

iPECS

UCS Client for Mac

User Guide

Please read this manual carefully before operation. Retain it for future reference.

iPECS is an Ericsson-LG Brand



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About This Guide

This section describes the purpose, audience, organization, and conventions that are used in this iPECS UCS Client for Mac User Guide.

NOTE

The screen may look different depending on which version of the OS (Operating System) and Installation Program you are using. All information in this guide is subject to change without prior notice.

Purpose

This guide introduces the iPECS UCS Client for Mac and explains how to correctly install and use the UCS Client. The figures and screen images used in this guide may be changed without notice

Audience

This guide provides user-related information intended for users of the Mac-based UCS Client.

Document Organization

This guide consists of this 'About This Guide' section, 9 Chapters, as listed below.

- About This Guide
- Chapter 1: Introduction
- Chapter 2: Installation and Setup
- Chapter 3: System and User Settings
- Chapter 4: Contact & ETC Area
- Chapter 5: Dash Board
- Chapter 6: Call Control
- Chapter 7: Instant Messaging
- Chapter 8: Conversation List
- Chapter 9: Add-ons
- 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 term
Code text	a command prompt
(P, S)	indicates the applicable UCS license, Premium or Standard
(UCP, CM)	indicates the iPECS platform (UCP or CM) that supports the function. eMG system's function exactly the same as the UCP system.

Important notice

The following icons and notices used throughout this guide are to convey important cautions and notes.



CAUTION

A caution statement alerts you to situations that may cause damage to hardware, software, or data.

NOTE

A note provides additional explanations, emphasis on important information, or a reference to related information.

This chapter is an overview of the UCS client.

1.1 Introduction of UCS Client for Mac

The iPECS UCS (Unified Communications Solution) Mac client is a Mac based application, which operates in conjunction with the iPECS UC platform 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 iPECS UCS Client have access to a wide range of text and messaging services. Services available include Presence, Instant Messaging, and more.

Employing a simple intuitive graphical user interface, the UCS Client has access to directory database applications, which fully integrate with the various services available in the iPECS UC platform and 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.

Chapter 2

Installation and Setup

Installation and set-up of the iPECS UCS Client is a simple four-step process:

- Step 1: Verify your hardware and operating system
- Step 2: Install the iPECS UCS Client application on the user's Mac.
- Step 3: Adjust UCS Client login settings.
- Step 4: Login to complete registration of the iPECS UCS Client application to the iPECS system and UCS Server.

Completing the login and registration process may require assistance from the iPECS Administrator to adjust settings of the iPECS system and the UCS Server; both will require the client User ID and Password. iPECS UCS Client will require entry of the host iPECS system or UCS Server IP address.

Prior to installation, the PC and operating system should be verified for compatibility with the iPECS UCS Client application. Assure that the Mac and Operating System (OS) comply with the minimum requirements of Section 2.1.

NOTE

You should not change the files and contents of the installed folder. In addition, the sound files, image files and all other content are the intellectual property right to the manufacturer and should not be used for any other purposes.

2.1 PC Hardware and OS Requirement

The UCS Client application software requires a Mac with the minimum configuration defined below.

2.1.1 Mac Hardware

- **CPU:** Dual Core 2.0 or higher
- **RAM:** minimum 4 GB of DRAM
- **Hard disk space:** minimum 200MB Free spaces

NOTE

Voice quality is highly dependent on the quality of the headset.

2.1.2 Operating System

- OSX 10.10 or later

2.2 License and Lock Key

Prior to registration of iPECS UCS Clients with the host iPECS system and UCS Server, the host iPECS system will require installation of a UCS Client software license. The administrator must enter a lock-key code in the iPECS system.

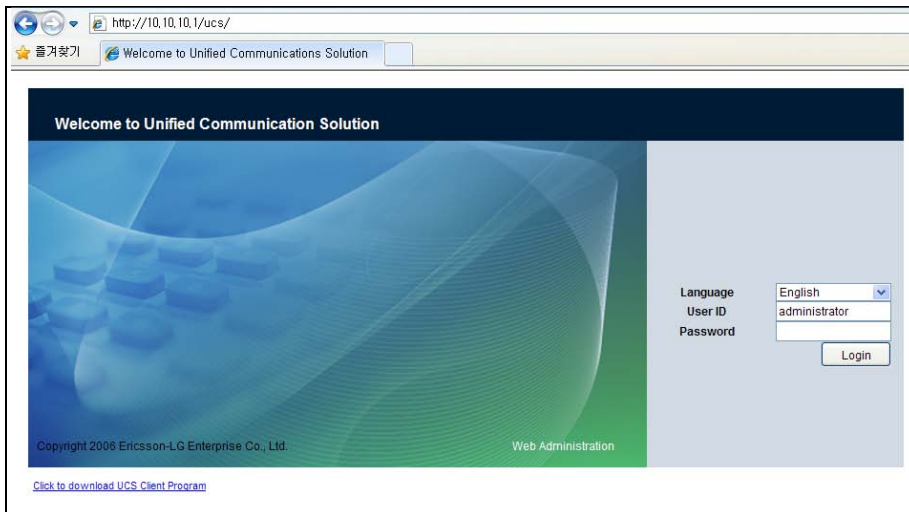
iPECS UCS employs a seat-based license scheme. In this scheme, the maximum number of registered UCS Clients is set in the installed lock-key. For information on Lock-keys, contact the local Ericsson-LG Enterprise distributor.

2.3 iPECS UCS Client Installation

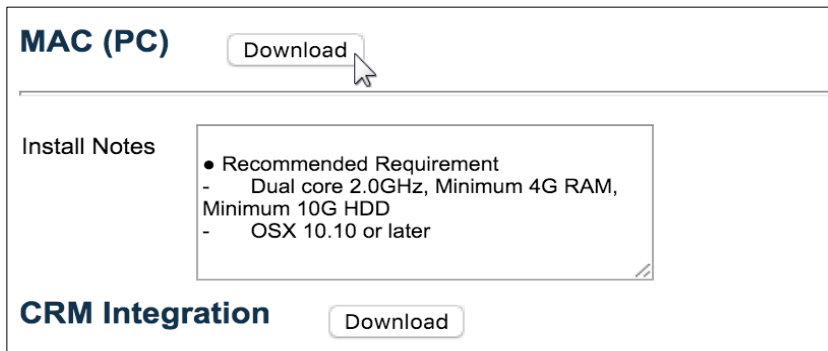
This section explains how to install the iPECS UCS Client. The software can be downloaded from the iPECS UCS Web Admin Download Client Program window. Download from the iPECS UCS Web Admin may require assistance of your iPECS Administrator.

2.3.1 To obtain the software by download

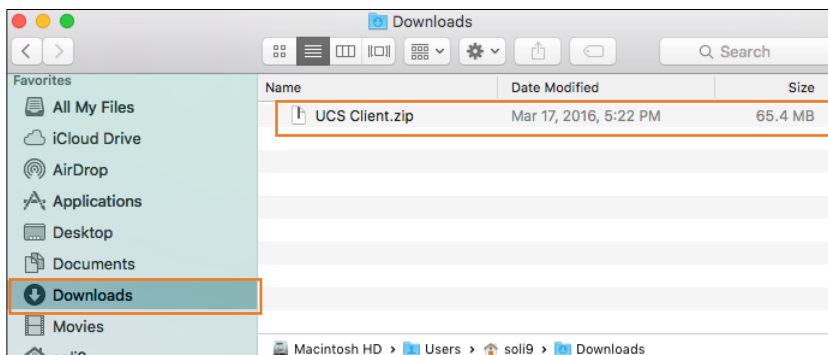
1. Open a browser on the PC.
2. Point the browser to <http://ip address of UCS Web Admin/UCS>, your iPECS Administrator should have the IP address.



3. Click the **Click to download UCS Client Program** link at the lower-left of the screen.
4. Select the **Mac (PC) Download** button. The File Download Security screen displays:

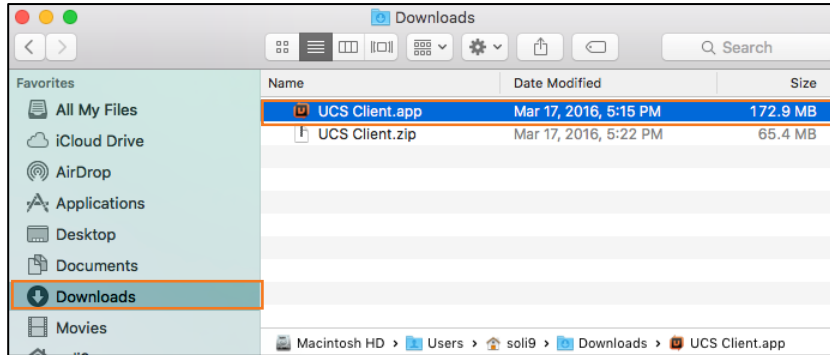


5. Check the UCS Client application in the download directory.

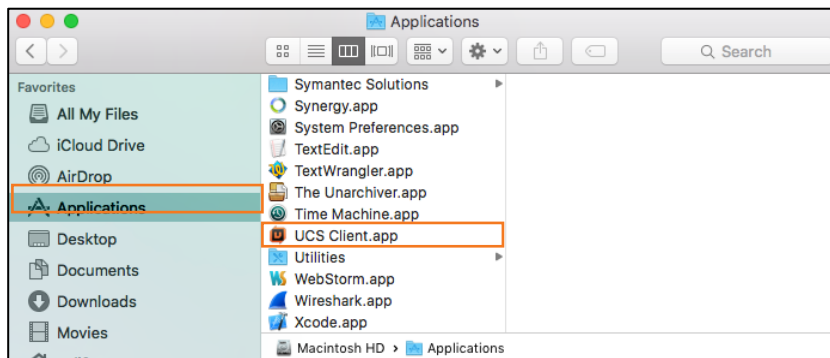


2.3.2 To install the UCS Client application

1. The UCS Client .APP is a zipped file and must be extracted before the next step, to extract the file double click “UCS Client.zip” file.



2. Copy the “UC Client.app” to the Application folder. The ‘UCS Client’ icon will be shown in the Launchpad.



2.3.3 Upgrade Client

Remove the old version of UCS Client and install the new version.

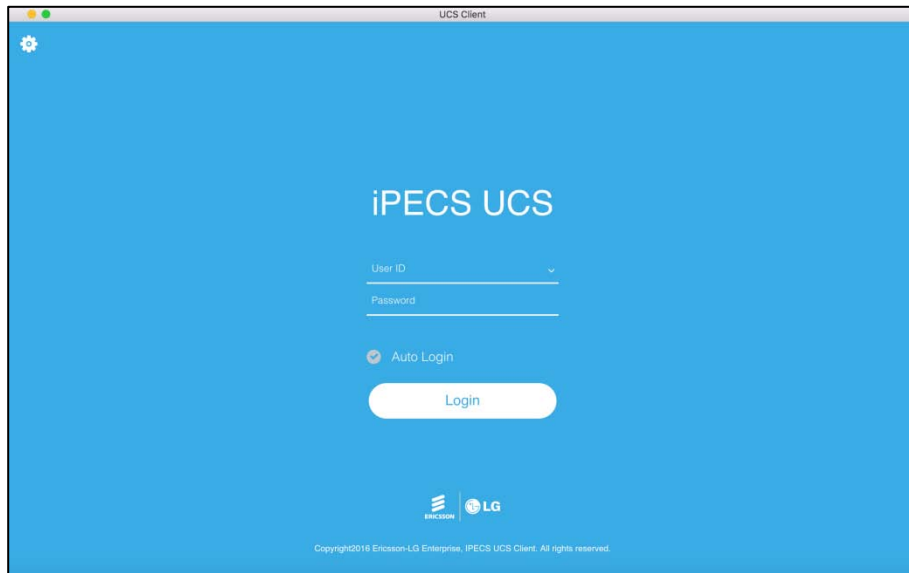
2.4 Initial Setup and Login


When installation is complete, the iPECS UCS Mac client icon is created on the Launch Pad. Selecting the icon the iPECS UCS Client Login screen is displayed.

