

iPECS

UCS Mobile Client for Android

User Guide

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

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Before Use

About This User Guide

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

Introduction of the Document

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

Organization of the Document

This guide consists of this before use, what's new, eight chapters and an appendix. The title of each chapter is as follows:

- Before Use
- What's New
- Chapter 1 Overview
- Chapter 2 Installation
- Chapter 3 General Description
- Chapter 4 Presence
- Chapter 5 Phone
- Chapter 6 IM (Instant Messaging)
- Chapter 7 Messages
- Chapter 8 Settings
- Appendix – A

Document Conventions

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

Text formatting

The narrative-text formatting conventions used are as follows:

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

Explanation of Symbols

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



CAUTION

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

NOTE

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

What's New

This document includes new and modified information for the iPECS UCS Client for PC User Guide. Click the links under each phase or version to see of what is new.

UCS Phase 6

Version 6.1.x

User base license (Basic, Advanced, Power)

Provides User base license to provide better user experience with simplicity and cost advantages. Three types of user licenses are available. ba Basic, Advance and Power user licenses.

[Refer to Unified v3 documents \(Introduction, Training, Manuals\) for details.](#)

Multi-login support (Need Power user license)

UCS user with power user license can log in to multiple devices at the same time.

[Link to Multi Device Login section](#)

Enhanced UX of Call log sync & IM Continuity

Call log sync — Call log sync is supported for a user with multiple devices.

IM Continuity — Instant Message (IM) can continue when changing UCS clients or newly log-in.

[Link to Multi Device Login section](#)

Push service for Android mobile

Applying event push notification to awake UCS mobile as a new way to deliver communication events (call, IM, etc) to UCS mobile clients. Push notification can extend the battery life of smartphone as a good advantage.

[Link to Push Service section](#)

Automatic failover for UCS Premium

In addition to UCS Standard clients, UCS Premium clients from v6 support automatic failover to stand-by call server in Geo-redundancy / T-Net environment. System can send stand-by call

server or LCM IP address to UCS clients when initializing so that UCS clients can failover when disconnected to primary call server.

[Link to System Failover section](#)

On-demand call recording on mobile

In addition to desktop UCS clients, from v6, UCS mobile can also support on-demand call recording. Not use system resource.

[Link to Call Recording section](#)

Chapter 1

Overview

This chapter is an overview of the UCS client.

1.1 Introduction of UCS Client

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

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

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

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

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

NOTE

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

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

NOTE

It is recommended to use TCP mode to reduce the battery consumption when using UCS Client. However, if the system supports only UDP mode, the battery consumption may increase. UCS Mobile Client does not support Voice service via VoIP in MEX mode.

Chapter 2

Installation

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

- Step 1: Verify the hardware and operating system
- Step 2: UCS Client installation on Android phone
- Step 3: Initial setup of the UCS Client
- Step 4: Login to the iPECS system and UCS server

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

2.1 Requirements for Hardware and Operating System (OS)

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

2.1.1 Hardware

- CPU 1GHz
- RAM 512MB
- ROM 1GB
- LCD (Minimum resolution : 800 x 480)
- Wi-Fi, Cellular data network interface
- Front Camera (for Video call)
- SD Card

NOTE

Voice and Video quality are dependent on the manufacturer and model of your Android device. In the case of Tablets and depending on the product characteristics, audio for voice and video calls may operate only through the speaker.

2.1.2 Operating System (OS)

- Minimum: Android 4.1 or higher
- Recommended: Android 4.3.1 or higher
- Additional settings for Battery Policy, Protected App. and device based option are needed for the devices which have vendor specific Android OS included AOSP(Android Open Source Project), UCS will not work properly without correct settings.
- Upon initial installation, additional settings for Battery Optimization and App Permission are needed for the devices which have Android 6.0 or its later version OS, UCS will not work properly without correct settings.

2.2 License and Lock Key

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

iPECS UCS employs a seat-based license scheme. In this scheme, the maximum number of registered UCS Clients is set in the installed lock-key.

NOTE

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

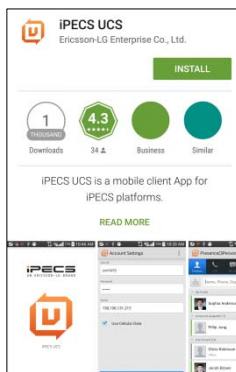
2.3 UCS Client Installation

This section explains how to install UCS Client.

2.3.1 Installation from Google Play Store

The application is downloaded free and installed from the Google Play Store.

1. Run **Play Store** on your mobile phone.
2. In Play Store, enter “iPECS UCS” in the search box, and press the **Search** icon.
3. Select iPECS UCS from the search list.
4. Press **INSTALL** then the **AGREE** button on the right side of the screen to install UCS Client.



- When installation is complete, the UCS Client icon will display on the Home screen, and when the icon is selected, UCS Client will launch.
 - UCS Client automatically optimizes the screen size according to the resolution or the orientation of display.

NOTE

You can also install and use the iPECS UCS Application from Google Play Store on your Android tablet.

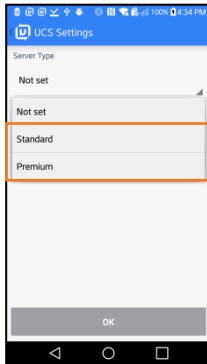
2.4 Initial Setup & Login

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

2.4.1 UCS Settings

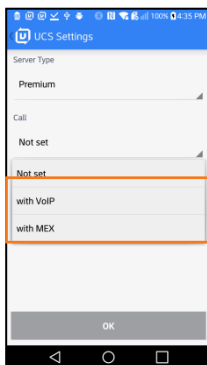
For the initial installation, you must set the '**Server Type**' and '**Call**' option. Press the UCS icon () to open the UCS Client.

- Once launched, the UCS Client Login screen will appear.
- In 'Server Type', select the license type according to the UCS server.

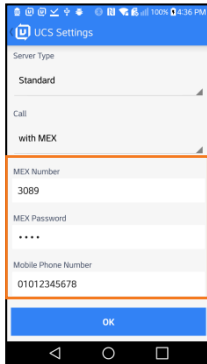


- Standard:** Client works with UCS call server.
- Premium:** Client works with UCS server that was configured separately with call server.

- In the 'Call' option, the user can select the call mode to use for the call.



- **with VoIP:** All calls use the data network to make or receive a call.
 - **with MEX:** All calls use the carriers (mobile) call service to make or receive a call.
4. If the user selects 'with MEX', the user must enter 'MEX Number', 'MEX Password' and 'Mobile Phone Number'.

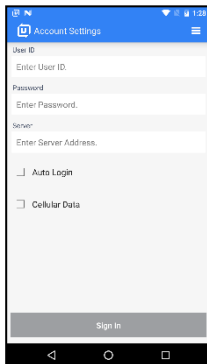


- If the MEX number and password are not entered, the default settings in UCS server are used.
 - In order to use MEX feature properly, the user must enter their own mobile phone number.
5. To change the UCS Client's license type, press **Option Menu** in the upper right of Account Settings screen, and select **UCS Settings**.

2.4.2 Login Account Settings

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

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



- **User ID:** 2-100 alphanumeric and dot (.) characters
- **Password:** 1-100 alphanumeric and symbol characters
- **Server:** IP Address or domain name provided by your iPECS Administrator
- **Auto Login:** If checked, UCS Client can automatically log in to the account recently logged in when running.
- **Cellular Data:** If checked, UCS Client can employ 3G/LTE cellular data as well as Wi-Fi network environments. Note that data service charges will apply when using 3G/LTE networks.

2. Click the Sign In button to register and log into the iPECS system and UCS server.

2.4.3 Network Settings

Before log-in, the user first can set various functions required for network connection. After log-in, the user can change them in '**Settings>System Settings**'.



- If the user sets Cellular Data, the UCS Client can connect via 3G or 4G data network as well as Wi-Fi.
- Wi-Fi AP (Access Point) access control can be set up in the Wi-Fi White List.
- In Connection Option, set the connection type to system.
 - Base Protocol: Set base protocol for connection. Default is set to TCP.
 - Connection Check Period: Set the period for checking the connection to system. Default is set to 10 minutes for TCP and 1 minute for UDP.
- Reconnection Count: Set the limits of reconnection when the network connection has failed.

