

iPECS

ONE Mobile Client

User Guide



iPECS is an Ericsson-LG Brand



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

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About This Guide

This section describes the purpose, audience, organization, and conventions that are used in this iPECS ONE Mobile Client User Guide.

Note: Your actual display screens may be slightly different than what was displayed in this manual depending on version or kind of the web browser, OS and other factors. All information in this guide is subject to change without prior notice.

Purpose

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

Audience

This guide provides user-related information intended for users of Web-based ONE Client.

Document Organization

This guide consists of ten chapters and an appendix. The title of each chapter (and appendix) is as follows:

- About This Guide
- Chapter 1 Introduction
- Chapter 2 Installation and Setup
- Chapter 3 Contacts
- Chapter 4 Calls
- Chapter 5 Chat
- Chapter 6 Spaces
- Chapter 7 Video Conference
- Chapter 8 Search
- Chapter 9 Presence
- Chapter 10 Settings
- Appendix A: 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 that are used are as follows:

Convention	Description
Bold text	It may indicate a button, menu item, or dialog box option you can click or select.
<i>Italic text</i>	A cross-reference or an important term.
Code text	A command prompt.
(Asterisk)	Items or fields marked with an asterisk () are required.
CRM Mode	Means the simple Agent Workspace. Mac android

Important notice

The following icons and notices are used in this guide to convey important cautions and notes.



Caution: A caution statement alerts you to situations that may cause damage to hardware, software, or data.

Note: A note provides additional explanations, important information, or a reference to the relative information.

References or Related Guide

The following guides supplement the information in this guide and can be found on the Ericsson-LG Enterprise Partner Portal.

- iPECS ONE Web Client User Guide

Introduction

This chapter is an introduction and overview of iPECS ONE Mobile client.

1.1 What is iPECS ONE Mobile Client

iPECS ONE is an integrated ONE to communicate and collaborate with teams and groups allowing them to share content and communicate together.

iPECS ONE mobile client is a mobile application for Android or iOS which operates in conjunction with iPECS ONE server platform, expanding and enhancing communication services to improve business productivity and customer responsiveness.

In addition to the rich voice services available in iPECS system, users of iPECS ONE client can access to a wide range of video, messaging and collaboration services. Employing simple intuitive graphical user interface, ONE Client provides easy access to directory database which fully integrates various services available in iPECS ONE server platform.

As an Internet Protocol (IP) solution, iPECS ONE mobile client ensures continuity of services on Wi-Fi and cellular data network environments overcoming geographical limitations and provides unified communications and collaboration services while in the office or on the road.

1.1.1 Advantages of iPECS ONE Mobile Client

Real time communication powered by WebRTC:

Delivers real-time voice and video communications right in the Web browser without need for installing proprietary plug-ins.

Unified communication:

Enhances business communication and collaboration for higher productivity using chat, voice and video calls, space, conference, presence, contacts and so on.

Call Features:

Includes a rich set of call features such as call transfer, forward, DND, pick-up, park, call-back, barge in, override, call recording and voice conference with IP phone or ONE client.

Seamless user experience:

Multi-device support and server-based storage provide seamless user experience by synchronizing user data between multiple mobile and Web clients.

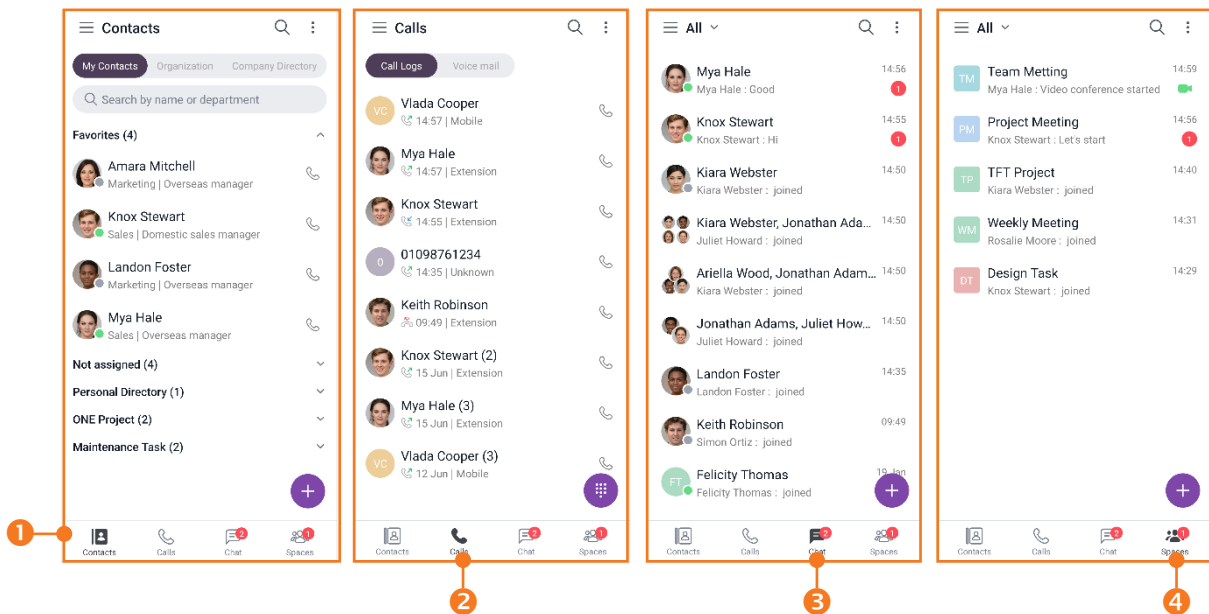
Automated Provisioning:

For easy service activation, automated provisioning can be given by APS (Automated Provisioning Service) globally available. The service is available in the public cloud with iPECS named domain so that any users can globally log in thru just scanning QR codes on welcome email from the APS server.

1.1.2 User Interface Overview ►

Tabs organize functional areas with different screens, data sets, and interactions. Navigation Drawer is a sliding menu for profile and settings.

Mobile: Main Tabs



0. Common

- **Navigation Drawer (☰):** Open navigation drawer menu
- **Global Search (🔍):** Search for users, chat, space, and messages
- **Option menu (⋮):** Option menu for each tab

1. Contacts tab

- **Contacts tab (👤):** My contacts, Organization and Company Directory
- **Add contacts (+):** Add users to my contacts

2. Calls tab

- **Calls tab** (📞): Call logs and Call features
- **Keypad** (☎️): Keypad for call

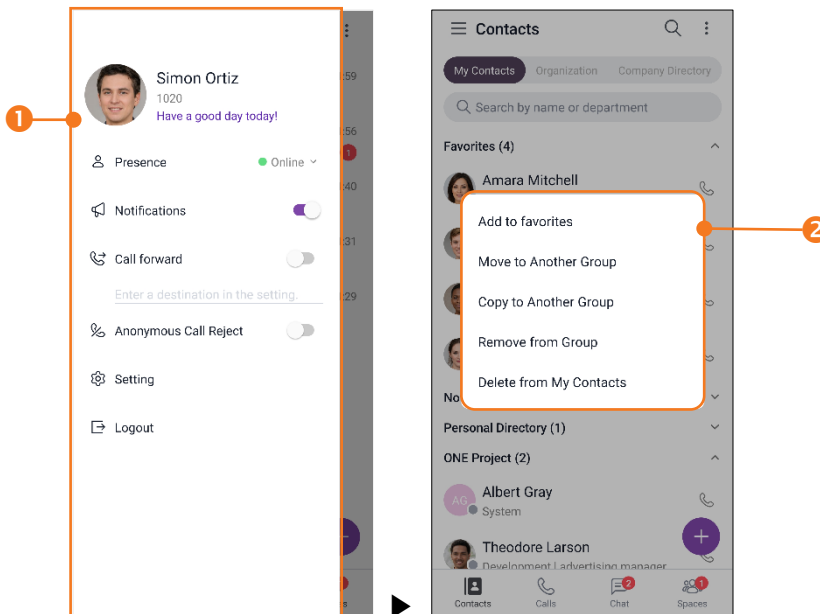
3. Chat tab

- **Filter** (∨): All/Unread/Favorites
- **Chat tab** (💬): Chat list and Chat features
- **Create new chat** (+): Create new chat

4. Space tab

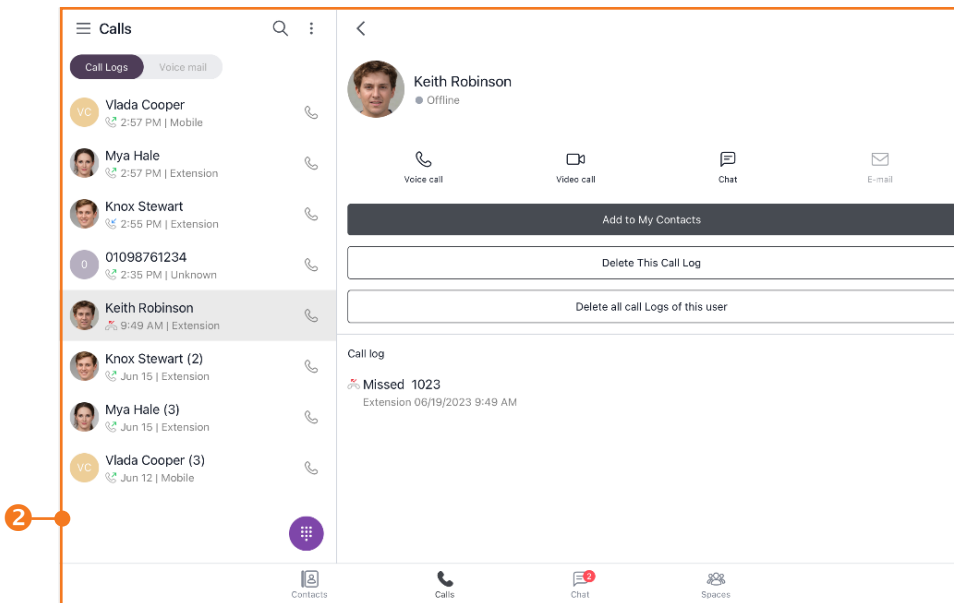
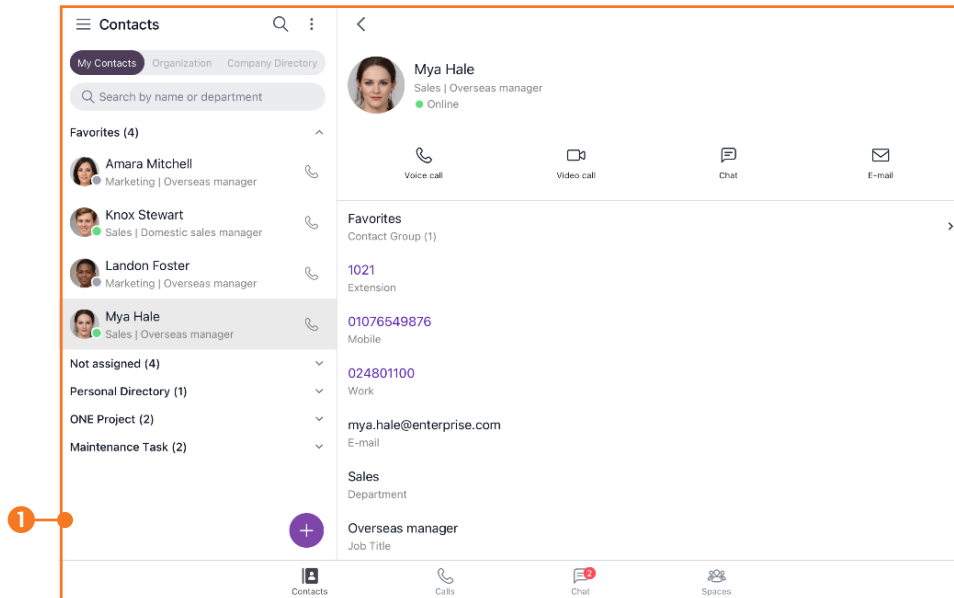
- **Filter** (∨): All/Unread/Favorites
- **Space tab** (👥): Space list and Space features
- **Create new space** (+): Create new space

