

LG Cloud Administrator User Guide

Admin role is to be able to make changes to the system and manage the global address book.

Access details will have been provided by Berry Technical Team – if you need these details please email support@berrytelecom.co.uk

Access:

<https://customer.ipecs-cloud.co.uk>

Select Manager

Enter Username and password as issued:

Overview of key features:

Company Address book:

Select Company, Company Directory

Here you can add, modify or delete existing entries individually or complete address book

You can Format Download – complete Excel sheet (Max 3000 Contacts) and Upload – once uploaded select UCE all apply and this will push contacts to the UCE software on user's PC's – please Note always UCE all apply when adding new contacts or deleting contacts.

Add individually:

Enter Deals and select Group Speed dial – select which number to add to speed dial and select Magnifying glass and select which 4-digit speed dial you want 0000-2999 – tick box and select, click save and then UCE all apply.

User Setup, Phone configuration and Feature Configuration:

Select User

Here you can update individual users Names, email addresses, what number they present when dialling out, user feature access, voicemail and user login passwords and resets.

To access simply tick on a user – click on user's name and then you can read only or click modify to make changes

If you make any changes click save to push changes live.

Hunt, Page and Pickup Groups

Select Call Manager, Group Settings

Hunt Groups for phones that ring on incoming calls here you can amend groups with members

Similar to Users Tick group and click on Group Name

Modify

Add or Remove members – lower half of screen – select change

Box on left are members in the group – on the right are available extensions on the system

Select which ones you want to add and select <, to remove same process and >

Call recording access

Select Call record Report

Here you can use the filters to locate calls – click and play on right hand side of each call and download and save call

Giving managers and users access to other team members calls

Select Call Record Group

If you have a manager for example that wants to listen to his or her team members but no access to Directors you create the group here:

Click Add – Name Group

Change – enter in Member – users they will have access to:

Enter in Manager – the managers extension

Save

Access for this will be under the managers User Login – please follow user Guide for each staff member: