iPECS

Lync RCCV Client

User Guide

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

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R1.0.21	1.3	P2.0 update and release	2017-05-22

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About This Guide

This section describes the purpose, audience, organization, and conventions used in this iPECS Lync RCCV Client User Guide.

Purpose

This guide introduces the iPECS Lync RCCV Client and explains how to install, use, and maintain the iPECS Lync RCCV Client.

Audience

This guide provides installation and user-related information intended for users and installers of the iPECS Lync RCCV Client.

Document Organization

This guide consists of this ‘About This Guide’ section, five chapters and the Appendix, as listed below.

- About This Guide
- Chapter 1: Overview
- Chapter 2: Installation
- Chapter 3: Configuration
- Chapter 4: Using RCCV Client
- Chapter 5: Troubleshooting
- Appendix: A

Document Conventions

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

Text formatting

The narrative-text formatting conventions used in this guide are as follows:

Convention	Description

Bold text	Bold text indicates a button, menu item, or dialog box option you can click or select.
Italic text	A cross-reference or an important term.
Code text	A command prompt.

Important notices

The following icons and notices are used in this guide 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.

Chapter 1.
Overview

This chapter is an overview of the iPECS RCCV (Remote Call Control/Voice) client application, and discusses components and features of the application.

1.1 RCCV Application Overview

The RCCV Client is an application program operating in Windows PC environments employed to integrate Microsoft Lync with the iPECS IP PBX voice platform. The RCCV Client displays with the Lync Client in a single window thus improving efficiency, and giving the user access to the business communication features and functions of the iPECS platform thus increasing productivity.

The RCCV Client application is available for all iPECS platforms including:

- PECS Unified (UCP and eMG)
- iPECS CM

1.1.1 Components of program

The RCCV Client application operates as one of two types, as a Voice Client (VC) or as a Remote Control Client (RCC). The VC type communicates with the iPECS through the Lync Mediation server as a SIP phone.

The RCC Client type employs CTI to communicate with the iPECS RCC Gateway, which connects to the iPECS platform. The RCC Gateway also monitors tele-presence from the iPECS, which provided to Lync through the RCC Client.

1.1.2 Features

- With the iPECS RCCV Client, ‘Click to Call’ facilitates simple intuitive calling to Lync contacts.
- The RCCV and Lync Clients share status information assuring accurate presence indications. You may select one of two Client operating modes to address your communication needs.
  - The RCC (Remote Call Control) mode enables control of the iPECS deskphone from the Lync desktop to control calls, and features.
  - The VC (Voice Client) mode is a standalone softphone without hardware phone.
- Easy to use call handling features improve user productivity and efficiency.

Chapter 2.
Installation

This chapter explains the system requirements and procedure for installing and operating your RCCV Client.

2.1 System requirements

The system requirements for installing and operating the RCCV Client are as follows. The components of the screen or quality may vary according to the version and characteristics of the operating system (OS).

2.1.1 Hardware

- **Processor:** Intel Pentium 4, AMD Athlon 64 or equivalent processor
- **Memory:** 2GB RAM minimum

2.1.2 Operation system (OS)

- Windows 7 or Windows 8, Window 10

2.1.3 Lync (Skype for Business) Client

- Lync 2010, Lync 2013, Skype for Business 2015, Skype for Business 2016.

2.1.4 Additional requirements

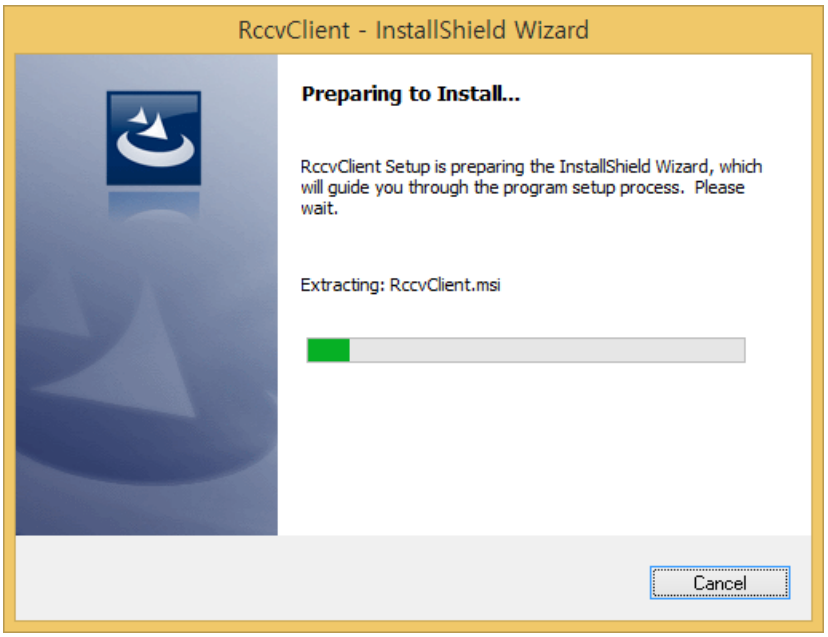
- NET Framework 4.5 (or any higher version) should be installed for proper operation of your RCCV Client.

2.2 Installing RCCV Client

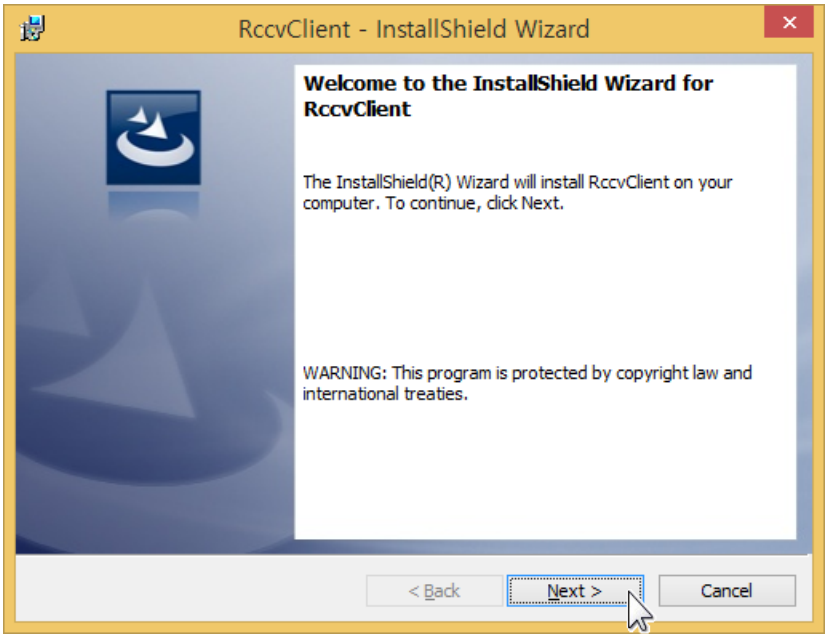
Before installing your RCCV Client, uninstall any earlier version of the RCCV Client. Verify the Microsoft Lync Client is installed and operating properly, Lync 2013 version 15.0.4675.1000 (or higher) is recommended. Assure the iPECS host and, for the RCC Client type, the RCC Gateway have been configured properly.

