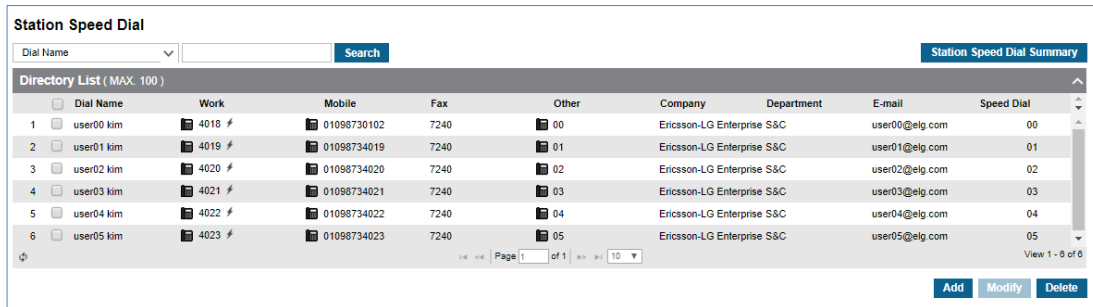
- All available users will be displayed on the right side window.

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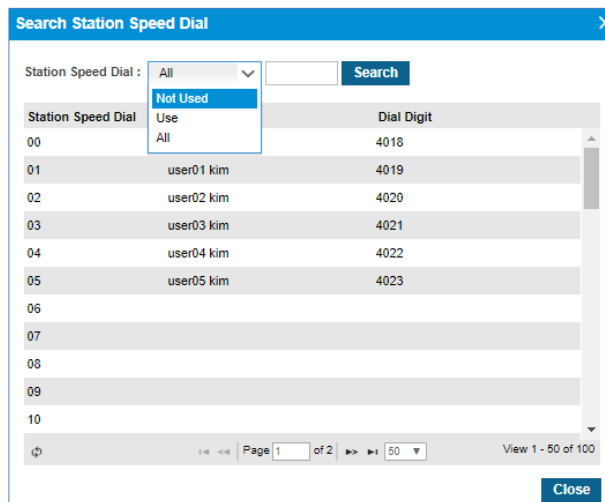
Go to **'My Phone & Feature'** > **'Station Speed Dial'** to display the following page.

To show the current station speed dial summary

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

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.

2. Fill the information field to identify the station.

To find the available speed station number,

1. Press [🔍] icon.

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.

Tone Prompt

	Ring Back Tone Name	Ring Back Tone File	Number of Schedules Used
1	☐ A	AA01	0

Page 1 of 1   10 ⌄   View 1 - 1 of 1

Add Modify Delete

To add Tone Prompt

1. Click **Add** button.

Tone Prompt

Ring Back Tone List

Add Modify Delete

Ring Back Tone Name [   ]
Ring Back Tone File [   ] Browse (Wave File, 8kHz, 16bit, Mono)

Play Save 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.
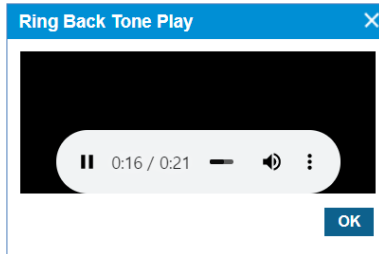
   - Music will automatically be played in popup window.

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.

To add Schedule

1. Click A**dd** button.

2. Click **'Schedule Name'** to enter schedule name.

3. Click **'Schedule Type'** to select 'Specify Date' or 'Specific Date of Every Year' or 'Specific Date of Each Month' or 'Specific day of the week' or 'Holiday'.

   - Specify Data, Specific Date of Every, Specific Date of Each Month, Specific day of the week, Holiday.
   - The schedule type selection change, the Year/Month/Day/Time setting screen is changed.

4. Click **Schedule Ment** to select the sound source for the schedule.

   - You can select a registered sound source in the **Coloring > Tone Prompt** menu.
   - The selected sound source can be listened to with the **Play** button.

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

To delete Schedule

1. Select the checkbox you want to delete.

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

   - When the selected sound source is deleted, the Priority is automatically rearranged.
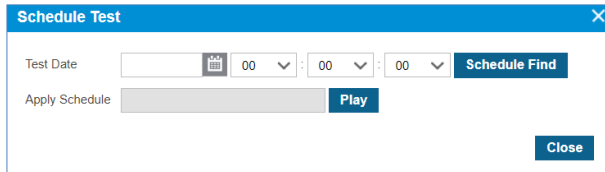
To change Priority

1. Select the schedule to change the priority.

2. Click **Change Priority** button then window pop-up window is called.

   - Only the priority range currently registered can be selected.

3. After changing the priority setting value, save it with the **Save** button.

To test Schedule
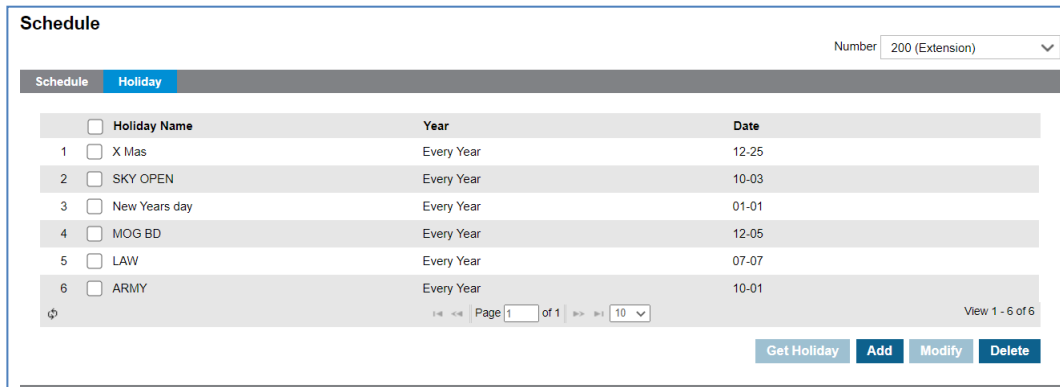
1. Click **Schedule Test** button then window pop-up window is called.

