

iPECS

Cloud Service Provider EMS

Administrator Guide

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

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Document Information

S/W Version	Issue	Changes	Release Date
v1.0.0	1.0	New product release	2016-01-27
v2.1.0	1.1	Update s/w version 2.1 and release	2016-05-16
v2.2.0	1.2	Update s/w version 2.2 and release	2016-10-17
v2.3.0	1.3	Update s/w version 2.3 and release	2017-06-02
v2.4.0	1.4	Update s/w version 2.4 and release	2018-07-06
v2.4.x	1.5	Revise Manual Issue 1.4 as a whole and release	2018-08-26
v3.0.x	1.6	Update s/w version 3.0 and release	2018-11-30
v3.1.x	1.7	Update s/w version 3.1 and release	2019-06-28
v3.5.x	1.8	Update s/w version 3.5 and release	2020-05-26
v3.6.x	1.9	Update s/w version 3.6 and release	2020-09-14
v4.0.x	2.0	Update s/w version 4.0 and release	2021-04-13
V5.5.x	2.1	Update s/w version 5.5 and release	2023-01-13

Arrow (▶) Marks on the **Table of Contents** below indicate that there are new or revised contents in this release.

You can find them quickly by clicking the arrow accordingly.

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About This Guide

This section describes the purpose, audience, organization, and conventions that are used in this iPECS Cloud Service Provider Administrator Guide.

NOTE Your actual display screens may be slightly different than what was displayed in this manual depending on the OS (Operating System) and other factors. All information in this guide is subject to change without prior notice.

Purpose

The iPECS Cloud Service Provider Administrator Guide is designed to assist Service Provider administrators with the system administration features of the EMS (Element Management System) system. Detailed instructions for each function and page of the EMS system can be found in this manual.

Audience

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

Document Organization

This guide consists of two chapters and an appendix. The title of each chapter (and appendix) is as follows:

- About This Guide
- Chapter 1 Accessing EMS web page
- Chapter 2 EMS Service Provider Portal
- Appendix – A

Document Conventions

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

Text formatting

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

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

Important notice

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



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

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

References or Related Guide

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

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

Accessing EMS web page

This chapter describes how to access EMS (Element Management System) 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.

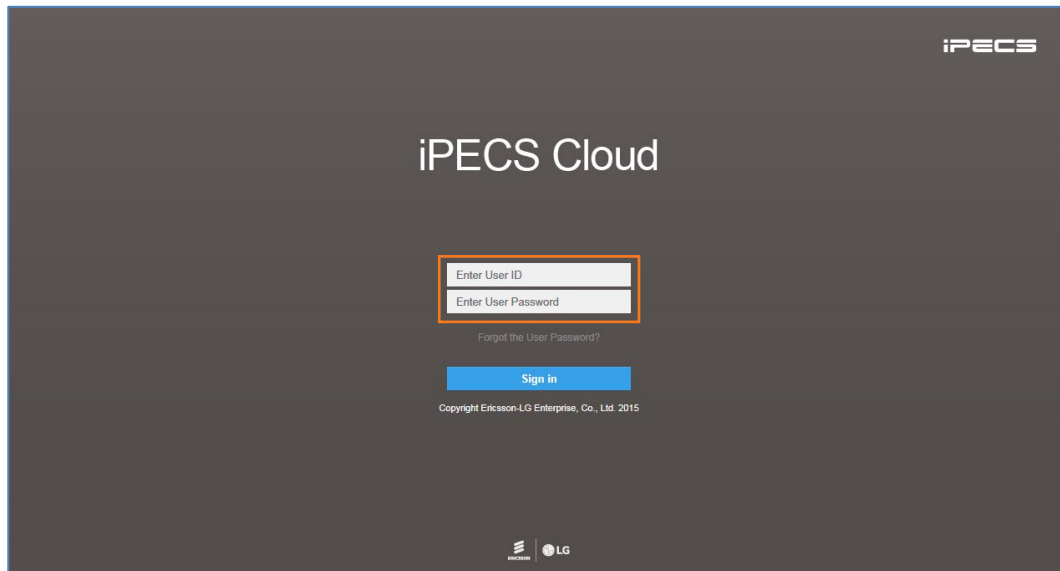
1.1 User Access Environment

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

- **Web Browser:** Google Chrome (recommend), Microsoft Internet Explorer 10, 11 (at least IE 8 or later version)
- **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 Service Provider web portal is <http://webserverIP:8282>



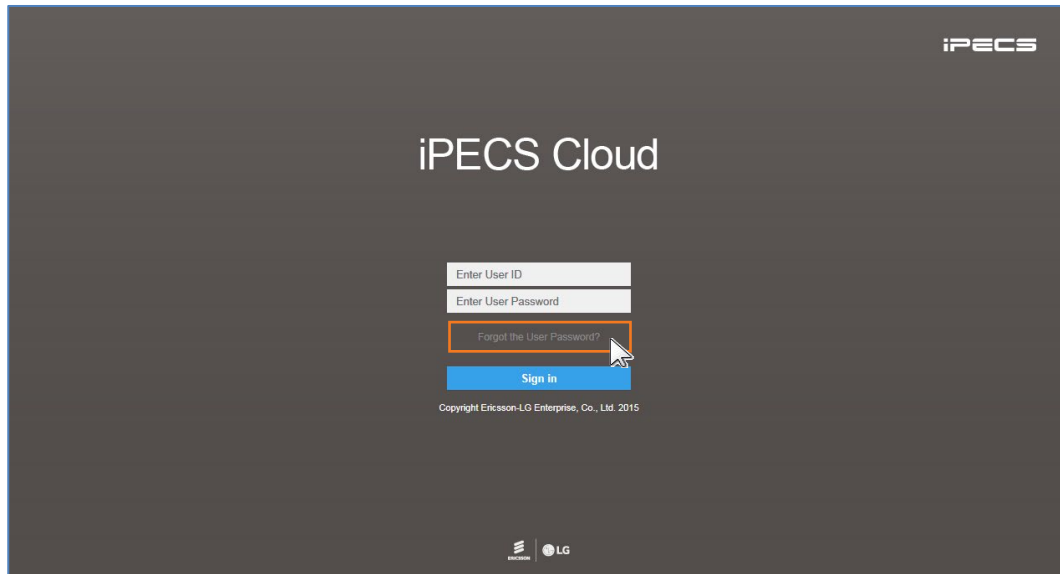
3. Enter User ID and Password that was given from Vendor.
 - User ID in E-Mail Style form, such as the example (e.g. man@abc.com).

4. Click **Sign in** button to system login, Service Provider Screen will be displayed.

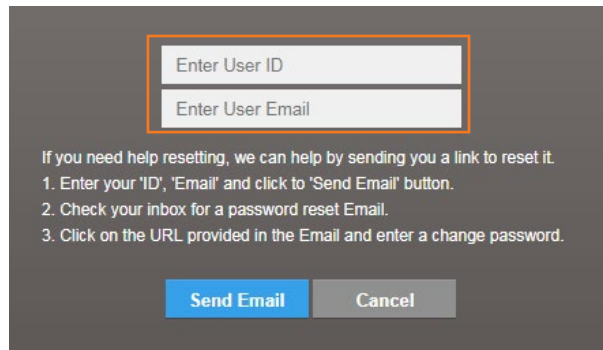
1.3 Request Password Reset

A user can request a password reset through the preconfigured email address related to that account using the **"Forgot the User Password?"** link.

1. Click **"Forgot the User Password?"** to receive an email from a password reset request.



2. Enter **'User ID'** and **'User Email'** address configured in Service Provider Account.



3. Click **Send Email** button, then a **'password reset'** email containing URL is sent.

1.4

Initial Screen

Initial screen when the Service Provider first logs in as below.

The screenshot displays the iPECS interface. At the top, the logo 'iPECS' is on the left, followed by 'Version 3.5.0'. On the right, the date and time '2019.07.12 13:45:24', the IP address '192.168.255.56', and the user 'Pragma (SP Admin) SP' are shown. A navigation menu on the left includes: Service Environment, Device Management, System Prompt, System Monitoring, System Log, Account, My Home Setting, My Information, and Menu. The main content area is titled 'My Home' and features a 'Service Summary' table:

Customers		Packages	
23		1571	
In-Service 15 / 23		Assigned 244 / 1571	
Phone Device	Assigned 26 / 1100		
Soft Client	Assigned 6 / 156		

Copyright 2015

NOTE Session expires after 120 minutes of inactivity.

EMS Service Provider Portal

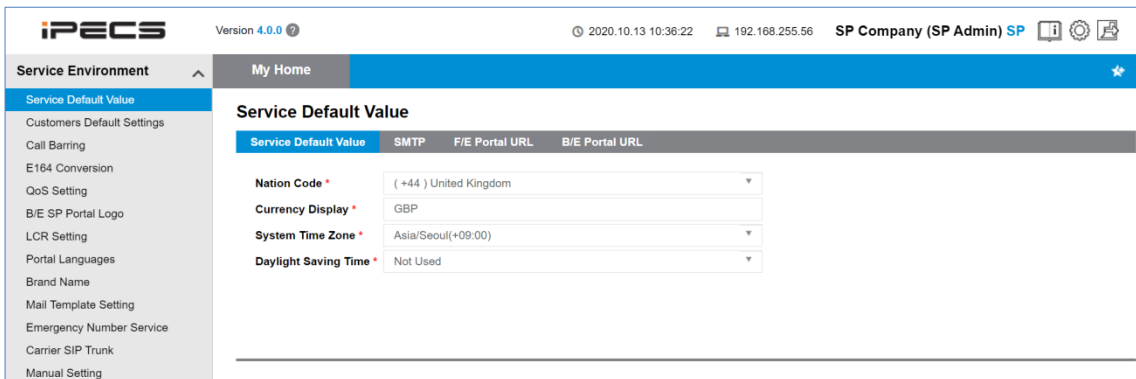
This chapter describes an operation on EMS Service Provider Portal. Service Provider can manage system data and monitor systems.

2.1 Service Environment

This section describes how to configure system environment.

2.1.1 Service Default Value

This menu is used to check the default value of nation code and time zone and domain for the Service Provider.



You can check an item from the drop-down list.

Item	Description
Nation Code	Selects the system default Nation Code of the Service Provider.
Currency Display	Currency displayed on screen
System Time zone	Selects the system default Time zone of the Service Provider. RANGE: GMT-01:00 ~ GMT+13:00
Day Light Saving Time	Select the option whether to user Summer Time

2.1.1.1 SMTP

This menu is used to configure notification such as alarm by mail.

The screenshot shows the iPECS Service Environment configuration page. The left sidebar contains a menu with 'Service Environment' expanded, showing 'Service Default Value' selected. The main content area is titled 'Service Default Value' and has tabs for 'Service Default Value', 'SMTP', 'F/E Portal URL', and 'B/E Portal URL'. The 'SMTP' tab is active, displaying a form with the following fields: 'SMTP Host' (mail.skycom.com), 'SMTP Port' (25), 'Sender Mail Address', 'Login ID', 'Login Password', and 'Security Type' (None). A blue information box at the top states 'Generally, Default SMTP Port is 25.' At the bottom right, there are buttons for 'Send Mail Test', 'Test Result', 'Modify', 'Save', and 'Cancel'.

To modify the Mail Notify setting

1. On the 'SMTP' tab, click **Modify** button and the editable page is activated.
2. Enter information based on the following.

Item	Description
SMTP Host	SMTP Mail Server IP.
SMTP Port	SMTP Mail Server Port.
Sender Mail Address	SMTP Mail Sender
Login ID	SMTP User ID.
Login Password	SMTP User Password.
Security Type	Select the SMTP security type <ul style="list-style-type: none">• None.• SSL.• TLS.

3. To save your changes, click **Save** button.
4. To exit without saving, click **Cancel** button.

To check the SMTP configuration by sending test email

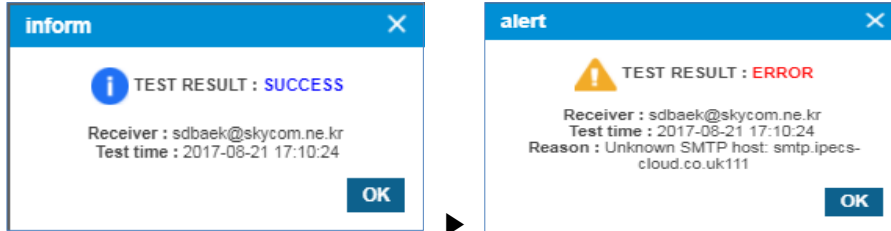
1. Click **Send Mail Test** button and enter receiver address.

The screenshot shows a 'Send Mail Test' dialog box with a blue header and a close button (X). The main area contains a text input field labeled 'Receive E-mail *'. Below the input field are two buttons: 'OK' and 'Close'.

2. And then click **OK** button.

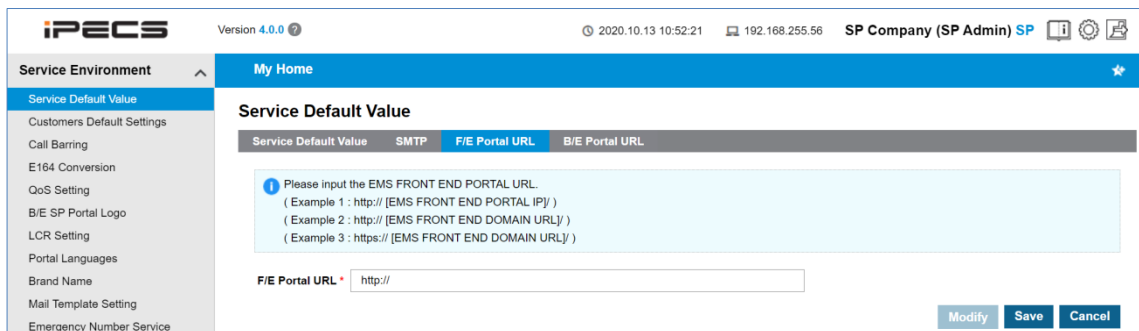
To check last sent test email result

1. To check the success of last sent test email, click **Test Result** button.
2. Test result will be shown by popup message like below.



2.1.1.2 F/E (Front-End) Portal URL

This is a screen for setting F/E Portal Access URL.



The URL which has been set is utilized in the following information.

- F/E Portal Access information in Voicemail, arrival Mail, etc.
- It is utilized in automatic login to Manager Portal of Customer to manage on Reseller Portal without ID/Password.

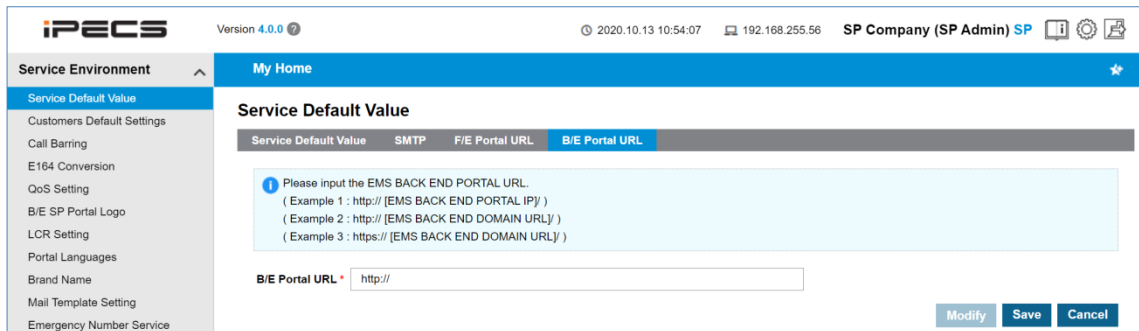
1. Click **Modify** button and the 'F/E Portal URL' page will become editable.
2. In the text box, enter information based on the following.

Item	Description
F/E Portal URL	F/E Portal Domain

3. To save your changes, click **Save** button.
4. To exit without saving, click **Cancel** button.

2.1.1.3 B/E (Back-End) Portal URL

This is a screen for setting B/E Portal Access URL.



The URL which has been set is utilized in the following information.

- Order Process Notification mail
- System Alert Notification mail

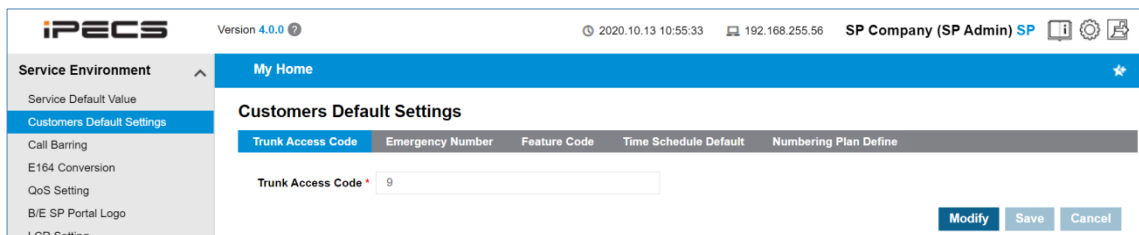
1. Click **Modify** button and the '**B/E Portal URL**' page will become editable.
2. In the text box, enter information based on the following.

Item	Description
B/E Portal URL	B/E Portal Domain

3. To save your changes, click **Save** button.
4. To exit without saving, click **Cancel** button.

2.1.2 Customer Default Setting

This menu is used to set system-wide defaults for all customers. Administrators of company have the option to select whether to assign these default settings when creating the customer.



2.1.2.1 Trunk Access Code

This menu is used to set the '**Trunk Access Code**'. Click '**trunk access code**' tab from the customer default setting menu and enter the digits (up to 5 digits) in the Trunk Access Code text box.

Customers Default Settings

Trunk Access Code Emergency Number Feature Code Time Schedule Default Numbering Plan Define

Trunk Access Code * 9

Modify Save Cancel

To modify the trunk access code

1. Click **Modify** button.
2. To save your changes, click **Save** button.
3. To exit without saving, click **Cancel** button.
 - You can also delete the trunk access code from the list view.

2.1.2.2 Emergency Number

This menu is used to add emergency numbers. This will automatically prefix the emergency number with the trunk access code.

Item	Description
Emergency Number	Dial Digits for Emergency call
Outgoing Digit	Outgoing Digit for Emergency code (up to 9 digits)

If a user dials a registered Emergency Number, the call is immediately processed sending the assigned '**Outgoing Digit**'.

Customers Default Settings

Trunk Access Code **Emergency Number** Feature Code Time Schedule Default Numbering Plan Define

	Emergency Number	Outgoing Digit
<input type="checkbox"/>		
1 <input checked="" type="checkbox"/>	114	844114
2 <input type="checkbox"/>	911	844911

View 1 - 2 of 2

Add Modify Delete

Emergency Number * 114

Outgoing Digit * 8 44 114

Save Cancel

To add an Emergency Number

1. From the '**Emergency Number**' menu, click **Add** button to make the field editable.
2. Enter the emergency number digits in the text box.
3. Enter outgoing digits in the text box.

4. To save your changes, click **Save** button.
5. To exit without saving, click **Cancel** button.
 - You can also modify and delete emergency numbers from the list.

2.1.2.3 Feature Code

This menu is used to assign '**Feature Codes**' for each feature. Feature Codes can have up to 5 digits. Valid characters include the numbers from 0 through 9 and the special characters * and #. There is no default numbering plan of feature codes.

