

# iPECS Cloud Portal

## User Guide



*If you have any questions related to the portal or how your handset works, please email [service@sirus-telecom.co.uk](mailto:service@sirus-telecom.co.uk) or call us on 0333 222 1133 to speak to our engineering team.*

## **Welcome to your iPECS Portal**

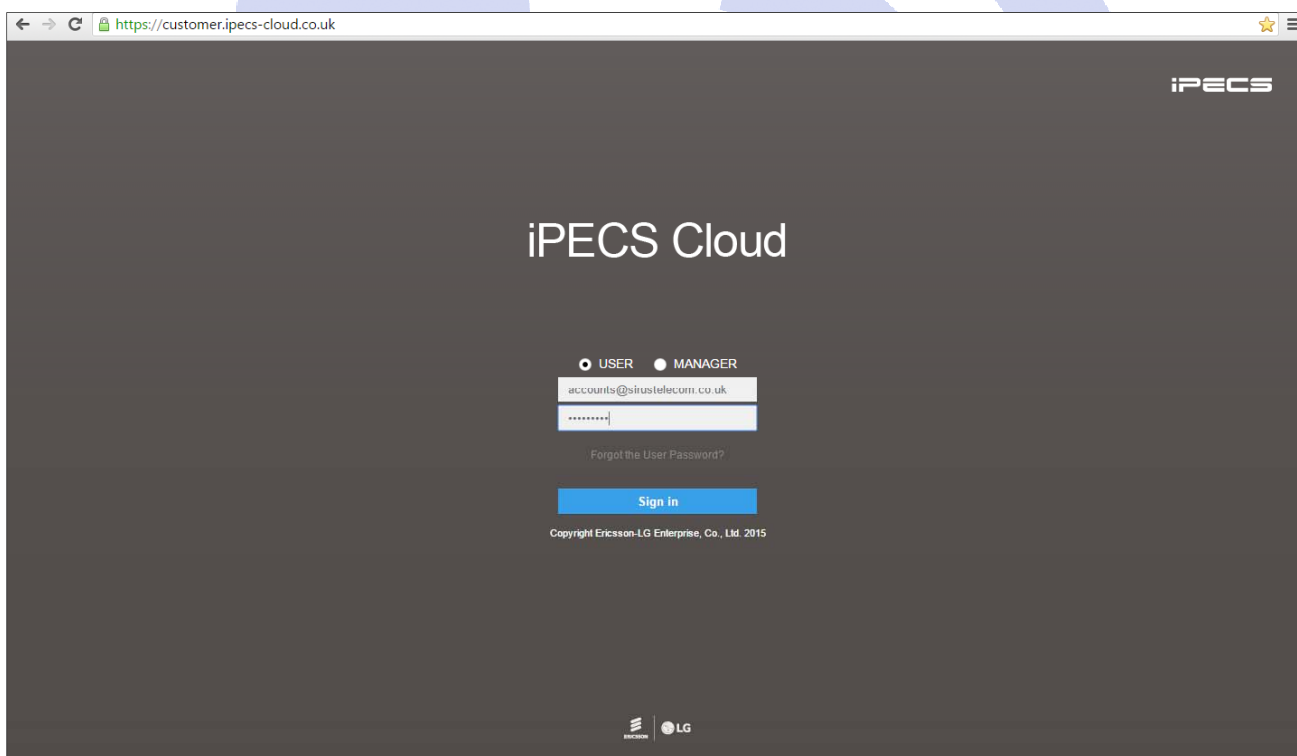
*Here you can manage your personal iPECS handset with just a few simple clicks!*

### **How to Log on**

To get started, open up your internet browser and enter **https://customer.ipecs-cloud.co.uk** in the address bar.

This will take you to the log in page. Select *User* and enter your username and password.

Your individual username and password would have been given to you by our installation engineers.



