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KloudPBX

User Administration Guide



VOICE



DATA



MOBILE



TELEPHONE
SYSTEMS



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1. Accessing Kloud PBX web page

This chapter describes how to access Kloud PBX and how to use it. The Kloud PBX portal can be accessed via a web browser to assist with System Data Management, System Monitoring and Maintenance.

User Access Environment

We highly recommend you to use Chrome for the best results. Some browsers and screens may look different, if you use a different browser.

- **Web Browser:** Microsoft Internet Explorer 10.0, 11.0, Google Chrome Recommend, Microsoft Internet Explorer 8.0 or later at least
- **Screen Resolution:** 1280 x 1024 at least or higher.

How to Access

- Open a browser on the PC.
- Type the site URL to open your cloud service in a web browser. The Customer Manager web portal is <https://customer.ipecs-cloud.co.uk>

Hint

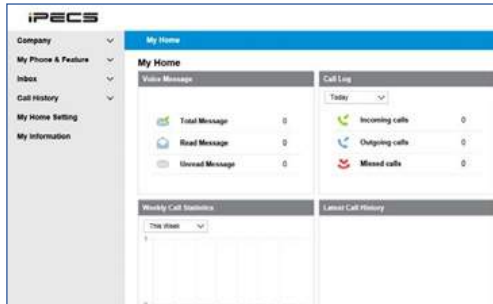
Remember HTTPS://



- Click **“USER”**.
- Enter your User ID and Password.
- User ID in E-Mail Style form, such as the example (e.g. man@abc.com).
- Press **Login** button to system login, Customer User Screen will be displayed.

Initial Screen

Initial screen when the user first logs in as below.



NOTE

No input for 30 minutes may result in automatic disconnect.

2. System Functions

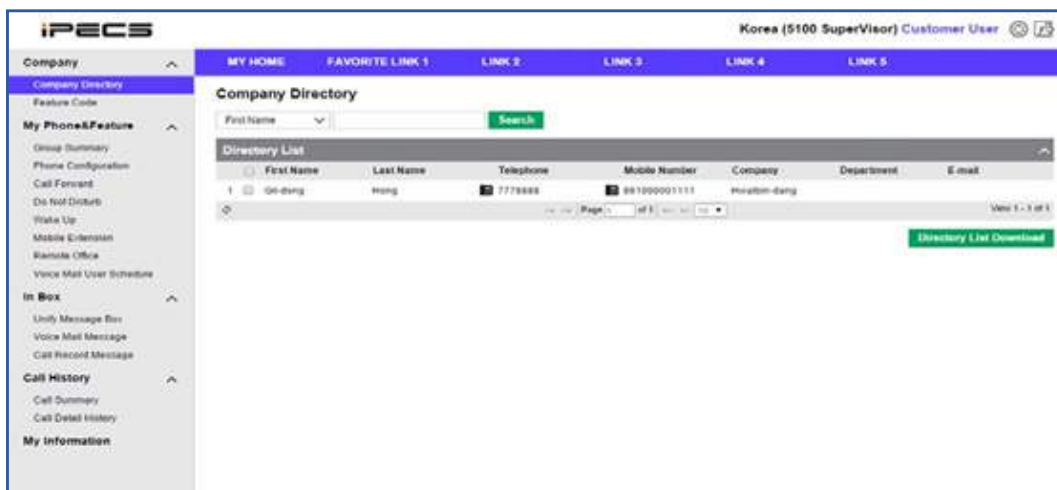
Company

Company Directory

Display and download the company’s public Directory which has been assigned by the customer manager - Please note this directory will also be available on your handset.

List

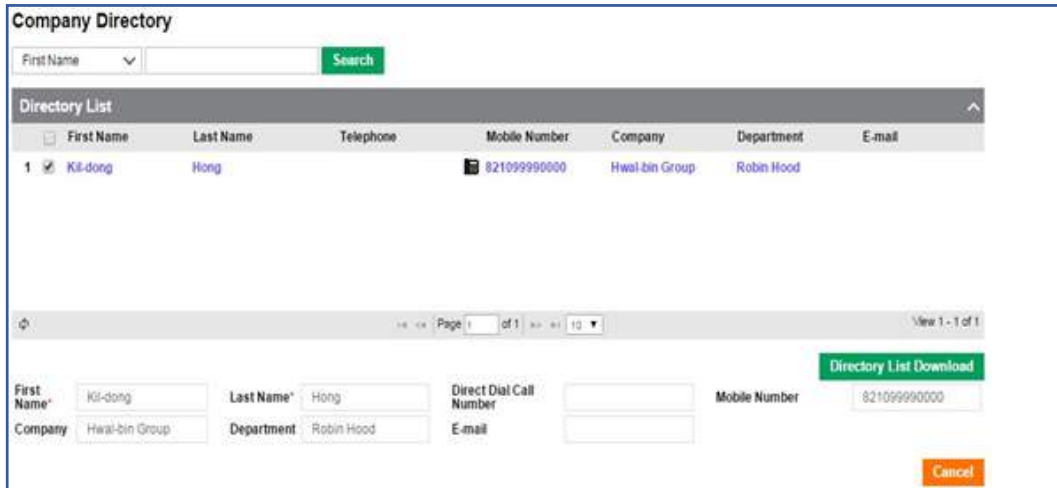
Click “**Company**” > “**Company Directory**” to display below.



Item	Description
First Name	First Name
Last Name	Last Name
Telephone	Telephone Number
Mobile Number	Mobile Phone Number
Company	Company
Department	Department
Email	Email Address
Group Speed Dial	Speed Dial Index

View

Click one of the contacts within the “**Company Directory**” list to see more details.