In addition, at any time prior to configuring the client, you should run the IP address pre-configuration as outlined in 3.2 Pre-set of basic information.

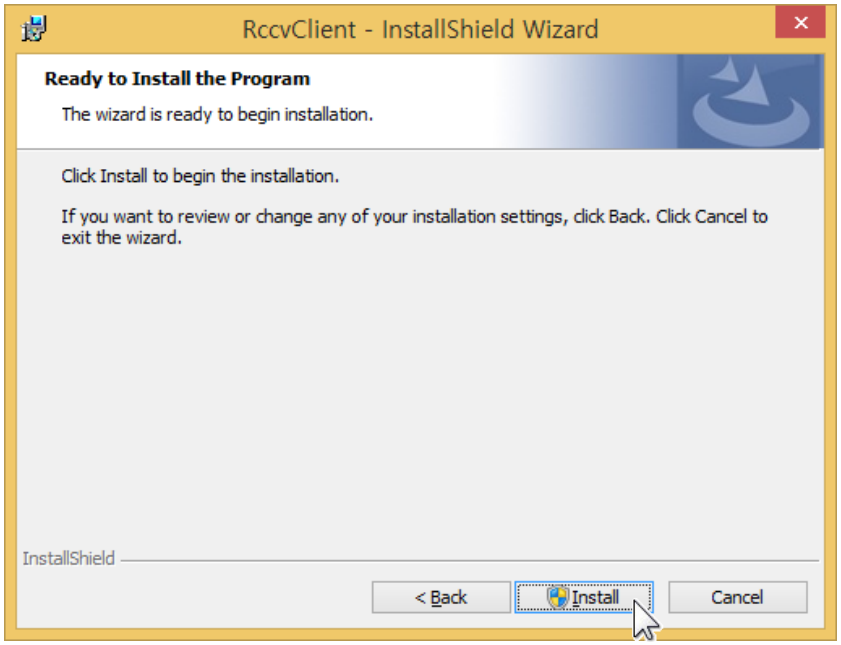
1. Execute "**/RCCClientForLync201x/Setup.exe**" from the installation package.



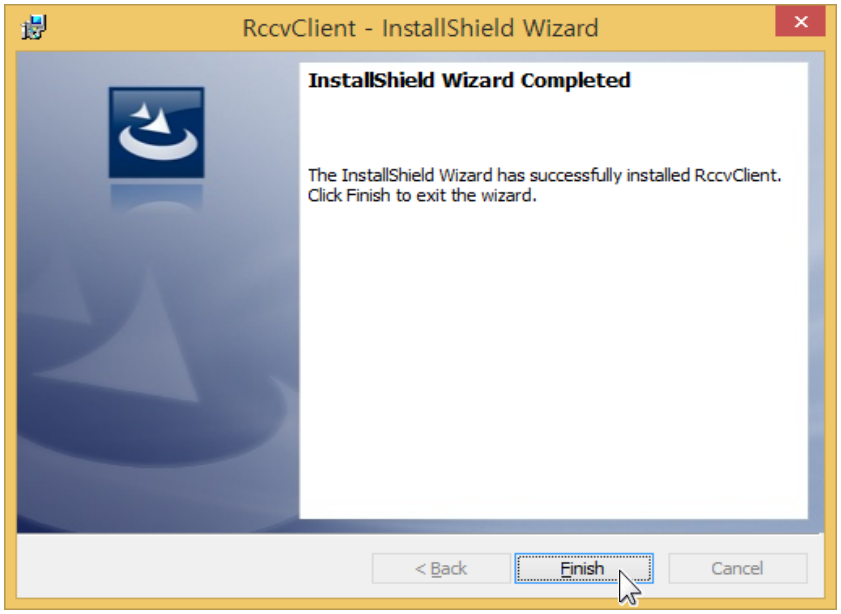
2. After initialization, the Install Shield Wizard begins. To begin installation, click the **Next** button.



3. When all settings are completed, click the **Install** button to begin installation.



4. After installation is completed, click the **Finish** button to finish installation.



NOTE

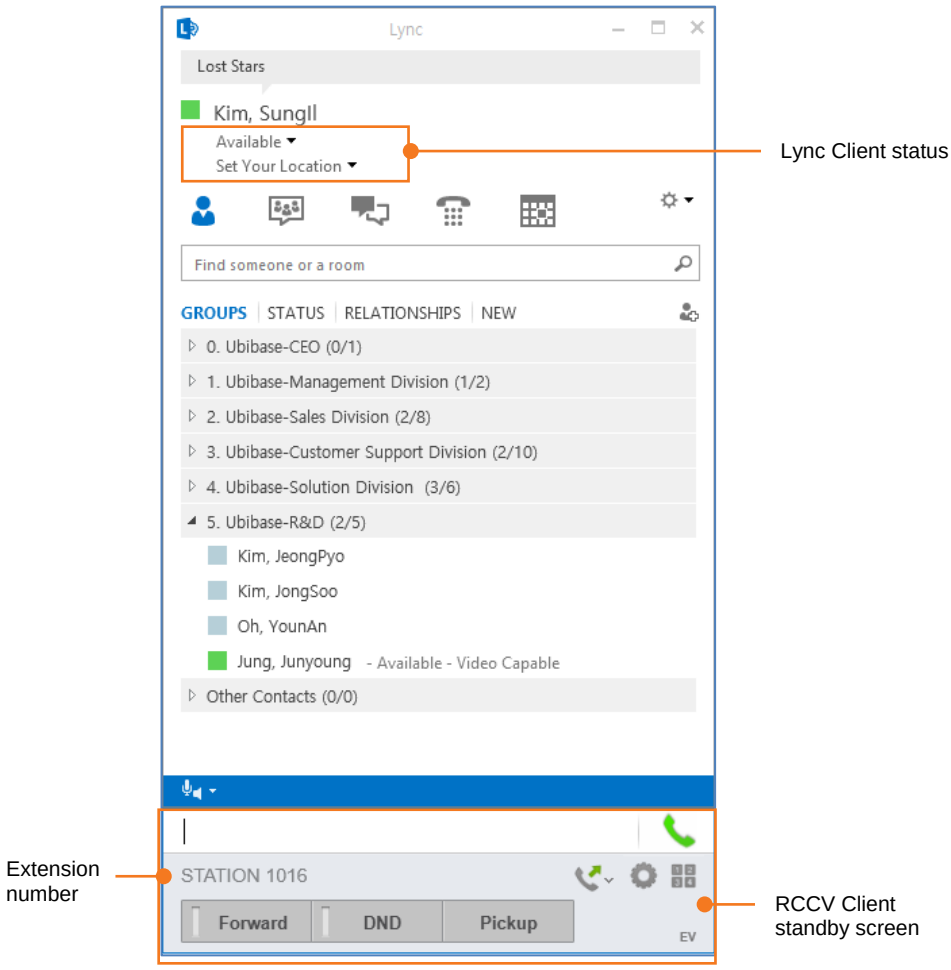
When installation is complete, the RCCV Client is launched automatically.

The RCCV Client is registered as a startup program so it is launched along with Lync automatically when MS Lync launches.