Customers Default Settings

Trunk Access Code Emergency Number **Feature Code** Time Schedule Default Numbering Plan Define

	<input type="checkbox"/>	Feature Name	Feature Code	Update Date
1	<input checked="" type="checkbox"/>	Internal Page	500	2017-04-13 10:26:21
2	<input type="checkbox"/>	Forward Register (Normal)	501	2017-04-13 10:26:21
3	<input type="checkbox"/>	Forward Cancel	502	2017-04-13 10:26:21
4	<input type="checkbox"/>	Timed DND Register / Cancel (Toggle)	503	2017-04-13 10:26:21
5	<input type="checkbox"/>	DND Register / Cancel (Toggle)	504	2017-04-13 10:26:21

View 1 - 30 of 42

Feature Name *

Feature Code *

- These default feature codes can be used and the '**Customer Manager**' can also add, delete, and modify any feature codes.

Feature Code List

Feature Code	Feature Code Description
[500]	Internal Page
[501]	Forward Register.(Normal)
[502]	Forward Cancel
[503]	Timed DND Register/Cancel (Toggle)
[504]	DND Register/Cancel (Toggle)
[505]	Account Code.
[506]	Station Speed Dial (Register)
[507]	Station Speed Dial
[508]	Extension Call Back/Trunk Queuing
[509]	Extension Call Back/Trunk Queuing Cancel
[510]	Call Pick-Up (Group)
[511]	Call Pick-up (Direct)

Feature Code	Feature Code Description
[512]	Call Park (Register/Answer)
[513]	Hot Desk Login/Logout
[514]	Conference Room Activate
[515]	Conference Room Deactivate
[516]	Wake-up Register
[517]	Wake-up Cancel
[518]	Intrusion Request
[519]	Camp On Register
[520]	OHVO (Off Hook Voice Over)
[521]	ACD Agent Log On/Off
[522]	ACD Agent Not Ready Mode
[523]	ACD Agent Work Mode.
[524]	ACD Agent Auto Work Mode After Call (On/Off)
[525]	ACD Agent Auto Answer. (On/Off)
[526]	ACD Agent Head/Hand Set
[527]	ACD Agent Headset Ring Mode Change
[528]	ACD Supervisor Display Q Wait Count
[529]	ACD Supervisor Group Night Mode
[530]	ACD Supervisor Group Holiday Mode
[531]	ACD Supervisor Silent Monitor
[532]	ACD Supervisor ACD Q Overflow Count Change
[533]	Two Way Record
[535]	ACD Agent Help Request
[536]	Caller ID Display Restrict (Call Base)
[537]	Call Log List Display
[538]	System Service Time Mode Change
[539]	Terminal-Based DND Register/Cancel (Toggle)
[540]	Group Speed Dial
[541]	Whisper Coaching
[542]	ACD Agent Whisper Coaching Request(A)/Accept(S)

Download the Excel file or Excel Format file

1. To download Excel file, click **List Download** button.

	A	B
	Feature Code List(EXCEL) Feature Code : Include only Number, *, # [MIN 2 ~ MAX 5]	
1		
2	Feature Name	Feature Code
3	Internal Page	500
4	Forward Register (Normal)	501
5	Forward Cancel	502
6	Timed DND Register / Cancel (Toggle)	503

2. To download Excel format file, click **Format Download** button.

	A	B
	Feature Code Format(EXCEL) Feature Code : Include only Number, *, # [MIN 2 ~ MAX 5]	
1		
2	Feature Name	Feature Code
3	Internal Page	
4	Forward Register (Normal)	
5	Station Speed Dial	

To add a Feature Code

1. On the Feature Code menu page click **Add** button. The add page of Feature Code will appear.

Customers Default Settings

Trunk Access Code	Emergency Number	Feature Code	Time Schedule Default	Numbering Plan Define
<input type="checkbox"/>	Feature Name	Feature Code ↓		Update Date
1	<input type="checkbox"/> Internal Page	500		2017-04-13 10:26:21
2	<input type="checkbox"/> Forward Register (Normal)	501		2017-04-13 10:26:21
3	<input type="checkbox"/> Forward Cancel	502		2017-04-13 10:26:21
4	<input type="checkbox"/> Timed DND Register / Cancel (Toggle)	503		2017-04-13 10:26:21
5	<input type="checkbox"/> DND Register / Cancel (Toggle)	504		2017-04-13 10:26:21
6	<input type="checkbox"/> Account Code	505		2017-04-13 10:26:22
7	<input type="checkbox"/> Station Speed Dial (Register)	506		2017-04-13 10:26:22
8	<input type="checkbox"/> Station Speed Dial	507		2017-04-13 10:26:22
9	<input type="checkbox"/> Extension Call Back / Trunk Queuing	508		2017-04-13 10:26:22
10	<input type="checkbox"/> Extension Call Back / Trunk Queuing Cancel	509		2017-04-13 10:26:23

Page 1 of 5 View 1 - 10 of 42

Feature Name *

Feature Code *

--- NONE ---

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

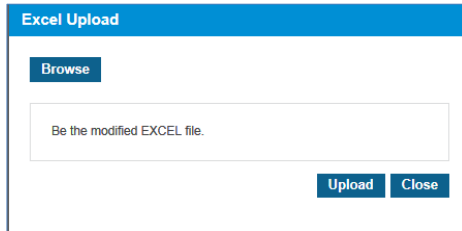
Extension Call Back / Trunk Queuing Cancel

2. In the **'Feature Code'** text box enter a code to be assigned to the selected feature.
3. In the **'Feature Name'** drop-down list select a corresponding feature.
4. To save your changes, click **Save** button.
5. To exit without saving, click **Cancel** button.
 - You can also modify and delete feature codes in the list.

Upload as Excel file

1. Click **Format Download** button to download the feature code in Excel format.
2. Save data to add on downloaded Excel format.

3. Click **Upload** button to open the file upload window.



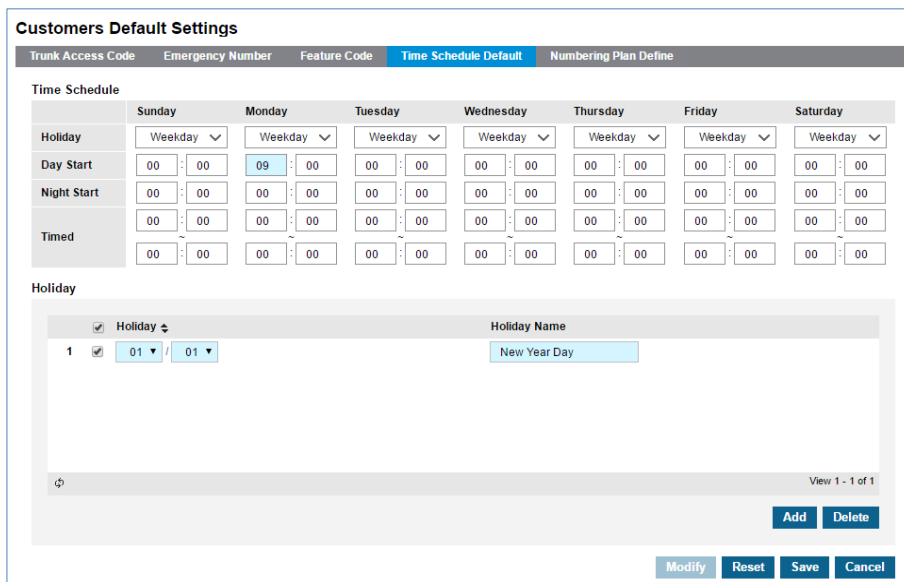
4. Brows to the populated Excel file and upload.

2.1.2.4 Time Schedule Default

This menu is used to add a time and holiday default schedule that will be applied to all companies by default. The standard time zone must be predefined.

To modify a default time schedule

1. On the **'Time Schedule Default'** menu, click the item of the time schedule table.



2. Edit the time schedule information based on the following.

Item	Description
Holiday	Select a day of the Weekday or Holiday
Day	Time to start the business day, type the time (HH:MM)
Night	Time to end the business day, type the time (HH:MM)
Timed	Lunchtime or break time, type the start time (HH:MM), type the end time (HH:MM)

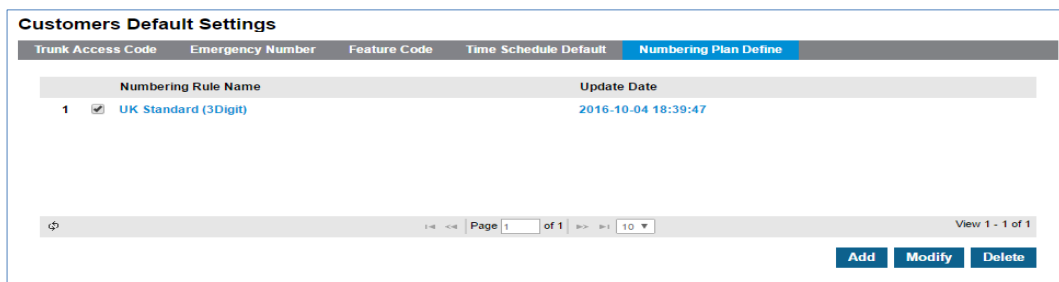
3. To add holiday information, click **Add** button. The editable fields are shown up. Edit the Holiday information based on the following.

Item	Description
Holiday	Select a date for the holiday schedule
Calendar Type	Select Solar or Lunar. (Optional)
Holiday Name	Type the Holiday Name

- To save your changes, click **Save** button.
- To exit without saving, click **Cancel** button.

2.1.2.5 Numbering Plan Define

As a Service Provider you are able to set up numbering rules and push predefined numbering plans to customers. This will define how many digits the customer extension numbers will include.



To add a Numbering Rule

- On the Numbering Plan menu page click **Add** button. The numbering rules add page appears.

- In the text box enter information based on the following.

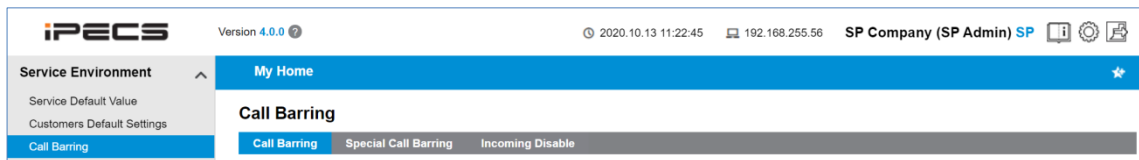
Item	Description
Numbering Rule Name	The name of default numbering rule.
Extension	A number to be used in the office (It can be up to 8 digits).
Hunt Group	A representative number that is used to define the numbers for Hunt group. (It can be up to 8 digits).
ACD Group	A representative number that is used to define the numbers for ACD group feature. (It can be up to 8 digits).
Conference Room	A representative number that is used to define the numbers for Conference room feature. (It can be up to 8 digits).
Auto Attendant	A representative number that is used to define the numbers for

Item	Description
	Auto Attendant feature. (It can be up to 8 digits).
Voice Mail Number	A representative number that is used to define the numbers for the voicemail service. (It can be up to 8 digits).

- To save your changes, click **Save** button.
- To exit without saving, click **Cancel** button.
- You can also modify and delete all numbering rules in the list.

2.1.3 Call Barring Table Setting

The 'Call Barring' table is used to add dial prefixes and numbers that are allowed for customers to dial. If you want to restrict calls to a particular country or destination do not add the dial prefix to the call barring digit table.



2.1.3.1 Define Call Barring Table Setting

To Add a Call Barring Table Setting

From the Call Barring Table Setting menu page click **Add** button. The add page of Call Barring will appear.

The screenshot shows the 'Call Barring' form. At the top, there are tabs for 'Call Barring' and 'Special Call Barring'. Below the tabs is a table with the following columns: 'Toll Check Class', 'Call Barring Name', and 'Update Date'. The table contains one row with the following data: '1', 'Local', and '2016-10-08 02:15:02'. Below the table, there are navigation buttons: 'Add', 'Modify', and 'Delete'. Below the table, there is a form for adding a new call barring entry. The form includes a 'Toll Check Class' dropdown menu set to '1', a 'Call Barring Name' text input field containing 'Local', and a 'Call Allow Digit' section with two rows: '1' with a checkbox and an input field containing '01', and '2' with a checkbox and an input field containing '02'. At the bottom of the form, there are 'Add' and 'Delete' buttons. At the very bottom of the page, there are 'Save' and 'Cancel' buttons.

1. Enter information based on the following.

Item	Description
Toll Check Class	Select the Toll Check Class for Digit Restriction according to call types. (RANGE: 1 ~ 9)
Call Barring Name	Name for Digit Restriction Table
Call Allow Digit	Digits to allow

2. Enter information based on the following.
3. To add a call barring digit click **Add** button and enter a value in the text box.
4. To delete a Call Barring Digit mark the checkbox and click **Delete** button.
5. To save your changes, click **Save** button.
6. To exit without saving, click **Cancel** button.

To modify a Call Barring Table Setting

The screenshot displays the 'Call Barring' configuration page. At the top, there are two tabs: 'Call Barring' (selected) and 'Special Call Barring'. Below the tabs is a table with the following data:

Toll Check Class	Call Barring Name	Update Date
<input checked="" type="checkbox"/> 1	Local	2016-10-08 02:15:02

Below the table is a pagination control showing 'Page 1 of 1' and 'View 1 - 1 of 1'. To the right of the table are three buttons: 'Add', 'Modify', and 'Delete'. Below this is a form for editing the selected item. The form includes:

- 'Toll Check Class' dropdown menu set to '1'.
- 'Call Barring Name' text input field containing 'Local'.
- 'Call Allow Digit' section with a table:

	Call Allow Digit
1	<input type="checkbox"/> 01
2	<input type="checkbox"/> 02

At the bottom of the form are 'Add' and 'Delete' buttons. At the very bottom of the page are 'Save' and 'Cancel' buttons.

1. From the 'Call Barring Table Setting' menu page, click the desired call barring item in the list.
2. Click **Modify** button and the editable page is activated.
3. You can add or delete the 'Call Barring Digit' but you cannot modify 'Toll Check Class' and 'Call Barring Name' field.
4. To save your changes, click **Save** button.
5. To exit without saving, click **Cancel** button.

2.1.3.2 Define Special Call Barring

This menu is used to set a Call Barring Profile to restrict digits for special purpose based on the Call Barring Table.

- **Call Fraud Blocking:** call barring table when a user is call fraud blocking state.
- **New Customer Step:** call barring table before service start in customer.
- **Hot Desk Profile:** call barring table for hot desk dummy terminal.

Special Call Barring Name	Purpose Name	Apply Type	Update Date
1 <input checked="" type="checkbox"/> Call Fraud Blocking	Call Fraud COS	Unconditional	2019-06-19 18:49:14
2 <input type="checkbox"/> COS - New Customer Step	Temp Service COS	Unconditional	2019-06-19 18:49:14
3 <input type="checkbox"/> Hot Desk Profile	Hot Desk Phone COS	Unconditional	2019-06-19 18:49:14
4 <input type="checkbox"/> COS - Service Stop	Service Stop COS	Unconditional	2018-01-16 15:24:39

Profile Name *

	Allow
Local	<input type="checkbox"/>
Mobile	<input type="checkbox"/>

To modify a Special Call Barring

1. From the '**Special Call Barring**' menu page, click an item to modify and then click **Modify** button. The editable page is activated.
2. In the '**Profile Name**' text box enter a name for the call barring profile.
3. Check the allow box to indicate that you would like to allow call types.
4. To save your changes, click **Save** button.
5. To exit without saving, click **Cancel** button.

2.1.3.3 Define Incoming Disable

This menu is used to set whether incoming calls are allowed when manager stopped customer's service.

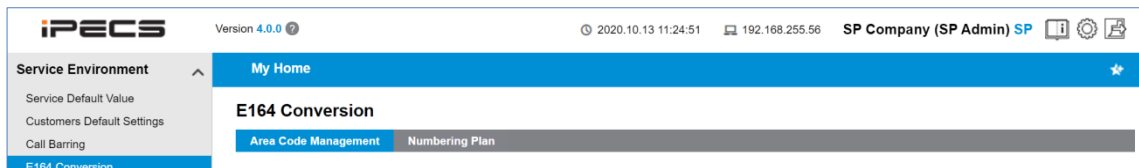
Incoming Disable When Service Stop *

To modify Incoming Disable

1. From the 'Incoming Disable' menu page, click **Modify** button, then incoming Disable When Service Stop selection will be activated.
2. Select 'Restrict Incoming' or 'Allow incoming'.
3. To save your changes, click **Save** button.
4. To exit without saving, click **Cancel** button.

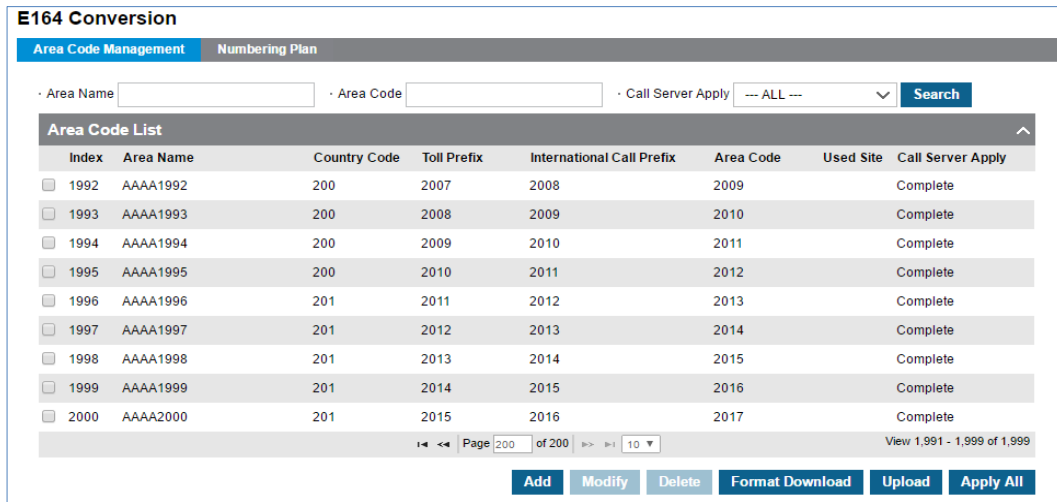
2.1.4 E164 Conversion

Set E164 Conversion. This item is available for setting when to use E164 Conversion on System Default Settings. Customer dials without area code in the same area, but SIP provider requires full E.164 prefix. In this case, iPECS Cloud can add full e.164 prefix automatically by configuring each area code and prefix manually in advance.



2.1.4.1 Area Code Management

This menu is a screen to register Area Code for using in E164 Conversion and manage it.



To modify a Area Code

The screenshot shows a form for modifying an area code. The fields are: Index (dropdown menu with value 1), Area Name (text input with value Auckland), Country Code (text input with value 64), Toll Prefix (text input with value 0), International Call Prefix (text input with value 1230), and Area Code (text input with value 9). At the bottom right, there are 'Save' and 'Cancel' buttons.

1. Click **Modify** button and the '**Area Code Management**' page will become editable.
2. In the text box enter information for based on the following.

