

iPECS

UCE Client for PC

User Guide

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

iPECS is an Ericsson-LG Brand



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Before Use

About This User Guide

This guide is intended for PC-based UCE client users. It provides user-related information.

Introduction of the Document

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

Organisation of the Document

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

- Before Use
- Chapter 1: Overview
- Chapter 2: Installation
- Chapter 3: How to use the UCE PC client
- Appendix: Useful Information

Document Conventions

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

Text formatting

The narrative-text formatting conventions used are as follows:

Convention	Description
Bold text	indicates a button, menu item, or dialog box option you can click or select
<i>Italic text</i>	a cross-reference, or an important item
(S)	indicates the "Soft Phone Mode" when using the phone function ^{*1)}
(C)	indicates the "Call Control Mode" when using the phone function ^{*2)}

*1) Softphone Mode is an application that enables voice call over SIP from the UCE PC client.

*2) Call Control Mode allows you to control your deskphone over CSTA (Computer-supported telecommunication applications). The UCE PC client uses the telephone functions, such as making or receiving a call by controlling the desktop phone of the user.

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 the strengths of iPECS UCE;

- You can sign in simultaneously via your PC, Android and other iOS operating system based devices 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 consultation by providing history records by linking to Contact Center.

2. Installation and Login

This chapter explains the requirements for UCE PC 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 the UCE PC client on the user's PC.
- **Step 2:** Set up the initial sign-in for the UCE PC client.
- **Step 3:** Sign into both the iPECS system and the UCE server.

Check the UCE server IP address or the name of the domain and register the user account and password for the UCE server and iPECS system before signing in the UCE PC client.

2.1 Requirements for Hardware and Operating Systems

The UCE client application software requires a PC with the minimum configuration defined below.

2.1.1 Hardware

- **CPU:** 2.0GHz or higher (Recommend: dual-core 2.5GHz or higher)
- **RAM:** 2GB or higher (Recommend: hardware 4GB or higher)

2.1.2 Operating system

- **OS:** Windows 7

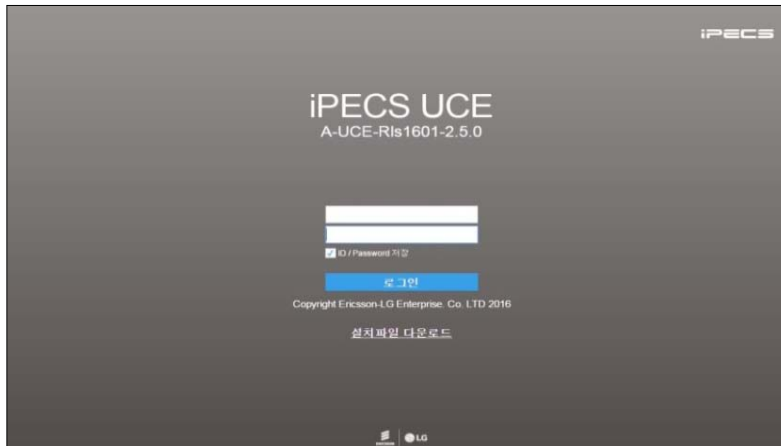
2.2 UCE PC Client Installation

The software can be downloaded from the iPECS UCE Web Admin Download Client window. Download from the iPECS UCE Web Admin may require assistance from your iPECS Administrator.

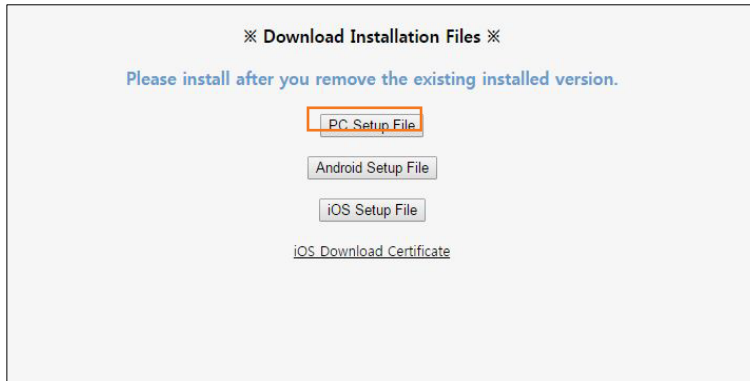
2.2.1 Installation Guidelines

Please contact your UCE server administrator if you have any issues during the installation.

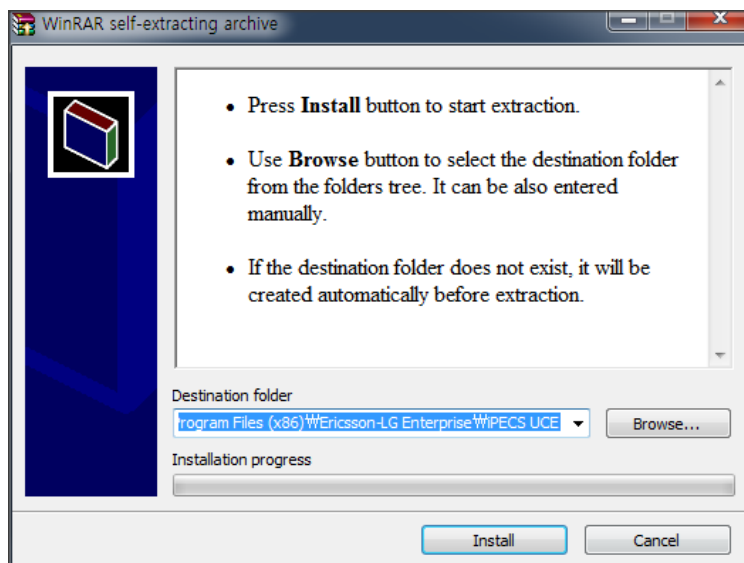
1. The URL of the UCE server is <http://<Server's IP address>:9080/xml/ucadmin>, this will load the screen shown below:



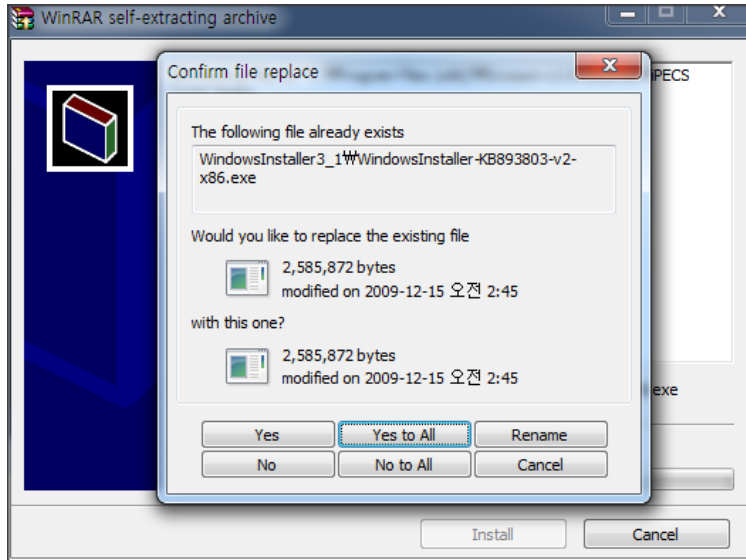
2. Select **PC 설치파일** (PC Setup File) and click **Run** or **Save** on the file download dialog to download the installation files.



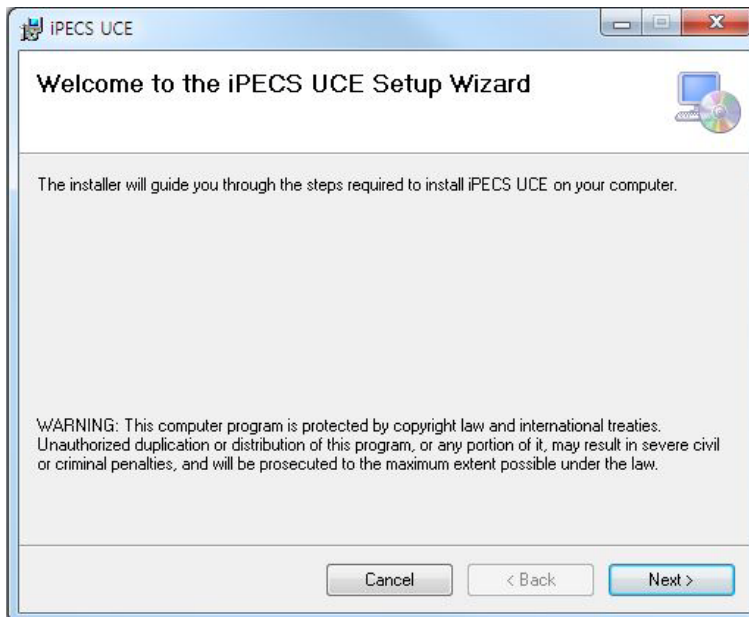
3. The installation window will appear after selecting the files to download. Click **Install** to continue with the installation.



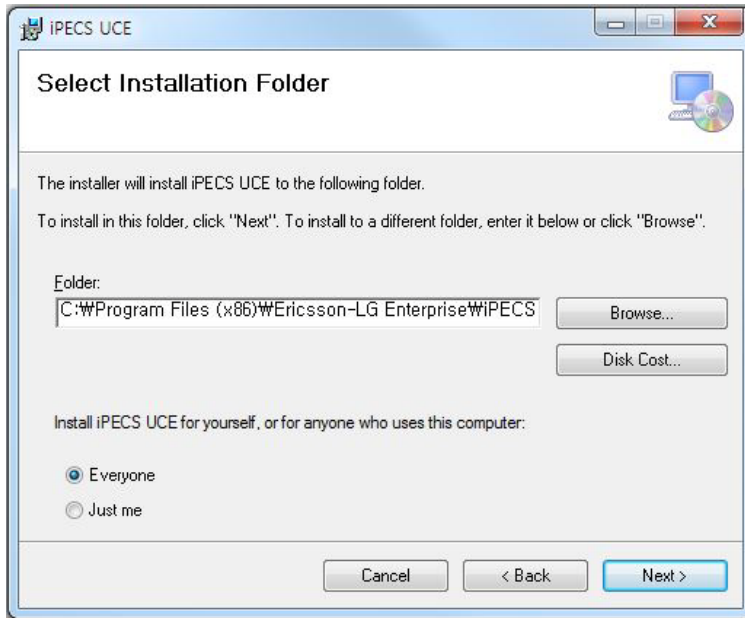
4. Click **“Yes to All”** if another version of this application is already installed.



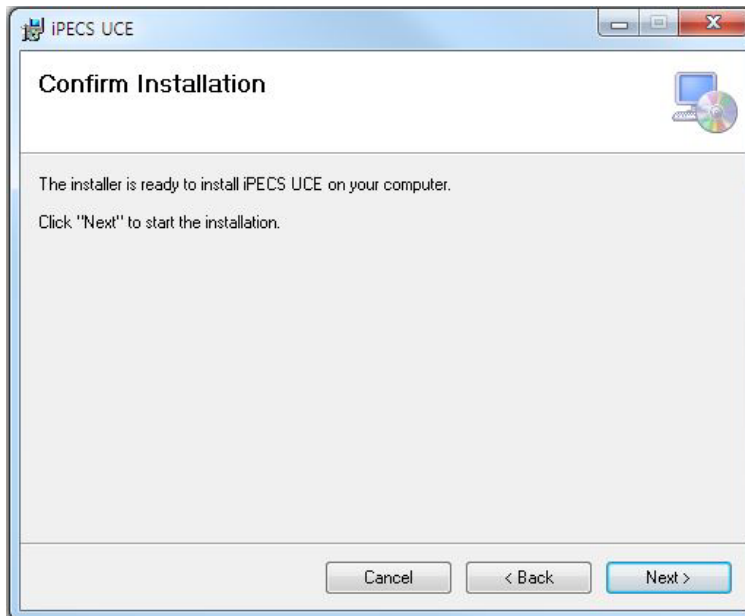
5. The iPECS UCE Setup Wizard window will appear, click **Next** to continue.



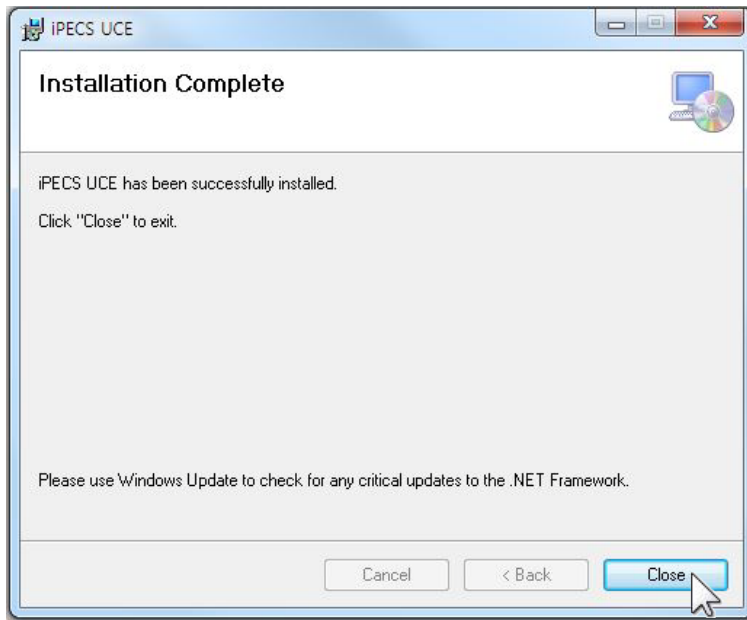
6. Click **Next** on “Select Installation Folder” window.



7. Click **Next** on “Confirm Installation” window.



8. Click **Close** on “Installation Complete” window to finish the installation.



2.3 Connecting to UCE PC Client

Once you have finished installing the iPECS UCE PC client, the application will create an icon on the desktop and will also be available in the Windows start menu under programs. The client login window will appear when you launch the desktop icon or the program from the start menu.

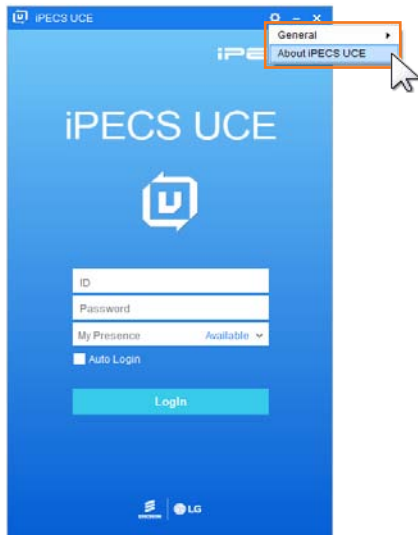
You will be able to login after entering the UCE server's IP address and the port number on the login window.

2.3.1 Settings

2.3.1.1 Login Settings

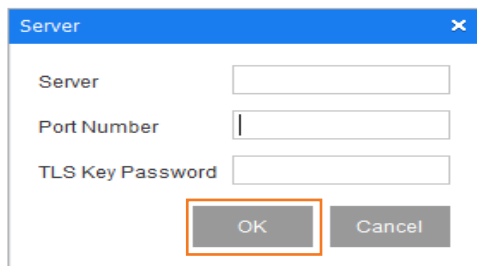
The UCE client's Settings menu consists of two items: **General** and **About iPECS UCE**.

1. Click on the desktop icon to launch the UCE client.



- **General**—If you are not logged in, you can enter the server settings and exit the application. If you are logged in, you can enter the server settings, choose to log out and exit the application.
 - You will be redirected to the login window if you **log out** during your login session.
 - You can exit the application by clicking **Exit**.
- **About iPECS UCE** — This item offers version information about the iPECS UCE PC client.

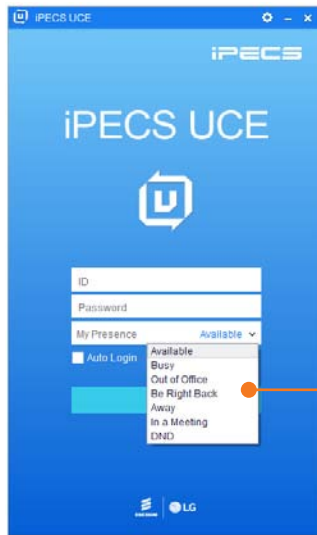
2. To view the Server Settings navigate to **Menu > General > Server Settings**.



- Click **Confirm** after entering the IP address and the port number of the UCE server you are going to connect to.
- If you have been provided with details for the server IP address or server port by the UCE server administrator, enter these details here.
- If you have been provided with the TLS Key password by the UCE server administrator, enter the password in TLS Key Password field.

2.3.2 Login and Presence Settings

Once you have finished configuring the login settings, you can enter your **ID** and **Password** on the login screen below to login.



You can set "My Presence" by clicking '▼' to expand the drop-down list.

- **Login Option Settings**—You can enable the following options before logging in. If you want to set these options, please tick the checkbox and click the **"Login"** button.
 - **Auto Login:** If you enable this function, you will be able to bypass the login screen and directly login after launching the application.
- **Set My Presence** — Presence shows the user's status to other users who have permission to view their status. Select a pre-defined presence option from the drop-down list as in the picture above.
 - **My Presence:** You can select and display the option that matches your current status from the drop-down list below.
 - **Items in the drop-down list:** Available, Busy, Out of Office, Be Right Back, Away, In a Meeting and DND.

NOTE

For more details on My Presence, please take a look at the "Display/Modify Presence" section in the manual.

3. Use UCE PC Client

The UCE client's main screen offers a variety of options after linking to the UCE server. This section will describe the menu and settings that can be configured after logging into the UCE client.

3.1 Quick Look Main Screen

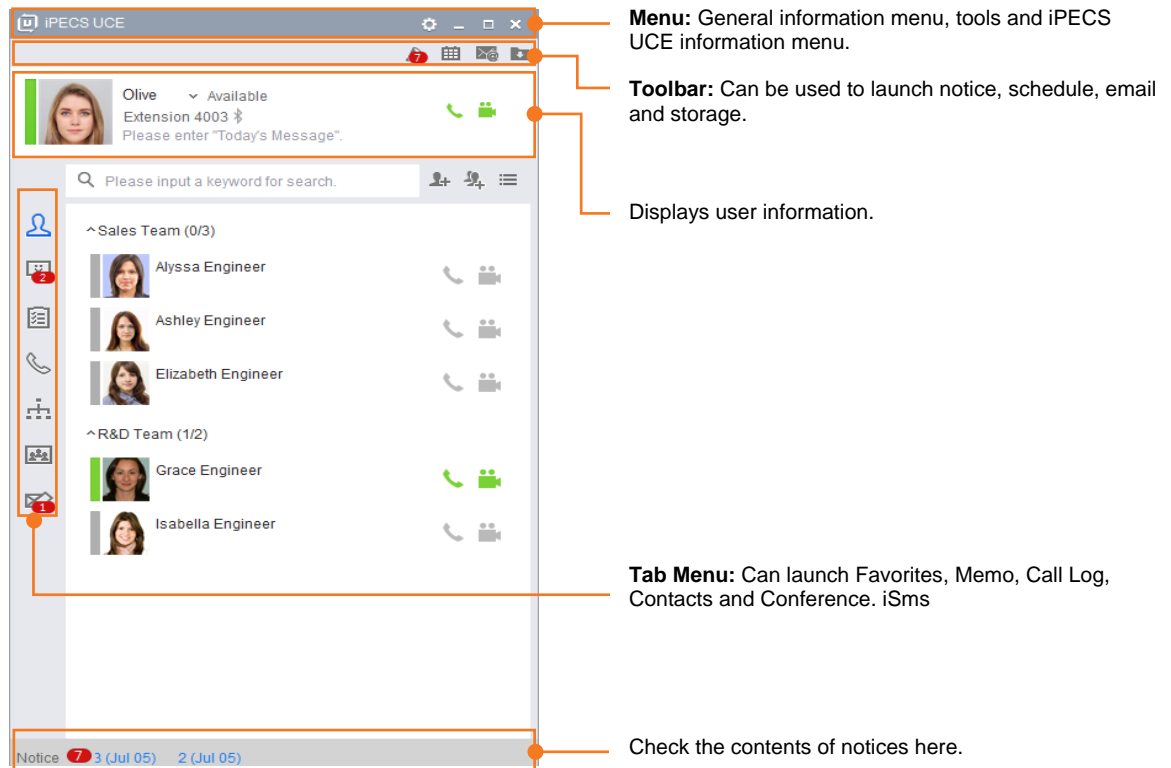
The main screen of the UCE PC client consists of a menu, toolbar, user information panel, SmartWork, tab menu, phone functionality bar and notice. The appearance of the screen will differ based on the Mode used or Client functionality.

3.1.1 Phone Mode type

There are two types of main screen depending on the setting of UCE Server. One is Soft Phone Mode, the other is Call Control Mode.

