Ericsson-LG Enterprise iPECS UCS Mobile Application Key Features Guide



Introduction







Main screen overview

- Main menu bar: the main tabs for setting Presence (availability), making calls, Instant Messaging, viewing messages (including voicemail and SMS) and adjusting the application Settings.
- Realtime search input field: search for a colleague by name, number or department.
- Organisation (Premium version only): View an organisational chart of your contacts by department. Click on a contact to find out their contact information and to add them to your Presence list.
- 4. Presence: The application will open on the Presence screen, displaying the availability of your colleagues. Presence establishes your availability to receive instant messages from other users via iPECS UCS. You can organise your contacts in to groups in the Options menu.
- Option menu: offers more options relating to the current screen.
- My Profile: Your phone status, presence status and profile picture. Edit this in the Settings screen.

Setting Presence and Availability

Set My Presence

In the **Settings** menu > **My Presence**

iPECS UCS automatically updates your Presence as Online, Offline, Busy or In a Meeting. Change your availability using the **My Presence** option or by clicking on your profile picture in the main screen

Do-Not-Disturb

In the Settings menu > My Phone Status

In the **My Phone Status** menu, set your phone status to **Do-Not-Disturb** mode (when you do not want to be interrupted by calls) by checking the **DND** box.

Uncheck the box to return your phone to its normal state

Call Forwarding

In the Settings menu > My Phone Status

To forward calls to another destination, check the Forward box.

Select a recipient under **Destination**. You can choose to forward calls to your personal mobile or home phone number (as set in **Settings** > **My Information**), to another station or iPECS UCS member, or to a Hunt Group.

Return your phone to its normal state by unchecking the Forward box.

Voicemail

Visual Voicemail

In Messages menu > Visual Voicemail

Listen to and manage your messages by selecting a message from the **Visual Voicemail** list. An 'N' icon indicates that the message is new and has not been listened to.

You can also download message files to your mobile in this screen.

To manage playback of messages, select a message from the list and the **Message Detail Information** screen will display.

Dealing with calls	
Making an External Call In the Call menu	To place a call, use the dial pad to enter the number, or press Contacts (More on iOS) to select from your known contacts. Select the green Call button to place the call. To return a call, select a number from the Call Logs option.
Handling an Incoming Call In the Call menu	When a call is incoming the iPECS UCS client will present you with the option to either Answer or Hangup (reject) the call.
Transferring a Call In the Call menu	To transfer an active call, press the Trans button. Dial the recipient's number, or select a Presence member or Contact. Once the call is connected, either speak to the recipient to announce the call, or simply hang up.
Place a call on hold In the Call menu	Press the Hold button. You can now take or place another call. Press Hold again to reconnect the call.
Video calls In the Call menu	To start a video call, dial a number and once the call has been connected, press the Videocall button. During a video call, press Video Pause (Block Video on iOS) to pause sending your video image. Press the Hangup button to end the voice and video call.
Call Back (Reduce call costs by placing a call through the iPECS system)	Enter the number of the party you want to call. Press the Option menu button and select Call Back Request . When the iPECS system calls you back, answer the call and you will be connected to the call.
Conference calls	
Setting up a multi-party call	Once a call is active (whether dialed or received), press the Conference button. Use the dial pad or Contacts menu to call the second conference party.

In the Call menu

SMS

In the Call menu

- 2. Use the dial pad or **Contacts** menu to call the second conference party.
- 3. Once the second call has been connected, press the ${\bf Conference}$ button again.

Repeat steps 2 and 3 to add additional parties.

4. Press the Conference button once more to connect all parties in the conference.

Collaboration Tools	
Instant Messaging (IM) In the IM List menu	To start an IM session, select the Option menu and then New Chat (or New from the main IM menu on iOS). Select a recipient using the Search function. The IM session window will display. Enter your message and press Send . To close an IM session, select Option menu and then Close IM . The IM icon will change when you receive a new message.

Select the Option menu (More on iOS) and then SMS.

Check the Internal button to send to other users of the iPECS system or the Fixed Line button to

send an external SMS.

Use Search function to add a recipient. Enter your message and press Send.

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