

iPECS LIK Features

(iPECS-LIKSW-TRA-01-004)

15 April, 2013

REVISION HISTORY

ISSUE	DATE	DESCRIPTION OF CHANGES
1.0	15-April-13	Preliminary release

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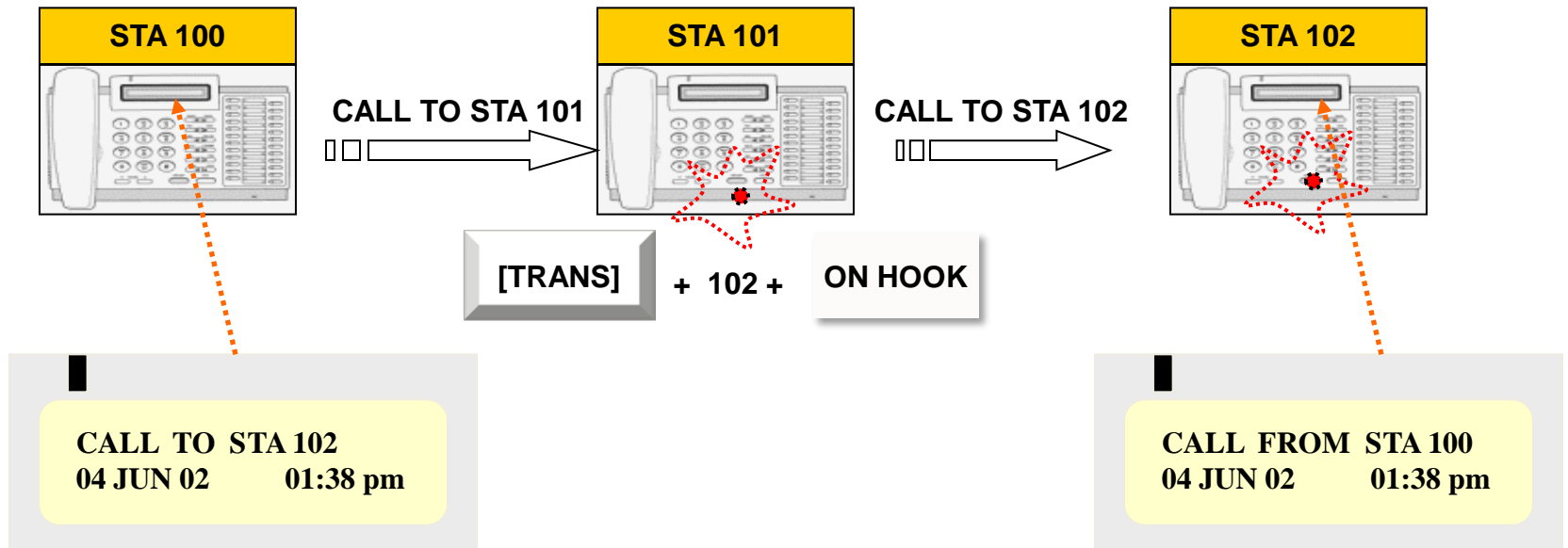
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1. Call Transfer

Description

Calls can be transferred after announcing the call (screened) or without announcing the call (unscreened). When a call is transferred, if unscreened, the Transfer Recall Timer is initiated. If this timer expires before the call is answered, the normal Transfer Recall process will apply .

Condition/Operation

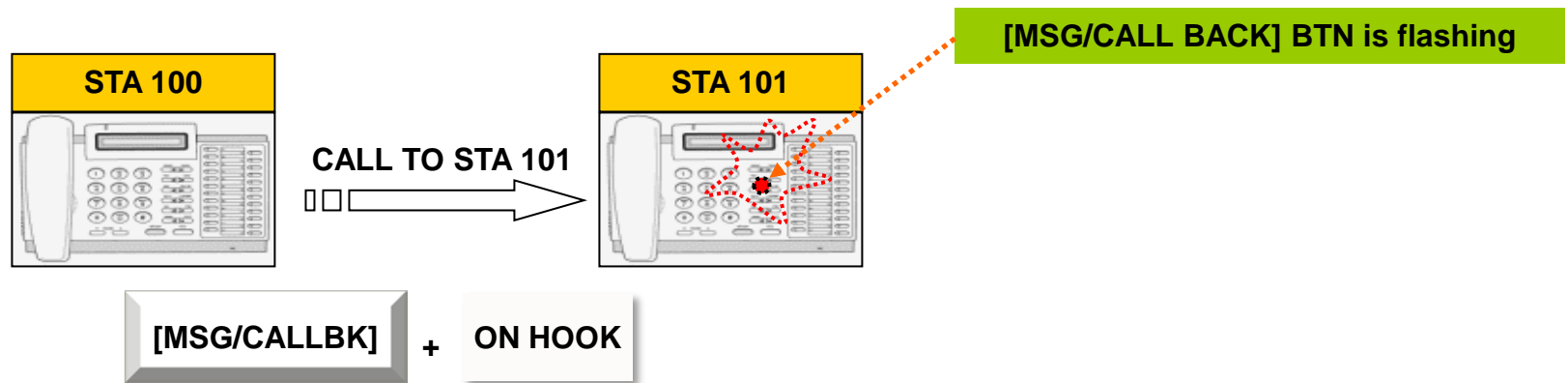


2. Station Message Wait

Description

When a called station does not answer or is in DND, a station user can activate a Message Wait indication to request a Call Back. A station may receive a Message Wait from any number of other stations in the system. The station receiving the Message Wait can return the calls using the [MSG/CALLBK] button

Condition/Operation



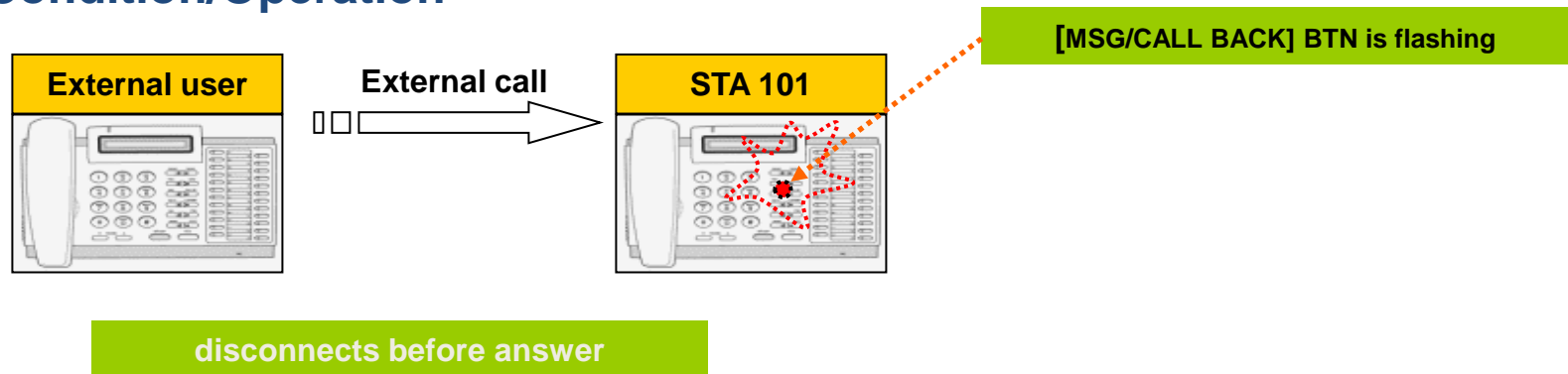
STA 101 can response about Station Message Wait by pressing flashing [MSG/CALL BACK].

3. CLI / IP Message Wait

Description

When an iPECS Phone with display receives an external call with Calling Line Identification and the call is abandoned (disconnects before answer), the system will generate a call log with the Caller Identification, date and time. The user may employ this log to review and, if desired, return the call.

Condition/Operation



STA 101 can response about CLI/IP Message Wait by pressing flashing [MSG/CALL BACK].

Programming

CLIP LCD DISPLAY (PGM114 – BTN 1) : ON

CLI/IP MESSAGE WAIT (PGM 114 - BTN 10) : ON

4. Hold

Description

Hold Preference determines either Exclusive hold or System hold as the preferred hold state and is activated by pressing [HOLD] button on a call.

Condition/Operation

To activate the Hold

- Press [HOLD] button on a call , connected call placed in the preferred hold state.

To access a call from Hold

- Lift the handset or press the [SPEAKER] button.
- In internal call
 - Press the flexible button assigned station on a holding state or press the [ICM] button (fixed or soft or flexible button).
- In external call
 - Press the CO/IP line button or dial the Access Held Individual CO/IP code(PGM 107-BTN 20) and the CO/IP line number.

Programming

HOLD PREFERENCE (PGM160 – BTN 7) : SYS/EXC

5. Call Park – I

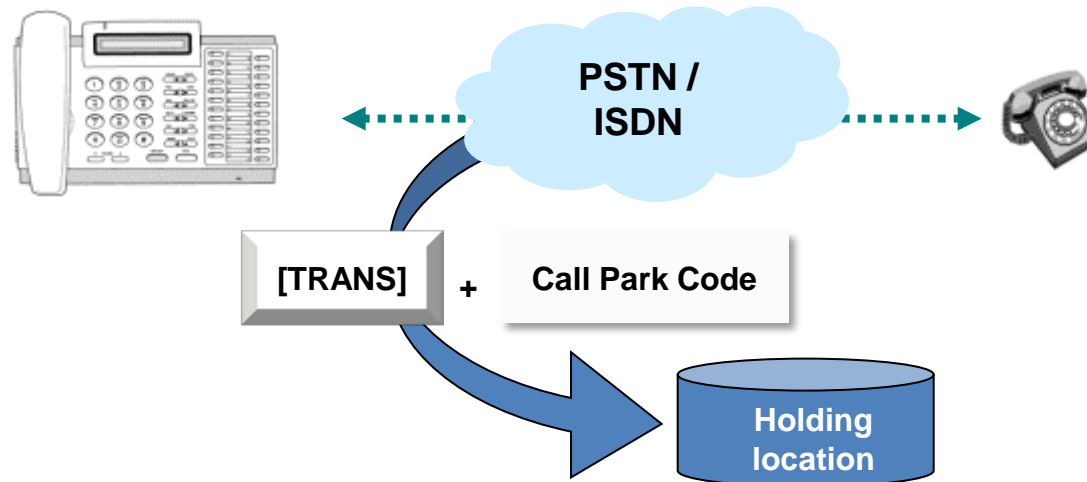
Description

A user may place an active CO/IP call in a special holding location (Call Park location code) for easy access from any station in the system.

Condition/Operation

To park the CO/IP call

- On CO/IP call, Press [Trans] button.
- Dial CALL PARK code (PGM 107-Btn 12) or Press {CALL PARK} flexible button



5. Call Park – II

To assign Call Park code to flexible button



To access the CO/IP call on call park location


- Lift the handset or press the [speaker] button.
- Dial the CALL PARK code or Press the {CALL PARK} flexible button.

Programming

Call Park Locations (PGM 107 - BTN 12)

6. Call Forward – I

Description

 Users may have selected incoming calls re-routed to other stations, station groups, the system's VSF, or over the system's CO/IP resources.

- Code 1: **Unconditional**, all calls to the station, except recalls, are forwarded internally or externally.
- Code 2: **Busy**, forwards all calls, except recalls, to the selected station when the station is busy.
- Code 3: **No Answer**, forwards all calls, except recalls, to the selected station when the station does not answer within the No Answer timer.
- Code 4: **Busy/No Answer**, forwards calls if the selected station is busy or does not answer within the No Answer timer.
- Code 5: **Attendant Off-Premise**, forwards incoming CO/IP calls to an outside number.
- Code 6: **Off- Net Unconditional**, all calls to the station, except recalls, are forwarded internally or externally, only SLT.
- Code 7: **Off Net Busy**, forwards all calls, except recalls, to the selected station when station is busy, only SLT.
- Code 8: **Off Net No Answer**, forwards all calls, except recalls, to the selected station when the station does not answer within the No Answer timer, only SLT.
- Code 9: **Off Net Busy/No Answer**, forwards calls if the selected station is busy or does not answer within the No Answer timer, only SLT.
- Code 0: **Follow me Call Forward**, forward setting of a station is activated from other station.

6. Call Forward – II

☞ Destination of call forward is as below.

- Station number
- Hunt group number
- [SPEED] button + speed dial number
- Co access code + telephone number
- Station ICR code(PGM109-Btn13)

Condition/Operation

☞ To activate Call Forward, Unconditional or Busy/No Answer

[SPEAKER]/OFFHOOK + press [FWD] button or dial Call forward code(PGM106-Btn12) + Forward Condition (1~4)
+ Destination (Station / Hunt group / [Speed] + Speed Number/...)

☞ To activate Call Forward, Off Premise (to an external number), Attendant only

[SPEAKER]/OFFHOOK + press [FWD] button or dial Call forward code(PGM106-Btn12) + 5 + press {CO line}
Btn or Co access code + speed number

☞ To activate Call Forward, Follow-me

[SPEAKER]/OFFHOOK + press [FWD] button or dial Call forward code(PGM106-Btn12) + 0 + The Forwarding
Station Number + The Station's Authorization Code + Forward Condition (1~4) + Destination

6. Call Forward – III

To deactivate Call Forward

[SPEAKER]/OFFHOOK + press [FWD] button or dial Call forward code(PGM106-Btn12) + dial #

To deactivate Call Forward, Off Premise (to an external number), Attendant only

[SPEAKER]/OFFHOOK + press [FWD] button or dial Call forward code(PGM106-Btn12) + 5
+ press {CO line} Btn or Co access code + dial #

Programming

Station ICR (PGM 109 - BTN 13)

Call Forward (PGM 111 – BTN 2) : ON/OFF

7. Preset Call Forward – I

Description

☞ With Call Forward, Preset calls to a station can be forwarded to a pre-determined destination assigned in the system database. Preset Call Forward can be programmed to forward calls under several conditions:

- **Unconditional** - all calls are immediately forward,
- **Internal Busy** - Intercom calls, which encounter busy, are forwarded immediately.
- **Internal No-Answer** - Intercom calls, which are not answered in the No-Answer time, forward.

Note calls to a busy station also forward after the No-Answer time.

- **Internal DND** - If initial destination is DND state, Intercom calls forward.
- **External Busy** - external calls that encounter busy are forwarded immediately.
- **External No-Answer** - external calls, which are not answered in the No-Answer time, forward.

Note calls to a busy station also forward after the No-Answer time.

- **External DND** - If initial destination is DND state, external calls forward.

In addition, calls can be directly forward to the users Voice Mail box using Call Forward, Preset.

7. Preset Call Forward – II

☞ Destination of preset call forward is as below.

- Station number
- Hunt group number
- SPEED Number
- Station ICR

Programming

Preset Call Forward (PGM 120)

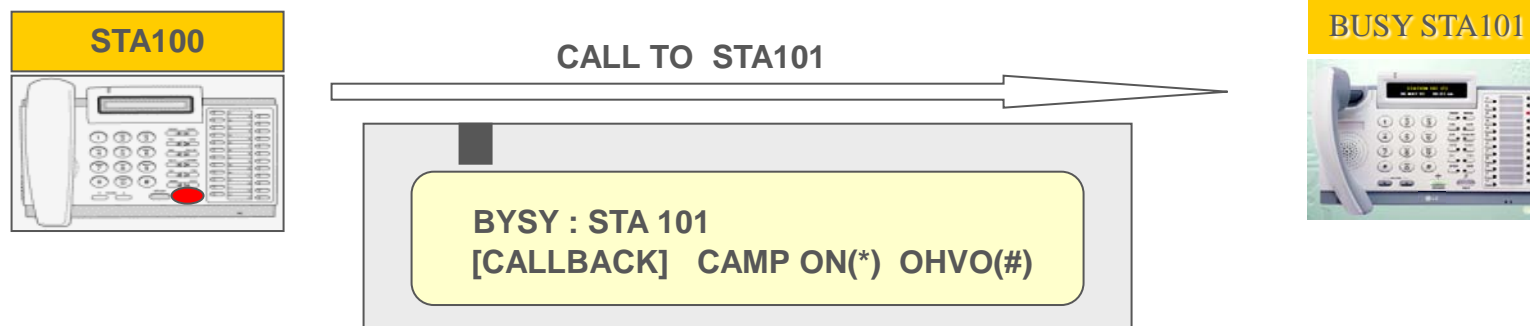
8. Camp-On

Description

CAMP-ON is used to notify a busy station that an Intercom call is 'waiting'. The busy station is notified of the call waiting by "Camp-On" tone. For users of the LIP Keyset with [HOLD] LED, the LED of the [HOLD] button will flash. .

Condition/Operation


1. Make a call to busy station.



2. Press the '*' dial button in internal busy tone state ,
then called /calling station receive Camp-on tone
3. If called station press [HOLD] button,
the previous call of called station go to hold state
and calling station is going to connect to the called station.

9. Voice Over

Description

 This feature allows users of LIP Keysets to send a voice announcement to receiver with the existing call. The Voice Over is muted so as not to interfere with the existing conversation. The called station user may then respond to the calling party by [HOLD] button.

Condition/Operation

 Placing a Voice Over (OHVO) while receiving busy

- Dial “#” or press a pre-programmed {OHVO} button.

 To program {OHVO} button



If called station press [HOLD] button, the previous call of called station go to hold state and calling station is going to connect to the called station.

Programming

Voice over (PGM 113-Btn 6)

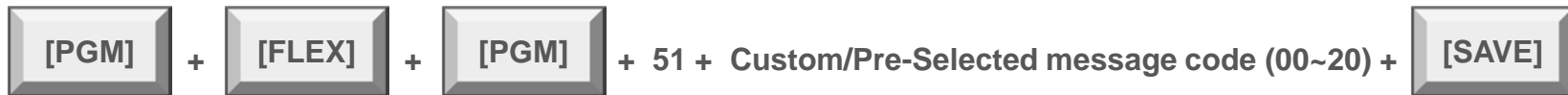
10. Silent Text Message – I

Description

 Silent Text Messaging is used to respond to an OHVO call without disconnecting the existing call. Silent Text Messages are sent by pressing a pre-programmed message button or [DND] button.

Condition/Operation

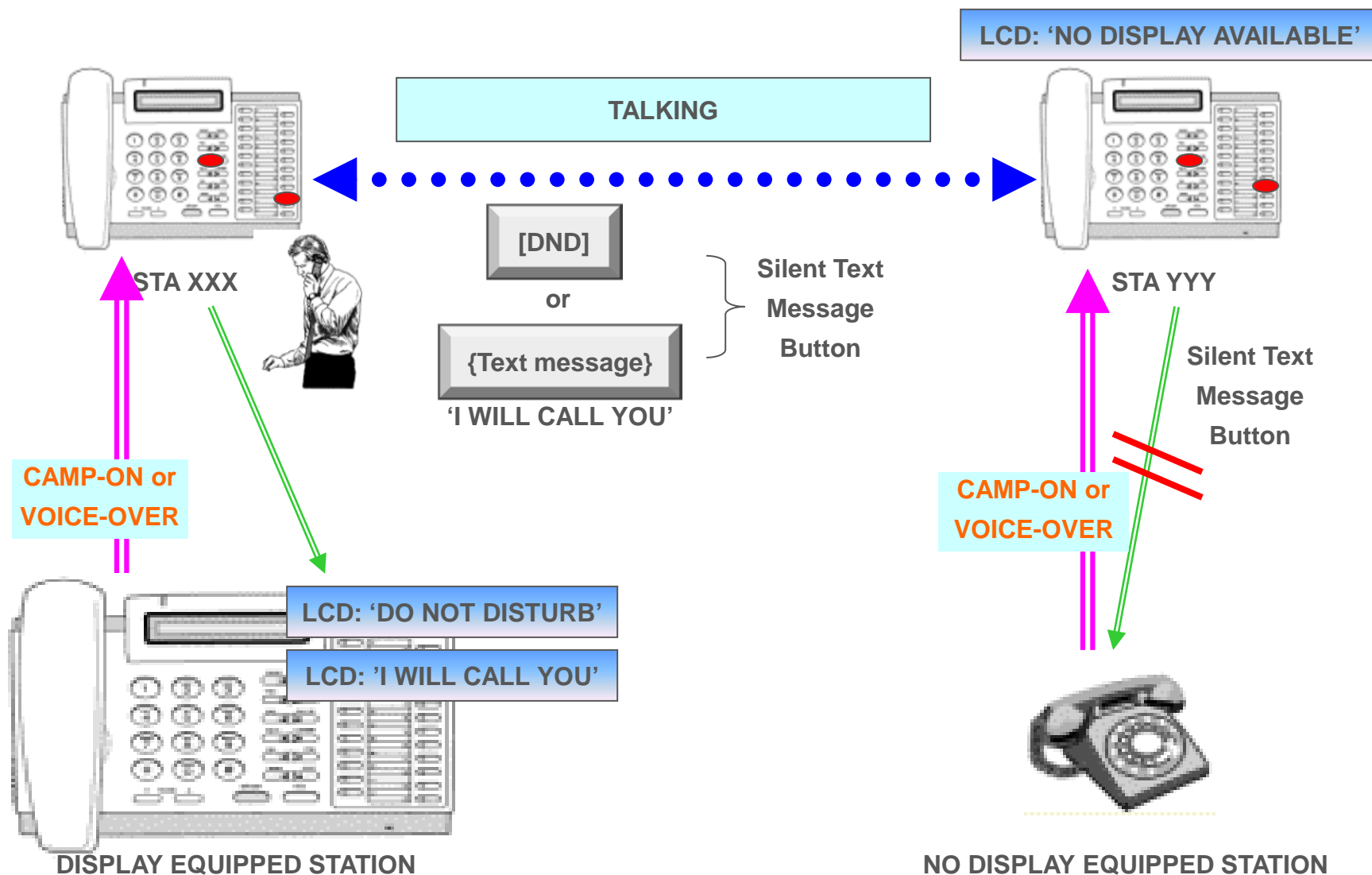
 To Program a {Text message} button



 Responding to an Off-Hook Voice Over by Pre-programmed message button to an LIP Keyset,

- Upon receiving Voice-Over announcement, press the desired {Text Message} or [DND] button

10. Silent Text Message – II



11. COS (Class of Service) – I

Description

Station & CO COS :

Each station and CO line can be assigned to have different class to allow or restrict call service.