3.1.1.1 Soft Phone Mode- (S)

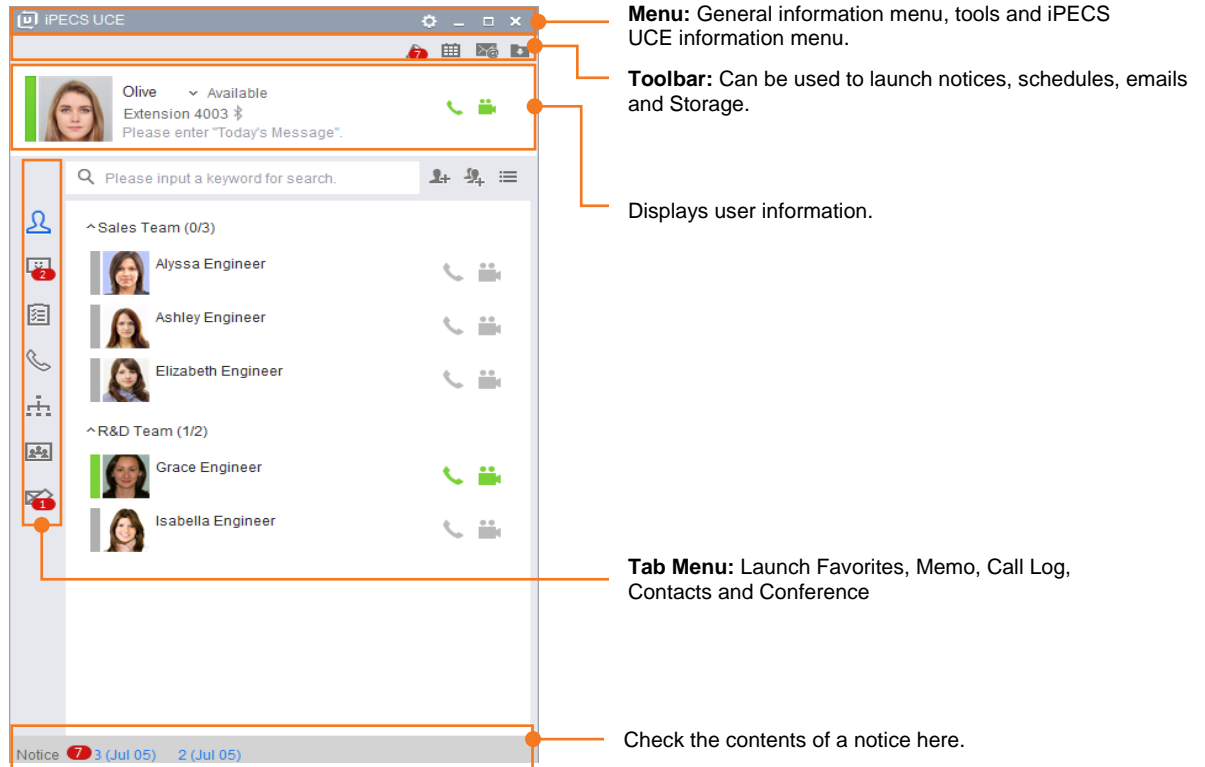
Further explanation on the Soft Phone Mode's menu will be included in the description of each functionality.



- **Menu**—used for configuring all functionalities related to the UCE PC client.
- **Toolbar**—This is a collection of frequently used functionalities.
 - **Display/Modify Presence:** Displays the current information for my Presence; an icon that corresponds to your current status can be selected to display your availability.
 - **Display TLS :** SIP security settings can check whether TLS has been enabled or not.
 - **Notice:** Administrators can allow selected users to view notices within this section.
 - **Schedule:** Check your schedule on a daily, weekly and monthly basis. You can select a particular date from the calendar to set your schedule for that day.
 - **Email:** You can launch basic mail clients similar to Outlook to send emails.
 - **Storage:** Files received are stored here.
- **Display user information**—View my presence, my name, today's message, extension, Bluetooth status and photograph.
 - **My Presence:** Check the current phone status and on/off status of a camera connected to PC.
 - **Bluetooth status(enabled/disabled):** A Bluetooth icon will be displayed in blue if the user has set up a Bluetooth device for Smart Presence. If the Bluetooth device gets disconnected while the user is 'Available', My Presence will automatically change to 'Be Right Back'. When the connection is recovered, My Presence will change back to 'Available'.
 - **Detail Information:** Click on the photo to view information such as the user's organisation, mobile/work/home phone and email/office/home address etc.
- **Tab menu**—You will be redirected to a specific function:
 - **Favorites:** Selected members can be registered here.
 - **IM:** View the IM list, continue an ongoing IM session or check its contents.
 - **Memo:** Manage and create work memos that can be shared with other users on a daily basis.
 - **Call Log:** Check the list of all calls.
 - **Contacts:** Check and edit Organisation, Shared Contacts and Private Contacts.
 - **Conference:** Create a Conference Room for voice/video calls.
 - **iSMS:** Check the list of all iSMS. Or Send iSMS
- **Notice**—Check up-to-date notices.

3.1.1.2 Call Control Mode- (C)

More explanation on the Call Control Mode's menu will be included in the description of each functionality.



- **Menu**—used for configuring all functionalities relating to the UCE PC client.
- **Toolbar**—This is a collection of frequently used functionalities.
 - **Display/Modify Presence:** Displays the current information for my Presence. an icon that corresponds to your current status can be selected to display your availability.
 - **Notice:** Administrators can allow selected users to view notices within this section
 - **Schedule:** Check your schedule on a daily, weekly and monthly basis. You can select a particular date from the calendar to set your schedule for that day.
 - **Email:** You can launch basic mail clients similar to Outlook to send emails.
 - **Storage:** Files received are stored here.
- **Display user information**—View my presence, my name, today's message, extension, Bluetooth status and photograph.
 - **My Presence:** Check the current phone status and on/off status of a camera connected to the PC.
 - **Bluetooth status(enabled/disabled):** A Bluetooth icon will be displayed in blue if the user has set up a Bluetooth device for Smart Presence. If the Bluetooth device gets disconnected while the user is 'Available', My Presence will automatically change to 'Be Right Back'. When the connection is recovered, My Presence will change back to 'Available'.
 - **Detail Information:** Click on the photo to view information such as the user's organisation, mobile/work/home phone and email/office/home address etc.

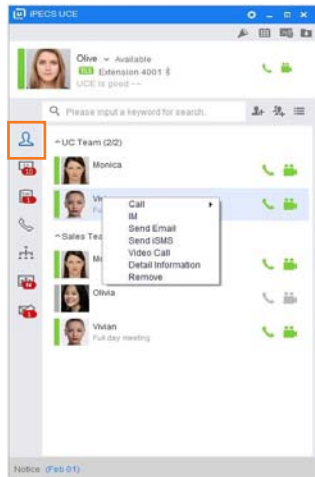
- **Tab menu**—You will be redirected to a specific function:
 - **Favorites:** Selected members can be registered here.
 - **IM:** View the IM list, continue an ongoing IM session or check its contents.
 - **Memo:** Manage and create work memos that can be shared with other users on a daily basis.
 - **Call Log:** Check the list of all calls.
 - **Contacts:** Check and edit Organisation, Shared Contacts and Private Contacts.
 - **Conference:** Create a Conference Room for voice/video calls.
 - **iSMS:** Check the list of all iSMS.or Send iSMS.
- **Notice**—Check up-to-date notices.

3.2 Use Favorites

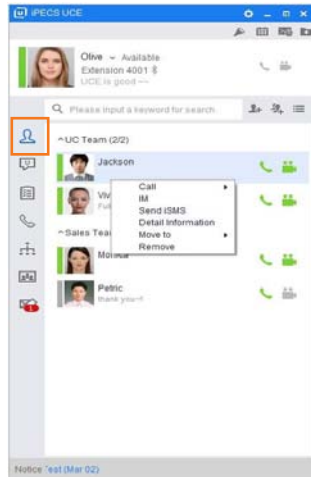
From the Favourites Menu you can store and view your most frequently contacted users, this allows for quick call and IM sessions without having to enter a phone number or additional information. All users are organised by groups making it easier to search for a specific user. The layout of the Favorites' main screen and the list of functions might vary depending on the mode used.

The Favorites' main screen displays information such as user presence, status of user's voice/video call and detailed information of the user and other members.

► Softphone mode- (S)



► Call control mode- (C)

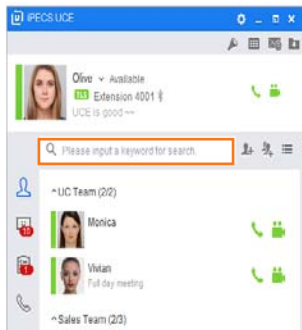


- Right click the mouse button on the member list to bring up an additional menu.
- The right click menu has items such as Call, IM, Email, Send iSMS, Video Call, Information and Move and Delete Member from Favorites.
- Right click the mouse button on the group name to bring up an additional options menu relating to that group.
- This group menu provides further options such as, 'Move Group', 'Edit Group Name', 'Group Call', 'Group IM', 'Group Email' and 'Group iSMS'.

3.2.1 Searching the Function

You can search for a specific user by entering the members name, their initials, phone number, work/mobile phone number, job description, title or position in the search bar.

1. Place the cursor in the search box, the cursor will be blinking.
2. Enter the members name, phone number, first name, business phone number, mobile phone number, and job description.

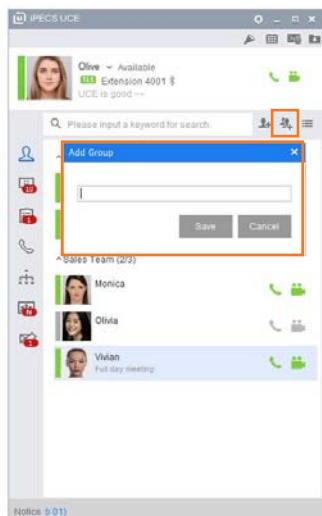


3. The search results will be displayed immediately.
 - Search will start once you enter the full name of the user, their initials, work number or mobile phone number, job description, title, position in the search box.

3.2.2 Adding the Group

You can create different groups.

1. The window for adding users will appear after clicking the “Add Group (+)” button next to the search bar.

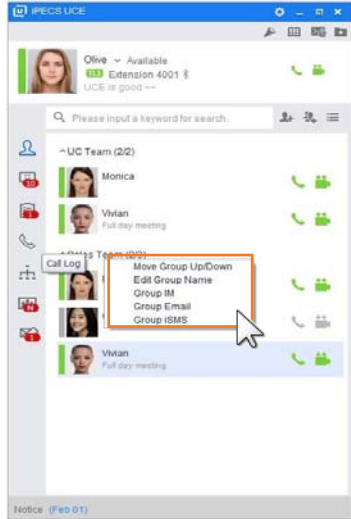


2. Click **Save** after entering the name of the group you want to create.
3. The new group will be created in Favorites.

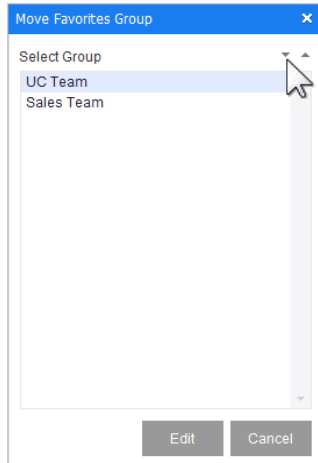
3.2.3 Moving the Group

Users can move and change the group's position in the Favourites list.

1. Right-click on the group name to bring up an options menu.



- This menu has options such as “Move Group”, “Edit group name”, “Group IM” and Group Email and Group iSMS.
2. Click **Move Group** to bring up the Move Favorites Group window.
 3. Select the group name you and use the arrows(▼,▲) to move the group to the desired place. Click **Edit** to apply the changes.

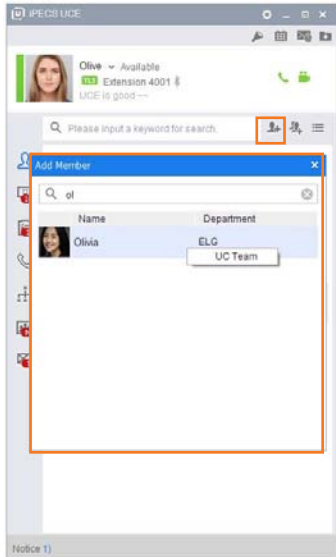


4. Clicking **Group Chat** will allow a chat between all members of the group.

3.2.4 Adding the Member

You can add a member to Favorites.

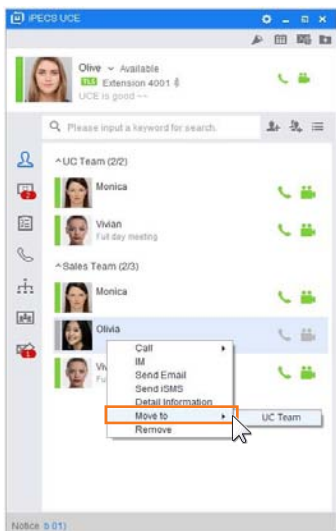
1. Click **Add Member** () next to the search bar to bring up the Add Member window.



2. Search for the member by entering their full name, their initials or phone number.
3. Right click on the member to bring up the list of groups that the member can be added to.

3.2.5 Moving the Favorites Group

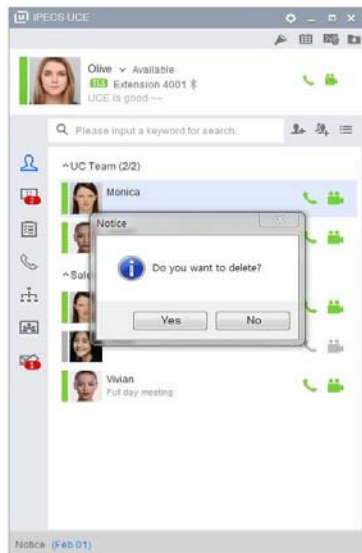
Select a member from your Favorites and move them to a different group.



1. Right click on the selected member as shown above to bring up the options menu, select **Move** to view the list of available groups that the user can be moved to.
2. You can move the member by clicking on the desired group name in the list.

3.2.6 Deleting the Member From Favorites

You can delete the selected member from your Favorites.

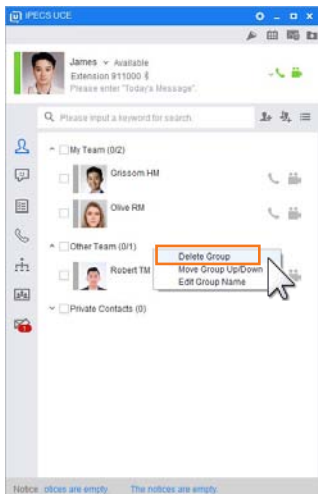


- Click **Delete Member From Favorites** in the right-click menu, the selected member will then be deleted from your Favorites.

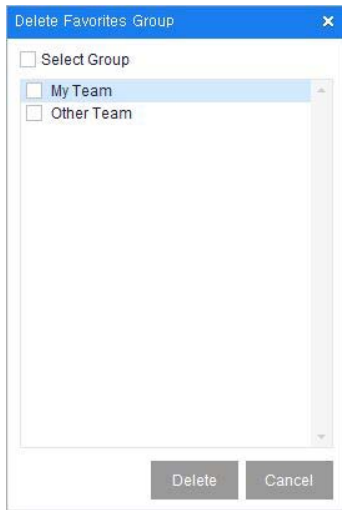
3.2.7 Deleting the Group From Favorites

You can delete the group registered in favorites.

1. Click the "delete" button among the 'menu selection items', and the delete window will appear.



2. Select the group that you want to delete from the Delete Group window and then click the "delete" button.



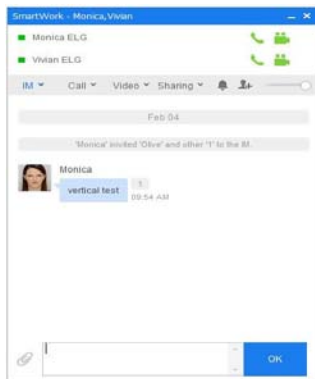
- Check(☑) the group you want to delete to delete the separate group.
- Check(☑) the Group Selection box on the top of the screen to delete the whole group.

3.2.8 Using the IM

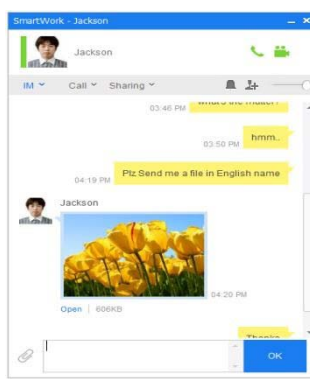
Allows instant message chat with other members on the SmartWork screen.

1. You will be able to launch SmartWork by double clicking the user in Favorites or selecting “IM” in the right-click menu.
2. Enter a message in IM window and click **OK** or press **Enter** to send the message.

► Softphone mode- (S)



► Call Control mode- (C)

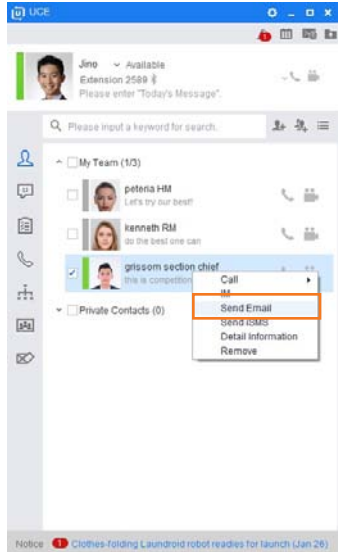


- You can invite a new member or send files in SmartWork window.
3. Click the “Attach Transfer” (📎) icon on the bottom left of the screen, you will then be able to select and send files from your PC.
 4. Turn off the IM alarm by clicking on the “alarm” (🔔) icon on the top right corner of the screen.

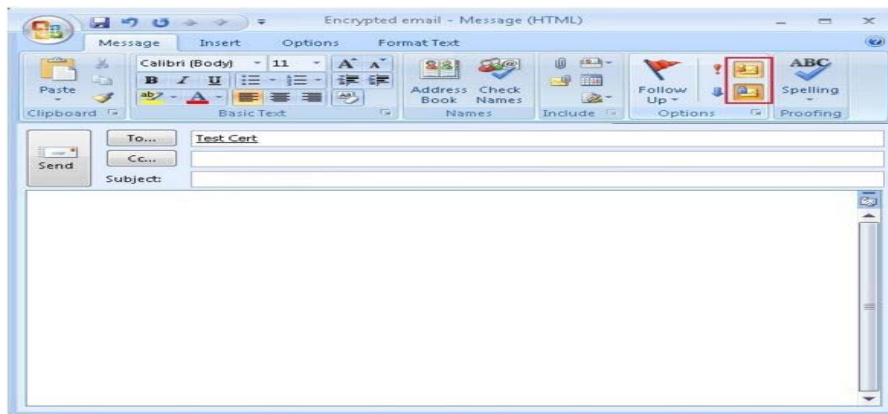
3.2.9 Sending an Email

If there is a locally installed email client similar to Outlook, you can use that to send emails to others.

1. Select the member and click the right mouse button to display the menu list.



2. Select "Send Email" to run the default mail client.



- The default email client will be launched after clicking **Email** in the menu.

3.2.10 Sending an iSMS

You can use the "Send iSMS" function in the right-click menu to send iSMS to other members.



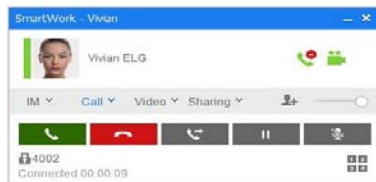
1. Click **Send iSMS** item in the menu to bring up the iSMS window.
2. Select a receiver in the window and click **OK**.
3. If you want to attach files, you can select and drag files.
4. Or click the "My PC" button and select File from the File dialog.
5. Your message will be sent after entering the contents and clicking **Send**.

3.2.11 Making a Call

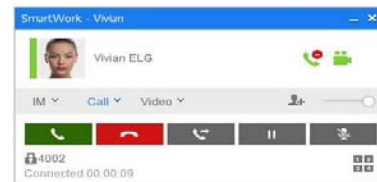
You can use Call in the right-click menu to call other members.

1. The Call window can be launched by clicking the user Presence icon in Favorites or selecting the number after expanding "Call" in right-click menu.
2. Select a number to call from the phone number list.

► Softphone Mode - (S)



► Call Control Mode- (C)

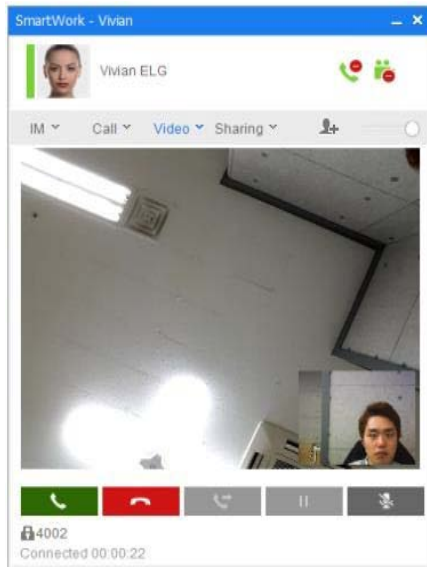


- **Answer (Green):** Pick up the call by clicking this button.
- **Hang Up (Red):** The call will end after clicking this button.
- **Call Reject:** The call will end after clicking this button, an iSMS will then be sent to the other user.
- **Transfer:** Transfer a current call to another user.
- **Hold:** You can hold a call with this button. If you click it again the hold status will be removed.
- **Mute:** The mic will be muted after clicking this button. If you click it again the mic will be back to normal.

3.2.12 Making a Video Call- (S)

Allows you to have a face-to-face video call with the other users.

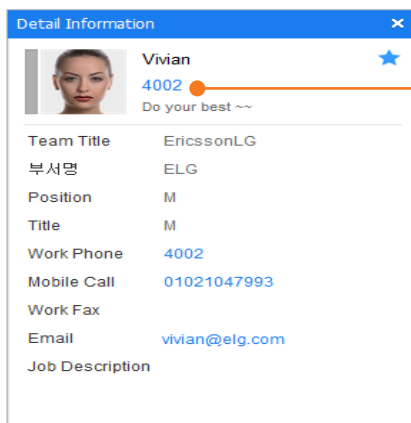
1. Double-click the video call Presence Icon in Favorites or click 'Video Call' in the right-click menu to launch video call window.



2. You can also make a video call by using the 'video call transfer' menu during a voice call.
 - The video call will end if you click the red **Hang Up** button.

3.2.13 Viewing the Detail Information

You can view the details of other user's such as company name, phone number and their address.

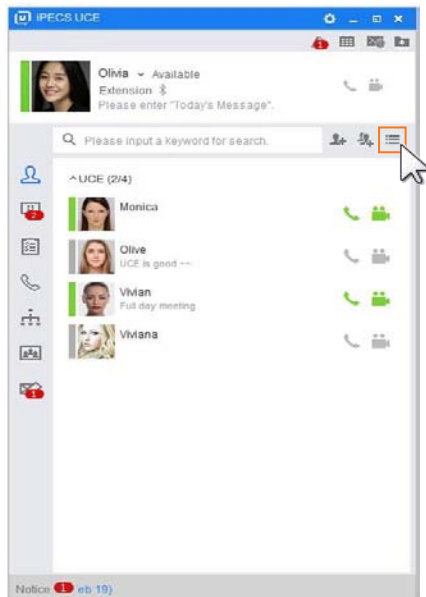


Call the other user by clicking on this number.