Item	Description
Index	Index Numbering Plan. (0 ~ 2000)
Area Name	Area Name
Country Code	Country Code
Toll Prefix	Toll prefix
International Call Prefix	International Call Prefix Setting Item
Area Code	Area Code

3. To save your changes, click **Save** button.
4. To exit without saving, click **Cancel** button.

2.1.4.2 Numbering Plan

This menu is used to set E.164 conversion for numbering plan.

E164 Conversion

Area Code Management **Numbering Plan**

Area Name: AAAA2 | Number: | Call Server Apply: -- ALL -- | **Search**

AAAA2 Numbering Plan List

	Telephone Exchange Number	Telephone Number Length		Call Server Apply
11	1244	4	1244XXXX	Complete
12	1245	4	1245XXXX	Complete
13	1246	4	1246XXXX	Complete
14	1247	4	1247XXXX	Complete
15	1248	4	1248XXXX	Complete
16	1249	4	1249XXXX	Complete
17	1250	4	1250XXXX	Complete
18	1251	4	1251XXXX	Complete
19	1252	4	1252XXXX	Complete
20	1253	4	1253XXXX	Complete

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Add **Modify** **Delete** **Delete All** **Format Download** **Upload** **Apply All**

To modify a Numbering Plan

Telephone Exchange Number *

Telephone Number Length *

Save **Cancel**

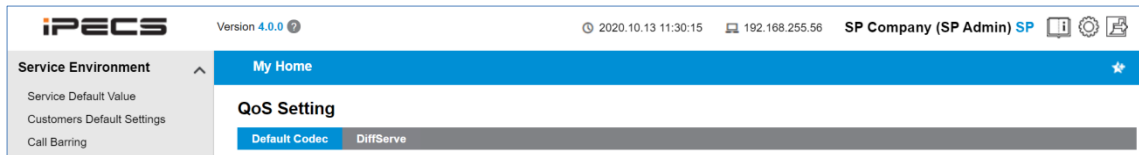
1. Click **Modify** button and the '**Numbering Plan**' page will become editable.
2. In the text box enter information for based on the following:

Item	Description
Telephone Exchange Number	Telephone Exchange Number
Telephone Number Length	Attachment Digit followed by Exchange Number

3. To save your changes, click **Save** button.
4. To exit without saving, click **Cancel** button.
 - Attachment Digit followed by Exchange Number.

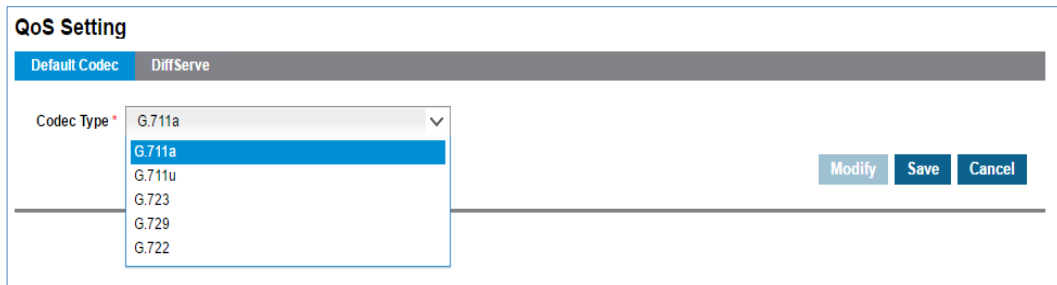
2.1.5 QoS Setting

This menu is used to set QoS options for the call server and phones.



2.1.5.1 Define the Default Codec

When clicking on the QoS Setting menu, the default codec setting menu page is displayed. You can determine the default codec for calls. Note that this service is active only for LIP handsets.

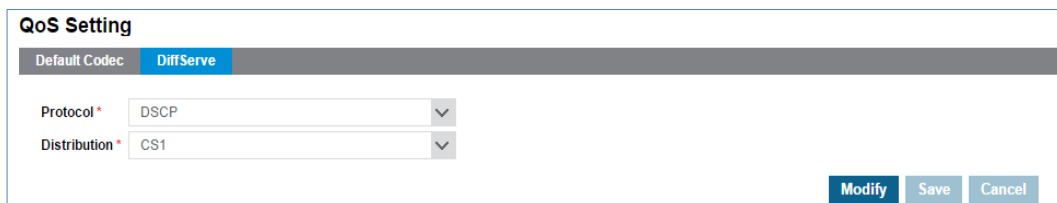


To modify the Default Codec

1. On the '**Default Codec**' menu screen click **Modify** button.
2. Select a value from the Codec Type drop-down list.
 - Codec Type: G.711a/G.711u/G.723/C.729/G.722
3. To save your changes, click **Save** button.
4. To exit without saving, click **Cancel** button.

2.1.5.2 Define the DiffServe setting

When clicking on the '**DiffServe**' tab menu, the DiffServe (Differentiated Services) QoS features setting menu page is displayed.



To modify the DiffServe setting

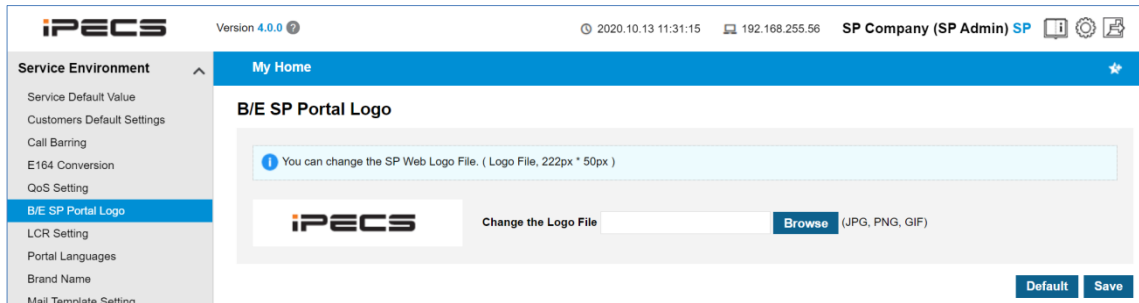
1. On the DiffServe setting menu page click **Modify** button. The editable page is activated.
2. Select a value IP or DSCP from the protocol drop-down menu.
3. Select a value from the distribution drop-down menu.

Protocol	Distribution
IP	Routine
DSCP (DiffServ Code Point)	DSCP values can be expressed in numeric form or by special standards-based names called Per-Hop Behaviors. There are four broad classes of DSCP PHB markings: Best Effort (BE or DSCP 0)

4. To save your changes, click **Save** button.
5. To exit without saving, click **Cancel** button.

2.1.6 B/E SP Portal Logo

This menu is a screen to register portal web logo file. Logo file dimension is 222 X 50.

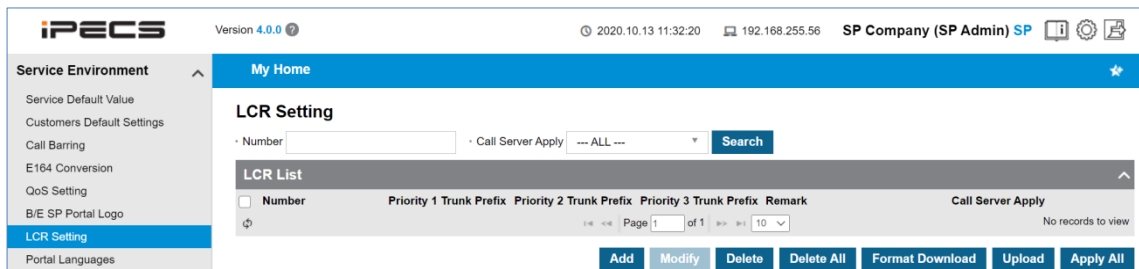


To change the portal logo

1. Click **Browse** button and register the image file you want to change. (If you want to change the default logo file, click **Default** button.)
2. To save your changes, click **Save** button.

2.1.7 LCR Setting

LCR is an acronym of '**Least Cost Routing**'. This menu is a screen to apply LCR about Outgoing Trunk and set it. It specifies the Priority of Trunk according to Undefined Number and Dialed Number.



To add/modify the LCR setting

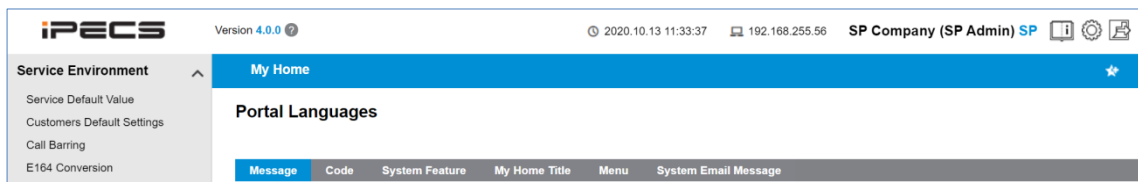
1. On the LCR Setting menu page click **Add/Modify** button and the editable page is activated.
2. Enter information based on the following.

Item	Description
Number	Starting Dialed Number. Undefined Number and Number can be selected and saved. Only one Undefined Number can be saved.
Priority 1 Trunk Prefix	Priority 1 Trunk (Trunk Prefix)
Priority 2 Trunk Prefix	Priority 2 Trunk (Trunk Prefix)
Priority 3 Trunk Prefix	Priority 3 Trunk (Trunk Prefix)
Remark	Describes each LCR Number

- When users dial numbers specified on the item **'Number'**, LCR tries priority 1 trunk, priority 2 trunk and priority 3 trunk in order.
3. To save your changes, click **Save** button.
 4. To exit without saving, click **Cancel** button.

2.1.8 Portal Languages

This menu is used to manage Customer Portal Message. You can modify by using an Excel upload or Portal list. Customer Manager (Company) and User will decide to choose Language Pack.



2.1.8.1 Message

When clicking on the **'Portal Message Setting'** menu the list of **'Message'** tab is displayed. From the List title include **'Insert Call Time'**, you can check for when time Apply to Language of System.

Portal Languages

English(System Default) | ID | Search | Apply to Language | Apply to All Language

Message List < English(System Default) - Insert Call Time : 2017-04-21 16:38:57 >

ID	Default Message	Translated Message
message.4.ServiceSummary.JSP.text.0	More	More
message.4.ServiceSummary.JSP.text.1	Item	Item
message.4.ServiceSummary.JSP.text.2	Total	Total
message.4.ServiceSummary.JSP.text.3	Used	Used
message.4.ServiceSummary.JSP.text.4	Left	Left
message.4.callHistory.JSP.text.0	This Week	This Week
message.4.callHistory.JSP.text.1	Last Week	Last Week
message.4.calllog.JSP.text.0	Incoming calls	Incoming calls
message.4.calllog.JSP.text.1	Outgoing calls	Outgoing calls
message.4.calllog.JSP.text.2	Missed calls	Missed calls
message.4.callSummary.JSP.text.0	Yesterday	Yesterday
message.4.callSummary.JSP.text.1	Today	Today

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Modify | List Download | Upload

The
 tag inserts a single line break.
The %s,{0},{1},{...} format inserts a active data.

ID * message.4.ServiceSummary.JSP.text.0

Default Message * More

Translated Message * More

Text Max Length 8

Save | Cancel

Use the search bar provided to find the desired Message. From the drop-down menu, select the search language. After input the text box, click **Search** button.

Item	Description
First Select Box	Language Item Select Box (System Default)
Second Select Box	Search Column Select Box (ID, Message)
Third Text Box	Search Text input Box.

To modify the message using a Portal List

From the **'Message'** tab, you can able to change customer portal general message (label, alert message, button name etc.).

Modify | List Download | Upload

The
 tag inserts a single line break.
The %s,{0},{1},{...} format inserts a active data.

ID * message.4.ServiceSummary.JSP.text.0

Default Message * More

Translated Message * More

Text Max Length 8

Save | Cancel

1. If you want to change the item message, click the list item.
2. Click **Modify** button.
3. Please write a Translated Message.
 - Message's included System Active Value, if you modify to include the system active text. Please check the system active text. Ex)
, %s, {0}, {1}, {...}
4. Click **Save** button.

To modify the message using an Excel upload

1. Click **List Download** button.
2. Modify the Excel data.

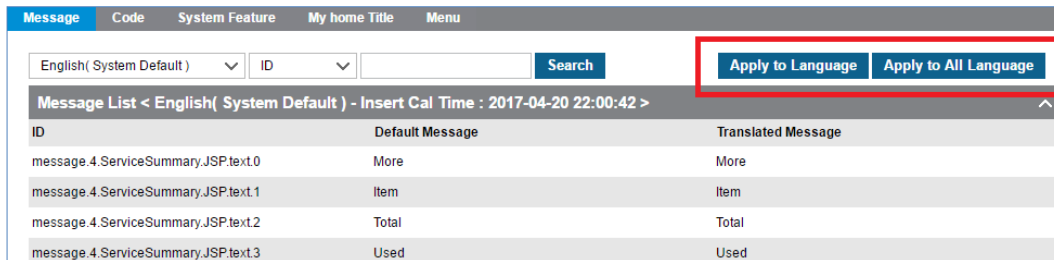
Message List (English)
* If it exceeds Text length, it cuts.

ID	Length	Default Message	Translated Message
message.4.ServiceSummary.JSP.text.0	4	More	More
message.4.ServiceSummary.JSP.text.1	4	Item	Item
message.4.ServiceSummary.JSP.text.2	5	Total	Total
message.4.ServiceSummary.JSP.text.3	4	Used	Used
message.4.ServiceSummary.JSP.text.4	4	Left	Left
message.4.callHistory.JSP.text.0	9	This Week	This Week
message.4.callHistory.JSP.text.1	9	Last Week	Last Week
message.4.calllog.JSP.text.0	14	Incoming calls	Incoming calls
message.4.calllog.JSP.text.1	14	Outgoing calls	Outgoing calls
message.4.calllog.JSP.text.2	12	Missed calls	Missed calls
message.4.callSummary.JSP.text.0	9	Yesterday	Yesterday
message.4.callSummary.JSP.text.1	5	Today	Today
message.4.CompanySummary.JSP.text.0	5	Sites	Sites
message.4.CompanySummary.JSP.text.1	13	User Packages	User Packages
message.4.CompanySummary.JSP.text.2	6	Device	Device

- If your text exceeds of the 'Length' size, it cuts text by length size.
3. Click **Upload** button.
 4. When popup open the browser, click **Browse** button.
 5. Select the modified Excel file. (You can change only Translated Message.)
 6. Click **Upload** button.

Message Item needs insert system

When you modify some text that is not exactly to the Customer Portal System Message, you need to click **Apply** button.



The button information

Item	Description
Apply to Language	Insert * selected Language (First Select Box) Message to System
Apply to All Language	Insert All Language Message to System

2.1.8.2 Code

When clicking on the **'Code'** tab, the list of **'Code'** is displayed. You can change Customer Portal General Setting Message. (Customer's can select or setting values Message.)

Group ID	Default Message	Translated Message
user_type_ccd	Shared Line	Shared Line
user_type_ccd	Multiple Line	Multiple Line
user_type_ccd	AA Service Numer	AA Service Numer
user_cos_ccd	Obey Site Call Barring	Obey Site Call Barring
user_cos_ccd	Individual User Call Barring	Individual User Call Barring
user_cid_ccd	Obey Company Outgoing Caller ID	Obey Company Outgoing Caller ID
user_cid_ccd	Obey Site Outgoing Caller ID	Obey Site Outgoing Caller ID
user_cid_ccd	Use Individual Direct Dial Call Number	Use Individual Direct Dial Call Number
use_yn_ccd	Use	Use
use_yn_ccd	Not Used	Not Used
use_stat_ccd	Use	Use
use_stat_ccd	Not Used	Not Used

Use the search bar provided to find the desired Message. From the drop-down menu, select the search language. After input the text box, click **Search** button.

Item	Description
First Select Box	Language Item Select Box (System Default)
Second Select Box	Search Column Select Box (ID, Message)
Third Text Box	Search Text input Box.

To modify the message using a portal list

From the **'Code'** tab, you can able to change Customer Portal General Message (label, alert message, button name etc.).

1. If you want to change item message, click the List Item.
2. Click **Modify** button.
3. Please write the Translated Message.
4. Click **Save** button.

To modify the message using an Excel upload

1. Click **List Download** button.
2. Modify the Excel Data.

Group ID	Default Message	Translated Message
wakeup_type_syscd	Once	Once
wakeup_type_syscd	Every Day	Every Day
wakeup_type_syscd	Monday - Friday	Monday - Friday
wakeup_type_syscd	Monday - Saturday	Monday - Saturday
wakeup_type_syscd	Date	Date
user_type_ccd	Single Client	Single Client
user_type_ccd	Multi Client	Multi Client
user_type_ccd	HotDesk Phone	HotDesk Phone
user_type_ccd	Shared Line	Shared Line

- If your text exceeds the size of the **'Max Length'** size, it cuts text by length size.
3. Click **Upload** button.
 4. When popup open the browser click **Browse** button.
 5. Select the modified Excel file. (You can change only Translated Message.)
 6. Click **Upload** button.

2.1.8.3 System Feature

When clicking on the **'System Feature'** tab the list of **'System Feature'** is displayed. You can change Customer Portal General Setting Message. (Customer can select or setting values Message.)

Feature Type	Default Name	Translated Feature
User Feature	Call Forward	Call Forward
User Feature	Off-Net Call Forward	Off-Net Call Forward
User Feature	Mobile Extension	Mobile Extension
User Feature	OHVO	OHVO
User Feature	Intercept	Intercept
User Feature	Call Park	Call Park
User Feature	Conference Call	Conference Call
User Feature	Intrusion	Intrusion
User Feature	Allow Anonymous Call	Allow Anonymous Call
User Feature	Present External Caller ID	Present External Caller ID
User Feature	CLIR	CLIR
User Feature	Recall for Transfer Failure	Recall for Transfer Failure
User Feature	Remote Office	Remote Office
User Feature	Call Recording	Call Recording
User Feature	Voice Mail	Voice Mail
User Feature	DND	DND
User Feature	Wake-Up	Wake-Up
User Feature	Call Wait	Call Wait
User Feature	Camp On	Camp On
Group Feature	Auto Attendants	Auto Attendants

Use the search bar provided to find the desired Message. From the drop-down menu, select the search language. After input the text box, click **Search** button.

Item	Description
First Select Box	Language Item Select Box (System Default)
Second Select Box	Search Column Select Box (ID, Message)
Third Text Box	Search Text input Box.

To modify the message to using a Portal List

From the **'System Feature'** tab, you can able to change system feature general message (Voice Mail, ACD, Mobile Extension and Call Forward etc.).

1. If you want to change item message, click the List Item.
2. Click **Modify** button.
3. Please write a Translated Message.
4. Click **Save** button.

To modify the message using an Excel upload

1. Click **List Download** button.
2. Modify the Excel Data.

Feature Type	Default Name	Translated Feature
User Feature	Call Forward	Call Forward
User Feature	Off-Net Call Forward	Off-Net Call Forward
User Feature	Mobile Extension	Mobile Extension
User Feature	OHVO	OHVO
User Feature	Intercept	Intercept
User Feature	Call Park	Call Park
User Feature	Conference Call	Conference Call
User Feature	Intrusion	Intrusion

- If your text exceeds the size of the **'Max Length'** size, it cuts text by length size.
3. Click **Upload** button.
 4. When popup open the browser click **Browse** button.
 5. Select the modified Excel file. (You can change only Translated Message.)
 6. Click **Upload** button.