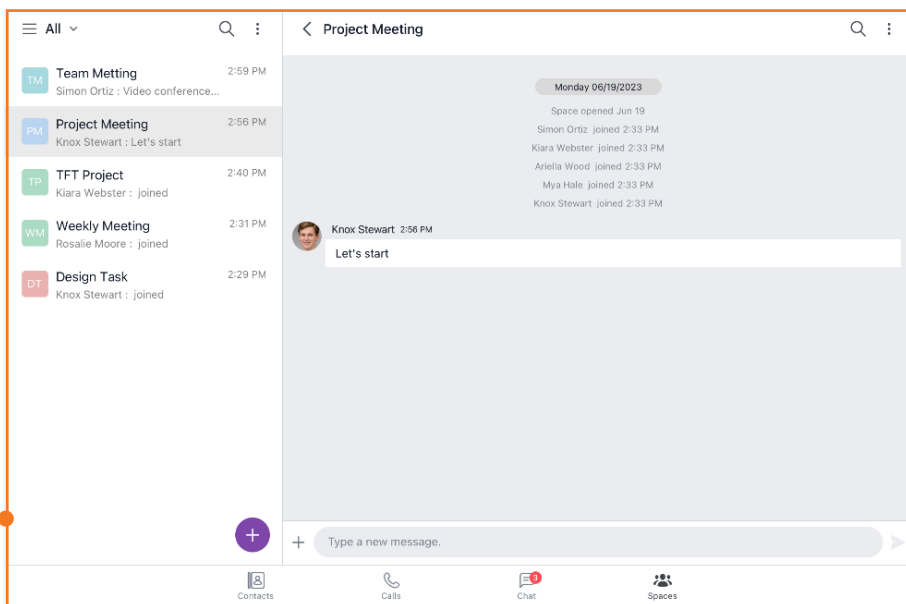
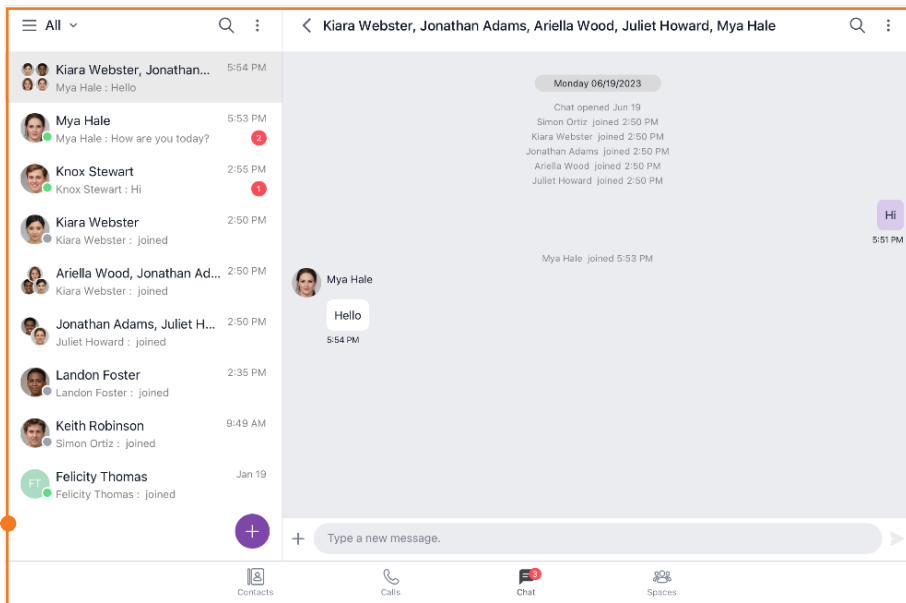
Drawer and Context menu



1. **Drawer menu:** Change app settings, your info, and call settings
2. **Context menu:** Menu with a long press on list item

Tablet: Main and Detail Screen





0 Common

- **Navigation Drawer (☰):** Open navigation drawer menu
- **Global Search (🔍):** Search for users, chat, space, and messages
- **Option menu (⋮):** Option menu for each tab

1. Contacts tab

- **Contacts tab (👤):** My contacts, Organization and Company Directory
- **Add contacts (+):** Add users to my contacts

2. Calls tab

- **Calls tab** (📞): Call logs and Call features
- **Keypad** (☎️): Keypad for call

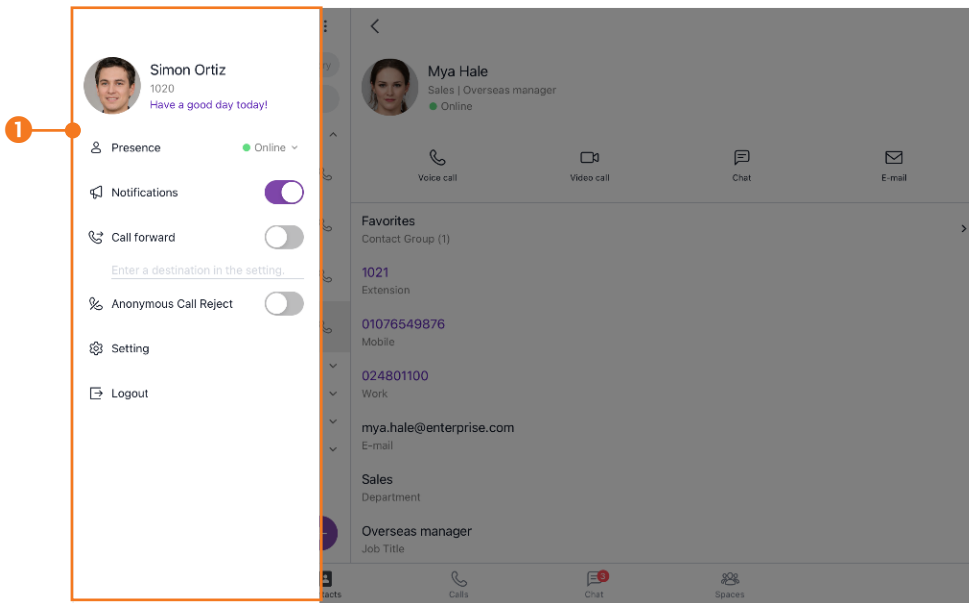
3. Chat tab

- **Filter** (∨): All/Unread/Favorites
- **Chat tab** (💬): Chat list and Chat features
- **Create new chat** (+): Create new chat

4. Space tab

- **Filter** (∨): All/Unread/Favorites
- **Space tab** (👥): Space list and Space features
- **Create new space** (+): Create new space

Drawer

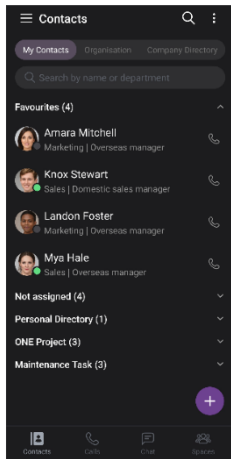


1. **Drawer menu:** Change app settings, your info, and call settings

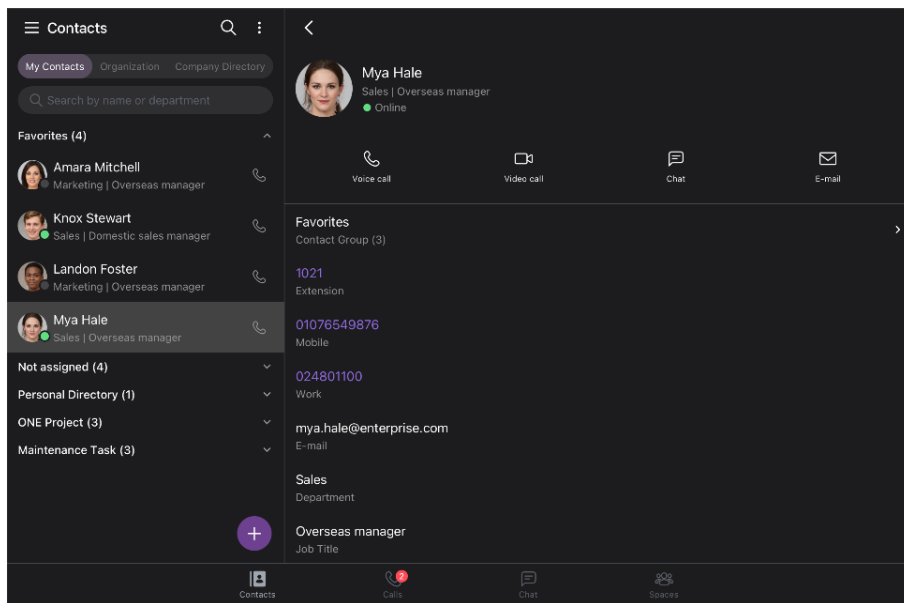
Dark Mode

You can select light or dark color mode in theme settings.

1. Applied image is the dark color mode on Mobile.



2. Applied image is the dark color mode on Tablet



-
- Note:**
- Some screens may look different depending on phone model or OS.
 - The layout and usage of the screen on tablet devices may differ from those on mobile devices.
 - Tablet devices support portrait and landscape screens.
 - Some tablets with lower resolution only support portrait screens.
-

1.2 License Policy

The menus and functions vary depending on user licenses and permissions. License policy determines the access level or permissions of a person authorized to use menu and feature. Each license is tailored to specific functional level and has different scope of access to ONE Mobile client features.

1.2.1 License Types

License types are associated with functional levels, and iPECS ONE provides three license types as follows:

- **Entry:** This license provides Web client with phone control features.
- **Standard:** This license provides mobile client and Web client with telephony and chat features.
- **Premium:** This license provides mobile client and Web client with all features including collaboration and guest invitation.

1.2.2 Anonymous Access License

Anonymous access license is for granting access to iPECS ONE Web API for predefined chat or voice call features, and two license types are provided as follows:

- **Chat:** This license provides chat features for Web API.
- **Voice:** This license provides voice call & chat features for Web API.

1.2.3 License Table of Features

The following is a table of features corresponding to respective license types.

Feature	Anonymous Access			User license	
	Chat	Voice	Entry	Standard	Premium
Guest Invitation	-	-	-	-	○
Collaboration/Space	-	-	-	-	○
Softphone-VoIP Telephony	-	○	-	○	○
Mobile Clients	-	-	-	○	○
Desktop Phone Control	-	-	○	○	○
Chat	○	○	○	○	○

1.3 Supported Browser Information

iPECS ONE Web client supports Chrome browser with WebRTC capabilities.

1.3.1 Power saving mode is not supported

Power saving mode of mobile phone is not supported for real-time and WebRTC based data exchange functions. As power saving mode temporarily disconnects network from OS, ONE Mobile client will not operate normally after getting into power saving mode.

1.4

Glossary

- **WebRTC:** An open framework for the Web that enables Real-Time Communications (RTC) capabilities in the browser.
- **Web App:** Application which is accessible using Web browser. It is running in Web browser and stored on a remote server. It is delivered over the Internet through a browser interface.
- **Web Client:** Client Application running as Web app in Web browser on desktop OS (Windows or Mac).
- **Mobile Client:** Client Application running as native mobile app on mobile OS (Android or iOS).
- **API (Application Programming Interface):** It is a software intermediary that is used for building software applications with a set of functions and procedures.

Installation and Setup

This chapter describes how to access and use ONE Mobile client.

2.1 Requirements for Hardware and OS

Hardware and operating system requirements for operating ONE mobile client are as follows.

2.1.1 Hardware

- **Android:** Samsung Galaxy S9, S10, S20, S21, S22, Note 9, 10, A33 / LG G7, 8, V40, V50 and Velvet.
- **Android Tablet:** Samsung Galaxy Tab S8, A8, S7 Fe.
- **iOS:** iPhone X, XS, XS Max, XR, iPhone 11, 11 Pro, Pro Max, iPhone 12, 12 Pro, Pro Max, iPhone 13, and Pro Max, iPhone SE 2nd, 3rd, iPhone 14.
- **iPad:** iPad(6th~9th), iPad Air(3rd~5th), iPad Pro(3rd~5th), iPad Mini(5th~6th).

2.1.2 Operating System (OS)

- **Android:** Recommended 11.0 or higher
- **iOS:** Recommended 16.0 or higher

Note:

- Voice and video qualities depend on the manufacturer and model of Android or iOS devices.
- Supported features may differ depending on the OS version or device.

2.2 Client Installation

This section explains how to install ONE mobile client.

2.2.1 Android

The application can be downloaded and installed from Google Play Store:

1. Run **Play Store** on Android mobile phone or tablet.
2. In Play Store, enter “iPECS ONE” in search box, and press **Search** icon.
3. Select iPECS ONE from the search result.

4. Tap **INSTALL** then **AGREE** button on the right side of the screen to install iPECS ONE Android client.
5. When installation is complete, ONE client icon will be displayed on home screen, and when the icon is selected, ONE client will launch.
6. When ONE client launches, permission requests should be allowed. Depending android OS version, notification permission should be allowed in android **Settings > Apps > iPECS ONE > Notifications > Allowed**.

2.2.2 iOS

The application can be downloaded and installed from Apple App Store:

1. Run **App Store** on iOS mobile phone or iPad.
2. In App Store, enter “iPECS ONE” in search box, and press **Search** icon.
3. Select iPECS ONE from the search result.
4. Tap **FREE** button then **INSTALL** button on the right side of the screen.
5. When installation is complete, ONE Client icon will be displayed on home screen, and when the icon is selected, ONE client will launch.

Note: When you use the iPECS ONE app, a pop-up asks for permissions for the camera, microphone, notification, etc. Please allow to use them and set them up properly.

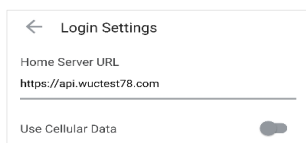
2.3 Initial Setup and Login

To set up ONE mobile client, home server address, user account and license type information should be available in advance. Please ask iPECS ONE administrator for details.

2.3.1 Login settings

Input home server URL on **Login Settings** screen:

1. Tap iPECS ONE icon to open ONE mobile client.
2. Tap **Login Settings** (⚙️).
3. Enter home server URL in Home Server URL field. (e.g., <https://vip.example.com>)
4. Turn on the **Use Cellular Data** switch button if cellular data is to be used when WiFi connection is not available.



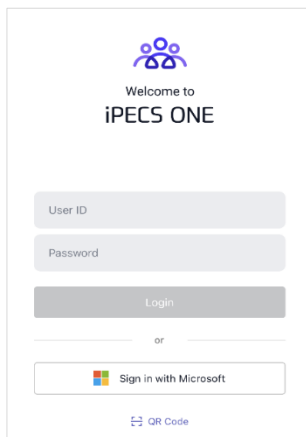
-
- Note:**
- Even though Cellular Data usage is off, cellular data can be used while voice/video call is ongoing if the WiFi network is not working for the WebRTC connection.
 - If you don't want to use cellular data, please block cellular usage for the iPECS ONE app on iPhone or Android.
-

2.3.2 Login

Login describes the different ways you can log in to iPECS ONE.

