iPECS

Cloud Solution for Customer Manager

Administration Guide

DIAMOND
Communications

Document Information

S/W Version	Issue	Changes	Release Date
1.0.0	1.0	New product release	2016-01-27

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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.
Italic text	A cross-reference or an important term.
`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/*
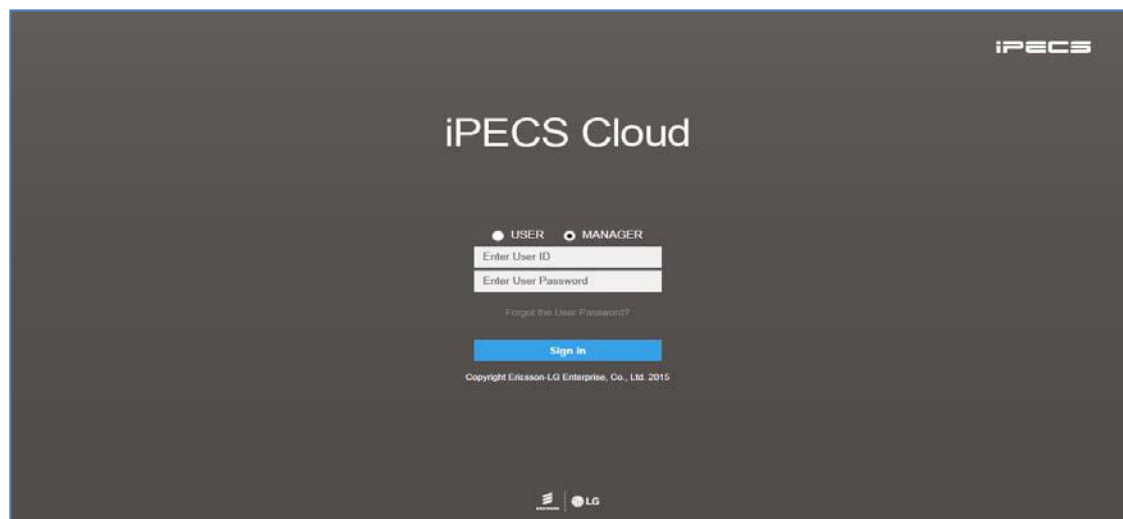
3. Click "**MANAGER**".

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.
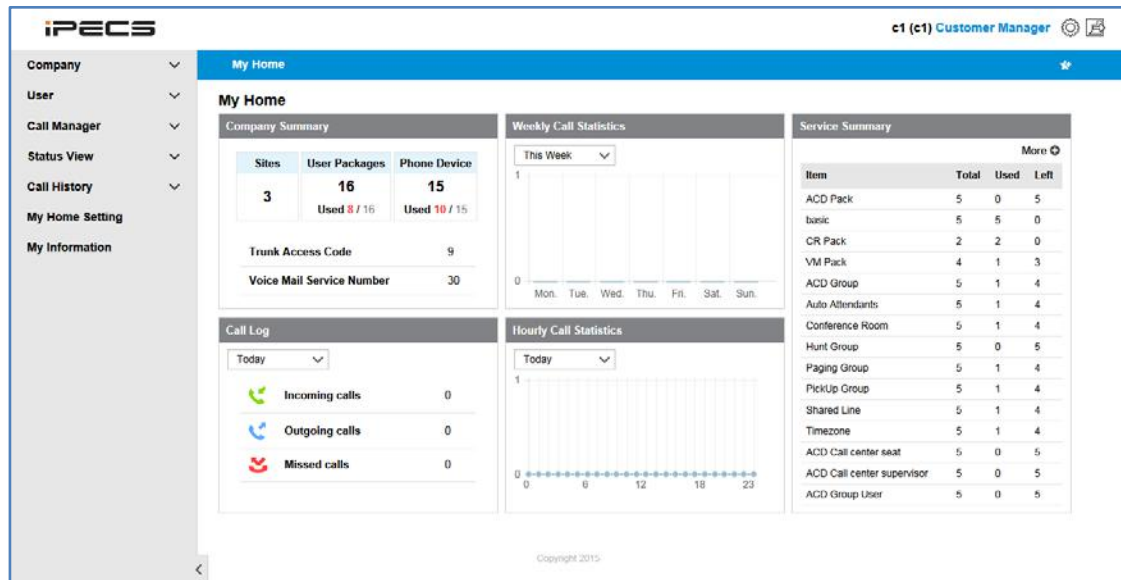
NOTE

No input for 30 minutes may result in automatic disconnect.

1.4 Common Function of Portal Screen

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

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

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

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.

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.

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.