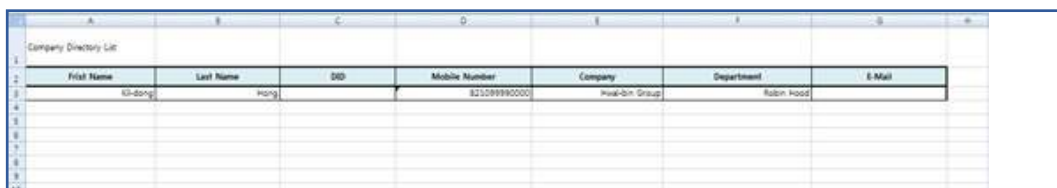


1. Search by first name, last name, phone number and company name.



2. You have four different search options available first name, last name, telephone and company.

3. An excel file download is also available.



Hint

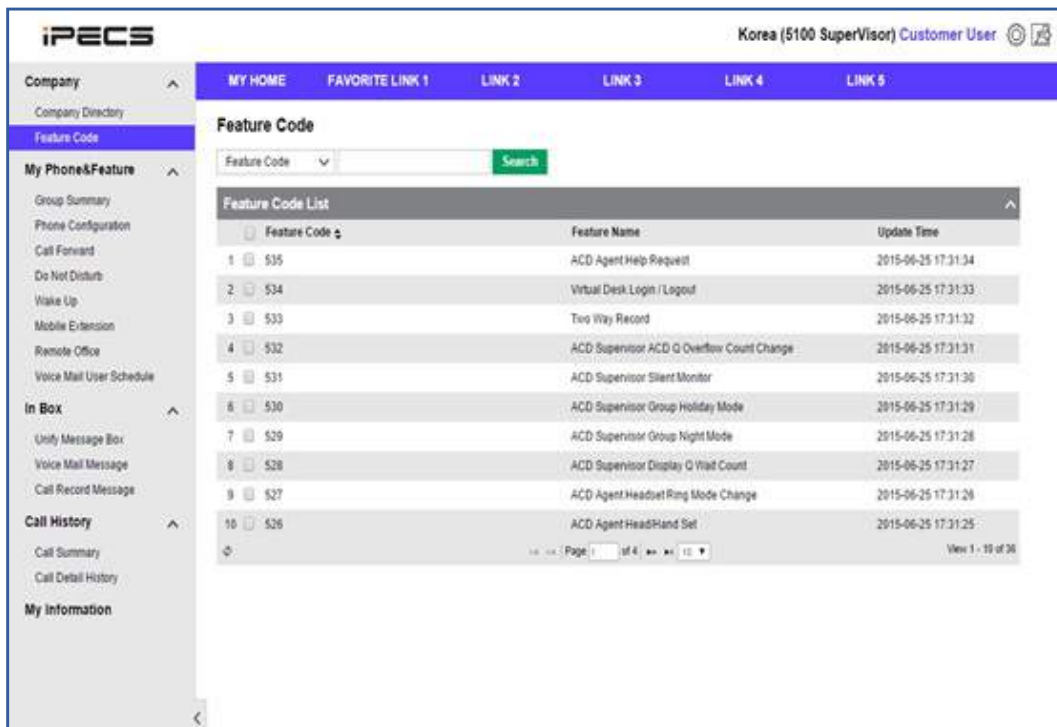
You can also upload an existing company directory or phonebook - simply use the same format as the downloaded Excel spreadsheet and upload!

Feature Code

Displays feature code information that has been assigned by the Customer Manager.

List

Click, **Company**, > **Feature Code**, to display below.



1. The “**Feature Name**” is displayed alongside the “**Feature Code**” data.
2. The list is view only and will display all available feature codes.

Item	Description
Feature Code	Feature Code
Feature Name	Feature Name which is called when input Feature Code.
Update Time	Update Time

Hint

Feature codes can be used as short cut keys (flex keys) on your phone to provide features such as ‘Two way record’ - Take a look through your features available for a complete feature list

2. My Phone and Features

Group Summary

Summaries group information and displays group members. Filter by Ring Group, Pilot Hunt, Pickup Group, Paging Group and ACD Group information.

List

Click “My Phone & Feature” > “Group Summary” to display the below.



The “Group Summary” feature will display group details assigned by the customer manager.

Item	Description
Group Type	Allows you to filter by the following groups: Ring Group, Pilot Hunt, Pickup Group, Paging Group and ACD Group.
Group Name	Displays the group name.
Representative Number	Internal representative group number.
Direct Dial Call Number	External group direct dial number.
Description	Brief additional group description.

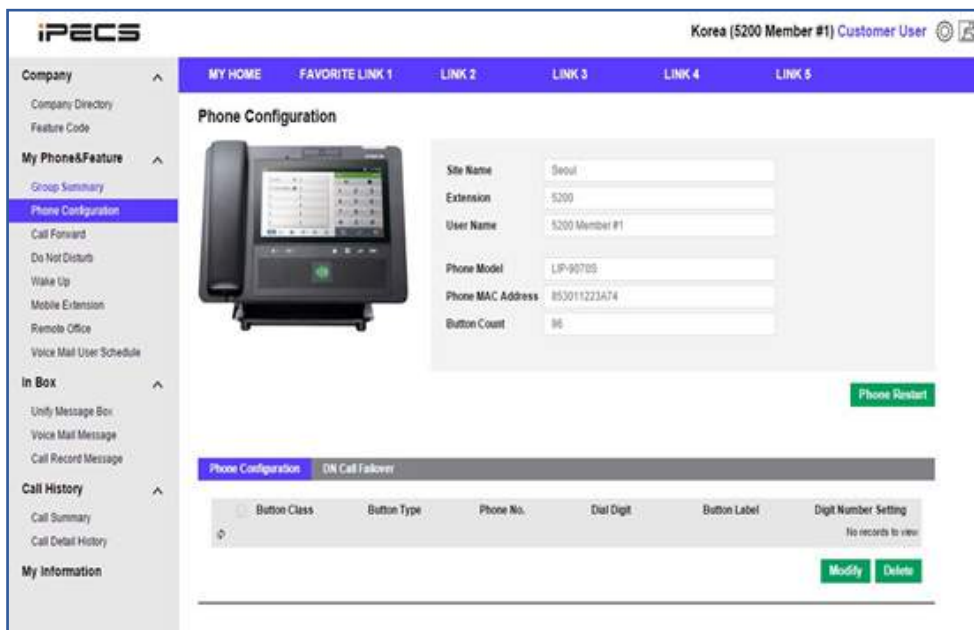
Item	Description
Pilot Hunt Group	Pilot Hunt Group feature is removed. So remove it from the manual.
Pickup Group	When a user is a member of pickup group, the pickup group information is shown.
Paging Group	When a user is a member of paging group, the paging group information is shown.
Ring Group	First of all, the name of ring group is changed to hunt group. When a user is a member of hung group, the hunt group information is shown.
ACD Group	When a user is a member of acd group, the acd group information is shown.

Phone Configuration

The “Phone Configuration” page will display the phones details and allow you to view and modify button information.

View

Click “**My Phone & Feature**” > “**Phone Configuration**” to display the below details.



1. Select the tick box alongside “**Button Class**” and click the “**Modify**” button to display the settings window.
2. Select the required button function and click “**Phone Restart**” button to save the configuration.

Modify

The “**Modify**” option allows you to edit the settings of the phones function keys.

Button Class allows you to select from three options either fixed button, DN number or digit.

