

iPECS

Cloud Solution for Customer Manager

Administration Guide

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

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Document Information

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About This Guide

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

NOTE

Screens may appear different then 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 section provides procedures and reference information related to using the system as a customer manager.

Audience

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

Document Organization

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

- About This Guide.
- **Chapter 1:** Accessing EMS web page.
- **Chapter 2:** F/E Manager Screen.
- **Appendix:** Useful Information.

Document Conventions

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

Text formatting

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

Convention	Description
Bold text	It may indicate a button, menu item, or dialog box option you can click or select.
<i>Italic</i> text	A cross-reference or an important term.
<code>Code</code> text	A command prompt.

Important notice

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



CAUTION

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

NOTE

A note provides additional explanations, important information, or a reference to relate information.

References or Related Guide

The following guides supplement the information in this guide and can be located at <http://ericssonlg-enterprise.com>.

- Cloud Solution for ACD Report Administration Guide.
- Cloud Solution for Customer User Administration Guide.
- Cloud Solution for Reseller Administration Guide.
- Cloud Solution for Service Provider Administration Guide.

1. Accessing EMS web page

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

1.1 User Access Environment

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

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

1.2 How to Access

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



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

1.3 Initial Screen

Initial screen when the customer manager first logs in as below.



NOTE

No input for 30 minutes may result in automatic disconnect.

1.4 Common Function of Portal Screen

The screenshot displays the iPECS Customer Manager interface. On the left is a sidebar menu with options like Company, User, Call Manager, and Pickup Group (which is selected). The main area shows the 'Pickup Group' configuration page. It includes a title bar with 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. Below the title bar, there's a 'Pickup Group List (5 Users)' table. The table has columns for 'Sl No', 'Name', 'Member Count', 'Call Type', and 'Update Time'. It lists three groups: 'Modify_Group' (4 members, All Call), 'All_group' (4 members, All Call), and 'Allnet' (2 members, Trunk Call). At the bottom right of the table are 'Add', 'Modify', and 'Delete' buttons. A paging navigation bar is located below the table, showing 'Page 1 of 1' and '12' items.

Sl No	Name	Member Count	Call Type	Update Time
1	Modify_Group	4	All Call	2015-08-20 22:58:20
2	All_group	4	All Call	2015-08-20 22:48:08
3	Allnet	2	Trunk Call	2015-08-20 22:51:02

1. Display configured list, enables page change using Paging Navigation below and change number of maximum display list(In case of upper screen, maximum list is 10).
2. Select one of the rows to show the detail view of the selected item.
3. To delete an item select the check box on the far left of the row and click delete.
4. Click the **"Add"** button to add additional configuration.

1.4.1 View

Pickup Group

Pickup Group List (3)

	Name	Member Count	Call Type	Update Time
1	Pickup #1	3	All Call	2015-03-30 20:06:57
2	Pickup #2	1	All Call	2016-03-30 20:07:23
3	Pickup #3	3	Trunk Call	2016-03-30 20:20:43

Page 1 of 1

View 1 - 3 of 3

AddModifyDelete

Group Name * Pickup #1Call Type * All Call

Member

Member

	Name	FXI
1	1001 single	1001
2	1001 att.	1001
3	1002 multi	1002

View 1 - 3 of 3

Change

SaveCancel

1. Select the row you would like to view full details of in the list view. The full details will be displayed in the below table.
2. To modify the selected row click the “**Modify**” button and the view only mode will now be editable.

1.4.2 Add

Add “Group” and “Member”.

Add Pickup Group

Pickup Group Site: Tom 8th

Pickup Group List (5 Licenses)

Add Modify Delete

Site: Tom 8th
Group Name: A00100
Call Type: Thru Call

Member

Name	Extension
1 Test Joe	~500
2 Test Michael	~600



1 2 3 4 5

Available

Name	Extension
1 8122 Supervisor	5100
2 8000 Member #1	5200
3 8000 Member #2	5300
4 8400 Member #3	5400
5 8000 Member #4	5500

Change

Save Cancel



1. Click the “**Add**” button to enable add mode.
2. Input each item if “*” is displayed this indicates a required field.
3. To add member select an Available member and click  button to add available user as group member.
4. To remove a member, select the group member and click  button to move.
5. Click the “**Save**” button to save data.
6. Click “**Cancel**” button to navigate to list view without saving.

1.4.3 Modify

Modify “Group” option and “Member”.

Modify Pickup Group Configuration

The screenshot displays the 'Pickup Group' configuration page. At the top, there's a 'Pickup Group List (5 Records)' table with columns: Sl#, Name, Member Count, Cell Type, and Update Time. The second row, 'Test2', is selected. Below the table are 'Add', 'Modify' (highlighted with a red box), and 'Delete' buttons. A form below contains fields for 'Sl#', 'Group Name', and 'Cell Type'. The 'Member' section shows two columns: 'Member' and 'Available'. The 'Member' column lists 'Driver', 'Test Member', 'T400 Member 83', and 'T400 Super User'. The 'Available' column lists 'T400 Member 80', 'T400 Member 83', and 'T400 Member 84'. A 'Change' button is at the bottom of the member list. At the very bottom, there are 'Save' and 'Cancel' buttons.

1. Click the “**Modify**” button to convert to modify mode.
2. Modify each item. (* is essential item to input.)
3. Click the “**Change**” button to add or delete members.
4. To add member select an Available member and click  button to add available user as group member.
5. To remove a member, select the group member and click  button to move.
6. Click the “**Save**” button to modify.
7. Click the “**Cancel**” button to cancel the modification.

2. F/E Manager Screen

2.1 Company

Companies default and common settings menu.

2.1.1 Company Setting

Displays companies default information. You can modify information and configure settings. On the screen you can see the Red asterisk (*) that means essential item for settings.

2.1.1.1 List

Click left “Company” > “Company Setting” to display below.

The screenshot shows the iPECS Customer Manager interface. The left sidebar contains a menu with 'Company' selected, showing sub-items like 'Company Setting', 'Item Setting', 'Line Setting', 'Service Setting', 'System Parameter', 'MOI Management', 'Voice Mail Service', 'Call Forwarding', and 'Feature Setting'. Below this are 'User', 'Call Manager', 'Status View', 'Call History', 'My Home', and 'My Information'. The main content area is titled 'Company Setting' and contains a form with the following fields: 'Company Name' (with a red asterisk), 'Customer Domain', 'Language' (dropdown), 'Standard Time Zone' (dropdown with a red asterisk), 'Ringing Caller ID' (dropdown), 'Answering Rule' (dropdown), 'Automatic Call Distribution Report' (dropdown), 'Contact Name', 'e-Mail', 'Contact Direct Dial Call Number', 'Contact Extension', and 'Mobile Number'. To the right of the form, there is a detailed description of the selected company: 'Korea (Peter James) Customer Manager'. At the bottom right of the form are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (grey).

Displays basic information of company

Item	Description
Company Name	Company Name.
Customer Domain	Company Domain.

Language	Language that the customer uses.
Standard Time Zone	Time Zone by GMT(GMT-12:00 ~ GMT+14:00).
Outgoing Caller ID	The number to display on outgoing calls.
Numbering Rule	Choose whether follow SP's Numbering Rule or not. - If choose NO USED RULE, Customer manager may set numbers as he/she wants. - If choose Rule, number will be assigned automatically at each screen, may choose within assigned scope.
Automatic Call Distribution Report	Choose to use Automatic Call Distribution Report or not. - No Use ACD Report (Default): Not use ACD Report. - Use ACD Report: Use ACD Report.
Contact Name	Name of the person who is in charge of the company.
E-mail	Manager's email address.
Contact Direct Dial Call Number	Manager's direct dial number.
Contact Extension	Manager's extension number.
Mobile Number	Manager's mobile phone number.

2.1.1.2 Modify

Modify company settings.

Company Setting

Company Name *	AK Global
Customer Domain	akglobal.com
Language *	English
Standard Time Zone *	GMT
Outgoing Caller ID	07022030010
Numbering Rule *	UK (3 Digit)
Automatic Call Distribution Report	No Use ACD Report
Contact Name *	ak manager
E-Mail *	akadmin@akglobal.com.es.yy
Contact Direct Dial Call Number	
Contact Extension	
Mobile Number	

Modify Save Cancel

Only Extension, Ring Group, ACD Group, Conference Room, Voice Mail Number, Auto Attendant are allowed.
ACD Group User's ACD Call center supervisor feature or ACD Group User's ACD Call center seat feature are required.

1. The “Customer Domain” file cannot be modified.
2. Time Zone is displayed as GMT.
3. Numbering Rule cannot be modified after number resource configuration.

Modify Company Settings

1. Click the “**Modify**” button to convert to modify mode.
2. Modify each setting refers to below. (*indicates a required field.)

Item	Description
Standard Time Zone	Select default time zone for the company.
Outgoing Caller ID	Assign Company's default Outgoing Caller ID. - May select from one of the available.
Numbering Rule	Choose whether follow SP's Numbering Rule or not (NO USED RULE).
Automatic Call Distribution Report	Choose whether to use Automatic Call Distribution Report.

3. Click the “**Save**” button to modify.
4. Click the “**Cancel**” button to cancel modification.

To see full details choose numbering rule and click the  button.

Select Number Rule [Information]

Numbering Rule Name	Start	End
1. Extension	100	255
2. Ring Group	400	455
3. AGU Group	300	355
4. Conference Room	700	755
5. Voice Mail Number	800	855
6. Auto Attendant	900	955
7		Next 1-1000

Close

From “Standard Time Zone information” click  button to see country/province information.

Standard Time Zone [Information]

Region/State/City	Standard Time Zone
Africa/Accra	GMT+00:00
Africa/Abidjan	GMT+00:00
Africa/Addis_Ababa	GMT+03:00
Africa/Agades	GMT+01:00
Africa/Alexandria	GMT+02:00
Africa/Algiers	GMT+01:00
Africa/Asmara	GMT+03:00
Africa/Bamako	GMT+00:00
Africa/Bangui	GMT+01:00
Africa/Banjul	GMT+00:00
Africa/Brazzaville	GMT+01:00
Africa/Bujumbura	GMT+02:00
Africa/Cairo	GMT+02:00
Africa/Casablanca	GMT+01:00
Africa/Cotonou	GMT+01:00

Close

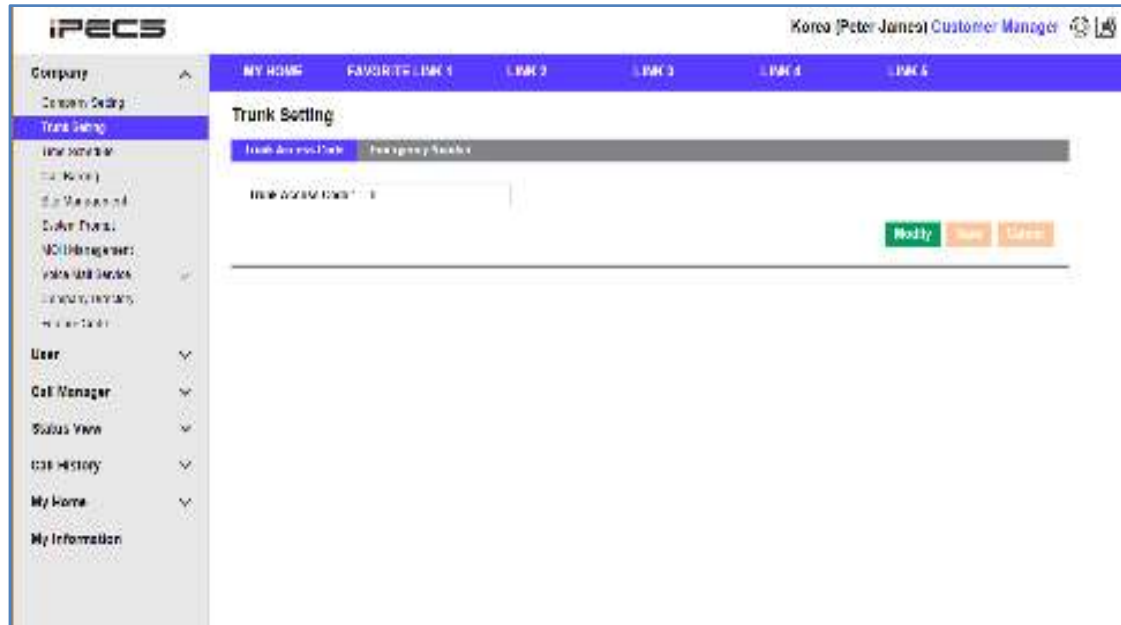
2.1.2 Trunk Setting

Displays outgoing call information, the setting is applied across the whole company.

2.1.2.1 Trunk Access Code

2.1.2.1.1 List

Choose “Company” > “Trunk Setting” > “Trunk Access Code” to display below.



NOTE

To make an outgoing call you must enter the trunk access code before dialing.

2.1.2.1.2 Modify

Modify 'Trunk Access Code'



1. Click the “**Modify**” button to enter modification mode.
2. Modify Trunk Access Code.
3. Click the “**Save**” button to modify.
4. Click the “**Cancel**” button to cancel modification.

2.1.2.2 Emergency Number

2.1.2.2.1 List

Choose **“Company”** > **“Trunk Setting”** > **“Emergency Number”** to display below.

The screenshot shows the iPECS Customer Manager interface. The left sidebar contains a navigation menu with options like Company, Trunk Setting, Time Schedule, Call Routing, etc. The main content area is titled 'Trunk Setting' and has a sub-tab 'Emergency Number'. It displays a table with one row containing the values '1', '112', and '9112'. Below the table are input fields for 'Emergency Number' and 'Outgoing Digit', and buttons for 'Add', 'Modify', 'Delete', 'Save', and 'Cancel'.

Trunk Access Code	Emergency Number	Outgoing Digit
1	112	9112

1. Configure the countries emergency phone numbers.
2. Enter the emergency number you would like to add in the “Emergency Number” field.
3. The trunk access code will be entered in front of the emergency number automatically.

2.1.2.2.2 View

If choose one of the emergency numbers full details will be displayed below.

The screenshot displays the 'Trunk Setting' window with the 'Emergency Number' tab selected. It features a table with two columns: 'Emergency Number' and 'Outgoing Digit'. The table contains two rows of data. Below the table, there are three buttons: 'Add', 'Modify', and 'Delete'. At the bottom of the window, there are input fields for 'Emergency Number' and 'Outgoing Digit', both containing the value '112', and 'Save' and 'Cancel' buttons.

	Emergency Number	Outgoing Digit
1	112	112
2	112	112

Each items mean below

Item	Description
Emergency Number	Allows you to set the emergency number. (Maximum of 8 digits.)
Outgoing Digit	Outgoing digit number.

2.1.2.2.3 Modify

Modify previous Emergency Number.

Modify Emergency Number

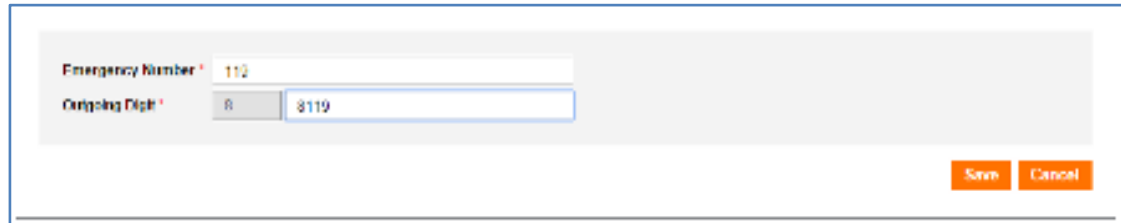
The screenshot shows the 'Modify Emergency Number' form. It has two input fields: 'Emergency Number' with the value '112' and 'Outgoing Digit' with the value '112'. At the bottom right, there are 'Save' and 'Cancel' buttons.

1. Click the “**Modify**” button to convert to modify mode.
2. Modify previous Emergency Number. (Outgoing Digit is automatically displayed.)
3. Click the “**Save**” button to modify.
4. Click the “**Cancel**” button to cancel.
 - Default settings by the Service Provider you will be unable to modify or delete.

2.1.2.2.4 Add

Add Emergency Number information.

Add Emergency Number



The screenshot shows a web form titled "Add Emergency Number". It contains two main input fields. The first field is labeled "Emergency Number" and has the value "112" entered. The second field is labeled "Outgoing Prefix" and has a dropdown menu showing "R" and a text input field containing "8119". At the bottom right of the form are two buttons: "Save" and "Cancel".

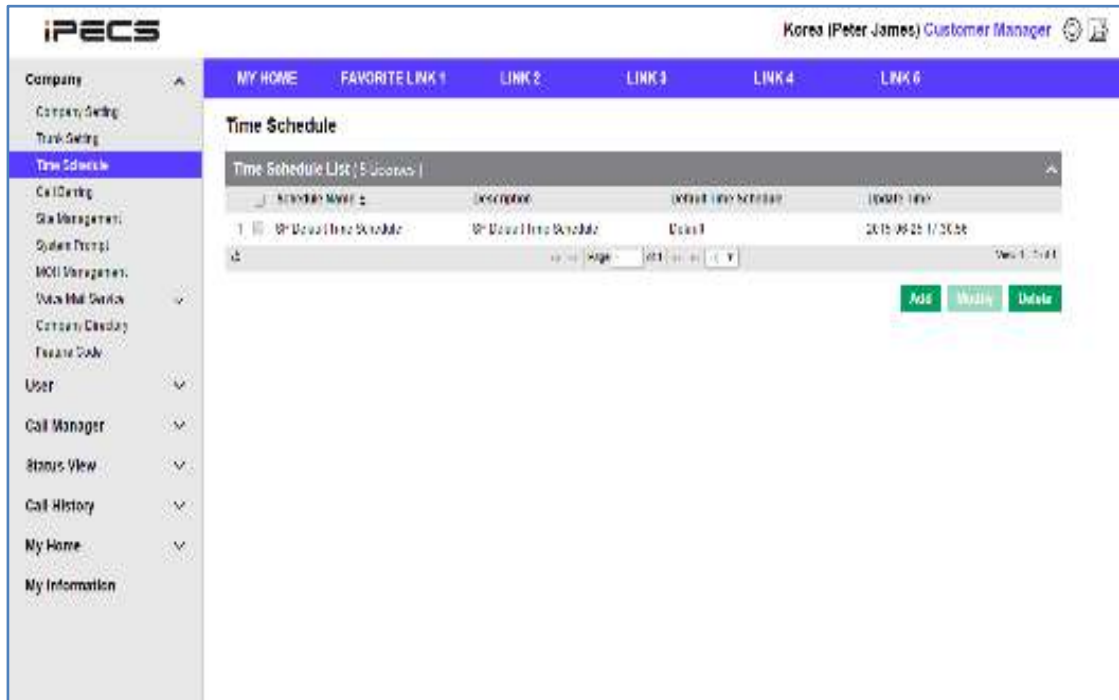
1. Click the **“Add”** button to add a new record.
2. Input the emergency number. (It will not be possible to replicate a emergency number that already exists.)
3. Click the **“Save”** button to save.
4. Click the **“Cancel”** button to return to the list view without saving.

2.1.3 Time Schedule

Displays Customer's default time schedule. Settings for schedule include business time (day), night time (Night), Off-duty (Timed), holiday etc.

2.1.3.1 List

Choose **"Company"** > **"Time Schedule"** to display below.



The screenshot displays the iPECS Customer Manager interface. On the left is a navigation menu with the following items: Company, Company Setting, Task Setting, Time Schedule (highlighted), Call Center, CRM Management, System Monitor, MCH Management, View Mail Service, Contact Center, Training Tools, User, Call Manager, Status View, Call History, My Home, and My Information. The main content area is titled "Time Schedule" and shows a "Time Schedule List (5 Records)". The table has four columns: "Schedule Name", "Description", "Default Time Schedule", and "Update Time". One record is visible: "US Cloud Time Schedule" with description "US Cloud Time Schedule", "Clock 1", and update time "2015-09-25 17:20:28". Below the table are "Add", "Modify", and "Delete" buttons. The top right of the interface shows "Korea (Peter James) Customer Manager" and a clock icon. A top navigation bar includes "MY HOME", "FAVORITE LINK 1", "LINK 2", "LINK 3", "LINK 4", and "LINK 6".

Schedule Name	Description	Default Time Schedule	Update Time
1 US Cloud Time Schedule	US Cloud Time Schedule	Clock 1	2015-09-25 17:20:28

2.1.3.2 View

Choose a time schedule from the list to show the detail view.

The screenshot shows the 'Time Schedule' detail view. At the top, there's a 'Time Schedule List (5 Records)' table with columns: Schedule Name, Description, Default Time Schedule, and Update Time. The first record is 'Default Time Schedule' with a description of 'Default Time Schedule', marked as 'Default', and an update time of '2015-07-22 11:34:40'. Below the table are 'Add', 'Modify', and 'Delete' buttons. The main form area contains fields for 'Schedule Name' (Default Time Schedule), 'Description' (Default Time Schedule), and a checked 'Default Time Schedule' checkbox. At the bottom, there's a 'Schedule' tab and a 'Holiday Option' dropdown menu. Below these is a grid for configuring schedules for each day of the week (Sunday to Saturday). The grid has rows for 'Holiday Option', 'Day Start', 'Night Start', and 'Time'. The 'Day Start' row shows times like 00:00 for Sunday and 09:00 for Monday. The 'Night Start' row shows times like 18:00 for Monday. The 'Time' row shows times like 12:00 for Monday. The 'Holiday Option' row has dropdown menus for each day. At the bottom right are 'Save' and 'Cancel' buttons.

1. You can set a specific day as a holiday by selecting "Holiday" from the dropdown menu.
2. Schedule configures Sunday to Saturday schedules.
3. Weekdays can be configured as business time (Day), night time (Night), off-duty by time information (00:00~23:59).

Item	Description
Schedule Name	Schedule Name.
Description	Detail information.
Default Time Schedule	Checked if configured as Company Default Schedule (Default Schedule applies to the Switch Board.).

2.1.3.3 Modify

Modify schedule option and information.

Modify selected schedules

Schedule Name:

Description:

Default Time Schedule: ☐

Schedule | Holiday Option

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Holiday Option	<input type="text" value="Holiday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Holiday"/>
Day Start	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
Night Start	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
Time	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>

Save **Cancel**

☐ Holiday Option:

Calendar Type:

Holiday Option Name:

Add **Delete**

1. Click the “**Modify**” button to convert to modify mode.
2. Modify the schedule name.
3. Modify detail time schedule using the schedule tab.
4. Modify holiday options using the holiday tab.
5. Click the “**Save**” button to modify.
6. Click the “**Cancel**” button to cancel the modification.

2.1.3.4 Add

Add Schedule option and information.

Modify selected schedule

The screenshot shows the 'Add' schedule form with the 'Schedule' tab selected. The form includes fields for 'Schedule Name' (Sales Div Schedule), 'Description', and a 'Default Time Schedule' checkbox. Below these is a table for defining the schedule for each day of the week. The table has columns for Sunday through Saturday, and rows for 'Holiday Option', 'Day Start', 'Night Start', and 'Time End'. Each cell in the table contains a dropdown menu or input field for selecting a value. At the bottom right of the form are 'Save' and 'Cancel' buttons.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Holiday Option	Holiday	Weekday	Weekday	Weekday	Weekday	Weekday	Holiday
Day Start		08:00	08:00	08:00	08:00	08:00	
Night Start		17:00	17:00	17:00	17:00	17:00	
Time End		00:00	00:00	00:00	00:00	00:00	

The screenshot shows the 'Add' schedule form with the 'Holiday Option' tab selected. The form includes a table for defining holiday options. The table has columns for 'Holiday Option', 'Calendar type', and 'Holiday Option Name'. The 'Holiday Option' column has a dropdown menu for selecting a value. The 'Calendar type' column has a dropdown menu for selecting a value. The 'Holiday Option Name' column has a text input field. At the bottom right of the form are 'Add' and 'Delete' buttons.

Holiday Option	Calendar type	Holiday Option Name
01	Solar	New Year Day
02	Solar	

1. Click the **“Add”** button to convert to add mode.
2. Set the schedule name.
3. Set detail time schedule using the schedule tab.
4. To add a holiday selected the holiday tab.
5. Click the **“Save”** button to save the schedule.
6. Click **“Cancel”** button to go back to the list without saving.

2.1.4 Call Barring

You can view and configure call barring. The created call barring profiles can be assigned in the user settings.

2.1.4.1 List

Choose **"Company" > "Call Barring"** to display below.



1. You can create multiple call barring profiles for each customer.
2. You will be unable to delete call barring profiles that are in use.

Item	Description
Call Barring Profile Name	The name you would like to assign to that call barring profile.
Update Time	The date and time that the profile has either been added or modified.

2.1.4.2 View

Choose one of the profiles displayed in the call barring list to display the full details.

The screenshot displays the 'Call Barring' configuration window. At the top, there's a 'Call Barring Profile List' table with columns for 'Call Barring Profile Name' and 'Update time'. It shows one entry: 'COS #1' updated on '2015-06-26 17:54:34'. Below the list are 'Add', 'Modify', and 'Delete' buttons. The main configuration area has 'Profile Name' set to 'COS #1' and 'Apply Type' set to 'Unconditional'. At the bottom, there's a 'Call Barring' table with columns for destination types and their 'Allow' and 'Deny' status.

Call Barring Profile Name	Update time
COS #1	2015-06-26 17:54:34

Profile Name: COS #1
Apply Type: Unconditional

Call Barring	Allow	Deny
Local	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Long Distance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
International	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

1. You may configure call barring for the following destinations: Local, Long Distance, Mobile and International.

Item	Description
Profile Name	Set the profile name displayed.
Apply Type	Call barring apply type. - Unconditional: Apply Allow/Deny regardless of Time Schedule. - By Time Schedule: Apply Allow/Deny according to Time schedule.

Digit
82
83
84
85
86

NOTE

When you click Magnifier button in Detail, call barring digits including trunk access code defined in “**Trunk Setting**” tab menu are shown.

2.1.4.3 Modify

Modify call barring options and information.

Modify Call Barring setting

Profile Name * COS #1

Apply Type * Unconditional

Call Barring		
	Allow	Detail
Local	<input checked="" type="checkbox"/>	
Long Distance	<input type="checkbox"/>	
Mobile	<input type="checkbox"/>	
International	<input checked="" type="checkbox"/>	

Save Cancel

1. Click the “**Modify**” button to convert to modify mode.
2. Modify the required information Items labeled with * are required fields that must be completed.
3. Click the “**Save**” button to modify.
4. Click “**Cancel**” button to cancel modification.

2.1.4.4 Add

Add Call Barring Option and Information.