When the Lync Client is installed, the RCCV Client configuration is initialized. Therefore, the RCCV Client should be installed after the Lync Client or must be reconfigured after installation of Lync.

2.3 Launching the RCCV Client

The RCCV Client is integrated with your Lync Client. When you execute the Lync Client, the RCCV Client opens automatically and the standby screen appears at the bottom of the Lync Client as shown below.



NOTE

The Extension number will display when the RCCV Client is connected with the iPECS platform or the RCC Gateway, as appropriate.

When the RCCV Client is executed for the first time, it will not be properly configured and displays a fault message in place of the Extension number.

After you configure the client, see Chapter 3 Configuration, the client will be able to properly communicate with the iPECS platform and Lync.

If execute Lync client as administration authority, It could not interworking with RCCV Client.

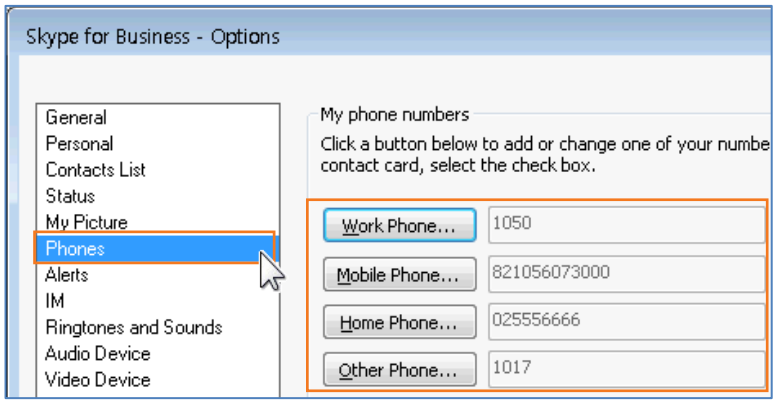
Chapter 3.
Configuration

This chapter gives step by step procedures to configure your RCCV Client. You may need assistance from your system administrator to determine data that must be entered to properly configure your client.

3.1 Find Your Extension Number

Prior to configuring your client, you will need your Lync's work phone number. This number is your iPECS extension number, which is used as the default ID of the client and should be assigned in Active Directory. To find you work number:

1. Click the Lync **Options** button ( ).
2. From the 'Lync – Options' window, select **Phones**.



3. In "**My phone numbers**", It can be checked which number was assigned in Active Directory.

NOTE

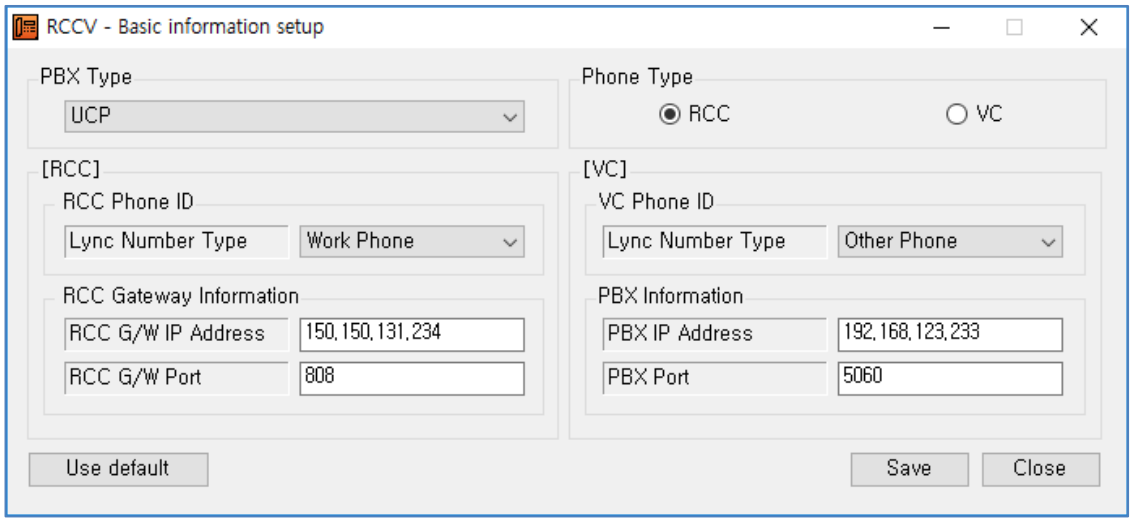
When RCCV installed, please keep to use the same thing of Active Directory.

If change phone number (Work, Mobile, Home and Other phone), please request to the administrator of Lync Server to follow proper number in company policy.

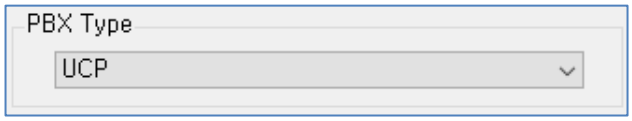
3.2 Pre-set of basic information

Prior to configuring your client, you should pre-configure the IP address information for the RCC Gateway and/or iPECS host. The installation package includes the Basic Information set up file, which, when run, permits entry of the IP information. This information is loaded into the client during the installation process and will not need to be entered by the user. To run the program and configure the IP data,

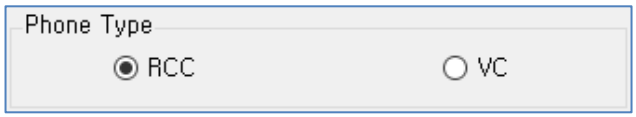
1. From the installation package, execute "**/RCCClientForLync201x/RccvBasicInfoSetup.exe**" The basic setup screen displays from the installation package.



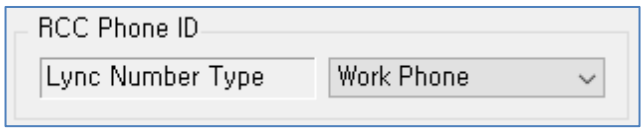
2. Select the **PBX Type**.

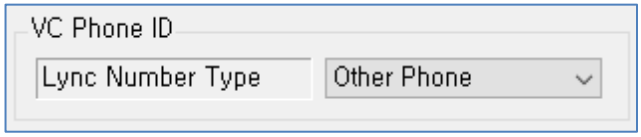


3. Select the **Phone Type**.

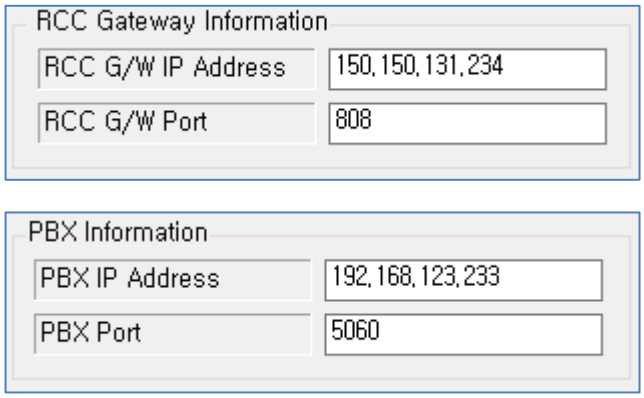


4. Select the **Lync Number Type** in each Phone Type.





5. Enter RCC Gateway IP Address and PBX IP Address. Note that the port numbers should not be changed.



6. Click the **SAVE** button. The stored RCC Gateway IP Address and PBX IP address are to be used after installation is completed.