Item	Description
Phone	Displays the phone model number.
Button Number	Will show the corresponding phone button number.
Button Class	Displays assigned button class either Fixed Button, DN Number or Digit.
Button Type	Allows you to select a preset function when using the fixed button class.
Button Label	Allows you to label the selected button when using self labelling handset models (9030, 9040, 9071)

The “Button Type” option has a number of predefined functions that include Directory, Record, Mute, Headset conversion, Redial, Last call, forward setting, Conference call, Denial call, Ring sound mute, Voice message, Call forward.

1. Click the “**Modify**” button to edit the selected button.
2. Modify the “**Button Class**” and “**Button Type**”.
3. Click the “**Save**” button to save.
4. Click the “**Close**” button to cancel modification.

Configure Failover number in case of phone disconnect

Modify function in case of phone failover

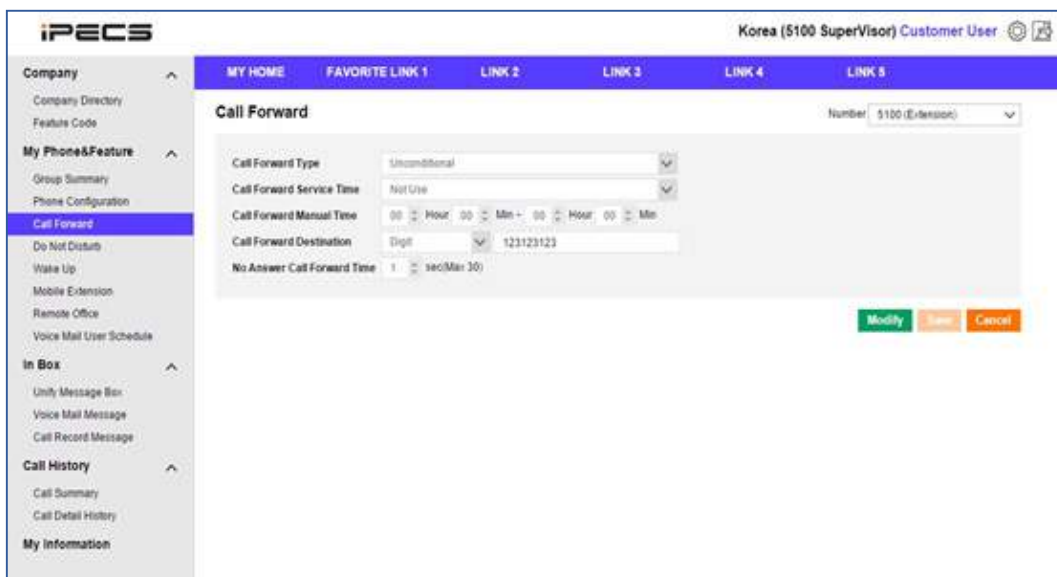
1. Click the “**Modify**” button to convert to modification mode.
2. Set the time mode for call failover.
3. Click the “**Save**” button to save.
4. Click “**Cancel**” button to cancel modification.

Call Forward

Display call forward information. The call forward feature has 4 types unconditional, busy, no Answer and busy/no answer. Forward to number or Voicemail. (Only voicemail user can configure as voicemail).

View

Click “My Phone & Feature” > “**Call Forward**” to display below.



Item	Value	Description
Call Forward Type	Not Use	Disables call forward
	Unconditional	Always call forwards
	Busy	Call will be forwarded whilst user is busy
	No Answer	Call will be forwarded if no answer
	Busy (include No Answer)	Call Forward in case of busy or no answer

Hint

We often recommend busy/no answer as your preferred option which allows for when your on the phone unable to read it when ringing

Item	Value	Description
Call Forward Service Time	Not Use	-
	Day	Call Forward will be enabled during “Day” schedule
	Night	Call Forward in case of Users Time Schedule Night
	Timed	Call Forward in case of users Time Schedule
	Manual	Call Forward in case of users Time Schedule
Call Forward Manual Time	Setting time by Manual in case of setting Call Forward Service Time by Manual.	
Call Forward Manual Time	Digit	Call Forward to assigned number
	Voicemail	Call Forward to voicemail service
No Answer Call Forward Time	Set the ring time before the call will be forwarded to the call forward destination	

Modify

Modify phone forward information.

Modify Call Forward

The screenshot shows a 'Call Forward' configuration window for extension 5100. The 'Call Forward Type' is set to 'Unconditional'. 'Call Forward Service Time' is 'Not Use'. 'Call Forward Manual Time' is set to 00 hours, 00 minutes, and 00 seconds. 'Call Forward Destination' is 'Digit' with the value '801'. 'No Answer Call Forward Time' is set to 1 second. At the bottom right, there are three buttons: 'Modify' (green), 'Save' (orange), and 'Cancel' (orange).

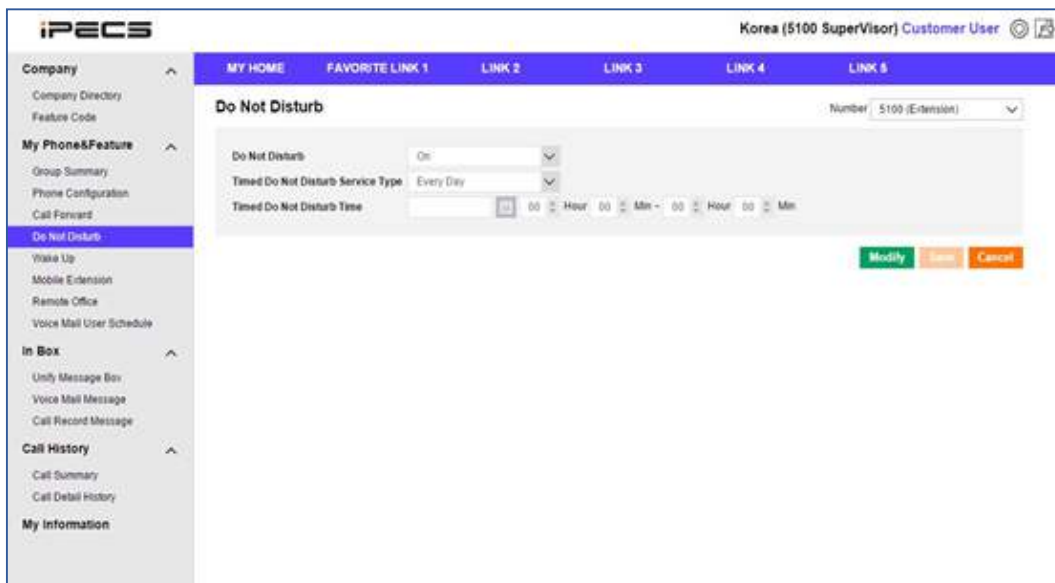
1. Click “**Modify**” button to convert to modification mode.
2. Assign a call forward type.
3. Assign a call forward service time.
4. Set a call forward destination.
5. Set a no answer forward timeout.
6. Click the “**Save**” button to save.
7. Click “Cancel” button to cancel modification.

