

UCE Mobile Client for Android

User Guide

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Before Use

About This User Guide

This guide provides user-related information intended for Android-based UCE Client users.

Introduction of the document

This guide introduces iPECS UCE Client for Android and explains how to correctly install and use iPECS UCE Client for Android. The figures and screen captures used in this guide may be changed without notice.

Organisation of the Document

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

- Before Use
- Chapter 1: Overview
- Chapter 2: Installation
- Chapter 3: UCE Client Composition
- Chapter 4: Using Menu
- Chapter 5: Environment Configuration
- 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 Press or select
Italic text	a cross-reference, or an important item
UCE Client	indicates the iPECS UCE Client for Android

Explanation of Symbols

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



CAUTION

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

NOTE

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

1. Overview

This chapter explains the overview and features of iPECS UCE (Unified Communication Enterprise).

1.1 Introduction to iPECS UCE

iPECS UCE is an application that supports multi-media communications. Through this application you can use most of the functions that can be found on IP phones.

iPECS UCE supports integrated communications including chats, scheduling, conference and iSMS. The user interface of this application is divided by module units, which are all effectively designed for easy use.

The following are strengths of iPECS UCE:

- You can sign in simultaneously via your PC, Android and other iOS operating systems via one account.
- Chats or calls are not disrupted during use and all call or chat logs are kept and updated on the server.
- The application offers a variety of features required for effective multi-party communications and collaborations.
- The application ensures easy compatibility, conversion and provides consultation history records by linking to the Contact Center.

UCE clients may;

- Experience difference in audio or video quality according to the environment and quality of the wireless network as well as user policy and content quality of the mobile communications operators.
- Users are recommended to use both Wi-Fi and 3G/LTE. Using only 3G/LTE networks may
 incur data usage expenses or shorten the length of battery use due to standby, voice calls or
 video calls.
- The application does not support any networks other than Wi-Fi and 3G/LTE.

2. Installation

This chapter explains the requirements for UCE client installations (for hardware and operating system) as well as the installation procedure. The installation process consists of the following three steps;

- Step 1: Install UCE client on the user's mobile phone
- Step 2: Set up the initial sign-in for UCE client
- Step 3: Sign into both iPECS system and UCE server

Check UCE server IP address or the name of the domain. Register the users account and password for the UCE server and iPECS system before signing into the UCE client.

2.1 Requirements for Hardware and Operating System

The mobile phone requirements for the UCE client are as follows, depending on the types and features of the smart phones, which may result in different monitor composition or quality;

2.1.1 Hardware

- CPU: 1GHz
- RAM: 1GB
- HDD: 200MB of Flash storage
- LCD: min. resolution: 800 x 480
- Network supported: Wi-Fi, Cellular data network
- Front Camera: Used for video calls
- SD Card: Camera, Photo, Package download, for management and mounting of use history.
- Terminals: Samsung Galaxy S4, S5, S6, S7, Note 3, Note 4, Note5, LG Optimus G Pro2, G3, G4, G5, V10 and V20.

2.1.2 Operating System

Android version 4.0 (Ice Cream Sandwich) ~ 6.0 (Marshmallow)

2.2 License and Lock Key

The iPECS system must have a license to be able to use the UCE client. The UCE server administrator needs to enter the issued lock key via web administration in order for the UCE client to access the UCE server.

iPECS UCE adopts a license method for limiting the number of fixed users. Therefore, the number of UCE client users cannot exceed the number of licenses set on the iPECS system.

NOTE

The lock key installation should only be completed by dealer stores authorized by Ericsson-LG Enterprise. For further information, consult those dealer stores authorized by Ericsson-LG Enterprise.

2.3 UCE Client Installation

iPECS UCE Client can be downloaded via Google Play Store or UCE Administrator Web. UCE Server UCE administrator instructions must be followed in order to download application via the administrator web.

2.3.1 Installation via Google Play Store

The application can be installed for free by downloading it from Google Play Store.

- 1. Open Play Store on your Android mobile.
- 2. Type 'iPECS UCE' in the search box and press **Search**.
- 3. Select iPECS UCE from the search results list.
- **4.** After pressing the 'Install' button on the right, press the 'Agree' button to continue application installation.
- **5.** When the installation is complete, the shortcut icon for iPECS UCE will appear on the home screen. Press the icon to open iPECS UCE.

2.3.2 UCE Client Execution

- 1. Select the shortcut icon of iPECS UCE on the home screen once it has been installed.
 - Push the 'Home' button on the-mobile phone and the screen will disappear as the UCE client returns background. Users can then use the UCE icon on the main screen of the phone.
- 2. You can see the guide screen for iPECS UCE.

2.3.3 Initial Sign In Setup

When the iPECS UCE client is executed, you can set up several convenient features relating to UCE client sign-in prior to signing in, you can also set up server IP and port via the options menu.

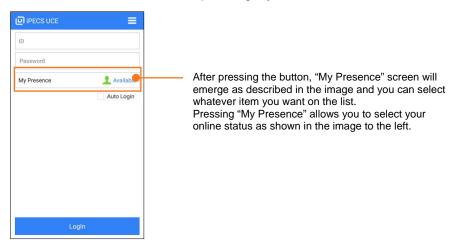
2.3.3.1 Sign In Setup

You can set auto sign in for your device below "My Presence".

1. Enter your ID and password, only lower-case letters are acceptable for IDs and passwords.



- ID: Maximum 64 characters consisting of letters and numbers can be used.
- Password: It is recommended that you create a password that is 8 to 14 characters long and includes at least one letter (either upper or lower case), one number and/or special character.
- 2. Select the item from the list after pressing My Presence.



- When **My Presence** is set, other users can check your status online.
- 3. You can set convenient features for your sign-ins. Press the checkbox ✓ to activate or deactivate the features.



 You can automatically sign in without having to enter your ID and password once you set up auto sign in.

2.3.3.2 Option Menu Setup

1. Press **Menu** () on the upper corner of the user's mobile phone to set up the option menu.



NOTE

The sub menu of the 'Option Menu' can be changed depending on the function or screen.

2. Set the server IP and port on the Server Setting screen and press **OK**. You can see information relating to UCE in UCE Information.



- Consult the UCE Server Administrator for the required information for server settings.
- **3.** Input the server IP and port on the Server Information screen and press **OK**.



- Touch or drag Allow 3G/4G access and you can use other mobile communication networks including Wi-Fi.
- You can specify your own "Retry Count", this is the number of reconnections required when changing the network.
- Press and drag the switch of LTE Only Mode to use LTE only when you connect to a call.
- 4. Press UCE Information to get the information, such as Android version in your UCE client

2.3.4 Sign in

1. Enter your ID and password in each box to sign in.

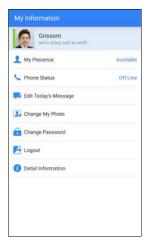


- User ID and password should be created in lower case only. Refer to the "Sign in Setup" in the manual for further information.
- 2. Press Sign In after entering your user information.

2.3.5 Sign Out

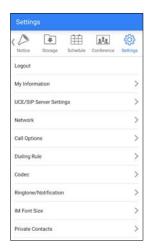
Users can select 'sign out' from the Settings Menu to log out from the UCE client.

1. From the 'Favorite' menu, Click 'My information' -> 'Logout'





- Press OK when you see the above message box.
- 2. From the 'Settings' menu, Click 'Logout'





Press **OK** when you see the above message box.