- Separate COS can be programmed to each station and CO line to restrict CO line call.

Walking COS :

It allows to temporarily override toll restriction and makes a toll call from toll restricted phone.

- It is useful to a user having restriction to make a CO line call.
- The fee for a call with Walking COS will be charged the station which is accorded to the password, not the actual using station.

Condition/Operation

- Station COS: PGM 116
- CO Line COS: PGM 141 - BTN 2
- Toll Restriction : PGM 224

11. COS (Class of Service) – II

 **Table for COS**

	STA COS 1	STA COS 2	STA COS 3	STA COS 4	STA COS 5	STA COS 6	STA COS 7
CO COS 1	Unrestricted	Table A	Table B	Table A&B	Local Call& Table C	Local Call& Table C	Intercom Only
CO COS 2	Unrestricted	Table A	Unrestricted	Table A	Local Call& Table C	Local Call& Table C	Intercom Only
CO COS 3	Unrestricted	Unrestricted	Table B	Table B	Local Call& Table C	Local Call& Table C	Intercom Only
CO COS 4	Unrestricted	Local Call& Table C	Local Call& Table C	Local Call& Table C	Local Call& Table C	Local Call& Table C	Intercom Only
CO COS 5	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Intercom Only

11. COS (Class of Service) – III

Table for COS

	STA COS 8	STA COS 9	STA COS 10	STA COS 11
CO COS 1	Table D	Table E	Table D&E	Table A,B,D&E
CO COS 2	Table D	Table E	Table D&E	Table A,B,D&E
CO COS 3	Unrestricted	Unrestricted	Unrestricted	Unrestricted
CO COS 4	Local Call& Table C	Local Call& Table C	Local Call& Table C	Local Call& Table C
CO COS 5	Unrestricted	Unrestricted	Unrestricted	Unrestricted

12. Station Group

Description

Stations can be grouped for incoming call routing and Pick-up features.

Up to 40(iPECS 50/100) , 48(iPECS 300/600) or 100(iPECS 1200) Station Groups can be defined with up to 50(iPECS 50), 70iPECS100/300/600) or 200(iPECS 1200) stations in a group.

Seven types of group can be defined:

Circular

Terminal

UCD/ACD

Ring

Pick-Up

External Voice Mail

VSF-Voice Mail

Feature Server UMS Group

Net VM(Centralized External VM)

Unified Communication Solution Server

Condition/Operation

- Station Group Assign (PGM 190)
- Station Group Attribute Assign (PGM 191)
- Pickup Group (PGM 192)

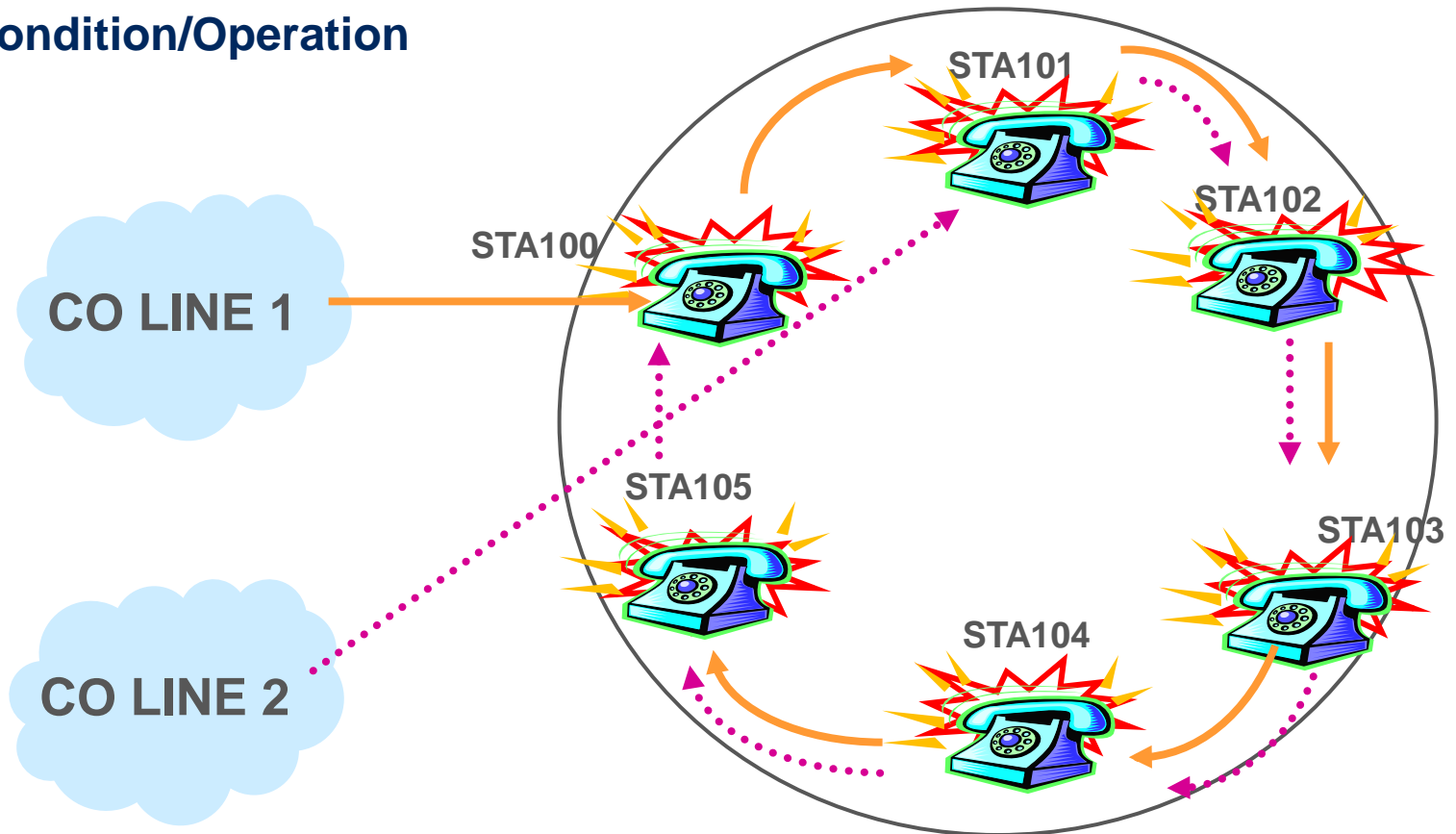
12. Station Group – Circular

Description

An idle member of the hunt group is called when a call is received.

If unavailable or unanswered, the call is directed to the next station in the group.

Condition/Operation

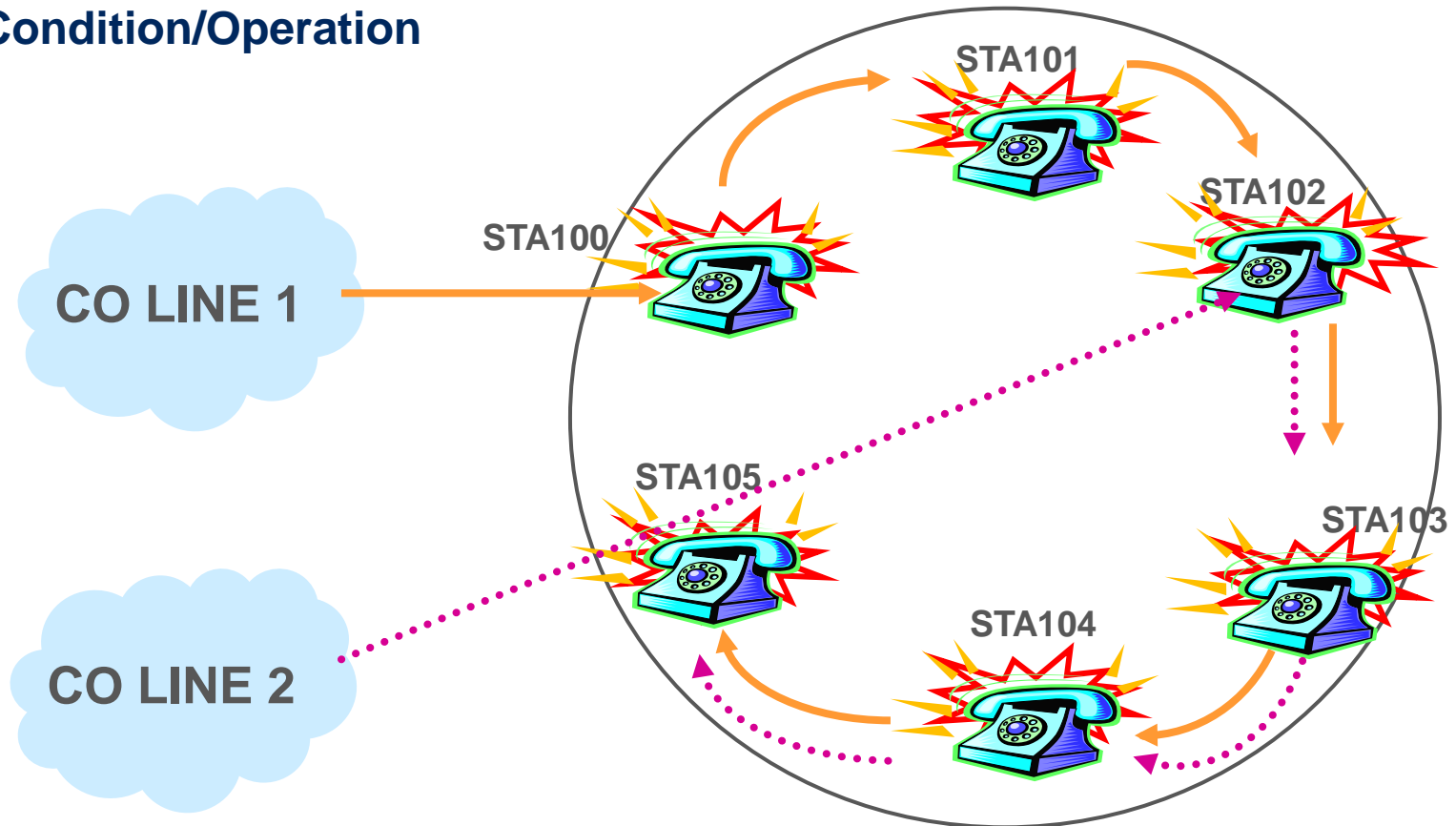


12. Station Group – Terminal

Description

If the call is unanswered or unavailable, it is directed to the next listed station in the group. The call will continue to be routed until reaching the last station in the group.

Condition/Operation

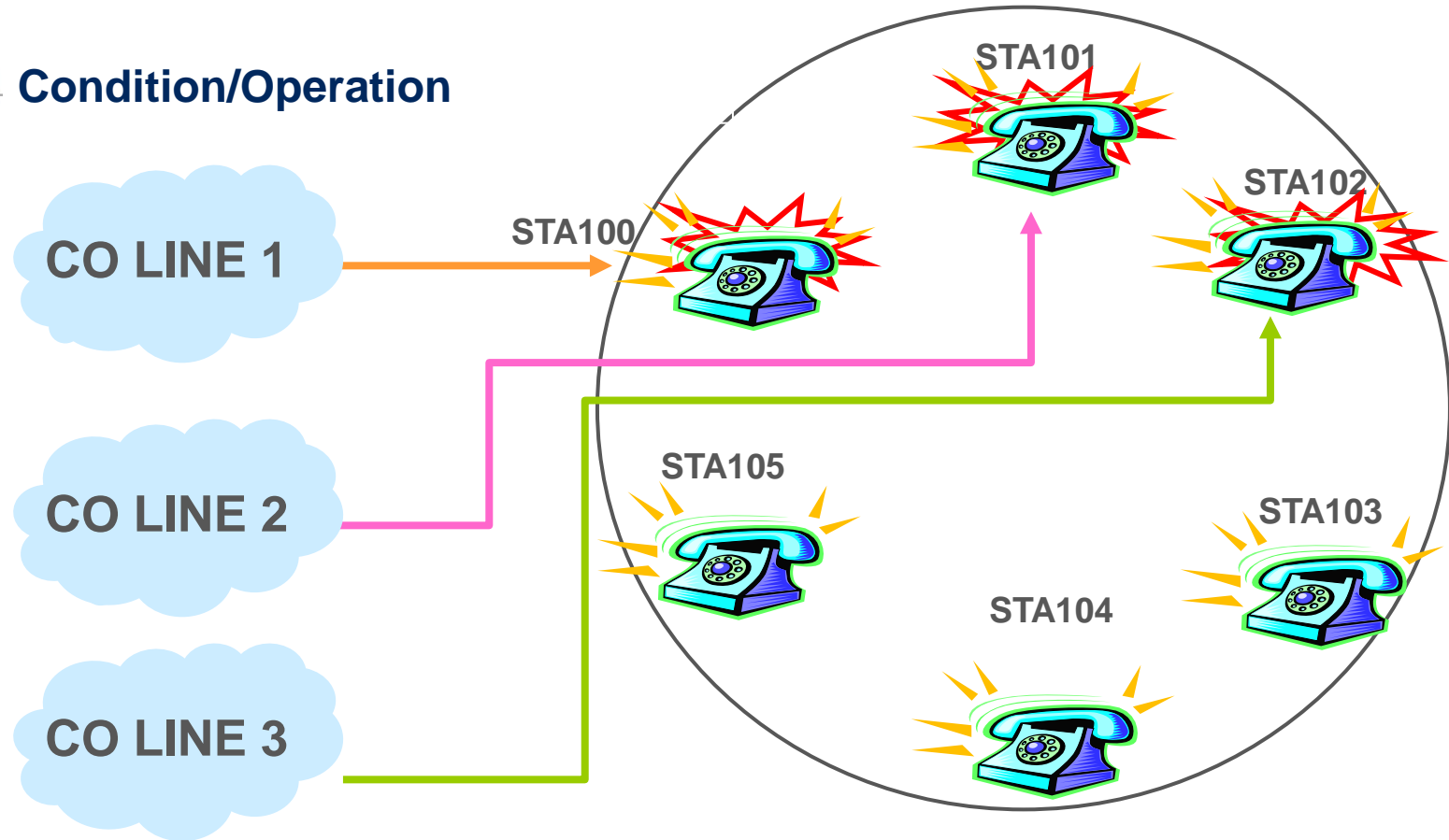


12. Station Group – ACD

Description

Calls are directed to the station in the group that has been idle for the longest time.

Condition/Operation

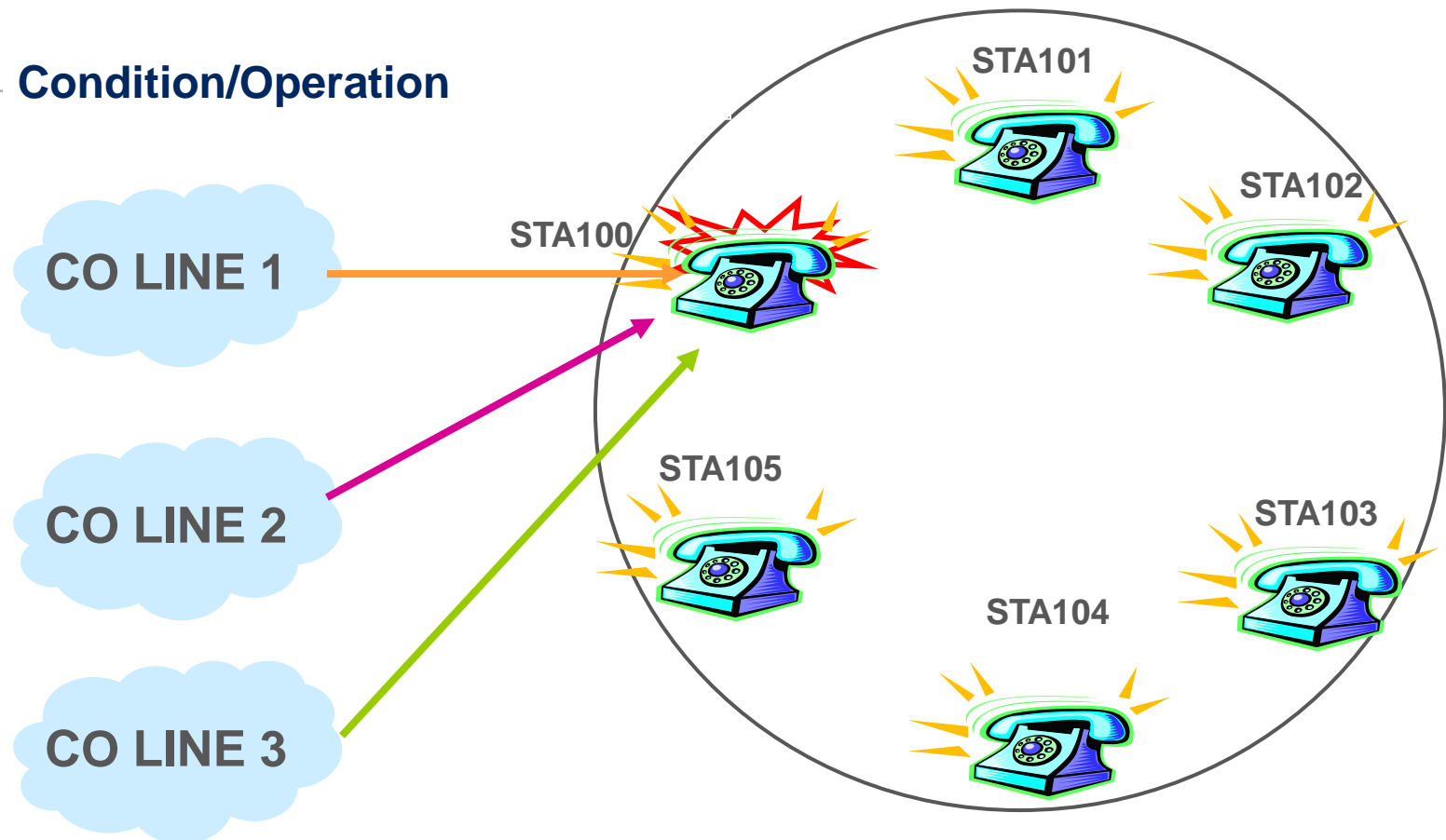


12. Station Group – Ring

Description

All the stations in the group will receive ring for a call of station group when a call is received.