2.1.8.4 My Home Title

When clicking on the **'My Home Title List'** tab the list of **'My Home Title List'** is displayed. You can able to change Customer Portal My Home Item title.

Cumstomer Type	Default Title Name	Translated Title
Customer Manager	Call Log	Call Log
Customer Manager	Weekly Call Statistics	Weekly Call Statistics
Customer Manager	Hourly Call Statistics	Hourly Call Statistics
Customer Manager	Company Summary	Company Summary
Customer Manager	Service Summary	Service Summary
Customer User	Call Log	Call Log
Customer User	Voice Message	Voice Message
Customer User	Weekly Call Statistics	Weekly Call Statistics
Customer User	My Phone & Feature	My Phone & Feature
Customer User	Latest Call History	Latest Call History

Use the search bar provided to find the desired Message. From the drop-down menu, select the search language. After input the text box, click **Search** button.

Item	Description
First Select Box	Language Item Select Box (System Default)
Second Select Box	Search Column Select Box (Translated Title, Customer Type). If you select Customer Type, you can see the Third Select Box.
Third Text Box	Search Text input Box.
Third Select Box	Search Column Select Box <ul style="list-style-type: none"> • All: Provided to All Customer List • Customer Manager: Provided to Customer Manager List • Customer User: Provided to Customer User List

To modify the message using a Portal List

From the **'My Home Title List'** tab, you can able to change Customer Portal General Message. (Label, alert message, button name ...)

Cumstomer Type *
Default Title Name *
Translated Title *

1. If you want to change item message, click the List Item.
2. Click the **Modify** button.

3. Please write a Translated Message.
4. Click **Save** button.

To modify the message using an Excel upload

1. Click **List Download** button.
2. Modify the Excel Data.

Customer Type	Default Title Name	Translated Title
Customer Manager	Call Log	Call Log
Customer Manager	Weekly Call Statistics	Weekly Call Statistics
Customer Manager	Hourly Call Statistics	Hourly Call Statistics
Customer Manager	Company Summary	Company Summary
Customer Manager	Service Summary	Service Summary
Customer User	Call Log	Call Log
Customer User	Voice Message	Voice Message
Customer User	Weekly Call Statistics	Weekly Call Statistics
Customer User	My Phone & Feature	My Phone & Feature
Customer User	Latest Call History	Latest Call History

- If your text exceeds the size of the 'Max Length' size, it cuts text by length size.
3. Click **Upload** button.
 4. When popup open the browser click **Browse** button.
 5. Select the modified Excel file. (You can change only Translated Message.)
 6. Click **Upload** button.

2.1.8.5 Menu

When clicking on the **'Menu'** tab the list of **'Menu'** is displayed. You can able to change Customer Portal My Home Item Title.

Customer Type	Default Menu Name	Translated Menu
Customer Manager	Company	Company
Customer Manager	Company Details	Company Details
Customer Manager	Line Settings	Line Settings
Customer Manager	Time Schedule	Time Schedule
Customer Manager	Call Barring	Call Barring
Customer Manager	Site Management	Site Management
Customer Manager	System Tone	System Tone
Customer Manager	Voicemail Service	Voicemail Service
Customer Manager	Service Number	Service Number
Customer Manager	Company Schedule	Company Schedule
Customer Manager	Company Directory	Company Directory
Customer Manager	Feature Codes	Feature Codes
Customer Manager	Flexible Button Profile	Flexible Button Profile
Customer Manager	User	User
Customer Manager	User Setup	User Setup
Customer Manager	User Phone Configuration	User Phone Configuration
Customer Manager	User Feature Configuration	User Feature Configuration
Customer Manager	Account Information	Account Information
Customer Manager	Call Manager	Call Manager
Customer Manager	Group Settings	Group Settings

Use the search bar provided to find the desired Message. From the drop-down menu, select the search language. After input the text box, click **Search** button.

Item	Description
First Select Box	Language Item Select Box (System Default)
Second Select Box	Search Column Select Box (Translated Title, Customer Type). If you select Customer Type, you can see the Third Select Box.
Third Text Box	Search Text input Box.
Third Select Box	Search Column Select Box <ul style="list-style-type: none"> • All: Provided to All Customer List • Customer Manager: Provided to Customer Manager List • Customer User: Provided to Customer User List

To modify the message using a Portal List

From the **'Menu'** tab, you can able to change Customer Portal General Message (label, alert message, button name etc.).

Modify
List Download
Upload

Customer Type *

Default Menu Name *

Translated Menu *

Save
Cancel

1. If you want to change item message, click the List Item.
2. Click **Modify** button.
3. Please write the Translated Message.
4. Click **Save** button.

To modify the message using an Excel upload

1. Click **List Download** button.
2. Modify the Excel Data.

Customer Type	Default Menu Name	Translated Menu
Customer Manager	Company	Company
Customer Manager	Company Details	Company Details
Customer Manager	Line Settings	Line Settings
Customer Manager	Time Schedule	Time Schedule
Customer Manager	Call Barring	Call Barring
Customer Manager	Site Management	Site Management
Customer Manager	System Tone	System Tone
Customer Manager	Voicemail Service	Voicemail Service
Customer Manager	Service Number	Service Number
Customer Manager	Company Schedule	Company Schedule
Customer Manager	Company Directory	Company Directory

- If your text exceeds the size of the **'Max Length'** size, it cuts text by length size.

3. Click **Upload** button.
4. When popup open the browser click **Browse** button.
5. Select the modified Excel file. (You can change only Translated Message.)
6. Click **Upload** button.

2.1.8.6 System Email Message

When clicking on the '**System Email Message**' tab the list of '**System Email Message List**' is displayed. You can change the system e-mail messages sent from Fax and Voice Mail.

System	Message Type	Translate Message	Length
FAX	FAX Recv - Email Notification Title	[FAX received - [[\${...]	128
FAX	FAX Recv - Email Notification Contents(with Dc Confirm the Received...		2048
FAX	FAX Recv - Email Notification Contents(No Linl Confirm the Received...		2048
FAX	FAX Send - Email Notification Title (Success)	FAX send - Success	2048
FAX	FAX Send - Email Notification Title (Fail)	FAX send - Fail	2048
FAX	FAX Send - Email Notification Contents	Send to FAX [[[\$fa...	2048
Voice Mail	VMS Message - Email Notification - Title	New Voicemail Messag...	128
Voice Mail	VMS Message - Email Notification - Contents(Sender : [[\$sender_...		2048
Voice Mail	VMS Message - Email Notification - Contents(Sender : [[\$sender_...		2048

You can inquire by selecting the searched language from the drop-down menu or by system by selecting Voice Mail and Fax.

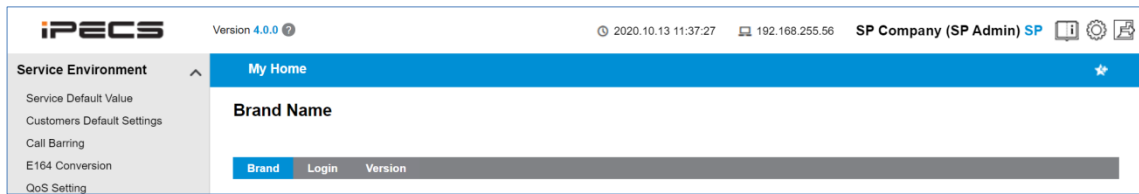
Item	Description
System	Select Voice Mail System or Fax System.
Message Type	The type of message to be emailed.
Translate Message	Messages modified from default.
Length	The maximum length of the set message.

To modify System Email Message

1. If you want to change item message, click the List Item.
2. Click **Modify** button.
3. Please write a Translated Message.
4. Click **Save** button.

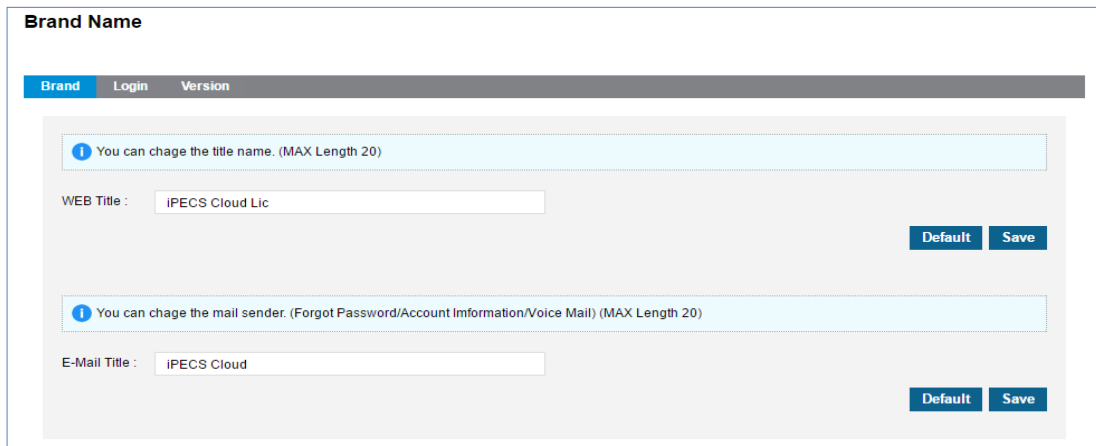
2.1.9 Brand Name

This menu is a screen to define the web browser and e-mail screen display.



2.1.9.1 Brand

When clicking on the '**Brand**' tab menu, you will see a screen where you can change the web browser and email subject.



To Change the Brand Title

1. Edit the WEB title and E-mail title, and click **Save** button.
2. If you want to change the default WEB title and E-mail title, click **Default** button.

2.1.9.2 Login

When clicking on the '**Login**' tab menu, a screen for changing the web login screen is displayed.

To Change the Brand Title

1. Edit the WEB title and E-mail title, and click **Save** button.
2. If you want to change the default WEB title and E-mail title, click **Default** button.

2.1.9.3 Version

When clicking on the **'Version'** tab menu, a screen for changing the image and text of the version information is displayed.

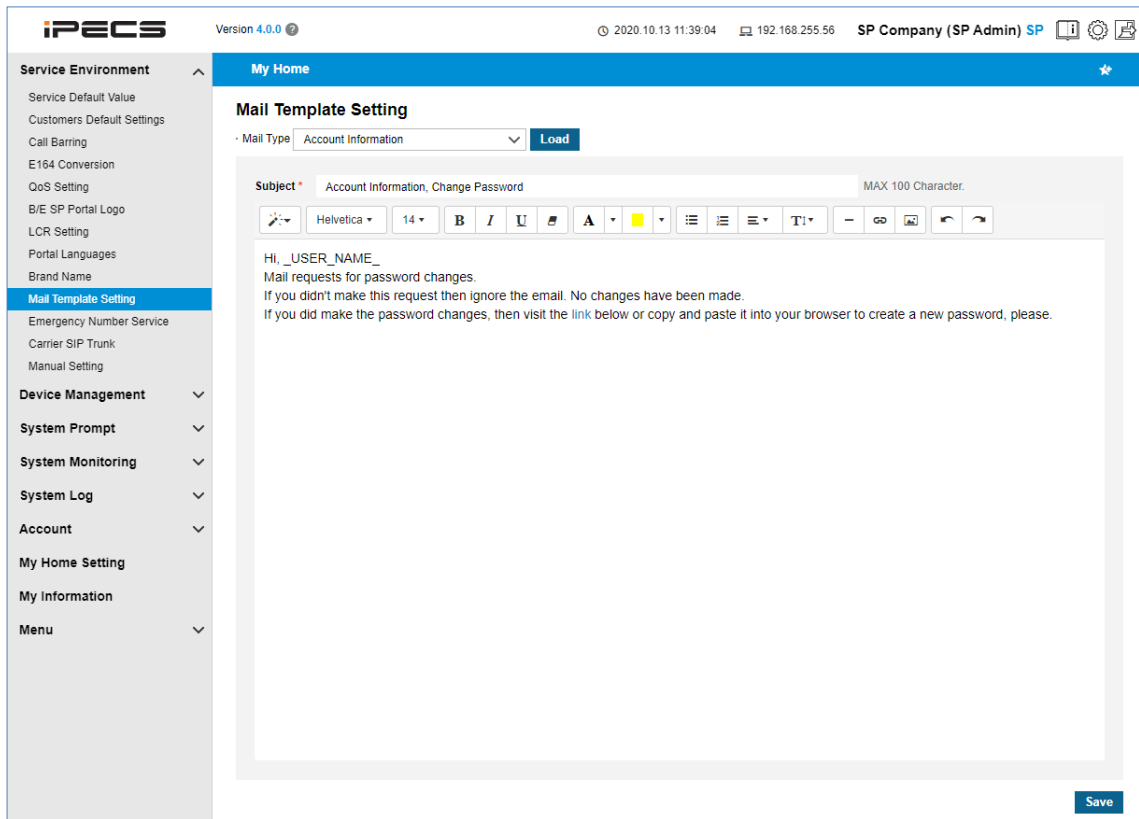
To change the version

1. Edit the version title and version image.
2. Click **Save** button to save the change.
3. If you want to change the default version information, click **Default** button.

2.1.10

Mail Template Setting

This section describes how to configure Mail Template Setting.



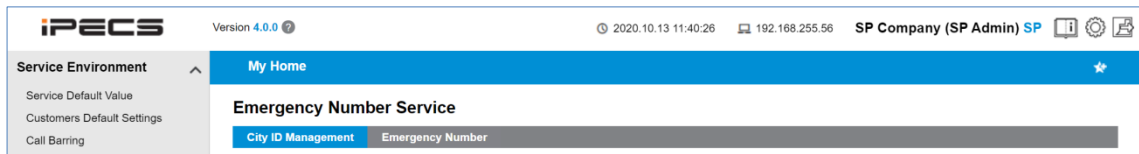
1. In the 'Mail Type' drop-down list select a corresponding type.
2. Click 'Load' import the saved Mail Template
3. Enter subject in the text box.
4. Enter mail template content in the editor

Item	Description
Insert macro	Insert macro into the editor. (The added macro text should not be changed)
Font	Set Font Family, Font Size
Font Style	Set Font Bold/Italic/Underline and remove Font Style
Font Color	Set Foreground Color, Background Color
Font Alignment	Set Numbering/Left/Center/Right Alignment, Line Interval
Others	Set Horizontal Rule, Link, Picture, Undo, Redo

5. To save your changes, click **Save** button.

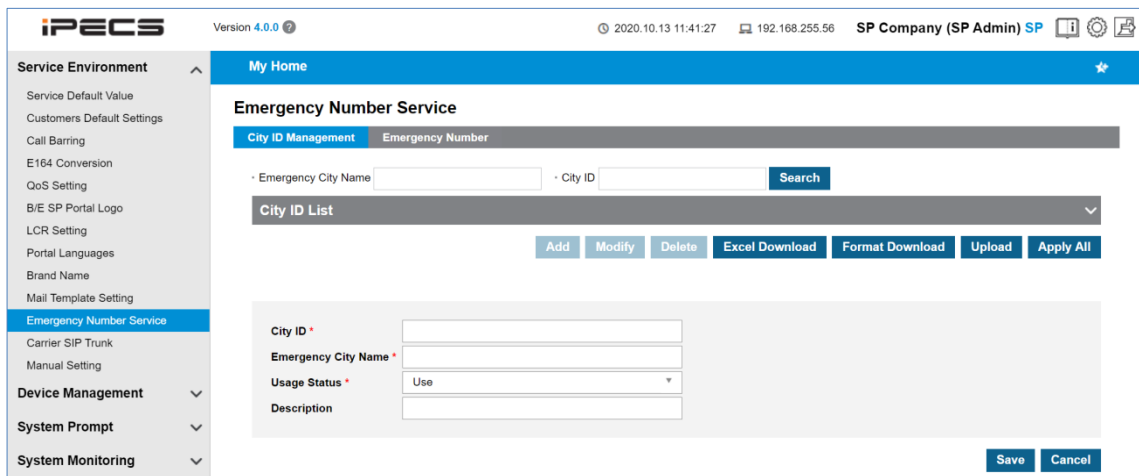
2.1.11 Emergency Number Service

This menu is used to manage City ID and Emergency Number.



2.1.11.1 City ID Management

When clicking on the 'City ID Management' tab the list of 'City ID Management' is displayed. You can change City ID List.



Use the search bar provided to find the desired City ID. After input the text box, click **Search** button.

Item	Description
Emergency City Name Text Box	Search text input box for City Name
City ID Text Box	Search text input box for City ID

To add a City ID

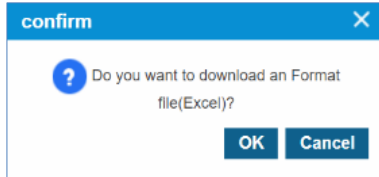
This is a close-up screenshot of the 'Add City ID' form. It contains four input fields: 'City ID *', 'Emergency City Name *', 'Use Stat *' (a dropdown menu with 'Use' selected), and 'Description'. 'Save' and 'Cancel' buttons are positioned at the bottom right of the form.

1. Click **Add button** and the City ID add page appears.
2. Enter the City ID.
3. Enter the Emergency City Name

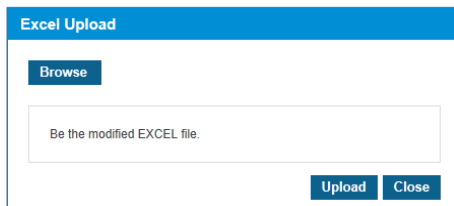
4. Select **'Use'** or **'Not Used'** of Use Stat.
5. You can type Description.
6. To save your changes, click **Save** button.
7. To exit without saving, click **Cancel** button.

To add City IDs at a time using Excel format on the City ID Management menu page

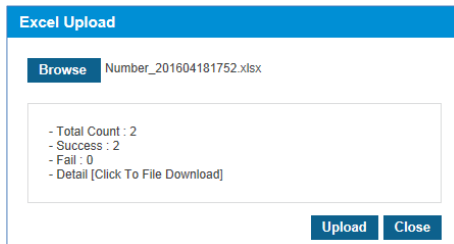
1. Download Excel format from EMS using **Format Download** button.



2. After the file download enter data in the appropriate fields.
3. Upload Excel format including data to EMS using **Upload** button.



4. After selecting the correct file, click **Upload** button.



To modify a City ID

1. Select the City ID list and click **Modify** button.
2. Please modify information of the City ID.
3. Click **Save** button.

To download City IDs with the Excel format

1. Click **Excel Download** button.

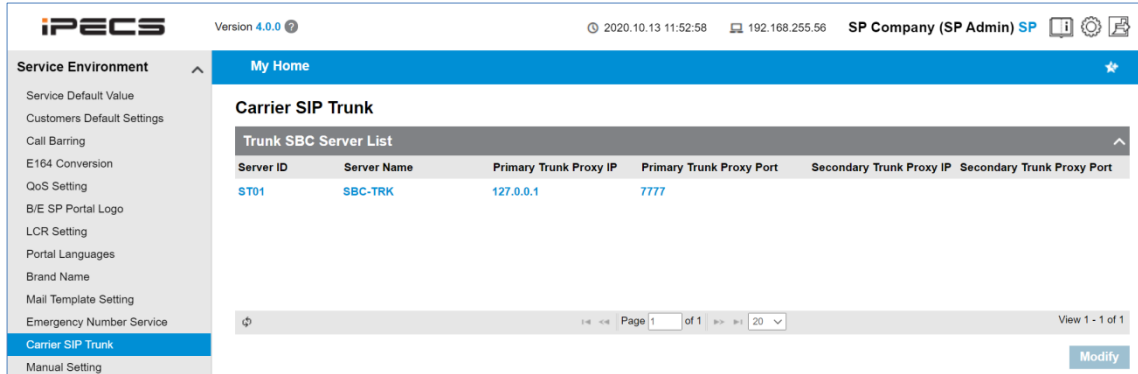
To delete a City ID

1. Mark the check box of the lines you want to delete.
2. Click **Delete** button.

2.1.12

Carrier SIP Trunk

This menu is available when the vendor sets the value of Carrier SIP Trunk - Multi Registration to enable and you can modify SIP Trunk Server configuration values.