	Numbering Rule Name	Start	End
1	Extension	100	299
2	Ring Group	401	499
3	ACD Group	301	399
4	Conference Room	701	799
5	Voice Mail Number	801	801
6	Auto Attendant	810	829

Select Number Rule [Information]

View 1 - 6 of 6

Close

From "Standard Time Zone information" click ? button to see country/province information.

Standard Time Zone [Information]

Nation/State/City	Standard Time Zone
Africa/Abidjan	GMT+00:00
Africa/Accra	GMT+00:00
Africa/Addis_Ababa	GMT+03:00
Africa/Algiers	GMT+01:00
Africa/Asmara	GMT+03:00
Africa/Asmera	GMT+03:00
Africa/Bamako	GMT+00:00
Africa/Bangui	GMT+01:00
Africa/Banjul	GMT+00:00
Africa/Bissau	GMT+00:00
Africa/Blantyre	GMT+02:00
Africa/Brazzaville	GMT+01:00
Africa/Bujumbura	GMT+02:00

Close
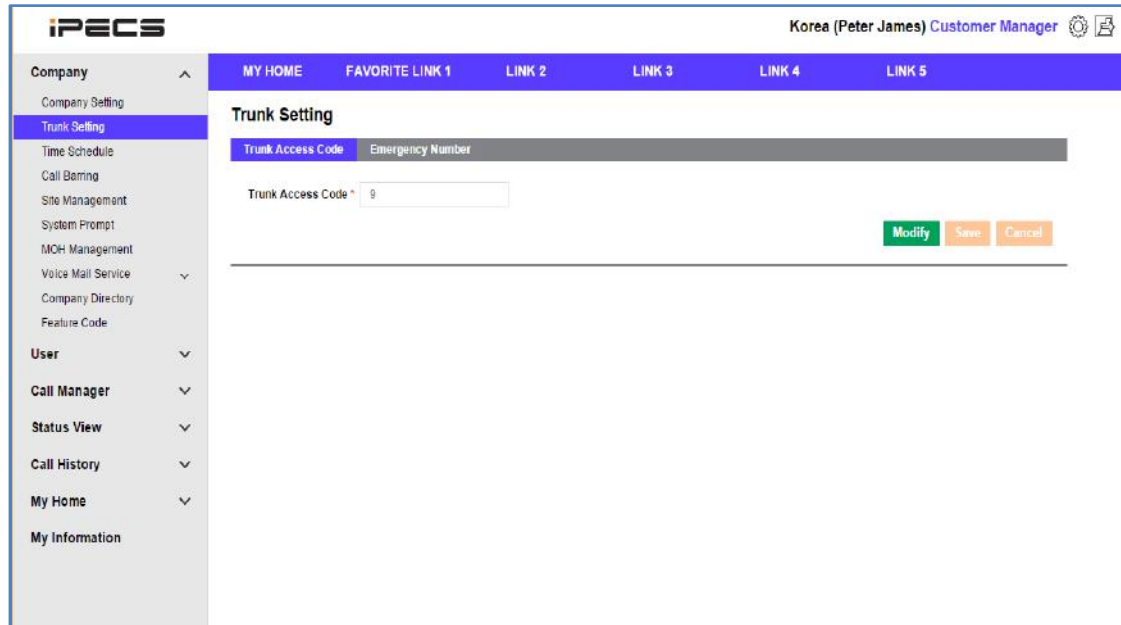
2.1.2 Trunk Setting

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.

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.

Trunk Setting

	Trunk Access Code	Emergency Number	

	Emergency Number	Outgoing Digit
1	112	89112
2	113	89113

View 1 - 2 of 2

Add   Modify   Delete

Emergency Number * 112
Outgoing Digit * 8   9112

Save   Cancel

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

Emergency Number * 112
Outgoing Digit * 8   7112

Save   Cancel
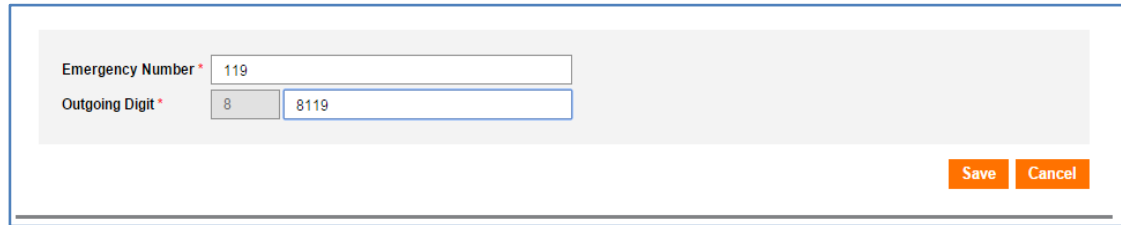
1. Click the **"Modify"** button to convert to modify mode.