Condition/Operation



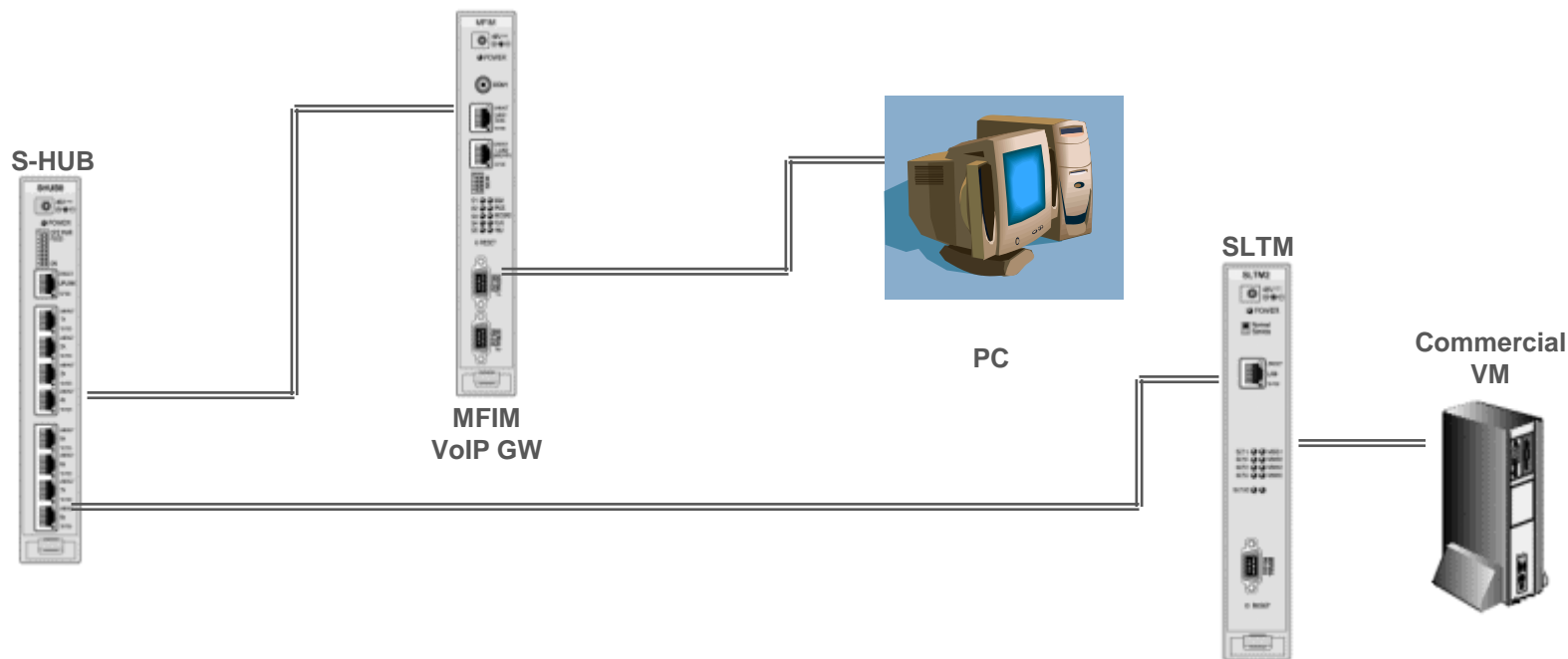
12. Station Group – External Voice Mail

Description

This group is assigned for Voice Mail.

SLT or SIP extension is assigned as the member of the VM group.

Condition/Operation

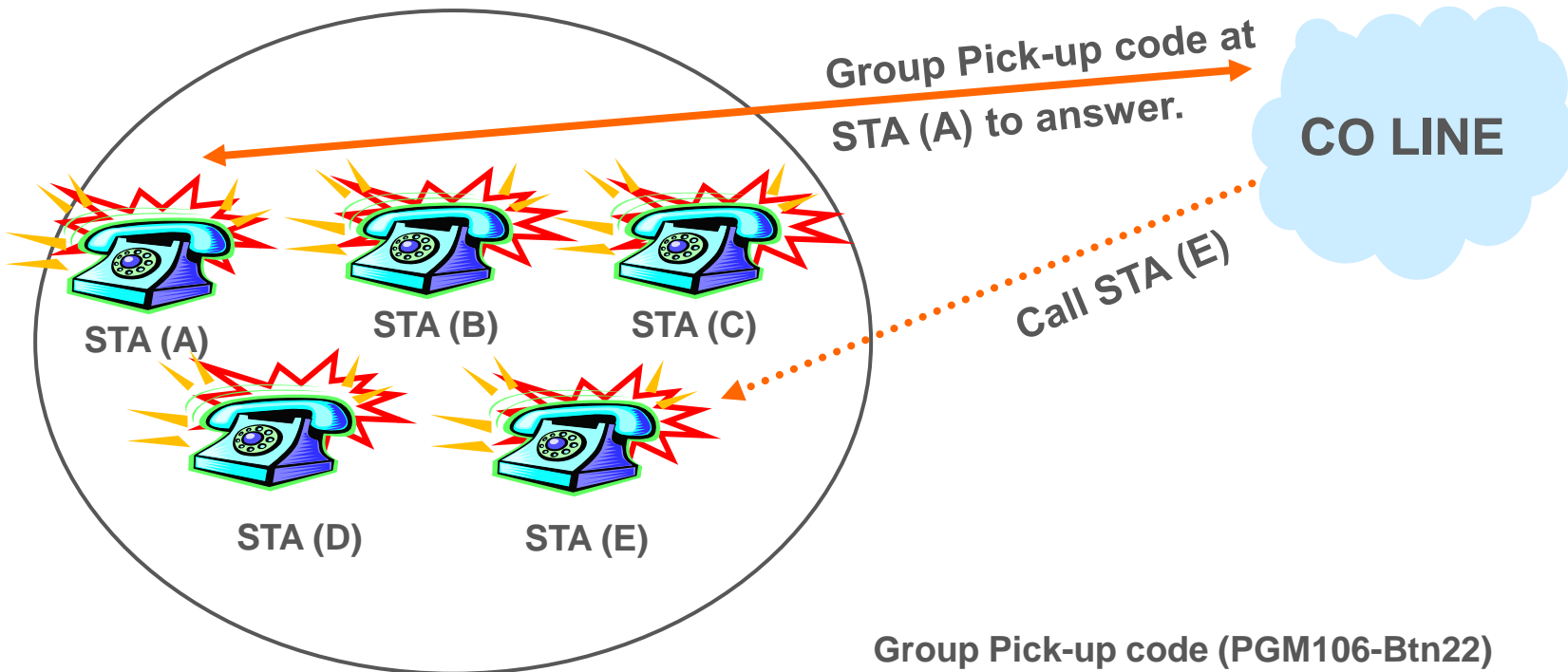


12. Station Group – Pick up

Description

A station is assigned to a Call Pick-Up group and may then pick-up (answer) calls to other stations assigned to the same group using the system's Group Call Pick-Up feature.

Condition/Operation

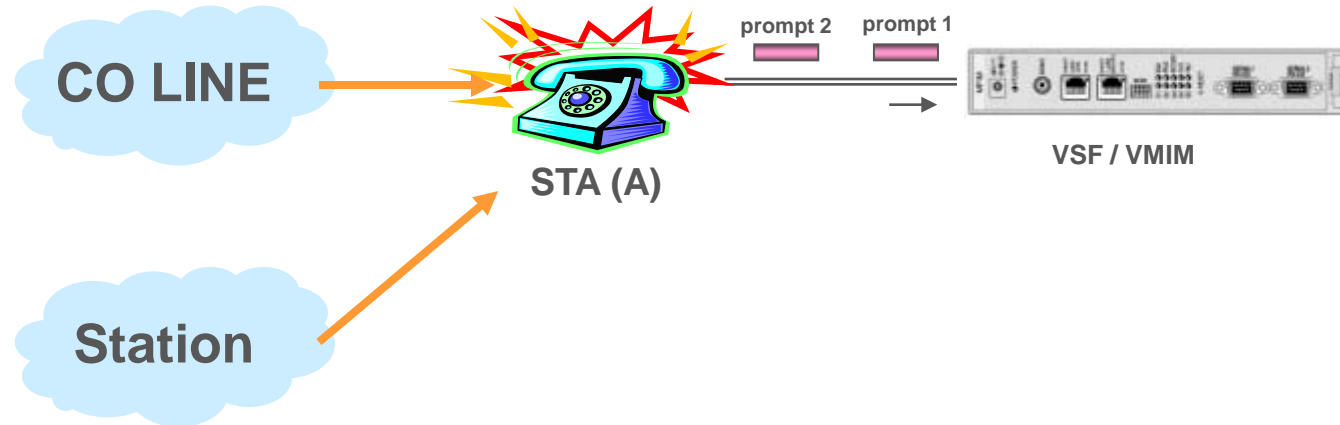


12. Station Group – VSF Voice Mail

Description

When a call (internal/external) to a station is forwarded to VSF-VM Group, the VSF will play the station user's recorded greeting, if any, and then the caller can leave a voice message.

Condition/Operation



12. Station Group – Others

Feature Server UMS Group

The Feature Server is a PC based TAPI application with high-end Auto Attendant, Voice Mail and Unified Messaging Service (Voice/Fax and e-mail). The iPECS Feature server receives calls, plays announcements, stores voice messages and forwards them as wave file attachments to the user's e-mail. The application also receives Faxes and forwards them as attachments to e-mail. The Text-to-Speech option permits listening to e-mails as well as voice mails.

Net VM

This group is defined to support a Centralized Voice Mail system for a networked environment. At supported systems, the group is used to handle the AA/VM requirements from the central iPECS. The Net VM group may be an external VM system or the iPECS Feature Server.

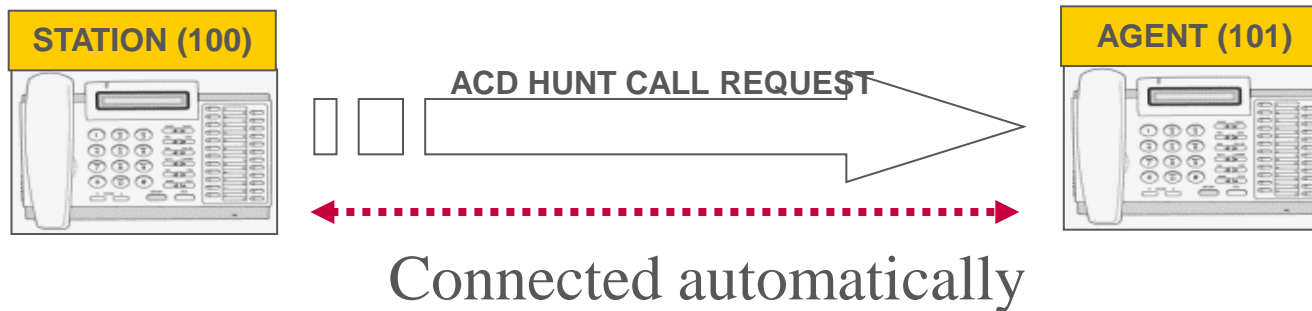
UCS Group

This group is defined to support the Unified Communication Solution available with the iPECS system.

13. ACD Features – ACD Zap Tone

Description

Agents, using a headset can have ACD calls connected to them automatically. The feature removes the requirement for the agent to manually answer ACD calls. A short tone is sent to the agent followed by connection to the ACD caller.



 ENABLE ZAP TONE

PGM 191-BTN24-BTN1 : Zap enable/disable

PGM 6 + 1 : SELECT HEADSET

13. ACD Features – ACD Agent Help – I

Description

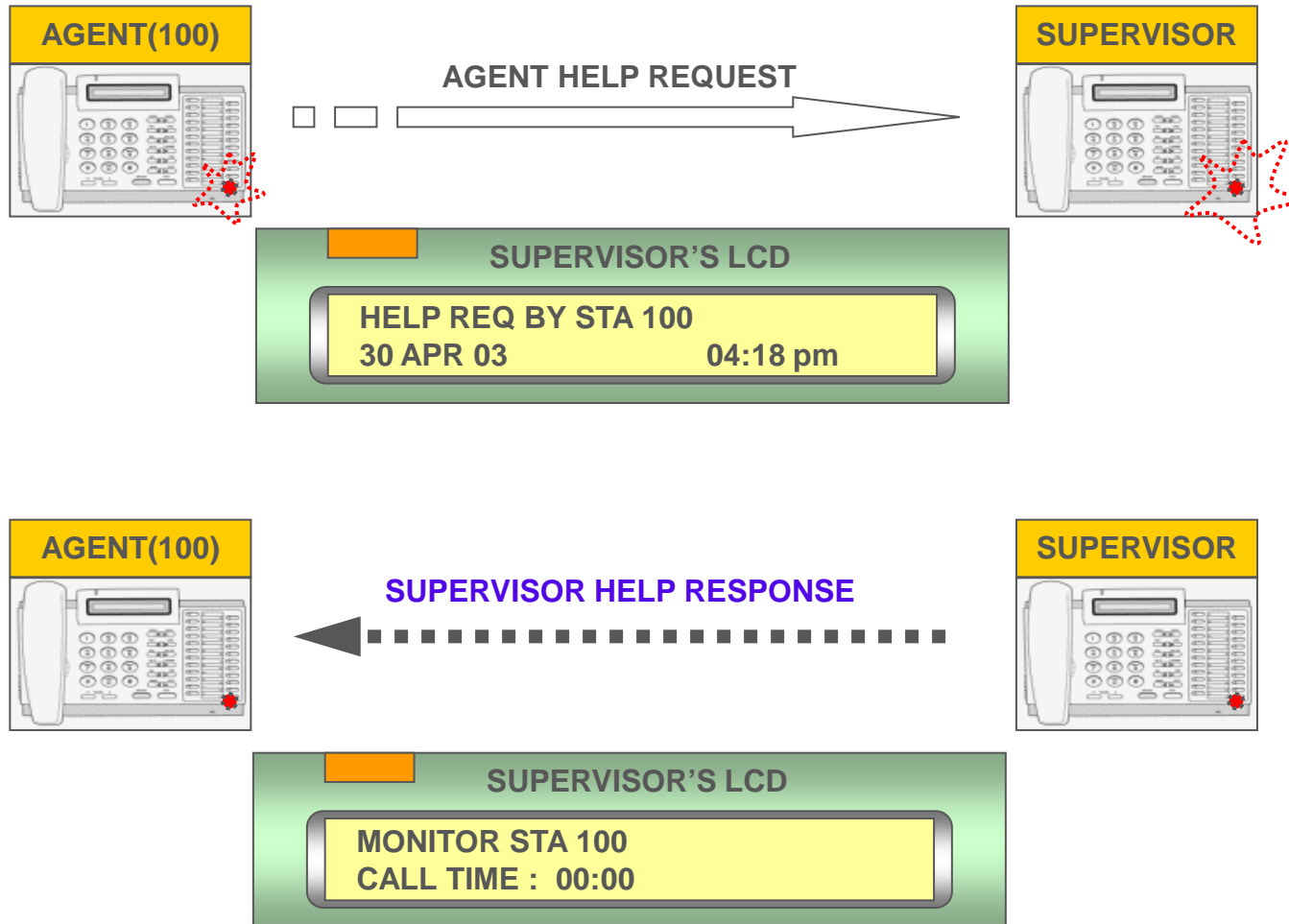
The HELP feature provides a means for an ACD Agent to signal their assigned supervisor for assistance. The Agent, while on a call, can press the {ACD Help} button, to signal the assigned Supervisor. The Supervisor may respond by use of their {ACD Help} button.

To assign ACD Help code(PGM107-Btn5) to flexible button. {ACD Help} button



13. ACD Features – ACD Agent Help – II

Condition/Operation

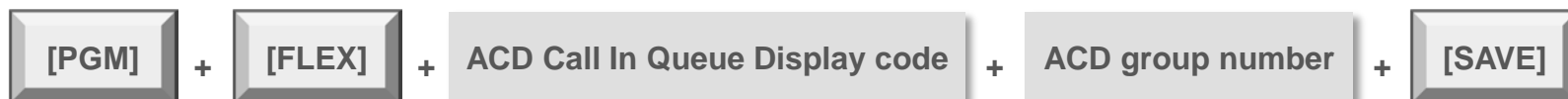


13. ACD Features – Call In Queue(CIQ) Display

Description

All ACD Agents and Supervisor using an **iPECS** display or *Soft-Phone* can automatically receive the CIQ (Calls In Queue) display for the associated ACD.

To assign ACD Call In Queue Display code(PGM107-Btn6) to flexible button. {Display Call Queue} button



Condition/Operation

Idle Mode Display: Station is on idle or internal call state

621 CIQ XX AGENT XX

OLDEST CALL MM:SS

1st line: ACD Group Number, CIQ (Calls In Queue), Number of active Agents

2nd line: Queue time of Oldest Call In Queue, shown in minutes and seconds.

Busy Mode Display: Station is on CO talk state

621 CIQ XX AG XX OC XXX

LINE HH:MM

1st line: ACD Group Number, CIQ (Calls In Queue), Number of active Agents, Queue time of Oldest Call In Queue, shown in minutes and seconds.

2nd line: Active Call and Duration.

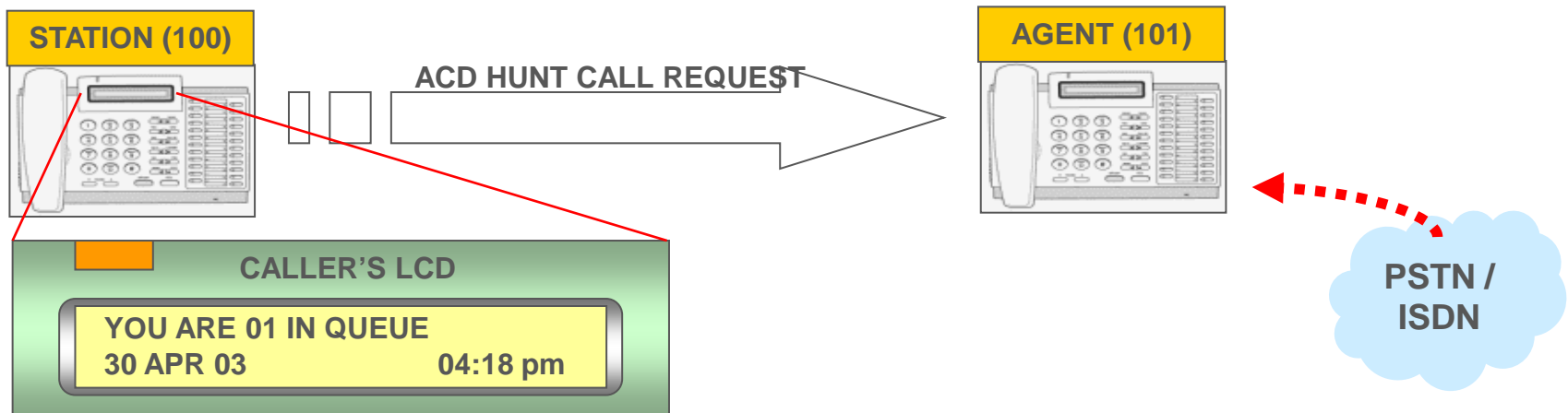
Programming

PGM 191-BTN24-4th : CIQ Agent Display 'ON/OFF'

13. ACD Features – CIQ Routing

Description

Callers to an ACD group may receive the Calls In Queue message “You are xx in queue.” and listen to the MOH, where xx is the number of Calls In Queue. The caller may be allowed to dial digits to exit the queue and be routed to another station, station group or Voice Mail, external user, and networking station up to 10 tables.



➡ Routed to the destination of the CIQ table

Digit the number of the CIQ table, '0 ~ 9' : 0 = 10th table.

PGM 191-BTN23 : CIQ Route Table

13. ACD Features – CIQ Page Alert

Description

The administrator can establish a Calls In Queue threshold, which, when exceeded, will cause the system to have a system recorded announcement 01-70 played over a programmed paging zone. The message can be delayed or immediate and may be repeated at defined intervals. Different treatment and messages can be established for up to three different Calls In Queue thresholds .

Condition/Operation

1. When Calls are queued to ACD group and the number of Calls exceeds one of 3 thresholds then a user recorded system announcement is played after a few delay seconds
2. When announcement ends it is repeated after programmed interval seconds till the CIQ goes out range of the threshold.
3. If Calls In Queue is increased or decreased then three thresholds are checked and CIQ announcement is updated to appropriate one and played after delay seconds and repeated till CIQ alert level is changed by threshold check.

