# iPECS

# iPECS UCP & eMG80/100 & eMG800

## User Portal User Guide

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

# Revision History

| ISSUE | DATE | DESCRIPTION OF CHANGES |
|-------|------|------------------------|
| 1.0 | Aug., 2016 | Initial Release |
| 1.1 | Aug., 2017 | S/W version 2.2.x.<br>- Added External Number as Destination Type in Call Forward. |
| 1.2 | Mar., 2019 | S/W version 3.5.x.<br>- General Update (Style, Font, etc.) |
| 1.3 | Jul., 2019 | S/W version 3.6.x.<br>- Added eMG100 System |
| 1.4 | Dec., 2019 | S/W version 4.0.x.<br>- General Update (Style, Font, etc.) |
| 1.5 | Sep., 2020 | S/W version 4.1.x.<br>- Applied S/W version 4.1.x |
| 1.6 | Mar., 2021 | S/W version 5.0.x.<br>- Applied S/W version 5.0.x |

# Table of Contents

# 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.



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.

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



**Attendant Station User Portal**



**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 | My Profile | Voice Mail | Button Setting | Directory |
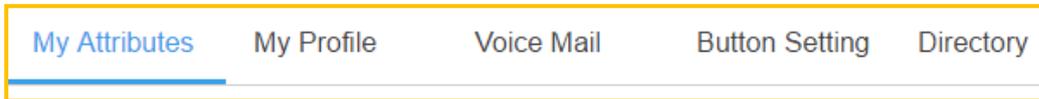
- My Attributes — settings under this tab allow you to view and configure your phone settings such as Call forward, Mobile Extension, Agent Duty, Attendant Ring Mode, and Pre Select Message settings.
- My Profile — settings under this tab allow you to change Station name and Password.
- Voicemail — settings 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)

Station Web (Old)

Log Out

- 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    ON  OFF

Call Forward    ON  OFF

Mobile Extension    ON  OFF

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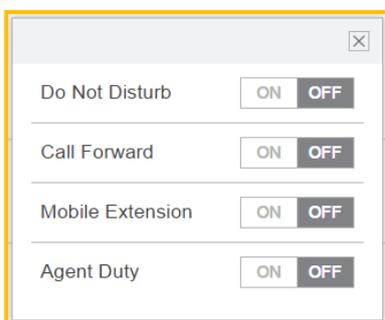
- Do Not Disturb — Set the phone status in DND. *Attendant is not available.
- Call Forward — Set the phone to forward to another phone.
- Mobile Extension — Use the mobile phone with the desktop phone.
- Agent Duty — Agent start work or inform the reason to supervisor about Off-Duty.

# 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.

| | |
|---|---|
| Do Not Disturb | **ON** OFF |
| Call Forward | ON **OFF** |
| Mobile Extension | ON **OFF** |
| Agent Duty | ON **OFF** |
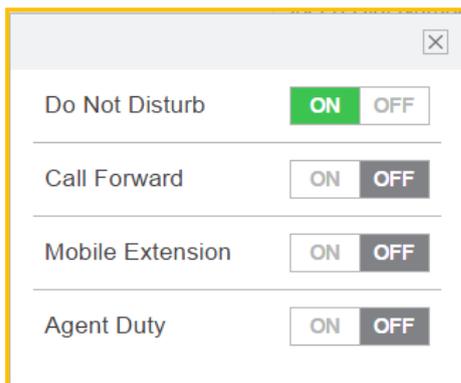
## 4.2    Call Forward

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-
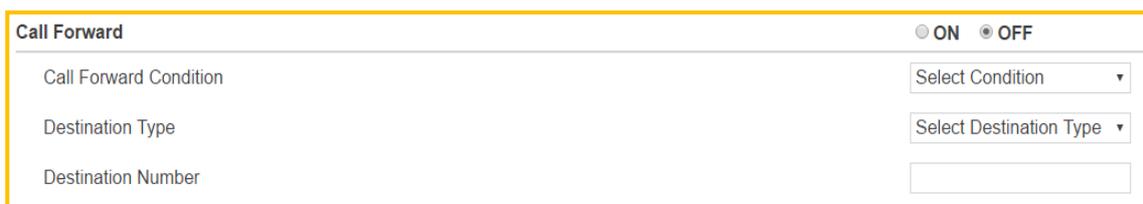       VM**.

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:



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'.

| Call Forward | | ○ ON  ◉ OFF |
| --- | --- | --- |
| Call Forward Condition | | Unconditional (Always) ▾ |
| Destination Type | | Station Number ▾ |
| Destination Number | | 1025 |
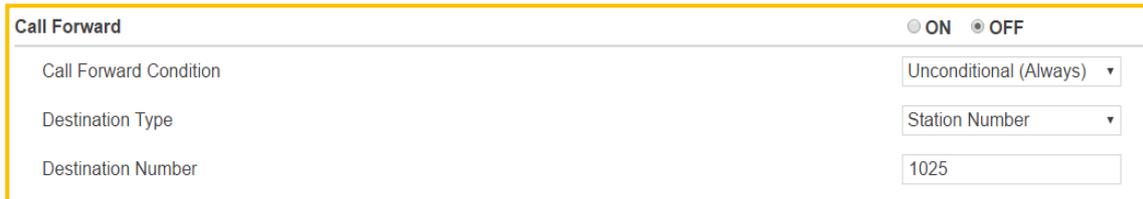
# 4.3    Mobile Extension

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:

| Mobile Extension | | ○ ON  ◉ OFF |
| --- | --- | --- |
| Destination Number | | |

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.