Item	Description
Server ID	Trunk SBC Server ID
Server Name	Trunk SBC Server Name
Primary Trunk Proxy IP	IP of primary trunk proxy server
Primary Trunk Proxy Port	Port of primary trunk proxy server
Secondary Trunk Proxy IP	IP of secondary trunk proxy server
Secondary Trunk Proxy Port	Port of secondary trunk proxy server

To modify carrier SIP Trunk configuration values.

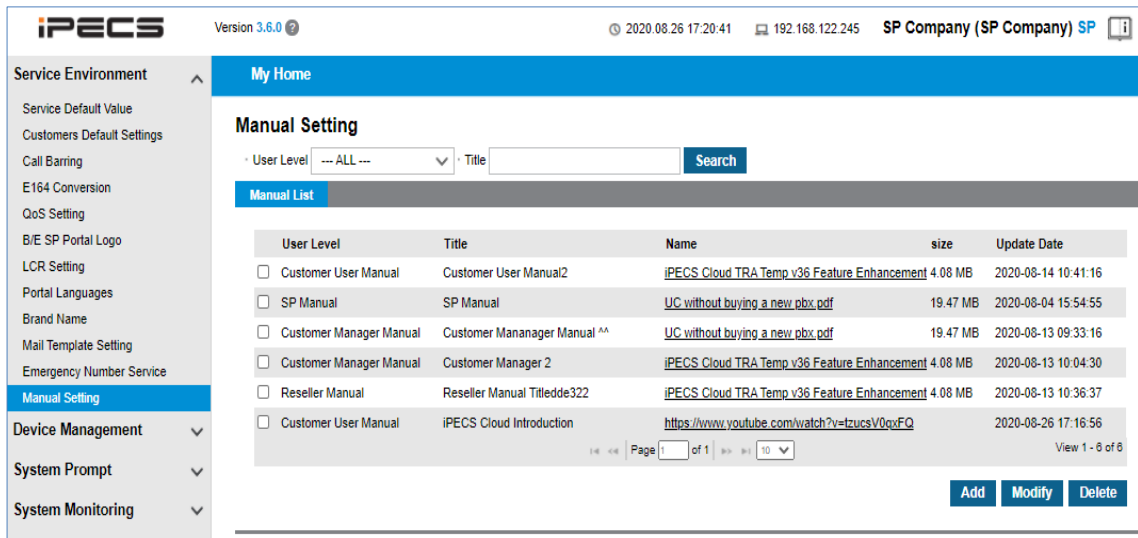
1. Select a server in Trunk SBC Server List.
2. Click **Modify** button.
3. Change Carrier SIP Trunk Server configuration values.

4. Click **Save** button.

2.1.13

Manual Setting

This menu describes how to configure uploading manual files and defining web URL link.



Item	Description
User level	Allowed user level (higher user level can see all lower user levels manual) <ul style="list-style-type: none"> • SP (This manual can be presented on SP portal) • Reseller (This manual can be presented on SP/Reseller portal) • Customer Manager (This manual can be presented on SP/Reseller/Customer Manager portal) • Customer User (This manual can be presented on SP/Reseller/Customer Manager/Customer User portal)
Title	Name of manual
Name	In case of file type, uploaded file name In case of link type, web URL
Size	In case of file type, uploaded file size
Update Date	Date and time to be created or last modified

To Add new manual

1. Click **Add** button
2. Select User Level (SP/ Reseller/ Customer Manager/ Customer User)

3. Enter name of manual to present.

4. Select Manul type (File/ Web URL link)
5. For file type, click **Browse** button, select file to upload, and click **Save** button.
6. For link type, enter web URL, and click **Save** button.

To Modify existing manual

1. Select a manual in Manual List.
2. Click **Modify** button.
3. Change User Level or Title.

4. Click **Save** button.

To Delete existing manual

1. Select a manual in Manual List.
2. Click **Delete** button.
3. Click **OK** button to confirm removing

2.1.14 Manual Download

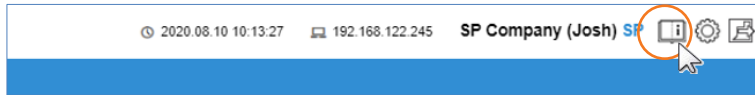
This menu describes how to download manual files or access manual web URL link.

Manual Title	Download Link	Size
Customer Manager Manual	UC without buying a new ptbx.pdf	19.47 MB
Customer Manager 2	iPECS Cloud TRA Temp v36 Feature Enhancement Rev03 200629.pdf	4.08 MB
Reseller Manual Titledde322	iPECS Cloud TRA Temp v36 Feature Enhancement Rev03 200629.pdf	4.08 MB
iPECS Cloud Introduction	https://www.youtube.com/watch?v=IzucsV0qxFG	

In SP portal, SP/Reseller/Customer Manager/Customer User Guide will be presented.

To download manual file

1. Click **Manual**  icon.



2. And then click **Download** button.

To Access manual web URL link

1. Click **Manual**  icon.



2. Click **URL** Text.



2.2 Device Management

This section describes how to manage information about phones and devices that can order.

2.2.1 PRS Phone Management

This menu is used to manage PRS (Phone Redirection Server) supported phones (1000i).

PRS-supported phones are automatically registered or unregistered to the PRS when they are ordered or return-ordered in the OMS portal. So this menu is only useful to check the registration status and manually register or unregister phones for the unusual case.

Model Name	Phone Type	MAC Address	Reseller Name	Customer Name	Customer Assign	PRS Send	PRS Status	Update Date
1 1050i	New Phone	B40EDC0059E6	Cheongyong	Cheongyong	Assigned	●	Registered	2019-10-02 09:17:04
2 1040i	New Phone	B40EDC0059CF	Cheongyong	Cheongyong	Assigned	●	Registered	2019-10-02 09:17:09
3 1020i	New Phone	B40EDC0059FE	Cheongyong	Cheongyong	Assigned	●	Registered	2019-10-02 09:17:13
4 1010i	New Phone	FC0000000000	Temp Re	TJ Company	Assigned	●	Registered	2019-09-20 11:51:43
5 1010i	New Phone	FA0000000000	Temp Re	TJ Company	Assigned	●	Registered	2019-09-20 11:46:47
6 1010i	New Phone	AA1001001245	Temp Re	test-js	Assigned	●	Registered	2019-09-04 09:54:10
7 1010i	New Phone	AA1001001242	Temp Re	test-js	Assigned	●	Registered	2019-09-04 09:54:10
8 1010i	New Phone	AF0000000001	Temp Re	TJ Company	Assigned	●	Registered	2019-09-03 20:06:50
9 1050i	New Phone	AA1001001235	Temp Re	test-js	Assigned	●	Registered	2019-09-03 15:34:14
10 1050i	New Phone	AA1001001234	Temp Re	test-js	Assigned	●	Registered	2019-09-03 15:34:14

To register all unregistered phones

1. Click **Register All** button.
2. Check **PRS Status** field. If the operation succeeds, it changes to Registered.

To unregister all registered phones

1. Click **Unregister All** button.
2. Check **PRS Status** field. If the operation succeeds, it changes to Ungistered.

To register specific unregistered phones

1. Click **●** button of PRS Send field of the specific phone.
2. Check **PRS Status** field. If the operation succeeds, it changes to Registered.

To unregister specific registered phones

1. Click **●** button of PRS Send field of the specific phone.
2. Check **PRS Status** field. If the operation succeeds, it changes to **Ungistered**.

2.3

System Prompt

This section describes how to configure system tones and prompts.

2.3.1

Tones & Prompts

This menu is used to set System Tones for call processing. When clicking on the 'Tones & Prompts' menu, the list of System Prompt is displayed.

View the state information in the list

Tones	Description
Tone Name	The name of System Tone
Music On Hold	Distinguish whether Music On Hold is ' Internal ' or ' External '
Play	Button to listen to the tone
Default Tone	Default Tone or not
Use Tone	Whether to use TONE
Tone Server Apply	Whether applied to TONE Server

Tone Description Table

Tones	Description
1st Dial Tone	Tone provided to extension that lift handset
2nd Dial Tone	Tone provided to the extension who is attempting to transfer
Trunk Dial Tone	Virtual Dial tone when seizing trunk
DISA Dial Tone	Dial Tone provided to outside caller on DISA Line
Hot Desk log off Dial Tone	Tone to indicate that called party is in Hot Desk Log Off state
Digit Trans Virtual Tone	Virtual tone to enter more digit for Digit Trans
Password Dial Tone	Dial Tone for waiting Password Entry

Tones	Description
Internal Busy Tone	Internal Busy Tone
External Busy Tone	External Busy Tone for Digital trunk
Trunk Channel All Busy Tone	Tone to indicate that all trunk channels are busy
Uncompleted Dial Tone	Tone to indicate that caller is late to dial
DOD Restriction Tone	Tone to indicate that that called DOD line is not allowed to access
Internal No Answer Tone	Tone to indicate that called internal party does not answer
External No Answer Tone	Tone to indicate that called external party does not answer
Internal Vacant Tone	Tone provided to the caller when called extension does not exist
External Vacant Tone	Tone provided to the caller that called external number does not exist
Call Duration Restriction Tone	Tone to indicate that call is disconnected by expiration of Call Duration Time
Error Tone (All other cases)	Error tone for all case
Relative Blocking	Tone to indicate that called extension is in blocking state
Relative Line Lock Out	Tone to indicate that called extension is in Line Lock out state
Relative Do Not Disturb	Called Party is in DND
Relative Absence	Called Party is in Absence
Relative Out Of Order	Tone to indicate that called extension is in out of order state
External Relative Out Of Order	Tone provided to the calling extension to indicate that the called party is ringing
External Relative Outgoing Restriction	Outgoing call to the external called party is not allowed.
Relative Hot Desk Log Off	Called party is in Hot desk log off state.
Howling Tone	Tone provided to the Extension in lock out
1st Ring Back Tone	Tone provided to the calling extension to indicate that the called party is ringing
2nd Ring Back Tone	Tone provided to the transferring user to assure that the extension to receive transferred call is ringing
Trunk Ring Back Tone	Tone provided to outside caller to indicate that called party is ringing
Recall Ring Back Tone	Tone provided to indicate that recall is proceeding
Zone Paging Call Ring Back Tone	Tone provided to the Extension when making an Internal Page Call
Command Call Ring Back Tone	Ring Back tone for Extension calling command call
Alert Message Wait	Tone provided to the Extension to indicate that Message Wait is waiting
Alert Do Not Disturb	Tone provided to Extension to indicate that the phone is in DND

Tones	Description
Alert Call Forward	Tone provided to Extension to indicate that the phone is call forwarded.
Alert Absence	Tone provided to Extension to indicate that the phone is set for Absence operation.
Camp On Alarm	Tone provided to call Extension to indicate that a call is camped on.
Conference Alarm Out	Tone provided to all conference members to Indicate that a member exited the conference.
Conference Alarm In	Tone provided to all conference members to indicate that new member is joining the conference.
Call Wait Alarm	Tone provided to busy Extension to Indicate that a call is waiting.
Break In Alarm	Tone provided to two parties in a conversation to indicate that an Extension has intruded into conversation.
Conference Room In	Tone provided to all conference members to indicate that a new party has joined the Conference Room.
Conference Room Out	Tone provided to all conference members to Indicated that a member has exited the Conference Room.
Call Duration Restriction Alarm	Periodic tone to indicate whenever the programmed call duration has elapsed.
Confirm Tone	Tone to indicate that user operation is accepted.
Single Error Tone	Single error tone to indicate that user operation is incorrect.
Transfer Hold Tone (Trunk)	Tone provided to the external party while a call is being transferred.
Transfer Hold Tone (Station)	Tone provided to the internal party while a call is being transferred.
Camp On Hold Tone (Trunk)	Tone provided to the external party when the call is camped on automatically.
Camp On Hold Tone (Station)	Tone provided to the Extension that requests a Camp On.
Call Wait Hold Tone (Trunk)	Tone provided to the external party when the call is placed on Call Wait automatically.
Call Wait Hold Tone (Station)	Tone provided to the Extension that requests Call Wait.
Normal Hold Tone (Trunk)	Tone provided to the external party while on hold.
Normal Hold Tone (Station)	Tone provided to the internal party while on hold.
Call Park Hold Tone (Trunk)	Tone provided to the external party while an external call is held by Call Park.
Call Park Hold Tone (Station)	Tone provided to the inter party while an internal call is held by Call Park.
Conference Hold Tone	Tone provided to the conference members when a new member is being invited to the conference.
IC Auto Hold Tone (ATD)	Tone provided to indicate automatically held on ATD
Minimize Call Level	When an outgoing call is limited by the communication level

Tones	Description
	assigned for emergency situations, an Extension with higher communication level than limited level cannot make an outgoing call. At this time, the user hears this tone.
R2 Comfort Tone	Tone provided to an Extension until R2 signaling is completed.
Off-Net Call Forward Tone	Tone provided to calling party to indicate that the call is being forwarded Off-net.
Wake Up Answer Tone	Tone provided to an Extension that answers a Wake-up Ring.
Service Set Tone	Tone provided to Extension to indicate success of registering for service.
Disa Dial Error	Tone provided to an external caller to Indicate that external user on DISA line can retry dialing.
ICLID Restrict Tone	Tone provided to caller to indicate that the call is restricted by
Auto Answer Tone	Tone provided to caller to indicate that the call is answered automatically.
VM Confirm Tone	Tone provided to the Extension to confirm that operation for VM is accepted.
Authorization Dial Tone	Dial tone for requesting Authorization Code.
Tenant Dial Tone	Dial tone to dial Extension number when tenant prefix is used to call other tenant.
Record Alarm Tone(ODR)	Tone provided to the connected party to indicate that the call is being recorded by user request to record (On Demand Record).
Trunk Ring Back Tone (TIE)	Ring Back tone provided to the party placing a call through TIE Line.
LCM Traffic Hold Tone	Tone provided when the call is restricted due LCM traffic bandwidth limitation.
Record Alarm Tone (ACR)	Tone provided to the connected party to indicate that the call is being recorded by automatic recording. (Automatic Call Record)
Hot Desk Log On Confirm Tone	Tone provided to the user to indicate that Hot Desk Log On.
Hot Desk Log Off Confirm Tone	Tone provided to the user to indicate that Hot Desk Log Off.
Hold Service Set Tone	Tone provide to the user to indicate that the conversation call is held.
Emergency Tone	This tone is available for Korea only.
Command Call Answer Tone	Tone provided to indicate answering of command call
Broadcast Call Answer Confirm Tone	Tone provided to indicate answering of broadcast call
Feature Select Indication Tone (SIP Only)	Tone provided to indicate selection of a feature on SIP phone
Conference Room Not Exist	Tone provided to indicate conference room is not exist
Conference Room Is Using	Tone provided to indicate conference room is in use
Authentication Error Tone	Tone provided to indicate authentication failure

To modify System Tone

1. On the **'Tones & Prompts'** menu page, highlight the desired Tone in the list.
2. The Tone File modify page appears. Click **Modify** button and the editable page is activated.
3. Click **Browse** button to navigate to the file in the PC.




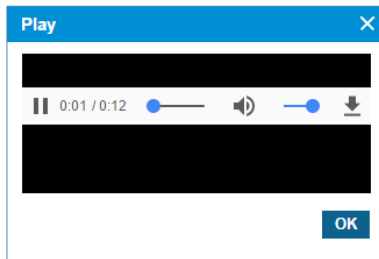
Tone File **Browse** (Wave File, 8kHz, 16bit, Mono)

Save **Cancel**

4. Click **Open** button to select the file for upload.
5. Click **Save** button to upload from a local PC to the EMS. If the file name exists the new file will be saved replacing the old file.
6. For some Tones, you can select whether to use tone.
7. To exit without saving, click **Cancel** button.

To play a tone

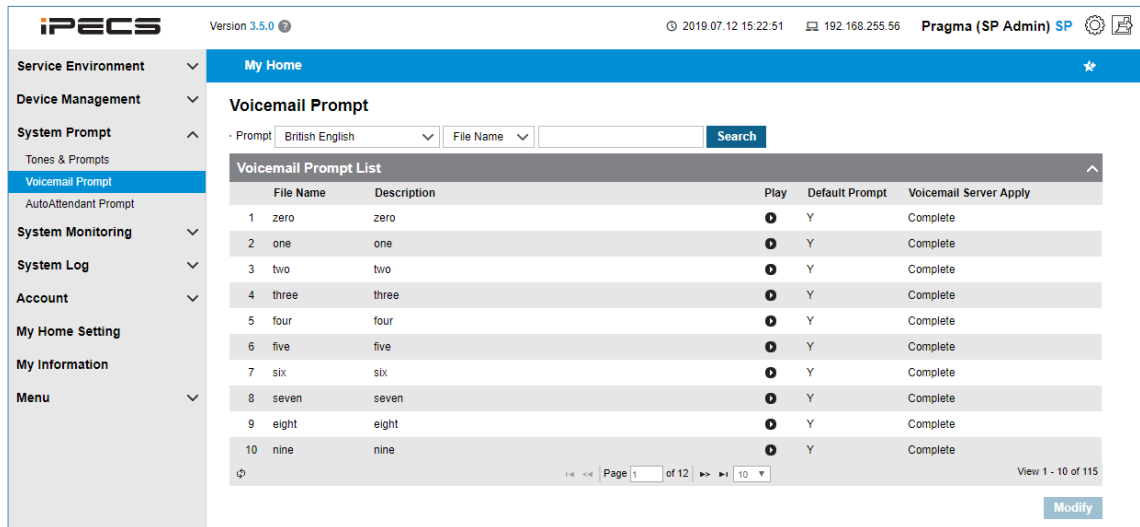
1. Click **Play**  button to listen to the tone.
2. The assigned tone to a system prompt will be played.



2.3.2

Voicemail Prompt

This menu is used to set '**System Prompt**' for the Voicemail service. When clicking on the '**Voicemail Prompt**' menu, the list of Voice Mail Prompt is displayed. Use the search bar provided to find the desired VM Prompt. From the drop-down list select the search condition (File Name/Description). Search results are listed in the Voicemail Prompt List.



View the state information in the list

Tones	Description
File Name	The name of Prompt file
Description	Description of defined Voicemail Prompt
Play	Button to listen to the message
Default Prompt	Default Prompt or not
Voicemail Server Apply	Whether applied to Voicemail Server

To modify VM Prompt

1. On the VM Prompt menu page highlight the desired Voicemail prompt in the list.
2. The Prompt file modify page will appear. Click **Modify** button and the editable page is activated.