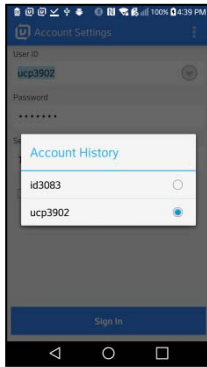
2.4.4 Push Service

In order to use the push service, the user needs to set up the push service in the UCS server and the Unified system settings. UCS passes information to the UCS server and the Unified system for receiving push services at login time.

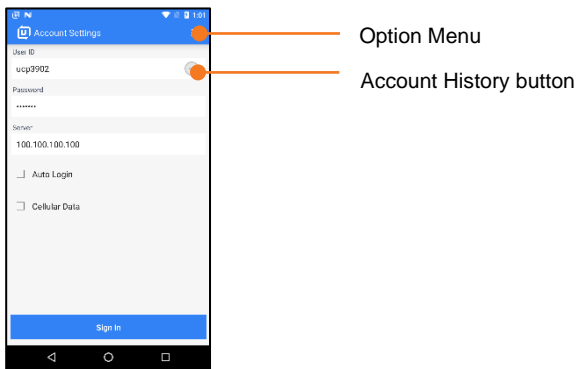
2.4.5 Login

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

1. Enter your account information and press **Sign In** button or select account from the Account History list.



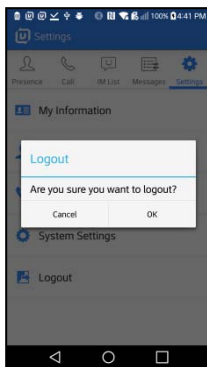
- Up to 5 Accounts can be saved.
 - The user can delete a saved Account in **Manage Accounts** of the **Option menu**.
2. If Account information is correct and iPECS system is properly configured, the Sign In button is activated.



3. Press the **Sign In** button.
- When the user exits UCS Client and restarts it, UCS Client will be logged in with last logged account information.

2.4.6 Logout and Exit

To logout, select **Logout** from the Settings menu tab. And then the user can return back to Login View, If the user push the Back button, UCS Client quit application by itself.



- When Confirm message is displayed, press **OK**.
- If the user log out, the user will not be received a push service any more.

2.4.7 Multi Device Login

UCS Client can login in one of the different kinds of devices. It is allowed to login in maximum three kinds of different devices at the same time. The following is a description of the device type classification.

- **Desktop Type:** Windows(PC) / MAC Client
- **Mobile Type:** iPhone Mobile / Android Mobile Client
- **Tablet Type:** iPad Tablet / Android Tablet Client

NOTE

- 1) Multi Login is not allowed to login in with same kinds of device. That is to say if you are trying to login in Mac Client while logged in Windows PC Client simultaneously, the Windows PC Client is logged out, and then MAC Client is allowed to login in.
 - 2) For example, allows Multi Login Combination is 'Windows (PC)' + 'iPhone Mobile' + 'Android Tablet'.
-

1. **Presence and Call Log Synchronization:** Multi-Login Devices share same presence and Call Log
2. **Simultaneous Ring Support:** When an incoming call is ringing, Multi-Login devices are ringing at the same time.
3. **IM Message Synchronization:** Multi-Login devices are received same IM Message.

2.4.8 System Failover

In case UCP/eMG system is under the T-Net, when Call Service is unavailable due to Active CCM and Standby CCM are disconnected by some reasons, UCS Client can access to LCM which is involved in and use Call Service.

2.4.8.1 On Local Survival

When Active/ Standby CCM is disconnected in T-Net, UCS Client can access to LCM which is involved in and use Call Service. It displays [On Local Survival] on title to let user to know that UCS Client service is restricted except call.

NOTE

For UCS Client to connect with LCM, please check below

- 1) To connect with LCM, UCS Client should register same user information as Premium license which is registered in CCM to LCM as standard license.
 - 2) UCS Client which is connected in LCM is available to use call service.
-

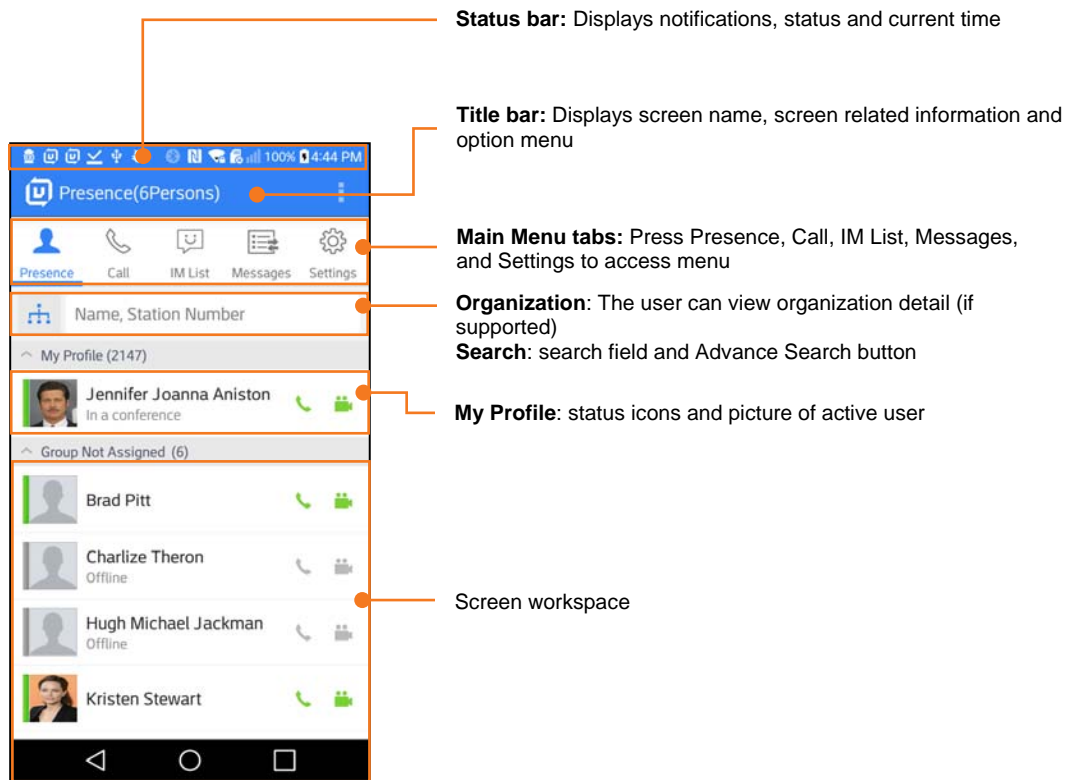
Chapter 3

General Description

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

3.1 UCS Main Screen

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



NOTE

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

3.1.1 Main Menu

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

3.1.2 Options Menu

This menu activates if you press the **Options menu** button on your phone or on the title bar. The Options menu applies to the current screen or to the entire UCS Client application.

3.1.3 Context Menu

A Context menu is a floating menu that appears when you perform a long-click on an element.

NOTE

Context menus are not available for all screens. If nothing happens when you long-click an item, there is no context menu for that particular screen.

3.1.4 Home Button

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

3.1.5 Back Button

If you press the **Back** button, the current screen returns to the previous screen.

3.1.6 Notifications

In the status bar at the top of the screen, the UCS Client icon indicates the login status of the client. The status bar includes icons to notify you of events such as a missed call, SMS, chat, and administrator messages. In addition, with the UCS Client in background (you pressed the Home button) while on a call, pressing the status bar icon will return the UCS Client to the call screen.

Touch and drag the Status bar down for more details on a notification.