Add Call Barring items

	Day Allow	Night Allow	Timed Allow	Detail
Local	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Long Distance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
International	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1. Click the **“Add”** button to add a new call barring profile.
2. Enter a profile name.
3. Tick the time where you would like call barring to be allowed.
4. Configure Allow by choosing grade and Schedule (Day/Night/Timed), click checkbox. (If Apply Type is Unconditional, just select grade, No need to select Schedule.)
5. Click the **“Save”** button to save.
6. Click the **“Cancel”** button to go back to the list without saving.

2.1.5 Site Management

Displays Customer's Site information.

2.1.5.1 List

Choose "Company" > "Site Management" to display below.

Name	Call Barring	Outgoing Caller ID	Time Schedule	Postcode	State	City	Address Info 1	Address Info 2	Direct Dial Number Count
1 Site (Test)	Employee	00511234	Site 1	111222	Seoul	Seoul	Seoul 123	1114	3
2 Site (Test)	Employee	00511234	Site 1	111222	Seoul	Seoul	Seoul 123	1114	3
3 Site (Test)	Employee	00511234	Site 1	111222	Seoul	Seoul	Seoul 123	1114	3

Each items mean below

Item	Description
Name	Site Name.
Call Barring	Default Call Barring.
Outgoing Caller ID	Default Outgoing Caller ID(Outgoing Caller ID: Phone number displayed to recipient.).
Time Schedule	Time Schedule of the site.
Postcode	Postal Code.
State	Name of the region.
City	Name of the city.
Address Info 1	Line one of address.
Address Info 2	Line two of address.
Direct Dial Call Number Count	Total amount of direct dial numbers configured on site.

2.1.5.2 View

Choose one of the items on the site management list to display details below.

The screenshot shows the 'Site Management' interface. At the top, there's a 'Site List' table with columns: Name, Call Barring, Outgoing Caller ID, Time Schedule, Postcode, State, City, Address info 1, Address info 2, and Direct Dial. A table row shows 'Front Office (back)', 'England', '02021810000', '13.44.12.123', 'Rome', 'Rome', 'London', 'London 123 456 Building St', and 'Direct Dial 123 456 Building St'. Below the table is a 'Modify' button. Underneath is a form with 'Site Name' (Front Office) and 'Main User' (log). Below this is a tabbed interface with 'Address', 'Preference', and 'Number Management' tabs. The 'Address' tab is active, showing fields for 'Address Line 1' (London), 'Address Line 2' (London 123 456 Building St), 'Town/City' (Rome), 'Country/State' (Rome), and 'Post' (123 123). At the bottom right are 'Save' and 'Cancel' buttons.

Detail option of Site address information

Item	Description
Address Line 1	Line one of the site address.
Address Line 2	Line two of the site address.
City	City name.
County	Country name.
Post	Postal code.

Detail option for Site Preference information

The screenshot shows the 'Preference' tab in the 'Site Management' interface. It contains three rows of settings, each with a dropdown menu and a value field. The first row is 'Outgoing Caller ID' with 'Override' selected and '200' in the value field. The second row is 'Call Barring' with 'COS #1' selected. The third row is 'Time Schedule' with 'Override' selected and 'SP Default Time Schedule' in the value field. At the bottom right are 'Save' and 'Cancel' buttons.

Item	Description
Outgoing Caller ID	Set Outgoing Caller ID for the site. - Company Outgoing Caller ID : Use Company Outgoing Caller ID. - Override : Set Outgoing Caller ID regardless of the company.
Call Barring	Default Call Barring Profile for the site.
Time Schedule	Set Time Schedule of the site (Site Time Schedule applies to the User.). - Company Time Schedule : set Company Default Time Schedule as Site Time Schedule. - Override : Set Time Schedule of the site, not use Company Default.

Direct Dial Call Number information option for site

Direct Dial Call Number Count: 11

Site Direct Dial Call Number

Site Name	Direct Dial Call Number	Type
1. 9900	200	A
2. 9900	201	A
3. 9900	202	A
4. 9900	203	A
5. 9900	204	A
6. 9900	205	A

Next > < Previous

Save

Item	Description
Direct Dial Call Number Count	Total number of direct dial numbers assigned to the site.
Site Direct Dial Call Number	A list of direct dial numbers per site.

2.1.5.3 Modify

Modify Site Information.

Modify Site Configuration

The screenshot shows the 'Modify Site Information' form. At the top, there are fields for 'Site Name' (containing 'Blue Haven II') and 'Main Site' (containing 'Q'). Below these is a tabbed interface with three tabs: 'Address', 'Preference', and 'Number Management'. The 'Address' tab is currently selected, showing fields for 'Address Line 1' (containing 'Oxley'), 'Address Line 2' (containing 'Oxley 10th'), 'Town/City' (containing 'Bristol'), 'County/State' (containing 'South Devon'), and 'Post' (containing 'TQ14 6BT'). At the bottom right of the form are 'Save' and 'Cancel' buttons.

1. Click the “**Modify**” button to enable modify mode.
2. Modify the site name.
3. Modify Address.
4. Select site preferences.

The screenshot shows the 'Preference' tab selected in the 'Modify Site Information' form. It contains three rows of settings, each with a dropdown menu and a value field. The first row is 'Outgoing Caller ID' with a dropdown set to 'Company Outgoing Caller ID' and a value field containing '07322093010'. The second row is 'Call Routing' with a dropdown set to 'Employee' and an empty value field. The third row is 'Time Schedule' with a dropdown set to 'Company Time Schedule' and a value field containing 'Default Time Schedule'.

5. You have the ability to move direct dial numbers between sites if required.
(Items that are in use cannot be moved to another site. The numbers in use will be labeled “U”).

The screenshot shows the 'Number Management' tab selected in the 'Modify Site Information' form. It features a table for 'Direct Dial Call Number' with columns for 'Site Name', 'Direct Dial Call Number', and 'Use'. The table lists six entries, all with 'New Office' as the site name and 'U' in the 'Use' column. To the right of the table is a search bar with a dropdown menu set to 'All Sites' and a 'Search' button. Below the search bar is a 'Move' button and a 'Direct Dial Call Number' field. At the bottom of the form is a 'Save' button.

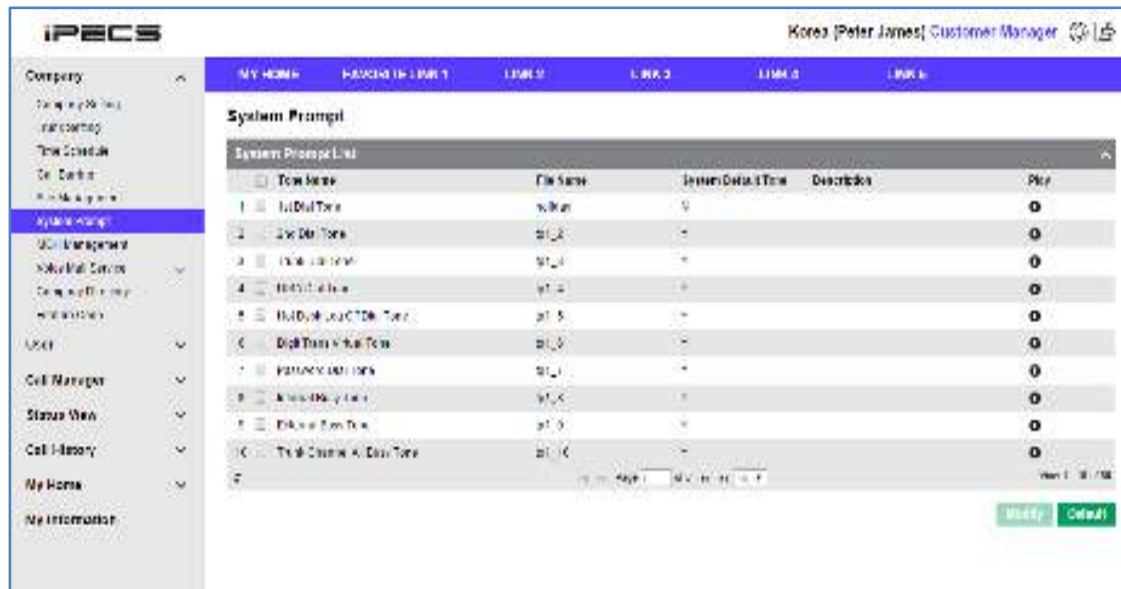
6. Click the “**Save**” button to save.
7. Click the “**Cancel**” button to cancel the modification.

2.1.6 System Prompt

Displays system tones and prompts, you can listen to and modify tones.

2.1.6.1 List

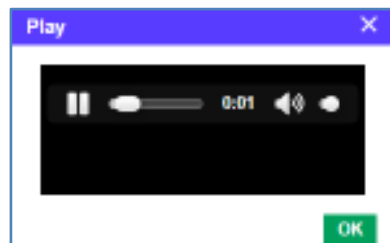
Click **"Company"** > **"System Prompt"** to display below.



1. Select a system tone, system default tones will be used unless amended.
2. If system default tone has been amended you can select the default button to return to the original sound file.
3. Tone file is available only in 8K, 16BIT MONO .wav.

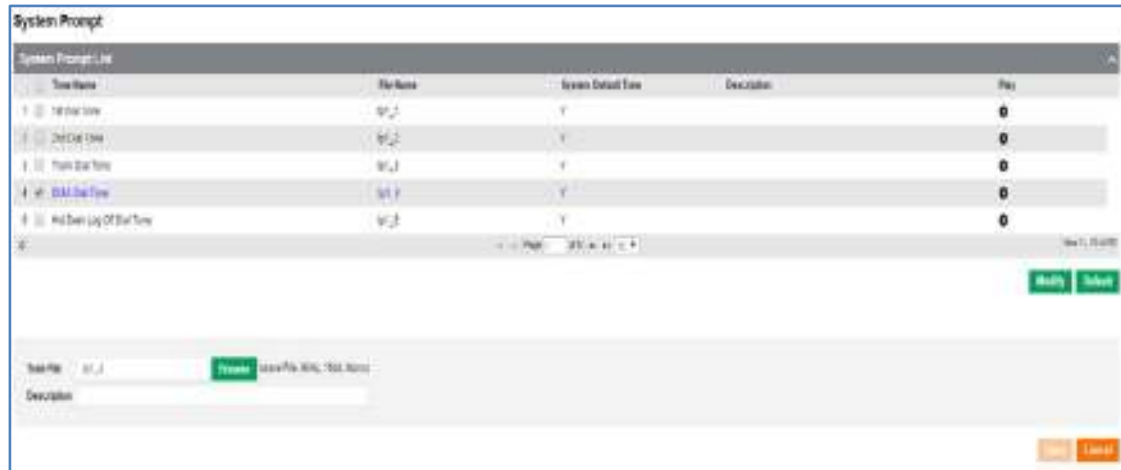
Item	Description
Tone Name	Tone Name.
File Name	Uploaded File Name.
System Default Tone	Displays whether default tone has been amended.
Description	Description of selected tone.
Play	Plays the selected tone.

- The play screen below will pop up when listening.



2.1.6.2 View

Choose one of the items on the system prompt list to see full details.

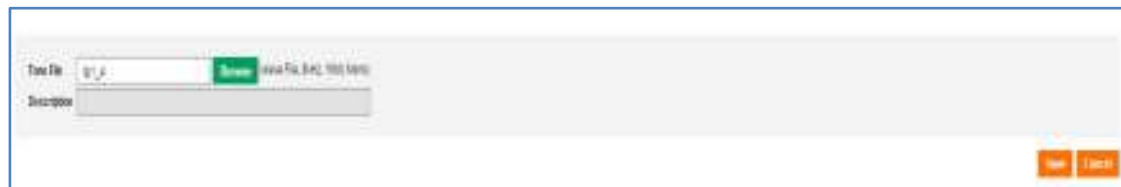


Item	Description
Tone File	Choose Browse to upload the file, Windows file choice screen pops up. Wave File Format must be set as 8K 16BIT Mono.
Description	Description.

2.1.6.3 Modify

Modify the system prompt tone file.

Modify System Tone



1. Click the **“Modify”** button to convert to modify mode.
2. Choose wav file to set as Tone. (*is essential item to save, you cannot save without fill out.)
3. Click the **“Save”** button to save.
4. Click the **“Cancel”** button to cancel the modification.

2.1.7 MOH Management

You can configure System default MOH (Music on Hold), and display MOH information and play it.

2.1.7.1 View

Choose **“Company” > “MOH Management”** to display below.




Item	Description
Hold Tone for Internal	MOH tone for internal calls.
Hold Tone for External	MOH tone for external calls.

2.1.7.2 Modify


MOH Tone Modification

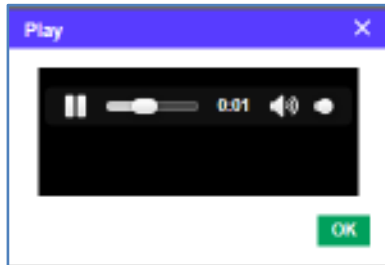
1. Click the **“Browser”** button to select a wav file from your computer.
2. Click the **“Save”** button to save the selected sound file.

MOH Tone default setting

1. Click **“radio()”** button to default setting.
2. Click the **“Delete”** button to default settings.

Play configured Tone

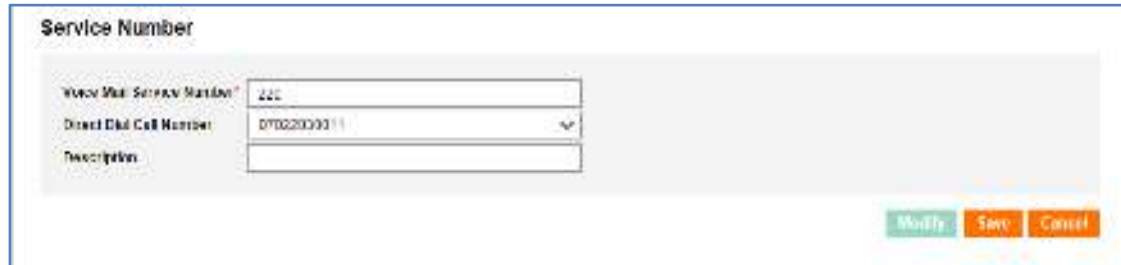
1. Click “radio()” button to play.
2. Click the “**Play**” button to listen to the MOH sound file.



2.1.8.1.2 Modify

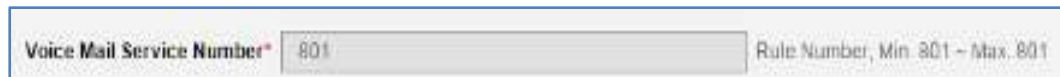
Modify Service Number information.

Modify Voice Mail number rule



The screenshot shows a web form titled "Service Number". It contains three input fields: "Voice Mail Service Number" with the value "222", "Direct Dial Call Number" with the value "0702200001", and an empty "Description" field. To the right of the "Direct Dial Call Number" field is a small dropdown arrow. At the bottom right of the form are three buttons: "Modify" (green), "Save" (orange), and "Cancel" (orange).

1. Click the **"Modify"** button to convert to modification mode.
2. Modify Voicemail Number and Direct Dial Call Number. (*is a required field.)
3. Click the **"Save"** button to modify.
4. Click the **"Cancel"** button to cancel modification.
 - In case of Numbering Rule, display below.



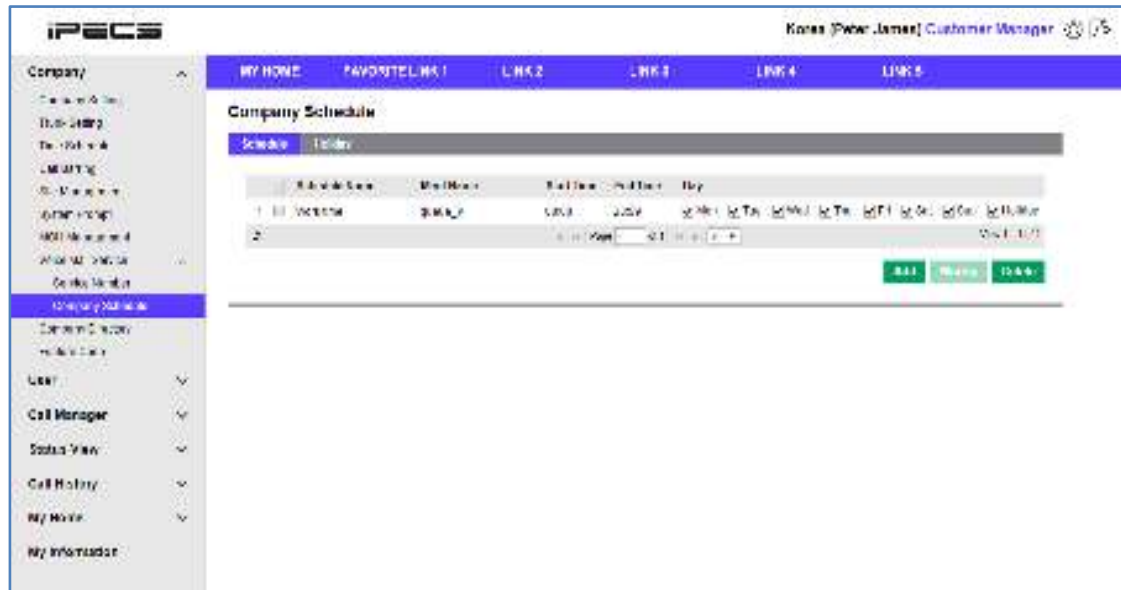
The screenshot shows a single input field labeled "Voice Mail Service Number" with the value "801". To the right of the field, text indicates a rule constraint: "Rule Number, Min: 801 - Max: 801".

2.1.8.2 Company Schedule

Display company schedule information of Voice Mail service.

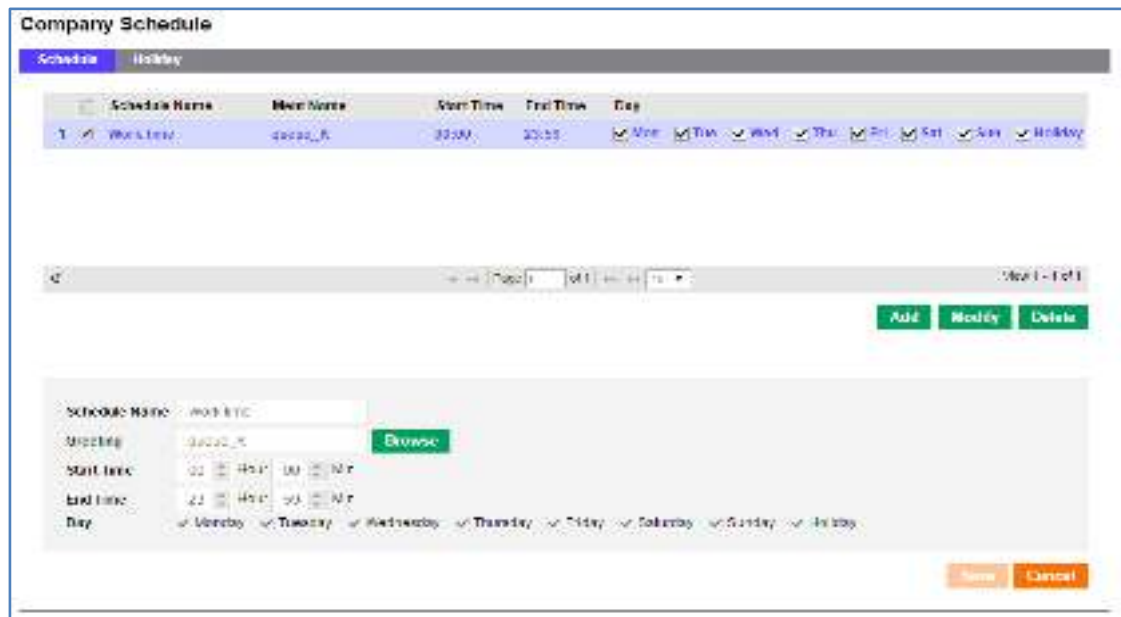
2.1.8.2.1 List

Click **"Company"** > **"Voice Mail Service"** > **"Company Schedule"** to display below.



2.1.8.2.2 View

Choose one of the items **"Company Schedule"** > **"Schedule"** list to see the detail.



Item	Description
Schedule Name	Name for voicemail schedule.
Greeting	Tone file for greetings. (8K 16BIT Mono wav file only available.)
Start Time	Schedule start time.
End Time	Schedule end time.
Day	Schedule day. (Holiday means assigned day on Holiday Tab.)

Company Schedule

Schedule **Holiday**

<input type="checkbox"/> Holiday Name	Year	Date	Calendar Type
1 <input checked="" type="checkbox"/> Thanks giving day	2015	09-27	Solar

Page 1 of 1

Get Holiday Add Modify Delete

Holiday Name:

Year:

Date: -

Calendar Type:

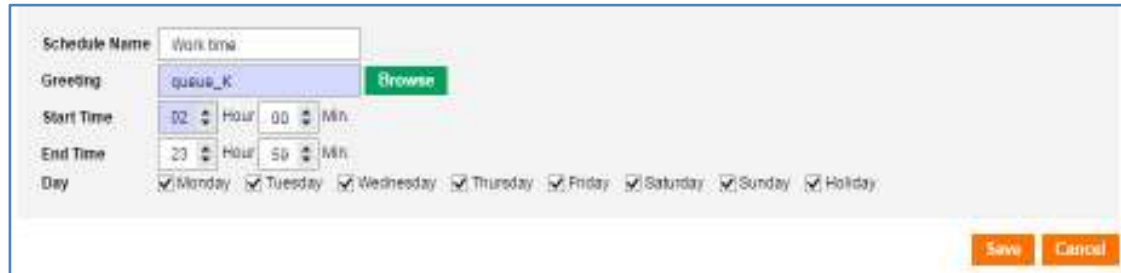
Save Cancel

Item	Description
Holiday Name	Holiday name for voicemail service.
Year	Holiday year.
Date	Holiday month and day.
Calendar Type	Solar or Lunar.

2.1.8.2.3 Modify

Modify Schedule and Holiday information.

Modify schedule setting of Voice Mail service

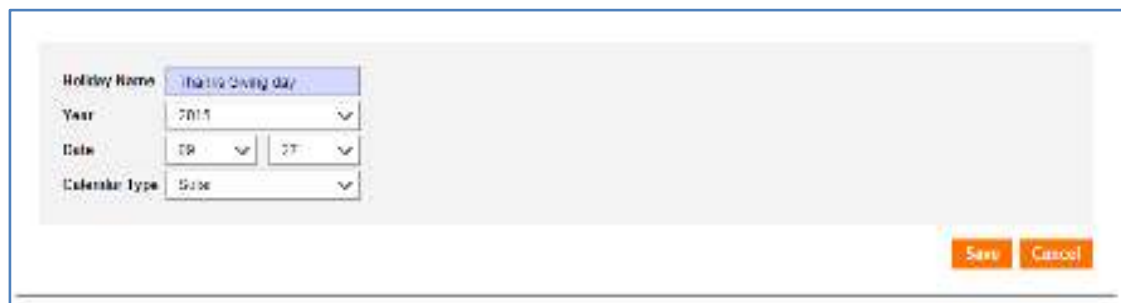


The screenshot shows a web form for modifying schedule settings. It includes the following fields and controls:

- Schedule Name:** A text input field containing "Work time".
- Greeting:** A dropdown menu showing "queue_K" with a "Browse" button next to it.
- Start Time:** Two spinners for "Hour" (02) and "Min" (00).
- End Time:** Two spinners 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.
- Buttons:** "Save" and "Cancel" buttons at the bottom right.

1. Click the **“Modify”** button to convert to modification mode.
2. Modify the greeting message.
3. Input the schedule start time.
4. Input the schedule end time.
5. Choose schedule day.
6. Click the **“Save”** button to save.
7. Click the **“Cancel”** button to cancel modification.

Modify Holiday setting for Voice Mail service



The screenshot shows a web form for modifying holiday settings. It includes the following fields and controls:

- Holiday Name:** A dropdown menu showing "Thailand Saving day".
- Year:** A dropdown menu showing "2015".
- Date:** Two dropdown menus for "Day" (09) and "Month" (07).
- Calendar Type:** A dropdown menu showing "Solar".
- Buttons:** "Save" and "Cancel" buttons at the bottom right.

1. Click the **“Modify”** button to convert to modification mode.
2. Modify Holiday day information.
3. Click the **“Save”** button to save.
4. Click the **“Cancel”** button to cancel the modification.

2.1.8.3 Add

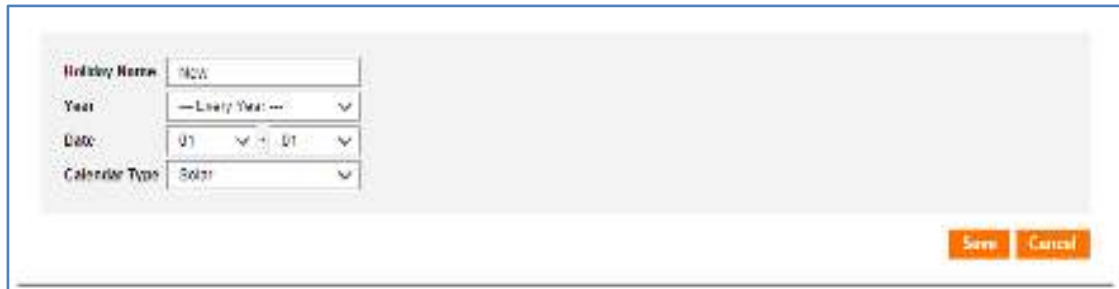
Add Schedule and Holiday information.

Add Voice Mail schedule



1. Click the **“Add”** button to add a new schedule.
2. Input Schedule name.
3. Browse to and select greeting.
4. Input schedule start time.
5. Input schedule end time.
6. Choose schedule day.
7. Click the **“Save”** button to save.
8. Click the **“Cancel”** button to cancel modification and go back to the list view.

