



UCS Mobile Client for iPhone

User Guide

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

iPECS is an Ericsson-LG Brand



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About This Guide

This guide is intended for iOS-based UCS Client users. It provides user-related information.

Introduction of the Document

This guide introduces iPECS UCS Client for IOS, and explains how to correctly install and use iPECS UCS Client for IOS.

The figures and screen images used in this guide may be changed without notice for quality improvement.

Organization of the Document

This guide consists of this 'Before Use' section, eight chapters and an Appendix as listed below.

- Before Use
- **Chapter 1:** Overview
- **Chapter 2:** Installation
- **Chapter 3:** General Description
- **Chapter 4:** Presence
- **Chapter 5:** Phone
- **Chapter 6:** IM (Instant Messaging)
- **Chapter 7:** Messages
- **Chapter 8:** Settings
- **Appendix:** Useful Information

Document Conventions

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

Text formatting

The narrative-text formatting conventions used are as follows:

Convention	Description
Bold text	indicates a button, menu item, or dialog box option you can click or select
<i>Italic text</i>	a cross-reference, or an important item
UCS Client	indicates iPECS UCS Client for iPhone

Explanation of Symbols

The following symbols are used in this guide. Information presented with these symbols must be observed.



CAUTION

This mark warns of a situation in which light injury or product damage (hardware, software or data) could occur if the instructions are not followed.

NOTE

This mark provides additional explanation, emphasis on important information or reference for related information required for proper use of the application.

1. Overview

This chapter is an overview of the UCS client.

1.1 Introduction of UCS Client

UCS (Unified Communications Solution) Client is an iPhone based application, which operates in conjunction with the iPECS UC platforms and UCS Server, expanding and enhancing the communication services of iPECS to dramatically improve business productivity and customer responsiveness.

In addition to the rich voice services available with the iPECS system, users of UCS Client are provided access to a wide range of video, text, collaborative and messaging services.

Employing a simple intuitive graphical user interface, UCS Client has access to both private and shared contacts and directory database applications, which are fully integrated with the various services available in the iPECS UC platform or UCS Server.

The UCS Client user interface is highly flexible and can be customized to address the needs of the individual user. As an Internet Protocol (IP) solution, the UCS Client overcomes geographical limitations allowing access to services and databases while in the office or on the road.

UCS Client ensures continuity of service through automatic registering in Wi-Fi and cellular data network environments.

NOTE

When used in a 3G/LTE environment, UCS Mobile Client employs the cellular data network. In this case, you will be subject to any data service charges from your cellular provider.

UCS Mobile Client supports Wi-Fi and 3G/LTE only. Other networks such as Wibro, etc. are not supported.

2. Installation

This chapter explains the UCS Client installation process including the requirements for hardware and the operating system (OS). UCS Client installation is a four-step process as follows:

- Step 1: Verify your hardware and operating system
- Step 2: UCS Client installation on iPhone.
- Step 3: Initial setup of the UCS Client.
- Step 3: Login to iPECS system and UCS server.

Prior to login, your user account and password, and appropriate license must be assigned in the UCS server and iPECS system by your system administrator. In addition to the account information, you will need the IP address or domain name of the server, which is available from your administrator, in order to complete the UCS Client installation.

2.1 Requirements for Hardware and Operating System (OS)

The hardware and operating system requirements for operating UCS Client are:

2.1.1 Hardware

- iPhone4, iPhone4S, iPhone5, iPhone5S, iPhone5C, iPhone6, iPhone6Plus, iPhone6S, iPhone6SPlus
- iPad Air, iPad Air2, iPad mini2, iPad mini3, iPad mini4, iPad Pro

2.1.2 Operating System (OS)

- Minimum: iOS 6.0 or higher
- Recommended iOS 9.2

2.2 License and Lock Key

Prior to registration of UCS Clients to the iPECS system and UCS Server, a UCS Client software license must be installed in the iPECS system. The administrator must enter a lock-key in the iPECS system.

NOTE

The lock-key installation is permitted only by an authorized agent of Ericsson-LG Enterprise. For information on Lock-keys, contact your local Ericsson-LG Enterprise distributor.

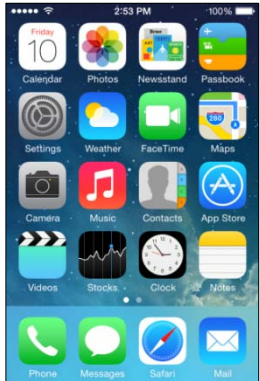
2.3 UCS Client Installation

This section explains how to install UCS Client.

2.3.1 Installation using Apple App Store



The application can be downloaded free and installed from the Apple App Store.

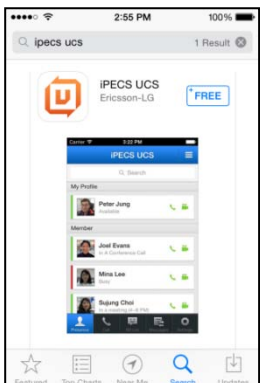
1. Run **App Store** () on your mobile phone.



2. In App Store, enter "iPECS UCS" in the search box, and press the **Search** icon.



3. Select iPECS UCS from the search list.
4. Press the **FREE** () button then the **INSTALL** () button on the right side of the screen.




5. When installation is complete, the UCS Client icon will display on your home screen, and when you select the icon, UCS Client will launch.



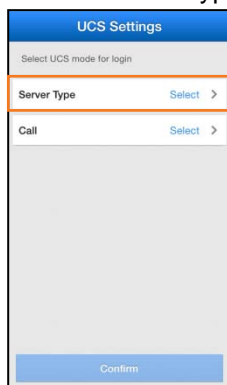
2.4 Initial Setup & Login

To setup the UCS Client application, you will need the license type, your account information, and the iPECS IP address or domain name. This information is available from your iPECS administrator. The UCS mode and Call mode must match the license installed in the iPECS system. If the setting does not match, login is not possible.

2.4.1 UCS Settings

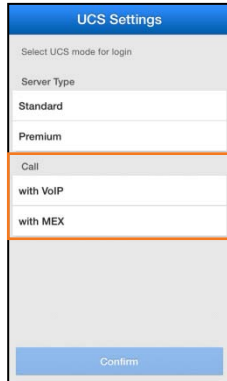
For the initial installation, you must set the 'UCS mode' and 'Call mode' press the UCS icon () to open the UCS Client.

1. First launched, the UCS Settings screen will be appeared.
2. Select 'Server Type'.



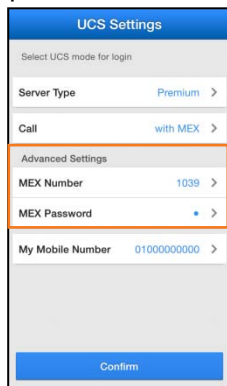
- **Premium:** Client works with UCS server that was configured separately with call server.
- **Standard:** Client works with UCP call server.

3. Select 'Call' option.



- **with VoIP:** Using data network with VoIP to make a call.
- **with MEX:** All voice calls are using carriers call service.

4. When the user selects 'with MEX', the user can set the MEX number, MEX password and My mobile number for the MEX feature. Enter the user's station number to control and its password for MEX Number and Password.



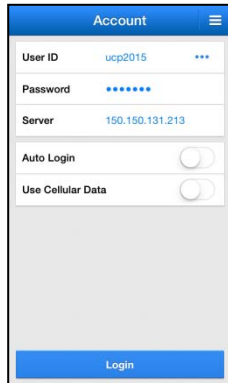
- If the MEX number and MEX password are not set, it will operate with the default settings.
- When using the MEX feature, the user must set 'My Mobile Number'.

5. Press the **option** menu of the navigation bar on the Login Account Setting screen and then select '**UCS settings**', if you need to view or change the UCS settings later.

2.4.2 Login Account Settings

Enter your Account information (User ID, Password, and server IP address or Domain). The User ID and Password are case sensitive.

1. Enter the User ID, Password, and server IP address or Domain.



The screenshot shows the 'Account' settings screen. It has a blue header with the title 'Account' and a menu icon. Below the header are four input fields: 'User ID' with the value 'ucp2015', 'Password' with masked characters, 'Server' with the value '150.150.131.213', and 'Auto Login' with a toggle switch. Below these are two more toggle switches: 'Use Cellular Data'. At the bottom of the screen is a blue 'Login' button.

- **User ID:** 2 - 100 alpha-numeric characters.
 - **Password:** 1 - 100 alpha-numeric and symbol characters.
 - **Server:** IP Address or domain name provided by your iPECS Administrator.
 - **Auto Login:** If checked, UCS Client will attempt to register when the application is launched.
 - **Use Cellular Data:** If checked, UCS Client can employ 3G/LTE cellular data as well as Wi-Fi network environments. Note data service charges will apply when using 3G/LTE networks.
2. Click the **Login** button to register with and log into the iPECS system and UCS server.

2.4.3 Network Settings

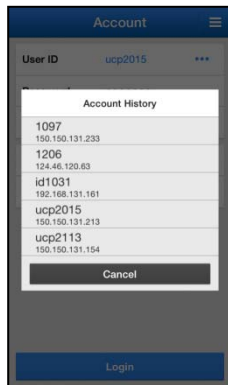
User can set network settings before sign-in.