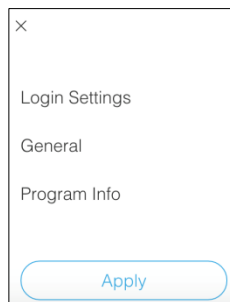
2.4.1 Login

To setup the UCS Client application, perform the following steps:

1. After installation, click the UCS Client from the Launch Pad or the icon in application folder.



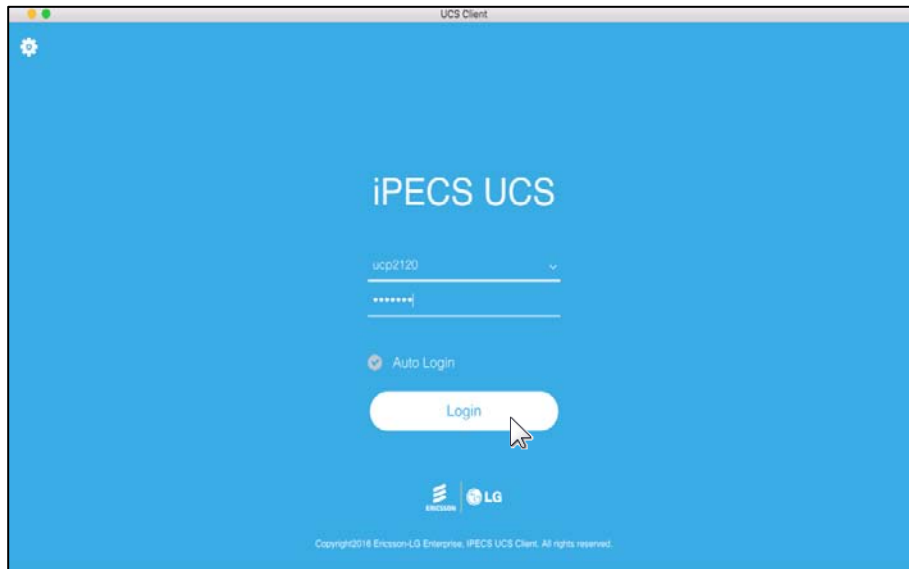
2. Once the program is launched, the iPECS UCS Client Login screen will appear. For the initial installation, you must define the IP address and other basic parameters for the iPECS System, UCS Server and client in the Setting window. Click **setting** () icon to display the systems configuration menu.



3. Click the **Login settings** to enter the UCS Client login setting.
4. Please set the following items and click the **Apply** button to save.
For more detailed information, refer to section 3.2.
 - Select the System License
 - Enter the UCS Server's IP Address
 - Select the Call Control mode
 - Check the Linked Pair.
5. When finished, login by entering your User ID and Password.

NOTE

User ID and Password are case sensitive.



- In a single user environment, using the Auto Login Remember User ID and Password checkboxes automates the login to the iPECS system and UCS Server every time the UCS Client application is launched.

6. Click **Login** button to initiate the iPECS UCS Server and system login.


NOTE

If the number of login attempts reaches the threshold assigned by the UCS Server administrator, the User account is locked. To unlock the account, either the administrator must unlock the account or the assigned lockout duration timer must expire.

2.4.2 Power configuration

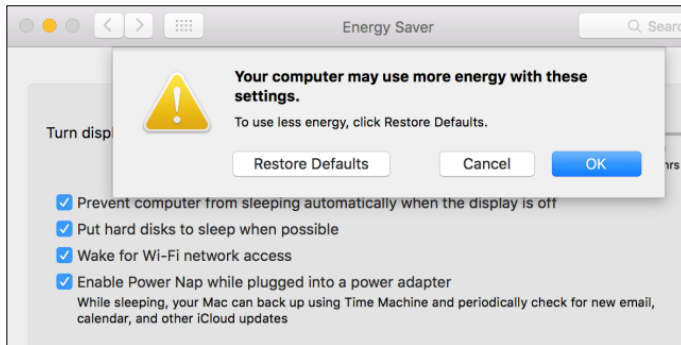
The default power configuration of Mac is that Mac goes into power save mode if the Mac monitor display is off.

- Not all programs work in power save mode.
- When a Mac goes into power save mode, the UCS Mac client logs out automatically
- To prevent the system from entering power save mode when the screen is off, the following configuration is required. The system will enter power save mode if there is no input for duration of time.

1. Click the **System Preference** icon ()
2. Click the **Energy Saver** icon.



3. Check “Prevent computer from sleeping automatically when the display is off” and confirm it.



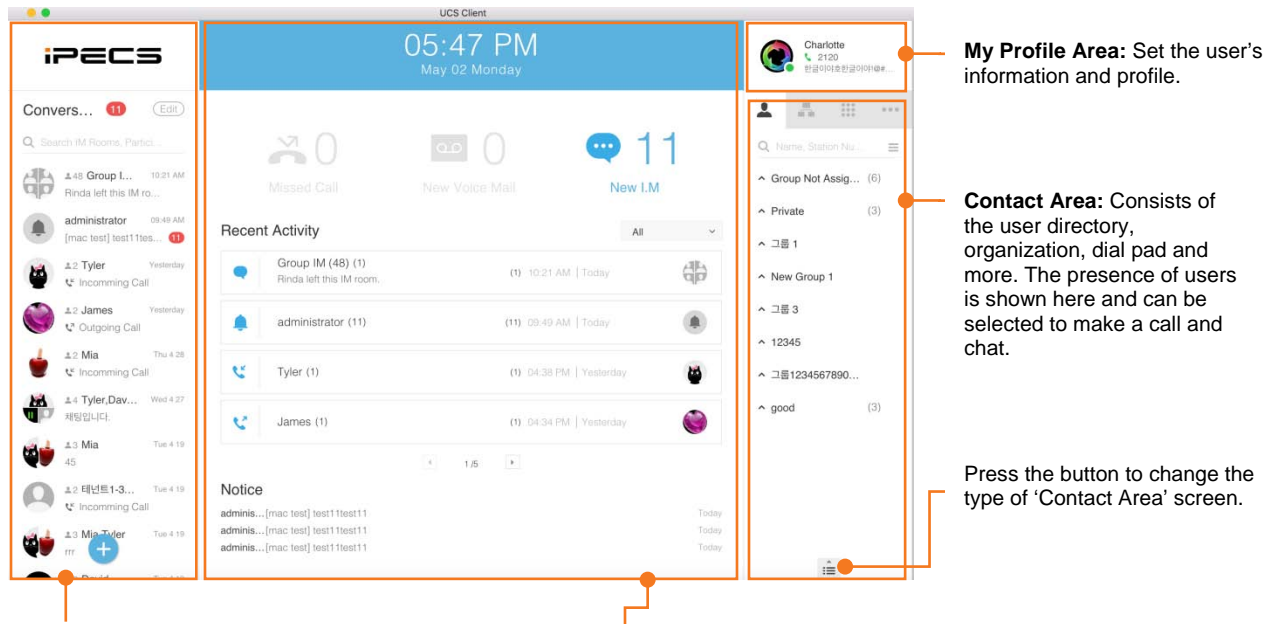
Chapter 3

System and User Settings

3.1 UCS Mac Client Screen

A user can perform various operations from the main screen of the UCS Mac client with iPECS call server and UCS server.

The UCS Client consists of the “my profile area”, the “Contact Area”, the “Task Area” and the “Conversation Area”. A user can set their profile “my profile area”. A user can make a call and chat with selected users from the “Contact & ETC Area”. A conversations history is shown and can be managed in the "conversation area". In the conversation area, a user can continue chatting or make a call.



Conversation List Area: Managed conversations are listed here. If there are messages, which are not read, the unread message counter is shown in the conversation list. All unread messages are displayed in the title bar of the "Conversation List"

Task Area: All actions for calls, chat and others happen in this area. Missed calls, new voice mails and new I.M counts are shown in the dashboard. Recent activity and notices from the administrator are displayed here.

3.2 System Settings

If the user clicks the **setting** (⚙️) icon in the login screen, the system settings window is displayed. In this window, the user can configure the "Login" and "General" Settings. The user can also check the "program Info".

3.2.1 Login Settings

The user can set the license of UCS Mac client, the call control mode, the UCS server address and the linked pair.

The screenshot shows the 'Login Settings' window. On the left is a sidebar with three items: 'Login Settings' (highlighted in blue), 'General', and 'Program Info'. The main content area is light blue and contains the following settings:

- License:** Two radio buttons, 'Premium' (selected) and 'Standard'.
- Server Address:** A text input field containing '150.150.131.138'.
- Call Control Mode:** Two radio buttons, 'With voice' (selected) and 'No voice'.
- Control Number:** A text input field.
- Password:** A text input field.
- Linked Pair:** A radio button labeled 'Linked Pair desktop phone and ucs client' (selected).

An 'Apply' button is located at the bottom left of the window.

3.2.1.1 License

There are two types of licenses. One is the standard, which has the UC server embedded into the PBX and functions are limited compared to Premium. The other is the Premium, whereas the UCS server runs as an independent PC and enhanced functions are available.

3.2.1.2 Server Address

The IP Address or domain name of the UC server must be set.

3.2.1.3 Call Control Mode

A UCS Client can control the desk phone that is configured as [Control Number.] during setup. The [Control Number.] is saved in each user's profile file for login to their UCS Client.

Call Control selects either with Voice or No Voice (call control only).

- **With Voice:** UCS Client provides an audio path for voice, so you can call without a desk phone.
 - **UCP /eMG System,** A UCS Client can control the desk phone, which is configured in **(Control Number)** field.

- **CM system**, (Control Number) CM system does not support call control in **With voice mode** so any setting will be ignored in the (Control Number) field.
- **No Voice**: UCS Client works as control only; the client does not provide an audio path for voice. A desk phone is required. For No Voice, you must set the (Control Number) and (Password) fields.

NOTE

UCS Client may have some limitations in call control of SIP Phones.

For call control to operate correctly, Please configure the UCP/eMG and CM systems using the web admin of each system. Please refer to system user manual for detailed information about call control configuration.

3.2.1.4 Linked Pair

Linked Pair 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.

3.2.2 General

Select a language for the UCS Mac client among list of supported languages. If there is no information in the language conversion file, then English will be used.



3.2.3 Program Info

Use Program Info to display the current version and copyright information.

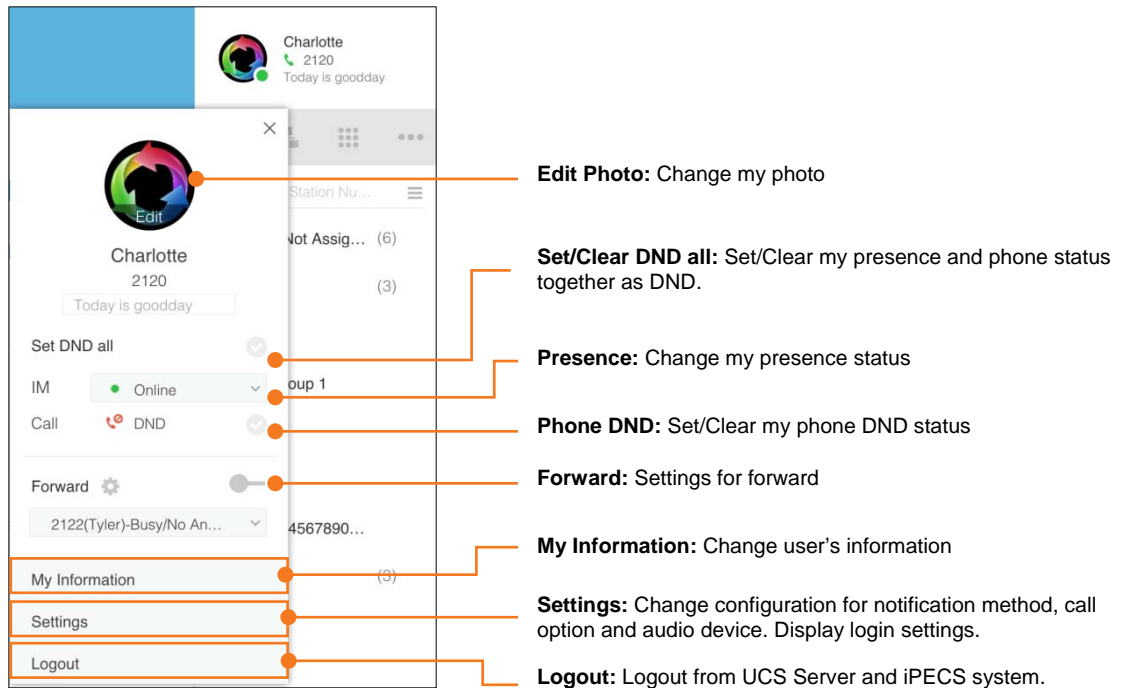


3.3 Set User Information

Use My Profile Area to review Profile photo, name, and station number, chat status and call status.

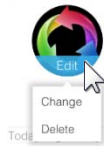


The following menu is displayed under the My Profile Area for setting user information.



3.3.1 Edit photo

This feature is used for changing my photo.