Add Holiday for Voice Mail



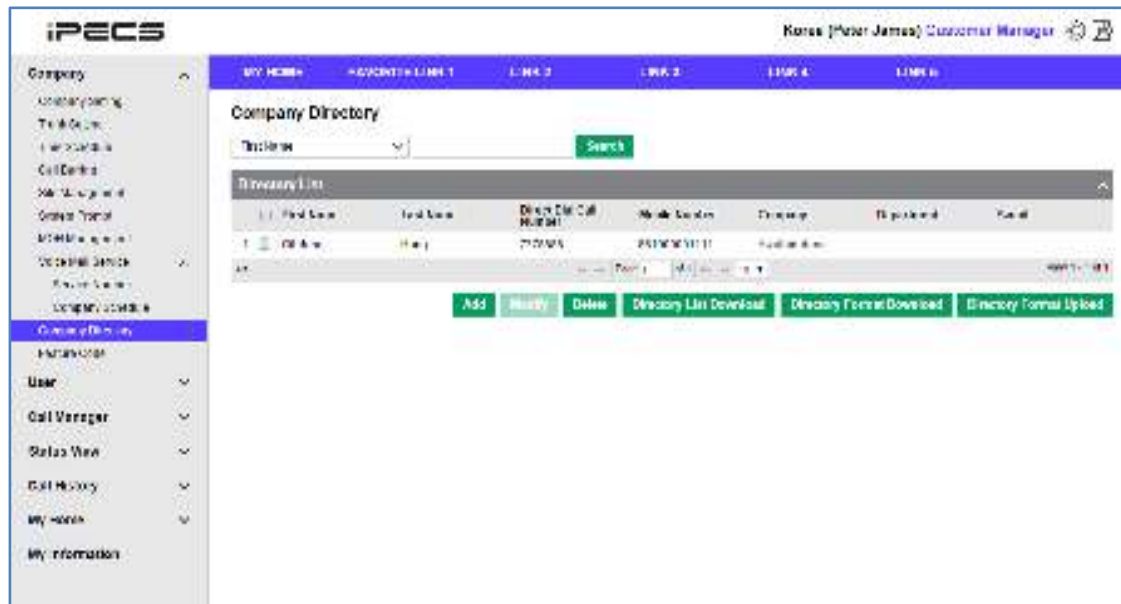
1. Click the **“Add”** button to add holiday time.
2. Input a name for holiday option.
3. Choose holiday year. (Choose ‘Every Year’ if the same day is a holiday on every year.)
4. Choose holiday date.
5. Choose Solar holiday or Lunar holiday.
6. Click the **“Save”** button to save.
7. Click the **“Cancel”** button to go back to the list view.

2.1.9 Company Directory

Display companies public directory to the user.

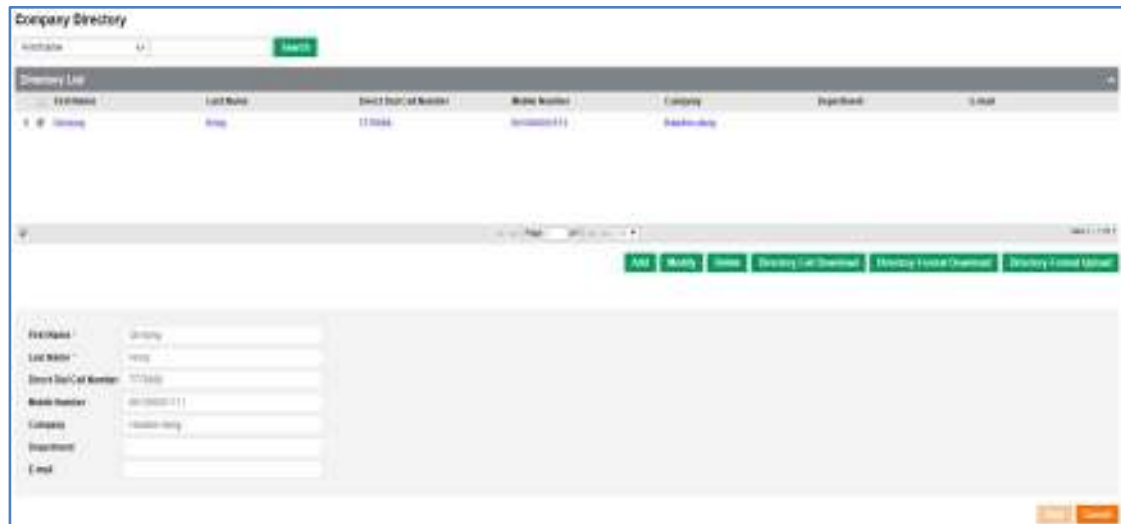
2.1.9.1 List

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



2.1.9.2 View

Choose one of the items on company directory list to see full details.



Item	Description
First Name	First Name.
Last Name	Last Name.

Direct Dial Call Number	Direct dial call number.
Mobile Number	Mobile phone number.
Company	Company information.
Department	Department information.
E-mail	E-mail address information.

Excel file download

1. Click the “**Directory List Download**” button to download company directory as an excel file.

2.1.9.3 Modify

Modify Company Directory information.

Modify selected Directory information

1. Click the “**Modify**” button to convert to modification mode.
2. Modify each item. (*is a required field.)
3. Click the “**Save**” button to save.
4. Click the “**Cancel**” button to cancel modification.

2.1.9.4 Add

Add Company Directory information.

Add company Directory

1. Click the “**Add**” button to add contact details to the company directory.
2. Input the contacts information.
3. Click the “**Save**” button to save.
4. Click the “**Cancel**” button to go back to the list view.

Upload as excel file

1. Click the “**Directory Format Download**” button to download the directory in excel format.
2. Save data to add on downloaded excel format.
3. Click the “**Directory Format Upload**” button to open the file upload window.



4. Brows to the populated excel file and upload.

2.1.10 Feature code

Displays full list of feature codes available. Assigned feature codes apply to all company users, and set the feature code on the phone to use the listed feature.

2.1.10.1 List

Click **"Company"** > **"Feature Code"** to display below.



The screenshot shows the iPECS Customer Manager interface. On the left is a navigation menu with options like Company, User, Call Manager, Status View, Call History, My Home, and My Information. The 'Company' section is expanded, and 'Feature Code' is selected. The main area displays a 'Feature Code List' table with columns for Feature Code, Feature Name, and Update Time. The table lists 10 items, each with a checkbox and a 'Feature Code' label. At the bottom right of the table are buttons for 'Add', 'Modify', and 'Delete'.

Feature Code	Feature Name	Update Time
1	Feature Code 1	2015-03-25 17:00:00
2	Feature Code 2	2015-03-25 17:00:00
3	Feature Code 3	2015-03-25 17:00:00
4	Feature Code 4	2015-03-25 17:00:00
5	Feature Code 5	2015-03-25 17:00:00
6	Feature Code 6	2015-03-25 17:00:00
7	Feature Code 7	2015-03-25 17:00:00
8	Feature Code 8	2015-03-25 17:00:00
9	Feature Code 9	2015-03-25 17:00:00
10	Feature Code 10	2015-03-25 17:00:00

Item	Description
Feature Code	Feature code assigned to feature.
Feature Name	Name and description of feature.
Update Time	The time the feature was last added or modified.

2.1.10.2 View

Choose one of the items on feature code list to see detail view.

The screenshot shows a web interface titled "Feature Code". At the top, there is a search bar with a dropdown menu labeled "Feature Code" and a green "Search" button. Below this is a table titled "Feature Code List". The table has three columns: "Feature Code", "Feature Name", and "Update time". The table contains five rows of data. Below the table, there are three green buttons: "Add", "Modify", and "Delete". At the bottom, there is a form with two input fields: "Feature Code" and "Feature Name". The "Feature Code" field has a dropdown menu and the value "500". The "Feature Name" field has a dropdown menu and the value "Internal Page". There are "Save" and "Cancel" buttons at the bottom right of the form.

Feature Code	Feature Name	Update time
1 500	Internal Page	2015-05-25 17:10:52
2 501	Forward Register (Name)	2015-05-25 17:10:50
3 502	Forward Cancel	2015-05-25 17:10:50
4 503	Timed DND Register / Cancel (Toggle)	2015-05-25 17:10:51
5 504	DND Register / Cancel (Toggle)	2015-05-25 17:10:52

Item	Description
Feature code	Feature code assigned to feature.
Feature Name	Name and description of feature.

2.1.10.3 Modify

Modify Feature assigned on Feature Code.

Modify function key setting

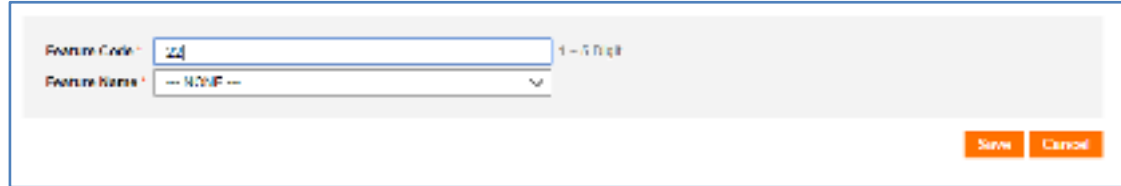
The screenshot shows a web interface titled "Modify". It has two input fields: "Feature Code" and "Feature Name". The "Feature Code" field has a dropdown menu and the value "500". The "Feature Name" field has a dropdown menu and the value "Internal Page". There are "Save" and "Cancel" buttons at the bottom right of the form.

1. Click the **"Modify"** button to convert to modification mode.
2. Select the feature you would like to assign to the selected feature code. (*is an essential item to save.)
3. Click the **"Save"** button to save.
4. Click the **"Cancel"** button to cancel the modification.

2.1.10.4 Add

Add Feature Code information.

Add function key



1. Click the **“Add”** button to add a new feature code.
2. Select a feature from the dropdown menu.
3. Click the **“Save”** button to save data.
4. Click the **“Cancel”** button to cancel modification and return to the list view.

Feature List

Internal Page	Forward Register(Normal)
Forward Cancel	Timed DND Register/Cancel(Toggle).
DND Register/Cancel (Toggle)	Account Code.
Station Speed Dial (Register)	Station Speed Dial.
Extension Call Back/ Trunk Queuing	Extension Call Back/ Trunk Queuing Cancel.
Call Pick-Up (Group)	Pick-up (Direct).
Call Park (Register/ Answer)	Hot Desk Login/ Logout.
Conference Room Activate	Conference Room Deactivate.
Wake-up Register	Wake-up Cancel.
Intrude Request	Camp On Register.
OHVO(Off Hook Voice Over)	ACD Agent Log On/Off.
ACD Agent Not Ready Mode	ACD Agent Work Mode.
ACD Agent Auto Work Mode After Call(On/Off)	ACD Agent Auto Answer (On/Off).
ACD Agent Head/Hand Set	ACD Agent Headset Ring Mode Change.
ACD Supervisor Display Q Wait Count	ACD Supervisor Group Night Mode.
ACD Supervisor Group Holiday Mode	ACD Supervisor Silent Monitor.
ACD Supervisor ACD Q Overflow Count Change	Two Way Record.
Virtual Desk Login/Logout	ACD Agent Help Request.

2.2 User

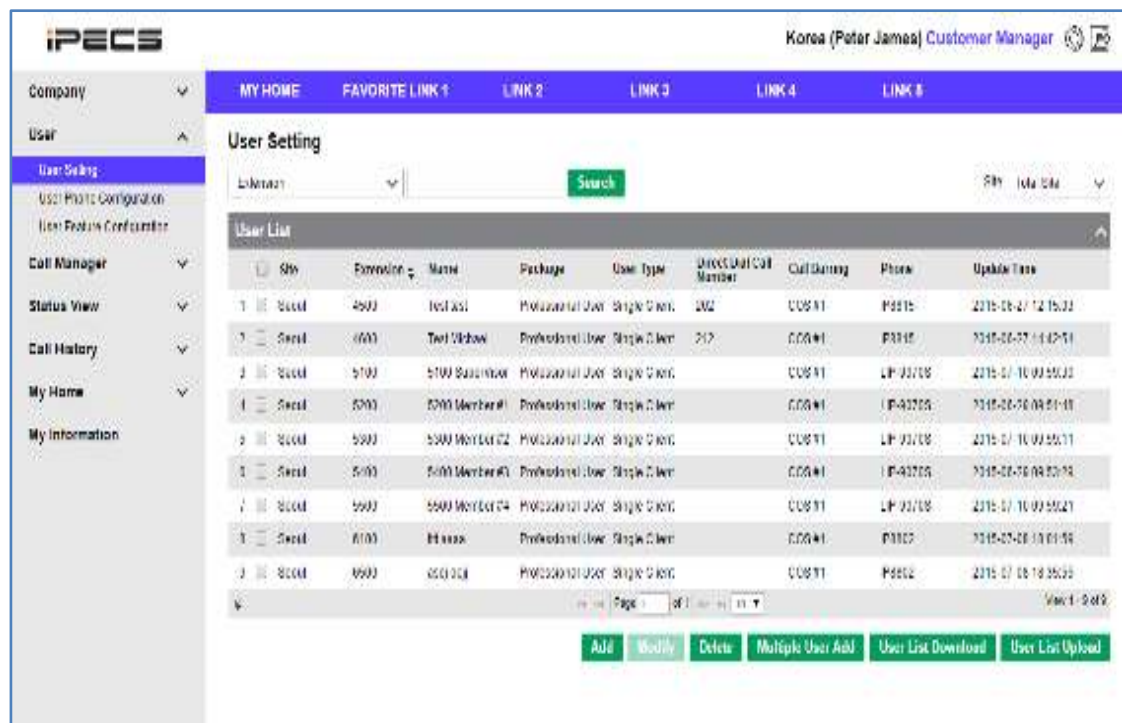
Menu for registering User and managing Feature.

2.2.1 User Setting

Add, modify or delete the customer user information, manage extensions, direct dial call numbers, portal accounts, devices, barring, packages and assignment of features. Create multiple user which have same attribute using “**Multiple User Add**”. Batch modification is possible by downloading user list as excel file and uploading the modified file.

2.2.1.1 List

Click “**User**” > “**User Setting**” to display default screen which shows configured User list.



Site	Extension	Name	Package	User Type	Direct Dial Call Number	Call Number	Phone	Update Time
1	8000	Test User	Professional User	Single Client	1002	00811	03015	2015-08-27 12:15:00
1	8000	Test User	Professional User	Single Client	217	00811	03015	2015-08-27 14:07:11
1	8000	5100	5100 Member01	Professional User	Single Client	00811	LP-03108	2015-07-16 09:55:00
1	8000	5200	5200 Member01	Professional User	Single Client	00811	LP-03108	2015-07-16 09:55:00
1	8000	5300	5300 Member02	Professional User	Single Client	00811	LP-03108	2015-07-16 09:55:00
1	8000	5400	5400 Member03	Professional User	Single Client	00811	LP-03108	2015-07-16 09:55:00
1	8000	5500	5500 Member04	Professional User	Single Client	00811	LP-03108	2015-07-16 09:55:00
1	8000	8100	8100	Professional User	Single Client	00811	03015	2015-08-28 10:01:54
1	8000	8900	8900	Professional User	Single Client	00811	03015	2015-07-16 18:25:00

Each items menu below

Item	Description
Site	The site the user is assigned to.
Extension	The users extension number.
Name	Users name assigned to extension. (Applies also to Phone Display Name.)
Package	Users package.
User Type	Users Device attribute. - Single Client: Using a single device. - Multi Client: One Extension for multiple devices

Direct Dial Call Number	Direct Dial Call Number for User.
Call Barring	Users Call Barring. - Obey Site Call Barring : use Call Barring Profile for site - Individual User Call Barring : User assigns Call Barring Profile. (Ex. Employee Call Barring , CEO Call Barring.)
Phone	User's device.
Update Time	Last time the user was updated.

2.2.1.2 View

Select one of the users to view full user details that will be displayed at the bottom of the screen once selected.

User Setting

Extension

Search

File Total 8/0

User List

	<input type="checkbox"/> Site	Extension	Name	Package	User Type	Direct Dial Call Number	Call Barring	Phone	Update Time
1	<input type="checkbox"/> Secul	100	giding bang	Enterprise Pack	Single Client	00541234		IP00156	2015-08-26 12:45:59
2	<input checked="" type="checkbox"/> Secul	001	SIP101 Koroedines	Enterprise Pack	Single Client	00541235		IP00000	2015-08-26 18:52:53
3	<input type="checkbox"/> Secul	110	Jama	Enterprise Pack	Single Client			IP00100	2015-08-26 18:37:02
4	<input type="checkbox"/> Secul	200	UP200 Koroedines	Enterprise Pack	Single Client			UP 0010	2015-08-26 18:42:47

Page 1 of 1

View 1 - 4 of 4

Add

Modify

Delete

Multiple User Add

User List Download

User User Upload

Extension *

101

Male Number, Min. 100 - Max. 200

Name *

SIP101

Koroedines

This name is also used to phone's display name

Site *

Secul

Portal ID *

101

@koroedines.com

Password *

E-mail

101@koroedines.com

Package *

Enterprise Pack (1)

User Type *

Single Client

?

Direct Dial Call Number

00541235

Call Barring *

Obey Site Call Barring

Employee

Outgoing Caller ID *

Obey Site Outgoing Caller ID

Each items mean below

Item	Description
Extension	Extension.
Name	Users name including first name and last name.
Site	Users Site.
Portal ID	Login used to access the user portal.
Password	User portal ID password.
E-mail	Users E-Mail.
Package	The package assigned to that user.
User Type	Using a single or multiple devices.
Direct Dial Call Number	Direct dial number used for external calls.
Call Barring	Users Call Barring Profile.
Outgoing Caller ID	Outgoing caller ID that is displayed on all outgoing calls.

User assigned 'Device'

The screenshot shows the 'Device' tab selected in the iPECS Cloud Solution for Customer Manager Administration Guide. The form displays the following information:

- Assigned Device:** Phone
- Model No:** IP8820E (1)
- MAC Address:** 481234567891
- Authentication ID:** 970156789
- Authentication Password:** *****
- Extension Password:**

Each items mean below

Item	Description
Model No	Users phone model number.
MAC Address	Users phone MAC address.
Authentication ID	Authentication ID for Call Server registration. (for SIP Phone only, Not Lip Phone.)
Authentication Password	Authentication ID Password for Call Server registration. (for SIP Phone only, Not LIP Phone.)
Extension Password	Password for Extension authentication. - Use in case of Hot Desk User Login. Need to be configured as Click to Call to operate as Click to Call.

'Feature' within user assigned package

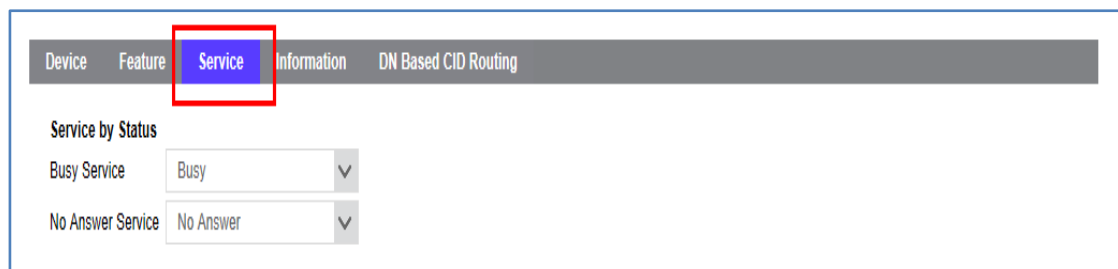
Device	Feature	Service	Information	DM Based CID Routing
Package Feature				
	Call Forward	Allow		
	Off-Net Call Forward	Allow		
	OHVO	Allow		
	Intercept	Allow		
	Call Park	Allow		
	Intrusion	Allow		
	Allow Anonymous Call	Allow		
	Present External Caller ID	Display on LCD		
	CLIR	Allow Send CID		Calling Line Identification Restriction
	Deny Recall for Transfer Feature	Recall		
	ADD Group User	Allow		ACD Group - Member License (User/Supervisor)
	ADD Call center seat	Allow		ACD Report Using License (User)
	Conference Call	Allow		
	Call Rewriting	OK		
Additional Feature				
+				

Description of each feature below

Item	Description	Range	Default
Call Forward	Option to allow an extension to activate call forward.	Allow/Deny	Allow
Off-Net Call Forward	Option to allow an Extension to set call forward to off-net.	Allow/Deny	Allow
OHVO	Option to perform off hook voice over if the called extension is busy.	Allow/Deny	Allow
Intercept	Option to allow an extension to intercept call on busy.	Allow/Deny	Allow
Call Park	Option allows user to park the call to the specified call park number.	Allow/Deny	Allow
Conference Call	Allows a user to establish a conference call.	Allow/Deny	Allow
Intrusion	Option to perform intrusion if the called extension is busy.	Allow/Deny	Allow
Allow Anonymous Call	Option to reject CLIR(Calling Line Identification Restriction) calls.	Allow/Deny	Allow
Present External Caller ID	Option to send CID information when trunk call is placed with Off-net forward set by an Extension.	Display on LCD/None	Display on LCD
CLIR	Option to Include the CLIR attribute in the Trunk message for an outgoing call.	Allow Send CID/Restrict	Allow Send CID

Deny Recall for Transfer Failure	Option not to recall the transferring Extension when the call transfer fails.	Recall/None	Recall
Remote Office	Remote Office.	Allow/Deny	Allow
Call Recording	Call Recording.	ODR/ACR/ Not Use	ODR
Voice Mail	Voicemail.	Use/Not Use	Use
ACD Group User	ACD Group - Member License. (User, Supervisor.)	Allow /Deny	Allow
ACD Call center seat	ACD Report Using License.(User)	Allow /Deny	Allow
ACD Call center supervisor	ACD Report Using License. (Supervisor)	Allow /Deny	Allow
Call Control Client (UC)	Call Control Client. (UC)	Use/Not Use	Use
Call Control Client (Lync RCC 2010)	Call Control Client. (for Microsoft Lync RCC 2010)	Use/Not Use	Use
Call Control Client (Lync RCC 2013)	Call Control Client. (for Microsoft Lync RCC 2013)	Use/Not Use	Allow

‘Service’ for Users Status



The screenshot shows a configuration interface with a horizontal tab bar at the top containing 'Device', 'Feature', 'Service' (highlighted with a red box), 'Information', and 'DN Based CID Routing'. Below the tabs, the 'Service by Status' section contains two dropdown menus. The first dropdown, labeled 'Busy Service', has 'Busy' selected. The second dropdown, labeled 'No Answer Service', has 'No Answer' selected.

Each items mean below

Item	Description
Busy Service	Service for Busy (Busy/Camp On/Call Wait/Pilot Hunt).
No Answer Service	Service for No Answer (No Answer/Pilot Hunt).

User 'Information'

Device

Feature

Service

Information

DN Based CID Routing

Department

Mobile Number

Item	Description
Department	Department.
Mobile Number	Mobile Phone Number.

User 'DN Based CID Routing'

Device

Feature

Service

Information

DN Based CID Routing

Incoming CID

Forward Destination

Description

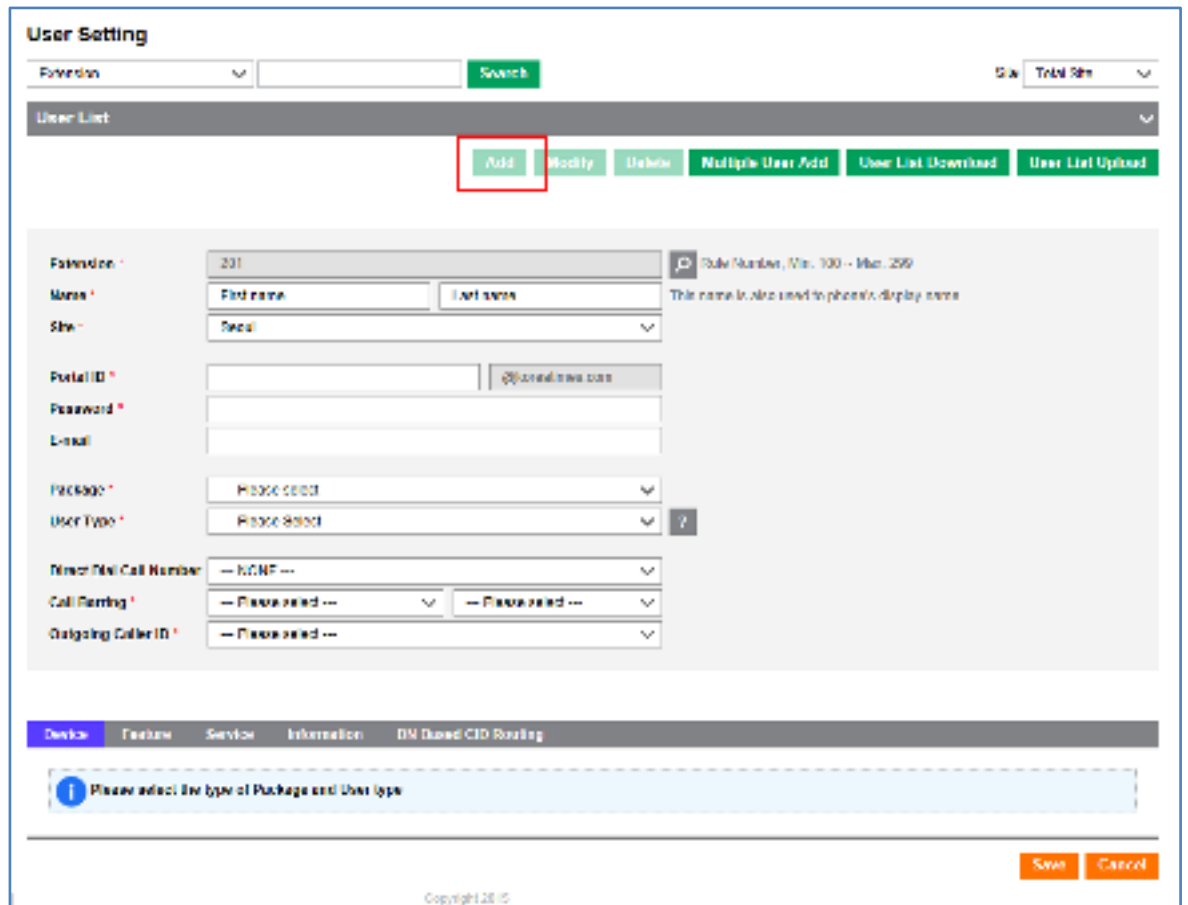
-

+


Item	Description
Incoming CID	Routing Incoming CID Number.
Forward Destination	Forward Destination (If call is received from CID the call is forwarded to configured destination.).


2.2.1.3 Add

Add new User.



The 'User Setting' form is displayed with the 'User List' dropdown menu open. The 'Add' button is highlighted with a red box. The form contains various input fields for user details, including Extension, Name, Surname, Portal ID, Password, Email, Package, User Type, Number of Call Number, Call Routing, and Outgoing Caller ID. A message at the bottom states: 'Please select the type of Package and User type'. The 'Save' and 'Cancel' buttons are at the bottom right.

1. Click the “**Add**” button under the User List.
 - Detailed items required to add a User will be shown.
 - User List shown by clicking User Setting menu is automatically folded.
 - Click  button to unfold User List again.
2. (In case of Numbering Rule is applied) unassigned extension number will be automatically selected.