1. **Transport mode:** Select connection type with the server. (TCP/UDP)
2. **Connection Check Period:** Select connection check period with the server. (Default : 10 minutes/TCP, 55 seconds/UDP)
3. **Reconnect count:** Select reconnection count with the server, when the connection has failed.
4. **VPN:** If VPN setting is 'On', it will work with iPhone VPN settings.

2.4.4 Login

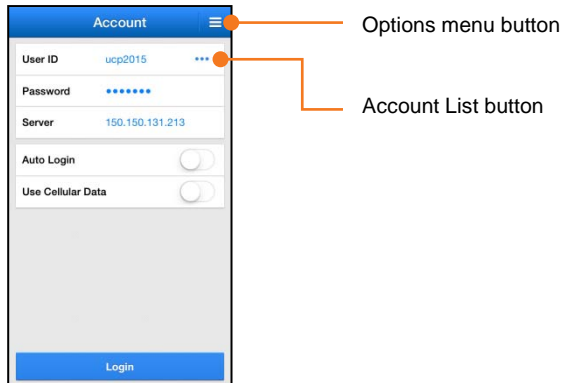
For multi-account environment, the login account information is managed in the Account History list. Once you have entered your new account it will automatically be saved to the account list and you can select an account from the Account History list.

1. Enter your account information or select the **Account History** button (•••) and select an account from the list.



- UCS Client can be configured with up to five accounts.
- You can delete Account History information in the **Manage Accounts** menu in the Options menu.

2. If the account information is correct and the iPECS system is properly configured, the **Login** button activates.



3. Press the **Login** button.
- When you exit the UCS client and restart it again, your last logged in account information is displayed on the screen.

2.4.5 Logout

To logout, select the **Logout** from the UCS Client Settings menu tab.



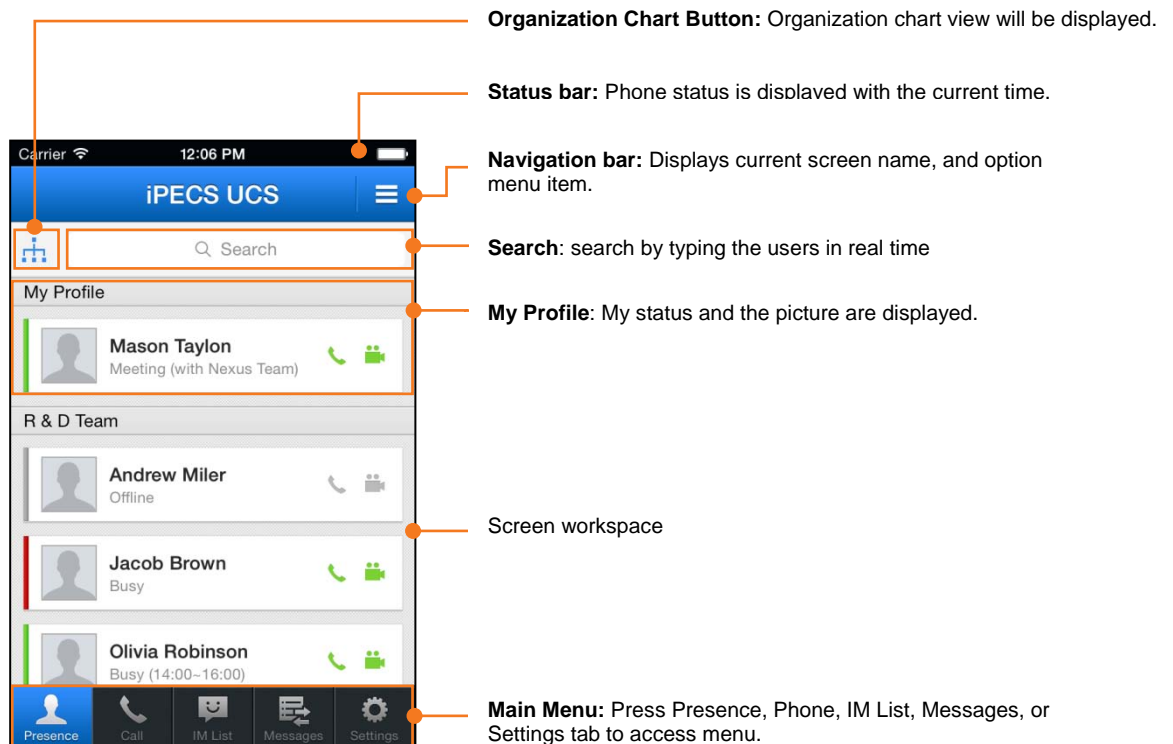
- When 'Confirm' message is displayed, press **Yes**.

3. General Description

This chapter describes the UCS Client Main screen and menus available in the UCS Client.

3.1 UCS Main Screen

The UCS Client main screen consists of the Status bar, Navigation bar, screen workspace, and Main menu (Presence, Call, IM List, Messages and Settings).



NOTE


Your information such as Desktop Phone, Today's Message, "My Profile", and "My Information" from the Settings menu displays at the top of the screen workspace

3.1.1 Main Menu


The Main menu displays a set of items in a row that access the major functions of UCS Client such as Presence, Call, IM List, Messages, and Settings.

3.1.2 iPhone Menu Buttons

3.1.2.1 Options Menu

This menu activates if you press the **Options** menu () button on the navigation bar. The Options menu applies to the current screen or the entire UCS Client application.

3.1.2.2 Home Button

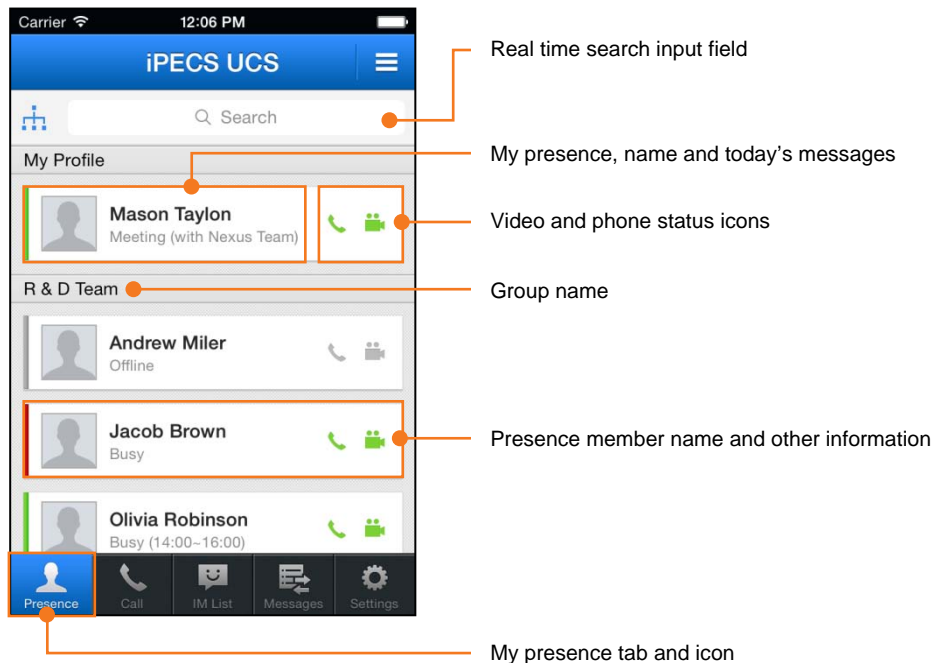
If you press the **Home** () button, the Home screen appears and the application goes to the background. To launch the application again, click the iPECS UCS icon on the Home screen.

4. Presence

Presence is a display of the IM state of other UCS Client users that you select as members from your local contacts or from the shared contacts and LDAP databases available from the iPECS UC platform or UCS Server. This chapter discusses the Presence function and includes sections on adding and deleting members and the Associated Feature window.

4.1 Presence Menu














You access the Presence screen with the Presence tab in the Main menu. The workspace includes a search field and the status display for the members you have selected.



4.1.1 Presence Icon

The Presence status displays below each member's name in text and a colored bar to the left of the members picture. Other icons, shown to the right, indicate their iPECS phone and camera status. The Presence display and icons are shown below.






4.1.1.1.1 Presence Icons:

	 Online
	 Away
	 Out of office
	 Be right back
	 Busy
	 In a meeting
	 DND
	 Offline

4.1.1.1.2 iPECS Station Call Status Icon:

 Idle
 Call Forward
 Busy
 DND
 Unavailable

4.1.1.1.3 Video Status Icons:

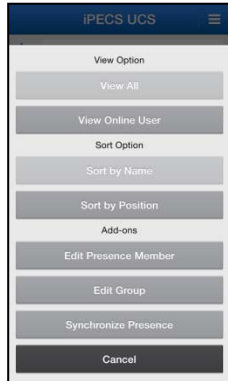
 Idle
 In use
 DND
 Offline
 Unavailable

NOTE

MEX does not display Video Status Icons.

4.1.2 Presence View Option

You can sort the list of members using the **Option** menu. Press the **Option** menu button then select the desired view and sort option.



4.1.2.1.1 Select view option

- **View All:** displays presence for all your members
- **View Online User:** displays presence only for members that are on-line

4.1.2.1.2 Select sort option (Premium edition)

- **Sort by Name:** displays members sorted by their name.
- **Sort by Position:** displays members sorted by their company position.