Do Not Disturb

Menu for DND (Do Not Disturb) function which automatically blocks incoming calls.

View

Click “My Phone & Feature” > “Do Not Disturb” to display below.



1. Caution when configuring DND (Do Not Disturb) as all calls will be denied.
2. In case of DND “ON” the call will be denied to disable set to “OFF”.

Item	Value	Description
Do Not Disturb	Off	-
	On	-
Call Forward Service Time	Once	-
	Every Day	Every Day
	Monday-Friday	Monday-Friday
	Monday-Saturday	Monday-Saturday
	Date	Configure Date
Do Not Disturb	-	-

Modify

Modify users “Do Not Disturb” configuration.

Modify “Do Not Disturb” configuration

1. Click the “**Modify**” button to convert to modification mode .
2. Set DND to “**On**” to enable the DND feature.
3. Assign Timed Do Not Disturb Service Type.
4. Configure Do Not Disturb Time.
5. Click the “**Save**” button to save.
6. Click “**Cancel**” button to cancel modification.

Wake Up

Displays alarm service configuration information. Configure alarm service to receive a call on assigned date and time.

List

Click “**My Phone & Feature**” > “**Wake Up**” to display below.

Wake Up Type	Wake Up Date	Wake Up Time
1 <input type="checkbox"/>	Every Day	00:00
2 <input type="checkbox"/>	Every Day	01:00
3 <input type="checkbox"/>	Monday - Friday	02:00
4 <input type="checkbox"/>	Monday - Saturday	03:00
5 <input type="checkbox"/>	Once	00:00

1. Configure Wake up time you can have a maximum of 5 types.
2. If you select the option for “Date” a calendar option will appear.

Item	Value	Description
Wake Up Index	1-5	5 wake up options, index 1-5
Wake Up Type	Once Every Day Monday-Friday Monday-Saturday Date	One off wake up time Rekurs each day Monday to Friday wake Up Monday to Saturday wake Up Select a specific wake up date
Wake Up Date	Wake up date	Configurable if “Type” is set to “Date”
Wake Up Time	Wake up time	Sets the wakeup time

View

Click one of the items in the wake up list to see full details and modify.

The screenshot displays the 'Wake Up' configuration page. At the top right, there is a 'Number' dropdown menu set to '100 (Extension)'. Below this is a 'Wake Up List' table with the following data:

	Wake Up Type	Wake Up Date	Wake Up Time
1	Once		00:00
2	Once		00:00
3	Once		00:00
4	Monday - Saturday		03:00
5	Once		00:00

Below the table, there are input fields for configuring a new wake-up item:

- Wake Up Index:** A text input field containing the number '1'.
- Wake Up Type:** A dropdown menu currently set to 'Once'.
- Wake Up Date:** A date picker field.
- Wake Up Time:** A time picker field showing '00' for hours and '00' for minutes.

At the bottom right of the configuration area, there are 'Save' and 'Cancel' buttons. To the right of the table, there are 'Modify' and 'Delete' buttons for each row.

Item	Description
Wake Up Index	Distinguished sequence number
Wake Up Type	Once, Every Day, Monday - Friday, Monday - Saturday and Date
Wake Up Date	Set the date you would like to set “Wake UP”
Wake Up Time	Alarm time

Modify

Modify users alarm time and schedule.

Modify alarm option and schedule

1. Click the “**Modify**” button to convert to modification mode.
2. Assign “Wake Up Type”.
3. Set the wake up date. This can only be set if “Wake up Type” is set to “Date”.
4. Set a wake up time.
5. Click the “**Save**” button to save.
6. Click “**Cancel**” button to cancel modification.

Mobile Extension

Display mobile extension information. Forwards to the configured mobile extension destination.

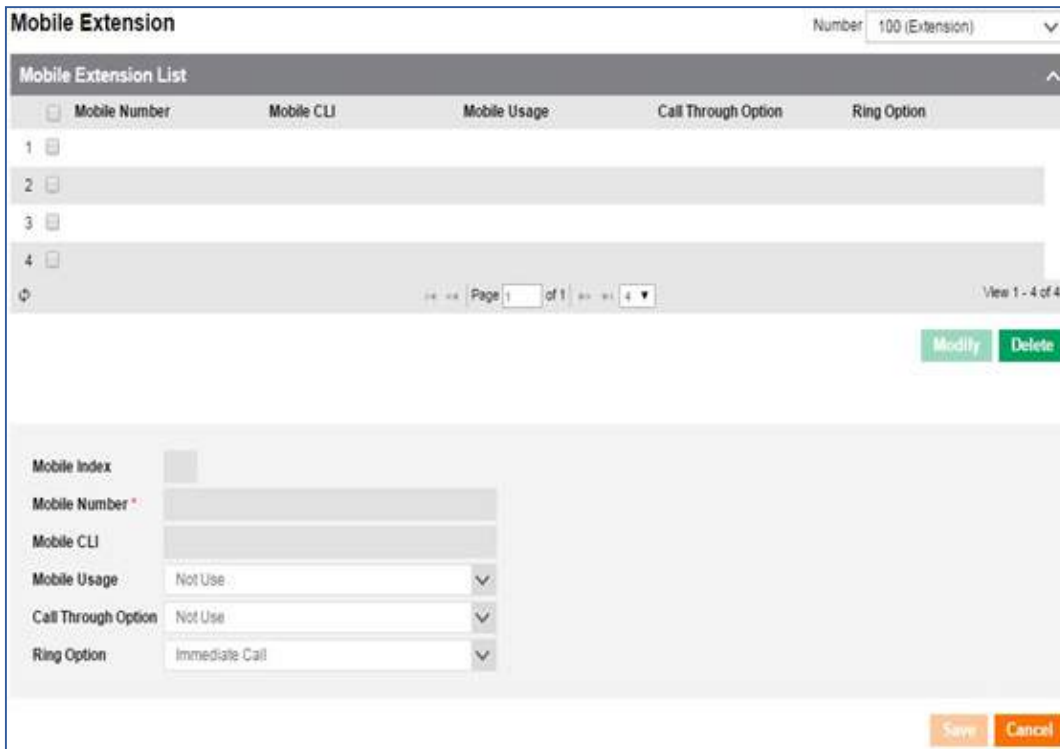
List

Click “**My Phone & Feature**” > “**Mobile Extension**” to display below.

1. You can configure up to 4 mobile extension destinations.
2. Mobile CLI is the caller ID that is presented to the mobile number.
3. The ring option allows you to set the time when the call will ring on the mobile device.