2.3.6 Battery Optimization

For ANDROID Operating System 6.0+ devices, disable 'battery optimization' for normal operation.

1. Click the "OK" button to go to the 'battery optimization' menu.



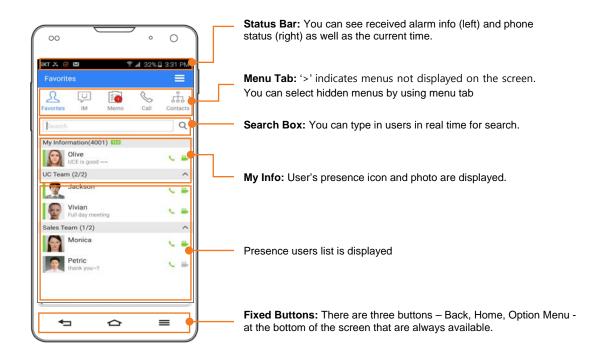
2. The menu may differ from device to device.

3. UCE Client Composition

This chapter describes the UCE clients main screen and menus supported by UCE, and briefly explains how to use the user menu and variety of options.

3.1 Main Screen Description

The UCE client main screen is composed of a status bar, menu tab, search box, my info and presence users list as displayed in the image below.



NOTE

Users can see their profile information in 'My Presence' as well as other additional information, such as my extension number and today's messages in the 'My Info' option in the settings menu.

3.1.1 Main Menu

The main menu is displayed in a horizontal tab at the bottom of the icon screen. The features offered by the UCE client are categorized, you can use the settings menu as well as features including Favorites, IM, Memo, Call, Address Book, Community, Storage, Schedule and Conference.

3.1.2 Options Menu

You can set and change numerous options across the UCE client using the options menu. Press at the top of the screen to activate this menu.

NOTE

The options menu does not refer to a specific item on the screen but a menu that includes tools applicable to the current screen or application programs currently operating.

3.1.3 Context Menu

The context menu includes specific options applicable to the current screen operating and is activated when a certain item is held down for a period of time. Users can set up details for the selected item through this menu.

NOTE

The context menu cannot be used in all screens. If an item on a certain screen is not activated, it indicates that the item in question does not have a context menu.

3.1.4 Home Button

Press the **home button** to return to the basic home screen. The UCE client returns to the background status when the home button is pressed. You can re-open the UCE client by pressing the UCE icon on the main screen or by using the Android Phone task manager.

3.1.5 Back Button

Press the **Back Button** to move to the previous screen from the one currently in use.

3.1.6 Notification Function

The UCE client icon is displayed on the status bar at the top of the screen, notifying the sign in status in real time.

The function notifies when real time events occur to users, including missed calls, text, chat and administrator messages. You can return to the call screen by selecting the icon on the status bar when you get to the background status during a voice / video call.

Drag down to the bottom of the screen while pressing the status bar at the top of the screen to check notification information.

4. Using the Menu

This chapter will explain the various options available in the UCE client main menu tab. Favorites, IM, Memo, Call, Address Book, Community, Storage, Schedule, Conference and Settings are some of the options available.

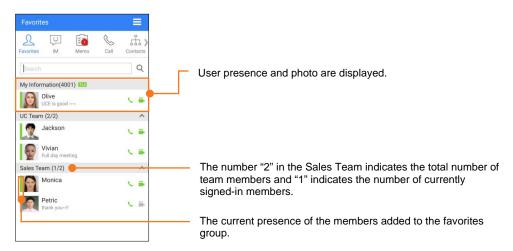
4.1 Favorites

From the favourites menu you can store and view your frequent contacts, this allows for quick call and iSMS without having to enter a phone number or other additional information.

The menu can be moved by the user by pressing the menu tab and moving it to either the left or right. Press Favorites () on the menu tab to move to the main screen.

4.1.1 Main Screen

This screen shows user presence, their details and information including voice call status and video call status.



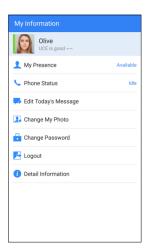
 Please refer to the "My Presence" section in the user manual for icon descriptions according to presence status.

4.1.2 Search

Enter the name or initials of the user you would like to search. Press (a) to search for the user in question in the organizational chart.

4.1.3 My Information

My Information contains various information relating to the user. From here you can check my presence, call presence, phone status, edit today's message, change my photo, change password and other detailed information. Press **My Information** on the favorites main screen, select the item to be set and follow the instructions displayed on the screen.



4.1.3.1 My Presence

You can mark or change the user's current presence. Press My Presence on My Information screen, select an item and press
to apply the item.

4.1.3.1.1 Presence Icon Description

The presence status and the descriptions are as follows:

- **Available:** Communications immediately available.
- **Busy:** Busy with other tasks and not available for communication.
- **Qut of Office:** Out of office and not available for communication.
- Be Back Soon: Available for communication soon.
- Away from Keyboard: Not available for communication immediately as the user is away.
- **Engaged:** Not available for communication immediately due to engagement.
- DND: Communication blocked in advance.

4.1.3.1.2 Presence Icon Colors

My Presence icons are differentiated by colors and are displayed in 'My information' on the main screen.

- : Online.
- Busy or Engaged.
- : Out of Office, Be Back Soon, Away from Keyboard
- **=** : DND

• : Offline

NOTE

You can select all Presence statuses except "Offline."

4.1.3.2 Call Presence

The current call presence of the user is displayed and either DND or Call Forward can be set. Select 'DND' or 'Call Forward' from the tab menu to change the call status.



4.1.3.2.1 DND (Do Not Disturb) Setup

Calls are not received when DND is set.

4.1.3.2.2 Call Forward Setup

When call forward is set, incoming calls are forwarded to the phone number previously input.

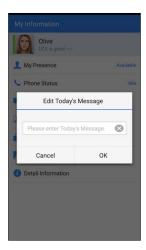
4.1.3.2.3 Call Forward Number Save

Press "Call Forward Number" to enter the number in the box to forward calls and press OK.

4.1.3.3 Edit today's message

You can enter or edit today's message.

- 1. Press Edit today's message on the 'My Information' screen.
- 2. Enter the new message in the box and press OK.



4.1.3.4 Change My Photo

The photo displayed on the 'My Information' screen is shown to others during chat or address book search. To change the photo, Press on **Change My Photo** to bring up the sub menu and choose from the following options shown below:



- Select in Album: You can select the image to set (change) My Photo from the photo folder
- **Take photo:** You can set (change) the image by taking the photo you want directly with phone camera.
- Delete photo: You can delete the photo currently set in My Photo.

4.1.3.4.1 You can change the image from your album by:

- 1. Press Select in Album and you can see the list of photos saved in the cell phone.
- 2. Select the photo from the list and press **Choose** to set the image after notification popup.

4.1.3.4.2 To change the image by taking the photo directly

- 1. Take a photo of the target after pressing **Take Photo**.
- 2. Select from the list of newly-taken photos saved in the Android phone and the new image is set after the notification popup.

NOTE

When you change the photo shown on the My Information screen, the size of the selected image will automatically be adjusted. If the size of the attached file exceeds the limit, you will be notified.

4.1.3.5 Change Password

The UCE client sends the user ID and password to the UCE server and iPECS system for user authentication during sign-in process.