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

Emergency Number *	119
Outgoing Digit *	8 8119

<p style="text-align:right">Save   Cancel</p>

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.

2.1.3.2 View

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

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

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

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.
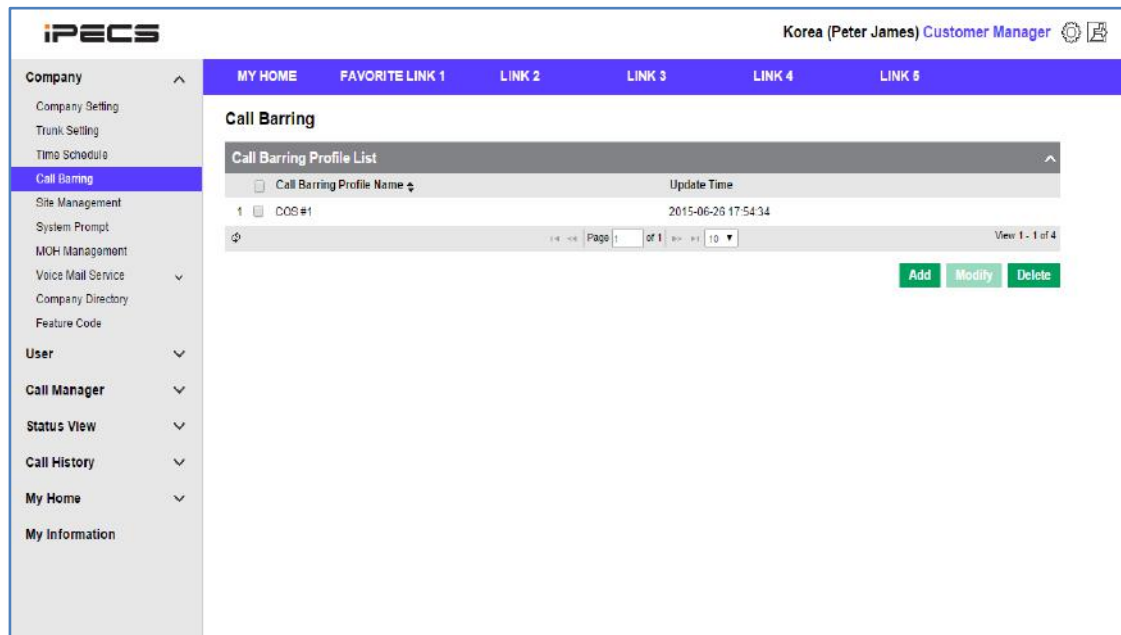
1. You can create multiple call barring profiles for each customer.

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.

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.

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

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

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.

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.

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

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

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

1. Click the **"Modify"** button to enable modify mode.

2. Modify the site name.

3. Modify Address.

4. Select site preferences.

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".)

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.
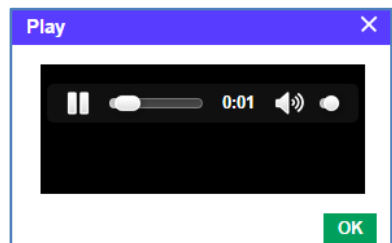
2.1.6.1 List

Click 〝**Company**〞**>** 〝**System Prompt**〞 to display below.
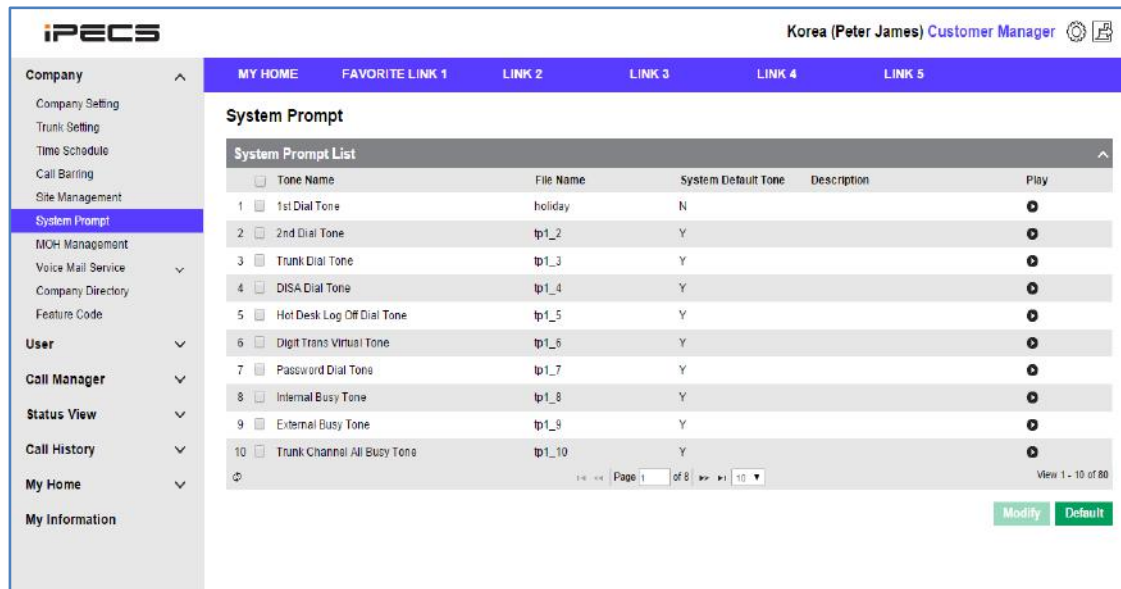
1. Select a system tone, system default tones will be used unless amended.