2. After entering the **Test Date** information, click the **Schedule Find** button to search the applied schedule.

   • If there is no schedule registered on the site, the company's schedule is inquired.

3. If the searched schedule exists, you can listen to it with the **Play** button.

2.3.13.2.2 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.
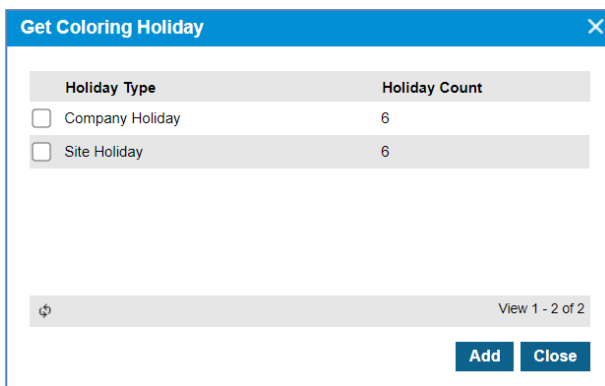
Go to **'My Phone & Feature' > 'Coloring' > 'Schedule'** and click **'Holiday' tab**.

To Get Holiday

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

   • **Get Holiday** button is available when there is no defined holiday in **Holiday** Tab.

   • You can 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

		Holiday Name	Year	Date
1	☑	X Mas	Every Year	12-25
2	☑	SKY OPEN	Every Year	10-03
3	☐	New Years day	Every Year	01-01
4	☐	MOG BD	Every Year	12-05
5	☐	LAW	Every Year	07-07
6	☐	ARMY	Every Year	10-01

↻   ◄◄ ◄ Page 1 of 1 ►► ►| 10 ▼   View 1 - 6 of 6

Get Holiday   Add   Modify   Delete

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

confirm   ✕

? Are you sure you want to delete?

OK   Cancel

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.

To search voicemail 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 ⌄ to select a search option from the drop-down list, and then

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

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

To play a voicemail message

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

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.
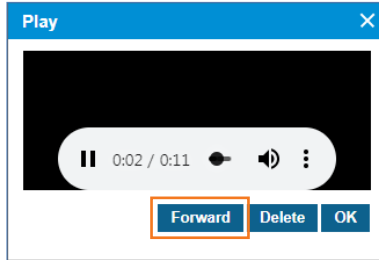
3. You can forward the selected message to the group member by selecting a group or to the individual user.   Refer to section 2.3.11 Voicemail Forward Group for details.
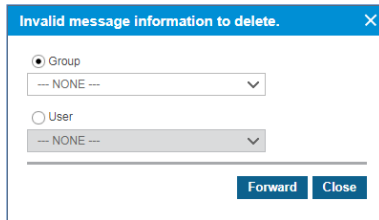
- Click to send a **Forward** button. If the title is set, it will be sent together.

- 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.

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

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 message.

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.

To search call record messages

1. Click **'Number (⌄)'** to select the Extension Number, Multiple Line or Shared Line from the drop-down list.
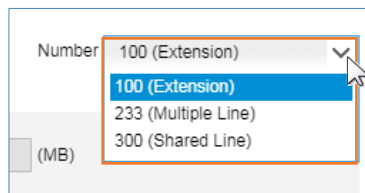
• Multiple Line or Shared Line is displayed only to a user is currently in using them.

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.

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

To play a call record message

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

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 downloading history

Downloading history can be presented in the following way:

- As a wav file format one by one by clicking **Histroy** ( ) button.
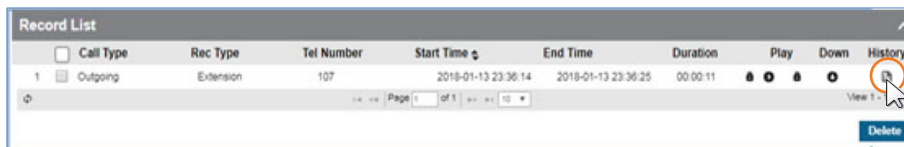
- Selected call record Download History on popup window.
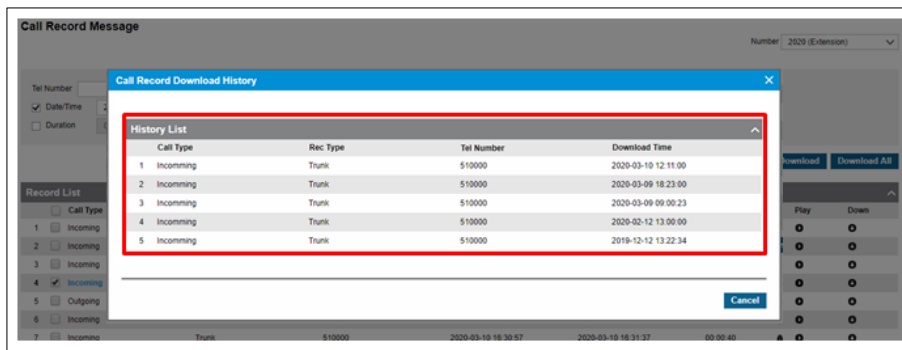
- Click **Cancel** or **X** button to close play popup window.

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.

Call Summary

		Date/Time	2018-01-01	00 ∨ Hour	00 ∨ Min. ~	2018-01-17	23 ∨ Hour	59 ∨ Min.