## 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.



*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 | ○ ON  ● 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.

| Agent Duty | ⊙ ON ○ OFF |
|---|---|
| Station Group Number | *406 |
| Off-Duty Reason | 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.

| Attendant Ring Mode | |
|---|---|
| Select Ring Mode | Day Ring Mode ▾ |

| Attendant Ring Mode | |
|---|---|
| Select Ring Mode | On Demand Ring Mode( ▾ |
| Select On-demand Ring Mode | 0 |

# 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 'aaaaabbbbbccccddddd' and enter the password.
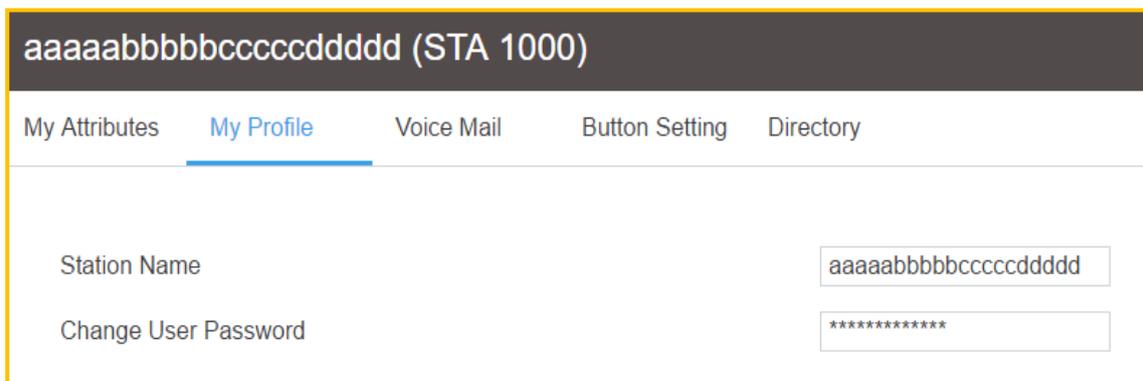
# 6  Setting Voice Mail

## 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 | ☐ | E-Mail Notification Enable | OFF ▾ | |
| 2 | ☐ | SMTP Server Address(IP or Domain Name) | | |
| 3 | ☐ | SMTP Port | 25 | 00001-65535 |
| 4 | ☐ | SMTP Security Connection | No Security ▾ | |
| 5 | ☐ | E-Mail Account ID | | |
| 6 | ☐ | E-Mail Account Password | | |
| 7 | ☐ | Sender E-Mail Address(From) | | |
| 8 | ☐ | Receiver E-Mail Address(To) | | |
| 9 | ☐ | Attach Message Option | ON ▾ | |
| 10 | ☐ | 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 | ○ ON ◉ OFF |
|---|---|
| E-Mail address to notify | |
| 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 | ◉ ON ○ OFF |
|---|---|
| E-Mail address to notify | 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.

| Notify to Mobile | ○ ON  ● OFF |
| --- | --- |

## 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.
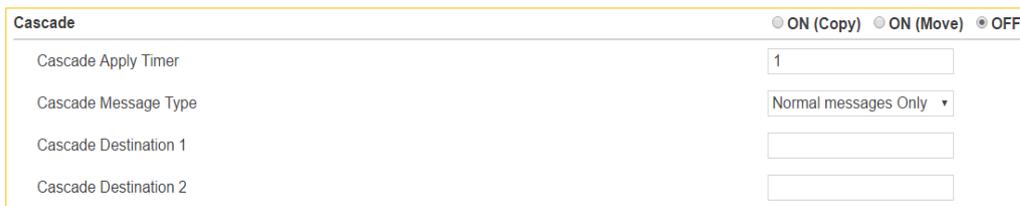


*To set 'Cascade message method'*

✓    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.
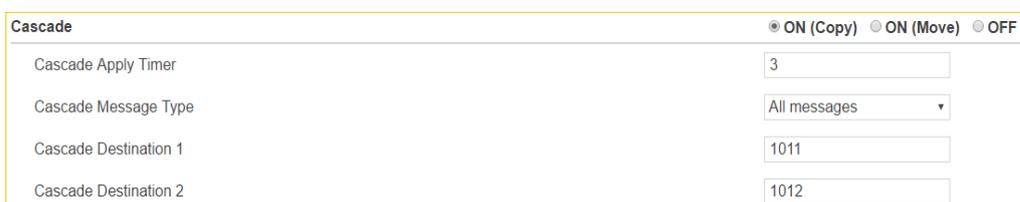
## 6.4 User Greeting