3.3.1.1 Edit My Photo

To change my photo, click **edit > Change** and select a photo file which is located in Mac.

3.3.2 Set/Clear DND all

Use Set/Clear DND all, to change both my phone status and my presence at the same time. Click on the check box (☑) to select or deselect the feature.

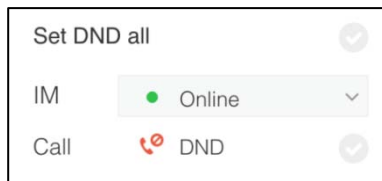
3.3.2.1 Set DND all

Click the 'Set DND all' check box to enable All Do Not Disturb.



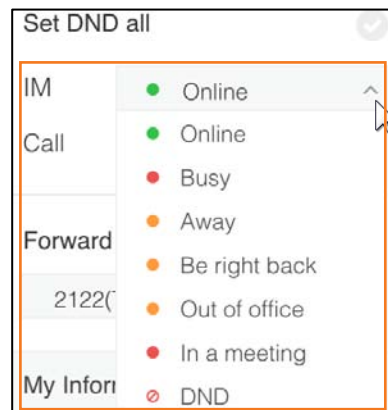
3.3.2.2 Clear DND all

Click the 'Set DND all' check box again to disable All Do Not Disturb.




3.3.3 Set My Presence

Presence establishes your availability to be part of an Instant Messaging (IM). The user can select a predefined presence list as shown in the below image. Selecting my presence is displayed for allowed user.



3.3.4 Set Phone DND

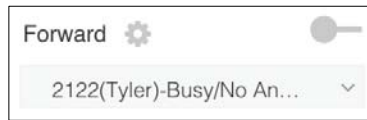
Click  DND check box to set or clear the phone DND status.

3.3.5 Set Forward

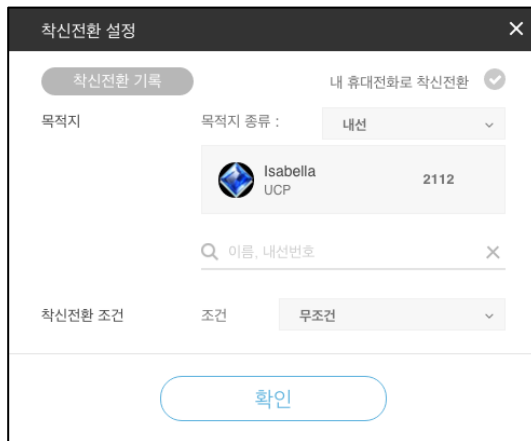
The user may select to re-route incoming calls to other stations, station groups, the system Voice Mail, or to an outside number. You may forward calls based on your IM presence state and define the forwarding type (condition) for calls.

3.3.5.1 To activate Call Forward

1. Click **set** (⚙️) button in Forward menu.

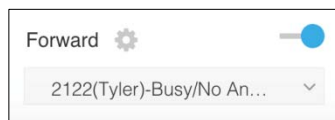


2. Select '**Destination**' and '**Forward type**'. The 'Destination' conditions depend on the 'Destination'.



- Cellphone number of my information is set if you check "Set to My Mobile".
 - Internal, External, and Station Group are number type of destination. If UCS Mac Client license is "Premium" and the number type is "External", then you must input only external numbers except for PBX System Co Code(example:9).
 - Unconditional, Busy, No Answer, and Busy/No Answer are forward type depending on phone status.
3. Click **Apply** button.

- Confirm tone sound occur, and success alarm is shown.
- The forward button is enabled as below.



NOTE

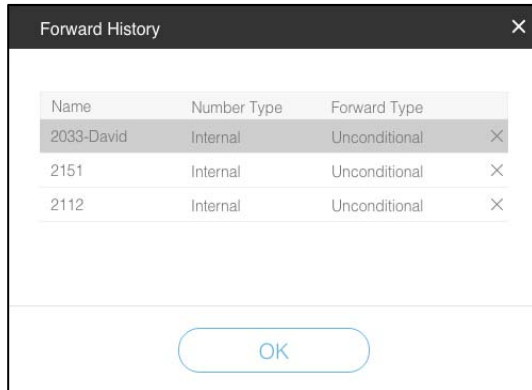
If Mac Client license is premium and call control, then the forward must be set by Mac Client. The forward information shown in desktop phone is "UCS Group".

4. To disable forward, then click the forward button(●→).

- Confirm tone sound occur, and success alarm is shown.

3.3.5.2 Delete Forward History

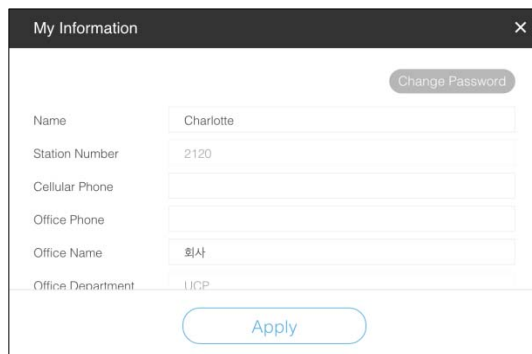
1. Click **Forward History** button in the forward setting window, then the forward history is shown in the below image.



2. Click **Delete(X)** button to remove each items, then click **OK** button.
 - The current forward is highlighted with gray. It is not able to be removed.

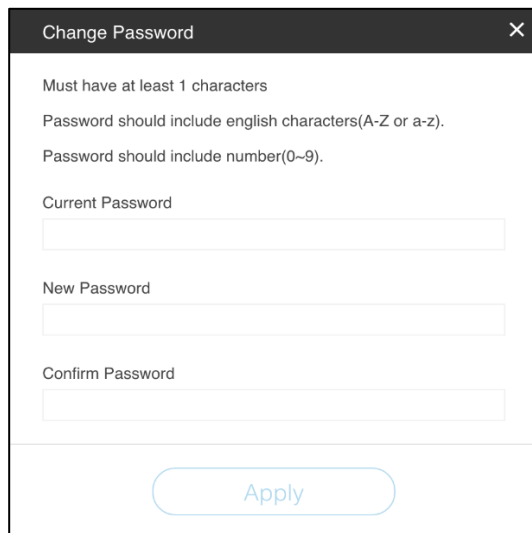
3.3.6 Set My Profile

If the UCS client license is the premium, the user can change user's profile.



3.3.6.1 To change your password

1. Click **Change Password** button.

A screenshot of a 'Change Password' dialog box. The dialog has a dark title bar with the text 'Change Password' and a close button (X). Below the title bar, there are three lines of instructions: 'Must have at least 1 characters', 'Password should include english characters(A-Z or a-z).', and 'Password should include number(0-9)'. There are three text input fields labeled 'Current Password', 'New Password', and 'Confirm Password'. At the bottom of the dialog is a blue 'Apply' button.

2. Enter the current password.
3. Enter and confirm the desired password in the New Password and Confirm Password boxes.
4. Select **Apply** to save the change.

NOTE

The new password length must be equal to or greater than the minimum password length permitted by the UCS Administrator. It is recommended to use a Complex and Safe password. You can change the password according to password policy.

3.3.7 Logout

Click to logout from UCS server and iPECS system.

NOTE

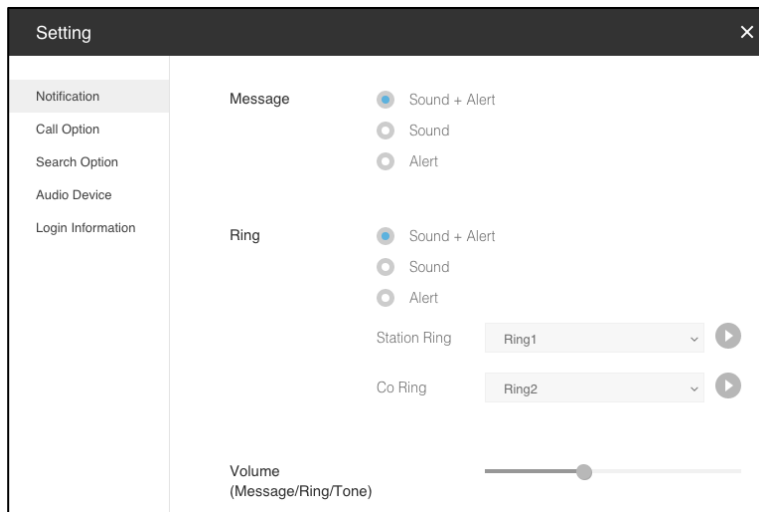
The program close will take several seconds and more without logout. The close time need to logout and release system resource. During closing program, UCS client will not start.

3.4 Configure Settings

When you click **Settings**, you will see a menu where the user can set to use the UCS Mac client. This menu shows various configurations.

3.4.1 Notification

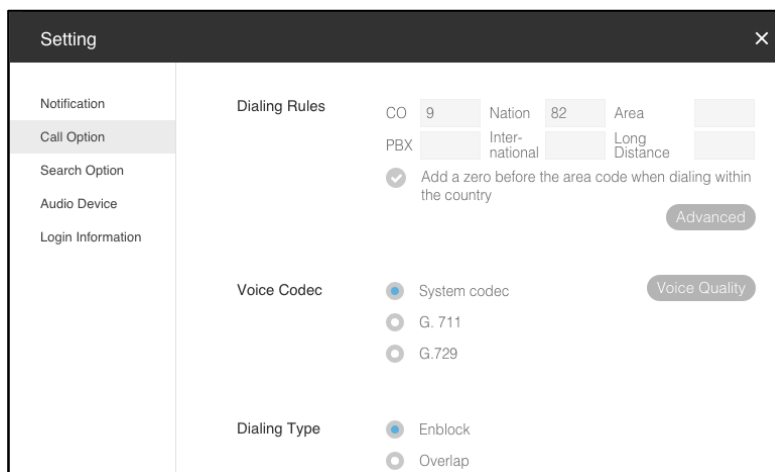
You can select a notification method for new message, incoming call and volume.



- The volume is for ring, tones and message sounds. The sounds always start at the specified volume.

3.4.2 Call Option

You can select a call option.



- **Dialing Rule** : Dialing rules 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.

- **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.
- **Long Distance call:** The code used to identify a Long distance call can be entered under this item.
- **Add a Zero Digit:** The Add a Zero option inserts a "0" at the beginning of the number dialed, which may be required when dialing within the same Country.
- **Advanced:** Advanced/Special rules establish rules for modifying dialed numbers when making a call.

NOTE

According to system option, it is changed to Lookup Numbers. The Lookup Numbers finds an UCS user using outgoing or incoming digits from PBX system. Dialing Rule includes Lookup Numbers.

- **Voice Codec :** The UCS client can select a preferred voice codec, which is used for the call. The changed codec will work only if the other party has the same voice codec.
 - **Voice Quality:** The properties of voice engine can be set from this menu.

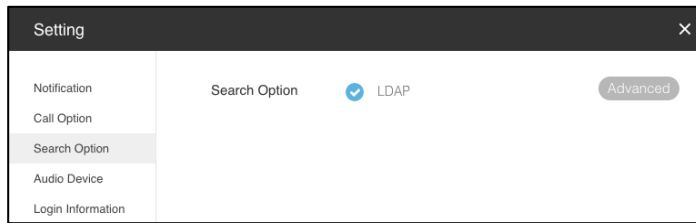
NOTE

The Voice Quality is generally set as optimal. Do not change the properties of voice engine without administrator's help.

- **Dialing Type:**
 - **Enblock:** Send dialed digits as a packet at the completion of dialing.
 - **Overlap:** Send dialed digits one by one as DTMF tone.

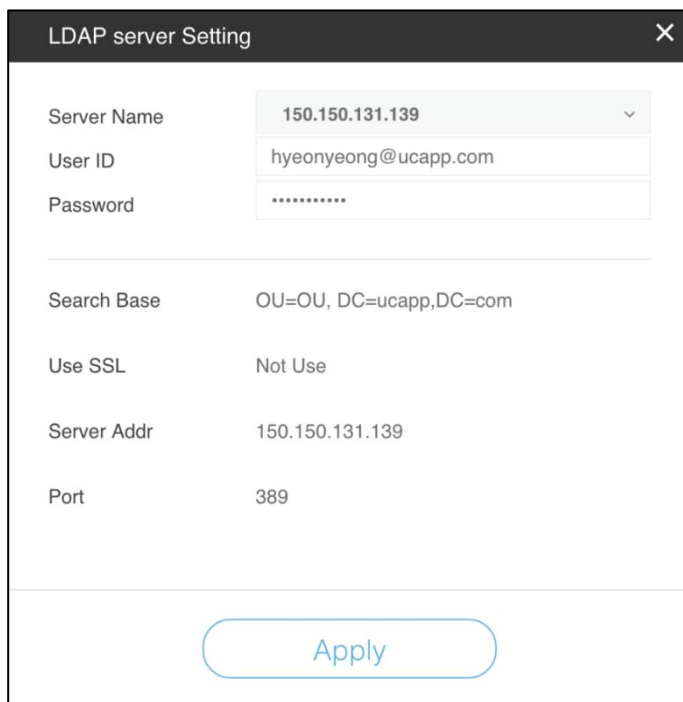
3.4.3 Search option

Search Option is to search users additionally from external contacts. To use it, each option must be enabled.