- 1. Press Change Password on My Information screen.
- 2. Enter the current password.
 - Press in the box to enter your new password.
- 3. Enter the new password once again for confirmation and press OK.
 - Press confirm button to validate the new password.
- **4.** An error message will pop up if the new password is not secure enough.

NOTE

It is recommended to set up a more complicated and secure password that will not be vulnerable to hacking attacks.

4.1.4 Sign Out

Users can select **sign out** from the settings menu to log out from UCE client.

Press **OK** when you see the message box that reads "Want to sign out?"

4.1.4.1 Information in Detail

You can check the photo, today's message and other detailed information about the user by pressing **Information in Detail** on the 'My Information' screen.

4.1.5 User Information

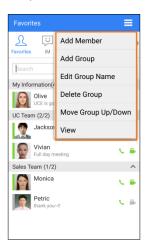
If you select a member registered in your favorites group, you can immediately use functions like call, IM, iSMS and e-mail. You can see the group the member belongs to, their contact details and can also remove the member by deleting them from the favorites group.



- Make a Call (Extension, Mobile phone, Office phone, House phone): Press Call and a
 screen for dialing emerges. You can switch to speaker, block incoming calls, hold calls,
 convert to video calls and invite users on the screen. Voice calls can be converted to video
 calls by pressing the Video icon.
- **IM:** You can start chatting with other users immediately. You can chat simultaneously with as many as 64 people.
- iSMS: You can send messages immediately to as many as 64 people.
- **E-mail:** You can send e-mails straight away. Register your e-mail account / ID in advance to use this function on the-mobile phone.
- Information in Detail: You can check the information of the users in your favorites group by pressing Information in Detail.
- **Favorites:** To add or remove a member from the favorites group, follow the instructions on the screen after pressing \bigstar in User Information.

4.1.6 Options Menu

The Favorites Options Menu includes functions such as Add Member, Add Group, Revise Group Name, Delete Group, Move Group and View Setting.

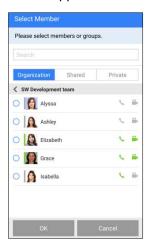


Press Menu (=) on the user's cell phone screen to use option menu.

4.1.6.1 Add Member

You can select members from the list and add them to a favorites group.

1. Press Add Member and an organizational chart, public address book and individual address list will appear.

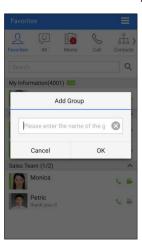


- 2. Select a member to add to Favorites, press confirm and the member list screen will appear.
- **3.** Select the group and the member selected will be registered to that group.

4.1.6.2 Add Group

To create different groups:

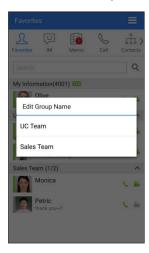
- 1. Press Add Group.
- 2. Press **OK** after entering group name.



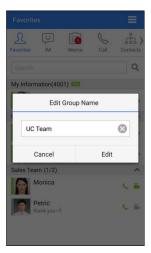
4.1.6.3 Group Name

To change the group name:

1. Press Edit Group and the list of created groups will appear.



2. Press the group to revise and a popup box **Edit Group Name** appears. Enter the new name and press **Edit**.



• The group name is revised.

4.1.6.4 Delete Group

To delete a group in the list:

- 1. Press **Delete Group** and the list of registered groups will appear.
- 2. Press the group you wish to delete and a notification message pops up that reads "Do you want to delete this group? Press-**OK** to delete.
 - Only groups of members who are not registered in the Favorites can be deleted.

4.1.6.5 Move Group

Users can move and change the order of groups on the Favorites list at the main screen.

1. Press **Move Group** and the list of registered groups will appear.

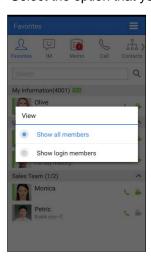


- 2. Press and hold the icon to relocate group. Move the group to the location you like
- 3. Press OK to confirm..

4.1.6.6 View Setting

This option allows you to view the users that are online.

- 1. Press View and a popup will appear allowing you to view all users or signed-in users only.
- 2. Select the option that you require.



- Show all members: You can see all registered members.
- Show login members: You can only see members who are currently online.

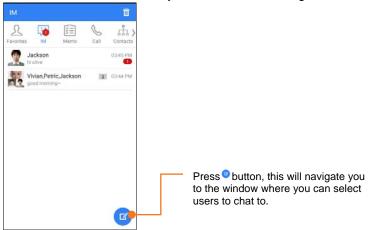
4.2 IM

For task continuity, users can check instant messages via other terminal devices with the same ID and account. You can check messages received whilst you are offline when you sign in.

Press **IM** () from the main menu tab to move to the main screen.

4.2.1 Main Screen

You can check the member you have been chatting with on the main screen



4.2.2 Start Chat

You can check members currently attending chats and invite new members to conversations..

- 1. Enter IM in the chat box and press Send.
- 2. Press icon () on the right of the screen and you can see the members currently in the chat.



- 3. Press Add Member to invite other members to the chat.
- **4.** You can set whether to receive new notification message on chats with "**New Message Notification**" function.



4.2.3 Create a Chat

You can create new chats for specific purposes with selected members only, check members participating in the chat or invite new members to the chat.

1. Press o at the bottom of the screen.

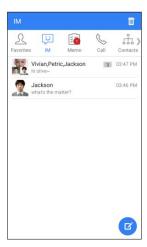


- 2. Press Create a Chat and a popup will appear enabling you to choose members.
- **3.** Mark (\square) the names to add to these members to the chat and press **OK**.
 - Mark (☑) against the whole team to choose all members at once.
 - You can chat with as many as 64 people simultaneously.

4.2.4 Delete a Chat (Multiple Deletion)

You can delete all the chats you want simultaneously.

1. Press the Waste Bin Menu on the top right of the screen.



2. Press Leave this Chat to list of all the chats currently created.



3. Select the chats that you want to delete and press confirm.



4.2.5 Delete a Chat (Single Deletion)

You can select individual chats to delete on the chat list.

1. Select the chat list from the IM Main Screen and press and hold for deletion.



2. When a notification message appears that reads "Do you want to leave this chat?" press **OK** for deletion.

4.2.6 Option Menu

The chat option menu has functions such as File Transfer, Schedule, iSMS, Memo and Leave conversation.



 \bullet Press $\stackrel{+}{=}$ at the bottom of the chat screen to use the option menu.

4.2.6.1 File Transfer

You can select a photo album or newly-taken photos to send them to chat members online.

- 1. Press File Transfer to select the mode of transfer and follow the instructions on the screen.
 - Select from the Album: You can choose a photo from the photo gallery.
 - Camera: You can take a photo directly with the phone camera and change the photo.
- 2. Once the transfer starts, you can actually see the file transfer process on the chat screen.
 - You can drag down the status bar and select the notification message to cancel file transfer.
- **3.** Once file transfer is complete, you can see the uploaded file information on the chat screen and continue chatting.

4.2.6.2 Schedule Sharing

Chat participants are automatically added and they can add members to share their schedule information.

- 1. Press **Scheduling** and a popup will appear allowing you to register a schedule.
- 2. Press the add icon on the right of the screen to add members to share scheduling information and press **Confirm**.
- 3. Enter schedule to share and press Registration.

4.2.6.3 Make a Group Call

You can make a group call simultaneously with chat participants online.