Programming

PGM191/BTN24-6,11,16 : CIQ #1,2,3 THRESHOLD (000-099 calls)

PGM191/BTN24-7,12,17 : CIQ #1,2,3 ANNC LOC (00-70)

PGM191/BTN24-8,13,18 : CIQ #1,2,3 PAGE ZONE (00-15 for iPECS50/100, 00-40 for other MFIM)

PGM191/BTN24-9,14,19 : CIQ #1,2,3 ANNC DELAY TMR (000-180 seconds)

PGM191/BTN24-10,15,20 : CIQ #1,2,3 ANNC REPEAT TMR (000-20 seconds)

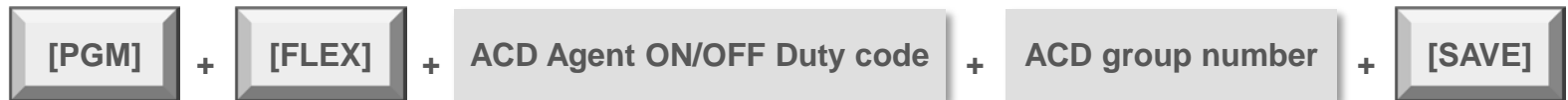
13. ACD Features – ACD Duty Button

Description

Each Agent can control their status – ON Duty / OFF Duty by pressing ACD Duty button. When ACD Duty button is made, OFF Duty reason code must be entered.

Condition/Operation

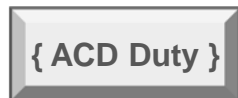
To make {ACD Duty} button



To activate OFF Duty status at a station



To return to ON Duty status from OFF Duty status



Programming

UCD DND Wrap Up Timer - PGM 191

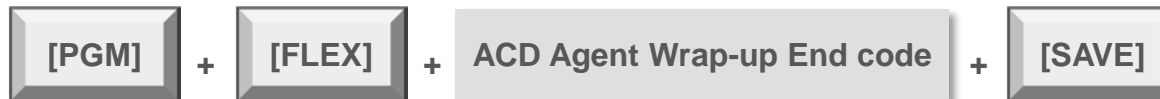
13. ACD Features – ACD Warp-up End Button

Description

A Flex button can be assigned as a 'Wrap-up end' button, which will deactivate the Wrap-up status of the agent. If the agent is in the Wrap-up mode, when this button is pressed the station is placed in the available state and the 'Wrap-up' timer reset.

Condition/Operation

To make { ACD Wrap-up End } button



To end Wrap-up status at a station

Automatically after Wrap-up timer



13. ACD Features – ACD Group Mail Box

Description

Calls to an ACD Group can be programmed to overflow or otherwise be re-routed to VSF voice Mail. When routed to VSF Voice Mail, messages will be placed in the ACD Group mail-box using the ACD Group number.

Operation

Configuration

- ACD Group 620(Station 100, 101)
- Overflow destination is VSF-VM group 621.
- The ACD Group Mailbox Wait Station is 106.

When a call is not answered and go overflow Destination - VSF-VM group, the message is left on Station 106.

To retrieve left message on agents' station

Enter VSF-VM group number + 106 (Mail Box Wait Station) + Mailbox Password.

To make { Group Mailbox } button



Programming

PGM 191 – Mailbox Wait Station / Mailbox Password

13. ACD Features – Caller Controlled ICLID Routing

Description / Operation

If ACD group 620 announcement 1 timer is set to 0, then first announcement is played first, before call is routed to group 620. → This is called Guaranteed Announcement.

If ACD ICLID Usage is set to ON, and when guaranteed Announcement is playing, caller dial some number (Ex : 12345).

If this dialed number(12345) is matched with ICLID table, then call can be routed to ICLID table.

Condition/Operation

External Caller

Numbers are
dialed

<< Example >>

RCV : 8502600 => STA 100

RCV : 4891601 => HUNT 620

RCV : 5682629 => VSF Greeting #2

Dials number



Incoming
Call

*Hello, this is LGE.
Please dial your caller
ID, if you enters the
caller ID and Digit “#” is
followed with confirm ,
the call is routed to your
agent. Or if you want to
dial again and dial “*”
and enter ID again.*

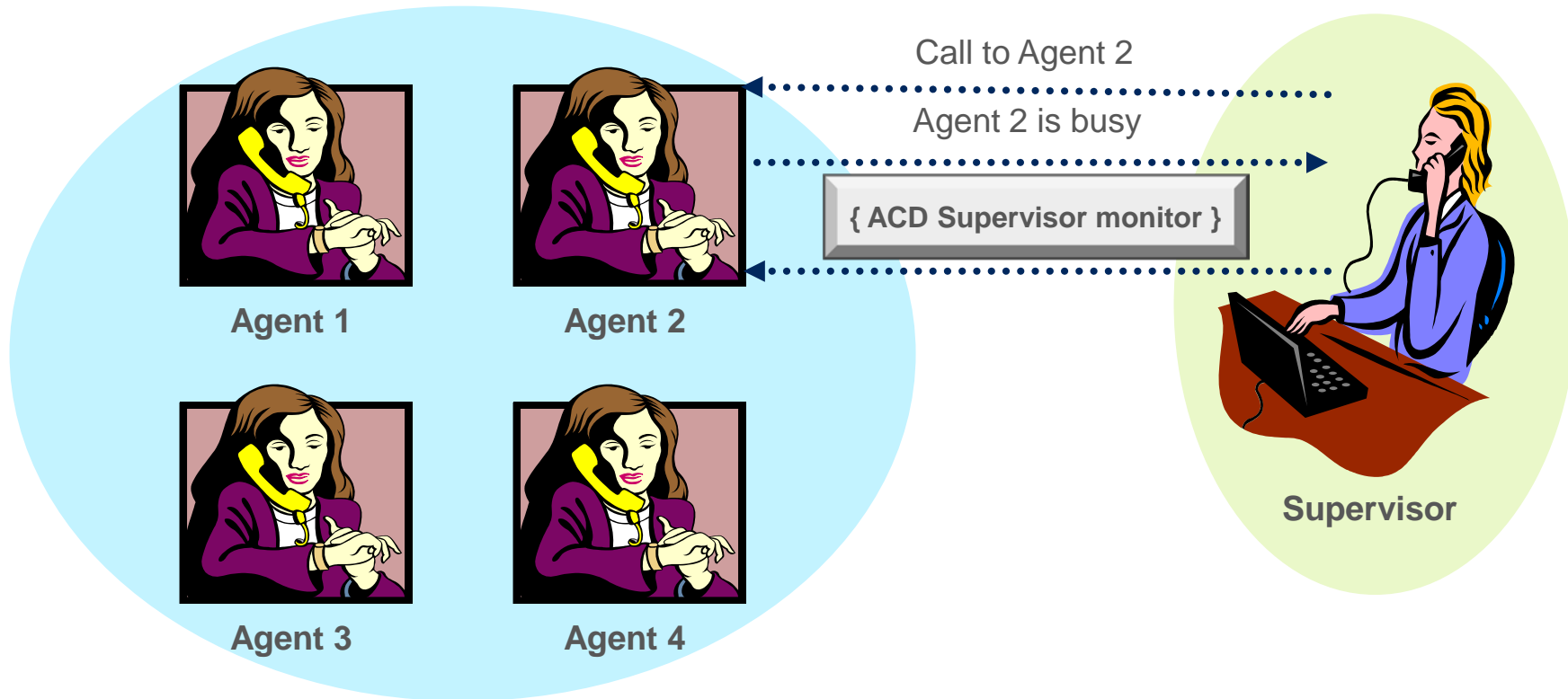
850 2600

489 1601

568 2629

13. ACD Features – Supervisor Monitor

 To monitor the conversation of agents



To make { ACD Supervisor monitor } button at Supervisor keyset



14. Time Synchronization with NTP & DST – I

Description

MFIM supports following three methods to set system time.

1. PGM 178 System Time, Data

This feature sets a system time manually. To maintain this method, It should set a NTP Act OFF.

2. PGM 195 NTP Attributes

This feature sets a system time through NTP Protocol. NTP Protocol is used to synchronize timekeeping among a set of distributed time servers and clients. MFIM works only client. This feature acts period with 10 minutes when it is started. NTP timescale is based on UTC (Universal Time Coordinated), It means NTP Protocol data is without relation NTP Server time-zone.

3. PGM 178 DST (Daylight Saving Time)

This feature applies a DST to MFIM. This DST (Daylight Saving Time) feature occur system time adjustment when it is designated in daylight saving times.

14. Time Synchronization with NTP & DST – II

Operation

 Set system time with NTP

Choice "NTP"

Input NTP Server IP address or NTP Server Name address.
To use Name address, check whether PGM 102 DNS IP address set or not.

[NTP Attributes]

[NTP Client Attributes]

Network Time/Date : NTP

NTP Primary Server Address : pool.ntp.org

NTP Secondary Server Address : 150.150.63.97

Standard Time Zone : (GMT+09:00)Seoul

Select the correct Time Zone for your region

14. Time Synchronization with NTP & DST – III

👉 Apply DST

Set DST Mode ON

[System Time, Date & DST(Daylight Saving Time) Setting]

[Time & Date] [Daylight Saving Time]		
Attribute	Value	Range
DST Mode	ON ▼	
DST Start Time	OFF	01-12
	ON	03
	SECOND ▼	-th
	Weekday	SUN ▼
DST End Time	Hour	02
	Month	11
	FIRST ▼	-th
	Weekday	SUN ▼
DST End Time	Hour	02

15. Auto Ring Mode using with DID Table – I

Description

Flexible DID table (PGM 231) can be configured with Auto ring mode table (PGM233).
When Tenancy group number is configured in this tables, the selection of incoming call's destination follows Auto Ring mode table time.

Auto ring mode is controlled automatically by the system clock.
The Tenancy group Attendant controls the Tenancy group Ring mode from Auto Ring Mode to Day, Night or Timed service mode.

If each 2 called parties are configured different auto ring mode table, It's ring mode applies another ring mode which is configured.

15. Auto Ring Mode using with DID Table – II

Operation

MFIM Configuration

1. Configure Station ICM Group (PGM 125)

Enter ICM Tenancy Group No(01-15)

ICM Tenancy Group 1

ATD STA Number		
611	<input checked="" type="checkbox"/>	Access Group 1
	<input checked="" type="checkbox"/>	Access Group 2
	<input type="checkbox"/>	Access Group 3
	<input type="checkbox"/>	Access Group 4
	<input type="checkbox"/>	Access Group 5
	<input type="checkbox"/>	Access Group 6
	<input type="checkbox"/>	Access Group 7
Set Access Group	<input type="checkbox"/>	Access Group 8
	<input type="checkbox"/>	Access Group 9

Group Attendant of ICM Tenancy Group 1 is Station 611

15. Auto Ring Mode using with DID Table – III

2. Configure Auto Ring Mode Table (PGM 233)

Select Index (0 - 15) :

Auto Ring Mode Table Index 0

Week	Attribute	Value	
Monday	Day Start Time	<input type="text" value="0900"/>	Mus: 0000-
	Night Start Time	<input type="text" value="1200"/>	Mus: 0000-
	Timed Ring Start Time	<input type="text"/>	Mus: 0000-
	Timed Ring End Time	<input type="text"/>	Mus: 0000-

Select Index (0 - 15) :

Auto Ring Mode Table Index 1

Week	Attribute	Value	Range
Monday	Day Start Time	<input type="text" value="0900"/>	Must be 4 Digits (HH:MM) 0000-2359
	Night Start Time	<input type="text" value="1800"/>	Must be 4 Digits (HH:MM) 0000-2359
	Timed Ring Start Time	<input type="text"/>	Must be 4 Digits (HH:MM) 0000-2359
	Timed Ring End Time	<input type="text"/>	Must be 4 Digits (HH:MM) 0000-2359

- Day Time of Auto Ring Mode Table 0 is during 09:00 ~ 12:00 at Monday

- Day Time of Auto Ring Mode Table 1 is during 09:00 ~ 18:00 at Monday

15. Auto Ring Mode using with DID Table – IV

3. Configure Flexible DID Conversion Table (PGM 231)

Index : 110 - 110

Attribute	Type	Value	VMID
Day Ring Mode Destination	STA	110	STA:
Night Ring Mode Destination	HUNT	621	STA:
Timed Ring Mode Destination	STA	110	STA:
Reroute Destination	N/A		STA:
ICLID Table Usage	OFF		
ICM Tenancy Group (Auto Ring Mode Table)	N/A		

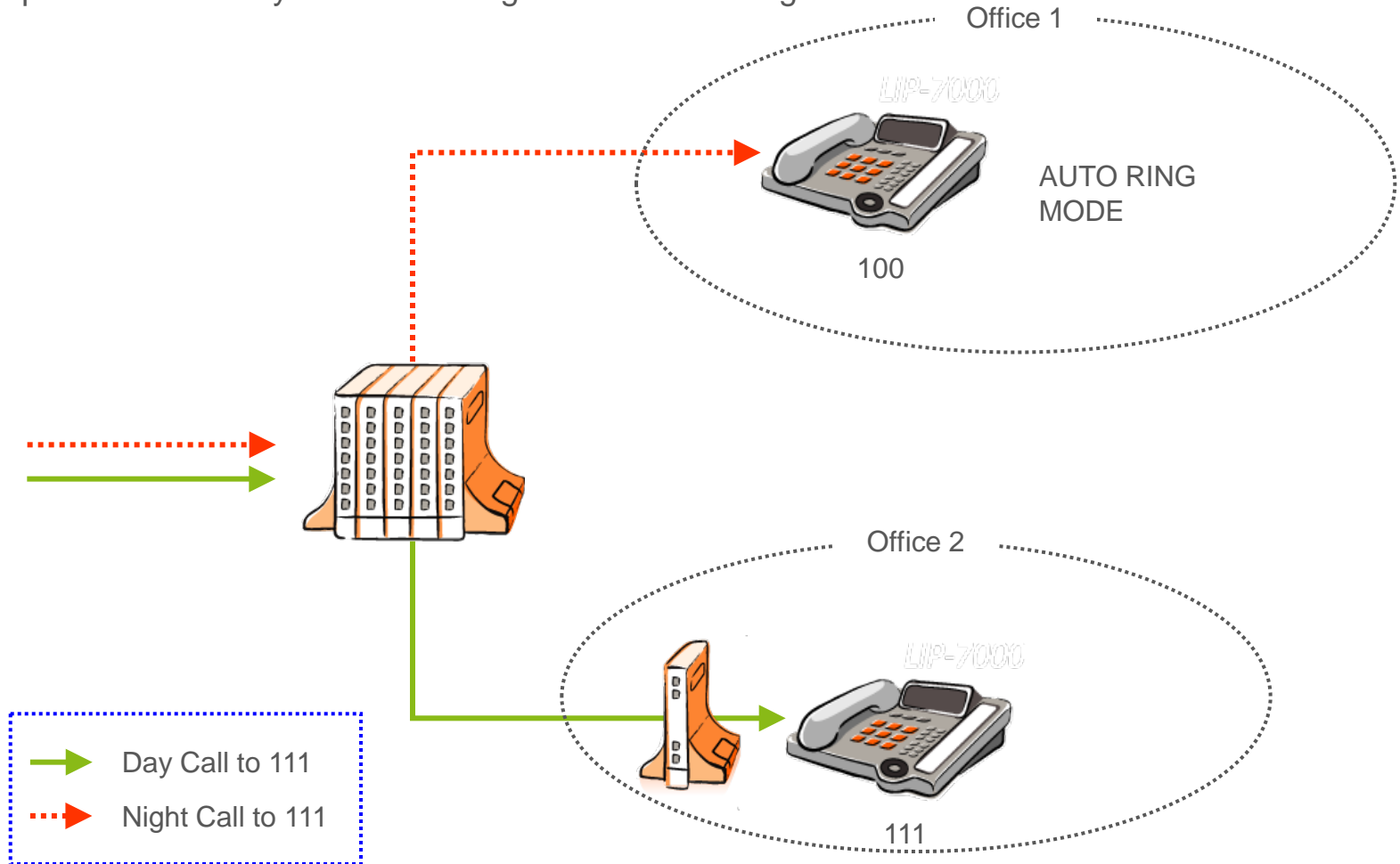
Each DID Table apply different Auto ring mode table

Index : 111 - 111

Attribute	Type	Value	VMID
Day Ring Mode Destination	STA	111	STA:
Night Ring Mode Destination	STA	100	STA:
Timed Ring Mode Destination	STA	111	STA:
Reroute Destination	N/A		STA:
ICLID Table Usage	OFF		
ICM Tenancy Group (Auto Ring Mode Table)	1		

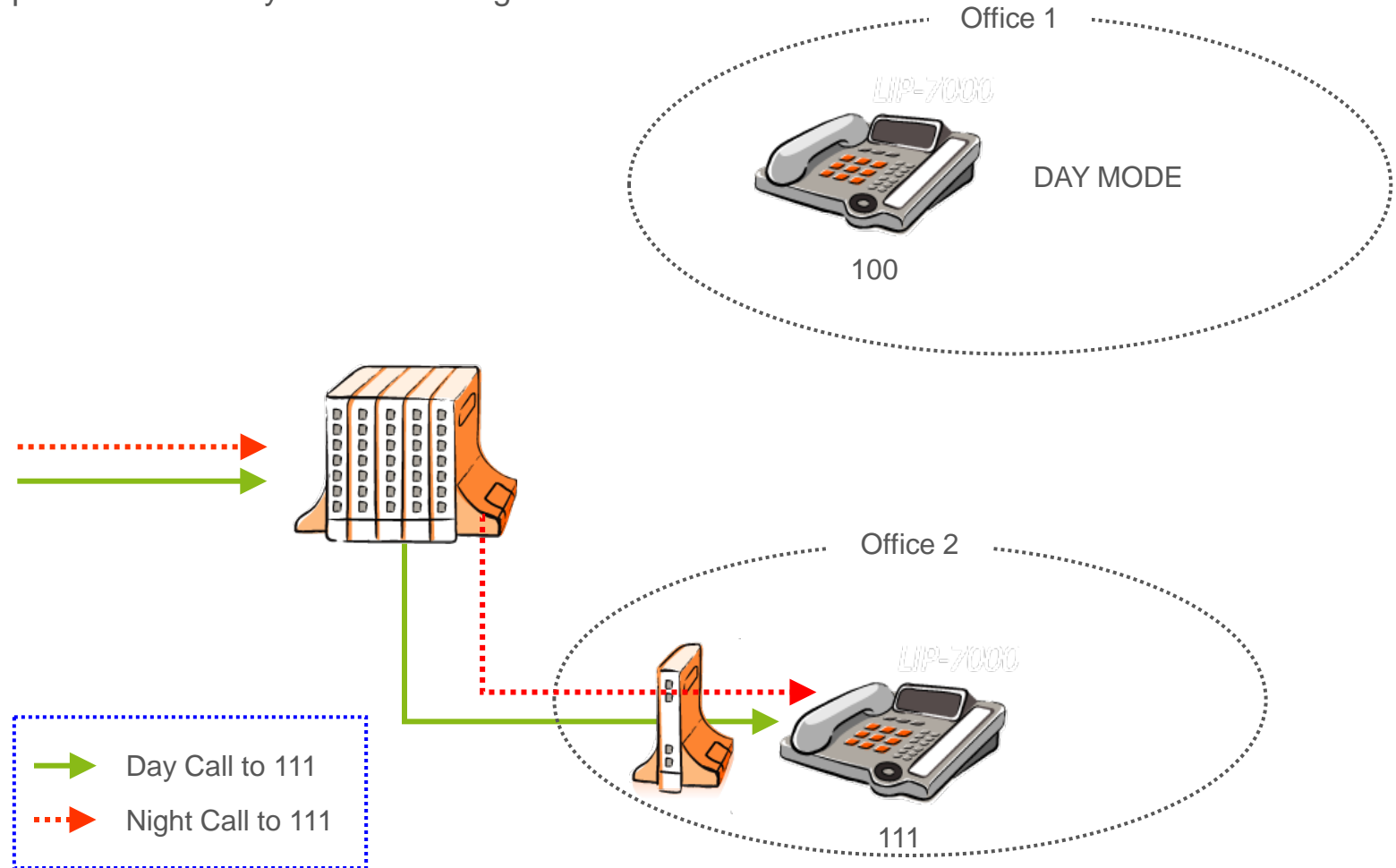
15. Auto Ring Mode using with DID Table – V

4. In practice : Tenancy1 attendant ring mode is Auto Ring mode



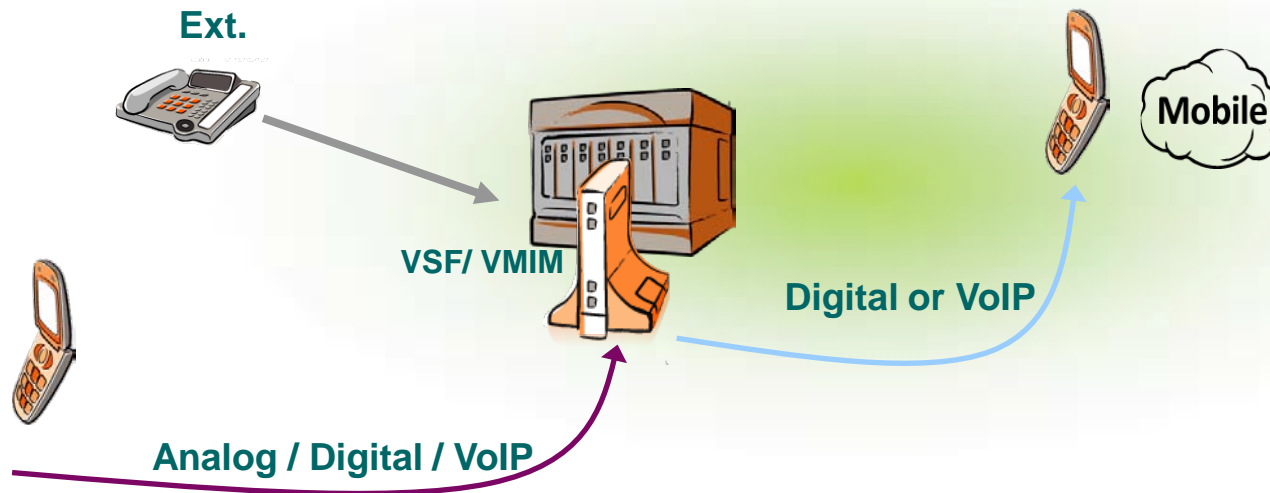
15. Auto Ring Mode using with DID Table – VI

5. In practice : Tenancy1 attendant ring mode is DAY mode



16. Outbound Message Notification – I

Description



- The VSF and VMIM are able to dial an external number to notify a user of a new voice message.
- When a caller leaves a message with notification configured, the system places a call to the registered mobile extension.
- When the user answers, the extension prompt is played followed by the new message prompt.
 - “Extension XXX, You have xx new messages”
 - “Enter Password”
- When password matched, VSF/VMIM connects the external called party to the VSF/VMIM mailbox and plays the main menu, allowing the user to retrieve messages.
- The system will retry the notification until the notification is successful or the number of call attempts reaches the Retry count.