Click **Information** in the right-click menu, a window with user's company name, phone numbers, address, email address and job description will appear.

3.2.14 Setting the Viewing Filter

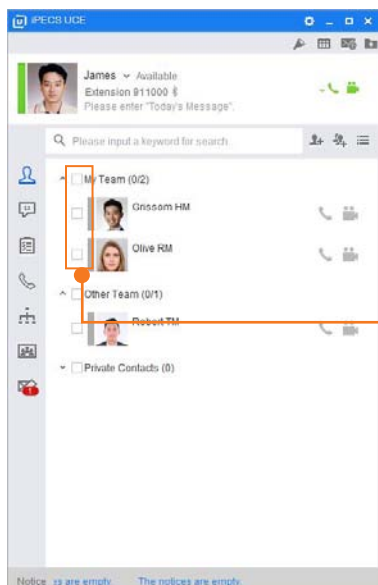
Use the View button to filter logged in, available users from others.



1. If the **View** button is clicked once you will only be able to see logged-in users.
2. If you click the **View** button again you will be able to see all users.
 - If the button is **grey** you are in the mode for viewing all users.
 - If the button is **green** you are in the mode for viewing logged-in users only.

3.2.15 Display CheckBox in options

Function to mark the check box can be used conveniently when you select multiple members. Also, if you click the members holding Ctrl button, multiple members are selected at a time.

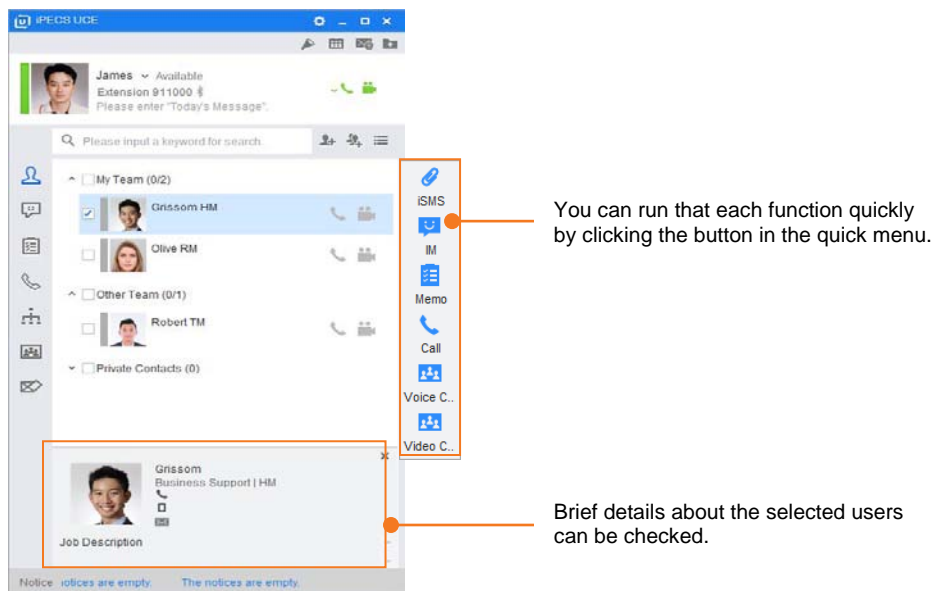


If you tick the box next to the name, the member will be selected.

- You can set the check mark in the box by navigating to Setting(⚙️)>Tools>Preference>General and checking the ticking box(organisation, favorites)

3.2.16 How to use the brief details(informaiton) about user and quick menu

Whenever you select the members in the favorites, the brief detail about the selected members will be displayed at the bottom of the screen and the quick menu will appear on the right corner of the screen.



- You are able to set 'Quick Menu Always Displayed' by navigating to Setting(⚙️)>Tools>Preference>General and checking 'Quick Menu Always Displayed'.

3.3 Using SmartWork

SmartWork is a menu which consists of functions that facilitate communication with multiple users. It offers features such as IM, direct phone calls, face-to-face video calls and a sharing function that allows remote access and control.

Click on SmartWork to launch the SmartWork window. You can drag users from your Favorites or Organisation into the SmartWork window or click on the **Invite** button to find and select the user more easily.

► Softphone Mode- (S)

Click on SmartWork to view the window containing IM, Call, Video Conference and Sharing tabs. You can use 'Sharing' to allow remote access/control of the PC to other participants in the call.

► Call Control Mode- (C)

Click on SmartWork to view the window containing IM, Call and Sharing tab. You can use 'Sharing' to allow remote/access control of the PC to other participants in the call.

3.3.1 Using the IM

Select a user, right click to bring up the menu and select **IM**, this will then bring up the window for exchanging messages. Please see the 'IM' section for further details on using this feature.

3.3.2 Making a Call- (S)

1. Select the user to call and click **Call** in the right-click menu.
2. If you click **Voice Call** a window for voice call will appear.
3. You can use additional functions while on a voice call.
 - Sub-menus such as voice call, voice transfer and a dial pad for one-digit service will be available. You can use the Smartwork dial pad during an ongoing voice call or when the call is on hold.
 - The one-digit service offers additional options while the user is waiting to be connected to a call. The iPECS UCE program has a **menu** button providing functions that can be used while the other user is busy. For further details please view the 'Call' section in this manual.

3.3.3 Making a Call - (C)

1. Select the user to call and select **Call** in the right-click menu.
2. Click on **Voice Call** to launch the window for a voice call.

3.3.4 Making a Video Call - (S)

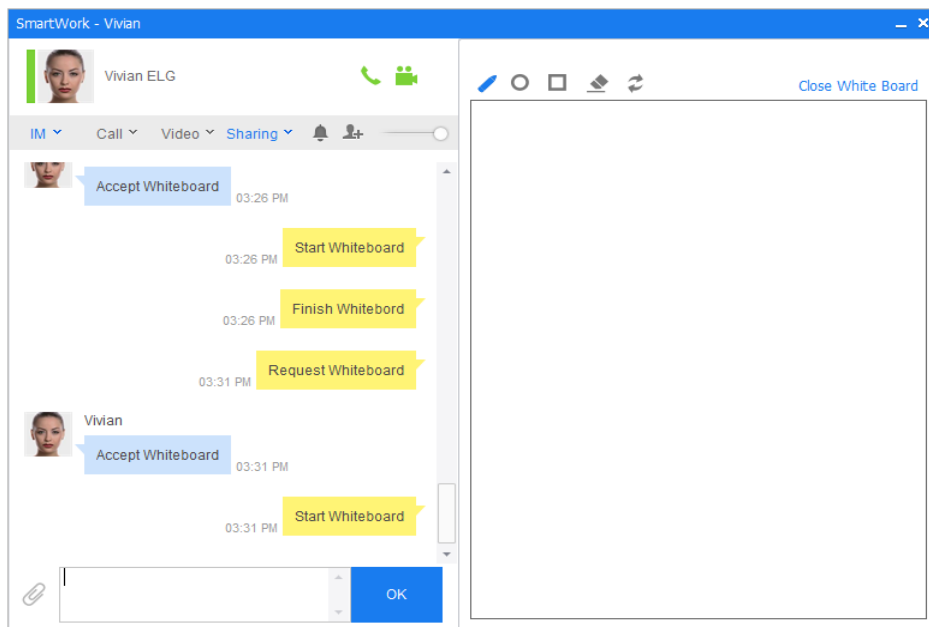
1. Select the user to call and select **Video** in the user menu.
2. Then click **Video Call**.
 - There are sub-menu options such as “Video Call” and “Add Video” available.
 - For more details please view the ‘Call’ section.

3.3.5 Using the Sharing

You can allow remote access/control between users allowing you to share your desktop or whiteboard.

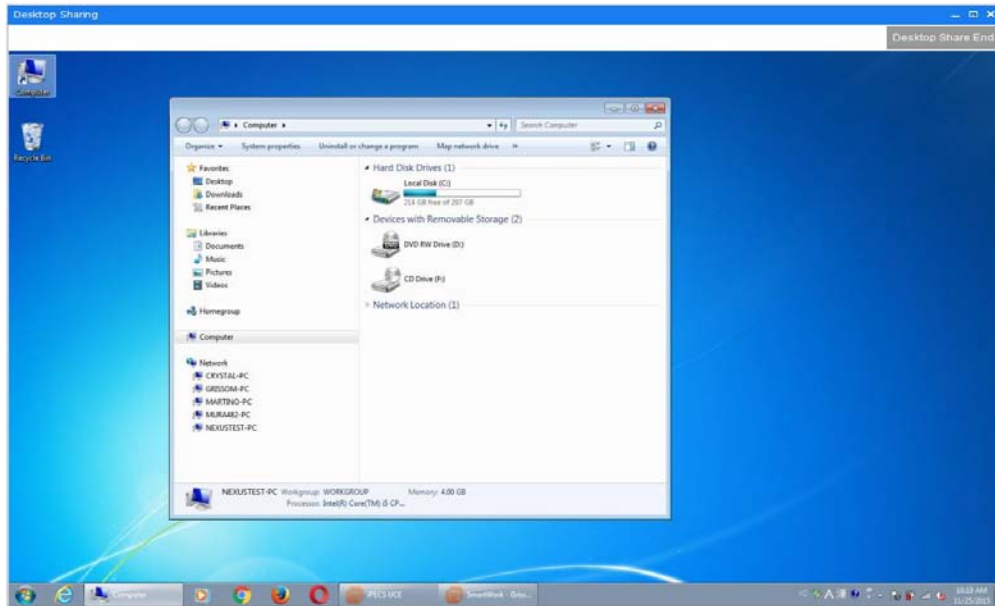
3.3.5.1 Sharing the Whiteboard

This function allows user B to view what User A has written on their whiteboard and can be a useful tool to use in a conference.



3.3.5.2 Sharing the Desktop

This function allows User A and User B to remotely access and control their desktop. This feature allows the users to demonstrate anything that is displayed on the desktop.



NOTE

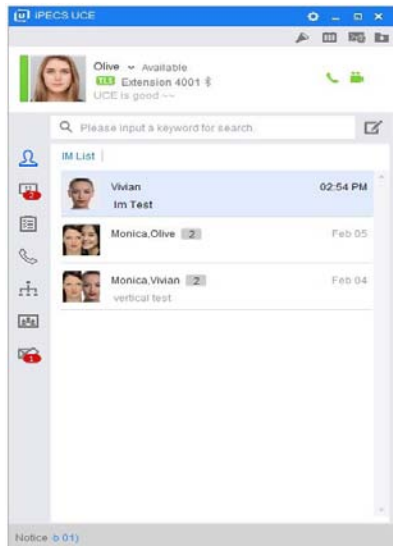
“Share” can only be used between two computers with one-to-one relationship. Both computer firewalls have to be disabled before using this function.

If both PCs are under different NAT(Network Address Translation) status then “Share” might not be supported.

“Share” currently only supports two computers with one-to-one relationship. However, sharing among multiple computers might be possible if you link to a third-party tool that supports sharing. .

3.4 Using IM

The main window of IM displays the participants of IM and ongoing IM sessions. Even if the user is logged into numerous devices, you can still check the contents of an IM session. If you receive a message while you are offline, it will be delivered once you log back in.

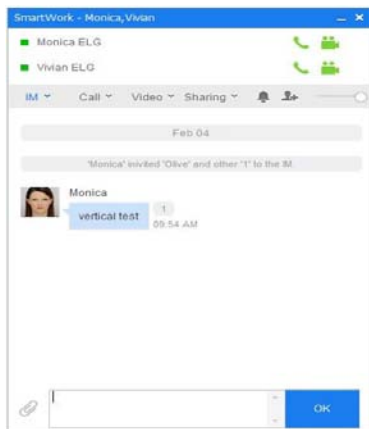


3.4.1 Participating in an IM session

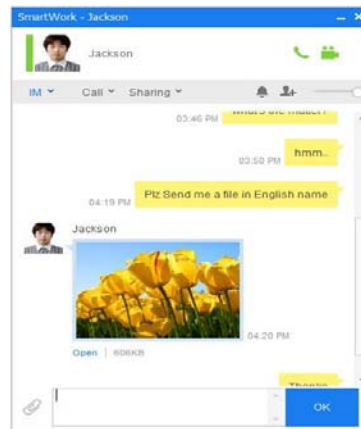
You can participate in specific IM sessions from the IM main screen. The maximum number of users allowed in one IM session is 64.

1. An IM session will launch after clicking **IM** from the right-click menu.
2. Enter a message in the message box, press **Send** or the **Enter key** to send the message.

► Softphone mode - (S)



► Call Control mode- (C)

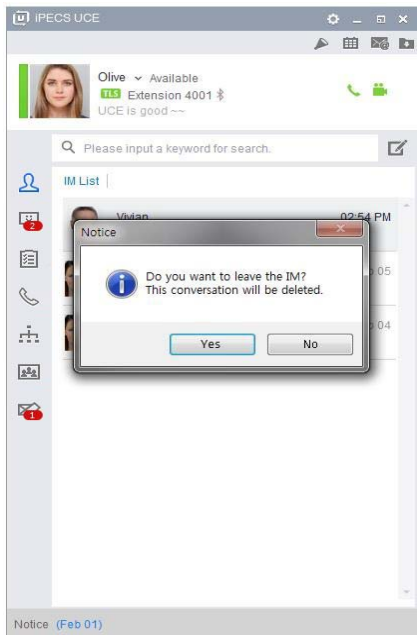


- Click "IM" from user menu to view the time and the contents of the last session.

3.4.2 Deleting IM List

To delete a current IM you will need to exit the session, you can then select the IM to delete it from the list.

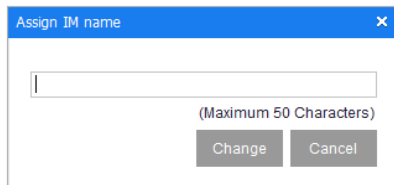
1. Select the session you want to delete from the IM list, right click on it and select **Leave Chat**.
2. A notification message confirming “Do you want to leave the IM? This conversation will be deleted” will appear, click OK to proceed.



- The selected session will be deleted from the IM List.

3.4.3 Assigning a name to an IM

1. You can assign a new name or or edit an existing IM name.
2. Right click on the IM that you want to assign a new name or edit the existing name, select **Assign IM Name**, enter the new name of the IM and click **change**.



3.5 Using Call Feature

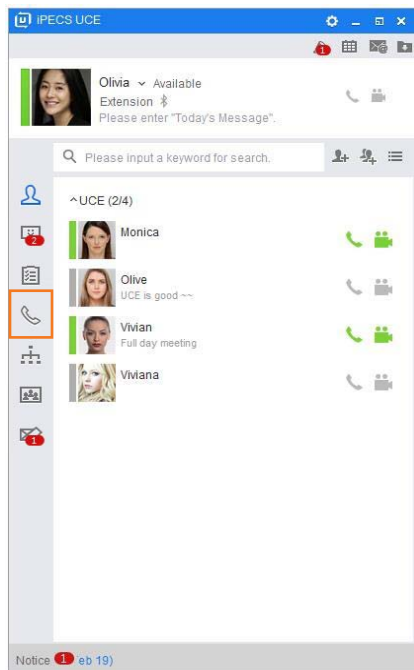
This section will explain how to start/receive phone calls and the functions you can use during an ongoing call. The UCE PC client's phone functionality will be based on the iPECS System which is linked to it.


3.5.1 Making a Voice Call- (S)

You can make a Voice Call in Softphone mode. The UCE PC client itself will be acting as the phone in this mode.

3.5.1.1 Using the Dial Pad

1. Click "Call Log" on the tab menu.

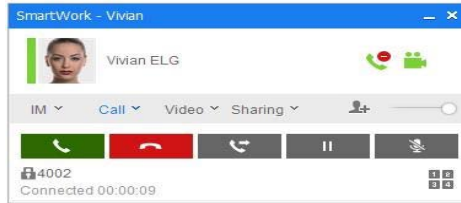


2. Click the Dial pad() icon on the right side of the Search bar.
3. You can enter the phone number by clicking the number button directly with the mouse or by using the keyboard on the phone number input bar..



3.5.1.2 SmartWork > Call

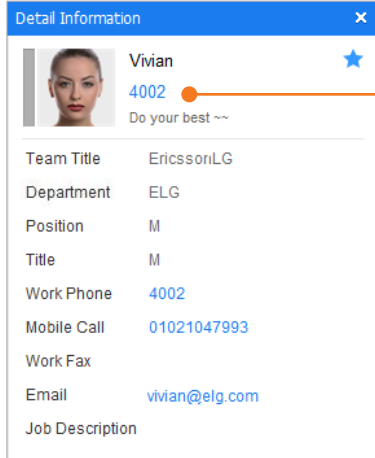
You can use 'Call' in the user menu to call the other users. After selecting the user to call, drag and drop them into the SmartWork Window, click **Call** and select **Voice Call**.



1. **Answer(Green):** Answer the call by clicking this button.
2. **Hang Up(Red):** The call will end after clicking this button.
3. **Call Reject:** The call will end after clicking this button, an iSMS will then be sent to the other user.
4. **Transfer:** Transfer a call to another user.
5. **Hold:** You can hold a call with this button. If you click it again the hold status will be removed.
6. **Mute:** The mic will be muted after clicking this button. If you click it again the mic will be back to normal.
 - Sub-menus such as voice call, voice transfer and a dial pad for one-digit service will be available. You can use the Smartwork dial pad during an ongoing voice call or when the call is on hold.
 - The one-digit service offers additional options while the user is waiting to be connected to a call. The iPECS UCE program has a **menu** button providing functions that can be used while the other user is busy. For further details please view the 'Call' section in this manual.
7. **One-Digit Service:** This function is used when calling to a user on a call. If a user is on a call, you can use this function by navigating to **Call > One-Digit Service** and The function available are different depending on the system setting.
 - **Call back:** You can request a call back automatically when the person ends their current call.
 - **Camp-On:** This function connects the other user with you automatically when they end their current call.
 - **Call Wait:** This function informs the other user (whose status is busy) that there is a call waiting for them, you can wait until their call ends.
 - **Voice call waiting request:** This function is the same as Call Wait but allows you to send voice messages to the other user while you are waiting.
 - **Intrusion:** This function allows you to intrude into a call between two other people creating a three-way conversation.
 - **Pilot Hunt:** This function allows you to connect a call with another user in the same Pilot Hunt group.
 - **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.

3.5.1.3 Contacts > Detail Information menu

1. Click **Detail Information** on right-click menu to bring up the information window, click the phone icon on upper right of the screen.

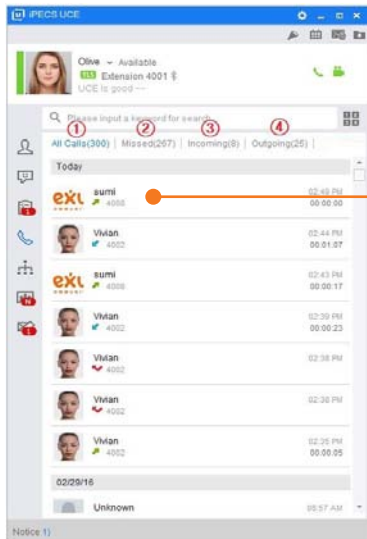


You can call this user by clicking on this number.

2. This phone Information window allows you to call the other user.
3. Select a number to call in phone number directory to make a voice call with the other user.

3.5.1.4 Using the Call Log

Click on each item in the menu to check the phone number and the time of the call. You can save up to a maximum of 300 calls.



Click on any member in the list to make an immediate call.

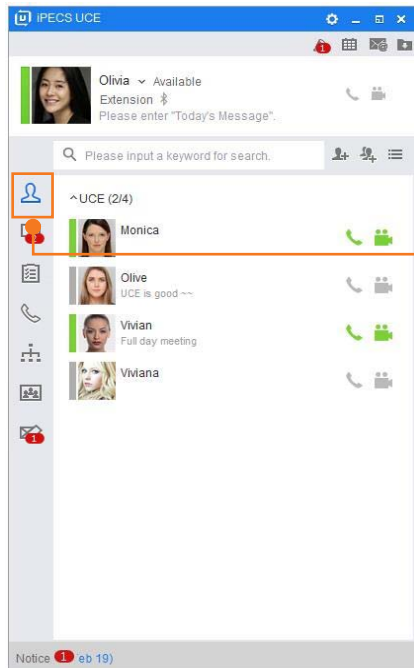
- ① **All Calls:** Shows the list for all calls.
- ② **Missed Call:** Shows the list of missed calls.
- ③ **Incoming:** Shows the list of incoming calls
- ④ **Outgoing:** Shows the list of outgoing calls.
- ⑤ **iSMS:** Shows all exchanged iSMS.

3.5.2 Dial to Voice Call- (C)


You can make a voice call in Call Control mode. In Call Control mode, the UCE client manages the user's phone and uses it for various functions such as calling and answering the calls.

3.5.2.1 Using the Dial Pad

1. Click "Call Log" on the tab menu.



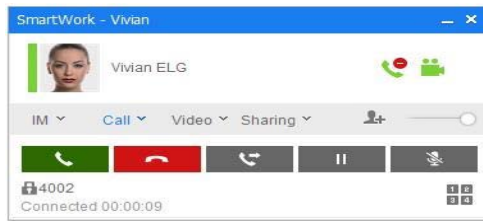
Tab menu: Select the phone icon to bring up the phone window which can then be used to call the other party.

2. Click the Dial pad() icon on the right side of the Search bar.
3. You can enter the phone number by clicking the number button directly with the mouse or by using the keyboard on the phone number input bar.



3.5.2.2 SmartWork > Call Menu

Use the Call Menu in right-click menu to call the other users. You can make a call by dragging and dropping the other user into the SmartWork window, click **Call** and select **Voice Call**.