- 1. Press **Group Call** and a call screen pop-up will appear allowing you to start a group call.
- 2. Press **Conference** on the right of the screen to add a new member to the group during the call and follow the instructions that appears on the screen.
 - Input Number: You can directly search for users to invite.
 - Select Destination in Contacts: You can put a check mark and select a name you
 want to invite from the address book.
- 3. Press **OK** to invite all selected members for a simultaneous group call.

4.2.6.4 Write an iSMS

You can send an iSMS to members online.

- 1. Press Write an iSMS and a screen to write an iSMS appears.
- 2. Press Send after writing the iSMS.

4.2.6.5 Share a Memo

You can share the details of a task with chat participants online.

- 1. Press the Create a Memo icon and a screen to register the task appears.
- 2. Write the content and details of the task and press **OK** to share that task.

4.2.7 Leave Chat

You can leave the chat you are currently participating in. Press **Leave conversation** and a notification message pops up. Press **OK** to return to the main screen.



• The content of the chat is deleted once you leave.

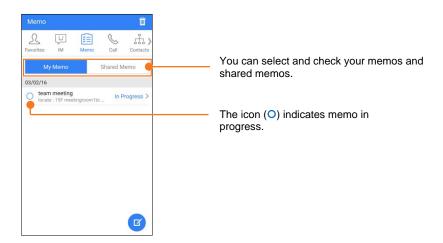
4.3 Memo

You can share your memos with other users. Users can briefly write about the memo and share with others the details of the memo. You can inform other users about the progression of certain memos by marking them as "In Progress" or "Completed" on the memo list.

Press **Memo** () on the main menu tab to move to the memo main screen.

4.3.1 Main Screen

You can share the details of your memos and you can check the details of other users memos on this screen. You can check your registered memos on **My Memo** from the Memo Main Screen and check other memos on **Shared Memo**.



4.3.1.1 Create a Memo

You can share details of your own and other users memos that are added to the memo list.

- 1. Press button from the memo main screen
- 2. Press 4 to add new members to share memos with from the Choose Member screen and press v to create a new screen composed by selected members.
 - You can send memo details simultaneously to as many as 64 people.
- 3. Enter the subject and the details of the memo to be shared and press **OK**.
 - You can check the list of registered memos in My Memo on the memo main screen.

4.3.2 Mark Memo Completed

You can mark completed memos separately.

- 1. Check the memos completed on the memo main screen.
- 2. Press 'O' on the left of the task list and the icon will be converted to the "completed" icon.

• Members of that memo will also be notified of the completion.

4.3.3 Delete Task Memo

You can delete one or a whole memo from the Memo List.

4.3.3.1 To Delete Each Item

Press and hold the memo you wish to delete on the memo main screen. A notification message will pop-up confirming "Delete this memo?", press **OK** to delete the memo.

4.3.3.2 To Delete All Items

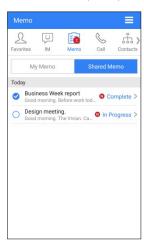
Press on the memo main screen of the phone and select **Delete All Items**. After the notification message pops up that reads "Delete the whole registered Memo?", press **OK** to delete all memos.

4.3.4 Hide Shared Memo

You can hide memos registered by others or unhide them according to your needs.

4.3.4.1 To Hide Memo

- 1. Press "Shared Memo" on the memo main screen.
- 2. Press **Menu** (==) on the phone and select **Hide Memo**.



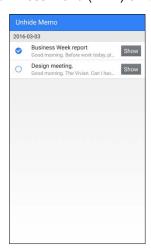
3. Press Hide on the right side of the memo name to hide memos created by others.



• Tab the 'Hide' button of the content that you do not want to be displayed.

4.3.4.2 To See the List of Hidden Memos

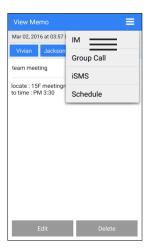
- 1. Press Shared Memo on the memo main screen.
- 2. Press Menu (=) on the phone and select **Unhide Memo**.



- 3. Press show on the right of the memo name to unhide.
 - Tab the 'Show' button of the content that you want to be displayed again.

4.3.5 Options Menu

The Options Menu includes IM, Group Call, iSMS and Schedule. Select the Memos option menu and follow the instructions given on the screen.



• Press **Menu** (\equiv) on the phone to use the Options Menu.

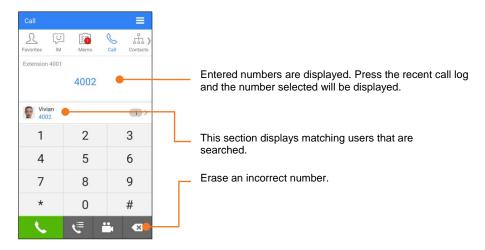
4.4 Call

The UCE Client offers call function using SIP linked with the iPECS system. It offers a variety of features from simple call function by dialing or looking through the address book/call log through to hi-tech functions such as call-back and call-through.

Press call () from the main menu tab to move to the call main screen.

4.4.1 Make a Call

You can enter the phone number directly in the call screen and press Call to make a call.

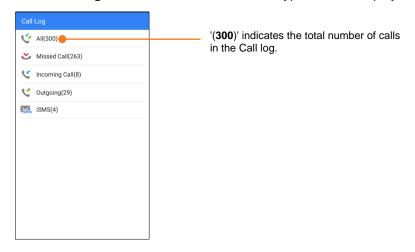


 Press Call to select the number most recently dialed, and press once more to call the number.

4.4.1.1 Call Log

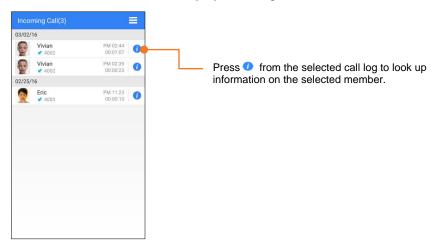
You can search a maximum of 300 recent recently dialled numbers.

1. Press Call Log and a list of calls and the call types will be displayed.



All Calls: You can see the whole call log.

- Missed Calls: This refers to missed calls out of all the calls on the log.
- Incoming Calls: This refers to incoming calls out of all the calls on the log.
- Outgoing Calls: This refers to outgoing calls out of all the calls on the log
- 2. You can make a call immediately by selecting someone to call from the call log



4.4.2 iSMS

You can check exchanged iSMS on the list as well as reply to or delete those messages.

4.4.2.1 Reply iSMS

- 1. Press **iSMS** and select the message to check information such as the sender, the time sent and the content of the message.
 - Indicates iSMS sent out.
 - Indicates iSMS received.
- 2. Press **Answer** to reply to the iSMS received, enter the message in the reply box and press **Send.**

4.4.2.2 Delete iSMS

You can delete individual messages or the whole list of items at once.

4.4.2.2.1 To Delete an Individual Message

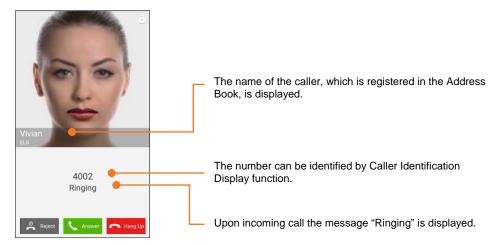
- 1. Press **iSMS** and hold until it is deleted from the list or press Delete iSMS while checking the iSMS message.
- 2. Press Delete All and press OK for deletion after the notification message saying "Do you want to delete the iSMS?" pops up.