16. Outbound Message Notification – II

Programming

[Mobile Extension Table]

Save

Station Order : [1- 50][51- 100][101- 150][151- 200][201- 250][251- 300]

Index	STA	PGM Auth	Access Auth	Hunt Enable	VSF/VMIM Notify	Notify Retry (1-9)	Retry Interval (1-3 Min)	CO Group	Telephone Number	CLI Numl
1	100	<input type="text" value="Disable"/>	<input type="text" value="Disable"/>	<input type="text" value="Disable"/>	<input type="text" value="Use"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>
2	101	<input type="text" value="Disable"/>	<input type="text" value="Disable"/>	<input type="text" value="Disable"/>	<input type="text" value="Use"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="0314504639"/>	<input type="text" value="0314504639"/>
3	102	<input type="text" value="Disable"/>	<input type="text" value="Disable"/>	<input type="text" value="Disable"/>	<input type="text" value="Not Use"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>

VSF/VMIM Notify	Enables outbound notification by the system when the VMIM/VSF has unheard messages.	Not Use Use	Not Use
Notify Retry	Defines the number of attempts the system will make to complete a notification when receiving busy/no-answer.	1 – 9 Times	3 Times
Retry Interval	Defines the time between notification attempts. If a notification fails, the system will retry after the timer expires.	1 – 3 Minute	3 Minute
CO Group	CO group used to call (ring) the mobile extension.	00~72 or 00~20	01
Telephone Number	Telephone number or CLI of the Mobile extension.		Not assigned

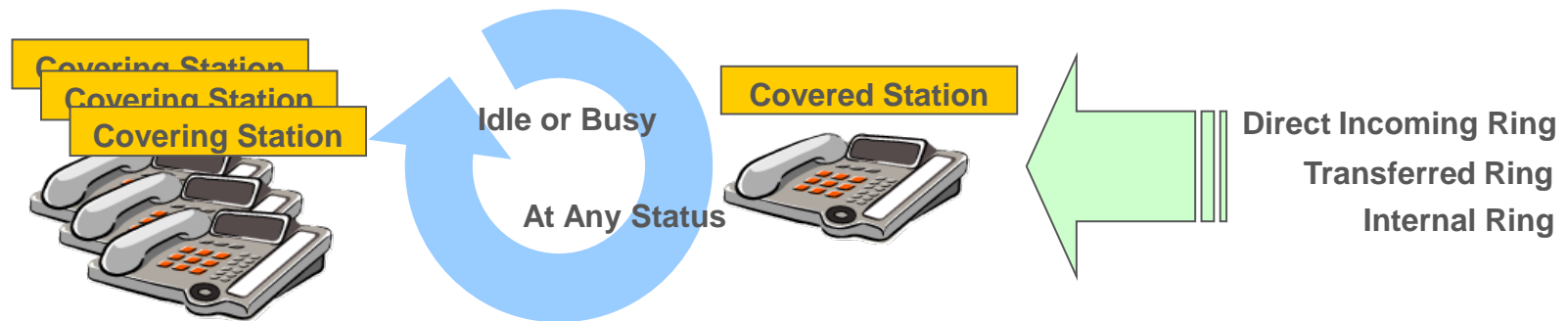
17. Call Coverage – I

Description

☞ The Call Coverage feature permits a station user to receive ring and answer calls at other stations. A Flex button is assigned at the covering station for calls to the covered station. A station can have multiple Call Coverage buttons each covering a different station and multiple stations can have a Call Coverage button for a single station.

This feature is employed to allow secretarial type coverage for other stations. When a covered station rings, the **{Call Coverage}** button LED will flash at the covering station and the station will receive the appropriate internal/external ring (immediate or delayed). The covering station can then answer the call using the **{Call Coverage}** button, terminating the ring at other stations. Once answered, the LED of the Call Coverage button at any other covering LIP Keypad extinguishes. .

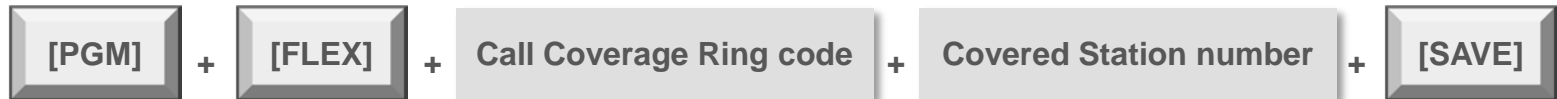
- Call Coverage feature was only for idle station who does not pick-up the call.
- Now it is available for busy-status station, too.
- It will be available for Link-Paired Stations.



17. Call Coverage – II

Condition/Operation

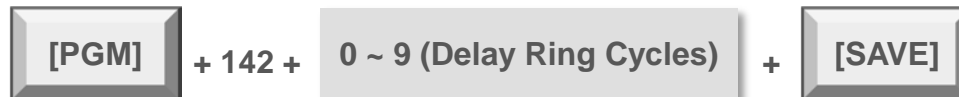
 To assign {Call Coverage} button the covering station.(PGM 107-F15)



 To set Call-Coverage Attributes at the covered station Call-Coverage Enable/Disable



 Call-Coverage Delay Ring Cycle



18. Emergency Call

Description

☞ Regardless of the station dialing restrictions (COS), the user may dial defined Emergency numbers.

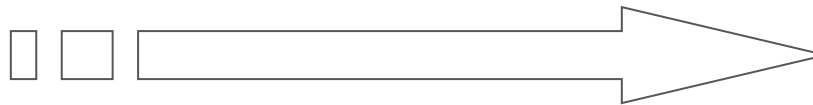
Condition/Operation

☞ Emergency number call overrides any COS restriction and process.



Dial '911' or '9-911'

Automatically seize a CO line and call '911'



PSTN /
ISDN

Programming

Emergency code table (PGM 226)

19. Attendant Features – I

Description

The iPECS -50 and 100 can have a maximum of 4 main Attendants.

Other iPECS systems have capacity for 5 main Attendants.

And the first main attendant is the system attendant.

Condition/Operation

ATTENDANT CALL/QUEUEING

- Any station calls Attendant by dialing Attendant Call Code(PGM107-Btn22).
- When an Attendant call experiences a busy, the call is queued to the Attendant group. The call will be delivered to the first available Attendant.

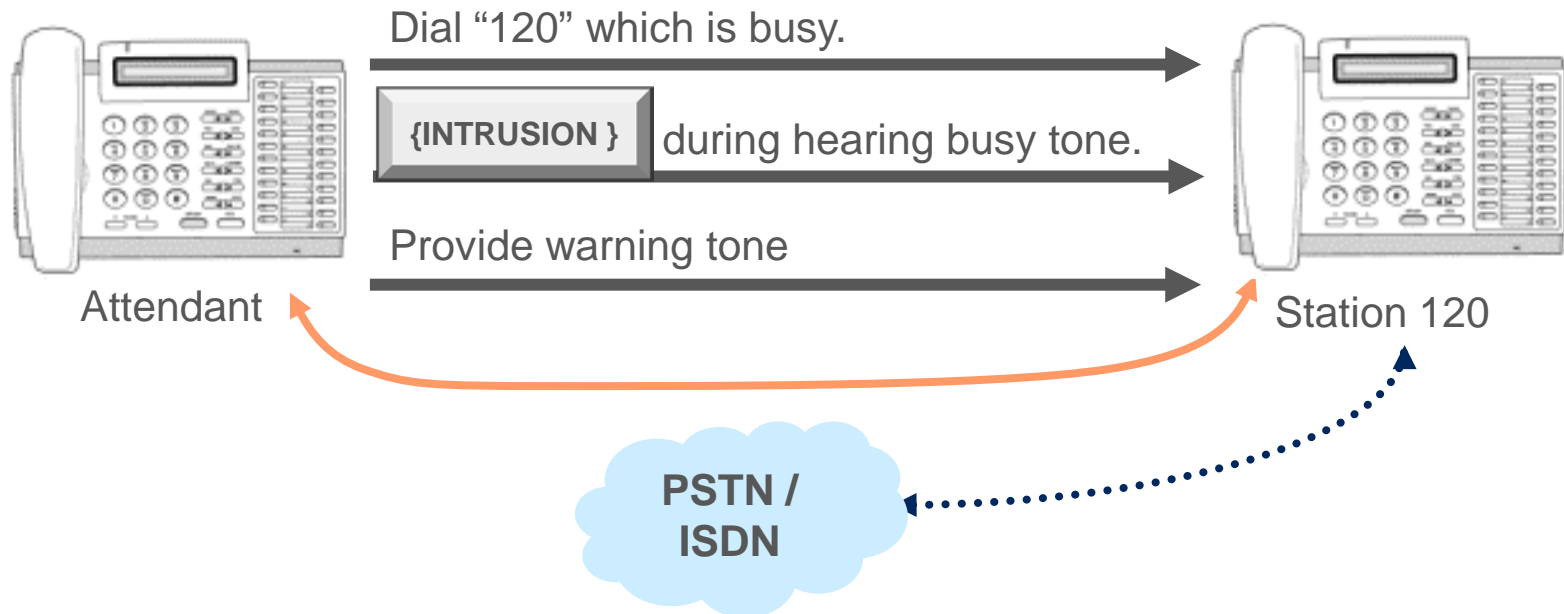
ATTENDANT RECALL

- Unanswered or forgotten CO lines are recalled to the designated attendant station.
- Programming (System Base)
 - 1) ATD Recall Tmr (PGM180, BTN1, 00 - 60 (1/1min))
 - 2) I-Hold Recall Tmr (PGM180, BTN5, 000 - 600 (30/1sec))

19. Attendant Features – II

👉 ATTENDANT INTRUSION

- Attendant may intrude to any station talking with a CO Line, and converse with the station and the CO Line.
- Programming
 - 1) Privacy (PGM161, BTN3, ON/OFF)
 - 2) Privacy Warning Tone (PGM161, BTN4, ON/OFF)
 - 3) Override Privilege (PGM113, BTN4, EN/DIS))



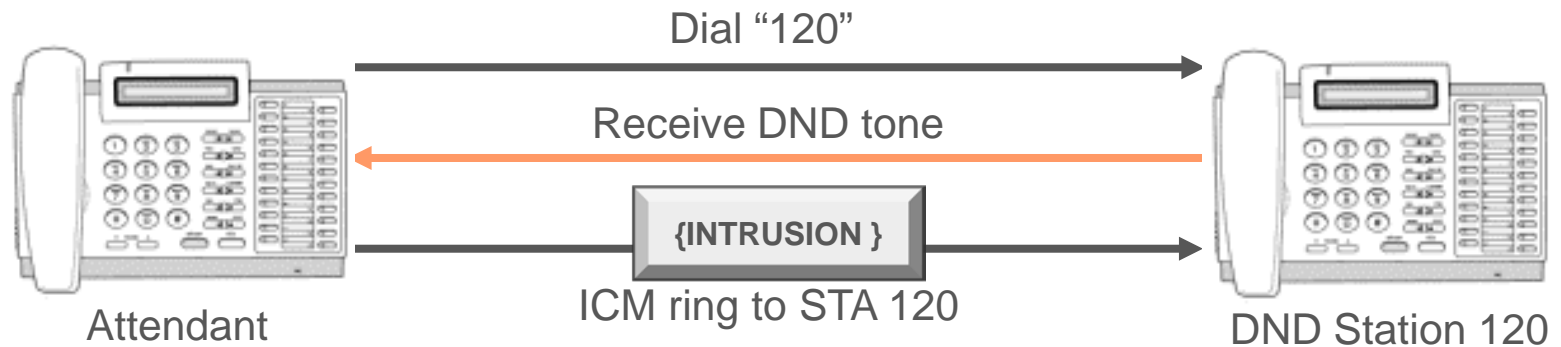
19. Attendant Features – III

- How to assign {Intrusion} button at ATD station?



👉 ATTENDANT OVERRIDE

- The attendant may override to any station in the DND mode.



19. Attendant Features – IV

☞ ATTENDANT DISABLE CO/IP OUTGOING ACCESS

- System Attendant can enable or disable CO/IP lines from outgoing. Incoming call is not affected.

[PGM] + 072 + **{ CO # }**

☞ ATTENDANT CANCEL FEATURE

- Attendant can cancel the features - DND, Call Forward and Pre-selected message of other stations.

[PGM] + 052 + **Station Range**

☞ ATTENDANT REGISTRATION FEATURE

- LCD MSG (Pre-selected and Custom MSG) Registration

[PGM] + 051 + **Station Range** + **MSG #**

- STATION NAME Registration

[PGM] + 071 + **Station number** + **Name**

19. Attendant Features – V

👉 ATTENDANT CLOCK SET

- Set the Time/Date (System Clock) without entering the Admin Programming Mode.



👉 DAY/NIGHT/TIMED RING MODE

- The Attendant controls the system Ring Service mode changing from Auto Service Mode to Day, Night or Timed service mode. Based on the service mode selected, different ring assignments, COS and answering privileges are invoked for the system users



20. Alternate Attendant - I

Description


This feature allows an Alternate answer point while the Attendant station is in an unavailable mode. When in the unavailable mode, the next available Attendant in the Attendant group will receive Attendant calls and recalls.

Condition/Operation

 To enable/disable the attendant Unavailable feature:

- Dial the Attendant Unavailable code or Press the {Attendant Unavailable} button programmed.

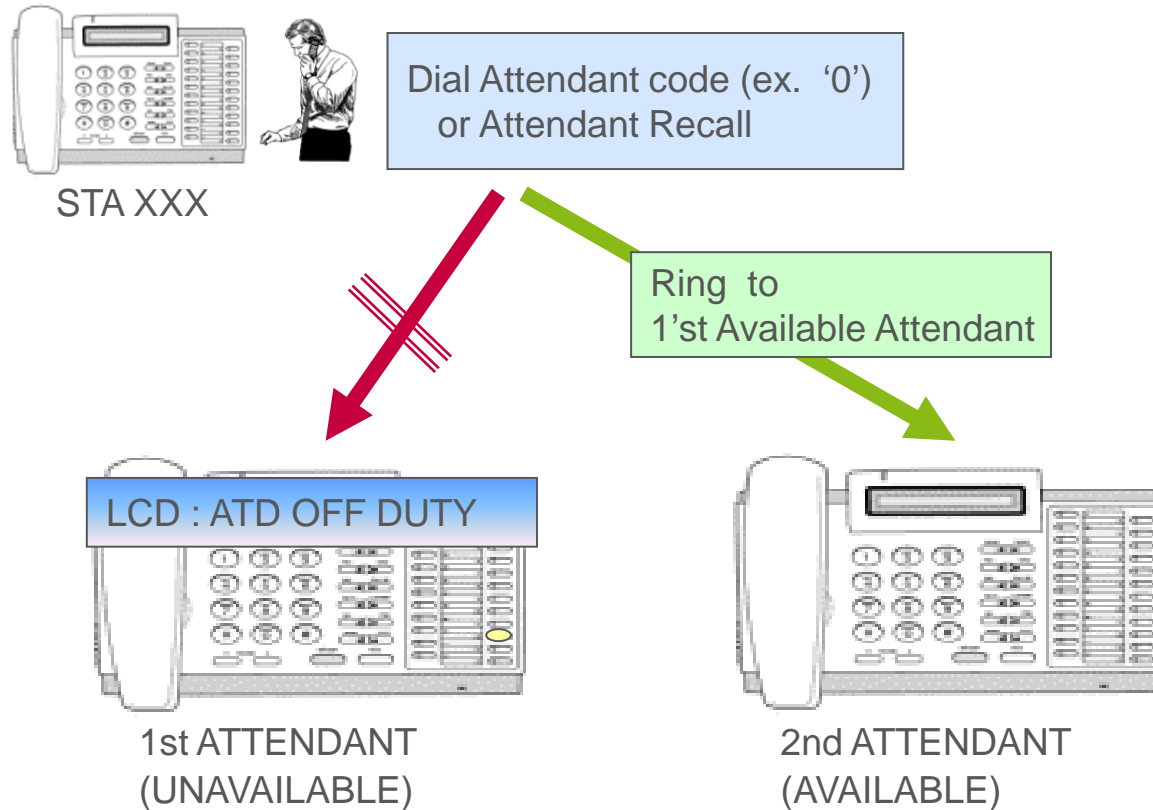
 The last left attendant station cannot activate this feature.

 This feature is canceled automatically when Call Forward feature is set on the attendant station.

To program { Attendant Unavailable } button(PGM 106-Btn20)



20. Alternate Attendant - II



21. LCR (Least Cost Routing) – I

Description

LCR is a system programmable feature that is automatically selected the least available expensive route when an outgoing CO call is made.

This programming eliminates the necessity for the user to dial the access code of the least expensive carrier.