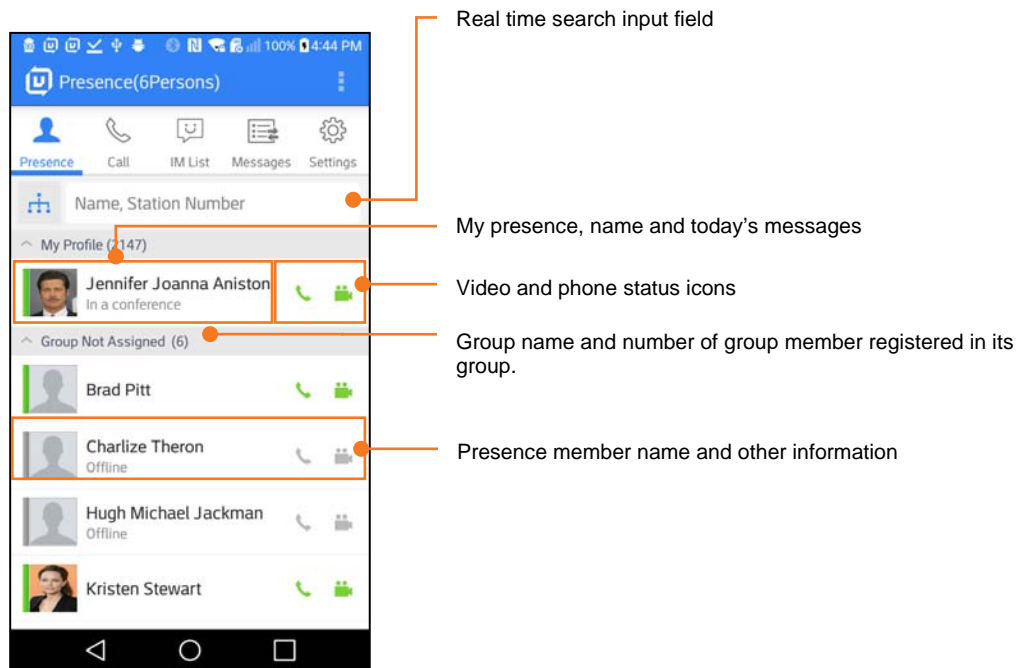
Chapter 4

Presence

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

4.1 Presence Menu

You access the Presence screen with the Main menu Presence tab. The workspace includes a search field and status display for the “members” you select.



NOTE








- The Title bar at the top of the Presence screen shows the number of members you have registered in the Presence list.
 - Adding/deleting/editing the group is not supported. Moving the group is supported.
 - The user can set **View All User / Online User** and **Sort By Position / Name** with **Option menu**. However, standard license does not support Presence group.
-

-
- In MEX mode, video presence is not displayed.
-



4.1.1 Presence and Icons

The Presence status in text form displays below each member's name and graphically by a colored bar to the left of the member's picture. Other icons, shown to the right, indicate their iPECS phone and camera status. A colored bar on the left of the member information provides a quick view of the members status.

Presence bar colors:

Offline	
Online	
Be Right Back	
Away	
Out Of Office	
Busy	
In a Meeting	
DND	

iPECS Station Call Status Icon:

Offline	
Available	
Busy	
DND	
Forward	

Video Status Icons:

Not Available	
Available	
Busy	
Offline	
DND	

4.1.2 Presence View Option

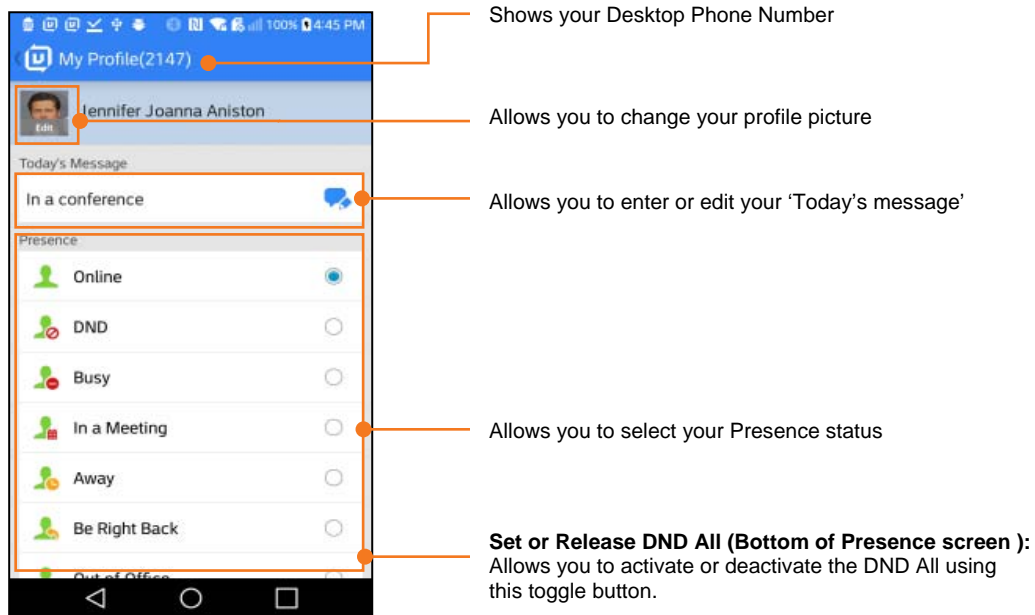
You can sort the list of members using the **Option** menu. Press the **Option** menu button then select the desired view and sort option.

- **View All User:** displays presence for all your members
- **View Online User:** displays presence only for members that are on-line
- **Sort By Name:** displays members sorted by name. A Premium license is required.
- **Sort By Position:** displays members sorted by their company position. A Premium license is required.
- **Add Group:** Adds a group to a presence. This feature is supported only on Premium license.
- **Edit Presence:** Change a presence group name, delete a presence group, move a member to another group and delete a member. This feature is supported only on Premium license.
- **Synchronize Presence:** Manually synchronize the status information of presence members.

4.2 My Profile


You can access “My Profile” screen by selecting “My Profile” in the presence list screen. By using this, you can change Today’s message, my photo, and my presence.

4.2.1 My Profile Screen



4.2.2 Change My Picture

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


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

NOTE

When you taking a picture with your phone camera through 'Take Picture' menu, even if it looks normal, the rotated picture may be displayed on the changed my picture because the picture may be rotated and stored depending on the device.

4.2.3 Change Today's Message

You can change your Today's Message that is displayed to other members.

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



4.2.4 Change My Presence

You can manually change your presence status.

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

4.2.5 DND All

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

1. Press "**Set DND All**" button to activate DND All.
 - As notification message, 'Set DND All Succeed' shows and DND All function is set.
 - DND () icon is displayed at the Presence and Call menu.
2. Press "**Release DND All**" button to deactivate DND All.
 - A notification message, 'Release DND All Succeed' shows and DND All function is cancelled.
 - DND () icon is removed from the Presence and Call menu.

NOTE

"**Set DND All**" button will be displayed when My Presence status or My Phone status is not in

DND (Do Not Disturb) mode.

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

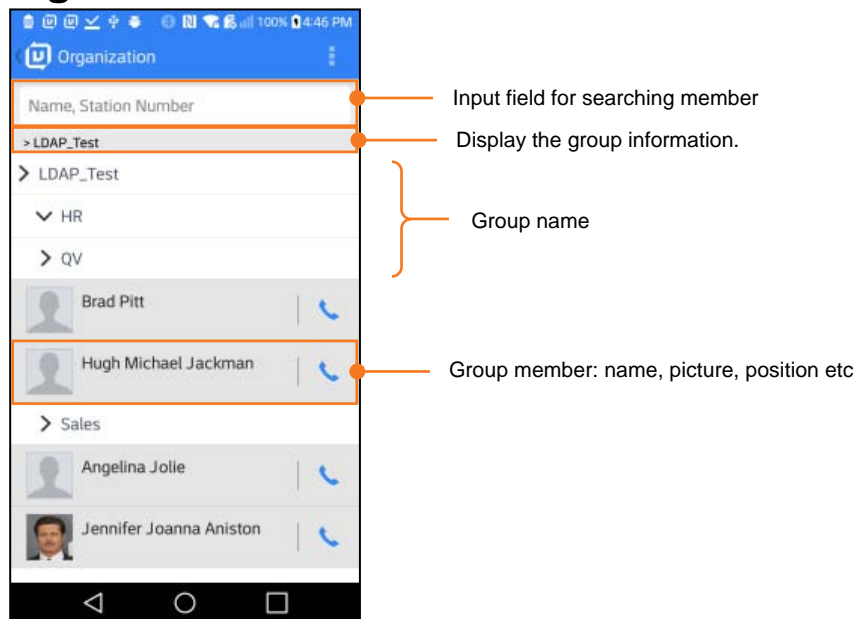
4.3 Organization

If the UCS server supports the Organization feature, the button displays on the left side of the search input field. The user can press the button to view Organization detail.