The screenshot shows a web browser window with the address bar displaying <https://customer.ipecs-cloud.co.uk>. The page content includes the iPECS logo in the top right corner and the title "iPECS Cloud" in the center. Below the title, there are two radio buttons for "USER" (selected) and "MANAGER". Underneath, there are two input fields: the first contains the email address "accounts@strustelecom.co.uk" and the second contains a masked password "\*\*\*\*\*". A link for "Forgot the User Password?" is positioned below the password field. A blue "Sign in" button is located at the bottom of the login form. At the very bottom of the page, there is a copyright notice: "Copyright Ericsson-LG Enterprise, Co., Ltd. 2015" and logos for Ericsson and LG.

## Home Page

Once logged in, you'll be directed straight to the *My Home* page.

The screenshot shows the 'My Home' dashboard for a user named 'Accounts Dept'. The dashboard is divided into several sections:

- My Phone & Feature:** Shows the phone number '102' and 'Accounts Dept'. It lists 'Outgoing Caller ID' (01134671693) and 'Direct Dial Call Number' (01134671695). There are toggle switches for 'Call Forward', 'Remote Office', 'Do Not Disturb', and 'Wake Up', all currently set to 'OFF'. The 'Device' is listed as '- LIP-9020' and the 'My Group' includes '- default', '- Main Group', '- Sales', and '- Main'.
- Latest Call History:** A table showing recent calls:

| Number      | Time        | Duration |
|-------------|-------------|----------|
| 01824319525 | 06-10 10:44 |          |
| 01824319525 | 06-10 10:44 |          |
| 01296326275 | 06-10 10:32 | (8 Min)  |
| 01695660684 | 06-10 10:26 | (27 Sec) |
| 01536272250 | 06-10 10:16 | (51 Sec) |
| 01296326275 | 06-10 10:13 | (1 Min)  |
| 101         | 06-10 10:11 | (0 Sec)  |
- Weekly Call Statistics:** A bar chart showing call statistics for the current week, with a dropdown menu set to 'This Week'. The x-axis represents the days of the week (Mon. to Sun.), and the y-axis represents the number of calls (0 to 1).
- Call Log:** A summary of call activity for 'Today':

| Category       | Count |
|----------------|-------|
| Incoming calls | 0     |
| Outgoing calls | 0     |
| Missed calls   | 0     |
- Voice Message:** A summary of message activity:

| Category       | Count |
|----------------|-------|
| Total Message  | 0     |
| Read Message   | 0     |
| Unread Message | 0     |

Here you'll see an overall view of your call statistics, call log and call history. You can also manage your handset and voicemail service here.

## Company Directory

Select **Company** from the list of options on the left hand side menu, and click **Company Directory**. Here you can add, modify and delete contacts and build a system-wide company directory. These will automatically update on your phones.

The screenshot shows the 'Company Directory' page. It features a search bar with a dropdown for 'First Name' and a 'Search' button. Below the search bar is a table titled 'Directory List' with the following columns: First Name, Last Name, Telephone, Mobile Number, Company, Department, and E-mail. The table contains three entries:

|   | First Name | Last Name | Telephone   | Mobile Number | Company        | Department | E-mail                   |
|---|------------|-----------|-------------|---------------|----------------|------------|--------------------------|
| 1 | Sirius     | Telecom   | 02380258900 |               |                |            |                          |
| 2 | Wayne      | Muddle    |             | 07740740295   | Sirius Telecom | Sales      | w.muddle@sirius-telecom. |
| 3 | Abc        | Abcd      | 07795155553 |               |                |            |                          |

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and a 'View 1 - 3 of 3' indicator. A 'Directory List Download' button is located at the bottom right of the page.

## Call Forward

To set up call forwarding, select **My Phone & Feature** then **Call Forward**. Here you can set calls to forward to another destination permanently, if your phone is busy or not answered at all.

Company My Home

My Phone & Feature

Group Summary

Phone Configuration

Call Forward

Do Not Disturb

Wake Up

Preset Call Forward

Mobile Extension

Remote Office

VoiceMail Schedule

Inbox

Call History

My Home Setting

My Information

Number 102 (Extension)

Call Forward Type Unconditional

Call Forward Service Time Always

Call Forward Customized Time 00 Hour 00 Min 00 Hour 00 Min

Call Forward Destination Digit 907740740295

No Answer Call Forward Time 3 sec(Max:30)

Modify Save Cancel

*Not Used – Call forward is off*

*Unconditional – Permanent call forward*

*Busy – Forwards calls when extension is busy*

*No Answer – Forwards calls when extension isn't answered after certain amount of seconds*

## Voicemail Message

This section allows you to manage your voicemail messages. You can delete them from here or even download them as a wav file to keep on record if you need to. Just type the telephone number into the search bar and press **search**.