Condition/Operation

- LCR can be applied to the following cases;
 - Normal outgoing call
 - Speed Dial / Off-net Call Forward
 - Redial (if the previous call is LCR applied)
 - ACNR (If the call is LCR applied when activating ACNR)

Programming

- PGM 220 : LCR Control Attributes
- PGM 221 : LDT Table
- PGM 222 : DMT Table
- PGM 223 : Initialize LCR DB

21. LCR (Least Cost Routing) – II

LCR Control Attributes – PGM 220

[Least Cost Routing Control Attribute]

Attribute	Value		Range
LCR Access Mode	Disable LCR		Disable LCR
Day Zone	Monday	Zone 1 ▼	Only Loop LCR Internal and Loop LCR Loop and Direct CO LCR Internal, Loop and Direct CO LCR Internal, Loop, Direct CO and Direct Loop LCR
	Tuesday	Zone 1 ▼	
	Wednesday	Zone 1 ▼	
	Thursday	Zone 1 ▼	
	Friday	Zone 1 ▼	
	Saturday	Zone 1 ▼	
	Sunday	Zone 1 ▼	
Time Zone1	Time Of Day Zone 1	0 - 24	00-24
	Time Of Day Zone 2	-	00-24
	Time Of Day Zone 3	-	00-24
Time Zone2	Time Of Day Zone 1	0 - 24	00-24
	Time Of Day Zone 2	-	00-24
	Time Of Day Zone 3	-	00-24
Time Zone3	Time Of Day Zone 1	0 - 24	00-24
	Time Of Day Zone 2	-	00-24
	Time Of Day Zone 3	-	00-24

21. LCR (Least Cost Routing) – III

LDT (Leading Digit Table) – PGM 221

Index	Value		Range
0	LCR Type	BOTH ▾	
	Compared Digits	<input type="text"/>	MAX 12 Digits (Include '*' and '#')
	Check Password	OFF ▾	
	DMT 1	<input type="text"/>	Must be 6 Digits
	DMT 2	<input type="text"/>	Must be 6 Digits
	DMT 3	<input type="text"/>	Must be 6 Digits

LCR Type

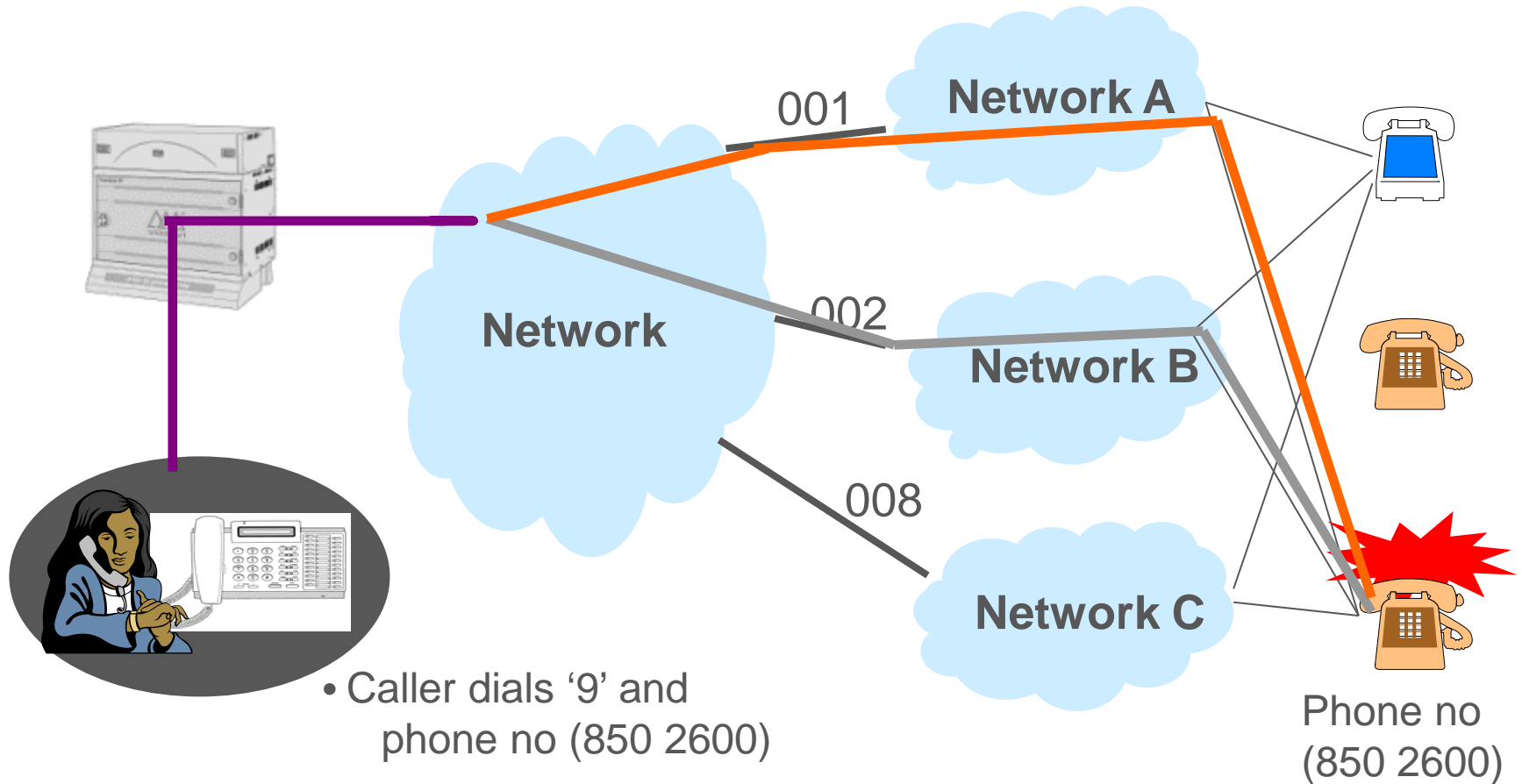
- BOTH(1) : look up this entry for both Internal and External dialing
- INT(2) : look up this entry for internal dialing
- COL(3) : look up this entry after dialing CO Access Code

21. LCR (Least Cost Routing) – IV

DMT (Digit Modification Table) – PGM 222

Index	Value		Range
0	Add Digits	<input type="text"/>	MAX 25 Digits (Include '*', '#' and following characters) D : Tone Detect, P : Pause, F : Billing STN
	Removal Position	<input type="text" value="1"/>	01-12
	Number of digits to be removed	<input type="text" value="0"/>	00-12
	Add Position	<input type="text" value="1"/>	01-13
	CO/IP Group	<input type="text" value="1"/>	01-21
	Alternative DMT Index	<input type="text"/>	00-99
	Networking Number Plan Bin	<input type="text"/>	001-251
	SMDR code	<input type="text"/>	MAX 4 Digits (Include '*' and '#')

21. LCR (Least Cost Routing) – V



Assume LCR code is '9', the 001 network is least cost during the daytime, and the 002 network is least cost during the night

Caller dials same number and system routes it through least cost network

22. Caller Controlled ICM signaling

Description

- ☐ A IPKTU caller can temporarily change the answer mode of the called IPKTU from “Tone” to “Hands Free”, or from “Hands Free” to “Tone” by dialing a code (#).
- ☐ Mode change happens only one time while a user make intercom call.
- ☐ The caller IPKTU must have this feature enabled in Admin Programming.

Condition/Operation

To place a hands free answer mode intercom call :

1. Call to IPKTU which is a tone mode.
2. When user hears a ring back tone, dial Forced Mode Changed Code (‘#’)
3. Called party IPKTU stop ringing and speaker and microphone are activated. (Operated as hands free mode)

To place a intercom call in tone ring mode :


1. Call to IPKTU which is a privacy/hands-free mode.
2. When user hears a HFTB tone(confirm tone) but he can not hears called party voice, dial Forced Mode Change Code(“#”)
3. Called party IPKTU start ringing. (Operate as Ring mode)

Programming


PGM 111 – BTN 15 : Forced Hands Free Mode(Enable/Disable)

23. Answering Machine Emulation


Description

 When a call is sent to a voice mailbox, the station associated with that can press a preprogrammed button to listen to the caller leaving the voice mail message. If the mailbox owner decides to speak with the caller, he can press the preprogrammed button to be connected to the caller.

Condition/Operation

 In Silence Mode : When a call is routed to a VSF, only the LED will flashing to indicate the accessing.

To listen to the caller's voice → Press { **AME** } button

 In Speaker Mode : When a call is routed to a VSF, simultaneously the voice will be send on the speaker phone.

To stop listening and leave the caller in voice mail → Press [**SPEAKER**] button

To talk with the caller and record the conversation in voice mail → Press [**MUTE**] button

To answer the call and cancel the voice mail → Press { **AME** } button

Programming

To make { **AME** } button



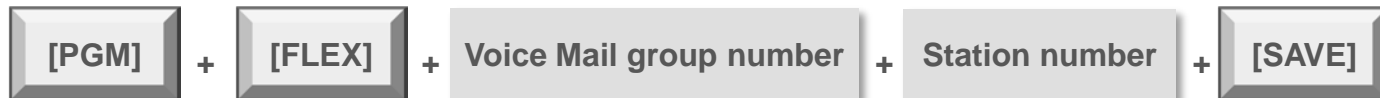
24. Multiple Voice mailbox Indication

Description

☞ A station may access any mail box and may assign Flex buttons to access any mail box. Moreover, a Flex button may be assigned to access the Voice Mail group, a specific mail box (station number). When assigned for Voice Mail access, the Flex button LED will indicate if new messages have been left in the assigned mail box.

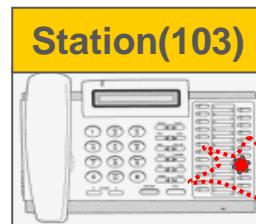
Condition/Operation

To make { Multiple Voice Mail Box Access } button;



To access a Voice Mail box;

1. Lift the handset or press the Speakerphone button
2. Press { **Multiple Voice Mail Box Access** } button,
3. Enter the Voice Mail box password.

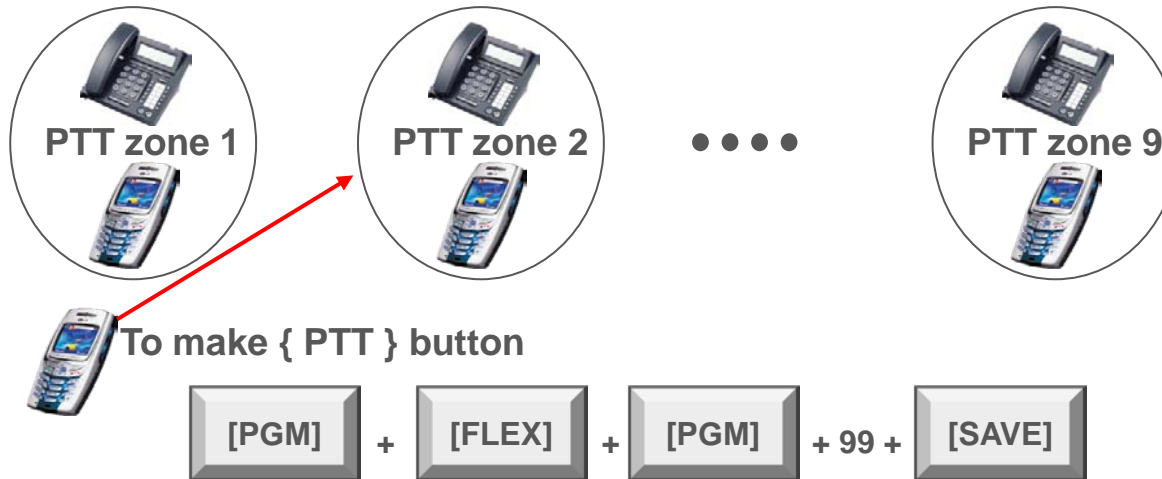


VSF Message Indication of station 102
(PGM + {Flexible button} + VSF Group# + "102" + SAVE)

25. Push To Talk (PTT)

Description

Any member of PTT group can make paging to the group during the PTT button is pressed.



To Login to the PTT group

Dial PTT login/out code and dial group number (1~9 and 0)

To place a page to the PTT group

Press { **PTT** } button

Confirm tone will be heard and can make paging at log-in PTT zone.

To Logout from the PTT group

Dial PTT login/out code and dial '*'

26. CO Line Preset Call Forward

Description

The Preset Call Forward Destination feature enables a CO line to initially ring at multiple stations and forward to a pre-determined destination. The destination can be a station, Voice Mailbox, ACD group, or Hunt group. Each CO line has a Preset Forward Timer. Each CO line also has a VMID field to allow sending of specific VM digits when a CO line forwards to a VM group(except VSF-VM Group). Calls ringing into ACD Groups or Voice Mail Groups continue to ring the group.

Condition/Operation

1. CO Line Preset Call Forwarding will not occur if initial ringing is to a group, e.g., ACD/UCD, VM, or hunt group.
2. CO Line Preset Call Forwarding overrides station call no answer forwarding.
3. If the preset forward timer is 0, there is no CO line preset call forward.
4. After the preset forward timer is expired, the call is routed according to Ring Table Index. (PGM 147, btn2).

Programming

CO PRESET Forward Attribute (PGM147)

BTN1 – PRESET Forward Timer

BTN2 – RING Table Index (This is an index of ICLID Ring Assignment Table)

BTN3 – VMID Field when the call is routed to VM group.

27. ICLID Routing

Description

The system can employ ICLID (Incoming Calling Line Id) to determine the routing of incoming external calls. Each CO/IP Line, including DID Lines, may be assigned to employ ICLID routing. The system will compare the received ICLID to entries in the ICLID Routing Table and, if a match is found, will route the call to the destination defined in the ICLID Ring Assignment Table. Destinations can be the VMIM/VSF, an external Voice Mail, a station or a station group.

An ACD group may be assigned to route calls employing the ICLID Tables. When configured, calls re-route based on the Caller Entered ICLID.

Condition/Operation

For analog CO Lines, the system will await receipt of valid ICLID for the ICLID Ring Timer.

Programming

Co Line Base	PGM 142, 14 th : ICLID Ring timer
ISDN Base	PGM 203 (ICLID Route Table) PGM 204 (ICLID Ring Assignment Table)
Station Group Base	PGM 191, 12 th : ACD ICLID Usage

28. Linked Pair – I

Description

Two stations can be linked with each other for one user. ICM number of those stations is only one number. If the user is busy in one of these two linked stations (busy, ICM-ringing or program mode) then the other linked station will not receive ring for CO lines, ICM calls.

When two stations are linked, the following functions are supported;

If one of two linked station receive ICM / DISA / did calls or Sys/Ex/Park/Xfer recall then the other linked station will receive ring together.

If one station in a linked pair assigns Call Forward, DND or pre-selected message then the other goes to the same state automatically. Also, if one station in a linked pair comes out of these states then the other become to come out.

Condition/Operation

Operation of this feature is automatic when programmed

If one of two linked stations is busy, the LCD of the other station will display “IN USE AT LINK STA”.

Programming

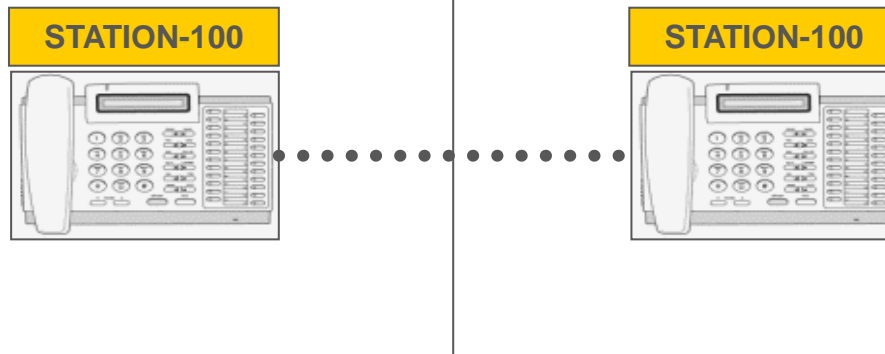
Station Base PGM 124 : LINKED STATION PAIR

28. Linked Pair – II

Method 1 – with MAC address

Linked Pair Station is not the source of the system.

The member of the system



< Registration >

ADM124 => MAC : XX XX XX XX XX XX

IP : Automatically assigned(if it need to fix, it's possible)

Type : It's used to choice SLT linked pair

< Delete >

ADM 124 => MAC delete. That's all.

28. Linked Pair – III

Method 2 – with previously registered station

System ID & Numbering Plans									
System ID(100)									
System&Device IP(102~103)									
CO GW Sequence Number(104)									
Flexible Station Number(105)									

STA									
1	4			1000	Phone (7024D)	197	001a7e005133	10, 192, 45, 10	
2	5			1001	Phone (8004D)	133	001a7ea3400c	10, 192, 45, 11	
3	6			1002	Phone (24B)	130	00405a017bc3	10, 192, 45, 12	
4	7			1003	Phone (8024D)	201	001a7ea3583c	10, 192, 45, 13	
5	8			1004	Phone (7016D)	196	00405a12b998	10, 192, 45, 14	

Station Data

- Station Type(110)
- Station Attributes(111~113)
- Station ISDN Attributes(114)
- Flex Buttons(115/129)
- Station COS(116)
- CO/IP Group Access(117)
- Internal Page Zone(118)
- Ptt Group Access(119)
- Preset Call Forward(120)
- Idle Line Selection(121)
- Station IP Attribute(122)
- Station Timer(123)
- Linked Station(124)**

[Linked Station]

Station Order : [1 - 50][51 - 100][101 - 150][151 - 200][201 - 250][251 - 300]

STA NUM	Mac Addr	IP Addr	Router IP Addr	Station Type	NET	ARP	Register	Codec	Slave STA Num
1000				Not Defined	..	OFF	Multicast	System	
1001				Not Defined	..	OFF	Multicast	System	1002
1002				Not Defined	..	OFF	Multicast	System	
1003				Not Defined	..	OFF	Multicast	System	
1004				Not Defined	..	OFF	Multicast	System	
1005				Not Defined	..	OFF	Multicast	System	
1006				Not Defined	..	OFF	Multicast	System	
1007				Not Defined	..	OFF	Multicast	System	
1008				Not Defined	..	OFF	Multicast	System	

Save

- Idle Line Selection(121)
- Station IP Attribute(122)
- Station Timer(123)
- Linked Station(124)**
- Station ICM Group (125)
- Station SIP Attributes(126)
- Station Name Display
- Station Data Copy

[Linked Station]

Station Order : [1 - 50][51 - 100][101 - 150][151 - 200][201 - 250][251 - 300]

STA NUM	Mac Addr	IP Addr	Router IP Addr	Station Type	NET	ARP	Register	Codec	Slave STA Num
1000				Not Defined	..	OFF	Multicast	System	
1001	00405A017BC3	10.192.45.12	0.0.0.0	IPKTU	..	OFF	Multicast	System	1002
1002				Not Defined	..	OFF	Multicast	System	1001
1003				Not Defined	..	OFF	Multicast	System	

Save

STA1002 is linked pair station of STA1001

28. Linked Pair – IV

Method 3 – with Station User Login

System ID & Numbering Plans

System ID(100)

System&Device IP(102~103)

CO GW Sequence Number(104)

Flexible Station Number(105)

Networking Data

RSGM Data

Tnet Data

Zone Data

Device Login

Remote device Register(442)

Station User Login(443)

Networking Data

RSGM Data

Tnet Data

Zone Data

Device Login

Remote device Register(442)

Station User Login(443)

Preset Call Forward(120)

Idle Line Selection(121)

Station IP Attribute(122)

Station Timer(123)

Linked Station(124)

Station ICM Group (125)

Station SIP Attributes(126)

Station Name Display

Station Data Copy

Board Based Data

STA

Index	Registered Number	Linked	ID	Password	Zone	Desired Number	Nation	Language
1	4	<input type="checkbox"/>	1000	Phone (7024D)	197	001a7e005133	10,192,45,10	
2	5	<input type="checkbox"/>	1001	Phone (8004D)	199	001a7ea3486c	10,192,45,11	
3	6	<input type="checkbox"/>	1002	Phone (24B)	130	00405a017bc3	10,192,45,12	
4	7	<input type="checkbox"/>	1003	Phone (6024D)	201	001a7ea3583c	10,192,45,13	
5	8	<input type="checkbox"/>	1004	Phone (7016D)	196	00405a12b998	10,192,45,14	

[Station User Login]

Index : [1- 50][51- 100][101- 150][151- 200][201- 250][251- 300]

Index	Registered Number	Linked	ID	Password	Zone	Desired Number	Nation	Language
1			test	123	1	1004	U.S.A	English
2					1		U.S.A	English
3					1		U.S.A	English

[Station User Login]

Index : [1- 50][51- 100][101- 150][151- 200][201- 250][251- 300]

Index	Registered Number	Linked	ID	Password	Zone	Desired Number	Nation	Language
1	1004	S	test	123	1	1004	U.S.A	English
2					1		U.S.A	English
3					1		U.S.A	English

[Linked Station]

Station Order : [1- 50][51- 100][101- 150][151- 200][201- 250][251- 300]

STA NUM	Mac Addr	IP Addr	Router IP Addr	Station Type	NET	ARP	Register	Codec	Slave STA Num
1000				Not Defined	..	OFF	Multicast	System	
1001				Not Defined	..	OFF	Multicast	System	
1002				Not Defined	..	OFF	Multicast	System	
1003				Not Defined	..	OFF	Multicast	System	
1004	0011090209D4	192.168.123.17		Virtual Phone	..	ON	Unicast	System	

ID "test" will be registered as linked pair slave station of STA1004

29. Hot Desk

Description

A user login to a station that is assigned for dummy station, the user can use own's configuration (admin, main box, COS and etc), All kinds of configuration follow the login user.

Several user can share one physical extension.