View

Select one of the options from the mobile extension list to see full details and modify.



Item	Value	Description
Mobile Index	Mobile Index	
Mobile Number	The external number that the call will be forwarded to	
Mobile CLI	Mobile caller ID	
Mobile Usage	Use	Enabled (Enables service)
	Not Use	Disabled (Disables service)
Call Through Option	Use	When a mobile phone registered as a mobile number or mobile CLI places an inbound call to own extension number, this option allows the mobile phone to call an extension or place an outbound call through call server (Simply dial your own extension to hear dial tone)
	Not Use	-

Ring Option	Immediate Call	Both handset and mobile to ring at the same time immediately
	3 SEC/6 SEC/9 SEC/12 SEC/ 15 SEC/18 SEC/21 SEC/ 24 SEC/27 SEC/30 SEC/	Configure the delay before the mobile device will ring (3 seconds apart)
	Immediate ring when a user terminal is disconnected	First of all, change to “Immediate ring when a terminal is disconnected”. When there is a call to a mobile extension and the user phone is disconnection status, this option allows to call a mobile phone registered as Mobile Number immediately

Modify mobile extension options and information

The screenshot shows a configuration form for a mobile extension. The fields are as follows:

- Mobile Index: 1
- Mobile Number: (empty text box)
- Mobile CLI: (empty text box)
- Mobile Usage: Not Use (dropdown menu)
- Call Through Option: Not Use (dropdown menu)
- Ring Option: Immediate Call (dropdown menu)

At the bottom right of the form, there are two buttons: "Save" and "Cancel".

Modify mobile extension configuration

1. Click the “**Modify**” button to convert to modification mode.
2. Configure mobile number.
3. Configure mobile CLI.
4. Configure mobile usage and call through option.
5. Configure the ring option.
6. Click the “**Save**” button to save.
7. Click “**Cancel**” button to cancel modification.

Remote Office

Display Remote Office information. The extension is able to call outbound through “Click to Call” option.

List

Click “My Phone & Feature” > “Remote Office” to display below.

1. To use remote office feature, select “**Use**” in Remote Office Usage”.

Item	Description
Extension	Extension to be used with remote office
Remote Office Feature	The option to allow or deny the use of remote office feature
Remote Office Usage	Select use or not use to enable and disable the feature
Remote Office Number	Remote Office Number
Remote Office Dial Number	Remote Office Dial Number

Modify

Modify Remote Office option and number rules.

Modify Remote Office option

The screenshot shows a web interface for configuring a Remote Office. At the top right, there is a 'Number' dropdown menu set to '100 (Extension)'. The main form area contains four fields: 'Extension' with the value '100', 'Remote Office Feature' with the value 'Allow', 'Remote Office Usage' with a dropdown menu set to 'Not Use', and 'Remote Office Number' which is currently empty. Below these fields are four buttons: 'Modify' (green), 'Delete' (green), 'Save' (orange), and 'Cancel' (orange). At the bottom of the form, there is a 'Remote Office Dial Number' field with an 'Input Dial Number' button and a 'Click Call' button (green).

1. Click the “**Modify**” button to convert to modification mode.
2. Configure Remote Office usage.
3. Input Remote Office Number.
4. Click the “**Save**” button to save.
5. Click “**Cancel**” button to cancel modification.

How to use Click to call

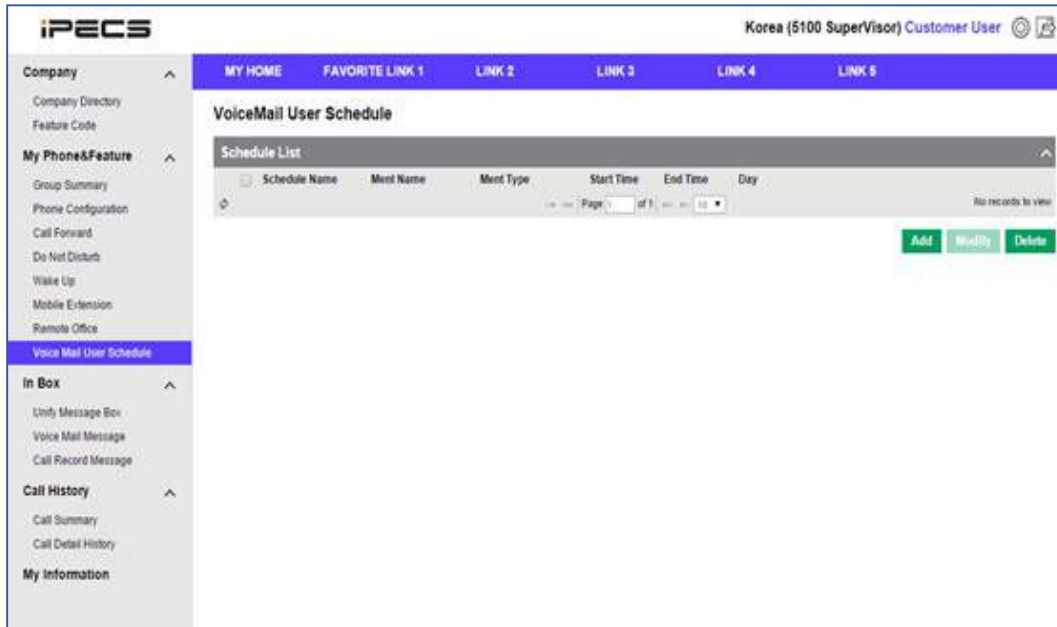
1. Enter a user’s mobile phone number in Remote Office Number.
2. Input extension or external number to be dialed in Remote Office Dial Number.
3. A user clicks “Click Call” button to activate click to call.
4. Call server calls a mobile phone number entered in Remote Office Number.
5. When a mobile phone answers, it hears ring back tone.
6. Call server calls extension or external number entered in Remote Office Dial Number.
7. When it answers, conversation is established between Remote Office Number and Remote Office Dial Number.

Voicemail User Schedule

Displays voicemail schedule information. Enable voicemail function using a schedule to set day and time of voicemail. Let inside or outside subscriber listen configured greetings in case of extension’s voicemail calls are received from inside or outside subscriber. In case that a call is forwarded to voicemail, a caller will hear a greeting message assigned in Voicemail User Schedule during the time defined in the schedule. If a user doesn’t assign a greeting message in Voicemail User Schedule, a greeting message assigned in Customer Manager will be played.