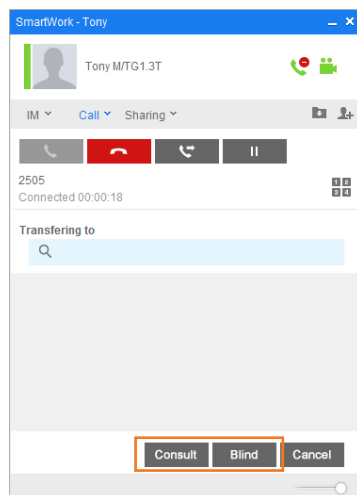


- **Answer(Green):** You can answer the call by clicking this button.
- **Hang Up(Red):** The call will end after you click this button.
- **Call Reject:** The call will end after clicking this button, an iSMS will then be sent to the other user.
- **Transfer:** Transfer a call to another user. Refer to section [3.5.2.2.1 SmartWork > Call Menu > Transfer](#) for details.
- **Hold:** You can hold a current call with this button. If you click it again the hold status will be removed.
- **Retrieve:** When on a consultation call, you can retrieve a call that has been placed on hold by clicking **Retrieve** button.

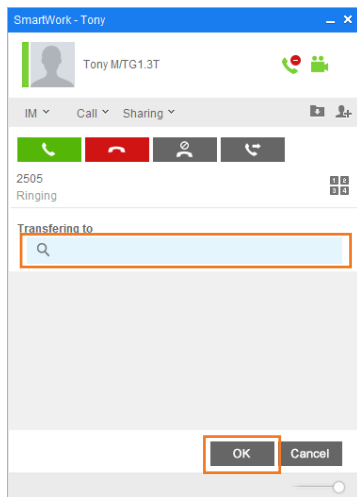
3.5.2.2.1 SmartWork > Call Menu > Transfer

In the Call menu, click the **Transfer** button to activate a Call Transfer. You can screen the transfer with the receiving party (**Consult Call Transfer**) or complete the transfer without screening (**Blind Call Transfer**).

1. When call is connected, you can send an active call to another person or by choosing one of following options.



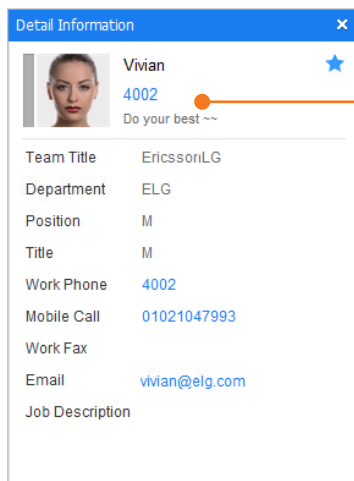
- **Consult** button is used to Transfer with third-party consultation.
 - **Blind** button is used to Transfer without consultation to another party.
2. In the search box, enter the person you want to transfer a call to and click the **OK** button.



3. Click **Cancel** button to close the Transfer menu.

3.5.2.3 Contacts > Detail Information menu

1. Click Detail Information on the right-click menu to bring up the information window and click the phone icon on the upper right of the screen.

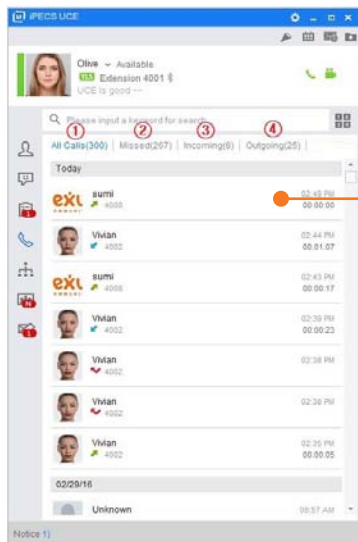


You can call this user by clicking on this number.

2. The phone Information window allows you to call another user.
3. You can select a number to call in the phone number directory and make a voice call with the other user.

3.5.2.4 Using the Call Log

Click on each item in the menu to view the phone number and the time of the call. You can save up to a maximum of 300 calls.



Double click on any member in the list to make an immediate call

- ① **All Calls:** Shows the list for all calls.
- ② **Missed Call:** Shows the list of missed calls.
- ③ **Incoming:** Shows the list of incoming calls
- ④ **Outgoing:** Shows the list of outgoing calls.

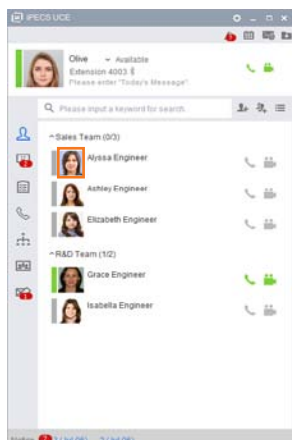
3.5.3 Making a Video Call- (S)

You can have a face-to-face video call with the another user. You can initiate the video call by clicking **Video Call** in the user menu. Alternatively, you can add video to a current voice call. Or During a voice call You can use the Video> Video Conversion menu on the Smart Work screen.

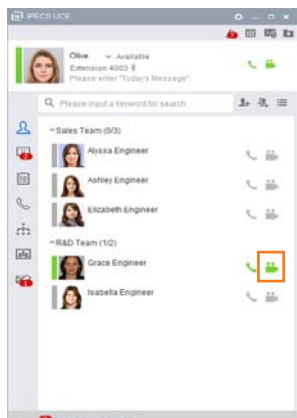
3.5.3.1 From Favorites menu

Select the member you want to call from the list of favorites and click the video call icon of the member call presence icon to launch the video call screen.

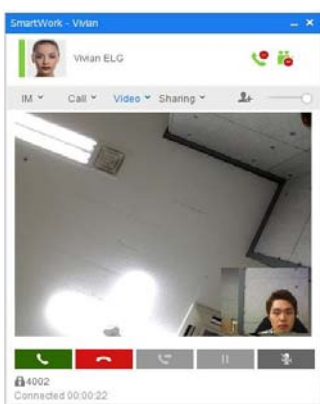
1. On the tab menu, click “Favorites”.



2. Click the video call icon() in Member Call Presence in the Favorites list.



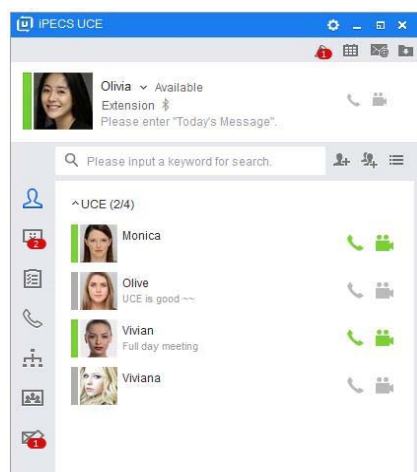
3. When the other party receives a call, "Smart Work" runs with the video call screen.




3.5.3.2 Using the Dial pad

You can make a video call by entering the desired number directly on the dial pad.

1. Click "Call Log" on the tab menu.



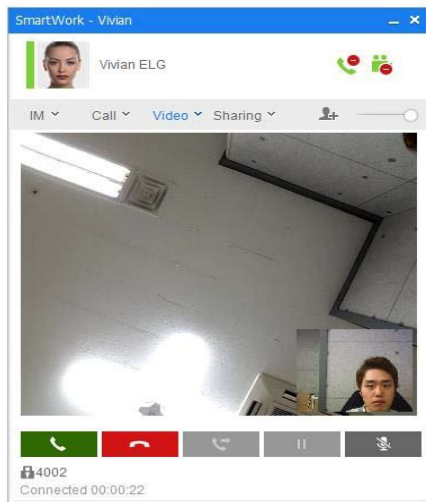
2. Click the Dial pad() icon on the right side of the Search bar.

3. You can enter the phone number by clicking the number button directly with the mouse or by using the keyboard on the phone number input bar.



3.5.3.3 Video Calls in SmartWork screen

Video will be added to a call by clicking on Video.



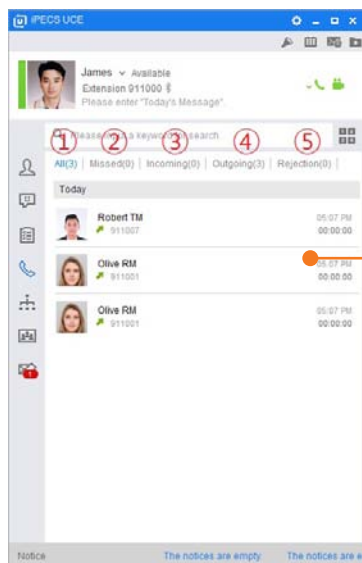
- **Answer** You can answer the call by clicking this button.
- **Hang Up** The video call will end after you click this button.
- **Transfer** Transfer a call to another user.
- **Hold** Hold a current call with this button. If you click it again the hold status will be removed.
- **Mute** The mic will be muted after clicking this button once. If you click it again the mic will be back to normal.
- **Disable My Video** This video is not sent to the other party. The default image is displayed on the other party's video screen. Select "Disable My Video" to send the video again.
- **Hide My Video** Do not display your own video on their video screen. However, the other party's video screen normally displays my video screen. Select "Hide My Video" to send the video again.

3.6 Using Call Log

3.6.1 Viewing the Call Log Screen

The Call Log Screen displays various records for calls. From here you can view 'All Calls' which shows all call records, 'Missed Call' which shows the list of missed calls, 'Incoming Call' which only lists the numbers from incoming Calls and 'Outgoing Call' which only lists the numbers from outgoing calls.

Select each item to view the phone number and the call time. You can save up to 300 call records.



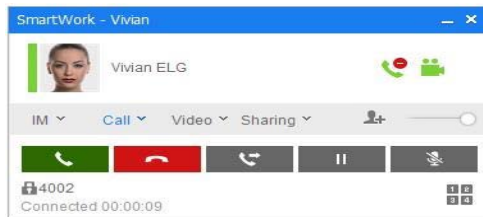
Double click on any member in the list to make an immediate call

- ① **All Calls:** Shows all call records.
- ② **Missed Call:** Shows the list of missed calls.
- ③ **Incoming Call:** Only lists the numbers from incoming calls.
- ④ **Outgoing Call:** Only lists the numbers from outgoing calls.
- ⑤ **Rejection:** It shows the phone list that contacts have been rejected..

3.6.2 Making a Call from Call Log

You are able to call a user directly from the Call Log, double click the list to call that particular user.

1. Double-click a member in the call log to a voice call.
2. Make a voice call immediately with the “Smart Work” screen.



3. When the other party answers the call, you can make a voice call.

3.6.3 Deleting a Call Log

You can choose to delete records from the Call Log. Select the record you want to delete, right click the mouse button, click **Selected Remove** to delete that record.

3.6.4 Deleting All Call Log

You can choose to delete every record in each list of All Calls, Missed Call, Incoming Call and Outgoing Call.

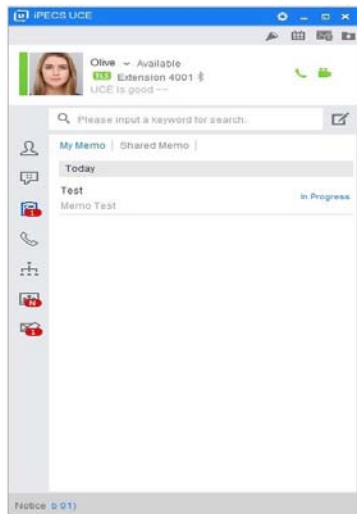
1. Right click the mouse button on the tab menu, a 'Remove All' menu will appear.
2. If you click 'Remove All' a pop-up will appear to confirm, click **OK** to delete every call record from the selected list.

3.7 Using Memo

Memo allows the iPECS UCE user to save the details of their work and share it with other users. The user can summarise the details of their work in memo and share it with other relevant users. It is also possible to let other relevant users know the progress of the work by setting the memo status to 'in progress' or 'complete'.

3.7.1 Viewing the Memo Screen

You can share the registered memo with other users. Other users who share memo will be able to see its contents.

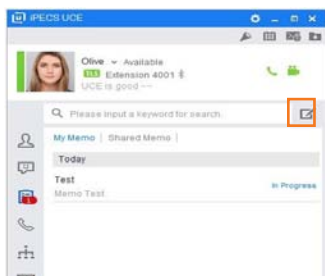


1. Click **Create Memo** on the main screen and enter the contents for the memo.
2. Click on the **Modify/Remove** icon on the right part of the screen to modify the contents of an existing memo or remove it altogether.
 - The maximum number of people you can share the memo with is 64.

3.7.2 How to create memo

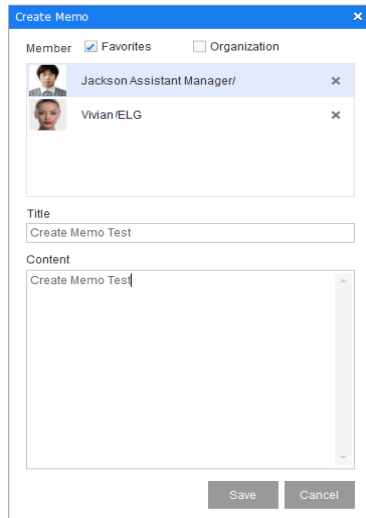
You can share a memo with another user after entering its contents.

1. Click **Create Memo** next to the search bar.



2. The Create Memo window will appear and the main screen will change to the Favorites screen.

3. Select the members you want to share the memo with from Favorites or Organisation. Once you have selected all members, drag them to the 'Sharer' field in the Create Memo window. The members added here will be able to view the contents of your memo.

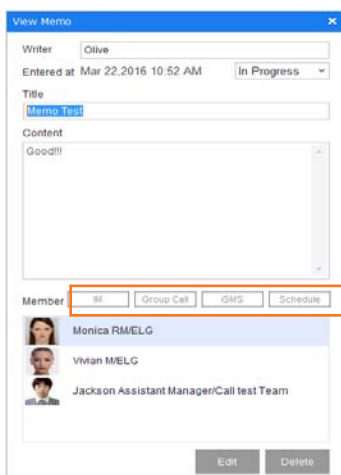


4. To save the memo, click **Save** after entering a title and contents.

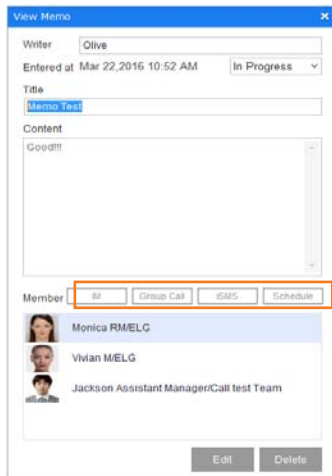
3.7.3 View/Edit memo

You can see the details of shared memo or edit its contents. However, you can only edit my memo

1. Double click the menu to view the Memo, the View Memo window will pop up. This will allow you to check the details of the memo.
 - ▶ **Softphone mode- (S)**: If the registered memo is shared with other members, you can use additional options such as IM, Group call, iSMS and Schedule.



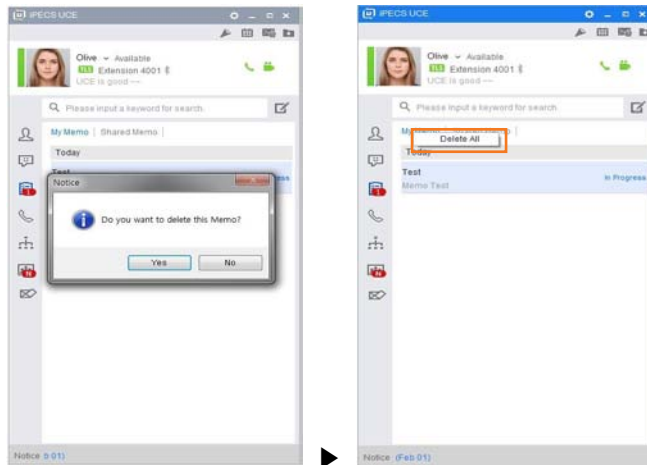
- ▶ **Call Control mode- (C)**: If the registered memo is shared with other members, you can use additional options such as IM, Group Call, iSMS and Schedule.



2. Click **Edit** in the View Memo window, another window for editing the memo will come up and the main screen will be changed to the Favorites window. Select the users you want to share the memo or information with and drag them to the 'Share' section in the View Memo window.
3. Click **Save** after editing the title, contents and members that can share the memo, the changed information will be saved. The last modified date in the memo list will also change.

3.7.4 How to delete a memo

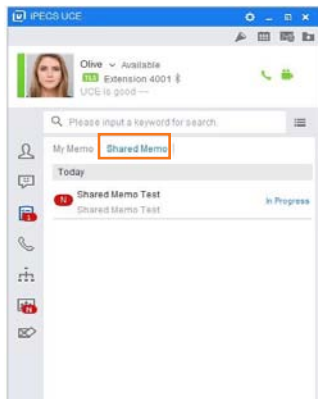
You can also choose to delete a memo from the list.



1. Right click on the selected memo to bring up a 'Delete Memo' menu. The selected memo will be deleted by clicking **delete**..
2. If you want to delete all memos then right click on the tab menu and click **Delete All**.
3. All memos will be deleted by clicking **Yes** in the dialog.
 - You cannot delete a memo shared by another user.

3.7.5 Memo shared by another user.

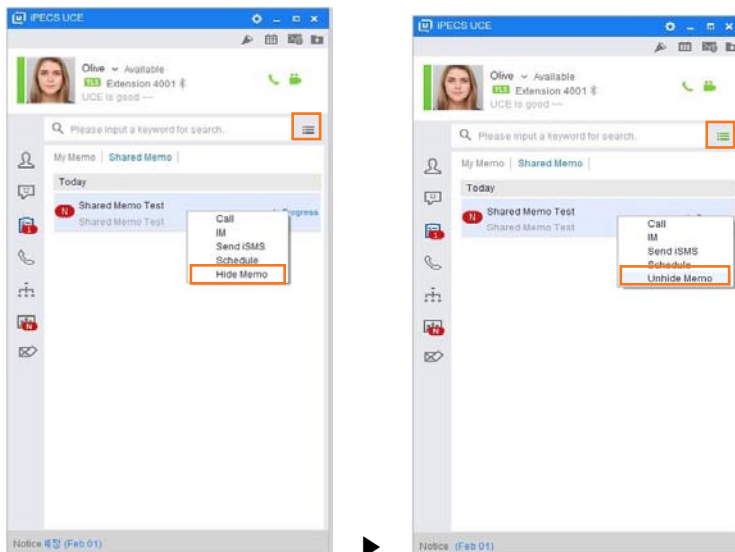
You can check the details of the memo shared by another user.





- You can see whether the other user has completed the memo or whether it is still in progress.

3.7.6 How to hide memo

You can hide memos shared by other users.



1. Select the memo you want to hide, right click on it and select **Hide Memo** from the menu, the selected memo will be hidden.
2.  button can be used to display hidden memos.
3. To revert the changes click **Show Hidden Memo** to make the memos visible again.
4.  button can be used to display shared memos.

3.8 Conference

The Conference function allows users from iPECS UCE to have a conference with each other. You can use this function to add/delete a conference, join an existing one or select the participants yourself.

There are two types of conference; voice conference and video conference. Choose the type that fits your needs and continue with the conference.

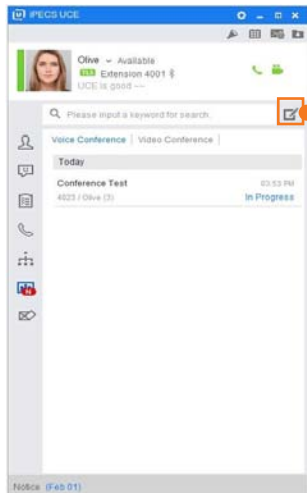
NOTE

There will need to be a link with the other conference devices so please contact your administrator if there is a problem. The maximum number of participants that can be included in a voice conference is 64 including yourself. For video conference, the maximum number of participants that can join the room is 16. But the maximum number can vary depending on the resources for the conference.

When devices for uPrism video conference is used, a separate Web Page will be opened when you participate in the conference.

3.8.1 Conference Main Page

You can make a new video or voice conference from the main screen. The list of public conference rooms can be also viewed here.



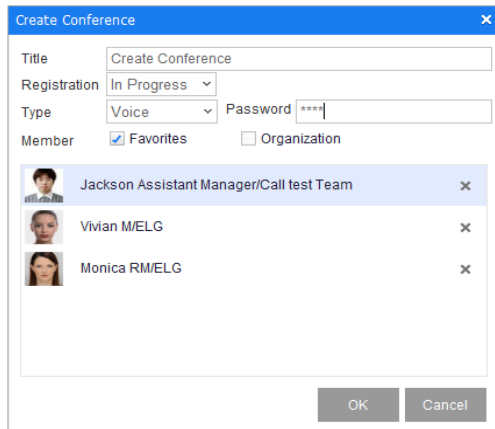
Click **Create Conference** (☑) to display the window for creating a conference room. You will be able to input values such as conference title, contents, conference types(video/voice) and participants.

- You cannot delete a recently created conference straight away. The new conference will be automatically deleted after 5 minutes if nobody joins it.
- You can use the 'Reserve Conference' function to open the conference at a designated time. The same conference can be deleted before the set time.

3.8.2 Create Conference

You can create a new conference.

1. Click **Create Conference** (☑) to open a new conference.

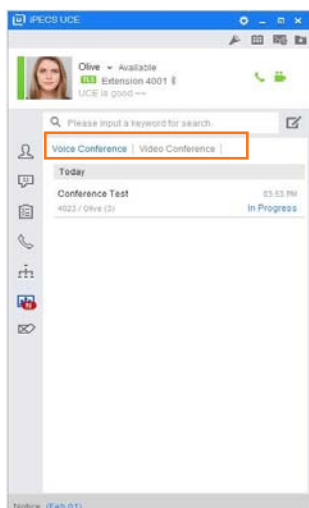


- This will display the Create Conference window and the main page will change to Favorites.
2. You can select the users from Favorites or Organisation and drag them to the Create Conference window to join them in the conference.
 3. There are two ways to open a conference: creating one for immediate use or by creating one through reservation. If you choose reservation, you can set the date for opening the conference. You are also able to choose between voice or video for the conference type.
 4. Enter your password
 5. After entering a title and choosing the type of conference you can click **OK** to open a new conference.
 - The conference will be automatically deleted from the list if you do not use it for five minutes. You cannot modify the information of newly created conferences.