3.4.3.1 LDAP

LDAP server setting is required to use it. Click **Advanced** button, then detailed information is shown in below image.

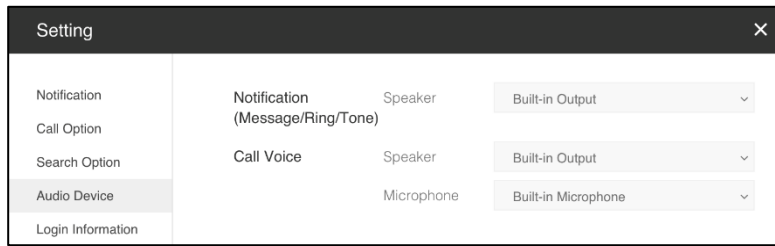


NOTE

The available LDAP servers must be configured by your iPECS administrator prior to use of this option.

3.4.4 Audio Device

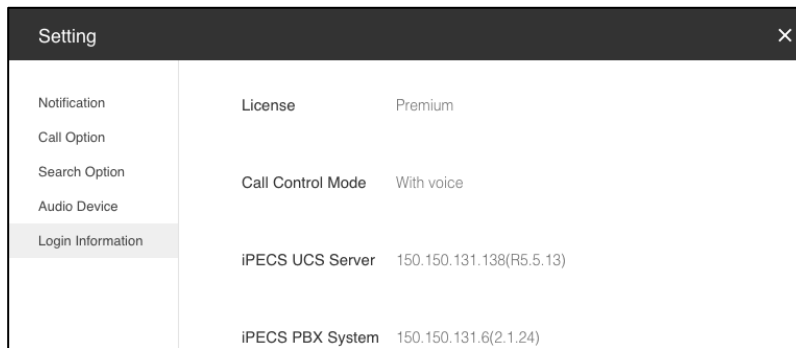
The UCS Client will deliver tone signals (ring) as well as voice signals to the defined device. Select a Speaker to receive Ring/DTMF/Alarm and select a Speaker and a Microphone for voice communication. The Speaker is defined separately for voice and ring signals.



- **Device for Ring/Tone/Alarm** – defines the speaker devices for ring, tones and alarms sounds.
- **Device for Call Voice** – defines the devices, speaker and microphone, for voice communication.

3.4.5 Login Information

This menu shows login information as below image.



Chapter 4

Contact Area

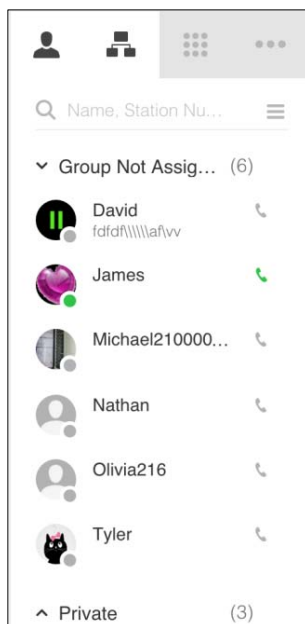
The Contact Area is composed of user directory, Organization, dial pad and others. The presence of users is shown; users can select to make a call and chat with other users. Searching for a user and dial by typing in their name is also available in this area.

4.1 User Directory

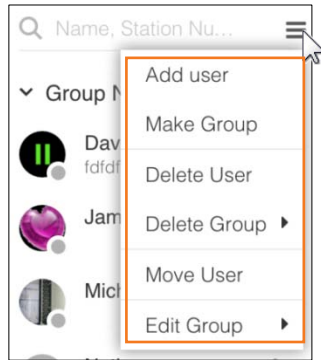
The contacts in the Shared directory, which is managed by the UCS Administrator, are available to all users. You also have access to contacts called the Private User directory.

4.1.1 User Directory Screen










This screen displays the status of presence and phone for listed contacts using icons. For contacts not monitored by UCS, for example external Shared or Private User contacts, no status is available to UCS and a single icon displays their status.





4.1.1.1 Menu for User Directory



4.1.1.2 Presence Icons

-  : Offline
-  : Online
-  : Busy
-  : Away
-  : Be Right Back
-  : Out of Office
-  : In a Meeting
-  : DND
-  : Phone User (Presence status is blank)

NOTE

The phone user's status is blank () because there is no presence status for phone user. In addition, phone icon () is used for distinguishing phone users from UCS users.

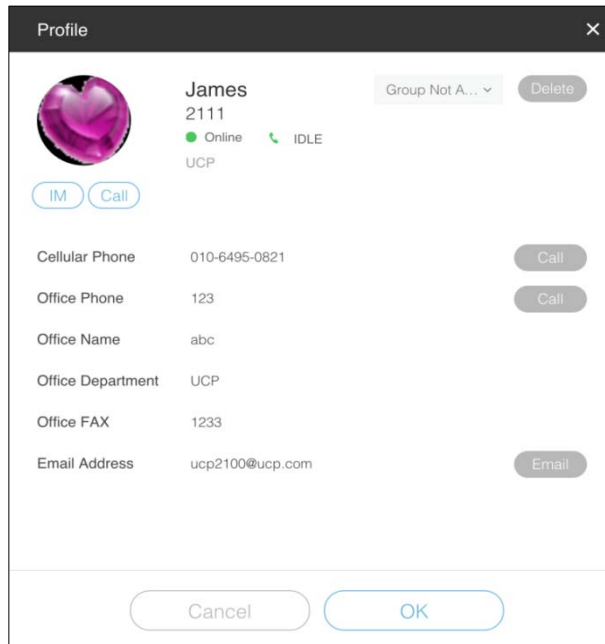
A registered user, who does not have ID, by administrator can login to the UCS Client because there is no ID.

4.1.1.3 The iPECS Phone status icons

-  : Idle
-  : Busy
-  : DND
-  : Call Forward

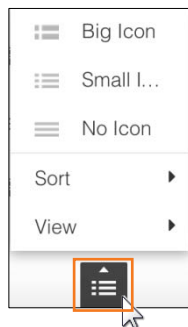
4.1.1.4 Selected User Profile

The user profile is displayed when clicking a user name.



4.1.1.5 Display options for the Contact Area

You can change the display type of the 'Contact Area' screen you want to see.



4.1.1.5.1 Changing display icon for users

You can change user's display icon as following types.

- **Big Icon:** Big user picture with 3 lines of information.
- **Small Icon:** Small user picture with 2 line of information.
- **No Icon:** No picture for user and 1 line of information.

4.1.1.5.2 Sort

You can define the sorting order of contacts in the Presence screen with the Sort selection.

- **Name:** sort alphabetically by Contact name.
- **Position:** sort alphabetically by position of user.

4.1.1.5.3 View

You can customize the Presence screen appearance with the **View** selection.

- **All:** displays all Presence contacts.
- **Online:** displays only online contacts.

4.1.2 Manage User Directory

The User Directory displays the status of contacts for two types of directories available in UCS.

- **The contacts in the Shared directory** are managed by the UCS Administrator, and are available to all users. You also have access to contacts called the Private User directory.
- **A separate Private User directory** is managed by the user and stored in the UCS Client PC this is only available for that user.

The User Directory displays the status of the UCS Client and iPECS desktop phone for listed contacts using icons.

NOTE

For contacts not monitored by UCS server, for example external Shared or Private User contacts, no status is available to UCS and a single icon displays their status.

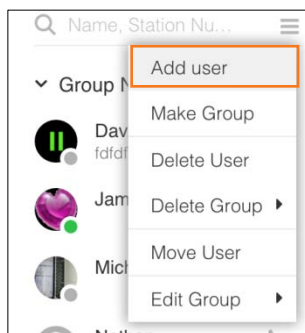
4.1.2.1 Manage Private User Directory

You manage the Private directory, which includes Name, Cellular Phone, Office Phone, Office Name, Department, FAX, Office Address, Home Telephone and so on. The private users are assigned in 'Private' group.

When you click a user name in contact, a profile screen is displayed. You can call or chat to selected user in profile screen. If you edit it, click **Edit** button.

4.1.2.1.1 To add a new Private User

1. Click option menu (☰) and then select the **Add user** button in management menu.



2. Select the **'Private User'** in the Add user screen. The values for Name and Office Phone fields are required.

The 'Add user' form is divided into two sections: 'Shared User' and 'Private User'. The 'Private User' section is active and contains the following fields:

- Name *
- Cellular Phone
- Office Phone *
- Office Name
- Office Department
- Office Position
- Office FAX
- Office Address
- Home Phone
- Home Address
- Email

A red asterisk indicates that 'Name' and 'Office Phone' are required fields. A small red asterisk with the word 'required' is located at the bottom right of the form.

NOTE

If there are many private users, it may affect the UCS client depending on the performance of the Mac.

4.1.2.1.2 To see and edit

1. In the directory screen, click the user registered in the Private User contacts.
 - When you click a user name in contact, a profile screen is displayed.
2. Click **Edit** button and then change user's information.

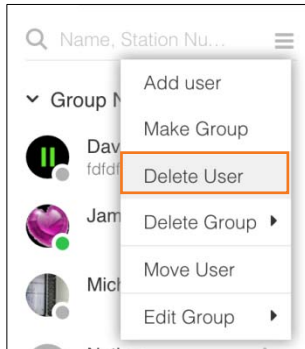
The 'Profile' screen displays the following information and controls:

- Profile picture placeholder
- User name: private1
- Delete button
- Cellular Phone: [input field] Call button
- Office Phone: 902342 Call button
- Office Name: EricssonLG
- Office Department: UC
- Office Position: [input field]
- Office FAX: [input field]
- Office Address: [input field]
- Home Phone: [input field] Call button
- Home Address: [input field]
- Apply button

3. Click **Apply** to save the changed information.

4.1.2.1.3 To delete user

1. Click option menu (☰) and then select **Delete User** menu



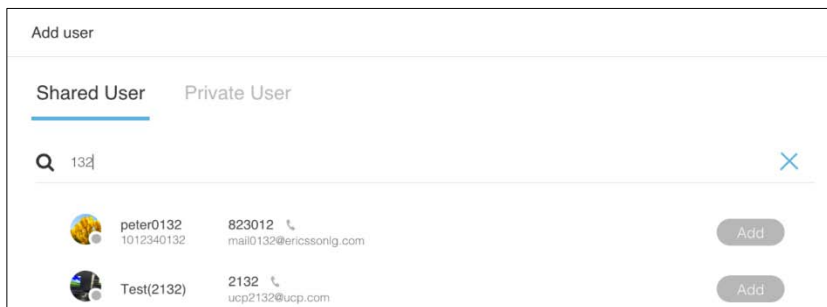
2. Select users to delete in the contact list.
3. Click **Delete User** button.

4.1.2.2 Manage Shared User Directory

Contacts in the Shared directory can be added to or deleted from the Presence screen. The Shared contacts directory is stored in the UC server and is managed by your iPECS Administrator.

4.1.2.2.1 To add a new Shared User

1. Click option menu (☰) and then select the **Add user** button in management menu.
2. Select the **Shared User** in the Add user screen.
3. Search a user using user name or phone number.



4. Click **Add** button at the search result to add Contacts.

4.1.2.2.2 To see the user profile

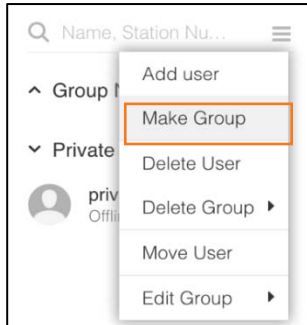
1. Click a user name in contact list.
2. A profile screen is displayed.

4.1.3 Group management

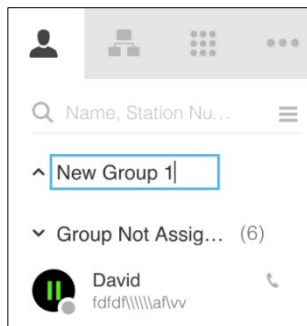
For easier management, the Presence contact list can be divided into groups. Groups can be added, deleted, renamed and contacts moved from one group to another. ⓘ This function is **ONLY** supported with **UCS Premium** license.

