

iPECS

iPECS UCP & eMG80/100 & eMG800

User Portal User Guide

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

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Revision History

ISSUE	DATE	DESCRIPTION OF CHANGES
1.0	Aug., 2016	Initial Release
1.1	Aug., 2017	S/W version 2.2.x. - Added External Number as Destination Type in Call Forward.
1.2	Mar., 2019	S/W version 3.5.x. - General Update (Style, Font, etc.)
1.3	Jul., 2019	S/W version 3.6.x. - Added eMG100 System
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1 Introduction

This document describes how to use End User Portal to configure User settings for your iPECS call server. This user guide documents all of the configuration settings available in User Portal. This guide assumes that your phone supports all the available settings. But your administrator can set some admin items in System call server that limit the settings so that users can configure in User Portal.

You can do access this user portal site by using Mobile phone or PC. To access this user portal site, enter the URL for the target website. Please ask your administrator of URL.

Using this User Portal, you can configure settings such as DND (Do Not Disturb), Call forward, Mobile extension, Pre-selected message, Agent Duty, Station Name and password, Voice Mail, Button Setting, and Search the directory on System or LDAP.

This user guide contains the following section:

- **Section 1: Introduction**
- **Section 2: Log in User Portal**
- **Section 3: User Interface**
- **Section 4: Setting My Attributes**
- **Section 5: Setting My Profile**
- **Section 6: Setting Voice Mail**
- **Section 7: Setting Button Setting**
- **Section 8: Using Directory**
- **Section 9: Station Web (Old)**

2 Log in User Portal

Your administrator must set ID and Password before using this portal as below.

- 1) Log in to iPECS call server by administrator.
- 2) Click [Table Data] and [Station Authorization Code Table (227)].
- 3) Enter the station number and click [Load] button.
- 4) The following figure will be displayed to set the ID and Password: ID is Station number and Password is Authorization Code. Tick the check box and click [Save] button after entering Authorization Code.

Station Number	Authorization Code	Day COS	Night COS	Timed Ring COS
<input type="checkbox"/>	1000	*****	1	1

- 5) For example, the login ID is Station number '1000' and Password is '1000'.

The User Portal is designed to configure each station by End user as the following steps:

- 1) Enter the ID '1000' and Password '1000' set by your administrator as below page.

User ID: 1000
Password: 1000
Login

- 2) The following main screen will be displayed. The displayed attributes are different between the normal station and the attendant station.

The screenshot shows the user portal for STA 1000. The top navigation bar includes 'My Attributes', 'My Profile', 'Voice Mail', 'Button Setting', and 'Directory'. A 'Save' button is located in the top right corner. The main content area is divided into four sections:

- Call Forward:** Includes radio buttons for 'ON' (selected) and 'OFF'. Below are fields for 'Call Forward Condition' (dropdown), 'Destination Type' (dropdown), and 'Destination Number' (text input).
- Mobile Extension:** Includes radio buttons for 'ON' (selected) and 'OFF'. Below is a 'Destination Number' text input field containing '01012341234'.
- Agent Duty:** Includes radio buttons for 'ON' (selected) and 'OFF'. Below are 'Station Group Number' (text input with '*406') and 'Off-Duty Reason' (dropdown with '0').
- Attendant Ring Mode:** Includes 'Select Ring Mode' (dropdown with 'Day Ring Mode') and 'Select On-demand Ring Mode' (text input with '0').

Attendant Station User Portal

The screenshot shows the user portal for STA 1001. The top navigation bar includes 'My Attributes', 'My Profile', 'Voice Mail', 'Button Setting', and 'Directory'. A 'Save' button is located in the top right corner. The main content area is divided into four sections:

- Call Forward:** Includes radio buttons for 'ON' (selected) and 'OFF'. Below are fields for 'Call Forward Condition' (dropdown), 'Destination Type' (dropdown), and 'Destination Number' (text input).
- Mobile Extension:** Includes radio buttons for 'ON' and 'OFF' (selected). Below is a 'Destination Number' text input field.
- Pre-Selected Message:** Includes 'Show Text Message to an internal caller' (dropdown with 'Select a message') and 'Voice message play to an outside caller' (dropdown with 'OFF').
- Agent Duty:** Includes radio buttons for 'ON' and 'OFF' (selected). Below are 'Station Group Number' (text input) and 'Off-Duty Reason' (dropdown with '0').

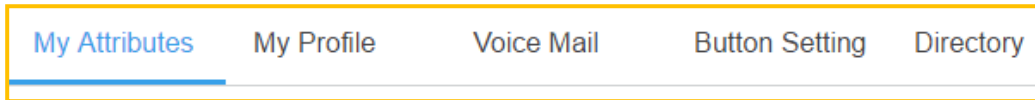
Normal Station User Portal

Checking point

Some attributes are needed to set the related admin in advance by your administrator to use or configure. Please read 'Checking point' before setting the feature.

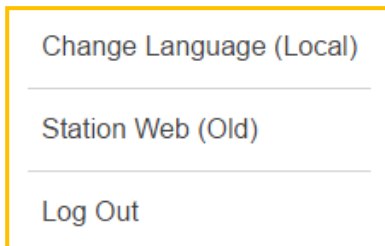
3 User Interface

User Portal uses a web-based graphical interface with five main tabs. Each tab contains a link to different options that the user can configure. The tabs are as follows:




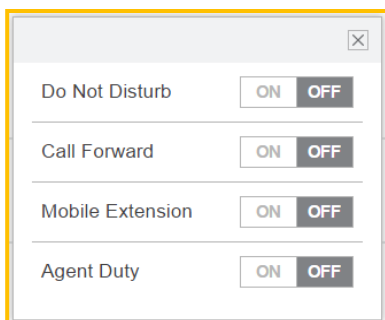
- My Attributes — settings under this tab allow you to view and configure your phone settings such as Call forward, Mobile Extension, Agent Duty, Attendant Ring Mode, and Pre Select Message settings.
- My Profile — settings under this tab allow you to change Station name and Password.
- Voicemail — settings under this tab allow you to set up your voicemail preferences.
- Button Setting — settings under this tab allows you to configure your flexible button.
- Directory — settings under this tab allow you to search for the directory.

The following tabs are additional function by clicking () in the top right corner of the window:



- Change Language (Local) — Change the language as the local by clicking this tab.
- Station Web (Old) — Move to the old station web portal as you wish.
- Log Out — Log out the user portal.

The following features will be popped up by clicking () in the below right corner of the window. The features works immediately by clicking On or Off if the feature was set already:



- Do Not Disturb — Set the phone status in DND. *Attendant is not available.
- Call Forward — Set the phone to forward to another phone.
- Mobile Extension — Use the mobile phone with the desktop phone.
- Agent Duty — Agent start work or inform the reason to supervisor about Off-Duty.

4 Setting My Attributes

4.1 Do Not Disturb

If Do Not Disturb is turned on, your phones do not ring when someone dials your number.

Checking point

Please ask your administrator if the following admin. attributes is set in advance.

- 1) Station Data > Common Attribute (111) > DND: **All / ICM Call only / CO Call only**.
 - All: DND is available for all calls.
 - ICM Call only: DND is available only for Internal call.
 - CO Call only: DND is available only for CO call.
- 2) Attendant station is not available for DND function.