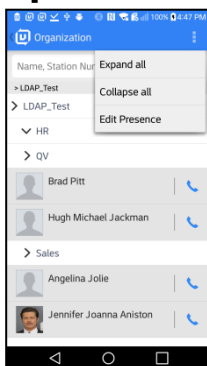
NOTE

Only Premium license supports the organization feature.

4.3.1 Organization Screen



4.3.2 Option Menu on the Organization

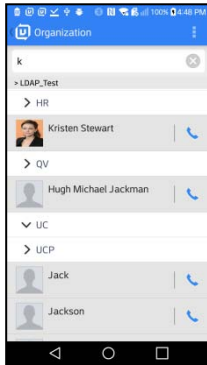


- **Expand all:** Shows all the members of the organization.
- **Collapse all:** Closes all the expanded organization and shows the top-level organization.

- **Edit Presence:** Can be registered as presence member if any member of organization is UCS user.

4.3.3 Searching the Organization Member

You can search the members of the organization.



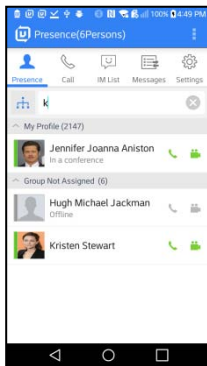
- Search with member name
- Search with number
- Search with group name

4.4 Search Member

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

4.4.1 Searching Presence Members

1. Enter a search string in the search field.



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

NOTE

With the Standard license, only search by user name is implemented.

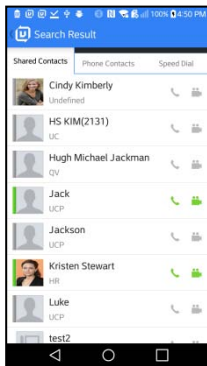
3. A list of matching records displays. Select the desired member to view the Associated Feature window.
4. If no match is found, you can use **Advanced Search** discussed in the next section.

4.5 Advanced Search, Searching Shared, Contacts and LDAP

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

4.5.1 Searching Other Databases

1. After entering your search string in the search field, select the Advanced Search button (Spyglass).
2. Select the database (Shared Contacts, Phone Contacts, LDAP, Speed Dial) to view the list of matching user records.
3. Select the desired user to view the Associated Feature window.



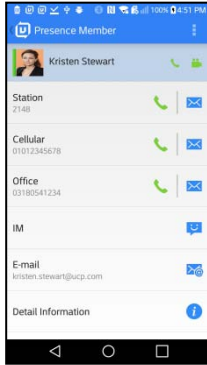
NOTE

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

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

4.6 Associated Feature Window

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



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

NOTE

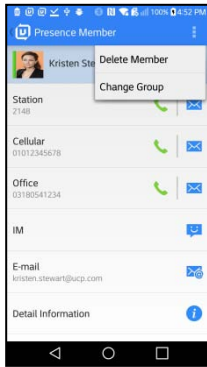
If the Presence (IM) status is off-line, the UCS Client can Leave A Note to the offline user.

4.6.1 Add a Contact from the Shared directory

In the Associated feature window, scroll down to display and select **Add** to add the user as a presence member. You may be added as a Presence member for the user you selected automatically.

4.6.2 Delete a Presence Member

1. In the Associated Feature window, select the **Options menu** button.

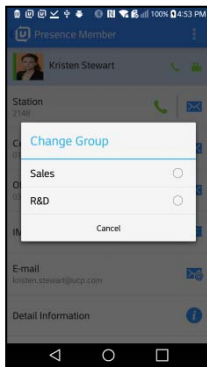


2. Select **Delete Member** to delete the Presence member.

4.6.3 Change Member's Group

With the UCS Premium Client, you can select the group associated with a Presence Member.

1. To change the member's group, in the Associated Feature window, select the **Options** menu button.



2. Select **Change Group** and then select the desired group from the list.

NOTE

With the UCS Premium Client, you can set the workspace to display all members or just online members and sort by rank or name with the Options menu.

Chapter 5

Phone

This chapter explains the basic and advanced UCS Client calling features including making and receiving calls, transferring calls, calling from the Call logs, Call Back, and Call Through. In addition, SMS (Short Message Service) is introduced. The UCS Client also has access to the iPECS system features, which are described in the iPECS phone User Guide.

5.1 Voice Call

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

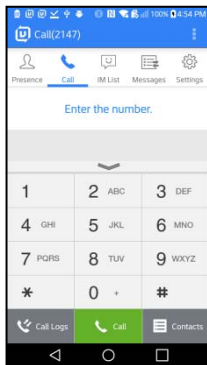
NOTE

An established UCS call is placed on hold if a cellular call is received and is recovered when the cellular call is terminated.

5.1.1 Making a Call

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

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



2. Select the Call () button.

NOTE

- You can place calls from other screens where the phone icon appears.
 - UCS Client does support some Bluetooth Headset products and features.(Recommended Products – Plantronics Voyager PRO HD(Answer/Hangup call, Voice), Jabra BT2046, (Voice)
-


5.1.2 Answering a Call

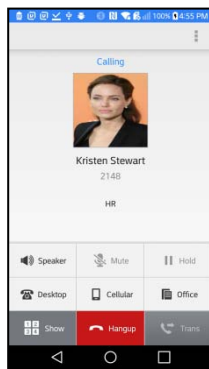
When a call is received, the phone will ring and the UCS Client displays the incoming call screen with the caller id, including the number, name and picture of the calling member. To answer the call, press the **Answer** button.

NOTE


MEX mode does not support this feature.

5.1.3 Hang up a Call

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

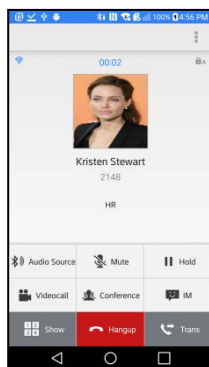


NOTE

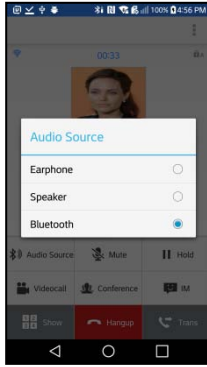
A lock () icon may appear at the top of the screen indicating that your call is encrypted for security. MEX mode does not support this feature.

5.1.4 Call with a Bluetooth Headset

1. When you receive a call while Bluetooth is connected, the call will be connected via Bluetooth by default.
2. Press **Audio Source** button.



3. Select the audio path you wish to call.



NOTE

MEX mode does not support this feature. Basically, the ringtone for incoming call will be played through the speaker even though Bluetooth headset is connected for consistency with various mobile phone manufacturers and models.

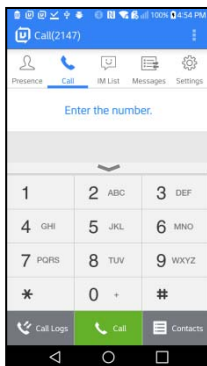
UCS Client officially supports only some Bluetooth headset products and features.

- **Plantronics Voyager PRO HD:** (Answer/Hangup a call, Voice),
 - **Jabra BT2046:** Voice
 - **Android OS:** 4.0 or higher
-

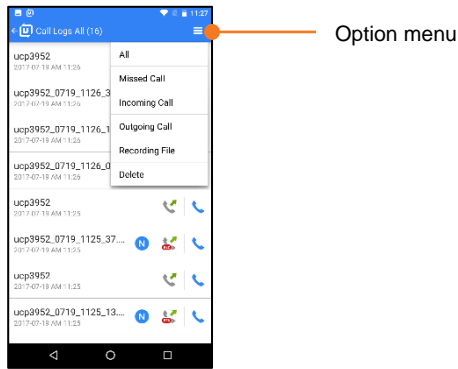
5.2 Call Logs

The Call Logs is a listing of calls placed, received or missed.