4.1.3.1 To add a group

1. Click option menu (☰) and then click **Make Group** button.



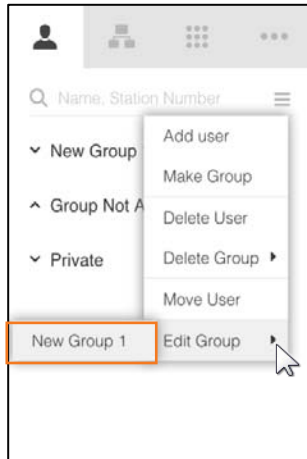
2. A group will be added as shape of **"New Group" + number (1,2,3..)**.



3. Change group name to what you want.

4.1.3.2 To change a group name

1. Click option menu (☰) and then click **Edit Group** button.
 - When you move a mouse cursor to the **Edit Group**, group list is displayed.
2. Select the name of group what you want to change.

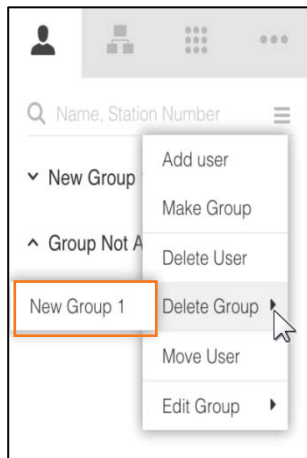


3. Delete the previous name and enter the new name.

4.1.3.3 To delete group

If the group has a member, it cannot be deleted.

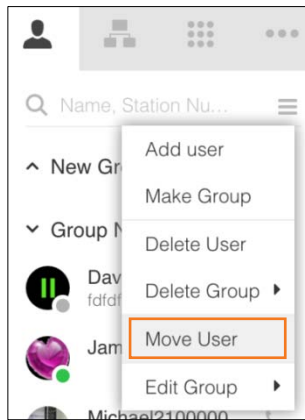
1. Click option menu (☰) and then click **Delete Group** button.
 - When you hover the mouse cursor over the **Delete Group**, the group list is displayed.



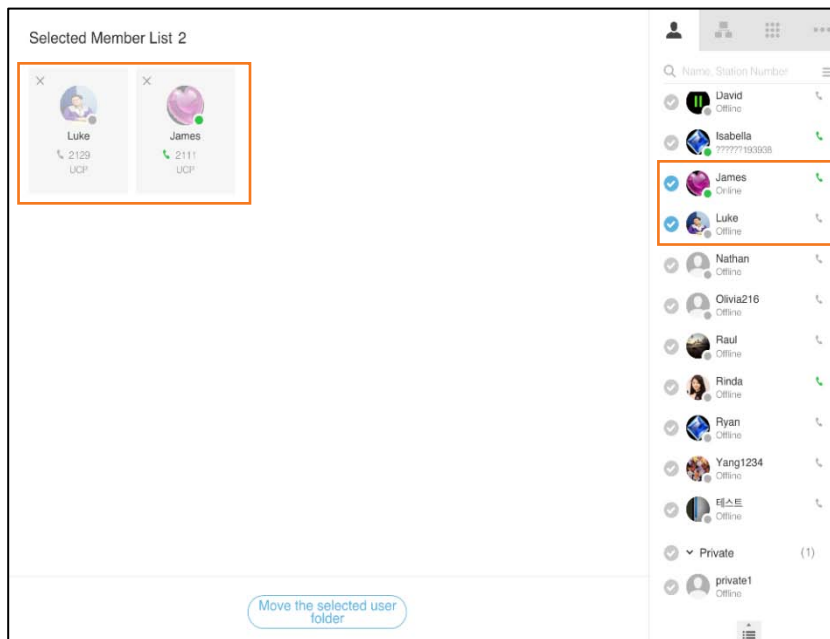
2. Select the name of group what you want to delete.

4.1.3.4 To move user to another group

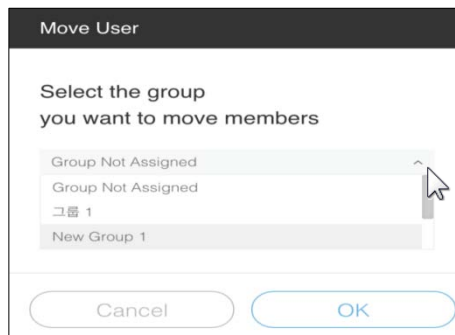
1. Click option menu (☰) and then click **Move User** button.



2. Select users who you wish to move from the contact list. Click on the check box (☑) to select or deselect the feature.



3. Click **Move the selected user folder** button.
4. Select group you want and then click **OK** button.

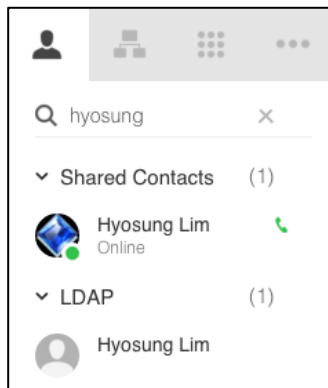


NOTE

The predefined groups, 'Group Not Assigned ' and 'Private', cannot be deleted or changed. A predefined name cannot be used for another group. User Search

4.1.4 User Search

UCS Mac client searches users with condition(name, numbers). From the search result, call and IM is available.



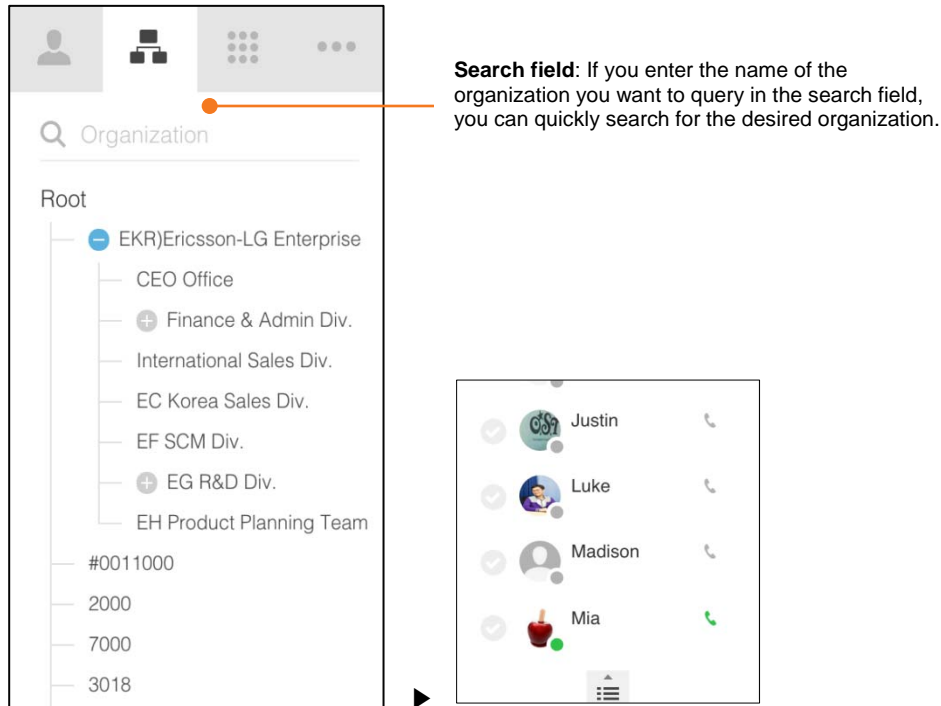
- According to search options, UCS shared directory and LDAP search result are shown.

NOTE

LDAP can be searched if the LDAP server information has been properly configured in the settings.

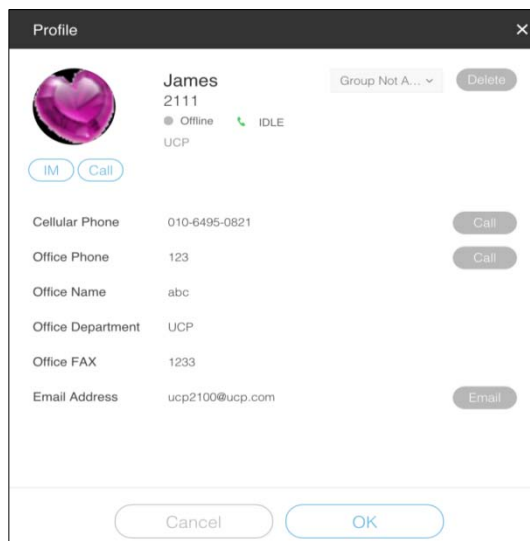
4.2 Organization Chart

You can search for belonging to the organization chart of the company. ⓘ This function is supported with **UCS Premium** license.



4.2.1 To search a user in an organization chart

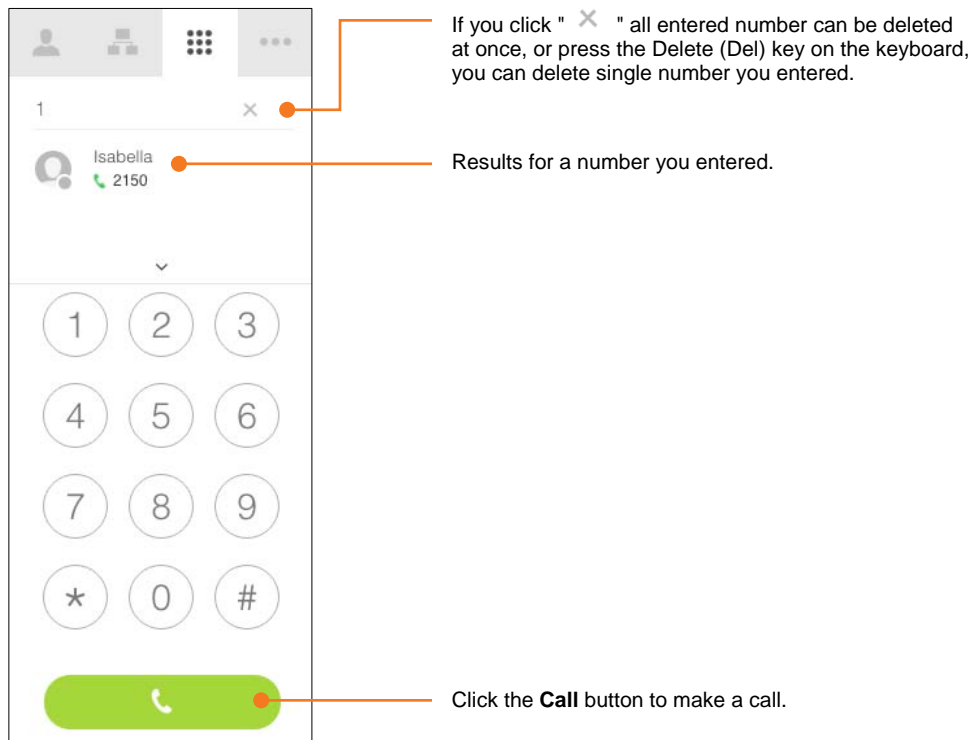
1. When clicking organization name, users in the organization are display.
2. Click a user name in contact and the selected user's profile is displayed.



3. You can start a call or chat from the profile window.

4.3 Search with Dial

Users can select a destination using the dial feature. After dialing digits and pressing enter, a searched list is displayed and the user can select a destination from the searched list. If there is no matching result, you can make a call using the entered digits.



Chapter 5

Dash Board

The Dash Board provides useful information and an easy method of management for missed calls, new voice mail, and new IM's. It also provides a recent activity list composed of new calls history, voice mail list, and chat list.

The screenshot shows the iPECS dashboard interface. At the top, a blue header displays the time '11:06 AM' and the date 'Jun 20 Monday'. Below this, three large icons indicate notification counts: 'Missed Call' (0), 'New Voice Mail' (1), and 'New I.M' (20). The 'Recent Activity' section lists four items: a notification from 'administrator' at 11:08 AM, a call from 'Rinda' at 10:59 AM, a call from 'Charlotte' at 10:58 AM, and a chat message from 'Isabella, David, Charlotte' at 10:58 AM. The 'Notice' section at the bottom shows three notification snippets. Three callout lines with orange dots point to the time/date header, the notification counts, and the recent activity list.

The current time and date notifications

Missed Call & Messages: New missed call, new voice mail and new chat message.

Recent Activity: Shows recent activity history.

Notice: Shows notification messages.

5.1 Go to the Dashboard

If you click the **iPECS logo** (**iPECS**), regardless of what you are doing, the dashboard is displayed.