Tone File Browse (Wave File, 8kHz, 16bit, Mono)

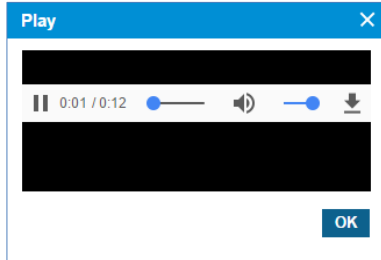
Save
Cancel

3. Click **Browse** button to navigate to the file in the PC.
4. Click **Open** button to select the file for upload.
5. Click **Save** button to upload from local PC to EMS. If the file name exists, the new file will be saved replacing the old file.

6. To exit without saving, click **Cancel** button.

To listen a message

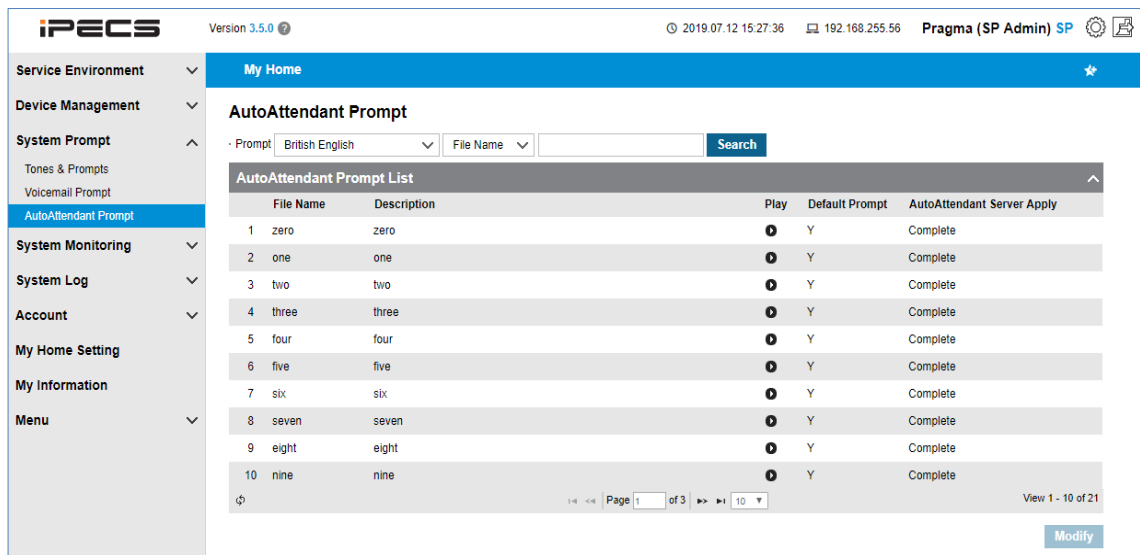
1. Click **Play**  button to listen to the message.
2. The assigned message to VM prompt will be played.



2.3.3

Auto Attendant Prompt

This menu is used to set **'System Prompt'** for the Auto Attendant Dial by Name service. When clicking on the **'Auto Attendant Prompt'** menu, the list of Auto Attendant Prompt is displayed. Use the search bar provided to find the desired Auto Attendant Prompt. From the drop-down list, select the search condition (File Name/Description). Search results are listed in the Auto Attendant Prompt List.



View the state information in the list

Tones	Description
File Name	The name of Prompt file
Description	Description of defined Auto Attendant Prompt
Play	Button to listen to the message
Default Prompt	Default Prompt or not
Auto Attendant Server Apply	Whether applied to Auto Attendant Server

To modify Auto Attendant Prompt

1. On the Auto Attendant Prompt menu page highlights the desired Auto Attendant prompt in the list. The Prompt file modify page will appear.
2. Click **Modify** button, and the editable page is activated.

Tone File Browse (Wave File, 8kHz, 16bit, Mono)

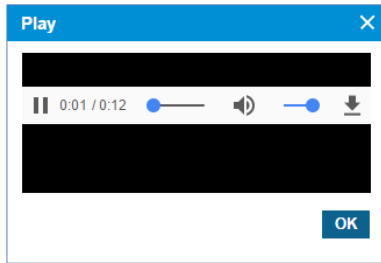
Save
Cancel

3. Click **Browse** button to navigate to the file in the PC.
4. Click **Open** button to select the file for upload.

5. Click **Save** button to upload from local PC to EMS.
 - If the file name exists, the new file will be saved, replacing the old file.
6. Click **Cancel** button to exit without saving,

To listen a message

1. Click **Play** button to listen to the message.
2. The assigned message to Auto Attendant prompt will be played.



2.3.4

Coloring System Tone

You can set the default sound source for the coloring system. If a **coloring schedule** cannot be found for a company, site or user, the coloring system default sound source is used.

Coloring System Tone

National Tone United Kingdom

System RBT default_rbt **Browse** **Play** (Wave File, 8kHz, 16bit, Mono)

Default **Save** **Cancel**

To modify Coloring System Tone

1. Click **Browse** button to navigate to the file in the PC.

System RBT default_rbt **Browse** **Play** (Wave File, 8kHz, 16bit, Mono)

Default **Save** **Cancel**

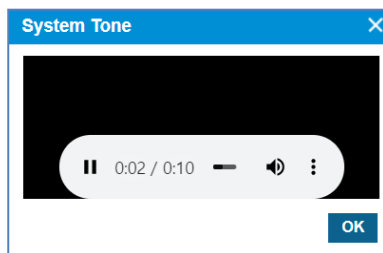
2. Click **Open** button to select the file for upload.
3. Click **Save** button to upload from local PC to EMS.

To default Coloring System Tone

1. Click **Default** button,
2. Then click **OK** button in the popup window to confirm.

To listen a message

1. Click **Play** button.
2. Calls the uploaded Coloring System Tone pop-up window.



2.4 System Monitoring

This section describes how to monitor system status.

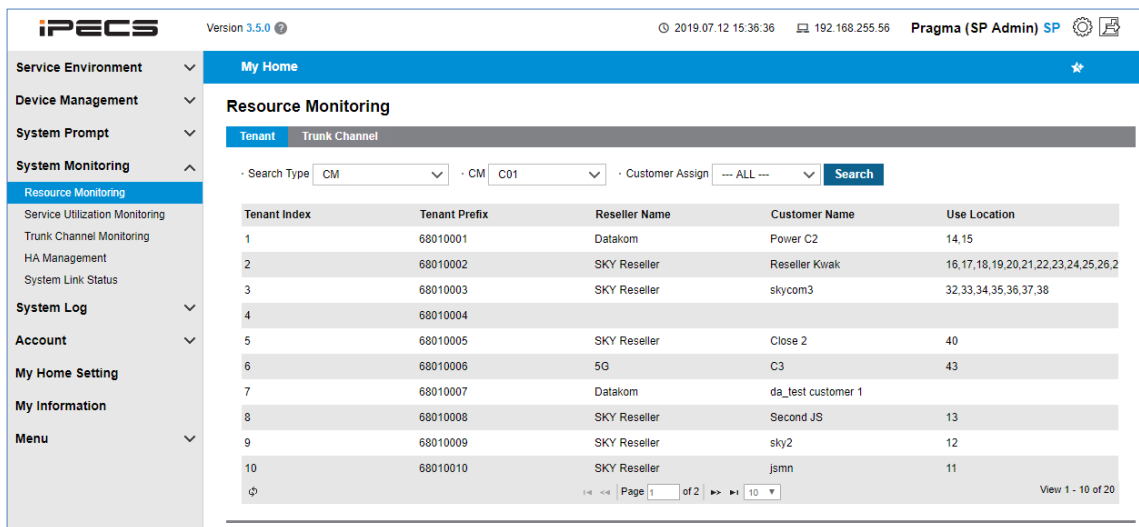
2.4.1 Resource Monitoring

Monitoring resource and usage for each of services, which are assigned to the CM and used. When clicking on the 'Resource Monitoring' menu the list of Resources and assignment status is displayed.



2.4.1.1 Tenant

This provides monitoring functions for Call Server Tenant's, assigned details.



View the state information in the list

Item	Description
Tenant Index	Call Server's Tenant Index number
Tenant Prefix	Call Server's Tenant Prefix number
Reseller Name	The name of the Reseller managing the Customer assigned to the Tenant
Customer Name	Assigned Customer Name for each Tennant
Use Location	Location Index List of Call Server used by the Tenant.

2.4.1.2 Trunk Channel

This page provides monitoring of Trunk Channel usage.

Trunk Channel Index	Trunk Route Group Index	Tenant Index	Trunk Type	Channel Type	Use Status
1	1	1	SIP Trunk	In/Out Channel	Use
2	1	1	SIP Trunk	In/Out Channel	Use
3	1	1	SIP Trunk	In/Out Channel	Use
4	1	1	SIP Trunk	In/Out Channel	Use
5	1	1	SIP Trunk	In/Out Channel	Use
6	2	2	SIP Trunk	In/Out Channel	Use
7	2	2	SIP Trunk	In/Out Channel	Use
8	3	3	SIP Trunk	In/Out Channel	Use
9	3	3	SIP Trunk	In/Out Channel	Use
10	4	4	SIP Trunk	In/Out Channel	Use

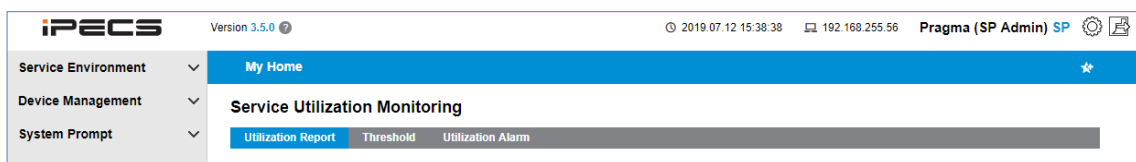
View the trunk information in the list

Item	Description
Trunk Channel Index	Call Server's Trunk Channel Index number
Trunk Route Group Index	Call Server's Trunk Route Group Index number.
Tenant Index	Call Server's Tenant Index number
Trunk Type	SIP/TDM Trunk Classification
Channel Type	Channel usage type (In/Out common, In only, Out only)
Use Status	Displays the trunk channel usage

2.4.2 Service Utilization Monitoring

You can define the threshold value about an alarm and monitor utilization status for a major service which cloud service system provides.

When clicking on the **'Service Utilization Monitoring'** menu. The list of Utilization threshold values each service is displayed.



2.4.2.1 Specify a Threshold value

You can define the threshold value, alarm alert and others for Performance after selecting Service item to want to make edit. When service utilization reaches over Alert Threshold and Alert Mail is set to Enable, Service Providers receive an alarm email.

Service Utilization Monitoring

Threshold Utilization Report Utilization Alarm

Service	Alert Threshold	Check Interval (Seconds)	Alert Mail
1 Auto Attendant	80%	60	Enable
2 Call Record	90%	60	Enable
3 Voice Mail	90%	60	Enable
4 Tone Server	90%	60	Enable

[Modify](#)

1 You can server alert threshold setting.
If exceeds the threshold mail will be send.

Service Name:

Alert Threshold: %

Check Interval: (seconds)

Alert Mail: (dropdown menu with options: Enable, Disable)

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

To modify a threshold value

1. Highlight the desired service item in the list.
2. Click **Modify** button and the threshold modification page appears.
3. Enter information based on the following.

Item	Description
Trunk Channel Index	Call Server's Trunk Channel Index number
Trunk Group Index	Call Server's Trunk Group Index number
Tenant Index	Call Server's Tenant Index number
Use Status	Displays the trunk channel usage

4. To save your changes, click **Save** button.
5. To exit without saving, click **Cancel** button.

2.4.2.2 View a Utilization report

You can check for each service utilization status based on the search condition by period.

Service Utilization Monitoring

Utilization Report Threshold Utilization Alarm

Service: ▼

Date/Time: Hour Min Sec. ~ Hour Min Sec.

[Search](#)

Service	Record Server IP	Hourly Time	Max Hour Call
1 Call Record	10.10.9.41	2018-09-28 07:00:00	7
2 Tone Server	10.10.9.44	2018-09-28 07:00:00	3
3 Fax Server	10.10.9.47	2018-09-28 07:00:00	0
4 Auto Attendant	10.10.9.35	2018-09-28 07:00:00	2
5 Voice Mail	10.10.9.38	2018-09-28 07:00:00	38
6 Voice Mail	10.10.9.38	2018-09-28 06:00:00	36
7 Tone Server	10.10.9.44	2018-09-28 06:00:00	1
8 Auto Attendant	10.10.9.35	2018-09-28 06:00:00	1
9 Fax Server	10.10.9.47	2018-09-28 06:00:00	0
10 Call Record	10.10.9.41	2018-09-28 06:00:00	3

View 1 - 10 of 40

View the status information in the list

Input box name	Description
Service	Select a service to monitor utilization status · Auto Attendant/Call Recording/FAX/TONE/Voice Mail.
Date/Time	Select period (Date/Time) to check for utilization details
Record Server IP	IP Address of recording server
Hourly Time	Usage time of maximum utilization
Max Hour Call	Max concurrent calls per hour

2.4.2.3 Specify a Threshold value

You can define the threshold value, alarm alert and others for Performance after selecting Service item to want to make edit. When service utilization reaches over Alert Threshold and Alert Mail is set to Enable, Service Providers receive an alarm email.

Service Utilization Monitoring

Utilization Report **Threshold** Utilization Alarm

Server: ALL

Service	Primary IP	Alert Threshold	Check Interval (Seconds)	Alert Mail
---------	------------	-----------------	--------------------------	------------

Modify

To modify a threshold value

1. Highlight the desired service item in the list.
2. Click **Modify** button and the threshold modification page appears.
3. Enter information based on the following.

Item	Description
Service	The name of service. (Auto Attendant/Call Recording/FAX/TONE/Voice Mail)
Primary IP	Primary IP Address of Server
Alert Threshold	Peak call percent.
Check Interval	Utilization Check Interval. (Seconds)
Alert Mail	Whether to occur alarm event when to exceed peak call percent. The system will send a notification e-mail containing the alerting message to administrators when peak alert occurs.

4. To save your changes, click **Save** button.
5. To exit without saving, click **Cancel** button.

2.4.2.4 View a Utilization Alarm

You can check the alarm event about peak utilization for each service based on the search condition by period.

View the state information in the list

Input box name	Description
Service	Select service to monitor Utilization alarm event
Date/Time	Select period (Date/Time) to check for alarm details
Record Server IP	IP Address of recording server.
Alarm Time	Show time when alarm has occurred at the maximum service utilization
Peak Call	The number of maximum simultaneous channel use of service that alarm has occurred

2.4.3 Trunk Channel Monitoring

You can monitor carrier trunk usage, such as total call of a day or peak call time, with separated line chart on the tab.

2.4.3.1 Initializing the Chart

The chart will not be created automatically when you clicked each tab (Peak Call, total Call), so users need to initialize the chart. Select Trunk SBC Server and Carrier Trunk server you want, and then choose Date/Time.

End Date/Time will be activated after you set start date/time and over a month of period is unable to be set. End date/time will be automatically limited within 31 days from start date/time. Default date/time value is current time – 1 H for start current Hour for end. Ex) Current time: 15:22, start will be set to 14H, end will be set to 15H.

If you set date/time properly, click **Show Peak Chart** button to create chart. Normally it would not take longer than seconds to create chart, but will take longer loading time on date/time period increasing.

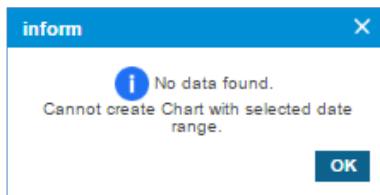
Input box name	Description
Trunk SBC Server	Select trunk SBC server
Carrier Trunk	Select carrier trunk server
Date/Time	Select period (Date/Time) to create chart

2.4.3.2 Chart Initializing Error

If there are no data for creating chart, the line chart would not be displayed on the screen and gives users inform windows instead, exactly like picture attached below.

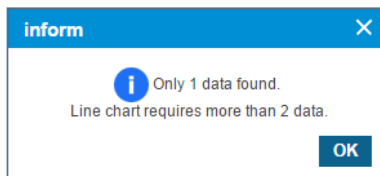
No data found case

In case this inform window appears. Click **OK** button, and select Carrier Trunk and date/time again.

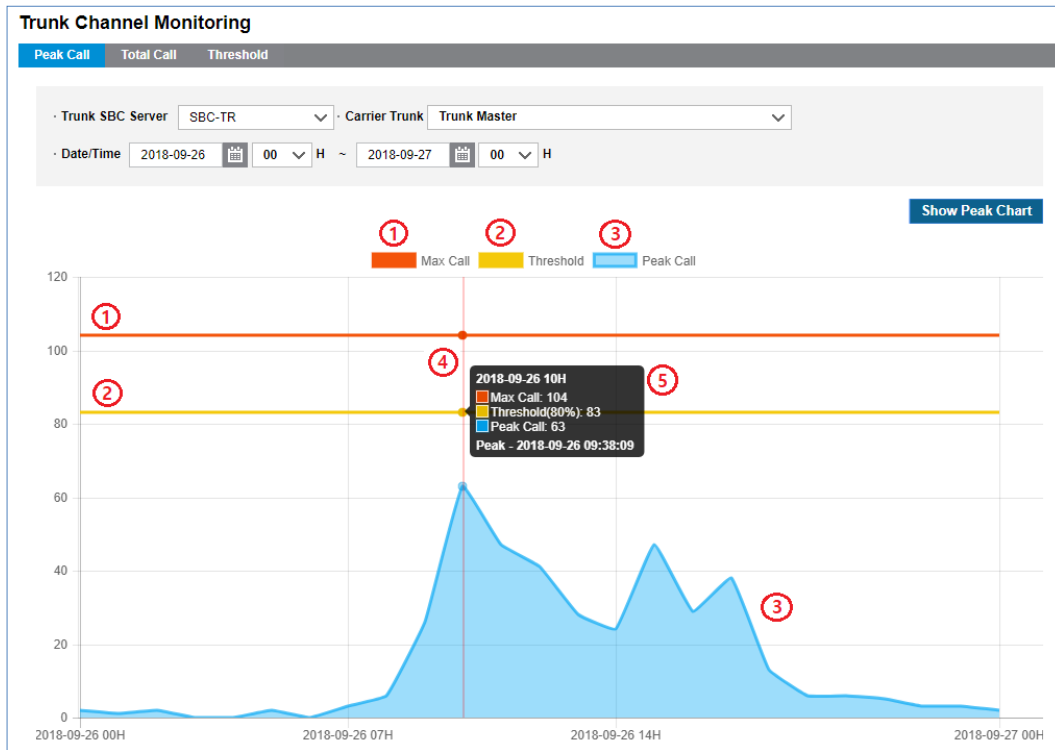


Only one data found case

If there is only one data on your date/time select, the inform window will appear. Tactically, creating chart requires more than 2 data, so you need to change date/time range to create chart.