1. With the Call screen active, press **Call Logs** button at the bottom.



2. All call logs are displayed. Press Option menu and you can choose the following call types:



- **All:** Show the entire call list.
- **Missed Call:** Show the missed calls list
- **Incoming Call:** Show the received call list.
- **Outgoing Call:** Show the outgoing call list.
- **Recording File:** Show the recording file list.
- **Delete:** Delete the call log list and the recording file list

3. Select the specific log entry.

NOTE

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

5.3 Call Back, Call Through and VCC

5.3.1 Before using


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

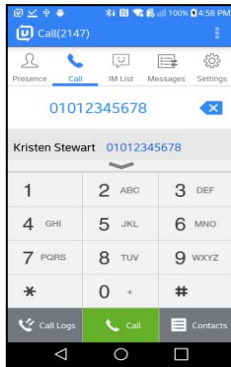
- Call Back requires **My Mobile Number** to be set and **Call Mode** should be set to **Call Back** or **Always Ask**. This option lets you choose the way that UCS handles these call requests
- Call Through needs **System Access Number** that is normally a DID (Direct Inward Dialing) number that is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

5.4 Call Back

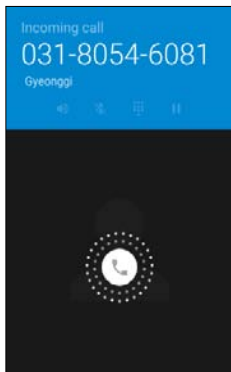
With Call Back, you can instruct the system to call the desired party and call you back when the call is placed. In this way, the iPECS system will place the call reducing the call cost.

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

2. Select the **Call** () button. If the call mode is set to “Call Back”, iPECS system calls you back.




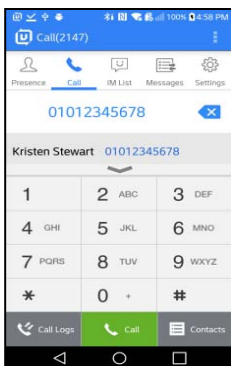
3. When the iPECS system calls you back, answer the call and you will be connected.



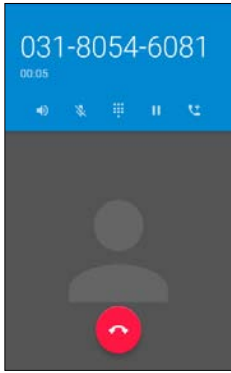
5.5 Call Through

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

1. Enter the number of the party you want to call.
2. Select the **Call** () button. If the call mode is set to “Call Through”, it will place the call.



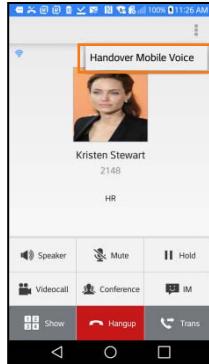
3. The UCS Client calls the iPECS system ‘Access Number’ and provides the desired number. Then, the iPECS system places the call and connects you.



5.6 VCC (Voice Call Continuity)

When on a call employing a Wi-Fi connection, if the Wi-Fi signal is weak, you can shift the call to a cellular network call, which may have a stronger signal and provide wider area reception so the call is not dropped due to lack of signal. Note that cellular network charges will apply to a VCC call.

1. During your call with Call screen displayed, press the **Option** menu button and select **Handover Mobile Voice**.



2. You will be connected to the call using your mobile network and service charges may apply.

5.7 SMS

You can send short messages to internal and external parties using SMS (Short Message Service). To start SMS from the Call screen, press the **Option** menu button and select **SMS**. For details on sending an SMS, refer to Chapter 7.

NOTE

Internal SMS messages can be sent simultaneously to a maximum of 5 members. However, external SMS may be limited depending on the system configuration and the service provider. External SMS is not supported in all counties or by all carriers.

MEX mode does not support this feature.

5.8 MEX

- **MEX:** You can use mobile extension feature. If checked, the internal call will be placed to my mobile call.
- **Forward Voicemail:** If checked, all the incoming call will be forwarded to voicemail.

5.9 Collaboration Features

When the user is busy, UCS Client provides the following the collaboration features. Please see the related features are discussed in more detail below.


- Transfer
- IM
- Video Call
- Mute
- Speaker
- Hold
- Conference

NOTE

MEX mode does not support this feature.

5.9.1 Transfer

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

1. Press the **Transfer** () button.
2. Dial the number to receive the call, or select a Presence member or Contact to receive the call.
3. If you select “OK” button, then you will await the answer to announce the call.

5.9.2 Hold

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

1. Press the **Hold** () button.

NOTE

A held call may recall to you if on-hold longer than the recall time configured in the iPECS system.

5.9.3 Conference

You can join several parties in a single call to form a Conference. Up to 6 parties (including you) can be connected in one call depending on the iPECS system configuration.


NOTE

If an IP Phone presided over the conference call, which can able to connect up to 5 parties.


5.9.4 Speakerphone

You can switch the UCS Client to the Speakerphone mode and the UCS Client will send audio to the handset loudspeaker.

5.9.4.1 Turn on Speakerphone

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


5.9.4.2 Turn off Speakerphone

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


5.9.5 Microphone Mute

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

5.9.5.1 Enable Mute Microphone

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

5.9.5.2 Disable Mute Microphone

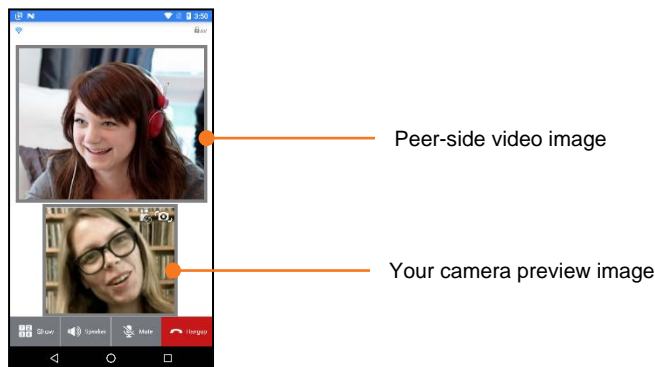
1. Press the red colored **Mute** () button.
2. The microphone will activate and the button text changes to black.

5.9.6 Video Call

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

5.9.6.1 Video Call Screen

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



- The camera preview image displays the front camera view of your mobile device before sending video images. If there is a problem using the front camera, the video call will be disconnected and you will be asked to close the video call screen.
- The peer-side video image is shown after receiving the video image from the connected party. It may take several seconds to display the video image in the beginning of the video call.
- The video call is automatically terminated if the UCS Client does not receive a complete video image within the permitted time. If you do not receive a video image during an active

video call, the default image is displayed but the video call is not terminated.

NOTE

Video call quality is dependent on the connecting network, and may not function properly on lower speed network connections.

5.9.6.2 Video Block


1. Press **Video Block** image in my video image.
2. The default image changes to camera preview image.

5.9.6.3 Video Pause

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

1. Press the **Video Block** image in my video image.
 2. Your video image changes to default picture image or the video image pauses.
-

NOTE

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

5.9.6.4 Hang-up Video Call

1. Press the **Hangup** () button.
2. The Video and Voice call are disconnected.

If the connected party disconnects only the video call then the UCS Client also disconnects video call, the Voice call is maintained and the normal Voice call screen displays.

5.9.7 Call Recording


UCS Client can record during a 1: 1 call or conference call, and the recorded files are stored on the phone. The user can also play or delete recorded files through the recorded file list in the call log.

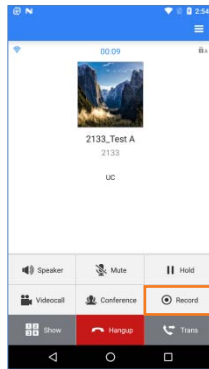
NOTE

The recorded files are saved in the following location on the phone.

- File management application > Internal Storage > iPECS_UCS > audio_rec
-

5.9.7.1 Call Recording Start


If the user presses **Record** () button on the call screen, the call record is started, and the recording time is displayed on the call screen.

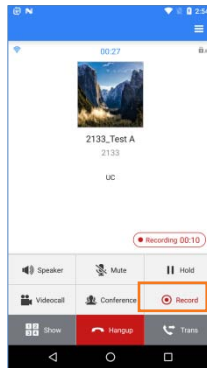



NOTE

Video call recording is not supported.