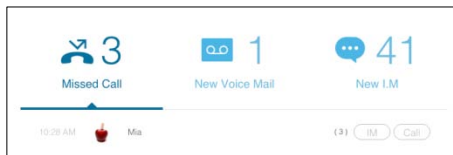
5.2 Missed Call & New Messages

The total number of missed calls and messages are controlled. If you click the missed call or message number, selected history is displayed. You can make a call by selecting user in missed call list.



5.2.1 Missed Call

New missed call list is displayed when clicking the 'Missed Call' icon.



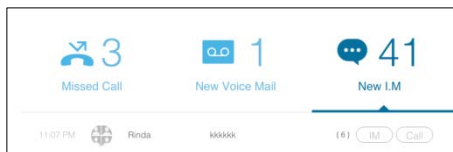
5.2.2 New Voice Mail

New voicemail list is displayed when clicking the 'New Voice Mail' icon. You can move to the voice mail manager and make a call back or listen to messages.



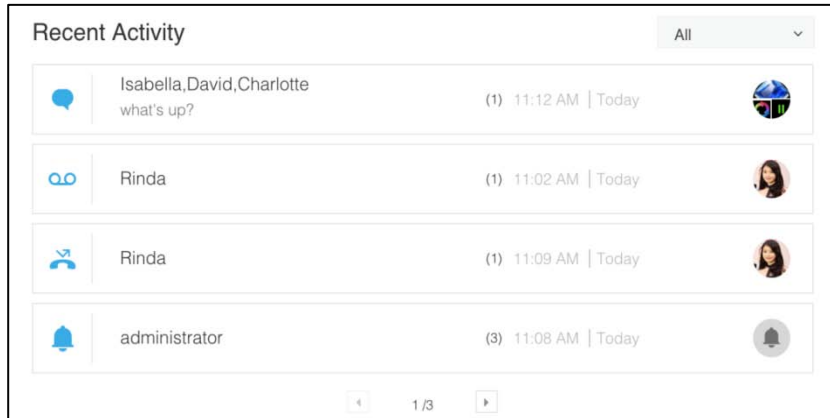
5.2.3 New I.M (Instant Message)

New message list is displayed when clicking the 'New I.M' icon.




5.3 Recent Activity

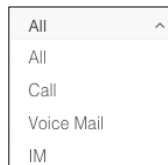
Recent Activity shows your recent call, voice mail and chat message history.



5.3.1 Recent Activity Filter

Activities can be displayed by selecting a filter option.

1. Click the  button at the top of the right side of the screen.
2. Click one of the options to sort the recent activity history by Call, Voice Mail, IM or All.



Chapter 6

Call Control

The 'Call Control' screen is displayed after you make a call from the Contact Area Contact. You can control a call using various operations.

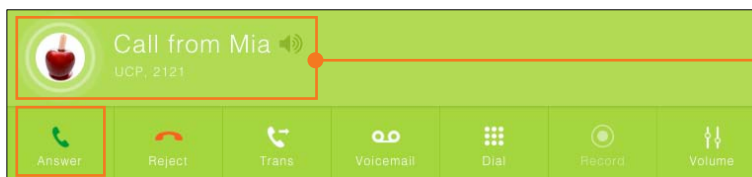
6.1 Call Function

UCS client offers the following functions




- Call Answer/Hang-up/Reject
- Call transfer while receiving ring tone
- Call transfer while call connection
- Call Hold and Retrieve
- Call Recording
- Mute Your Voice

6.1.1 Call Answer

When receiving a call from others, the call control screen is displayed.



Caller ID area displays caller's information

1. Click **Answer** () button to answer call. If call is connected, the buttons for control will be shown.
 - When the bell rings, click on the **speaker** () icon to mute the ring tone.
2. When the conversation is over, click **Hang up** () button to end an active call.

6.1.2 Reject Call

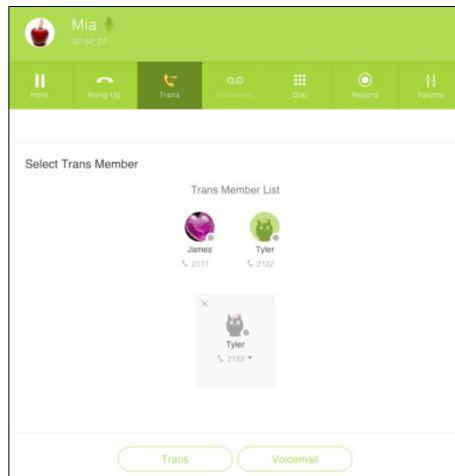
When an incoming call is ringing, click **Reject** () button to reject the call.

6.1.3 Call transfer while receiving ring tone

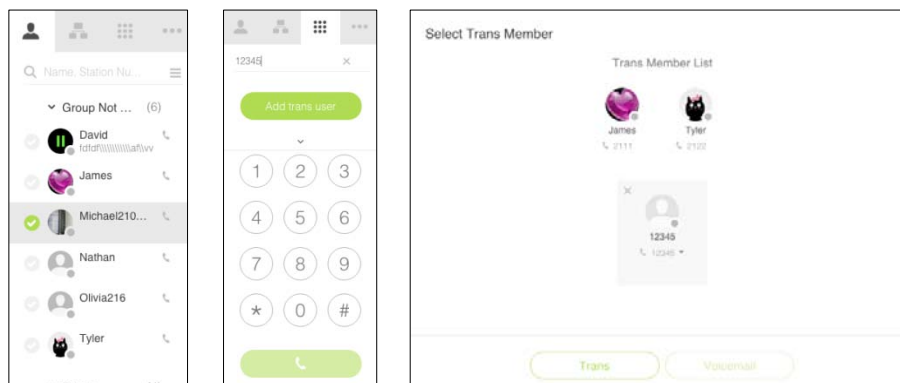
You can transfer a call while receiving ring tone as the below.

6.1.3.1 To transfer the call

1. While receiving ring tone, click **Trans** (📞) button, the 'Select Transfer User' screen is displayed.
2. In the screen, you can select a user in the '**Transfer User List**' or the '**Contact Area**' and transfer the call.
 - Select a user in the 'Select Transfer Member' screen.



- Select a user in the 'Contact Area' or enter a phone number using dial pad.



3. To transfer to the selected user, click the **TRANS** (📞) button.
4. To transfer to the user's voice mail, click the **Voicemail** (📞) button.

6.1.4 Call transfer while call connection

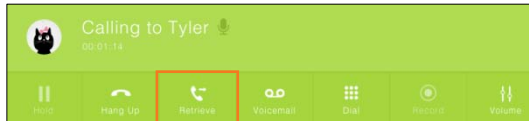
You can transfer a call after call connection.

6.1.4.1 To transfer the call

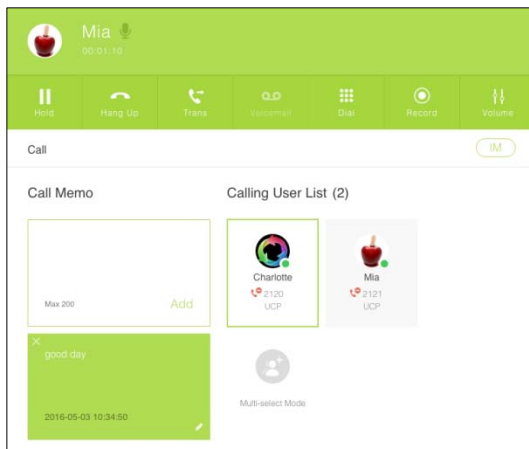
1. Click the **Trans** (📞) button in the call control screen after making call connection. If you click the transfer icon, the 'Select Transfer User' screen is displayed. In this screen, you can select a user in the 'Transfer User List' or the 'Contact Area' and transfer the call.
2. To transfer to the selected user, click the **TRANS** (📞) button.
3. To transfer to the user's voice mail, click the **Voicemail** (📞) button.

6.1.4.2 To retrieve the transferred the call

1. When a call is transferred, the transfer button will change into a **retrieve** button.

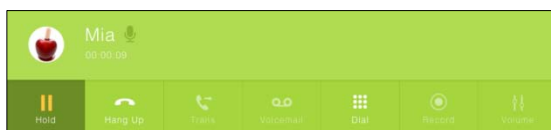


2. When the transferred call is ringing, you can retrieve the call by clicking the **retrieve** button.



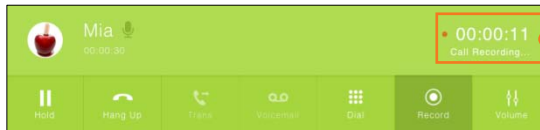
6.1.5 Call Hold

You can place the call on hold by pressing the **Hold** (||) button. You reconnect to the call by pressing the **Hold** (||) button again.



6.1.6 Call Recording

Selecting the **Record** (📄) button to record the call at the UCS Client directory. You can stop the recording using the same record button.



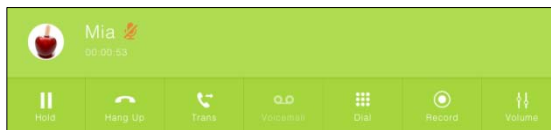
• 00:00:11
Call Recording
• is indicated indicate that the call is being recorded with duration of recording time.

NOTE

Call Recording is automatically ended when disconnection of voice such as call transfer, call end or member joining to conference room is triggered.

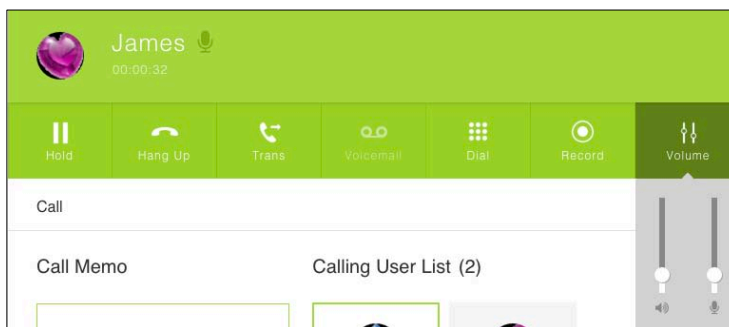
6.1.7 Muting Your Voice

You can mute the active microphone so the connected party will not be able to hear audio from your microphone by pressing the **Microphone** (🔇) button. You can unmute by pressing same **Microphone** button.



6.1.8 Volume Control

User can adjust voice and mic volumes for connected calls.



1. Click Volume (🔊) button, then volume controllers for speaker and voice are shown.
2. Control volumes by clicking the desired position. Moving control up increases volume, moving down decreases volume.

NOTE

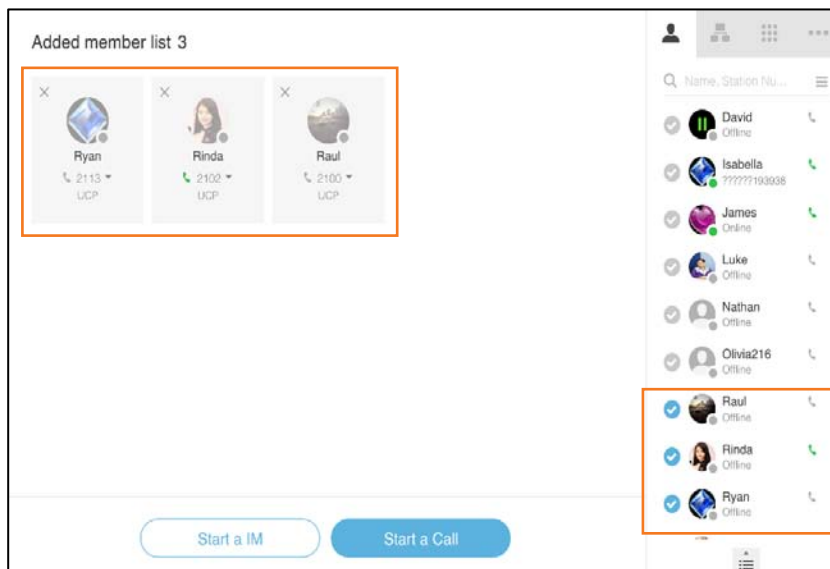
The volume of speaker and voice for new call is set to the controlled volume of the previous call.

6.2 Group Call

You can make a call to the selected group of contacts.