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.
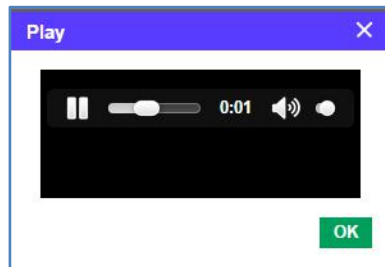
2.1.8 Voice Mail Service

2.1.8.1 Service Number
Internal number used to access voicemail and settings, and you can set an external direct call number to assign to the voicemail box.

2.1.8.1.1 List
Click "**Company**" >"**Voice Mail Service**" > "**Service Number**" to display below.

Item	Description
Voice Mail Service Number	Phone number to access voicemail service.
Direct Dial Call Number	Direct dial number associated with the voicemail service.
Description	Description.

2.1.8.1.2 Modify

Modify Service Number information.

Modify Voice Mail number rule

Service Number	
Voice Mail Service Number*	220
Direct Dial Call Number	07022030011 ⌄
Description	

[Modify] [Save] [Cancel]

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.

Voice Mail Service Number*	801	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.)

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

Schedule Name	Work time
Greeting	queue_K	**Browse**
Start Time	02 ⬍ Hour 00 ⬍ Min.
End Time	23 ⬍ Hour 59 ⬍ Min.
Day	☑ Monday ☑ Tuesday ☑ Wednesday ☑ Thursday ☑ Friday ☑ Saturday ☑ Sunday ☑ Holiday

Save **Cancel**

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

Holiday Name	Thanks Giving day
Year	2015
Date	09 - 27
Calendar Type	Solar

Save **Cancel**
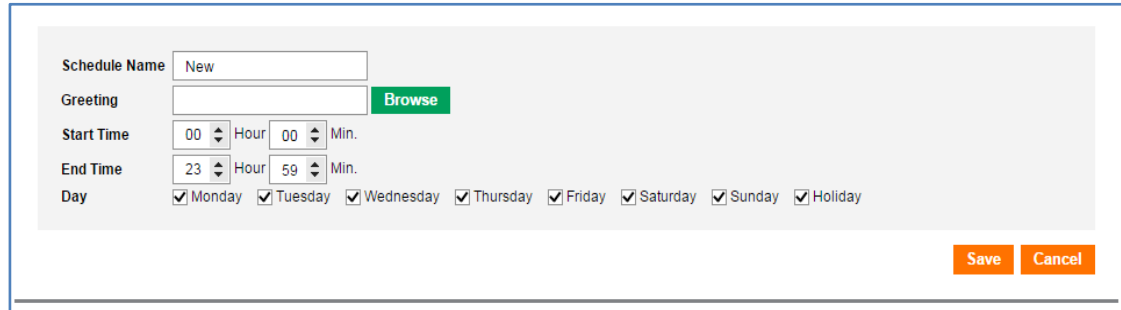
1. Click the **"Modify"** button to convert to modification mode.

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.

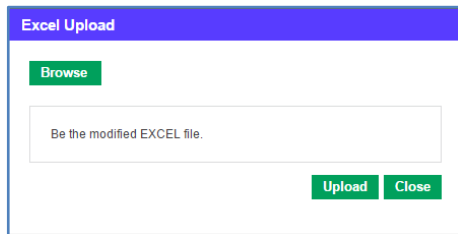**4.** Click the **"Cancel"** button to cancel modification.

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.

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.