5.9.7.2 Call Recording Stop

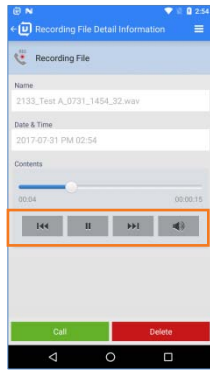
If the user presses **Record** () button on the call screen, the call record is stopped and the recorded file is saved. Keep the current call.



- Even if the call is ended during recording, the call record is automatically stopped and the recorded file is saved.
- During recording, the time of the recording () is displayed on the right side of the screen.

5.9.7.1 Play and Delete the Recording File

The user can also play or delete recorded files through the recorded file list in the call log.



Chapter 6

IM (Instant Messaging)

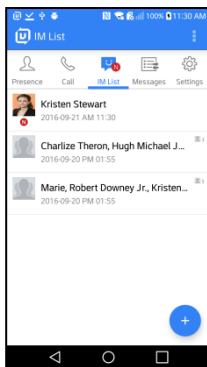
This chapter describes the IM (Instant Messaging) feature of the UCS Client. IM is an IP-based real-time communication service for text information. The UCS Client Standard edition supports 1 to 1 messaging sessions. With the Premium edition, 1 to many (maximum 50 members) sessions can be created.

NOTE

- With the Premium Client, you may “Leave a Note” to offline users
 - The UCS Mobile client supports only text messages.
 - The IM session messages and history is stored until the session is closed. If you log out or the network fails, the session remains open and is still available on your return to the session.
-

6.1 IM List Menu Tab

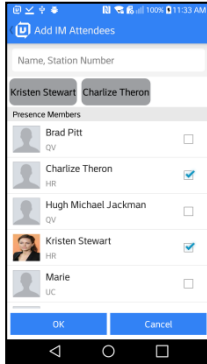
The IM List screen displays a list of your open IM Sessions, showing the names of participants, and the date and time the last IM was sent.



1. When you receive a new IM, the new IM icon (📧) displays and the IM List updates to indicate the new message.
2. In an IM session, you can access other UCS Client menus and return to the IM session through the IM List menu tab.
3. You can press and hold on an IM List to end and close a session.

6.1.1 Start an IM Session

1. To start an IM session, select **IM List** from the Main menu.
2. Select the **Option** button then select **New Chat**.
3. Select the desired member using the Search or Advanced Search function.
4. The IM session window displays.



5. Enter your message and press **Send**.

6.1.2 Enter an Active IM Session

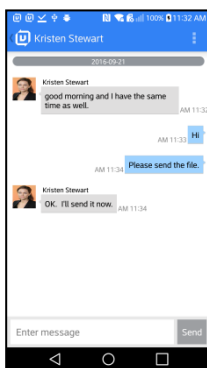
1. Select **IM List** from the Main menu.
2. Select the desired session, the IM session window opens.

6.1.3 Close All IM Sessions

1. To close all active IM sessions, select **IM List** from the Main menu.
2. Select the **Option** button then select **Close All**.
3. All IM sessions are terminated and the message logs are deleted.

6.2 IM Session Window

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

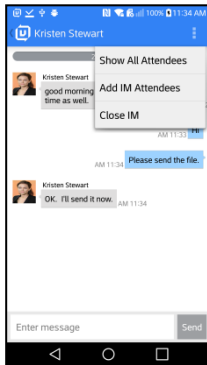


6.2.1 Send a Message

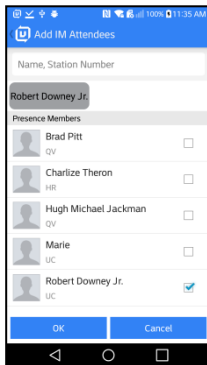
1. In the IM session window, enter your message.
2. Select the **Send** button.

6.2.2 Add New Member to Chat

1. From the IM session window, select the **Option menu** button.



2. Select **Add IM Attendees**.
3. In the New Attendees window, use the Search or Advanced Search function to select members then select **OK**.



NOTE

- With the Standard edition, you may use 1:1 chatting sessions only and you cannot send a 'Leave A Note' message to an off-line user.
 - With the Premium edition and external UCS Server, you may have up to 100 users in an active IM session.
-

6.2.3 Close an IM Session Window

1. From the IM session window, select the **Option menu** button.
2. Select **Close IM** and confirm.
3. The session closes and the session messages are deleted.

Chapter 7

Messages

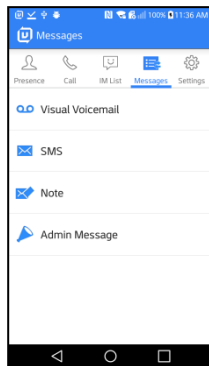
This chapter describes features related to the Messages tab for management of your Voicemails, SMS, Notes received while off-line, and Admin Messages. The Messages screen identifies the type of message, name or number of the party that left the message, and time the message was left.

NOTE



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

7.1 Messages Menu

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



New Message Icon:

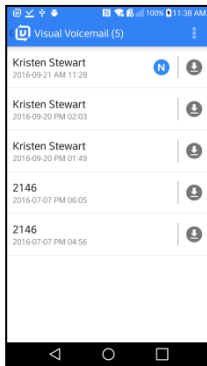
-  : New urgent Voicemail icon
-  : New Message icon

7.2 Voicemail



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

7.2.1 Visual Voicemail List


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

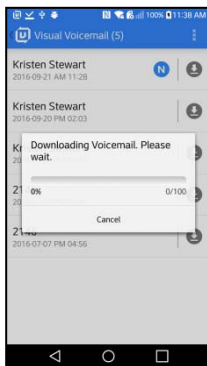


Visual Voicemail icons:



-  : New urgent voicemail
-  : New message

7.2.2 Downloading a Voicemail

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



Download Icon:

-  : Click to download
-  : Previously downloaded

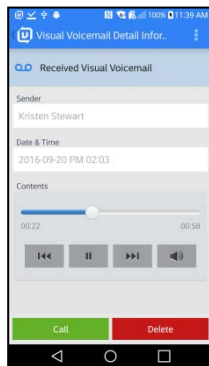
NOTE

UCS client downloads voicemail through ports 8002 ~ 8046 of voicemail board (UVM, UVMU, VMIU). Therefore, in order to use this function, the network connection between the UCS client and the voicemail board (UVM, UVMU, VMIU) must be established.

If the voicemail board (UVM, UVMU, VMIU) is in use, UCS Client cannot process all deletion function of voice message. (This is the system limitations. But Individual deletion function is possible.)

7.2.3 Voicemail Management

You can manage and control playback of messages by selecting a message to display in the **Message Detail Information** screen, where the common playback controls are located.

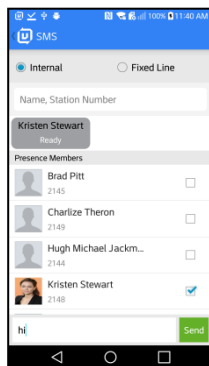


7.3 Short Message Service (SMS)



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

7.3.1 To send a text message

1. Select the **SMS** icon from the Associated Feature window or **Options** menu of Call window.
2. Select the **Internal** radial button to send to other users of the iPECS system or the **Fixed Line** radial button to send an external SMS.



3. To add a party to receive the SMS:

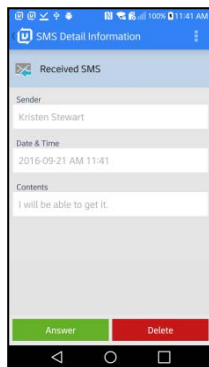
4. Use the Search or Advanced Search feature to locate and select a member, or select from the list that is automatically populate.
5. Enter your message and press the Send () button.
6. A receiver list indicates the message receipt status.
7. The Delete () icon removes a message from the list.

NOTE

- Fixed Line SMS may not be supported by your iPECS system configuration, check with your iPECS administrator.
 - You can change the destination number by pressing the **Internal** or **Fixed Line** button or long-clicking a Presence member.
-

7.3.2 Message Detail Information

You can view details for the selected message. Message Detail Information includes the Type of message, Name, Date and Time, and Contents.



7.3.3 To perform other features

1. Select the **View Sender (Receiver)** button at the bottom of the Message Detail screen.
2. Select a function from the Associated Feature screen.