4.1.2.1.3 Add-on feature

- **Edit Presence Member:**
 - Delete one or more members.
 - Move group one or more members. (Premium edition)
- **Edit Group (Premium edition):** Add/Delete/Rename group.
- **Synchronize Presence:** Manually synchronize the state of the members.

NOTE

The UCS Premium Client can change a member's group assignment.

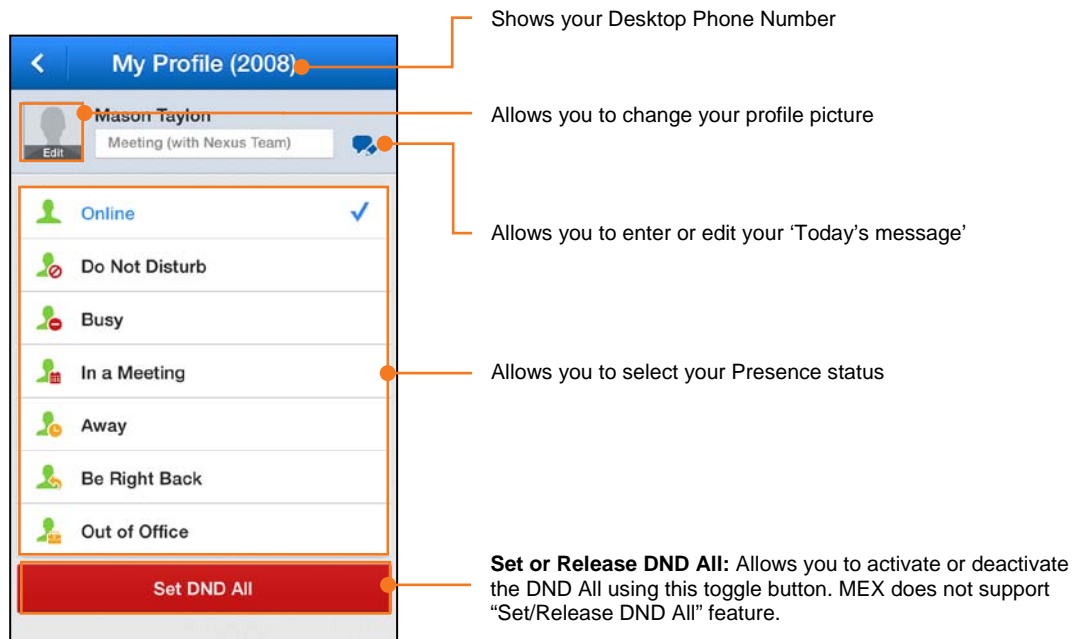
4.2 My Profile

You can access “My Profile” screen by selecting it in the presence list screen.

NOTE


You can change Today’s message, my picture, and Presence status.

4.2.1 My Profile Screen




4.2.2 Change My Picture

My Profile's picture is visible to other members when chatting or searching phone number. The picture is resized to fit in the 'My Picture' area.

1. Press My Picture image () in the 'My Profile screen'.
2. There are three options as below;
 - **Take Picture:** You can take a picture with the camera.
 - **Select Picture:** You can select a picture from the Photo album.
 - **Set Default Picture:** You can change the picture to the blank picture icon.

4.2.3 Change Today's Message

1. Press the **Change Today's Message** () button, the Change 'Today's message' dialog window displays.
2. Enter the Today's message up to 64 bytes.
3. Press **OK** to confirm and save the Today's message.

4.2.4 Change My Presence

You can manually change your presence status.

1. Select the Presence desired from the list.
2. The screen updates with the selected presence active.

4.2.5 DND All

This menu is used for changing your Presence status and Phone status at once and toggle button allows you to change a setting between two states.

4.2.5.1.1 Set DND All

1. Press "**Set DND All**" button to activate DND All.
2. 'Set DND All Succeed' is displayed, press **Confirm** button.

4.2.5.1.2 Release DND All

1. Press "**Release DND All**" button to deactivate DND All.
2. 'Release DND All Succeed' is displayed, press **Confirm** button.

NOTE

"**Set DND All**" button will be displayed when My Presence status or My Phone status is not in DND (Do Not Disturb) mode.

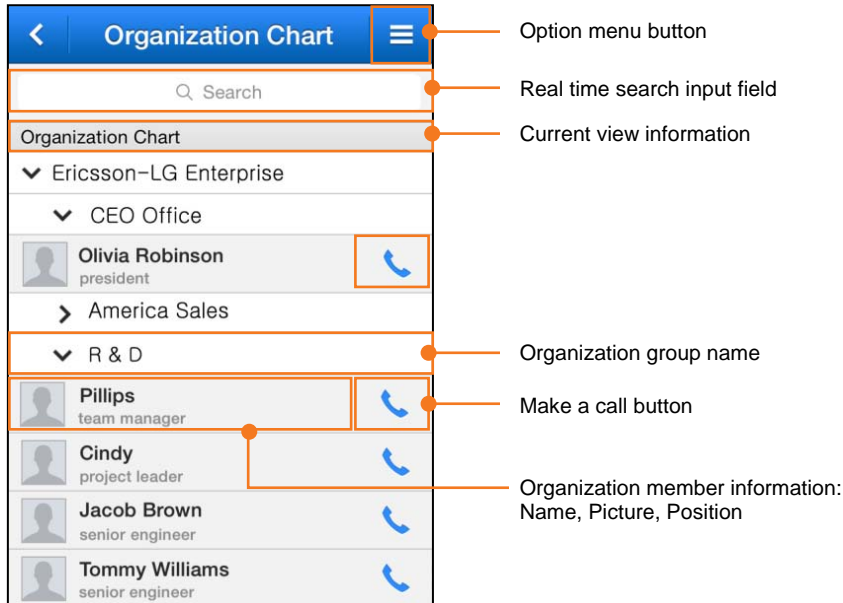
If you change only your presence status when in DND All mode, the button will be changed to "**Set DND All**", but the Phone status does not change.

MEX does not support "Set DND All" feature.

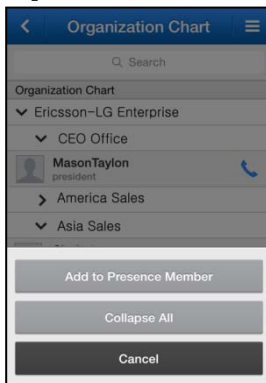
4.3 Organization chart (Premium edition)

The organization chart button will be displayed if the UCS server supports organization chart feature. By touching the button, the organization chart is displayed.

4.3.1 Organization chart view



4.3.2 Option menu



- **Add to Presence Member:** Add one or more members to presence member list.
- **Collapse All:** Collapse the organization chart.

4.3.3 Search organization member

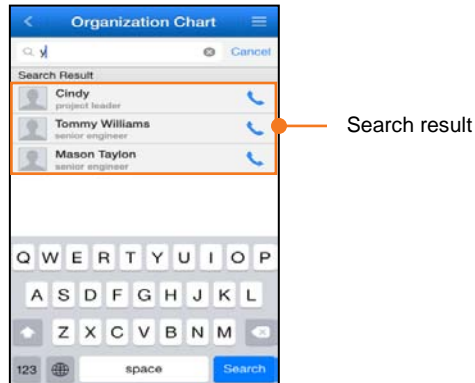
You can search an organization member.

1. Enter the search string in the search field to search your organization members.



- UCS Client will search for a match to member records by user name, department, position, the extension phone 1, mobile phone and office phone.

2. A list of matching records displays. Select the desired member to view the Associated Feature window.



4.4 Search Member

You can search for information on other users in your Presence members list, the UCS server shared directory, your local contact address book or an external LDAP database. Once located, the Associated Feature window is used to contact the user or add them as a member.

4.4.1 Searching Presence Members

1. Enter the search string in the search field to search your Presence members.

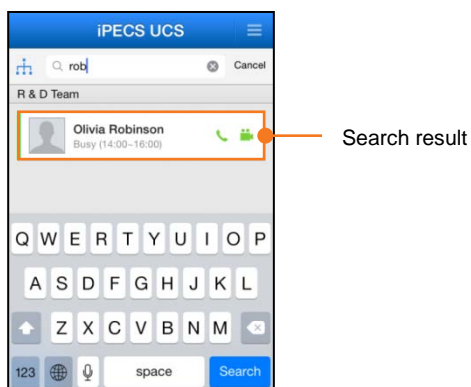


- UCS Client will search for a match to member records by user name, a user-defined 'Today's message', the extension phone 1, mobile phone, office phone and department.

NOTE

With the Standard edition, only search by User Name is supported.

2. A list of matching records displays. Select the desired member to view the Associated Feature window.




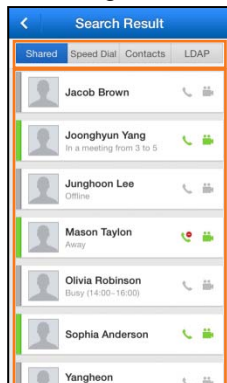
3. If no user is found after searching, you can use **Advanced Search** discussed in the next section.