If you want to choose other extension number, click  button to pop up extension selection window and select desired extension number and click Select button.



The 'Search Rule Number' dialog box is shown. It contains a table with columns 'Extension' and 'Use'. The table lists several extension numbers (100, 101, 102, 103, 104) and their usage status (Y, N). The row for extension 103 is highlighted with a red box. The 'Select' button is also highlighted with a red box.

Extension	Use
100	Y
101	Y
102	N
103	N
104	N

3. In cases of no numbering rules being assigned the manager can input any 3 to 5 digit extension number.
4. Click the “**Save**” button to save.
5. Click “**Cancel**” button to return to the list view.

2.2.1.4 Modify

Modify configured User information.

The screenshot displays the 'User Setting' interface. At the top, there is a search bar with a 'Search' button and a 'Show' dropdown set to 'Total 5/5'. Below this is a 'User List' table with columns: ☐ Site, Extension, Name, Package, User Type, Direct Dial Call Number, Call Barring, Photo, and Update Time. The table contains four rows of user data. Below the table is a pagination bar showing 'Page 1 of 1' and 'Total 5/5'. A row of action buttons is located below the pagination: 'Add', 'Modify' (highlighted with a red box), 'Delete', 'Multiple User Add', 'User List Download', and 'User List Upload'. Below the buttons is a detailed user modification form. The form fields include: Extension (100), Name (SE101 and Kimminoo), Site (Seoul), Portal ID (101), Password, Email (101@seoul.com), Package (Call Center Agent (1)), User Type (Single Client), Direct Dial Call Number (87541234), Call Barring (Only Site Call Barring), Employee (Employee), and Outgoing Caller ID (Only Site Outgoing Caller ID).

<input type="checkbox"/> Site	Extension	Name	Package	User Type	Direct Dial Call Number	Call Barring	Photo	Update Time
<input type="checkbox"/>	100	gkimminoo	Call Center Agent	Single Client	87541234		IP8810E	2015-05-26 16:40:55
<input checked="" type="checkbox"/>	101	SEP101 Kimminoo	Call Center Agent	Single Client	87541235		IP8810E	2015-08-24 15:22:52
<input type="checkbox"/>	110	gminoo	Call Center Agent	Single Client			IP8810E	2015-05-24 16:32:52
<input type="checkbox"/>	200	LT100 Kimminoo	Call Center Agent	Single Client			LT14010	2015-05-24 16:42:12

Page 1 of 1 Total 5/5

Add Modify Delete Multiple User Add User List Download User List Upload

Extension: 100 (Range: 100 - 200)
Name: SE101 Kimminoo (This name is also used to generate display name.)
Site: Seoul
Portal ID: 101 (Range: 101 - 200)
Password:
Email: 101@seoul.com
Package: Call Center Agent (1)
User Type: Single Client
Direct Dial Call Number: 87541235
Call Barring: Only Site Call Barring Employee
Outgoing Caller ID: Only Site Outgoing Caller ID

1. Select a user and click the **“Modify”** button.
2. Modify each value.
3. Click the **“Save”** button to finish modification.

The screenshot displays the 'Assigned Device' form. It has tabs for 'Device', 'Feature', 'Service', 'Information', and 'B/S Related Call Routing'. The 'Device' tab is active. The form fields include: Assigned Device (Phone), Model No (IP8810E (1)), MAC Address (481234567891), Authentication ID (01510001), Authentication Password (masked with asterisks), and Extension Password. At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red box.

Device Feature Service Information B/S Related Call Routing

Assigned Device
- Phone Model No: IP8810E (1)

MAC Address: 481234567891

Authentication ID: 01510001 Authentication Password: ***** Extension Password:

Copyright 2015 Save Cancel

2.2.1.5 Delete

Delete generated User.

1. Click checkbox to delete.
2. Click the “**Delete**” button to view the delete window.
3. Click the “**OK**” button to confirm you would like to delete the user.



2.2.1.6 Multiple User add

Add same attribute user assigned number and scope.

The screenshot shows the 'User Setting' interface. At the top, there is a search bar with a 'Search' button. Below it is a table titled 'User List' with columns: Site, Extension #, Name, Package, User Type, Direct Dial Call Number, Call Barring, Phone, and Update Time. The table contains four rows of user data. At the bottom of the interface, there are several buttons: 'Add', 'Modify', 'Delete', 'Multiple User Add' (highlighted with a red box), 'User List Download', and 'User List Upload'.

Click the “Multiple User Add” button to display the pop out “Multi User Add” window.

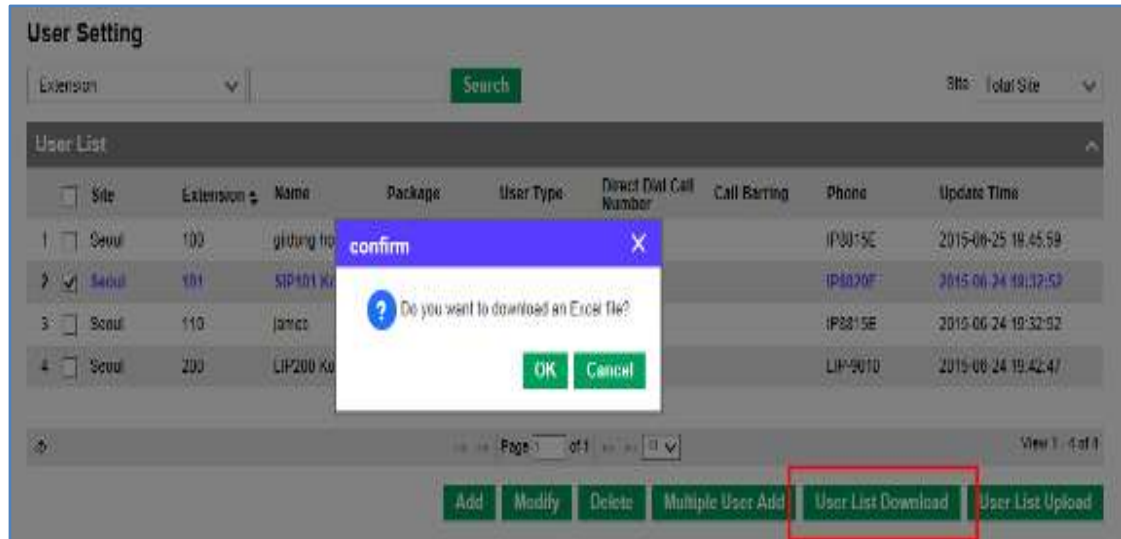
The screenshot shows the 'Multiple User Add' window. It has a blue header bar with the title 'Multiple User Add' and a close button. The window contains several configuration fields and dropdown menus. The 'Site' is set to 'Seoul'. The 'Extension' field shows '201' followed by a range indicator 'x 10' and '(EA)' with a range '201-210'. The 'Portal ID' is 'Extension + @koreatimes.com'. The 'Portal PWD' is 'Extension'. The 'Call Barring' is 'Obey Site Call Barring' and 'Employee'. The 'Outgoing Caller ID' is 'Obey Site Outgoing Caller ID'. The 'Package' is 'Enterprise Pack (1)'. The 'Package Device' is 'Customer Device'. The 'Authentication ID' is 'Extension'. The 'Authentication Password' is empty. The 'Package Feature' section includes 'Call Forward' (Allow), 'Off-Net Call Forward' (Allow), 'OHVO' (Allow), 'Intercept' (Allow), 'Call Park' (Allow), 'Conference Call' (Allow), 'Intrusion' (Allow), 'Allow Anonymous Call' (Allow), 'Present External Caller ID' (Display on LCD), 'CLIR' (Allow Send CID), 'Deny Recall for Transfer Failure' (Recall), 'Call Recording' (ODR), 'Remote Office' (Allow), and 'Voice Mail' (Use). At the bottom, there is an 'Additional Feature' section with a plus sign button. The 'Save' and 'Close' buttons are at the bottom right.

Item	Description
Site	Users Site setting.
Extension	Automatic setting of Extension scope by input extension and number.
Portal ID	Automatic user ID generates extension automatically.
Portal PWD	Extension: Same value with EXT. Input: Register input password.
Call Barring	Call Barring attribute. (Obey Site Call Barring/ Individual Call Barring.)
Outgoing Caller ID	Outgoing Caller ID. (Obey Site Outgoing Caller ID/ User Individual Direct Dial Call Number.)
Package Device	Select users package.
Customer Device	Device list assigned to Customer.
Authentication ID	ID for registration of Call server, Use the same value with EXT or register input value.
Authentication Password	Password for Authentication ID for call server registration.
Package Feature	Package Feature list. Call
Additional Feature	Additional Feature added by + button.

2.2.1.7 User List Download

Download User list as excel file format to local PC.

1. Click the “**User List Download**” under the user list to download excel file.



The screenshot shows an Excel spreadsheet titled '< User List >'. It contains a table with user information. A note at the top states: 'Note: The cells of the following color is not possible to modify items. Do not modify.' The table has columns for Extension, Package, User Type, Device, MAC Address, Portal ID, Portal Password, and First Name. The first 10 rows are highlighted in yellow, indicating they are not modifiable.

Extension	Package	User Type	Device	MAC Address	Portal ID	Portal Password	First Name
100	Basic	Single Client	Hard Phone	001111111111	001111111111		200
101	Basic	Single Client	Hard Phone	001111111111	001111111111		200
102	Basic	Single Client	Hard Phone	001111111111	001111111111		200
103	Basic	Single Client	Hard Phone	001111111111	001111111111		200
104	Basic	Single Client	Hard Phone	001111111111	001111111111		200
105	CR Pack	Single Client	Hard Phone	001111111111	001111111111		200
106	CR Pack	Single Client	Hard Phone	001111111111	001111111111		200
107	CR Pack	Single Client	Hard Phone	001111111111	001111111111		200
108	CR Pack	Single Client	Hard Phone	001111111111	001111111111		200
109	CR Pack	Single Client	Hard Phone	001111111111	001111111111		200

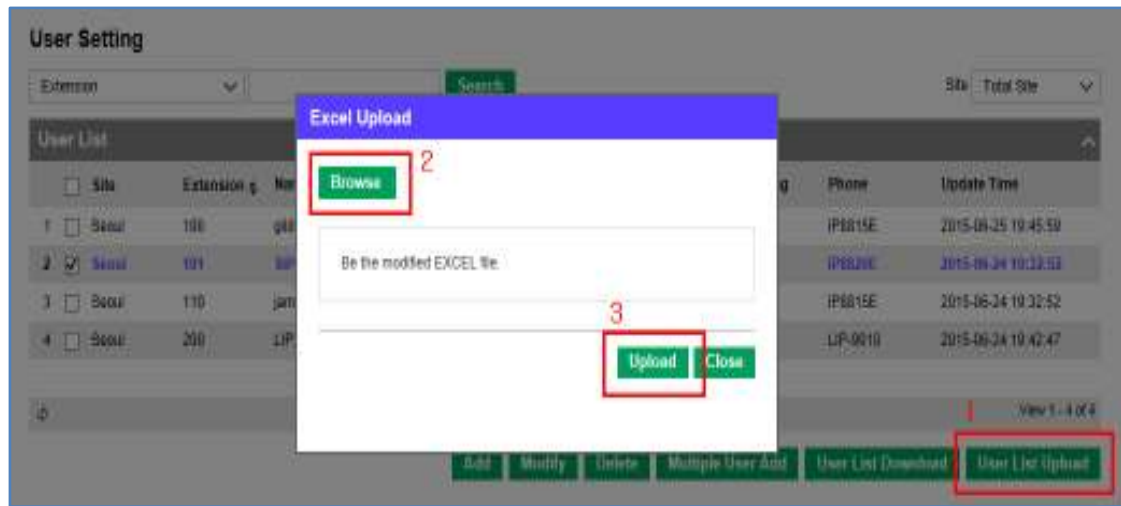
2. You can edit the downloaded user list and upload it once you have completed amendments.

NOTE

Do not modify colored-items.

2.2.1.8 User List Upload

Multiple user information can be modified and applied by using file.



Excel file format recorded User information refers to file which is download by “**User List Download**”.

1. Click the “**User List Upload**” button to open the file upload window.
2. Click the “**Browse**” button to choose excel file and click the “**Upload**” button to upload the selected file.

2.2.2 User Phone Configuration

Manage and setting Multiple Line, Flexible Button of User phone. Click “User” > “User Phone Configuration” to display below.


2.2.2.1 Choose Phone

1. **Quick Search** – if you know the extension, input the extension number and search.
2. **User Phone Search** – if you don't know extension, just click the “User Phone Search” button.

1. If you don't know the site the extension number is associated with select "Total Site" to search across all available sites.
2. If you know the users extension, name, model or MAC Address select this from the dropdown click "**Search**" button to search.
 - The inputted search value does not have to match exactly you can enter part of the name or extension number etc.
3. Highlight the user you would like to view from the extension list and click "**Select**" button.

2.2.2.2 View

Displays the basic device information including the available function buttons and assigned button features. The number of available buttons will differ depending on the handset model.



User Phone Configuration

Extension: 101 [Quick Search](#)

Site Name: 8008

User Name: SIP/101_Konwerbrein

Phone Model: IP8820F

Phone MAC Address: 411234AAAA11

Button Count: 12

[Phone Restart](#) [User Phone Search](#)

Phone Configuration **DN Call Forward**

<input type="checkbox"/> Button Class	Button Type	Phone No.	Dir. Digit	Button Label	Digit Number Setting
1	DN Number	101			
2	DN Number	400			
3	<input type="checkbox"/> No Assign				
4	<input type="checkbox"/> No Assign				
5	<input type="checkbox"/> No Assign				
6	<input type="checkbox"/> No Assign				
7	<input type="checkbox"/> No Assign				
8	<input type="checkbox"/> No Assign				
9	<input type="checkbox"/> No Assign				
10	<input type="checkbox"/> No Assign				
11	<input type="checkbox"/> No Assign				
12	<input type="checkbox"/> No Assign				

View 1 - 12 of 12

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

Each items mean below

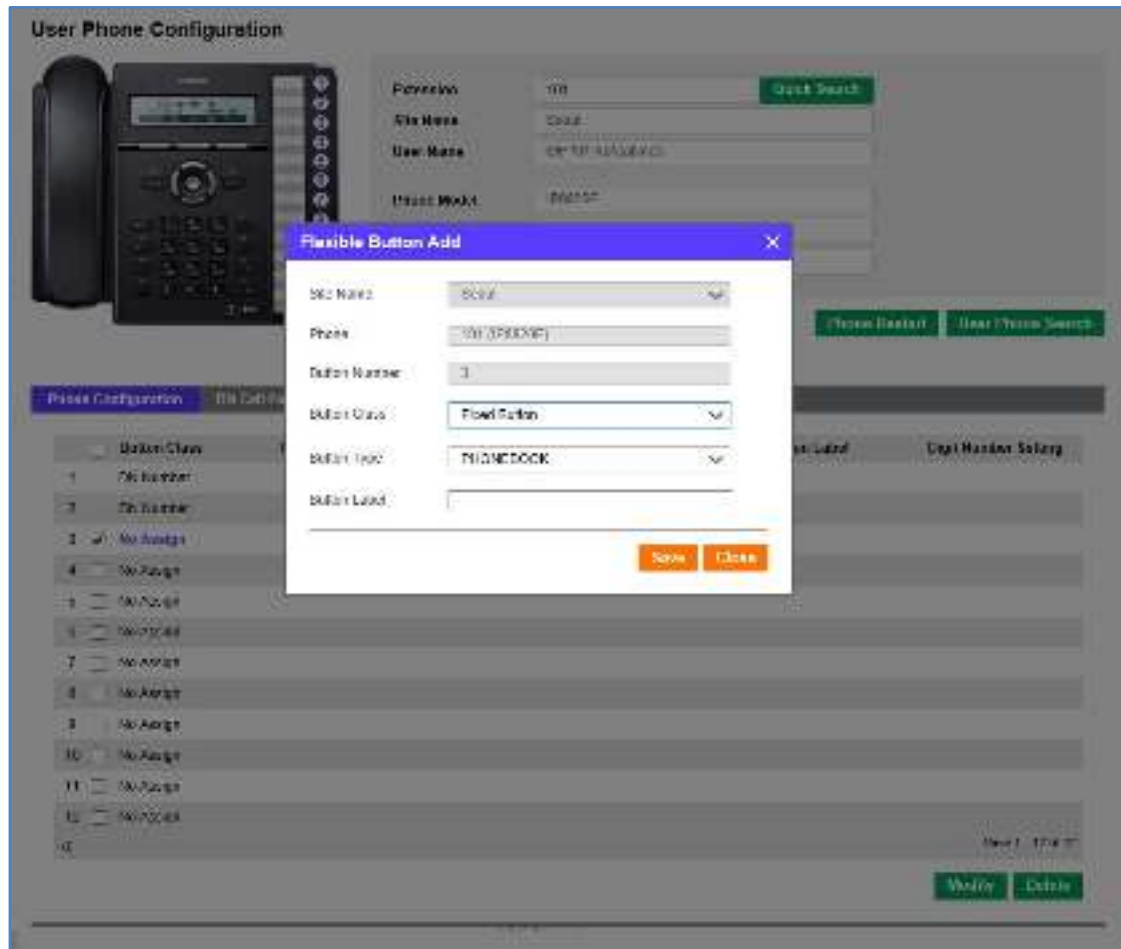
Item	Description
Extension	Extension.
Site Name	Site Name of the number.
User Name	User Name of the number.
Phone Model	Phone Model.
Phone MAC Address	Phone MAC address assigned.
Button Count	Phone assigned Button number.

2.2.2.3 Phone Restart

The phone can be restarted remotely by simply clicking the “**Phone Restart**” button.

2.2.2.4 Modify

Modify Phone Configuration.



1. Select the button you would like to edit and click the “**Modify**” button.
2. The modification window will appear and will give you 3 button types to choose from.
3. The button type option may differ depending on the model of handset choose “fixed button”.

Item	Description	Sub field
Fixed Button	Fixed Button	Button Type
DN Number	DN Number	DN Phone No.
Digit	Digit	Button Type, Dial Digit

A. Button Class – Fixed Button

Item	Section class	Sub field	Range
LIP Phone	Fixed Button	Button Type	REDIAL, SPEED, CONFERENCE, MUTE, CALL BACK, DND/CALL FORWARD, TRANSFER, PTT.
SIP Phone	Fixed Button	Button Type	PHONEBOOK, PHONE RECORD, MUTE, HEADSET, REDIAL, CONNECT LAST CALL, CALL FORWARD, CONFERENCE, DELIVERY, DEFER, DND, REMOVE BELL, CHECK MESSAGE, REMOTE PHONEBOOK, SERVICE(XML) RECORD VOICE, BLIND TRANSFER, MULTI CALL.

B. Button Class – DN Number SUB FIELD: DN Phone No

C. Button Class – Digit


Button class	Sub field value	Range	Default
Digit	Button Type	SPEED DIAL, DSS/BLF	No Assign

Configuration Multiple Line (DN Number)

The screenshot shows a 'Flexible Button Add' window. The fields are filled with the following values: Line Name is 'SIP Phone', Phone is '9021.03-80040', Button Number is '3', Button Class is 'DN Number (5)', DN Phone No. is '100011', and Button Label is 'Multiple Line 2'. The 'Save' and 'Close' buttons are at the bottom right.

1. Configure Button Class as DN Number.
2. Input DN Phone No.

Digit Number Setting of Multiple Line

1. Click setting button () of Digit Number Setting of items for DN Number.
2. **DN Setting Popup** –Click **Save** button after configure DN Setting at DN Setting Tab.
3. **DN Setting Popup** – Click **Save** button after configure DN Feature at Feature.
4. **DN Setting Popup** – Click **Save** button after configure Service (Busy/No Answer).

DN Call Failover modification

In case of Phone Device disconnect, Configure Call Forward information

Item	Description	Range	Default
Call Failover Time Mode	Call Failover Time Mode	Always/Day/Night/Timed	Always
Forward Digit	Forward Digit		

2.2.3 User Feature Configuration

Configure and manage assigned function. Select “User” > “User Feature Configuration”

2.2.3.1 List

The screenshot shows the iPECS User Feature Setting interface. The left sidebar contains a navigation menu with options like Company, User, User Setting, User Profile Configuration, User Feature Configuration (selected), Call Manager, Status View, Call History, My Home, and My Information. The main content area is titled 'User Feature Setting' and includes a 'User Search' button and a 'Quick Search' button. Below these are tabs for 'List', 'Add', 'Edit', and 'Delete'. A 'Please select extension' message is displayed.

1. **Quick Search** - if you know the extension number, input and search.
2. **User Search** - if you don't know the extension details, click the button to pop up the search window,
3. Click the **Search** button to search the user list.

The screenshot shows the iPECS User Search window. The window has a 'Search User Extension' title bar and a search input field. Below the input field is a 'Search' button, which is highlighted with a red box. The search results are displayed in a table with the following columns: Site, Extension, Name, Assigned Device, Phone, and Direct Call Number. The table contains four rows of data. The 'User Search' button in the background is also highlighted with a red box.

Site	Extension	Name	Assigned Device	Phone	Direct Call Number
1. Seoul	101	Kim, J. (Jin-woo)	Mobile Phone	010-1234	
2. Seoul	102	Kim, J. (Jin-woo)	Mobile Phone	010-1234	
3. Seoul	103	Kim, J. (Jin-woo)	Mobile Phone	010-1234	
4. Seoul	104	Kim, J. (Jin-woo)	Mobile Phone	010-1234	

2.2.3.2 View

Click **Quick Search** or **User Search** button to select user number to display below.

User Feature Setting

Extension

101

Quick Search

Site Name

Send

User Name

SD-101

Resetting

Assigned Device

Hard Phone (IP8820E)

Direct Dial Call Number

88511735

User Search

User Feature Setting assigned 'Call Forward'

Call Forward

Do Not Disturb

Wake Up

Mobile Extension

Call Forward Type

Not Use

Call Forward Service Time

Not Use

Call Forward Manual Time

00 Hour 00 Min. - 00 Hour 00 Min.

Call Forward Destination

Digit

No Answer Call Forward Time

00 sec(Max 30)

Modify

Save

Cancel

Each items mean below

Item	Value	Description
Call Forward Type	Not Use	Disable call forward feature.
	Unconditional	Always Call Forward.
	Busy	Call Forward when Busy.
	No Answer	Call Forward when No Answer.
	Busy(include No Answer)	Call Forward when Busy/No Answer.
Call Forward Service Time	Not Use	
	Day	Call Forward when the users time schedule is day.
	Night	Call Forward when the users time schedule night.
	Timed	Call Forward when users time schedule is timed.
	Manual	Assign the time zone Manually.
Call Forward Manual Time	In case of Call Forward Service Time assigned Manually, Assign time Manually	
Call Forward Manual Time	Digit	Call Forward to assigned number.

Call Forward Destination	Voice Mail	Call Forward to Voicemail Service.
No Answer Call Forward Time	No Answer process time	

User Feature Setting's 'Do Not Disturb'

Each items mean below

Item	Value	Description
Do Not Disturb	Off	Turn off the Do Not Disturb setting.
	On	Turn On the Do Not Disturb setting.
Timed Do Not Disturb Service Type	Once	Turn in the DnD feature once.
	Every Day	Every Day.
	Monday~Friday	Monday to Friday.
	Monday~Saturday	Monday to Saturday.
	Date	Choose date.
Timed Do Not Disturb Time	Not Use	
	Assign time for Do Not Disturb setting.	

User - 'Wake Up' configuration

Wake Up Index	Wake Up Type	Wake Up Date	Wake Up Time
1	Once		09:00
2	Once	2015-07-31	09:00
3	Once		09:00
4	Once		09:00
5	Once		09:00

View 1 - 5 of 5

Modify Delete

Wake Up Index: 2

Wake Up Type: Once

Wake Up Date: 2015-07-31

Wake Up Time: 09:00

Save Cancel

Each items mean below

Item	Value	Description
Do Not Disturb	1 ~ 5	Assign up to 5 Wake Up times.
Timed Do Not Disturb Service Type	Once	A single wake up.
	Every Day	Wake up every day.
	Monday~Friday	Wake up Monday to Friday.
	Monday~Saturday	Wake up Monday to Saturday.
	Date	Choose the wake up date.
Wake Up Date	Wake Up Date	Wake up date.
Wake Up Time	Wake Up Time	Wake up time.

User - 'Mobile Extension'

Call Forward Do Not Disturb Wake Up **Mobile Extension**

☐ Mobile Number Mobile CLI Mobile Usage Call Through Option Ring Option

4 10 records in view

Modify Delete

Mobile Index

Mobile Number *

Mobile CLI

Mobile Usage Use

Call Through Option Not Use

Ring Option Immediate Call

Save Cancel

Each items mean below

Item	Value	Description
Mobile Index	Mobile Index	
Mobile Number	Call for Mobile Number in case of the occurrence forward to the extension.	
Mobile CLI	Mobile CLI	
Mobile Usage	Use	Enable
	Not Use	Disable
Call Through Option	Use	Call extension or outbound after listen extension dial tone in case of extension call from registered Mobile CLI.
	Not Use	Disable
Ring Option	Immediate Call	Rings instantly.
	3 SEC/6 SEC/9 SEC/12 SEC/15 SEC/18 SEC/21 SEC/24 SEC/27 SEC/30 SEC/	Allows you to configure a delay before the mobile device rings.
	Immediate Ring when all terminals are ejected	Configuration for ringing in case of all terminals are ejected.

2.2.3.3 Modify

Modify Call Forward, Do Not Disturb, Wake Up, and Mobile Extension.

Do Not Disturb

Call Forward | Do Not Disturb | Wake Up | Mobile Extension

Call Forward Type: Not Use

Call Forward Service Time: Not Use

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

Call Forward Destination: Digit

No Answer Call Forward Time: 00 sec(Max 30)

Modify Save Cancel

1. Click the “**Modify**” button to convert to modification mode.
2. Click the “**Save**” button to save.

Do Not Disturb

Call Forward | Do Not Disturb | Wake Up | Mobile Extension

Do Not Disturb: Off

Timed Do Not Disturb Service Type: Off

Timed Do Not Disturb Time: 00 Hour 00 Min ~ 00 Hour 00 Min

Modify Save Cancel

1. Click the “**Modify**” button to convert to modification mode.
2. Displays ‘Off/On’ list of the ‘Do Not Disturb’ on the upper sample.
3. Click the “**Save**” button to save

Wake Up

The screenshot shows the 'Wake Up' configuration interface. At the top, there are tabs: 'Call Forward', 'Do Not Disturb', 'Wake Up' (selected), and 'Mobile Extension'. Below the tabs is a table with columns: 'Wake Up Type', 'Wake Up Date', and 'Wake Up Time'. The table is currently empty. Below the table, there is a message 'No record to view' and two buttons: 'Modify' and 'Delete'. At the bottom of the page, there are input fields for 'Wake Up Index', 'Wake Up Type', 'Wake Up Date', and 'Wake Up Time', followed by 'Save' and 'Cancel' buttons.