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

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

List Download   **Search**

Call Summary by Extension List by Period

	Extension Number	Extension Name	Date / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
1	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 3	2	0	0		00:00:27	00:00:54
4	100	Leo Ryu	2018-01-12 19:00:00 4	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 6	1	8	0		00:00:09	00:00:09
7	100	Leo Ryu	2018-01-12 03:00:00 5	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

Page 1 of 4   10 ▼   View 1 - 10 of 37

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.

Call Summary

		Date/Time	2018-01-01	00 ∨ Hour	00 ∨ Min. ~	2018-01-17	23 ∨ Hour	59 ∨ Min.

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

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

List Download   **Search**

2. When there is call history lists click **List Download** button and click **OK** button in the popup window to confirm.
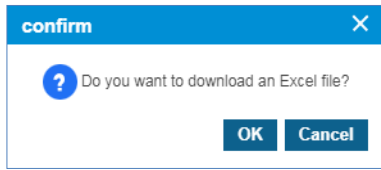
3. The call history is downloaded as an Excel file to local drive on your PC.

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.

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.

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

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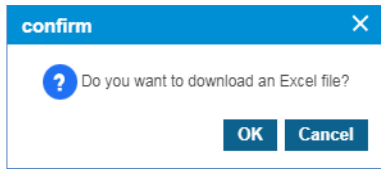
3. The call history is downloaded as an Excel file to local drive on your PC.

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. ・ **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.
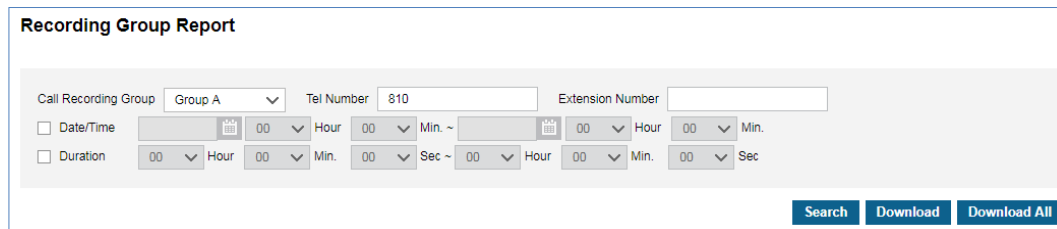
- **Search** button: A manager of Call Recording Group can search member's Call Recording

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.
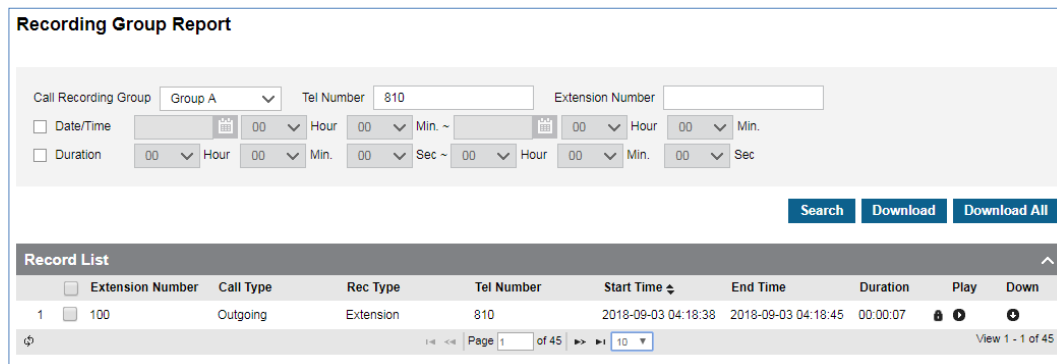
To search call record messages

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.

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

To play a call record message

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

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.

2.7 My Fax

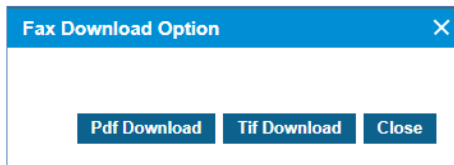A user with Web Fax Feature can use the My Fax menu.   The Web Fax menu allows you to retrieve and send faxes, also manage Spam, Recycle Bin and Address Book.   To use this feature, please consult your Customer Manager.

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.

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.

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.

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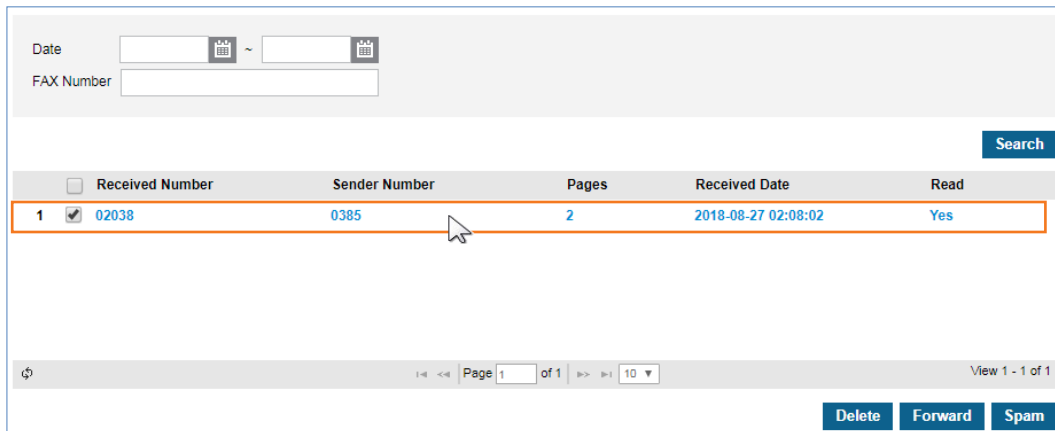
2. Click **Download** button then click **Pdf Download** or **Tif Download** button in the popup window.