4.5 Advanced Search, Searching Shared, Speed Dial, Contacts and LDAP

Advanced Search will search the databases configured in the System Settings menu, refer to Chapter 8. By default, the UCS shared directory and Speed dial database are searched. An external LDAP database can be searched if the LDAP server information has been properly configured in the UC server and the UCS Client.

4.5.1 Searching Other Databases

1. Enter the search string in the search field, and press **Search** () button.
2. Select the database (Shared contacts, Speed Dial, phone Contacts, or LDAP) to view the list of matching user records. Select the desired user to view the Associated Feature window.



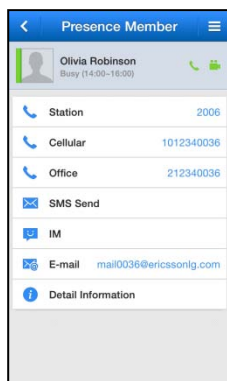
NOTE


Shared directory and LDAP search results are limited to 100 records.







Results from speed dial search list original phone number not speed dial index when Call Mode is MEX.

4.5.2 Associated Feature Window

Selecting a user from the search screen displays the Associated Feature window. From this window, you can select to contact the user or add the user as a Presence member.



- **Make a Call** (): Places a call to the selected contact

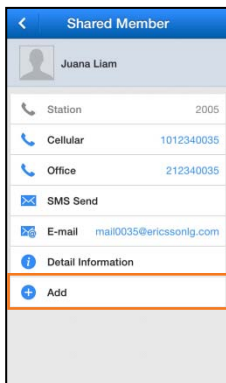
- **SMS** (): Send an SMS to the selected contact
- **IM** (): Start chatting with the selected contact
- **Email** (): Send an Email to the selected contact
- **Leave a Note** (): Leave a note to the selected off-line contact
- **Detail Information** (): Open the selected user's detail information window
- **Add** (): Add the user as a Presence member. Only users from the UCS Shared directory may be added as a member.

NOTE


If the Presence (IM) status is off-line, the UCS Premium Client can leave a note to the offline user.

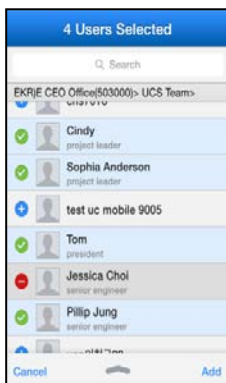
4.5.3 Add a Contact from the Shared directory

In the Associated Feature window, scroll down to display and select **Add** to add the user as a presence member. With the Premium edition, you will be added as a Presence member for the user you selected.



4.5.4 Add Contacts from the Organization Chart

1. In the Organization chart window, select the **Option menu** () button.
2. Select **Add to Presence Member**.
3. Select members to add the Presence members.




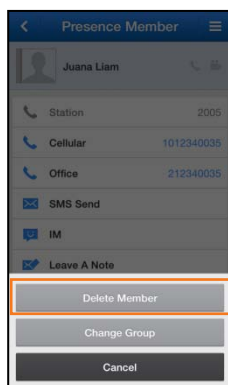
4. Press **Add** (**Add**) button to add selected members.

NOTE

This is only available with the Premium edition.

4.5.5 Delete a contact from the Presence

1. In the Associated Feature window, select the **Option menu** () button.
2. Select **Delete Member** to delete the Presence members.



5. Phone

This chapter explains the basic and advanced UCS Client calling features including making and receiving calls, transferring calls, calling from the Call logs, Call Back, and Call Through. In addition, SMS (Short Message Service) is introduced.

The UCS Client also has access to the iPECS system features, which are described in the iPECS phone User Guide.

5.1 Voice Call

The Call features are accessed by pressing the **Call** menu tab in the Main menu.

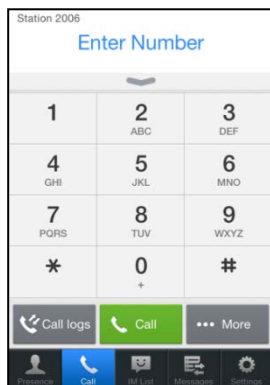
NOTE

An established UCS call is placed on hold if a cellular call is received and is recovered when the cellular call is terminated **(iPhone only)**

5.1.1 Making a Call

To place a call from the **Call** screen,

1. Use the dial pad to enter digits or press the **More** () button and select the contact.




2. Select the Call () button.

NOTE

You can place calls from other screens where the phone icon appears.

You can select dialing method. **(iPhone only)**


5.1.2 Answering a Call

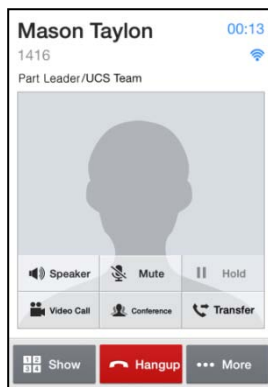
When a call is received, the phone will ring and the UCS Client displays the incoming call screen with the caller id, including the number, name and picture of the calling member. To answer the call, press the **Answer** () button.

NOTE


MEX does not support answering a call function using VoIP.

5.1.3 Hang up a Call

To end a call, press the **Hangup** () button. This can be used to cancel dialing or ringing as well as terminating a connected call.



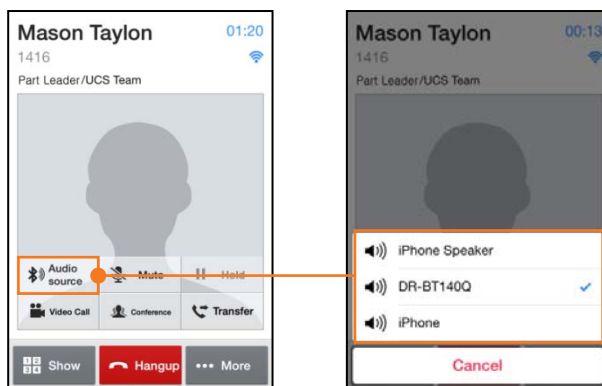
NOTE

A lock () icon may appear at the top of the screen indicating that your call is encrypted for security.

MEX does not support this feature.

5.1.4 Bluetooth

You can use a Bluetooth device for calling or change the audio source to a built-in receiver or speaker.




NOTE

Bluetooth feature is supported on iOS7.0 or higher.
MEX does not support this feature.


5.1.5 Transfer

You may send an active call to another iPECS system user or number. To transfer a call:

1. Press the **Transfer** () button.
2. Dial the number to receive the call or select a Presence member to receive the call.
3. If you hang up the call right after pressing the transfer menu, then the call will be transferred immediately. You can also make 'Screened Transfer' by waiting the answer and then announcing the call before you hang up.

5.1.6 Hold

You can place a call in a waiting state where the party receives music and you are able to take or place another call.



1. Press the Hold () button.

NOTE

A held call may recall to you if on-hold longer then the recall time configured in the iPECS system.
MEX does not support this feature.

5.1.7 Conference

You can join several parties in a single call to form a Conference. Up to 6 parties can be connected in one call.

1. Place or receive first call as normal
2. Press the **Conference** () button.
3. Select member that you wish to invite the call.
4. Press **confirm** () button to make a conference call.

NOTE

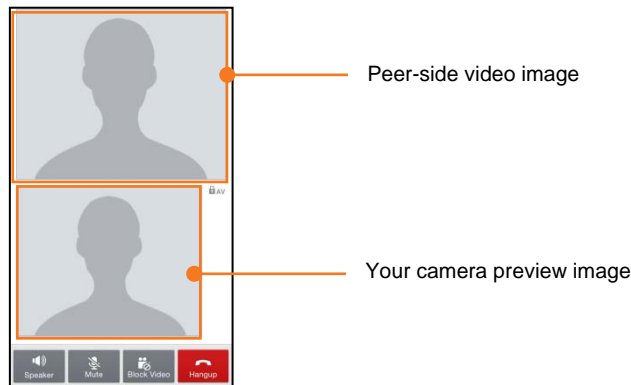
MEX does not support this feature.

5.1.8 Video Call

The UCS Client uses a camera to facilitate real-time video communications.

5.1.8.1 Video Call Screen

The video call screen shows two images, the peer side and your camera images, as shown below.




- The camera preview image displays the front camera view of mobile device before sending video images. If there is problem using the front camera, the video call will be disconnected and user will be asked to close video call screen.
- The peer-side video image is shown after receiving the video image from the connected party. It may take several seconds to display video image at the beginning of a video call.
- If the first video image is not received in several seconds, the Video call is automatically terminated. Once active, if the video image is not received, the default image is displayed but the video call is not terminated.


NOTE

Video call quality is dependent on the connecting network and video calling may not function correctly on lower speed network connections.

5.1.8.2 Video Call Start

1. Press the **Video Call** () button.
2. The default image changes to the camera preview image.
 - You can switch the UCS Client to the Speakerphone mode and the UCS Client will send audio to the handset loudspeaker.

5.1.8.2.1 Turn on Speakerphone

1. Press black colored **Speaker** () button.
2. Audio is sent to the loudspeaker and the Speaker button text changes to a green color.

5.1.8.2.2 Turn off Speakerphone

1. Press green colored **Speaker** () button.
2. Audio is sent to the normal speaker and the button text changes to white.

5.1.8.3 Microphone Mute

You can mute the microphone so that the connected party cannot hear you. Mic Mute is available during voice or video calls using the normal handset speaker or the Speakerphone.

