

iPECS

Cloud

Feature Guide



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You can find them quickly by clicking the arrow accordingly.

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About This Guide

This section describes the purpose, audience, organization, and conventions that are used in this iPECS Cloud Feature 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

This guide introduces the iPECS Cloud call features and explains how to correctly use call features.

Audience

This guide provides user-related information intended for users of the iPECS Cloud.

Document Organization

This guide consists of eight (8) chapters and five (5) appendixes. The title of each chapter (and appendix) is as follows:

- About This Guide.
- Chapter 1 Introduction
- Chapter 2 System Features
- Chapter 3 Automatic Call Distribution (ACD)
- Chapter 4 Auto Attendant (AA)
- Chapter 5 Call Recording (CR)
- Chapter 6 Voice Mail Service (VMS)
- Chapter 7 Web Fax Service (WFS)
- Chapter 8 Coloring Service
- Appendix – A, B, C, D and E

Document Conventions

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

Text formatting

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

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

Important notice

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



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

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

References or Related Guide

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

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

Introduction

1.1 Overview

This document provides detailed information covering description and operation of the numerous features available in the iPECS Cloud v3.0.x system software.

NOTE For example, when the SW version 3.0.x, the 'x' means the minor upgrade so there is no problem to match manual.

1.1.1 Feature Information

Each feature has a description that explains the nature of the feature and consists of the following five (5) sections, if applicable.

1.1.1.1 Operation

Gives detailed step-by-step operation of the feature for iPECS IP Phones and SLTs.

1.1.1.2 Conditions

Explains known feature interactions and constraints related to the feature.

1.1.1.3 Related EMS Portal Menu

Lists Menus of EMS (Element Management System) for database entries that may be required for proper feature operation.

1.1.1.4 Related Features

Lists related topical information to aid in understanding the feature.

1.1.1.5 Hardware

Lists hardware required for proper feature operation.

System Features

This chapter describes in detail the system call features which provided by call server and desktop phone. Some of call features require pre-configuration on EMS portal or desktop phone. It is also presented on each feature item.

2.1 Account Code

Extension users may allow tracking of specific calls by entering a non-verified variable length (up to 12 digits) identifier for a call. The identifier or "Account Code" is output as part of the Station Message Detail Record (SMDR) for the call.

2.1.1 Operation iPECS Multi-button Phone

2.1.1.1 To assign a Flex button for {Account Code} operation

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code (Account Code) + [SAVE]

2.1.1.2 To enter an Account Code using the {Account Code} button

1. Prior to placing a call, lift the handset or press the [SPEAKER] button.
2. Press the {Account Code} button.
3. Enter the account code (up to 12 digits).
4. Dial *, the intercom dial tone will be heard.
5. Place a trunk call.

2.1.2 To enter an Account code using the {Account Code} button

1. During a Trunk call, press the {Account Code} button.
2. Enter the account code (up to 12 digits).
3. Dial *

2.1.3 Conditions

- When entering an account code, DTMF tones will not be heard by the connected party.

2.1.4 Related EMS Portal Menu

2.1.4.1 To assign {Account Code}Feature code

- Customer Manager Portal > Company > Feature Codes > {Account Code}

2.1.4.2 To check {Account Code}Feature code

- Customer User Portal > Company > Feature Code > {Account Code}

2.2 Busy Lamp Field (BLF)

When a Flex button on an iPECS Multi-button phone or DSS Console is assigned as a {DN} or {Extension DSS} button, it also serves as a status LED. The LED indicates the status of the Extension based on the configuration of the system.

The chart below indicates the states that can be indicated via a DN or DSS button.

DN Button	Extension DSS Button
DN in use at user phone	-
DN in use at other phone	Busy
DND	DND
Incoming call	Incoming call
On hold	On hold
Call Forward	Call Forward
Conference by user	Preset message set
Conference by others	Phone in failure (Station lock out)
Conference as a supervisor	-

2.2.1 Operation iPECS Multi-button Phone

2.2.1.1 To assign a BLF button

1. Press the [PGM] button.
2. Press the desired [FLEX] button.
3. Dial 2.
4. Dial DN.
5. Press the [HOLD/SAVE] button.

2.2.2 Operation EMS Portal

2.2.2.1 To assign a BLF button from Customer User Portal

1. Go to My Phone & Feature > Phone Configuration.
2. Select Flex Button.
3. Click [Modify] button.
4. Select Button Class to Digit
5. Enter Dial Digit.
6. Click [Save] button.

2.2.2.2 To assign a BLF button from Customer Manager Portal

1. Go to User > User Phone Configuration.
2. User Search or Quick Search.
3. Select Flex Button on Phone Configuration tab.
4. Click [Modify] button.
5. Select Button Class to Digit.
6. Enter Dial Digit.
7. Click [Save] button.

2.2.3 Conditions

- If the Switch Board Number is assigned to DSS button, the LED does not indicate the status of the Attendant.

2.2.4 Related EMS Portal Menu

2.2.4.1 To assign BLF button on iPECS Multi-button phone

- Customer Manager Portal > User > User Phone Configuration > User Search or Quick Search > Phone Configuration
- Customer User Portal > Phone & Feature > Phone Configuration > Phone Configuration

2.3 Quick Code on Busy

When a caller receives Busy tone, the caller can select a busy feature service, such as Camp-On, Call-Wait, Off-Hook Voice Over, Intrusion, and Call Back. The system can be configured to provide access to these or other services with a single digit.

2.3.1 Operation

2.3.1.1 To use Quick Code on Busy

1. While receiving a busy tone.
2. Enter a digit defined for Quick Code on Busy.

2.3.1.2 **To use a quick code feature with feature code**

1. While receiving a busy tone, press the [TRANS] button.
2. Enter the feature code for the desired busy feature.

2.3.2 **Related EMS Portal Menu**

2.3.2.1 **To set Quick Code on Busy**

- Customer Manager Portal > Call Manager > Quick Code on Busy

2.4 **Call Back**

After calling a User and encountering a busy tone, a Caller can be notified when the busy destination becomes idle.

2.4.1 **Station Call Back**

When the called Extension is busy, the caller may request to be placed in queue to receive a call back when the called Extension returns to idle. When the called Extension returns to idle, the system sends the Call Back Alert Ring to the caller. When the caller answers the Call Back Alert Ring, the previously busy Extension is called.

2.4.2 **Operation iPECS Multi-button Phone**

2.4.2.1 **To leave a Call Back**

1. While receiving a busy tone.
2. Press the [MSG/CALLBK] button, the user receives confirmation tone.
3. Hang up the call.

2.4.2.2 **To respond to a Call Back recall**

1. When the busy Extension is available
2. Lift the handset or press the [Speaker] button.
3. Previously busy Extension is called.

2.4.3 **Conditions**

- Extensions can leave only one call back request.

2.4.4 **Related EMS Portal Menu**

2.4.4.1 **To assign feature codes for Call Back, Queuing**

- Customer Manager Portal > Company > Feature Codes > Extension Call Back/Trunk

Queuing

2.4.5 Trunk Queuing

When Trunks are busy, users may request to be placed in queue awaiting the Trunk to become available. When the Trunk becomes available, the system calls the waiting Extension.

2.4.6 Operation iPECS Multi-button phone

2.4.6.1 To request queuing for a busy trunk

1. Enter the Trunk Access code or press the programmed Trunk Access Code [FLEX] button.
2. Press the [MSG] or [CALLBK] button, and then hear the confirmation tone.
3. Hang up; the [MSG] or [CALLBK] LED will flash.

2.4.6.2 To cancel queuing on a busy trunk:

1. Press the [MSG] or [CALLBK] button.
2. The [MSG] or [CALLBK] LED will extinguish.

2.4.7 Operation System

2.4.7.1 When the trunk line becomes available

1. The system provides a Queue recall to the Extension with oldest queue.
2. The Trunk and Extension are indicated as busy for all other users.

2.4.8 Conditions

- A Trunk Access code can have any number of simultaneous queue requests.
- An Extension may only have a single active Trunk queue request; if an Extension requests a new Trunk queue, the existing one is cancelled.
- If the Extension is idle and Trunk becomes available, the Extension will receive Queue recall.
- If the Extension fails to respond to the Queue recall, the system will cancel the queue.

2.4.9 Related EMS Portal Menu

2.4.9.1 To assign feature codes for Call Back, Queuing

- Customer Manager Portal > Company > Feature Codes > Extension Call Back/Trunk Queuing
- Customer Manager Portal > Company > Feature Codes > Extension Call Back/Trunk Queuing Cancel

2.5

Call Forward

Users can select incoming calls to be rerouted automatically to another Extension, a Hunt Group, or an outside telephone number according to Extension status.

Call Forward Options;

- **Code 0 (Remote Call Forward, Follow-me Forward)** – Users can register unconditional call forwarding for their Extension from another phone after entering the authorization code.
- **Code 1 (Unconditional Call Forward)** – All incoming calls except recalls forward regardless of the Extension status.
- **Code 2 (Busy Call Forward)** – All Incoming calls forward if the Extension is busy.
- **Code 3 (No Answer Call Forward)** – All incoming calls not answered by the Extension forward after the no answer timer is expired.
- **Code 4 (Busy/No Answer Call Forward)** – Calls forward if the Extension is busy or does not answer the calls.
- **Code # (Call Forward Cancel)** – the registered Call Forward is canceled.

2.5.1

Operation iPECS Multi-button Phone

2.5.1.1

To activate Call Forward for each Option

1. Lift the handset or press the [Speaker] button.
2. Press the [DND] button.
3. Enter a Call Forward Option Code (range: 1~4)
4. Enter the destination number or outside telephone number including trunk access code.
5. Dial * or press [HOLD/SAVE] button to save.
 - If it is allowed, DND LED will be flashed and confirmation tone will be provided.

2.5.1.2

To activate Call Forward from remote Extension

1. Lift the handset or press the [Speaker] button.
2. Press the [DND] button.
3. Dial 0 (Call Forward Option code).
4. Enter the User Authorization Code (Extension number + password) of the remote Extension).
5. Dial *.
6. Enter the destination number
 - The [DND] button will be flashing and a confirmation tone will be provided if allowed.

2.5.1.3

To deactivate Call Forward

1. Lift the handset or press the [Speaker] button.
2. Press the [DND] button.

3. Dial # (Call Forward Cancel option).
 - If it is allowed, the [DND] button LED will be off and conformation tone will be provided.

2.5.2 Operation EMS Portal

2.5.2.1 To register Call Forward from Customer Manager Portal

1. Go to User > User Feature Configuration.
2. User Search or Quick Search.
3. Call Forward Tab.
4. Click [Modify] button.
 - **Call Forward Type:** Unconditional, Busy, No Answer, Busy/No answer
 - **Call Forward Service Time:** Always, Day, Night, Timed, Customize
 - **Call Forward Customized Time:** Set the time when Call Forward Service Time is Customize
 - **Call Forward Destination:** Digit/Voice Mail
 - **No Answer Call Forward Time:** Timer For No Answer or Busy/No answer
5. Click [Save] button.

2.5.2.2 To register Call Forward from Customer User Portal

1. Go to My Phone & Feature > Call Forward.
2. Click [Modify] button.
 - **Call Forward Type:** Unconditional, Busy, No Answer, Busy/No answer
 - **Call Forward Service Time:** Always, Day, Night, Timed, Customize
 - **Call Forward Customized Time:** Set the time when Call Forward Service Time is Customize
 - **Call Forward Destination:** Digit/Voice Mail
 - **No Answer Call Forward Time:** Timer For No Answer or Busy/No answer
3. Click [Save] button.

2.5.3 Conditions

- Call Forwarding can be registered through EMS as well as by the user at the phone.
- A forwarded call can be transferred to the forwarding Extension.
- The Call Forward feature may be enabled or disabled by Customer Manager.
- Call forward, DND and predefined text display operate with the same button, they cannot be active simultaneously.
- Call Forward activated by a user has higher priority than Preset Call Forward.
- If a Trunk call forwards Off-net, and the Speed Dial used for Off-net Call Forward contains a

flash, only the digits before the flash are dialed.

- Chained Call Forward registration (1000 to 1001, and 1001 to 1002, and 1002 to 1003, and 1003 to XXXX, and XXXX to 1000) is allowed.
 - A call to 1000, will route to XXXX.
 - Even though telephone numbers in the Call Forward registration chain are not limited, the Maximum Call Forward node is limited to 3.
- If Preset Call Forward is set up in a Call Forward chain, and the chain includes an Extension in DND, calls forward to the next Extension, skipping this DND Extension. If the DND Extension is the last element of this chain, the previous node becomes the final destination of Call Forward.
- The Call Forward destination number can start with *. But after the first digit, it cannot be used because they are used as the normal activation of Call Forward.

2.5.4 Related EMS Portal Menu

2.5.4.1 To register Call Forward

- Customer Manager Portal > User > User Setup > Select extension > Feature > Call Forward: Allow
- Customer Manager Portal > User > User Feature Configuration > User Search or Quick Search > Call Forward
- Customer User Portal > My Phone & Feature > Call Forward

2.5.4.2 To assign Call Forward (Normal) feature code

- Customer Manager Portal > Company > Feature Codes > Forward Register (Normal)
- Customer Manager Portal > Company > Feature Codes > Forward Cancel

2.6 Call Hold

Users can put internal or Trunk calls on hold, the user is released from the connection and audio to the caller is provided from a defined hold source.

2.6.1 Call on Hold

During conversation, the iPECS Multi-button phone user can place the call on hold. The held user will hear the music on hold. And the station which pushed the hold button will hear Service Set Tone. If left on hold, the call recalls after expiration of the Normal Hold Tone (Extension or Trunk) timer.

2.6.2 Operation

2.6.2.1 To put an intercom call on hold

1. Press the [HOLD] button.
2. The [DN] button LED flickers.

2.6.2.2 To retrieve the held the intercom call

1. Press the flashing [DN] button,
2. The intercom call is connected.

2.6.3 Related EMS Portal Menu

2.6.3.1 To set Normal Hold Tone (Station or Trunk)

- Service Provider > System Prompt > Tones & Prompts > "Normal Hold Tone(Station or Trunk)"

2.6.3.2 To set Hold Service Set Tone

- Service Provider > System Prompt > Tones & Prompts > "Service Set Tone"

2.6.4 Hold Recall

When a user places an internal or Trunk call on hold, the Hold Tone Timer is activated. When the timer expires, the held call recalls the Extension. If the Extension does not answer the call, the held call is disconnected, and the Trunk returns to idle.

2.6.5 Conditions

- Different timers for the various types of hold such as Normal Hold, Transfer Hold, Call Park Hold, Call Wait Hold, and Camp On Hold are assigned.

2.6.6 Related EMS Portal Menu

2.6.6.1 To set Hold Tone

- Service Provider > System Prompt > Tones & Prompts > Normal Hold Tone/Transfer Hold Tone/Call Park Hold Tone/Call Wait Hold Tone/Camp On Hold Tone

2.6.7 System Hold

A user can place a DN (Directory Number) connected in an Extension or Trunk call on hold. The button LED of held DN blinks. Other users can answer the call on hold by pressing the blinking DN button on their phone.

2.6.8 Operation iPECS Multi-button phone

2.6.8.1 To place a call on hold

1. Press the [HOLD] button.

2.6.8.2 To answer the call on hold

1. Press the held DN button.

2.6.9 Conditions

- When a DN is on hold, the LED of DN button blinks according to the system default.
- Extension users can answer the held call by pressing the [DN] button.
- System hold cannot be activated for a DN participating in a conference.

2.7 Call Intrusion

A user can intrude on the call of another busy Extension, establishing a three-party conference. The intruded Extension user will hear Intrusion Alarm tone.

2.7.1 Operation

2.7.1.1 To intrude with Quick Code on Busy feature

1. While receiving busy tone.
2. Enter the digit defined for Quick Code on Busy {Intrusion}.

2.7.1.2 To intrude with feature code

1. While receiving a busy tone from an iPECS Multi-button phone.
2. Press the [TRANS] button.
3. Enter the {Intrusion Request} feature code.

2.7.2 Conditions

- Call Intrusion uses the conference feature, so the VPCM resource is needed.
- If Call Intrusion is requested when the called Extension is dialing, the called Extension can be connected to the caller.

2.7.3 Related EMS Portal Menu

2.7.3.1 To assign Intrusion Request Feature code

- Customer Manager Portal > Company > Feature Codes > "Intrusion Request"

2.7.3.2 To set Quick Code on Busy

- Customer Manager Portal > Call Manager > Quick Code on Busy > "Intrusion"

2.7.3.3 To enable Intrusion

- Customer Manager Portal > User > User Setup > Select extension > Feature > Intrusion: Allow

2.8 Call Park

A call can be placed on hold so that other users can access the call. The call is placed in a designated Call Park 'Orbit' using a three (3) digit identifier (000 - 999) in order to be answered by another Extension. Call Park is often used with paging, the call is parked and then the desired party is paged to answer the parked call.

2.8.1 Operation iPECS Multi-button Phone

2.8.1.1 To park a call

1. In conversation, press the [TRANS] button.
2. Enter the {Call Park (Register/Answer)} feature code.
3. Enter the 3-digit Call Park Identifier (000~999).
 - If it is accepted, confirmation tone is provided and the Extension returns to the idle.

2.8.1.2 To retrieve a parked call

1. Lift the handset or press the [Speaker] button.
2. Enter the {Call Park (Register/Answer)} feature code.
3. Enter a 3-digit Call Park Identifier (000~999).

2.8.2 Conditions

- If the Call Park Recall Timer expires, the call recalls following Call Hold Recall process.
- If a button which is assigned as {Call Park (Register/Answer)} + Call Park Identifier is exist, the LED will indicate status of Call Park Identifier.

2.8.3 Related EMS Portal Menu

2.8.3.1 To use Call Park

- Customer Manager Portal > User > User Setup > Select extension > Feature > Call Park: Allow

2.8.3.2 To assign Call Park Feature code

- Customer Manager Portal > Company > Feature Codes > "Call Park (Register/Answer)"

2.9 Call Pick-up

2.9.1 Direct Call Pick-up

Except for Call Backs, calls ringing at an Extension can be picked-up by other Extensions.

2.9.2 Operation

2.9.2.1 To pick up a call ringing at another Extension

1. Lift the handset.
2. Enter the {Call Pick-Up (Direct)} feature code.
3. Enter the ringing Extension number.

2.9.3 Conditions

- Backs are not subject to call picked up.

2.9.4 Related EMS Portal Menu

2.9.4.1 To assign Pick-up (Direct) feature code

- Customer Manager Portal > Company > Feature Codes > "Call Pick-Up (Direct)"

2.9.5 Group Call Pick-up

All calls ringing at an Extension can be picked up by another Extension belonging to the same Pick-up Group.

2.9.6 Operation iPECS Multi-button Phone

2.9.6.1 To answer a call to another Extension in the same group

1. Lift the handset or press the [Speaker] button.
2. Enter the {Call Pick-Up (Group)} feature code.

2.9.7 Operation EMS Portal

2.9.7.1 To add Pickup group by Customer Manager

1. Go to Call Manager > Group Settings > Pickup Group.
2. Click [Add] button.
3. Select Site.
4. Enter Group Name.

5. Select Call Type (All Call/Trunk Call/Extension Call).
6. Click [Change] button in Member Tab.
7. Select members in Available list.
8. Click " < " button to add to Member list.
9. Click [Save] button.

2.9.7.2 **To remove members from Pickup group by Customer Manager**

1. Go to Call Manager > Group Settings > Pickup Group.
2. Select Pickup Group to modify.
3. Click [Modify] button.
4. Click [Change] button in Member Tab.
5. Select members in Member list.
6. Click " < " button to remove from Member list.
7. Click [Save] button.

2.9.8 **Conditions**

- When there are several calls ringing in the same Pick-up Group, calls are answered in order of arrival, first in first answered.
- Call Backs are not subject to Call Pick-up.

2.9.9 **Related EMS Portal Menu**

2.9.9.1 **To assign Call Pick-Up (Group) Feature code**

- Customer Manager Portal > Company > Feature Codes > "Call Pick-Up (Group)"

2.9.9.2 **To assign Pick-up Group**

- Customer Manager Portal > Call Manager > Group Settings > Pickup Group

2.10 **Call Intercept**

When a called Extension is busy, the calling Extension can connect to the called Extension forcing the release of the connected party. The caller must have an Intercept level that is higher than the called party to activate Call Intercept.

2.10.1 **Operation**

2.10.1.1 **To intercept a call with Quick Code on Busy feature**

1. While receiving a busy tone.
2. Enter the Quick Code on Busy digit for {Intercept}.

2.10.2 Conditions

- Intercepting is not possible for Trunk calls.

2.10.3 Related EMS Menu

2.10.3.1 To use Intercept

- Customer Manager Portal > User > User Setup > Select extension > Feature > Intercept: Allow

2.10.3.2 To set Quick Code on Busy

- Customer Manager Portal > Call Manager > Quick Code on Busy

2.11 Call Transfer

Call Transfer is a feature that allows a user to transfer the current call to another user.

2.11.1 Call Transfer to Extension

A Trunk or Extension call can be transferred to an Extension. Calls can be transferred announcing the call (screened) or without an announcement (Unscreened).

If a call is transferred with the unscreened method, the Transfer Recall Timer starts. If the timer expires before the call is answered, the recall process will be activated.

2.11.2 Operation iPECS Multi-button Phone

2.11.2.1 To use screened transfer

1. During a Trunk or Extension call.
2. Press the [TRANS] button.
3. Enter an Extension number to receive the transfer.
4. After the Extension answers, announce the call and hang up.

Or

5. Press the [TRANS] button.
6. Press the [DN DSS/BLF] button for the desired Extension.
7. After the Extension answers, announce the call and hang up.

2.11.2.2 To use unscreened transfer

1. During a Trunk or Extension call.
2. Press the [TRANS] button.
3. Enter an Extension number to receive transfer.

4. Hang up the call before the call connected.

Or

5. Press the [TRANS] button.
6. Press [DN DSS/BLF] of the desired Extension.
7. Hang up the call before the call connected.

2.11.3 Conditions

- If the called party Extension is busy, the user can use the Camp-On feature.

2.11.4 Related EMS Portal Menu

2.11.4.1 To set Recall Timer

Customer Manager Portal > Company > System Tone > Tone Timer > "Transfer Recall Timer"

2.11.5 Call Transfer to Trunk

A Trunk or Extension call can be transferred to another Trunk. If the transferred call is not answered before the Transfer Recall Timer expires, the Hold Recall process is activated.

2.11.6 Operation

2.11.6.1 To use screened transfer

1. During a Trunk call.
2. Press the [TRANS] button.
3. Enter an outside telephone number.
4. Hang up the call, after announcing when the called party answers.

2.11.6.2 To use unscreened transfer

1. During a Trunk call.
2. Press the [TRANS] button.
3. Enter an outside telephone number.
4. Hang up the call, when Ring Back tone is heard.

2.11.7 Conditions

- When a Trunk call is transferred to another Trunk, the call is allowed or denied based on Call Barring setting.
- When a Trunk call is transferred to a Trunk, and the call termination is not detected from both Trunks in the designated timer, the system may terminate the call automatically.
- In case of a Trunk call with 'answer' signals such as with an ISDN or a VoIP call, the Transfer

Recall function is performed if the call is not answered.

2.11.8 Related EMS Portal Menu

2.11.8.1 To set Transfer Recall Timer

- Customer Manager Portal > Company > System Tone > Tone Timer > "Transfer Recall Timer"

2.12 Call Wait

Call Wait is used to notify a busy Extension user that a call is waiting to be answered. The system provides a Call Wait Alarm Tone to the busy Extension user. With an iPECS Multi-button phone, the HOLD button LED will flash.

The called Extension user with waiting calls, may place the current call on hold, and answer the waiting call.

2.12.1 Operation iPECS Multi-button phone

2.12.1.1 To activate Call Waiting after receiving busy tone for an internal call

1. When a busy tone is heard while attempting a call.
2. Enter the one digit for Call-Wait register.

2.12.1.2 To answer the waiting call

1. Press the [HOLD] button.
2. The current call is placed on hold, and the new call is connected with the waiting Extension user.

2.12.2 Conditions

- Call Wait may be used when encountering a busy Extension; it cannot be used with an Extension in DND, Call Recording, Conference or receiving a Page.
- If the waiting Extension user terminates the internal call, Call Wait is cancelled.
- An Extension may have only one Call Wait.

2.12.3 Related EMS Portal Menu

2.12.3.1 To set Quick Code on Busy

- Customer Manager Portal > Call Manager > Quick Code on Busy

2.13 **Camp On**

A caller may Camp-On to a busy Extension until the called Extension user answers. The Camp-On user will be on hold until the call is answered.

2.13.1 **Operation**

2.13.1.1 **To activate Camp-On with Quick Code on Busy**

1. When busy tone is heard while attempting a call, enter the Camp-On digit.
2. The called party will hear the Camp-On Alarm tone.

2.13.2 **Conditions**

- The user may not camp-on to an Extension in DND.
- The user may Camp-On to an Extension that already has a camped call, up to five (5) calls may Camp On.
- If an Extension has multiple camped calls, the service is provided in the order activated.
- If a Camped on Extension terminates the internal call, Camp-On is cancelled.

2.13.3 **Related EMS Portal Menu**

2.13.3.1 **To set Quick Code on Busy**

- Customer Manager Portal > Call Manager > Quick Code on Busy

2.14 **Conference**

Conference supports communication between multiple parties, internal or external.

2.14.1 **Conference Room**

Internal and external parties can be joined in a conference by entering a Conference Room number. Conference rooms can be password protected so that only parties that enter the password are allowed to join the Room.

2.14.2 **Operation EMS Portal**

2.14.2.1 **To Create a Conference Room**

1. Go to Customer Manager > Call Manager > Conference Room.
2. Click [Add] button.
3. Enter the desired Conference Room number and set Usage to Use.
4. Enter a Room name, Direct Dial Call Number and Password (Optional).

5. Click [Save] button.

2.14.3 Operation iPECS Multi-button Phone

2.14.3.1 To activate a Conference Room

1. Press the [PGM] button.
2. Dial '5' + '4' or the {Conference Room Activate} feature code.
3. Enter the desired Conference Room number and '*'.
4. Enter a password for the Conference Room (up to six (6) digits).
5. Press the [SAVE] button.

2.14.3.2 To join a Conference Room

1. Enter the Conference Room number.
 - If password is set, password dial tone is provided.
2. Enter a password for the Conference Room (up to six (6) digits) and '*'.
3. Press the [SAVE] button.

2.14.3.3 To deactivate a Conference Room

1. Press the [PGM] button.
2. Dial '5' + '5' or the {Conference Room Deactivate} feature code.
3. Enter the desired Conference Room number and '*'.
4. Enter the password.
5. Dial * or press the [SAVE] button.

2.14.3.4 To transfer a call to a Conference Room

1. Press the [TRANS] button during a call.
2. Enter the Conference Room number.
3. Enter the password.
4. Dial *.
5. Hang up the call.

2.14.4 Conditions

- A VPCM is required. The number of available channels of VPCM depends on the codec (128 parties with g.711 codec).
- Up to 100 Conference Rooms per customer can be assigned and each can support a Maximum of 128 parties.
- The Conference Room Number is configured through EMS.
- Once a Conference Room is created, users may enter the Conference Room until it is deactivated or deleted.

2.14.5 Related EMS Portal Menu

2.14.5.1 To assign Conference Room

- Customer Manager Portal > Call Manager > Conference Room

2.14.5.2 To use Conference Call

- Customer Manager Portal > User > User Setup > Select extension > Feature > Conference Call: Allow

2.14.5.3 To assign features code for Conference Room

- Customer Manager Portal > Company > Feature Codes > Conference Room Activate/Conference Room Deactivate

2.14.6 Add On Conference

The system allows multiple internal and external parties to be connected in a call, in an ad hoc conference.

2.14.7 Operation iPECS Multi-button Phone

2.14.7.1 To establish a conference

1. Establish a call.
2. Press the [CONF] button.
 - The LED will light, the connected party is placed on hold and the user receives dial tone.
3. Place a call to the Extension/Trunk to be included in the conference.
4. When connected, all parties are joined in the conference.

2.14.7.2 To hold a conference for a while

1. Press the [CONF] button.
 - The [CONF] button LED will flash.

2.14.7.3 To retrieve a conference

1. Press the flashing [CONF] button
Or
2. Press the [DN] button used during the conference.

2.14.8 Conditions

- A VPCM is required. The number of available channels depends on codec (128 parties with g.711 codec).
- A member can leave the conference momentarily, the [CONF] button will light.

- An unlimited number of 3-party conferences may be established using iPECS Phones. A VPCM is required if no iPECS Phone is in the 3-party conference or for conferences of more than three (3) parties.
- If all VPCM channels are busy, the user will receive error tone and the display will indicate that no Conference channels are available.
- If an error occurs while attempting to add members, the conference initiator may return to the conference by pressing the [CONF] button.
- An Extension that is busy, in DND or other non-idle state cannot be added to a conference
- An Extension with a held conference is not allowed to place a conference, conference room and page. In this case, the user receives error tone.

2.14.9 Related EMS Portal Menu

2.14.9.1 To use Conference Call

- Customer Manager Portal > User > User Setup > Select extension > Feature > Conference Call: Allow

2.14.10 Consultation Conference

Extension users can establish a 3-way conference by placing the current user on hold, and initiating a call to another user.

2.14.11 Operation iPECS Multi-button Phone

2.14.11.1 To establish a Consultation Conference:

1. Press the [TRANS] button while on a call.
2. Enter the Extension or Trunk user number.
3. When connected, press the [CONF] button.

2.14.12 Related EMS Portal Menu

2.14.12.1 To use Conference Call

- Customer Manager Portal > User > User Setup > Select extension > Feature > Conference Call: Allow

2.14.13 Unsupervised Conference

Extension users may establish a conference call with Trunk users, and may exit the conference, allowing the Trunk users to converse privately without supervision (Unsupervised Conference).

The system will disconnect the Unsupervised Conference if Disconnect Supervision is detected with only two parties connected.

2.14.14 Operation iPECS Multi-button Phone

2.14.14.1 To make an Unsupervised Conference:

1. During a conference call,
2. press the [CONF] button to exit from the conference call,
 - The [CONF] button LED will flash to indicate the Unsupervised Conference.

2.14.14.2 To re-enter an Unsupervised Conference:

1. In either on-hook or off-hook status.
2. Press the flashing [CONF] button.
Or
3. Press the [CONF (J)] soft button.

2.14.14.3 To terminate an Unsupervised Conference:

1. Press the [CONF (E)] soft button.

2.14.15 Conditions

- An Unsupervised Conference will not recall.

2.14.16 Related EMS Portal Menu

2.14.16.1 To use Conference Call

- Customer Manager Portal > User > User Setup > Select extension > Feature > Conference Call: Allow

2.15 Digit Restriction (Call Barring)

Each Extension and Trunk has a Digit Restriction class that determines the dialing capability of the user.

2.15.1 Class of Service

Dialing restrictions from Call Barring are applied for:

- Internal calls
- Outgoing trunk calls
- Incoming trunk calls to a trunk

2.15.2 Operation EMS Portal

2.15.2.1 To define digit restriction policy from Service Provider

1. Go to Service Environment > Call Barring > Call Barring tab.
2. Click [Add] button.
3. Assign Toll Check Class.
4. Assign Call Barring Name.
5. Click [Add] button to add Call Allow Digit.
6. Enter digits to allow or restrict.
7. Click [Save] button.

2.15.2.2 To define digit restriction policy from Customer Manager

1. Go to Company > Call Barring > Digit tab
2. Click [Add] button.
3. Assign Toll Check Class
4. Assign Call Barring Name
5. Click [Add] button to add Call Barring Digit
6. Enter digits to allow or restrict
7. Click [Save] button

2.15.2.3 To apply digit restriction policy from Customer Manager

1. Go to Company > Call Barring > Profile tab
2. Click [Add] button.
3. Enter Profile Name.
4. Enter Apply Type.
5. Select Call Barring Name for allowing digits, or do not select the Call Barring Name to restrict that digits.
6. Click [Save] button.

2.15.3 Conditions

- Digit restriction is based on the Extension Call Barring.
- Deny/Allow digits can be set differently depending on Day/Night/Timed mode.

2.15.4 Related EMS Portal Menu

2.15.4.1 To set Call Barring

- Service Provider > Service Environment > Call Barring > Call Barring Tab
- Customer Manager Portal > Company > Call Barring > Digit tab

2.15.4.2 To assign Call Barring

- Customer Manager Portal > Company > Call Barring > Profile tab

2.15.5 Day/Night/Timed Call Barring

Digit restriction can be serviced differently depending on Day, Night and Timed system operation mode.

2.15.6 Operation Customer Manager

1. Go to Company > Call Barring > Profile tab.
2. Click [Add] or [Modify] button.
3. Set the Apply Type as By Time Schedule.
4. Select the Call Barring to apply for Day/Night/Timed.
5. Click [Save] button.