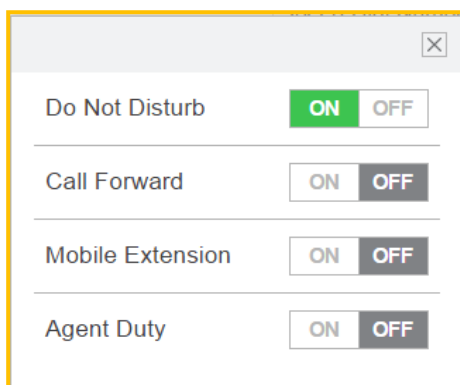
Operation

To turn on Do Not Disturb status for your phone, perform the following procedure:

- 1) Click the (☰) and pop up the small window.
- 2) Select 'Do Not Disturb' to turn on or off by clicking.
- 3) Do Not Disturb is turned on for your company phone according to all calls, Internal call, or CO Call.

Window

The following window shows DND is set to ON.



4.2 Call Forward

Call forwarding user options allow you to set up your phones to forward calls to another number.

Checking point

Please ask your administrator if the following admin. attributes is set in advance.

- 1) Station Data > Common Attribute (111) > Call Forward: **On**.
- 2) Check the destination type
 - Station Group: Station Group Data > Station Group Overview: check **Group number** and Member list.
 - Voice Mail: Station Group Data > Station Group Overview: check if there is **Group Number of VSF-VM**.

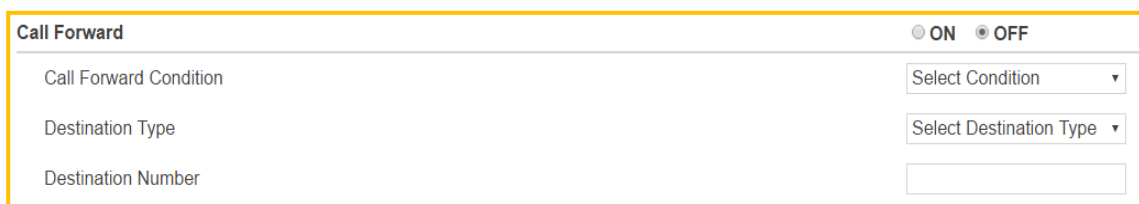
Speed Dial Number is System speed & Station speed. System speed is programmed as below and selects the desired index. But Station speed is programmed by pressing [PGM] and [Speed] button.

The range of System & Station speed number is different according to the system: check [System ID (100)] > 'Speed Numbering'.

- System speed: System Data > System Speed Dial: check the **index** including Programmed number (Dial digit) and Name.
- Station speed: Station Web (Old) > Station Speed Dial: check the **index** including Programmed number (Dial digit) and Name.

Operation

In the below window, you can set the call forward option as the following steps:



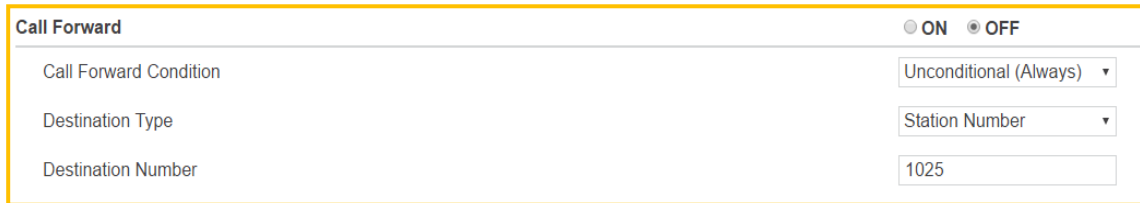
Call Forward		<input type="radio"/> ON <input checked="" type="radio"/> OFF
Call Forward Condition		Select Condition ▾
Destination Type		Select Destination Type ▾
Destination Number		<input type="text"/>

- 1) Set Call Forward to ON.
- 2) If you set the call forward ON, the following settings are available as your situation.
- 3) Use the drop-down list box to configure Call forward condition:
 - Unconditional (Always): all calls to the station are forwarded internally or externally immediately upon receipt except recalls.
 - Busy: If the station is busy, forwards all calls to the selected station except recalls.
 - No Answer: Forwards all calls to the selected station when the station does not answer within the No Answer timer except recalls.
 - Busy or No Answer: Forward all calls if the selected station is busy or does not answer within the No Answer timer.
- 4) Use the drop-down list box to select Destination type:
 - Station Number: Select the station number.
 - Station Group/Voice Mail: Select the station group number which the station is included, or forward to Voice mail to record.

- Speed Dial Number: Select the speed dial number if the station is stored by speed dial.
 - External Number: Select the external number and then enters the external number without CO access code.
- 5) Click [Save] button.

Window

The following window shows Call forward is set to ON: e.g., Condition is 'Unconditional (Always)', Destination type is 'Station number', and Destination Number is '1025'.



4.3 Mobile Extension

Your mobile phone can be registered to a station allowing the mobile phone to place and receive calls through the system. Also, User can use Mobile phone or Desktop phone alternatively by pressing [My station number] flexible button.

Checking point

Please ask your administrator if the following admin. attributes is set in advance.

- 1) Table Data > Mobile Extension Table (236) > PGM Auth: **Enable**.
- 2) Making [My station Number] button on Flexible button:
Press [PGM] > Press [Flexible] button > Enter 'Station number' > Press [Save].
- 3) For more detailed additional option such as VSF Notify, Announcement, etc., ask your administrator.

Operation

In the below window, you can set an additional phone as a mobile phone, perform the following steps:



- 1) Set Mobile Extension ON.
- 2) Enter Destination Number.
- 3) Click [Save] button.

To move from Mobile phone to Desktop phone

- 1) The mobile phone of MEX is on MEX call.
- 2) Press {My station number} flexible button in desktop phone.
- 3) The user can do the MEX call with the desktop phone.

To move from Desktop phone to Mobile phone

- 1) The desktop phone of MEX is on MEX call.
- 2) Press {My station number} flexible button in desktop phone.
- 3) Then, the mobile phone is ringing.
- 4) The desktop phone ends the call.
- 5) When the user answers with the mobile phone, the user can do the MEX call with the mobile phone.

Window

The following window shows Mobile extension is set to ON & Destination number.

Mobile Extension	<input checked="" type="radio"/> ON <input type="radio"/> OFF
Destination Number	01012341234

4.4 Pre-Selected Message

There are ten Pre-defined messages as below. User just selects one of 10 messages and enters time, date, Station number according to Message type. The calling party can see the selected message on LCD for Internal caller.

The calling party, an outside caller, can hear the voice message of the pre-selected message.

Checking point

Please ask your administrator if the following admin. attributes is set in advance.

- 1) Station Data > Station VM Attributes (127) > Pre-sel Msg Language: Prompt X.
The prompt can change the desired language on Maintenance 'VSF Prompt Message'.
- 2) Attendant station is not available for Pre-Selected Message even though it is displayed on Window.

Operation

In the below window, you set 'Show Text Message to an internal caller' and 'Voice message play to an outside caller', perform the following steps.