5.1.8.3.1 Enable Mute Microphone


1. Press the white colored **Mute** () button.
2. The microphone will be Muted and the button text changes to red.

5.1.8.3.2 Disable Mute Microphone


1. Press the red colored **Mute** () button.
2. The microphone will activate and the button text changes to white.

5.1.8.4 Video Pause


During a video call, you can pause sending your video image.

1. Press **Block Video** () button.
2. Your video image changes to default image or video image pauses.


NOTE

You may use the **Home** () button to pause the video, which will return the display to the iPhone Home screen.

5.1.8.5 Hang-up Video Call

1. Press **Hang-up** () button.
2. The Video and Voice call are disconnected.
 - If the connected party disconnects only the video call then the UCS Client also disconnects video call, the Voice call is maintained and the normal Voice call screen displays.

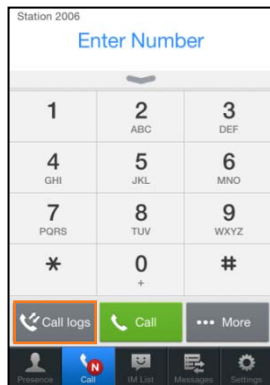
5.1.9 ... More Call Features

Additional Calling features are available with the **More** () button on the Call screen. The button yields access to the **Call History** (Call Logs), **Contacts** from your local Address book, and **Call Back**, **Call Through** and **SMS** features.

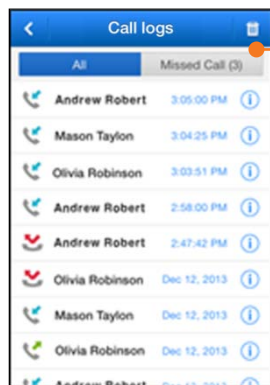
5.1.9.1 Call History Calling

The **Call History** is a log of calls placed, received, and missed.


1. With the Call screen active, press **Call logs** () button to display 'All Calls' log.





2. You can select **All** or **Missed Call**. Note the **Missed Call** button displays the number of missed calls.



'(3)' indicates the number of missed calls not viewed.

 : incoming call record

 : outgoing call record

 : missed call record

- **All**: displays calls in the log
 - **Missed Call**: displays all missed calls in the log.
3. Select a log item to place a call to the party.

NOTE

Your Client stores up to 200 call history. When the call list is full a new incoming call history will automatically delete the oldest one.

5.1.9.2 Call Back, Call Through and VCC (iPhone only)

5.1.9.2.1 Before using

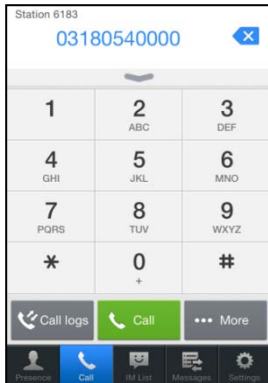
To use Call Back, Call Through and VCC (Voice Call Continuity), relevant settings should be configured both on PBX and UCS Mobile Client in advance. On the client side, these configuration can be set at **Settings > System Setting > Call** section.


- Call Back requires **My Mobile** number to be set and **Call Mode** should be set to **Call Back** or **Always Ask**. This option lets you choose the way that UCS handles these call requests.
- Call Through needs **System Access Number** that is normally a DID (Direct Inward Dialing) number that is given by PBX administrator, as well as **My Mobile** number. To use Call Through, set Call Mode to **Call Through** or **Always Ask**.
- VCC uses the same configuration with Call Through, **System Access Number** and **My Mobile** number. VCC only works during a call.

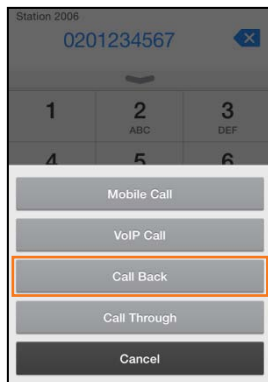
5.1.9.2.2 Call Back

With Call Back, you can instruct the system to call the desired party and call you back when the call is placed. In this way, the iPECS system will place the call, reducing the call cost.

1. Enter the number of the party you want to call.



2. Select the Call () button. If the call mode is set to "Call Back", iPECS system calls you back.
3. If the call mode is set to "Always ask", the view below will be displayed:

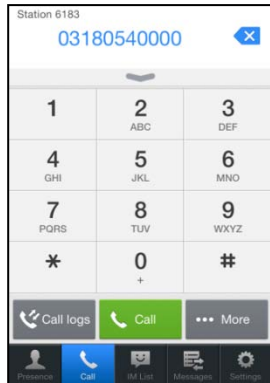



4. Select **Call Back**.
5. When the iPECS system calls you back, answer the call and you will be connected.

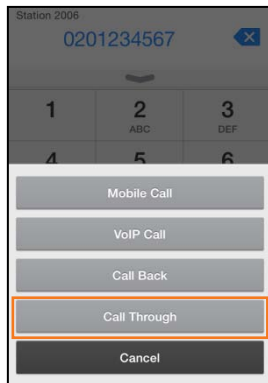
5.1.9.2.3 Call Through

Similar to Call Back, with Call Through the iPECS system places the call thus reducing call cost.

1. Enter the number of the party you want to call.




2. Select the Call () button. If the call mode is set to “Call Through”, it will place the call.
3. If the call mode is set to “Always ask”, the view below will be displayed.

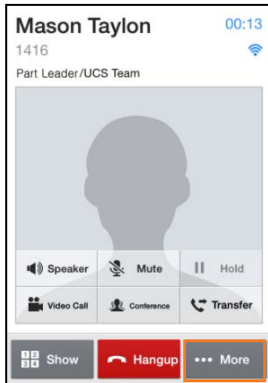


4. Select Call Through.
5. The UCS Client calls the iPECS system ‘Access Number’, and provides the desired number. Then, the iPECS system places the call and connects you.

5.1.9.2.4 VCC (Voice Call Continuity) (iPhone only)

When on a call employing a Wi-Fi connection, if the Wi-Fi signal is weak, you can shift the call to a mobile call, which may have a stronger signal and provide wider area reception, so the call is not dropped due to lack of signal. Note that Mobile voice is used for a VCC call.


1. During a call with the Call screen active, press **More** () button and select **UCS to Mobile** menu.



2. You will be connected to the call using the cellular network, service charges may apply.



5.1.9.3 SMS

You can send short messages to other internal or external parties using SMS (Short Messaging Service). To access the SMS function from the Call screen, press the **More** () button and select SMS. For details on sending an SMS, refer to Chapter 7.

NOTE

Internal SMS messages can be sent simultaneously to a maximum of five members. However, external SMS may be limited depending on the system configuration and SMS service provider. External SMS is not supported in all counties or by all carriers. MEX does not support this feature.

5.1.9.4 MEX Function

When the MEX feature set to “Enabled”, you can use MEX function.

- **MEX:** You can use mobile extension feature. If the set to “ON”, the internal call will be placed to my mobile call.
 - MEX Enabled:
 - MEX Disabled:
- **Forward to Voicemail:** If this is set to “ON”, all incoming calls will be forwarded to voicemail.
 - Forward to Voicemail On:
 - Forward to Voicemail Off:

6. IM (Instant Messaging)

This chapter describes the IM (Instant Messaging) feature of the UCS Client. IM is an IP-based real-time communication service for text information. The UCS Client Standard edition supports 1 to 1 messaging sessions. With the Premium edition and external UCS Server, 1 to many (maximum 50 users) sessions can be created.

NOTE

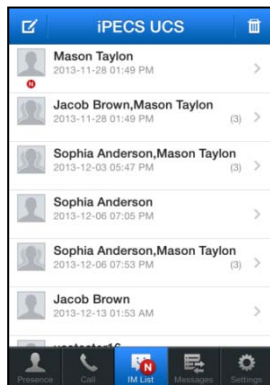
With the Standard Client, you may “Leave a Note” to offline users.



The UCS Mobile client supports only text messages.

The IM session messages and history is stored until the session is closed. If you log out or the network connection fails, the session remains open and is still available upon login.

6.1 IM List Menu Tab

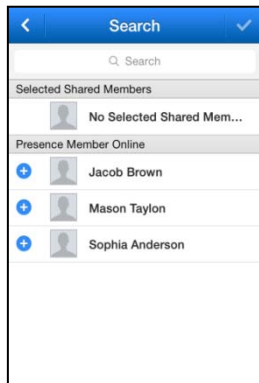
The IM List screen displays a list of your open IM sessions, showing the names of participants, and the date and time the last IM in the session was sent.



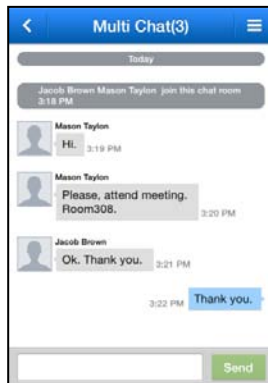
- When you receive a new IM, the new IM icon () displays to indicate the new message and the IM List is updated.
- During an IM session, you can access other UCS Client menus and return to the IM session through the IM List menu tab.
- You can select the **Close** () icon to close a session.