2.15.7 Conditions

- Day/Night/Timed mode is determined by the Time Schedule.

2.15.8 Related EMS Portal Menu

2.15.8.1 To set Time Schedule

- Customer Manager Portal > Company > Time Schedule

2.15.8.2 To set Call Barring

- Customer Manager Portal > Company > Call Barring > Profile tab

2.16 Directory Number (DN)

In the iPECS Cloud, Directory Numbers are not unique numbers matched with physical phones, but virtual numbers that can be shared by multiple phones. A DN can be assigned to multiple iPECS Multi-button phones and used like one phone. Multiple DNs can be assigned to a single phone and user can have multiple Extension numbers on the same phone.

DN Types:

- Extension Number (Single Client) can be assigned to only one phone in User Setup menu.
- Multi Client or Shared Line Digit Number can be assigned to multiple phones in User Setup menu or Shared Line menu
- M-DN (My Directory Number) is the number associated with the physical phone – Extension Number
- S-DN (Sub Directory Numbers), are DNs other than the M-DN assigned to a phone – Multi client/Shared Line Digit Number

- P-DN (Prime Directory Number) is the DN the user will access when going off-hook and subject to the DND/Call Forward features activated by the user. – Extension Number

2.16.1 Multi Client

Multi Client Number can be assigned to multiple phones.

2.16.2 Operation

2.16.2.1 To assign a Multi Client

1. You need an iPECS Multi-button Phone, UCE or RCCV client.
2. These devices use a same number like as one phone.

2.16.3 Related EMS Portal Menu

2.16.3.1 To create Multi Client Number

- Customer Manager Portal > User > User Setup > Add > User Type: Multi client
- Customer Manager Portal > User > User Setup > Add > Device: Check Phone or Soft Client

2.16.4 Shared Line

Shared Line Number can be assigned to multiple phones.

2.16.5 Operation

2.16.5.1 To assign a Multi Client

1. You need an iPECS Multi-button Phone.
2. Shared Line Number allows members to assign only iPECS Multi-button Phones.

2.16.6 Related EMS Portal Menu

2.16.6.1 To create Shared Line Number

- Customer Manager Portal > Call Manager > Shared Line

2.16.7 Basic Functions

There are several basic functions available in the Directory Number (DN). A description of each function is as below.

2.16.7.1 Outgoing Call

A user may place a call after selecting a DN button, by picking up the handset without selecting

a DN button. When a user selects to place a call without selecting a DN button, the system automatically selects the P-DN.

If the user selects the DN for an outgoing call, phone number, Call Barring of the selected DN in the system is used. The selected DN is also used for charging and for CLI for the destination.

2.16.8 Incoming Call

Regardless of whether the phone is busy or not, calls can be assigned to the idle DNs at the same time. Ring is provided to an idle phone or an off-hook signal is sent to a busy phone to indicate that there are incoming calls.

The user can answer a call by selecting a DN button or by picking up the handset without selecting a DN button. If the user answers a call without selecting a DN button, the system automatically selects the P-DN.

When an Extension has an incoming call, the user may elect to place a call instead of answering the ringing call by simply pressing an idle DN button.

2.16.8.1 Hold

A busy DN can be placed on hold. Users of the phones with an appearance (Flex button) for the DN can answer the call by pressing the held DN button.

For Extension Number, since it can be assigned to a single phone, calls are put on hold individually, and for Multi client/Shared Line Digit Number, system hold is applied.

2.16.8.2 P-DN

When multiple incoming calls are ringing at an Extension, the P-DN will have priority in the answer queue if a DN button is not pressed; calls on the P-DN are answered first. A P-DN can be either M-DN or S-DN. If no P-DN is designated for phone, it is assigned to the first registered DN button.

A Multi client/Shared Line Digit Number can be assigned as the P-DN at multiple phones. In this case, if the state of the DN is changed at one phone, it is applied to the other phones with an appearance.

2.16.8.3 DN Button LED – Phone LED Control in Customer Manager Portal

Depending on the state of the DN, the LED of the DN button indicates the following information.

DN State	LED
The DN in use locally	Green On
The DN in use remotely	Red On
The DN on hold	Amber Flash
The DN incoming call	Green Flash

DN State	LED
No Ring(LCD Display)	No ring signal is used, but the caller information is displayed.

2.16.8.4 Call Barring by number

Each DN can be assigned with a different Call Barring, which is often used to direct outgoing calls over specific DNs.

2.16.8.5 Auto Hold

Answering an incoming call while engaged in a call, places the active call on hold and connects the incoming caller. The DN button displays the hold status and allows access to the call.

2.16.8.6 Ring Options

- Immediate Ring. The system sends the ring signal upon receiving an incoming call. When ringing, the LED will flash to indicate the incoming call on the DN.

2.16.9 Operation iPECS Multi-button Phone or SLT

2.16.9.1 To place a call

1. Lift the handset, or select a DN.
2. Dial the desired number.

NOTE The system will select the P-DN if the user does not select a DN prior to going off-hook. If the user selects the DN, phone number, Call Barring of the selected DN are used. The selected DN is also used for charging and for CLI for the destination.

2.16.9.2 To answer an incoming call to a specific DN

1. Lift the handset, or select the ringing DN.

NOTE The user may select an idle DN to place a call.

2.16.9.3 To place a call on hold

1. While on a call, press the Hold button.
2. The call can be retrieved by pressing the appropriate DN button.

NOTE For Extension Number, calls are put on individual hold and, for Multi client/Shared Line Digit Number, system hold is applied.

2.16.9.4 **To activate Auto Hold**

1. While on a call, press the DN with an incoming call.
2. The active call is placed on hold automatically.
 - The held call can be accessed by pressing the associated DN button.

2.16.10 **Conditions**

- Directory Numbers must comply with the system Extension numbering plan (i.e., up to eight (8) digits).
- Up to 65,536 Directory Numbers can be created regardless of the system capacity.
- A single Directory Number can be assigned to up to 30 phones.
- A single phone can be assigned with multiple Directory Numbers to the Maximum number of Flex buttons available, including any DSS Console.

2.16.11 **Related EMS Portal Menu**

2.16.11.1 **To set Numbering Rule**

- Service Provider > Service Environment > Customers Default Settings > Numbering Plan Define

2.16.11.2 **To assign Numbering Rule**

- Customer Manager Portal > Company > Company Details > Numbering Rule

2.16.11.3 **To create Number**

- Customer Manager Portal > User > User Setup > User Type
- Customer Manager Portal > Call Manager > Shared Line

2.16.11.4 **To assign DN to Phone**

- Customer Manager Portal > User > User Phone Configuration > User Search > Select Flex button > Modify > Button Class > DN Number
- Customer Manager Portal > Call Manager > Shared Line > Select Shared Line > Modify > Change > Add Members

2.16.12 **Additional Functions**

The features described below can be implemented by the application of the DN function.

2.16.12.1 **System Password**

If a DN and the password are shared by multiple users, the system password function can be used.

2.16.12.2 Individual Hold

An Extension Number user can place the call on hold such that others will not see the call on hold. A call on Individual hold cannot be changed to system hold.

2.16.12.3 System Hold

A Multi client/Shared Line Digit Number can be placed on hold. When placed on hold other users will see and be able to access the held call.

2.16.12.4 Mobile Extension

Up to five (5) external numbers can be assigned to a DN. If one of the external numbers is used as mobile station, the LED of the DN indicates busy. Other features are the same as those of Multi Client.

2.16.12.5 One Time DND

If a phone receives ring, the user can activate One-time DND by pressing the DND button. The phone stops ringing.

2.16.12.6 Off-Hook Signaling

When on a call, the user receives off-hook signaling, muted ring over the speaker and flashing LED, for incoming calls.

2.17 Do Not Disturb (DND)

An Extension allowed Do Not Disturb, can be placed in DND to block incoming ring for Trunk, and Intercom calls, transfers and paging announcements.

2.17.1 Operation iPECS Multi-button Phone

2.17.1.1 To activate DND for P-DN (Prime Directory Number)

1. Press the [DND] button.
2. Dial the P-DN number only when DND Register Confirm is set to Use.
3. The [DND] LED turns on.

2.17.1.2 To deactivate DND for P-DN (Prime Directory Number)

1. Press the [DND] button when in an idle state.
2. The [DND] LED turns off.

2.17.1.3 To activate DND for S-DN (Sub Directory Number)

1. Press the S-DN button.

2. Enter the {DND Register/Cancel} feature code or press the DND soft button.
3. Dial the P-DN number only when DND Register Confirm is set to Use.
4. The S-DN button LED blinks.

2.17.1.4 **To deactivate DND for S-DN (Sub Directory Number)**

1. Press the DN button.
2. Enter the {DND Register/Cancel} feature code.
3. The S-DN button LED turns off.

2.17.2 **Operation EMS Portal**

2.17.2.1 **To activate DND for P-DN (Prime Directory Number) from Customer Manager Portal**

1. Go to User > User Feature Configuration.
2. User Search or Quick Search.
3. Do Not Disturb Tab.
4. Click [Modify] button.
5. Do Not Disturb to On.
6. Select Timed Do Not Disturb Service Type to Not Used.
7. Click [Save] button.

2.17.2.2 **To activate DND for P-DN (Prime Directory Number) from Customer User Portal**

1. Go to My Phone & Feature > Do Not Disturb
2. Click [Modify] button
3. Do Not Disturb to On
4. Select Timed Do Not Disturb Service Type to Not Used.
5. Click [Save] button.

2.17.3 **Conditions**

- If a user presses the [DND] button while receiving ring, ring is terminated. This feature is applied to the current incoming call only, and is deactivated automatically.
- When calling an Extension in the DND state, an iPECS Multi-button phone display indicates the DND state.

2.17.4 **Related EMS Portal Menu**

2.17.4.1 **To set DND feature code**

- Customer Manager Portal > Company > Feature Codes > "DND Register/Cancel (Toggle)"

2.17.5 Timed Do Not Disturb (DND)

This feature allows users to set DND for range of designated time. When the selected range is not reached, DND function is not worked.

2.17.6 Operation iPECS Multi-button Phone

2.17.6.1 To activate DND for P-DN (Prime Directory Number)

1. Enter the {Timed DND Register/Cancel (Toggle)} feature code.
2. Dial the P-DN number only when DND Register Confirm is set to Use.
3. Enter the type of DND.
 - 1: Once, 2: Daily, 3: Monday~Friday, 4: Monday~Saturday, 5: Date
4. Enter the start time and end time.
 - HH:MM~HH:MM, 8 digits in 24 Hour Format
5. If DND type is date, enter six (6) digits (YY/MM/DD) for year, month and day.
6. Press the [SAVE] button.

2.17.6.2 To deactivate DND for P-DN (Prime Directory Number)

1. Enter the {Timed DND Register/Cancel (Toggle)} feature code.
2. The [DND] LED turns off.

2.17.6.3 To activate DND for S-DN (Sub Directory Number)

1. Press the S-DN button.
2. Enter the {Timed DND Register/Cancel (Toggle)} feature code.
3. Enter the type of DND.
 - 1: Once, 2: Daily, 3: Monday~Friday, 4: Monday~Saturday, 5: Date
4. Enter the start time and end time.
 - HH:MM~HH:MM, 8 digits in 24 Hour Format
5. If DND type is date, enter six (6) digits (YY/MM/DD) for year, month and day.
6. Press the [SAVE] button.

2.17.6.4 To deactivate DND for S-DN (Sub Directory Number)

1. Press the S-DN button.
2. Enter the {Timed DND Register/Cancel (Toggle)} feature code.

2.17.7 Operation EMS Portal

2.17.7.1 **To activate DND for P-DN (Prime Directory Number) from Customer Manager Portal**

1. Go to User > User Feature Configuration.
2. User Search or Quick Search.
3. Do Not Disturb Tab.
4. Click [Modify] button.
5. Select Do Not Disturb to On.
6. Select a Timed Do Not Disturb Service Type from Once/Every Day/Monday ~ Friday/Monday ~ Saturday/Date.
7. Set the Timed Do Not Disturb Time.
8. Click [Save] button.

2.17.7.2 **To activate DND for P-DN (Prime Directory Number) from Customer User Portal**

1. Go to My Phone & Feature > Do Not Disturb.
2. Click [Modify] button.
3. Select Do Not Disturb to On.
4. Select a Timed Do Not Disturb Service Type from Once/Every Day/Monday ~ Friday/Monday ~ Saturday/Date.
5. Set the Timed Do Not Disturb Time.
6. Click [Save] button.

2.17.8 **Conditions**

- Five (5) DND options are supported: Once, Daily, Monday~Friday, Monday~Saturday, or a Date.
- DND registration for Daily, Monday~Friday or Monday~Saturday is maintained until it canceled by the user.
- DND registration for Once or Date mode is canceled automatically after end time.

2.17.9 **Related EMS Portal Menu**

2.17.9.1 **To set Timed DND feature code**

- Customer Manager Portal > Company > Feature Codes > "Timed DND Register/Cancel (Toggle)"

2.17.9.2 **To set Timed DND**

- Customer Manager Portal > User > User Feature Configuration > User Search or Quick Search > Do Not Disturb
- Customer User Portal > My Phone & Feature > Do Not Disturb

2.18 Emergency Call

Users can place Emergency calls using the Emergency Number, regardless of the Extension Digit Restriction (Call Barring).

2.18.1 Operation EMS Portal

2.18.1.1 To register Emergency Number from Customer Manager Portal

1. Go to Company > Line Settings > Emergency Number tab.
2. Click [Add] button.
3. Enter Emergency Number.
4. Enter Outgoing Digit.
5. Click [Save] button.

2.18.2 Related EMS Portal Menu

2.18.2.1 To assign Emergency Number

Service Provider > Service Environment > Customer Default Settings > Emergency Number tab
Customer Manager Portal > Company > Line Settings > Emergency Number tab

2.19 Hot/Virtual Desk

Each of Hot Desk and Virtual Desk function description are as below.

2.19.1 Hot Desk

Hot Desk enables users to select Extensions in a flexible manner through a process of login/logout rather than having fixed Extensions. This may be particularly useful in a call center environment, where a desk can be shared by multiple users.

When no user is logged in, the Hot Desk Extension has no specific Extension number, and calls to any logged out user will be forwarded to the destination designated at the time of logout. After login, users may use the system features and resources based on the configuration of the user's Extension number.

2.19.2 Operation

2.19.2.1 To make a Hot Desk phone in Customer Manager

1. Go to Hot Desk menu of Call Manager.
2. Enter Extension number and Name.
3. Select a phone and MAC address and press [SAVE] button.

2.19.2.2 To make a user of 'Hot Desk User' type in Customer Manager

1. Go to User Setup menu of User.
2. Press [ADD] button and fill the necessary information for user to be added.
3. Choose Virtual User in Customer Device and select 'Hot Desk User' type.
4. Enter Extension Password.

2.19.2.3 To login to a Hot Desk from an iPECS Multi-button phone:

1. Enter the {Hot Desk Login/Logout} feature code (Default 513).
2. Enter the Extension number of Hot Desk User type and password.
3. Dial * or press the [SAVE] button.

2.19.2.4 To logout from a Hot Desk:

1. Enter the {Hot Desk Login/Logout} feature code (Default 513).
2. Enter the phone number of the destination for call forward.
Or,
3. Dial # if call forward is not required. A number is not required if you wish to have calls forwarded to the destination used in the previous logout.
4. Dial ** or press the [SAVE] button.

2.19.3 Conditions

- Only an iPECS Multi-button phone may be used as a Hot Desk phone.
- An active (logged in) agent can login to another inactive Hot Desk. However, this will log the agent off the previously active Hot Desk.
- A user may only logout from the Extension where they login; the user will hear an error tone if attempting to logout from any other Hot Desk Extension.
- The Flex button map of a Hot Desk Extension is fixed depending on the type of the phone.
- When a user logs in to a Hot Desk, the Flex buttons may be changed to match to the user settings. Flex button will return to the previous value when the user logs out; the extended button map (DSS console), however, does not change.
- Extension messages, call logs and SMS will remain unchanged when users log in to or out from a Hot Desk.
- The number of Hot Desk Extensions is limited by the system's Extension capacity, and the number of Hot Desk users is limited by the DN capacity; each Hot Desk Extension and Hot Desk user requires an Extension and a DN in the system respectively.

2.19.4 Related EMS Portal Menu

2.19.4.1 To Set Hot Desk Login/Logout Feature Code

- Customer Manager Portal > Company > Feature Codes (Hot Desk Login/Logout)

2.19.4.2 To configure a Hot Desk Terminal

- Customer Manager Portal > Call Manager > Hot Desk

2.19.4.3 To configure a Hot Desk User

- Customer Manager Portal > User > User Setup

2.19.5 Virtual Desk

Virtual Desk enables users to select the LIP Extension M-DN in a flexible manner through a process of login/logout on any LIP Phones. After Virtual Desk login, the Phone will act as the original phone, so all features of original phone are supported.

2.19.6 Operation

2.19.6.1 To login to a Virtual Desk

1. Enter the {Virtual Desk Login/Logout} feature code (Default 534).
2. Enter the Extension number (M-DN) and password.
3. Dial "*" or press [SAVE] button. The original phone goes to an unused state.

2.19.6.2 To logout a Virtual Desk

1. Enter the {Virtual Desk Login/Logout} feature code (Default 534).

2.19.6.3 To verify login status of phone

1. Press [PGM] and [PGM].
2. The user's M-DN of login and M-DN of phone are displayed.

2.19.7 Conditions

- The Virtual Desk feature is possible only between iPECS Multi-button Phones located in the same CCM or LCM.
- When a user logs out, the M-DN of the phone is returned unless this M-DN is not used on another phone.
- If the desired login M-DN is in use, the user cannot log in to the Virtual Desk.
- A Hot Desk terminal cannot use Virtual Desk feature.

2.19.8 Related EMS Portal Menu

2.19.8.1 To set Virtual Desk Login/Logout Feature Code

- Customer Manager Portal > Company > Feature Codes (Virtual Desk Login/Logout)

2.20 DN Based CID Routing

The call server system can route Trunk calls based on ICLID (Incoming Calling Line ID). The system compares the received ICLID with ICLID Routing Table and, if a match is found, routes the call to the destination assigned in the table. The destination can be an Extension, a Hunt Group, AA or external numbers.

2.20.1 Conditions

- Up to 50 ICLID Routing entries can be assigned to each DN (Directory Number).

2.20.2 Related EMS Portal Menu

2.20.2.1 To configure DN Based CID Routing

Customer Manager Portal > User > User Setup > DN Based CID Routing

2.21 Hunt Group

A Hunt group Number is a representative number that is used to define the numbers for Hunt groups. If this number is called, a Greeting Announcement can be supplied to the caller during Greeting Tone Duration, or the Queuing Announcement can be supplied to the caller during Queuing Tone Duration when no idle member is available.

The four service types for Hunt Groups are explained below:

- **Circular type** – Incoming calls are routed to the next Extension in the group. If unavailable or unanswered in the no answer time (15 seconds), the call will be directed to the next Extension defined in the group. The call will continue to hunt until each Extension in the group has been tried.
- **First Idle type** – Incoming calls are routed to the first Extension of the Hunt Group. If the Extension is unavailable or unanswered in the no answer time (15 seconds), the call is routed to the next Extension in the Hunt Group. The call will continue to hunt until reaching the last Extension in the group.
- **Multi Ring type** – Incoming calls are routed to all available Extensions of the Hunt Group at the same time. When the call is answered, all Extensions stop ringing. When a call is routed to Hunt Group in ringing state, the caller will hear busy tone. As the system default, a maximum of 30 users can receive a call simultaneously. If it needs to be extended to 60, please request it to SP to enable the extended option. This option will ring to 30 users, then ring the next 30 users after a 1-second delay.
- **Longest Idle** – Incoming calls are routed to the Extension that has been in an idle state for longest time. If the Extension does not answer the call in 15 seconds, the call will be directed to the next longest idle Extension in the group. The call will continue to hunt until each Extension in the group has been tried.

2.21.1 Conditions

- A Hunt Group can have up to 250 members.
- Up to 1000 Hunt Groups are supported.
- Calls cannot be routed to an Extension in DND or Call Forward.
- Calls to a Hunt Group receive either a Ring-Back tone or MOH while queued to the group.
- Calls that are not answered in the overflow time are routed to the defined overflow destination (Extension, group, etc.). If no overflow destination is defined, the call is dropped after expiration of the Queuing Tone Duration
- After starting greeting or queuing announcement, wait for delay time and send answer signal to incoming trunk for incoming trunk line not to be released.
- A busy member of multi ring group will not receive a group ring, but it will receive the ring when it goes to idle state if 'Ring to busy member when idle' option is 'Use'.
- When a group type is Circular/First Idle/Longest Idle or Multi Ring group with only single member, member's No Answer Forward has a priority than group's No Answer Forward. But this priority can be changed by 'Group No Answer Forward Priority' option.

2.21.2 Related EMS Portal Menu

2.21.2.1 To configure Hunt Group Setting

- Customer Manager Portal > Call Manager > Group Settings > Hunt Group

2.21.3 Hunt Group Call Forward

When a Hunt Group Number is called, the call can be routed to another phone or Hunt Group. The Hunt Group Call Forward destination is defined through EMS.

The forward types for Hunt Group Call Forward are below;

- **Use (Unconditional)** – Incoming calls are forwarded unconditionally immediately.
- **All member busy/Unregistered** – Incoming calls are forwarded when the number of calls exceeds the designated number of waiting calls (Queueing Length).
- **No Answer** – Incoming calls are forwarded when the call is not answered within No Answer Time
- **Queuing Overflow/No Answer** – Incoming calls are forwarded when Queuing Overflow or No Answer.

2.21.4 Related EMS Portal Menu

2.21.4.1 To configure Hunt Group Call Forward Setting

Customer Manager Portal > Call Manager > Group Settings > Hunt Group > Options > Call Forward

2.21.5 Hunt Group Greeting/Queueing

When a Hunt Group Number is called, the call can be routed with announcement and the announcement time depends on the configuration.

If all members are busy, hunt group call will be queued up to 'Queueing Length' and queueing announcement will be played during configured time.

A caller will hear busy tone when all hunt group members are busy if 'Queueing Length' is zero.

2.21.6 Related EMS Portal Menu

2.21.6.1 To configure Hunt Group Greeting Setting

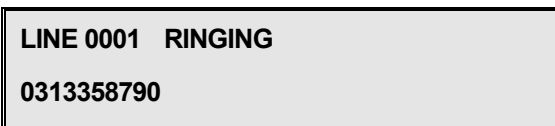
- Customer Manager Portal > Call Manager > Group Settings > Hunt Group > Options > Greeting

2.21.6.2 To configure Hunt Group Call Queuing Setting

- Customer Manager Portal > Call Manager > Group Settings > Hunt Group > Options > Call Queuing

2.22 Line Identification Control

Users can control which number to send as Calling Number for outbound call. Or it can be configured not to send Calling Number. For inbound calls, users can configure not to receive anonymous calls.



2.22.1 Operation

2.22.1.1 To deny an Anonymous Call

1. Move to the Feature menu of User Setup in Customer Manager.
2. Configure 'Allow Anonymous Call' to 'Deny'.

2.22.1.2 To allow Anonymous Calls

1. Move to the Feature menu of User Setup in Customer Manager.
2. Configure 'Allow Anonymous Call' to 'Allow'.

2.22.1.3 To make a one-time CLIR call

1. Lift handset or press [Speaker] button.
2. Enter {Caller ID Display Restrict (Call Base)} feature code (Default 536).

3. Dial a Trunk Access Code and destination number.

2.22.1.4 **To change the CLIR state**

1. Go to the Feature menu of User Setup in Customer Manager.
2. Configure 'CLIR' attribute as desired.
3. If it is 'Allow Send CID', CID will be sent for outbound call.
4. If it is 'Restrict', CID will not be sent for outbound call.

2.22.1.5 **To change the CLIP state**

1. Go to the Feature menu of User Setup in Customer Manager.
2. Configure 'Present External Caller ID' attribute as desired.
3. If it is 'Display on LCD', CID will be displayed on phone LCD.
4. If it is 'None', CID will not be shown on phone LCD.

2.22.2 **Related EMS Portal Menu**

2.22.2.1 **To configure CLI-related Setting**

- Customer Manager Portal > User > User Setup > Feature > Allow Anonymous Call
- Customer Manager Portal > User > User Setup > Feature > CLIR
- Customer Manager Portal > User > User Setup > Feature > Present External Caller ID
- Customer Manager Portal > User > User Setup > Outgoing Caller ID

2.23 **Local survivability**

The call server can be configured as a Central Communication Manager (CCM) and LIK or UCP system can be a Local Communication Manger (LCM). The CCM and LCM work as a single system through the IP network and the CCM handles all software features for all devices (gateway modules and phones) registered to CCM and LCM. In the normal condition, the LCM operates in a Bypass Mode and performs limited functions between CCM and devices of LCM.

If the LCM is disconnected from CCM by a WAN or CCM failure, the LCM takes over the CCM function for the local devices and works as the site controller (Local Survival Mode).

The database between CCM and LCM is not synchronized so that LCM configurations changed in Bypass mode are not sustained in Local Survival Mode.

2.23.1 **Conditions**

- Certain features are not supported in Local Survivability mode: Two-Way Recording, Record/Play/Delete Personal Voice Message.
- Call features assigned in Local Survival Mode are not available when the LCM returns to Bypass Mode;

- Call connections are maintained under the following conditions.
 - Conversation between two terminals (phone, gateway) in same LCM is maintained.
 - This is available once for the same call (Bypass > Survival, Survival >Bypass).
- Currently, MFIM50/100/300 and UCP100/600 can be LCM of Cloud system. And LIP/SIP terminals of LCM can be registered to CCM.
- LIK or UCP gateways cannot be used in CCM.
- IP-ATD and UCE clients are not supported for LCM.

2.23.2 Related WMS Menu

- System Configuration > Add Sub Rack of LIK_10SLOT type
- Select Gateway Type as LCM and Select MFIM or UCP in Gateway GW User Memo

2.24 DN Call Failover

IP Phones can select incoming calls to be rerouted automatically to an external number when it is disconnected from system.

2.24.1 Operation

2.24.1.1 To activate DN Call Failover Call Forward

1. Move to the User Phone Configuration menu of User in Customer Manager
2. Select 'DN Call Failover' tab.
3. Configure 'Call Failover Time Mode' and 'Forward Digit'.

2.24.2 Related EMS Portal Menu

2.24.2.1 To configure DN Call Failover destination

- Customer Manager Portal > User > User Phone Configuration(DN Call Failover)

2.25 Message Wait

When an SMS message is left to an extension, it is indicated as Message Wait and user can retrieve it using [MSG] button.

2.25.1.1 Short Message Service (SMS)

Short Message Service (SMS) provides the ability to send and receive text messages to and from iPECS phones equipped with a display. The text is alphanumeric and can be up to 100 characters in length when Latin alphabets are used.

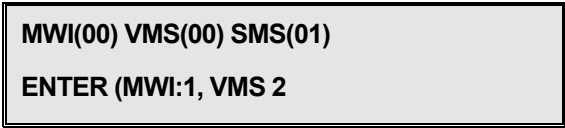
2.25.2 Operation

2.25.2.1 To send an SMS message to another iPECS display Phone:

1. Press the [PGM] button.
2. Dial 43 (SMS send code).
3. Dial the Extension to receive the message.
4. Press the [Add] soft button and dial any additional Extension to receive the SMS.
5. Press the [Finish] soft button.
6. Enter text message (refer to Character Entry in Station Speed Dial).
7. Press [Send] soft button to send your message.

2.25.2.2 To retrieve Short messages:

1. Press the [MSG] soft button, the LCD will display the Message Summary display.



MWI(00) VMS(00) SMS(01)
ENTER (MWI:1, VMS 2)

2. Dial 3 to view the SMS messages.
3. Press the [NEXT] soft button to view the next SMS message.

2.25.2.3 To delete a received SMS

1. Press the [Delete] soft button.

2.26 Mobile Extension

A mobile phone may be registered to an Extension allowing the mobile phone to place and receive calls through the system. DID calls are sent to the Extension and the active registered mobile phone simultaneously. If an Extension is a member of a Hunt Group, calls are routed to the Extension and the mobile phone simultaneously.

Mobile Extensions can use the facilities of call server to place internal and external calls. If a mobile phone user dials DDI number of a Mobile Extension, the system will check the mobile phone CLI and provide the mobile phone user with the system dial tone. Users can register mobile phones to a Mobile Extension and activate the Mobile Extension features.

2.26.1 Operation System

If programmed, incoming DDI calls are automatically sent to Mobile Extensions.

2.26.2 Operation Multi-button Phone ►

2.26.2.1 To register a mobile phone number:

1. Press the [PGM] button.
2. Dial 5 + 2, the Mobile Extension program code.
3. Enter the Mobile Phone List number (1~4).
4. Enter the mobile phone number.
5. Press the [SAVE] button.

*1, 2 procedures can be replaced by {Mobile Extension Register} feature code.

2.26.2.2 To register a mobile Extension CLI number:

1. Press the [PGM] button.
2. Dial 5 + 3, the Mobile Extension CLI program code.
3. Enter the Mobile Extension CLI List number (1~4).
4. Enter the CLID number.
5. Press the [SAVE] button.

*1, 2 procedures can be replaced by {Mobile Extension CLI Register} feature code.

2.26.2.3 To activate a mobile Extension:

1. Press the [PGM] button.
2. Dial 5 + 1 the Mobile Extension Activation program code.
3. Enter the Mobile Extension List number (1~4).
4. Dial 1 to activate the Mobile Extension or dial 0 to deactivate the feature.
5. Press the [SAVE] button.

*1, 2 procedures can be replaced by {Mobile Extension Activate/Deactivate} feature code.

2.26.2.4 To place a call from a mobile phone using IPECS-CM:

1. Enter the DDI number of the Extension.
 - The system will check the CLID, answer the incoming call, and provide internal dial tone.
2. Place an internal or external call.

2.26.2.5 To transfer a call from the mobile phone using IPECS-CM:

1. Enter Flash digit ** during the call.
2. Enter the Extension number;
 - The call will be transferred to the Extension, and the mobile phone will return to an idle status.
3. Press the '#' button to reconnect to the call.

2.26.3 Conditions

- When a mobile phone places a call through the system, the CLID of the Extension to which the mobile phone is registered is used.
- Message Wait and Call Back are not supported for mobile phones.
- Hold/Transfer recalls are supported for mobile phones.
- Mobile Extensions may be members of a Hunt Group and can signal (ring) the associated mobile phone
- Up to five mobile phones can be assigned to one Extension. The 5th index of Mobile Extension list is reserved for Remote Office feature.
- To register

2.26.4 Related EMS Portal Menu

2.26.4.1 To configure Mobile Extension Setting

- Customer Manager Portal > User > User Feature Configuration (Mobile Extension)

2.26.4.2 To configure Remote Office Setting

- Customer User Portal > My Phone & Feature > Remote Office

2.27 Music On Hold (MOH)

If a call is placed in a hold state, the system will deliver audio from the defined MOH source. In this way, the connected user can determine that the connection is still alive.

2.27.1 Operation

1. Move to System Tone menu of Company in Customer Manager.
2. Select Music On Hold tap.
3. Upload a wave file for internal or external MOH.

2.27.2 Condition

The uploaded MOH will be applied to the following tones.

- Transfer Hold Tone
- Camp On Hold Tone
- Call Wait Hold Tone
- Normal Hold Tone
- Call Park Hold Tone

2.27.3 Related EMS Portal Menu

2.27.3.1 To upload Music On Hold wave file

- Customer Manager Portal > Company > System Tone > Music On Hold

2.28 Off-Hook Voice Over (OHVO)

Users on a call may receive a voice announcement through the handset receiver with existing call. The Voice Over is muted so as not to interfere with the existing conversation. The called party may answer the calling party with [HOLD] button.

2.28.1 Operation iPECS Multi-button phone

2.28.1.1 To assign {OHVO(Off Hook Voice Over)} to a Flex button

1. [PGM] + {Flex} + 2 (program type for number) + {OHVO{Off Hook Voice Over}} feature code (Default 520) + [SAVE].

2.28.1.2 Placing a Voice Over (OHVO)

1. While receiving a busy tone.
2. Dial the digit defined as OHVO in Quick Code On Busy
Or
3. Press the pre-programmed {OHVO (Off Hook Voice Over)} Flex button.
4. After splash tone, begin announcement.

2.28.1.3 To answer with Broker Call

1. Press the [HOLD] button to use the Broker Call.

2.28.2 Conditions

- OHVO calls can be received with iPECS Multi-button phones only.
- The calling party DN must be programmed to allow OHVO calls.