2.3.2.1 Login with iPECS ONE user ID and password

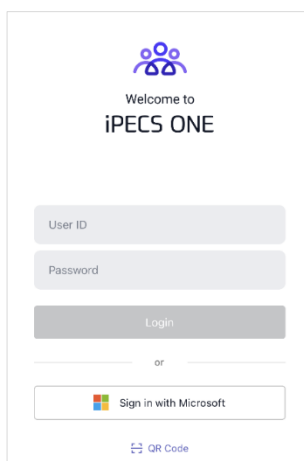
1. Enter user ID and password in the corresponding fields.



2. Tap **Login** button.

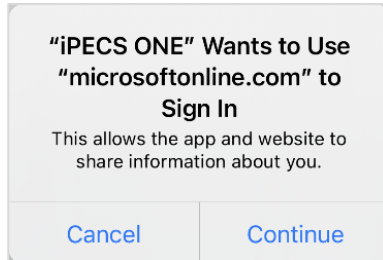
2.3.2.2 Login with Microsoft Single Sign On ►

Typically, users need to enter separate account information to log in to each service. However, with Microsoft SSO, users can sign in once with their Microsoft account to automatically authenticate and access various Microsoft services, including iPECS ONE.

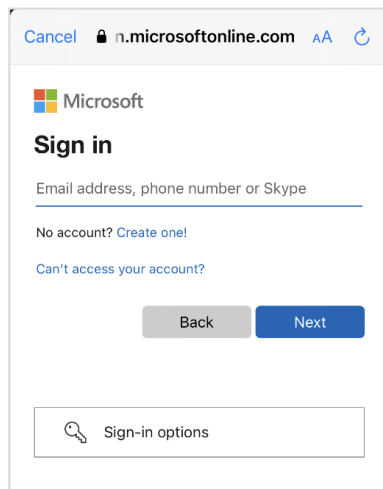


Login with Microsoft SSO:

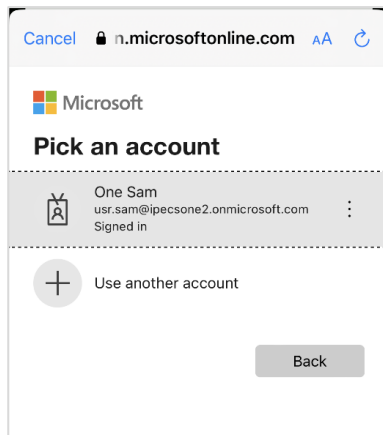
1. Tap the **Sign in with Microsoft** button.
2. Once the notification as shown in the figure below appears, tap **Continue** to proceed with Microsoft sign-in.



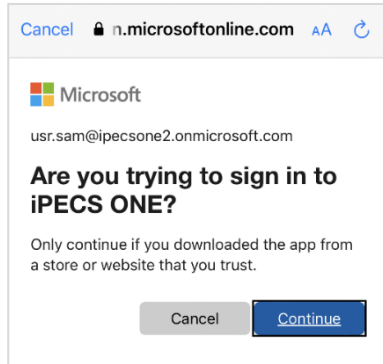
3. When the Microsoft sign-in window appears, sign in with your Microsoft account.



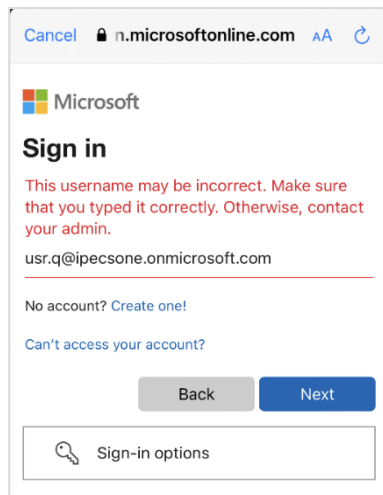
4. Or, if there are MS accounts saved in the system default browser, the sign-in window to select an account appears. You can tap one of existing signed in accounts or select '(+) Use another account' to enter.



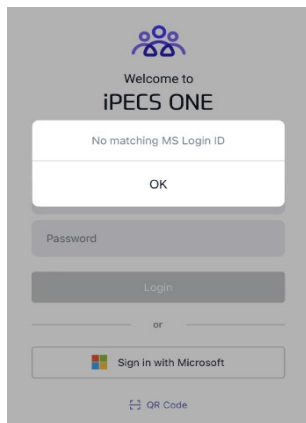
5. Confirm that you are signing in to iPECS ONE.



6. After passing the MS sign-in and successfully logging into iPECS ONE, you can use this iPECS ONE Web Client normally.
7. If there is a problem with the Microsoft account you entered, an error will appear in the Microsoft sign-in window like the picture below.



8. MS sign-in is successful, but if you are not an iPECS ONE user, the following screen is displayed. In this case, you should contact your company administrator.



Note: To log in with MS SSO on IPECS ONE, the user's Microsoft account must be pre-associated with the iPECS ONE user account. Furthermore, the configuration to use the Microsoft features such as MS SSO or Presence service must have been done in advance by the company administrator.

2.3.2.3 Login with QR code

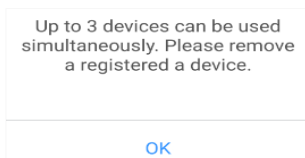
APS is to enable you to login to iPECS ONE automatically from ONE mobile client without any further configuration manually. When you receive welcome email from APS server, simply scan QR code on the email to login to iPECS ONE.

1. Tap QR code button
2. Scan QR code on email

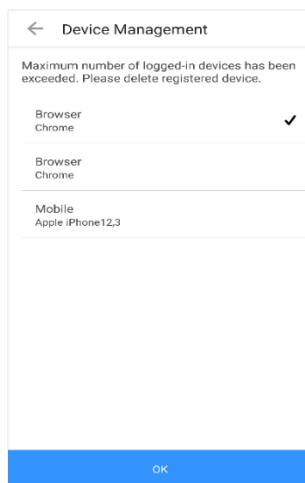
2.3.3 Multi-device login

iPECS ONE supports using multiple devices logged in simultaneously with the same user ID.

1. If more than three devices are tried to be logged in with the same user ID, iPECS ONE will notify you that you have reached the limit.



2. You may log in after deleting one of the registered devices on **Delete Registered Device** screen.
3. If the maximum number is reached, an additional device can be logged in after deleting one of the registered devices on **Device Management** screen.

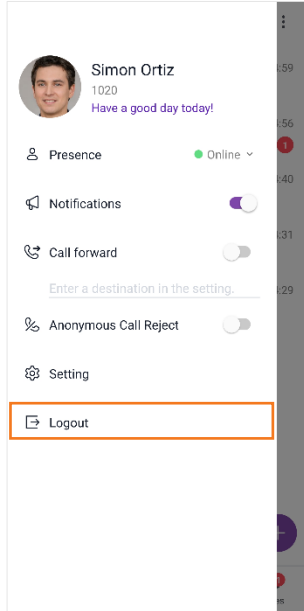


Note: Multi-device login can be restricted by license type.

2.3.4

Logout

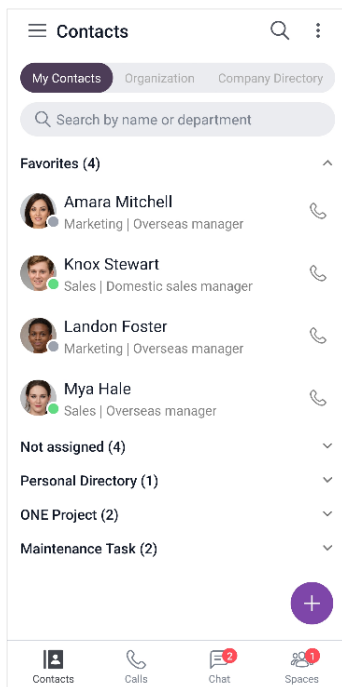
To log out of iPECS ONE, tap **navigation drawer** (☰) button at the top left of mobile client, then select **Logout**.



Chapter 3.

Contacts

Contacts tab provides My Contacts, Organization, and Company Directory.



The administrator can disable the organization menu and make the contacts invisible in the company directory. And the maximum number of contacts and groups can be subject to change by the administrator.

3.1 My Contacts ►

My Contacts is composed of your own contact groups and contact members. Contact groups provide useful features for sorting contacts and grouping them according to their categories. You can perform various functions after checking the presence status of contact members.

- Maximum total number of my contacts (excluding personal directory): 1000
- Maximum number of contact groups: 100
- Maximum number of contacts in a group (excluding personal directory): 1000
- Maximum number of contacts in personal directory: 3000

3.1.1 Types of contacts

The contacts have two kinds of user types (Personal/Shared). Depending on the type of contacts, you may be able to perform different features.

3.1.1.1 Personal contact

Personal contacts are created and added to the personal directory of My Contacts personally by the user.

1. Personal contacts can only be viewed and searched by the user who created the personal contact, not by any other users.
2. Available features to personal contacts: voice call, email

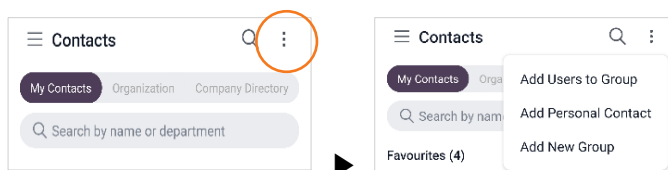
3.1.1.2 Shared contact

Shared contacts are created by iPECS ONE administrator. They can be searched and added to My Contacts.

1. Shared contacts are composed of iPECS ONE user who has user account, phone user who uses iPECS IP phone extension without user account and external user who has neither user account nor IP phone extension.
2. Available features to shared contacts:
 - **ONE user:** chat, voice call, video call, email, collaboration
 - **Phone user:** voice call, video call
 - **External user:** voice call, email

3.1.2 Manage contact groups

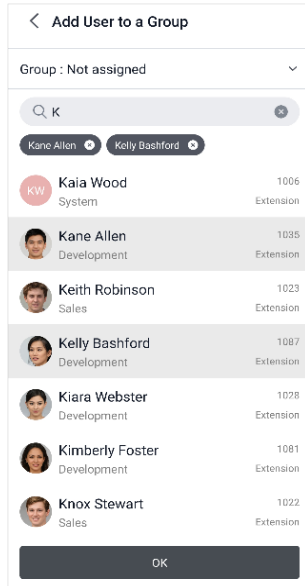
You can add contact groups or contact members in a group. **Favorites** and **Not Assigned** group are the default group that cannot be modified. Tap the **Option** (⋮) button to display an additional menu.



3.1.2.1 Add users to group

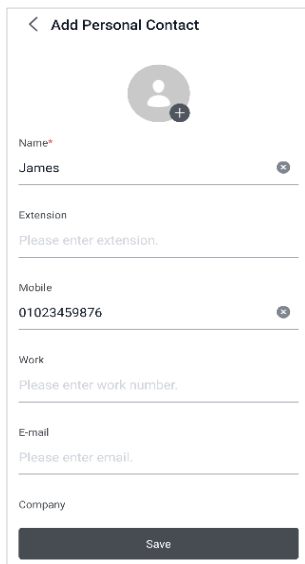
1. Tap **Option** (⋮) menu.
2. Select **Add Users to Group** to add searched user into My Contacts.

3. Select a target group.
 - Default selected group is **Not Assigned** group.
4. Search users by name, extension number or department, and then select the searched users to add into the selected group.




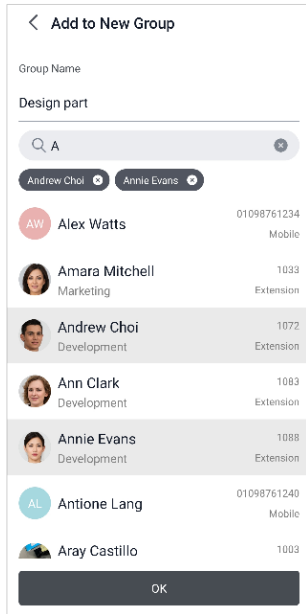
3.1.2.2 Add personal contact

1. Tap Option (\ddots) menu.
2. Select **Add Personal Contact** to create a new personal contact and add it to the personal directory of My Contacts.
3. Input user information such as name, picture, phone number (extension, mobile, work), email, company, department, job title, position, fax, address, and memo.



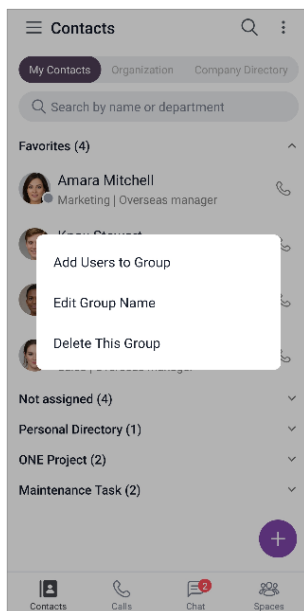
3.1.2.3 Add new group

1. Tap **Option** () menu.
2. Select **Add New Group** to create new contact group into My Contacts.
3. Enter a name of the group.
4. Search users by name and then select searched users to add to the group.



3.1.3 Manage a contact group

Open context menu by long pressing a group, then you can edit and delete each contact group, or add contact members in a group.