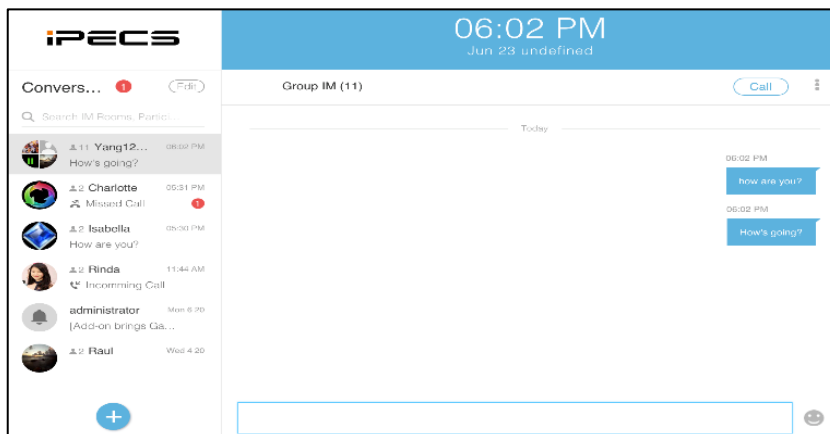
6.2.1 To make a call using the Contact Area

1. At the Lower left of the screen UCS Mac client, click the **new conversation** (+) button and the **Contact Area** goes to selection mode.
2. Select users in the **Contact Area**.
3. Click the **Start a Call** button to start group call.



6.2.2 To make a call using the Conversation List Area

1. Click the conversation, which has two or more users, in the conversation list.



2. Clicking the **Call** button will call all members of the list and create a conference call.

6.3 Notification Window

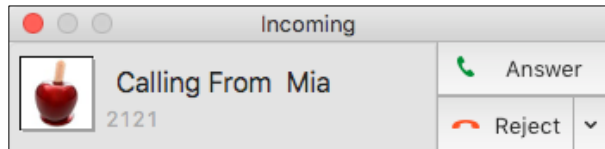
When you have an active call and the UCS Client is not displayed on the top, the active Notification window displays with various call function buttons to manage the call. You can answer, reject, mute, transfer, hold and hang up a call in the Notification window.

NOTE

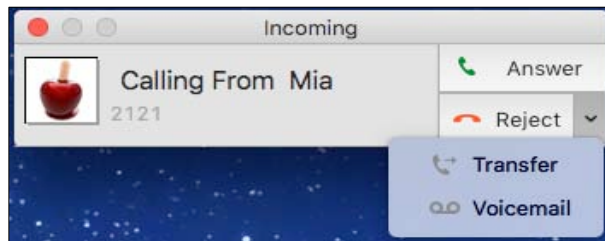
If the UCS Client is displayed on the top, the Notification window will not be displayed.

6.3.1 Incoming call

When receiving a call from others, the Notification window is displayed. You may answer the call by clicking the **Answer** button, or reject the call by clicking the **Reject** button.

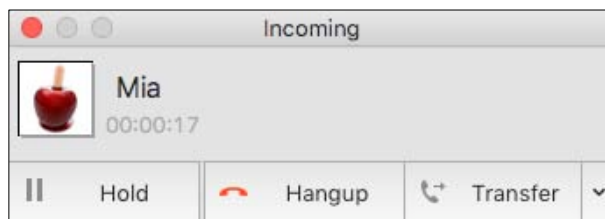


If you want to transfer a call to a user or voice mail, click down arrow (▼) button.

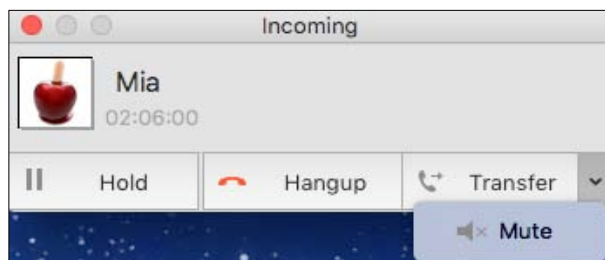


6.3.2 While call connection

After receiving a call from others, you can hold, hang up and transfer the call.



If you want to transfer a call to voice mail and mute your voice, click down arrow button.



Chapter 7

Instant Messaging

IM is an IP-based near real-time communication service for text information. You can create and send a message to other UCS Client users up to 250 characters regardless of language. All IM conversations are registered in the Conversation List and you can continue an IM by selecting a previous conversation from the list.

NOTE

Basic emoticons (Unicode emoticon) used in Mobile Client are supported in the UCS Client.

7.1 Chatting

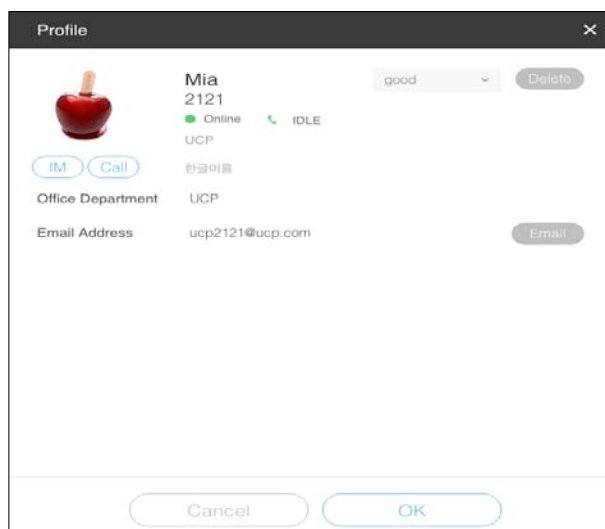
All chat conversations are registered and displayed in chronological order in the Conversation List Area. User can chat by selecting a chat list in this Area.

7.1.1 Initiating 1:1 Chatting

You can start the 1:1 Chatting from the Contact Area or the Conversation List.

7.1.1.1 To start chatting from the Contact Area

1. If you click a user name in the Contact Area, the user's profile is displayed.
2. In the Profile screen, click the **IM** button to open the chat screen with the selected user.



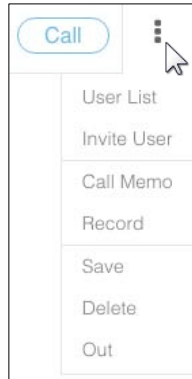
3. Enter a message to start the chat and press enter to send the message.

7.1.1.2 To start chatting from the Conversation List

1. If you select a conversation in the Conversation List, the chat screen will open.
2. Enter a message to start the chat and press enter to send the message.

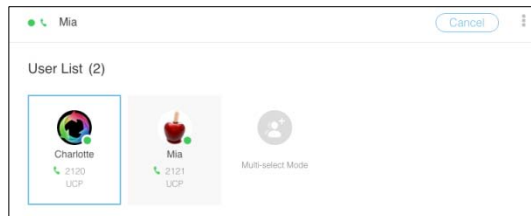
7.2 Chatting Menu

If you click the **Chatting** (☰) menu in the chat screen, the following menu will be shown



7.2.1 User List

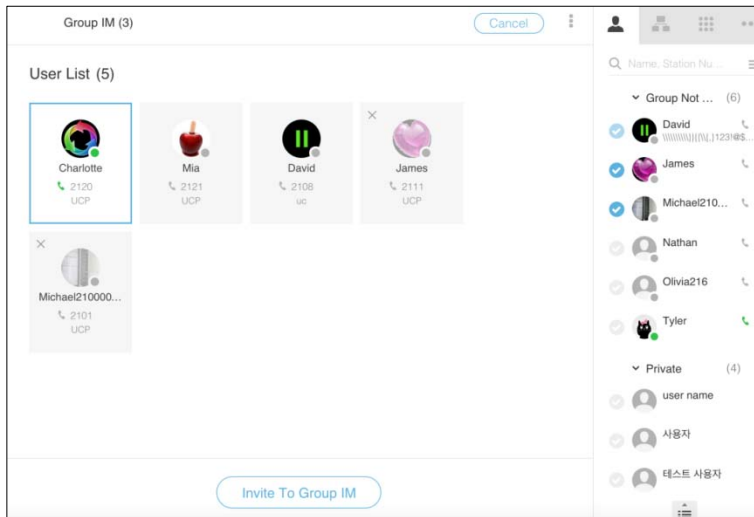
You can see the current chat members by clicking the **User List** menu.



1. Click **Chatting** (☰) menu and select **User List** menu.
2. If you want to invite other users and make a multi-party conversation, click the multi select mode icon (⊕).
3. For invite, refer to section 7.2.2, "Invite User".

7.2.2 Invite User

You can invite other users and make a new conversation.




1. Click **Chatting** (☰) menu and select **Invite User** menu.
2. 'Contact Area' will go to selection mode, select users in the 'Contact Area'.
3. Click **Invite to Group IM** to create a new conversation.

7.2.3 Call Memo


The Call memo is designed to give you brief information related to the member who is in Conversation List. This Call memo will appear on the screen during a call.

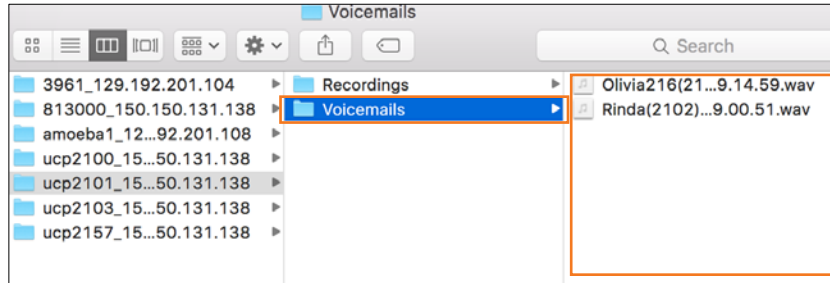


1. Click **Chatting** (☰) menu and select **Call Memo** menu by clicking.
2. If you want to add a call memo take a memo and click **Add** button to save.
3. To change a call memo, click  button.

7.2.4 Record

You can check the list of call recording stored in the UCS Mac client. This menu opens the call record folder.

1. Click **Chatting** () menu and select **Save** menu.

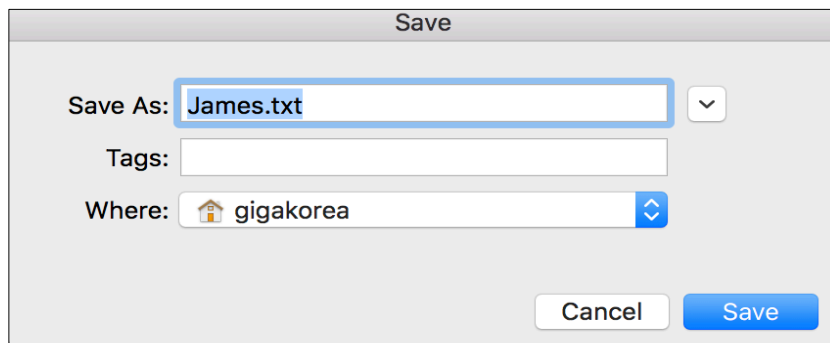


2. Select a file you wish to play from the stored list.

7.2.5 Save

You can save chatting data as a text file by selecting the Save menu.

1. Click **Chatting** () menu and select **Save** menu. The following notification window will appear.

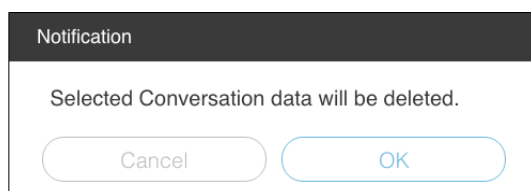


2. Specify the name and path of the file to be saved and click the **Save** button.

7.2.6 Delete

You can delete all chatting data by selecting the Delete menu.

1. Click **Chatting** () menu and select **Delete** menu. The following notification window will appear.

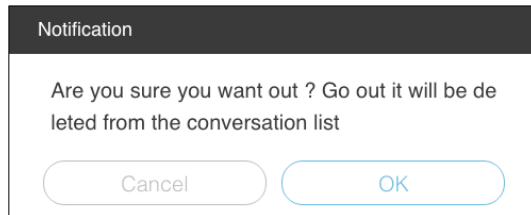


2. Select **OK** button.

7.2.7 Out

You can exit the chat room by selecting the Out menu.