2.28.3 Related EMS Portal Menu

2.28.3.1 To configure OHVO feature

- Customer Manager Portal > User > User Setup > Feature

2.28.3.2 To configure OHVO feature digit

- Customer Manager Portal > Call Manager > Quick Code On Busy

2.29 One Time DND

If a user presses the [DND] button while receiving ring or an off-hook ring, ring is terminated.

This feature is applied to the current incoming call only, and is deactivated automatically.

2.29.1 Operation

2.29.1.1 To activate One Time DND while ringing

1. Press the [DND] button.

2.29.2 Conditions

- Press the [DND] button during a call, no other call is received until the user hangs up the current call.
- This feature works regardless of DND permission.
- When pressing the [DND] button during the delay ring service on an incoming call, ringing is received.
- If DND Preset Call Forward destination is configured, the call will be rerouted to the destination.

2.30 Paging

Similar to a public address system, paging allows for a message to be relayed from one source to either a specific extension (or set of extensions), or to be broadcast throughout an area.

2.30.1 Internal Page

Extensions are grouped into "zones" to receive paging announcements. An Extension permitted to access the Page facilities, can connect and transmit voice announcements to any or all of the Internal Page zones in the system. Extensions not assigned to any Page zone will not receive page announcements.

When a user accesses a Page zone, all members of the Page zone receive the Page Warning tone, followed by the Page announcement. When the user terminates paging (hangs up), the page zone is returned to idle.

The system supports 100 Page zones per tenant. Page zones 01~99 are used for general-purpose zones and 00 pages to all zones, 01~99.

On an iPECS Multi-button phone, an {Internal Page} button can be assigned to Flex button.

2.30.2 Operation iPECS Multi-button Phone

2.30.2.1 To assign an {Internal Page} Flex button

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + {Internal Page} feature code + [SAVE].

2.30.2.2 To make a page

1. Lift the handset.
2. Enter the Internal Page feature code (Default 500), or press an {Internal Page} Flex button.
3. Enter the Page zone (00 – 99).
4. After the Page Warning tone, make announcement.
5. When finished, hang-up.

2.30.3 Conditions

- Extensions, which are denied access to paging, will receive error tone when attempting to page.
- An Extension receiving a page or accessing a page is indicated as busy to other callers.
- Extensions in DND or busy will not receive paging.
- Extensions not included in any Page zone cannot receive any page including All Call Page.
- Extensions with a held conference call or Conference Room are not allowed to page. In this case, the user will hear error tone.
- When Page zone 00 is called, all Extensions in Page zones 01-99 receive the page sequentially. For this function, 'All group' should be enabled in Paging Group sender menu for that extension. If Extensions in more than one zone are called just once, the Maximum number of called Extensions cannot exceed 128.

2.30.4 Related EMS Portal Menu

2.30.4.1 To configure Paging Group Setting

- Customer Manager Portal > Call Manager > Group Settings > Paging Group
- Customer Manager Portal > Call Manager > Group Settings > Paging Group > Sender

2.30.4.2 To configure Internal Paging Feature Code

- Customer Manager Portal > Company > Feature Codes (Internal Page)

2.31 Meet Me Page Answer

Any Extension may respond to a “Meet Me” Page request sent over an Internal Page zone. The user can answer the page from any Extension.

A {Meet Me} Flex button may be assigned on the Multi-button phone.

2.31.1 Operation iPECS Multi-button Phone

2.31.1.1 To assign an {Meet Me} Flex button

1. [PGM] + {FLEX} + Button Feature Type (2) + {Internal Page Answer} feature code + [SAVE].

2.31.1.2 **To respond to a page (when receiving a page)**

1. Press the {Meet Me} button or the flashing [HOLD] button.

2.31.1.3 **To respond to a page (when page is not received)**

1. Lift the handset.
2. Enter the {Internal Page Answer} feature code. Or press the {Meet Me} button.
3. Enter the Page group number (00~99).

2.31.2 **Operation iPECS Single Line Telephony (SLT)**

2.31.2.1 **To respond to a page (when page is not received)**

1. Lift the handset.
2. Enter the {Internal Page Answer} feature code.
3. Enter the Page group number (00~99).

2.31.3 **Conditions**

- Page can be answered by any Extension regardless of paging group setting and page access permission.
- Paging parties must remain off-hook until the paged party answers the Meet Me request. The initiator can press the [MUTE] button to eliminate transmitting over the page circuit while waiting for the party to answer.
- The [HOLD] button flashes when the paged users allow for the Meet Me page to answer, and the paged users can answer the page by pressing the flashing [HOLD] button.
- When the paging group number is unknown, paged users may answer with group 00. The system will connect the party to the lowest active page group.
- Users in the paging zone of another tenant cannot answer the page with the feature code. However, users can answer the page by pressing the {Meet-Me} button or the flashing [HOLD] button while receiving the page.

2.31.4 **Related EMS Portal Menu**

2.31.4.1 **To assign Internal Page Answer feature code**

- Customer Manager Portal > Company > Feature Codes (Internal Page Answer)

2.31.4.2 **To assign Meet Me to flexible button**

- Customer Manager Portal > User > User Phone Configuration

2.31.4.3 **To allow Page Answer {Meet Me Page}**

- Customer Manager Portal > User > User Setup > Feature > Meet Me Page Answer

2.32 Preset Call Forward

The system can be configured to forward calls to an Extension automatically. Preset Call Forward can be configured with different destinations depending on System Service Time Mode (Day/Night/Timed), call origination (Internal/External) and the Extension state (Unconditional, Busy, No Answer, DND) as below.

- **Unconditional Call Forward** – All Extension and Trunk calls forward unconditionally.
- **Busy Call Forward for Extension Call** – Internal calls forward if the Extension is busy.
- **No Answer Call Forward for Extension Call** – All the Extension calls not answered by the Extension forward.
- **DND Call Forward for Extension Call** – Internal calls forward if the Extension is DND.
- **Busy Call Forward for Trunk Call** – External calls forward if the Extension is busy.
- **No Answer Call Forward for Trunk Call** – All trunk calls not answered by the Extension forward.
- **DND Call Forward for Trunk Call** – External calls forward if the Extension is DND.

2.32.1 Conditions

- Call Forward registered by an Extension has precedence over Preset Call Forward.
- A forwarded call can be transferred to the forwarding Extension.
- Calls will not forward to an Extension in DND.
- Preset Call Forward is configured in a chain, and the chain includes an Extension in DND, calls bypass to the next Extension, skipping the Extension in DND. If the Extension in DND is the last in the chain, the previous Extension is considered the last Extension in the chain.
- Preset Call Forward is affected by the type of incoming call (internal or external), as well as Extension status.
- Information on Preset Call Forward is not indicated in the LCD of the iPECS Multi-button phones.
- If Time Schedule is holiday, it will work as Night mode.
- Preset forward is supported for logged in ACD agent from version 3.1

2.32.2 Related EMS Portal Menu

2.32.2.1 To configure Preset Call Forward Setting

- Customer Manager Portal > User > User Feature Configuration

2.33 Revertible Ring

This feature is employed to assure a phone is ringing properly. The Extension calls the Extension's number and hangs up, and then the Extension will ring normally.

2.33.1 Operation

2.33.1.1 To use revertible ring:

1. Lift the handset.
2. Dial the Extension number of user's phone.
 - Confirmation tone will be heard.
3. Phone will ring when the user replaces the handset.

2.34 Save Number Redial (SNR)

The last dialed internal/external number may be saved in the buffer for future redial. The saved number remains in the memory until the user saves a new number.

2.34.1 Operation iPECS Multi-button phone

2.34.1.1 To save a number during a call

1. Press the [SPEED] button twice.

2.34.1.2 To redial the saved number

1. Lift the handset or press the [Speaker] button.
2. Press the [SPEED] button.
3. Dial '#'.

2.34.2 Conditions

- Up to 32 digits can be saved for SNR (Save Number Redial).
- If a user redials the saved number, the system automatically assigns the DN that was previously used. If the DN is busy, the prime DN is selected automatically.
- The saved number is protected against power loss.
- SNR is available to the iPECS Multi-button phone only.

2.35 Group Speed Dial

Speed dial is a function available on many telephone systems allowing the user to place a call by pressing a reduced number of keys.

The speed dial numbers are usually accessed by pressing a pre-determined feature code, followed by a four-digit code which the user assigns to each number.

Customer Manager can store up to 3000 Group Speed Dial numbers in Company Directory menu. Each Group Speed Dial number can be programmed with up to 24-digit numbers.

2.35.1 Operation iPECS Multi-button phone

2.35.1.1 To search for a System Speed Dial number and place a call

1. Press the [DIR] soft button and select "2 Group Speed" menu.
2. Press the [SEARCH] soft button.
3. Enter the key word to search the Speed Dial bins using character entry chart in Group Speed Dial.
4. Press the [SAVE] button.

2.35.1.2 To search for a System Speed Dial number and place a call in LIP-9002/9010

1. Press [SPEED] button twice and select "2 Group Speed" menu.
2. Press [HOLD] button.
3. Enter the key word to search the Speed Dial bins using character entry chart in Group Speed Dial.
4. Press the [SAVE] button.

2.35.2 Conditions

- Accessing an empty Speed Dial bin will return the error tone.
- User can configure three different contacts information(work, mobile, other) in the Company Directory menu of Customer Manager and one of them can be designated as Group Speed Dial.

2.35.3 Related EMS Portal Menu

2.35.3.1 To configure Group Speed Dial Number and Index

- Customer Manager Portal > Company > Company Directory

2.35.3.2 To configure Group Speed Dial Feature Code

- Customer Manager Portal > Company > Feature Codes (Group Speed Dial)

2.36 Station Speed Dial

Each extension can store up to 100 individual speed dial number (00~99).

iPECS Multi-button phone users can assign a Speed Dial number or an external number to the Flex button.

2.36.1 Operation iPECS Multi-button phone

2.36.1.1 **To search for a Station Speed Dial number and place a call**

1. Press the [DIR] soft button and select "1 Station Speed" menu.
2. Press the [SEARCH] soft button.
3. Enter the key word to search the Speed Dial bins using character entry chart in Station Speed Dial.
4. Press the [SAVE] button.

2.36.1.2 **To search for a Station Speed Dial number and place a call in LIP-9002/9010**

1. Press [SPEED] button twice and select "1 Station Speed" menu.
2. Press [HOLD] button.
3. Enter the key word to search the Speed Dial bins using character entry chart in Station Speed Dial.
4. Press the [SAVE] button.

2.36.2 **Conditions**

- Accessing an empty Speed Dial bin will return the error tone.
- User can configure three different contacts information (work, mobile, other) in the Station Speed Dial menu of Customer User portal and one of them can be designated as Station Speed Dial.

2.36.3 **Related EMS Portal Menu**

2.36.3.1 **To configure Station Speed Dial Number and Index**

- Customer User Portal > My Phone & Features > Station Speed Dial

2.36.3.2 **To configure Group Speed Dial Feature Code**

- Customer Manager Portal > Company > Feature Codes (Station Speed Dial)

2.37 **Dial by Name**

A name, up to 16 characters, may be assigned to each Station and System Speed Dial. When assigned, a user may select a Station or System Speed Dial using the name.

The user selects from one of two Dial-by-Name directories and enters characters employing dial pad buttons for each character. The system finds and displays the nearest match to the user entries. The user may continue entering characters or scroll the directory at any point using the [Vol up]/[Vol dwn] button and select a name to call.

2.37.1 **Operation**

2.37.1.1 To use Dial by Name:

1. Press DIR soft button.
2. Dial the desired directory.
 - 1: Station Speed Dial
 - 2: System Speed Dial
 - 3: Station Name,
 - The LCD will display the names in alphabetical order
3. Scroll using the Navigation up/down keys.
4. To enter character, press SEARCH soft button, or press dial pad with the desired character as below.

Digit	Search Character	Digit	Search Character
1	@: /	7	PQRS
2	ABC	8	TUV
3	DEF	9	WXYZ
4	GHI	*	*
5	JKL	0	
6	MNO		

2.38 Time Schedule

Call features such as Call Forward work depending on tenant mode (Day/Night/Timed) and this mode is changed automatically by Time Schedule assigned.

Customer Manager can register up to 15 different. Time Schedule and assign it to Site, Hunt Group or ACD Group.

Auto Attendant and Voice Mail have their Time Schedule, which needs to configure in their menu.

Time Schedule related features are as follow.

- **Call Forward by DN(Directory Number)** – Site Time Schedule
- **Call Forward by Hunt Group Number** – Hunt Group Time Schedule
- **Day/Night/Holiday Service by ACD number** – ACD Group Time Schedule
- **Digit Restriction(Call Barring)** – Company Time Schedule
- **Digit Conversion(DDI Summary)** – Company Time Schedule

2.38.1 Conditions

- Up to fifty (50) holidays can be entered in the Time Zone Table.
- Holiday schedule will be handled as Night mode when it works.

2.38.2 Related EMS Portal Menu

2.38.2.1 To configure Company Time Schedule

Customer Manager Portal > Company > Time Schedule

2.38.2.2 To assign Site Time Schedule

Customer Manager Portal > Site Management > Option > Time Schedule

2.38.2.3 To assign Hunt Group Time Schedule

Customer Manager Portal > Call Manager > Group Settings > Hunt Group > Time Schedule

2.38.2.4 To assign ACD Group Time Schedule

Customer Manager Portal > Call Center > ACD Group > Time Schedule

2.38.2.5 To configure Auto Attendant Time Schedule

Customer Manager Portal > Call Manager > Auto Attendant > Schedule Setting

2.38.2.6 To configure Voicemail Time Schedule

Customer Manager Portal > Company > Voicemail Service > Company Schedule

Customer Manager Portal > Company > Voicemail Service > Shared Line Schedule

2.39 Wake-Up Alarm

This feature allows users to set a Wake-up alarm through phone. When the selected time is reached, the system sends the audible/visual signal to the phone. The user can configure five (5) Wake-up alarms. When the user answer the Wake-up signal an announcement can be played.

2.39.1 Operation iPECS Multi-button Phone

2.39.1.1 To register a wake-up alarm

1. Enter the {Wake-up Register} feature code 516 or press the [PGM] + '1' + '3.'
2. All registration status of Wake-Up calls can be checked with Volume Up/Down button and the desired index for the Wake-Up alarm can be selected by pressing OK soft button or [SAVE] button.
3. Enter the index number of Wake-up (1~5).
4. Enter the type of Wake-up (1: Once, 2: Daily, 3: Monday~Friday, 4: Monday~Saturday, 5: Date).
5. Enter the hour and minute (HH:MM, 4 digits in 24 Hour Format).

6. If Wake-up type is date, enter six (6) digits (YY/MM/DD) for year, month and day.
7. Press the [SAVE] button.

2.39.1.2 To cancel the Wake-up alarm

1. Enter the {Wake-up Cancel} feature code 517 or press the [PGM] + '1' + '4.'
2. Enter the index number of Wake-up (1~5).
3. Press the [SAVE] button.

2.39.2 Conditions

- If the user goes Off-hook during the Wake-up alarm, the system plays a Wake-Up prompt.
- Five (5) Wake-Up options are supported: Once, Daily, Monday~Friday, Monday~Saturday, or a Date.
- Wake-up call registration for Daily, Monday~Friday or Monday~Saturday alarms are maintained until it canceled by the user.
- Wake-up call registration for Once or Date mode is canceled automatically after placing the Wake-up call.
- The Wake-up call is not activated while the user is on conversation.
- The Wake-up call Retry Count is two (2).
- The Wake-up call Retry Interval is 2 minute.

2.39.3 Related EMS Portal Menu

2.39.3.1 To configure Wake Up setting

- Customer Manager Portal > User > User Feature Configuration(Wake Up)

2.40 Fax Bridge

The Fax Bridge service allows customers to receive faxes without a fax representative number. Customers can easily receive faxes without additional DID fax numbers. (One number service)

iPECS Cloud System automatically detects fax tones when user assigns a fax bridge device number. If a fax tone is detected, the call is automatically redirected to fax device. If a fax tone is not detected during the fax tone detection timer, the call is received at the original called number.

2.40.1 Conditions

- Fax bridge service trunk type: PRI, SIP trunk.

2.40.2 Related EMS Portal Menu

2.40.2.1 To configure Fax Bridge Service

- Customer Manager Portal > User > User Setup > Feature (Fax Bridge)
- **Usage:** Not Use/Use/Web Fax
- **Fax Number:** Number of the fax device. When Web Fax is selected, the number of the Web Fax is automatically assigned.
- **Tone Time:** iPECS Cloud system detects the fax tones for the time entered here.

2.41 Trunk Authorization

Even in an extension that has Trunk line authority, it can be set to enter an authorization code when dialing a specific digit(s).

In this case, to make trunk calls to the set number, a user needs to enter an authorization code.

2.41.1 Operation

2.41.1.1 Operation iPECS Multi-button phone

1. Dial digits which are configured in Trunk Authorization digit
2. “Enter Authorization code” message displayed on LCD, and “Enter your password” prompt will be played.
3. Dial the extension password, press '*' or wait.
4. If the password is correct, enter the remaining dial digits to complete the dial.
5. If the password is incorrect, the call will be terminated.

2.41.1.2 Operation SIP phone

1. Dial full digits, and press '#'
2. If the digits include Trunk Authorization Digit, “Enter your password” prompt will be played.
3. Dial the extension password, press '*' or wait.
4. If the password is correct, the call will be proceeding.
5. If the password is incorrect, the call will be terminated.

2.41.2 Conditions

- Customer Manager must assign Trunk Authorization Digits to use authorization code.
- Trunk Authorization Digit have to include trunk access code.
- The user must have an extension password.

2.41.3 Related EMS Portal Menu

2.41.3.1 To assign Trunk Authorization Digit

- Customer Manager Portal > Company > Line Settings > Trunk Authorization tab
- Max 12 digits

2.41.3.2 To enable user to use Trunk Authorization

- Customer Manager Portal > User > User Setup > Trunk Authorization : Not Used / Use Trunk Authorization Code
- Customer Manager > User > User Setup > Device > Extension Password

2.42 Executive/Secretary Service

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

When an Executive calls another Executive, the call is forwarded directly to the called Executive according to “Call Option between Executives” of the Executive Group or if the Secretary is in DND. With “Secretary Call option” assigned in the Executive Group, users can select the way Secretaries calls are placed.

If “Direct Call to Executive in other Group” is enabled in the Secretary Group, Secretaries can call Executives in other groups.

When a call between Executives is allowed to any Executive, the user can call other Executives directly regardless of Executive/Secretary Forward. In addition, Executive/Secretary Service can be configured using Sub Directory Number(S-DN).

2.42.1 Conditions

- An Executive can have multiple Secretaries, and a secretary can be assigned to multiple Executives. If the first Secretary is busy when a call for the Executive is received, the call is transferred to the next Secretary.
- If a Secretary Extension is busy, the caller receives a busy tone.
- A Secretary may override the DND of an Executive.
- If the Executive sets a call forward to an Extension other than the Secretary, calls are forwarded according to the setting.
- Internal or Trunk calls to Executives can be forwarded to the Secretaries.
- Callers leave messages to the Executive or the Secretary according to the “Extension Message Wait Destination” option of the Executive group.
- The maximum number of Secretary members for an Executive group is 50, and the maximum number of Executive members for a Secretary group is 50.

2.42.2 Related EMS Portal Menu

2.42.2.1 To configure Executive/Secretary Setting

- Customer Manager Portal > Call Manager > Executive Group

2.43 SIP Hot Desk

SIP Hot Desk enables users to select Extensions in a flexible manner through a process of login/logout using a SIP user id and authentication password rather than having fixed Extensions. This may be particularly useful in a call center environment, where a desk can be shared by multiple users. After login, users may use the system features and resources based on the configuration of the user's Extension number.

2.43.1 Operation

2.43.1.1 To login to a SIP Hot Desk from an iPECS SIP phone

1. Enter the SIP User ID
2. Enter the authentication password

2.43.1.2 To logout from a Hot Desk

1. Press [Logout] button

2.43.2 Conditions

- SIP Hot desk Extensions can be programmed to logout an active user automatically if no action has been taken by the agent in the Hot Desk Agent Auto Log-off Time.
- An active (logged in) agent can login to another inactive SIP Hot Desk. However, this will log the agent off the previously active SIP Hot Desk.
- When a user logs in to a SIP Hot Desk, the Flex buttons may be changed to match the user settings.
- Extension phonebook, call logs and SMS, are removed when users log out from a SIP Hot Desk.

2.43.3 Related EMS Portal Menu

2.43.3.1 To configure SIP Hot Desk setting

- Customer Manager Portal > User > User Setup > Device > SIP HotDesk

Automatic Call Distribution (ACD)

This chapter describes in detail the Automatic Call Distribution (ACD) service. Automatic Call Distribution (ACD) service distributes incoming calls to a specific group of terminals (ACD Agent Group) based on predefined routing rules such as longest-idle-agent-first, most-skilled-agent-first, etc. ACD is commonly used in contact centers that handle large volumes of incoming callers who require assistance that can be provided from any of multiple persons (e.g., customer service representatives) at the earliest opportunity.

The following tables describe features and functions available to each of the ACD user types and terminals.

ACD user types	LIP Series	iPECS SIP Phone	SIP Phone 3 rd party	ONE Client
ACD Supervisor	Y	Y	N	Y
ACD Assistant Supervisor	Y	Y	N	Y
ACD Agent	Y	Y	N	Y

ACD System Feature	LIP Series	iPECS SIP Phone	SIP Phone 3 rd party	ONE Client
Automatic Call Distribution	Y	Y	N	Y
Queue Announcement	Y	Y	N	Y
Queued Call Display	Y	N	N	N

ACD Agent Feature	LIP Series	iPECS SIP Phone	SIP Phone 3 rd party	ONE Client
Log On	Y	Y	N	Y
Log Off	Y	Y	N	Y
ACD Automatic Answer	Y	Y	N	Y
Release Button	Y	N	N	N
Work After Call Mode	Y	Y	N	Y
Not Ready Mode	Y	Y	N	Y
Automatic Work After Call	Y	Y	N	Y
Automatic Work After Call Release	Y	Y	N	Y
Handset/Headset Mode	Y	Y	N	N

ACD Agent Feature	LIP Series	iPECS SIP Phone	SIP Phone 3 rd party	ONE Client
Ring/Tone Mode	Y	Y	N	N
Call Release Using Work Mode Button during Agent Call	Y	N	N	N
Handset/Headset Setting upon Agent Logon	Y	Y	N	N
Handset/Headset Setting upon Agent Logoff	Y	Y	N	N
Ring/Tone Mode Setting upon Agent Logon	Y	Y	N	N
Automatic Answer upon Agent Logon	Y	Y	N	Y
Agent ACD Call Indication	Y	N	N	N

3.1

ACD Capacities ►

The table below summarizes the call server ACD capacities.

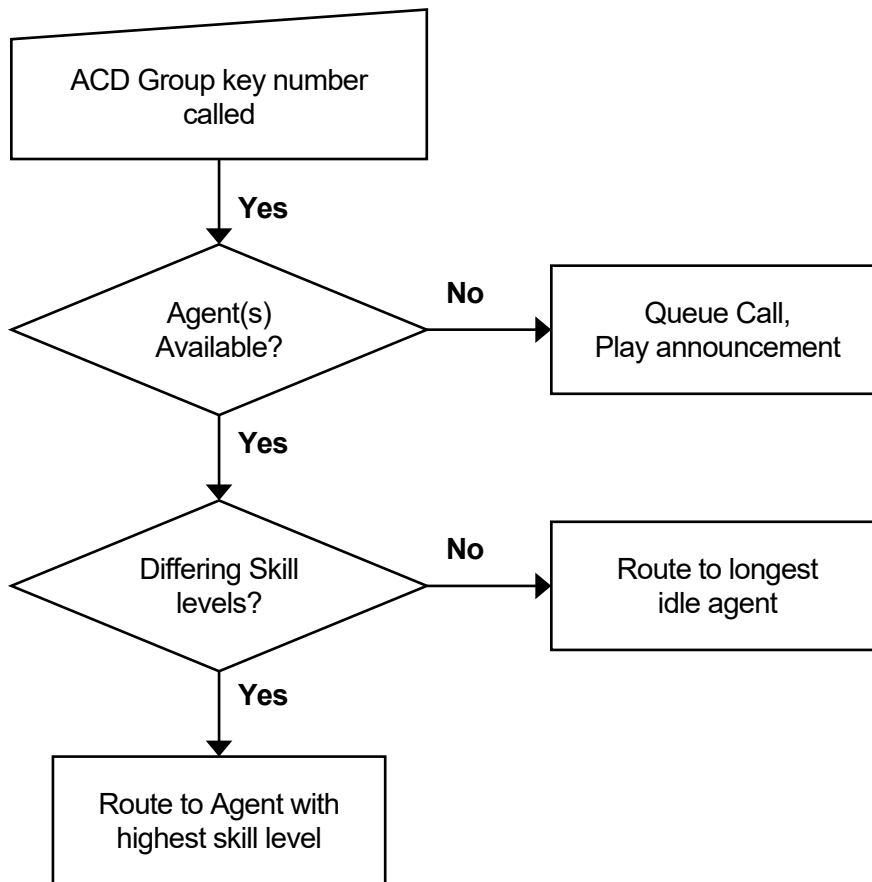
Item	Capacities
Max. ACD Agent/ACD Group	1000
Max. Waiting Call/ACD Group	1500
Max. Waiting Step/ACD Group	5
Supervisor/ACD Group	1
Assistant supervisor/ACD Group	30
Agent Skill Level	255
ACD Agent Terminal Type	LIP Phone, iPECS SIP Phone, ONE client

3.2

Automatic Call Distribution

Incoming calls to the ACD group 'Key Number' are distributed to ACD agents based on configuration of the ACD Group, which is accomplished through Web Management System (WMS).

3.2.1 Operation



3.2.2 Conditions

- If no agent is available, the call is queued and the assigned announcement is heard. Refer to Section 3.3 Queue Announcement for details.

3.2.3 Related EMS Portal Menu

3.2.3.1 To Add ACD Group Number

- Customer Manager Portal > Call Manager > Call Center > ACD Group > Add > Representative Number
- Customer Manager Portal > Call Manager > Call Center > ACD Group > Add > Member

3.2.4 Related Features

- Queue Announcement
- Work Mode
- Not Ready Mode
- Log On

3.3 Queue Announcement

If there is no agent available for an incoming call to an ACD group, the call is queued and an announcement played based on the ACD Group Announcement.

Recorded announcements can be checked with feature codes from terminals including the ACD supervisor, assistant supervisor and agent.

3.3.1 Operation

3.3.1.1 To assign a Flex button for {ACD Announcement Play} operation

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Announcement Play} + [SAVE]

3.3.1.2 To check the recorded announcement from a terminal

1. Dial the {ACD Announcement Play} Feature code.
2. Press the ACD Tone Index assigned for t
3. he ACD Group Tone.

3.3.2 Conditions

- Separate queue announcements can be programmed for each ACD group.
- Up to five (5) steps can be configured for each ACD queue. Each of the queue steps can have separate announcements.
- The Maximum length of an announcement is 600 seconds.

3.3.3 Related EMS Portal Menu

3.3.3.1 To Add Announcement for ACD Group

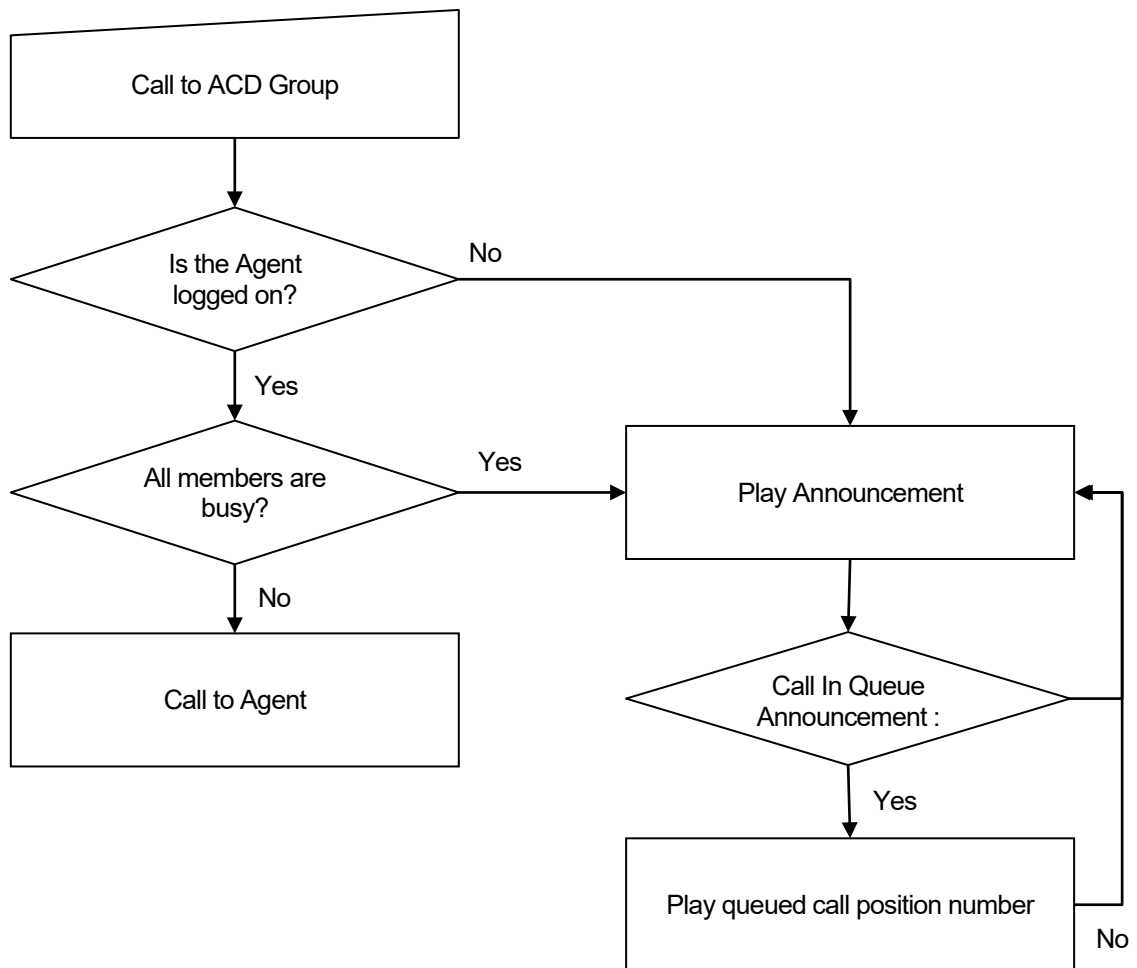
- Customer Manager Portal > Call Manager > Call Center > ACD Group > Queuing

3.4 ACD CIQ(Call In Queue) Announcement

If the call is queued, an announcement is played based on the ACD Group Announcement.

After then, a CIQ (Calls in Queue) announcement will be played to callers that are queued to the ACD group. The CIQ announcement (“Your Call is number xx in Queue”) is played to queued callers after the announcement is played.

3.4.1 Operation



3.4.2 Conditions

- CIQ is played whenever the announcement ends during the entire announcement play time.

3.4.3 Related EMS Portal Menu

3.4.3.1 To Use CIQ Announcement for ACD Group

- Customer Manager Portal > Call Manager > Call Center > ACD Group > Queuing > Calls in Queue Announcement – Use/Not Used

3.5 ACD Queued Callback ►

ACD callback is a feature that allows a caller to choose to be called back rather than wait on hold in the phone queue. When an agent becomes available, the system will call the customer, and when they answer, they are connected to the agent. ACD callbacks can have a positive impact on the customer experience by giving callers the option to not wait on hold for a long time.

3.5.1 Operation

3.5.1.1 **Callback registration by external caller**

1. ACD Callback prompt will be played after ACD announcement and CIQ prompt if Queued Callback is enabled.
2. External caller press digit 1 to enter Queued Callback mode.
3. Confirm prompt will be played after Callback number prompt.
4. External caller can select digit 1 to confirm or digit 2 to cancel.
5. If press digit 1, call will be disconnected after Callback registration prompt.
6. If press digit 2, call will be queued again after Callback cancel prompt.

3.5.1.2 **Callback service by ACD agent**

1. When ACD Callback is registered, it will be served if there is any ACD agent available.
2. The agent will receive ACD Callback ring and the ACD Callback number will be dialed automatically as soon as the agent picks up the ring.

3.5.2 **Conditions**

- ACD Callback can be registered only by trunk call.
- ACD Callback will not be registered again when there is the same Callback number to be served.
- Anonymous CLI call cannot register ACD Callback.
- ACD agent should have Call Barring option to make a call to ACD Callback number.
- ACD Callback number does not have Trunk Access Code so Digit conversion or E.164 should be configured in advance. If not, registered Callback will not be served.
- If outbound call for Callback receives 404 Not Found from Carrier, it will not be tried again.
- When ACD Callback call is not successful, it will be tried again with interval until retry count.
- After registered, ACD Callback will be deleted if retention time expires.
- By option, ACD Callback can be registered with the place held in line or it can be moved to the last position of queue after pre-defined time.
- When Success Connection time is configured as non-zero, ACD Callback will be regarded as failure if connection time is less than that value.