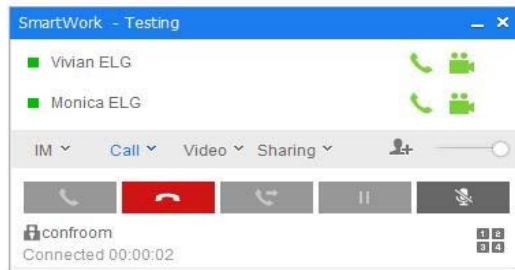
3.8.3 Joining a Conference - (S)

Check the conference list for the open conferences you can join.

1. Check the list of possible conferences you can join by selecting Voice Conference or Video Conference.



2. Click on **Voice Conference** and select the conference you want to join.

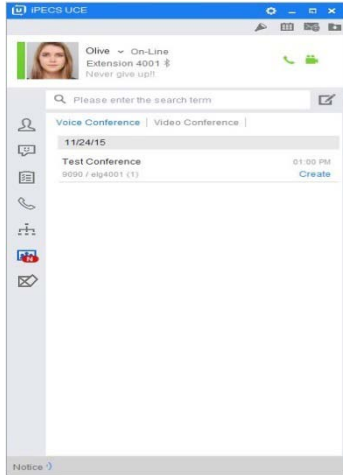


3. Click on **Video Conference** and select the conference you want to join.

3.8.4 Joining a Conference - (C)

You can check the conference list for the open conferences you can join.

1. Check the list of possible conferences you can join by selecting Voice Conference or Video Conference.



2. Click on **Voice Conference** and click the conference you want to join.

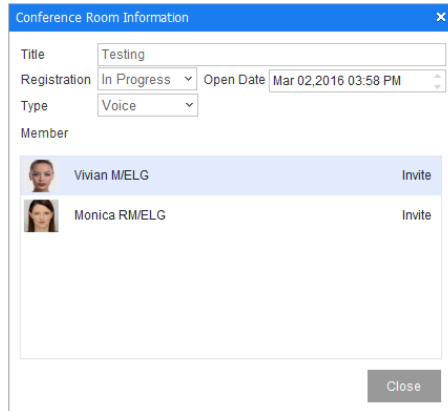


- Because there is not a video call function in call control mode, use a device that supports the video to join video conference.

3.8.5 View Conference Room Information

You can check the details of each registered conference.

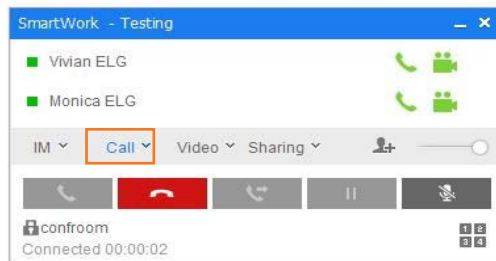
1. Select the conference you want to see the details of.



- Selecting the conference will allow you to see details such as its participants, title, contents, date and type etc.
- You can also check the conference member's join status.

3.8.6 How to invite members to a conference

1. If you want to invite members during a conference, drag members from Favorites or Organisation to the member list and click the **Call** button.



2. If you want to see the list of invited members, you can view the member list on the top of the conference window.

3.9 Contacts

Contacts include organisation, shared contacts and private contacts.

Organisation allows you to search through all user departments and contacts.

Shared contacts offers contact details for all iPECS UCE users to share with each other. The administrator can edit the contact details on the administrator page and can also enter the contact point for the whole organisation for everyone to use.

Private contact allows each individual to manage their private contacts. They can input and manage necessary phone numbers and contact details.

- The user's PC can be used to check the contacts from the device which uses the same account.
- The search function can be used to search through all contacts.

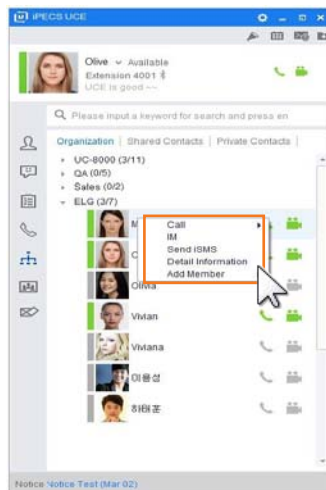
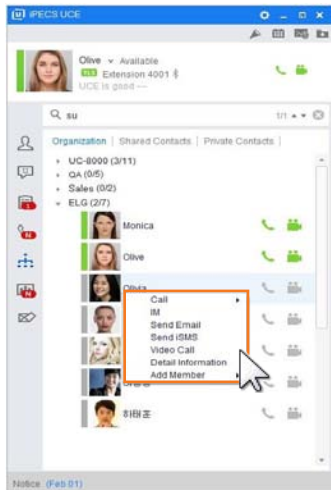
3.9.1 Organisation

You can check the information of each user who belongs to the organisation. Search for a user by entering either their name, initials, office number, mobile phone number, company name, group name, job description, position, title etc. in the search box.

1. Select a member and right click to display the user menu.

► **Softphone mode- (S)**

► **Call Control mode- (C)**



2. You can select a name in the organisational chart and bring up the right-click menu.
3. You can enter the member's name or initials on the search bar above in the organisational chart.
4. A menu for the group will be displayed by right clicking on the group name.
5. You can then select from the following options; Group Call, Group IM, Group Email and Group iSMS.

3.9.1.1 How to add members to Favorites

You can add the selected member to a group in your Favorites .

1. Select **Add to Favorites** in the user menu to display all the current groups available.
2. Select the group you want and add that member to.

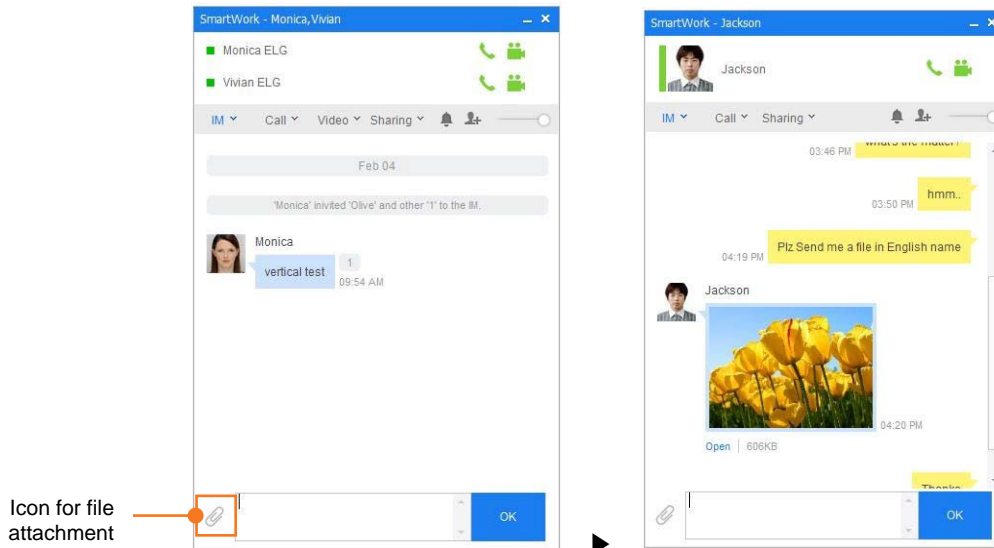
3.9.1.2 How to send IMs

You can chat with a user by using the IM function. The maximum number of participants is 64.

1. The SmartWork window will appear after selecting **IM** in user menu.
2. Enter the contents of the IM in the message box.

► **Softphone mode - (S)**

► **Call Control mode- (C)**

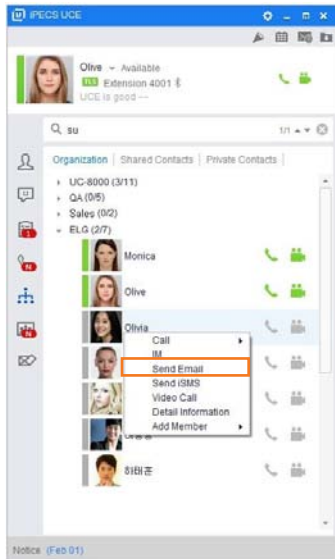


- You can add new members to the SmartWork IM screen.
- Use the file attachment icon on the lower left side of the screen to send files to other participants.

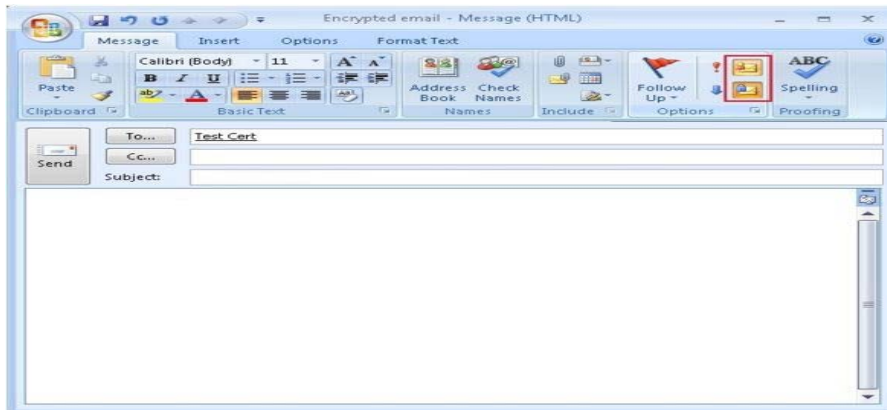
3.9.1.3 How to send emails to other users

If there is a locally installed email client similar to Outlook you can use that to send emails to others.

1. Select the member and click the right mouse button to display the menu list.



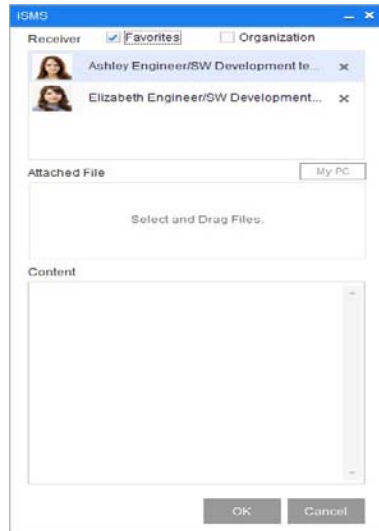
2. Select "Send Email" to run the default mail client.



3. The default email client will be launched after clicking **Email** in the menu.

3.9.1.4 How to send an iSMS

You can use the iSMS function to send an iSMS to other users. The maximum number of the recipients is 64.



1. Click on **iSMS** in the user menu.
2. You can drag users into the recipient list.
3. The iSMS will be sent after entering the contents and clicking **OK**.

3.9.1.5 Voice Call with other users

You can use the call function to have a voice call with other users. Click **Call** in the menu to launch the Call window. The phone number list will be displayed allowing you to select the number and call the user.

► Softphone mode - (S)



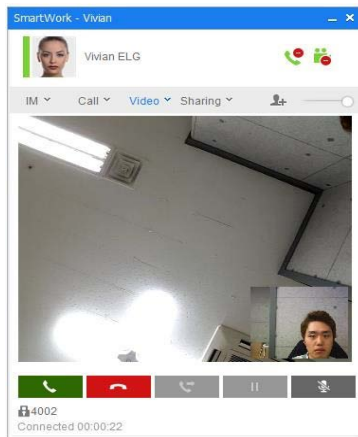
► Call Control Mode (C)



- **Answer(green):** You can answer the call by clicking this button.
- **Transfer:** Transfer a currently call to another user.
- **Call Reject** The call will end by clicking this button. An iSMS will then be sent to the other user.
- **Hang Up(red):** The call will end if you click this button.
- **Hold:** You can hold a current call with this button. If you click it again the hold status will be removed.
- **Mute:** The mic will be muted after clicking this button once. If you click it again the mic will be back to normal.

3.9.1.6 Video Call - (S)

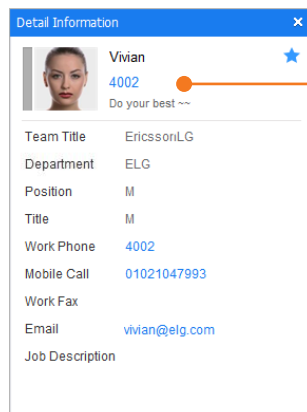
You can have a face-to-face video call with another user.



- **Answer(green):** You can answer the call by clicking this button.
- **Hang Up(red):** The call will end if you click this button.
- **Call Reject:** The call will end after clicking this button. An iSMS will then be sent to the other user.
- **Transfer:** Transfer a current call to another user.
- **Hold:** Hold a current call with this button. If you click it again the hold status will be removed.
- **Mute:** The mic will be muted after clicking this button once. If you click it again the mic will be back to normal.

3.9.1.7 How to see user Detail Information and call

Click on **Detail Information** to view the user's company, numbers, address and email address etc.

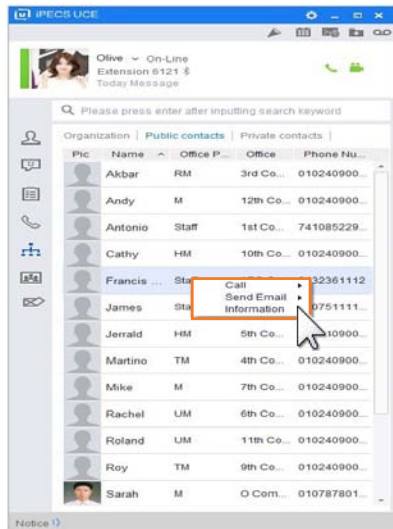


Call the user by clicking on this number.

3.9.2 Shared Contacts

This contact list consists of the shared phone numbers used outside the organisation. You can check the contact point of the user needed for organisation's management in this list.

Right click right on the user name to use the functions for call, email and viewing the user's information.



3.9.2.1 How to send an email to other users

If there is a locally installed email client similar to Outlook you can use that to send emails to others.

1. Select **Email** from the right-click menu to launch the default email client.
2. Select the recipients and click **Send** to send the email.

3.9.2.2 How to call other users

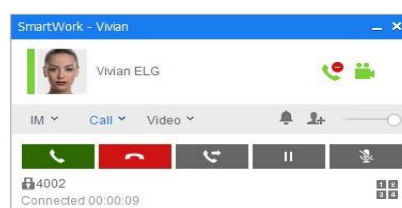
Use the call function to have a voice call with other users

1. Click **Call** from the menu to display the call window.
2. A list of contacts will be displayed allowing you to select the number you want and make a call.

► Softphone mode - (S)



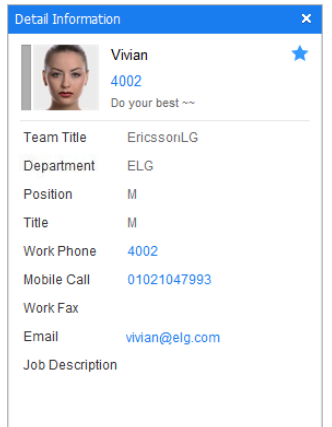
► Call Control mode- (C)



3.9.2.3 How to see other user's information

You can check other user's information.

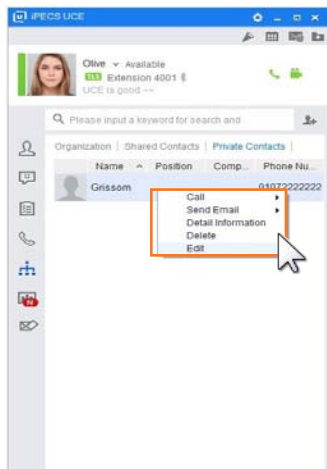
1. Select **information** in user menu to view details such as user's organisation, contacts, address and email address etc.



2. Click on their phone number to call the user.

3.9.3 Private Contacts

Private Contacts are not shared with others and include contact details managed by each individual.



- Private Contacts can be modified by each individual.

3.9.3.1 How to send emails to other users

If there is a locally installed email client similar to Outlook, you can use that to send emails to others.

1. If you select **Email** from the user menu to launch the default email client.
2. Select the users you want to send the email to then click **Send** to send the email.

3.9.3.2 How to call other users

You can use the Call function to have a voice call with other users.

1. Click **Call** from the menu to display the list of contacts.
2. Select the number from the list to make a call.

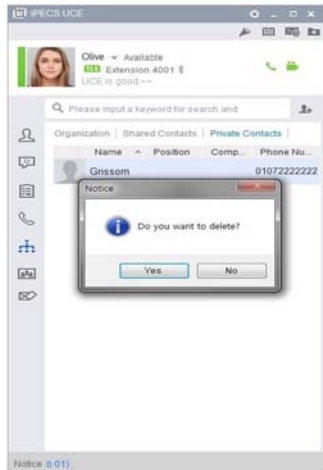
3.9.3.3 Checking other user's information

You can check other user's information.

1. Select **information** in user menu to view details such as the user's organisation, contacts, address and email address etc.
2. Click the phone icon next to the phone number to call the user.

3.9.3.4 How to delete other user's information

You can delete other user's information.



- Select **delete** from the right-click menu to delete the user's information.

3.9.3.5 How to edit another user's information

You can edit another user's information.

A screenshot of the 'Add To Private Contact' dialog box. The dialog has a blue title bar with the text 'Add To Private Contact' and a close button. It contains several input fields for contact information: 'Photo' (with a 'File' button), 'Name' (with a red asterisk), 'Company', 'Team Title', 'Position', 'Mobile Call' (with a red asterisk), 'Work Phone', 'Work Fax', 'Home Phone', 'Address', 'Home Address', and 'Email'. At the bottom, there are 'Add' and 'Cancel' buttons.

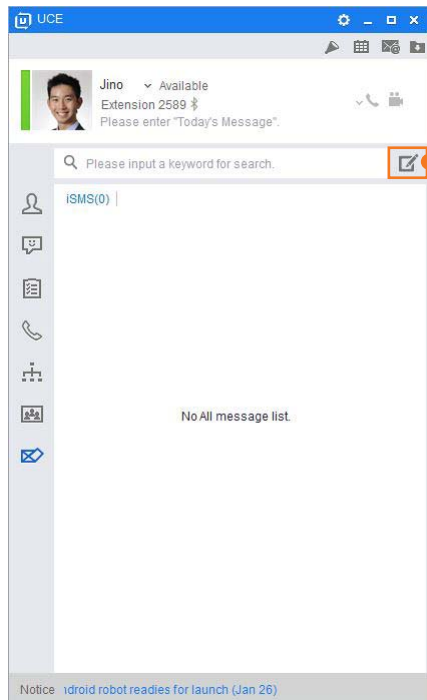
1. Select **Edit** from the right-click menu, a window for editing the user's information will be displayed.
2. Edit the user's name, photo, numbers, email address and company name. The changes will be saved after clicking **Edit**.

3.10 iSMS

This menu allows you to exchange messages with the other users in various ways.

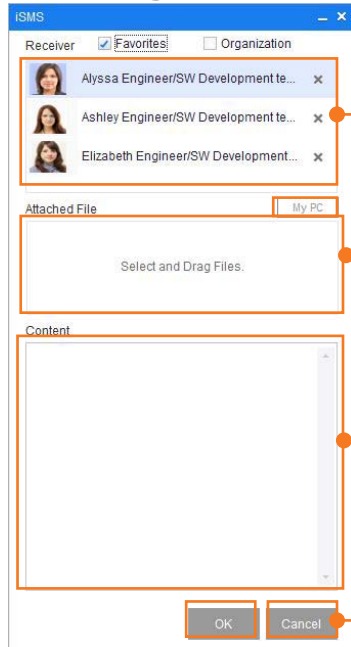
3.10.1 iSMS

You can create "iSMS" by clicking on the new "iSMS" icon on the right side of the "Search Bar" in the "iSMS" tab. You can send messages to up to 64 people.



Click "New iSMS" icon (✍) to send new "iSMS". Input content, and send attachments.

3.10.2 Sending iSMS



"Drag and Drop" the receiving member from this bookmark or organization chart to this place.

Attached Files : You can attach maximum of 10 and 100MB or less by "Drag and Drop" attachments to this place or clicking "My PC".

iSMS contents: You can enter 1000 maximum characters for the contents of the iSMS.

Send iSMS or Cancel: iSMS will be sent to selected members or Exit the screen.

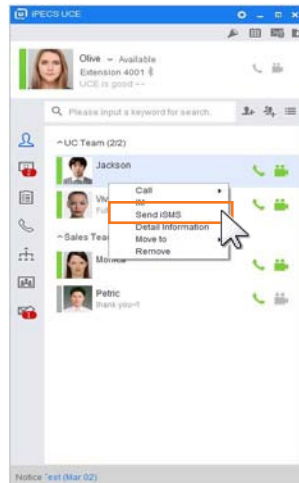
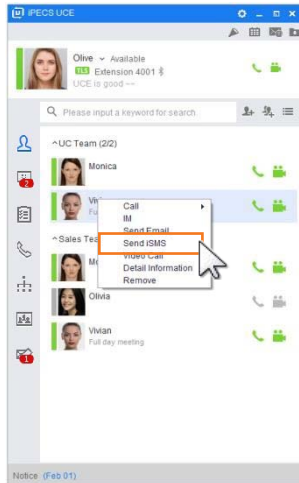
3.10.2.1 Send an iSMS From Favorites

You can select specific members from your Favorites to send an iSMS to.

1. Go to the user menu by right clicking on the user and select **Send iSMS**.

► **Softphone mode- (S)**

► **Call Control mode- (C)**

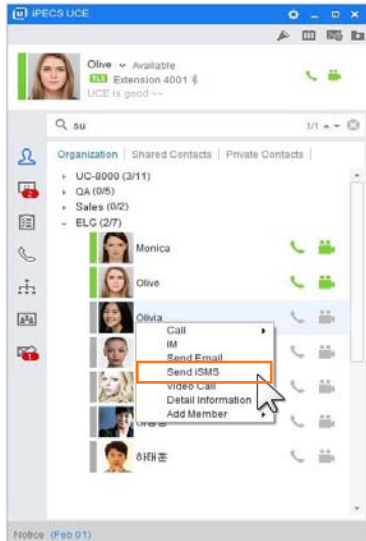


2. Select the receiver from the iSMS list, enter the contents of iSMS and click **OK**.

3.10.2.2 Send iSMS Contacts > Organisation

You can select a specific member registered in an Organisation to send an iSMS to.