To Share between Fax Group members
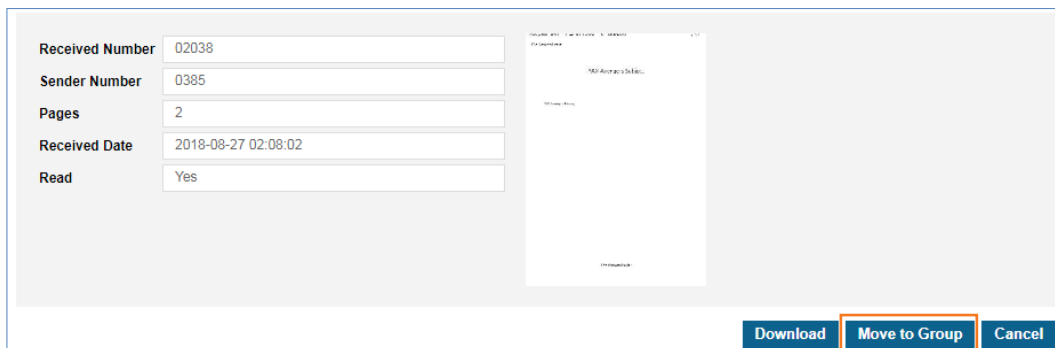
1. Select the Fax you want to share as a manager of Fax Group.

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

- 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.

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.

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.

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

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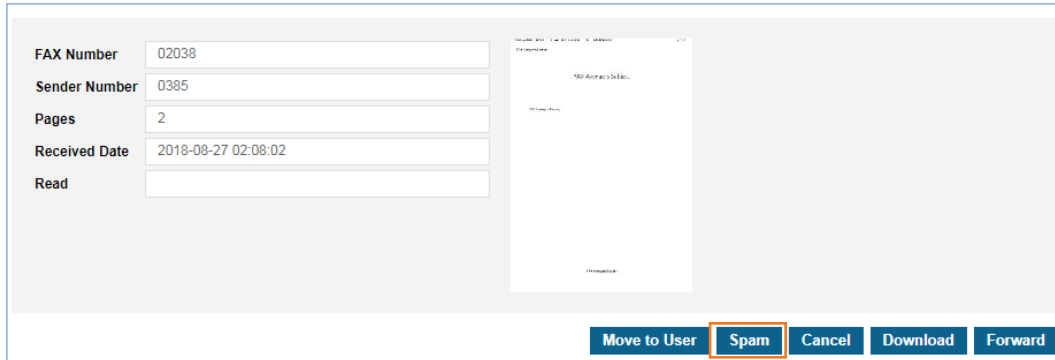

- **Move to User** button is used to Move Fax between member(s) of a Fax Group.

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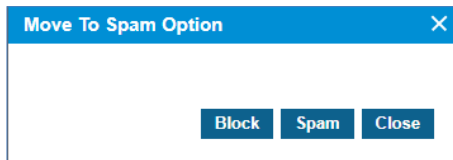
1. Select the Fax registered with your Spam number. Then click the Spam button.

2. Click Spam button then click Block or Spam button in the popup window.
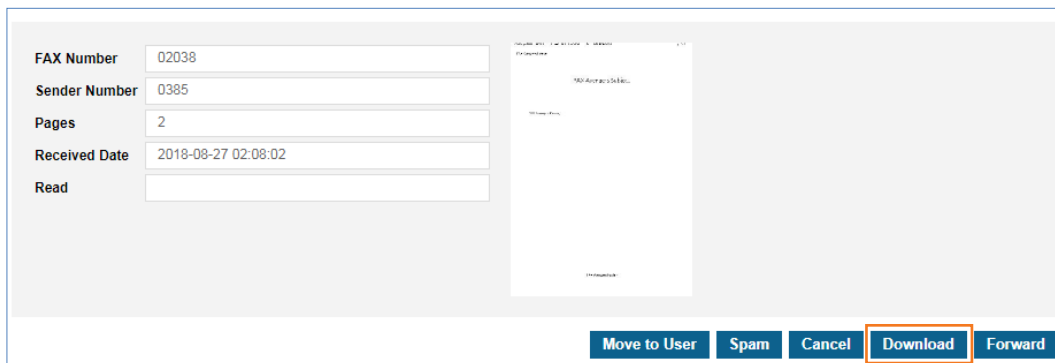
- **Block:** No Fax reception is received for numbers registered as Blocks.
- **Spam:** Although Fax is received for the number registered as Spam.   All the Fax(es) from the number registered as Spam will be arrived at the Spam menu, not the Inbox menu.
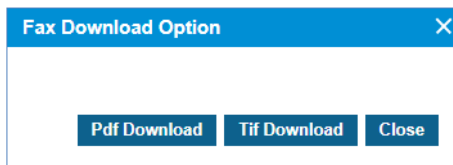
To download a Fax (TIF or PDF file)

1. Select the checkbox you want to download.

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

To forward

1. Select the checkbox you want to forward.

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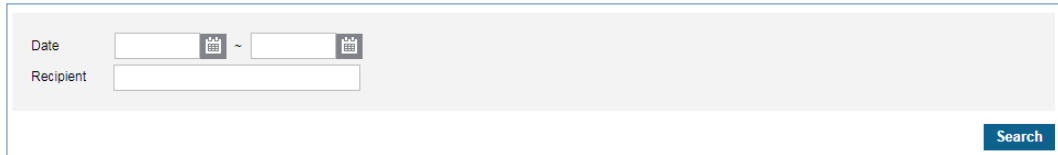
Item	Description
Recipient	The Fax number to receive the Fax a user sends.
Sender Number	The user number from which the Fax was sent.
Pages	Number of pages sent.
Send Date	Fax Sent Date.
Type	Fax destination. When a user sends a Fax to one destination, it displays 'Single' and sends a Fax to multiple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

