Ericsson-LG Enterprise
iPECS UCS Desktop console Key Features Guide
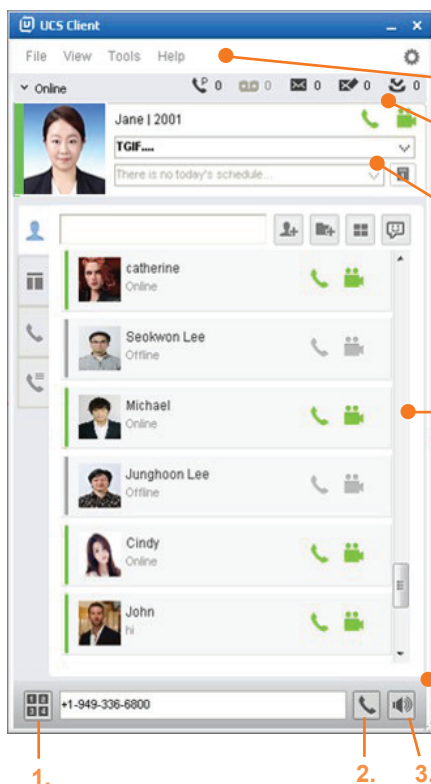
iPECS Your Communications Solution

Introduction

Main screen overview

File, Video, Tools and Help menus - You can find more features and settings through these menus, such as desktop and application sharing.

Message Status bar - The Message Status bar shows if you've received a new voicemail, instant message or note, and if you've missed a call.

My Detail - Displays your profile picture, Presence, Today's Message and schedule.

The Main Window - This is the main window for seeing your colleague's Presence (availability), making calls, viewing your call log and organising contacts.

The Quick Call Control bar
1. Popup dial pad - Click to enter a phone number
2. Make a call button - Click to call a dialed number
3. Speaker button (SPKR) - Put a call on speakerphone

Setting Presence and Availability

Set My Presence
In the **File** menu > **Set My Presence**

iPECS UCS automatically updates your Presence as Online, Offline, Busy or In a Meeting. Change your availability using the **Set My Presence** option or from the drop down menu above your profile picture.

Do-Not-Disturb
In the **File** menu > **Set My Phone Status**

Set your phone status to **Do-Not-Disturb** ('DND') mode when you do not want to be interrupted by calls.
Press **Clear** to return your phone to its normal state.

Call Forwarding
In the **File** menu > **Set My Phone Status**

To forward calls to another destination, select **Set My Phone Status** under the **File** menu. Select a destination using the **Simple** menu option. You can return your phone to its normal state by selecting **Clear**.

Outlook Integration

Import/Export Contacts

At login, the iPECS UCS Client may present a confirmation window asking if you want to sync with your Outlook contacts. If you select Yes, iPECS UCS will download your contacts from Outlook.

Calendar Sync
In **Tools > Schedule**

To import a schedule from Outlook:
1. Right-click on a checked schedule folder and select **Import From Outlook.**
2. Select the Outlook schedule folder to import and click **OK**; the **Import from Outlook** window will display.
3. Select each checkbox for the schedules you want to import.
4. Click on the **Open** checkbox of other iPECS UCS Client schedules that you want to view.
5. Set the action for automatic My Presence change for this appointment. The iPECS UCS Client will change and return the My Presence selected from the Presence Update and When Expired drop-down list. When finished making selections, click Import.
6. The Import status displays in the Result column of the Import from Outlook window.

Dealing with calls

Handling an Incoming Call

When a call is incoming you will be presented with six options:
1. **Answer** the call
2. **Reject** the call
3. **Send to Voicemail** – transfer the call to another user's or your own voicemail while the call is ringing, but without answering the call.
4. **Transfer** – use the dial pad to dial the number you want to transfer the call to. Hangup the call to complete the transfer.
5. **Video Call** - start a video call while a call is in progress.
6. **Call Hold** – place the call on hold. Press Hold again to reconnect to the call.

Making an External Call

To place a call, enter the number using the simple popup dial pad in the bottom left of the main screen. Press the **Make a Call** button to place the call.
You can also place a call by opening the drop down contact list and clicking to select the desired contact.
Click the **Speaker** button to end the call.

Conference calls

Setting up a multi-party call
In the **Tools** menu **> Audio Conf**

To invite a member, input their extension number or external telephone number, then press **Invite**.
Press the red **Remove** button to take a member off the call.
To end the conference, press the **Conf Stop** button.

Collaboration Tools

Instant Messaging (IM)
In the **Tools** menu

1:1 Chatting: In the **Select Member** window, pick a recipient from the list and click **Add**. The recipient's Presence must be set to online to join a conversation.
Select **OK** to display the **IM** window, input your message and press **Send**.

Multi Chatting permits an IM session with multiple users, up to 100 at one time. During one to one chatting, you can initiate multi chatting by dragging any user from **Presence View** into the **IM** window.

SMS
In the **Tools** menu

Select the **Fixed Line** radial button to send an external SMS, enter a number and then click **Add Directly**.
To choose from other iPECS UCS members, select the Internal radial button and then press **Add**. Select a member from the popup menu and click **OK**.
Enter the message in the **Message to Send** area and press **Send**.
To view a received text message, click the **SMS** icon located in the **Message and Status** bar.

Sharing
In the **Tools** menu

Go to the **Sharing** menu under **Tools** to share an application your desktop, a whiteboard, or URL.

Video
In the **Tools** menu

To start a video call, select the **Video (Normal Mode)** option. Select a user using the '**+**' button and then the Make a Call button.
You can also press the **Video** button during a call to turn on video mode.

Voicemail

Visual Voicemail
In the **Message Status bar**

The **Voice Mail** status button indicates your new message status.
Click the button to display the **Visual Voice Mail** window, where you can play, pause and stop voicemail files.
To call the sender, click the **Call** button after selecting a voicemail from the list.
To save a voicemail to your computer, select the file and press **Download**.