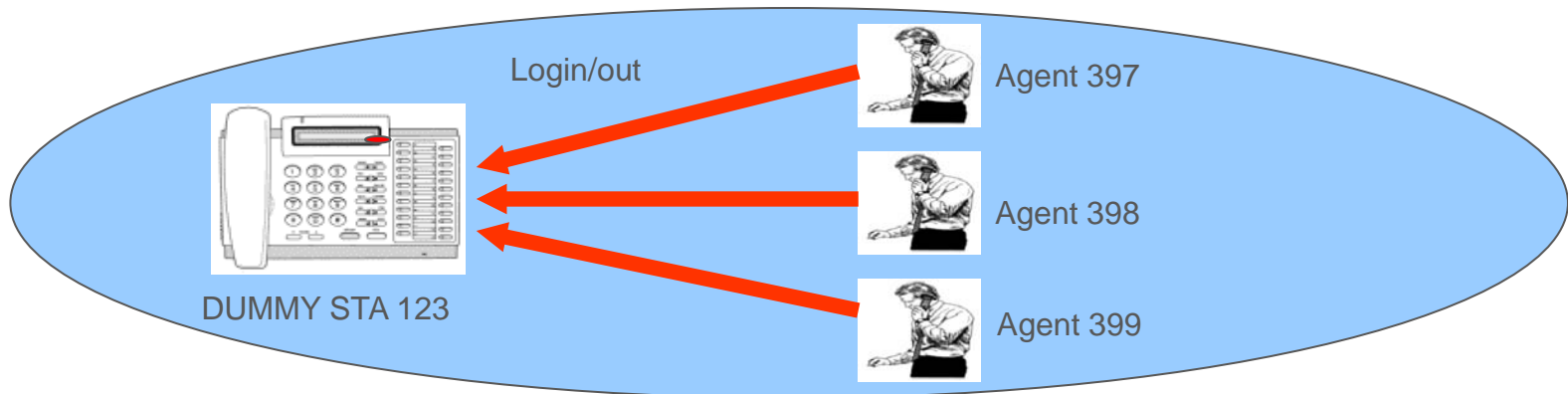
Condition/Operation

- ☞ To Login : Press [SPEAKER] button at the dummy station or Login code [PGM] + '*' + '0'
- ☞ To Logout : Press Logout code [PGM] + '*' + '*' at the agent station.
- ☞ Total number of user is restricted by system station capacity (PGM250).

Capacity = Total number of dummy station + Total number of hot-desk user
+ Total number of normal station

Ex) Normal Station(50) + Dummy station(50) ➔ 100 physical stations

The possible number of hot desk user is 200 (300 – 100)






30. Mobile Extension

Description

A mobile user is able to use the phone as extension of LIK system. So he can receive the incoming call and make the outgoing call when a user registers the mobile phone number to LIK system.

Condition/Operation

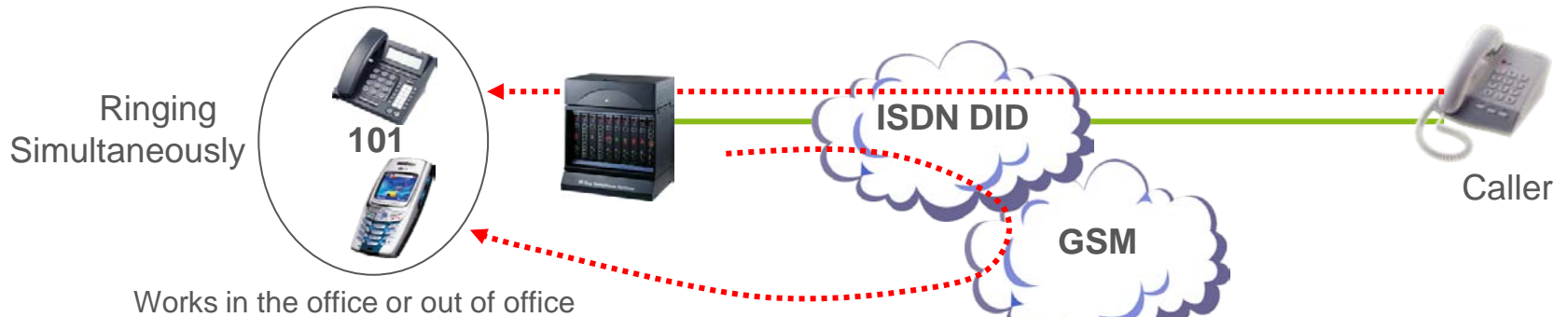
-  To register the mobile extension number in KTU
Press the [PGM] + 37 and dial the mobile number and [SAVE].
-  To activate(deactivate) Mobile extension feature.
Press the [PGM] + 38 and dial the '1' to activate, or '0' to deactivate and [SAVE].
-  This feature is applied to only ISDN DID Line.

Programming

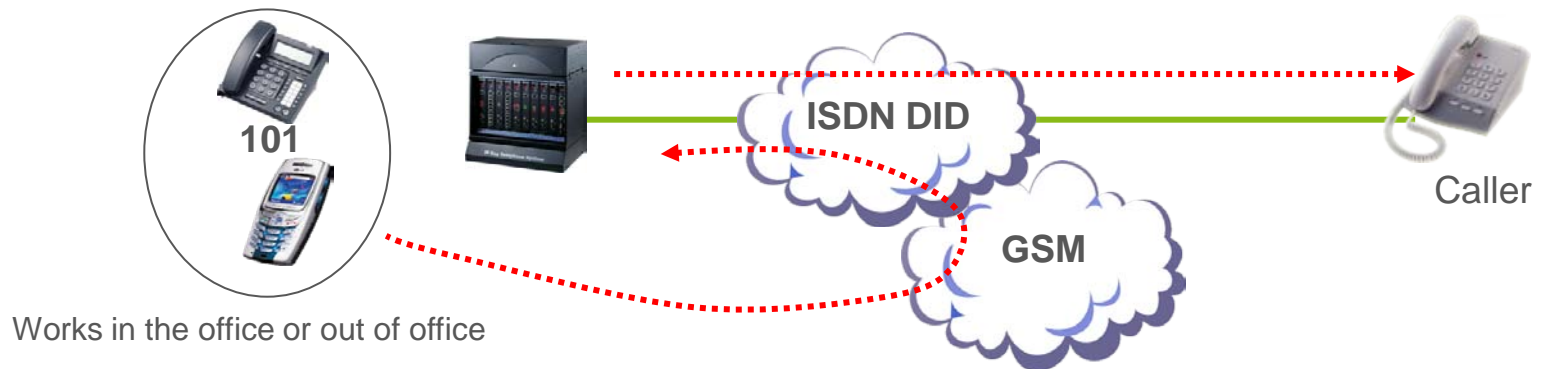
PGM 236 : Mobile extension register

30. Mobile Extension

1) Incoming/Transferred calls routed to both desk phone and mobile phone simultaneously



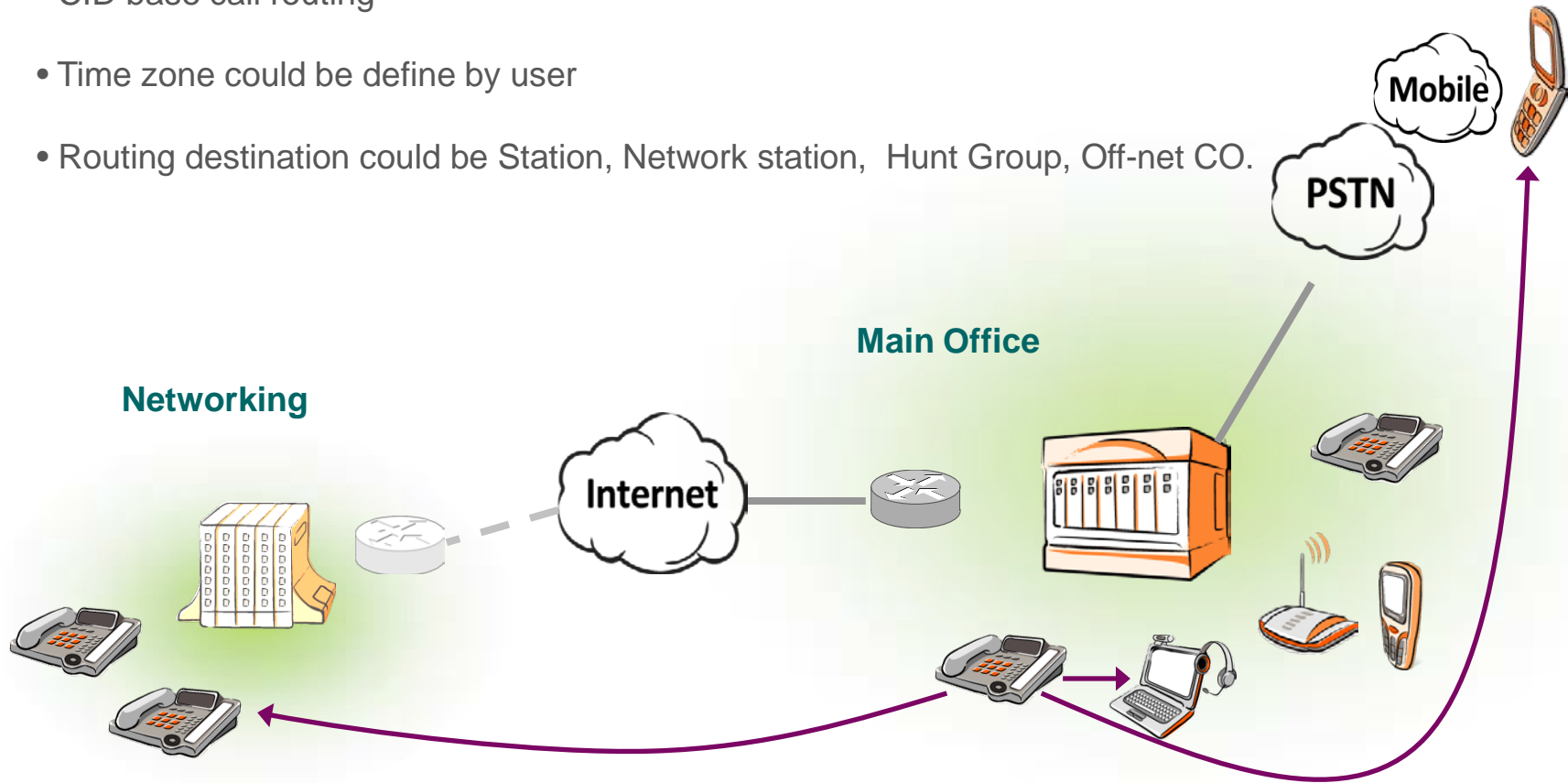
2) Outgoing calls can be placed using registered mobile phone



31. Station ICR – I

Description

- Individual Call Routing
- CID base call routing
- Time zone could be define by user
- Routing destination could be Station, Network station, Hunt Group, Off-net CO.



31. Station ICR – II

ICR Program

1. Create ICR Scenario

- Enter Station Program in iPECS web admin, and click Station ICR Scenario menu.
- Up to 10 scenarios can be established per each station.
- LIP keyset also support creating scenario. Press [PGM] + 2 + 4.

iPECS STA 1000

[Station ICR Scenario]

Idx	Attribute	Value	Range	Del
0	Caller ID	All Call	Max 23 Digits	
	Time Condition	Start Date: 2008/02/01 - End Date: 2008/02/29 MON <input checked="" type="checkbox"/> TUE <input checked="" type="checkbox"/> WED <input checked="" type="checkbox"/> THU <input checked="" type="checkbox"/> FRI <input checked="" type="checkbox"/> SAT <input type="checkbox"/> SUN <input type="checkbox"/> ALL <input type="checkbox"/> Holiday <input type="checkbox"/> Start Time: 0900 - End Time: 1800	YYYY/MM/DD format HH:MM (Must be 4 digits) 0000-2359	<input type="checkbox"/>
	Destination	Station Number : CO Value : Dial Digits 1002	Max 23 digits	
	Scenario Priority	0	0~9	
1	Caller ID	CO CID : 0104503639	Max 23 Digits	
	Time Condition	Start Date: 2008/01/01 - End Date: 2008/03/14 MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THU <input type="checkbox"/> FRI <input type="checkbox"/> SAT <input checked="" type="checkbox"/> SUN <input checked="" type="checkbox"/> ALL <input type="checkbox"/> Holiday <input type="checkbox"/> Start Time: 0800 - End Time: 2000	YYYY/MM/DD format HH:MM (Must be 4 digits) 0000-2359	<input type="checkbox"/>
	Destination	CO Group : CO Value 1 : Dial Digits 01023456789	Max 23 digits	
	Scenario Priority	2	0~9	

1) Caller ID :

- Specific station number
- All station
- Specific CID from CO
- All CO
- All Call (All Station + All CO)

2) Time Condition

- : Date range & Weekday & Time range
- cf) Holiday is SAT&SUN.

3) Destination :

- Station Number (include net station)
- Hunt Group
- CO Number

4) Scenario Priority

- : 0 is highest priority.

31. Station ICR – III

2. Activate ICR

- Click Call Forward menu.
- Select Call forward type (Unconditional, Busy, No answer, Busy/No answer) and select ICR as destination
- LIP keyset also support activating ICR. Press [SPEAKER] + [FWD] + fwd type(1-4) + ICR Numbering code(ex.587).
cf) ICR Numbering code exist in PGM109 – Button 13

Call Forward Type	Destination
<input type="radio"/> Cancel Call Forward	
<input checked="" type="radio"/> Unconditional Call Forward	ICR : <input type="text"/>
<input type="radio"/> Busy Call Forward	N/A : <input type="text"/>
<input type="radio"/> No Answer Call Forward	N/A : <input type="text"/>
<input type="radio"/> Busy / No Answer Call Forward	N/A : <input type="text"/>
<input type="radio"/> Incoming CO Off-net	CO or CO Group : <input type="text"/> Speed Dial : <input type="text"/>

Save

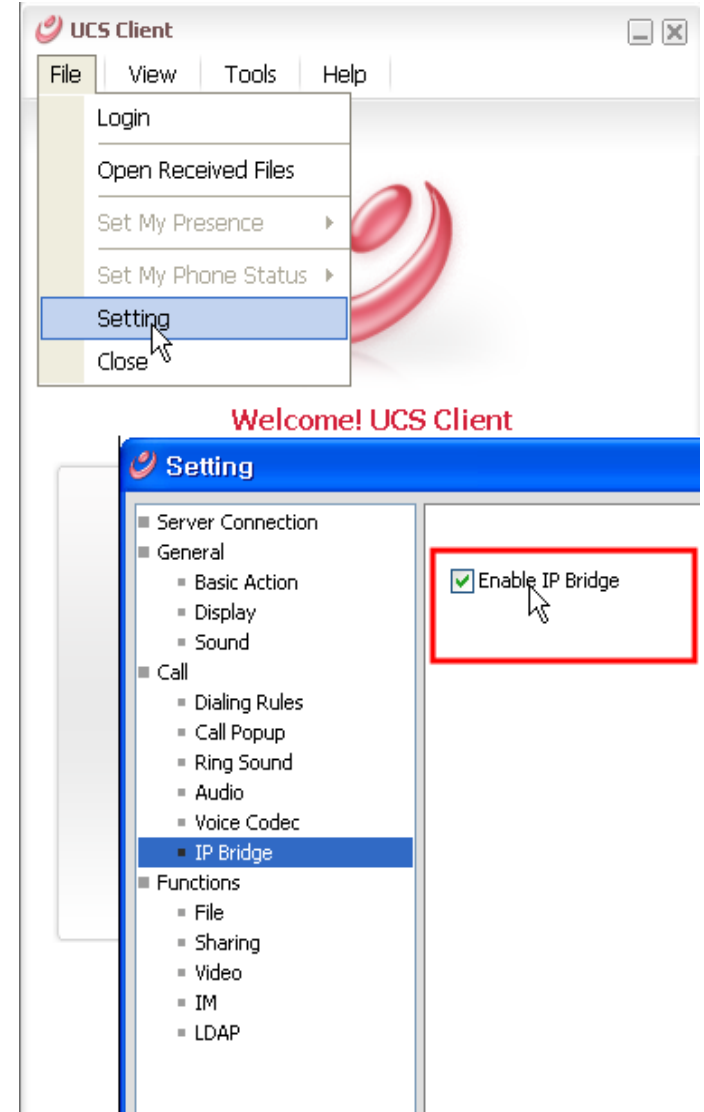
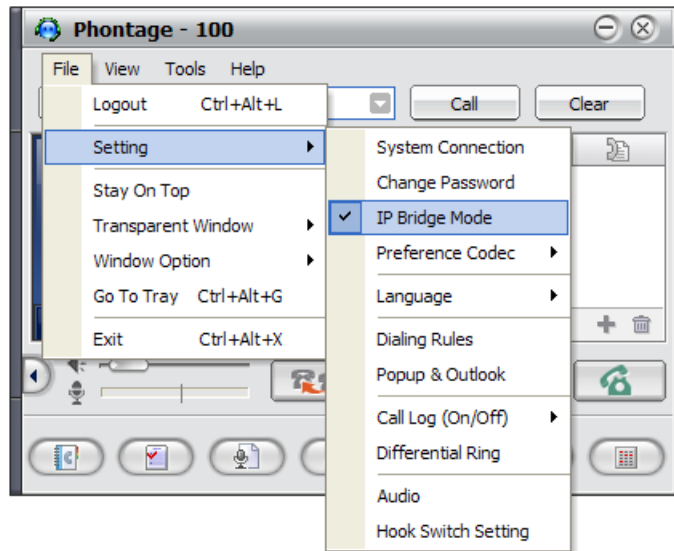
[Preset Call Forward]

32. IP Bridge – I

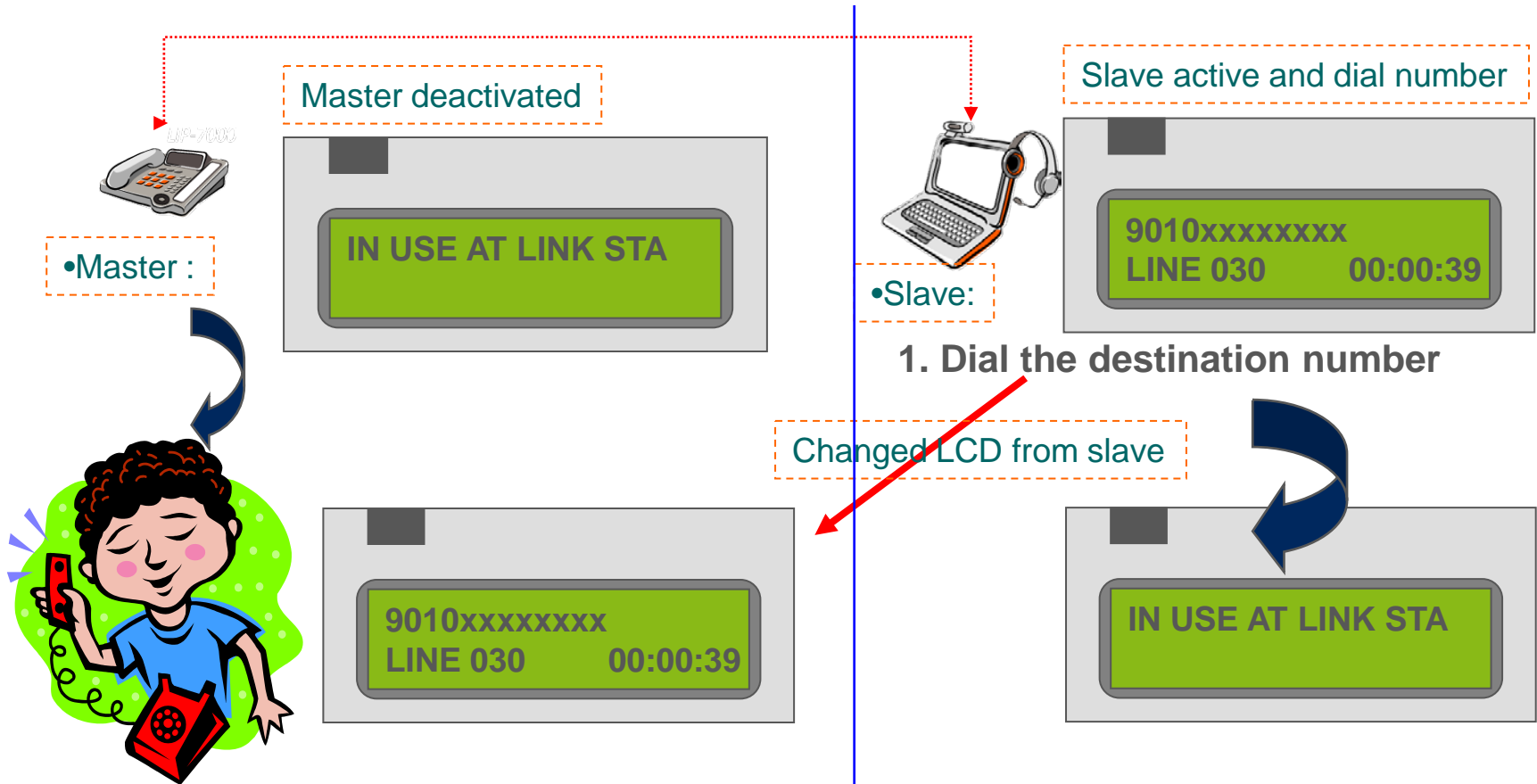
Description

Phontage and UCS client can automatically bridge the audio for a call to linked pair station.