7.3.4 To delete a message

1. Select the **Delete** button at the bottom of the Message Detail Information screen.


7.4 Note

Leave a Note is available to send a message to an off-line member. When a member's Presence is off-line, the UCS Premium Client offers the Leave A Note feature, which allows you to leave a note up to 100 characters.

7.4.1 To leave a Note to an off-line Member

1. Select **Leave a Note** icon from the Associated Feature screen.



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

7.5 Administrator Messages

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

7.5.1 View administrator messages

1. Select **Admin Messages** in Messages screen.
2. Select the message to view.
3. Select the **Delete** button to remove the message.

Chapter 8

Settings

This chapter describes the Settings menu. The Settings menu provides a number of items that you may configure including “My Information” and “System Settings”.

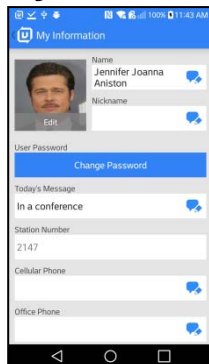
8.1 My Information

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

NOTE

You can distinguish that can be changeable item. Changeable item has edit icon at the right side.

8.1.1 My Information Items



- Name
- Nickname (Premium edition)
- Picture
- Password
- Today's Message
- Desktop phone 1, Desktop phone 2 and 3 (Premium edition)
- Cellular Phone
- Office Phone
- Office FAX

- Office Name
- Office Department
- Office Address
- Home Address
- E-mail address
- Office Position (Rank) (Premium edition)

8.1.2 My Picture

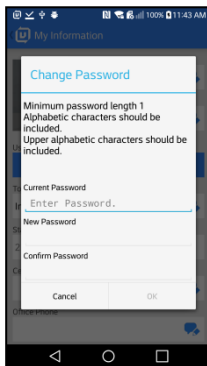
The My Information window includes a user-selected picture visible to other members. The picture is resized to fit in the 'My Picture' area.

1. Select your picture.
2. There are three options as below.
 - **Take Picture:** You can take a picture with the camera..
 - **Select Picture:** You can select a picture from the Picture gallery.
 - **Set Default Picture:** You can change the picture to the blank picture icon.

8.1.3 My Password

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

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



3. Enter and retype the new password in the New Password and Confirm Password fields.
4. Select **OK** to save the change.

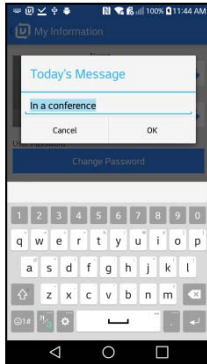
NOTE

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

8.1.4 My Today's Message

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

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

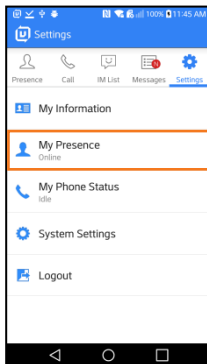


3. Select **OK** to save the message.

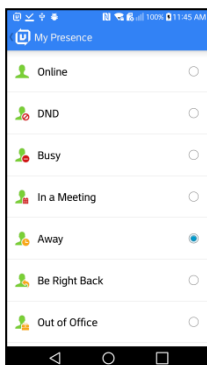
8.2 My Presence

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

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



2. Select the Presence desired from the status window.



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

8.3 My Phone Status

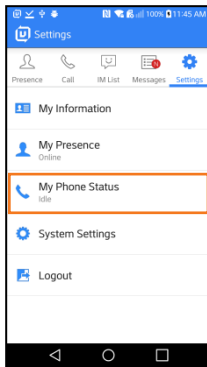
Using **Set Phone Status**, you can set your UCS Client phone status as **Do-Not-Disturb (DND)** or Forward to route your UCS Client calls to another destination.

NOTE

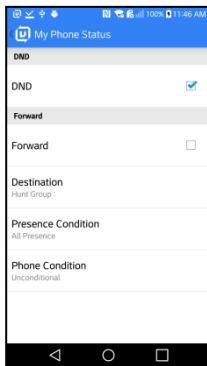
MEX mode does not support this feature.

8.3.1 Do-Not-Disturb (DND)

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



2. Select **DND** status.



3. When in DND, other iPECS system users receive a fast-busy tone and outside callers are re-routed based on the iPECS system configuration.

8.3.2 Forward

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

8.3.2.1 Set Forward

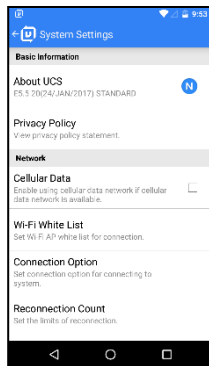
1. Select **My Phone Status** in the Settings menu.
2. Select or enter the destination number.
3. Set the Forward condition.
4. If you are using the Premium edition, you can set condition to follow your Presence.

5. If you are using the Standard edition, the condition is set for voice calls only in the iPECS system.
6. Select **Forward** to activate Call Forward.

8.4 System Settings

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

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



8.4.1 About UCS

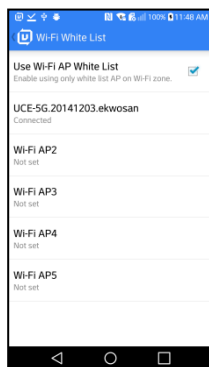
This item displays the version of your UCS Client and system version.

8.4.2 Cellular Data

UCS client can connect to the iPECS system employing 3G/LTE mobile data networks as well as Wi-Fi. Note that data service charges will apply when using the Mobile data network.

8.4.3 Wi-Fi White List

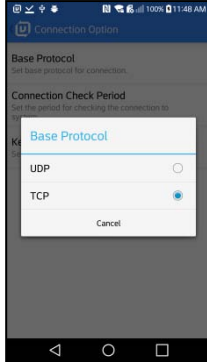
For Wi-Fi connection, you can set and manage AP (Access Point) list you can access.



8.4.4 Connection Option

You can set the connection mode and check period to iPECS system.

1. **Base Protocol:** Set base protocol for connection between UDP or TCP.



2. **Connection Check Period:** Set the period for checking the connection to system.
 - **UDP:** 1 minutes, 30 second and 15 second
 - **TCP:** 10 minutes, 15 minutes and 20 minutes

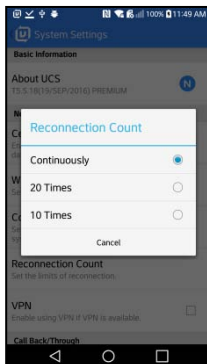
NOTE

If the base protocol for connection is changed, UCS Client will re-login automatically.

3. **Keep Alive Response Period:** Set the period for checking the connection by system.
 - Off, 1~10 minutes

8.4.5 Reconnection Count

At the check period, the phone attempts to reconnect to the cellular data network. When the “Reconnection Count” is reached, the UCS Client considers the connection as failed and logs out.



8.4.6 My Mobile Number

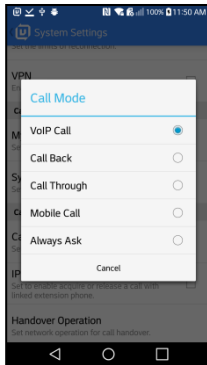
For proper operation of the Call Back feature, the Mobile number associated with the UCS Client must be entered in this item.

8.4.7 System Access Number

For correct operation of the Call Through and VCC features, the number to call the iPECS system must be entered under this item.

8.4.8 Call Mode

The user can select calling method.



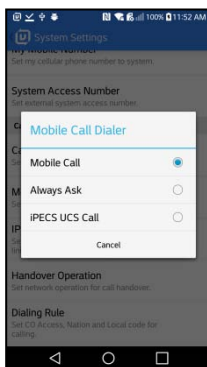
- **Mobile Call (Default setting in MEX mode):** Use 3G/LTE call
- **VoIP Call (Default setting):** Use UCS VoIP Call
- **Call Back:** Request a Call Back to the selected number
- **Call Through:** Request a Call Through to the selected number
- **Always ask:** User select every outgoing call

NOTE

In MEX mode, it does not support VoIP Call option.