1. Click the **“Modify”** button to convert to modification mode.
2. You will not be able to modify if the user does not have this feature enabled
3. Click the **“Save”** button to save

Mobile Extension

The screenshot shows the 'Mobile Extension' configuration interface. At the top, there are tabs: 'Call Forward', 'Do Not Disturb', 'Wake Up', and 'Mobile Extension' (selected). Below the tabs is a table with columns: 'Mobile Number', 'Mobile CLI', 'Mobile Usage', 'Call Through Option', and 'Ring Option'. The table is currently empty. Below the table, there is a message 'No record to view' and two buttons: 'Modify' and 'Delete'. At the bottom of the page, there are input fields for 'Mobile Number', 'Mobile CLI', 'Mobile Usage', 'Call Through Option', and 'Ring Option', followed by 'Save' and 'Cancel' buttons.

1. Click the **“Modify”** button to convert to modification mode.
2. You will not be able to modify if the user does not have this feature enabled.
3. Click the **“Save”** button to save.

2.3 Call Manager

Menu for Call setting

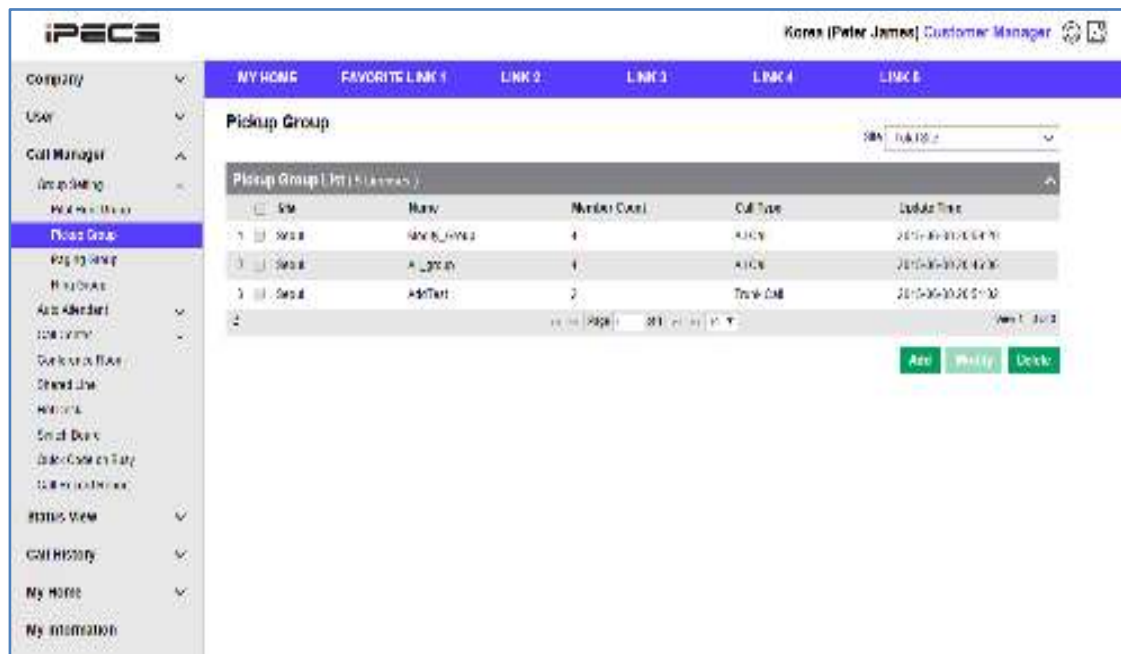
2.3.1 Group Setting

2.3.1.1 Pickup Group

Allows any members of the pickup group to answer each other's calls.

2.3.1.1.1 List

Click **"Call Manager"** > **"Group Setting"** > **"Pickup Group"** to display below.



1. Display the pickup group list.
2. Display the group settings including the number of members and update time.

2.3.1.1.2 View

Click one of the items in the pickup group list.

Pickup Group

Site: Total Site

Pickup Group List (5 Rows)

Site	Name	Member Count	Call Type	Related Item
1. Site	Pickup Group	3	Extension Call	2015-06-28 10:08
2. Site	Pickup Group	3	Extension	2015-06-28 10:08
3.				

Page 1 of 1

Add Modify Delete

Site: Site

Group Name: PickGroup

Call Type: Extension Call

Each items mean below

Item	Description
Site	Group's Site name.
Name	Pick up group name.
Call Type	Pickup call type. - All Call: Pickup both internal and external calls. - Trunk Call: Pickup calls from external numbers. - Extension Call: Pickup calls from internal calls.

Pickup Group assigned 'Member'

Member

Member

Name	Extension
1. C100 Support SOP	5100
2. C100 Member #1	5101
3. C100 Member #2	5102

Page 1 of 3

Add Modify Delete

Save Cancel

Each items mean below

Item	Description
Name	User name.
Extension	User extension.

2.3.1.1.3 Modify

Modify “Group” option and “Member”.

Modify Pickup Group setting

The screenshot displays the 'Pickup Group' modification interface. At the top, there's a 'Pickup Group List (3/3 items)' table with columns: SNo, Name, Member Count, Call Type, and Update Time. The table lists three groups: 'Trunk_Group' (3 members, Trunk Call), 'All_Group' (4 members, All Call), and 'AddTest' (2 members, Trunk Call). Below the table is a pagination bar showing 'Page: 1 of 1' and 'View: 3 of 3'. To the right of the table are three buttons: 'Add', 'Modify' (highlighted with a red box), and 'Delete'. Below the buttons are three dropdown menus for 'Site' (set to 'Sec01'), 'Group Name' (set to 'Trunk_Group'), and 'Call Type' (set to 'All Call'). Below these is a 'Member' section with two tables. The 'Member' table has columns 'Name' and 'Extension' and lists four members: 'Test Asa' (4500), 'Test Michael' (4800), '4222 Member 21' (5200), and '2122 Supervisor' (9100). The 'Available' table has columns 'Name' and 'Extension' and lists three members: '5333 Vendor #2' (5300), '5400 Vendor #3' (5400), and '5500 Vendor #4' (5500). Between the two tables are left and right arrow buttons. Below the tables are two pagination bars: 'View: 1 of 4' and 'View: 3 of 3'. A 'Change' button is located below the first pagination bar. At the bottom right are 'Save' and 'Cancel' buttons.

SNo	Name	Member Count	Call Type	Update Time
1	Trunk_Group	3	Trunk Call	2015-06-26 10:32:23
2	All_Group	4	All Call	2015-06-26 10:34:09
3	AddTest	2	Trunk Call	2015-06-26 10:34:32

Page: 1 of 1 View: 3 of 3

Add Modify Delete

Site: Sec01 Group Name: Trunk_Group Call Type: All Call



Member

Name	Extension
Test Asa	4500
Test Michael	4800
4222 Member 21	5200
2122 Supervisor	9100

Name	Extension
5333 Vendor #2	5300
5400 Vendor #3	5400
5500 Vendor #4	5500

View: 1 of 4 View: 3 of 3

Change Save Cancel

1. Click the **“Modify”** button to convert to modification mode.
2. Modify each item.
3. Click the **“Change”** button to add or delete member.
4. Click  button to add member,  button to delete member.
5. Click the **“Save”** button to save.
6. Click the **“Cancel”** button to cancel the modification.

2.3.1.1.4 Add

Add “Group” and “Member”.

Add Pickup Group

Pickup Group Site: Stout

Pickup Group List (5 Entries)

Add **Modify** **Delete**

Site: Stout
Group Name: Addict
Call type: Intr.Call

Member

Name	Extension
Tadana	0000
TadM.Hall	4800

Available

Name	Extension
TadM.SuperView	0000
5000 Vendor #1	5000
TadM.Vendor #2	0000
5000 Vendor #3	5000
TadM.Vendor #4	0000

Change

Save **Cancel**

1. Click the **“Add”** button to convert to add mode.
2. Choose Site.
3. Input Group Name.
4. Choose Call type for Pickup Group.
5. Configure Pickup Group Member.
6. Click button to add member, button to delete.
7. Click the **“Save”** button to save.
8. Click the **“Cancel”** button to go back to the list.

2.3.1.2 Paging Group

Configure the paging group name, sender and member and when sender broadcasts it will play through the paging group member's speaker phone.

2.3.1.2.1 List

Click **"Call Manager" > "Group Setting" > "Paging Group"** to display below.

The screenshot displays the iPECS Customer Manager interface. The left sidebar contains a navigation menu with options like Company, User, Call Manager, and Status View. The main content area is titled 'Paging Group' and shows a table of paging groups. The table has columns for No., Status, Name, Member Count, Sender Count, and Modify Date. Three groups are listed: 'Paging Group 1', 'Paging Group 2', and 'Paging Group 3'. Below the table are buttons for 'Add', 'Modify', and 'Delete'.

No.	Status	Name	Member Count	Sender Count	Modify Date
1	Normal	Paging Group 1	0	0	2015-06-30 11:12:07
2	Normal	Paging Group 2	0	0	2015-06-30 11:12:07
3	Normal	Paging Group 3	0	0	2015-06-30 11:12:07

1. Displays Paging Group list.
2. Displays the groups settings including the number of members and when the group was last modified.

2.3.1.2.2 View

Click one of the items on the paging group list to see the detailed options.

Paging Group

Site: Total Site

Paging Group List (5 Licenses)

	Site	Name	Member Count	Sender Count	Update Time
1	Seoul	PagingAdd	2	1	2015-08-30 21:02:23
2	Seoul	Paging_A	3	0	2015-08-30 21:07:43

Page 1 of 1 View 1 / Total 2

Add Modify Delete

Site: Seoul Index: 02 Group Name: PagingAdd

Each items mean below.

Item	Description
Site	Site name.
Index	Assignment call group(0~99 scope available) If call 00group, all Paging Group will be called.
Group Name	Paging group name.

Paging Group assigned 'Member'

Member

	Name	Extension
1	Tedwren	4000
2	Ted Wilson	4000

Page 1 of 1 View 1 / Total 2

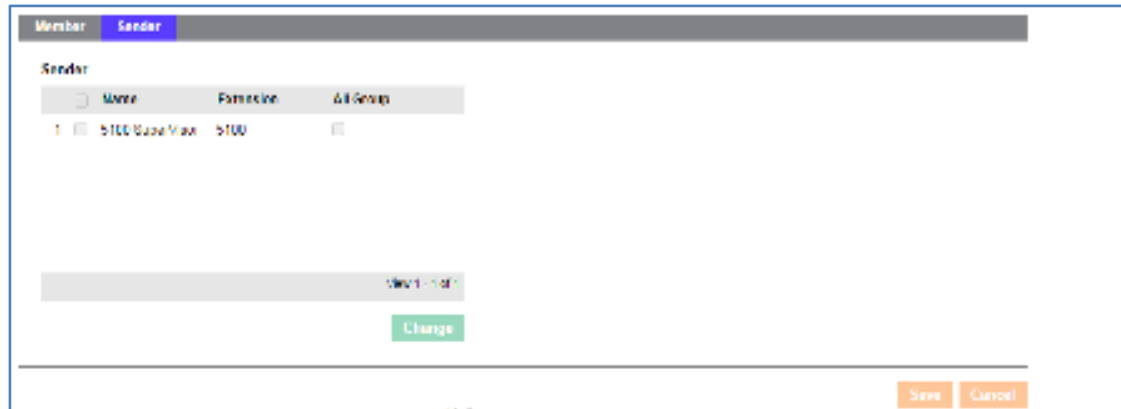
Change

Save Cancel

Each items mean below

Item	Description
Name	User name.
Extension	User extension number.

Paging Group assigned 'Sender'



The screenshot shows a web application interface for managing a 'Sender' group. At the top, there are two tabs: 'Member' and 'Sender', with 'Sender' being the active tab. Below the tabs, there is a table with the following structure:

	Name	Extension	All Group
1	5100	5100	

Below the table, there is a 'Change' button. At the bottom right of the interface, there are 'Save' and 'Cancel' buttons.

Each items means the below

Item	Description
Name	Users name.
Extension	Users extension number.
All Group	Add all user to the group.

Modify

Modify “Group” option and “Member”.

Modify Paging Group setting

Paging Group

Size: Total Size ▼

Paging Group List (5 Rows)				
#	Select	Name	Members Count	Sender Count
1	<input checked="" type="checkbox"/>	PagingTest	2	1
2	<input type="checkbox"/>	Group_A	3	0

Update Time: 2015-06-22 21:22:25

Search: [] [Go] [Clear] [Reset]

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

Size: [5000]
Index: [0]
Groupname: [PagingGroup]

Members

#	Name	Extension
1	Torinid	8770
2	Toridoo	8770
3	5300 VerbanK0	5300
4	5-00 VerbanK0	5400
5	5500 VerbanK4	5500



View | - 5 of 5

Available

#	Name	Extension
1	G000SuperUser	5555
2	G200SuperUser	5555

View | - 2 of 2

[Change](#)

1. Click the **Modify** button to convert to modification mode.
2. Modify each items.
3. Click the **Change** button to add or delete member.
4. Click  button to add member,  button to delete.
5. Click the **Save** button to save.
6. Click the **Cancel** button to go back to the list.

2.3.1.2.4 Add

Add "Group" and "Member".

Add Paging Group

Paging Group

Site: Sec1 | Index: 02 | Group Name: PagingA44

Member | **Sender**

Name	Extension
PagingA44	4500
PagingA44	4600

Page 1 - 2 of 2

Change

Available

Name	Extension
PagingA44	4500
PagingA44	4600
PagingA44	4700
PagingA44	4800
PagingA44	4900

Page 1 - 2 of 2

Save **Cancel**

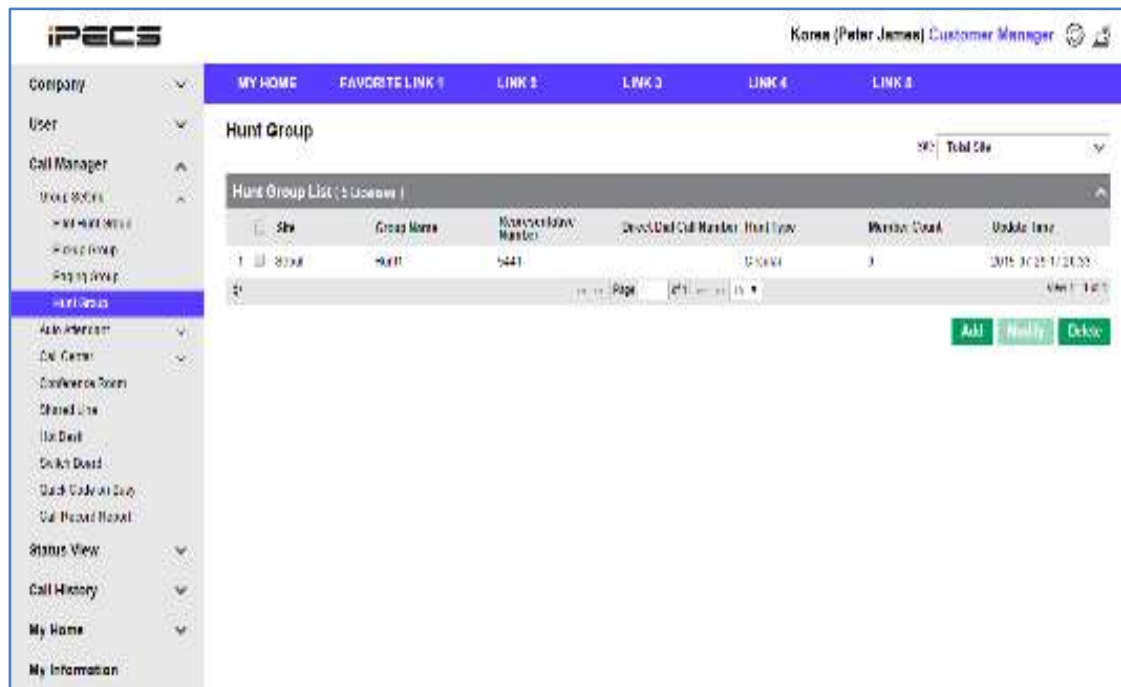
1. Click **Add** button to convert to Add mode.
2. Choose Site.
3. Choose Paging Group Index.
4. Input Group Name.
5. Choose Paging Member.
6. Choose sender who has authorisation for paging call.
7. Click the **Save** to save.
8. Click **Cancel** button to go back to the list.

2.3.1.3 Hunt Group

Choose the hunt groups representative number and group members to receive calls from the representative number.

2.3.1.3.1 List

Click **"Call Manager" > "Group Setting" > "Hunt Group"** to display below.



1. Displays the hunt group list.
2. Display the group settings including the number of members and update time.

2.3.1.3.2 View

Select one of the hunt groups in the list view to see detailed information.

The screenshot displays the 'Hunt Group' management interface. At the top, there's a 'Hunt Group List (1 Licenses)' section with a table containing two entries. Entry 1 is 'Socul' with Delegate Number 1111, Direct Dial Call Number 217, Ring Type First Idle, Member Count 1, and Update Time 2015-08-20 21:23:21. Entry 2 is 'Hunt_Ring' with Delegate Number 2320, Direct Dial Call Number 215, Ring Type First Idle, Member Count 3, and Update Time 2015-08-20 21:23:45. Below the table are 'Add', 'Modify', and 'Delete' buttons. At the bottom, there's a form to create or edit a hunt group with fields for Site, Group Name, Delegate Number, Ring Type, Direct Dial Call Number, and Time Schedule, each with a dropdown menu.

	Site	Group Name	Delegate Number	Direct Dial Call Number	Ring Type	Member Count	Update Time
1	Socul	Socul	1111	217	First Idle	1	2015-08-20 21:23:21
2	Socul	Hunt_Ring	2320	215	First Idle	3	2015-08-20 21:23:45

Buttons: Add, Modify, Delete

Form fields:

- Site: Socul
- Group Name: Hunt_Ring
- Delegate Number: 2320
- Ring Type: First Idle
- Direct Dial Call Number: 217
- Time Schedule: SP Default Time Schedule

Each items means below

Item	Description
Site	Site name.
Group Name	Hunt group name.
Representative Number	Representative Number.
Ring Type	Ring type. - Circular - First Idle - Longest Idle - Multi Ring
Direct Dial Call Number	Direct Dial Call Number of the hunt group.
Time Schedule	Time Schedule for the hunt group.

Hunt Group assigned 'Member'

	Name	Extension	
1	Testtest	4500	0
2	TestMichael	4600	0
3	5:00 Supervisor	5100	0

View 1 - 3 of 3

Change

Copyright 2013

Save Cancel

Each items means below

Item	Description
Name	Users name.
Extension	Users extension.

Hunt Group assigned 'Options'

Call Forward

Type: Not Used Time: Always Destination:

Greeting

Option: Immediate Processing Ann.File: Merry.wav Browse Duration Time: 0 100ms

Save Cancel

Each items means below

Item	Description	Range
Call Forward-Type	Choose call forward type.	- Not Used. - Use. - All Member Busy/Unregistered.
Call Forward -Time	Choose call forward time type.	- Always. - Day: Daytime. - Night: Night time. - Times: selected time.
Call Forward-Destination	Set call forward number.	

Greeting-Option	Hunt Group greetings setting.	<ul style="list-style-type: none"> - Immediate Processing - Processing after Greeting
Ann.File	Upload Announcement file for Greeting.	<ul style="list-style-type: none"> - Greeting tone exists default (System Tone). - Upload wav (8khz, 16bit mono) file to register user tone (Custom Tone).
Time	Setting Greetings play time.	Unit of play is 100ms.

2.3.1.3.3 Modify

Modify Ring Group and Member setting.

Modify Hunt Group

The screenshot shows the 'Hunt Group' modification screen. At the top, there's a title bar 'Hunt Group' and a 'Title Size' dropdown. Below it is a table titled 'Hunt Group List (1/1 Entries)' with columns: ID, Site, Group Name, Delegate Number, Direct Dial Call Number, Hunt Type, Member Count, and Update Time. Two entries are listed: 'Test' (ID 1, Site Seoul, Delegate 1111, Direct 212, Hunt Type Find file, Member Count 1, Update Time 2015-08-20 21:23:21) and 'Hunt Ring' (ID 2, Site Seoul, Delegate 2100, Direct 215, Hunt Type Ringfile, Member Count 3, Update Time 2016-06-30 21:23:45). Below the table are 'Add', 'Modify', and 'Delete' buttons. The 'Modify' button is active. Below the buttons is a form with fields: Site (Seoul), Group Name (Hunt_Ring_Modify), Delegate Number (2100), Ring Type (Forward file), Direct Dial Call Number (215), and Time Schedule (20 Default Time Schedule). Below the form is a 'Member' tab and an 'Options' tab. The 'Member' tab shows a list of members with columns: Name, Extension, and a checkbox. The list includes: 'Test Test' (1500), 'Test Member' (4500), '5102 Supervisor' (5100), '5102 Member #1' (5200), and '5102 Member #2' (5300). The 'Available' tab shows a list of available members with columns: Name, Extension, and a checkbox. The list includes: '5101 Member #1' (5101) and '5500 Member #4' (5500). Between the two lists are left and right arrow buttons. Below the lists are 'New' and 'Add' buttons. A 'Change' button is at the bottom center. At the bottom right are 'Save' and 'Cancel' buttons.

ID	Site	Group Name	Delegate Number	Direct Dial Call Number	Hunt Type	Member Count	Update Time
1	Seoul	Test	1111	212	Find file	1	2015-08-20 21:23:21
2	Seoul	Hunt Ring	2100	215	Ringfile	3	2016-06-30 21:23:45

Site: Seoul
Group Name: Hunt_Ring_Modify
Delegate Number: 2100
Ring Type: Forward file
Direct Dial Call Number: 215
Time Schedule: 20 Default Time Schedule

Member | Options

Name	Extension
Test Test	1500
Test Member	4500
5102 Supervisor	5100
5102 Member #1	5200
5102 Member #2	5300

New | Add

Available

Name	Extension
5101 Member #1	5101
5500 Member #4	5500

New | Add

Change

Save Cancel

1. Click the **Modify** button to convert to modification mode.
2. Modify each items.
3. Click the **Change** button to add or delete member.
4. Click button to add member, button to delete.
5. Click the **Save** button to save.
6. Click the **Cancel** button to return to the list view.

Modify Option setting

The screenshot shows a 'Modify Option setting' dialog box. It has two tabs: 'Number' and 'Option', with 'Option' selected. The dialog is divided into two main sections: 'Call Forward' and 'Greeting'. In the 'Call Forward' section, there are three fields: 'Type' (a dropdown menu set to 'Use'), 'Time' (a dropdown menu set to 'Always'), and 'Destination' (a text box set to '200'). In the 'Greeting' section, there are three fields: 'Option' (a dropdown menu set to 'Immediate Processing'), 'Ann File' (a text box with a green 'Browse' button next to it), and 'Duration Time' (two text boxes, the first set to '0' and the second set to '100ms'). At the bottom right of the dialog are two orange buttons: 'Save' and 'Cancel'.

1. Click the **Modify** button to convert to modify mode.
2. Modify each items.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to list view.

2.3.1.3.4 Add



Add “Group” and “Member”.

Setting Hunt Group and add Member

The screenshot shows the 'Hunt Group' configuration window. At the top, there's a 'Total Size' dropdown. Below it, a 'Hunt Group List' dropdown is set to 'Hunt Group 1'. To the right are 'Add', 'Modify', and 'Delete' buttons. The main form contains several fields: 'Site' (dropdown), 'Group Name' (text input), 'Representative Number' (text input), 'Direct Dial Call Number' (dropdown), 'Time Schedule' (dropdown), and 'Time Schedule' (dropdown). Below these fields are two tabs: 'Members' and 'Options'. The 'Members' tab is active, showing a table with columns 'Name' and 'Phone Number'. The table lists four members: '1. 1000 Member 1' (1000), '2. 1000 Member 2' (1000), '3. 1000 Member 3' (1000), and '4. 1000 Member 4' (1000). To the right of the table are 'Add' and 'Delete' buttons. Below the table is a 'Change' button. At the bottom right are 'Save' and 'Cancel' buttons.

Name	Phone Number
1. 1000 Member 1	1000
2. 1000 Member 2	1000
3. 1000 Member 3	1000
4. 1000 Member 4	1000

Options tab is also visible, showing fields for 'Call Forward', 'Time', 'Time', 'Duration', 'Queue', 'Queue Name', 'Queue Time', and 'Queue Size'.

1. Click the **Add** button to convert to add mode.
2. Choose Site.
3. Assign Group Name.
4. Input representative number.
5. Assign Direct Dial Call Number of Hunt Group
6. Assign Time Schedule for Group
7. Click the **Change** button to add or delete members.
8. Click  button to add member,  button to delete.
9. Configure Hunt Group Option.
10. Click the **Save** button to save.
11. Click the **Cancel** button to return to the list view.

2.3.2 Auto Attendant

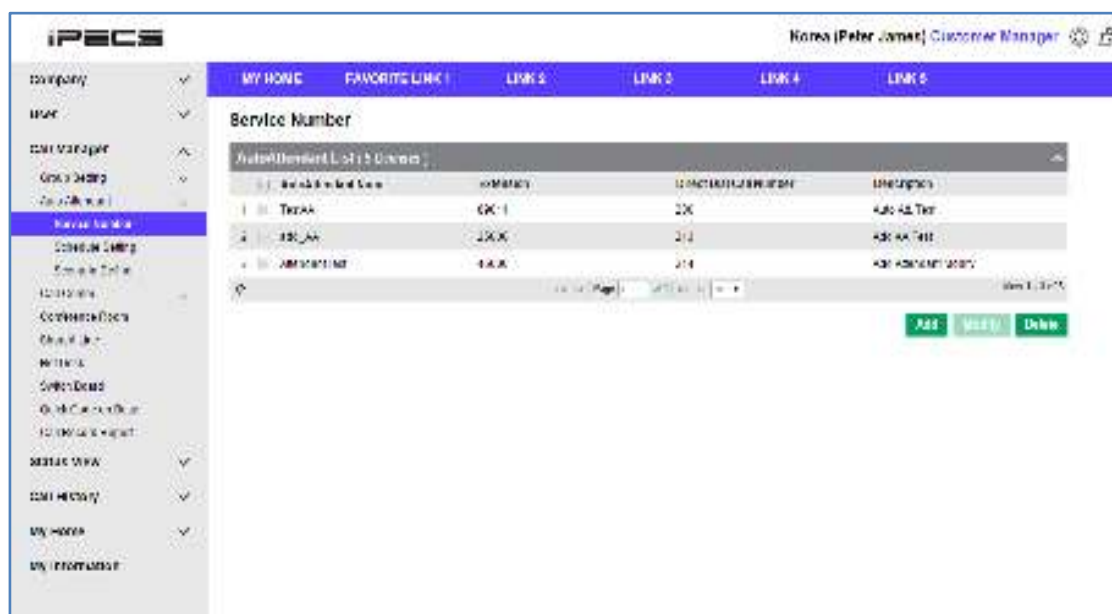
The auto attendant can be configured to send selected options to the required destination. You can also configure a multi-layered auto attendants by sending the selected option to the next menu.