• Setting IP Bridge in Slave



32. IP Bridge – II



33. Direct Inward Dialing (DID)

Description

A carrier service, known as Direct Inward Dial (DID), sends digits to the system so that the call may be routed directly to a specific station or system facility. Digits sent to the system are generally the last digits (3 or 4) dialed by the caller. DID service is available over analogue, digital, and packet networks. Analogue DID lines are limited to one-way incoming service and require special call-start signaling definition. ISDN lines can provide two-way, incoming DID and normal outgoing service, and require no special signaling.

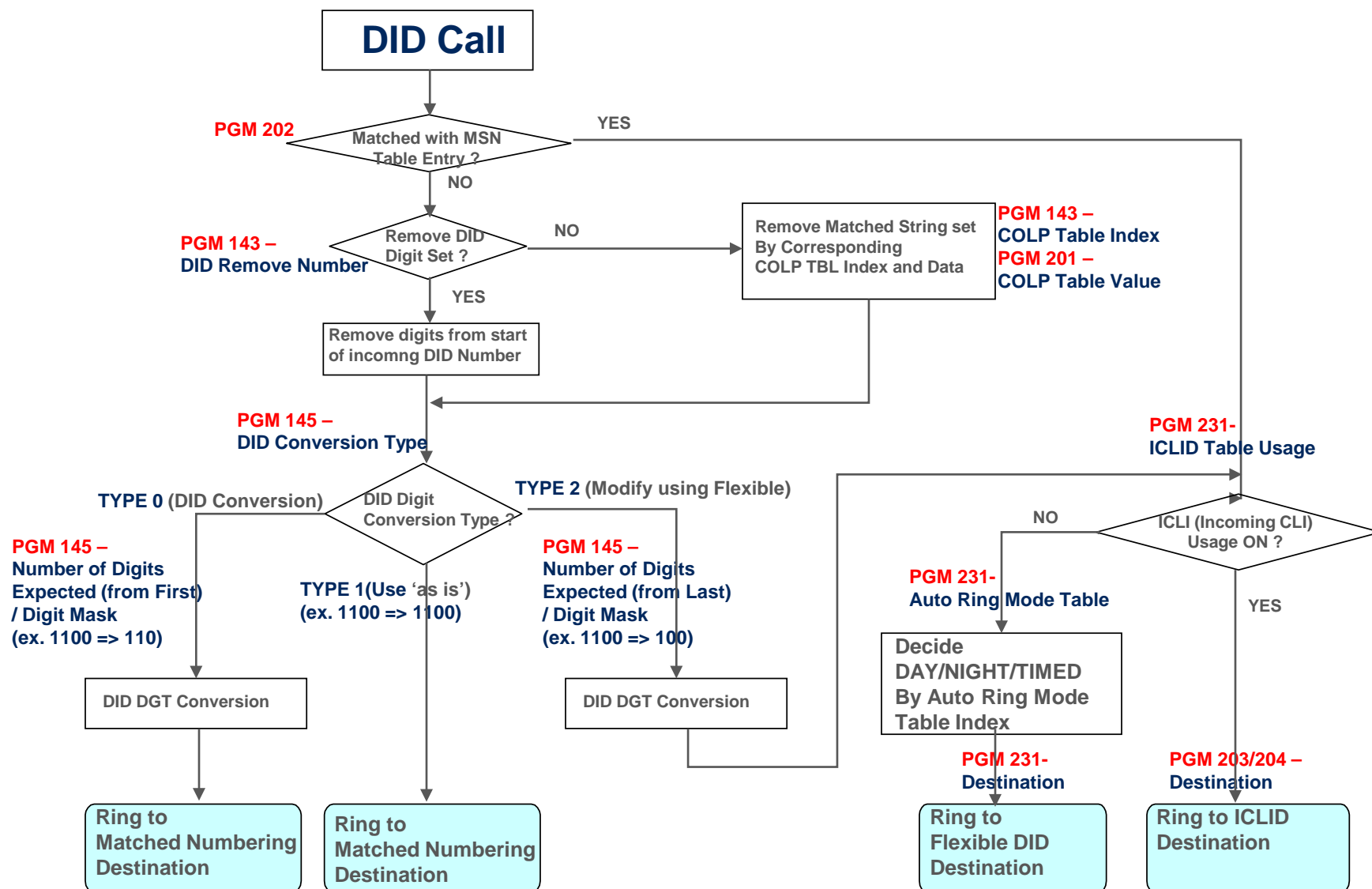
[Flexible DID Conversion Table]

Enter Index Range (0 - 999) : -

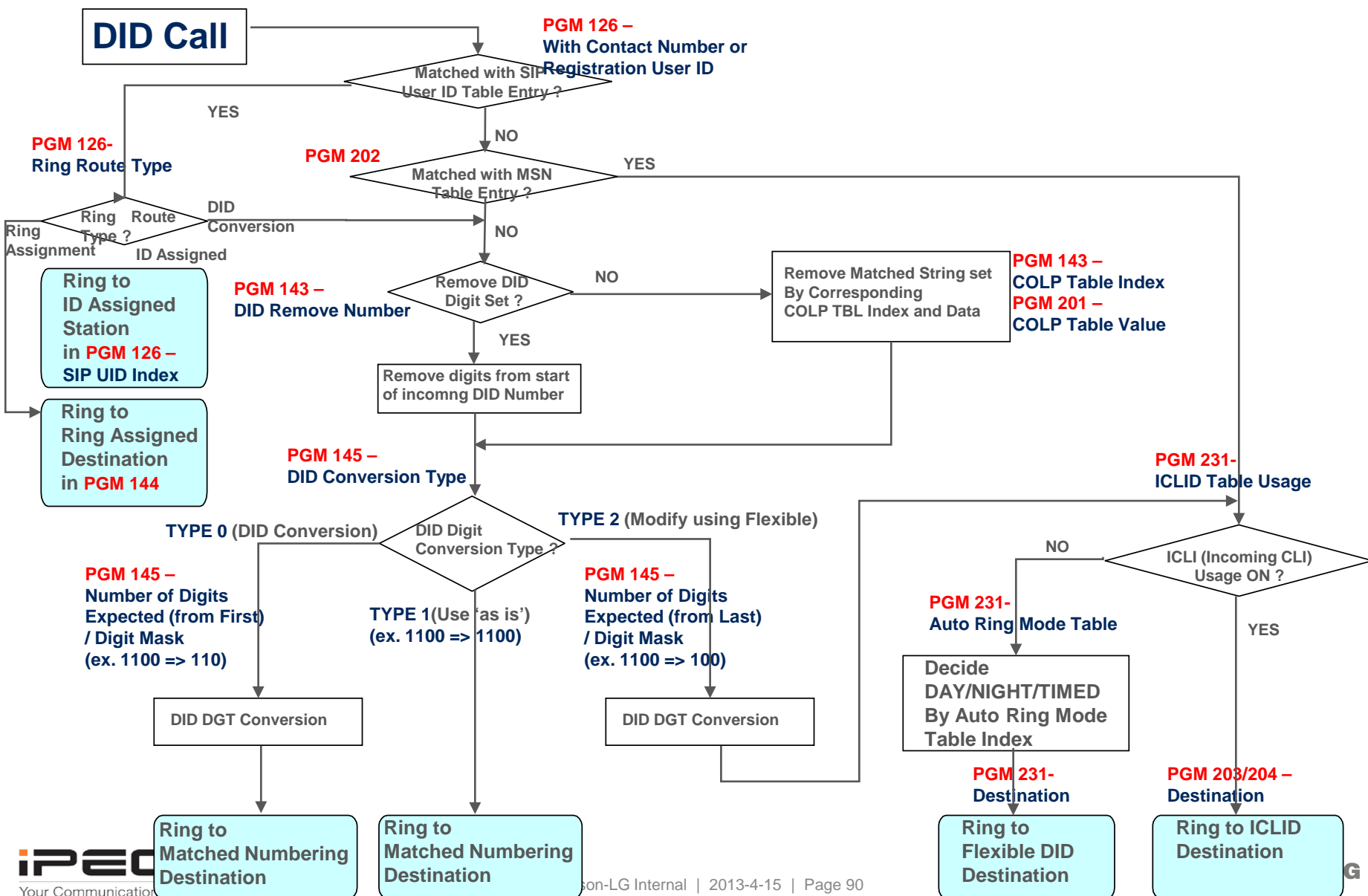
Index : 0 - 0

Attribute	Type	Value	VMID
Day Ring Mode Destination	N/A	<input type="text"/>	STA: <input type="text"/>
Night Ring Mode Destination	N/A	<input type="text"/>	STA: <input type="text"/>
Timed Ring Mode Destination	STA	<input type="text"/>	STA: <input type="text"/>
Reroute Destination	HUNT	<input type="text"/>	STA: <input type="text"/>
	SPD	<input type="text"/>	STA: <input type="text"/>
	PABX	<input type="text"/>	STA: <input type="text"/>
ICLID Table Usage	VSF	<input type="text"/>	<input type="text"/>
	VSF(#)	<input type="text"/>	<input type="text"/>
ICM Tenancy Group (Auto Ring Mode Table)	NET STA	<input type="text"/>	<input type="text"/>
	CONF ROOM	<input type="text"/>	<input type="text"/>
MOH	INT PAGE	<input type="text"/>	<input type="text"/>
	EXT PAGE	<input type="text"/>	<input type="text"/>
Ring Tone	ALL PAGE	0-12 (0:N/A)	<input type="text"/>
	VM	<input type="text"/>	<input type="text"/>
Name	ICLID TBL	<input type="text"/>	<input type="text"/>
	Company Directory	<input type="text"/>	<input type="text"/>
	Record VM Greeting	<input type="text"/>	<input type="text"/>

33. DID Incoming Call Routing - ISDN



33. DID Incoming Call Routing - SIP

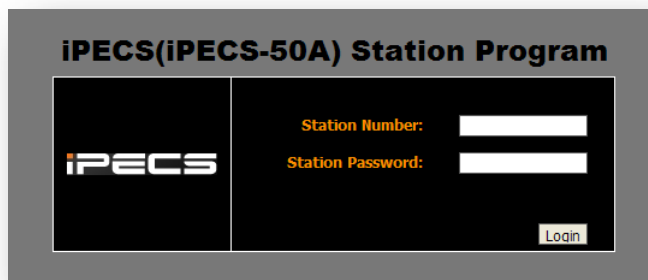


34. Conference Group – I

Web based Administration

1. Enter Station/System Conference Group

- Enter Station Number and Password, And then click to Conf Group and click the number of conf group.



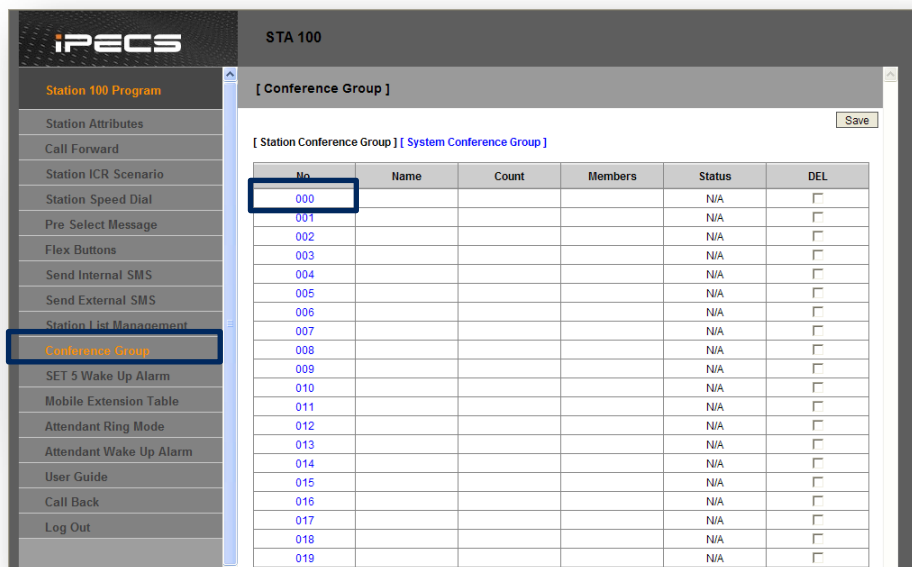
iPECS(iPECS-50A) Station Program

iPECS

Station Number:

Station Password:

Login



iPECS STA 100

[Conference Group]

[Station Conference Group] [System Conference Group]

Save

No	Name	Count	Members	Status	DEL
000				N/A	<input type="checkbox"/>
001				N/A	<input type="checkbox"/>
002				N/A	<input type="checkbox"/>
003				N/A	<input type="checkbox"/>
004				N/A	<input type="checkbox"/>
005				N/A	<input type="checkbox"/>
006				N/A	<input type="checkbox"/>
007				N/A	<input type="checkbox"/>
008				N/A	<input type="checkbox"/>
009				N/A	<input type="checkbox"/>
010				N/A	<input type="checkbox"/>
011				N/A	<input type="checkbox"/>
012				N/A	<input type="checkbox"/>
013				N/A	<input type="checkbox"/>
014				N/A	<input type="checkbox"/>
015				N/A	<input type="checkbox"/>
016				N/A	<input type="checkbox"/>
017				N/A	<input type="checkbox"/>
018				N/A	<input type="checkbox"/>
019				N/A	<input type="checkbox"/>

- If you want to save after setting, you can click the save button in right upper in station conf group.
- If you are not system attendant, you cannot see the save button for setting system conference group. That means you cannot control system conf-group except system attendant. Just you can look it.

34. Conference Group – II

2. Edit Station/System Conference Group

- Conf group has 7 attributes.

[Conference Group]

Save

[\[Station Conference Group \]](#) [\[System Conference Group \]](#)

Station Conference Group : 000

Attribute	Value	Range
Name	<input type="text"/>	0 - 12 chars
Password	<input type="text"/>	5 digits
Announcement	<input type="text" value="0"/>	00 - 70
Absent Supervisor Timer	<input type="text" value="0"/>	sec, 000 - 255
NO Answer Timer	<input type="text" value="0"/>	sec, 000 - 255
Retry Count	<input type="text" value="0"/>	00 - 10
Interval Timer	<input type="text" value="0"/>	sec, 000 - 255

Index	Type	CO Value	Dial Digit	Status
0	Station ▼	<input type="text"/>	100	Idle
1	Station ▼	<input type="text"/>	102	N/A
2	CO Line ▼	<input type="text" value="1"/>	0192348940	N/A
3	CO Group ▼	<input type="text" value="2"/>	0313828940	N/A
4	Loop ▼	<input type="text"/>	0542345687	N/A
5	Transit-out ▼	<input type="text" value="9"/>	648521451	N/A

- 1) Name : up to 12 character
- 2) Password : 5 digits are fixed and can be protect the group using password.
- 3) Announcement : we can choice the number of system announcements.
- 4) Absent Supervisor Timer : the conference group will be expired when supervisor was absent.
- 5) No Answer Timer : Conference call is expired in no answer after this timer.
- 6) Retry Count : If Co or Station of members are busy, conference call will retry it up to this count.
- 7) Interval Timer : We can control the interval of member call with this time.

- You cannot program first member of Conf-group because it's supervisor and itself in station conf-group.

34. Conference Group – III

3. Edit member of Conference Group

- Conf group members have 5 kinds of types.

[Conference Group]

Save

[Station Conference Group] [System Conference Group]

Station Conference Group : 000

Attribute	Value	Range
Name	<input type="text"/>	0 - 12 chars
Password	<input type="text"/>	5 digits
Announcement	<input type="text" value="0"/>	00 - 70
Absent Supervisor Timer	<input type="text" value="0"/>	sec, 000 - 255
NO Answer Timer	<input type="text" value="0"/>	sec, 000 - 255
Retry Count	<input type="text" value="0"/>	00 - 10
Interval Timer	<input type="text" value="0"/>	sec, 000 - 255

Index	Type	CO Value	Dial Digit	Status
0	Station ▼	<input type="text"/>	100	Idle
1	Station ▼	<input type="text"/>	102	N/A
2	CO Line ▼	<input type="text" value="1"/>	0192348940	N/A
3	CO Group ▼	<input type="text" value="2"/>	0313828940	N/A
4	Loop ▼	<input type="text"/>	0542345687	N/A
5	Transit-out ▼	<input type="text" value="9"/>	648521451	N/A

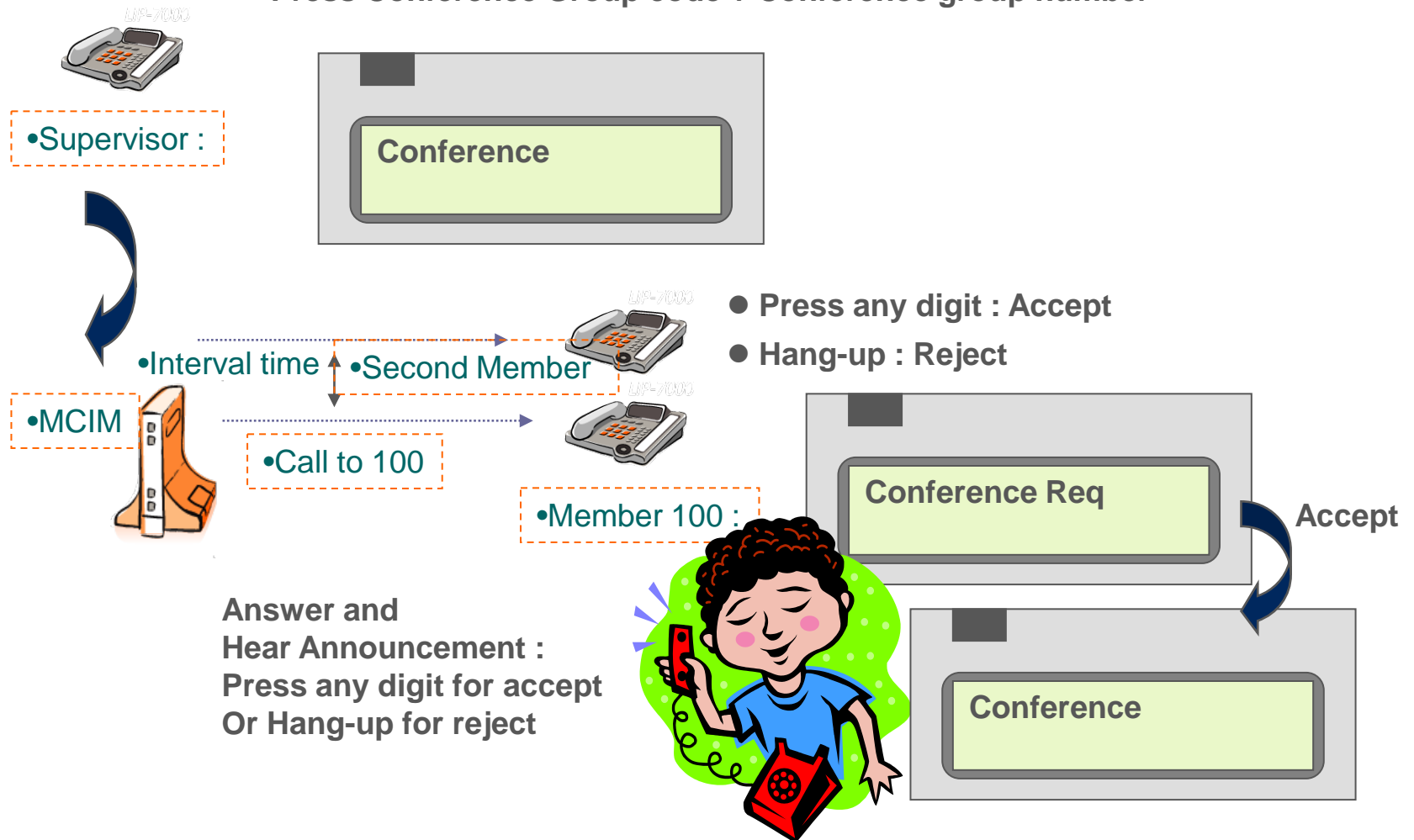
- 1) Station : Dial Digit is Station Number
- 2) CO Line : Co value is line number
- 3) CO Group : Co value is group number
- 4) Loop : Col value doesn't need
- 5) Transit-out : Co value is transit out code for networking

- You can program the number up to 32 because the MCIM max ports are 32 in P5.

34. Conference Group – IV

Operation

- Press Conference Group code + Conference group number



iPECS

Your Communications Solution