To search Outbox

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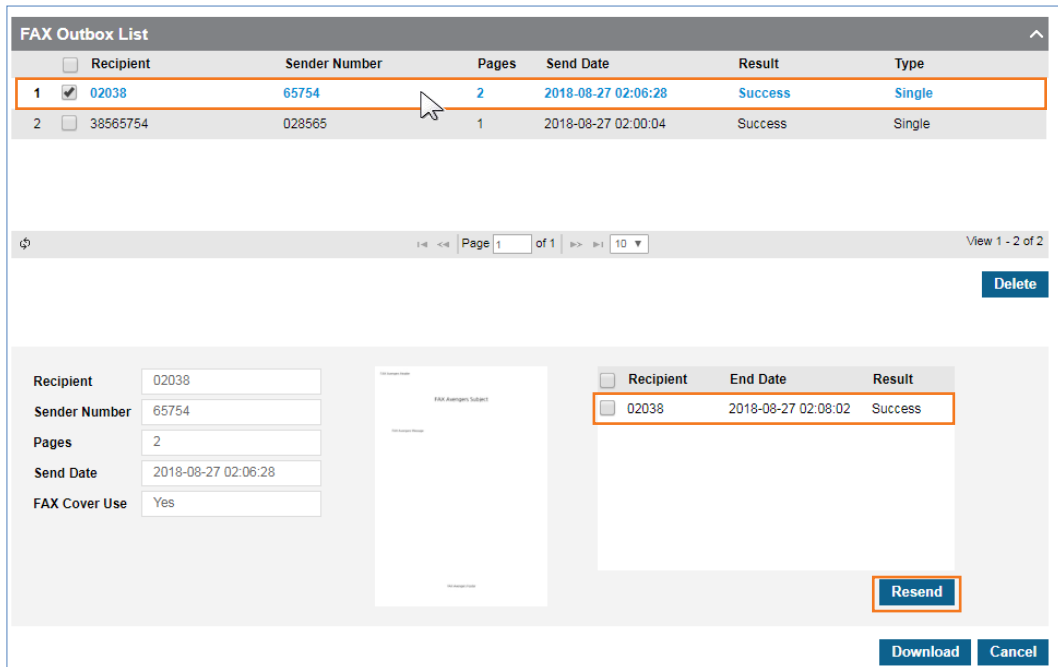
2. Click **'Recipient'** to enter a number.
3. Click **Search** button to display the result of the search.

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.

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.

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

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) ・ **File extension:**　BMP, JPG, PNG, GIF, TIF and PDF
E-Mail Notify	Email your fax success.
Scheduled Fax	Fax scheduled transfer function. ・ **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	✕
FAX Cover Select	FAX Avengers Cover ⌄
Header (Max 100)	FAX Avengers Header
Subject (Max 100) *	FAX Avengers Subject
Message (Max 900) *	FAX Avengers Message
Footer (Max 80)	FAX Avengers Footer
	Preview OK Close

- 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.

Scheduled FAX	◯ Immediately			
	◉ Schedule	Day 2018-09-05 📅	Hour 15 ▼	Min 18 ▼

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.

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.

---

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.

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.

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

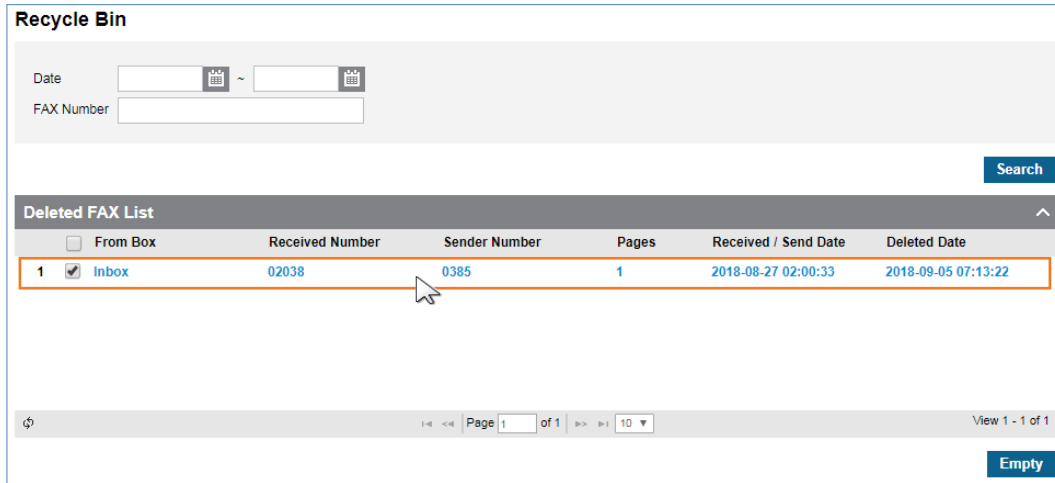1. Click **'Fax Number'** to enter a number.

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.

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.

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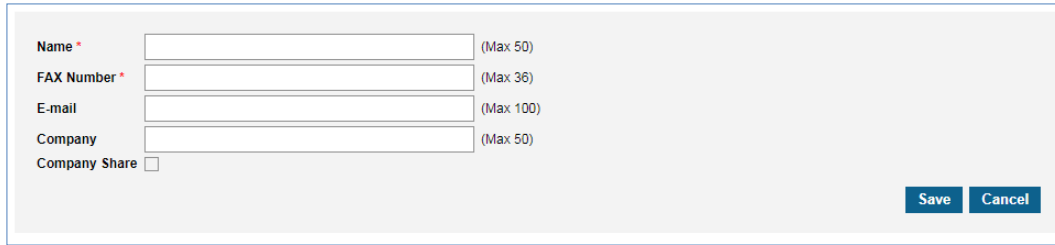
1. Click **'Fax Number'** to enter a number.