3.5.3 **Related EMS Portal Menu**

3.5.3.1 **To Use ACD Queued Callback for ACD Group**

- Customer Manager Portal > Call Manager > Call Center > ACD Group > Queuing

3.5.3.2 **To Upload ACD Queued Callback prompt**

- EMS SP Portal > System Prompt > ACD Callback Prompt

3.6 Night Service

Calls terminated to an ACD group while the system is in the Night mode are given one of the following services:

- Release
- Night announcement
- Forwarding to another number

The Night service mode is applied in the following cases:

- Automatic mode based on Automatic Night/Holiday Service at EMS
- Change to Night mode by ACD supervisor using the Night button. Refer to Section 3.22 ACD Supervisor Night Service for details.

3.6.1 Related EMS Portal Menu

3.6.1.1 To Use Night Service

- Customer Manager Portal > Call Manager > Call Center > ACD Group > Time > Night/Holiday Schedule
- Customer Manager Portal > Call Manager > Call Center > ACD Group > Time > Night
- Customer Manager Portal > Call Manager > Call Center > ACD Group > Time Schedule

3.6.2 Related Features

- Company Time Schedule

3.7 Holiday Service

Calls terminated to an ACD group while the system is in the Holiday mode are given one of the following services:

- Release
- Holiday announcement
- Forwarding to another number

Holiday mode can be applied for the following cases:

- Automatic mode based on time information
- Change to Holiday mode by an ACD supervisor using the Holiday button. Refer to Section 3.23 ACD Supervisor Holiday Service for details.

3.7.1 Related EMS Portal Menu

3.7.1.1 To Use Holiday Service

- Customer Manager Portal > Call Manager > Call Center > ACD Group > Time > Night/Holiday Schedule
- Customer Manager Portal > Call Manager > Call Center > ACD Group > Time > Holiday
- Customer Manager Portal > Call Manager > Call Center > ACD Group > Time Schedule

3.7.2 Related Features

- Company Time Schedule

3.8 Overflow Service

Calls terminated to an ACD group in Overflow mode are given one of the following services:

- Release
- Overflow announcement
- Forwarding to another number

The Overflow mode is applied when the number of calls in queue exceeds the Overflow Call Count (up to 500) for the ACD Group. The Overflow Call Count can be changed through EMS as well as a Supervisor terminal. Refer to Section 3.25 ACD Supervisor Overflow Count Control for details.

3.8.1 Related EMS Portal Menu

3.8.1.1 To Set Overflow Count

- Customer Manager Portal > Call Manager > Call Center > ACD Group > Queuing > Overflow

3.9 Time Out Rerouting

If a call cannot be delivered to an agent and the last announcement step in the queue completes, the call can be rerouted to another destination (ACD Group, Extension or Trunk). This feature provides a timed Overflow, when a call has been in queue for the defined time-out.

3.9.1 Related EMS Portal Menu

3.9.1.1 To Set Time Out Destination

- Customer Manager Portal > Call Manager > Call Center > ACD Group > Queuing > Timeout Destination

3.10 ACD Agent Log On ►

An ACD group can be configured to require the Agent to Log On to the group to provide service.

Once an Agent logs on, the system will deliver calls to the Agent. The state of the Agent at Log On is determined by EMS configuration. The Agent state at Log On is configured as Work, Not Ready or Ready Mode.

When the Agent ID is required for Log On, the user must enter the assigned ID (up to 8 digits). After the ID is entered, the system compares the entry to configured IDs and, if matched, the Agent is logged in to the ACD group in the configured mode.

When an Agent logs on an Agent ID which was configured Agent Name, Agent Name will be displayed on Agent terminal instead of DN name. When the Agent logs off, DN name will be displayed on Agent terminal.

3.10.1 Operation iPECS Multi-button Phone

3.10.1.1 To assign a Flex button for {ACD Agent Log On/Off} operation

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Log On/Off} + [SAVE]
3. For secondary group log on, [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Log On/Off} group number + [SAVE]

3.10.1.2 To log on to an ACD group

3.10.1.3 When Agent ID is configured.

1. Press the Flex button for {ACD Agent Log On/Off}.
2. Enter Agent ID followed by '*' or '#'.
3. The Agent Registration button LED turns on and "Log On" displays in LCD.

3.10.1.4 To log on to an ACD group

3.10.1.5 When Agent ID is not configured.

1. Dial the {ACD Agent Log On/Off} feature code and # or "call" button.

3.10.1.6 To display Agent Name during Agent Log On state

1. Register Agent Name.
 - On Agent Log On state, [PGM] + '1' + '2' + Enter Agent Name.
 - Or,
 - Register the Agent Name at User Setup > Name, Call Manager > Agent ID > Agent Name in EMS.
2. Logs on following above procedure.

3. Agent Name is displayed on Agent terminal.
4. Logs off following below procedure (Section 3.10 ACD Agent Log Off).
5. DN name is displayed on Agent terminal.

3.10.2 Operation SIP Phone

3.10.2.1 To log on to an ACD group

1. When Agent ID is configured.
2. Dial the {ACD Agent Log On/Off} feature code.
3. Dial the Agent ID, and '#' or "call" button.

3.10.3 Conditions

- An active ACD agent cannot activate DND or Call Forward. When the agent logs on to the ACD group, DND and Call Forward, if active, are cancelled.
- If the Agent ID entered by the user is not configured, **"INVALID AGENT ID"** displays in the Multi-button phone LCD.
- If the Agent ID is already in use (logged on), **"USED BY XXXX"** displays indicating the Extension number using the ID as XXXX.
- For a SIP phone, the log on state does not display in the LCD.

3.10.4 Related EMS Portal Menu

3.10.4.1 To Assign Primary ACD Group

- Customer Manager Portal > Call Manager > Call Center > ACD Group > Supervisor/Sub Supervisor/Member tab

3.10.4.2 To Assign Secondary ACD Group

- Customer Manager Portal > Call Manager > Call Center > ACD Secondary Group

3.10.4.3 To Change default value when agents log on

- Customer Manager Portal > Call Manager > Call Center > ACD Group > Agent > Default value when agents log on

3.10.4.4 To Set Agent ID and Name

- Customer Manager Portal > Call Manager > Call Center > Agent ID

3.10.4.5 To Change Log On Feature Code

- Customer Manager Portal > Company > Feature Codes > ACD Agent Log On/Off

3.10.4.6 To Assign Log On Feature Code for phone

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.10.5 Related Features

- Agent Log Off
- Work Mode
- Not Ready Mode

3.11 ACD Agent Log Off

A logged on Agent can log off of the ACD group so that the Agent is no longer an active member of the group and calls to the ACD group 'Key number' are no longer routed to the Agent.

3.11.1 Operation iPECS Multi-button Phone

3.11.1.1 To assign a Flex button for {ACD Agent Log On/Off} operation

1. Using the Extension User program
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Log On/Off} + [SAVE]

3.11.1.2 To log off an ACD group

1. Press the Flex button for {ACD Agent Log On/Off}.
 - The {ACD Agent Log On/Off} Flex button LED will extinguish.
 - The Log Off" is displayed on LCD.

3.11.2 Operation SIP phone

3.11.2.1 To log off an ACD group

1. Dial the {ACD Agent Log On/Off} feature code.
2. Press "#" or "call" button.

3.11.3 Conditions

- For a SIP phone, the Log On/Off state does not display in the LCD.

3.11.4 Related EMS Portal Menu

3.11.4.1 To Change Log Off Feature Code

- Customer Manager Portal > Company > Feature Codes > ACD Agent Log On/Off

3.11.4.2 **To Assign Log Off Feature Code for phone**

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.11.5 **Related Features**

- Log On

3.12 **ACD Automatic Answer**

When a call is routed to an Agent with Auto Answer active, the call is automatically connected to the phone at the expiration of the Handsfree Answer Ring timer. The Handsfree Answer Ring Timer is configured in WMS. Auto Answer can be configured to activate automatically when the Agent Logs On or a by the Agent employing a Flex button of an iPECS Multi-button phone to toggle the Auto Answer state.

3.12.1 **Operation iPECS Multi-button Phone**

3.12.1.1 **To assign a Flex button for {ACD Agent Auto Answer} operation**

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Auto Answer} + [SAVE]

3.12.1.2 **To enable/disable Automatic Call Answer**

1. Press the {ACD Agent Auto Answer} Flex button.
 - The Flex button LED illuminates red indicating Auto Answer is active.Or,
 - Extinguishes indicating Auto Answer is not active.

3.12.2 **Conditions**

- The ACD Agent must have an iPECS Multi-button phone with an Automatic Answer Flex button assigned to control the Auto Answer state.

3.12.3 **Related EMS Portal Menu**

3.12.3.1 **To Change Agent Auto Answer Feature Code**

- Customer Manager Portal > Company > Feature Codes > ACD Agent Auto Answer

3.12.3.2 **To Assign Automatic Answer for phone**

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.12.3.3 To Set Auto Answer When Agent Log On

- Customer Manager Portal > Call Manager > ACD Group > Agent > Default value when agents log on > Auto Answer when agent logs on

3.12.4 Related Features

- Log On

3.13 Work Mode

After completing an ACD group call, an Agent can activate the Work Mode to wrap-up paperwork or other activity that the Agent must complete before receiving additional ACD calls. The Work Mode Flex button can be assigned to act as a Call Release button as well as activating Work Mode; pressing the {ACD Agent Work Mode} button terminates the active call and places the phone in the Work mode. While in the Work Mode, the Agent is seen as unavailable to the ACD group.

An ACD group can be configured to place an Agent into the Work Mode automatically, allowing the Agent to wrap-up paperwork or other required activity. Work Mode activates when the Agent returns to idle from conversation.

After the configured Auto Switch time, the Agent terminal returns to the Ready Mode and calls are delivered to the Agent in the normal fashion.

For Agents employing an iPECS Multi-button phone, a Flex button can be assigned to enable or disable Auto Work Mode. For other terminals, Auto Work mode is controlled in EMS.

3.13.1 Operation Manually activated Work Mode iPECS Multi-button phone

3.13.1.1 To assign a Flex button for {ACD Agent Work Mode} operation

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Work Mode} + [SAVE]

3.13.1.2 To enable or disable Work Mode:

1. Press the Flex button for {ACD Agent Work Mode}.
 - The LED turns 'On'.
 - And the "AGENT WORK" displays in the phone LCD to indicate the Work Mode is active.

3.13.2 Operation Manually activated Work Mode SIP phone

3.13.2.1 To enable or disable Work Mode from a SIP phone :

1. Dial the {ACD Agent Work Mode} feature code.
2. Press '#' or 'call' button.
 - If the Agent is in the Ready mode, Work mode will activate.

3.13.3 **Operation Automatic activated Work Mode iPECS Multi-button phone**

3.13.3.1 **To assign a Flex button for {ACD Agent Auto Work Mode after Call} operation**

1. Using the Extension User program:
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Auto Work Mode After Call} + [SAVE]

3.13.3.2 **To enable Automatic Work Mode**

1. Press the Flex button {ACD Agent Auto Work Mode after Call}.
 - If enabled, the LED turns on and "Automatic Work Mode" displays in the LCD.

3.13.4 **Conditions**

- ACD Agent Work Mode is available to logged-on agents only.
- For a SIP phone, the Work Mode state does not display in the LCD.
- ACD Agent Automatic Work after Call is available only for logged on Agents.
- If the Automatic Work Mode timer is not defined in EMS, the Work Mode must be disabled manually.

3.13.5 **Related EMS Portal Menu**

3.13.5.1 **To Set Work Mode When Agent Log On**

- Customer Manager Portal > Call Manager > ACD Group > Agent > Default value when agents log on > Agent state at log on

3.13.5.2 **To Set Auto Work Mode When Agent Log On**

- Customer Manager Portal > Call Manager > ACD Group > Agent > Default value when agents log on > Auto work mode when agent logs on

3.13.5.3 **To Change Work Mode Feature Code**

- Customer Manager Portal > Company > Feature Codes > ACD Agent Work Mode

3.13.5.4 **To Change Auto Work Mode Feature Code**

- Customer Manager Portal > Company > Feature Codes > ACD Agent Auto Work Mode After Call

3.13.5.5 To Set Auto Switch Time from Work Mode to Ready

- Customer Manager Portal > Call Manager > ACD Group > Agent > Default value when agents log on > Agent Auto Switch Time from Work Mode to Ready

3.13.5.6 To Assign Auto Work Mode and Work Mode for phone

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.13.6 Related Features

- Log On
- Not Ready Mode

3.14 Not Ready Mode

Similar to Work Mode, Agents can enable the Not Ready Mode indicating they are not available for new calls. The Not Ready Mode is commonly used for a temporary absence such as lunch, meetings or other work breaks.

3.14.1 Operation iPECS Multi-button phone

3.14.1.1 To assign a Flex button for {ACD Agent Not Ready Mode} operation

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Not Ready Mode} + [SAVE]

3.14.1.2 To enable and disable the Not Ready Mode:

1. Press the {ACD Agent Not Ready Mode} Flex button.
 - The LED turns 'On'.
 - And the "Not Ready Mode" displays in the LCD to indicate Not Ready Mode is active.

3.14.2 Operation SIP phone

3.14.2.1 To enable or disable the Not Ready Mode

1. Dial the {ACD Agent Not Ready Mode} feature code and "#" or "call" button.
 - If the Agent is in the Ready mode, the Not Ready Mode activates.

3.14.3 Conditions

- ACD Agent Not Ready Mode is available only for logged on Agents.
- For a SIP phone, the Ready Mode state does not display in the LCD.

3.14.4 Related EMS Portal Menu

3.14.4.1 To Set Not Ready Mode When Agent Log On

- Customer Manager Portal > Call Manager > ACD Group > Agent > Default value when agents log on > Agent state at log on

3.14.4.2 To Change Not Ready Mode Feature Code

- Customer Manager Portal > Company > Feature Codes > ACD Agent Not Ready Mode

3.14.4.3 To Assign Not Ready Mode for phone

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.14.5 Related Features

- Log On
- Work Mode

3.15 Handset/Headset Mode

The iPECS Multi-button phone and Ericsson-LG Enterprise Digital phones can be equipped with a Headset or Earphone (Ear & Mic headset). In addition, certain models can be equipped with a Bluetooth module that can be paired with a standard Bluetooth headset. When equipped, a Flex button of the phone is used to control the audio and signaling path from the normal handset to the Headset/Earphone or Bluetooth connection as appropriate for the equipment connected to the phone.

The ACD Agent Headset button will toggle the mode as below.

- Handset: LED Off
- Headset: LED On (**RED**)
- Earphone: LED On (**Green**) – restricted to terminals supporting Earphone.
- Bluetooth: LED On (**Green**) – restricted to terminals supporting Bluetooth.

Since terminals support either an Earphone or Bluetooth module but not both, the same LED color (**Green**) is used to indicate the active mode.

3.15.1 Operation iPECS Multi-button phone

3.15.1.1 To assign a Flex button for {ACD Agent Head/Hand Set} operation

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Head/Hand Set} + [SAVE]

3.15.1.2 To use a Bluetooth Headset

1. After agent log on and pairing the Bluetooth headset to the Bluetooth module.
2. Press the inactive {ACD Agent Head/Hand Set} Flex button.
 - The Flex button LED illuminates and "Headset Mode" displays in the LCD.
3. Press the red headset button.
 - LED turns green and "Bluetooth Mode" displays in the LCD.
4. Press the green headset button.
 - LED turns 'Off' and "Headset Mode" displays in the LCD.

3.15.1.3 To use Earphones

1. After agent log-on.
2. Press the inactive {ACD Agent Headset} Flex button.
 - The button LED illuminates red and "Headset Mode" displays in the LCD.
3. Press the illuminated headset button.
 - The LED turns green and "Earphone Mode" displays in the LCD.
4. Press the green illuminated headset button.
 - The LED turns 'Off' and "Handset Mode" displays in the LCD.

3.15.1.4 To use Headset/Handset

1. After agent log-on.
2. Press the inactive {ACD Agent Headset} Flex button.
 - The LED illuminates red and "Headset Mode" displays in the LCD.
3. Press the illuminated headset button.
 - The LED turns 'Off' and "Handset Mode" displays in the LCD.

3.15.2 Conditions

- In general, the Digital phones support an Ear & Mic Headset (Earphone). The iPECS Multi-button phones support a standard Headset terminated with an RJ-11 jack.
- The Handset/Headset mode for a phone can be configured in EMS to activate automatically when the Agent Logs 'On'.

3.15.3 Related EMS Portal Menu

3.15.3.1 To Set Head/Handset When Agent Log On

- Customer Manager Portal > Call Manager > ACD Group > Agent > Default value when agents log on > Handset Mode at Agent Log on

3.15.3.2 To Change Head/Handset Feature Code

- Customer Manager Portal > Company > Feature Codes > ACD Agent Head/Hand Set

3.15.3.3 To Assign Head/Handset for phone

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.15.4 Related Features

- Log On
- Agent Log Off
- Ring/Tone Mode

3.16 Ring/Tone Mode

Using an iPECS Multi-button phone with a Headset, the incoming call audible signal can be configured to provide signaling to the headset. The mode is automatically selected when the Agent Logs 'On' or 'Off' based on EMS configuration. The Ring/Tone mode can also be controlled by the user with an {ACD Agent Headset Ring Mode} Flex button, which will toggle through the three available modes. The three modes available are shown below.

- **Ring mode:** Normal ring is delivered to the speaker of the phone. The Flex button LED is 'Off'.
- **Tone mode:** A brief tone signal is sent to the headset. The red LED of the Flex button is 'On'.
- **Ring/Tone mode:** Normal ring is delivered to the speaker and a brief tone is sent to the headset. The green LED of the Flex button is 'On'.

3.16.1 Operation iPECS Multi-button phone

3.16.1.1 To assign a Flex button for {ACD Agent Headset Ring Mode Change} operation

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Headset Ring Mode Change} + [SAVE]

3.16.1.2 To select the Ring/Tone Mode manually:

1. Press the {ACD Agent Headset Ring Mode} Flex button to toggle through the Ring/Tone modes.
 - The last mode selected is the active mode.

3.16.2 Related EMS Portal Menu

3.16.2.1 To Set Ring/Tone When Agent Log On

- Customer Manager Portal > Call Manager > ACD Group > Agent > Default value when agents log on > Ring/Tone Mode at Agent Log on

3.16.2.2 To Change Ring/Tone Feature Code

- Customer Manager Portal > Company > Feature Codes > ACD Agent Headset Ring Mode Change

3.16.2.3 To Assign Ring/Tone for phone

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.16.3 Related Features

- Handset/Headset Mode
- Log On
- Agent Log Off

3.17 Skill based Routing ►

Each ACD Agent can be assigned a 'Skill level' (1 ~ 255). When a call is received for the group, the call server routes the call to the Agent with the highest Skill level that has been idle the longest.

3.17.1 Conditions

- It is possible to designate a skill level for an ACD Agent when generating agent ID or changing agent ID.
- The Agent must Log On after the change to apply a new Skill level. Otherwise, the previously assigned Skill level is used for the Agent.
- If group base Skill Level is assigned, it is working with higher priority to Agent ID base Skill Level.

3.17.2 Related EMS Portal Menu

3.17.2.1 To Set Skill Level

- Customer Manager Portal > Call Manager > ACD Group > Agent ID > Skill level

3.18 Log Off Call Restriction

Outgoing calls initiated by a Logged 'Off' Agent can be restricted with following options through EMS.

- Restrict only calls to outside through trunk

- Restrict all outgoing calls

3.18.1 **Conditions**

- If a call is attempted from an Agent location when the Agent is logged 'Off', error tone is provided.

3.18.2 **Related EMS Portal Menu**

3.18.2.1 **To Restrict call between Agents After Log Off**

- Customer Manager Portal > Call Manager > ACD Group > Agent > Call Restriction > Call Restriction at Agent Log off

3.18.3 **Related Features**

- Agent Log Off

3.19 **Inter-Agent Call Restriction**

The ACD group can be configured to restrict calls between Agents in the group. Direct and transferred calls from an Agent to another active Agent are restricted separately.

3.19.1 **Conditions**

- Inter-Agent call restriction is enabled only when the called Agent is logged on.

3.19.2 **Related EMS Portal Menu**

3.19.2.1 **To Restrict call between Agents**

- Customer Manager Portal > Call Manager > ACD Group > Agent > Call Restriction > Call Restriction between Agents

3.19.3 **Related Features**

- Log On

3.20 **Agent No Answer Service**

When an active Agent (logged on and ready) does not answer an ACD call, the configured 'No Answer Service' is applied. No Answer service allows the call to forward to another destination or route to the next Agent. In addition, the Agent can be placed in the 'Not Ready Mode' or 'Log Off' automatically so that calls are not routed to the Agent. A 'Not Ready' Flex button will illuminate Red to indicate the not ready status.

When placed in the Not Ready mode in this way, the Agent must manually change to the 'Ready Mode'.

3.20.1 **Conditions**

- If Automatic Work Mode is enabled and the Agent does not answer a call, the No Answer Service is activated and Automatic Work Mode service is not activated.

3.20.2 **Related EMS Portal Menu**

3.20.2.1 **To set Agent No Answer Service**

- Customer Manager Portal > Call Manager > ACD Group > Agent > Agent No Answer

3.20.3 **Related Features**

- Log On
- Not Ready Mode

3.21 **Agent Help Feature**

Agents using an iPECS Multi-button phone can request help to supervisor with {ACD Agent Help Request} on conversation state during ACD Log On state. The supervisor who recognizes the agent help request by blinking {ACD Agent Help Request} button can start silent monitoring by pushing the button.

3.21.1 **Operation**

3.21.1.1 **To assign a Flex button for {ACD Agent Help Request} operation by [Agent]**

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Help Request} + "ACD Group Representative Number" + [SAVE]

3.21.1.2 **To assign a Flex button for {ACD Agent Help Request} operation by [Supervisor/Assistant Supervisor]**

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Help Request} + [SAVE]

3.21.1.3 **To use Function**

1. An agent presses the {ACD Agent Help Request} button on conversation state during ACD Log On state.
2. {ACD Agent Help Request} button on supervisor's terminal is blinking and Message Wait Indication Ring is alerting.
3. The supervisor presses the {ACD Agent Help Request} button.

4. Silent monitoring feature is automatically activated.

3.21.2 Conditions

- When a help request is assigned to busy supervisor, Mute ring is alerting, {Help Request} message is displayed on LCD, and {ACD Agent Help Request} button is blinking. If the supervisor hangs up the current call to process the agent help request, Message Wait Indication ring is alerting, {Help Request} message is displayed on LCD, and {ACD Agent Help Request} button is blinking on idle state. At that time, the supervisor can do silent monitoring by pressing the {ACD Agent Help Request} button.
- When supervisor are silent monitoring or requested help from other agent, an agent who request help service will hear the error tone.
- When an agent presses the help button during help requesting state, the help request will be cancelled.
- The supervisor have to press the blinking button for silent monitoring on idle state

3.22 Agent Whisper Coaching Request

Agents using an iPECS Multi-button phone can request coaching to supervisor with {ACD Agent Whisper Coaching Request (A)/Accept(S)} on conversation state during ACD Log On state. The supervisor who recognizes the agent coaching request by blinking {ACD Agent Whisper Coaching Request (A)/Accept(S)} button can start coaching by pushing the button.

3.22.1 Operation

3.22.1.1 To assign a Flex button for {ACD Agent Whisper Coaching Request(A)/Accept(S)} operation by [Agent]

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Whisper Coaching Request(A)/Accept(S)} + "ACD Group Representative Number" + [SAVE]

3.22.1.2 To assign a Flex button for {ACD Agent Whisper Coaching Request(A)/Accept(S)} operation by [Supervisor/Assistant Supervisor]

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Agent Whisper Coaching Request(A)/Accept(S)} + [SAVE]

3.22.1.3 To use Function

1. An agent presses the {ACD Agent Whisper Coaching Request (A)/Accept(S)} button on conversation state during ACD Log On state.
2. {ACD Agent Whisper Coaching Request (A)/Accept(S)} button on supervisor's terminal is blinking and Message Wait Indication Ring is alerting.

3. The supervisor presses the {ACD Agent Whisper Coaching Request (A)/Accept(S)} button.
4. Coaching feature is automatically activated.

3.22.2 **Conditions**

- When a coaching request is assigned to busy supervisor, Mute ring is alerting, {Coaching Request} message is displayed on LCD, and {ACD Agent Whisper Coaching Request (A)/Accept(S)} button is blinking. If the supervisor hangs up the current call to process the agent coaching request, Message Wait Indication ring is alerting, {Coaching Request} message is displayed on LCD, and {ACD Agent Whisper Coaching Request(A)/Accept(S)} button is blinking on idle state. At that time, the supervisor can do silent monitoring by pressing the {ACD Agent Whisper Coaching Request (A)/Accept(S)} button.
- When supervisor are coaching or requested coaching from other agent, an agent who request help service will hear the error tone.
- When an agent presses the coaching request button during coaching requesting state, the coaching request will be cancelled.
- The supervisor have to press the blinking button for coaching monitoring on idle state

3.22.3 **Related EMS Portal Menu**

3.22.3.1 **To Change ACD Help Request Feature Code**

- Customer Manager Portal > Company > Feature Codes > ACD Agent Help Request

3.22.3.2 **To Assign ACD Help Request for phone**

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.22.4 **Related Features**

- Supervisor Silent Monitor

3.23 **ACD Supervisor Night Service**

An ACD Supervisor can change the service mode for the ACD Group. Using the Night mode Flex button, the Supervisor toggles the Service mode between the Day and Night Service mode.

3.23.1 **Operation iPECS Multi-button phone**

3.23.1.1 **To assign a Flex button for {ACD Supervisor Group Night Mode} operation**

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Supervisor Group Night Mode} + [SAVE]

3.23.1.2 To toggle the Service from the ACD group Supervisor

1. Press the programmed {ACD Supervisor Group Night Mode} button.
 - **Activating Night service:** LCD shows "ACD Night" and the Flex button illuminates in red.
 - **Deactivating Night service:** LCD shows "ACD Day" and the Flex button LED turns 'Off'.

3.23.2 Related EMS Portal Menu

3.23.2.1 To Change Supervisor Night Service Feature Code

- Customer Manager Portal > Company > Feature Codes > ACD Supervisor Group Holiday Mode

3.23.2.2 To Assign Supervisor Night Service for phone

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.23.3 Related Features

- Night Service

3.23.4 Hardware

- The ACD Supervisor must be equipped with an iPECS Multi-button phone.

3.24 ACD Supervisor Holiday Service

An ACD Supervisor can change the ACD group Service Mode for the group. Using the Holiday mode Flex button, the Supervisor toggles the Service mode between Day and Holiday service mode.

3.24.1 Operation iPECS Multi-button phone

3.24.1.1 To assign a Flex button for {ACD Supervisor Group Holiday Mode} operation

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Supervisor Group Holiday Mode} + [SAVE]

3.24.1.2 To toggle the service between Day and Holiday mode from the ACD Supervisor

1. Press the programmed {ACD Supervisor Group Holiday Mode} Flex button.
2. Enter Password if the Password option is enabled.
 - **Activating Holiday mode:** LCD shows "ACD Holiday" and the Flex button LED

illuminates in red.

- **Deactivating Holiday mode:** LCD shows "ACD Day" and the Flex button LED turns 'Off'.

3.24.2 Related EMS Portal Menu

3.24.2.1 To Change Supervisor Night Service Feature Code

- Customer Manager Portal > Company > Feature Codes > ACD Supervisor Group Holiday Mode

3.24.2.2 To Assign Supervisor Night Service for phone

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.24.3 Related Features

- Holiday Service

3.24.4 Hardware

- The ACD Supervisor must be equipped with an iPECS Multi-button phone.

3.25 ACD Supervisor Overflow Count Control

The ACD Supervisor can change the Overflow Call count. The Overflow Call count determines the number of calls in queue required to cause Overflow of calls from the group. In addition, when the Supervisor only needs to view the Overflow Call Count, an Overflow Call Count display Flex button can be assigned. With this Flex button, the Supervisor can only view the count.

3.25.1 Operation iPECS Multi-button phone

3.25.1.1 To assign a Flex button for {ACD Supervisor ACD Q Overflow Count Change} operation

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Supervisor ACD Q Overflow Count Change} + [SAVE]

3.25.1.2 To change the Overflow Call count:

1. Press the programmed {ACD Supervisor ACD Q Overflow Count Change} Flex button.
 - The LCD displays the count as "Overflow Q count (0~500) 500".
2. Enter the desired number of waiting calls (0 ~ 500).
 - If less than three digits are entered, press the '#' dial pad button as an end of entry button.
 - For example, to enter a call count of 7, enter 7# or 007.

3.25.2 **Conditions**

- The Overflow Call Count can be set by the ACD Supervisor as well as in EMS.

3.25.3 **Related EMS Portal Menu**

3.25.3.1 **To Set ACD Q overflow count change Feature Code**

- Customer Manager Portal > Company > Feature Codes > ACD Supervisor ACD Q Overflow Count Change

3.25.3.2 **To Change ACD Q Overflow Queue Count**

- Customer Manager Portal > Call Manager > ACD Group > Queuing > Overflow > Queue Length

3.25.3.3 **To Change Supervisor Overflow Call Count Feature Code**

- Customer Manager Portal > Company > Feature Codes > ACD Supervisor ACD Q Overflow Count Change

3.25.3.4 **To Assign Supervisor Overflow Call Count for phone**

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.25.4 **Related Features**

- Overflow Service

3.25.4.1 **Hardware**

- The ACD Supervisor must be equipped with an iPECS Multi-button phone.

3.26 **ACD Supervisor Silent Monitor**

Any ACD group member, including members of another group, can monitor the conversation of other active ACD group members. Once activated, the monitor will continue until the monitored Agent returns to idle. In that case, audio from the idle Agent is no longer delivered to the monitoring user and the Monitor goes to the ready state. When the monitored Agent places or receives a new call, audio is again delivered to the monitoring user.

The monitored Agent has no indication of the silent monitoring.

3.26.1 **Operation iPECS Multi-button phone**

3.26.1.1 **To assign a Flex button for {ACD Supervisor Silent Monitor} operation**

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Supervisor Silent Monitor} + [SAVE]

3.26.1.2 To activate Silent Monitor:

1. Press the programmed {ACD Supervisor Silent Monitor} Flex button
2. Enter the number of the Extension to monitor.
 - If the Agent to be monitored is idle, "**MONITOR READY xxxx**" displays indicating that monitoring of Extension xxxx is ready.
 - If the Agent is on an active call, "**MONITOR ACTIVE xxxx**" is displayed and the Supervisor receives audio from the Agent and the connected party.

3.26.1.3 To deactivate Silent Monitor:

1. Hang Up the Supervisor phone.

3.26.2 Conditions

- When a monitored Agent terminates a call, the Supervisor display returns to the 'Monitor Ready' message.
- Silent Monitor automatically terminates if the monitored Agent logs off the ACD group.
- The monitoring Extension need not be logged on to an ACD group.
- All conversations from the monitored Agent are monitored regardless of the DN used for the call because this feature works based on M-DN.
- In some regions, monitoring a call without notification may be illegal.

3.26.3 Related EMS Portal Menu

3.26.3.1 To Change Supervisor Silent Monitor Feature Code

- Customer Manager Portal > Company > Feature Codes > ACD Supervisor Silent Monitor

3.26.3.2 To Assign Supervisor Silent Monitor for phone

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration
- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.26.4 Hardware

- The ACD Supervisor must be equipped with an iPECS Multi-button phone.

3.27 ACD Supervisor Whisper Coaching

Any ACD group member, including members of another group, can coach the conversation of other active ACD group members. Once activated, the coaching will continue until the coached

Agent returns to idle. In that case, audio from the idle Agent is no longer delivered to the monitoring user and the Monitor goes to the ready state. When the coached Agent places or receives a new call, audio is again delivered to the monitoring user.

3.27.1 **Operation iPECS Multi-button phone**

3.27.1.1 **To assign a Flex button for {ACD Supervisor Whisper Coaching} operation**

1. Using the Extension User program.
2. [PGM] + {FLEX} + Button Feature Type (2) + Feature Code {ACD Supervisor Whisper Coaching} + [SAVE]

3.27.1.2 **To activate Whisper Coaching:**

1. Press the programmed {ACD Supervisor Whisper Coaching} Flex button
2. Enter the number of the Extension to monitor.
 - If the Agent to be coached is idle, "COACHING READY xxxx" displays indicating that monitoring of Extension xxxx is ready.
 - If the Agent is on an active call, "COACHING ACTIVE xxxx" is displayed and the Supervisor receives audio from the Agent and the connected party.