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

2.1.10.3 Modify

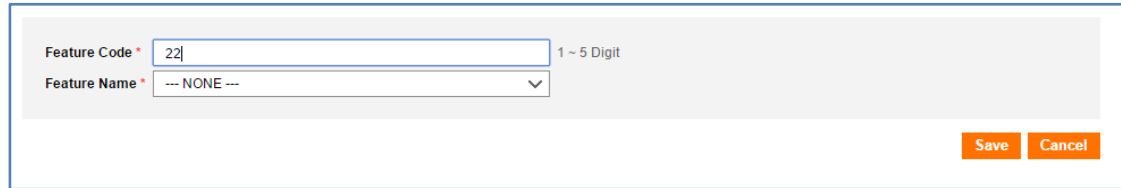Modify Feature assigned on Feature Code.

Modify function key setting

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

Feature Code *	22 1 ~ 5 Digit
Feature Name *	--- NONE ---

Save   Cancel

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.

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.

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'

Each items mean below

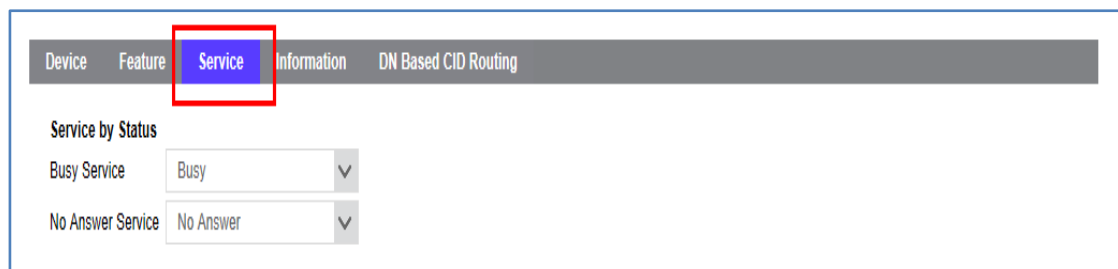| Item	Description
Model No	Users phone model number.
MAC Address	Users phone MAC address.
Authentication ID	Authentication ID for Call Server registration. (for SIP Phone only, Not Lip Phone.)
Authentication Password	Authentication ID Password for Call Server registration. (for SIP Phone only, Not LIP 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

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

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'

Item	Description
Department	Department.
Mobile Number	Mobile Phone Number.

User 'DN Based CID Routing'

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.

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.

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.

User Setting

| Extension | ⌄ | | Search | | | | | | | Site | Total Site | ⌄ |

User List ⌃

		Site	Extension ⇕	Name	Package	User Type	Direct Dial Call Number	Call Barring	Phone	Update Time
1	☐	Seoul	100	gildong hong	Call Center Agent	Single Client	80541234		IP8815E	2015-06-25 19:45:59
2	☑	Seoul	101	SIP101 Koreatime:	Call Center Agent	Single Client	89541235		IP8820E	2015-06-24 19:32:52
3	☐	Seoul	110	james	Call Center Agent	Single Client			IP8815E	2015-06-24 19:32:52
4	☐	Seoul	200	LIP200 Koreatimes	Call Center Agent	Single Client			LIP-9010	2015-06-24 19:42:47

↻   ◁◁ ◁◁ Page 1 of 1 ▷▷ ▷▷ 10 ⌄   View 1 - 4 of 4

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

Extension *	101		Rule Number, Min. 100 ~ Max. 299
Name *	SIP101	Koreatimes	This name is also used to phone's display name.
Site *	Seoul		
Portal ID *	101	@koreatimes.com	
Password *			
E-mail	101@koreatimes.com		
Package *	Call Center Agent (1)		
User Type *	Single Client	?	
Direct Dial Call Number	89541235		
Call Barring *	Obey Site Call Barring	Employee	
Outgoing Caller ID *	Obey 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.

| Device | Feature | Service | Information | DN Based CID Routing |

Assigned Device
- Phone   Model No : IP8820E (1)

MAC Address   43123AAAAA11 ⌄

Authentication ID   6*0150101   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.

2.2.1.5 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.

Click the **"Multiple User Add"** button to display the pop out "Multi User Add" window.

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.