Pre-Selected Message	
Show Text Message to an internal caller	Select a message ▾
Voice message play to an outside caller	OFF ▾

To set 'Show Text Message to an internal caller'

- 1) Click the drop-down list box to select Message.
- 2) Enter the time, date, or Station number: the field will be displayed automatically according to Message type.
 - Lunch Return Time: need to enter Time.
 - On Vacation Return at Date: need to enter Date.
 - Out of Office Return Time: need to enter Time.
 - Out of Office Return Date: need to enter Date.
 - Out of Office Return Unknown

- Call to Station: need to enter Station number.
 - In Office Station: need to enter Office station number.
 - In a Meeting Time: need to enter Time.
 - At Home
 - At Branch Office
- 3) Click [Save] button.

To set 'Voice message play to an outside caller'

- 1) Click the drop-down list box to select.
- 2) Select ON.
- 3) Click [Save] button.

Window

The following window shows Pre-Selected message is set for Internal caller and Outside caller.

Pre-Selected Message	
Show Text Message to an internal caller	Lunch Return Time
Input the time	1225
Voice message play to an outside caller	ON

4.5 Agent Duty

Agent duty means Agent start work as the member of ACD group. Agent inform the reason why he/she doesn't work (Off-Duty) to ACD Supervisor by displaying the off-duty reason code from 0 to 9. The off-duty reason code can make the exact reason with code up to 10.

Checking point

Please ask your administrator if the following admin. attributes is set in advance.

- 1) Station Group: Station Group Data > Station Group Overview: check **Group number of ACD** and Member list.
ACD must assign on Group number and the station has to be member.
- 2) The off-duty reason code has to be checked with each number from 0 to 9. The off-duty reason list will be made and supported on site.

Operation

In the below window, you set Agent On-Duty and Off-Duty with the reason code. Please perform the following steps.

Agent Duty	
	<input type="radio"/> ON <input checked="" type="radio"/> OFF
Station Group Number	
Off-Duty Reason	0

To set 'Agent On-Duty, perform the following steps:

- 1) Select ON.
- 2) Enter Station Group Number.
- 3) Enter Off-Duty Reason code from 0 to 9.
- 4) Click [Save] button.

Note

If Agent Duty select OFF, automatically Agent is Off-Duty and informs the reason to Supervisor.

Window

The following window shows Agent is set to On-Duty: ACD group number is *406 and the reason code is 1.

The screenshot shows a window titled "Agent Duty". At the top right, there are two radio buttons: "ON" (which is selected) and "OFF". Below this, there are two input fields: "Station Group Number" with the value "*406" and "Off-Duty Reason" with a dropdown menu showing "1".

4.6 Attendant Ring Mode

Only Attendant controls the system ring mode service. Attendants can change Ring Mode (Day, Night, Timed, Scenario (On-Demand)) for the system manually and Auto Ring mode can be programmed on 'Auto Ring Mode Table (233)'.

Based on the selected ring mode, the COS (Class Of Service), the different ring assignments, and the answering privileges are invoked for the system users.

To employ the scenario mode (On Demand Ring Mode), scenarios must be assigned in 'System Call Routing (251)'.

Operation

In the below window, you set Attendant Ring Mode: Day Ring mode, Night Ring Mode, Timed Ring Mode, Auto Ring Mode, On Demand Ring Mode.

The 'Select On-demand Ring Mode' field is created if you selected On Demand Ring Mode. Please click [Save] button to apply.

The screenshot shows a window titled "Attendant Ring Mode". It contains a single dropdown menu labeled "Select Ring Mode" with "Day Ring Mode" selected.

The screenshot shows a window titled "Attendant Ring Mode". It contains two fields: "Select Ring Mode" with "On Demand Ring Mode" selected, and "Select On-demand Ring Mode" with the value "0" entered.

5 Setting My Profile

5.1 Station Name

To set your station name

- 1) Enter the desired name up to 20 characters and click [Save] button.
- 2) The changed station name will be displayed on LCD with Station Number. Also, the portal name will be changed after refreshing the window.

Note)

Only Station number will be displayed without entering the station name.

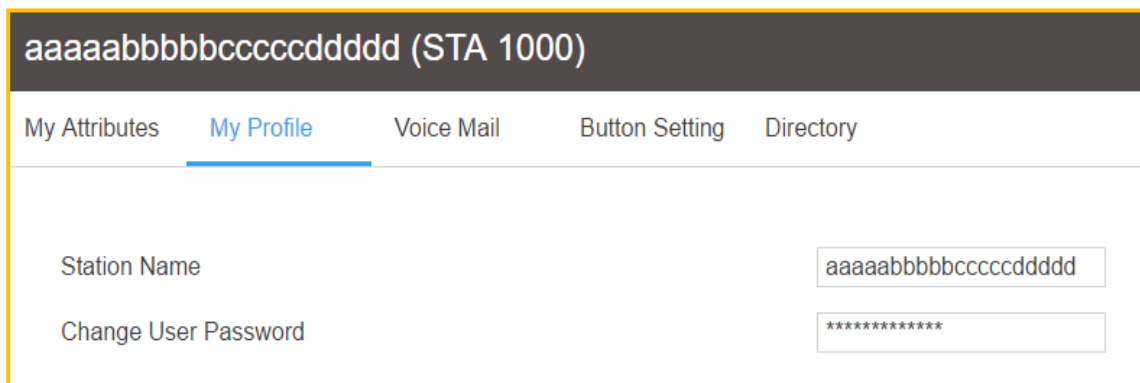
5.2 Change Password

To reset the password that you use to log into User Portal

- 1) Enter the desired number up to 12 digits and click [Save] button.
- 2) In the password text box, enter the new password when user log in to User Portal.

Window

The following window shows My Profile: Station name is 'aaaaabbbbccccccdddd' and enter the password.



The screenshot shows a web interface for 'My Profile'. At the top, it displays 'aaaaabbbbccccccdddd (STA 1000)'. Below this is a navigation bar with tabs: 'My Attributes', 'My Profile' (which is selected), 'Voice Mail', 'Button Setting', and 'Directory'. The main content area has two rows of labels and input fields. The first row is 'Station Name' with an input field containing 'aaaaabbbbccccccdddd'. The second row is 'Change User Password' with an input field containing '*****'.

6 Setting Voice Mail

6.1 Notify to E-mail

You can send the notification of Voice message by E-mail and also the voice message is attached in the form of xxx.wav file.

Checking point

Please ask your administrator if the following admin. attributes is set in advance.

Station Data: Station VM Attributes (127) > E-Mail Notification: check the following admin items. In this window, the following admin items are set in advance.

- SMTP Server Address
- SMTP Port
- E-Mail Account ID
- E-Mail Account Password
- Sender E-Mail Address

The rest are additional option.

E-Mail Notification		Send Mail
1	<input type="checkbox"/>	E-Mail Notification Enable OFF ▾
2	<input type="checkbox"/>	SMTP Server Address(IP or Domain Name) <input type="text"/>
3	<input type="checkbox"/>	SMTP Port <input type="text" value="25"/> 00001-65535
4	<input type="checkbox"/>	SMTP Security Connection No Security ▾
5	<input type="checkbox"/>	E-Mail Account ID <input type="text"/>
6	<input type="checkbox"/>	E-Mail Account Password <input type="text"/>
7	<input type="checkbox"/>	Sender E-Mail Address(From) <input type="text"/>
8	<input type="checkbox"/>	Receiver E-Mail Address(To) <input type="text"/>
9	<input type="checkbox"/>	Attach Message Option ON ▾
10	<input type="checkbox"/>	Delete Message Option OFF ▾

Operation

In the below window, you just enter 'Receiver E-mail address' and select On if you want get Voice message attached and then click [Save] button.