1. Right-click to bring up the menu and select **Send iSMS**.

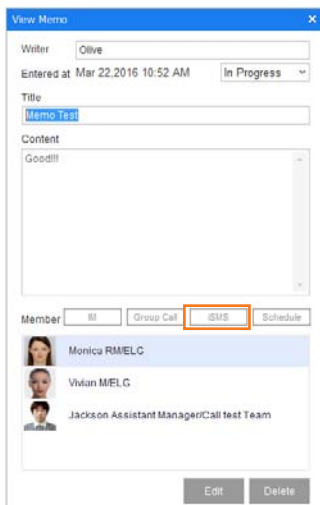


2. Select the receiver from the iSMS list, enter the contents of iSMS and click **OK**.

3.10.2.3 Memo > View Schedule

You can send an iSMS simultaneously to members who share a memo with you.

1. Click the **View** button in the Memo menu.
2. Click the **iSMS** button on the following screen.

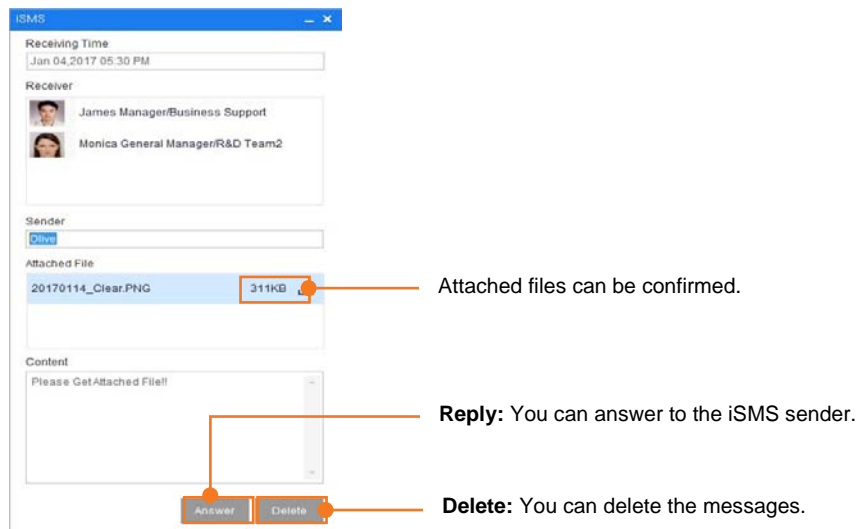


3. Select the receiver from the iSMS list, enter the contents of iSMS and click **OK**.

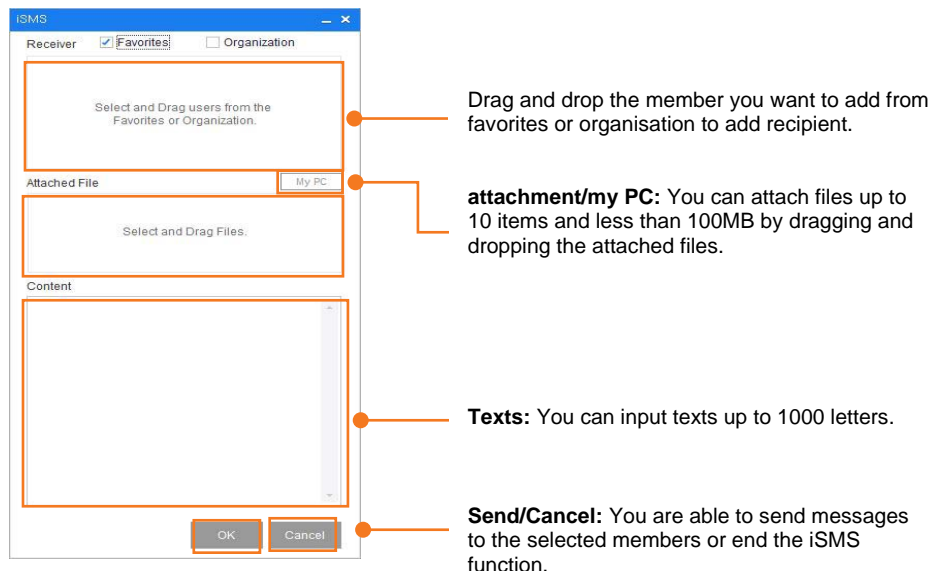
3.10.3 Checking an iSMS

iSMS tab allows the user to check all iSMS. All iSMS from the user's exchange with others will be saved here. The new "iSMS" received is indicated by an icon (🔴).

1. Click on **iSMS**, to see the list for all exchanged iSMS.
2. Double click on an iSMS on the list to view the details of that particular iSMS.
 - To use SmartWork with the other users, choose an iSMS from the iSMS list, right click on it and select **SmartWork**. If you click **Delete** you will be able to delete the selected iSMS.
 - To receive a notification sound when a new iSMS is received ensure that the 'notification' checkbox is ticked in the iPECS UCE's options.



3.10.3.1 Send iSMS



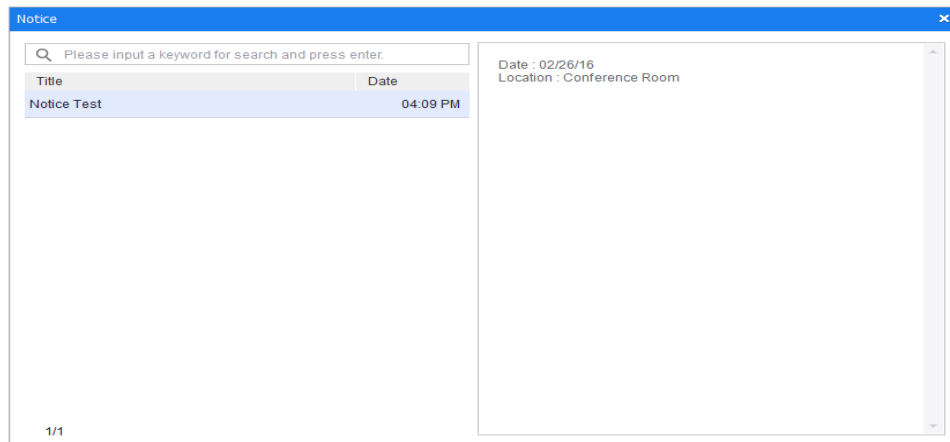
3.11 Toolbar

The toolbar at the top of the main screen includes menus such as notice, schedule, email and storage.

- **Notice**—You can check the contents of a notice here.
- **Schedule**—You can manage your schedules on a daily, weekly and monthly basis.
- **Email**—You can launch the default mail client such as Outlook.
- **Storage**—You can see the list of all files and iSMS exchanged with other users.

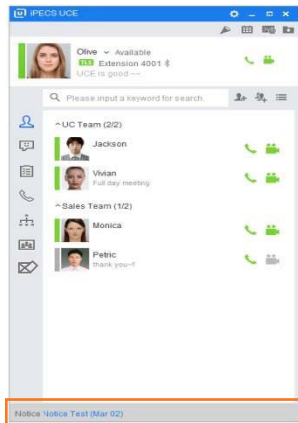
3.11.1 Notice

The users selected for receiving notices can check the list of notices from administrators here. Administrators can also select the recipients of their notice here.

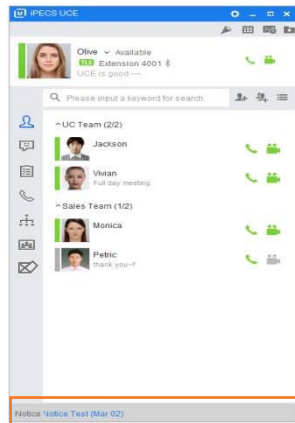


1. Notices are displayed at the bottom of the main screen.

► Softphone mode- (S)



► Call Control mode- (C)



2. Double click the notice bar to check its contents,

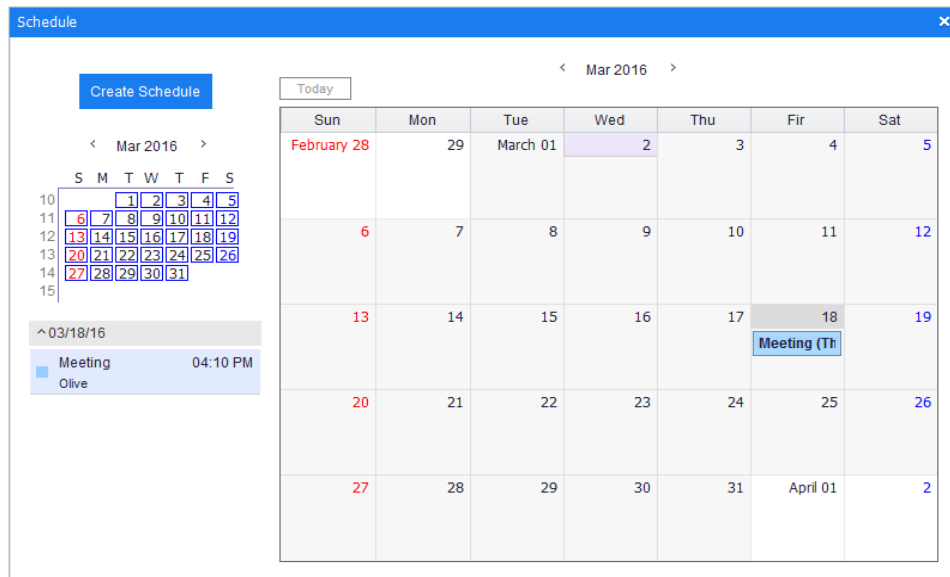
- If there is no notice there will be a notification message saying “The notices are empty”.

3.11.2 Schedule

You can check schedules on a monthly basis. It is also possible to share schedules with other users or view other user's schedules.

3.11.2.1 Schedule Check

1. Select the specific date from calendar to check the schedule for that particular date.
2. The Schedule window will appear, you can use this window to check the contents of the schedule for the date selected.

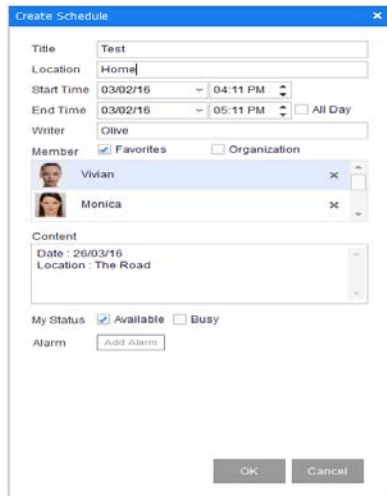


- You are able to check your Google calendar from the schedule window.
- If you choose to link with Google, you can bring the contents of your Google Calendar. However, you are only allowed view Google Calendar.
- The schedule from the UCE Client can be checked and edited.

3.11.2.2 Create a Schedule

You can create a new schedule. The created schedule will only affect the schedule from in the UCE client and not from Google calendar.

1. Select a particular date from the schedule to display the Create Schedule window.



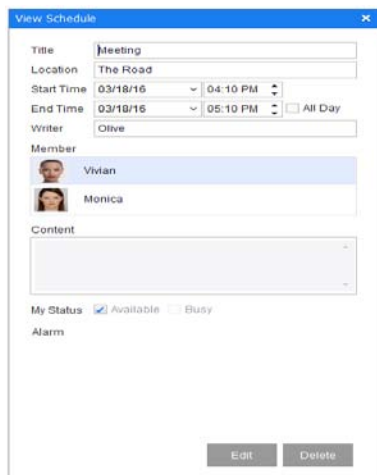
The 'Create Schedule' dialog box contains the following fields and options:

- Title: Test
- Location: Home
- Start Time: 03/02/16, 04:11 PM
- End Time: 03/02/16, 05:11 PM, All Day checkbox
- Writer: Olive
- Member: Favorites, Organization
- Member list: Vivian, Monica
- Content: Date - 26/03/16, Location - The Road
- My Status: Available, Busy
- Alarm: Add Alarm
- Buttons: OK, Cancel

2. Enter the contents of the schedule and click **Confirm** to add to the calendar..
 - If an alarm is set you will receive a notification at the time of the scheduled.

3.11.2.3 How to check/modify/delete a schedule

You can check a schedule for a specific date.




The 'View Schedule' dialog box contains the following fields and options:

- Title: Meeting
- Location: The Road
- Start Time: 03/18/16, 04:10 PM
- End Time: 03/18/16, 05:10 PM, All Day checkbox
- Writer: Olive
- Member: Favorites, Organization
- Member list: Vivian, Monica
- Content: (Empty)
- My Status: Available, Busy
- Alarm: Add Alarm
- Buttons: Edit, Delete

1. Double click the selected date in the main menu.
2. If you want to edit the content of the schedule, make the changes and then click **Edit**.
3. Click **Delete** if you want to delete the created schedule.

3.11.3 Email

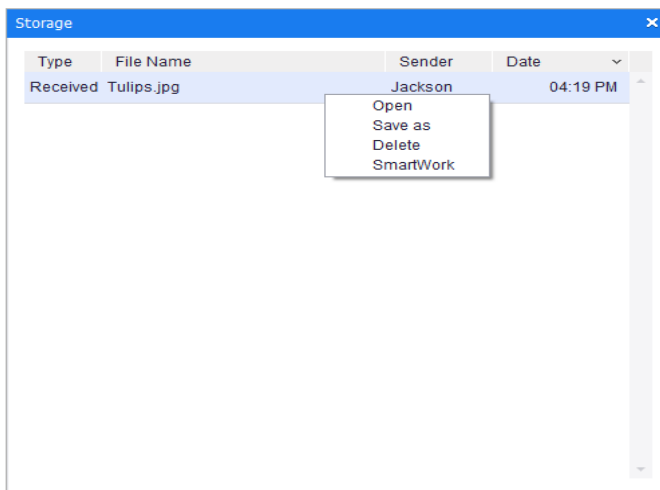
You can send and receive e-mails to other people through the mail writing screen of your default mail client such as Outlook. If you have it, you can easily use it.

1. Select the email icon() in the "Tool bar" to run the installed default mail client.
2. If you enter your email and content and click the send button, email will be sent to the recipient.

3.11.4 Storage

You can view the list of files exchanged with other users or open a file directly from this list.

1. Select an item from the list to view the possible options.

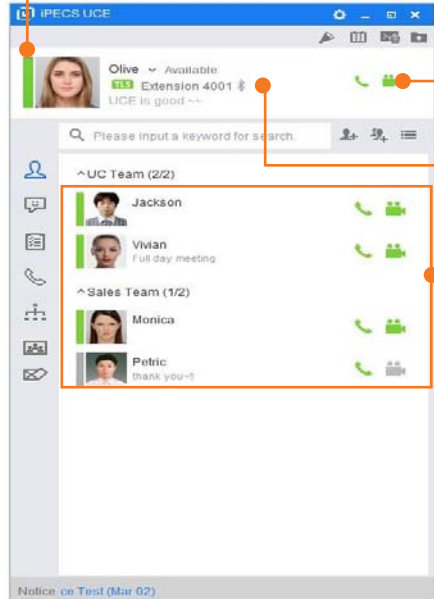


3.12 Presence

Normally Presence means 'status' but in UCE it means 'user dependence status'. Presence settings allow permitted people know your current status and also allows you to check other user's presence in the user's information menu.

3.12.1 Display/Modify Presence

You can use Presence to check the information set by users. It offers different status information depending on the user's needs.



The screenshot shows the iPECS UCE interface. At the top, the user's profile is displayed with a name 'Olive', a status 'Available', and a phone number 'Extension 4001'. Below the profile is a search bar with the text 'Please input a keyword for search.'. The main area shows a list of users and groups. The 'UC Team (2/2)' group is expanded, showing members 'Jackson' and 'Vivian'. The 'Sales Team (1/2)' group is also expanded, showing members 'Monica' and 'Petric'. Each user entry includes a profile picture, name, and status. The status icons are green, indicating 'Available'. The interface also shows a navigation menu on the left and a status bar at the bottom with the text 'Notice ce Test (Mar 02)'.

My Login Presence Allows you to check your current login status.

Call Presence Allows you to check your connection status.

Smart Presence Shows the status of Bluetooth.

Group Presence Shows the number of members with 'Available' status.

- **My Login Presence**—Displays my current Login Presence. You can change the status by selecting one of the options below:
 - **Available:** Ready to communicate with other people now.
 - **Busy:** Not ready for communication at the moment – currently in the middle of other work.
 - **Out of Office:** Not ready for communication because user is out of the office.
 - **Be Right Back:** Not ready for communication now but will be back for work soon.
 - **Away:** Not ready for communication because user is currently away from their desk.
 - **In a Meeting:** Not ready for communication at the moment due to an appointment.
 - **DND:** Communication blocked in advance.
- **Call Presence:** Check the current status of a phone connection and the camera's status (On/Off).
- **Smart Presence:** The Bluetooth icon will be shown in blue if the current user is using Bluetooth.

- If you are using a Bluetooth device, the system will automatically change the user's Presence to 'Away' if you go out of the Bluetooth range. For more details please take a look at the 'Login screen option menu'.
- **Group Presence:** The number of team members are displayed next to the team name.
 - The second number relates to the total number of members in that team.
 - The first number relates to the number of team members currently logged into the application.

3.13 Settings

Allows you to set various functions related to the iPECS UCE PC client. You can use settings to use other applied functions more easily such as; Server, Codec, Smart Presence, Dialing Rule, Account, Notification, Audio Device and Video Device etc.

3.13.1 Server Settings

Set the Server address and Port by navigating to **Menu >General > Server Settings** on the login screen before logging in. You should enter the server address and the port number from the iPECS UCE application.

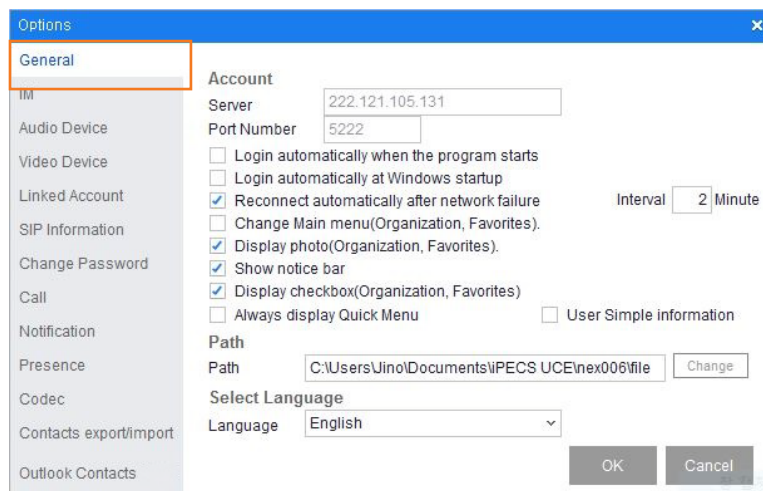
- For more details please take a look at the section for 'Login screen option menu'.

3.13.2 Options- (S)

Set values for fields such as Server IP address, File Path, Audio/Video Settings, Accounts, SIP server information, Change Password, Call, Notification, Smart Presence, Codec etc.

3.13.2.1 General

Check and change settings for related accounts and file path.



The screenshot shows the 'Options' dialog box with the 'General' tab selected. The 'Account' section includes fields for 'Server' (222.121.105.131) and 'Port Number' (5222). There are several checkboxes: 'Login automatically when the program starts' (unchecked), 'Login automatically at Windows startup' (unchecked), 'Reconnect automatically after network failure' (checked), 'Change Main menu(Organization, Favorites)' (unchecked), 'Display photo(Organization, Favorites)' (checked), 'Show notice bar' (checked), 'Display checkbox(Organization, Favorites)' (checked), and 'Always display Quick Menu' (unchecked). An 'Interval' field is set to '2 Minute'. The 'Path' section has a 'Path' field with the value 'C:\Users\Jino\Documents\iPECS UCE\Inex006\file' and a 'Change' button. The 'Select Language' section has a 'Language' dropdown menu set to 'English'. 'OK' and 'Cancel' buttons are at the bottom right.

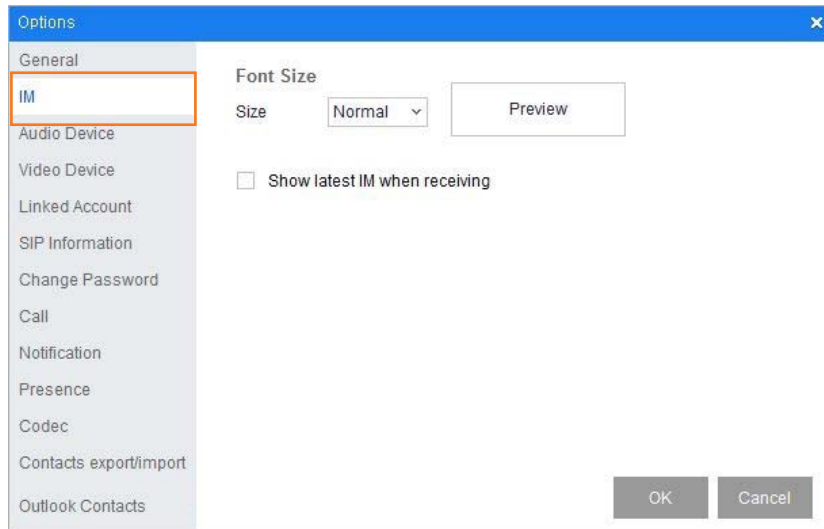
- **Account**—When setting up the account, put the Server IP address and the Port Number first. Set the following functions according to your needs:
 - If you want to enable 'Auto Login when the program starts' then tick(☑) the box. Once the change takes place, the app will automatically log in with the saved password after the program starts.
 - If you want to enable 'Auto Login when Booting' then tick(☑) the box. Once the change takes place, the program will automatically start after Windows OS finishes booting. However, this function may differ depending on the OS version.
 - If you want to enable 'Auto Reconnect when there is a network error' then tick(☑) the box. Once the change takes place, the application will automatically try to connect if there is a network error.
 - If you want to enable 'Move to organisation tab after login' then tick(☑) the box. Once the

change takes place, the first screen that appears after login will be the organisation tab.