6.1.1 Start an IM Session

1. To start an IM session, select **IM List** from the Main menu
2. Select the **New** (✉) button at the top left of the IM List screen.
3. Select the desired member using the Search or Advanced Search function and select the **Confirm** (✓) button.



4. The IM session window appears.



5. Enter your message in the text box then select **Send**.

6.1.2 Enter an Active IM Session

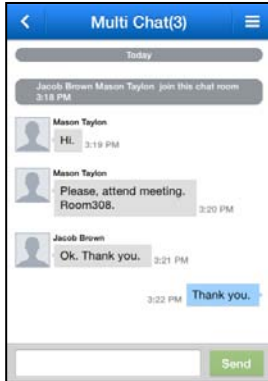
1. Select **IM List** from the Main menu.
2. Select the desired session, the IM session window opens.

6.1.3 Close All IM Sessions

1. Select **IM List** from the Main menu.
2. Select the **Option menu** (☰) button then select **Delete All** (🗑️) button and confirm.
3. All active IM sessions are terminated and the message logs are deleted.

6.2 IM Session Window

With the IM window displayed, you can send and receive text messages, add members, close a session or display members in the session.

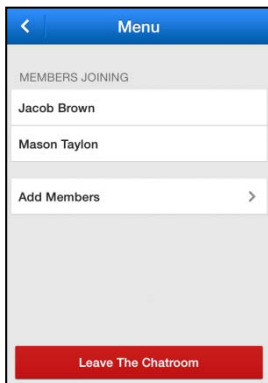


6.2.1 Send a Message

1. In the IM session window, enter your message.
2. Select **Send**.

6.2.2 Add New Member to Chat

1. In the IM session window, select the **Options menu** (☰) button.
2. Select **Add Members**.



3. In the Add Members screen, use Search or Advanced Search function to select members and then confirm.
 - From the Options menu, you can also:
 - View a list of members in the session, **Members Joining**
 - Exit the session for other activity, **Leave The Chatroom**

7. Messages

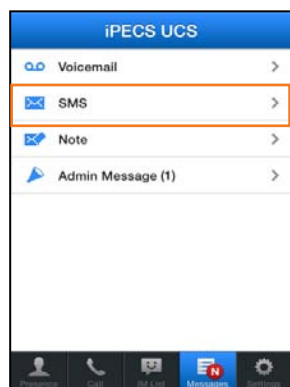
This chapter describes the features related to the Messages tab for management of your Voicemails, SMS, Notes received while off-line, and Admin messages. The Messages screen identifies the type of message, name or number of the party leaving the message, and the time the message was left.

NOTE



Your Client stores up to 200 messages (SMS, Note and Admin message) When the list is full a new incoming message will automatically delete the oldest one. Voicemail records counting depend on the PBX server.

7.1 Messages Menu

The Messages tab icon will change to indicate if you have new messages. The Messages screen displays a summary list of the message types (Voicemail, SMS, Note, and Admin Message) and indicates the number of new messages of each type in parenthesis.



New Message Icon:

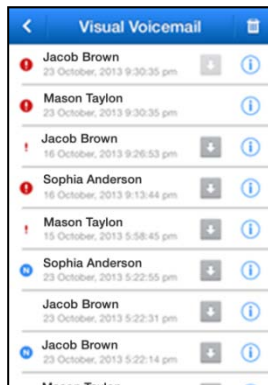
-  New urgent Voicemail icon
-  New Message icon

7.2 Voicemail



You can manage your Voice Mailbox through the UCS Client employing features of the iPECS system as well as the UCS Client to view, manage and download voice messages.

7.2.1 Visual Voicemail List




Selecting Voicemail from the Messages screen displays a list of Voice messages in your mailbox. The listing indicates the name or number of the party that left the message, and date and time the message was left, as well as the message status (new, urgent).




Icons at the top of the list allow you to



- : Delete voicemail
- : Go to the previous menu

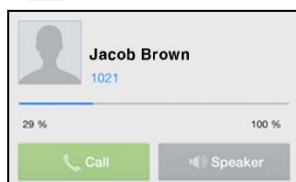
Message Type icons

- : New Urgent Voicemail
- : Urgent message read
- : New Voicemail

7.2.2 Downloading a Voicemail

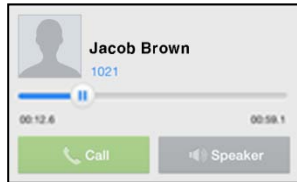
You can download a Voicemail by selecting the download icon (). Once downloaded the icon will change color to indicate the voicemail was previously downloaded.

- : Click to download
- : Previously downloaded



7.2.3 Voicemail Management

You can manage and control playback of messages by selecting a message to display in the **Message Play** screen, where the playback control is located.






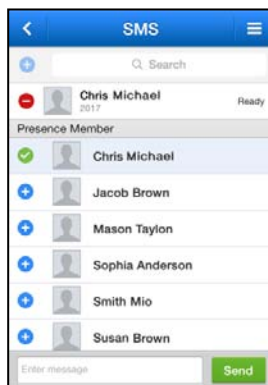
- Use the play button to start playback
- Use the pause button to pause playback
- Drag the slider to any position in the message for playback
- Use the 'Call button' to place a call to the message sender
- Use the 'Speaker button' to listen to the message through the phone loudspeaker
- Swipe down inside the **Message Play** screen to get back to the Voicemail list.




7.3 Short Message Service (SMS)



You can send or receive internal and external SMS text messages to or from other users. Each SMS is a text message of letters and numbers up to 80 characters.

7.3.1 To send a text message

1. Select **SMS Send** ( SMS Send) from the Associated Feature window or tap the More ( More) button of Call screen and select the SMS button.
2. Tap the **Option** () button on the navigation bar then select the **Internal** button to send an SMS to other iPECS system users or the **Fixed Line** button to send an external SMS.



3. To add a member to receive the SMS:
 - Tap the **Add** () button in the automatically populated Presence Member list.
 - Enter the number directly in the search field and select the **Add** () icon
 - Or, select the **Add** () icon and use the Search or Advanced Search feature to locate and select a member.

4. Enter the message in the Message area.
5. Press the **Send** () button to send the message.
 - A receiver list indicates the message receipt status.
 - Press the **Delete** () icon to delete a message from the list

NOTE

Fixed Line SMS may not be supported by your iPECS system configuration, check with your iPECS system administrator.

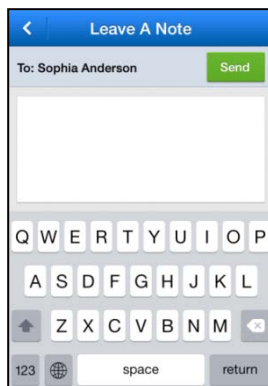
External SMS is not supported in all counties or by all carriers.


7.4 Note

“Leave A Note” is available to send a message to an off-line member. When the members Presence is off-line, UCS Client offers the “Leave A Note” feature; you can leave a note of up to 100 characters.

7.4.1 To Leave A Note to an Off-line Member

1. Select **Leave A Note** ( Leave A Note) from the Associated Feature screen.



2. Enter your note in the Leave A Note screen.
3. Select **Send** () to send the Note.
 - A Notes History shows sent and received messages.

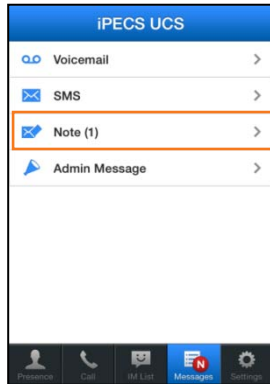
NOTE

If the receiver has 10 notes that have not been received/read, then the sender cannot send a new note.

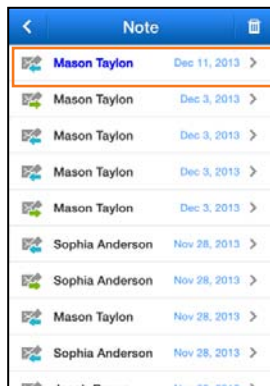
If you wish to change the maximum count, please contact your system administrator.

7.4.1.1 View Saved note

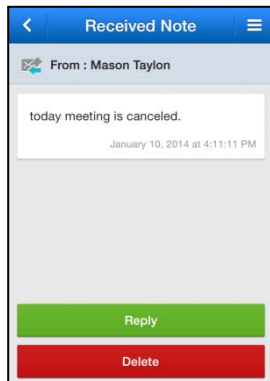
1. Select **Note** in Messages screen.



2. Select the Note to view; new Notes display the name in blue text.



3. The Saved Note screen allows you to reply or delete the Note.

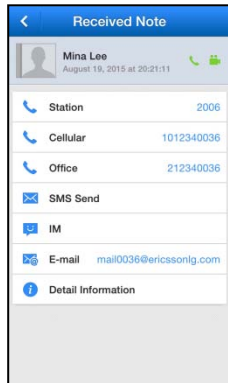


- **Reply** (**Reply**) / **Leave A Note** : Reply to the sender or create a new note.
- **Delete** (**Delete**): Delete this Note

7.4.1.2 Note Detail Information

You can view detailed information for the selected Note. The received Note screen includes the Type of message, Message sender, Date and Time, and the Associated Feature window.