3.27.1.3 **To deactivate Whisper Coaching:**

1. Hang Up the Supervisor phone.

3.27.2 **Conditions**

- When a Coached Agent terminates a call, the Supervisor display returns to the 'COACHING Ready' message.
- Whisper Coaching automatically terminates if the monitored Agent logs off the ACD group.
- The coaching Extension need not be logged on to an ACD group.
- All conversations from the coached Agent are coached regardless of the DN used for the call because this feature works based on M-DN.
- In some regions, monitoring a call without notification may be illegal.

3.27.3 **Related EMS Portal Menu**

3.27.3.1 **To Change Supervisor Silent Monitor Feature Code**

- Customer Manager Portal > Company > Feature Codes > ACD Supervisor Whisper Coaching

3.27.3.2 **To Assign Supervisor Whisper Coaching for phone**

- Customer Manager Portal > User > User Phone Configuration > Phone Configuration

- Customer User Portal > My Phone & Feature > Phone Configuration > Phone Configuration

3.27.4 **Hardware**

- The ACD Supervisor must be equipped with an iPECS Multi-button phone.

Auto Attendant (AA)

This chapter describes in detail the Auto Attendant (AA) that allows caller to be transferred to an extension or other predefined destination without going through a telephone operator or receptionist based on an interactive voice guide.

4.1 Flexible Auto Attendant Service scheduling

Auto Attendant service is designed based on an Auto Attendant Service Number which is combined as an Extension Number, Direct Dial Call Number and Dial by name, and it can include multiple time schedules to meet various service requirements for different business environments.

4.1.1 Operation

1. An external or internal user dials the Auto Attendant Service Number.
2. Auto Attendant service will be provided with the service scenario assigned in the time schedule.

4.1.2 Conditions

- Auto Attendant service can be configured by Customer Manager.
- Unlimited Auto Attendant service levels can be configured for a customer.
- Each Auto Attendant service is required an Auto Attendant license.
- Auto Attendant service number can be defined as below.

Auto Attendant Name *	<input type="text" value="10000"/>
Auto Attendant Service Number *	<input type="text" value="10000"/> 2 ~ 5 Digit
Call Barring Profile *	<input type="text" value="COS1"/>
Direct Dial Call Number	<input type="text" value="-- NONE --"/>
Outgoing Caller ID	<input type="text" value="Company Outgoing Caller ID"/> <input type="text" value="0200010000"/>
Standard Time Zone *	<input type="text" value="Company Standard Timezone"/> <input type="text" value="Asia/Seoul(+09:00)"/>
Transfer Type	<input type="text" value="Screened Transfer"/>
Description	<input type="text"/>
Use Dial by Name *	<input type="text" value="Use Dial by Name"/>
Dial by Name Play Type *	<input type="text" value="Short Dial Play"/>

Field	Description
Auto Attendant Name*	Name of Auto Attendant Service.
Auto Attendant Service Number*	Extension Number of Auto Attendant Service.
Call Barring Profile*	Call Barring Profile to be applied for outgoing calls by the Auto Attendant
Direct Dial Call Number	DID Number of Auto Attendant Service
Outgoing Caller ID	CID to be used for outgoing calls by the Auto Attendant
Standard time zone	Service region that has adopted the same standard time. Set Company Standard time zone or assign individually.
Transfer Type	Screened Transfer: Call transfers after the "transferred-to" party has answered Unscreened Transfer: Call transfers before the "transferred-to" party has answered
Description	Customer Manager's comment related with this service
Use Dial by Name	Set whether use dial by name service.
Dial by Name Type	Short Dial Play: play short digit number. Extension Play: play user extension number.

- If use dial by name, specify list of users to searching.

The screenshot shows a user interface for selecting members. It features two side-by-side tables. The left table, titled 'Member', has columns for 'Type', 'Name', and 'Number'. It contains three rows: 1 (Extension 1000), 2 (Extension 2000), and 3 (Extension 1001). The right table, titled 'Available', also has columns for 'Type', 'Name', and 'Number'. It contains five rows: 1 (Extension 100), 2 (Extension 101), 3 (Extension 102), 4 (Extension 103), and 5 (Extension 104). Between the tables are left and right arrow buttons. At the bottom of each table, there is a 'View 1 - 3 of 3' and 'View 1 - 32 of 32' indicator respectively. A blue 'Change' button is located at the bottom center of the interface.

- Unlimited time schedules can be configured for an Auto Attendant
- A time schedule can be defined with below parameters.

The screenshot shows a configuration form for a time schedule. It includes the following fields:

- Schedule ***: A text input field containing 'Basic Schedule'.
- Start Time**: Two dropdown menus for 'Hour' (00) and 'Min.' (00).
- End Time**: Two dropdown menus for 'Hour' (23) and 'Min.' (59).
- Day**: A row of checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', 'Sunday', and 'Holiday', all of which are checked.
- Use Scenario ***: A dropdown menu showing '810 Basic Scenario'.

Field	Description
Schedule*	Name of the schedule

Field	Description
Start Time	Start Time to apply this schedule
End Time	End Time not to apply this schedule
Day	Days to apply this schedule
User Scenario*	Scenario to be applied for this schedule

- A basic Auto Attendant scenario will be created named "... **Basic Scenario**" automatically as soon as Auto Attendant service is added, and the details can be modified.

4.1.3 Related EMS Portal Menu

4.1.3.1 To add & manage Auto Attendant Service Number

- Customer Manager Portal > Call Manager > Auto Attendant > Service Number

4.1.3.2 To add & manage Time Schedule

- Customer Manager Portal > Call Manager > Auto Attendant > Schedule Setting

4.1.3.3 To add & manage Auto Attendant Scenario

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define

4.2 Auto Attendant Service Scenario design tool

Multi-level Auto Attendant services can be configured for each Auto Attendant Service Number using the scenario design tool in Customer Manager Portal. A basic scenario will be created for each Auto Attendant Service when the Auto Attendant Service number is added.

4.2.1 Operation

4.2.1.1 To modify the basic scenario of each Auto Attendant Service

1. Go to Auto Attendant > Scenario Define in Customer Manager Portal > Company
2. Select an **Auto Attendant service number** in "Auto Attendant" field
3. Select the **basic scenario** in "Scenario" field and click "Search" button
4. Click the **scenario icon** to see the scenario details as below

Scenario Define

- Auto Attendant: Auto ATD 810 (810) - Scenario: 810 Basic Scenario(Auto AT... **Search**

810 Basic Scenario

Add Scenario **Modify** **Delete**

Scenario	Digit Setting	Key	Option
Scenario Name *	810 Basic Scenario		
Scenario Type *	General AA		
Scenario Prompt *	RING_1	Browse	
Basic Dial	102		
Repeat Count *	1		(Available Count : 1 ~ 9)

Field	Description
Auto Attendant	Name of the Auto Attendant Service
Scenario	Name of the 1st level scenario of the Auto Attendant Service

5. Modify the details through the following 4 categories by clicking **Modify** button.

Category	Field	Description
Scenario	Scenario Name	Name of the scenario
	Scenario Type	General AA: Call routing by user dialed digit based on "Digit Setting" fields Basic Dial: Immediate call routing with the destination digit in "Basic Dial" field Announce: Call drop after announcement playback defined in "Scenario Prompt" field Partial Name Search: Search partial name matched Full Name Search: Search full name matched
	Scenario Prompt	Initial announcement of the scenario
	Basic Dial	Destination digit for Basic Dial scenario type
	Repeat Count (1~9)	Repeat count for user input
Digit Setting	1 ~ 9 and 0	Short Dial: Destination digit for each user input Next Menu: Next scenario for each user input
Key	Min. Digit (1 ~ Max. Digit)	Minimum digits that user can dial
	Max. Digit (Min. Digit ~ 24)	Maximum digits that user can dial
	Retry Key (* or #)	User input for prompt replay
	Previous Key (* or #)	User input for going to previous level
	Start Point Key (* or #)	User input for going to the 1st level
Option	No Match Announcement	Announcement for user input mismatch
	No Input Announcement	Announcement for no user input
	Transfer Announcement	Announcement for call transfer

Category	Field	Description
	Busy Announcement	Announcement for destination busy
	Vacant Number Announcement	Announcement for vacant number dial
	Other Errors Announcement	Announcement for other error cases

4.2.1.2 To add a sub scenario (next level scenario)

1. Click the scenario
2. Click the **Add Scenario** button
3. Click again the scenario to display the sub scenario added newly
4. Click the sub scenario to modify the details as described above

The screenshot shows the 'Scenario Define' interface. At the top, there are dropdown menus for 'Auto Attendant' (set to 'Auto ATD 810 (810)') and 'Scenario' (set to '810 Basic Scenario(Auto AT...'), with a 'Search' button. Below this is a tree view showing the hierarchy: '810 Basic Scenario' (expanded) contains 'Sales Division' (expanded), which includes 'Domestic Sales' and 'International Sales', and 'Techncial Division'. At the bottom right of the tree view are buttons for 'Add Scenario', 'Modify', and 'Delete'. Below the tree view is a tabbed interface with tabs for 'Scenario', 'Digit Setting', 'Key', and 'Option'. The 'Scenario' tab is active, showing a form with the following fields: 'Scenario Name *' (810 Basic Scenario), 'Scenario Type *' (General AA), 'Scenario Prompt *' (RING_1) with a 'Browse' button, 'Basic Dial' (102), and 'Repeat Count *' (1) with a note '(Available Count : 1 ~ 9)'.

4.2.1.3 To delete a scenario

1. Click the scenario
2. Click **Delete** button

4.2.2 Conditions

- Auto Attendant service level is not limited.
- To delete a scenario, all sub scenarios of the scenario must be deleted in advance.
- Basic scenario for each Auto Attendant service number can't be deleted.

4.2.3 Related EMS Portal Menu

4.2.3.1 To add & manage Auto Attendant Service Number

- Customer Manager Portal > Call Manager > Auto Attendant > Service Number

4.2.3.2 To add & manage Time Schedule

- Customer Manager Portal > Call Manager > Auto Attendant > Schedule Setting

4.2.3.3 To add & manage Auto Attendant Scenario

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define

4.3 Flexible Auto Attendant Service Announcement

Different customer-recorded announcement can be assigned to each scenario of each Auto Attendant Service so that customer can configure the service to fit to the various business situation properly.

4.3.1 Operation

1. An external or internal user dials Auto Attendant Service Number.
2. The calling party listens to an announcement assigned in the schedule based on the date and time.

4.3.2 Conditions

- Each scenario of each Auto Attendant Service can assign the following announcement separately.

Scenario Prompt	Initial announcement of the scenario
No Match Announcement	Announcement for user input mismatch
No Input Announcement	Announcement for no dial
Transfer Announcement	Announcement for call transfer
Busy Announcement	Announcement for destination busy
Vacant Number Announcement	Announcement for vacant number dial
Other Errors Announcement	Announcement for other error cases

- Wave Sound (.wav) is the only file format that can be used for announcements.
- .WAV files must be prerecorded.

4.3.3 Related EMS Portal Menu

4.3.3.1 To add & manage Auto Attendant Scenario

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define

4.3.3.2 To set an initial announcement

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define > Scenario tab > "Scenario Prompt"

4.3.3.3 To set another announcement

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define > Option tab > "No Match Announcement", "No Input Announcement", "Transfer Announcement", "Busy Announcement", "Vacant Number Announcement", "Other Errors Announcement"

4.4 Automatic Call Transfer

There is a special type of Auto Attendant Service called "Auto Call Transfer". Calls arriving to the Auto Attendant Service will be transferred to the predefined destination after providing an announcement.

4.4.1 Operation

1. An external or internal user dial an Auto Attendant Service Number defined as "Auto Call Transfer" type.
2. The Dialing user will listen to the predefined announcement.
3. As soon as the announcement is finished, the call will be transfer to the predefined destination.

4.4.2 Conditions

- To use Auto Call Transfer service, the scenario type must be set to "Basic Dial"
- An announcement to be played back before call transfer must be assigned.
- Auto Call Transfer service can be enabled in every level scenario including Basic Scenario.

4.4.3 Related EMS Portal Menu

4.4.3.1 To enable Auto Call Transfer

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define > Scenario > "Scenario Type"

4.4.3.2 To set the announcement of Auto Call Transfer

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define > Scenario > "Scenario Prompt"

4.4.3.3 To set the destination of Auto call transfer

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define > Scenario > "Basic Dial"

4.5 Direct Extension Dialing

In addition to one digit dialing for the predefined destination, the caller of Auto Attendant Service can also dial an extension number directly.

4.5.1 Operation

1. An external or internal call arrives at Auto Attendant Service defined as "General AA" type.
2. The caller will listen to the predefined announcement of the scenario.
3. The caller dials an extension number.
4. After providing the Transfer Announcement, the call will be routed to the dialed extension number.

4.5.2 Conditions

- This feature is available for Auto Attendant Service with "General AA" type only.
- End digit timer is 2 seconds, which means that user must dial the following digit within 2 seconds, otherwise system will process call routing with digits dialed.

4.5.3 Related EMS Portal Menu

4.5.3.1 To add & manage Auto Attendant Scenario

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define

4.5.3.2 To set an initial announcement

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define > Scenario tab > "Scenario Prompt"

4.5.3.3 To set another Transfer Announcement

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define > Option tab > "Transfer Announcement"

4.5.3.4 To define the digit range of extension number

- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define > Key > Min. Digit
- Customer Manager Portal > Call Manager > Auto Attendant > Scenario Define > Key > Max. Digit

Call Recording (CR)

This chapter describes in detail the Call Recording (CR) that allows you to record voice call and manage them through both EMS customer manager portal and user web portal.

5.1 Automatic Call Recording (ACR)

Allows you to record all calls including both internal and external automatically and manage the recorded WAV files through Web portal.

5.1.1 Operation

1. An extension goes to conversation with an internal or external party.
2. After Call Recording Alarm Tone, the call will be recorded automatically.
3. If the Call Type option is Trunk Calls Only, only calls to and from the trunk line are recorded. Other calls are not recorded even in ACR mode.
4. Call Recording will continue until the call is disconnected.

5.1.2 Conditions

- A Call Recording license is required for a user enabled Call Recording function.
- ACR option must be set (default value is On Demand Call Recording-ODR).
- To record only trunk calls, Call Type should be set to Trunk Call Only (default value is All Call).
- Recording file encryption is user-based option and it can be set by Customer Manager.
- Recording file compression is SP-based option and it can be set by SP administrator.

5.1.3 Related EMS Portal Menu

5.1.3.1 To set ACR option

- Customer Manager Portal > User > User Setup > Select a user > "Feature" Tab > Additional Feature > Call Recording > "ACR"

5.1.3.2 To set Call Type to Trunk Call Only

- Customer Manager Portal > User > User Setup > Select a user > "Feature" Tab > Additional Feature > Call Recording > Call Type > "Trunk Call Only"

5.1.3.3 To enable Call Recording file encryption

- Customer Manager Portal > User > User Setup > Select a user > "Feature" Tab > Additional Feature > Call Recording > Encryption > "Use"

5.1.4 Related Features

- On Demand Call Recording (ODR)

5.2 On Demand Call Recording (ODR)

Allows you to record any call as needed and manage the recorded WAV files through Web portal.

5.2.1.1 Operation

1. An extension goes to conversation with an internal or external party.
2. Activate Call Recording using one of the following methods when you want to record the call.
 - Press [TRANS] button and enter "Two Way Record" feature code.Or,
 - Press the flexible button programmed "Two Way Record" feature code in advance. In this case, the LED of flexible button will start flashing.
3. After Call Recording Alarm Tone, the call will be recorded automatically.
4. Call Recording will be stopped by one of the following methods
 - Press "Two Way Record] flexible button flashing by Call Recording activation.Or,
 - Hang up the call.

5.2.2 Conditions

- A Call Recording license is required for a user enabled Call Recording function.
- ODR option must be set.
- To use flexible button for ODR, "Two Way Record" feature code must be configured as a flexible button by the following procedure on the IP phone.
- [PGM] + {FLEX} + 2 (program type for number) + {Two Way Record} feature code + [SAVE]
- Multiple Call Recording files will be created in case a user repeats activation and deactivation Call Recording for the same call.
- Recording file encryption is user-based option and it can be set by Customer Manager.
- Recording file compression is SP-based option and it can be set by SP administrator.

5.2.3 Related EMS Portal Menu

5.2.3.1 To set ODR option

- Customer Manager Portal > User > User Setup > Select a user > "Feature" Tab > Additional Feature > Call Recording > "ODR"

5.2.3.2 To add ODR option

- Customer Manager Portal > Company > Feature Code > "Two Way Record"

5.2.3.3 To enable Call Recording file encryption

- Customer Manager Portal > User > User Setup > Select a user > "Feature" Tab > Additional Feature > Call Recording > Encryption > "Use"

5.2.4 Related Features

- Automatic Call Recording (ACR)

5.3 Call Recording Capacity Control

SP administrator defines Call Recording capacity control by one of the methods below.

- Maximum count of call recording
- Maximum file size of total recording files

The SP administrator can select which method of Call Recording options is to be used as different capacity requirements are required for each customer.

And, each Call Recording option can be assigned to a user by Customer Manager.

5.3.1 Operation

1. If a user has limited Call Recording capacity and the user has consumed all the capacity by Call Recording files from previous calls.
2. The user can still record a new conversation with an internal or external party by pressing the "Two Way Recording" flexible button to activate Call Recording.
3. Call Recording files that are older than the predefined "Call Recording Retention Period", will be deleted automatically to allow the new Call Recording for the current call. Otherwise, the requested Call Recording will be rejected.

5.3.2 Conditions

- "Call Recording Retention Period" can be defined.
- Warning Alarm for Call Recording Capacity usage can be defined.
- Call Recording files can be encrypted for file level security.
- Call Recording files can be compressed to reduce the file size.

5.4

Call Recording File Management

Call Recording files can be managed by both Customer Manager and the Customer User through EMS portal.

5.4.1

Operation

Management Authority:

Category	Field	Description
Search	Yes, with Extension name, Extension number, Counter party number, Date/Time, Duration	Yes, with Counter party number, Date/Time, Duration
Download a recording	Yes	Yes
Download all recordings for in search result	Yes	Yes
Playback	Yes	Yes
Delete	Yes	No

5.4.2

Related EMS Portal Menu

5.4.2.1

To manage Call Recording file by Customer Manager

- Customer Manager Portal > Call Manager > Call Recording Report

Call Record Report

Extension Name Extension Number Tel Number
 Date/Time Hour Min. ~ Hour Min.
 Duration Hour Min. Sec. ~ Hour Min. Sec.

Record List										
<input type="checkbox"/>	Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
<input type="checkbox"/>	Leo Ryu	100	Incoming	Extension	101	2017-11-11 06:24:11	2017-11-11 06:24:18	00:00:07	<input type="button" value="Play"/>	<input type="button" value="Down"/>
<input type="checkbox"/>	Leo Ryu	100	Incoming	Extension	101	2017-11-10 14:39:12	2017-11-10 14:39:16	00:00:04	<input type="button" value="Play"/>	<input type="button" value="Down"/>
<input type="checkbox"/>	Leo Ryu	100	Incoming	Extension	101	2017-11-10 14:31:38	2017-11-10 14:31:45	00:00:07	<input type="button" value="Play"/>	<input type="button" value="Down"/>
<input type="checkbox"/>	Leo Ryu	100	Incoming	Extension	102	2017-11-10 14:22:05	2017-11-10 14:22:11	00:00:06	<input type="button" value="Play"/>	<input type="button" value="Down"/>
<input type="checkbox"/>	Leo Ryu	100	Incoming	Extension	101	2017-11-10 14:17:26	2017-11-10 14:17:32	00:00:06	<input type="button" value="Play"/>	<input type="button" value="Down"/>
<input type="checkbox"/>	Bon TSC	101	Outgoing	Extension	100	2017-11-10 13:59:53	2017-11-10 13:59:57	00:00:04	<input type="button" value="Play"/>	<input type="button" value="Down"/>
<input type="checkbox"/>	Bon TSC	101	Incoming	Extension	102	2017-11-10 13:58:32	2017-11-10 13:58:39	00:00:07	<input type="button" value="Play"/>	<input type="button" value="Down"/>
<input type="checkbox"/>	Leo Ryu	100	Incoming	Extension	101	2017-11-10 08:04:38	2017-11-10 08:04:45	00:00:07	<input type="button" value="Play"/>	<input type="button" value="Down"/>
<input type="checkbox"/>	Leo Ryu	100	Incoming	Extension	101	2017-11-10 07:54:51	2017-11-10 07:54:55	00:00:04	<input type="button" value="Play"/>	<input type="button" value="Down"/>
<input type="checkbox"/>	Leo Ryu	100	Incoming	Extension	101	2017-11-09 21:02:10	2017-11-09 21:02:16	00:00:06	<input type="button" value="Play"/>	<input type="button" value="Down"/>

5.4.2.2

To manage Call Recording file by Customer User

- Customer User Portal > Inbox > Call Record Message

Call Record Message Number: 100 (Extension) ▾

Tel Number: Call Record Storage Usage / MAX: 0.13 (MB) / Unlimited (MB)

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

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

[Search](#) [Download](#) [Download All](#)

Record List								
<input type="checkbox"/> Call Type	Rec Type	Tel Number	Start Time ↕	End Time	Duration	Play	Down	
1 <input type="checkbox"/> Incoming	Extension	101	2017-11-11 06:24:11	2017-11-11 06:24:18	00:00:07	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
2 <input type="checkbox"/> Incoming	Extension	101	2017-11-10 14:39:12	2017-11-10 14:39:16	00:00:04	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
3 <input type="checkbox"/> Incoming	Extension	101	2017-11-10 14:31:38	2017-11-10 14:31:45	00:00:07	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
4 <input type="checkbox"/> Incoming	Extension	102	2017-11-10 14:22:05	2017-11-10 14:22:11	00:00:06	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
5 <input type="checkbox"/> Incoming	Extension	101	2017-11-10 14:17:26	2017-11-10 14:17:32	00:00:06	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
6 <input type="checkbox"/> Incoming	Extension	101	2017-11-10 08:04:38	2017-11-10 08:04:45	00:00:07	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
7 <input type="checkbox"/> Incoming	Extension	101	2017-11-10 07:54:51	2017-11-10 07:54:55	00:00:04	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
8 <input type="checkbox"/> Incoming	Extension	101	2017-11-09 21:02:10	2017-11-09 21:02:16	00:00:06	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
9 <input type="checkbox"/> Incoming	Extension	101	2017-11-03 11:34:19	2017-11-03 11:34:23	00:00:04	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
10 <input type="checkbox"/> Incoming	Extension	102	2017-11-03 10:58:10	2017-11-03 10:58:14	00:00:04	<input checked="" type="radio"/>	<input checked="" type="radio"/>	

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Field	Description
Extension Name	User name
Extension Number	Extension number of the user
Tel Number	Counter Party Telephone Number
Call Record Storage Usage/MAX	Current storage usage/Maximum storage capacity
Call Type	Incoming call or Outgoing call
Rec Type	Extension call or Trunk call
Start Time	Recording start time of the call
End Time	Recording end time of the call
Duration	Recording duration of the call

Voice Mail Service (VMS)

This chapter describes in detail the Voice Mail Service (VMS) that allows a caller leaves voice message when the person called is not in the condition to answer the call such as absent, busy for other call. Refer to the *8.6.3Appendix A: VMS Scenario Flow Chart* for service scenario of each case.

6.1 Flexible Voice Mail Service Schedule ►

Multiple Voice Mail Service Schedules can be configured to provide the proper greeting/service based on date and time. The Customer Manager defines the company-level Voice Mail Service Schedule to be used as the default, and each user can define their own Voice Mail Service Schedule.

6.1.1 Operation

1. An extension registered Call Forward to Voice Mail Service Number.
2. A caller calls to the extension
3. The caller leaves a message with audio guide based on Voice Mail Schedule.

6.1.2 Conditions

- Customer Manager defines the default Voice Mail Service schedule to be used for all users that don't define their own Voice Mail Service schedule.

	Schedule Name	Greeting	Start Time	End Time	Day
1	<input type="checkbox"/> Company Schedule	release_cairo	00:00	23:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input checked="" type="checkbox"/> Sat. <input checked="" type="checkbox"/> Sun. <input checked="" type="checkbox"/> Holiday
2	<input type="checkbox"/> Day	recall	09:00	17:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input type="checkbox"/> Sat. <input type="checkbox"/> Sun. <input type="checkbox"/> Holiday
3	<input type="checkbox"/> Night	recall	18:00	23:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input type="checkbox"/> Sat. <input type="checkbox"/> Sun. <input type="checkbox"/> Holiday
4	<input type="checkbox"/> Off	timeout	00:00	23:59	<input type="checkbox"/> Mon. <input type="checkbox"/> Tue. <input type="checkbox"/> Wed. <input type="checkbox"/> Thu. <input type="checkbox"/> Fri. <input checked="" type="checkbox"/> Sat. <input checked="" type="checkbox"/> Sun. <input checked="" type="checkbox"/> Holiday

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

Field	Description
Schedule Name	Name of this schedule
Greeting	Announcement to be used as the greeting of this schedule (File format: Wave file format, 8 kHz, 16 bits Mono)
Start Time	Start time to apply this schedule
End Time	End time to apply this schedule
Day	Days to apply this schedule
Holiday	Calendar to define holidays for voice mail service

- Customer Manager also defines the Voice Mail Service schedule to use for Shared Line users who want to define their group Voice Mail Service schedule.

Shared Line Schedule

Shared Line: 777 (Shared Line) ▼

Schedule List						
<input type="checkbox"/>	Schedule Name	Greeting	Start Time	End Time	Day	
<input checked="" type="checkbox"/>	Weekday night	User Greeting	18:00	23:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input type="checkbox"/> Sat. <input type="checkbox"/> Sun. <input type="checkbox"/> Holiday	
<input type="checkbox"/>	Weekday until morning	User Greeting	00:00	08:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input type="checkbox"/> Sat. <input type="checkbox"/> Sun. <input type="checkbox"/> Holiday	
<input type="checkbox"/>	Holiday	User Greeting	00:00	23:59	<input type="checkbox"/> Mon. <input type="checkbox"/> Tue. <input type="checkbox"/> Wed. <input type="checkbox"/> Thu. <input type="checkbox"/> Fri. <input checked="" type="checkbox"/> Sat. <input checked="" type="checkbox"/> Sun. <input checked="" type="checkbox"/> Holiday	

View 1 - 3 of 3

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

Schedule Name *

Greeting * [Browse](#) (Wave File, 8kHz, 16bit, Mono, PCM)

Start Time Hour Min.

End Time Hour Min.

Day Monday Tuesday Wednesday Thursday Friday Saturday Sunday Holiday

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

Field	Description
Schedule Name	Name of this schedule
Greeting	Announcement to be used as the greeting of this schedule (File format: Wave file format, 8 kHz, 16 bits Mono)
Start Time	Start time to apply this schedule
End Time	End time to apply this schedule
Day	Days to apply this schedule

- If a user defines their own Voice Mail Schedule, it will be used instead of the company schedule.

Voicemail Schedule

Schedule List

	Schedule Name	Greeting	Ment Type	Start Time	End Time	Day
1	<input type="checkbox"/> Default user greeting	User Greeting	User Web	00:00	23:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input type="checkbox"/> Sat. <input type="checkbox"/> Sun. <input type="checkbox"/> Holiday

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Schedule Name *

Greeting * (Wave File, 8kHz, 16bit, Mono, PCM)

Start Time Hour Min.

End Time Hour Min.

Day Monday Tuesday Wednesday Thursday Friday Saturday Sunday Holiday

Field	Description
Schedule Name	Name of this schedule
Greeting	Announcement to be used as the greeting of this schedule (File format: Wave file format, 8 kHz, 16 bits Mono)
Start Time	Start time to apply this schedule
End Time	End time to apply this schedule
Day	Days to apply this schedule

6.1.3 Related EMS Portal Menu

6.1.3.1 To set Voice Mail Company Schedule

- Customer Manager Portal > Company > Voicemail Service > Company Schedule

6.1.3.2 To set Voice Mail User Schedule

Customer User Portal > My Phone & Feature > Voicemail Schedule

6.1.3.3 To set Voice Mail Shared Line Schedule

Customer Manager Portal > Company > Voicemail Service > Shared Line Schedule

6.2 Recording Voice Mail

When an extension activates Call Forward to the Voice Mail Service Number, calls are routed to a Voice Mail Server and the caller can leave a voice mail to the extension following the voice prompts.

6.2.1 Operation

6.2.1.1 To leave a voice mail

1. An extension registered Call Forward to Voice Mail Service Number.
2. A caller calls to the extension.
3. The caller listens to the user greeting and voice prompts for recording Voice Mail.
4. The caller records a voice mail by following the voice prompts.
5. To save the voice mail,
 - The caller hangs up in case "Voicemail Auto Save" option is enabled.
 - Or,
 - Otherwise, the caller dials "#" key to listen to the recording option and dial "3" or hangs up.

6.2.2 Conditions

- To enable Voice Mail service for a company, Voice Mail Service Number must be created by the Customer Manager as shown below.

Service Number

Voicemail Service Number *	<input type="text" value="801"/>	2 ~ 5 Digit
Direct Dial Call Number	<input type="text" value="-- NONE --"/>	▼
Voicemail Auto Save	<input type="text" value="Enable"/>	▼
Description	<input type="text"/>	
Use Dial by Name *	<input type="text" value="Not Used"/>	▼

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

Field	Description
Voicemail Service Number	An extension number to access Voice Mail Service
Direct Dial Call Number	DID number to access Voice Mail Service from outside
Voicemail Auto Save	Enable: Messages will be saved automatically by hanging up. Disable: Messages will be saved by dialing "#" before hanging up.
Description	Any Customer Manager's comment related with this service.
Use Dial by Name	Set whether use dial by name service. DBN service is available for sending record message to internal user.

- The company Voice Mail Service Schedule should be defined to be used for users who do not define a private Voice Mail service schedule.
- A user can define their Voice Mail Schedule, and it used instead of the company schedule.
- To enable Voice Message for a user, the service option must be enabled.
- This service requires a user-based VM license.

6.2.3 Related EMS Portal Menu

6.2.3.1 To assign Voice Mail Service Number

- Customer Manager Portal > Company > Voice Mail Service > Service Number

6.2.3.2 To set Company Voice Mail service schedule

- Customer Manager Portal > Company > Voice Mail Service > Company Schedule

6.2.3.3 To enable Voice Mail Service for a user

- Customer Manager Portal > User > User Setting > Feature Tab > Voice Mail

6.2.3.4 To set User Voice Mail service schedule

- Customer Manager Portal > My Phone & Feature > Voice Mail Schedule

6.2.3.5 To enable Call Forward through User Portal

- Customer User Portal > My Phone & Feature > Call Forward

6.2.3.6 To enable Preset Call Forward

- Customer User Portal > My Phone & Feature > Preset Call Forward

6.3 Retrieve Voice Mail

Users can retrieve New/Saved voice mail(s) at any time and from any device by calling into the Voice Mail Service or using Customer User portal and the visual voice mail option.

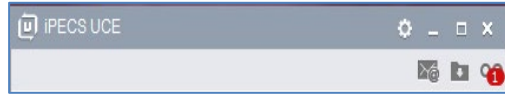
6.3.1 Operation

6.3.1.1 To retrieve Voice Mail through Calling DID on the Voice Mail Service

1. Access Voice Mail Server by one of following methods.
 - Dialing Voice Mail Service Number from any phone (both extension and external).
 - Pressing [MSG/CALLBK] button on LDP and LIP phone (Go to step 3).
2. Enter Voice Mail ID.
3. Enter 4 ~ 12 digits password and pound.
4. Retrieve and manage voice mail by following voice prompts.

6.3.1.2 To retrieve Voice Mail through Visual voice mail menu on Customer User portal

1. Access Voice Mail Server by one of following methods.
 - Clicking [Voicemail] icon on top bar of UCE client



- Log in Customer User portal and go to Voicemail Message menu
2. Retrieve and manage voice mail through the following screen

Voicemail Message Number

Unread
Voicemail Storage Usage / MAX (MB) / (MB)

Date/Time Hour Min. ~ Hour Min.

Close Hour Min. Sec ~ Hour Min. Sec

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

Play

<input type="checkbox"/>	Caller Number	Start Time	End Time	Duration	Play	Down	Read Status
1	<input type="checkbox"/> 108	2017-12-30 00:11:07	2017-12-30 00:11:23	00:00:16	<input type="checkbox"/>	<input type="checkbox"/>	N

View 1 - 1 of 1

[Delete](#)

6.3.2 Conditions

- "Voice Mail Service Number" must be configured.
- "Voice Mail Access" must be added.
- 4 ~ 12 digits secure password must be set.
- Voice Mail playback order for retrieving through audio connection can be configured.
- Voice Mail title (Recording Date & Time) can be skipped during Voice mail retrieving through audio connection.