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.

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.

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.

FAX AddressBook   ✕

Browse

Select the modified EXCEL file to upload.
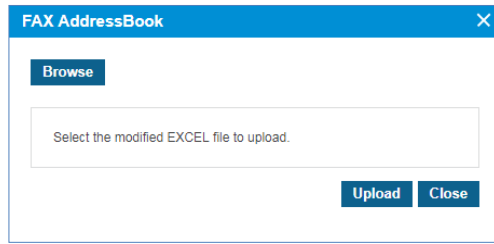
Upload **Close**

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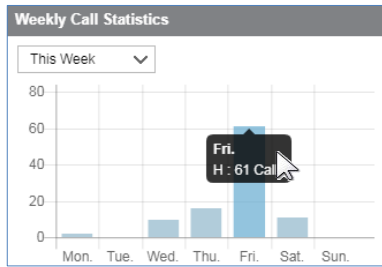
- **Latest Call History**: Shows up to 7 latest calls with duration time of a call.
- **Voice Message**: Shows how many voice mail left in the voicemail box, and it can be divided into three types such as Total, Read and Unread.

To configure My Home tab
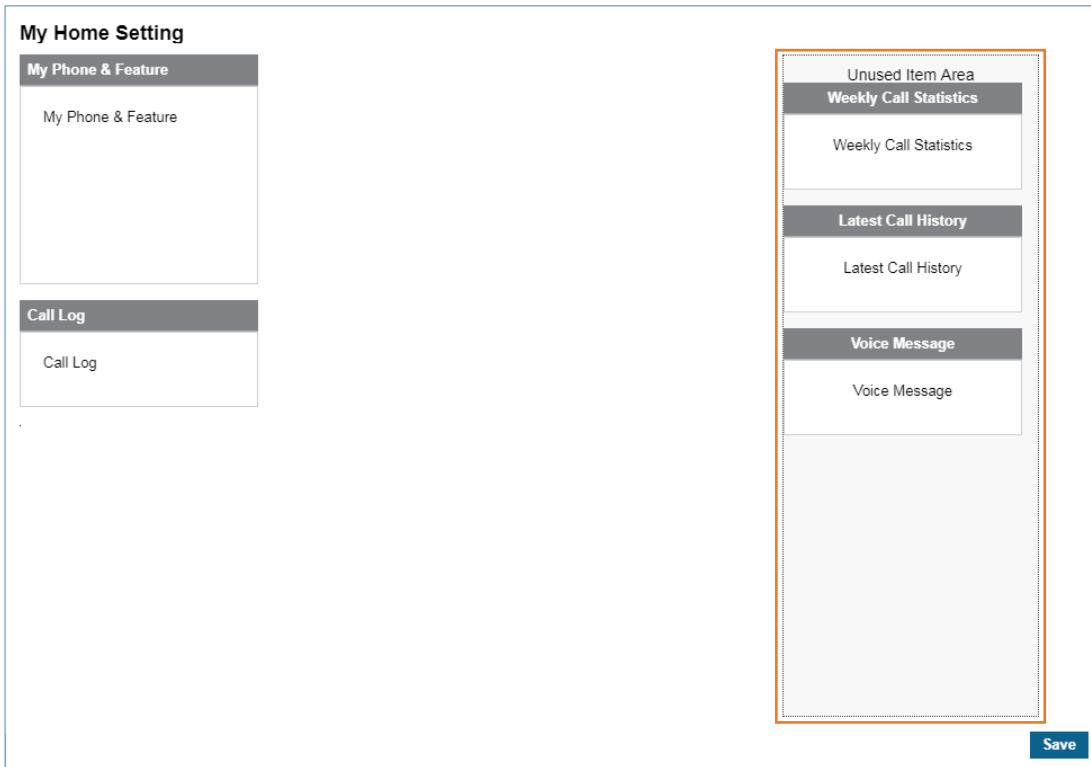
1. Go to **'My Home Setting'** to configure my home.
2. Move the mouse cursor to **'Unused Item Area'** on the left side of the screen.
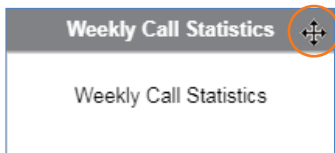
- When pointing on the title bar, the cursor will change to a cross hair (✛).

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.

My Home	+	+	+	+	□ C

My Home
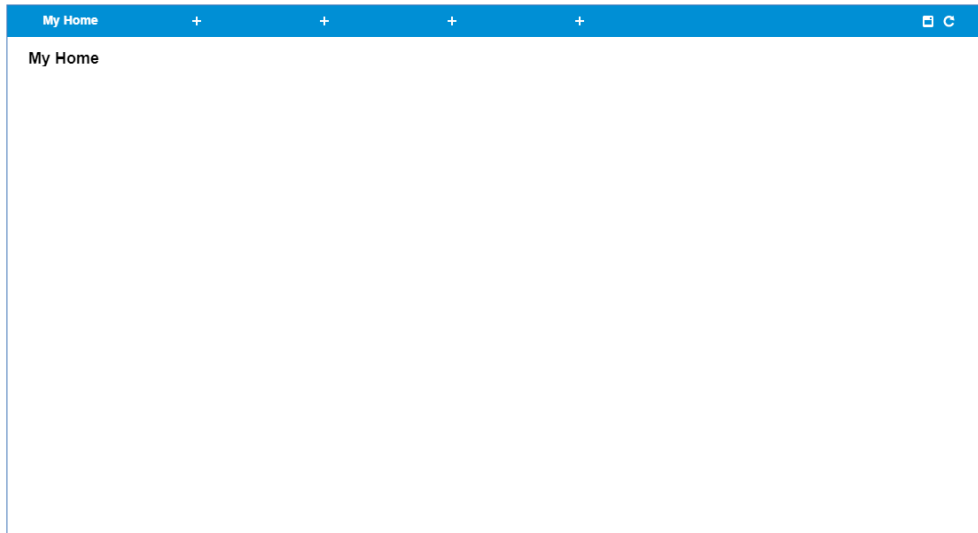
2. Click **Add ( )** button and select a menu in which you want to add in the popup Menu.