Company My Home

My Phone & Feature

Inbox

Unified Message Box

Voicemail Message

Call Record Message

Call History

My Home Setting

My Information

Number 102 (Extension)

Unread

Caller Number

Date/Time 00 Hour 00 Min 00 Hour 00 Min

Duration 00 Hour 00 Min 00 Sec 00 Hour 00 Min 00 Sec

Search Download

Mail List

| Caller Number      | Start Time | End Time | Duration | Play | Down | Read Status |
|--------------------|------------|----------|----------|------|------|-------------|
| No records to view |            |          |          |      |      |             |

Delete

## Call History

The Call History section allows you to look at your calls in more detail. By using the filters, you can search for calls from certain dates, times or by call duration.

The screenshot shows the Sirius web interface. The left sidebar contains navigation options: Company, My Phone & Feature, Inbox, Call History, Call Summary (selected), Call Detail History, My Home Setting, and My Information. The main content area is titled 'My Home' and features a 'Call Summary' section with various filters. Below the filters is a table titled 'Call Summary by Extension List by Period' with the following columns: Extension number, Extension Name, Date / Time, Incoming Total, Incoming OK, Outgoing Total, Outgoing OK, Average Duration, and Duration. The table currently displays 'No records to view'.

## My Home Setting

In **My Home Setting**, you can re-arrange the *My Home* page by simply dragging and dropping different items. You can also use the Unused Items Area to take certain items out of the *My Home* page.

The screenshot shows the Sirius web interface with the 'My Home Setting' section active. The left sidebar is the same as in the previous screenshot. The main content area is titled 'My Home' and contains a 'My Home Setting' section. This section displays a grid of items that can be rearranged: 'My Phone & Feature', 'Latest Call History', 'Weekly Call Statistics', 'Call Log', and 'Voice Message'. To the right of this grid is an 'Unused Item Area'.

## My Information

Here you will see a general overview of your handset. You can modify the name of the extension, also your portal log in details and your voicemail password.

The screenshot shows a web browser window with the URL <https://customer.ipecs-cloud.co.uk>. The page title is "Sirius Dem Kit (Accounts Dept) Customer User". The Sirius logo is in the top left. A navigation menu on the left includes "Company", "My Phone & Feature", "Inbox", "Call History", and "My Home Setting". The "My Home Setting" section is expanded to show "My information".

The "My Information" section contains the following fields:

- ID \***: accounts@sirustelecom.co.uk
- Name \***: Accounts (Name) / Dept (Dept). Note: "This name is also used for phone display name."
- E-mail \***: [Empty field]
- Password \***: [Masked with asterisks]. Note: "At least 8 characters, Max 15 characters."
- Extension Password**: [Masked with asterisks]. Note: "MAX 12 Character"

The "Voicemail" section contains:

- Voicemail Password \***: [Masked with asterisks]. Note: "MAX 4 Character"
- E-mail Notification**: Text Only (dropdown)
- Play Order (Phone)**: Oldest First (dropdown)
- Voicemail Storage Usage / MAX**: 0.00 (MB) / Unlimited (MB)