1. Select a Note to view then tap the **Option** (☰) button.



2. Select the function you want to perform.

NOTE

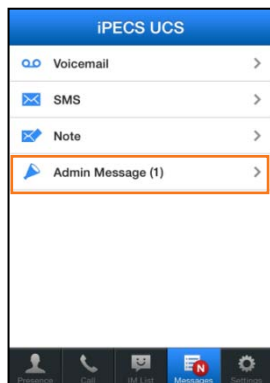
The Associated feature window displays if the sender is a Presence member or the sender information is received with the Note.

7.5 Administrator messages

This message is used as an official announcement by the iPECS administrator. You can view Admin messages but cannot reply.

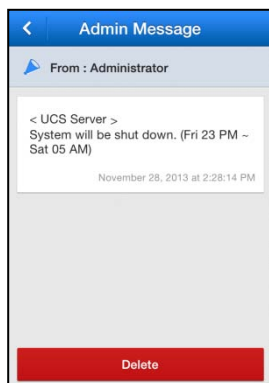
7.5.1 View administrator messages

1. Select Admin Messages in Messages screen.



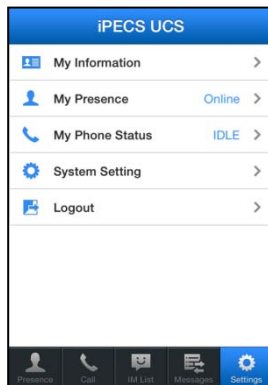
2. Select a message to view.
 - Blue text indicates a new message.

3. Select the **Delete** button to remove the message.



8. Settings


This chapter describes the Settings menu. The Settings menu provides a number of items that you may configure including 'My Information' and 'System Settings' as well as the Logout button.



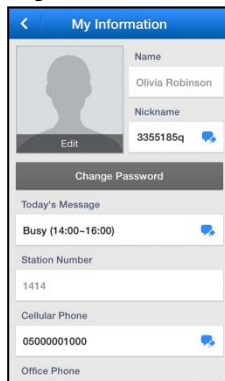
8.1 My Information

You can view and modify the information in the 'My Information' window including your picture and today's message. In addition, the login password can be modified from the 'My Information' window.

NOTE

Changeable items can be distinguished by the edit icon () at the right side.

8.1.1 My Information Items



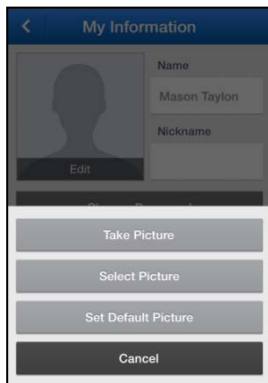
- Name
- Nickname (Premium edition)

- Picture
- Password
- Today's message
- Desktop phone 1, Desktop phone 2 and 3 (Premium edition)
- Cellular Phone
- Office Phone
- Office FAX
- Office Name, Office Department
- Office Address
- Home Address
- E-mail
- Office Position (Rank, Premium edition)

8.1.1.1 My Picture

The 'My Information' window includes a user-defined picture visible to other members. The picture is resized to fit in the 'My Picture' area.

1. Select your Picture.
2. There are 3 options as below

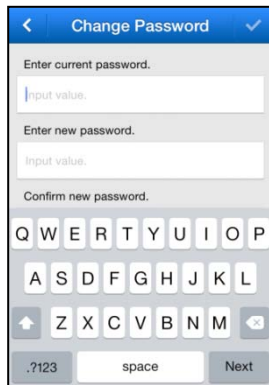


- **Take Picture:** You can take a picture with the camera.
- **Select Picture:** You can select a picture from the Photo album.
- **Set Default Picture:** You can change the picture to the blank picture icon.

8.1.1.2 My Password

The UCS Client sends the User ID and Password to the iPECS system and UCS Server during login to authenticate the client. The password can be changed from the 'My Information' window or in the UC server Web Admin.

1. Select **Change Password**, the Change Password dialog window displays.
2. Enter the current password.



3. Enter your new password and retype the new password in the Confirm New Password boxes.
4. Press the **Confirm** () button to save the change.

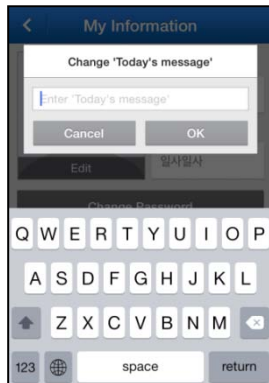
NOTE

The password length must equal or exceed the minimum length set by your iPECS Administrator.

8.1.1.3 My Today's Message

You can enter a message that is displayed as part of your information to other UCS Clients.

1. Select the **Change Today's Message** icon, the Change 'Today's message' dialog window displays.
2. Enter Today's message.

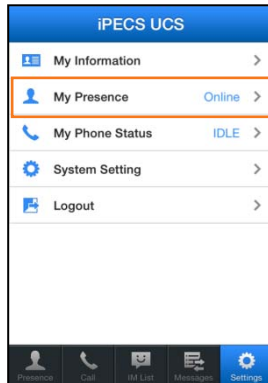


3. Press **OK** to confirm and save the message.

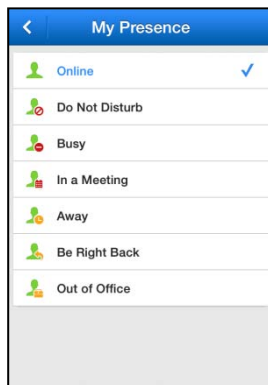
8.2 My Presence

Presence establishes the availability of your UCS Client to receive IMs from other UCS Client users. Normally the iPECS system and UCS Server monitor and automatically update your Presence status. You can manually change your presence if desired.

1. Select **Presence** in the Settings menu.



2. Select the Presence desired from the list, the screen updates with the selected Presence active.



- You can set Online, DND (Do Not Disturb), Busy, Away, Be Right Back, Out of Office or In a Meeting.

8.3 My Phone Status

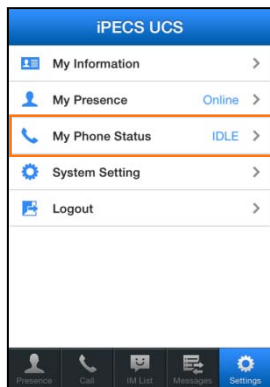
You can set the status of the UCS Client as Do-Not-Disturb (DND) or route your UCS Client calls to another destination.

NOTE

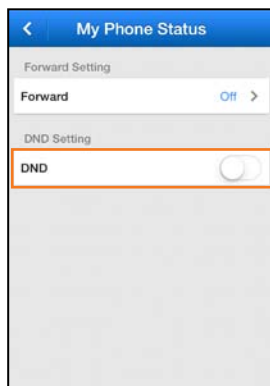
MEX does not support this feature.

8.3.1 DND (Do-Not-Disturb)

1. Select **Phone Status** in the Settings menu.



2. Use the switch to toggle the DND status.



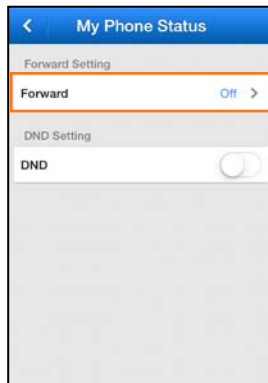
- DND Enabled:
- DND Disabled:

When in DND, internal callers will receive a fast-busy tone and outside callers are re-routed based on the iPECS system settings.

8.3.2 Forward

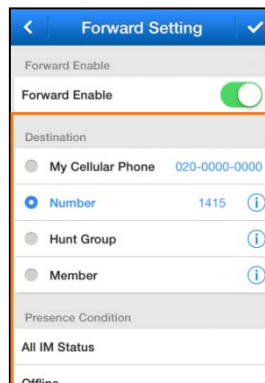
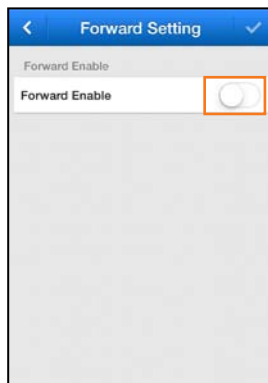
You may select to send incoming calls to other stations, station groups, the system Voice Mail, or over CO/IP Line to an outside number.

1. Select **Phone Status** in the Settings menu.
2. Select the **Forward** menu.



- The current state displays on the right.

3. Select **Forward Enable** then select the destination and conditions for forward in the detailed Forward Setting menu.



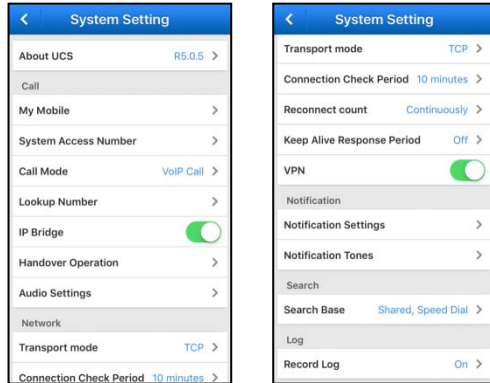
- Changing the Forward Enable state to ON will display the detailed Forward Settings.

4. Press the **Confirm** (✓) button to apply the Forward Settings.

8.4 System Settings

System Settings establish various characteristics of the UCS Client and network environment. You can configure the settings as described in this chapter to meet your needs.