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.

| My Attributes | My Profile | Voice Mail | Button Setting | Directory | | |
|---|---|---|---|---|---|---|
| **Button** | | **Type** | | **Value** | | **Label** |
| Flex Button 1 | | CO Line | | 1 | | |
| Flex Button 2 | | CO Line | | 2 | | |
| Flex Button 3 | | CO Line | | 3 | | |
| Flex Button 4 | | CO Line | | 4 | | |
| Flex Button 5 | | CO Line | | 5 | | |
| Flex Button 6 | | CO Line | | 6 | | |
| Flex Button 7 | | CO Line | | 7 | | |
| Flex Button 8 | | CO Line | | 8 | | |
| Flex Button 9 | | CO Line | | 9 | | |
| Flex Button 10 | | CO Line | | 10 | | |
| Flex Button 11 | | Loop | | | | |
| Flex Button 12 | | Loop | | | | |
| Flex Button 13 | | Station Number | | 1000 | | |
| Flex Button 14 | | Station Number | | 1001 | | |

# 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: XXXXXXX

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.

The list retrieved is displayed as below:



*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.
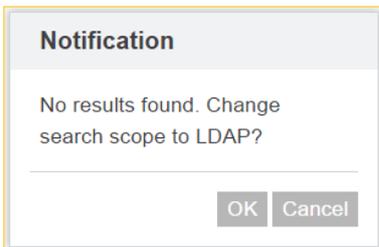


✓   You need the click call license to make a call in this screen. So, the following pop-up window is displayed if you have no Click call license. Please ask your administrator of using 'Click call' provided Ericsson-LG Enterprise.
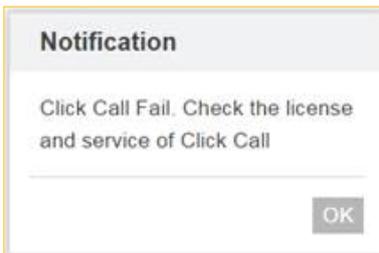
# 9 Station Web (Old)

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.
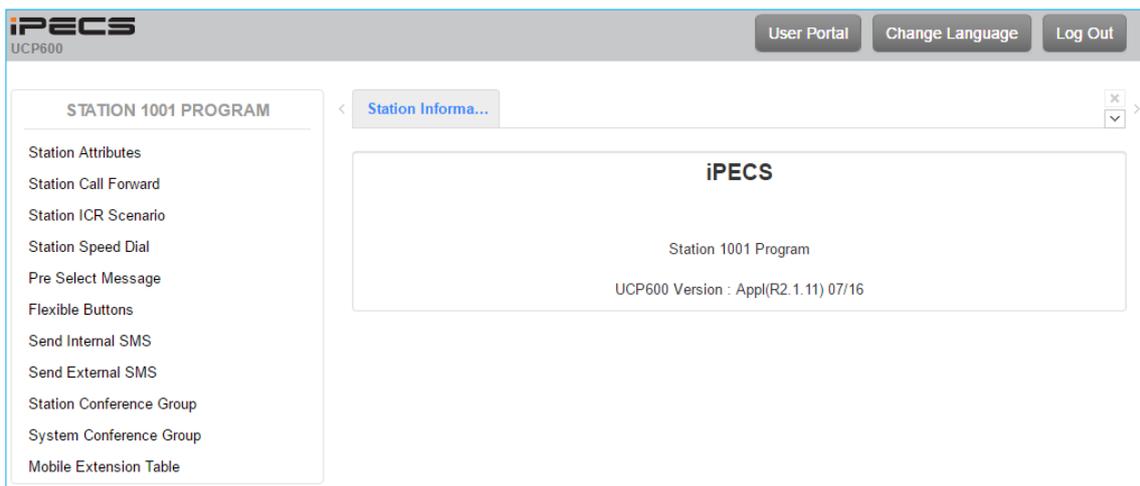


**Note)**

- 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.



**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.<br>**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<br>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<br>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.<br>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 | An Agent may change their Station group duty status (ON or OFF duty) through the User Portal. 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. **No Action, Log in Agent-ON Duty, Log out Agent-OFF Duty** | Refer to description | No Action |
| LCD Back Light Usage | The backlight of iPECS IP and LDP Phones is assigned to stay off, light only when the station is busy, or light constantly. **ALWAYS OFF, BUSY ONLY, ALWAYS ON** | Refer to description | BUSY ONLY |
| VM Message No | This field displays the message status of the built-in Voice Mail. The number of New, Saved and Urgent messages is shown. | | |
| Company Directory - First Name | The user's First Name for the Company Directory is assigned. | | |
| Company Directory - Last Name | The user's Last Name for the Company Directory is assigned. | | |
| Message Rewind/Fast-Forward Time | 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. | 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.



**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.



**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.



**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.



**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.



**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.

**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.

**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.



**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.



**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

iPECS is an Ericsson-LG Brand