NOTE

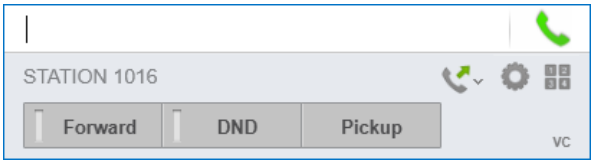
Your administrator may configure the IP address information needed for your client prior to releasing the install package to you.

In this case, the IP address information is pre-configured in your client during installation and you will not need to enter these values.

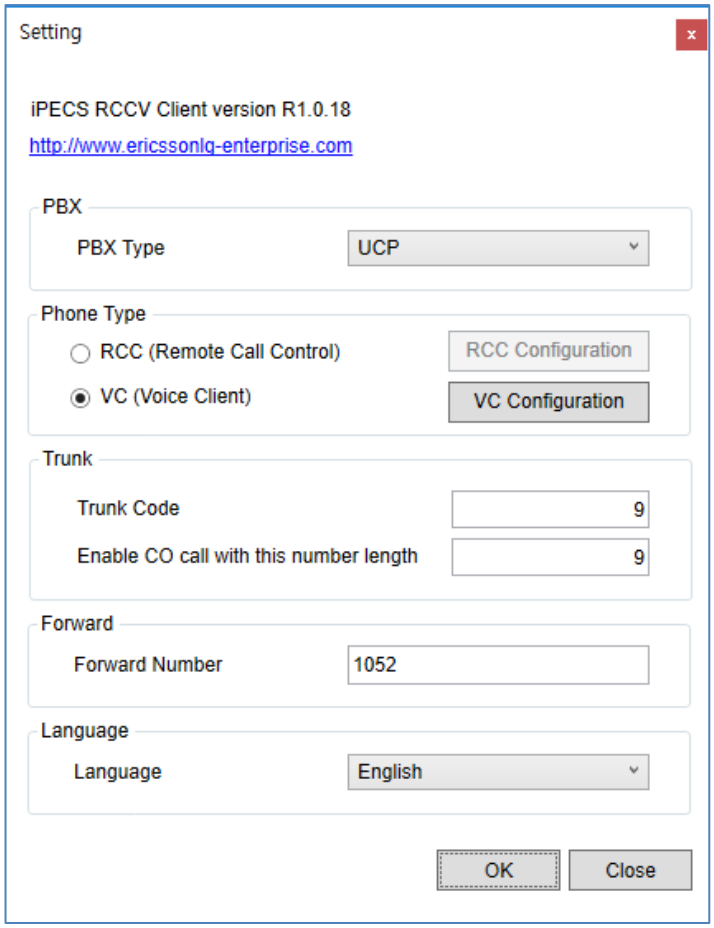
3.3 Configure Your RCCV Client

The RCCV Client setting screen consists of phone type selection and configuration, trunk setting, forward destination number, and language selection menus.

1. Click the RCCV Client settings (⚙) button from the standby screen.



2. The **Setting** menu screen displays.

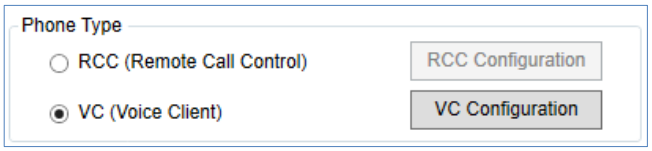


3.3.1 PBX Type

For the proper operation, you must identify the iPECS platform the RCCV Client will employ. The platform is able to select from the **PBX Type** drop down box.

3.3.2 Phone Type

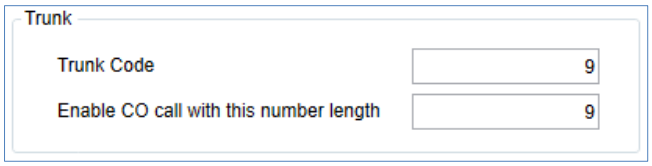
You must select RCC or VC as the type.



- **RCC type**: enables control of the iPECS deskphone from the Lync screen.
- **VC type**: enables iPECS virtual phone operation with audio from your PC.

3.3.3 Trunk

You should set the PBX outside line (trunk) access code and number of digits expected for an outside call.



- **Trunk code:** The Trunk Code is used to access an outside line. The code informs the iPECS that the call is an external call and should be routed over a Trunk or outside line.
- **Enable CO call with this number length:** When the number of digits dialed equals or exceeds the “Enable CO call with this number length”, the number is considered an outside call. The “Trunk Code” is inserted at the beginning of the number as if you dialed the Trunk Code as the first digit(s).

NOTE

If connected with iPECS CM, this trunk menu will be hidden

The Trunk access Code must be the same for the RCC Client and RCC Gateway. If the code is changed, the RCC Gateway must be restarted for proper operation.

The VC type Trunk access Code only applies to the Make Call function.

3.3.4 Forward

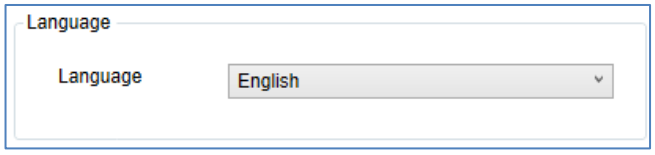
You can set a phone number for use with the Call Forward feature. When you activate call forward, your incoming calls automatically forward to the number assigned. For the VC Client, the type of forward (UnCondition, Busy or No Answer) is set in the VC Configuration screen outlined in section 3.5.3Forward.

NOTE

When activating Call Forward, you will be requested to enter the destination number if no ‘Forward Number’ is configured.

3.3.5 Language

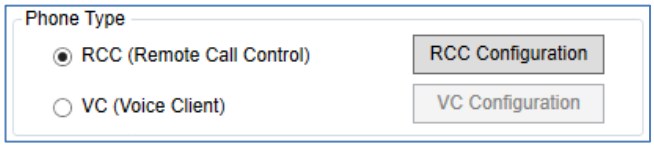
You can select the language employed by the RCCV Client. You may select English or Korean.



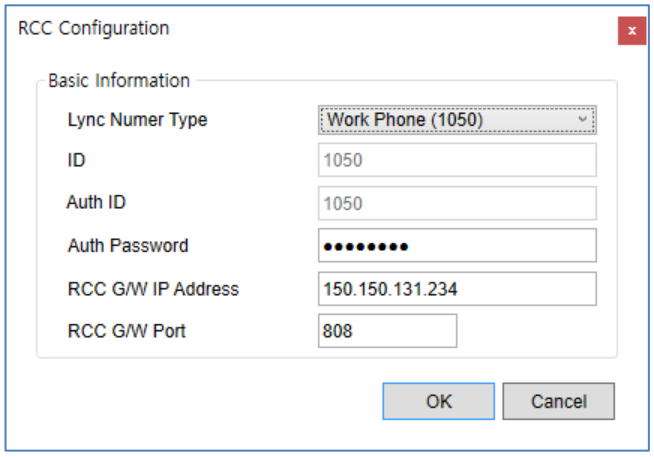
3.4 Configuring a RCC Type

You must enter the RCC configuration information for operation of the RCC type client. This information may be automatically loaded if the client was pre-configured as outlined in 3.2 Pre-set of basic information.