- If you want to enable ‘Change Main menu(Organisation, Favorite)’ then tick() the box. Once the change takes place, the main tab change place the organization tab and the Favorites tab
- If you want to enable ‘Display photo(Organisation, Favorite)’ then tick () the box. Once the change takes place, the user’s photo will be displayed in the organisation tab.
- If you want to ‘Display Position’ in the call list then tick () the box. Once the change takes place, positions will be displayed in the call list.
- If you want to “Display Notice’ then tick() the box. Once the change takes place, notices will be displayed at the bottom of the main screen.
- If you want to “Display checkbox(Organization, Favorites)’ then tick() the box. Once the change takes place, checkbox will be displayed in the organization and Favorites tab.
- **Set Path**— You can check the download path for the files or click **Change** to change the path.
- **Language**—You can select the language for iPECS UCE.

3.13.2.2 IM

You can edit the text font size for **IM**.



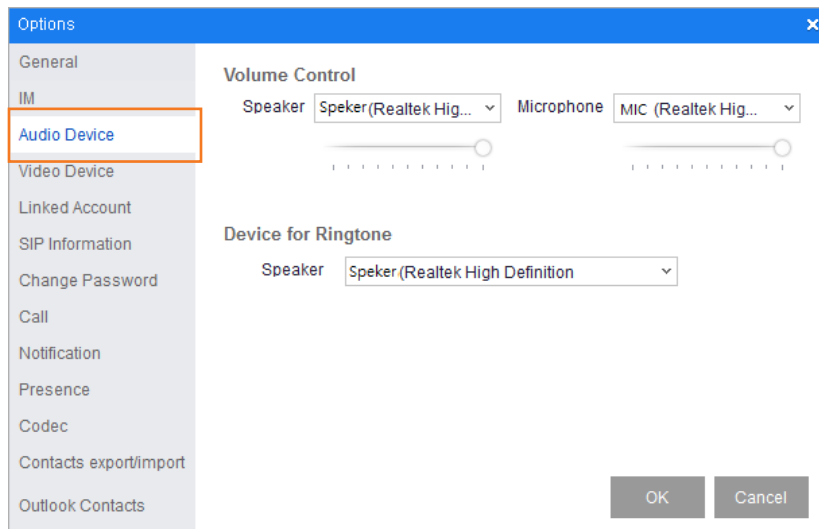
- **Set Font Size**—You can choose between small, normal or large for the font size.
- **New IM On The Top**—If you want the IM window to display at the top when there is a new message then tick () this box..

NOTE

You can check this information after logging into the UCE client.

3.13.2.3 Audio Device

You can control the volume and edit the device configuration for ringtones and calls in **Audio Device**.



- **Volume Control**—You can use the bar to control the volumes for the speaker and mic.
- **Device for Ringtone**—You can select the device for the ringtone.
- **Device For Call**—You can select the device for the speaker and mic.

3.13.2.3.1 Configuration for Media Devices

Calls may not be able to function normally if you remove the media device from the control panel or remove the USB headset. It is recommended to use the VOIP audio device in order to avoid such cases.

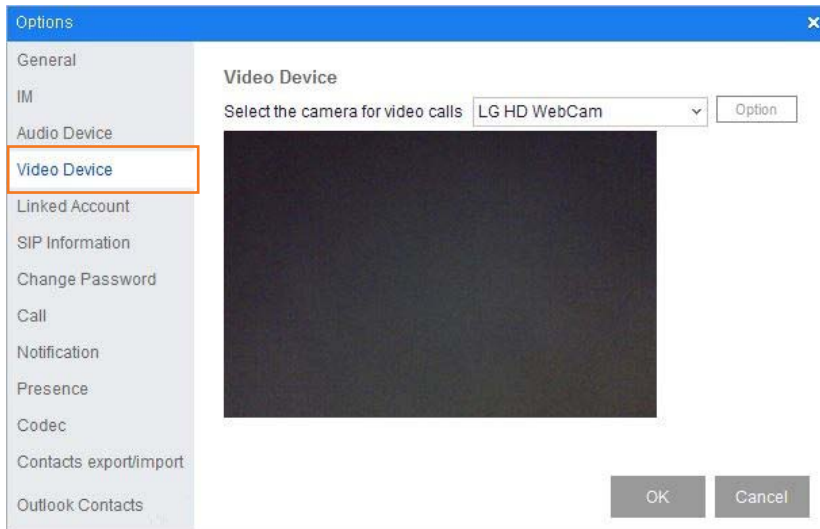
NOTE

If the number of Sound Devices is 2 after using a USB headset there could be problems in the call (e.g. if you cannot hear the user's voice). In this case go to Control Panel > Play > Recording tab and make that particular USB device the default device.

You can check this information after logging into the UCE client.

3.13.2.4 Video Devices

You can select a camera that will be used for a video call in **Video Devices**.



- Click **Options** to configure detailed settings for Videos (brightness, color, saturation etc.).

NOTE

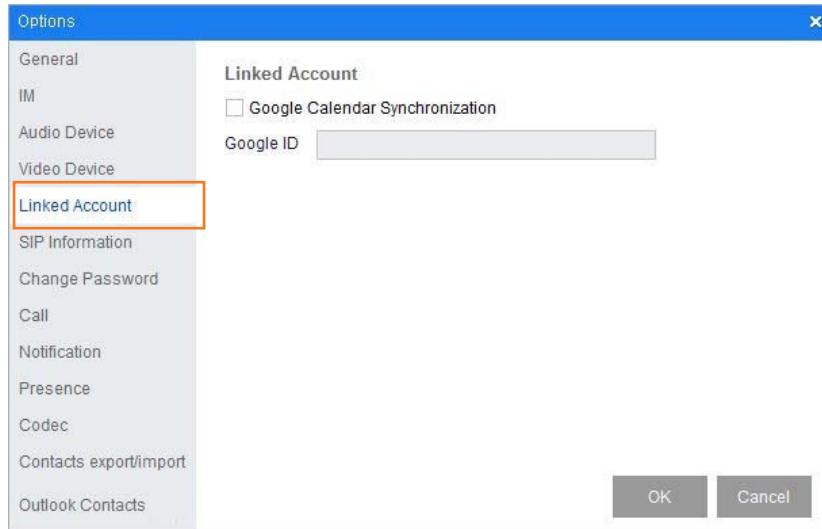
The display may be different depending on the user's own PC environment.

If the video device is not connected to the user's PC there a notification message saying "Cam is not connected" will be displayed.

You can check this information after logging into the UCE client.

3.13.2.5 Linked Accounts

Linked Accounts allows your account to link with Google Calendar. If you want to link to Google Calendar then enter your Google ID.



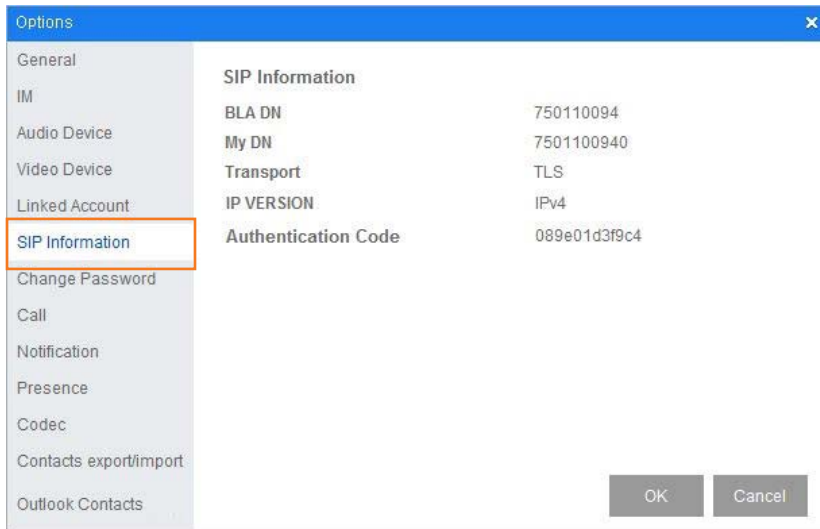
- **Google Calendar Synchronisation**— Tick(☑) the box if you want to link your account to Google Calendar.
- **Google ID**—Enter the Google ID for the account that is to be linked.

NOTE

You can check this information after logging into the UCE account.

3.13.2.6 SIP Information

SIP Information allows you to look in detail at the configured SIP Server.

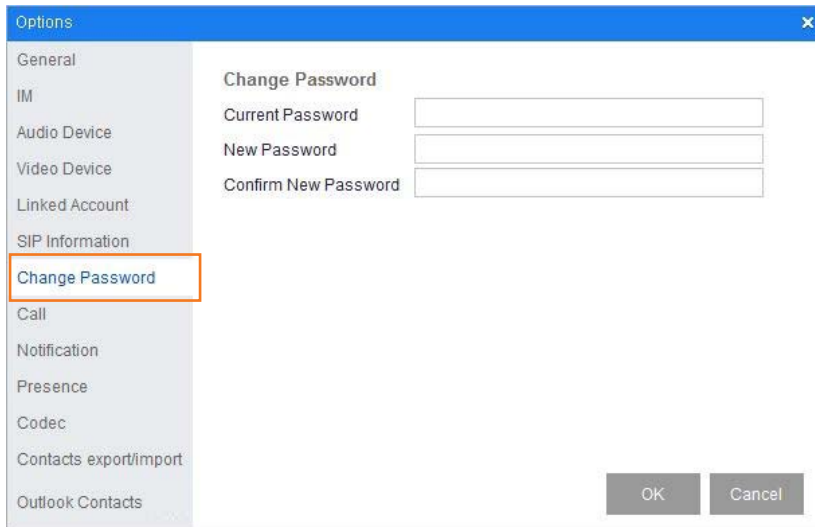


NOTE

You can check this information after logging into the UCE account.

3.13.2.7 Change Password

You can change the set password in **Change Password**.



The screenshot shows a dialog box titled "Options" with a close button (X) in the top right corner. On the left is a vertical list of settings categories: General, IM, Audio Device, Video Device, Linked Account, SIP Information, Change Password (highlighted with an orange border), Call, Notification, Presence, Codec, Contacts export/import, and Outlook Contacts. The main area of the dialog is titled "Change Password" and contains three text input fields: "Current Password", "New Password", and "Confirm New Password". At the bottom right of the dialog are two buttons: "OK" and "Cancel".

- **Current Password**—Enter the password that is currently being used.
- **New Password**—Enter the new password.
- **Confirm Password**—Enter the new password again to confirm this is the correct password.

NOTE

The security of your password is very important, make sure you use a strong and safe password for the server. If the password is not set or its strength is very low you may become a target for hackers.

You can check this information after logging into the UCE client.

3.13.2.8 Call

Call allows you to set the rules for dialing. The user does not have to input all numbers for making a call, there are pre-set numbers in 'Dialing Plan' that will be used for calling.

The screenshot shows the 'Options' dialog box with the 'Call' tab selected. The 'Dialing Rule' section contains the following fields and options:

- Digit Settings:** 0 or More (0 : Not Set)
- Exception (SSDP):** [Empty field] with 'Add' and 'Delete' buttons.
- CO Access:** 9
- Country Code:** [Empty field]
- Area Code:** [Empty field]
- Press the Enter key to answer the incoming call.
- CRM Integration:**
 - Use CRM Integration (with 'Settings' button)
 - Use CRM Pop-up (with 'Search' button)

'OK' and 'Cancel' buttons are located at the bottom right of the dialog.

- **Digit Settings**—Enter the desired number range for the call. For example, if you set the digits to '4', Dialing Plan will be applied if the user inputs more than 4 digits when he calls.
- **CO Access Code**—Enter the numbers for making external calls. For example, if you set '9' as CO access code '9' will be automatically added when the user makes external calls.
- **Country Code**—Enter the numbers for making international calls. For example, if the user entered Korea's country code '82' in the contacts the application will remove '82' and make a call.
- **Area Code**—Enter Area Code for the area you are in. For example, if the user entered Area Code '02' in the contacts the application will remove '02' and make a call.
- **Exceptions(SSDP)**—This field is for distinguishing Extension calls. If the user registered Extensions to act as exceptions for CO Access, he can use SSDP,
- **SSDP(Station Start Digits Pattern):** If the starting number matches SSDP, the CO Access number will not be entered even though it is already set. Enter the starting numbers in the SSDP field if you want to avoid automatic insertion of a CO Access code.
- **CRM interworking:** Function for searching for customer information and Pop-up Information are provided by interworking with CRM. It Requests searching for that CID from the interworked CRM with UCE Client by using CID information when UCE user sends or receives call. And if search results are appeared, the results pages are popped up or CRM search icon is displayed at the bottom left of the Smart Work.

NOTE

If you set the CRM interworking, you are able to use the CRM used in-house. UCE support CRM from Mondago.

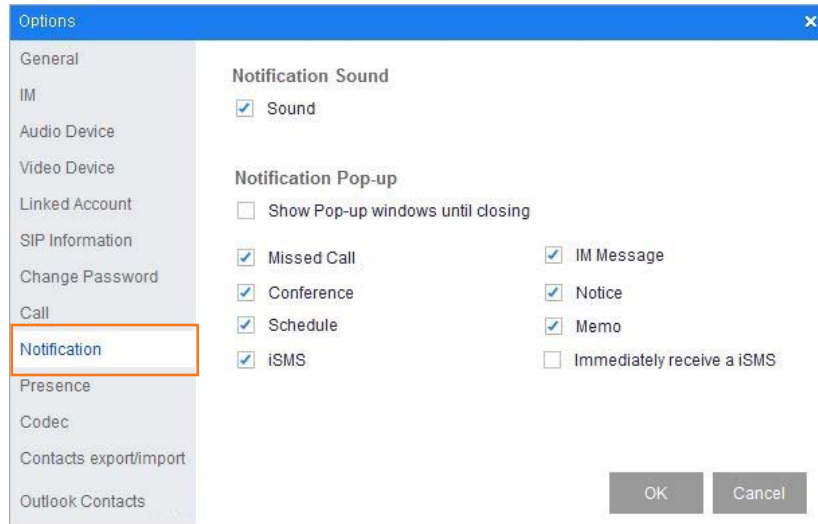
This function and setting only allow the users who have Mondago's CRM licence to use.

The values set in the UCE server will be the default for Dialing Plan. If you are following the Dialing Plan from PBX there is no need to configure it separately in the UCE server.

You can check this information after logging into the UCE client.

3.13.2.9 Notification

Notification allows you to keep and set notification pop-ups for Missed Calls, iSMS, Conference, Schedule, IM contents, notice, Memo etc.



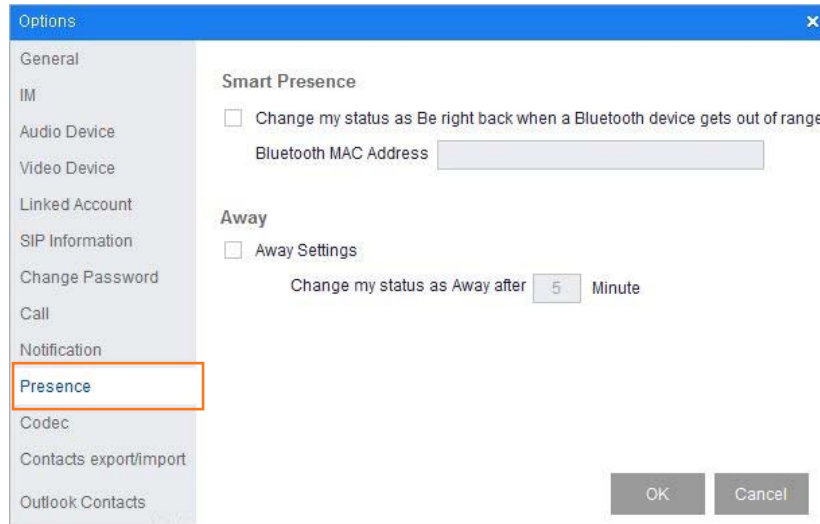
- **Notification Sound**—Tick() the checkbox if you want to enable notification sound.
- **Notification Popup Setting**—You can set Notification Popup for Missed Call, IM Message, iSMS, Notice, Conference, Memo, Immediately receive a iSMS and Schedule. You can also choose to keep notice pop-ups here. If you want to enable any of these, tick() the checkbox next to the description.

NOTE

You can check this information after logging into the UCE client.

3.13.2.10 Presence

In **Presence** you can enter the address of a Bluetooth device to use it. If you tick the (☑) Away Status Settings and enter a time, the user's Presence will be set to 'Away' after that designated time period. For more information on Presence please take a look at Presence section in the guide.



- **Smart Presence**—If a user registers their smart phone in PC Bluetooth, their Presence will automatically change to “Away” if they goes outside the Bluetooth range.
- Add a Bluetooth device to the PC and tick(☑) the checkbox for ‘Use Bluetooth’.
- Enter the Bluetooth’s MAC Address in (xx:xx:xx:xx:xx:xx) format.
- **Away** — If you tick (☑) the Away Status Settings checkbox enter a time, your Presence will automatically change to ‘Away’ after the designated time period.
- Tick(☑) ‘Away Status Settings’ first to allow you to enter the set time.

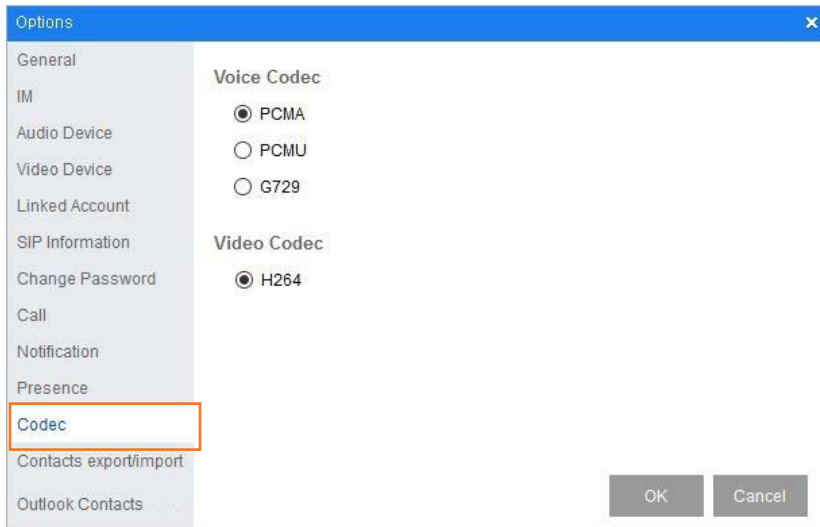
NOTE

Click on one of the devices in **Control Panel > View Devices and Printers** to view its properties. MAC address is the value in Unique Identifier.

You can check this information after logging in to the UCE client

3.13.2.11 Codec

Codec allows you to set priority for Codecs that will be used in a voice or video call.



- **Voice Codec**—Select the codec you want by using the mouse. UCE PC client offers 3 types of Voice Codec..
- **Video Codec**—Select the codec you want by using the mouse. UCE PC client offers 2 types of Video Codec.

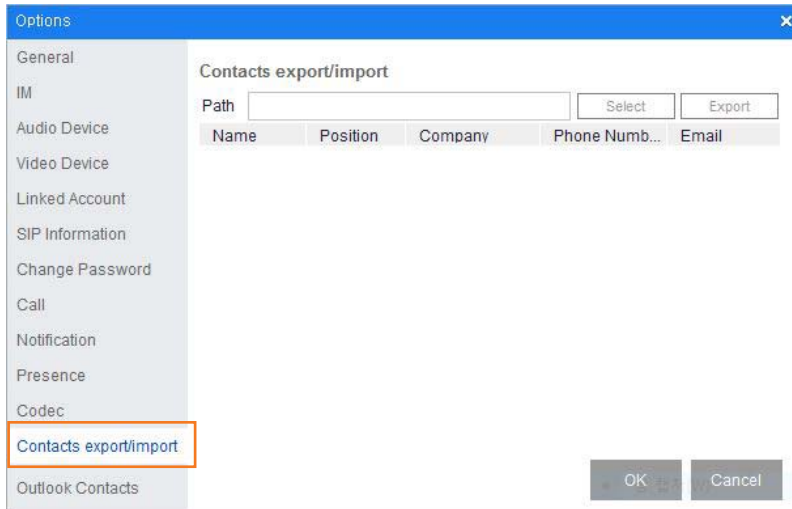
NOTE

Codec encodes voice or video signals to digital signal and it is also able to decode the converted signal when necessary. The quality of voice or video depends on what kind of codec it is.

You can check this information after logging into the UCE client.

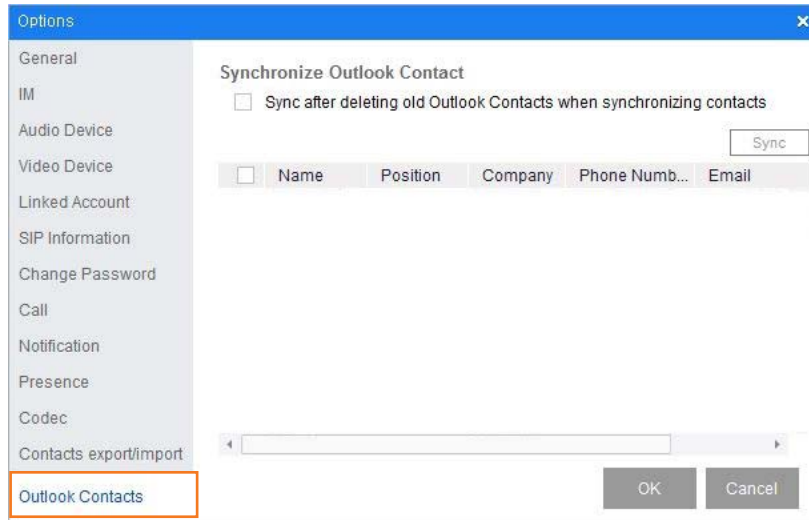
3.13.2.12 Interworking between Address book and Excel

In "interworking address book and excel", personal address book is downloaded or personal address book made for specific excel form is registered at a time.



3.13.2.13 Interworking between Address book and Outlook

In "interworking address book and outlook", after selecting the contacts stored in outlook, you can register this contacts in personal address at a time.