6.3.3 Related EMS Portal Menu

6.3.3.1 To set Voice Mail Password

- Customer User Portal > My Phone & Feature > Voicemail Setting > "Voicemail Password"

6.3.3.2 Visual Voice Mail Menu

- Customer User Portal > Inbox > Voicemail Message

6.3.3.3 To set Voice Mail playback order

- Customer User Portal > My Phone & Feature > Voicemail Setting > "Play Order (Phone)"

6.3.3.4 To set Voice Mail title skip option

- Customer User Portal > My Phone & Feature > Voicemail Setting > "Date & Time Skip"

6.4 Voice Mail Notification

Users having voice mail will be notified as below.

- Blinking [MSG/CALLBK] LED on LDP and LIP phone
- Indication on Voice Mail icon on UCE client
- E-mail notification

6.4.1 Conditions

- E-Mail Notification is disabled as default.
- Optionally Voice Mail can be deleted automatically after sending E-Mail Notification.

6.4.2 Related EMS Portal Menu

6.4.2.1 To enable E-mail notification

- Customer User Portal > My Phone & Feature > Voice Mail Setting > E-Mail Notification
 - **Disable:** No E-mail Notification
 - **Text Only:** Send E-mail Notification without Voice Mail file attachment.
 - **Attach Voice File:** Send E-Mail Notification without Voice Mail WAV file attachment.

6.4.2.2 To set automatic Voice Mail delete option

- Customer User Portal > My Phone & Feature > Voice Mail Setting > Automatic Delete

6.5 Flexible Voice Mail Greeting

It is possible to configure a different Voice Mail Greeting for each Voice Mail Schedule defined by both Customer Manager and Customer User so that Customer can provide a proper Voice Mail Greeting for any case.

6.5.1 Operation

1. An extension registered Call Forward to Voice Mail Service Number.
2. A caller calls to the extension
3. The caller listens to the greeting based on Voice Mail Schedule.

6.5.2 Conditions

- Customer Manager defines the default Voice Mail Service schedule to be used for all users that don't define their own Voice Mail Service schedule.
- A user can define their own Voice Mail Schedule, and it will be used instead of the company schedule.

6.5.3 Related EMS Portal Menu

6.5.3.1 To set Voice Mail Company Schedule

- Customer Manager Portal > Company > Voicemail Service > Company Schedule > "Greeting"

6.5.3.2 To set Voice Mail User Schedule

- Customer User Portal > My Phone & Feature > Voicemail Schedule > "Greeting"

6.6 Voice Mail Title

When sending or delivering voice mail, if a voice title exists, it is sent in addition to the newly recorded voice mail.

6.6.1 Related EMS Portal Menu

6.6.1.1 To set voice title

- Customer User Portal > My Phone & Feature > Voicemail Setting > "Voice title File".

The screenshot shows the 'Voicemail Setting' configuration page. At the top right, there is a 'Number' dropdown menu set to '2000 (Extension)'. The main configuration area includes several fields and dropdown menus:

- Voicemail Password ***: A text input field containing '*****' with a note: 'A minimum of 4 digits, a maximum of 12 digits.'
- VoiceMail Prompt ***: A dropdown menu set to 'Company Prompt'.
- E-mail Notification**: A dropdown menu set to 'Disable'.
- Automatic Delete**: A dropdown menu set to 'Not Used'.
- Play Order (Phone)**: A dropdown menu set to 'Oldest First'.
- Date&time Skip**: A dropdown menu set to 'Not Skip'.
- Encryption**: A dropdown menu set to 'Use'.
- Voice Title File**: A text input field containing '6ae6dbf3-07a7-4a71-a0f2-9365c1043b70-201' followed by a 'Browse' button and the text '(Wave File, 8kHz, 16bit, Mono, PCM)'.

At the bottom of the page, there are five buttons: 'Voice Title Play', 'Voice Title File Delete', 'Modify', 'Save', and 'Cancel'.

6.7

Voice Mail Forward Group

User can send voice mail to multiple users using group number.

The screenshot shows a web interface for configuring a 'Voicemail Forward Group'. At the top, there is a dropdown menu for 'Number' set to '2000 (Extension)'. Below this is a table with columns 'Group Number' and 'Group Name'. The first row is selected, showing '1' for the group number and '0' for the group name. There are five rows in total, numbered 1 to 5. Below the table is a pagination control showing 'Page 1 of 1' and 'View 1 - 10 of 10'. There are 'Modify' and 'Delete' buttons. Below the table is a 'Group Name' input field. Below that is a 'Member' section with a table with columns 'Extension', 'First Name', and 'Last Name'. The table is currently empty, with a message 'No records to view' and a 'Change' button.

6.7.1 Operation

6.7.1.1 To set voice group member

- Customer User Portal > My Phone & Feature > Voice mail forwarding group
- Select group number (0 ~ 9) and input group name.
- Move from available list to member list.
- Select save button.

6.8 Voice Mail Transmission

Users can send newly recorded voice mail to other users, forward or reply to received voice messages by following voice prompt.

Refer to the 8.6.3Appendix A: VMS Scenario Flow Chart

Chapter 7.

Web Fax Service (WFS)

This chapter details the Web Fax Service (WFS), which enables you to send fax documents through the EMS Customer User Web Portal, manage incoming fax documents, and manage conditions through the EMS Customer Manager Web Portal.

7.1 Send Fax

You can send fax documents through the EMS Customer User Web Portal.

7.1.1 Operation

1. Log in Customer User portal and go to My FAX > Send FAX menu.

2. Enter receiving fax numbers and select an outgoing fax number.

3. To attach the cover to the fax, select 'Use fax cover', fill in 'Fax cover' and click **OK** button.

- Select the fax document file you are sending from your PC and click the **File Upload** button to upload the file.

My Home

Send FAX

0212341234; Separator ";" and "-" are not allowed.

Name	Fax No	Del
(11) Name Last ...	3010	x

AddressBook

0202010012

Use FAX Cover

Attach Multi-file* Max 10M(image files) Multi-file selection is controlled by the Ctrl key
 138.tif 20Kb image/tiff x Total:20Kb, 1 Files

Use E-mail Notify

Scheduled FAX
 Immediately
 Schedule

- If you want to receive an e-mail when the fax is finished, select 'Use E-mail Notify'. This feature requires an e-mail address.
- Select 'Immediately' to send the fax immediately, select 'Schedule' for the scheduled delivery and select the date you want to send.

Scheduled FAX

Immediately

Schedule Day 2018-08-23 Hour 09 Min 09

- When you are ready to send the fax, click the **FAX Send** button to send it.

My Home

Send FAX

0212341234; Separator ";" and "-" are not allowed.

Name	Fax No	Del
(11) Name Last ...	3010	x

AddressBook

0202010012

Use FAX Cover

Attach Multi-file* Max 10M(image files) Multi-file selection is controlled by the Ctrl key
 138.tif 20Kb image/tiff x Total:20Kb, 1 Files

Use E-mail Notify

Scheduled FAX
 Immediately
 Schedule

confirm

Would you like to send the fax with this setting?

- Click **OK** button in the popup window to confirm.

My Home

Send FAX

Separator ";" and "-" are not allowed.

Name	Fax No	Del
(11) Name Last ...	3010	x

AddressBook

0202010012

Use FAX Cover

Attach Multi-file* Max 10M(image files) Multi-file selection is controlled by the Ctrl key
 Total:0Kb, 0 Files

Use E-mail Notify

Scheduled FAX
 Immediately
 Schedule

inform

SUCCESS.

9. Check the outbox for sending faxes.

My Home

Outbox

Date: [] ~ []
Recipient: []

Search

FAX Outbox List

	Recipient	Sender Number	Pages	Send Date	Result	Type
1	<input checked="" type="checkbox"/> 0212341234...	0202010012	1	2018-08-22 04:10:19	Fail	Multi
2	<input type="checkbox"/> 69000002	0202010012	1	2018-08-14 07:48:47	Success	Single
3	<input type="checkbox"/> 41131	0202010012	2	2018-07-31 10:35:29	Fail	Single
4	<input type="checkbox"/> 69000002	0202010012	1	2018-07-31 10:10:19	Success	Single
5	<input type="checkbox"/> 69000002	0202010012	1	2018-07-31 10:10:09	Success	Single

Page 1 of 3 View 1 - 10 of 23

Delete

Recipient: 0212341234...
Sender Number: 0202010012
Pages: 1
Send Date: 2018-08-22 04:10:19

Resend

Download **Cancel**

7.1.2 Conditions

- A fax license is required for fax-enabled users.
- The user must be assigned to the user's fax number or be a member of the group to which the fax number is assigned.
- To use the fax cover page, this user must already have a fax cover page template.
- For e-mail notifications, each user must have an e-mail address.

7.1.3 Related EMS Portal Menu

7.1.3.1 To set WebFax User

- Customer Manager Portal > User > User Setup > Additional Feature

7.1.3.2 To set Member of Fax Group (Group Fax Only)

- Customer Manager Portal > WebFAX > FAX Group > Member

7.1.3.3 To set Fax Number

- Customer Manager Portal > WebFAX > FAX Number

7.1.3.4 To set Fax Cover

- Customer Manager Portal > WebFAX > Manage FAX Cover

7.1.3.5 To send Fax

- Customer User Portal > My FAX > Send FAX

7.1.3.6 To view Fax Results You Have Sent

- Customer User Portal > My FAX > Outbox

Field	Description
Received Number	Inbound fax number (my fax number or group fax number)
Sender Number	Sender's fax number
Pages	Number of pages
Received Date	Received fax completion time
Read	Whether to read this item (yes or no)

7.2 Receiving faxes by user's fax number

You can confirm the received fax documents for a user fax number and download them.

If you are a group member, you can view and download a fax document that has been received as a group fax number and authorized by the group manager.

7.2.1 Operation

1. Log in to the Customer User portal and go to My FAX > Inbox menu.
2. The list of received faxes can be viewed on the **My Box** tab.

The screenshot shows the 'Inbox' interface with a 'My Box' tab selected. Below the tab are search filters for 'Date' and 'FAX Number', and a 'Search' button. A table lists received faxes with columns: Received Number, Sender Number, Pages, Received Date, and Read. The first entry is: 1, 0221031493, 0221035363, 1, 2018-02-20 15:34:21, Yes. At the bottom, there are navigation controls for 'Page 1 of 1' and 'View 1 - 1 of 1'.

3. Click each line in the list of received faxes to view the details of the received faxes and download the fax documents by clicking the **Download** button.

The screenshot shows the detailed view of a received fax. On the left, there are fields for 'Received Number' (0221031493), 'Sender Number' (0221035363), 'Pages' (1), 'Received Date' (2018-02-20 15:34:21), and 'Read' (Yes). On the right, there is a preview of the fax document. At the bottom, there are buttons for 'Download', 'Delete', 'Forward', and 'Spam'.

7.2.2 Conditions

- A fax license is required for fax-enabled users.
- The user must be assigned the user's fax number.

7.2.3 Related EMS Portal Menu

7.2.3.1 To set WebFax User

- Customer Manager Portal > User > User Setup > Additional Feature

7.2.3.2 To set Fax Number for User

- Customer Manager Portal > WebFAX > FAX Number

7.2.3.3 To view Received Fax Document

- Customer User Portal > My FAX > Inbox > My Box

Field	Description
Received Number	Inbound fax number (my fax number or group fax number)
Sender Number	Sender's fax number
Pages	Number of pages
Received Date	Received fax completion time
Read	Whether to read this item (Yes or No)

Button (Action)	Description
Search	View items by condition (Date or fax number)
Delete	Move each item to 'Recycle Bin'
Move to Group	If this item was moved from 'Group Inbox', move each item to the original 'Group Inbox'
Spam	Move each item to 'Spam', and automatically add this number to your spam list
Download	Download fax documents for each item (pdf or tiff format)
Forward	Forward each item's fax document to a new recipient
Cancel	Close details

7.3 Receiving faxes by group fax number

If you are a group manager, you can view received fax documents as group fax numbers and send them to each member or to all members. If you are a group member, you can view and download fax documents that are opened with a group fax number.

7.3.1 Operation

1. Log in to the Customer User portal and go to My FAX > Inbox menu.
2. You can see a received Fax list in Group Inbox tab. You can open it to group members and delete the selected fax lists.

Inbox

My Box **Group Inbox**

Date ~

FAX Number

Search

<input type="checkbox"/>	Received Number	Sender Number	Pages	Open	Received Date	Read
<input type="checkbox"/>	0221031493	10221031493	1	Not Open	2018-02-14 17:46:58	Yes
<input type="checkbox"/>	0221031493	10221031492	1	Not Open	2018-02-14 17:45:38	Yes
<input type="checkbox"/>	0221031493	10221035363	1	Not Open	2018-02-14 17:14:52	Yes
<input type="checkbox"/>	0221031493	0221035363	2	Open	2018-02-21 15:09:31	Yes
<input type="checkbox"/>	0221031493	33333	1	Open	2018-02-21 11:47:45	Yes
<input type="checkbox"/>	0221031493	0221035363	1	Open	2018-02-21 10:22:42	Yes
<input type="checkbox"/>	0221031493	0221035363	1	Open	2018-02-21 09:01:50	Yes
<input type="checkbox"/>	0221031493	0221035363	1	Open	2018-02-20 19:32:40	Yes
<input type="checkbox"/>	0221031493	0221035363	1	Open	2018-02-20 17:43:37	Yes
<input type="checkbox"/>	0221031493	0221035363	1	Open	2018-02-20 17:07:51	Yes

Page 1 of 2 View 1 - 10 of 18

3. Click each line in the received faxes list to view the details of the received faxes and download the fax documents by clicking the 'Download' button. You can transfer it to members or enroll in a spam list.

Inbox

My Box **Group Inbox**

Date ~

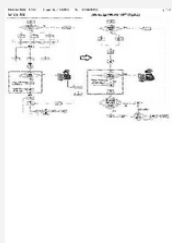
FAX Number

Search

<input type="checkbox"/>	Received Number	Sender Number	Pages	Open	Received Date	Read
<input checked="" type="checkbox"/>	0221031493	10221031493	1	Not Open	2018-02-14 17:46:58	Yes
<input type="checkbox"/>	0221031493	10221031492	1	Not Open	2018-02-14 17:45:38	Yes
<input type="checkbox"/>	0221031493	10221035363	1	Not Open	2018-02-14 17:14:52	Yes
<input type="checkbox"/>	0221031493	0221035363	2	Open	2018-02-21 15:09:31	Yes
<input type="checkbox"/>	0221031493	33333	1	Open	2018-02-21 11:47:45	Yes

Page 1 of 2 View 1 - 10 of 18

FAX Number: 0221031493
 Sender Number: 10221031493
 Pages: 1
 Received Date: 2018-02-14 17:46:58
 Read:



Move to User **Open to Group** **Delete** **Spam** **Download** **Forward**

7.3.2 Conditions

- A fax license is required for fax-enabled users.
- The user must be a member or a manager of the fax group.
- The group must be assigned the fax number of the group.

7.3.3 Related EMS Portal Menu

7.3.3.1 To set WebFax User

- Customer Manager Portal > User > User Setup > Additional Feature.

7.3.3.2 To set Member or Manager of Fax Group

- Customer Manager Portal > WebFAX > FAX Group > Member.

7.3.3.3 To set Fax Number

- Customer Manager Portal > WebFAX > FAX Number.

7.3.3.4 To view Received Fax Document

- Customer User Portal > My FAX > Inbox > Group Inbox.

Field	Description
Received Number	Inbound fax number (group fax number)
Sender Number	Sender's fax number
Pages	Number of pages
Open	Available of all group members (Open or Not Open)
Received Date	Received fax completion time
Read	Whether to read this item (Yes or No)

Button (Action)	Description
Search	View items by condition (Date or fax number)
Open to Group	Set whether this item is visible to all group members (Open or Not Open)
Delete	Move each item to 'Recycle Bin'
Move to User	Move each item to 'My Box' for the group member who selected it
Spam	Move each item to 'Spam', and automatically add this number to group spam list
Download	Download fax documents for each item (pdf or tiff format)
Forward	Forward each item's fax document to a new recipient
Cancel	Close details

7.4 Spam Fax Control

If the incoming fax matches the spam number list, it will be classified as spam or rejected. A list of spam numbers can be added from your inbox and be deleted in Spam Number List.

7.4.1 Operation

1. Select each item in Inbox list and click the 'Spam' button to add this received and sender number to spam list.
2. If there is a fax in the fax number of the spam number added to the spam list, the fax is classified as a spam fax.
3. You can check the spam fax in the EMS Customer User Portal.

7.4.2 Conditions

- The spam number must be paired with the fax number and listed in the spam number list.

7.4.3 Related EMS Portal Menu

7.4.3.1 To set Spam Fax

- Customer User Portal > My FAX > Inbox > My Box [Spam]
- Customer User Portal > My FAX > Inbox > Group Inbox [Spam]
- Customer User Portal > My FAX > Spam [Spam Number List]

7.4.3.2 To view Spam Fax

- Customer User Portal > My FAX > Spam

Coloring Service

It is a communication supplementary service that changes to various sounds such as music that the subscriber wants instead of the general ringing tone. You can easily set various settings for each day/time/date by providing schedule settings.

By providing schedule settings, you can easily set various settings for each day/time/date.

8.1 Default Coloring System Tome

You can set the default sound source for the coloring system through the EMS Service Provider Web Portal. If a **coloring schedule** cannot be found for a company, site or user, the default coloring system tone is used.

8.1.1 Operation



8.1.1.1 To Modify Coloring System Tone

1. Log in to EMS portal with SP account and go to System Prompt > Coloring System Tone.
2. Click **Browse** button to navigate to a file in the PC.
3. Click **Open** button to select a file for upload.
4. Click **Save** button to upload from local PC to EMS.

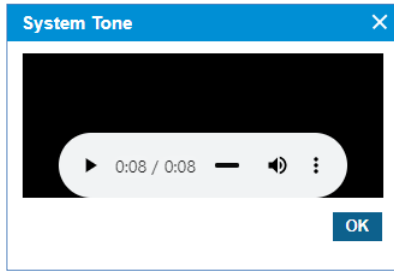
8.1.1.2 To restore the default Coloring System Tone

1. Click **Default** button then **OK** button in the popup window to confirm.
 - The default Coloring System Tone is the normal Ring Back Tone.

8.1.1.3 To check the coloring system tone

1. Click **Play** button.

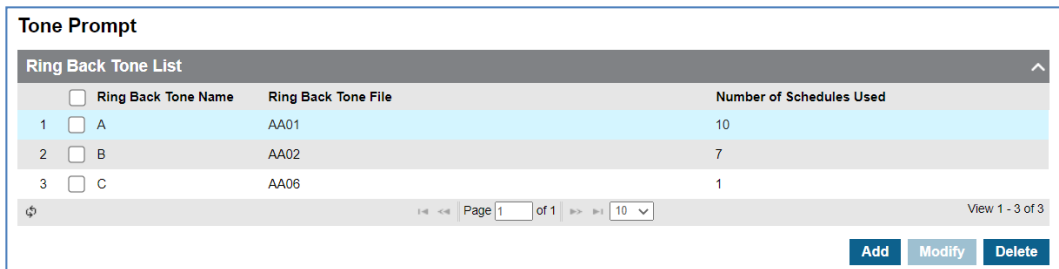
2. A System Coloring Tone pop-up window is created, and the coloring tone is played.



8.2 Tone Prompt

It can be uploaded as a coloring sound source to be used by the company or user, and it can be set as the sound source registered in the schedule setting. The sound source being used in the schedule cannot be deleted, and the uploaded sound source can be heard by clicking 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. Only the name or file can be changed when changing with the **Modify** button.

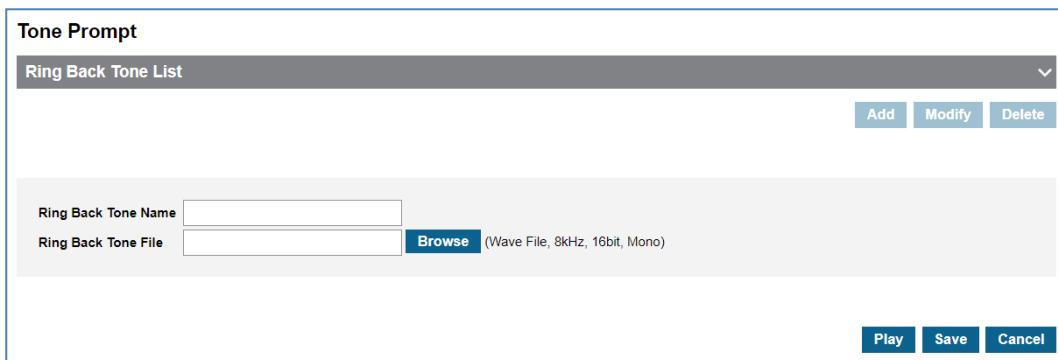
The setting page of Tone Prompt is as follows.



8.2.1 Operation

8.2.1.1 To add Tone Prompt (Coloring Sound Source)

1. Click **Add** button.



2. Click '**Ring Back Tone Name**' to enter Tone name.
 - Tone Name can be entered up to max 24 characters.
3. Click **Browse** button to navigate to a file in the PC.

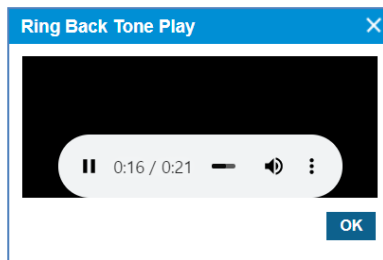
4. Click **Open** button to select a file for upload.
5. Click **Save** button to upload from local PC to EMS.
 - If the file name exists, the new file will be saved, replacing the old file.

8.2.1.2 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.

8.2.1.3 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.

8.2.2 Related EMS Portal Menu

- Customer Manager Portal > Call Manager > Coloring > Tone Prompt
- Customer User Portal > My Phone & Feature > Coloring > Tone Prompt

8.3 Company Schedule

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

8.3.1 Schedule

You can set the company's coloring schedule by priority in the **Schedule Tab** in the **Company Schedule** menu. A Schedule can be set daily/weekly/monthly/yearly/holiday, and up to 20 can be set. Holiday setting is set to Company holiday set in **Holiday Tab**.

The sound source set in the schedule can use the sound source registered in Tone Prompt, and the sound source can be checked with the **Play** button. You can check which sound source will be played at the current time or at a specific time with the '**Schedule Test**' button.

To change the priority of the current sound source schedule, you can change it with the '**Change Priority**' button.

Company Schedule						
Schedule		Holiday				
Priority	Schedule Name	Schedule Type	Schedule Define	Start Time	End Time	Schedule Ment
<input type="checkbox"/>	1	Study	Specify Date	2020-03-01 ~ 31	00:00	23:59 A
<input type="checkbox"/>	2	Wokr	Specific day of the week	M T W T F S S	00:00	23:59 A
<input type="checkbox"/>	3	Event	Specify Date	2020-06-08 ~ 24	00:00	23:59 C

View 1 - 3 of 3

8.3.1.1 To add Company Schedule

1. Click **Add** button.

Company Schedule

Schedule Holiday

Schedule Name *

Schedule Type * Specify Date

Schedule Define * Year 2020 Month 01 Day 01 ~ 31

Start Time 00 Hour 00 Min.

End Time 23 Hour 59 Min.

Schedule Ment * Company Prompt A

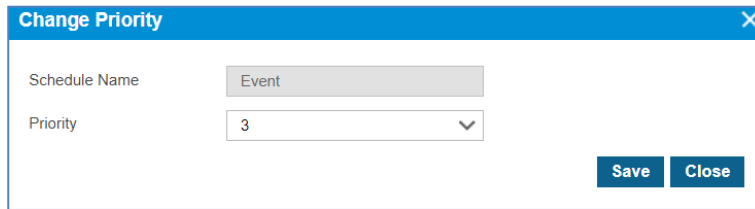
2. Click **'Schedule Name'** to enter schedule name.
3. Click **'Schedule Type'** to select **'Specify Date'** or **'Specify Date of Every Year'** or **'Specify Date of Each Month'** or **'Specific day of the week'** or **'Holiday'**.
 - Specify Data, Specific Date of Every, Specific Date of Each Month, Specific day of the week, Holiday.
 - The schedule type selection change, the Year/Month/Day/Time setting screen is changed.
4. Click **Schedule Menu** 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 heard by clicking the **Play** button.
5. Click **Save** button then **OK** button in the popup window to confirm.

8.3.1.2 To delete Company Schedule

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

8.3.1.3 To change Priority

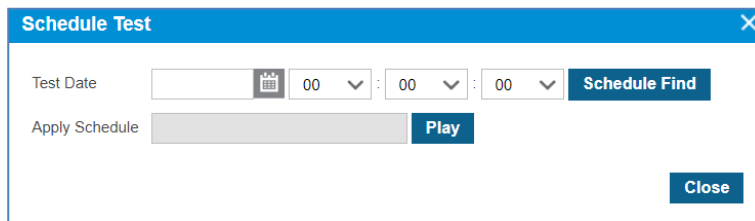
1. Select the schedule to change the priority.
2. Click **Change Priority** button then window pop-up window is called.
 - Only the priority range currently registered can be selected.
3. After changing the priority setting value, save it with the **Save** button.



The 'Change Priority' dialog box has a blue header with a close button. It contains two input fields: 'Schedule Name' with a text box containing 'Event' and 'Priority' with a dropdown menu showing '3'. At the bottom right are 'Save' and 'Close' buttons.

8.3.1.4 To test Company Schedule

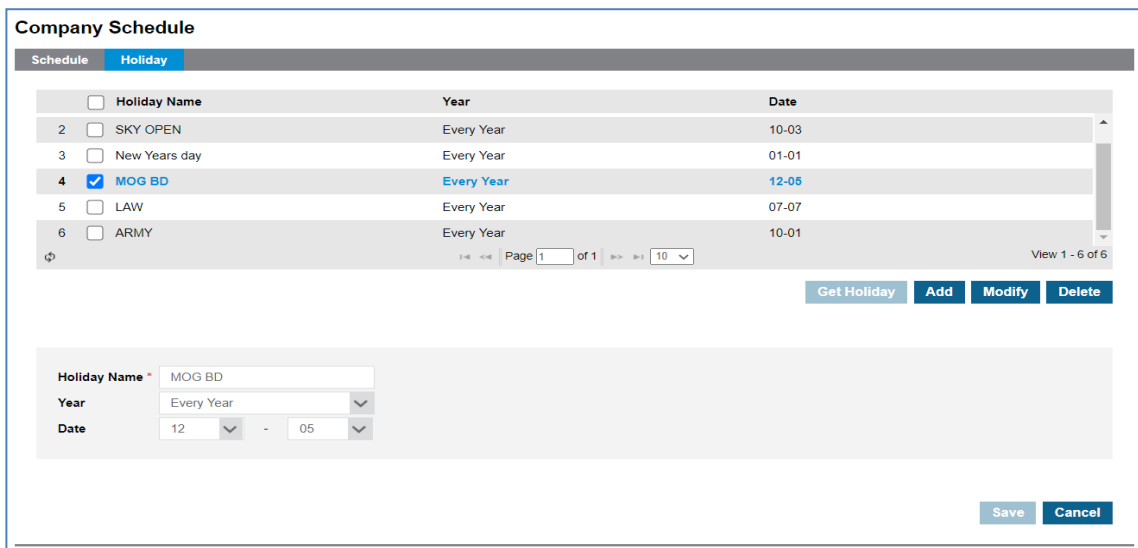
1. Click **Schedule Test** button then window pop-up window is called.
2. After entering the **Test Date** information, click the **Schedule Find** button to search the applied schedule.
3. If the searched schedule exists, you can listen to it with the **Play** button.



The 'Schedule Test' dialog box has a blue header with a close button. It features a 'Test Date' field with a calendar icon and three dropdown menus for time (00, 00, 00). A 'Schedule Find' button is to the right. Below is an 'Apply Schedule' field with a 'Play' button. A 'Close' button is at the bottom right.

8.3.2 Holiday

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



The 'Company Schedule' window has a 'Holiday' tab selected. It displays a table of holiday entries:

<input type="checkbox"/>	Holiday Name	Year	Date
<input type="checkbox"/>	SKY OPEN	Every Year	10-03
<input type="checkbox"/>	New Years day	Every Year	01-01
<input checked="" type="checkbox"/>	MOG BD	Every Year	12-05
<input type="checkbox"/>	LAW	Every Year	07-07
<input type="checkbox"/>	ARMY	Every Year	10-01

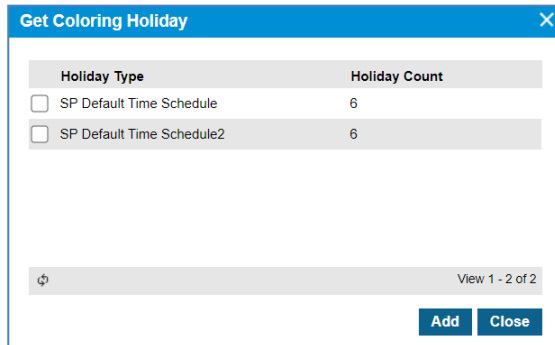
Below the table is a pagination control: 'Page 1 of 1' with a dropdown for '10'. To the right is 'View 1 - 6 of 6'. At the bottom right are buttons: 'Get Holiday', 'Add', 'Modify', and 'Delete'. Below the table is a form for adding a holiday:

Holiday Name:
 Year:
 Date: -

At the bottom right of the form are 'Save' and 'Cancel' buttons.

8.3.2.1 To Get Holiday

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



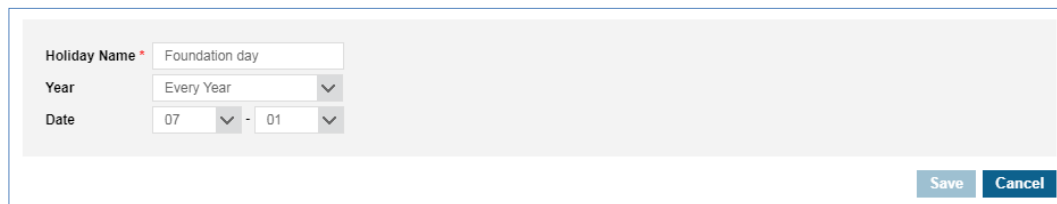
- **Get Holiday** button is available when there is no defined holiday in **'Holiday Tab'**.
 - You can import and register company schedule holiday information. **'Company' > 'Time Schedule' > 'Holiday'**.
2. Click **Add** button then **OK** button in the popup window to confirm.

8.3.2.2 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.

8.3.2.3 To modify Holiday

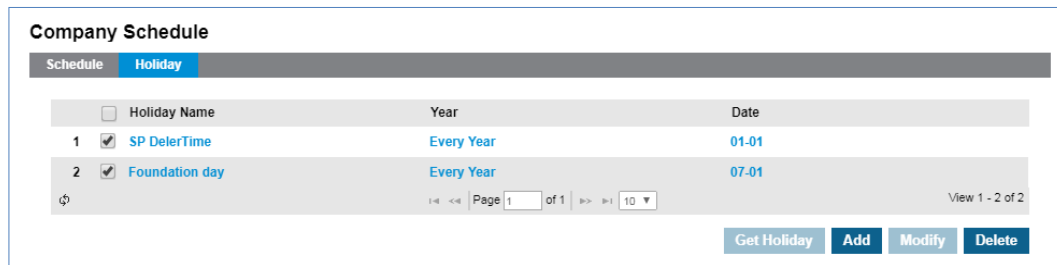
1. Click a list item to select in the 'Holiday Name List'.
2. Click **Modify** button.



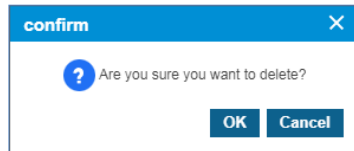
3. Click **'Holiday Name'**, **'Year'** and **'Date'** to change each field individually.
4. Click **Save** button then **OK** button in the popup window to confirm.

8.3.2.4 To delete Holiday(s)

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



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



8.3.3 Related EMS Portal Menu

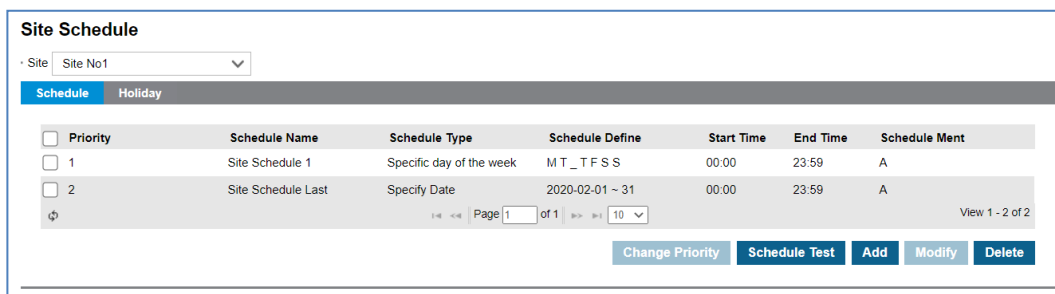
- Customer Manager Portal > Call Manager > Coloring > Company Schedule

8.4 Site Schedule

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

8.4.1 Schedule

You can set the company's coloring schedule by priority in the **Schedule Tab** in the **Site Schedule** menu. A 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.