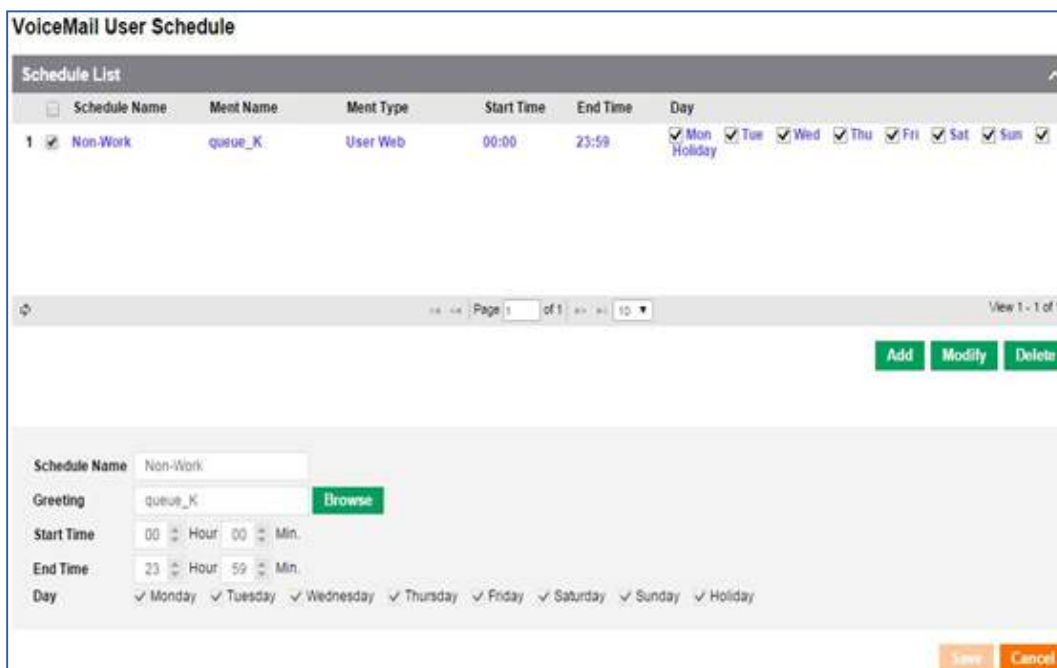
List

Click “My Phone & Feature” > “Voicemail User Schedule” to display below.



View

Click one of the items in “Schedule List” to display full details.



Item	Description
Schedule Name	Schedule Name
Greeting	Configure Voicemail Greetings. (8K 16BIT Mono Wave) Greeting message assigned in Voicemail User Schedule will be played before leaving a voicemail message
Start Time	Voicemail start time. (00:00~23:59)
End Time	Voicemail end time. (00:00~23:59)
Day	Day of the week to enable voicemail

Modify

User Voicemail information. Greeting allows you to upload a voicemail greeting in .wav format. “.wav” Format must be uploaded as 8K 16BIT Mono format.

The screenshot shows the 'VoiceMail User Schedule' configuration page. At the top, there is a 'Schedule List' dropdown menu and three buttons: 'Add', 'Modify', and 'Delete'. Below this is a form with the following fields:

- Schedule Name:** A text input field.
- Greeting:** A text input field with a 'Browse' button next to it.
- Start Time:** A time picker set to 00:00 (Hour: 00, Min: 00).
- End Time:** A time picker set to 23:59 (Hour: 23, Min: 59).
- Day:** A row of checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday, and Holiday, all of which are currently checked.

At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

Greetings that have been uploaded will be played during the configured day and time.

Modify Voicemail setting

1. Click the “**Modify**” button to convert to modification mode.
2. Assign the name of the schedule.
3. Upload a greeting file.
4. Input schedule start time.
5. Input schedule end time.
6. Choose schedule day.
7. Click “**Save**” button to save.
8. Click “**Cancel**” button to cancel the modification.

Inbox

Unify Message Box

Inquire unify message box information. Unify message box displays call history, record history, Voicemail history at 100 maximum.

List

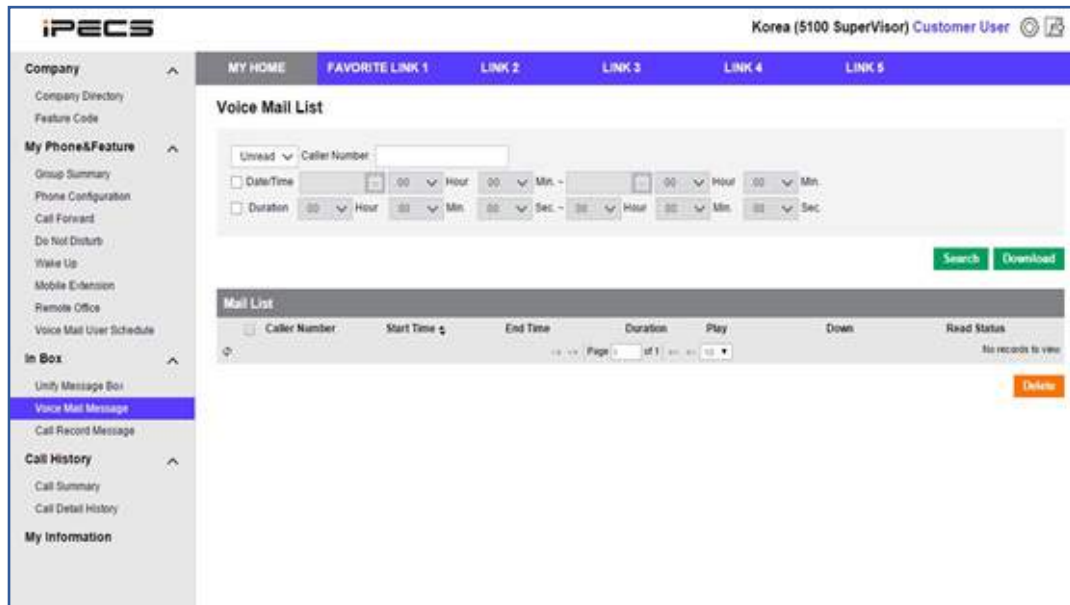
Click “In Box” > “Unify Message Box” to display below.