Notify to E-Mail	<input type="radio"/> ON <input checked="" type="radio"/> OFF
E-Mail address to notify	<input type="text"/>
Attach Voice Mail Message	OFF ▾

Window

The following window shows Notify to E-mail by entering E-mail address and Attachment.

Notify to E-Mail	<input checked="" type="radio"/> ON <input type="radio"/> OFF
E-Mail address to notify	<input type="text" value="ELG Enterprise@ericssonl"/>
Attach Voice Mail Message	ON ▾

6.2 Notify to Mobile

You can get the notification of Voice message on your mobile phone if you set Mobile extension on the previous tab 'My Attributes'.

Checking point

Please ask your administrator if the following admin. attributes is set in advance.

- Table Data > Mobile Extension Table (236) > VSF Notify: **Use**.
Additional option 'Notify Retry' can be set from 1 to 9 according to the situation.

Operation

In the below window, you just select ON if you want get the notification on your mobile phone and then click [Save] button.



The image shows a user interface element for the 'Notify to Mobile' setting. It consists of a rectangular box with a yellow border. Inside the box, the text 'Notify to Mobile' is on the left. On the right side, there are two radio buttons: 'ON' and 'OFF'. The 'OFF' radio button is selected, indicated by a small black dot in the center of the circle.

6.3 Cascade

You can move or copy the voice message to another 'cascade destination' according to Message type. The message type is divided into 3: All (Normal message & Urgent message), Urgent message, and Normal message.

Operation

In the below window, you set the cascade message about Cascade message method, Apply timer, Message type, and Cascade destination.

Click [Save] button after set the following features.

Cascade		<input type="radio"/> ON (Copy) <input type="radio"/> ON (Move) <input checked="" type="radio"/> OFF
Cascade Apply Timer	<input type="text" value="1"/>	
Cascade Message Type	<input type="text" value="Normal messages Only"/>	
Cascade Destination 1	<input type="text"/>	
Cascade Destination 2	<input type="text"/>	

To set 'Cascade message method'

- ✓ Select On (Copy) or On (Move).
 - ON (Copy): if you want to store the original message and send the copied message to other cascade destination.
 - ON (Move): If you want to send the original message to other cascade destination without keeping your original message.

To set 'Cascade Apply Timer'

- ✓ Enter the time from 1 minute to 250 minutes. The message will be sent sequentially from Cascade Destination 1 to Cascade Destination 2 according to the entered apply timer.

To set 'Cascade Message Type'

- ✓ Select the following message type as you wish.
 - Normal messages Only: only normal message is cascaded to Cascade Destination.
 - Urgent messages Only: only urgent message is cascaded to Cascade Destination.
 - All messages: all messages (Normal message and Urgent message) is cascaded to Cascade Destination.

To set 'Cascade Destination 1 & 2'

- ✓ Enter the internal station number to get Voice mail message except yours up to 2 destination number.

Window

The following window shows Voice mail message is set to ON (Copy) including Apply timer, Message type, and Cascade Destination.

Cascade		<input checked="" type="radio"/> ON (Copy) <input type="radio"/> ON (Move) <input type="radio"/> OFF
Cascade Apply Timer	<input type="text" value="3"/>	
Cascade Message Type	<input type="text" value="All messages"/>	
Cascade Destination 1	<input type="text" value="1011"/>	
Cascade Destination 2	<input type="text" value="1012"/>	

6.4 User Greeting

You can leave a voice message up to 4 user greeting according to Phone status of call forward: Unconditional, Busy, Do Not Disturb, and No Answer. User greeting is recorded yourself and set the user greeting for the calling party.

Checking point

Please ask your administrator if the following admin. attributes is set in advance.

- System Data > System Attributes (160~161)) > Station VM Feature Usage: **ON**.
- Assign the VSF-VM group
 - Voice Mail: Station Group Data > Station Group Overview: check if there is **Group Number of VSF-VM**.
 - Click [Go to Assignment] to assign the VSF-VM group If there is no VSF-VM group.

To record User Greeting as below:

- 1) Press 'VSF-VM' group number on your phone.
- 2) Enter your station number & Password with prompt (according to 'VM password check' setting).
- 3) The following prompt will be played and Press the following number.
 - Press '8': "to set greeting or password, press eight".
 - Press '1': "to edit your greeting, press one".
 - Press '7': "to record a new greeting, press seven".
 - Select Greeting number from 1 to 4: "at the tone, record your greeting, press pound (#) when you have finished".
- 4) The default system greeting will be played if there is no user greeting recorded.

Operation

In the below window, you set User greeting according to Phone status. You just select the desired user greeting by clicking the drop-down list box and click [Save] button.

User Greeting	
Unconditional	User Greeting 1 ▾
Busy	User Greeting 2 ▾
Do Not Disturb	User Greeting 3 ▾
No Answer	User Greeting 4 ▾

Note) The destination type on tab 'My attributes > Call forward' set Station Group/Voice mail to play the above user greeting.

Window

The following window shows User greeting is set according to Call forward condition.

User Greeting	
Unconditional	User Greeting 1 ▾
Busy	User Greeting 2 ▾
Do Not Disturb	User Greeting 3 ▾
No Answer	User Greeting 4 ▾

7 Setting Button Setting

You can see the overall information about Flexible button of your phone. In this window, you can describe 'Label' on each flexible button up to 15 characters to find with easy. Also, the label is displayed on LCD of your phone after setting.

Click [Save] button after entering the label on each button.

Button	Type	Value	Label
Flex Button 1	CO Line	1	<input type="text"/>
Flex Button 2	CO Line	2	<input type="text"/>
Flex Button 3	CO Line	3	<input type="text"/>
Flex Button 4	CO Line	4	<input type="text"/>
Flex Button 5	CO Line	5	<input type="text"/>
Flex Button 6	CO Line	6	<input type="text"/>
Flex Button 7	CO Line	7	<input type="text"/>
Flex Button 8	CO Line	8	<input type="text"/>
Flex Button 9	CO Line	9	<input type="text"/>
Flex Button 10	CO Line	10	<input type="text"/>
Flex Button 11	Loop		<input type="text"/>
Flex Button 12	Loop		<input type="text"/>
Flex Button 13	Station Number	1000	<input type="text"/>
Flex Button 14	Station Number	1001	<input type="text"/>

8 Using Directory

You can search for the directory by using System or LDAP. You toggle between System and LDAP scope for search. To search for Directory, enter more than 3 characters.

Checking point

Please ask your administrator if the following admin. attributes is set in advance.

- 1) System Data > System Attributes (160~161)) > **LDAP Server Settings**.
 Enter 'Server IP', 'Server Port', 'Search Base', 'LDAP User ID', and 'LDAP Password'. The additional admin items is set or entered according to your situation.