4.4.2.2.2 To Delete All Items

- 1. Press Menu (=) in the **iSMS** screen.
- 2. Press **Delete All** and press **OK** for deletion after the notification message saying "Do you want to delete all iSMS?" pops up.

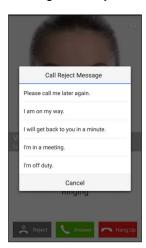
4.4.3 Answer Call

Upon incoming call, the caller's information appears on the information box and the call is connected and received when you press **Answer Call**.



4.4.4 Reject Call

You can reject an incoming call by pressing reject on the screen and choosing a reject call message. Once you have selected a message to send, the call will be ended.



4.4.5 Hang Up

Press Hang Up to end call.



The duration for call is displayed on the screen in the format of '00:00:00'

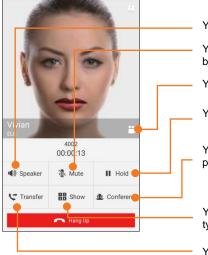
NOTE

You can answer or hang up a call if your cell phone is connected to a Bluetooth headset. The iPECS UCE supports the below Bluetooth equipment:

- 1. Tone+ HBS-900 from LG Electroics: Answer (right button), Hang up (Left Button)
- 2. Level U, EO-BG920B from Samsung Electroics: Answer, Hang up (right bottom button)
- 3. BackBeat Go2 from Plextroincs: Answer, Hang up (right center button)
- 4. Bluetoth car-audio: will be supported soon
- * Please be aware that if you use a Bluetooth headset while using other apps such as the music player, your Bluetooth headset may not work and will default to the music player.

4.4.6 Menu While Being Connected

While you are on a call, a menu will be displayed offering a number of different options. To use any of the options simply press the function you require.



You can talk through your speaker phone.

You can turn on mute to prevent your voice from being heard by the other person.

You can convert voice call to video call.

You can hold the line while being connected.

You can invite a third party during the call so that multiple parties can talk with each other in a group call.

You can activate the keyboard through which you can type in the phone number to be converted.

You can forward the call that you are currently connected to.

NOTE

To do individual settings for the screen or mobile phone that has a specific function, the screen unintentionally due to the behavior of the function it can be turned on or off during a call.

4.4.6.1 Using Speaker

You can talk to the other person on the line through a speakerphone using an embedded microphone and speaker. However, if you are using the speaker, echo effect may occur depending on the terminal.

- 1. Press **Speaker** to talk through the microphone on the phone
- 2. Press **Speaker** to turn off the speakerphone function.

4.4.6.2 Mute Function

You can activate Mute to prevent your voice from being heard by the other person on the line or deactivate the function.

- 1. The icon () will appear on the screen when you press **Mute** whilst talking to the other person on the line.
- 2. Press Block Mute to let your voice be heard again.

4.4.6.3 Hold Function

Use this function to hold the call you are currently on.

- 1. Press Hold while you are on the call with the other person
 - The current call will be held, the screen will display "holding" and the other person on the line will hear the audio guide saying "please wait a minute while you are being transferred."
- 2. Press **Hold** once more to resume call with the other person on the line.

4.4.6.4 Add Video Call Function

The voice call can be converted into video call by pressing the **Video icon**.



4.4.6.4.1 Switch Camera Function

During a video call, you can switch the directions of the camera attached to the terminal between front and back by pressing. **Switch**.

NOTE

If you are using the smart phone with dual-rear cameras Switch Camera function may not work.

4.4.6.4.2 Show / Hide My Video

Press **Show** to make shown yourself on the screen and press **Hide** to make it disappear.

4.4.6.4.3 Enable / Disable My Video

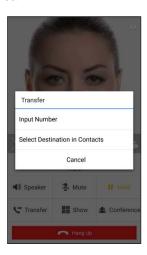
If you do not want to show yourself during the video call, press **Disable**. Press **Enable** if you want to show yourself.

NOTE

The video call quality may vary depending on the 3G or LTE environment of the communications operator in charge.

4.4.6.5 Invite Function

You can invite a third party to a call currently being connected, making it a group call. Dial the phone number of the counterpart or choose the number in the address book to make a group call.



- 1. Press Conference while you are online.
- 2. Select the mode of invitation and follow the instructions shown on the screen.
 - Input Number: You can directly search for the invitee.
 - Select Destination in Contacts: You can put a check mark and select the name you want to invite from the address book.

4.4.6.6 Call Transfer

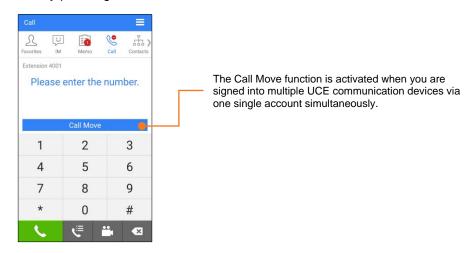
Call Transfer is a function allowing you to transfer a call that was being connected to someone else.

1. Press **Transfer** while talking on the phone with the other person.

- The call becomes "Holding" and an audio guide saying "Currently transferring. Please wait a moment." will be heard.
- 2. Select mode of transfer in the number transfer screen and follow the instructions on the screen.
 - Input Number: You can directly look for someone to transfer the call.
 - Select Destination in Contacts: You can put a check mark and select the name you want to invite from the address book.
- 3. Press **OK** to end call and complete the call transfer.
 - Tap cancel and you can cancel transfer before the counterpart answer the phone.

4.4.7 Call Move Function

If you are using multiple devices, the call can simply be moved between the PC and Android client by pressing the **Call Move** button.



4.4.8 Option Menu

The Call Option Menu includes Call Log, Call-Back, Call-Through and Group Call functions. Select the option menu you want to use from the Call Function. Press **Menu** (\equiv) on the user's cell phone screen to use option menu.

4.4.8.1 Call-Back

Once you make a call, this function allows you to call back and connect to the other person through the system linked to the mobile communications network (3G/4G data network).

4.4.8.1.1 Setting Call-Back

- 1. To set callback, navigate to **Settings > Call Options > Call-back/Call-through > Call-back Number**.
- 2. Enter your phone number in the My Number setting screen and press **OK**.
 - The Call-Back feature will use your cell phone number as default. If you wish to use another

number you will need to change the number in the "App Settings".

4.4.8.1.2 Using Call-Back

- 1. Enter the destination phone number on the dial pad.
- 2. Select callback from the option menu.
 - Wait until calls received through the number entered in the setting.
- 3. Calls are connected when picked up after the bell rings.
- **4.** You can talk on the call after the person on the other end of the line picks up.
 - No charges will be incurred on the caller's side if he or she uses Call-Back function.

4.4.8.2 Call-Through

When dialed, the information will be delivered to the system via mobile communications network (3G/4G data network) and the system will make a call with the access number I entered to the recipient.

4.4.8.2.1 Setting Call-Through

- 1. Navigate to Settings > Call Options > Call-back/Call-through > Call- through Number.
- 2. Enter your phone number in the access number setting screen and press **OK**.
 - Access number refers to a number for the system when using the call-through function.
 Enter the correct system access number that is allocated to the user and can be sent from outside. Ask the personnel in charge of iPECS about information in detail about the access number.