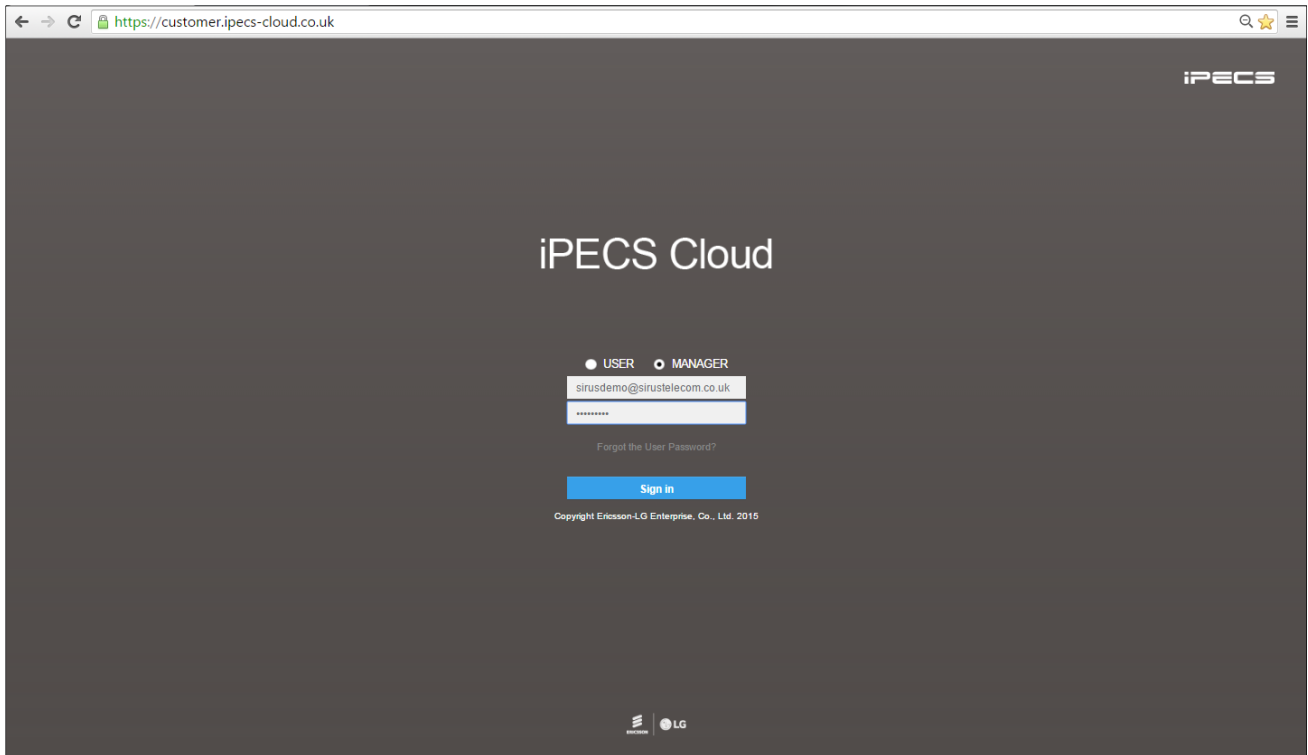
The "Call Record" section contains:

- Call Record Storage Usage / MAX**: 0.00 (MB) / Unlimited (MB)