2. You can edit the downloaded user list an uploaded 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.
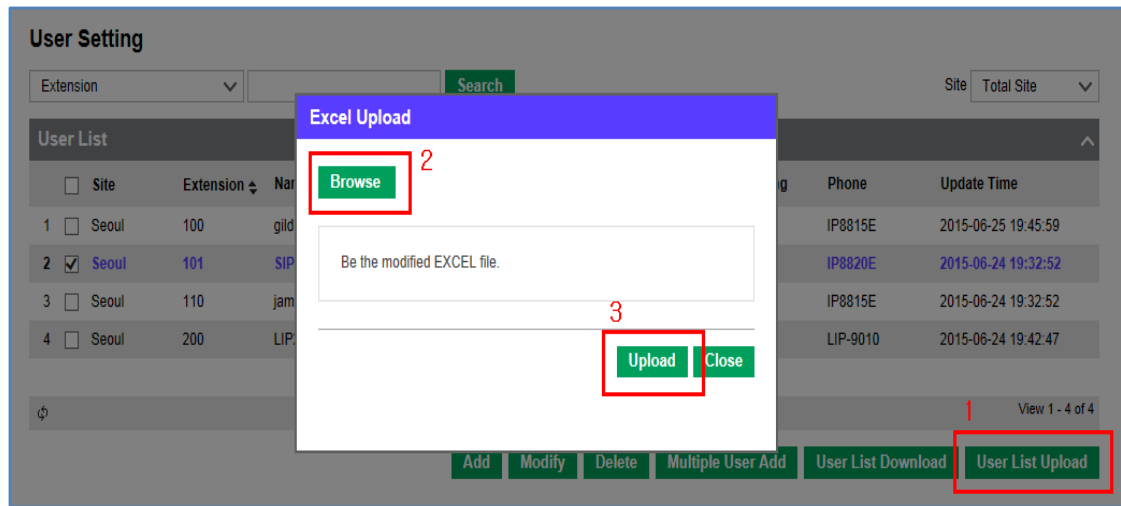
Excel file format recorded User information refers to file which is download by **"User List Download".**

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.

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
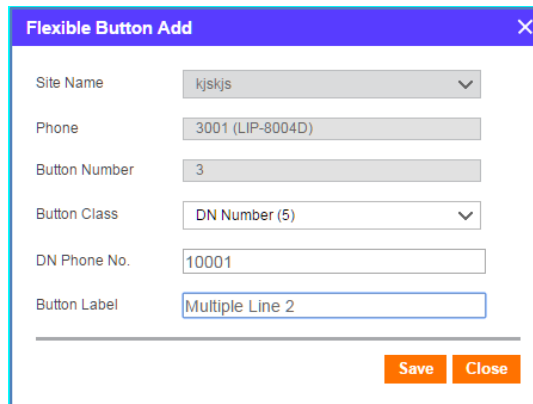
Item	Section class	Sub field	Range
LIP Phone	Fixed Button	Button Type	REDIAL, SPEED, CONFERENCE, MUTE, CALL BACK, DND/CALL FORWARD, TRANSFER, PTT.
SIP Phone	Fixed Button	Button Type	PHONEBOOK, PHONE RECORD, MUTE, HEADSET, REDIAL, CONNECT LAST CALL, CALL FORWARD, CONFERENCE, DELIVERY, DEFER, DND, REMOVE 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)

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

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.

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	Seoul	
User Name	SIP101	Koreatimes
Assigned Device	Hard Phone (IP8820E)	
Direct Dial Call Number	89541235	

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.
	Not Use	
Timed Do Not Disturb Time	Assign time for Do Not Disturb setting.	

User - 'Wake Up' configuration

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'

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

1. Click the "**Modify"** button to convert to modification mode.

2. Click the "**Save"** button to save.

Do Not Disturb

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

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

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.

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'

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

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

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.

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.

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'

Each items mean below

Item	Description
Name	User name.
Extension	User extension number.

Paging Group assigned 'Sender'

Each items means the below

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

2.3.1.2.3 Modify

Modify "Group" option and "Member".

Modify Paging Group setting

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	Total Site ⌄

Paging Group List (5 Licenses) ⌄

Add Modify Delete

Site * | Seoul ⌄
Index * | 02 ⌃⌄
Group Name * | PagingAdd

Member Sender

Member

	Name	Extension
1 ☐	Test Michael	4600
2 ☐	Test test	4500

View 1 - 2 of 2

Available

	Name	Extension
1 ☐	5100 SuperVisor	5100
2 ☐	5200 Member #1	5200
3 ☐	5300 Member #2	5300
4 ☐	5400 Member #3	5400
5 ☐	5500 Member #4	5500

View 1 - 5 of 5

Change

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.

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'

Each items means below

Item	Description
Name	Users name.
Extension	Users extension.

Hunt Group assigned 'Options'

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.	- Immediate Processing - Processing after Greeting
Ann.File	Upload Announcement file for Greeting.	- 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