2.3.2.1 Service Number

Choose Auto Attendant number and Direct Dial Call Number. When register Auto Attendant Service Number, Basic Schedule and Basic Scenario will be registered simultaneously.

2.3.2.1.1 List

Click **"Call Manager"** > **"Auto Attendant"** > **"Service Number"** to display below.



1. Displays a list view of configured auto attendants.

2.3.2.1.2 View

Select one of the auto attendants from the list view to see the full details.

The screenshot shows a web interface for managing auto attendants. At the top, there's a 'Service Number' header. Below it is a table titled 'AutoAttendant List (5 Lines)' with columns: 'AutoAttendant Name', 'Extension', 'Direct Dial Call Number', 'Site', and 'Description'. The table contains two entries: 'Twelve' (Extension: 09011, Direct Dial Call Number: 200, Description: Auto A.L. Tech) and 'AutoAttendant' (Extension: 45000, Direct Dial Call Number: 200, Description: Auto Attendant). Below the table is a pagination bar showing 'Now 1 of 2 of 2'. To the right of the table are three green buttons: 'Add', 'Modify', and 'Delete'. Below the table is a form for editing an auto attendant. The form has four fields: 'AutoAttendant Name' (value: AutoAttendant), 'AutoAttendant Number' (value: 45000), 'Direct Dial Call Number' (value: 200), and 'Description' (value: Auto Attendant). At the bottom right of the form are two orange buttons: 'Save' and 'Cancel'.

AutoAttendant Name	Extension	Direct Dial Call Number	Site	Description
Twelve	09011	200		Auto A.L. Tech
AutoAttendant	45000	200		Auto Attendant

Now 1 of 2 of 2

Add Modify Delete

AutoAttendant Name: AutoAttendant
AutoAttendant Number: 45000
Direct Dial Call Number: 200
Description: Auto Attendant

Save Cancel

Each items mean below

Item	Description
Auto Attendant Name	Auto Attendant Service name.
Auto Attendant Number	Auto Attendant Service number.
Direct Dial Call Number	Auto Attendant Service number for external calls.

2.3.2.1.3 Add

Add “Auto Attendant” > “Service Number”.

Add Service Number

The screenshot shows a web interface for adding a service number. At the top, there's a header 'Service Number' and a dropdown menu 'AutoAttendant List (2 License)'. Below the dropdown are three buttons: 'Add', 'Modify', and 'Delete'. The main form area contains four input fields: 'Auto Attendant Name' with the value 'Sales Dept AA', 'Auto Attendant Service Number' with the value '811', 'Direct Dial Call Number' with the value '0700000011', and a 'Description' field. To the right of the 'Auto Attendant Service Number' field is a search icon and the text 'Rule Number Min: 810 - Max: 820'. At the bottom right of the form are two buttons: 'Save' and 'Cancel'.

1. Click the **Add** button to convert to add mode.
2. Assign auto attendant name.
3. Assign auto attendant service number.
4. Assign auto attendant direct dial call number.
5. Click the **Save** button to save.
6. Click the **Cancel** button to return to the list view.

2.3.2.1.4 Modify

Modify “Service Number” detail.

Modify Service Number setting

Service Number

AutoAttendant List (5 licenses)

	AutoAttendant Name	Extension	Direct Dial Call Number	Site	Description
1	Toll-Free	40000	200		Toll-Free Toll
2	Add Attendant Toll	40000	200		Add Attendant Toll
3	Add AA	40000	210		Add AA Toll

Page 1 of 1 12

Add Modify Delete

AutoAttendant Name: Toll-Free Toll

AutoAttendant Number: 40000

Direct Dial Call Number: 214

Description: Add Attendant Toll

Save Cancel

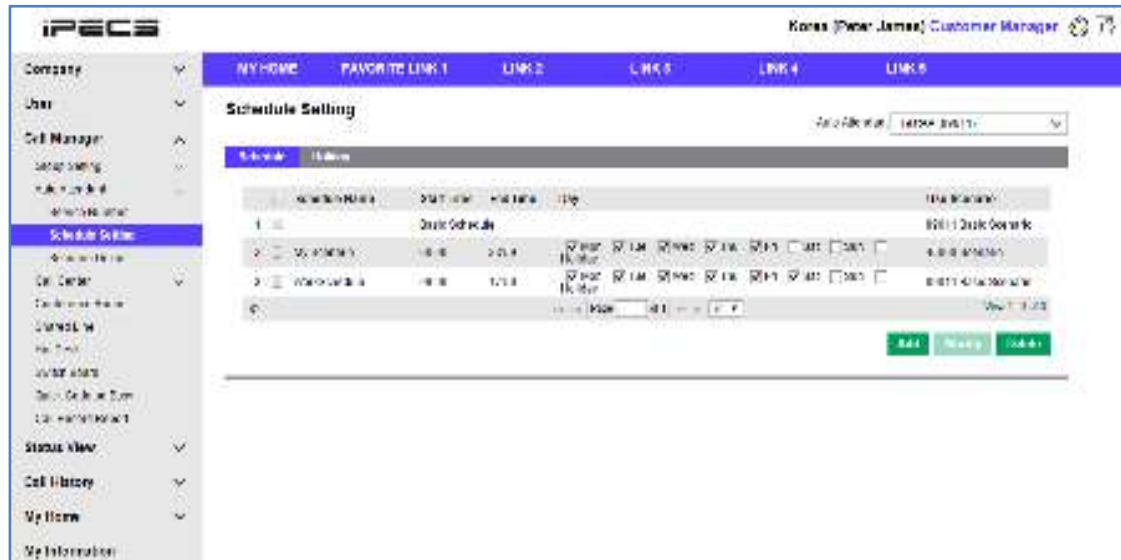
1. Click the **Modify** button to convert to modification mode.
2. Modify each item.
3. Click the **Save** button to save.
4. Click **Cancel** button to return to the list view.

2.3.2.2 Schedule Setting

Configure the date and time for you auto attendant. You can also set an auto forward for holidays. Only the schedule name can be modified when using the Basic Schedule.

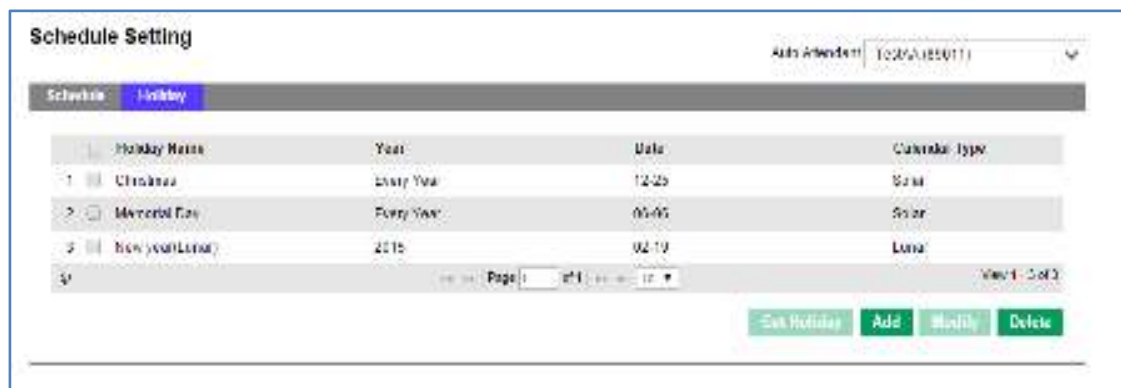
2.3.2.2.1 List

Click **"Call Manager" > "Auto Attendant" > "Schedule Setting" > "Schedule"** tab to display below.



1. Displays Schedule list.

Click **"Call Manager" > "Auto Attendant" > "Schedule Setting" > "Holiday"** tab to display below.



2. Displays the list of holiday schedules that have been added.

2.3.2.2.2 View

Choose one of the items from the schedule list view to see full details.

The screenshot displays the 'Schedule Setting' interface. At the top, there's a 'Schedule' tab and a 'Holiday' tab. Below them is a table with columns: 'Schedule Name', 'Start Time', 'End Time', 'Day', and 'Use Scenario'. The table lists two schedules: 'Basic Schedule' and 'My Scenario'. The 'My Scenario' row is highlighted. Below the table, there are 'Add', 'Modify', and 'Delete' buttons. At the bottom, there's a detailed view of the 'My Scenario' schedule, showing fields for 'Schedule Name', 'Start Time', 'End Time', 'Day', and 'Use Scenario'. The 'Day' field is set to 'Monday'.

Each items mean below

Item	Description
Schedule Name	Configure schedule name (Basic Schedule is default schedule, applied to only no other schedules.)
Start Time	Schedule start time.
End Time	Schedule end time.
Day	Assign Schedule day.
Use Scenario	Scenario in case of call of Schedule of day/time.

Choose one of the items from the holiday list view to see full details.

Schedule Setting Add Advanced | TermA (20011)

Schedule **Holiday**

	Holiday Name	Year	Date	Calendar Type
1	Christmas	Every Year	12-25	Solar
2	Monsoon Day	Every Year	06-01	Solar
3	Independence Day	Every Year	07-15	Solar

12/25/2001 Page: 1 of 1 12

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

Holiday Name:

Year:

Date:

Calendar Type:

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

Each items means below

Item	Description
Holiday Name	Holiday Name.
Year	Assign year, Choose 'Every Year' to apply Every Year.
Date	Assign date.
Calendar Type	Choose calendar type. - Solar - Lunar
Holiday Name	Holiday Name.

2.3.2.2.3 Add

Add "Schedule" and "Holiday" Setting.

Add Schedule

The screenshot shows a 'Schedule Setting' window with a 'Schedule' tab selected. The 'Add' button is highlighted in green. The form contains the following fields:

- Schedule Name:** WorkSchedule
- Start time:** 00:00 (Hour: 00, Min: 00)
- End time:** 18:00 (Hour: 18, Min: 00)
- Day:** ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday ☐ Sunday ☐ Holiday
- Use scenario:** SCOTT Basic Scenario

Buttons at the top right: Add (green), Modify (green), Delete (green). Buttons at the bottom right: Save (orange), Cancel (orange).

1. Click the **Add** button to convert to add mode.
2. Configure each items.
 - Input Schedule name.
 - Input Schedule start time.
 - Input Schedule end time.
 - Choose Schedule day.
3. Choose Scenario for Schedule
4. Click the **Save** button to save.
5. Click the **Cancel** button to return to the list view.

Add Holiday

The screenshot shows the 'Schedule Setting' window with the 'Holiday' tab selected. The 'Holiday Name' field contains 'NEW Year'. The 'Year' dropdown is set to 'Every Year'. The 'Date' field shows '01/01'. The 'Calendar Type' dropdown is set to 'Solar'. There are buttons for 'Add', 'Modify', and 'Delete' at the top right, and 'Save' and 'Cancel' at the bottom right.

1. Click the **Add** button to convert to add mode.
2. Configure each item.
 - Input Holiday name.
 - Choose Holiday year.
 - Choose Holiday date.
 - Choose Calendar Type.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.
5. Click **Get Holiday** button to add assigned holiday via the pop up window.

The screenshot shows the 'Get Time Schedule Holiday' pop-up window. It contains a table with the following data:

Name	Holiday Count
1 SP Default Time Schedule	2

At the bottom of the window, there are 'Add' and 'Close' buttons.

2.3.2.2.4 Modify

Modify “Schedule” and “Holiday” Setting.

Modify Schedule setting

The screenshot displays the 'Schedule Setting' interface. At the top, there's a 'Schedule Setting' header with an 'Auto Adherent' dropdown set to 'TestAA (89011)'. Below this are two tabs: 'Schedule' (active) and 'Holiday'. The main area shows a table of schedules:

	Schedule Name	Start Time	End Time	Day	Use Scenario
1	Basic Schedule				89011 Basic Scenario
2	My Scenario	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	45000 Scenario
3	Work-Schedule	09:00	18:00	<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	89011 Basic Scenario

Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1-3 of 3'. To the right of the table are three buttons: 'Add', 'Modify', and 'Delete'. Below the table is a detailed view for the 'Work-Schedule' (selected in the table):

Schedule Name: Work-Schedule

Start Time: 09:00 Hour 00 Min.

End Time: 17:00 Hour 00 Min.

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

Use Scenario: 89011 Basic Scenario

At the bottom right of this section are 'Save' and 'Cancel' buttons.

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

Modify Holiday configuration

Schedule Setting Auto Abandon: TestAA (88011) ▼

Schedule **Holiday**

	Holiday Name	Year	Date	Calendar Type
1	<input type="checkbox"/> Christmas	Every Year	12-25	Solar
2	<input type="checkbox"/> Memorial Day	Every Year	06-06	Solar
3	<input checked="" type="checkbox"/> New year	Every Year	01-01	Solar

ip Page 1 of 1 15 ▼ View 1 - 3 of 3

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

Holiday Name:

Year: ▼

Date: ▼ - ▼

Calendar Type: ▼

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

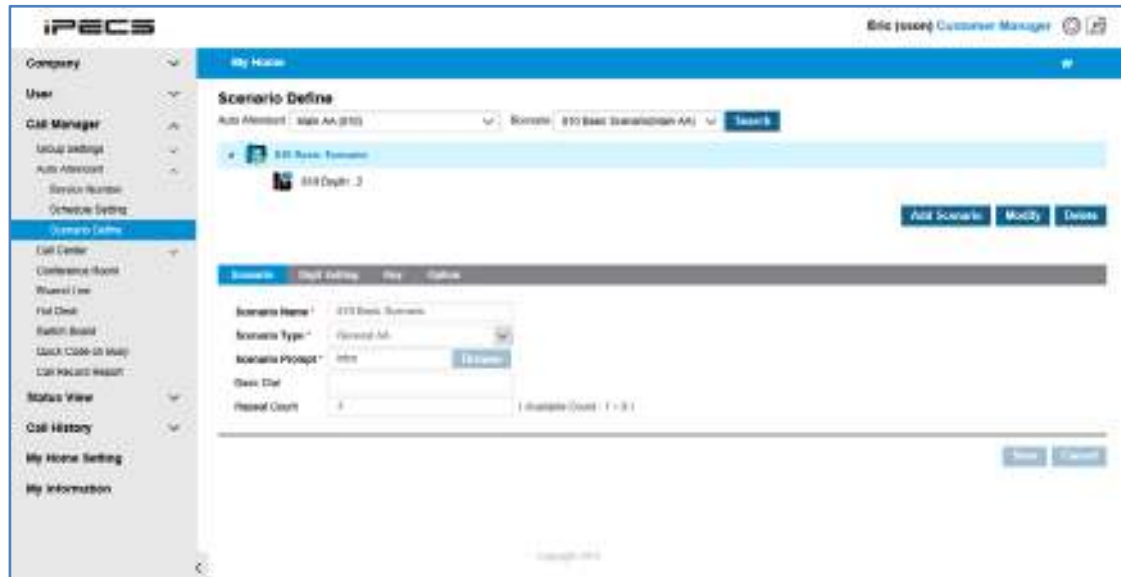
1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

2.3.2.3 Scenario Define

Configure Auto Attendant DTMF, Ment, call forward, short number.

2.3.2.3.1 View

Choose Auto Attendant item and scenario to display the detail view.



Inquire Auto Attendant and Scenario added on Service Number.

Each items mean below

Item	Description
Scenario Name	Scenario Name.
Scenario Type	Scenario Type - NONE - General AA: input DTMF, call DTMF defined number, connect to input extension. - Basic Dial: no input DTMF, connect to assigned phone. - Announce: input DTMF and no phone connection, Play Announcement only.
Scenario Prompt	Upload announcement to be used for this service scenario.
Basic Dial	Assign basic dial key.
Repeat Count	Assign repeat count.

'Scenario Define' assigned 'Digit Setting'

Scenario	Digit Setting	Key	Option
1	Short Dial	100	
2	NONE	NONE	
3	NONE	NONE	
4	NONE	NONE	
5	NONE	NONE	
6	NONE	NONE	
7	NONE	NONE	
8	NONE	NONE	
9	NONE	NONE	
10	NONE	NONE	

Each items mean below

Item	Description
Digit Setting	Setting operation by input number. - Short Dial: Direct key. - Next Menu: Move to next menu (Depth.).

'Scenario Define' assigned 'Key'

Each items mean below

Item	Description
Min / Max.Digit	Assign Min and Max DTMF input digit.
Retry Key	Assign Retry Key. (NONE / * / #)
Previous Key	Key to move to previous menu. (NONE / * / #)
Start Point Key	Key to go back to move start point. (NONE / * / #)

Scenario Define' assigned 'Option'

The screenshot shows a web interface with a tabbed menu at the top containing 'Scenario', 'Digit Setting', 'Key', and 'Option'. The 'Option' tab is selected. Below the tabs, there are three rows of input fields. Each row consists of a text label, an empty text input box, and a green button labeled 'Browse'. The labels are 'No Match Ment', 'No Input Ment', and 'Transfer Ment'. At the bottom right of the form area, there are two orange buttons labeled 'Save' and 'Cancel'.

Each items mean below

Item	Description
No Match Ment	Upload announcement to be played when dialed DTMF digit is invalid.
No Input Ment	Upload announcement to be played when no DTMF digit is dialed.
Transfer Ment	Upload announcement to be played when valid DTMF digit is dialed.

2.3.2.3.2 Modify

Modify “Scenario”, “Digit Setting”, “Key”, and “Option” option.

Modify “Scenario” option

Scenario	Digit Setting	Key	Option
Scenario Name	<input type="text" value="99011 Basic Scenario"/>		
Scenario Type	<input type="text" value="General AA"/>		
Scenario Prompt	<input type="text" value="Mary"/>		<input type="button" value="Browse"/>
Basic Dial	<input type="text" value="3001"/>		
Repeat Count	<input type="text" value="3"/>		
<div><input type="button" value="Save"/> <input type="button" value="Cancel"/></div>			

Modify “Digit Setting” option

Scenario	Digit Setting	Key	Option
1	<input type="text" value="Short Dial"/>	<input type="text" value="200"/>	
2	<input type="text" value="Next Menu"/>	<input type="text" value="New Step"/>	<input type="text" value=""/>
3	<input type="text" value="NONE"/>	<input type="text" value=""/>	
4	<input type="text" value="NONE"/>	<input type="text" value=""/>	
5	<input type="text" value="NONE"/>	<input type="text" value=""/>	
6	<input type="text" value="NONE"/>	<input type="text" value=""/>	
7	<input type="text" value="NONE"/>	<input type="text" value=""/>	
8	<input type="text" value="NONE"/>	<input type="text" value=""/>	
9	<input type="text" value="NONE"/>	<input type="text" value=""/>	
0	<input type="text" value="NONE"/>	<input type="text" value=""/>	
<div><input type="button" value="Save"/> <input type="button" value="Cancel"/></div>			

Modify “Key” option

Scenario	Digit Setting	Key	Option
Min Digit	<input type="text" value="3"/>		
Max Digit	<input type="text" value="4"/> (Max 32 digits)		
Retry Key	<input type="text" value="*"/>		
Previous Key	<input type="text" value="NONE"/>		
Start Point Key	<input type="text" value="#"/>		
<div><input type="button" value="Save"/> <input type="button" value="Cancel"/></div>			

Modify “Option” option

Scenario	Digit Setting	Key	Option
No Match Ment		check_num	<input type="button" value="Browse"/>
No Input/Ment		inputError	<input type="button" value="Browse"/>
Transfer Ment		CallTransferSelfFail	<input type="button" value="Browse"/>

Modify Scenario configuration

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click **Cancel** button to return to the list view.

2.3.3 Call Center

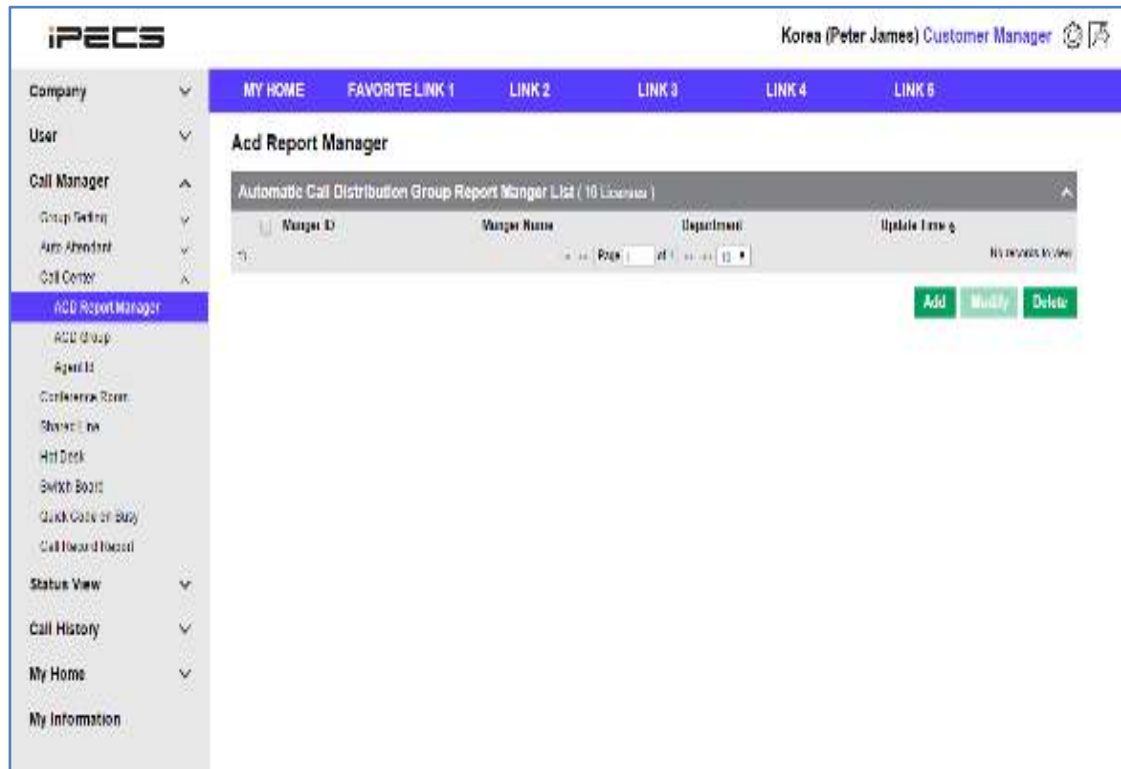
Configure ACD (Auto call distribution) group and member for Call Center users.

2.3.3.1 ACD Report Manager

Generate and manage Report manager account for ACD group.

2.3.3.1.1 List

Click “Call Manager” > “Call Center” > “ACD Report Manager” to display below.



Displays ACD Report Manager List.

2.3.3.1.2 View

Choose one of the items on ACD group list to display the detail view.

The screenshot displays the 'Acd Report Manager' interface. At the top, there is a title bar 'Acd Report Manager' and a subtitle 'Automatic Call Distribution Group Report Manager List (12 licenses)'. Below this is a table with columns: Manager ID, Manager Name, Department, and Update Time. The table contains two entries: 1. Manager ID: acdreport@KKJUSS, Manager Name: sky, Department: web, Update Time: 2015-07-10 16:14:34. 2. Manager ID: acdreport1@KKJUSS, Manager Name: system, Department: system, Update Time: 2015-07-10 16:14:35. Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 2 of 2'. To the right of the pagination bar are three buttons: 'Add', 'Modify', and 'Delete'. Below the pagination bar is a form for adding or modifying a manager. The form has fields for: Manager ID (with a hint 'Please fill in the email form.'), Manager Password, First Name, Last Name, and Department. The 'Manager ID' field is highlighted in yellow and contains the value 'acdreport@KKJUSS'. The 'Manager Password' field is highlighted in yellow and contains a '+' sign. The 'First Name' field contains 'sky'. The 'Last Name' field is empty. The 'Department' field contains 'web'. At the bottom right of the form are two buttons: 'Save' and 'Cancel'.

Manager ID	Manager Name	Department	Update Time
1 acdreport@KKJUSS	sky	web	2015-07-10 16:14:34
2 acdreport1@KKJUSS	system	system	2015-07-10 16:14:35

Page 1 of 1 View 1 - 2 of 2

Add Modify Delete

Manager ID * acdreport@KKJUSS Please fill in the email form.

Manager Password *

First Name * sky

Last Name

Department * web

Save Cancel

Each items mean below

Item	Description
Manager ID	Manager account for ACD Report. EMS Portal Manager / different with User account. Input as E-mail format. Number of account ID is not changeable. In case of ID modification request, once delete and re generate process is needed.
Manager Password	Password for ACD Report Manager Account.
First / Last Name	Manager name.
Department	ACD department e.g. sales, accounts or support.

2.3.3.1.3 Modify

Modify “ACD Group” option and “Member”.

Modify ACD Report Manager setting

The screenshot displays the 'Acid Report Manager' interface. At the top, there is a title bar 'Automatic Call Distribution Group Report Manager List (12 Licenses)'. Below this is a table with the following data:

Manager ID	Manager Name	Department	Update Time
1	acdreport@KKJUS5	sky	2015-07-10 16:14:34
2	acdreport1@KKJUS5	skycom	2015-07-10 16:14:35

Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 2 of 2'. To the right of the table are three buttons: 'Add', 'Modify', and 'Delete'. Below the table is a form to modify a manager. The form fields are:

- Manager ID: acdreport@KKJUS5 (with a note 'Please fill in the email form.')
- Manager Password: [empty]
- First Name: smith
- Last Name: Sam
- Department: Monitoring

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

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

2.3.3.1.4 Add

Add “ACD Report Manager” account.