4.4.8.2.2 Using Call-Through

- 1. Enter the phone number of the person to call.
- 2. Select Call-Through in the options menu.
 - Once you make a call with the phone number the user entered, the system makes a call for you with the access number you entered and connect to the other person through mobile communications network (3G/4G data network)
- 3. You hear the ring tone and the call will be connected to the other end of the line.
- 4. You can talk on the phone once the person at the other end picks up.
 - You can make an international call through Call-Through with expenses of regular domestic calls.

NOTE

Call-Through is a function to make calls directly using mobile communications network (3G/4G data network) and call-back is a function to receive calls.

4.4.8.3 **Group Call**

You can make a group call with the members on the Choose Member list.

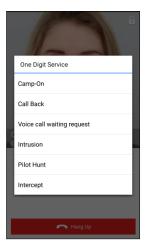
- 1. Press **Group Call** and add (+) members from the Choose Member screen to select $(\sqrt{})$.
 - Press the subject of the team to select all team members. You can make a group call with as many as 64 people simultaneously.
- 2. Press OK to start a group call.



- There are a variety of functions available, these include; Speaker, Mute, Hold, Add Video Call and Conference.
- You cannot use the "Hold" and "Transfer" function while making a group call.

4.4.9 One Digit Service Functions

If you make an internal call and the user is busy, you can use One Digit Service functions according to your PBX settings.



 Call Back: You can request a call back automatically when the person ends their current call.

- **Camp On:** You will be automatically connected to the person you wish to call once they end their current call.
- **Voice call waiting request:** You will be placed on hold, the other person will be notified that they have an incoming call.
- **Intrusion:** You can intrude into a call between two other people creating a three-way phone conversation.
- **Pilot Hunt:** An internal member who is linked as a proxy call group can be connected through this call function.
- Intercept: Allows you to intercept a call between a user and an external party. If you use
 the intercept functionality the internal user will be disconnected and your call will be
 connected to the external party.

4.5 Address Book

You can conveniently look up phone numbers, IM, iSMS and e-mails in the Address Book. The Address Book contains an organization chart, public address book and private address book.

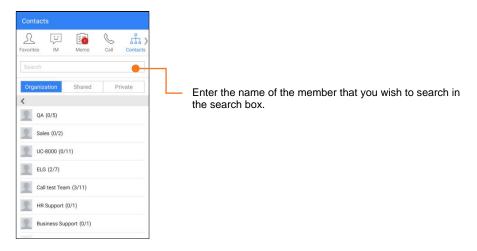
- Organization Chart: All members are categorized by departments. You can find or check
 the organization which each member belongs to and their address.
- Public Address Book: This provides contact details that can be shared among UCE users.
 Managers can register numbers that can be shared among team members as a way of managing the team.
- Private Address Book: Users can register and manage private numbers and contact details.

Press Address Book (diame) in the Main Menu tab to move to the main screen.

4.5.1 Organization Chart Screen

In the main Organization Chart screen, all members are categorized by their department or team.

1. Select the department or team that you wish to search on the Organization Chart screen.



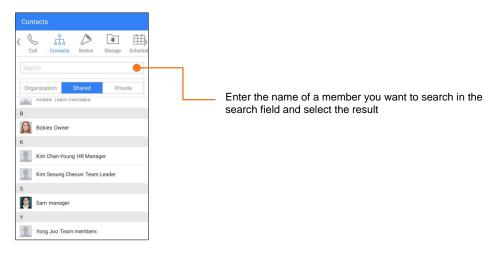
- 2. Select the member name that you have searched to view their user information. You can also view the following options listed below and follow the on-screen instructions.
 - Extension, IM, iSMS, e-mail: You can directly contact the user via these methods.
 - User Information: You can check the information of the user you selected.
 - Add Member to Favorites: You can add a user to your favorites.

4.5.2 Address Book Screen

The address book contains a public address book and private address book. All the address books have search functions.

4.5.2.1 Public Address Book

Managers can register the phone numbers of certain members that they wish to share among the organization in this Public Address Book. The names of the members are aligned in ascending order, which makes it easier to search.



• If the member being searched is not a UCE user, only regular calls (cell phone, office, home phone) and e-mails functions can be used, the remaining functions are not synced.

4.5.2.2 Private Address Book

This personal address book can be used to add the phone numbers of private contacts. The names of the members are aligned in ascending order.

 You can synchronize the address book of your cell phone to your UCE personal address book. You can choose whether to show the addresses that were synchronized or the cell phone address book, according to personal address book settings in the settings menu.

4.5.2.2.1 Private Address Book Synchronization

Address book registered in the cell phone will be synched to UCE. However those addresses logs that have no names or do not have the phone number saved in the phone won't be synched Private address books can be revised or changed only in PCs and this function is only activated when server private address book is set.

- 1. Tap the user cell phone's **Menu** (\equiv) in **personal address book**.
- 2. Press Address Book Synchronization and press OK upon notification message.
 - You can choose whether to synchronize personal user pictures when synchronizing.

4.6 Notice

Managers can check the notices sent to team members through this function. Select a notice to check its details.

Press Community () in the Main Menu tab and move to the main screen of the community.

4.6.1 Notice

You can read or check the notices sent by managers.

1. Press **Notice** to see all the registered notices sent by managers.



2. Select the required notice from the list to check the subject, date and the content of the notice.



NOTE

The UCE Managers System operator can select the manager screen to select the target recipients to whom the notices should be delivered.

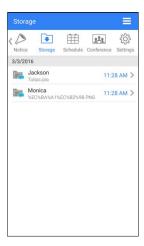
4.7 Storage

You can see the information in detail of the received files during chat through this function.

Press Storage () from the Main Menu tab to move to Storage main screen.

4.7.1 File Storage Main Screen

You can see the list of all received files and check them.



4.7.1.1 Delete File

You can delete each file individually or select all the files at once.

4.7.1.1.1 To Delete Individual Files

- 1. Press and hold on the file you wish to delete.
- 2. By pressing **Delete** a 'Delete IMG-xxxxx.png' message notification will be shown. By pressing **OK**, the files you chose will be deleted.

4.7.1.1.2 To Delete All Files

1. Press the user cell phone's **Menu** (\equiv) on the file list screen.



2. If you choose to delete all files, a message notification will appear asking "Do you want to delete the entire file?" By pressing OK, all the files that you have chosen will be deleted.



4.8 Schedule

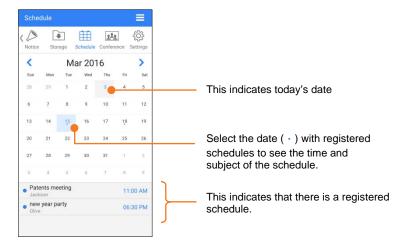
Tasks can be placed in your calendar, this makes it more convenient to check and share your tasks with other users. You are also able to view tasks shared by other users.

Press **Schedule** (shedule (shedule main screen.

4.8.1 Schedule Main Screen

You can check registered schedules by months, share them with others and check the Google calendar schedule on this screen.

You need to set up an account that can be synchronized with Google in order to check schedules on Google.



- **Previous:** You can check the schedules for the previous month.
- Next: You can check the schedules for the following month.

NOTE

If you press Schedule before setting up a Google account, a notification message saying "Check your account is synchronized with Google" will pop up.

To link with the schedule, enter your Google ID and password after navigating to **Settings > Account**.

Check your Internet connection before synching to your Google schedules to ensure that all schedules are transferred.