LDAP Server Settings			
1	Server Display Name	LDAP Server	
2	Server IP		
3	Server Port		00001-65535
4	Require Login	ON	
5	Use SSL	OFF	
6	Search Base		
7	LDAP User ID		
8	LDAP User Password		

For example,

- Server Display Name: LDAP Server
- Server IP: 150.150.131.139
- Server Port: 3268
- Require Login: ON
- Use SSL: OFF
- Search Base: DC=com
- LDAP User ID: user1@ucapp.com
- LDAP User Password: XXXXXXXX

- 2) Station Data > Common Attributes (111)) > **Click To Call Service: Enable**.

Operation

In the below window, you enter more than 3 character for search after selecting 'System' or 'LDAP' and click [Search] button.

[My Attributes](#) [My Profile](#) [Voice Mail](#) [Button Setting](#) [Directory](#)

System

Search

[My Attributes](#) [My Profile](#) [Voice Mail](#) [Button Setting](#) [Directory](#)

LDAP

Search

The list retrieved is displayed as below:

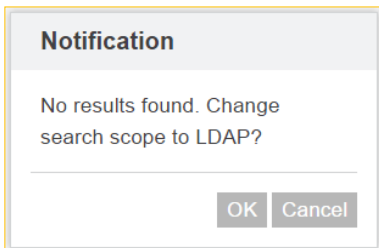
Name	Station Number	Mobile Number
Seckwon Lee	+82-31-8054-0063	010-8220-2702
Yangheon Lee	+82-31-8054-0072	010-8470-7964
Taeyoun Lee	+82-31-8054-0183	010-0183-8750
Kyungin Lee	+82-31-8054-0195	010-2644-1227
Junghoon Lee	+82-31-8054-0078	010-7501-5881

To make a call, perform the following steps:

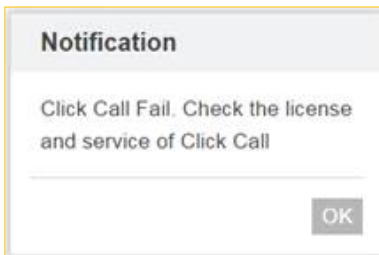
- ✓ Just click [Phone] Icon.

Note)

- ✓ The pop-up window will be displayed if there is no match of entered characters on the current search environment. You can change the search scope to LDAP by clicking [OK] button.



- ✓ You need the click call license to make a call in this screen. So, the following pop-up window is displayed if you have no Click call license. Please ask your administrator of using 'Click call' provided Ericsson-LG Enterprise.

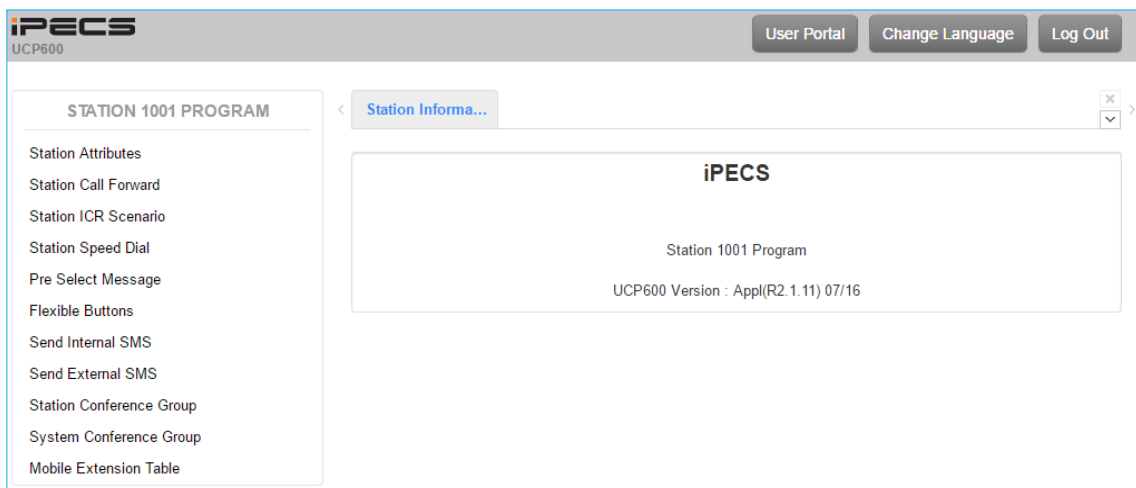


9 Station Web (Old)

You can move to the station web (old) by clicking [Option Icon] and then [Station Web (Old)].



The following screen will be displayed. Also, you can move to User portal by clicking [User portal] as you wish anytime.



Note)

- In this section, we just explain the normal station. For Attendant station, the screen is different; some features are more such as Attendant Ring Mode and ACD Call Traffic.
- The list features are flexible about adding the feature or authorization for Read or write according to setting 'Station Web Authorization'.

9.1 Station Attributes

Selecting Station Attributes will be displayed the input entry page. Click [Save] button after changing Value each attribute to apply.

Order	Attribute	Value	Range
1	DND	OFF	
2	ICM Signaling Mode	T	
3	Call Coverage Mode	OFF	
4	Delay Ring Cycle	0	0-15
5	Headset Usage	OFF	
6	Authorization Code	*****	Max 12 Digits (Include *)
7	Call Wait	For External/Internal	
8	Choice Executive/Secretary Message	ON	
9	Wake up Time	<input type="text"/> Repeat <input type="checkbox"/>	hhmm (Must be 4 digits) Available Only System Att-New 5 Wake Up Usage is OFF
10	Headset or Speaker Mode	Speaker	
11	Headset Ring Mode	Headset	
12	User Name Registration	<input type="text"/>	Max 20 byte
13	BGM	No BGM	
14	Station Ring Type	1	1 - 8
15	CO Ring Type	1	1 - 8
16	SMTP Server Address(IP or Domain Name)	<input type="text"/>	
17	VSF MSG - User Mail Address	<input type="text"/>	
18	Station Forward No Answer Timer	0	000-600 (sec)
19	CLIR Service	OFF	
20	Log in/out Agent from Station Group	<input type="text"/> No Action Agent OFF duty reason <input type="text"/>	
21	LCD Back Light Usage	BUSY ONLY	
22	VM Message No	000 (New: 000 , Saved: 000 , Urgent: 000)	
23	Company Directory - First Name	<input type="text"/>	
24	Company Directory - Last Name	<input type="text"/>	
25	Message Rewind/Fast-Forward Time	4	(3-99 sec)

Figure 8.1-1 Station Attributes

Station Attributes define features and functions available to the station. Refer to the following table for a brief description of the features and the input required.