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

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

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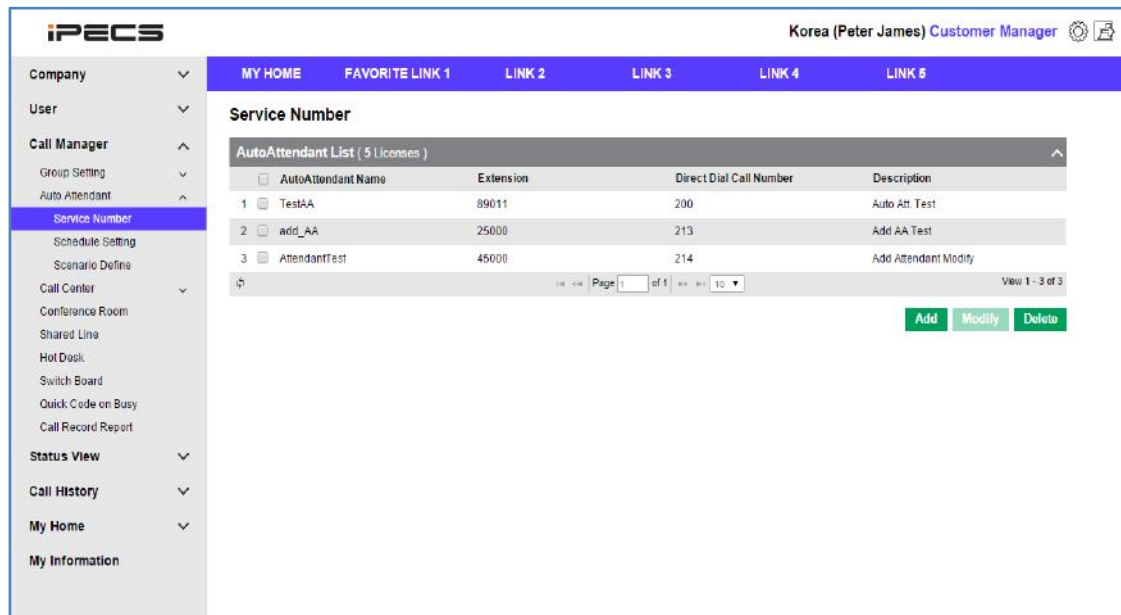
The auto attendant can be configured to send selected options to the required destination. You can also configure a multi-layered auto attendants by sending the selected option to the next menu.

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.

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

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

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.

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.

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

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

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.

2.3.2.2.4 Modify

Modify "Schedule" and "Holyday" Setting.

Modify Schedule setting

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 Attendant TestAA (89011) ⌄

Schedule	Holiday

	☐	Holiday Name	Year	Date	Calendar Type
1	☐	Christmas	Every Year	12-25	Solar
2	☐	Memorial Day	Every Year	06-06	Solar
3	☑	New year	Every Year	01-01	Solar

◁ ◁◁ Page 1 of 1 ▷▷ ▷▷ 10 ▼   View 1 - 3 of 3

Get Holiday   Add   Modify   Delete

Holiday Name	New year(Lunar)
Year	2015 ⌄
Date	02 ⌄ - 19 ⌄
Calendar Type	Lunar ⌄

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'

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'

Scenario	Digit Setting	Key	Option			

No Match Ment [_____] Browse

No Input Ment [_____] Browse

Transfer Ment [_____] Browse

Save 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	89011 Basic Scenario
Scenario Type	General AA ⌄
Scenario Prompt	Merry **Browse**
Basic Dial	3001
Repeat Count	3

Save **Cancel**

Modify "Digit Setting" option

Scenario	Digit Setting	Key	Option

1	Short Dial ⌄	200
2	Next Menu ⌄	New Step ⌄
3	NONE ⌄	
4	NONE ⌄	
5	NONE ⌄	
6	NONE ⌄	
7	NONE ⌄	
8	NONE ⌄	
9	NONE ⌄	
0	NONE ⌄	

Save **Cancel**

Modify "Key" option

Scenario	Digit Setting	Key	Option

Min.Digit	3	
Max.Digit	4	(Max 32 digits)
Retry Key	* ⌄	
Previous Key	NONE ⌄	
Start Point Key	# ⌄	

Save **Cancel**

Modify "Option" option

Scenario	Digit Setting	Key	Option

No Match Ment   check_num   Browse

No Input Ment   inputError   Browse

Transfer Ment   CallTransferSetFail   Browse

Save   Cancel

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.

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

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

1. Click the **Add** button to convert to add mode.

2. Configure each item.

- Input Manager ID.

- nput 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.

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.

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'

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"

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"

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

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

Automatic Call Distribution Group

Automatic Call Distribution Group List (5 Licenses)		⌄

Add Modify Delete

Group Name *	My_ACD_Group
Representative Number *	9800
Direct Dial Call Number	205 ⌄
Time Schedule *	SP Default Time Schedule ⌄

Member **Queuing** **Time** **Agent**

Queuing

Queuing Step	2 ⌄			
1st Announcement	1st	Browse	4	100msec(Max 6000)
2st Announcement	2nd	Browse	4	100msec(Max 6000)
3st Announcement		Browse		100msec(Max 6000)
4st Announcement		Browse		100msec(Max 6000)
5st Announcement		Browse		100msec(Max 6000)
Timeout Destination				

Overflow

Queue Length		call(s)		
Service Type	Release ⌄			
Announcement		Browse		100msec(Max 6000)
Forward Destination				

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.