1. Click the RCCV Client **Settings** (⚙).
2. Choose **RCC Configuration** from the phone type section on the Setting screen.



3. Enter the Basic Information in the RCC Configuration screen and click the **OK** button.



NOTE

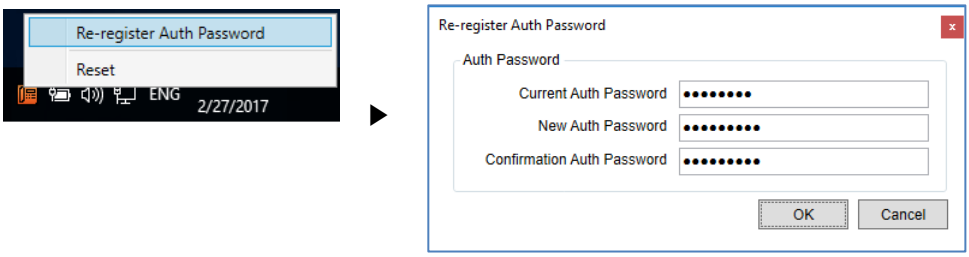
The policy of “Auth ID and Password” provide for security when interworking with iPECS CM or Cloud.

3.4.1 Basic information

- **Lync Number Type**—Selection Number type for extension number.
- **ID**—If Active Directory and Lync are properly configured, this is a read only entry. Otherwise enter the associated iPECS Extension number as the ID. Same number copied automatically from Lync Number type.
- **Auth ID**—Same number copied automatically from Lync Number type and read only.
- **Auth Password**—Put in by user not to other person’s access. For details, refer to 3.4.1.1 Additional information of Auth Password.
- **RCC G/W IP Address**—Enter the IP address of the RCC Gateway.
- **RCC G/W IP Port**—Enter the TCP port for the RCC Gateway.

3.4.1.1 Additional information of Auth Password

- **Registration Auth account**—If connected with RCC Gateway initially, Auth ID and Password will be registered as new account at RCC Gateway and since that, connection will be available with these account.
- **Changes Auth password**—To update registered Auth password, click the right button of the mouse in icon of RCCV Client tray and then click “**Re-register Auth Password**. Lastly, Put in Current/New/Confirmation Auth password and click **OK** button to register.



- **Removal Auth account**—If Auth password forgotten or removed, ask to the administrator or RCC Gateway.

NOTE

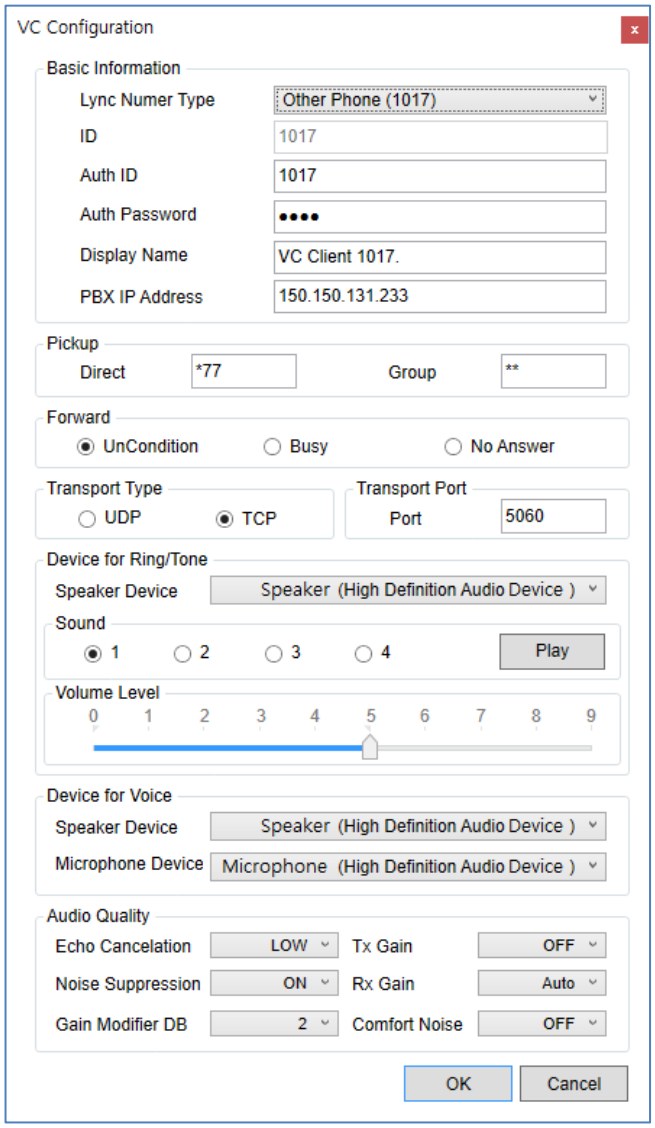
For security purposes, it is important to select a complex password so that the password cannot be easily determined by others.

3.5 Configuring the VC Type

You must enter the VC configuration information for proper operation of the VC type client.

1. Click the RCCV Client **Settings** (⚙).
2. Choose **VC Configuration** from the phone type section on the Setting screen.

3. Enter information in the VC Configuration screen and click the **OK** button.



3.5.1 Basic Information

- **Lync Number Type**—Selection Number type for extension number
- **ID**—If Active Directory and Lync are properly configured, this is a read only entry. Otherwise enter the associated iPECS Extension number as the ID. Same number copied automatically from Lync Number type
- **Auth ID**—Enter the Auth code assigned in the iPECS host. As a default the extension number is used.
- **Auth Password**—Enter the password assigned in the iPECS host (4 to 12 digits).
- **Display Name**—Enter the name to display. This is the name displayed when a phone call is received or being connected.
- **PBX IP Address**—Enter the iPECS PBX IP address.

NOTE

For security purposes it is important to select a complex password so that the password cannot be easily determined by others.

3.5.2 Pickup

- **Direct**—Directed call pickup requires you to enter the “Directed Call Pickup” code and the number of the ringing extension. However, you can set the pickup code in advance in order to pick up a phone call easily. For example, you can register *77 then you can pick up calls to other extensions by dialing by dialing *77 and extension number of the ringing extension.
- **Group**—If your phone is a pick up group member, you can pick up incoming calls to other members of the group by simply clicking the Pickup button.

NOTE

The code value for pickup may vary according to the numbering plan of the iPECS platform.

3.5.3 Forward

You can set the conditions for forwarding calls when you activate Call Forward with the Forward button on the VC Client screen. When the condition select is met, the call is sent to the Forward destination.

- **UnCondition**—All calls to the extension forward immediately
- **Busy**—Calls to the extension while busy forward immediately
- **No Answer**—If a call is not answered in the no-answer timer assigned in the iPECS host, the call forwards.