Menu	×
Company	∨
My Phone & Feature	∨
Inbox	∨
Call History	∨
My Home Setting	
My Information	
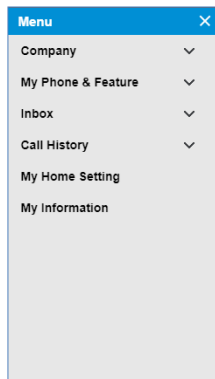
- To select again or remove, click or on the Favorite Bar.

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.

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.

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.

Manual Download

This menu describes how to download manual files or access manual web URL link.
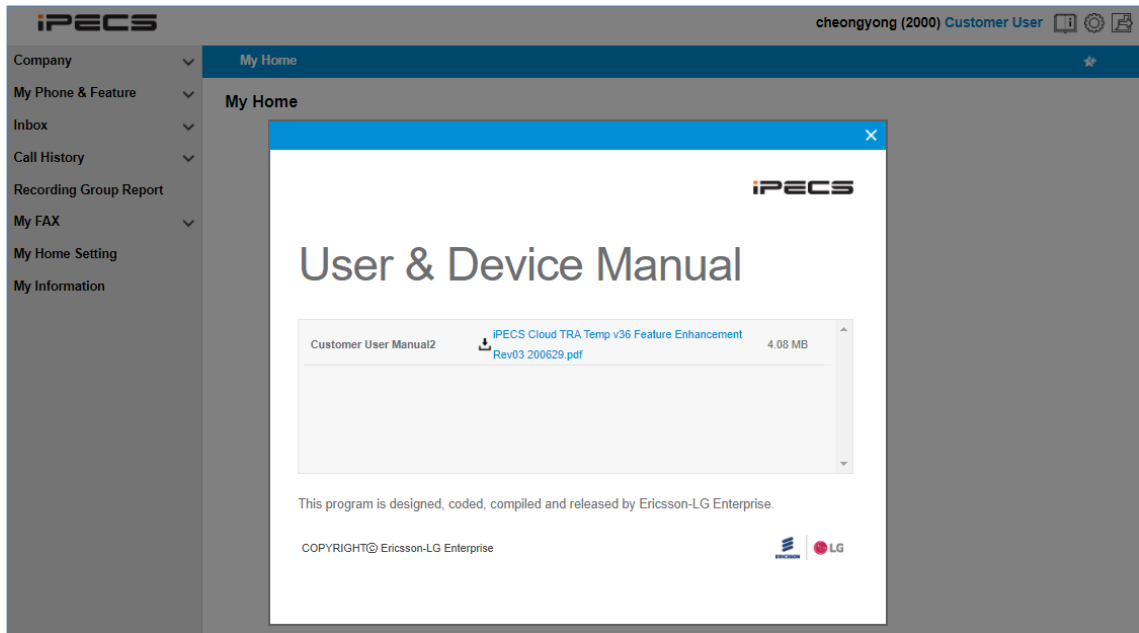
In Customer User portal, Customer User Guide will be presented.

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

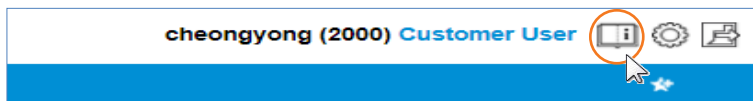This chapter describes the operation of Mobile Portal, which provides a responsive interface for users to use voicemail via a portable terminal. Users can search for voicemail recorded messages, delete, forward, and so on.

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.
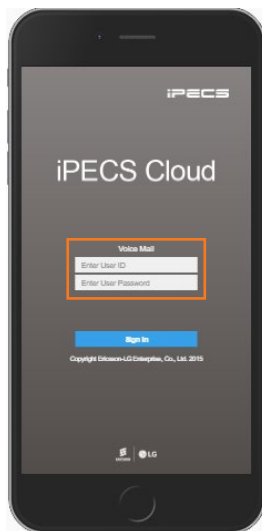
3. Click **Enter User ID field** and enter in User ID.