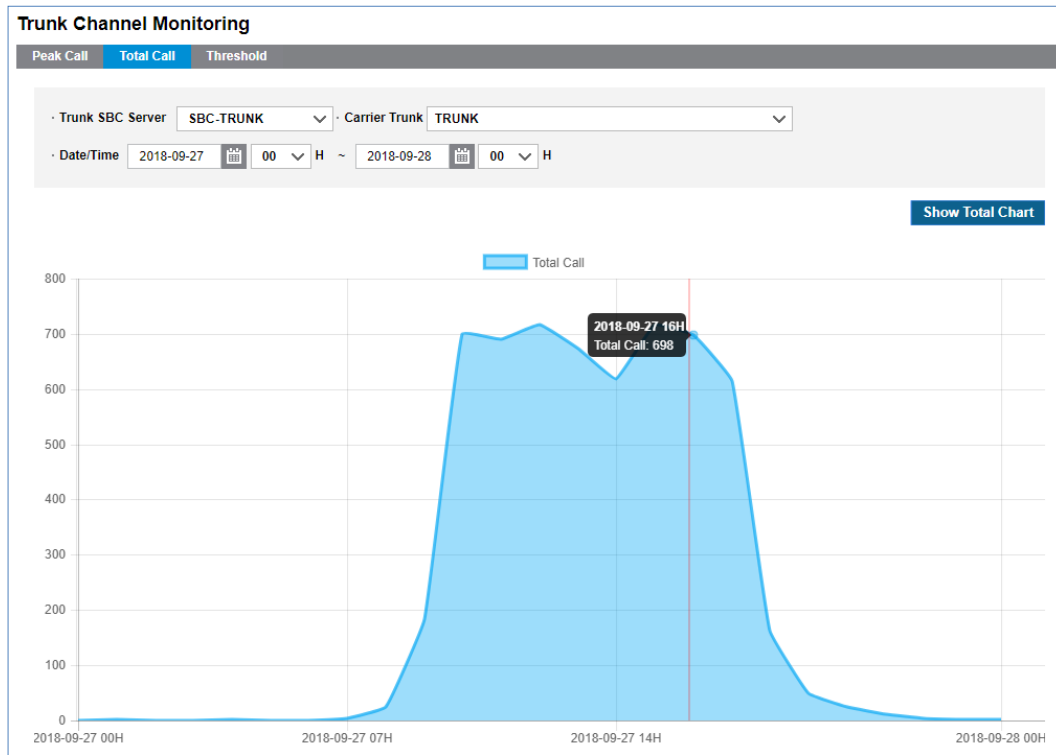


2.4.3.3 Peak Call Chart



- **Max Call Value (①):** is a horizontal Indicator with red color.
- **Threshold Value (②)** is a horizontal indicator with yellow color.
- **Peak Call Value (③)** is a line chart with filled surface with blue color.
- **Vertical Indicator (④)** shows you where your mouse is on.
- **Chart Tooltip (⑤)** gives summary for peak call and it appears when cursor is on the point.
- The X-axis represents date, and Y-axis represents frequency of calls.

2.4.3.4 Total Call Chart



- Total Call chart is a bit simple than peak call chart.
- X-axis represents date and Y-axis represents the number of total call value.
- Same with peak call chart, thin red vertical indicator appears along this cursor move, tooltip appears when cursor is placed near total call points.
- The chart is created with filled surface with blue color.

2.4.3.5 Threshold

When clicking on the '**Threshold**' tab, the list of '**Trunk Channel Threshold**' is displayed. Select Trunk SBC Server you want, and then click **Search** button.

Input box name	Description
Trunk SBC Server	Select trunk SBC server
Trunk Name	Name of trunk attached to trunk SBC server
IP Address	IP address of trunk
Port	Port of trunk
Alarm Limit Max Call	Max. call number to off alarm
Alarm Limit Call Rate	Call rate to off alarm

2.4.4

HA Management

This menu is a screen to search the information about switching by Server Type, Process Restart, Active and Standby Server.

Auto Attendants, Billing G/W, Call Recording, FAX, IVR, SBC, TONE, Voice Mail and EMS Server can be managed. Select Server Type you want, and then click **Search** button.

The screenshot shows the iPECS HA Management interface. At the top, it displays 'iPECS Version 3.5.0' and the user 'Pragma (SP Admin)'. The left sidebar contains navigation options like Service Environment, Device Management, System Prompt, System Monitoring, HA Management, System Link Status, and System Log. The main content area is titled 'HA Management' and features a search bar for 'Server Type' set to 'Call Recording'. Below the search bar, there are status indicators for 'Active', 'Standby', and 'Error'. A table shows server information for 'CR01 (CR)', with columns for 'Primary' and 'Secondary' servers, their IP addresses, and status icons. A 'Process Restart' button is located at the bottom right of the table.

To check server HA Status

1. Select the Server Type.
2. Click **Search** button.

To restart server process,

1. Click **Process Restart** button to open Restart Popup page.

The screenshot shows a popup window titled 'Select a Server to Restart Process'. It contains a dropdown menu with the selected server '[AA01] Primary Master (Active - 172.0.252.71)'. Below the dropdown are two buttons: 'Restart' and 'Close'.

2. Select server to restart from popup and click **Restart** button.
3. Click **Close** button if you want to cancel.

2.4.5

System Link Status

This menu is used to manage the link to the server and displays not only the status of API link for each server, but also information about which server is currently logged in. Select Server Type you want, and then click **Search** button.

The screenshot shows the iPECS System Link Status interface. At the top, it displays 'iPECS Version 3.5.0' and the user 'Pragma (SP Admin)'. The left sidebar contains navigation options like Service Environment, Device Management, System Prompt, System Monitoring, System Link Status, and System Log. The main content area is titled 'System Link Status' and features a search bar for 'Server Type' set to 'SBC Trunk'. Below the search bar, there is a table titled 'System Link Status List' with columns for 'Server Type', 'Server ID', 'Server Name', 'API Port', 'Login Status', 'Current Login IP', and 'Last Login Time'. The table shows two rows of data for SBC Trunk servers. At the bottom right of the table, there are buttons for 'System Link Stop' and 'System Link Start'.

To start system link of a server

1. System link Select the server list.
2. Click **System Link Start** button.

To stop system link of a server

1. System link Select the server list.
2. Click **System Link Start** button.

2.5 Customer Management ▶

This section describes how to manage information of customer manager in the Service Provider.

2.5.1 Security

This menu is used to manage the security options of customer managers in the Service Provider.

Enabling security options requires the higher performance of cloud components managed by the Service Provider.

So, Service Provider needs to allow security options for specific customers who require higher security features. When clicking on the '**Customer Management**' > '**Security**' menu the list of managers is displayed.

Reseller Name	Customer Name	Trunk Call SRTP Use	LIP Phone Transport Mode	SIP Provisioning Transport Mode	Feature Server Transport Mode	Feature Server SRTP Use
1 DS Company	DS Company	Y	UDP	UDP	UDP	N
2 jn	jn1	N	UDP	TLS	TLS	Y
3 jongsam	js10	Y	TLS	TLS	TLS	Y
4 jongsam	js20	Y	TLS	UDP	TCP	Y
5 jongsam	js11	N	UDP	UDP	TLS	Y
6 jongsam	js21	N	UDP	UDP	TLS	Y
7 jongsam	js12	N	UDP	UDP	TCP	Y
8 joongwan.lee	jwc	N	UDP	UDP	UDP	N
9 r1	q1	N	UDP	UDP	UDP	N
10 r1	q2	N	UDP	UDP	UDP	N

To modify the security options of a customer manager

1. Highlight the desired customer from the 'Customer Security List' and the modify page appears.
2. Click **Modify** button, and the security option editable page is activated.

3. Enter information based on the following table.

Item(OPTION)	Description
Trunk Call SRTP	When a terminal using SRTP is connected to a SIP trunk that does not support SRTP, this option enables the SRTP connection between the terminal and iPECS Cloud system. This is configured by the SP and can't be modified in the Customer Manager Portal. <ul style="list-style-type: none"> • Use: Supports Standard SRTP (AES 128)

Item(Optional)	Description
	<ul style="list-style-type: none"> • Not Used: Not supports SRTP
LIP Phone Transport Mode	<p>Transport mode of LIP terminals. This is configured by the SP and can't be modified in the Customer Portal. After changing this value LIP phone need to be started to apply the new value.</p> <ul style="list-style-type: none"> • UDP: LIP terminals connect to UDP • TCP: LIP terminals connect to TCP • TLS: LIP terminals connect to TLS
Feature Server Transport Mode	<p>Transport mode of feature servers (Auto Attendant, Voice mail, Call recording). This is configured by the SP and can't be modified in the Customer Portal. In case of TLS, feature server can support AES key encryption.</p> <ul style="list-style-type: none"> • UDP: Feature servers connect to UDP • TCP: Feature servers connect to TCP • TLS: Feature servers connect to TLS
Feature Server SRTP	<p>When a terminal using SRTP is connected to the feature servers (Auto Attendant, Voice mail, Call recording), this option enable SRTP connection between the terminal and the feature server.</p> <ul style="list-style-type: none"> • Use: Supports Standard SRTP (AES 128) • Not Used: Not supports SRTP
SIP Provisioning Transport Mode	<p>Transport mode for provisioning of ELG SIP terminals. After changing this value SIP phone need to be started to apply the new value. Select 'UDP', 'TCP', or 'TLS'</p> <ul style="list-style-type: none"> • TLS: Key selection required. <ul style="list-style-type: none"> - 1st key: <ul style="list-style-type: none"> AES_128_CBC_SHA256 AES_256_CBC_SHA256 AES_128_CBC_SHA(AES_CM_128_HMAC_SHA1_80) ARIA_128_CBC_SHA(ARIA_CM_128_HMAC_SHA1_80) - 2nd key: <ul style="list-style-type: none"> None AES_128_CBC_SHA256 AES_256_CBC_SHA256 AES_128_CBC_SHA(AES_CM_128_HMAC_SHA1_80)

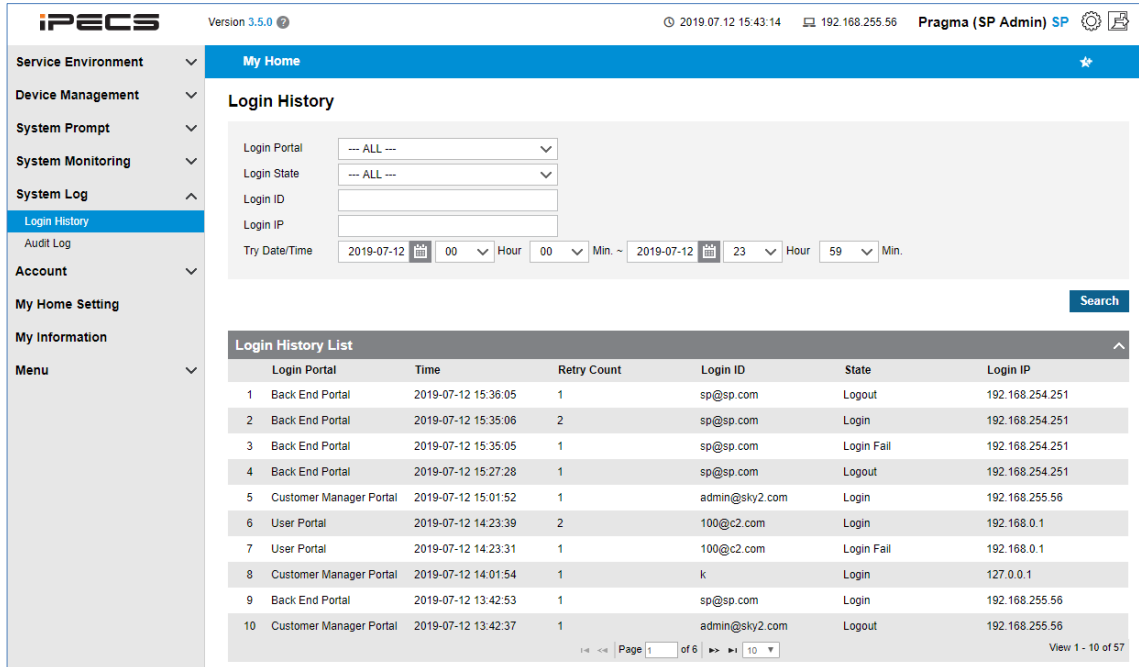
4. To save your changes, click **Save** button.
5. To exit without saving, click **Cancel** button.

2.6 System Log

This section describes how to see system log.

2.6.1 Login History

Service Providers can monitor the login history of Service Provider, Reseller, Customer manager, and Customer user.

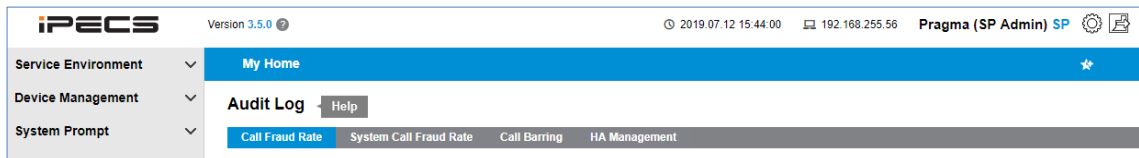


The screenshot displays the iPECS system interface for the 'Login History' page. The top navigation bar shows the iPECS logo, version 3.5.0, and the user 'Pragma (SP Admin) SP'. The left sidebar lists various system management options, with 'Login History' selected. The main content area features a search filter for login events, including dropdown menus for 'Login Portal' and 'Login State', input fields for 'Login ID' and 'Login IP', and a date/time range selector. A 'Search' button is located to the right of the filter. Below the filter is a table titled 'Login History List' with the following data:

Login Portal	Time	Retry Count	Login ID	State	Login IP
1 Back End Portal	2019-07-12 15:36:05	1	sp@sp.com	Logout	192.168.254.251
2 Back End Portal	2019-07-12 15:35:06	2	sp@sp.com	Login	192.168.254.251
3 Back End Portal	2019-07-12 15:35:05	1	sp@sp.com	Login Fail	192.168.254.251
4 Back End Portal	2019-07-12 15:27:28	1	sp@sp.com	Logout	192.168.254.251
5 Customer Manager Portal	2019-07-12 15:01:52	1	admin@sky2.com	Login	192.168.255.56
6 User Portal	2019-07-12 14:23:39	2	100@c2.com	Login	192.168.0.1
7 User Portal	2019-07-12 14:23:31	1	100@c2.com	Login Fail	192.168.0.1
8 Customer Manager Portal	2019-07-12 14:01:54	1	k	Login	127.0.0.1
9 Back End Portal	2019-07-12 13:42:53	1	sp@sp.com	Login	192.168.255.56
10 Customer Manager Portal	2019-07-12 13:42:37	1	admin@sky2.com	Logout	192.168.255.56

2.6.2 Audit Log

This menu is a screen to search the major Audit Log information.



The screenshot displays the iPECS system interface for the 'Audit Log' page. The top navigation bar shows the iPECS logo, version 3.5.0, and the user 'Pragma (SP Admin) SP'. The left sidebar lists various system management options, with 'Audit Log' selected. The main content area features a search filter for audit log information, including a 'Help' button. Below the filter are several tabs: 'Call Fraud Rate', 'System Call Fraud Rate', 'Call Barring', and 'HA Management'.

2.6.2.1 Call Fraud Rate

You can check the log for Settings of Call Fraud Rate Amount.

Audit Log										
Call Fraud Rate	System Call Fraud Rate	Call Barring	HA Management	LifeTime						
Audit Date		2017-03-18	~	2017-04-18	Audit Type	--- ALL ---	Customer Name	<input type="text"/>	<input type="button" value="Search"/>	
Audit Date	Audit Type	Customer Name	Changed Value	Account Name	Account ID	Client IP				
1	2017-04-14 09:47:40	Create	sj-star2	(Company Limit for Call Fraud) 1000 (Maximum Limit for Call Fraud) 15001	SJ	sj	127.0.0.1			
2	2017-04-14 08:58:13	Create	sj-star1	(Company Limit for Call Fraud) 1000 (Maximum Limit for Call Fraud) 15001	SJ	sj	127.0.0.1			
3	2017-04-12 11:52:42	Modify	Test1_KT	(Company Limit for Call Fraud) 1000 (Maximum Limit for Call Fraud) 2000 → 3000	ResellerName	r	192.168.255.45			
4	2017-04-12 11:30:49	Create	Test1_KT	(Company Limit for Call Fraud) 1000 (Maximum Limit for Call Fraud) 15001 → 2000	ResellerName	r	192.168.255.45			
5	2017-04-11 17:01:45	Modify	Nose	(Company Limit for Call Fraud) 10000 (Maximum Limit for Call Fraud) 10000	ResellerName	r	192.168.255.25			
6	2017-04-11 16:00:30	Modify	TEST1234	(Company Limit for Call Fraud) 10001 (Maximum Limit for Call Fraud) 15001	ResellerName	r	192.168.255.25			
7	2017-04-07 19:06:31	Create	donghee	(Company Limit for Call Fraud) 10001 (Maximum Limit for Call Fraud) 15001	dong	dong	127.0.0.1			
8	2017-04-07 16:17:24	Modify	Kwak TEST	(Company Limit for Call Fraud) 1000 (Maximum Limit for Call Fraud) 15000	ResellerName	r	127.0.0.1			
9	2017-04-07 16:16:22	Modify	Kwak TEST	(Company Limit for Call Fraud) 10000 → 1000 (Maximum Limit for Call Fraud) 15000	ResellerName	r	127.0.0.1			
10	2017-04-07 14:42:40	Modify	skycom2	(Company Limit for Call Fraud) 5001 → 6000 (Maximum Limit for Call Fraud) 5002 → 7000	ResellerName	r	192.168.255.45			
φ							Page 1 of 3		View 1 - 10 of 28	

2.6.2.2 System Call Fraud Rate

You can check the log for Settings of System Call Fraud Rate Amount.

Audit Log								
Call Fraud Rate	System Call Fraud Rate	Call Barring	HA Management	LifeTime				
Audit Date		2017-03-18	~	2017-04-18	<input type="button" value="Search"/>			
Audit Date	Changed Value	Account Name	Account ID	Client IP				
1	2017-04-13 13:41:19	(Call Fraud Amount) 1000 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 140001	AdministratorSP	s	127.0.0.1			
2	2017-04-12 11:50:12	(Call Fraud Amount) 1000 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 150002 → 140001	AdministratorSP	s	192.168.255.45			
3	2017-04-12 11:49:58	(Call Fraud Amount) 1000 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 150001 → 150002	AdministratorSP	s	192.168.255.45			
4	2017-04-12 09:19:06	(Call Fraud Amount) 100012 → 1000 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 150001	AdministratorSP	s	127.0.0.1			
5	2017-04-12 09:18:30	(Call Fraud Amount) 10001 → 100012 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 150001	AdministratorSP	s	127.0.0.1			
6	2017-04-12 09:14:14	(Call Fraud Amount) 10001 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 150001	AdministratorSP	s	127.0.0.1			
7	2017-04-05 16:34:54	(Call Fraud Amount) 10001 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 150001	AdministratorSP	s	192.168.255.25			
8	2017-04-05 15:54:24	(Call Fraud Amount) 10001 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 150001	AdministratorSP	s	127.0.0.1			
9	2017-04-05 15:54:19	(Call Fraud Amount) 10001 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 150001	AdministratorSP	s	127.0.0.1			
10	2017-04-05 15:54:16	(Call Fraud Amount) 10001 (Customer Default Call Fraud Amount) 15001 (Customer Maximum Call Fraud Amount) 150001	AdministratorSP	s	127.0.0.1			
φ							Page 1 of 2	View 1 - 10 of 18

2.6.2.3 Call Barring

You can check the registration/modification Log of Call Barring.