To access System Settings, select the **Settings** tab in Main screen or, from the Login screen, select the **Option** menu then select **Settings**.



8.4.1 About UCS

Display UCS iOS Client version information and System version.



8.4.2 My Mobile/ Call Through Access Number (iPhone only)

Set the number for Call Back, Call Through.

- **My Mobile:** The cellular number of the iPhone used with the Call Back feature. **(iPhone only)**
- **Call Through Access Number:** The iPECS number used to request Call Through feature. **(iPhone only)**

8.4.3 Call Mode (iPhone only)

You can select dialing method.

- **Mobile Call :** Use 3G/LTE call
- **VoIP Call (Default setting):** Use UCS VoIP Call

- **Call Back** : Request a Call Back to the selected contact
- **Call Through** : Request a Call Through to the selected contact
- **Always Ask** : User will be asked to select for every outgoing call

NOTE

iPad does not support 3G/LTE call.

8.4.4 Lookup Number

'Lookup Number' define digit sequences used to access outside lines, determine the type of call, and add and remove digits for Area, Country and International Call codes.



Selections and Meaning

- **CO Access code:** The code for accessing an outside network through the iPECS system is entered under this item.
- **PBX code:** In some environments, the iPECS system may be connected to another PBX system for external access. In this case, the codes to access the PBX outside lines must be established.
- **Country code:** When receiving caller Id the phone may need to remove or add the Country Code for correct operation. The Country Code is entered under this item.
- **Area code:** As with the Country Code, the Area Code for the UCS Client can be entered under this item for correct operation.
- **International call:** This identifies the code dialed for an international call.

8.4.5 IP Bridge

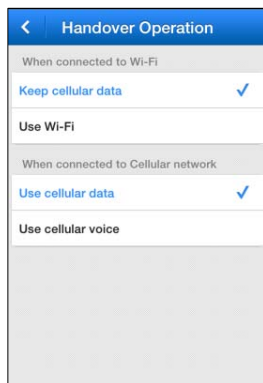
IP Bridging allows you to place calls using the UCS Client, and use your desk phone to talk and release the call by simply lifting the handset (or pressing the speaker button) on your desk phone. This option should be set from the Login screen through the Option menu.

NOTE

MEX does not support this feature.

8.4.6 Handover Operation (iPhone only)

Call Options are used to configure Codecs, bridging and audio characteristics of the UCS Client. Handover operation happens when network is changed during call.



If the cellular network is used, when iPhone network changes to WiFi network handover operation is executed.

There are two options and default value is Keep cellular data.

- Keep cellular data
- Use Wi-Fi.

If on a call employing a Wi-Fi connection, when iPhone network changes to cellular data, network handover operation is executed.

There are two options and default is Use cellular data.

- Use cellular data
- Use cellular voice

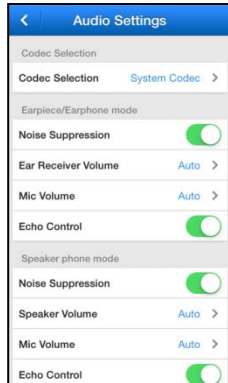
Use cellular voice operation is similar with VCC function.

NOTE

When Wi-Fi network is changed to cellular network, both caller and called party can experience a mute period. This is because, as the Wi-Fi network is disconnected and cellular network is connected, the handover operation is executed. This mute period can be minimized by turning off WiFi on the iPhone.

8.4.7 Audio Settings

The Audio Option should be set to match the iPECS system and the audio performance adjusted to match the client hardware. These options can be set only when the UCS Client is logged in.



Codec Selection :

- **Earpiece/Earphone mode**
- **Speaker phone mode**

8.4.8 Transport Mode

Change network protocol mode.

- **TCP**
- **UDP**

8.4.9 Connection Check Period

When UCS Client is connected through a network, a 'Keep-alive' signal must be sent periodically to assure the connection is still viable. Note this is available only while the client is on line. The settings will be displayed differently depending on the transport mode.

- **TCP mode : 10 minutes, 15 minutes, 20 minutes**
- **UDP mode : 15 seconds, 30 seconds, 60 seconds, Custom Value (15~120 seconds)**

NOTE

“Connection Check Period” option is used when you are connected with the iPECS server. A shorter period is helpful to maintain the connection, but shorter selections will result in shorter battery life.

8.4.10 Reconnect Count

At the **Connection check period**, the phone attempts a number of reconnections to the network. When the “Reconnection Count” is reached, the UCS Client considers the connection as failed.

8.4.11 Keep Alive Response

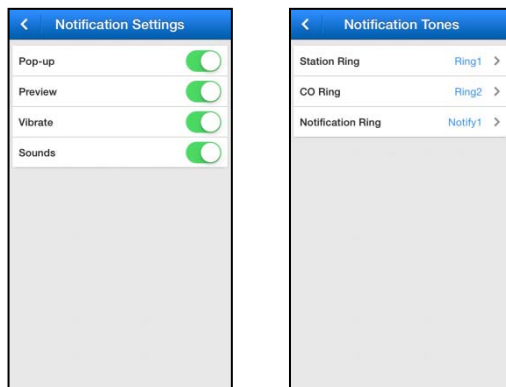
If this is set to “ON” or set to “Not Zero”, application will be response to the connection check signal from the server.

- **CM System : OFF / ON**
- **Not CM System : 0(OFF) / 1~10 minutes(ON)**

8.4.12 VPN

If the flag set to “ON”, you can use the configuration of iOS device VPN setting.

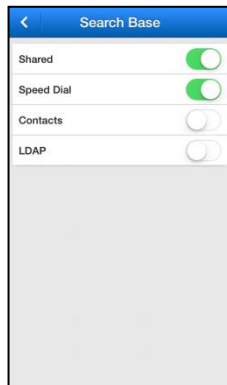
8.4.13 Notification



- **Notification Settings:** Alarm and notification events can notify you with audio, vibration and a pop-up message based on the following selections:
 - Pop-up
 - Preview
 - Vibrate (**iPhone only**)
 - Sound
- **Notification Tones:** Different ring tones can be selected for internal calls, external calls and notifications. By setting different tones, you can determine the origin of the call from the ring signal. Ring tones are selected separately for internal (Station Ring) and outside (CO Ring) calls.
 - Station Ring
 - CO Ring
 - Notification Ring

8.4.14 Search Base

When using Advanced Search, the phone will search the various databases identified under this item. As a default, the UCS Client is set to search the iPECS UCS server Shared Contacts and Speed Dial database. In addition, a LDAP server database configured in the iPECS system and UCS server can be searched.

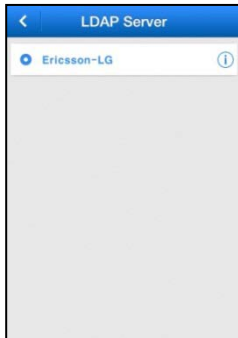


- **Shared:** Search for a user in the UCS Shared Contacts.
- **Speed Dial:** Search for a user in the Speed Dial database.
- **Contacts:** Search for a user in the iPhone Contacts.
- **LDAP:** Search for a user in the LDAP Server.

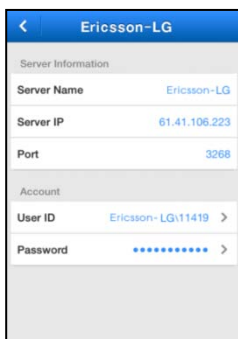
8.4.15 LDAP Server

You can select an LDAP server from the list configured in the iPECS system and UCS server. This option is available only with the UCS Client on-line.

1. Select server from the list



2. Press the right button to view the Detail information screen.

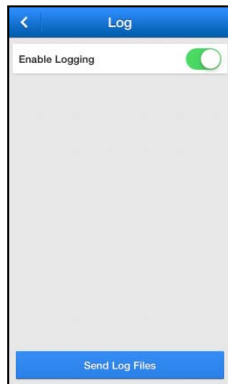


NOTE

Your iPECS administrator must configure the LDAP settings in UCS server.

8.4.16 Record Log

If the “Enable Logging” flag is set to “ON”, you can save the log file.

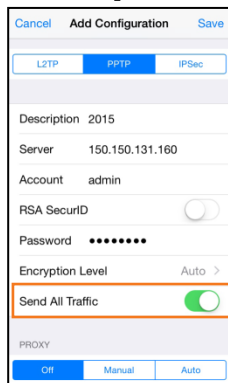


- **Send Log Files:** During operation, if an issue arises, the UCS Client trouble log can be sent to Ericsson-LG Enterprise by E-mail.

8.5 VPN Usage guide

A VPN (Virtual Private Network) connection can be configured in the iPhone Home screen Settings menu for the UCS client. You should contact your iPECS administrator before configuring use of the VPN.

8.5.1 Example of PPTP setting



8.6 Keep Login

When the UCS Client moves out of the range of a Wi-Fi AP and into the range of another AP, the UCS Client will try to log in with the new AP.

- If “Use Cellular Data” is set to ‘ON’ when a Wi-Fi network is not available, your UCS Client will attempt to log in using cellular data service. As this may result in cellular data charges, you may configure UCS Client to log in using a Wi-Fi network connection only.

Appendix- Useful Information

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

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