Type	Start Time	End Time	Extension number	Other Number	Duration	Play
1 Call History	2015-07-06 16:02:39	2015-07-06 16:02:39	1001		00:00:00	
2 Call History	2015-07-06 16:02:23	2015-07-06 16:02:23	1000	1001	00:00:00	
3 Call History	2015-07-06 16:02:23	2015-07-06 16:02:23	1001	1000	00:00:00	
4 Call History	2015-07-06 16:02:17	2015-07-06 16:02:17	1001	1000	00:00:00	
5 Call History	2015-07-06 16:02:17	2015-07-06 16:02:17	1000	1001	00:00:00	
6 Call History	2015-07-06 16:02:00	2015-07-06 16:02:00	1001	89	00:00:00	
7 Call History	2015-07-06 16:01:51	2015-07-06 16:01:51	1001	9	00:00:00	
8 Call History	2015-07-06 16:01:45	2015-07-06 16:01:45	1001	87	00:00:00	
9 Call History	2015-07-06 13:31:48	2015-07-06 13:31:48	1133	2002	00:00:00	
10 Call History	2015-07-06 13:31:38	2015-07-06 13:31:38	1133	2000#	00:00:00	
11 Call History	2015-07-06 11:17:34	2015-07-06 11:17:34	1001		00:00:00	
12 Call History	2015-07-06 11:17:32	2015-07-06 11:17:32	1001	6*000625000	00:00:01	
13 Call History	2015-07-06 11:15:57	2015-07-06 11:15:57	1001	6*000625000	00:00:02	
14 Call History	2015-07-06 11:14:35	2015-07-06 11:14:35	1001	6*000625000	00:00:00	
15 Call History	2015-07-06 11:12:36	2015-07-06 11:12:36	1001	6*000625000	00:00:00	
16 Call History	2015-07-06 11:10:06	2015-07-06 11:10:06	1001	6*000625000	00:00:00	

Item	Description
Type	Display from which function message leaves. - Call History - Record - Voicemail
Start Time	Message and Call Start Time
End Time	Message and Call End Time
Extension Number	Display Extension number
Other Number	Display call and number of someone who leaves messages
Duration	Duration
Play	Click Play button to listen in case of Call Record type

Voicemail Message

Search, listen and download users voicemail message

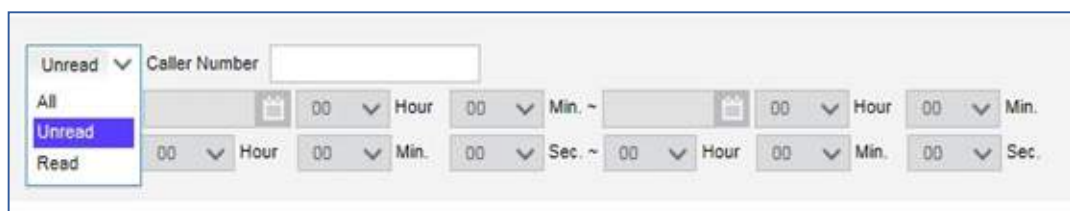


List

Click **“In Box”** > **“Voicemail Message”** to display below.

Searchable by read and unread to display messages that have and have not been listened to


Item	Description
Caller Number	Caller Number
Start Time	Message Start Time
End Time	Message End Time
Duration	The duration of the voicemail message
Play	Click Play button to play the recording
Down	Download Voicemail message file
Read Status	Voicemail message read status

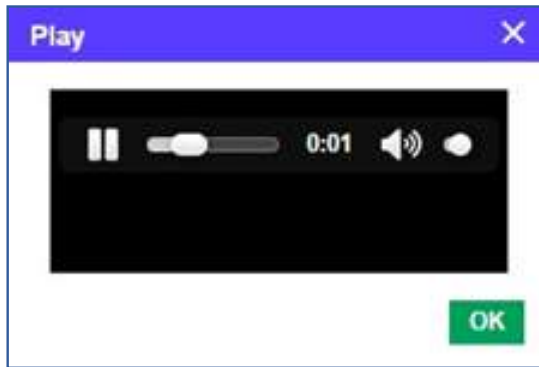


List

How to listen to messages saved in your voice message box.


Searchable by read and unread to display messages that have and have not been listened to

1. Click  on the file to play the message.



2. Automatically being played with pop up listen window

How to download file recorded in voice message box

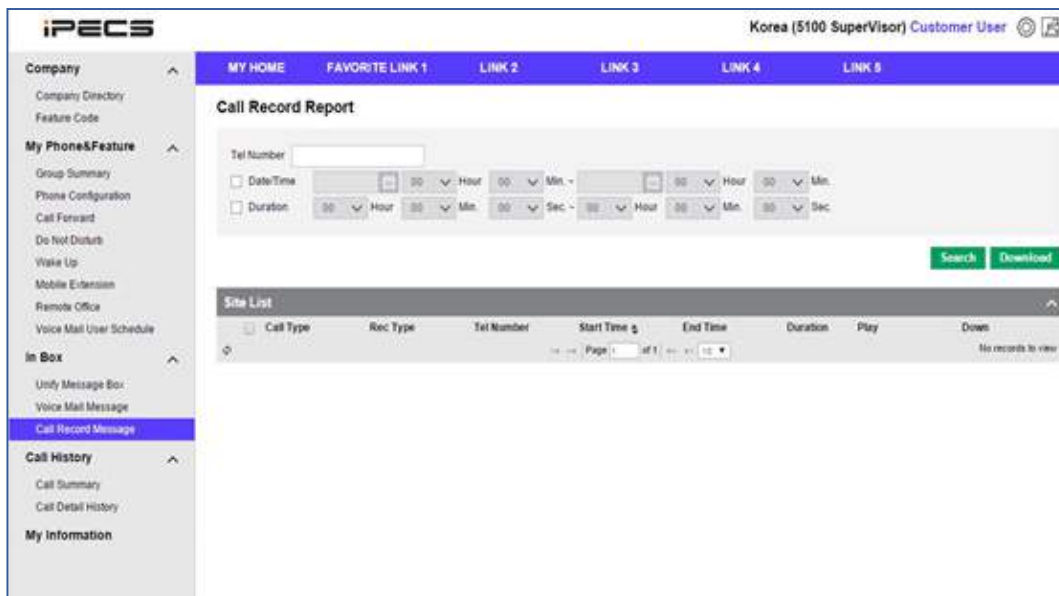
1. Click  on the file to download.
2. Download file(s).

Hint

We often recommend busy/no answer as your preferred option which allows for when you're on the phone unable to read it when ringing

Call Record Message

Searchable “**Call Record Message**” in cases where users have call recording enabled.



List

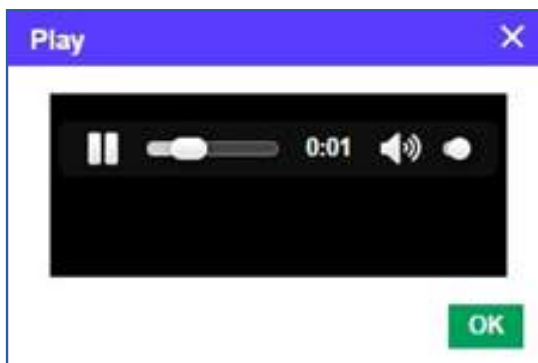
Click “In Box” > “Call Record Message” to display below.