Add ACD Group

The screenshot shows a web interface titled "Add Report Manager". At the top, there is a header bar with the text "Automatic Call Distribution Group Report Manager List (12 Licenses)" and a dropdown arrow. Below the header, there are three green buttons: "Add", "Modify", and "Delete". The main form area contains several input fields with labels and asterisks indicating required fields: "Manager ID *", "Manager Password *", "First Name *", "Last Name", and "Department *". The "Manager ID" field contains the text "report_mgr@test.com" and has a note "Please fill in the email form." to its right. The "Manager Password" field contains a series of asterisks. The "First Name" field contains the text "hyunse". The "Last Name" field contains the text "Y". The "Department" field contains the text "Solution". At the bottom right of the form, there are two orange buttons: "Save" and "Cancel".

1. Click the **Add** button to convert to add mode.
2. Configure each item.
 - Input Manager ID.
 - Input Manager Password.
 - Input First Name.
 - Input Last Name.
 - Input Department.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

2.3.3.2 ACD Group

The automatic call distribution function is mainly used by call center users to distribute calls easily to the correct groups and members.

2.3.3.2.1 List

Click **“Call Manager” > “Call Center” > “ACD Group”** to display below.

The screenshot displays the iPECS Customer Manager interface. The left sidebar contains a navigation menu with the following items: Company, User, Call Manager (expanded), Group Setting, Auto Attendant, Call Center, ACD Report Manager, ACD Group (selected), AgentId, Conference Room, Shared Line, Hot Desk, Switch Board, Quick Code on Busy, Call Record Report, Status View, Call History, My Home, and My Information. The main content area is titled 'Automatic Call Distribution Group' and shows a table with the following data:

Name	Member Count	Delegate Number	Direct Dial Call Number	Update Time
1 test	0	44442		2015-07-12 12:50:11

Below the table, there is a pagination bar showing 'Page 1 of 1' and a 'View 1-1 of 1' link. At the bottom right of the table, there are three buttons: 'Add', 'Modify', and 'Delete'.

1. Displays the ACD Group list view.
2. Displays the groups settings including the name, member count, external number and the time it was last updated.

2.3.3.2.2 View

Choose one of the items on ACD group list to see full details.

Automatic Call Distribution Group

Automatic Call Distribution Group List (5 Licenses)

	Name	Member Count	Delegate Number	Direct Dial Call Number	Update Time
1	ACD_Test1	1	7000	201	2015-08-26 13:50:23
2	Callcenter	1	9100		2015-08-26 14:34:09
3	ACD_TEST	2	8000	205	2015-05-29 15:45:44

Page 1 of 1

Add **Modify** **Delete**

Group Name: ACD_TEST

Representative Number: 8000

Direct Dial Call Number: 205

Time Schedule: SF Default Time Schedule

Each items mean below

Item	Description
Group Name	ACD Group Name.
Representative Number	ACD Representative Number.
Direct Dial Call Number	Direct Dial Call Number.
Time Schedule	Time Schedule.

'ACD Group' assigned 'Member'

Member **Grouping** **Time** **Agent**

Supervisor Extension: Please select

Member

	Name	Extension
1	52183 Member #1	5020
2	52183 Member #2	5020

Page 1 of 2

Change

Copyright 2015

Save **Cancel**

Each items mean below

Item	Description
Supervisor Extension	ACD group member's Supervisor.
Name	ACD group member name.
Extension	ACD group member extension.

“ACD Group” assigned ‘Queuing

Each items mean below

Item	Description
Queuing Step	Queuing step count.(1~5)
1st ~ 5th Announcement	Upload announcement to be played as per each queuing step.
Timeout Destination	Timeout Destination for Incoming call.
Queue Length	Capable Incoming call Queue Length.
Service Type	Assign service in case of Queue Full. - Release: Call end - Announcement: Play announcement uploaded in Overflow Announcement. - Forward: forward call
Announcement	Upload Announcement ment in case of Queue Full.
Forward Destination	Forward Number in case of Queue Full.

“ACD Group” assigned “Time”

The screenshot shows the 'Time' configuration tab with the following settings:

- Night**
 - Service Type: Release
 - Announcement: [Timed] [TELEPHONE (LLL)]
 - Forward Destination: []
- Holiday**
 - Service Type: Release
 - Announcement: [Timed] [TELEPHONE (LLL)]
 - Forward Destination: []

Buttons: Save, Cancel

Each items mean below

Item	Description
Night	Assign service for night time. - Release: End call. - Announce: Play announcement ment . - Forward: forward call.
Holiday	Assign service for holiday. - Release: End call. - Announce: Play announcement ment. - Forward: forward call.
Announcement	Upload announcement ment. (Play unit is 100ms, Max 6000 available.)
Forward Destination	Assign call forward destination number.

“ACD Group” assigned ‘Agent’

The screenshot shows the 'Agent' configuration tab with the following settings:

- Agent Login Defaults**
 - Login Mode: Ready
 - Auto Answer Usage: Manual
 - Auto Work Mode Usage: Manual
 - Agent Auto Switch Time: 0 [see Max 600]
 - Standby Mode: ReadySet
 - Ring/Tone Mode: Ring
 - Agent ID Usage: Manual
- Call Restriction**
 - Call Restriction between Agents: Not Use
 - Call Restriction at Agent Log off: Not Use
- Agent No Answer**
 - Agent No Answer Occur for IFC Call: Not Use
 - Agent No Answer Call Time: 0 [see Max 140]
 - Agent No Answer Forward Destination: []

Buttons: Save, Cancel

Each items mean below

Item	Description
State at Agent Log on	State at Agent Log on - Ready / Not Ready.
Auto Answer Usage at Agent Log on	Auto Answer Usage at Agent Log on. - Automatic - Manual
Auto Work Mode Usage At Agent Log on	Auto Work Mode Usage At Agent Log on. - Automatic - Manual
Agent Auto Switch Time from Work Mode to Ready	Agent Auto Switch Time from Work Mode to Ready. - Input second unit, max 600 second available.
Handset Mode At Agent Log on	Handset Mode At Agent Log on Handset Mode At Agent Log on. - Headset / Handset / Earphone / Bluetooth
Ring/Tone Mode At Agent Log on	Ring/Tone Mode At Agent Log on. - Ring / Tone / Ring & Tone
Agent ID Usage at Agent Log on	Agent ID Usage at Agent Log on. Configure whether automatically assign Agent ID or Manually. - Automatic - Manual
Call Restriction Between Agents	Call Restriction Between Agents. - Not Use - Restrict All Call - Restrict Trunk Outgoing Call
Call Restriction Agent Log off	Call Restriction Agent Log off. - Not Use - Restrict All Call - Restrict Trunk Outgoing Call
Agent No Answer Option for I/C Call	Agent No Answer Option for I/C Call. - Not Use - Not Ready - Not Ready & Forward - Log off - Log off & Forward - Forward
Agent No Answer Call Time	Agent No Answer Call Time. Input second unit, max 240 second available.
Agent No Answer Forward Destination	Agent No Answer Forward Destination.

2.3.3.2.3 Modify

Modify 'ACD Group' option and 'Member'.

Modify ACD Group setting

The screenshot shows the 'Automatic Call Distribution Group' modification screen. At the top, there is a table titled 'Automatic Call Distribution Group List (5 rows)' with columns: Name, Member Count, Delegate Number, Direct Dial Call Number, and Update Time. The table contains three rows: 'ACD_TEST' (1 member, 2000, 201), 'Callcenter' (1 member, 8100), and 'ACD_TEST' (2 members, 8100, 205). Below the table are 'Add', 'Modify', and 'Delete' buttons. The 'Modify' section contains fields for 'Group Name' (ACD_TEST), 'Representative Number' (8000), 'Direct Dial Call Number' (201), and 'Time Schedule' (SF Default Time Schedule). Below this is a 'Member' section with a 'Supervisor Extension' dropdown (set to 'Please select...'). It features two tables: 'Member' and 'Available'. The 'Member' table has columns 'Name' and 'Extension' and lists three members: '8200 Member #1' (8200), '8400 Member #3' (8400), and '8300 Member #2' (8300). The 'Available' table has columns 'Name' and 'Extension' and is currently empty. Between the tables are left and right arrow buttons. At the bottom of the member section are 'New 1: 8000' and 'New 1000: 8000' buttons, and a green 'Change' button. The footer includes 'Over 10000' and 'Save'/'Cancel' buttons.

Name	Member Count	Delegate Number	Direct Dial Call Number	Update Time
ACD_TEST	1	2000	201	2015-06-29 18:33:23
Callcenter	1	8100		2015-06-29 14:34:06
ACD_TEST	2	8100	205	2015-06-29 15:46:44

Group Name: ACD_TEST
Representative Number: 8000
Direct Dial Call Number: 201
Time Schedule: SF Default Time Schedule

Supervisor Extension: Please select...

Name	Extension
8200 Member #1	8200
8400 Member #3	8400
8300 Member #2	8300

Name	Extension
------	-----------

New 1: 8000 New 1000: 8000
Change
Over 10000 Save Cancel

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Change** button to add or delete member.
4. Click to add member, button to delete.
5. Click the **Save** button to save.
6. Click **Cancel** to return to the list view.

2.3.3.2.4 Add

Add “ACD Group” and “Queuing” setting.

Add Hunt Group

The screenshot shows the 'Automatic Call Distribution Group' configuration window. At the top, there's a title bar 'Automatic Call Distribution Group' and a dropdown menu 'Automatic Call Distribution Group List (5 Licenses)'. Below this are three buttons: 'Add', 'Modify', and 'Delete'. The main form area contains several input fields: 'Group Name' (My_ACD_Group), 'Representative Number' (8600), 'Direct Dial Call Number' (205), and 'Time Schedule' (8th Default Time Schedule). Below these fields is a tabbed interface with three tabs: 'Member', 'Queuing', and 'Time Agent'. The 'Queuing' tab is selected, showing a 'Queuing' section with a 'Queuing Step' dropdown (2) and a table of announcement steps. The table has columns for 'Step', 'Announcement', 'Browse', and 'Duration'. The first two steps are filled: '1st Announcement' (1st, 100msec (Max 0000)) and '2nd Announcement' (2nd, 100msec (Max 0000)). Below the table is a 'Timeout Destination' field. The 'Overflow' section contains 'Queue Length' (call(x)), 'Service Type' (Release), 'Announcement' (Browse, 100msec (Max 0000)), and 'Forward Destination'. At the bottom right are 'Save' and 'Cancel' buttons.

Step	Announcement	Browse	Duration
1st Announcement	1st	Browse	100msec (Max 0000)
2nd Announcement	2nd	Browse	100msec (Max 0000)
3rd Announcement		Browse	100msec (Max 0000)
4th Announcement		Browse	100msec (Max 0000)
5th Announcement		Browse	100msec (Max 0000)

1. Click the **Add** button to convert to add mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

2.3.3.3 Agent Id

Add and manage ACD Group member's ID that are used by existing ACD groups.

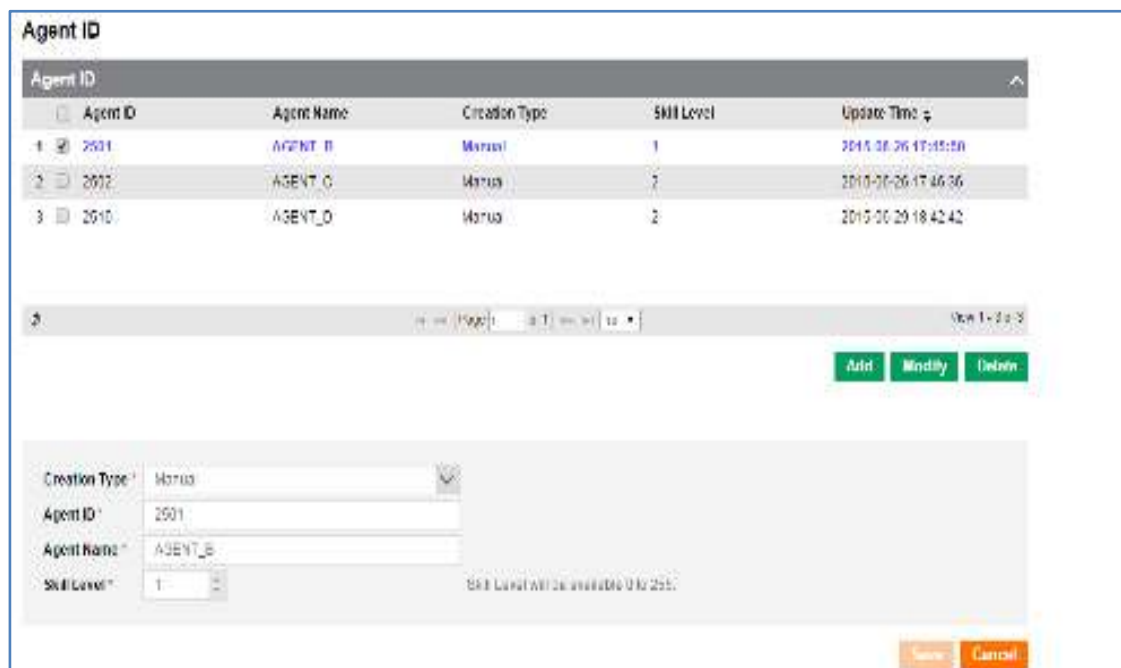
2.3.3.3.1 List

Click **"Call Manager"** > **"Call Center"** > **"Agent Id"** to see Agent ID list below.



2.3.3.3.2 View

Choose one of the items on Agent ID list to display the detail view.



Each items mean below

Item	Description
Creation Type	- Manual: in case of Agent ID Usage at Agent Log on setting of ACD Group is assigned as “Manual”, create Agent ID manually. - Automatic: in case of Agent ID Usage at Agent Log on setting of ACD Group is assigned as automatic, automatically created ID as Agent’s extension
Agent ID	ACD Group Member login ID.
Agent Name	Agent Name.
Skill Level	Available 0~255.

2.3.3.3.3 Modify

Modify ‘Group’ option and ‘Member’.

Modify Agent ID configuration

The screenshot displays the 'Agent ID' configuration interface. At the top, there is a table listing existing agents:

Agent ID	Agent Name	Creation Type	Skill Level	Update Time
1 2501	AGENT_B	Manual	1	2015-06-26 17:45:50
2 2502	AGENT_C	Manual	2	2015-06-26 17:48:30
3 2510	AGENT_D	Manual	2	2015-06-26 18:42:42

Below the table, there are navigation controls including a search bar, page indicators (Page 1 of 1), and buttons for 'Add', 'Modify', and 'Delete'. The 'Modify' button is highlighted.

The bottom section contains a form for modifying an agent's configuration:

- Creation Type:** A dropdown menu currently set to 'Manual'.
- Agent ID:** A text input field containing '2501'.
- Agent Name:** A text input field containing 'AGENT_2501'.
- Skill Level:** A numeric input field set to '2'. A note below it states 'Skill Level will be available 0 to 255'.

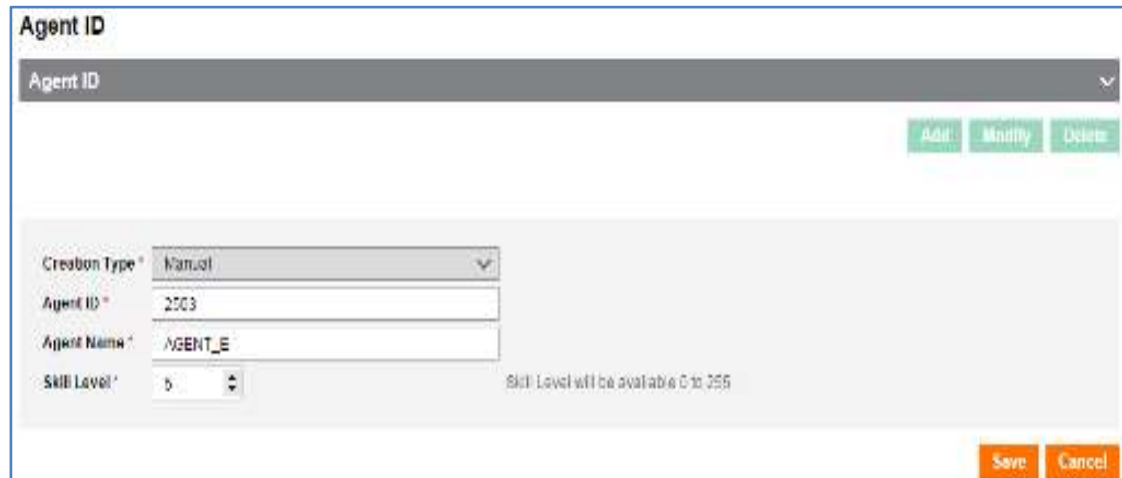
At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

2.3.3.3.4 Add

Add "Agent ID".

Add Agent ID



The screenshot shows a web interface titled "Agent ID". At the top, there is a header bar with the text "Agent ID" and a dropdown arrow. Below the header, there are three buttons: "Add", "Modify", and "Delete". The "Add" button is highlighted. Below the buttons, there is a form with the following fields:

- Creation Type ***: A dropdown menu with "Manual" selected.
- Agent ID ***: A text input field containing "2003".
- Agent Name ***: A text input field containing "AGENT_E".
- Skill Level ***: A dropdown menu with "5" selected. A note next to it says "Skill Level will be available 0 to 255".

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

1. Click the **Add** button to convert to add mode.
2. Configure each items.
 - Choose Creation Type.
 - Input Agent ID.
 - Input Agent Name
 - Assign Skill Lever.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

2.3.4 Conference Room

Add and manage conference rooms.

2.3.4.1.1 List

Click **“Call Manager” > “Conference Room”** to display Conference Room list.

The screenshot shows the iPECS Customer Manager interface. The left sidebar contains a menu with options: Company, User, Call Manager (expanded), Group Setting, FAX/OutCall, Call Center, Conference Room (selected), Shared Line, Hot Desk, Call Board, Call Code or Rule, Call Record Report, Status View, Call History, My Home, and My Information. The main content area is titled 'Conference Room' and displays a table with 5 licenses. The table has columns: Room Number, Room Name, Direct Dial Call Number, Password, Usage, and Update Time. The data rows are:

Room Number	Room Name	Direct Dial Call Number	Password	Usage	Update Time
1 902		200	244563	Use	2015-07-01 00:45:35
2 901		220	800101	Use	2015-06-27 12:38:55
3 900	123456	211	123456	Use	2015-07-08 11:23:41

At the bottom of the table, there are buttons for 'Add', 'Modify', and 'Delete'.

2.3.4.1.2 View

Select one of the items in the conference room list to view full details.

The screenshot shows the 'Conference Room' details view. It displays a table with 5 licenses. The table has columns: Room Number, Direct Dial Call Number, Password, Usage, and Update Time. The data rows are:

Room Number	Direct Dial Call Number	Password	Usage	Update Time
1 902	200	244563	Use	2015-06-27 12:10:52
2 901	220	800101	Use	2015-06-27 12:38:55
3 900	211	123456	Use	2015-06-28 12:25:48

At the bottom of the table, there are buttons for 'Add', 'Modify', and 'Delete'.

Below the table, there is a form for adding or modifying a conference room. The form has fields for:

- Room Number: 902
- Direct Dial Call Number: 200
- Password: 244563
- Usage: Use

At the bottom of the form, there are buttons for 'Save' and 'Cancel'.

Each items mean below

Item	Description
Room Number	Conference Room number.
Direct Dial Call Number	Direct Dial Call Number for direct call from external parties
Password	Conference Room login password. (Max 6 digit available.)
Usage	Usage. (Use / Not Use)

2.3.4.1.3 Modify

Modify "Conference Room".

Modify Conference Room setting

The screenshot shows the 'Conference Room' management interface. At the top, there's a title 'Conference Room' and a subtitle 'Conference Room (5 Licenses)'. Below this is a table with columns: Room Number, Direct Dial Call Number, Password, Usage, and Update Time. The table lists three rooms. Below the table, there are 'Add', 'Modify', and 'Delete' buttons. At the bottom, there's a form to modify a room. The form has fields for Room Number, Direct Dial Call Number, Password, and Usage, each with a dropdown menu. The 'Room Number' field is currently set to '902'. The 'Direct Dial Call Number' field is set to '208'. The 'Password' field is set to '147808'. The 'Usage' field is set to 'Use'. At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

	Room Number	Direct Dial Call Number	Password	Usage	Update Time
1	902	203	244563	Use	2015-06-27 12:10:53
2	901	220	800101	Use	2015-06-27 12:08:55
3	900	211	123456	Use	2015-06-26 17:29:46

Room Number: 902
 Direct Dial Call Number: 208
 Password: 147808
 Usage: Use

Save Cancel

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

2.3.4.1.4 Add

Add "Conference Room".

Add Conference Room

Conference Room

Conference Room (5 Licenses)

Add Modify Delete

Room Number * 010

Direct Dial Call Number 210

Password 555222

Usage Use

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each item.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

2.3.5 Shared Line

Configure to share one number with multiple user.

2.3.5.1.1 List

Click "**Call Manager**" > "**Shared Line**" to display Shared Line list.

iPECS Kores [Peter James] Customer Manager

Company User Call Manager Shared Line

Shared Line

Shared Line List

Rank	Status	Digit Number	Direct Dial Call Number	Description	Digit Number Setting	Unlink Time
1	On	321	309	AdkTest	0	2015-03-27 11:21:27
2	On	322	307	SharedAdkTest	0	2015-03-27 11:21:53
3	On	321	309	Shared2	0	2015-03-27 12:22:19
4	On	320		SharedTest_00000	0	2015-07-03 10:42:09
5						

Add Modify Delete

2.3.5.1.2 View

Select one of the available options from the shared line list view to see full options.

Shared Line

Shared Line List

Site	Digit Number	Shared Number	Description	Digit Number	Expires
1	000	000	Sub-Ten	0	2015-06-27 14:51:27
1	000	000	Shared Line	0	2015-06-27 14:51:27
1	000	000	Shared Line	0	2015-06-27 14:51:27
1	000	000	Shared Line	0	2015-06-27 14:51:27

Page 1 of 1

Buttons: Add, Modify, Delete

Form fields:

- Site: 000
- Digit Number: 000
- Direct Dial Call Number: 000
- Description: Shared Line

Monitor

Site	Extension	Status	Buttons
1	000	Available	2

View History

Buttons: View, Cancel

Each items mean below

Item	Description
Site	Site name.
Digit Number	Shared Line number.
Direct Dial Call Number	Direct Dial Call Number from outside.
Description	Description.
Extension	Extension for Shared Line.
Name	User name.
Button	Flexible Button for Shared Line save.

2.3.5.1.3 Modify

Modify “Shared Line” option and “Member”.

Modify Shared Line configuration

Shared Line

View: Total SNo

SNo	SNo	Digit Number	Direct Dial Call Number	Description	Digit Number Setting	Update Time
1	SNo1	323	209	AddTest		2015-06-27 14:34:27
2	SNo1	371	207	SharedAddTest		2015-06-27 14:34:27
3	SNo1	321	208	Shared2		2015-06-27 12:22:13
4	SNo1	325	204	SharedTest		2015-06-27 14:34:27

Page 1 of 1

Add Modify Delete

SNo: SNo1
Digit Number: 323
Direct Dial Call Number: 209
Description: SharedTest_modify

Member

SNo	Extension Name	Button
1	SNo1 4500 Test1001	1
2	SNo1 5100 5100 Super/Vice	2
3	SNo1 5200 5200 Member#1	2

View 1-3 of 3

Available

SNo	Extension	Name
1	SNo1 4500	Test1001
2	SNo1 5300	5300 Member#2
3	SNo1 5400	5400 Member#3
4	SNo1 5500	5500 Member#4

View 1-4 of 4

Change

Save Cancel

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the **Change** button to add or delete member.
4. Click button to add member, button to delete.
5. Configure Index of Flexible Button through assignment index of User Phone Button.
6. Click the **Save** button to save.
7. Click the **Cancel** button to return to the list view.

Digit Number Setting for Shared Line

DN Setting

Digit Number Setting - Feature
and Message - Service

Feature Service

Display Name * 1000


Business Message

Defaulted Call Number * None

Outgoing Caller ID * Other Side Outgoing Caller ID

Call Waiting * Other Side Call Waiting

Save Cancel

1. Click configuration button () on Digit Number Setting list.
2. **Digit Number Setting Popup** – Click the Save Button after configuration for DN setting on DN Setting Tab.
3. **DN Setting Popup** – Click the **Save** Button after configuration DN Feature at Feature.
4. **DN Setting Popup** – Click the **Save** Button after configuration for Service (Busy/No Answer)

2.3.5.1.4 Add

Add 'Shared Line' and 'Member'.

Add Shared Line

Shared Line

OK Cancel

Shared Line List

Add Modify Delete

Sex: Male

Unit Number: 4100

Direct/Dial Number: 200

Description: ADD KEYSTONE

Member

Sex	Phone Number	Name
1	0000 0000 Member A	
2	0000 0000 Member B	
3	0000 0000 Member C	

Available

Sex	Extension	Name
1	4000	Test and
2	4000	Test U show
3	0000	(100) Test Member
4	0000	(100) Test Member

New = 3 of 3 Used = 4 of 4

Change

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each item.
3. Click the **Change** button to add or delete member.
4. Click button to add member, button to delete.
5. **Configure** Button Index to assign Shared Line to Added member's phone.
6. Click the **Save** button to save.
7. Click the **Cancel** button to return to the list view.

2.3.6 Hot Desk

Add a phone that can be used as hot desk station.

2.3.6.1.1 List

Click **“Call Manager” > “Hot Desk”** to display below.

The screenshot displays the iPECS Customer Manager web interface. The left sidebar contains a navigation menu with categories like Company, User, Call Manager, Status View, Call History, My Home, and My Information. The 'Call Manager' section is expanded, and 'Hot Desk' is selected. The main content area shows a table titled 'Hot Desk' with columns for Extension, Name, Phone, MAC Address, and Update Time. A single entry is visible: Extension 880, Name Hot Desk Seat 1, Phone LIP-9020, MAC Address B41EDC1B1511, and Update Time 2015-06-26 18:27:25. Below the table is a pagination bar showing 'Page 1 of 1' and 'View 1 - 1 of 1'. At the bottom right of the table area are three buttons: Add, Modify, and Delete.

Extension	Name	Phone	MAC Address	Update Time
1 880	Hot Desk Seat 1	LIP-9020	B41EDC1B1511	2015-06-26 18:27:25

1. Display existing hot desk handsets using the hot desk list view.
2. You can only use the LIP handsets for hot desk users.

2.3.6.1.2 View

Select one of the items in the Hot Desk list to see full details.

The screenshot displays the 'Hot Desk' management interface. At the top, there is a table with the following columns: Extension, Name, Phone, MAC Address, and Update Time. The table contains one entry with Extension 7333, Name HotDesk1, Phone 1P 98594, MAC Address B41D0C851111, and Update Time 2015-07-10 10:26:00. Below the table, there are 'Add', 'Modify', and 'Delete' buttons. At the bottom, there is a form with fields for Extension (7333), Name (HotDesk1), Phone (1P 98594), and MAC Address (B41D0C851111). There are also 'Save' and 'Cancel' buttons at the bottom right.