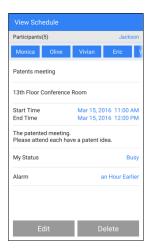
4.8.2 View Schedule

You can check a schedule for a specific date.

1. Select a date to check for schedules on the schedule main screen.



- The date will turn blue when selected, you will be able to view the time and subject of the schedule at the bottom of the calendar screen.
- If more than one schedule is registered for a date, the schedules are listed in the order of registration time. If you set up the schedule for the whole day, that schedule will appear at the top of the list.
- 2. Select a specific schedule from the list to view more detailed information.



• The detailed information includes the person who registered the schedule, who shares the schedule, the subject, venue, time and the content of the schedule.

4.8.3 Register Schedules

You can register several schedules for the same date. You can either register a new schedule or add additional schedules for the selected date.

- Select the date to register (or add) a new schedule from the Main screen and press ≡ on the screen.
- 2. Enter all the necessary details in the UC Schedule screen.



- 3. If you want to set Alarm press .
 - You can choose to set the alarm 5 minutes, 30 minutes, 1 hour, 2 hours, 1 day or 1 week prior to the schedule.
 - You can set a maximum five alarms. If you want to delete an alarm press next to the alarm time.
- 4. Press **OK** to save the schedule.
 - The schedule registered on the UC schedule registration screen will only be reflected on the UCE schedule and not on Google scheduler.

4.8.4 Revise a Schedule

You can revise your registered schedules.

- 1. Select the date on which the schedule needs to be revised on the Schedule Main screen.
- 2. Select the schedule from the list and press revise.
- **3.** Press revise button to save the changes to the schedule.
- **4.** A notification will pop up asking Edit Schedule?', press confirm.

4.8.5 Delete Schedule

You can delete your registered schedules.

- 1. Select the date of the schedule that you wish to be deleted from the Schedule Main screen
- 2. Select the schedule title that you want to delete from the schedule list. If you press **Delete** a notification will pop up confirming 'Do you want to delete XXX?' Press **OK** to confirm.



4.9 Conference

The conference function supports the optimal online simultaneous collaboration and conference platform for as many as 64 users registered on iPECS UCE. However, the number of users may vary for video conferences according to MCU setting.

Once a Conference room is created in the UCE PC client, a notification message saying "conference > a conference room is created" will pop up and allow you to participate in the conference.

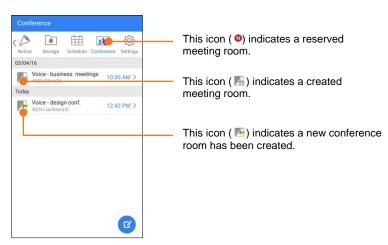
There are two types of conference; created room and reserved room. The type is discerned by icons on the conference main screen.

- Created Conference Room: This conference room is "created" and once it is created, you can use the room immediately. If left unused for more than five minutes after being created, it will automatically be deleted from the list instead of being deleted immediately.
- Reserved Conference Room: This conference room is "reserved" and participants can
 enter the room once the reserved time has passed. The room can be deleted at any time
 prior to the reserved conference time.

Press Conference () from the Main Menu tab to move to the main screen.

4.9.1 Conference Main Screen

You can check the list of conference rooms created in the UCE PC client on this screen.

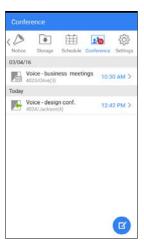


- Voice Conference: You can participate in the conference by audio only.
- Video Conference: You can participate in the conference via a video call. An MCU system
 is required in order to make the video conference possible.

4.9.2 Create a Conference Room

You can create a voice conference room.

1. Press in the top left of the main screen.



- 2. Press ♣ to add members to the conference and then ✓ to create a conference room allowing those selected members to participate.
 - A maximum of 64 people can be chosen for a conference.
- **3.** Press ✓ after selecting the subject, conference creation / reservation date

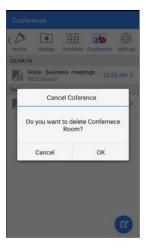


• You can check the status of a previously created or reserved **Conference** room.

4.9.3 Delete a Conference Room

You can delete a reserved voice conference room.

- 1. Press and hold on the conference room list that you wish to delete.
- 2. A pop up will appear confirming that you want to delete the conference room, press OK.

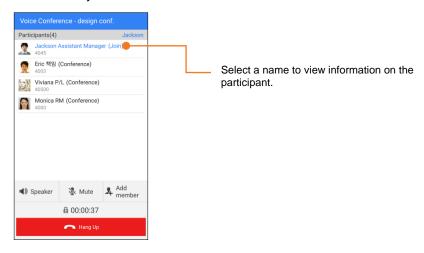


• You cannot delete created conference rooms.

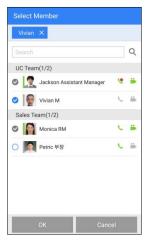
4.9.4 Using a Conference Room

You can check the list of conference rooms on the Conference main screen and participate in voice or video conferences with others.

- 1. Select a conference room item on the Conference list to enter the selected **Conference** room.
 - You can use the speaker or mute function while having a conference with the participants.
- 2. Press Add if you would like to add additional members to the conference.



3. See below methods on how to add members to the conference.



- Select by Search: You can directly search for a person to invite to the conference.
- Select from Address Book: Put a check mark to select a person you want to invite from the address book.
- **4.** Press **OK** to allow the members to participate in the conference.
- **5.** Press **Hang Up** to finish the conference.
 - Press Hang Up to go back to the conference main screen, from that screen you can choose to participate in another conference.

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5. Environment Configuration

You can set diverse environment configuration of the UCE client. By setting the environment, you can conveniently use a variety of functions available in this product. This chapter describes how users can set the environment for using the product.

5.1 Select Setting Menu

Press **Settings** (settings) from the Main Menu tab to set the environment and move to the Settings main screen, from here you are able to select the desired sub-menu.



- Sub menus contain logout, my information settings, server settings, access settings, dialing rules, codec settings, alarm settings, IM settings, private contact settings, audio quality settings, account settings, auto login of send log, auto start and UCE information.
- You can set or revise various environments by selecting an option to check relevant information.

NOTE

The items of system setting can be limited depending on the sign in status of UCE client.

5.1.1 My Information Setting

You can set or revise various information that registered by the user. Press **My Information** to access the sub menus and follow the on-screen instructions to make these changes.



5.1.2 Server Setting

You can set or revise port and IP relating to the server. Select **Server Settings** to access the sub menus and follow the on-screen instructions.



NOTE

SIP Server information is for reference purposes only. Not all of the menus will be activated and users do not have to set this menu.

5.1.3 Network Setting

You can set or revise settings relating to your mobile communications network (3G/4G) access. Press **Access Settings**, select any of the sub menus and follow the on-screen instructions.

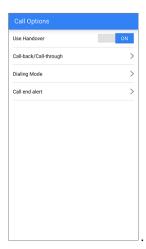
- Put a check mark against **Use Mobile Network** to use your mobile network when you are in Wi-Fi shadow zones or have difficulty using your mobile network.
- The Retry Count function allows users to set how many times the device should try
 connecting to the network when a network change is required. You can choose from 10
 times, 20 times or Unlimited.

NOTE

Expenses may be incurred if you use you mobile communications network depending on your phone plan. The service and delivery quality of voice calls and data via 3G/4G data network is not guaranteed.