Attributes	Description	Range	Default
DND	Enables DND to be activated by the station. The station can be limited to activate DND for outside calls (CO/IP Only) or for internal calls (ICM only), if desired. OFF, ALL, ICM call only, CO call only	Refer to description	OFF
ICM Signaling Mode	The user may select Hands-free (H), Privacy (P) or Tone Ring (T) for the ICM Signaling mode.	H, T, P	T
Call Coverage Mode	The Call Coverage feature permits an iPECS Phone user to receive ring and answer calls for other stations.	OFF ON	OFF
Delay Ring Cycle	When a covered station rings, the {CALL COVERAGE} button LED will flash at the covering station and the station will receive ring (immediate or delayed, 0 to 15 ring cycles).	0~15	0
Headset Usage	The user may enable iPECS IP or LDP series phone for use with Headset.	OFF ON	OFF
Authorization Code	Authorization codes are employed to control access to the system resources and facilities. Walking COS, CO/IP Group access DISA callers and certain Call Forward types may require the input of a valid Authorization code. Codes up to 12 digits may be entered.	Max. 12 digit (Include *)	N/A

Attributes	Description	Range	Default
Call Wait	When a busy station receives a call, the call may queue to the station instead of receiving busy tone. With Call Wait, the caller hears Ring-back and the user sees the CO line button LED flash. OFF, For External/Internal, For External, For Internal	Refer to description	For External/Internal
Choice Executive/Secretary Message	When a call forwards to the Secretary of an Executive/Secretary pair, messages can be left for the Executive (ON) or Secretary (OFF).	OFF, ON	ON
Wake up Time	The user can register a Wake-up time and set the Wake-up alarm to repeat on a daily basis. Wake-up alarm rings once if the repeat is not checked. Available only system Attendant New 5 Wake up usage is Off.	hhmm (Must be 4 digits)	
Headset or Speaker Mode	The device, Speakerphone or Headset, to receive audio for a call can be selected.	Speaker, Headset	Speaker
Headset Ring Mode	Ring for an incoming call can be delivered to the Headset, Speaker or both the Headset and Speaker.	Speaker, Headset	Headset
User Name Registration	A name can be entered to display in the LCD of iPECS IP and LDP Phones calling the station.	Max. 20 characters	
BGM	From the portal, the user can select the source for Background Music that is played over the iPECS IP or LDP phone speaker while the station is idle. No BGM, Internal/External Music 1, External Music 2, VSF MOH, SLT MOH1~5, VSF MOH2~3	Refer to description	No BGM
Station Ring Type	The user may select one of eight ring signals for Intercom calls. The station ring type may be different according to the type of phones.	1-8	1
CO Ring Type	The user may select one of eight ring signals for incoming outside calls. The CO ring type may be different according to the type of phones.	1-8	1
SMTP Server Address (IP or Domain Name)	This field defines the address or URL of the SMTP mail server for the notification. IP v4 addressor Mail server name	Refer to description	
VSF MSG – User Mail Address	The system can send an E-mail to the user as notification of a new Voice message in the user built-in Voice Mailbox. This field defines the E-mail address to notify when a new message is received.	E-mail address	
Station Forward No Answer Timer	This timer determines the duration the station will ring prior to Ring-No-Answer Forward. This setting affects both manual and Preset Call Forward and overrides the System No-answer timer.	000-600 seconds	0
CLIR Service	CLIR (Calling Line Identification Restriction), a carrier service, removes calling party ID sent from the ISDN to the called party with a RESTRICT instruction in the SETUP message. If enabled here, the system will send the RESTRICT instruction to the PSTN when an outgoing ISDN call is placed.	OFF, ON	OFF

Attributes	Description	Range	Default
Log in/out Agent from Station Group	<p>An Agent may change their Station group duty status (ON or OFF duty) through the User Portal.</p> <p>Also, the off-duty reason code can be entered from 0 to 9. The on-site company makes the exact reason code list and selects one of them.</p> <p>No Action, Log in Agent-ON Duty, Log out Agent-OFF Duty</p>	Refer to description	No Action
LCD Back Light Usage	<p>The backlight of iPECS IP and LDP Phones is assigned to stay off, light only when the station is busy, or light constantly.</p> <p>ALWAYS OFF, BUSY ONLY, ALWAYS ON</p>	Refer to description	BUSY ONLY
VM Message No	<p>This field displays the message status of the built-in Voice Mail. The number of New, Saved and Urgent messages is shown.</p>		
Company Directory - First Name	<p>The user's First Name for the Company Directory is assigned.</p>		
Company Directory - Last Name	<p>The user's Last Name for the Company Directory is assigned.</p>		
Message Rewind/Fast-Forward Time	<p>When the user selects to Rewind or Fast-forward while listening to a message in the built-in Voice Mailbox, the message will rewind or Fast-forward by the time entered.</p>	3 ~ 99 seconds	4

9.2 Station Call Forward

Selecting Station Call Forward will be displayed the input entry page. Click [Save] button after changing Value to apply.

The screenshot shows the 'STATION 1001 PROGRAM' configuration page. The left sidebar lists various station attributes, with 'Station Call Forward' highlighted. The main content area has two tabs: 'Station Information' and 'Station Call Forward'. The 'Station Call Forward' tab is active, displaying a table with the following structure:

Call Forward Type	Destination
<input checked="" type="radio"/> Cancel Call Forward	
<input type="radio"/> Unconditional Call Forward	N/A : <input type="text"/>
<input type="radio"/> Busy Call Forward	N/A : <input type="text"/>
<input type="radio"/> No Answer Call Forward	N/A : <input type="text"/>
<input type="radio"/> Busy/No Answer Call Forward	N/A : <input type="text"/>

A 'Save' button is located in the top right corner of the configuration area.

Figure 8.2-1 Station Portal Call Forward

Stations can be programmed so that incoming calls re-route to another station (local or networked), a station group, the built-in Voice Mailbox, or over a system CO/IP line (Off Net). Call Forward can be separately assigned to forward calls unconditionally, or when the call encounters a Busy, No-Answer or Busy/No Answer condition.

9.3 Station ICR Scenario

Selecting Station ICR Scenario will be displayed the input entry page. Click [Save] button after changing Value each field to apply.

Index	Attribute	Value	Range	Del	
0	Call Profile Table Usage	0	0~3 (0:Deactive CP)		
	Caller ID	N/A	Max 23 Digits		
	Time Condition	Start Date	- End Date	YYYY-MM-DD format	
		MON TUE WED THU FRI SAT SUN ALL Holiday			
		Start Time	- End Time	hhmm (Must be 4 digits) 0000-2359	
	Destination	N/A : CO Value : Dial Digit	Max 23 Digits		
	Scenario Priority		0~9 (0:highest priority)		
Forwarding from NET Call	Yes				
1	Call Profile Table Idx	0	0~3 (0:Deactive CP)		
	Call Profile Timer	10	10~60 sec		
	Caller ID	N/A	Max 23 Digits		
	Time Condition	Start Date	- End Date	YYYY-MM-DD format	
		MON TUE WED THU FRI SAT SUN ALL Holiday			
		Start Time	- End Time	hhmm (Must be 4 digits) 0000-2359	
	Destination	N/A : CO Value : Dial Digit	Max 23 Digits		
Scenario Priority		0~9 (0:highest priority)			
Forwarding from NET Call	Yes				
2	Call Profile Table Idx	0	0~3 (0:Deactive CP)		
	Call Profile Timer	10	10~60 sec		
	Caller ID	N/A	Max 23 Digits		
	Time Condition	Start Date	- End Date	YYYY-MM-DD format	
		MON TUE WED THU FRI SAT SUN ALL Holiday			
		Start Time	- End Time	hhmm (Must be 4 digits) 0000-2359	
	Destination	N/A : CO Value : Dial Digit	Max 23 Digits		
Scenario Priority		0~9 (0:highest priority)			
Forwarding from NET Call	Yes				
Call Profile Table Idx	0	0~3 (0:Deactive CP)			

Figure 8.3-1 Station Portal ICR Scenario

Station ICR is an extension of call forward where the user enters scenarios to define the call forward feature. Each station has ten (10) routing scenarios that define conditions for routing a user's incoming calls. Each scenario may define time of day, day of week, date, caller ID and destination for incoming calls. In addition, the scenarios may be prioritized; calls are routed to the destination with the highest priority-matching scenario.