Extension	Name	Phone	MAC Address	Update Time
7333	HotDesk1	1P 98594	B41D0C851111	2015-07-10 10:26:00

1 of 1 Page 1 of 1

Add Modify Delete

Extension: 7333
Name: HotDesk1
Phone: 1P 98594
MAC Address: B41D0C851111

Save Cancel

Items mean below

Item	Description
Extension	Users Extension.
Name	Hot Desk Phone Name.
Phone	Phone for Hot Desk. (LIP phone only available.)
MAC Address	Phone MAC Address.

2.3.6.1.3 Modify

Modify “Hot Desk” setting.

Modify Hot Desk setting

Hot Desk

Extension	Name	Phone	MAC Address	Update Time
1 7200	HotDesk1	LIP-8050V	B40EDCB09555	2015-07-10 10:28:50

Page: 1 of 1

View: 1 of 1

Buttons: Add, Modify, Delete

Form fields:

- Extension: 7200
- Name: HotDesk2
- Phone: -- NONE --
- MAC Address: B40EDCB09555

Buttons: Save, Cancel

NOTE

Cannot modify Extension, Phone, MAC Address because of another add is needed for Hot Desk User.

1. Click the **Modify** button to convert to modification mode.
2. Configure each item.
3. Click the Save button to save.
4. Click the **Cancel** button to return to the list view.

2.3.6.1.4 Add

Add “Hot Desk” User and “Hot Desk” setting.

Add Hot Desk user(configure at User Setting)

User Setting

Extension: 7500 Search Site: KJUS81

User List

Add Modify Delete Multiple User Add User List Download User List Upload

Extension: 7500 0-5 Digit

Name: First name Last name (This name is also used to print on display name)

Site: KJUS81

Portal ID: KJUS81

Password: 1234

Email: 1234

Package: Professional User(1)

User Type: Single Client

Direct Dial Call Number: NONE

Call Duration: Copy Site Call Setting

Outgoing Caller ID: Copy Site Outgoing Caller ID

Device Feature Service Information ON Based CID Routing

Package Device: No Use Device

Customer Device: Phone Soft Client

Authentication ID: Authentication Password: Extension Password:

Save Cancel

1. Click the **Add** button to convert to add mode.
2. Configure each item.
3. Choose 'Hot Desk User' at Package to add Hot Desk user.
4. Click the **Save** button to save.
5. Click the **Cancel** button to return to the list view.

Add Hot Desk setting

The screenshot shows a web interface for configuring a 'Hot Desk'. At the top, there is a header 'Hot Desk' and a dropdown menu currently showing 'Hot Desk'. Below this are three green buttons: 'Add', 'Modify', and 'Delete'. The main configuration area contains four fields: 'Extension' with the value '7300', 'Name' with the value 'HotDesk2', 'Phone' with a dropdown menu showing 'LIP-6050V (1)', and 'MAC Address' with a dropdown menu showing 'B40EDCB69555'. At the bottom right of the form are two orange buttons: 'Save' and 'Cancel'.

1. Click the **Add** button to convert to add mode.
2. Configure each item.
 - Input Extension.
 - Input Name.
 - Choose Phone.
 - Choose Address.
3. Click the **Save** button to save.
4. Click the **Cancel** button to return to the list view.

2.3.7 Switch Board

IP ATD representative setting. Representative setting, assign Night service Type, DID, Night service Subscriber.

2.3.7.1.1 View

Click 'Call Manager' > 'Switch Board' to display Switch Board setting information.

The screenshot displays the iPECS Customer Manager web interface. The left sidebar contains a navigation menu with options like Company, User, Call Manager, and Switch Board. The main content area is titled 'Switch Board' and includes input fields for 'Extension', 'Direct Dial Call Number', and 'Night Service Type'. Below these fields is a 'Night Subscriber' section with a 'Subscriber' list containing 'Extension' and 'Name' columns. At the bottom, there are 'Change', 'Modify', 'Delete', 'Save', and 'Cancel' buttons.

Each items means below

Item	Description
Extension	Extension.
Direct Dial Call Number	Direct Dial Call Number.
Night Service Type	Night Service setting. - First Idle: forward to first idle user among Night service subscriber. - Circular: - Simultaneous Ring: Simultaneous Ring: for Night service subscriber.
Extension	Subscriber Extension.
Name	Subscriber Name.

2.3.7.1.2 Modify

Modify “Switch Board” information and “Night Subscriber”.

Modify Switch Board setting

Switch Board

Extension: 1200
Direct Dial Call Number: 204
Night Service Type: Simultaneous Ring

Night Subscriber

Subscriber		Available	
Extension	Name	Extension	Name
1 4500	Test test	1 5100	5100 Supervisor
2 4600	Test Michael	2 5200	5200 Member #1
3 5400	5400 Member #3	3 5300	5300 Member #2
4 5500	5500 Member #4		

View 1 - 4 of 4 View 1 - 3 of 3

Change

Modify Delete Save Cancel

1. Click the Modify button to convert to modification mode.
2. Configure each item.
3. Click the **Change** button to add or delete member.
4. Click button to add member, button to delete.
5. Click the **Save** button to save.
6. Click the **Cancel** button to return to the list view.

2.3.8 Quick Code on Busy

Input 1 digit in case of extension is busy.

2.3.8.1.1 View

Click **“Call Manager” > “Quick Code on Busy”** to display below.

The screenshot shows the iPECS Customer Manager interface. The left sidebar contains a menu with options: Company, User, Call Manager, Group Menu, Agent Transfer, Call Center, Commercial Agent, Shared Line, Extension, Quick Dial, Quick Code on Busy (highlighted), Call Record Report, Status View, Call History, My Home, and My Information. The main content area has a header with 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. Below the header, the title 'Quick code on busy' is displayed. The main area contains a 3x3 grid of buttons. Each button has a digit (1-9, *, 0, #) and a dropdown menu. The dropdown menus for buttons 1, 2, 3, 4, 5, 6, 7, 8, 9, *, 0, and # are all set to 'None'. At the bottom of the grid are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (orange).

Assign digit service on each button.

2.3.8.1.2 Modify

Modify functions of 'Code'.

The screenshot shows the iPECS Customer Manager interface with the 'Quick code on busy' configuration screen. The left sidebar is the same as in the previous screenshot. The main content area has the title 'Quick code on busy'. The 3x3 grid of buttons is shown. The dropdown menu for button 1 is open, showing a list of options: 'None', 'Call Back', 'Complaint', 'Call wait', 'Call No', 'Extension', 'Find Item', and 'Intercept'. The 'Call No' option is highlighted. At the bottom of the grid are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (orange).

Each items mean below

Item	Description
Call Back	Call Back.
Camp on	Camp on.
Call Wait	Call Wait.
OHVO	Off Hook Voice Over.
Intrusion	Intrusion.
Pilot Hunt	Pilot Hunt.
Intercept	Call Intercept.

2.3.9 Call Record Report

Search call record file and support listen and download.

2.3.9.1.1 Default page

Click “Call Manager” > “Call Record List” to display below.

The screenshot shows the iPECS Customer Manager interface. The sidebar menu on the left includes options like Company, User, Call Manager, and Call Record report. The main content area is titled 'Call Record Report' and contains search filters for Extension Name, Extension Number, To Number, Call Time, and Duration. Below the filters is a table titled 'File List' with columns for Extension Name, Extension Number, Call type, Rec Type, Tel Number, Start time, End time, Duration, Play, and Download. Two records are shown in the table.

Extension Name	Extension Number	Call type	Rec Type	Tel Number	Start time	End time	Duration	Play	Download
g.kang.kang	100	Outgoing	Trans	2251	2015-08-22 13:22:00.000	2015-08-22 13:22:00.000	00:00:00	Play	Download
g.kang.kang	100	Outgoing	Trans	2251	2015-08-22 13:22:00.000	2015-08-22 13:22:00.000	00:00:00	Play	Download

Display record file list and able to play or download.

Each items mean below

Item	Description
Extension Name	Extension User Name.
Extension Number	Extension Number.
Date/Time	Scope of record date and time. (Input Date and Time.)
Duration	Duration of record. (Hour, Minutes and Seconds format.)
Call Type	Inbound / Outbound (Choose Inbound / Outbound type for Caller)
Rec Type	Record type.
Tel Number	Telephone Number.
Start Time	Recording Start Time.
End Time	Recording End Time.

2.3.9.1.2 Search

Search call recordings using the various search criteria available at the top of the screen.

Extension Name/Extension Number/Tel Number input item is 'include'. Search for Date/Time or Duration needs selected on checkbox on the left hand side of the screen.

The screenshot shows the 'Call Record Report' interface. At the top, there are input fields for 'Extension Name', 'Extension Number', and 'Tel Number'. Below these, there are checkboxes for 'Date/Time' and 'Duration'. The 'Date/Time' checkbox is checked, and a calendar icon is highlighted with a red box. The 'Duration' checkbox is unchecked. Below the checkboxes, there are dropdown menus for 'Jul' and '2015'. To the right of these are time selection fields for 'Hour', 'Min', and 'Sec'. At the bottom right, there are 'Search' and 'Download' buttons. Below the search criteria, there is a 'Site List' section with a table of call records.

Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
Trunk	9251	2015-06-23 13:23	2015-06-23 13:23	00:00:08	0	0
Trunk	9251	2015-06-23 13:23	2015-06-23 13:23	00:00:07	0	0

1. Click button to use calendar for choosing specific date.
2. Click the **Search** button to search once you have specified your search criteria.

The screenshot shows the 'Call Record Report' interface. At the top, there are input fields for 'Extension Name', 'Extension Number', and 'Tel Number'. Below these, there are checkboxes for 'Date/Time' and 'Duration'. The 'Date/Time' checkbox is checked, and the date '2015-06-23' is entered. The 'Duration' checkbox is unchecked. To the right of these are time selection fields for 'Hour', 'Min', and 'Sec'. At the bottom right, there are 'Search' and 'Download' buttons. Below the search criteria, there is a 'Site List' section with a table of call records.

Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
gidong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23	00:00:08	0	0
gidong hong	100	Outgoing	Trunk	9251	2015-06-23 13:23	2015-06-23 13:23	00:00:07	0	0

3. Input record date and time to search.


2.3.9.1.3 Download

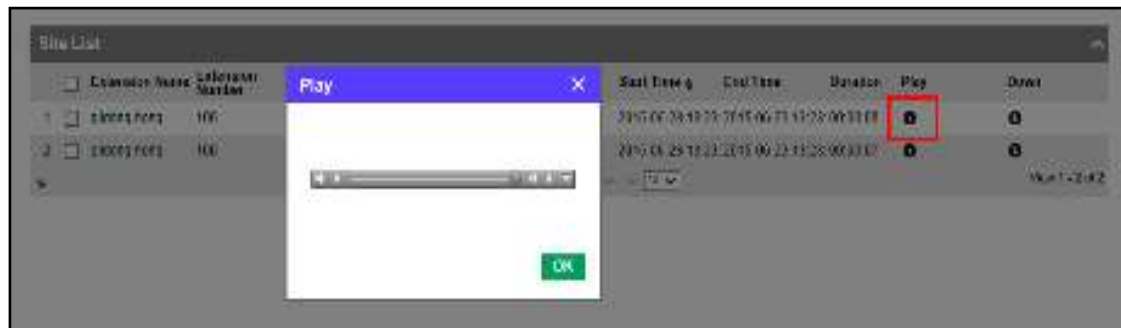
Download recording files to local PC. Check checkbox list among record list and Click Download button to download files to local PC. Multiple file download is available.




Downloaded file is ZIP format file and file name means downloaded date/time. (Ex: 201506301853055.zip)


2.3.9.1.4 Listen

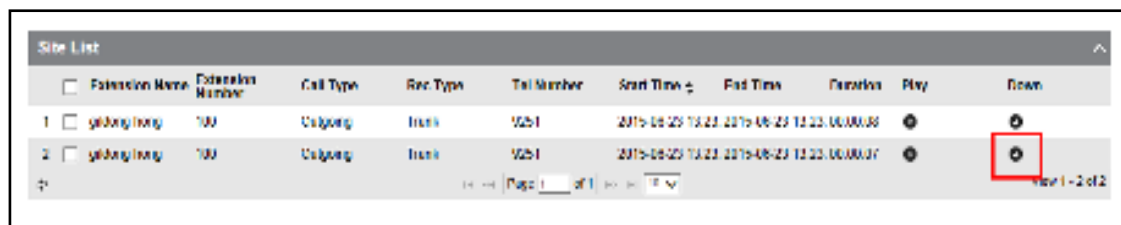
Click play and Listen record file on the web page. Click  button on the recording list to open pop up window and play.



To listen to recording file, click  to open the pop up window and play.

2.3.9.1.5 Down

Download recorded file to your local PC one by one. Click  button on the record list to download.



Downloaded as wav file format.

2.4 Status View

2.4.1 Number Summary

Search the number summary to view the used numbers and destinations.

2.4.1.1.1 View

Click **"Status View"** > **"Number Summary"** to display below.

Company

▼

User

▼

Call Manager

▼

Recent View

▲

Number Summary

▼

Service Summary

▼

Call History

▼

My Home

▼

My Information

▼

My Home

FAVORITE LINK 1

LINK 2

LINK 3

LINK 4

LINK 5

Number Summary

Page

▼

1 of 1

▼

Search

Number Summary List

▲

Service	NAME	TYPE	LINK
1 100		Service Group	Service Unit
2 101		Service Group	Service Unit
3 102		Service Group	Service Unit
4 103		Service Group	Service Unit
5 104		Service Group	Service Unit
6 105		Service Group	Service Unit
7 106		Service Group	Service Unit
8 107		Service Group	Service Unit
9 108		Service Group	Service Unit
10 109		Service Group	Service Unit

Page

1 of 1

1 2

Each items mean below

Item	Description
Number	Number.
Name	User Name. (Display Name.)
Type	<p>Types of Number.</p> <ul style="list-style-type: none"> - Extension : Extension Number. - Switch Board : Switch Board – Extension Number. - Hunt Group : Hunt Group - Representative Number. - Shared Line : Shared Line Number. - Multiple Line : Multiple Line Number. - ACD Group : ACD Group - Representative Number. - Feature Code Feature Code. - Conference Room : Conference Room – Room Number. - Hot Desk : Hot Desk Extension. - Emergency Number : Emergency Number. - Trunk Access Code : Trunk Access Code. - ServiceEXT-CR : CR Service Extension. - ServiceEXT-VM : VM Service Extension. - ServiceEXT-AA : AA Service Extension.
Use	Displays whether numbers are being used or not.

2.4.2 Service Summary

Displays the services available and the usage of those services.

2.4.2.1.1 View

Click **"Status View"** > **"Service Summary"** to display below.



Name	Type	Total	Use
1. ACD System Manager	Additional Feature	10	3
2. Type RCU RCU	Device	5	3
3. IP RCU	Device	10	3
4. UCC	Device	5	3
5. Conference Room	Group	5	3
6. IP RCU	Device	5	1
7. ACD Group	Group	5	1
8. Shared Line	Group	5	3
9. Public Group	Group	5	3
10. Public Group	Group	5	3

Each items mean below

Item	Description
Name	Name of the service resource.
Type	<div>- Package. - Additional Feature. - Group. - Device.</div>
Total	The total number of the resource that you have available.
Use	The number of resources that are being used.

2.4.3 Device Status

2.4.3.1.1 View

Click **"Status View"** > **"Device Status"** to display below.

The screenshot shows the iPECS Customer Manager interface. The top navigation bar includes 'MY HOME', 'FAVORITE LINK 1', 'LINK 2', 'LINK 3', 'LINK 4', and 'LINK 5'. The left sidebar contains a tree view with 'Status View' expanded, showing 'Device Status' as the selected option. The main content area is titled 'Device Status' and features a search bar and a 'Device Status List' table.

Phone	MAC Address	Site	Extension	Name	Direct Dial Call Number	Regi Status	Device Restart
1. P8802	053012112809	Seoul	8100	김민준		UNREG	
2. P8802	053012112809	Seoul	8500	김민준		UNREG	
3. P8802	053012112809						
4. P8802	053012112809						
5. P8802	053012112809						
6. P8802	053012112809	Seoul	2000	최민준	232	UNREG	
7. P8802	053012112809	Seoul	2000	최민준	243	UNREG	
8. P8802	053012112809						
9. P8802	053012112809						
10. P8802	053012112809						

Each items mean below

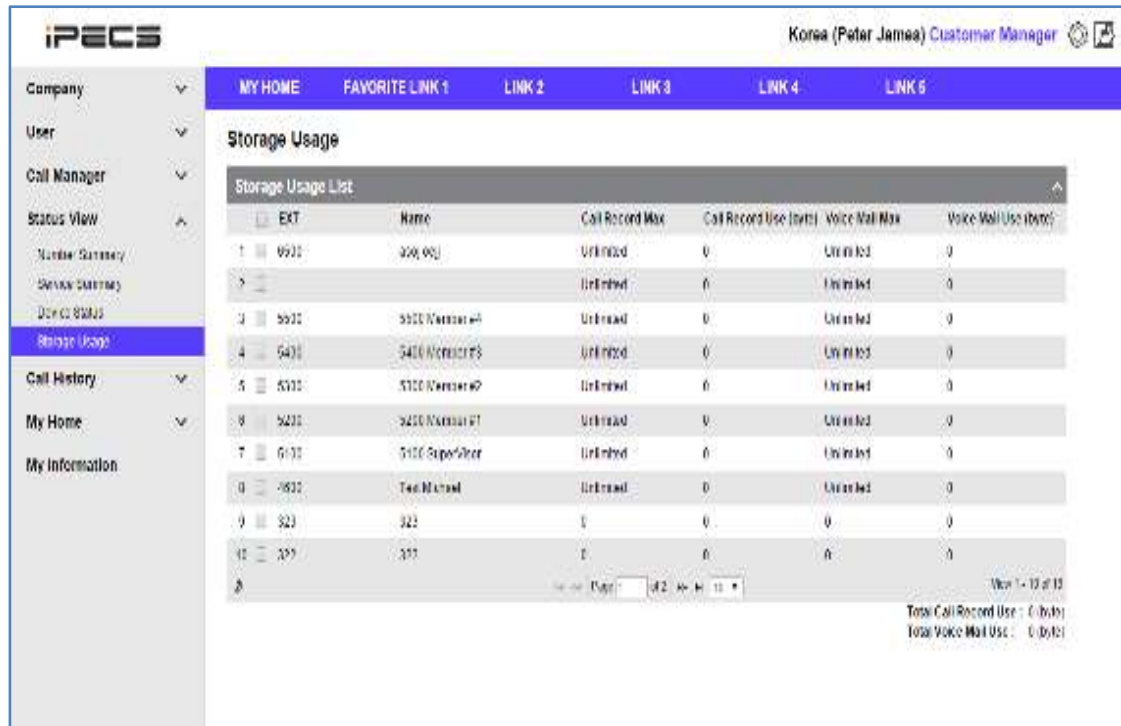
Item	Description
Phone	Phone model.
Mac Address	Mac Address.
Site	Site.
Extension	Extension.
Name	User Name.
Direct Dial Call Number	Direct Dial Call Number from outside.
Regi Status	Registration Status.
Device Restart	Restarts device.

2.4.4 Storage Usage

Displays the amount of recordings and the storage space utilized.

2.4.4.1.1 View

Click **"Status View"** > **"Storage Usage"** to display below.



EXT	Name	Call Record Max	Call Record Use (byte)	Voice Mail Max	Voice Mail Use (byte)
1	9930	999 000	Unlimited	0	Unlimited
2		Unlimited	0	Unlimited	0
3	9930	9930 Number 99	Unlimited	0	Unlimited
4	9430	9430 Number 95	Unlimited	0	Unlimited
5	9330	9330 Number 90	Unlimited	0	Unlimited
6	9430	9430 Number 97	Unlimited	0	Unlimited
7	9130	9130 SuperStar	Unlimited	0	Unlimited
8	9830	Two Number	Unlimited	0	Unlimited
9	923	923	0	0	0
10	903	903	0	0	0
11					
12					
13					

Total Call Record Use : 0 (byte)
Total Voice Mail Use : 0 (byte)

Each items mean below

Item	Description
Ext	Extension.
Name	User Name.
Call Record Max (byte)	Call Recording Max.
Call Record Use (byte)	Call Recording Uses.
Voice Mail Max (byte)	Voicemail maximum storage.
Voice Mail Use (byte)	Voicemail storage used.

2.5 Call History

2.5.1 Call History Summary

Search summaries for all calls in and out of the system.

2.5.1.1.1 View

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

Extension Number	Extension Name	Data / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
1-1001	Extension 1001	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00
1-1002	Extension 1002	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00
1-1003	Extension 1003	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00
1-1004	Extension 1004	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00
1-1005	Extension 1005	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00
1-1006	Extension 1006	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00
1-1007	Extension 1007	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00
1-1008	Extension 1008	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00
1-1009	Extension 1009	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00
1-1010	Extension 1010	2015-07-01 10:00:00	1	1	1	1	00:00:00	00:00:00

Each items mean below

Item	Description
Extension Number	Extension Number.
Extension Name	Extension Name.
Data / Time	Data / Time.
Incoming Total	Incoming Total.
Incoming OK	Incoming OK.
Outgoing Total	Outgoing Total.
Outgoing OK	Outgoing OK.
Average Duration	Average Call Duration.
Duration	Duration.

Extension by period: Summary of incoming and outgoing calls listed on a per extension basis.

Call History Summary

Extension by period Telephone number Tail by hour

Extension Number: [] Extension Range: []

Date/Time: 2015-07-12 00:00:00 - 2015-07-12 23:59:59

☐ Duration ☐ Average Duration

Call summary by Extension list by period

Extension number	Extension Range	Calls / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
20								

Page 1 of 1

Trunk Tel Number: Call summary for all DDI numbers.

Call History Summary

Extension by period Telephone number Tail by hour

To Number: []

Date/Time: 2015-07-12 00:00:00 - 2015-07-12 23:59:59

☐ Duration ☐ Average Duration

Call summary by Telephone number

Tel number	249-1111	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
20							

Page 1 of 1

Tail by Hour: Summary of incoming and outgoing calls per hour.

Call History Summary

Extension by period Telephone number Tail by hour

Date/Time: 2015-07-12 00:00:00 - 2015-07-12 23:59:59

☐ Duration ☐ Average Duration

Call summary Tail by hour

Calls / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
20						

Page 1 of 1

2.5.2 Call Detail History

Search Call History.

2.5.2.1.1 View

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

Call Detail History

Pick up Number: Call Number: Call Type: Duration:

Start Time	End Time	Extension Number	Extension Name	Other Number	Call Type	Result	Duration
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Outgoing	Fail	00:00:00
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Incoming	Fail	00:00:00
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Outgoing	Fail	00:00:00
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Incoming	Fail	00:00:00
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Outgoing	Fail	00:00:00
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Incoming	Fail	00:00:00
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Outgoing	Fail	00:00:00
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Incoming	Fail	00:00:00
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Outgoing	Fail	00:00:00
2015-07-06 10:02:19	2015-07-06 10:02:19	1001	Phone Call	1001	Operator Incoming	Fail	00:00:00

Page 1 Total 10

Each items mean below

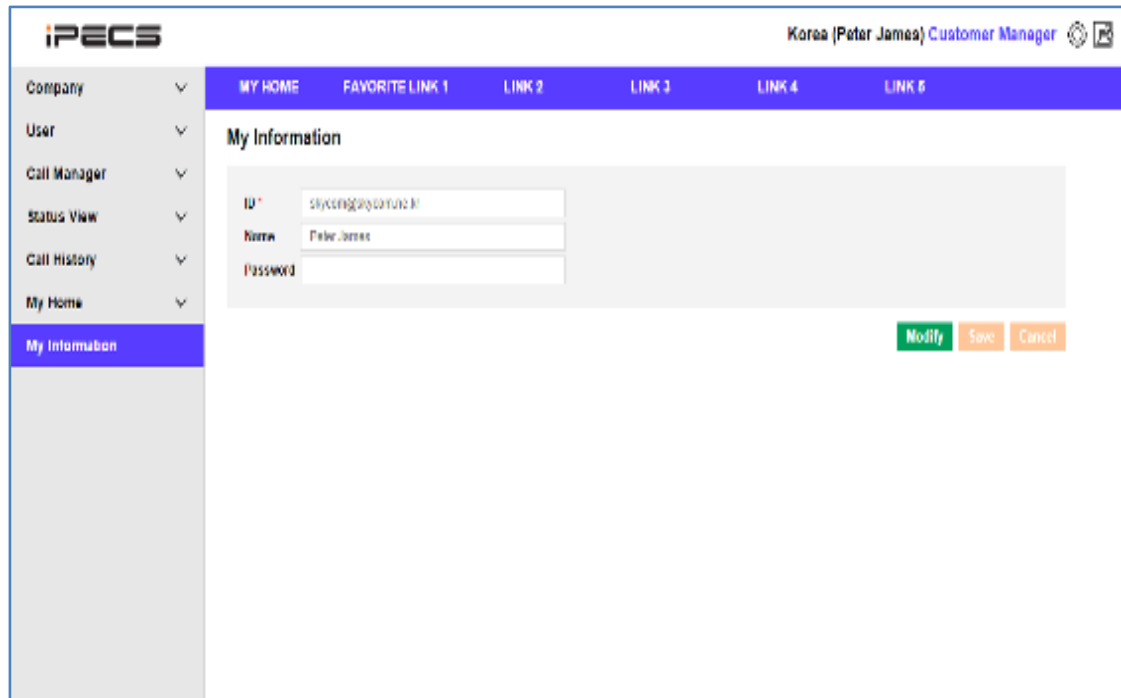
Item	Description
Start Time	Start Time.
End Time	End Time.
Extension Number	Extension Number.
Extension Name	Extension Name.
Other Number	Other Number.
Call Type	Call Type.
Result	Result.
Duration	Call Duration.

2.6 My Information

Check Manager's account information and modify the name and password.

2.6.1 View

Click “**My Information**” to display below.



Only Name and Password can be modified.

Each items mean below

Item	Description
ID	Login ID for company manager.
Email	Email address for company manager.
Password	Login password for company manager.

To Modify the My Information

1. Click the **Modify** button, The My Information editable page is activated.
2. Edit the entry in the text box. (You can modify Email, Password.)
3. To save your changes click **Save** button.
4. To exit without saving click **Cancel** button.

Appendix: Useful Information

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

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