8.4.1.1 To add Site Schedule

1. Click **Add** button.

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

8.4.1.2 To delete Site Schedule

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

8.4.1.3 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.

8.4.1.4 To test Site Schedule

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

Schedule Test

Test Date [Calendar Icon] 00 : 00 : 00 **Schedule Find**

Apply Schedule [Play]

Close

8.4.2 Holiday

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

Site Schedule

Site: Site No1

Schedule **Holiday**

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

Page 1 of 1 | 10 | View 1 - 6 of 6

Get Holiday **Add** **Modify** **Delete**

8.4.2.1 To Get Holiday

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

Get Coloring Holiday

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

View 1 - 1 of 1

Add **Close**

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

- You can import and register company schedule holiday information. **'Coloring' > 'Company Schedule' > 'Holiday Tab'**.

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

8.4.2.2 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.

8.4.2.3 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.

8.4.2.4 To delete Holiday(s)

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

	Holiday Name	Year	Date
1	<input checked="" type="checkbox"/> MOG BD	Every Year	12-05
2	<input type="checkbox"/> LAW	Every Year	07-07
3	<input type="checkbox"/> ARMY	Every Year	10-01

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

8.4.3 Related EMS Portal Menu

- Customer Manager Portal > Call Manager > Coloring > Site Schedule

8.5 Shared Line Schedule

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

Shared Line Schedule

Shared Line: 300 (Shared Line)

Priority	Schedule Name	Schedule Type	Schedule Define	Start Time	End Time	Schedule Ment	
<input type="checkbox"/>	1	New	Specific Date of Each Month	01 ~ 02	00:00	23:59	B
<input type="checkbox"/>	2	User No3	Specific day of the week	MTWTFSS	00:00	23:59	A
<input type="checkbox"/>	3	Busy	Specify Date	2020-01-01 ~ 31	00:00	23:59	A
<input type="checkbox"/>	4	User No4	Specific Date of Each Month	01 ~ 01	00:00	23:59	B
<input type="checkbox"/>	5	User No2	Specific Date of Each Month	01 ~ 01	00:00	23:59	B
<input type="checkbox"/>	6	User No1	Specific Date of Each Month	01 ~ 01	00:00	23:59	B
<input type="checkbox"/>	7	my schedule	Specify Date	2020-01-01 ~ 31	00:00	23:59	A
<input type="checkbox"/>	8	OK	Specific Date of Each Month	01 ~ 01	00:00	23:59	B
<input type="checkbox"/>	9	Cancel	Specific Date of Each Month	01 ~ 01	00:00	23:59	B
<input type="checkbox"/>	10	User No5	Specific day of the week	MTWT__S	00:00	23:59	B

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8.5.1 Operation

8.5.1.1 To add Shared Line Schedule

1. Click **Add** button.

2. Click '**Schedule Name**' to enter schedule name.
3. Click '**Schedule Type**' to select '**Specify Date**' or '**Specific Date of Every Year**' or '**Specific Date of Each Month**' or '**Specific day of the week**' or '**Holiday**'.
 - Specify Data, Specific Date of Every, Specific Date of Each Month, Specific day of the week, Holiday.
 - The schedule type selection change, the **Year/Month/Day/Time** setting screen is changed.
4. Click **Schedule Menu** 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.

8.5.1.2 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.

8.5.1.3 To test Shared Line Schedule

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

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

8.5.2 Related EMS Portal Menu

- Customer Manager Portal > Call Manager > Coloring > Shared Line Schedule

8.6 User Schedule

Users 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 the select box. The selection number cannot be set unless a user has a CRBT feature license.

8.6.1 Schedule

You can set the company's coloring schedule by priority in the **Schedule Tab** in the **Schedule** menu. In the **Schedule** menu, you can set the company's coloring schedule by priority in the **Schedule Tab**. A 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.

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

8.6.1.1 To add Schedule

1. Click Add button.

The screenshot shows a 'Schedule' configuration window. At the top right, there is a 'Number' dropdown menu set to '200 (Extension)'. Below this is a tabbed interface with 'Schedule' and 'Holiday' tabs. A row of action buttons includes 'Change Priority', 'Schedule Test', 'Add', 'Modify', and 'Delete'. The main configuration area contains the following fields:

- Schedule Name ***: A text input field.
- Schedule Type ***: A dropdown menu currently set to 'Specify Date'.
- Schedule Define ***: Fields for Year (2020), Month (01), and Day (01 ~ 31).
- Start Time**: Fields for Hour (00) and Min. (00).
- End Time**: Fields for Hour (23) and Min. (59).
- Schedule Menu ***: A dropdown menu set to 'Company Prompt' and a sub-menu set to 'A', with a 'Play' button next to it.

At the bottom right of the window are 'Save' and 'Cancel' buttons.

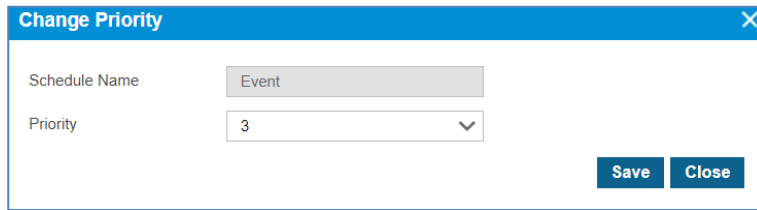
2. Click 'Schedule **Name**' to enter schedule name.
3. Click 'Schedule Type' to select 'Specify Date' or 'Specific Date of Every Year' or 'Specific Date of Each Month' or 'Specific day of the week' or 'Holiday'.
 - Specify Data, Specific Date of Every, Specific Date of Each Month, Specific day of the week, Holiday.
 - The schedule type selection change, the **Year/Month/Day/Time** setting screen is changed.
4. Click Schedule **Menu** 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.

8.6.1.2 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.

8.6.1.3 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.



Change Priority

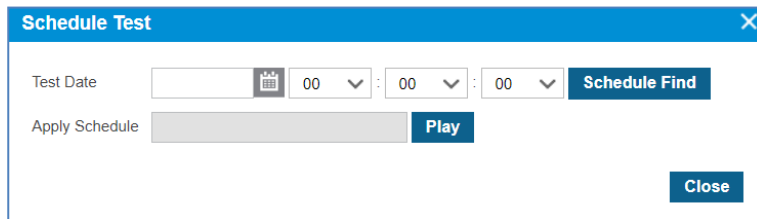
Schedule Name: Event

Priority: 3

Save Close

8.6.1.4 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.



Schedule Test

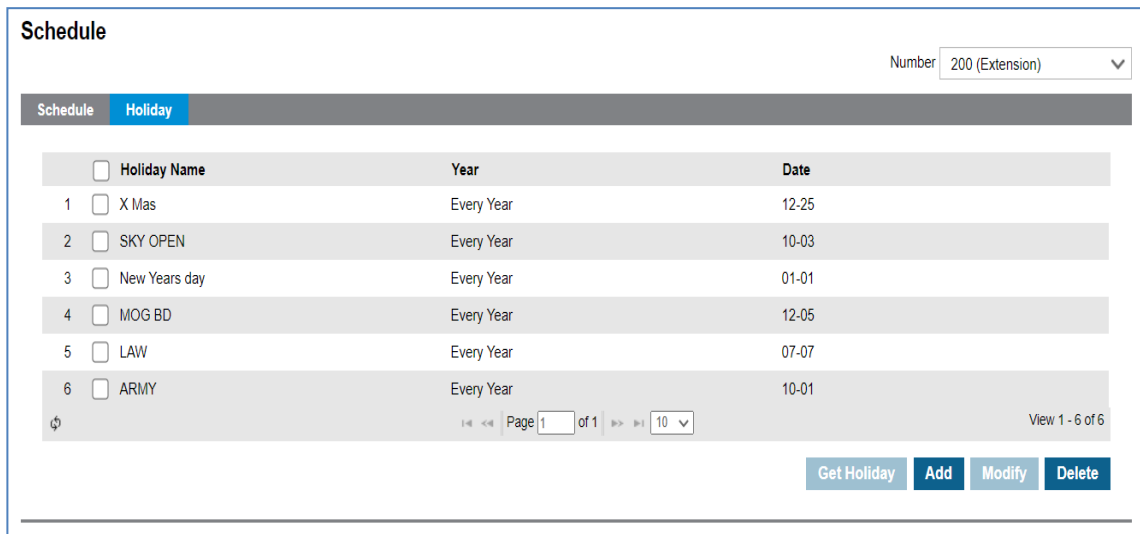
Test Date: [Calendar Icon] 00 : 00 : 00 **Schedule Find**

Apply Schedule: [Play Button]

Close

8.6.2 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.



Schedule Number: 200 (Extension)

Schedule Holiday

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

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Get Holiday Add Modify Delete

8.6.2.1 To Get Holiday

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

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

View 1 - 2 of 2

Add **Close**

- 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.

8.6.2.2 To add a new Holiday

1. Click **Add** button.

Site Schedule

Site: Site No1

Schedule **Holiday**

Get Holiday Add Modify Delete

Holiday Name *

Year: Every Year

Date: 01 - 01

Save Cancel

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.

8.6.2.3 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.

8.6.2.4 To delete Holiday(s)

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

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

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

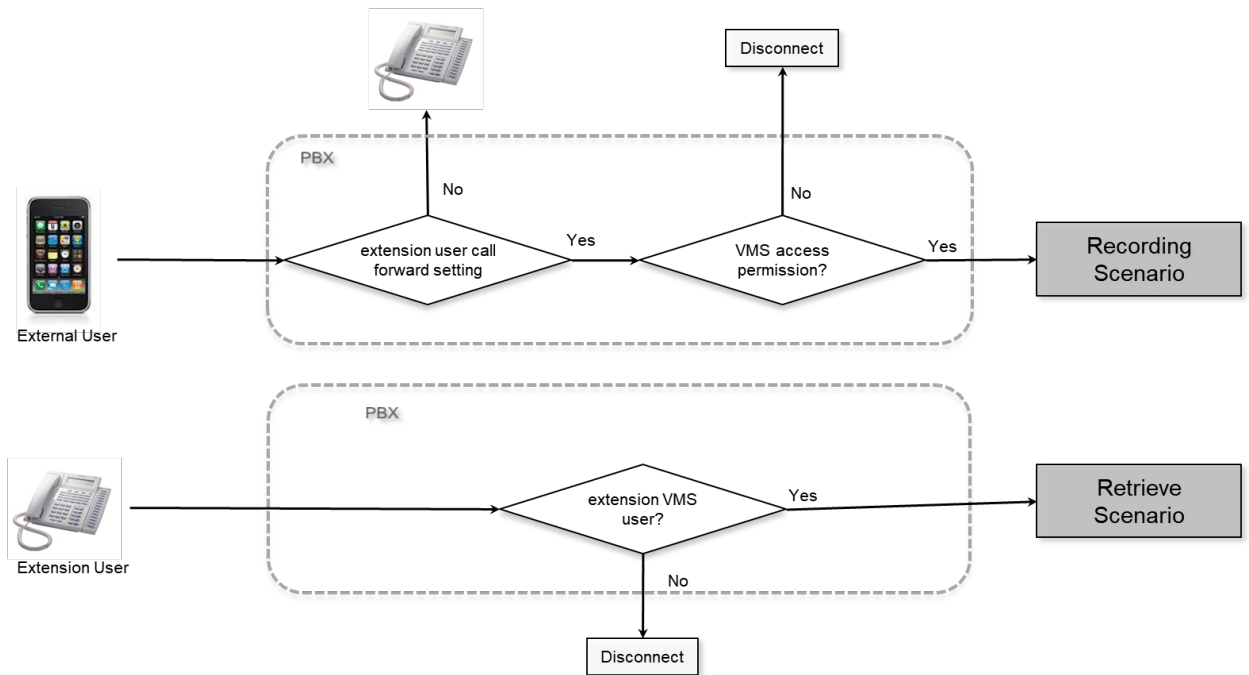
8.6.3 Related EMS Portal Menu

- Customer User Portal > My Phone & Feature > Coloring > Schedule

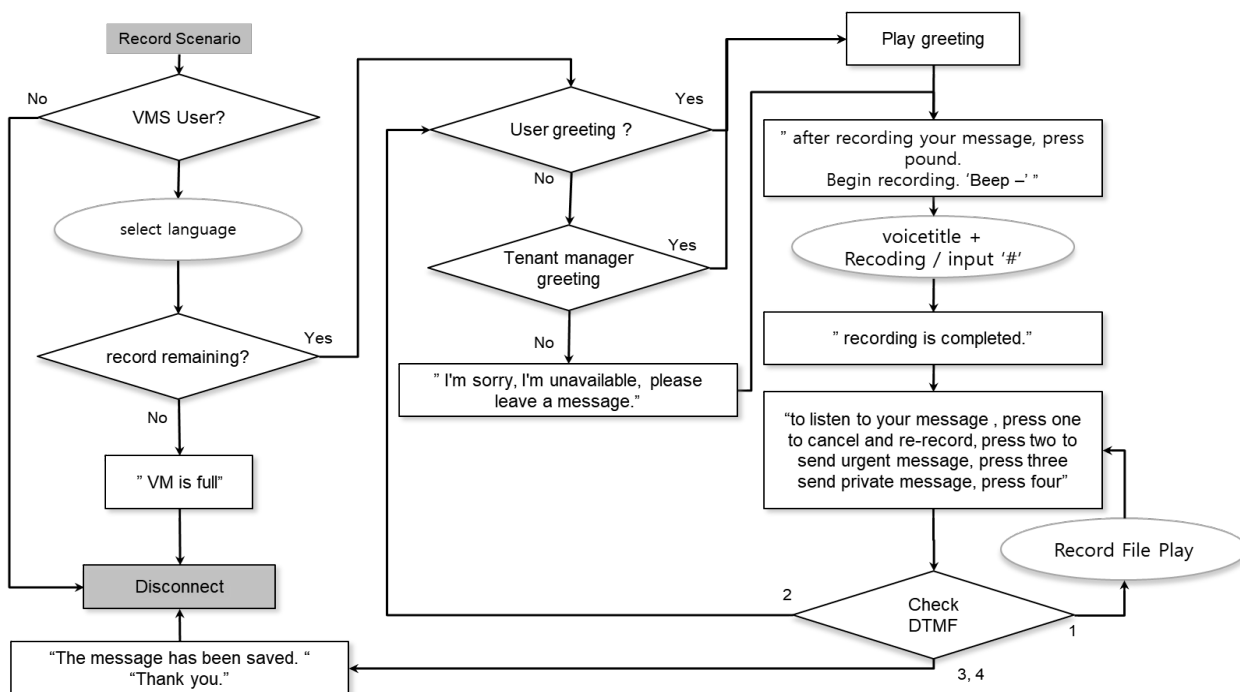
VMS Scenario Flow Chart

This chapter contains the VMS Scenario Flow Chart that is showing the service scenario of Voice Mail for each case.

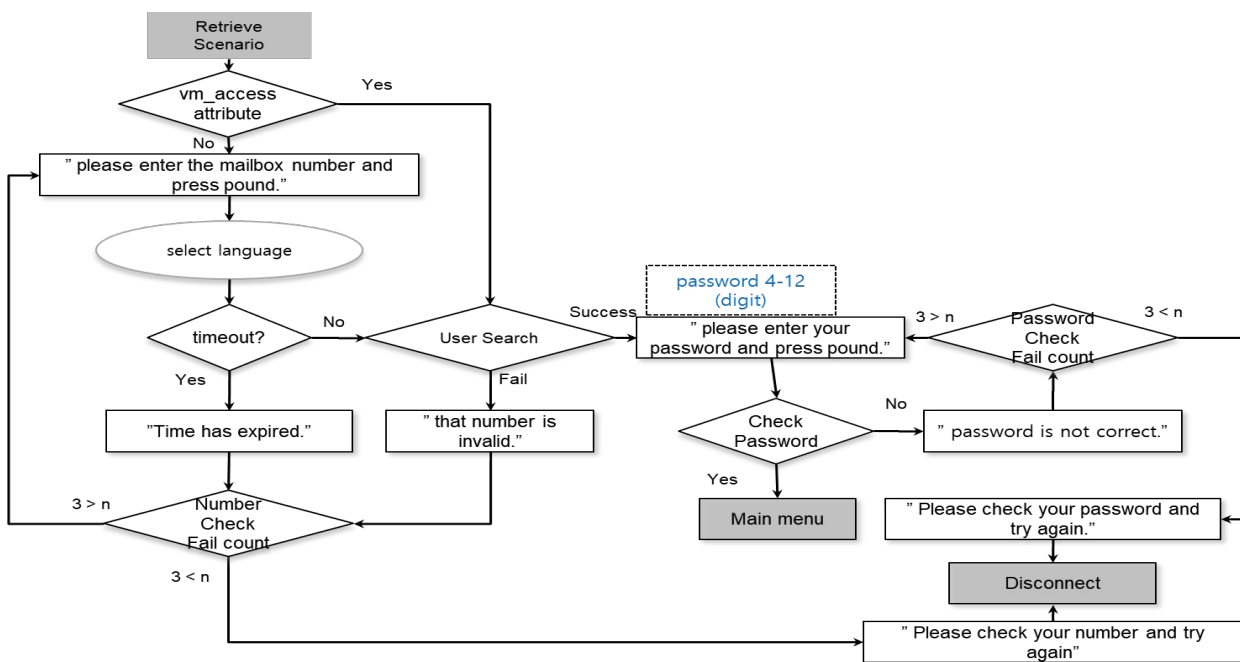
A.1 Voice Mail Service Access Scenario



A.2 Voice Mail Recording Scenario

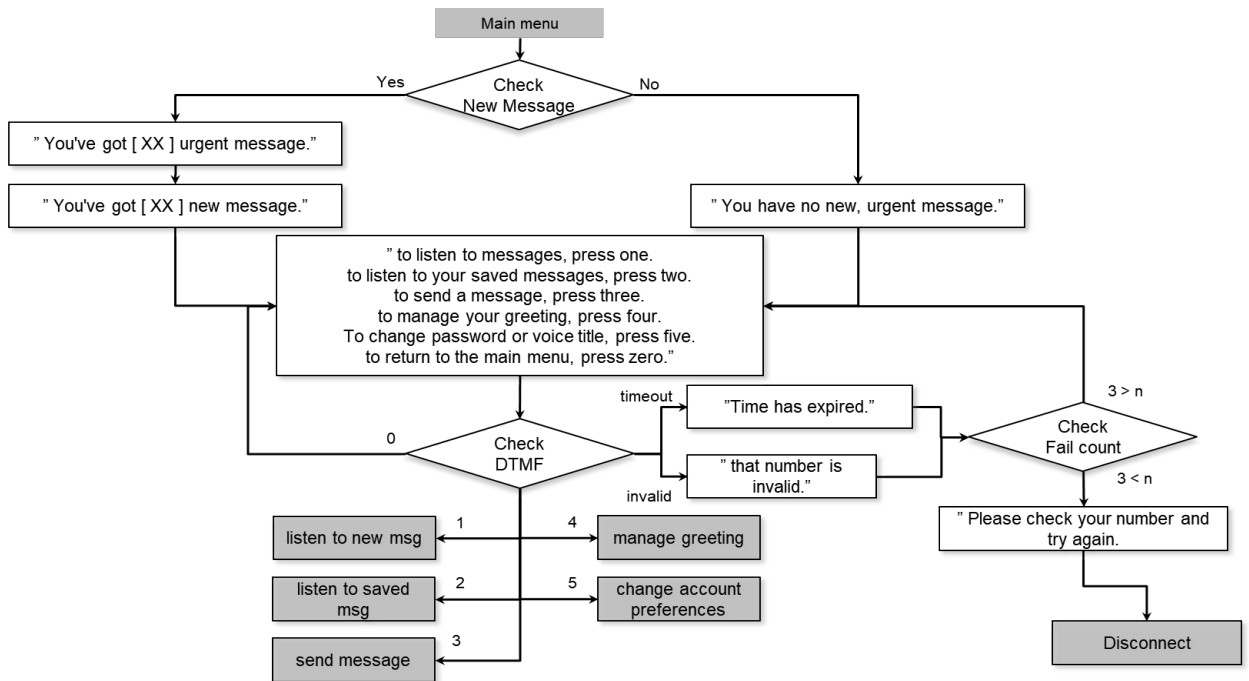


A.3 Voice Mail Retrieve Scenario (login)



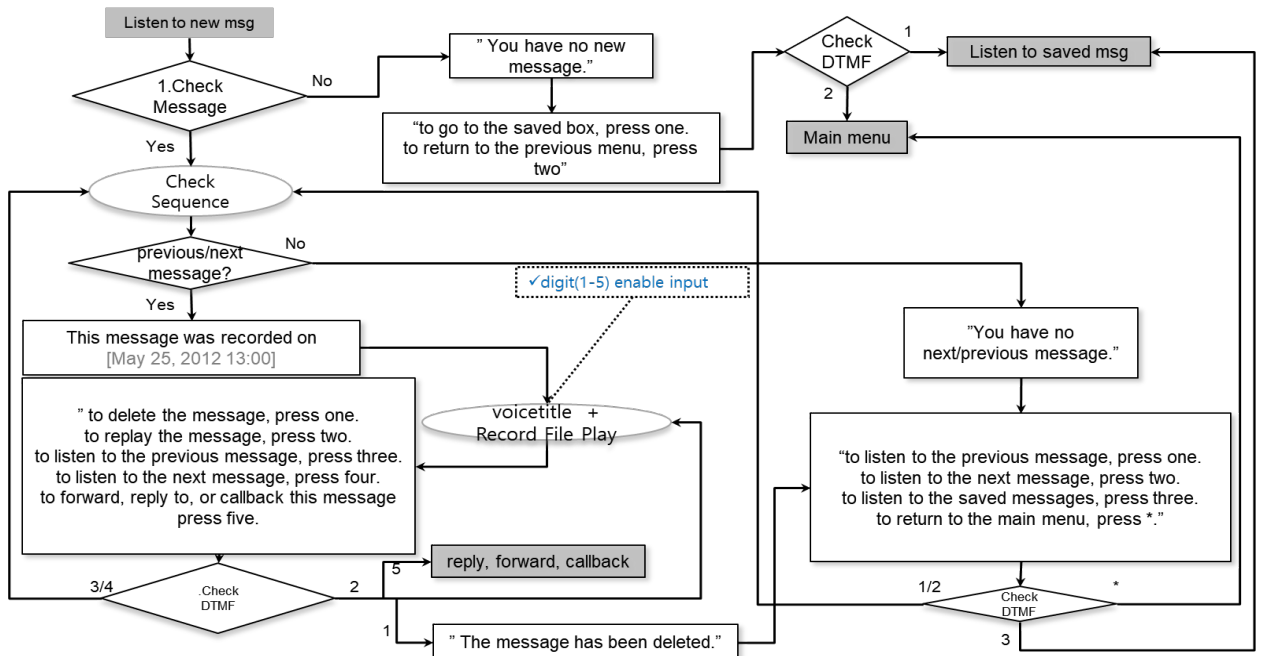
A.4

Voice Mail Retrieve Scenario (main menu)

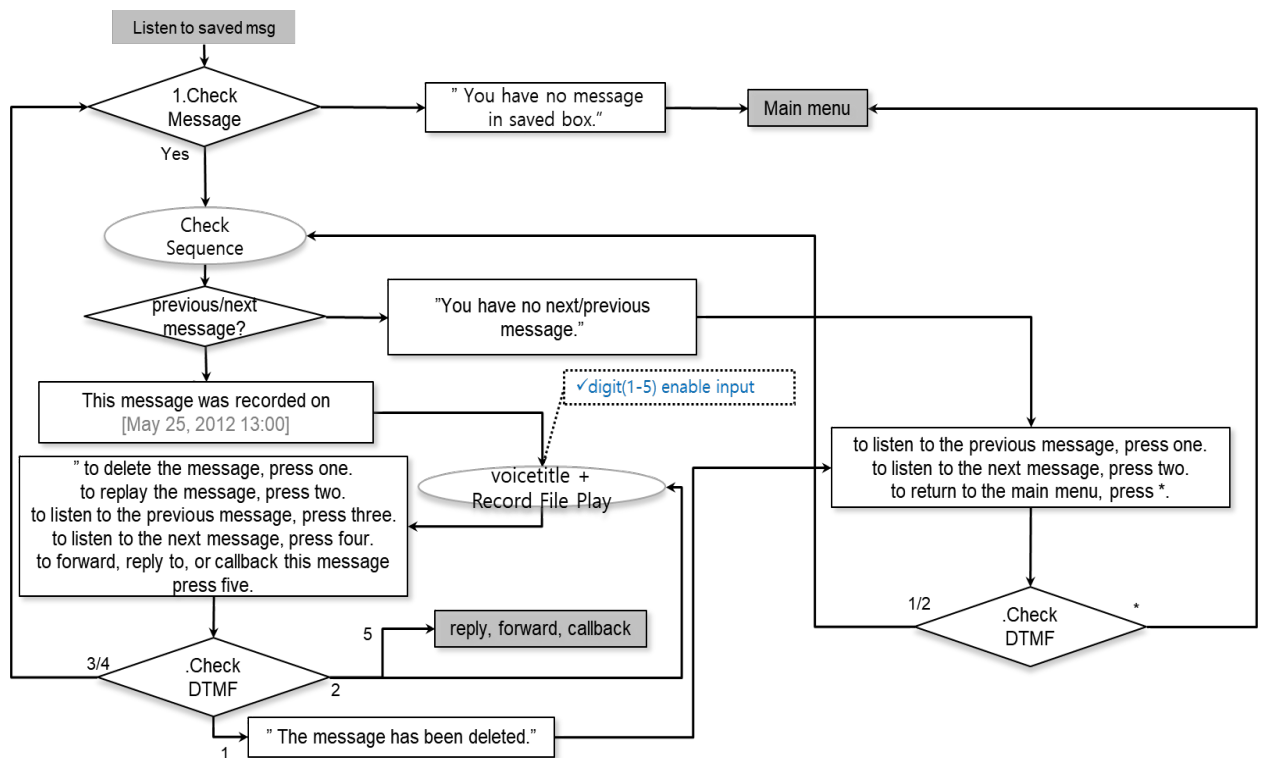


A.5

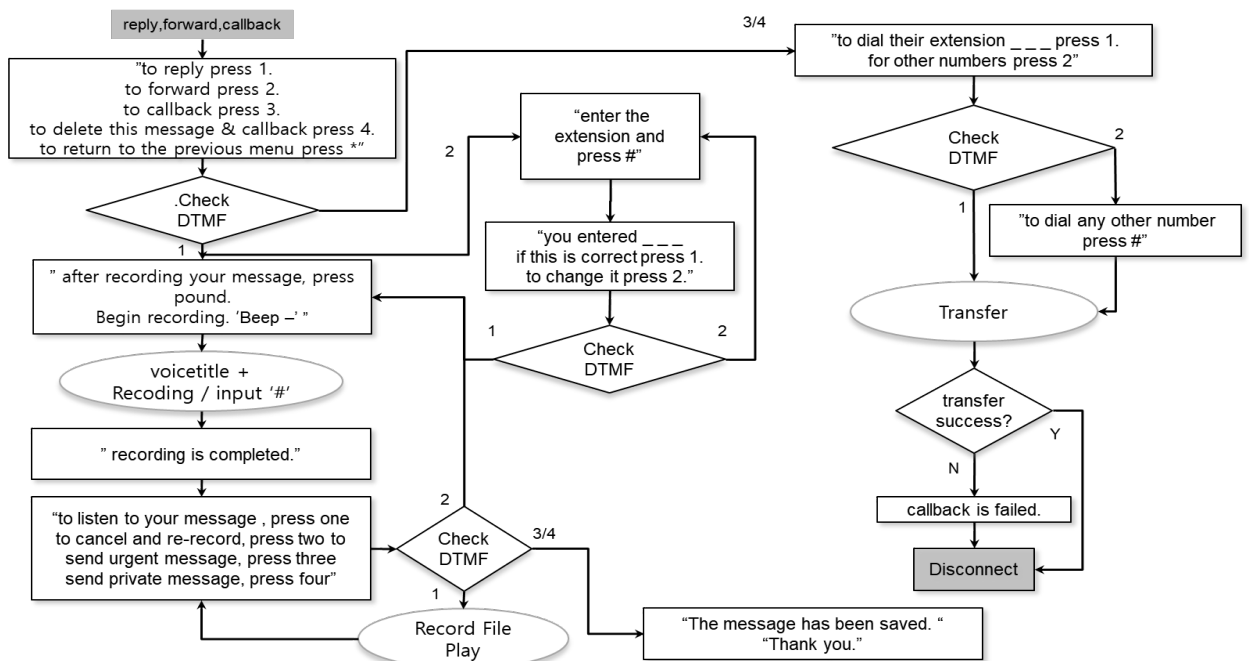
Voice Mail Retrieve Scenario (new message)



A.6 Voice Mail Retrieve Scenario (saved message)

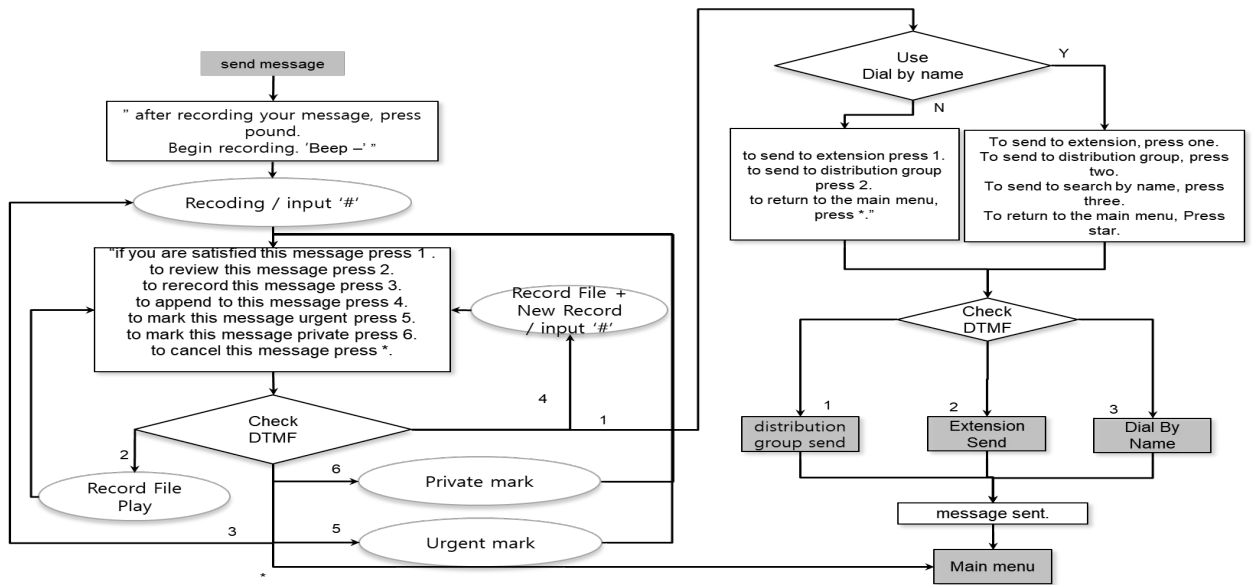


A.7 Voice Mail Retrieve Scenario (transmission)