3.5.4 Transport Type

Set the type of transport (**TCP** or **UCP**) for signaling messages between the VC and the iPECS.

3.5.5 Transport port

Set the port number for the signaling messages.

3.5.6 Device for Ring/Tone

- **Speaker Device:** Device selection for receiving incoming call
- **Sound**—Sound selects one of four tones for use as the ringtone. Click **Play** to hear the ringtone selected.
- **Volume Level**—Volume Level sets the default ringtone volume.

3.5.7 Device for Voice

- **Speaker Device**—Device selection for hearing caller's voice after connection of call
- **Microphone Device**—Device selection for delivering my voice after connection of call.

3.5.8 Audio Quality

- **Echo Cancelation**—Controls Echo Cancellation.
- **Noise Suppression**—Noise Suppression control.
- **GainModifierDB**—Gain modifier used with Echo Cancelation.
- **Rx Gain**—Adjustment for incoming audio volume.
- **Tx Gain**—Adjustment for outgoing audio volume.
- **Comfort Noise**—Comfort Noise control.

Chapter 4.

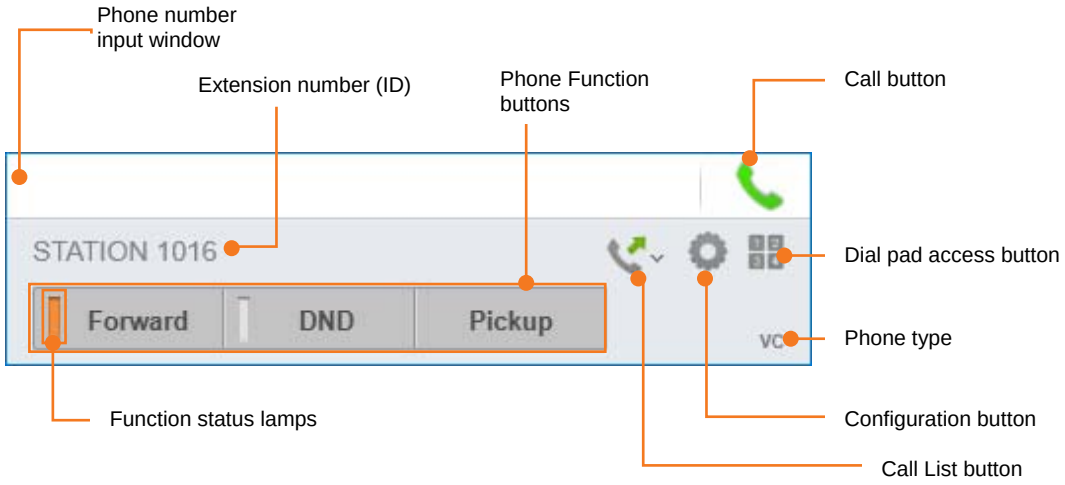
Using RCCV Client

This chapter explains the RCCV Client standby screen as well as the basic phone functions available with the RCCV Client.

4.1 The Standby Screen

When the Lync Client is executed, the RCCV Client opens automatically and the RCCV Client displays the standby screen shown below. The RCCV Client attaches to the lower portion of the Lync screen.

The RCCV Client standby screen consists of the phone number input window, call button, extension number (ID), phone function buttons (Forward, DND, Pickup) and various special feature buttons.



NOTE

Before using your client, you must properly install and configure the client as discussed in Chapters 2 and 3, respectively.

4.2 Phone functions

This section explains the phone functions available through the standby screen of the RCCV Client.

4.2.1 Making a phone call

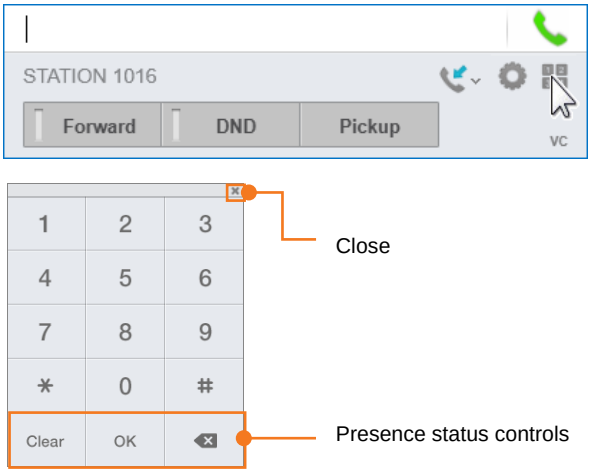
1. You can place calls in several ways; you may enter a number in the input window, select a number from the call logs, or select a Lync's contact (Click to Call).

NOTE

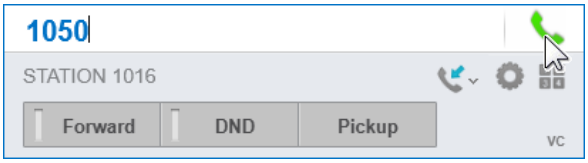
With the exception of call termination, while placing a call the RCCV Client phone functions are disabled.

You can enter a number from the dial pad or from your PC key board. To dial a number in to the input window:

2. Click the button to access the dial pad and dial the number or enter the number through your key board.

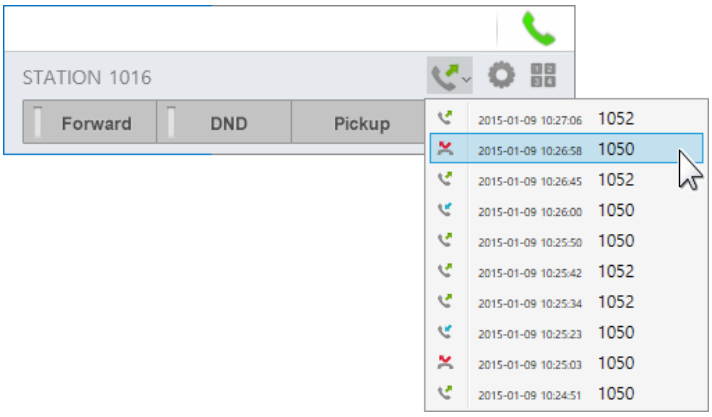


3. Click the button to place the call.



4.2.2 To place a call using numbers from the ‘Call Lists’

1. Click the Call Lists button ( ) button to see the call logs. The log displays numbers for the last 10 calls you placed, answered or missed.
2. From the list, click the desired number to place the call.

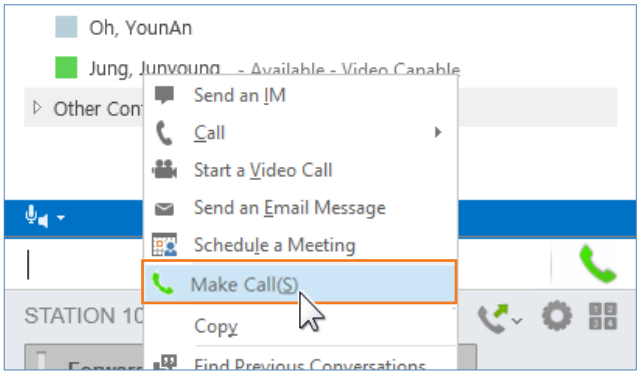


NOTE

Call logs is available with the VC Client type only and is not available when using the RCC Client type.