Item	Description
Call Type	Call type. (incoming/outgoing)
Rec Type	Record Type. Trunk = Outbound Call. Extension = Incoming Call.
Tel Number	The other parties telephone number
Start Time	The time the call started
End Time	The time the call ended
Duration	Length of the recorded call
Play	Click Play button to listen to recording
Down	Download recorded file

- How to search
 - Search by phone number.
 - Search by Date and Time.
 - Search by Duration.
- Call type displays whether it is an inbound or outgoing call.
- Rec type means whether it is an internal or external call. Extension is internal and trunk is external.


How to listen to the file which recorded

- Click  on the file to play the recording



- Automatically being played with pop up listen window

How to download recorded file

- Click  on the file to download.
- Download file(s).

Call History

Call Summary

Search Call Summary of call history information.

List

Click “Call History” > “Call Summary” to display below.

Extension number	Extension Name	Date / Time	Incoming Total	Incoming OK	Outgoing Total	Outgoing OK	Average Duration	Duration
1 1001	Pepper Potts	2015-07-06 18:00:00	0	0	0	0	00:00:00	00:00:00
2 1001	Pepper Potts	2015-07-06 11:00:00	0	0	8	2	00:00:02	00:00:03
3 1001	Pepper Potts	2015-07-06 10:00:00	0	0	4	0	00:00:00	00:00:00
4 1001	Pepper Potts	2015-07-03 20:00:00	0	0	20	0	00:00:00	00:00:00
5 1001	Pepper Potts	2015-07-03 19:00:00	1	1	2	0	00:00:01	00:00:01
6 1001	Pepper Potts	2015-07-03 10:00:00	0	0	3	0	00:00:00	00:00:00
7 1001	Pepper Potts	2015-07-03 09:00:00	6	6	41	0	00:00:01	00:00:06
8 1001	Pepper Potts	2015-07-03 08:00:00	1	1	5	0	00:00:01	00:00:01
9 1001	Pepper Potts	2015-07-01 16:00:00	0	0	2	0	00:00:00	00:00:00
10 1001	Pepper Potts	2015-06-30 21:00:00	1	0	2	0	00:00:00	00:00:00

Item

Description

Extension Number

Extension Number

Extension Name

Extension users name

Date/Time

Date and time of the Calls

Incoming Total

Total amount of incoming calls

Incoming OK

Total amount of successful incoming calls

Outgoing Total

Total number of outgoing calls

Outgoing OK

Total amount of successful outgoing calls

Average Duration

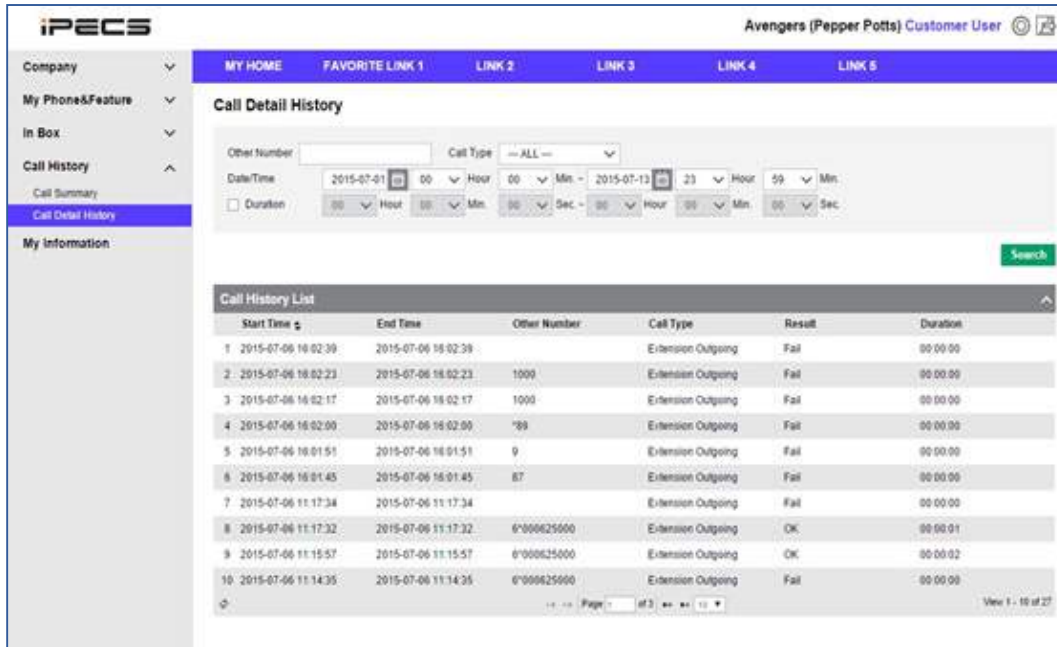
Average Call Duration

Call Detail History

The call detail history page shows inbound and outbound calls and allows you to search. Data is searchable by date, time and number.

List

Click “Call History” > “Call Detail History” to display below.

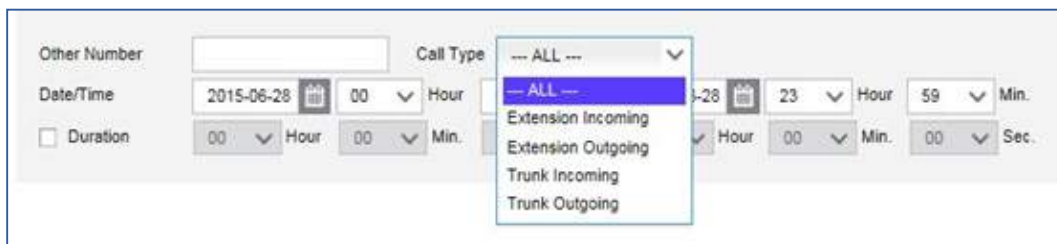


Display call history information for incoming and outgoing calls.

Item	Description
Start Time	Call start time
End Time	Call end time
Other Number	Phone number of caller
Call Type	Call type information such as extension and outbound
Result	Whether the call has been successful or failed
Duration	Call duration

Search

How to search



1. 4 different call types are available.
2. Extension means incoming and outgoing calls from internal extensions.
3. Trunk means incoming and outgoing calls from external parties.

My Information

Display and modify personal information.

View

Click “My Information” to display below

Only the E-mail and Password fields can be modified

Item	Description
ID	Login ID for user
Email	Email address for user
Password	Login password for user

To Modify the My Information

1. Click the “**Modify**” button to edit the “My Information” settings.
2. Edit the entry in the text box you can edit both the email and password.
3. To saves your changes click “**Save**” button.
4. To exit without saving click “**Cancel**” button.

Appendix: Useful Information

This chapter provides information on the use of open source software.

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