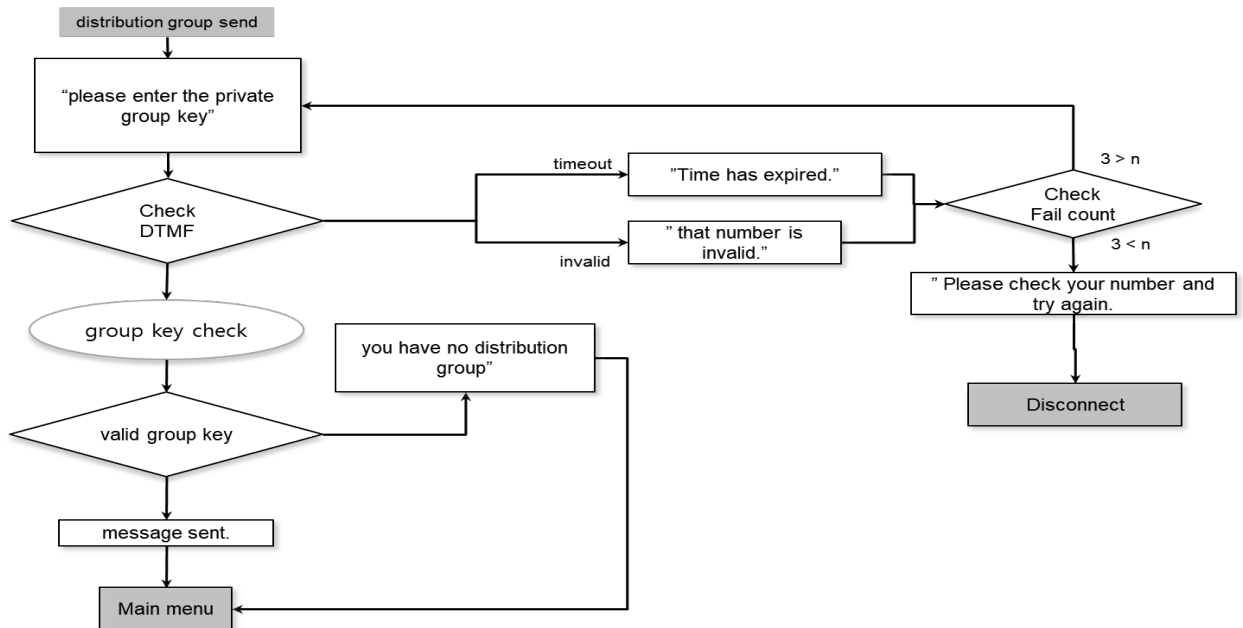
A.8

Voice Mail Retrieve Scenario (send main)

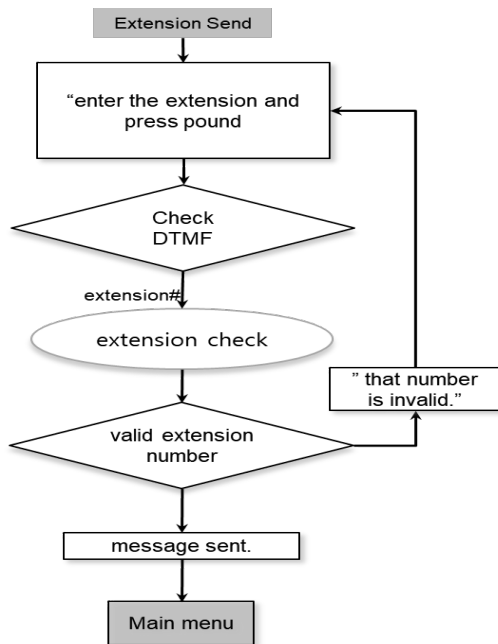


A.9

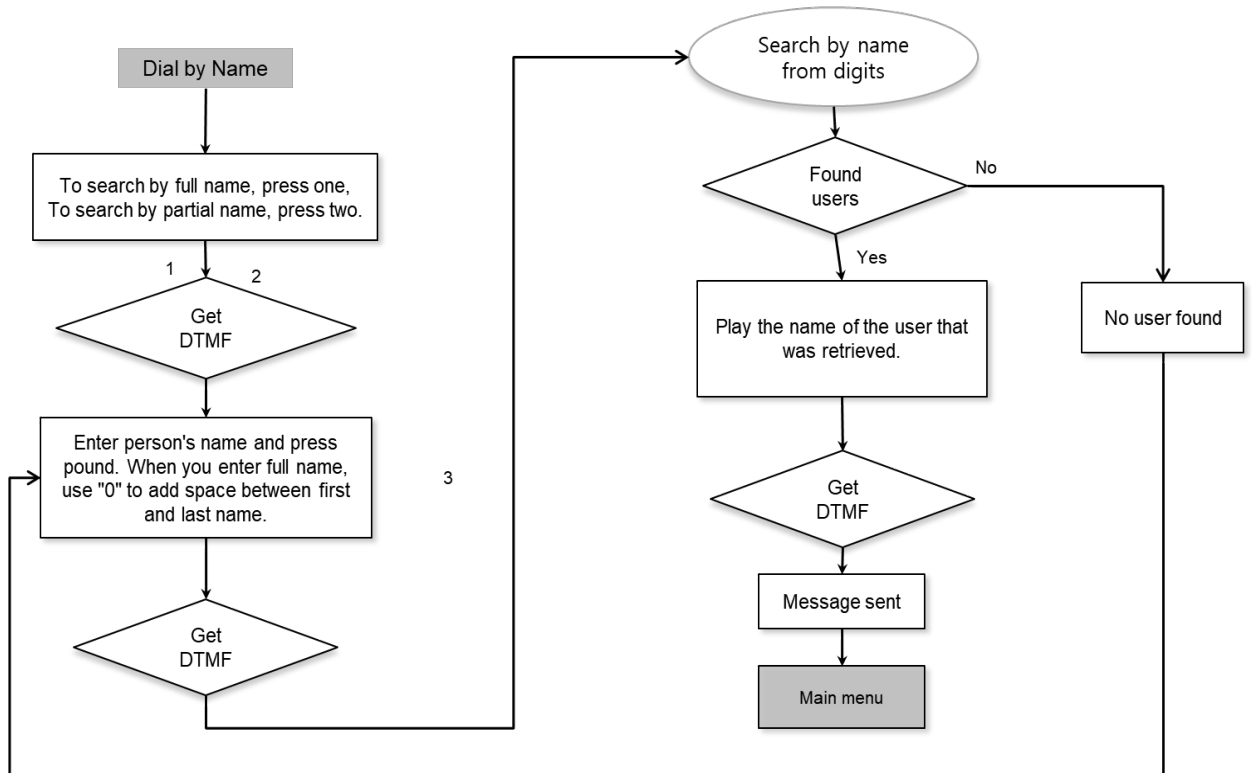
Voice Mail Retrieve Scenario (send group)



A.10 Voice Mail Retrieve Scenario (send extension)

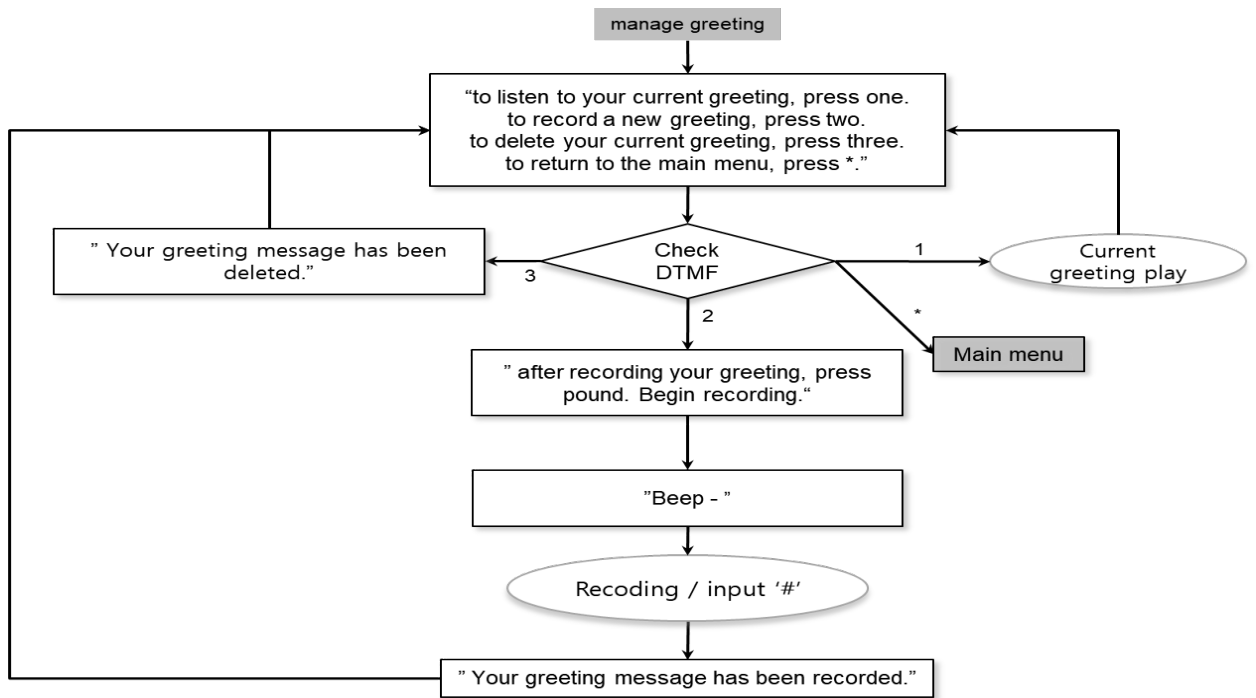


A.11 Voice Mail Retrieve Scenario (search by name)



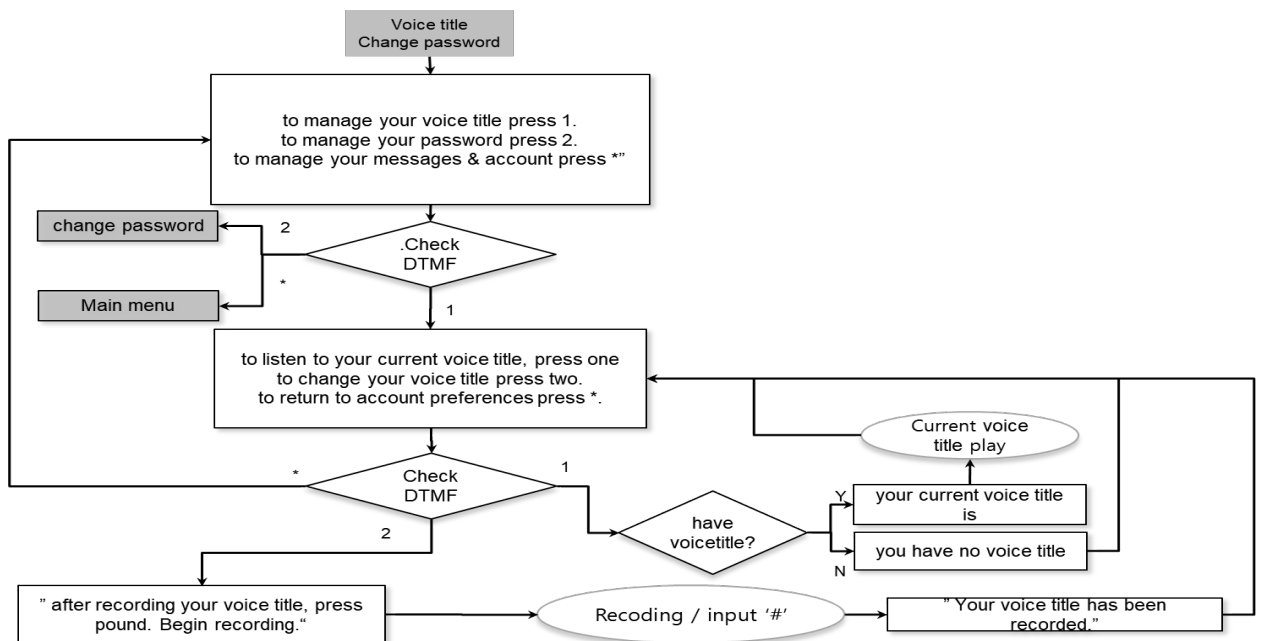
A.12

Voice Mail Greeting Change Scenario



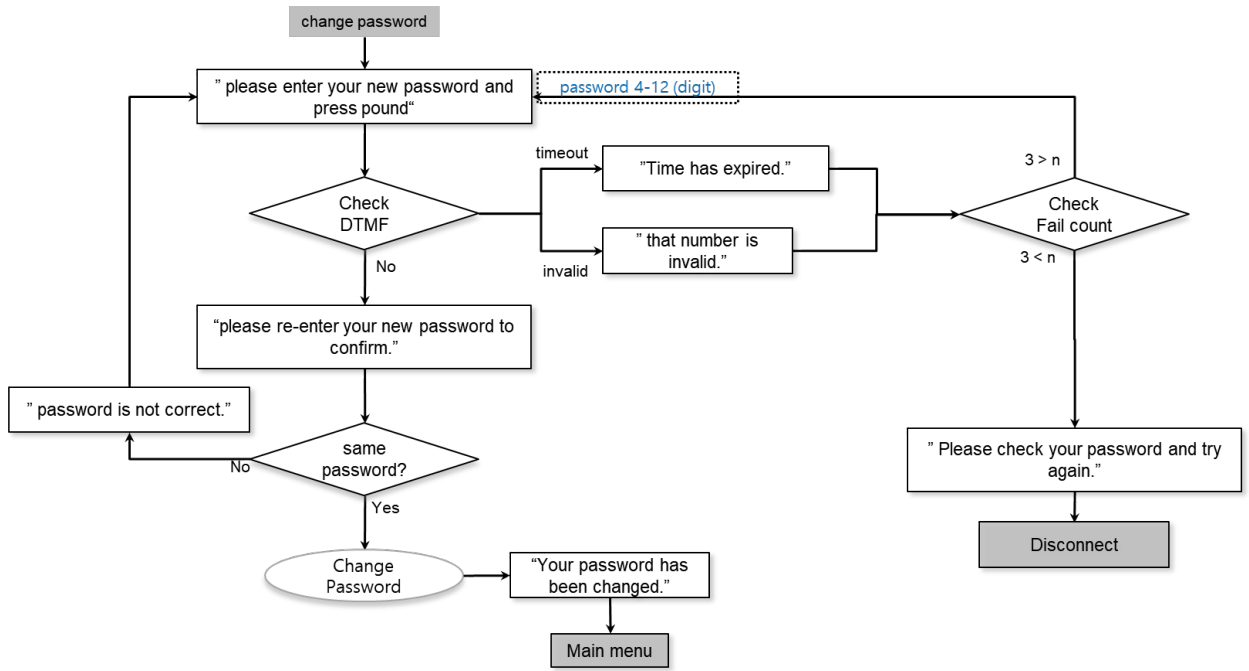
A.13

Voice Title Change Scenario



A.14

Voice Mail Password Change Scenario



FAX Specifications

B.1 Technical Specifications sheet

Classification	Specifications
System architecture	<ul style="list-style-type: none"> Cloud support (Multi-Tenant, service policy/function) large scale FAX system (up to 1,000 simultaneous calls)
FAX send/receive support	<ul style="list-style-type: none"> Fax Pass-through and Fax Relay(T.38) mode Fax module and rate (V.27 ter 2400, V.27 ter 4800, V.29/V.17 7200, V.29/V.17 9600, V.17 12000, V.17 14400) T.30 compression (No compression, T4 1D, T4 2D, T6, T85, T43, T45, T81, T88) T.30 resolution (Standard, Fine, Super fine, R4, R8, R16, 300 x 300 dpi) T.30 document size (A4, B4, A3, letter, legal)
Fax document File Format	<ul style="list-style-type: none"> Outgoing (PDF,JPEG,BMP,PNG,GIF,TIFF) > PDF > TIFF_F Incoming (TIFF_F)
Fax Send options	<ul style="list-style-type: none"> Sending a reservation fax (scheduled transmit) Create fax cover Retransmission interval & count of fax number
Destination	<ul style="list-style-type: none"> Support for multiple outgoing fax numbers
Notify	<ul style="list-style-type: none"> Support for e-mail notification of received faxes If the fax is over counted, an alert message will be sent to the manager.
Spam	<ul style="list-style-type: none"> Supports spam fax function - Block & Classification
Log	<ul style="list-style-type: none"> Fax Peak Call Log View, Send/Receive Log, History, Statistical Report
Etc.	<ul style="list-style-type: none"> Address book

Appendix C:

Feature Support Matrix for each terminal

This chapter contains feature support matrix tables for available terminals with iPECS Cloud platform. Please refer these tables for checking what features are provided by each terminal model.

C.1 #1: IPKTS

Following table shows available features for IPKTS IP terminals.

Feature	Sub-feature	LIP-9002	LIP-9008 LIP-9008G	LIP-9010 LIP-9020 LIP-9030 LIP-9040 LIP-9040C	LIP-9071	LIP-8000	WIT400HE	LIP8000D
Account Code		YES	YES	YES	YES	YES	YES	YES
Busy Lamp Field (BLF)		NO	YES	YES	YES	YES	YES	YES
Busy One Digit Service		YES	YES	YES	YES	YES	YES	YES
Call Back								
	Station Call Back	YES	YES	YES	YES	YES	YES	YES
	Trunk Queuing	YES	YES	YES	YES	YES	YES	YES
Call Forward		YES	YES	YES	YES	YES	YES	YES
Call Hold								
	Call Hold	YES	YES	YES	YES	YES	YES	YES
	Hold Recall	YES	YES	YES	YES	YES	YES	YES
	System Hold	YES	YES	YES	YES	YES	YES	YES
Call Intrusion		YES	YES	YES	YES	YES	YES	YES
Call Park		YES	YES	YES	YES	YES	YES	YES
Call Pick-up								
	Direct Call Pick-up	YES	YES	YES	YES	YES	YES	YES
	Group Call Pick-up	YES	YES	YES	YES	YES	YES	YES
Call Intercept		YES	YES	YES	YES	YES	YES	YES
Call Transfer								
	Call Transfer to Extension	YES	YES	YES	YES	YES	YES	YES

Feature	Sub-feature	LIP-9002	LIP-9008 LIP-9008G	LIP-9010 LIP-9020 LIP-9030 LIP-9040 LIP-9040C	LIP-9071	LIP-8000	WIT400HE	LIP8000D
	Call Transfer to Trunk	YES	YES	YES	YES	YES	YES	YES
Call Wait		YES	YES	YES	YES	YES	YES	YES
Camp On		YES	YES	YES	YES	YES	YES	YES
Conference								
	Conference Room	YES	YES	YES	YES	YES	YES	YES
	Add On Conference	YES	YES	YES	YES	YES	YES	YES
	Consultation Conference	YES	YES	YES	YES	YES	YES	YES
	Unsupervised Conference	YES	YES	YES	YES	YES	YES	YES
Digit Restriction								
	Class of Service	YES	YES	YES	YES	YES	YES	YES
	Day/Night/Time d COS	YES	YES	YES	YES	YES	YES	YES
Directory Number (DN)								
	Basic Functions	YES	YES	YES	YES	YES	YES	YES
	Additional Functions	YES	YES	YES	YES	YES	YES	YES
Do Not Disturb (DND)								
	DND	YES	YES	YES	YES	YES	YES	YES
	Timed Do Not Disturb (DND)	YES	YES	YES	YES	YES	YES	YES
	DND for VM	YES	YES	YES	YES	YES	YES	YES
Emergency Call								
	Number mapping for emergency number	YES	YES	YES	YES	YES	YES	YES
Hot/Virtual Desk								
	Hot Desk	YES	YES	YES	YES	YES	YES	YES
	Virtual Desk	YES	YES	YES	YES	YES	YES	YES
ICLID Routing		YES	YES	YES	YES	YES	YES	YES
Key Number Group								
	Key Number Group Call Forward	YES	YES	YES	YES	YES	YES	YES
	Key Number Group No Answer	YES	YES	YES	YES	YES	YES	YES
Line		YES	YES	YES	YES	YES	YES	YES

Feature	Sub-feature	LIP-9002	LIP-9008 LIP-9008G	LIP-9010 LIP-9020 LIP-9030 LIP-9040 LIP-9040C	LIP-9071	LIP-8000	WIT400HE	LIP8000D
Identification Control								
Local survivability								
	LCM	YES	YES	YES	YES	YES	YES	YES
	PSTN Failover Call Forward	YES	YES	YES	YES	YES	YES	YES
Message Wait								
	Short Message Service (SMS)	YES	YES	YES	YES	YES	YES	YES
	Message Wait	YES	YES	YES	YES	YES	YES	YES
	Message Wait Reminder Tone	YES	YES	YES	YES	YES	YES	YES
	Message Wait Lamp Indication	YES	YES	YES	YES	YES	YES	YES
Mobile Extension		YES	YES	YES	YES	YES	YES	YES
Music On Hold (MOH)		YES	YES	YES	YES	YES	YES	YES
Off-Hook Voice Over (OHVO)		YES	YES	YES	YES	YES	YES	YES
One Time DND		YES	YES	YES	YES	YES	YES	YES
Paging								
	Internal Page	YES	YES	YES	YES	YES	YES	YES
Pre-defined Text Display		YES	YES	YES	YES	YES	YES	YES
Preset Call Forward		YES	YES	YES	YES	YES	YES	YES
Reversible Ring		YES	YES	YES	YES	YES	YES	YES
Save Number Redial (SNR)		YES	YES	YES	YES	YES	YES	YES
Speed Dial								
	Group Speed Dial	YES	YES	YES	YES	YES	YES	YES
	Dial by Name	YES	YES	YES	YES	YES	YES	YES
Station Feature Allow/Deny		YES	YES	YES	YES	YES	YES	YES
System Time Zone		YES	YES	YES	YES	YES	YES	YES
Wake-Up Alarm		YES	YES	YES	YES	YES	YES	YES
Allow Anonymous Call		YES	YES	YES	YES	YES	YES	YES
Remote Office		YES	YES	YES	YES	YES	YES	YES

#2: SIP

Following table shows available features for SIP IP terminals

Feature	Sub-feature	LIP-9008 LIP-9008G	LIP-9010 LIP-9020 LIP-9030 LIP-9040 LIP-9040C	LIP-9071	LIP-8000	UCE	RCCV	GDC-800H
Account Code		NO	NO	NO	NO	NO	NO	NO
Busy Lamp Field (BLF)		YES	YES	YES	YES	NO	NO	NO
Busy One Digit Service		YES	YES	YES	YES	YES	NO	NO
Call Back								
	Station Call Back	YES	YES	YES	YES	NO	NO	NO
	Trunk Queuing	NO	NO	NO	NO	NO	NO	NO
Call Forward		YES	YES	YES	YES	YES	YES	YES
Call Hold								
	Call Hold	YES	YES	YES	YES	YES	YES	YES
	Hold Recall	YES	YES	YES	YES	YES	YES	YES
	System Hold	YES	YES	YES	YES	YES	YES	NO
Call Intrusion		YES	YES	YES	YES	YES	NO	NO
Call Park		YES	YES	YES	YES	NO	NO	YES
Call Pick-up								
	Direct Call Pick-up	YES	YES	YES	YES	NO	YES	YES
	Group Call Pick-up	YES	YES	YES	YES	NO	YES	YES
Call Intercept		YES	YES	YES	YES	NO	NO	NO
Call Transfer								
	Call Transfer to Extension	YES	YES	YES	YES	YES	YES	YES
	Call Transfer to Trunk	YES	YES	YES	YES	YES	YES	YES
Call Wait		YES	YES	YES	YES	NO	NO	NO
Camp On		YES	YES	YES	YES	YES	NO	NO
Conference								
	Conference Room	YES	YES	YES	YES	YES	NO	YES
	Add On Conference	YES	YES	YES	YES	YES	NO	NO
	Consultation Conference	YES	YES	YES	YES	YES	NO	NO
	Unsupervised Conference	NO	NO	NO	NO	YES	NO	NO
Digit Restriction								

Feature	Sub-feature	LIP-9008 LIP-9008G	LIP-9010 LIP-9020 LIP-9030 LIP-9040 LIP-9040C	LIP-9071	LIP-8000	UCE	RCCV	GDC-800H
	Class of Service	YES	YES	YES	YES	YES	YES	YES
	Day/Night/Timed COS	YES	YES	YES	YES	YES	YES	YES
Directory Number (DN)								
	Basic Functions	YES	YES	YES	YES	YES	YES	NO
	Additional Functions	YES	YES	YES	YES	YES	YES	NO
Do Not Disturb (DND)								
	DND	YES	YES	YES	YES	YES	YES	YES
	Timed Do Not Disturb (DND)	YES	YES	YES	YES	YES	YES	YES
	DND for VM	YES	YES	YES	YES	YES	YES	YES
Emergency Call								
	Number mapping for emergency number	YES	YES	YES	YES	YES	YES	YES
Hot/Virtual Desk								
	Hot Desk	NO	NO	NO	NO	NO	NO	NO
	Virtual Desk	NO	NO	NO	NO	NO	NO	NO
ICLID Routing								
	ICLID Routing	YES	YES	YES	YES	YES	YES	YES
Key Number Group								
	Key Number Group Call Forward	YES	YES	YES	YES	YES	YES	YES
	Key Number Group No Answer	YES	YES	YES	YES	YES	YES	YES
Line Identification Control								
	Line Identification Control	YES	YES	YES	YES	YES	YES	YES
Local survivability								
	LCM	YES	YES	YES	YES	YES	YES	YES
	PSTN Failover Call Forward	YES	YES	YES	YES	YES	YES	YES
Message Wait								
	Short Message Service (SMS)	YES	YES	YES	YES	YES	NO	YES
	Message Wait	YES	YES	YES	YES	YES	NO	YES
	Message Wait Reminder Tone	NO	NO	NO	NO	NO	NO	NO
	Message Wait Lamp Indication	YES	YES	YES	YES	YES	NO	YES

Feature	Sub-feature	LIP-9008 LIP-9008G	LIP-9010 LIP-9020 LIP-9030 LIP-9040 LIP-9040C	LIP-9071	LIP-8000	UCE	RCCV	GDC-800H
Mobile Extension		YES	YES	YES	YES	N/A	N/A	N/A
Music On Hold (MOH)		YES	YES	YES	YES	YES	YES	YES
Off-Hook Voice Over (OHVO)		YES	YES	YES	YES	YES	YES	NO
One Time DND		YES	YES	YES	YES	YES	YES	NO
Paging								
	Internal Page	YES	YES	YES	YES	YES	YES	YES
Pre-defined Text Display		NO	NO	NO	NO	NO	NO	NO
Preset Call Forward		YES	YES	YES	YES	YES	YES	YES
Reversible Ring		NO	NO	NO	NO	NO	NO	NO
Save Number Redial (SNR)		NO	NO	NO	NO	NO	NO	NO
Speed Dial								
	Group Speed Dial	NO	NO	NO	NO	NO	NO	NO
	Dial by Name	YES	YES	YES	YES	YES	YES	NO
Station Feature Allow/Deny		YES	YES	YES	YES	YES	YES	YES
System Time Zone		YES	YES	YES	YES	YES	YES	YES
Wake-Up Alarm		YES	YES	YES	YES	YES	YES	YES
Allow Anonymous Call		NO	NO	NO	NO	NO	NO	NO
Remote Office		YES	YES	YES	YES	YES	YES	YES

#3: Digital & Analog

Following table shows available features for analog and digital terminals

Feature	Sub-feature	LDP-7000	LDP-7200	LDP-9000	LDP-9200	SLT
Account Code		YES	YES	YES	YES	YES
Busy Lamp Field (BLF)		YES	YES	YES	YES	NO
Busy One Digit Service		YES	YES	YES	YES	YES
Call Back						
	Station Call Back	YES	YES	YES	YES	YES
	Trunk Queuing	YES	YES	YES	YES	YES
Call Forward		YES	YES	YES	YES	YES
Call Hold						
	Call Hold	YES	YES	YES	YES	NO
	Hold Recall	YES	YES	YES	YES	NO
	System Hold	YES	YES	YES	YES	YES
Call Intrusion		YES	YES	YES	YES	YES
Call Park		YES	YES	YES	YES	YES
Call Pick-up						
	Direct Call Pick-up	YES	YES	YES	YES	YES
	Group Call Pick-up	YES	YES	YES	YES	YES
Call Intercept		YES	YES	YES	YES	YES
Call Transfer						
	Call Transfer to Extension	YES	YES	YES	YES	YES
	Call Transfer to Trunk	YES	YES	YES	YES	YES
Call Wait		YES	YES	YES	YES	YES
Camp On		YES	YES	YES	YES	YES
Conference						
	Conference Room	YES	YES	YES	YES	YES
	Add On Conference	YES	YES	YES	YES	YES
	Consultation Conference	YES	YES	YES	YES	YES
	Unsupervised Conference	YES	YES	YES	YES	NO
Digit Restriction						
	Class of Service	YES	YES	YES	YES	YES
	Day/Night/Timed COS	YES	YES	YES	YES	YES
Directory Number (DN)						
	Basic Functions	YES	YES	YES	YES	YES
	Additional Functions	YES	YES	YES	YES	YES
Do Not Disturb (DND)						
	DND	YES	YES	YES	YES	YES
	Timed Do Not Disturb (DND)	YES	YES	YES	YES	YES

Feature	Sub-feature	LDP-7000	LDP-7200	LDP-9000	LDP-9200	SLT
	DND for VM	YES	YES	YES	YES	YES
Emergency Call						
	Number mapping for emergency number	YES	YES	YES	YES	YES
Hot/Virtual Desk						
	Hot Desk	YES	YES	YES	YES	NO
	Virtual Desk	YES	YES	YES	YES	NO
ICLID Routing						
		YES	YES	YES	YES	YES
Key Number Group						
	Key Number Group Call Forward	YES	YES	YES	YES	YES
	Key Number Group No Answer	YES	YES	YES	YES	YES
Line Identification Control						
		YES	YES	YES	YES	YES
Local survivability						
	LCM	YES	YES	YES	YES	YES
	PSTN Failover Call Forward	YES	YES	YES	YES	YES
Message Wait						
	Short Message Service (SMS)	YES	YES	YES	YES	NO
	Message Wait	YES	YES	YES	YES	YES
	Message Wait Reminder Tone	YES	YES	YES	YES	NO
	Message Wait Lamp Indication	YES	YES	YES	YES	YES
Mobile Extension						
		YES	YES	YES	YES	YES
Music On Hold (MOH)						
		YES	YES	YES	YES	NO
Off-Hook Voice Over (OHVO)						
		YES	YES	YES	YES	NO
One Time DND						
		YES	YES	YES	YES	NO
Paging						
	Internal Page	YES	YES	YES	YES	YES
Pre-defined Text Display						
		YES	YES	YES	YES	YES
Preset Call Forward						
		YES	YES	YES	YES	YES
Reversible Ring						
		YES	YES	YES	YES	YES
Save Number Redial (SNR)						
		YES	YES	YES	YES	YES
Speed Dial						
	Group Speed Dial	YES	YES	YES	YES	YES
	Dial by Name	YES	YES	YES	YES	NO
Station Feature Allow/Deny						
		YES	YES	YES	YES	YES
System Time Zone						
		YES	YES	YES	YES	YES

Feature	Sub-feature	LDP-7000	LDP-7200	LDP-9000	LDP-9200	SLT
Wake-Up Alarm		YES	YES	YES	YES	YES
Allow Anonymous Call		YES	YES	YES	YES	YES
Remote Office		YES	YES	YES	YES	YES

Appendix D:

Tenant Capacity Specification

This chapter contains tenant capacity specification for available resources on iPECS Cloud platform. Some of resources are commonly used within total capacity of call server without tenant limitation. It needs to be managed by SP with allocating new call server not to exceed total capacity.

NO	Resource List	Max/unit	Max. value	Detail
1	Extension	Max/Tenant	30000	-
3	Hunt group	Max/Tenant	1000	It can be assigned by order within available hunt group in CM (1000/Call server). 50 groups can be ordered per each order.
4	Hunt group member	Max/Hunt group	1000	-
5	Pick-up group	Max/Tenant	2000	It can be assigned by order within available pickup group in CM (2000/Call server). 50 groups can be ordered per each order.
6	Pick-up group member	Max/Pick-up group	100	-
7	ACD group	Max/Tenant	800	It can be assigned by order within available ACD group in CM (800/Call server). 50 groups can be ordered per each order.
8	ACD group Representative number entry	Max/ACD group	20	-
9	ACD supervisor number entry	Max/ACD group	1	-
10	ACD assistant sup. number entry	Max/ACD group	50	-
11	ACD agent ID	Max/CM	6000	-
12	paging group	Max/Tenant	99	-
13	paging group member	Max/Paging group	128	-
14	IP attendant representative	Max/Tenant	1	-
15	IP attendant night subscriber entry	Max/Tenant	10	-
16	Time schedule	Max/Tenant	15	-
17	Time zone holiday entry	Max/Time zone	50	-
18	DDI	Max/Tenant	500	300 DDI can be ordered per each order.
19	Conference room entry	Max/Tenant	1000	It can be assigned by order within available conference room in CM (1000/Call server). 50 groups can be ordered per each order.
20	Feature code entry	Max/Tenant	500	-
21	Trunk access code entry	Max/Tenant	1	-
22	DN CID based routing entry	Max/Tenant	50	-
23	Mobile extension entry	Max/Phone	4	-
24	Toll check digit table	Max/Tenant	15	-

NO	Resource List	Max/unit	Max. value	Detail
25	Toll check digit table entry	Max/Table	80	-
26	Trunk channel	Max/Tenant	300	It can be assigned by order within available trunk channel in CM (10000/Call server). Max. 300 channel for each Incoming/Outgoing/Both trunk type.
27	Station speed dial entry	Max/Phone	100	-
28	Group speed dial table	Max/Tenant	1	-
29	Group speed dial table entry	Max/Table	3000	-
30	Group speed dial table entry	Max/Table	3000	-

Useful Information

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

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