- **If there is existing outlook address book, put a check mark(☑) and register a new address book. If you click the sync button without checking 'Sync after deleting old Outlook Contacts when synchronizing contacts', the new address book is registered except duplicate contacts in the several address books that user selected.**

NOTE

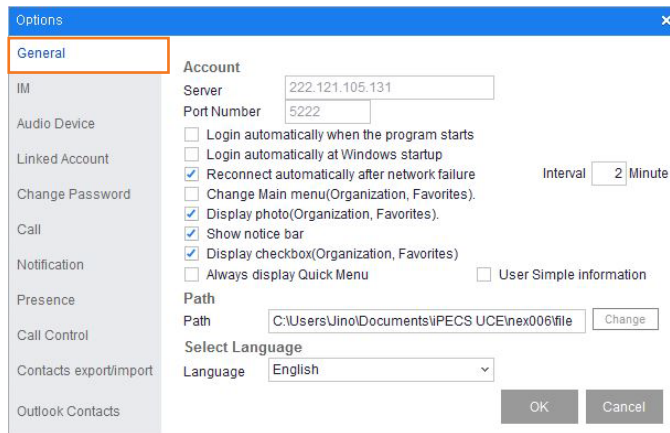
In 'interworking address book and outlook', the name and the phone number are required items to register the address book. The address book missing that information isn't registered.

3.13.3 Options - (C)

Set values for fields such as Server IP address, File Path, Audio/Video Settings, Accounts, SIP server information, Change Password, Call, Notification, Smart Presence, Codec etc.

3.13.3.1 General

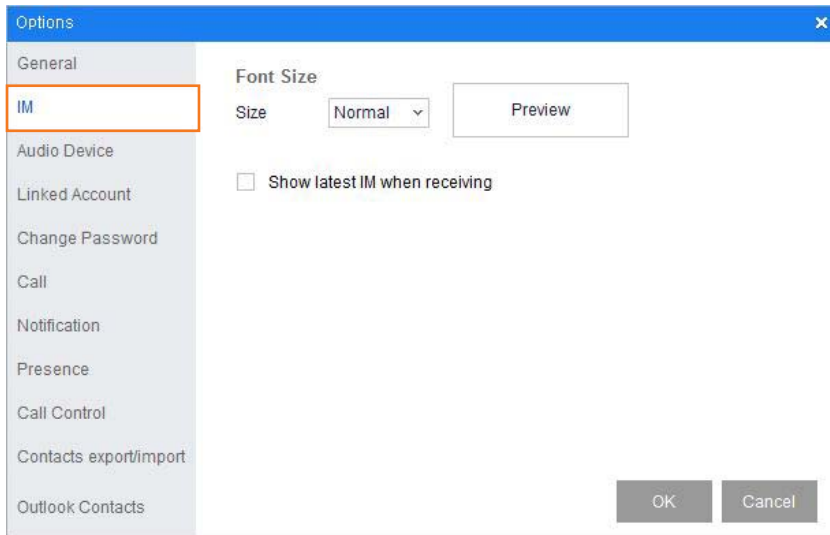
You can check and change settings for related accounts and file path.



- **Account**—When setting up the account, put the Server IP address and the Port Number first. Set the following functions according to your needs:
 - If you want to enable ‘Auto Login when the program starts’ then tick() the box. Once the change takes place, the app will automatically log in with the saved password after the program starts.
 - If you want to enable ‘Auto Login when Booting’ then tick() the box. Once the change takes place, the program will automatically start after Windows OS finishes booting. However, this function may differ depending on the OS version.
 - If you want to enable ‘Auto Reconnect when there is a network error’ then tick() the box. Once the change takes place, the application will automatically try to connect if there is a network error.
 - If you want to enable ‘Move to organization tab after login’ then tick() the box. Once the change takes place, the first screen that appears after login will be the organisation tab.
 - If you want to enable ‘Display photo(Organization, Favorite)’ then tick () the box. Once the change takes place, the user’s photos will be displayed in the organisation tab.
 - If you want to ‘Display Position’ in the call list then tick () the box. Once the change takes place, positions will be displayed in the call list.
 - If you want to ‘Display Notice’ then tick () the box. Once the change takes place, notices will be displayed at the bottom of the main screen.
- **Set Path**— You can check the download path for the files or click “Change” to change the path.
- **Language**—You can select the language for iPECS UCE

3.13.3.2 IM

You can edit the text font size for **IM**.



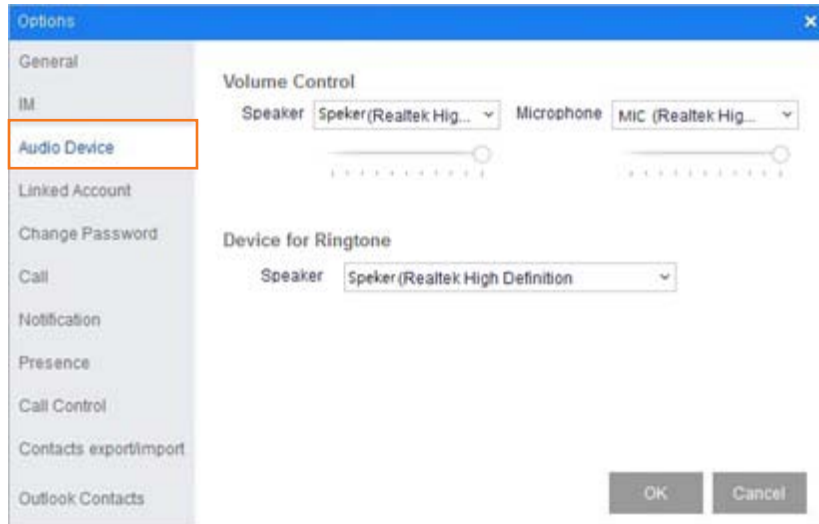
- **Set Font Size**—You can choose between small, normal or large for the font size.
- **New IM On The Top**—If you want to display the IM window at the top when there is a new message then tick (☑) this box.

NOTE

You can check this information after logging into the UCE client

3.13.3.3 Audio Device

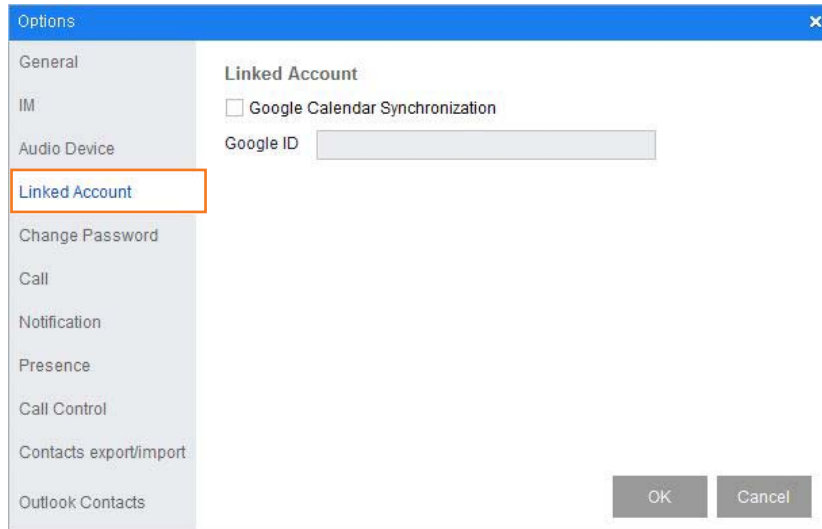
You can control the volume and edit the device configuration for ringtones and calls in **Audio Device**.



- **Volume Control**—You can use the bar to control the volume for the Speaker and Mic.
- **Device for Ringtone**—Select the device needed for Ringtone.
- **Device For Call**—Select the device for Speaker and Mic.

3.13.3.4 Linked Accounts

Linked Accounts allows you to link with Google Calendar. If you want to link to Google Calendar then enter your Google ID.



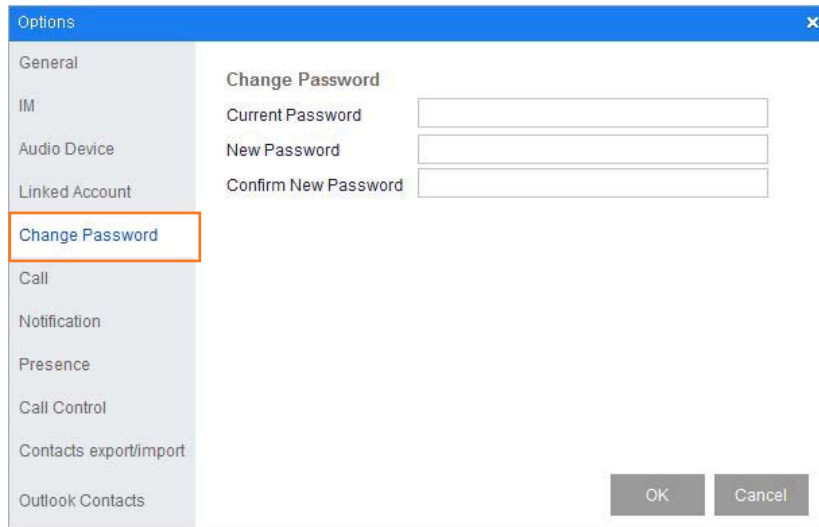
- **Google Calendar Synchronisation**— Tick(☑) the box if you want to link your account to Google Calendar.
- **Google ID**—Enter the Google ID for the account that is to be linked.

NOTE

You can check this information after logging into the UCE account.

3.13.3.5 Change Password

You can change the set password in **Change Password**.



- **Current Password**—Enter the password that is currently being used.
- **New Password**—Enter the new password.
- **Confirm Password**—Enter the new password again to confirm this is the correct password.

NOTE

The security of your password is very important, make sure that you use a strong and safe password for the server. If the password is not set or its strength is very low you might become a target for hackers.

You can check this information after logging into the UCE client.

3.13.3.6 Call

Call allows you to set the plan for dialing. The user does not have to input all numbers for making a call because there are pre-set numbers in 'Dialing Plan' that will be used for calling.

The screenshot shows the 'Options' dialog box with the 'Call' tab selected. The 'Dialing Rule' section contains the following fields and options:

- Digit Settings:** A text box containing '0' followed by 'or More' and '(0 : Not Set)' below it.
- Exception (SSDP):** A text box with 'Add' and 'Delete' buttons.
- CO Access:** A text box containing '9'.
- Country Code:** An empty text box.
- Area Code:** An empty text box.
- Press the Enter key to answer the incoming call.
- CRM Integration:**
 - Use CRM Integration (with a 'Settings' button)
 - Use CRM Pop-up (with a 'Search' button)

'OK' and 'Cancel' buttons are located at the bottom right of the dialog.

- **Digit Settings**—Enter the desired number range for the call. For example, if you set the digits to '4', Dialing Plan will be applied if the user inputs more than 4 digits when he calls.
- **CO Access Code**—Enter the numbers for making external calls. For example, if you set '9' as CO access code '9' will be automatically added when the user makes external calls.
- **Country Code**—Enter the numbers for making international calls. For example, if the user entered Korea's country code '82' in the Contacts the application will remove '82' and make a call.
- **Area Code**—Enter Area Code for the area you are in. For example, if the user entered Area Code '02' in the Contacts the application will remove '02' and make a call.
- **Exceptions(SSDP)**—This field is for distinguishing extension calls. If the user registered extensions to act as exceptions for CO Access, they can use SSDP,
- **SSDP(Station Start Digits Pattern):** If the starting number matches SSDP, the CO Access number will not be entered even though it is already set. Enter the starting numbers in the SSDP field if you want to avoid automatic insertion of a CO Access code.
- **CRM interworking:** Function for searching for customer information and Pop-up Information are provided by interworking with CRM. It Requests searching for that CID from the interworked CRM with UCE Client by using CID information when UCE user sends or receives call. And if search results are appeared, the results pages are popped up or CRM search icon is displayed at the bottom left of the Smart Work.

NOTE

If you set the CRM interworking, you are able to use the CRM used in-house. UCE support CRM from Mondago.

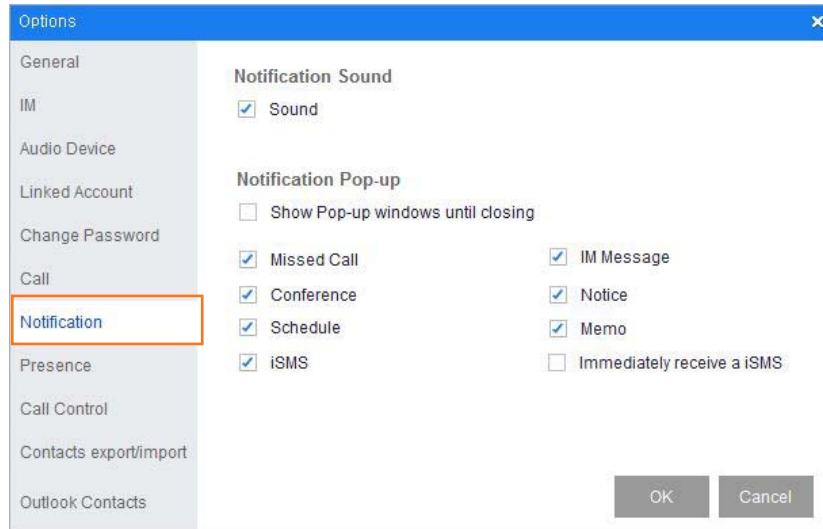
This function and setting only allow the users who have Mondago's CRM licence to use.

The values set in the UCE server will be the default for the Dialing Plan. If you are following the Dialing Plan from PBX there is no need to configure it separately in the UCE server.

You can check this information after logging into the UCE client.

3.13.3.7 Notification

Notification allows you to keep and set notification pop-ups for Missed Calls, iSMS, Conference, Schedule, IM contents, notice, Memo etc.



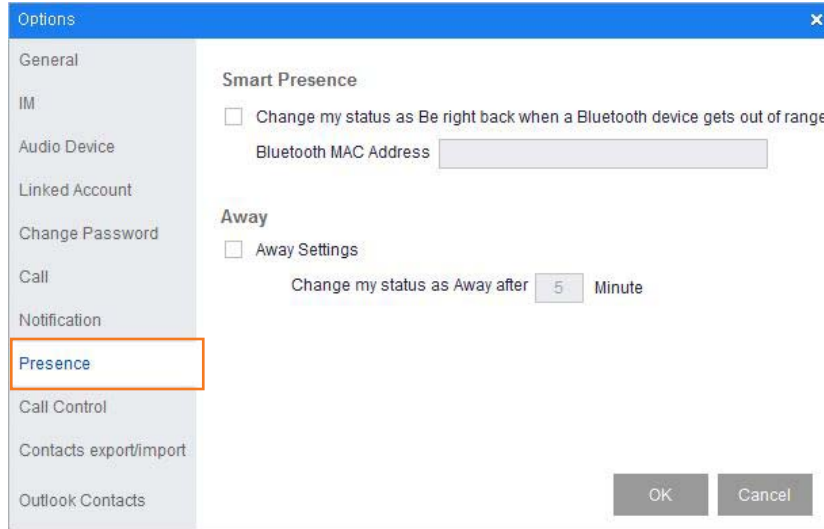
- **Notification Sound**—Tick() the checkbox if you want to enable notification sound.
- **Notification Popup Setting**—You can set notification popups for Missed Calls, IM Messages, iSMS, Notices, Conferences, Memos, Immediately receive a iSMS and schedules. You can also choose to keep Notice Pop-up here. If you want to enable any of these, tick() the checkbox next to the description.

NOTE

You can check this information after logging into the UCE client.

3.13.3.8 Presence

In **Presence** you can enter the address of a Bluetooth device to use it. If you tick (☑) the Away Status Settings and enter a time, the user's Presence will be set to 'Away' after the designated time period. For more information on Presence please take a look at the 'Presence' section in the guide



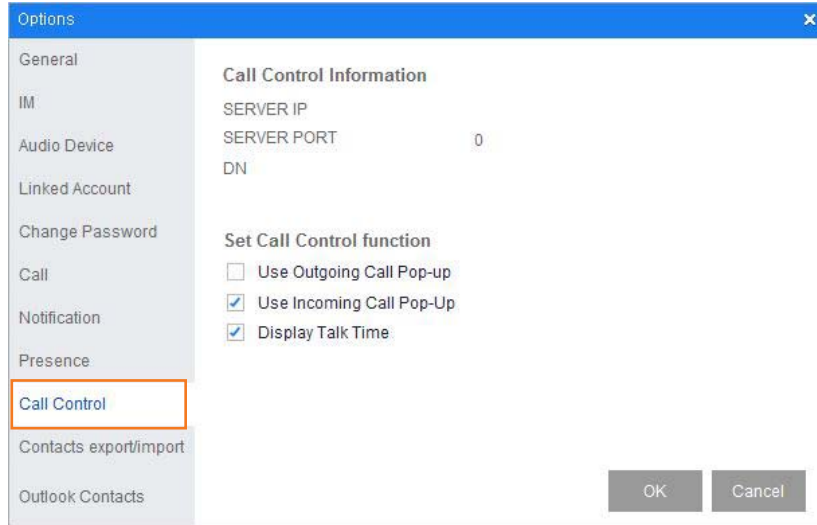
- **Smart Presence—What is Smart Presence?** If a user registers their smart phone in PC Bluetooth, their Presence will automatically change to 'Away' if they go outside the Bluetooth range.
- Add Bluetooth device to PC and tick(☑) the checkbox for 'Use Bluetooth'.
- Enter the Bluetooth's MAC Address in (xx:xx:xx:xx:xx:xx) format.
- **Away** — If you tick (☑) the Away Status Settings checkbox and set the time, your Presence will automatically change to Away after the designated time.
- Tick(☑) 'Away Status Settings' first to allow you to enter the set time.

NOTE

Click on one of the devices in **Control Panel > View Devices and Printers** to view its properties. MAC address is the value in Unique Identifier.
You can check this information after logging into the UCE client

3.13.3.9 Call Control

Call Control allows you to check the details of Call Control mode. You can also enable Incoming/Outgoing Call Pop-ups and Display Talk Time.



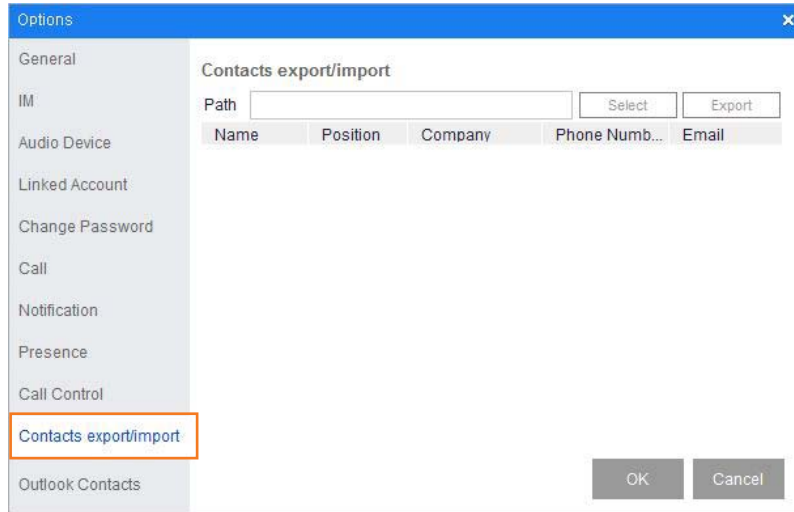
- **Call Control Information**—You can check the details of the Server IP, Server Port and DN used for Call Control mode.
- **Set Call Control function**—You can set the Call Control functions in the list below. Tick() the box to enable each function.
- **Use Outgoing Call Pop-up:** By default there is no Outgoing Call Pop-up when the user makes a call using an IP phone linked to the PC (But the pop-up will appear if you make a call using the PC). If you enable() this function there will be a pop-up for outgoing call when you use an IP phone linked to the PC.
- **Use Incoming Call Pop-up:** When enabled, this function will display pop-ups for incoming calls on the user's PC.
- **Display Talk Time:** When enabled, this function will display the time of the call on the user's PC.

NOTE

You can check this information after logging into the UCE client.

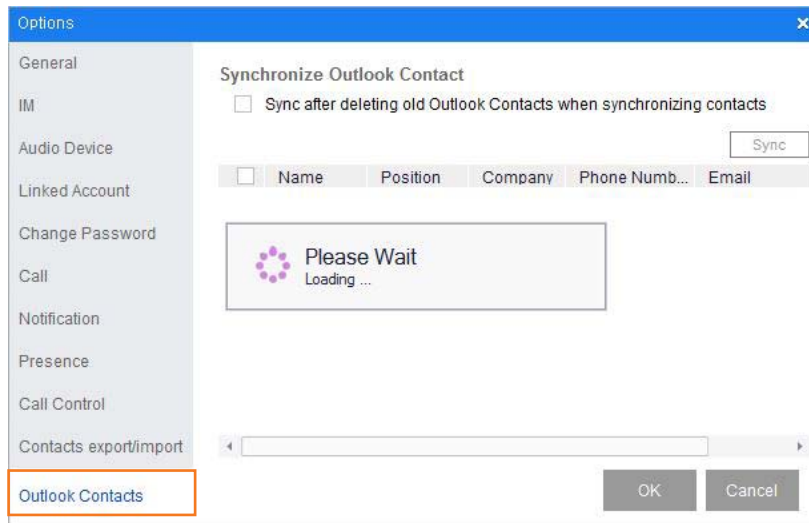
3.13.3.10 Interworking between Address book and Excel

In "interworking address book and excel", personal address book is downloaded or personal address book made for specific excel form is registered at a time.



3.13.3.11 Interworking between Address book and Outlook

In "interworking address book and outlook", after selecting the contacts stored in outlook, you can register this contacts in personal address at a time.



- If there is existing outlook address book, put a check mark(☑) and register a new address book. If you click the sync button without checking 'Sync after deleting old Outlook Contacts when synchronizing contacts', the new address book is registered except duplicate contacts in the several address books that user selected.

NOTE

In 'interworking address book and outlook', the name and the phone number are required items to register the address book. The address book missing that information isn't registered.

Appendix- Useful Information

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

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 the Ericsson-LG Enterprise Web site, <http://www.ericssonlg-enterprise.com>. Ericsson-LG Enterprise reserves the right to make changes at any time without notice. Open Source Software used in this product are listed as below.

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agsXMPP	GPL 2.0
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