4.2.3 To place a call to a Lync’s contact with ‘Click to Call’

1. Right-click on a contact from the Lync Client.



2. Click the ‘Make Call’ item from the pop-up menu.
3. Select the phone number of the contact (Work, Home, etc.) to place the call.

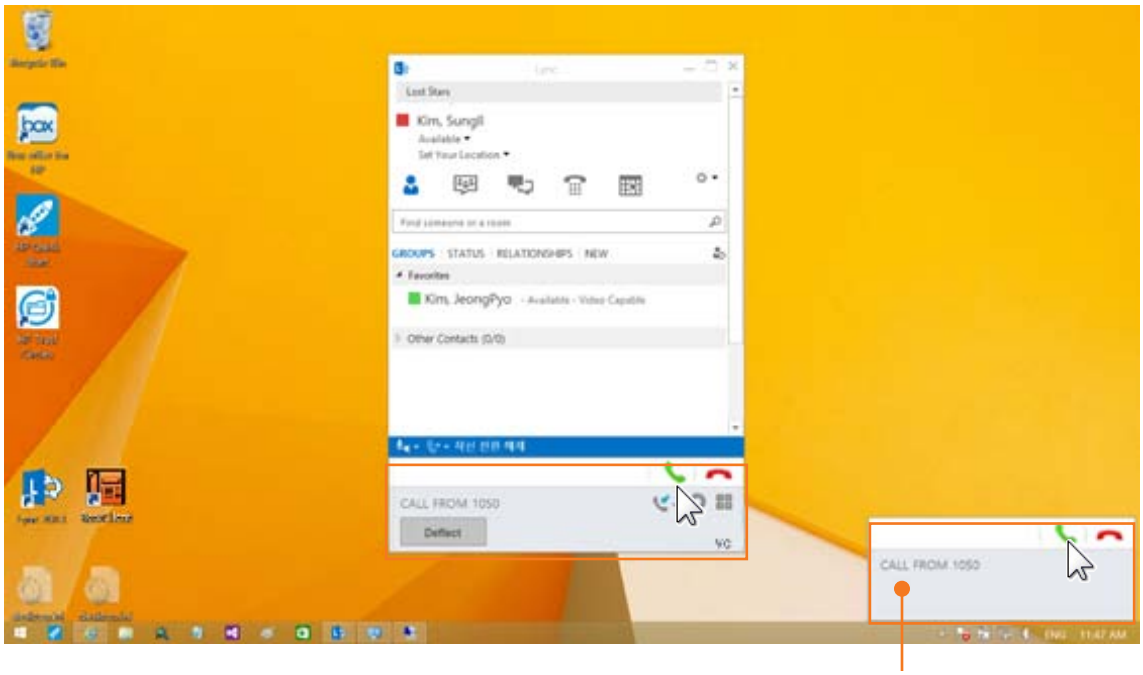
NOTE

Click to Call is supported in Lync 2013 version 15.0.4675.1000 or higher. If needed, update your Lync Client.

When you click ‘Make Call’, only two of the contact’s phone numbers (work, home, mobile, etc.) are shown for your selection.

4.2.4 Receiving a call

When you have an incoming phone call, the following screen displays. You can answer the phone call by clicking the button. Note the pop-up, shown in the lower right of the screen, will appear even if Lync is minimized to the Windows tray.



Receiving a call notification pop-up window

NOTE

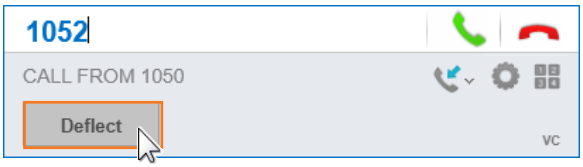
Current software of RCCV Client cannot support the function of second call

4.2.5 Incoming Call Deflection/Rejection

In addition to answering an incoming call, you may terminate the ring signal to deflect the call (send the call to another destination) or reject the call.

4.2.5.1 To send the incoming call to another location

1. Click the button, which will terminate the ringing.
2. Input a number in the input window.
3. Click 'Deflect' to send the call to the destination.



4.2.5.2 To reject an incoming call

Click the button twice. The call is referred to the iPECS for further routing.

NOTE

Call deflection and termination functions are available with the VC type only.

4.2.6 Forward

When you click the Forward button, incoming calls are rerouted to the forward number designated in the configuration. If you have not set a forward number, the Setting screen will display automatically allowing you to enter a destination.

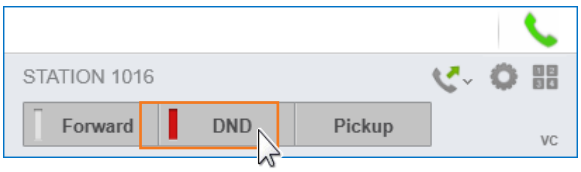
- To cancel forward, click the Forward button again.

NOTE

You can activate Call Forward even if DND is active. In this case, the Forward function is active and DND is not active. If Call Forward is active, the DND function cannot be activated; you must cancel Call Forward to activate DND

4.2.7 DND (Do-Not-Disturb)

When you click the **DND** button, incoming phone calls will be blocked. The iPECS host will reroute your calls based on the system configuration. To cancel the DND status, click the DND button once again.

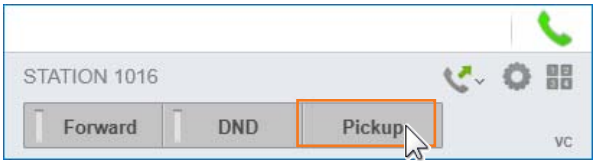


NOTE

The Forward and DND information is maintained by the iPECS host even if the RCCV Client is closed. When the RCCV Client restarts, the iPECS provides the proper status information through the RCC Gateway.

4.2.8 Pickup

You can operate this function by entering the extension number and clicking the **Pickup** button when other extension receives a phone call.

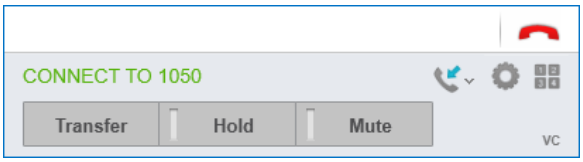


4.3 Call functions

When you click the button, a phone connection is made, allowing you to speak with the other party or place a call, and when you click the button, the phone call is disconnected.

The call functions displayed in the active call screen vary according to the phone type (RCC, VC) selected by the user during configuration. Refer to the description of functions that match the client you are using (RCC or VC type).

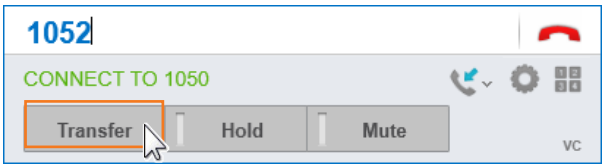
4.3.1 VC Type



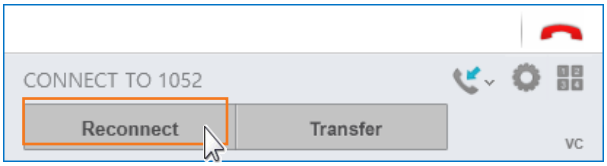
- Transfer, Hold and Mute functions are available in the active call screen of the VC Client type.