8.4.9 Mobile Call Dialer

You can select the default dialer for outgoing call. However, the visibility of this option varies depending on the system setting. (System default setting: disable)



- **Mobile Call:** Make a call with the dialer of mobile (phone).
- **Always Ask:** User will be asked to select for every outgoing call.
- **iPECS UCS Call:** Make a call with the dialer of UCS Client.

8.4.10 IP Bridge

IP Bridging allows you to place calls using the UCS Client and use your desk phone to talk and release the call by simply lifting the handset (or pressing the speaker button) on your desk phone.

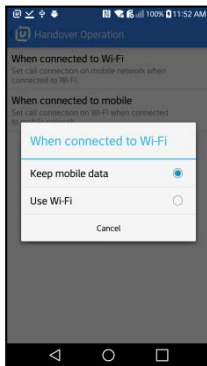
NOTE

MEX mode does not support this feature.

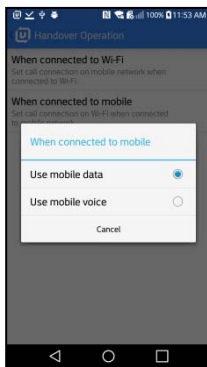
8.4.11 Handover Operation

When a network connection is changed during the call, you can set how to maintain the call connection.

1. **When connected to Wi-Fi:** Set the call connection when the network is changed from mobile data to Wi-Fi. You can choose between **Keep mobile data** and **Use Wi-Fi**.



2. **When connected to mobile:** Set the call connection when the network is changed from Wi-Fi to mobile data. You can choose between **Use mobile data** and **Use mobile voice**.



8.4.12 Lookup Number / Dialing Rule

Depend on the system setting client menu will be displayed 'Lookup Number' or 'Dialing Rule'.

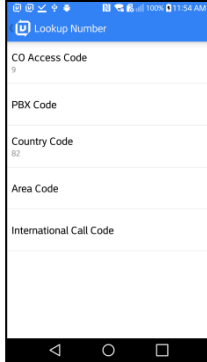
Please contact system administrator to change this setting.

NOTE

MEX does not support this feature.

8.4.12.1 Lookup Number

Lookup Number define digit sequences used to search and display a name based on the incoming

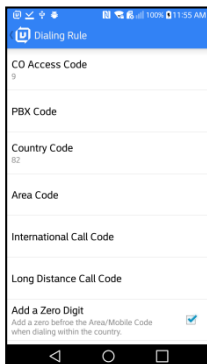


Selections and Meaning

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

8.4.12.2 Dialing Rule

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



Selections and Meaning

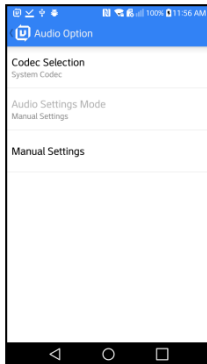
- **Client Based Dialing Rule:** This option allows users to make a call using the dialing rule that is configured on UCS Client. When disabled, UCS Client sends digits directly to PBX so that the call is made through PBX dialing rules.
- **CO Access code:** The code for accessing an outside network through the iPECS system is

entered under this item.

- **PBX code:** In some environments, the iPECS system may be connected to another PBX system for external access. In this case, the codes to access the PBX outside lines must be established.
- **Country code:** When receiving caller Id the phone may need to remove or add the Country Code for correct operation. The Country Code is entered under this item.
- **Area code:** As with the Country Code, the Area Code for the UCS Client can be entered under this item for correct operation.
- **International call:** This identifies the code dialed for an international call.
- **Long Distance call:** The code used to identify a Long distance call can be entered under this item.
- **Add a Zero Digit:** The Add a Zero option inserts a “0” at the beginning of the number dialed, which may be required when dialing within the same Country.
- **Advanced/Special Dialing Rule:** Advanced/Special rules establish rules for modifying dialed numbers when making a call.

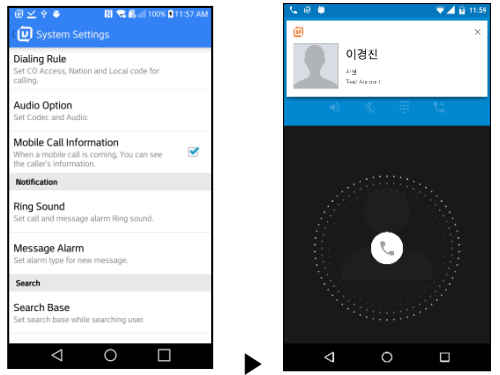
8.4.13 Audio Option

The Audio Option should be set to match the iPECS system and to match the client hardware. These options can be set only when the UCS Client is logged in. You can select each option separately and adjust from the sub option menu.



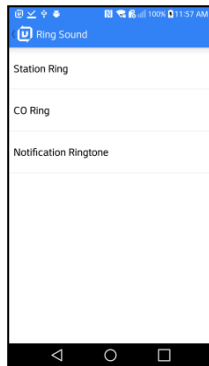
8.4.14 Mobile Call Information

When the mobile phone receives a call, UCS Client displays information pop-up for UCS member searched based on a received mobile number.



8.4.15 Ring Sound

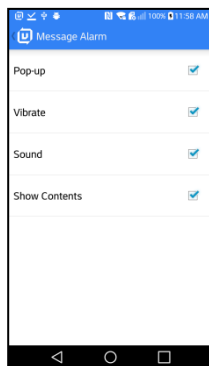
Different ring tones can be selected for internal calls, external calls and notifications. By setting different tones, you can determine the origin of the call from the ring signal.



- Station Ring
- CO Ring
- Notification Ringtone

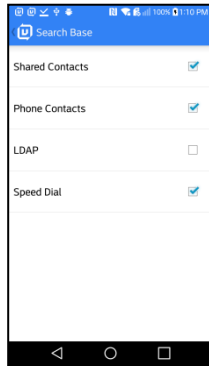
8.4.16 Message Alarm

Alarm and notification events can notify you with audio, vibration and a pop-up message based on the selection under this item.



8.4.17 Search Base

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



- Shared Contacts
- Phone Contacts
- LDAP
- Speed Dial

8.4.18 LDAP Server

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

NOTE

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

8.4.19 Logging

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

NOTE

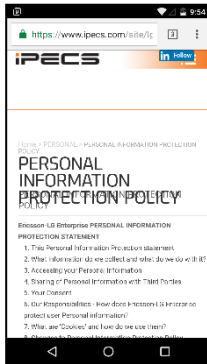
In conformity with GDPR (General Data Protection Regulation), the export Log files will be encrypted.

8.4.20 Automatic Execution

Launch service automatically at device boot time.

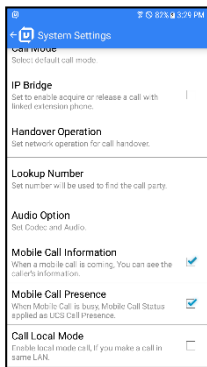
8.4.21 Privacy Policy

View the Privacy Policy of Ericsson-LG Enterprise.



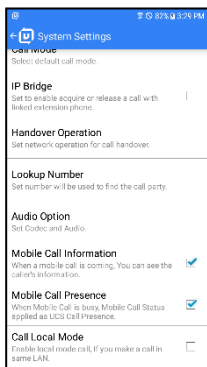
8.4.22 Mobile Phone Presence

You can select whether apply Mobile Call Status to UCS Call Presence when Mobile Call is busy,



8.4.23 Call Local Mode

If you enable this option, UCS Client connects to PBX system with local mode under the same network. Then system VOIP channel isn't used during a call.



8.4.24 Call Recording

You can select whether to record during the call or not. In conformity with GDPR (General Data Protection Regulation) UCS Client is basically not activated the call recording feature.

To use this function you should activate Call Recording from the **Settings > System setting > Call Recording**.

NOTE

A recorded call file is not encrypted.

Appendix .A:

Useful Information

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

A.1 Open Source Software Notice

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

Open Source	License
ffmpeg 1.0.1	LGPL
openssl 1.0.1s	Apache License 1.0, 4-clause BSD

Ericsson-LG Enterprise offers to provide you with open source code on CD-ROM for a charge covering the cost of performing such distribution, such as the cost of media, shipping and handling upon e-mail request to Ericsson-LG Enterprise at opensource@ericssonlg.com

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