Audit Log									
Call Fraud Rate	System Call Fraud Rate	Call Barring	HA Management	LifeTime					
Audit Date		2017-03-18	~	2017-04-18	Audit Type	--- ALL ---	Customer Name	<input type="text"/>	<input type="button" value="Search"/>
Audit Date	Audit Type	Customer Name	Changed Value - (1) Profile Name (2) Apply Type - (3) Day (4) Night (5) Timed	Account Name	Account ID	Client IP			
1	2017-04-14 23:13:15	Create	te	(1) 123123 (2) Unconditional (3) DDXXXXXXXX (4) DDXXXXXXXX (5) DDXXXXXXXX	te	t	127.0.0.1		
2	2017-04-13 15:57:36	Delete	testvi	(1) Hot Desk Profile (2) Unconditional (3) DDXXXXXXXX (4) DDXXXXXXXX (5) DDXXXXXXXX	ResellerName	r	127.0.0.1		
3	2017-04-13 15:57:36	Delete	testvi	(1) Call Fraud Blocking (2) Unconditional (3) DDXXXXXXXX (4) DDXXXXXXXX (5) DDXXXXXXXX	ResellerName	r	127.0.0.1		
4	2017-04-13 15:57:36	Delete	testvi	(1) COS - New Customer Step (2) Unconditional (3) ADXXXXXXXX (4) DDXXXXXXXX (5) DDXXXXXXXX	ResellerName	r	127.0.0.1		
5	2017-04-13 15:21:17	Create	testvi	(1) Hot Desk Profile (2) Unconditional (3) DDXXXXXXXX (4) DDXXXXXXXX (5) DDXXXXXXXX	testvi	testvi@testvi.com_	192.168.255.25		
6	2017-04-13 15:21:17	Create	testvi	(1) COS - New Customer Step (2) Unconditional (3) ADXXXXXXXX (4) DDXXXXXXXX (5) DDXXXXXXXX	testvi	testvi@testvi.com_	192.168.255.25		

2.6.2.4 HA Management

You can check the HA Manage audit log.

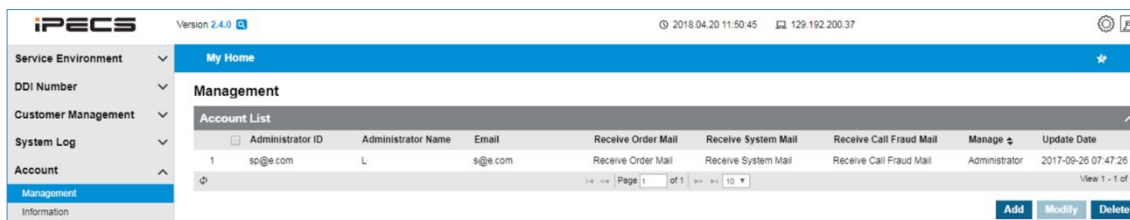
Audit Log									
Call Fraud Rate	System Call Fraud Rate	Call Barring	HA Management	LifeTime					
Audit Date		2017-03-18	~	2017-04-18	Audit Type	--- ALL ---	Target Server IP	<input type="text"/>	<input type="button" value="Search"/>
Audit Date	Audit Type	Target Server IP	Account Name	Account ID	Client IP				
1	2017-04-18 15:42:12	All Process Restart	172.0.251.152	AdministratorSP	s	192.168.255.25			
<input type="text"/>							<input type="button" value="Page 1 of 1"/>		View 1 - 1 of 1

2.7 Account

This section describes how to manage accounts.

2.7.1 Account Management

This menu is used to add an operation manager in the Service Provider. When clicking on the 'Account' > 'Management' menu the list of managers is displayed.



To add an operation manager

1. From the account management menu page click **Add** button. The page of add account appears.

The screenshot shows the 'Add Account' form. It includes fields for Administrator ID (with a dropdown for domain), Administrator Name, Administrator Email1, Administrator Email2, and three mail notification options (Receive Order Mail, Receive System Mail, Receive Call Fraud Mail). There are also fields for Administrator Password and Confirm Password, both with validation feedback. A 'Notes' field is at the bottom. 'Add', 'Modify', and 'Delete' buttons are at the top right, and 'Save' and 'Cancel' buttons are at the bottom right.

2. Enter information based on the following.

Item	Description
Administrator ID	This is a login ID for the new SP manager
Administrator Name	Name of operation manager
Administrator Email1	Email Address for SP manager
Administrator Email2	Email Address for SP manager
Receive Order mail	Receive Order Mail (Order, Number Porting)
Receive Call Fraud Mail	Receive Call Fraud Mail
Receive System Mail	Select whether to receive email notification from system about alarm message that exceed Threshold value by each alert level at

Item	Description
	System Monitoring Feature
Password	Enter the login password for SP manager

To modify a SP manager profile

1. Highlight the desired account ID from the Account list and the modify page appears.
2. Click **Modify** button and the manager profile editable page is activated.
3. Edit the entry in the text box. You can modify only '**Account Name**' and '**Account Password**'.

The screenshot shows the 'Management' interface. At the top, there is an 'Account List' table with columns: Administrator ID, Administrator Name, Email, Receive Order Mail, Receive System Mail, Receive Call Fraud Mail, Manage, and Update Date. Two rows are visible, with the second row selected. Below the table are 'Add', 'Modify', and 'Delete' buttons. The 'Modify' form contains fields for: Administrator ID (with a dropdown), Administrator Name (text input), Administrator Email1 (text input), Administrator Email2 (text input), Receive Order Mail (dropdown), Receive System Mail (dropdown), Receive Call Fraud Mail (dropdown), Administrator Password (password input), Auth Role (text input), and Notes (text area). A 'Save' button and a 'Cancel' button are at the bottom right of the form.

4. To save your changes, click **Save** button.
5. To exit without saving, click **Cancel** button.

2.7.2 Account Information

It shows the account information of the registered SP & Reseller. If E-mail is registered, you can receive mail containing the address which can be connected with portal web page. Use the links received in email can be connected to the portal web page.

The screenshot shows the 'iPECS' 'My Home' page. The left sidebar has a menu with 'Service Environment', 'DDI Number', 'System Log', 'Account', 'Management', 'Information', and 'My Home Setting'. The 'Information' section is active, showing a search bar with 'All Account' selected and a 'Search' button. Below the search bar, there are two tabs: 'My Company' and 'Reseller Company'.

2.7.2.1 List

Click 'Account' > 'Information' to display below. You can check Last Login Data, Password Change Data, Sending Login Information for registered SP/Reseller account.

Information

All Account

My Company Reseller Company

<input type="checkbox"/>	Account ID	Manager Name	E-Mail	Last Login Date	Password Change Date	Sending Login Information
1	s	AdministratorSP	jhchae@m.ne.kr	2017-04-18 14:17:53	2017-04-03 09:02:39	2017-04-03 08:55:58
2	splest1@sp.com	SPlest1	jhchae@sp.com	2017-04-06 13:47:32		
3	spTest	donghee	jhchae@m.ne.kr	2017-04-07 19:12:27		

View 1 - 3 of 3

SP Account Information

My Company Reseller Company

<input type="checkbox"/>	Account ID	Manager Name	E-Mail	Last Login Date	Password Change Date	Sending Login Information
1	s	AdministratorSP	jhchae@m.ne.kr	2017-04-18 14:17:53	2017-04-03 09:02:39	2017-04-03 08:55:58
2	splest1@sp.com	SPlest1	jhchae@sp.com	2017-04-06 13:47:32		
3	spTest	donghee	jhchae@m.ne.kr	2017-04-07 19:12:27		

View 1 - 3 of 3

Reseller Manager Account Information

My Company Reseller Company

<input type="checkbox"/>	Account ID	Manager Name	E-Mail	Last Login Date	Password Change Date	Sending Login Information
1	r	ResellerName	jhchae@m.ne.kr	2017-04-17 19:04:37	2017-04-03 10:54:40	2017-04-03 08:57:32
2	dong	dong	jhchae@m.ne.kr	2017-04-11 20:08:51	2017-04-07 18:51:47	2016-11-23 16:31:51
3	bsd	TestResellerBSD	jhchae@m.ne.kr	2017-04-14 20:46:46	2017-04-03 15:34:31	
4	vsp	COM	jhchae@m.ne.kr	2017-03-24 11:03:02		
5	vsp@vsp.com	vsp	jhchae@m.ne.kr	2017-04-14 18:56:51		
6	vspre@vspre.com	vspre	jhchae@m.ne.kr	2017-04-04 11:16:51		
7	sj	SJ	hjj0411@m.ne.kr	2017-04-17 09:18:33		
8	sssss@sssss.com	sssss	sssss@sssss.com			

View 1 - 8 of 8

2.7.2.2 Sending Login Information via E-Mail

Check Box is generated about account that E-Mail was registered. After a Check Box, it is possible to send a mail that contains Login Link to Portal WEB by **Sending Login Information via E-Mail** button.

Information

All Account

My Company Reseller Company

<input type="checkbox"/>	Account ID	Manager Name	E-Mail	Last Login Date	Password Change Date	Sending Login Information
1	s	AdministratorSP	jhchae@m.ne.kr	2017-04-18 14:17:53	2017-04-03 09:02:39	2017-04-03 08:55:58
2	splest1@sp.com	SPlest1	jhchae@m.ne.kr	2017-04-06 13:47:32		
3	spTest	donghee	jhchae@m.ne.kr	2017-04-07 19:12:27		

View 1 - 3 of 3

2.7.2.3 Portal Link Mail (SP/Reseller Manager)

Hi, sp.↵

Mail requests for password changes.↵

If you didn't make this request then ignore the email. No changes have been made.↵

If you did make the password changes, then visit the [link](#) below or copy and paste it into your browser to create a new password, please.↵

↵

- URL : <http://portal.ipecs-cloud.local/back/accnt/login/41ba285385567f03bce9c5db162be7797ad229a1200e5cfea0> ↵

My Information

ID *	<input type="text" value="sp@sp.com"/>	
Name *	<input type="text" value="AdministratorSP"/>	MAX 24 Character.
Email1 *	<input type="text" value="jhchae@m.ne.kr"/>	
Email2	<input type="text"/>	
Password *	<input type="password" value="*****"/>	At least 8 characters, Max 15 characters.

1. Login to the web page of E-Mail sent.
2. Copy URL address and type it on the address bar of WEB Browser or click the **Link** of mail.
3. It is possible to move to My Information menu page of Portal by the account.

Mail Template Setting

This section describes how to configure Mail Template Setting.

1. In the '**Mail Type**' drop-down list select a corresponding type.
2. Click **Load** import the saved Mail Template.
3. Enter subject in the text box.
4. Enter mail template content in the editor.

Input box name	Description
Insert macro	Insert macro into the editor. (The added macro text should not be changed)
Font	Set Font Family, Font Size
Font Style	Set Font Bold/Italic/Underline and remove Font Style
Font Color	Set Foreground Color, Background Color
Font Alignment	Set Numbering/Left/Center/Right Alignment, Line Interval
Others	Set Horizontal Rule, Link, Picture, Undo, Redo

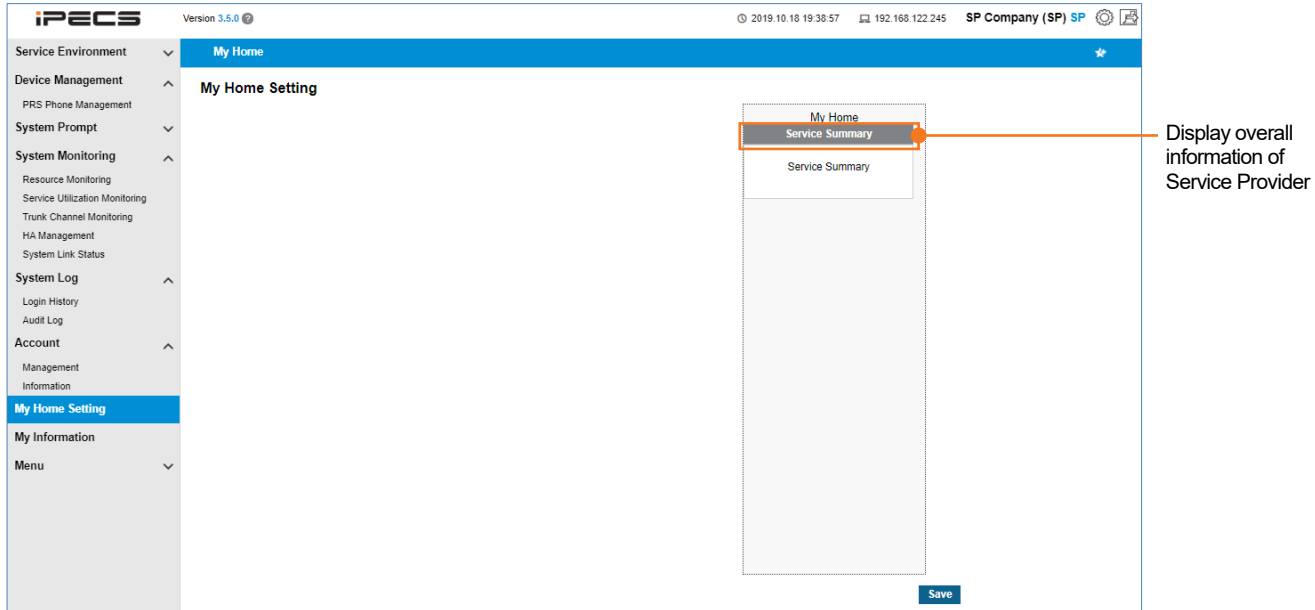
5. Click **Save** button to save your changes.

2.9 My Home

This section describes how to configure My Home Screen and information of My Home Items.

2.9.1 My Home Setup

This section describes how to configure My Home Screen. Click '**My Home Setting**' menu to display below page.



The screenshot shows the iPECS interface. The top bar includes the iPECS logo, version 3.5.0, a timestamp (2019.10.18 19:38:57), an IP address (192.168.122.245), and the user 'SP Company (SP) SP'. The left sidebar menu is expanded to show 'My Home Setting'. The main content area is titled 'My Home Setting' and contains a 'My Home' card. The card has a 'Service Summary' section, which is highlighted by an orange arrow pointing from the text 'Display overall information of Service Provider' on the right. A 'Save' button is located at the bottom right of the card.

To modify the My Home

1. Click items to set as My Home in Unused item area on the right.
2. Move them to drag to the left area.
3. To save your changes, click **Save** button.

2.9.2 My Home Items

This section explains My Home Items.

2.9.2.1 Service Summary

This portlet provide overall information of Service Provider.

Service Summary	
Customers	Packages
20	195
In-Service 4 / 20	Assigned 27 / 195
Lifetime License	Used 101 / 100224
Phone Device	Assigned 18 / 172
Soft Client	Assigned 3 / 63

1. Shows how many customers SP has and how many of them are in service.
2. Shows how many packages SP has and how many of them are assigned.
 - Shows how much Lifetime License SP has and how much are used.
 - In case Service Provider does not use Lifetime License, numbers related to Lifetime License will not be displayed on portlet (optional).
3. Shows how many Hardware phone devices SP has and how many are assigned.
4. Shows how many soft clients SP has and how many are assigned.

2.10

My Information

This menu is used to view login information of the operation manager from the Service Provider portal.

When clicking on the **'My Information'** menu the login information for the operation manager is displayed.

The screenshot shows the iPECS interface. The top bar includes the iPECS logo, version 3.5.0, and system information. The sidebar menu on the left has 'My Information' highlighted. The main content area is titled 'My Information' and contains a form with the following fields:

Field	Value
ID *	sp@sp.com
Name *	SP
Email1 *	sp@sp.com
Email2	

Bellow information is presented

Item	Description
ID	Login ID for SP operation manager (Cannot modify)
Name	Name of SP operation manager
Email	Email address for SP operation manager

2.11

Menu

This section describes how to configure menu that is displayed on left panel of the screen.

2.11.1

Menu Setting

This menu is a screen to manage the menu, register the description of the menu and managed it.

The screenshot shows the iPECS web interface for menu configuration. The top navigation bar includes the iPECS logo, version 3.5.0, a timestamp of 2019.10.18 19:47:57, an IP address of 192.168.122.245, and the user 'SP Company (SP) SP'. The left sidebar contains a menu with 'Menu Setting' highlighted. The main content area is titled 'Menu Setting' and features a 'Menu Setting Tree' where 'Service Environment' is selected. Below the tree is a form for editing menu details, including fields for Menu ID, Menu Name, Menu English, Menu Italian, Menu Thai, Parent ID, Level, Url, Sort Key, Use Yn, and Display Yn. A 'Save' button is located at the bottom right of the form.

Field	Value	Constraint
Menu ID	MS00010	
Menu Name	Service Environment	0 ~ 30byte
Menu English		0 ~ 30byte
Menu Italian		0 ~ 30byte
Menu Thai		0 ~ 30byte
Parent ID	MS00000	
Level	1	
Url		
Sort Key	20	
Use Yn	Use	
Display Yn	Display	

2.11.1.1 Help

It is possible to register the description of the menu.

Information Help

Menu Name

Help Line 1

Help Line 2

Help Line 3

Help Line 4

Help Line 5

<input type="checkbox"/> Item	Description
-------------------------------	-------------

No records to view

Add Delete

Save Delete All

2.11.2 Menu Auth Setting

This section describes how to configure authorization of menu. In this section, the Auth is used as an abbreviation of authorization.

2.11.2.1 Auth Role

Set the availability of menu according to authorization.

iPECS Version 2.4.0

Service Environment My Home

DDI Number Auth Role Setting

Customer Management SP

Device Management Auth Role Tree

System Prompt SP

Reseller

Order Management

System Monitoring

Rate Setting

Fraud Management

System Log

Account

My Home Setting

My Information

Menu

Menu Setting

Menu Auth Setting

Refresh

Auth Role Auth Menu Auth Role Member

Auth Role Name SP

Parent Auth Role

Save

2.11.2.2 Auth Menu

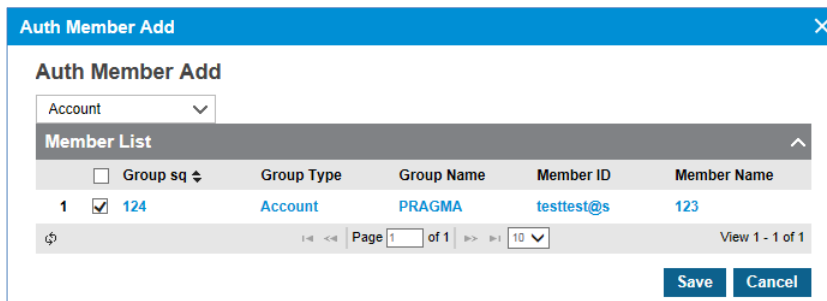
Register authorization for a menu.



2.11.2.3 Auth Role Member

The authorization for a menu can be set per each Member.

Auth Member Add



Useful Information

This chapter provides information on the open source software used in the iPECS Cloud Service Provider.

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ehcache	Apache License, Version 2.0
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Jxls	Apache License, Version 2.0
ICEpdf	Apache License, Version 2.0
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MariaDB Connector/J	Lesser General Public License version 2.1
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Posted In Korea

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