   • 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

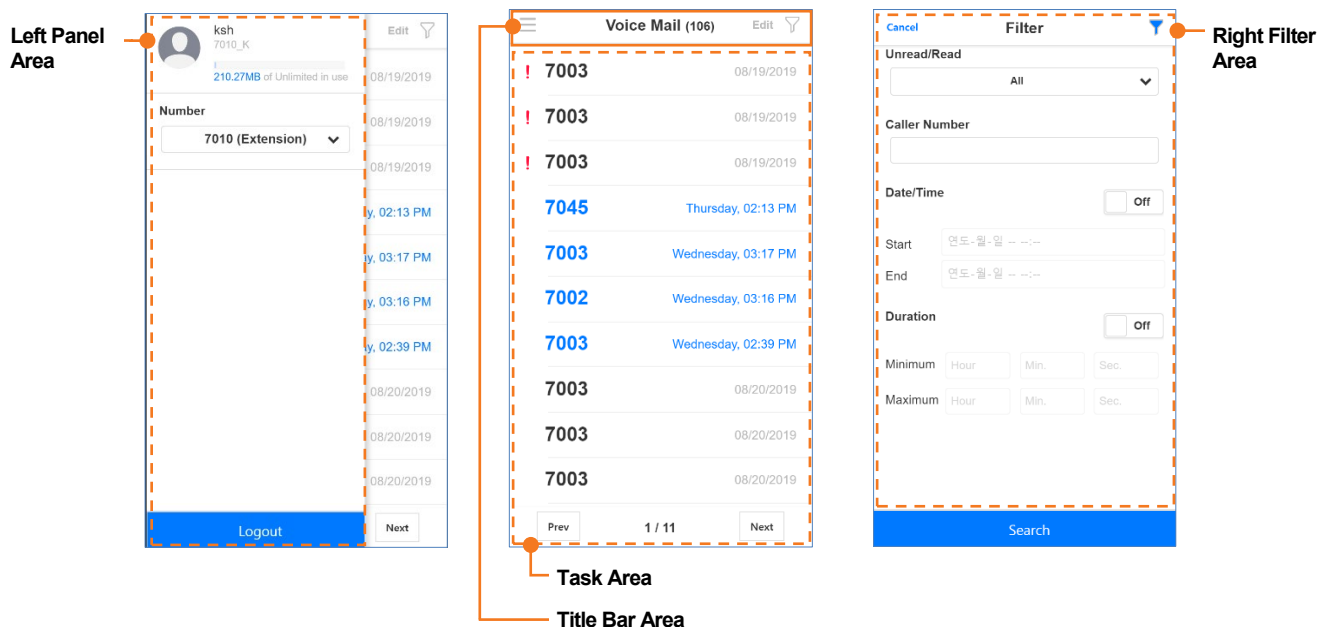This section describes the layout of the Customer User Mobile Portal that is comprised of four main areas, such as the Left Panel, Title Bar, Right Filter, and Task Area.

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.
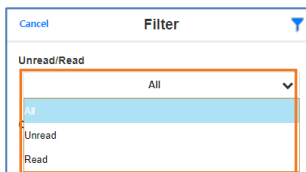
3.3 Voicemail

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.
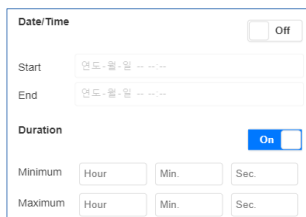
To search voicemail messages

1. Select extension, multi-line or shared line by selecting **Menu** (☰) at the Title bar.
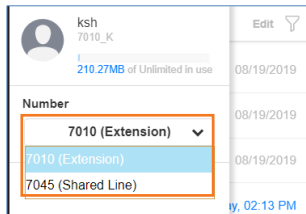
- Multiple Line or Shared Line is displayed only to a user is currently in using them.

2. Click **Filter**(Edit) to open the Filter window, and then

3. In the **'Unread/Read'** drop-down list, select **All, Unread** or **Read**.
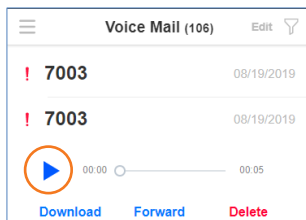

4. Turn on the **'On/Off'** switch to set the **'Date/Time'** and **'Duration'**.

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

To play a voicemail message

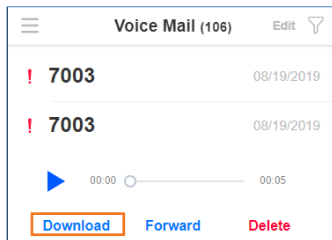1. Click **Play** (▶) button on the right side of the voice mail message list.

Or

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

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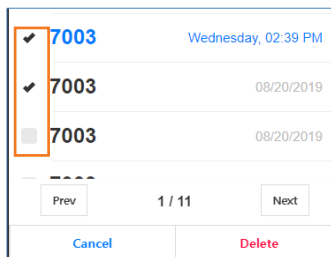
To download a voicemail message

You can download the voicemail message in the following way.

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

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

To delete voicemail message(s)

1. Select the checkbox you want to delete.

2. Click **Delete (Delete)** button then click **OK** button in the popup window to confirm.
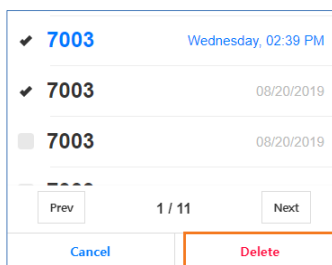
To forward voicemail message

1. Click the **Forward** (Forward) button to open the Forward window.
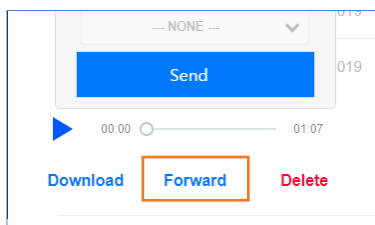
2. Select **Group** or **User** from the checkbox.

- Group or User selection item is activated.

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

Appendix A:

Useful Information

This chapter provides information on the open source software used in the iPECS Cloud.
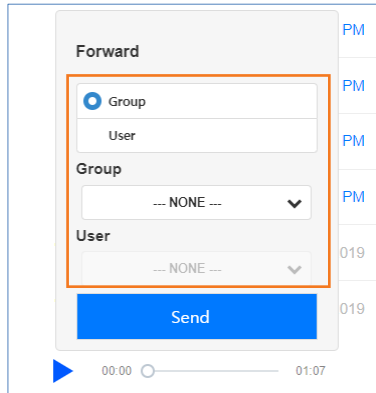
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Jackson	Apache License, Version 2.0
Jxls	Apache License, Version 2.0
ICEpdf	Apache License, Version 2.0
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