2.3.3.3 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

1 . Click the **Modify** button to convert to modification mode.

2 . Configure each item.

3 . Click the **Save** button to save.

4 . Click the C**ancel** button to return to the list view.

2.3.3.3.4 Add

Add "Agent ID".

Add Agent ID

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.

2.3.4.1.2 View

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

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

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

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.

2.3.5.1.2 View

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

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

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

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

1. Click the **Add** button to convert to add mode.

2. Configure each item.

3. Click the C**hange** 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.

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.

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

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)

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

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 ʹ**Call Manager**ʹ **>** ʹ**Switch Board**ʹ to display Switch Board setting information.

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

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.

Assign digit service on each button.

2.3.8.1.2　Modify

Modify functions of 'Code'.

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.

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.

1. Click [📅] button to use calendar for choosing specific date.

2. Click the **Search** button to search once you have specified your search criteria.

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.
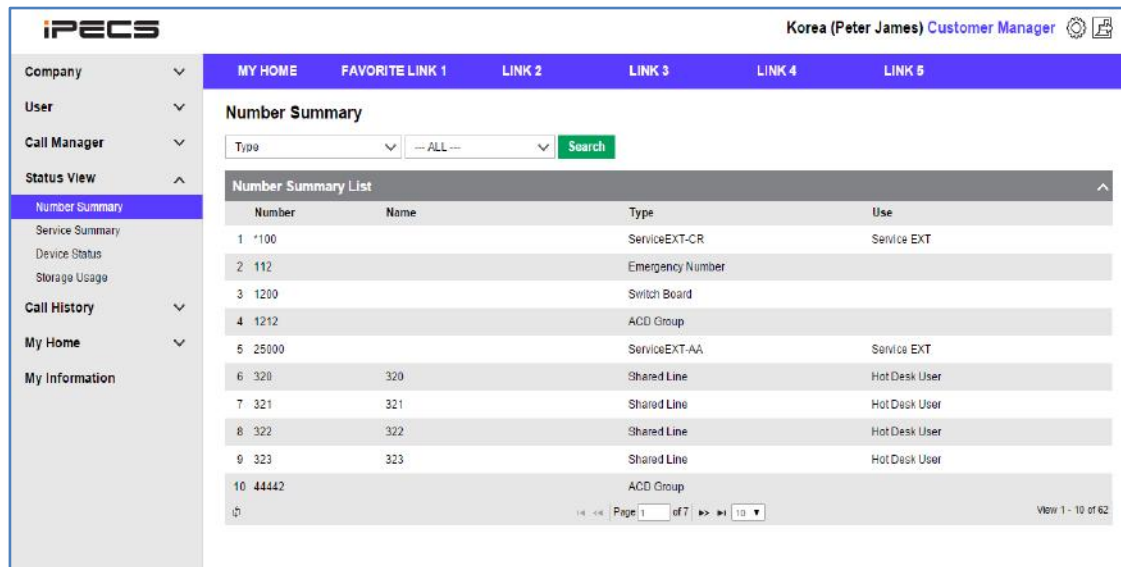
2.4　Status View

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.

Each items mean below

Item	Description
Number	Number.
Name	User Name. (Display Name.)
Type	Types of Number. - 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.

Each items mean below

Item	Description
Name	Name of the service resource.
Type	- Package. - Additional Feature. - Group. - Device.
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.

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.

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.

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.

Trunk Tel Number: Call summary for all DDI numbers.

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

2.5.2 Call Detail History

Search Call History.

2.5.2.1.1 View

Click "**Call History**" > "**Call Detail History**" to display below.

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.

Open Source Software Notice

Open Source Software used in this product are listed as below.   You can obtain a copy of the Open Source Software License from Ericsson-LG Enterprise Web site, http://www.ericssonlg-enterprise.com. Ericsson-LG Enterprise reserves the right to make changes at any time without notice.

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HttpClient	Apache License, Version 2.0
HttpCore	Apache License, Version 2.0
Apache POI	Apache License, Version 2.0
Apache Commons DBCP	Apache License, Version 2.0
Apache Commons Codec	Apache License, Version 2.0
EHCache	Apache License, Version 2.0
Simple Logging Facade for Java	MIT License
Logback	Lesser General Public License version 2.1
Sitemesh	OpenSymphony Software License
Jersey	CDDL – Version 1.1
JQuery	MIT License
JQueryUI	MIT License
jqGrid	MIT License
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