5.1.4 Call Options Settings

You can set or revise the settings relating to dialing. Press **Call Options** to access the sub menus and follow the on-screen instructions.



- Press and drag the switch button of **Handover** to enable you to remain on a call even if the network changes.
- Set Access Number: It is number for switching when using Call-Through function.
- **Set My Number:** Enter My Number in this item to use Call-Back function. If the user inputs phone number of someone else, the call-back will be forwarded to that number.
- Dialing Mode: Allows you to select the dialing mode when you make a call.





- VolP Call: You can dial with a VolP phone when making a call.
- Mobile Call: You can dial with a mobile phone when making a call
- Ask always: Select between VoIP or mobile phone dialing method from the option

screen that pops up each time you dial.

5.1.5 Dialing Rule

You will need to set codes according to nations or areas as the UCE client should be able to discern whether the call is internal or external when making a call. Press **Dialing** Rule and select from any of the sub menus, follow the on-screen instructions.

- Public Number: It is a code for the public number to use. Enter the number to use when
 making a call outside
- **Country Code:** It is a code to discern countries from the standard phone number system. Enter the number when making an overseas call.
- **Area Code:** It is a code to discern areas from the standard phone number system. Enter the number when making a call outside your area.
- Set Public Number Conditions: It discerns extension numbers. In other words, if the
 dialing number is 6 digits or more and you want to avoid automatic entering of the public
 number, enter exception-type number in the Public Number setting before making a call
- **Voicemail Number:** Voicemail number is the number your phone dials when you access your voicemail.

5.1.6 Codec Settings

You can set or revise the priorities of the codec you are using for voice or video conference calls. Press **Codec Settings** and select from any of the sub menus, follow the on-screen instructions.

- Codec refers to a technology that combines both a coder that converts audio or video signals into digitals ones and a decoder that does vice versa.
- Voice or video quality may vary depending on the type of codec, the UCE client supports the following codec:

- Voice Codec: PCMU, PCMA, G729

- Video Codec: h264(recommended), h263

5.1.7 Ringtone / Notification Setting

You can set or revise settings relating to ringtones and message notifications by pressing **Notification Settings**, selecting from any of the sub menus and following the on-screen instructions.

NOTE

The default sound and vibration set within the mobile phone will remain unless set or revised otherwise.

5.1.8 IM Font Size Setting

You can set the font size of the Chat Room messages. Press chat room setting and select sub menu you want to set or follow instructions on the screen.

5.1.9 Private Contacts Setting

You can set private contacts for your use. When you set 'use server contacts', cell phone contacts and the contacts saved in the server will be synchronized. If you set 'use cell phone contacts', the contacts saved in the server will be shown in real time. Press **Private Contacts** to access sub menus and follow the on-screen instructions.

5.1.10 Audio Quality Settings

You can alter the audio quality. Default values are optimal for each cell phone and can be changed when necessary. Press **Auto Quality Settings** to access the sub menus and follow the on-screen instructions.

5.1.11 Account Settings

You can set or revise your account so that it can be linked to Google, you can also sync schedules via this account.

5.1.11.1.1 Synchronize Google Account

You are able to synchronize your Google schedule with the UCE schedule by switching on Google to allow Synchronization

5.1.11.1.2 Add Google Account

You can add a Google account in 'System (or Environment) Settings' in order to add additional accounts. Press New Environment and follow the on-screen instructions.

5.1.11.1.3 Choosing a Google Account

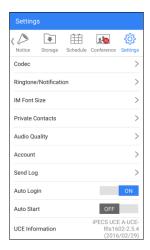
When one or more Google accounts are added, press the account you wish to synchronize by navigating to **Settings** > **Account Settings** and following the on-screen instructions.

5.1.12 Send Log

If there is a problem while using, send an e-mail to developer about the problem via e-mail client that the user set in advance. Press **Log Send** and follow the on-screen instructions.

5.1.13 Auto Sign In

To set auto sign in, put a check mark (\square) to enable this function.



5.1.14 Auto Start

Auto start will execute UCE client automatically while cell phone booting. To set the functions, press and drag the switch button to set it to ON.

NOTE

You set the auto start-up, auto login will also be automatically set.

5.1.15 UCE Information

You can check the UCE client version installed by pressing UCE Information.

5.1.16 Sign Out

Press **Sign Out** to sign out from the UCE client. Press **OK** when a notification message appears asking "Do you want to sign out?".

5.2 FMX/FMC Client Main Screen

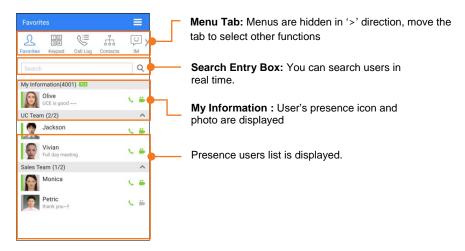
The Mobile, FMX or FMC client will be executed depending on the UCE App mode. This App mode can be changed by the UCE administrator. The FMX or FMC client supports settings for On/Off duty function and location of the notice menu and the call log is moved unlike the mobile client.

NOTE

Use the same UCE App mode in the same area (site).

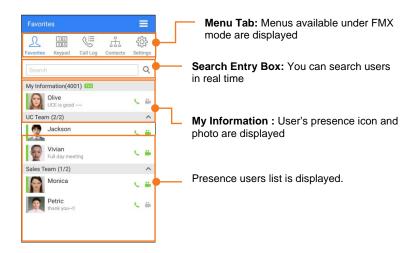
5.2.1 FMC Client

You can use chat and menus relating to calls under this mode.



5.2.2 FMX Client

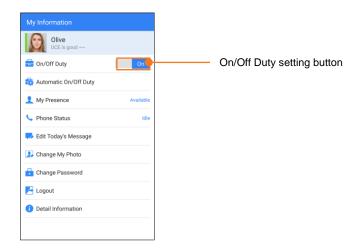
You can use menus relating to calls under this mode.



5.2.3 On/Off Duty Settings

You can directly set your status to on/off duty with this function.

- 1. Navigate to: Main Screen > Favorites > My Information.
- 2. Select On or Off Duty by pressing the button beside On/Off Duty.

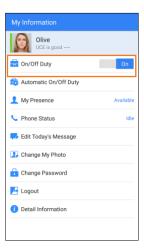


- Change your presence from offline to online if you are On Duty and deactivate DND if the call presence is DND.
- Change your presence to offline when setting Off Duty and change the call presence to DND.

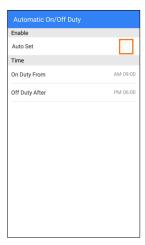
5.2.4 On/Off Duty Auto Setting

You can automatically set your On/Off Duty setting with this function.

- 1. Navigate to: Main Screen > Favorites > My Information.
- 2. Select On/Off Duty in the Auto Settings menu.



3. Put a check mark (☑) on Auto Set in User Settings.



4. Enter the start and end time of work and press set.



- You can set the start and end time of work when **Use Auto Setting** function is activated.
- When the Auto Setting function is activated, the on/off duty check is automatically done on the hours set.

5.2.5 Menu Location

5.2.5.1 Call Log

You can press "Call Log" on the main screen to check the call log immediately.

5.2.5.2 Notice

You can move to Notice by pressing the **Settings** tab on the main screen.

Appendix- Useful Information

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

Open Source Software Notice

The Open Source Software used in this product are listed 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. The Open Source Software used in this product are listed as below.

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