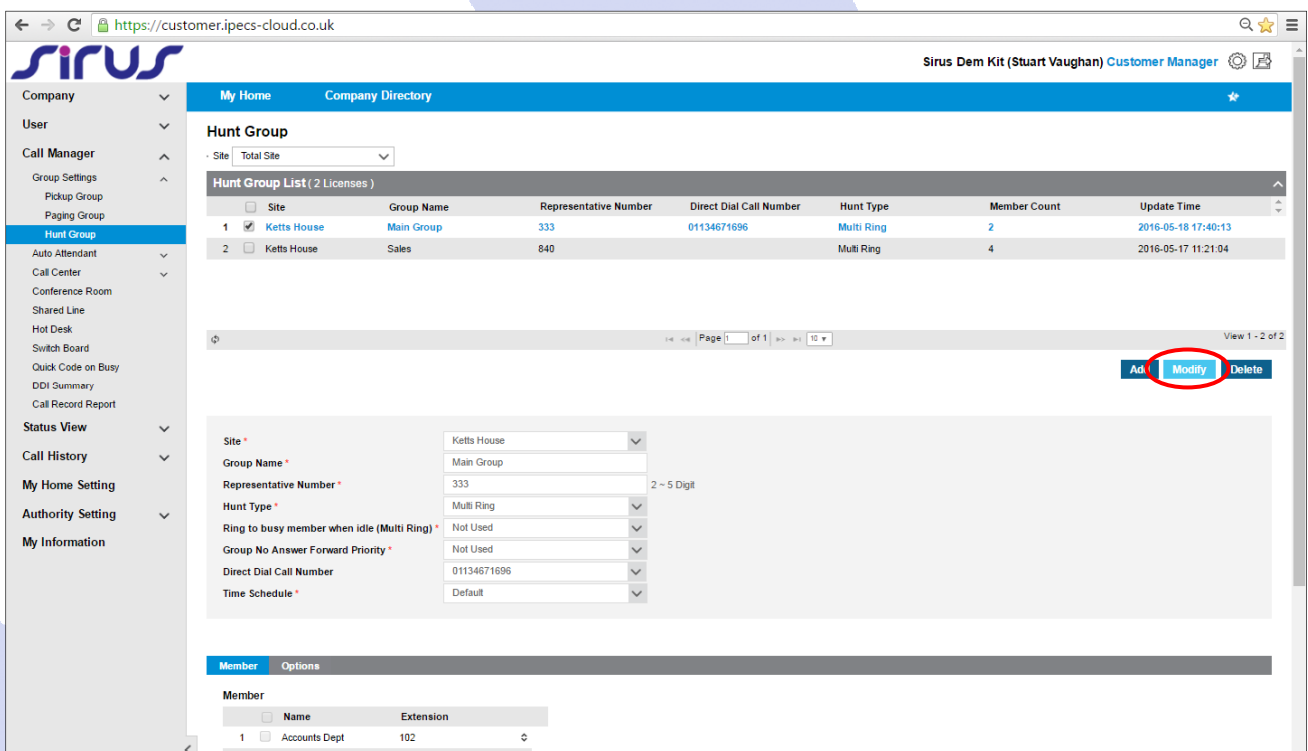
At the bottom right of the form are three buttons: "Modify", "Save", and "Cancel".

## Group Call Forward

To set up group call forwarding, you'll need to log out of the user portal by clicking the exit button in the top right-hand corner of the screen, then log back in as a manager. Your manager username and password would have been given to you by our installation engineers.



Once you're logged in to your manager account, click *Call Manager* from the left-hand side menu. From the drop down menu, select *Group Settings* then *Hunt Group*. Double click the group you want to set the call forward to (*Main Group*) then click *Modify*.



Now click *Options*. This will display the call forward settings. Set *Type* to *Use* then in the *Destination* section, type 9 followed by the telephone number you wish your calls to be diverted to.

The screenshot shows the Sirius Customer Manager web interface. The browser address bar displays <https://customer.ipecs-cloud.co.uk>. The page title is "Sirius Dem Kit (Stuart Vaughan) Customer Manager". The left sidebar contains a navigation menu with categories: Company, User, Call Manager, Group Settings, Pickup Group, Paging Group, Hunt Group (highlighted), Auto Attendant, Call Center, Conference Room, Shared Line, Hot Desk, Switch Board, Quick Code on Busy, DDI Summary, Call Record Report, Status View, Call History, My Home Setting, Authority Setting, and My Information. The main content area shows the "Options" tab for a Hunt Group. The "Call Forward" section is expanded, showing the following settings: Type: Use, Time: Always, Destination: 9012345678910, No Answer Time: 100ms (Max 600). The "Greeting" section shows Option: Immediate Processing, Ann. File: [Browse], Duration Time: 0 (Max 1800). At the bottom right, there are "Save" and "Cancel" buttons.

Click *Save*.

## Group Voicemail

If you have a group mailbox that is shared between users, you will have a soft-key on your handset labelled 'VM'. This will alert you of any new/unread messages by flashing. You can access the group voicemail by following these instructions;

- Press the flashing **VM** button
- Press the **Message** button located on the right-hand side of your handset
- Dial **2**
- When asked for the mailbox number, dial **201** followed by the **# key** - (Pound = #)
- When asked for the password, dial **1234**

You are now in the group mailbox; you will be given options by the in-built menu. You can listen to your voicemail messages as well as delete them from here. You can also customise your voicemail greetings to add a more professional touch.