9.4 Station Speed Dial

Selecting Station Speed Dial will be displayed the input entry page. Enter the Speed Dial index range then click [Load]. You can get the current information about Station speed dial and you can change or add the station speed dial. Click [Save] button after changing Value each attribute to apply.

The screenshot shows the 'STATION 1001 PROGRAM' configuration page. The 'Station Speed Dial' tab is active. At the top, there is an input field for 'Enter Index Range (0 - 99)' with a 'Load' button. Below this is a table with columns: Index, CO Type, CO Value, Dial Digit, and Name. The table contains 20 rows. The first four rows are populated with data, while the remaining 16 rows have 'N/A' in the CO Type column and empty fields for the other columns.

Index	CO Type	CO Value	Dial Digit	Name
1	CO Line	1	01012341234	AA
2	CO Group	1	0212341234	BB
3	Loop	1	03112341234	CC
4	Transit-out	1	01022223333	DD
5	N/A			
6	N/A			
7	N/A			
8	N/A			
9	N/A			
10	N/A			
11	N/A			
12	N/A			
13	N/A			
14	N/A			
15	N/A			
16	N/A			
17	N/A			
18	N/A			
19	N/A			
20	N/A			

Figure 8.4-1 Station Speed Dial Portal

Each station can store commonly dialed numbers for easy access using Station Speed Dial bins. Each Speed Dial number can be up to 25 digits in length and may include special instruction codes for analog and ISDN lines. The CO Line used with the Speed Dial number must be entered and a name can be assigned for use with Dial-by-Name dialing.

9.5 Pre-selected Message

Selecting Pre-selected Message will be displayed the input entry page. Click [Save] button after changing Value each attribute to apply.

Index	Messages	Attribute	Range
<input checked="" type="radio"/> #	MESSAGE DEACTIVATED		
<input type="radio"/> 0	STATION CUSTOM MESSAGE	<input type="text"/>	Max 24 Characters
<input type="radio"/> 1	LUNCH RETURN TIME	<input type="text"/>	hhmm (Must be 4 digits)
<input type="radio"/> 2	ON VACATION RETURN AT DATE	<input type="text"/>	MMDD (Must be 4 Digits)
<input type="radio"/> 3	OUT OF OFFICE RETURN TIME	<input type="text"/>	hhmm (Must be 4 digits)
<input type="radio"/> 4	OUT OF OFFICE RETURN DATE	<input type="text"/>	MMDD (Must be 4 Digits)
<input type="radio"/> 5	OUT OF OFFICE RETURN UNKNOWN		
<input type="radio"/> 6	CALL TO STATION	<input type="text"/>	Phone Number
<input type="radio"/> 7	IN OFFICE STATION	<input type="text"/>	Station Number
<input type="radio"/> 8	IN A MEETING TIME	<input type="text"/>	hhmm (Must be 4 digits)
<input type="radio"/> 9	AT HOME		
<input type="radio"/> 10	AT BRANCH OFFICE		
<input type="radio"/> 11	SYSTEM CUSTOM MESSAGE		
<input type="radio"/> 12	SYSTEM CUSTOM MESSAGE		
<input type="radio"/> 13	SYSTEM CUSTOM MESSAGE		
<input type="radio"/> 14	SYSTEM CUSTOM MESSAGE		
<input type="radio"/> 15	SYSTEM CUSTOM MESSAGE		
<input type="radio"/> 16	SYSTEM CUSTOM MESSAGE		
<input type="radio"/> 17	SYSTEM CUSTOM MESSAGE		
<input type="radio"/> 18	SYSTEM CUSTOM MESSAGE		
<input type="radio"/> 19	SYSTEM CUSTOM MESSAGE		
<input type="radio"/> 20	SYSTEM CUSTOM MESSAGE		
VSF MESSAGE PLAY TO CO INCOMING CALLER		<input type="text" value="OFF"/>	

Figure 8.5-1 Pre-selected Message Portal

Users can select a message to be displayed in the LCD of a calling iPECS IP or LDP Phones. There are ten pre-defined messages (index 1-10) and several messages allow for auxiliary information such as a time, date or number.

A user may activate Custom Display Messaging to send a custom text message to the LCD of a calling iPECS IP and LDP Phones. Up to 11 Custom Messages (ten system level and one for each user) may be entered in the system database. System level Custom Messages (index 11-20) may be entered from the Attendant or Administrator phone or via the Web Admin & Maintenance page. The Station Custom Message (index 0) may also be assigned from the station or via the Station portal Web page.

9.6 Flexible Buttons

Selecting Flexible Buttons will be displayed the input entry page. Select the Station Type from the drop-down menu and then click [Load] to modify each Flexible Button. Click [Save] button after changing Value each attribute to apply.

STATION 1001 PROGRAM

Station Attributes
 Station Call Forward
 Station ICR Scenario
 Station Speed Dial
 Pre Select Message
Flexible Buttons
 Send Internal SMS
 Send External SMS
 Station Conference Group
 System Conference Group
 Mobile Extension Table

Station Information Flexible Buttons

Select Station Type : Master Station Load Save

Station Type : Slave Station

Button	Type	Value	Label
Flex Button 1	N/A		
Flex Button 2	N/A		
Flex Button 3	N/A		
Flex Button 4	N/A		
Flex Button 5	N/A		
Flex Button 6	N/A		
Flex Button 7	N/A		
Flex Button 8	N/A		
Flex Button 9	N/A		
Flex Button 10	N/A		
Flex Button 11	N/A		
Flex Button 12	N/A		
Flex Button 13	N/A		
Flex Button 14	N/A		
Flex Button 15	N/A		
Flex Button 16	N/A		
Flex Button 17	N/A		
Flex Button 18	N/A		
Flex Button 19	N/A		
Flex Button 20	N/A		
Flex Button 21	N/A		
Flex Button 22	N/A		
Flex Button 23	N/A		
Flex Button 24	N/A		
Flex Button 25	N/A		
Flex Button 26	N/A		

Figure 8.6-1 Flexible Buttons

Each Flex button for each iPECS IP and LDP Phone, and DSS Console can be assigned a function (Type) from the drop-down menu. After selecting the Type for a button, enter the value, if required.

If the station employs the LCD to display the button function, the LSS Label field can be used to assign a label that displays in the LCD.

9.7 Send Internal and External SMS

Selecting Send Internal SMS will be displayed the input entry page. You can write the short message up to 80 bytes and enter the desired station. Click [Send] to send the internal SMS.

STATION 1001 PROGRAM

- Station Attributes
- Station Call Forward
- Station ICR Scenario
- Station Speed Dial
- Pre Select Message
- Flexible Buttons
- Send Internal SMS**
- Send External SMS
- Station Conference Group
- System Conference Group
- Mobile Extension Table

Station Inform... Send Interna...