1. Click **Chatting** (☰) menu and select **Out** menu. The following notification window will appear.




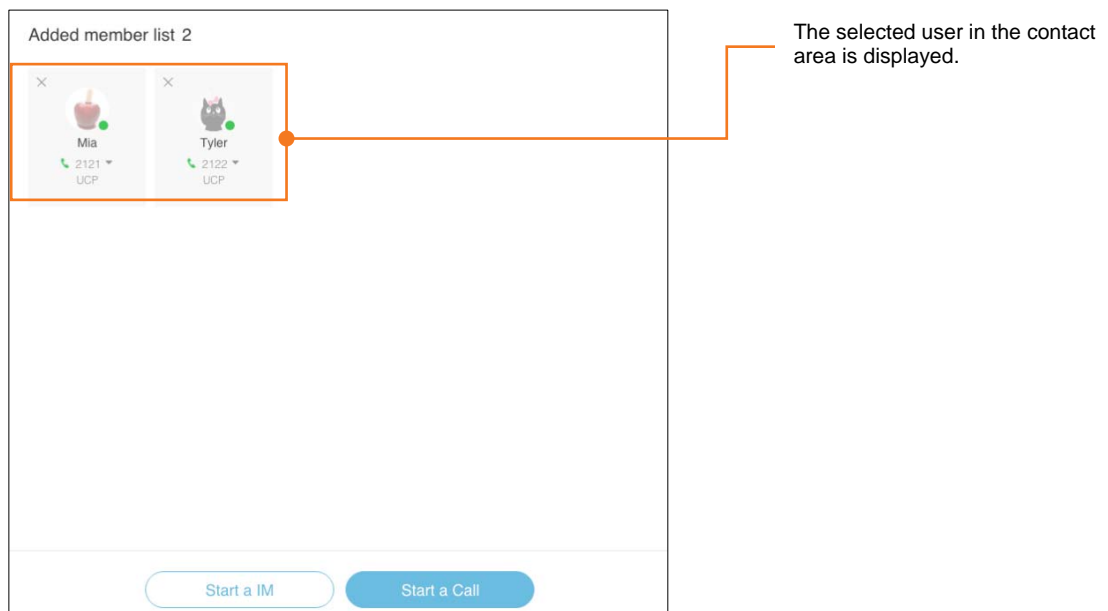
2. Select **OK** button.
 - All conversation data will be deleted.

7.3 Multi Chat

Multi Chatting permits an IM session with multiple users, up to 50 at one time. During 1:1 Chatting, you can initiate multi chatting by selecting users from the Contact & ETC Area. ⓘ
This function is supported in **UCS Premium** license.

7.3.1 To start a chat using the Contact Area

1. Click the  **Add conversation** button in the bottom of the Conversation List Area.
2. **Contact Area** goes to selection mode and then select users in the Contact Area.
3. Click **Start an IM** button to start group chatting.




- New conversation will be added in the Conversation list and start.

7.3.2 To start a chat using the Conversation List Area

1. Click the conversation, which has more than two users, in the conversation list.



- The icon “  ” indicates the total number of members (including user).
2. Enter a message to start the chat and press enter to send the message.

Chapter 8

Conversation List

When you create a new conversation like call or chat, it will be added in the Conversation List. Also, you can continue the conversation from the Conversation List and all conversation data is saved and managed..

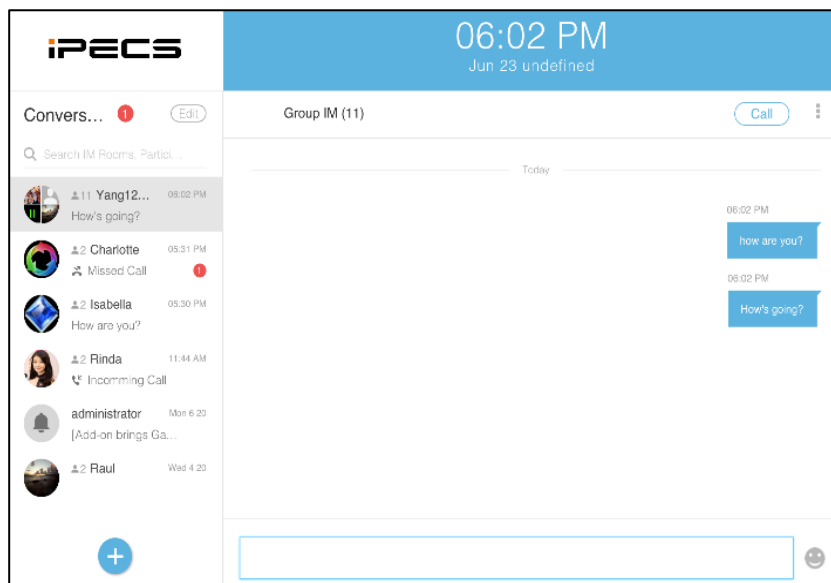
8.1 Conversation List

You can search the conversation and delete it. And you can create a conversation with **Add** button.

8.1.1 Enter conversation


You can continue the conversation by clicking a conversation in the Conversation List.

1. Select conversation that you want to chat.



2. Enter a message to start the chat and press enter to send the message.

8.1.2 Create a conversation

1. Click the  Add Conversation button.
2. Contact Area goes to selection mode and then select users in the Contact Area
3. Click **Start an IM** or **Start a Call** button.

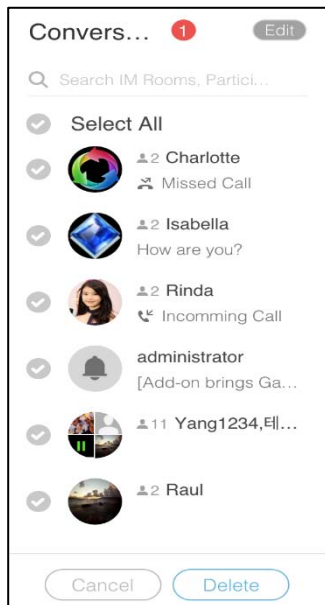
NOTE

If there is a conversation with the person in the conversation list, the existing conversation will be open with the exception of any group chat.

If there is not, a new conversation will be added in the conversation list and begin.

8.1.3 Delete a conversation

1. Click the Edit () button, the Conversation List will go to the selection mode.



2. Select conversation that you want to delete and click Delete button.

Chapter 9

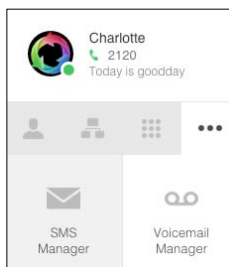
Add-ons

9.1 SMS Message

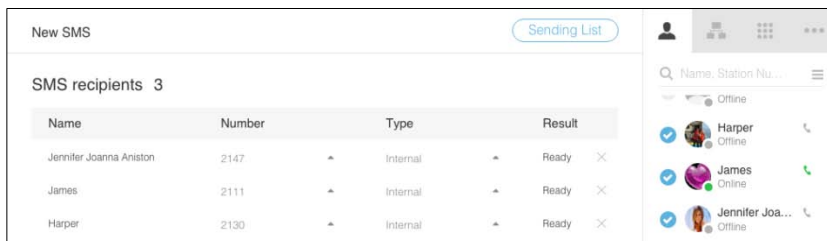
You can send a SMS message to other phone & UCS Client users up to 50 characters regardless of language. If a SMS message is received, the number of I.M count will be increased.

To Send a SMS to users

1. Click (...) and then select the **SMS Manager** button.

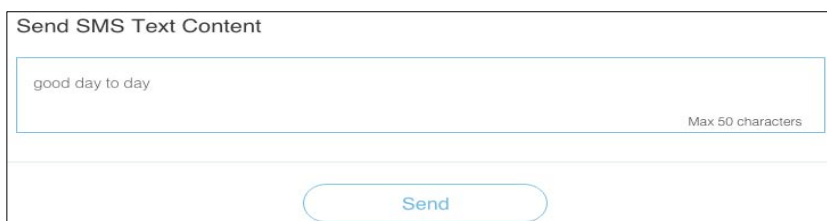


2. Click the **New SMS** button and select receivers from the Contact Area.



- The receivers in the Contact Area is checked as .

3. Type message and click **Send** button.





- The sending result is displayed as a 'Success' or 'Failure' in the Results Column area.

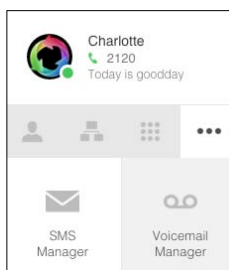
9.2 Visual Voicemail

Visual Voicemail provides the user with a graphical representation of their voice mailbox messages, permitting simple management and interaction with (play, pause, stop, delete and call to sender) the voicemail. ⓘ This function is supported in **UCP/eMG** system.

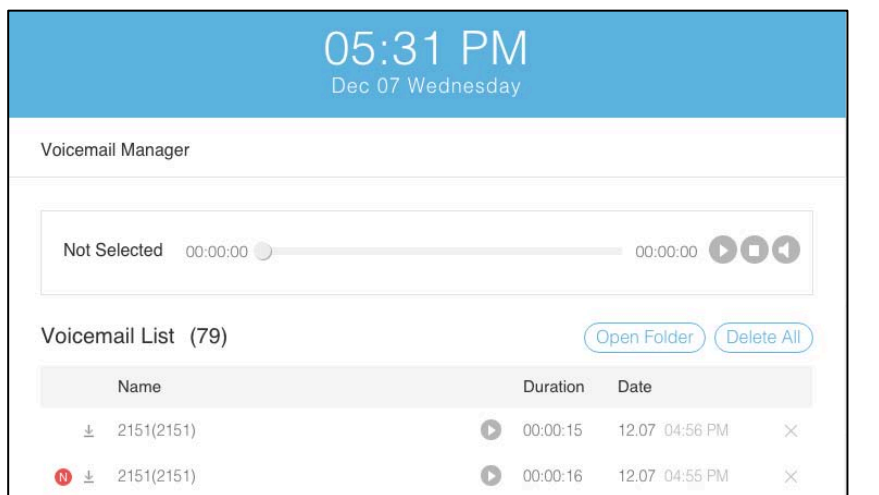
9.2.1 Voicemail Manager

When a new voice message arrives, the number of new voice messages ( 1) is displayed on the Dashboard. You can check new voice mail in Dashboard.

1. Click () and then select the **Voicemail Manager** button.



2. Click to select the voicemail in the Voicemail List

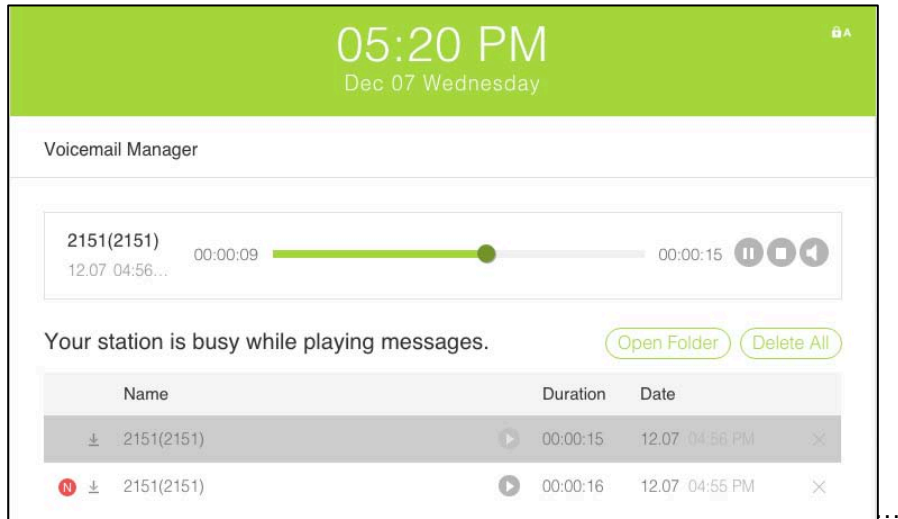


3. You can use the following features in the Voicemail Manager screen:

- Play / pause / stop Voicemail
- Delete Voicemail
- Save Voicemail

9.2.1.1 Play/ Pause /Stop Voicemail

You can play/ pause/ stop voicemails in the Voicemail Manager.



9.2.1.1.1 Play Voicemail

1. Select the voicemail you want to play in the Voicemail List
 - Icon () indicates a new voice message has not been played.
2. When the Notifications screen appears, click **OK** to play voicemail. You can use the following buttons during playback.
 - **Pause:** To pause the voicemail, click the **pause** () button.
 - **Play:** To play a voicemail, click the **play** () button.
 - **Stop:** To stop the voicemail, click the **stop** () button.
 - **Volume:** To control volume of the voicemail, click the **volume** () button.

NOTE

The UCS Client does not receive incoming call while playing a Voicemail. The volume of voicemail is the same as the volume of call. Refer to 6.1.8 Volume Control for details.


9.2.1.1.2 Delete voicemail

1. Select the voicemail you want to delete in the Voicemail List
2. To delete voicemail, click the **delete** () button.

9.2.1.2 Download voicemail

You can check downloaded files by clicking Open Folder button.

1. Select the voicemail you want to download in the Voicemail List.

2. Click the download () button to save the selected voicemail,
 - To browser downloaded files, click the **open folder** button

Appendix

Useful Information

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

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