4.3.1.1 Transfer

When you enter a phone number and click the **Transfer** button, your active call is placed on hold and a call is placed to the number you entered. You can choose to wait for the party to answer and announce the transfer or simply transfer the caller.



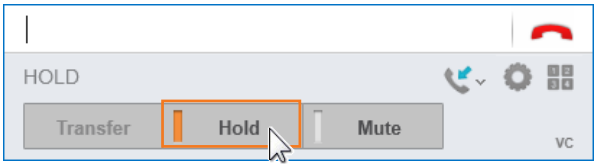
When the call to the destination begins, ‘Reconnect’ and ‘Transfer’ buttons are displayed. Click the Transfer button to send the call to the destination and hang-up.



- To cancel Transfer, click the Reconnect button. The Transfer is cancelled and you are connected to the holding call.

4.3.1.2 Hold

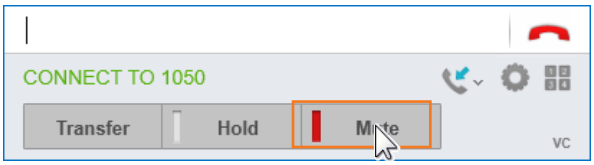
When you click the **Hold** button, you place the phone call on hold.



- To cancel the Hold status, click the **Hold** button once again; you will be connected to the holding party.

4.3.1.3 Mute

When you click the **Mute** button, the sound from your receiver is blocked.



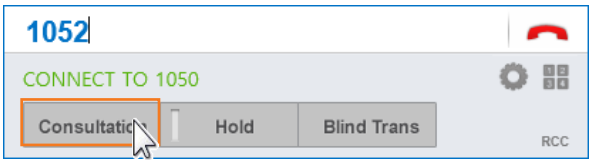
- To cancel the Mute status, click the **Mute** button once again. When Mute is cancelled, sound from your receiver will be sent to the other party.

4.3.2 RCC Type

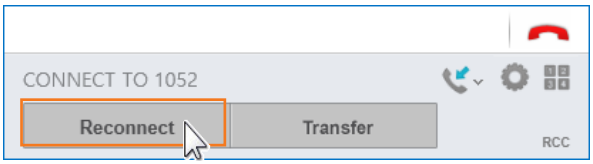
- Consultation, Hold and Blind Trans functions are available in the active call screen of the RCC Client type.

4.3.2.1 Consultation

When you enter a phone number for consultation and click the **Consultation** button, your active call is placed on hold and a phone call is placed to the number you entered. You can choose to wait for the party to answer and announce the transfer or simply transfer the caller.



When the call to the destination begins, ‘Reconnect’ and ‘Transfer’ buttons are displayed. Click the Transfer button to send the call to the destination and hang-up.



- To cancel Consultation, click the Reconnect button. Consultation is cancelled and you are connected to the holding call.

4.3.2.2 Hold

When you click the Hold button, you place the phone call on hold.

- To cancel the Hold status, click the Hold button once again; you will be connected to the holding party.

4.3.2.3 Blind Trans

You can transfer an active call directly to the receiving party directly with the **Blind Trans** function. You enter the number to receive the transfer then the Blind transfer button sends the call to the destination and you may hang-up.

4.3.3 Ending an Active Call

While you are on a call, you can end the call from the client. To end your active call, click the button.

Chapter 5.

Troubleshooting

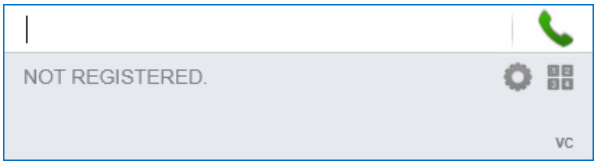
This chapter provides information to aid in solving issues that may arise when launching or operating your RCCV Client.

5.1 Troubleshooting guide

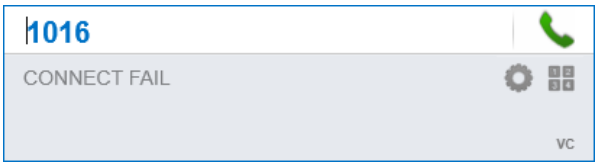
If the RCCV Client you are using is not opening, connecting or functioning normally, you may be able to solve the problem by checking the following items.

5.1.1 Issue Opening the Client

If the extension number assigned as the Work number in Lync is incorrect, the message 'NOT REGISTERED' displays as shown below. Solve the problem by checking the Lync Work number then verify the RCC or VC configuration as discussed in chapter 3. If the problem persists, your administrator should verify the configuration of the iPECS host and the RCC Gateway.



If the network is disconnected or the connection to iPECS PBX or RCC Gateway is unavailable, 'CONNECT FAIL' status displays as shown below. Assure all network connections are proper and functioning, and the RCCV Client executable files (RccvClient.exe, sipcall.exe, ipcserver.exe, mediaproc.exe) are registered in the firewall exception setting or contact the network administrator.



5.1.2 Firewall setting

If the RCCV Client does not connect normally, you may need to disable the Windows OS firewall. Check the Windows firewall set up as described in the one of the following links.

English: http://www.microsoft.com/security/pc-security/firewalls-using.aspx

Korean: http://www.microsoft.com/ko-kr/security/pc-security/firewalls-using.aspx

5.1.3 Uninstalling application

To upgrade the RCCV Client, first uninstall the existing version using the following procedure.

1. Remove RCCV Client using the **[Add/Remove Program]** option in the Windows **[Control Panel]**

   Or,

   by clicking **[Start]** ► **[All Programs]** ► **[Ericsson-LG]** ► **[RccvClient]** ► **[Uninstall RccvClient]**.

2. Install the new installation package.

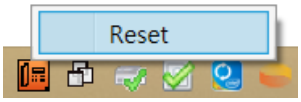
   - When installing the package, refer to Chapters 2 and 3 for detailed installation and configuration settings.

5.1.4 Duplicate phone number

If multiple users assign the same extension number as the ID, the user with the most recent (last) login is provided service. The previously logged in user will see the ‘disconnected’ message and must log in with a different number.

5.1.5 RCCV Client Operation stops

If the RCCV Client operates abnormally, stops or the phone and RCC Client operation are not synchronized, click the right mouse button on the Phone icon located in the right tray then click the pop-up Reset button.



5.1.6 When RCCV Client doesn’t attach at bottom of Lync client

In case of RCCV Client not displaying at bottom of Lync client in running of RCCV Client (BottomWIndow.exe), this could be effected by some program related to screen management, so these program (Teamviewer, other programs for multiple monior) should be deactivated.

Appendix A

Useful Information

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

A.1 Open Source Software Notice

Open Source Software used in this product are listed as below. You can obtain a copy of the Open Source Software License from Ericsson-LG Enterprise Web site, http://www.ericssonlg-enterprise.com. Ericsson-LG Enterprise reserves the right to make changes at any time without notice.

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