Attribute	Value
Station Range	<input type="text"/> - <input type="text"/>
Message(Max 80 bytes)	<input type="text"/>

Send

Result

STATION 1001 PROGRAM

- Station Attributes
- Station Call Forward
- Station ICR Scenario
- Station Speed Dial
- Pre Select Message
- Flexible Buttons
- Send Internal SMS
- Send External SMS**
- Station Conference Group
- System Conference Group
- Mobile Extension Table

Station Inform... Send Extern...

Attribute	Value
Destination Number	<input type="text"/>
Return Number	<input type="text"/>
Message(Max 80 bytes)	<input type="text"/>

Send

Figure 8.7-1 Send Internal and External SMS

9.8 Station Conference Group

Selecting Station Conference Group will be displayed the input entry page. Enter the Conference Group Number then click [Load] to enter the group attributes and identify members of the group as shown in Figure 8.8-1. Click [Save] button after changing Value each attribute to apply.

The screenshot shows the 'STATION 1001 PROGRAM' interface. On the left is a sidebar with navigation options: Station Attributes, Station Call Forward, Station ICR Scenario, Station Speed Dial, Pre Select Message, Flexible Buttons, Send Internal SMS, Send External SMS, **Station Conference Group** (highlighted), System Conference Group, and Mobile Extension Table. The top navigation bar shows 'Station Informa...' and 'Station Confer...' tabs. The main content area includes a form for 'Station Conference Group 1' with the following attributes:

Attribute	Value	Range
Group Name	<input type="text"/>	0 - 12 chars
Password	<input type="text"/>	5 digits
Announcement	0	0 - 200 (0 : Unused)
Absent Supervisor Timer	0	sec, 000 - 255
No Answer Timer	0	sec, 000 - 255
Retry Count	0	00 - 10
Interval Timer	0	sec, 000 - 255

Below the attributes is a table for group members:

Index	Type	CO Value	Dial Digit	Status
0	Station Number	<input type="text"/>	1001	Idle
1	N/A	<input type="text"/>	<input type="text"/>	N/A
2	N/A	<input type="text"/>	<input type="text"/>	N/A
3	N/A	<input type="text"/>	<input type="text"/>	N/A
4	N/A	<input type="text"/>	<input type="text"/>	N/A
5	N/A	<input type="text"/>	<input type="text"/>	N/A
6	N/A	<input type="text"/>	<input type="text"/>	N/A
7	N/A	<input type="text"/>	<input type="text"/>	N/A
8	N/A	<input type="text"/>	<input type="text"/>	N/A
9	N/A	<input type="text"/>	<input type="text"/>	N/A
10	N/A	<input type="text"/>	<input type="text"/>	N/A
11	N/A	<input type="text"/>	<input type="text"/>	N/A
12	N/A	<input type="text"/>	<input type="text"/>	N/A
13	N/A	<input type="text"/>	<input type="text"/>	N/A
14	N/A	<input type="text"/>	<input type="text"/>	N/A
15	N/A	<input type="text"/>	<input type="text"/>	N/A
16	N/A	<input type="text"/>	<input type="text"/>	N/A

Figure 8.8-1 Station Conference Group

Enter a Group Name and Group members, which can be internal and external parties. In addition, the various attributes such as password for group entry can be modified.

You inform the conference information to the member and you will have a conference with members.

9.9 System Conference Group

Selecting System Conference Group will be displayed the input entry page. In this screen, you can get the information about the system conference group. Only administrator can set the system conference. Enter the Conference Group Number then click [Load] to find the Conference Group attributes and members as shown in Figure 8.9-2.

The screenshot shows the 'System Conference Group' configuration page. On the left is a sidebar with a menu including 'Station Attributes', 'Station Call Forward', 'Station ICR Scenario', 'Station Speed Dial', 'Pre Select Message', 'Flexible Buttons', 'Send Internal SMS', 'Send External SMS', 'Station Conference Group' (highlighted), and 'Mobile Extension Table'. The main area has a breadcrumb 'System Confer...' and a search field 'Enter System Conference Group Number (100 - 259) :'. Below this is a table for 'System Conference Group 100' with columns 'Attribute', 'Value', and 'Range'. At the bottom is a table for group members with columns 'Index', 'Type', 'CO Value', 'Dial Digit', and 'Status'.

Attribute	Value	Range
Group Name	<input type="text"/>	0 - 12 chars
Password	<input type="text"/>	5 digits
Announcement	0	0 - 200 (0 : Unused)
Absent Supervisor Timer	0	sec, 000 - 255
No Answer Timer	0	sec, 000 - 255
Retry Count	0	00 - 10
Interval Timer	0	sec, 000 - 255

Index	Type	CO Value	Dial Digit	Status
1	N/A	<input type="text"/>	<input type="text"/>	N/A
2	N/A	<input type="text"/>	<input type="text"/>	N/A
3	N/A	<input type="text"/>	<input type="text"/>	N/A
4	N/A	<input type="text"/>	<input type="text"/>	N/A
5	N/A	<input type="text"/>	<input type="text"/>	N/A
6	N/A	<input type="text"/>	<input type="text"/>	N/A
7	N/A	<input type="text"/>	<input type="text"/>	N/A
8	N/A	<input type="text"/>	<input type="text"/>	N/A
9	N/A	<input type="text"/>	<input type="text"/>	N/A
10	N/A	<input type="text"/>	<input type="text"/>	N/A
11	N/A	<input type="text"/>	<input type="text"/>	N/A
12	N/A	<input type="text"/>	<input type="text"/>	N/A
13	N/A	<input type="text"/>	<input type="text"/>	N/A
14	N/A	<input type="text"/>	<input type="text"/>	N/A
15	N/A	<input type="text"/>	<input type="text"/>	N/A
16	N/A	<input type="text"/>	<input type="text"/>	N/A
17	N/A	<input type="text"/>	<input type="text"/>	N/A

Figure 8.9-2 System Conference Group

Enter a Group Name and Group members, which can be internal and external parties. In addition, the various attributes such as password for Group access can be modified.

9.10 Mobile extension Table

Selecting Mobile Extension will be displayed the attributes entry page. To use Mobile extension, Administrator must set 'PGM Auth: Enable' in Mobile Extension Table (236). You can set the rest attributes on your situation. Click [Save] button after changing Value each attribute to apply.

Order	Attribute	Value	Range
1	Usage	Disable	
2	Station Group Call Through	Disable	
3	VSF Notify	Unused	
4	Notify Retry	3	1-9
5	Retry Interval	3	1-3 (min)
6	Notify CLI	Caller	
7	Call Back	OFF	
8	Delay Timer	0	0-255 (sec)
9	Announcement	0	0 - 200 (0 : Unused)
10	CO Group	1	
11	Telephone Number		Max 24 Digits
12	CLI Number		Max 16 Digits
13	Suffix DID Tbl To CLI	OFF	

Figure 8.10-1 Mobile extension

Mobile Extension attributes enable Mobile Extension and control the feature use. The user can activate Mobile Extension to receive business calls on their mobile and request Mobile notification of new Voice messages.

Thanks for purchasing iPECS system

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