3.1.3.1 Add users to group

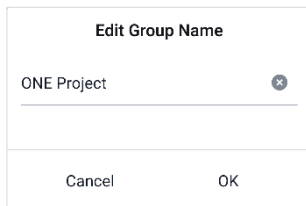
1. Select **Add Users to Group** to add searched user into the selected group.
2. Search users by name, extension number, or department, and then select searched users to add to the selected group.

3.1.3.2 Add personal contact

1. Select **Add Personal Contact** to create a new personal contact and add it to the personal directory. This menu is only displayed for the Personal Directory group.
2. Input user information such as name, picture, phone number (extension, mobile, work), email, department, job title, position, fax, address, and memo.

3.1.3.3 Edit group name

1. Select **Edit Group Name**.
2. Change name of the selected group.



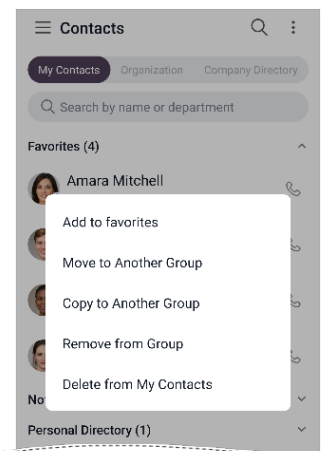
Dialog box titled "Edit Group Name" with a text input field containing "ONE Project" and a clear button (X). Below the input field are "Cancel" and "OK" buttons.

3.1.3.4 Delete a group

1. Select **Delete This Group** to delete selected group from My Contacts.

3.1.4 Manage contacts

Open context menu by long pressing a contact, then you can edit, copy, move and remove contacts in the contact group. Depending on the type of group or contact, you may perform different features.



3.1.4.1 Add to favorites

1. Select **Add to Favorites** to add selected contact to the Favorites group.

3.1.4.2 Remove from favorites

1. Select **Remove from Favorites** to remove selected contact from Favorites group.

3.1.4.3 Edit contact

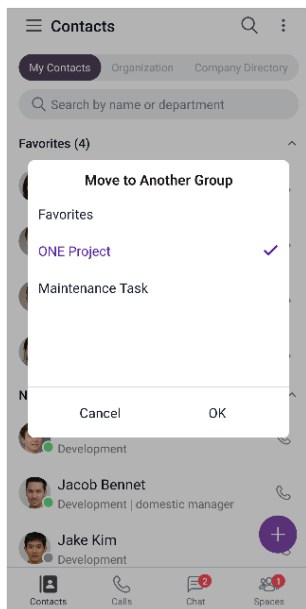
You can edit user information of personal contact.

1. Select **Edit** to change user information of selected personal contact.
2. Input user information such as name, picture, phone number (extension, mobile, work), email, department, job title, position, fax, address, and memo.

Note: Shared user information cannot be edited by user and can only be edited by ONE administrator.

3.1.4.4 Move to another group

1. Select **Move to Another Group**.
2. Select target group and press the OK button.



3.1.4.5 Copy to another group

1. Select **Copy to Another Group**.
2. Select target group and press the **OK** button.

3.1.4.6 Remove from group

You can remove selected contact from selected group.

1. Select **Remove from Group**.

3.1.4.7 Delete from my contacts

You can delete selected contact from all groups of My Contacts.

1. Select **Delete from My Contacts**.

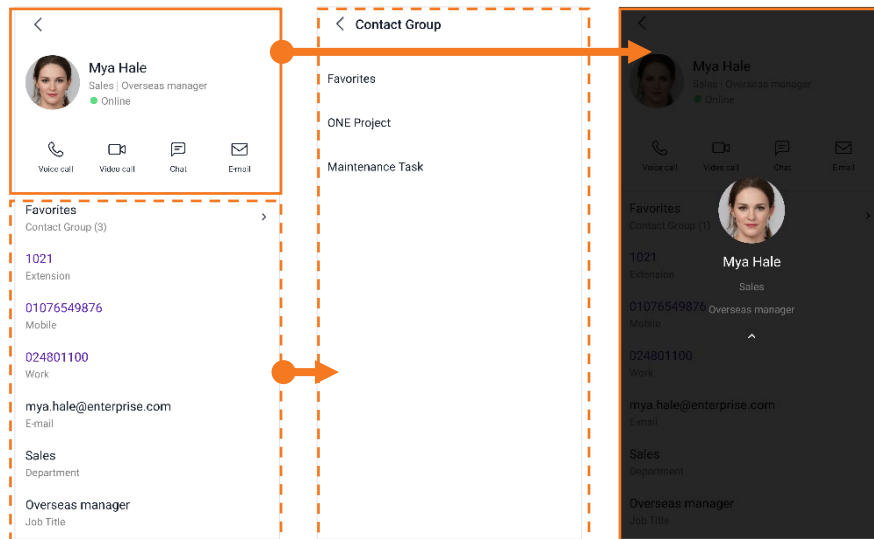
Note: If you delete personal contact, its personal user information is also deleted.

3.1.5 View contacts

Select a contact to view contact details.

3.1.5.1 View user details

1. Select a contact to view details such as name, phone numbers, email, address, department, position, and job title.
2. If the user information is too long to be displayed, touch the user photo to display the user's photo, name, department, and job title.
3. Select a contact group displays all contact groups to which the user belongs.



3.1.5.2 Update contacts changes

You can update contact information changed from other multi-devices or server.

1. Select My Contacts Tab to update contact groups information.
2. Select a contact group to update contact member information in the contact group.

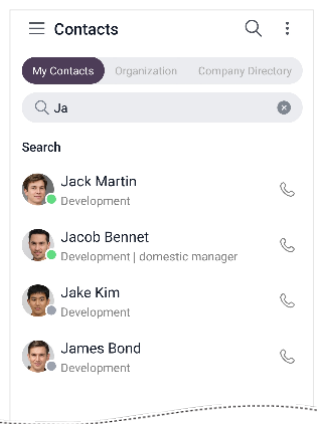
3.1.6 Search contacts

You can search for users and departments within your contacts. Search results can be displayed up to 100 items.

3.1.6.1 Instant search

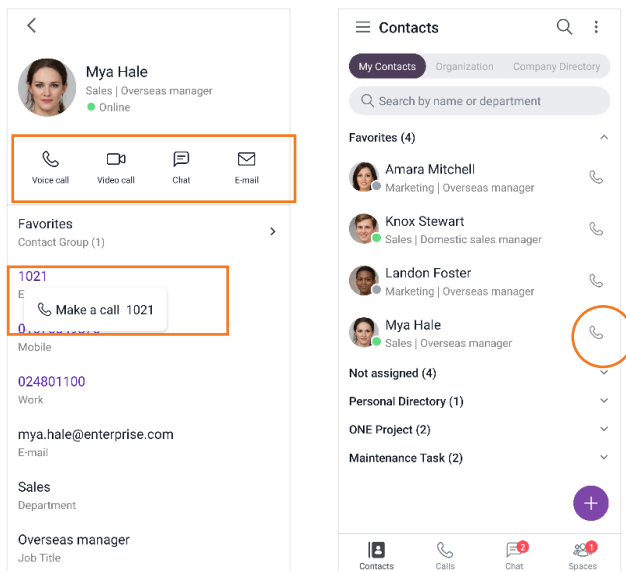
If you enter more than one search term, you can instantly search by user, department, and company name in all your contacts.

1. Enter at least two search characters in search input box.
2. Display search results within My Contacts.



3.1.7 Using contacts

You can use various features with user details or make a call using **Call** (📞) button in the list.



Note: Available features vary depending on user type, status or information.


3.1.7.1 Start a chat

You can chat with a user who has iPECS ONE account.

1. Tap **Chat** () on user details.

3.1.7.2 Make a voice call

You can make a voice call to a user who has phone number.

1. Tap **Voice Call** () on user details or **Call** button in the list, a call is made with available phone number with the following priority: **Extension > Mobile > Work**.
2. If you select a **Phone number** from user details, you can make a call to that number.

3.1.7.3 Make a video call

You can make a video call to a user who has iPECS ONE account with extension number or an iPECS video phone that supports video call with iPECS ONE.

1. Tap **Video Call** () on user details.

3.1.7.4 Send an email

You can send an email to a user who has email address.

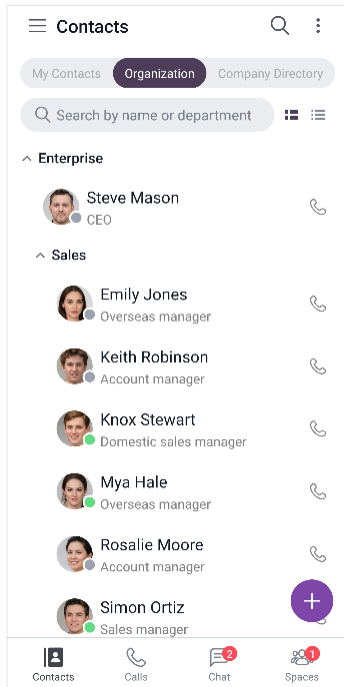
1. Tap **Email** () on user details.
2. Your default email client will launch.

Note: If you are not using default email client, you may need to configure your phone's email setting.

3.2

Organization

Organization chart displays hierarchical structure of departments and members of the organization and provides function to search for members in the organization chart by name or department.

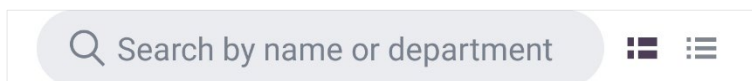


3.2.1 View organization chart

Organization chart shows hierarchical structure in a tree form, and you can fold and unfold each department to see sub-departments and members.

3.2.1.1 Show/Hide thumbnail

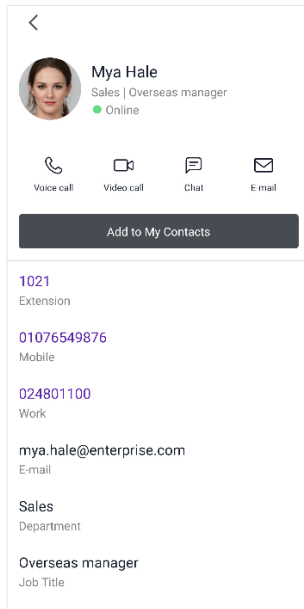
Thumbnail can be shown or hidden as configured.



1. Tap **Show Thumbnail** (☐) to show thumbnail.
2. Tap **Hide Thumbnail** (☰) to hide thumbnail.

3.2.1.2 View user details

1. Select a user to view details such as name, phone numbers, email, address and department.



3.2.1.3 Update members changes

You can update member information changed from other multi-devices or server.

1. Unfold a department to update member information of the department.
2. The information of users who have been added, deleted, or changed in the department is updated and displayed.

Note: If the organization's hierarchy has been changed, you need to log in again or restart you app.

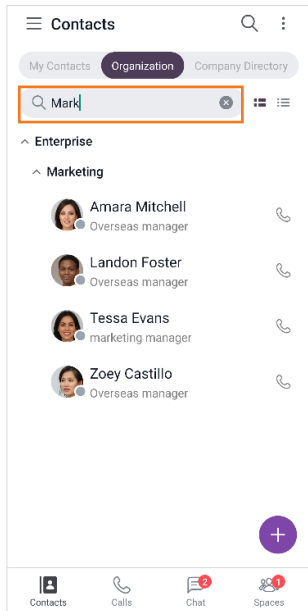
3.2.2 Search organization

You can search for users or departments within your organization. Search results can be displayed up to 100 items.

3.2.2.1 Instant search

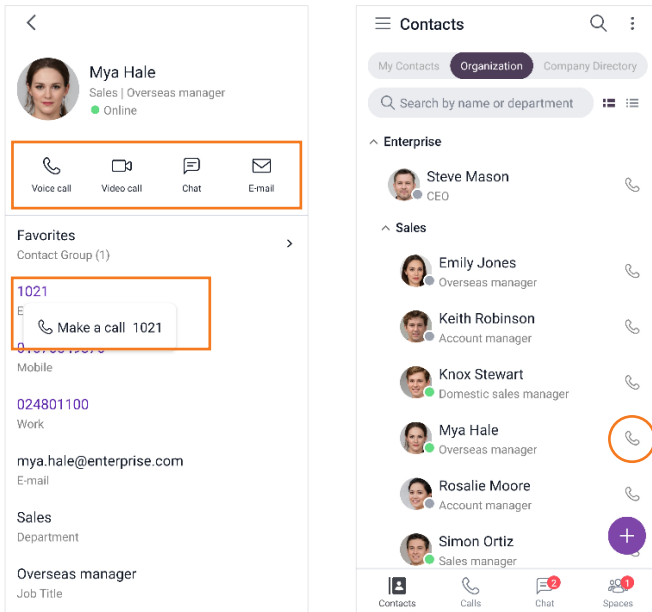
If you enter more than one search term, you can instantly search by user's name and department in the organization.

1. Enter at least two search characters in search input box.
2. Display search results within organization.



3.2.3 Using organization

You can use various features with user details or make a call using **Call** (📞) button in the list.



Note: Available features vary depending on user type, status or information.


3.2.3.1 Start a chat

You can chat with a user who has iPECS ONE account.

1. Tap **Chat** (💬) on user details.

3.2.3.2 Make a voice call

You can make a voice call to a user who has phone number.

1. Tap **Voice Call** () on user details or **Call** button in the list, a call is made with available phone number with the following priority: **Extension > Mobile > Work**.
2. If you select a **Phone number** from user details, you can make a call to that number.

3.2.3.3 Make a video call

You can make a video call to a user who has iPECS ONE account with extension number or an iPECS video phone that supports video call with iPECS ONE.

1. Tap **Video Call** () on user details.

3.2.3.4 Send an email

You can send an email to a user who has email address.

1. Tap **Email** () on user details.
2. Your default email client will launch.

Note: If you are not using default email client, you may need to configure your phone's email setting.

3.2.3.5 Add to My Contacts

You can add selected users to your contacts.

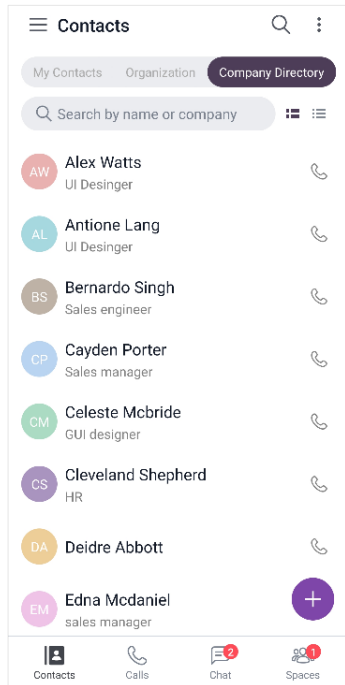
1. Tap **Add to My Contact** on user details.
2. Select a group to add the contact.

Note: This menu appears only for users who haven't been added to My Contacts.

3.3

Company Directory

Company directory displays the shared contacts of external users who do not belong to your organization and provides a function to search for members in the company directory by username, department, or company name.

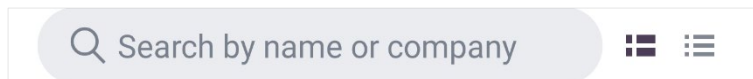


3.3.1 View company directory

Select a user of the company directory to view user details.

3.3.1.1 Show/Hide thumbnail

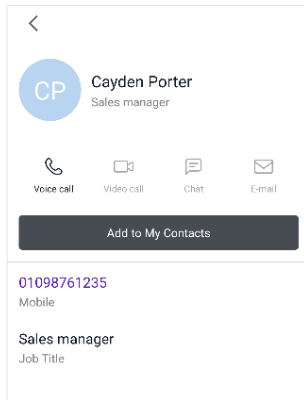
Thumbnail can be shown or hidden as configured.



1. Tap **Show Thumbnail** (☰) to show the thumbnail.
2. Tap **Hide Thumbnail** (☷) to hide the thumbnail.

3.3.1.2 View user details

1. Select a user to view details such as name, phone number, email, company, and department.



3.3.1.3 Update members changes

Company directory members are managed by an administrator.

Note: If the company directory has been changed by the administrator, you need to log in again or refresh your browser to update the changes.

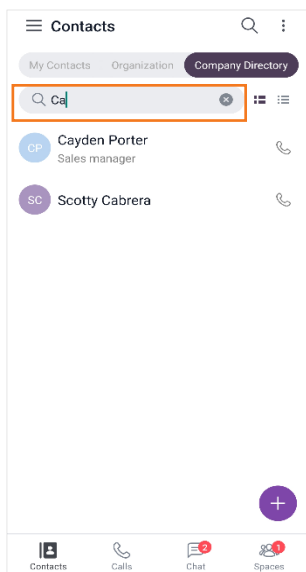
3.3.2 Search company directory

You can search for users or companies within the company directory. Search results can display up to 100 items.

3.3.2.1 Instant search

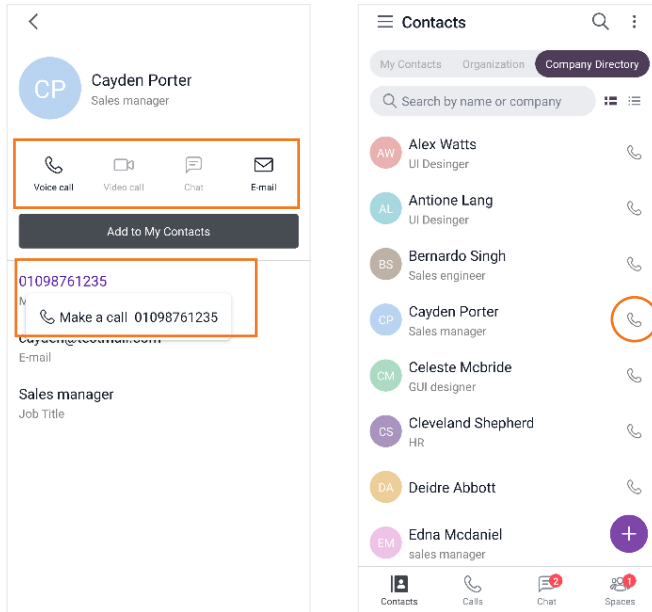
If you enter more than one search term, you can instantly search by user, department, and company name in the company directory.

1. Enter at least two search characters in the search input box.
2. Display search results within the company directory.



3.3.3 Using company directory

You can use various features with user details or make a call using **Call** (📞) button in the list.



Note: Available features vary depending on user information.

3.3.3.1 Make a voice call

You can make a voice call to a user who has a phone number.

1. Tap **Voice Call** (📞) on user details or **Call** button in the list, a call is made with an available phone number with the following priority: **Mobile > Work**.
2. If you select a **Phone number** from user details, you can make a call to that number.

3.3.3.2 Send an email

You can send an email to a user who has an email address.

1. Tap **Email** (✉️) on user details.
2. Your default email client will launch.

Note: If you are not using the default email client, you may need to configure your phone's email setting.

3.3.3.3 Add to My Contacts

You can add selected users to your contacts.

1. Tap **Add to My Contact** on user details.

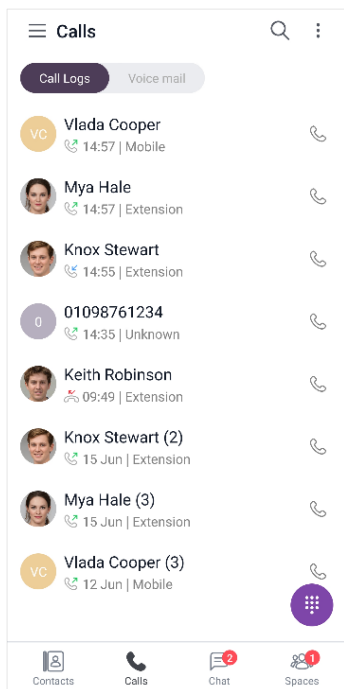
2. Select a group to add the contact.

Note: This menu appears only for users who haven't been added to My Contacts.

Chapter 4.

Calls

Calls tab contains call logs and call features. iPECS ONE provides various call features such as voice call, video call, group call, and additional call features.



4.1 Call

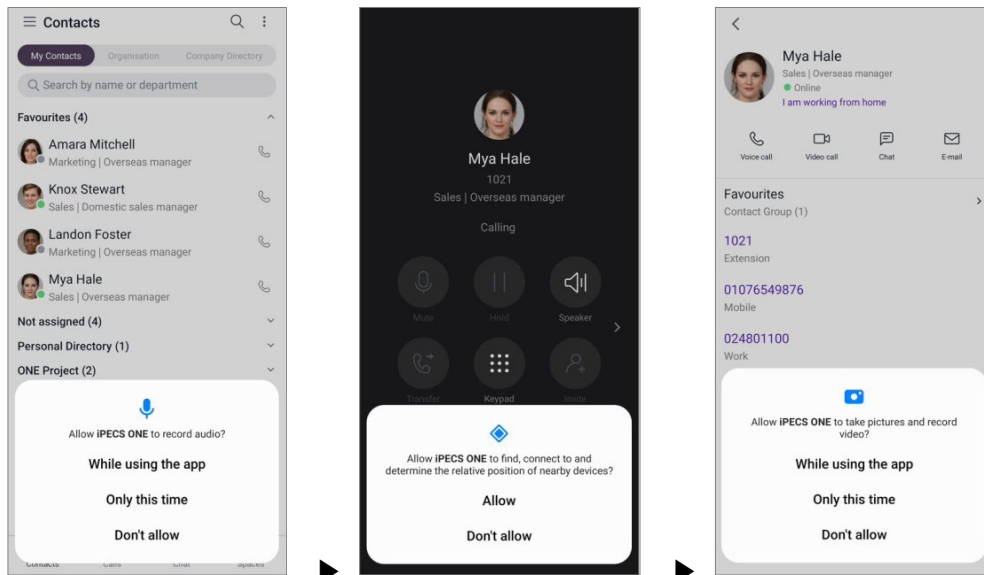
iPECS ONE provides call features for making and receiving voice/video calls as well as various additional features depending on call status of idle, busy or outgoing.

4.1.1 Permission

Permission should be allowed for the call feature.

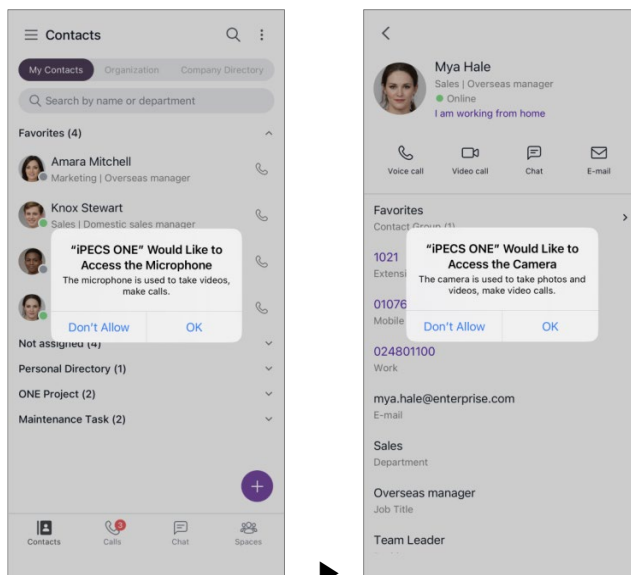
4.1.1.1 Android phones or Android tablets

1. Select **While using the app** for Microphone and Camera permission for the audio/video call feature.
2. Select **Allow** for Nearby devices permission.



4.1.1.2 iPhone or iPad

1. Select **OK** for Microphone and Camera permission for the audio/video call feature.



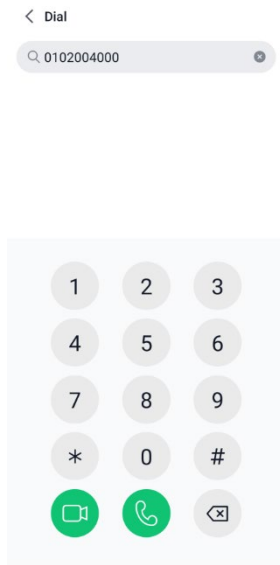
4.1.2 Make a call

Calls can be made in various ways.

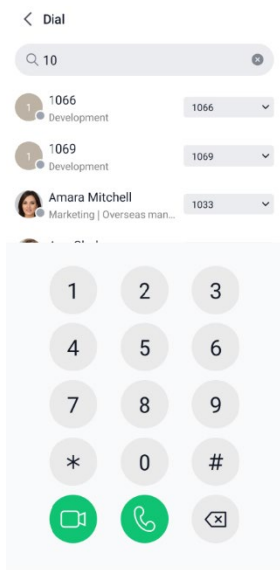
4.1.2.1 Keypad

You can make a call by entering phone number directly on the keypad.

1. Tap **Keypad** (📞) on the bottom right of the Calls tab.
2. Enter phone number directly,



3. Or search by name or number.

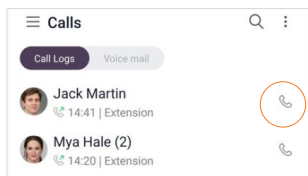


4. Tap **Voice Call** (📞) to make voice call. Tap **Video Call** (📹) to make video call.

4.1.2.2 Call from call logs

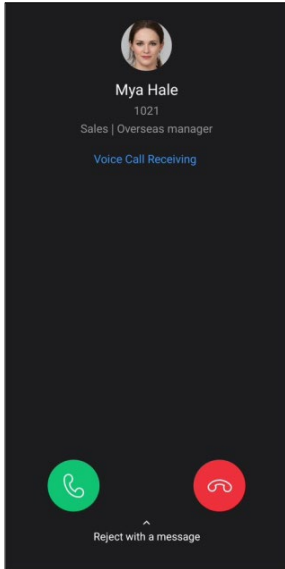
Calls can be made from call log.

1. Tap **Call** (📞) button to make a voice call from call log list.

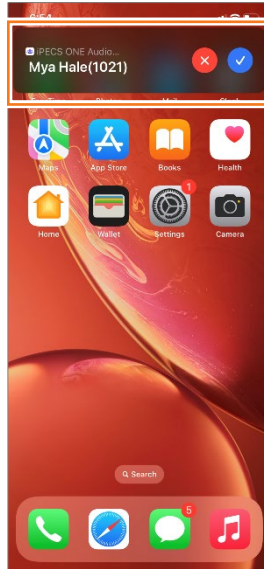


4.1.3 Answer a call ▶

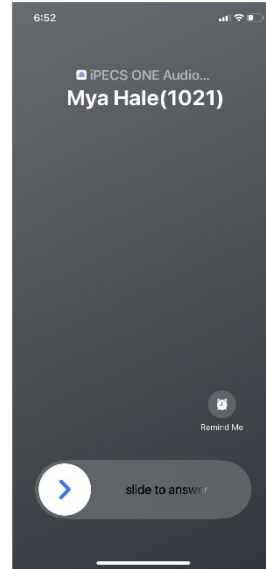
You can answer an incoming call or decline it in various ways.



• Android



• iOS (Home screen)



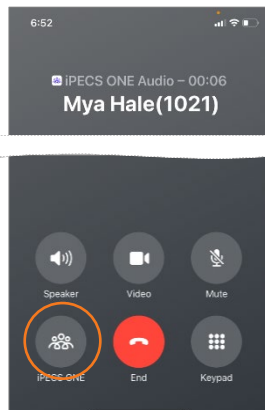
• iOS (Lock screen)

4.1.3.1 Answer (Android)

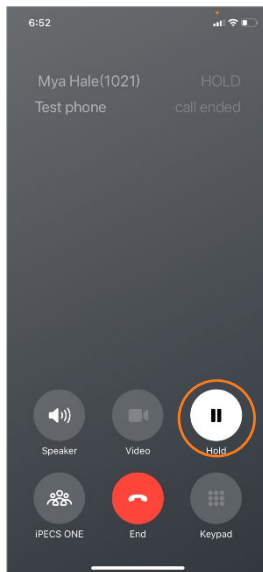
1. Tap **Accept** (📞) to answer incoming call.

4.1.3.2 Answer (iOS)

1. Tap **Accept** (✔️) to answer an incoming call.
2. **Slide** (▶️) button to answer an incoming call in the lock screen.
3. If you answer an incoming call when the app is in the background, the iOS Callkit screen is shown. When you use the **mute** button, must use the same button to unmute. Tap app icon (📞) to enter iPECS ONE.



4. When you use both iPECS ONE call and native call, iPECS ONE is on Hold, and you need to unhold using the CallKit hold button depending on multicall operations.



Note: If you click **Accept** button twice in a row, the incoming call is rejected. After the iPhone reboots, incoming calls are not handled properly until the user unlocks the iPhone and the network is connected.

4.1.3.3 Decline (Android)

1. Tap **Decline** (📞) to decline incoming call.

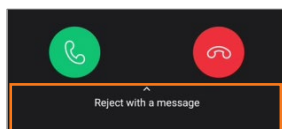
4.1.3.4 Decline (iOS)

1. Tap **Decline** (❌) to decline incoming call.

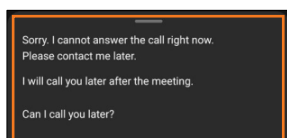
4.1.3.5 Reject with a message (Android)

You can reject a call with a message explaining why you cannot answer the call. This feature is supported among iPECS ONE users.

1. Tap **Reject with a message** to reject incoming call with a message.



2. Tap a predefined message to send.

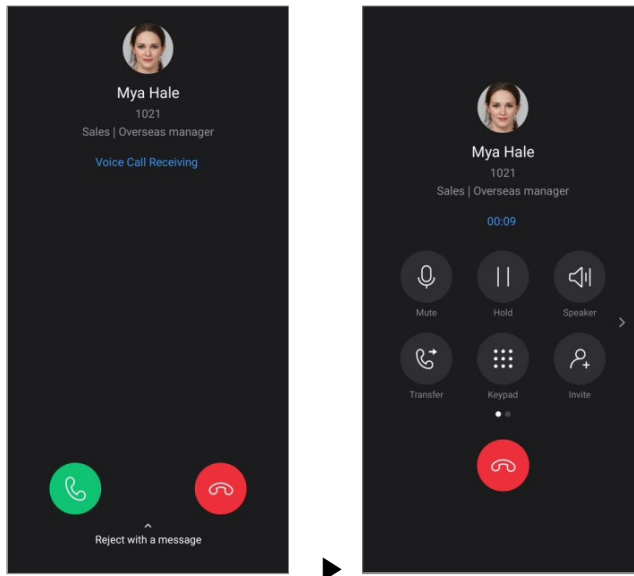


4.1.4 Hang up a call

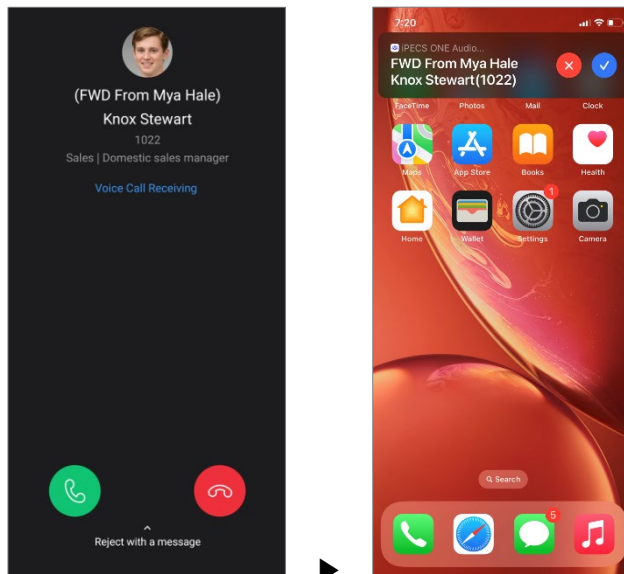
During a call, you can hang up a call by tapping **End Call** (📞).

4.1.5 Show caller information

1. While receiving or during a call, caller's picture, name and department are displayed.

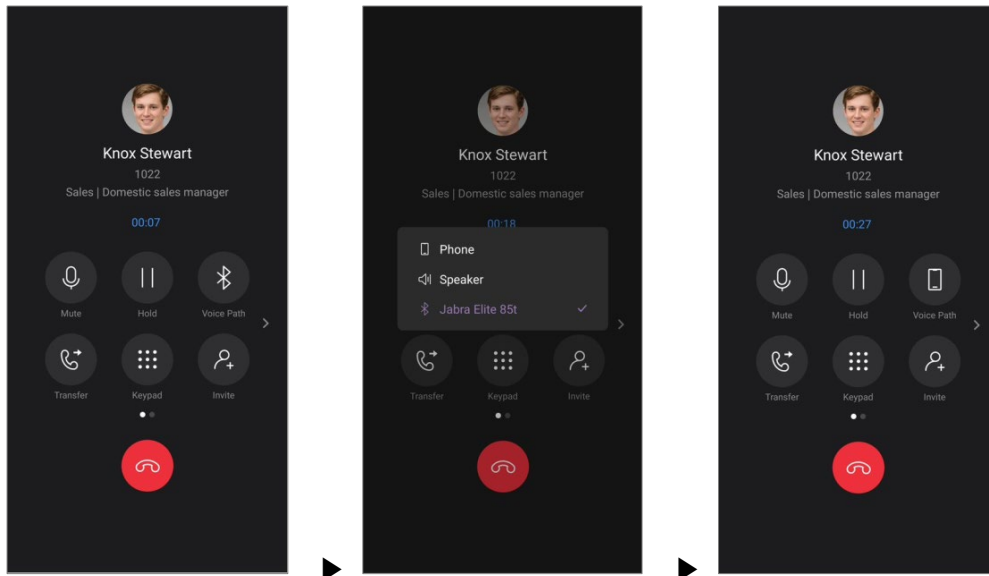


2. Additional information is showed when a forwarded call is receiving.



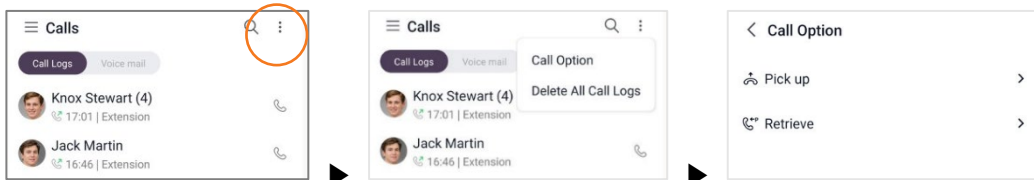
4.1.6 Bluetooth

You can use a Bluetooth device during a call or change the audio source to a phone (built-in receiver) or speaker.



4.1.7 Features in idle state

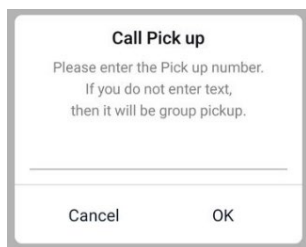
During idle state, unpark, barge in and pickup features are supported using Call Option menu. Tap the **Options** (: :) button to display an additional menu.



4.1.7.1 Pick up

You can answer a call ringing at another station.

1. Enter pickup number and tap **OK** to answer the call ringing at another station.

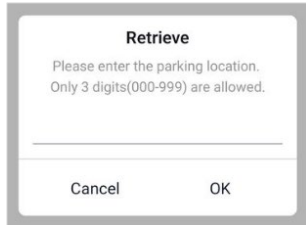


2. To receive a call ringing at a station of the same pickup group, tap **OK** without entering number.

4.1.7.2 Retrieve

You can unpark a parked call to continue the call.

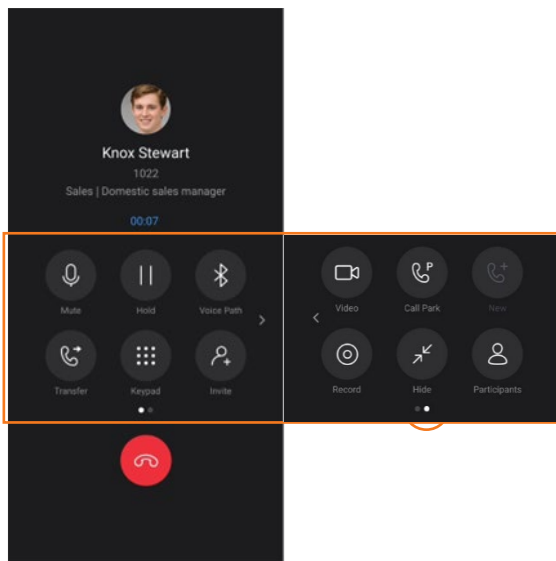
1. Enter the parking slot number of the call you want to unpark.



2. Tap **OK**.

4.1.8 Features in a call

Features such as mute, hold/retrieve and transfer are provided during a call.



4.1.8.1 Mute

1. Tap **Mute** (🔇) to mute microphone.

4.1.8.2 Hold/Retrieve

1. Tap **Hold** (⏸) to put the call on hold.
2. Tap **Retrieve** (⏪) to retrieve the held call.

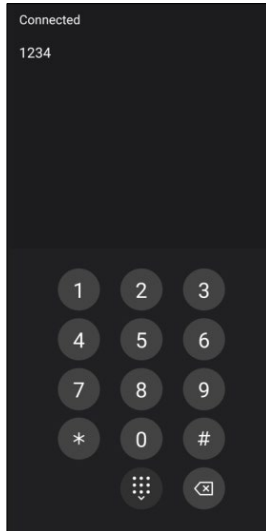
4.1.8.3 Speaker

1. Tap **Speaker** (🔊) to switch between earpiece and speaker of the phone.

4.1.8.4 Keypad

During a call, you can send digits using keypad for services such as ARS or voicemail.

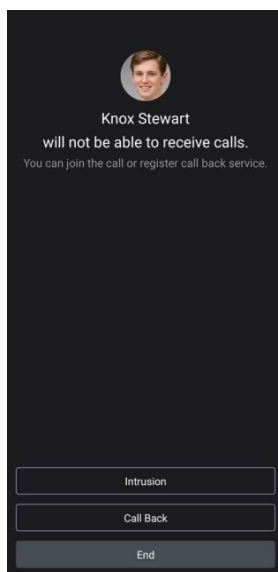
1. Tap Keypad (☰).



2. Enter the digits to send.
3. Tap (☰) to return to call screen.

4.1.9 Features on busy service

Additional features are provided when making a call to a user currently on a call.



4.1.9.1 **Intrusion**

You can join a busy call and make a conference through intrusion.

1. To join a busy call and conference through intrusion:
2. Tap **Intrusion**.

4.1.9.2 **Callback**

After you register a callback, a call is made back to you after the busy call ends.

1. To register a callback:
2. Tap **Call back**.

Note: Busy service features are displayed depending on system setting.

4.1.9.3 **Call waiting** ►

When the call waiting feature is enabled, an incoming call can be received during a call. The call waiting tone is played.

4.2 Call Features

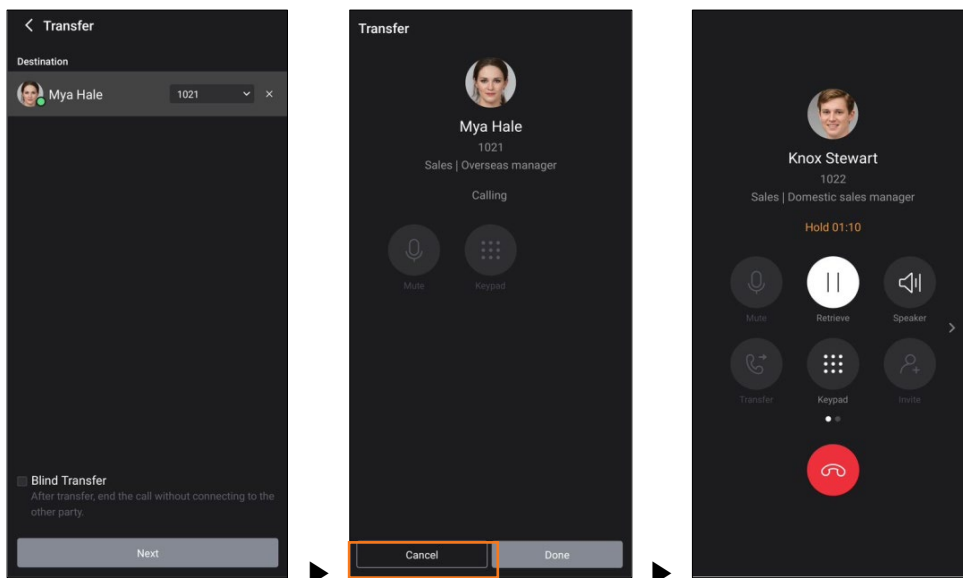
During voice call, features such as transfer, invite, switch to video call, call park, additional outgoing call, record, and hide/participants are provided.

4.2.1 Transfer

Current call can be transferred to another phone number by screened or blind transfer.

4.2.1.1 Screened Transfer

Screened Transfer provides options to complete the transfer after the transfer destination answers the transferred call or cancel it.

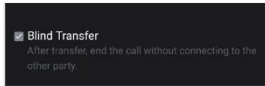


1. Tap **Transfer** (📞).
2. Enter the destination number to which you want to transfer current call.
3. Tap **Next**
4. The existing call is put on hold.
5. Tap **Done** to complete transfer immediately. Then, the existing call will be disconnected from the transferring user.
6. Or tap **Done** to complete the transfer after the transfer destination answers the transferred call. Then, the existing call will be disconnected from the transferring user.
7. Or tap **Cancel** to cancel the transfer when the transfer destination does not answer the transferred call. Then, tap **Retrieve** (⏸) to reconnect the existing call on hold.

4.2.1.2 Blind Transfer

If you select Blind Transfer, call transfer completes immediately without connecting transferring user with the transfer destination user.

1. Tap **Transfer** (📞).
2. Check **Blind Transfer**.



3. Tap **Done** to complete the transfer, then the existing call will be disconnected.

4.2.2 Invite

You can invite a user for voice conference. See section 4.4.2.1 Invite a participant for details.

4.2.3 Switch to video call

Voice call can be switched to video call.

4.2.3.1 Start Video Call

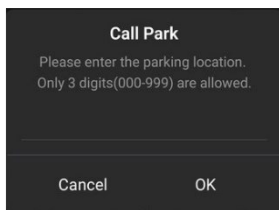
1. Tap **Video** (📺) to start video call.

4.2.4 Call Park

Call park is to put a call at a parking location to hold the call for a while. After that, the user can retrieve the call to continue the call.

4.2.4.1 Park

1. Tap **Call Park** (📞).
2. Enter parking location in 3 digits.



3. Tap **OK** to park the call.

4.2.4.2 Retrieve

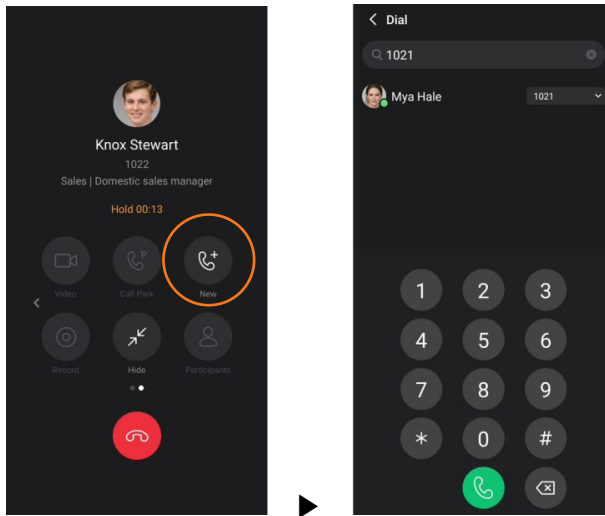
You can unpark a call on park to continue the call. See section 4.1.7.2 Retrieve for details.

4.2.5 Additional outgoing call

If you want to make another call during a call, you can put the existing call on hold and selecting New Call.

4.2.5.1 Make additional call

1. Hold existing call.
2. Tap **New Call** (📞+).

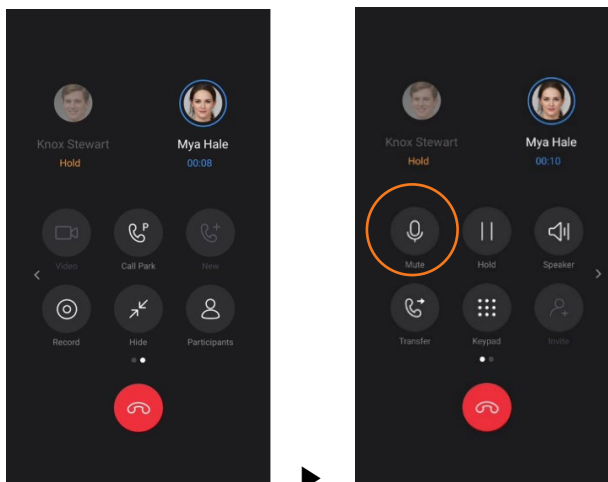


3. Enter phone number for new call.
4. Tap **Call** (📞) to make new call.

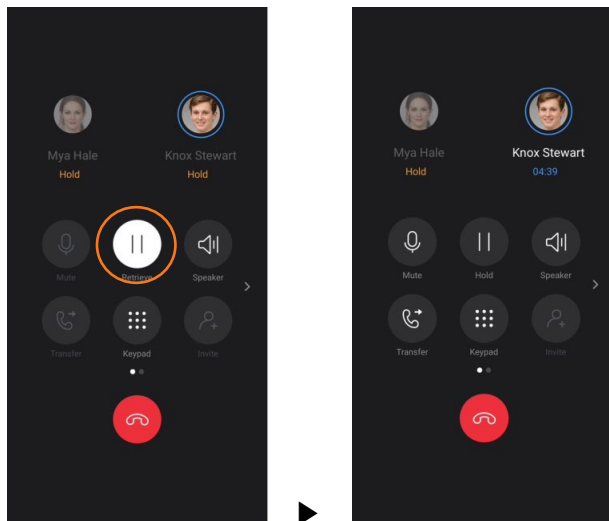
4.2.5.2 Switch calls

You can switch between multiple calls by holding and retrieving the calls.

1. Tap **Hold** (||) to hold currently connected call. The selected call is in blue circle.



2. To select other call, tap the avatar. Tab **Retrieve** (⏮) to connect from hold state.



4.2.6 Call Record

You can record current voice call and save it on recording server.

Note: Call recording feature is supported with call recording server, so if call recording function does not work, check call recording server settings or permissions.

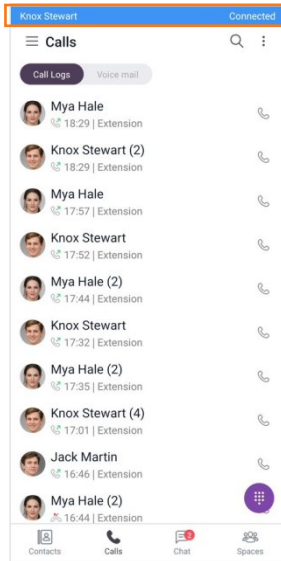
4.2.6.1 Start/Stop Record

1. Tap **Record** (Ⓜ) to start recording current call.
2. Tap **Record Stop** (Ⓜ) to stop recording.



4.2.7 Hide

You can hide the call screen to perform other features during voice call.



4.2.7.1 Hide Call Screen

1. Tap **Hide** (🔇) to hide the call screen and display call bar at the top of the screen.

4.2.7.2 Back to Call Screen

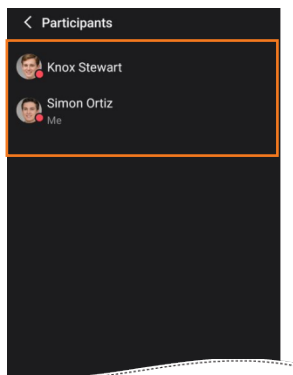
1. Tap the call bar at the top of the screen to return to the call screen.

4.2.8 Participants

You can view current participants and invite new participants for the group call host.

4.2.8.1 View participants

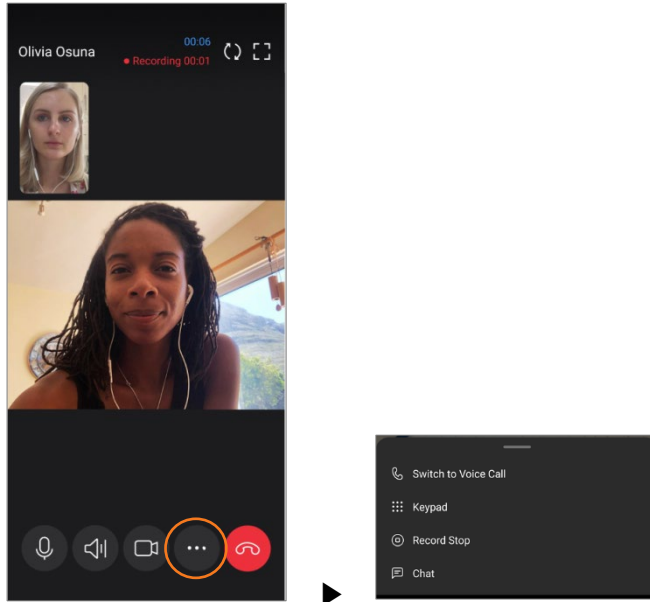
1. Tap **Participants** (👤) to view participants.
2. You can see the participants in the list.



4.3

Video Call Features

During video call, features such as microphone/camera/speaker settings, switching to voice call and hiding video screen are provided.



4.3.1

Microphone

You can mute or unmute microphone:

4.3.1.1

Mute

1. Tap **Mute** (🔇) to mute microphone.

4.3.1.2

Unmute

1. Tap **UnMute** (🔊) to unmute microphone.

4.3.2

Video camera

You can show or hide your video by turning video camera on or off.

4.3.2.1

Turn off video camera

1. Tap **Video Camera Off** (📵) to hide your video.

4.3.2.2


Turn on video camera

1. Tap **Video Camera On** (📹) to show your video.

4.3.3 **Speaker**

You can switch between earpiece and speaker of the phone.

4.3.3.1 **Turn on speaker**

1. Tap **Speaker On** () to use speaker.

4.3.3.2 **Turn off speaker**

1. Tap **Speaker Off** () to use earpiece.

4.3.4 **Front/Rear camera**

You can switch between front and rear cameras.


4.3.4.1 **Switch to front/rear camera**

1. Tap **Switch Camera** () to switch between front and rear cameras.

4.3.5 **Switch to Voice Call**

You can switch from video call to voice call.

4.3.5.1 **Start Voice Call**

1. Tap **More** () to display Switch to Voice Call menu.
2. Tap **Switch to Voice Call** to start voice call.

4.3.6 **Full Screen**



You can see the other party's video to full screen by tapping **Full Screen** ()

4.3.7 **Record**

Voice of the current call can be recorded and saved on recording server.

Note: Call recording feature is supported with call recording server, so if call recording function does not work, check call recording server settings or permissions. Only voice is recorded during video call.

4.3.7.1 **Start/Stop Record**

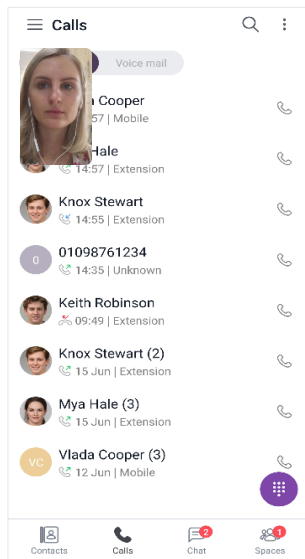
1. Tap **Record** () to start recording current call.
2. Tap **Record Stop** () to stop recording.

4.3.8 Chat

You can minimize video call screen to chat with the other party or use other features during video call.

4.3.8.1 Chat

1. Tap **Chat** menu to minimize video call screen into small floating screen.



4.3.8.2 Back to video call screen

1. Tap my video to return to normal video call screen.



4.4 Voice Conference

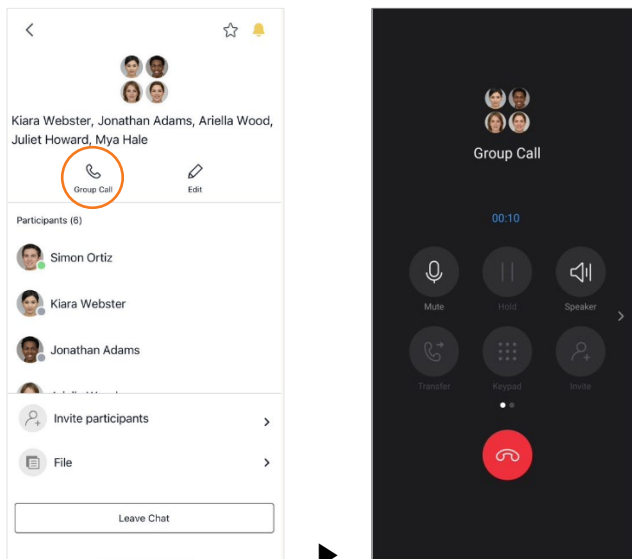
You can initiate voice conference by making a group call during group chat or inviting other user during a one-to-one call.

4.4.1 Group call


Voice conference call can be started by making a group call during group chat.

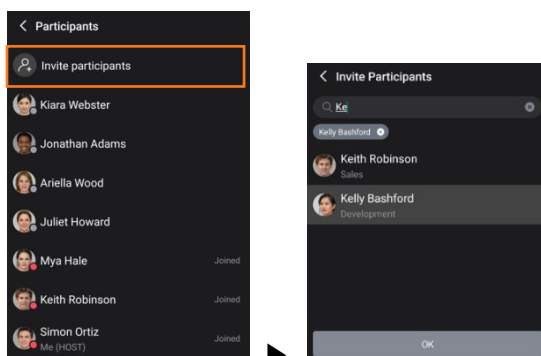
4.4.1.1 Make a group call

1. Tap **Option** () menu on the top right of group chat session.
2. Tap **Group Call** () in group chat.

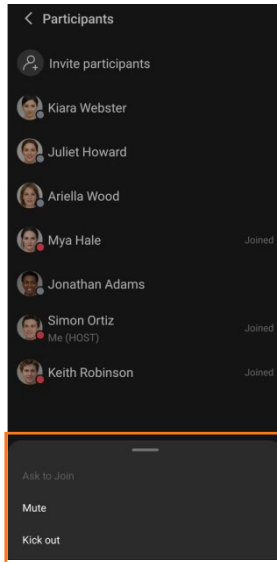


4.4.1.2 Invite participants

1. Tap **Participants** () to view current participants to check the participants.
2. Tap **Invite Participants** to invite new participant as a host. Search by name and select a user, and then Tap **OK**.



3. Tap a participant to mute or kick out for joined user, to ask a join for not joined one as a host.

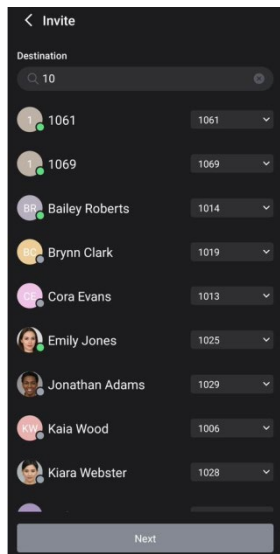


4.4.2 Ad-hoc conference

You can start a voice conference by inviting a user during a one-to-one call and also add conference participants by inviting users one by one.

4.4.2.1 Invite a participant

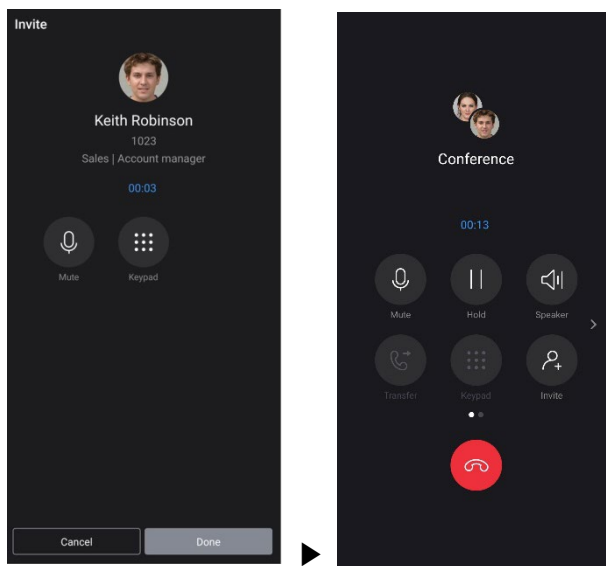
1. Tap **Invite** (👤) to make a new call. Search by name or number or type destination number.



2. Select a user and tap **Next** to make another call to the new participant and hold the existing call.



3. Tap **Done** to start conference call after the new participant answers the invitation.

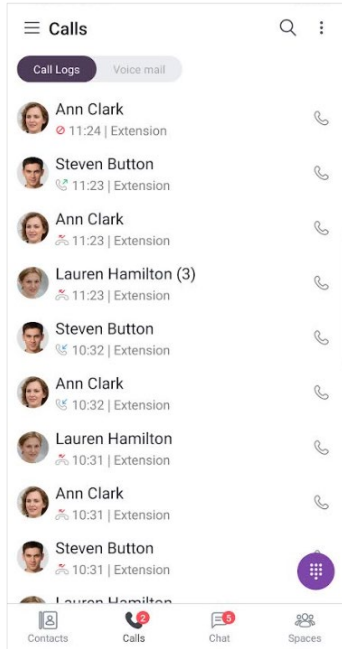


4. Or tap **Cancel** to cancel the invitation.
5. Repeat steps 1~4 to add more users.

4.5

Call Logs

Call logs display the history of outgoing, incoming, and missed calls. ONE supports server-based call log to display the same log among multiple devices.



4.5.1

View call logs

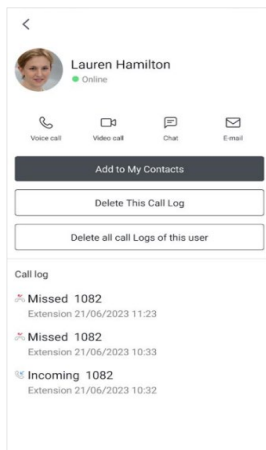
Call log list shows name or number, time, phone type, and call log type. Call log types are **Incoming** (📞), **Outgoing** (📞) and **Missed** (📞).

4.5.1.1

Call log details

Call log of a selected user can be listed and deleted on Call Log Details.

1. Tap a call log list item.



4.5.1.2 Missed call count

Calls tab may additionally display the sum of missed call count and voice mail count if those events happened. When you press Calls tab to check the call log, missed call count is reset to 0.



4.5.2 Using call log

Additional function for voice call is provided on call log list and Call Log Details.

4.5.2.1 Make a voice call

You can make voice call from call log.

1. Tap **Call** (📞) to make voice call from the call log list.
2. Or tap **Voice Call** (📞) in Call Log Details.

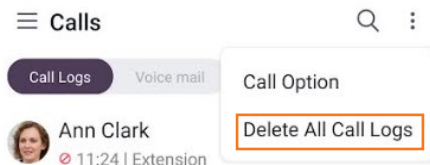
4.5.3 Delete call log

You can delete the entire call log, all call logs of selected user or one selected call log.

4.5.3.1 Delete all call logs

You can delete the entire call log at once.

1. Tap **Delete All Call Logs** in the option menu on the top right of calls tab.



4.5.3.2 Delete all call logs of user

You can delete all call logs of selected user.

1. Tap **Delete All Call Logs of This User** in Call Log Details.

4.5.3.3 Delete a call log

You can delete one selected call log.

2. Tap **Delete This Call Log** in Call Log Details.

4.6 Voice Mail

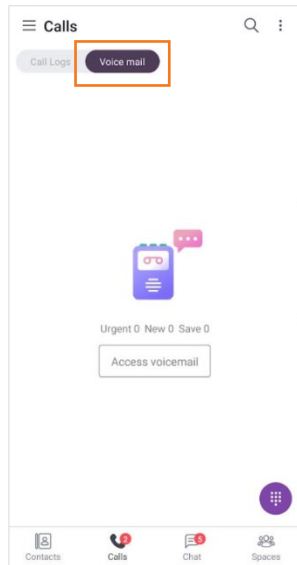
You can check voice mail count and access voice mail.

4.6.1 View voice mail count

Voice mail count is displayed on Voice mail tab of Calls tab.

4.6.1.1 View detail count

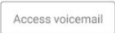
1. Tap Voice mail tab of Calls tab to check detailed counts for urgent, new and saved.




4.6.2 Access voice mail

You can call to voice mail or display voice mail page depending on the type of voicemail system.

4.6.2.1 Open voice mail (Cloud)

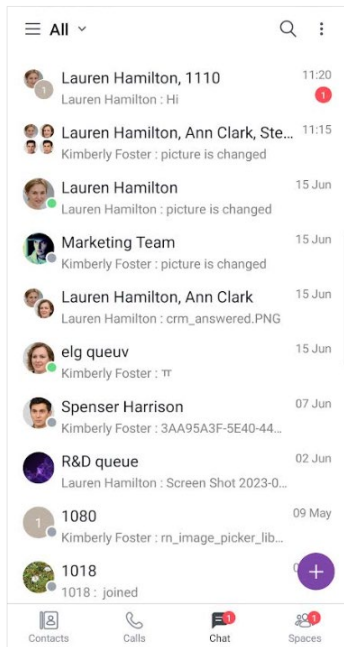
1. Tap **Access voicemail** () to open voicemail link page. Voicemail link page is open in a default browser.

4.6.2.2 Call voice mail (On-premise)

1. Tap **Call voicemail** () to make a call to voice mail system.

Chat

Chat tab provides chat lists and chat features such as one-to-one or group chats. You can also escalate communications by switching to voice, video, or conference calls during a chat. Your conversations are synchronized across multiple devices to provide a seamless user-based experience.



Note: You can chat with up to 100 iPECS ONE users including yourself.

5.1 Create Chat

One-on-one and group chats are provided in various ways.

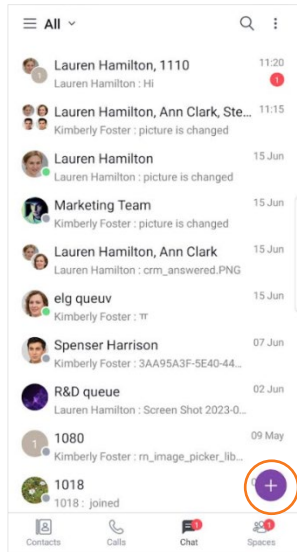
5.1.1 One-on-one

You can start one-on-one chat with various components.

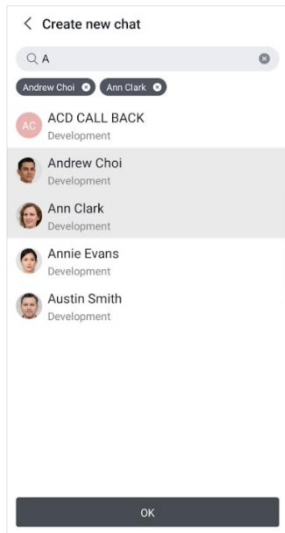
5.1.1.1 New chat

You can start new one-on-one chat with **Create Chat** button.

1. Tap **Create Chat** button in Chat tab.



2. Search for the user you want to invite and select it.

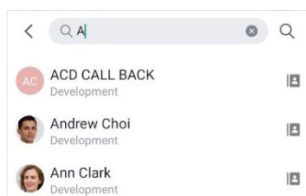


3. Tap **OK**.

5.1.1.2 Chat in global search

You can start a chat in global search at the top of the screen.

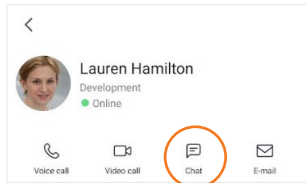
1. If you select an iPECS ONE user who can chat, chat screen is displayed.



5.1.1.3 Chat in user details

You can start a chat on user details screen that is shown by tapping on the user of My Contacts or organization.

1. Tap **Chat** (🗨️) on user details.



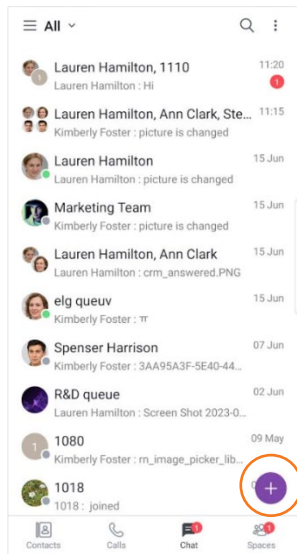
5.1.2 Group chat

You can start a group chat with iPECS ONE users.

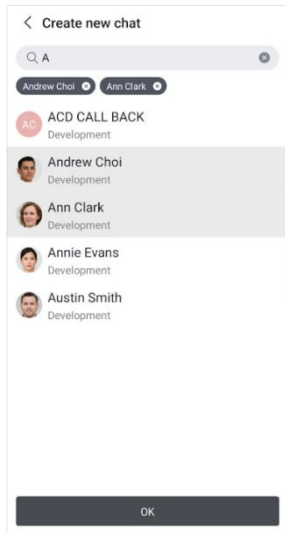
5.1.2.1 New chat

You can create new group chat with **Create Chat** button.

1. Tap **Create Chat** button in Chat tab.



2. Search for the users you want to invite and select them.



3. Tap **OK**.

5.2 Chat List

You can check chat rooms in chat list and enter a chat room by selecting it.

5.2.1 View chat list

Chat list displays chat rooms that have been added to Favorites section, and the rest in Recent section. Each section can be collapsed or expanded, and Favorites section is expanded and displayed by default.


Note: Chat list displays up to 200 recent chats.

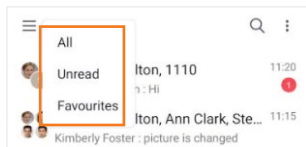
5.2.1.1 View chat item

Each chat room in the chat list shows a picture, name, latest message, date and time. If no picture is assigned to the chat room, the participant's picture is displayed. And, if the chat room is not named, the participant's name is displayed.

5.2.1.2 Filter

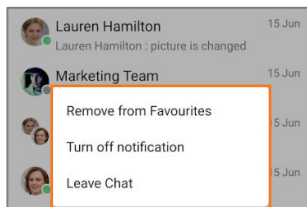
You can filter chat list by All, Unread, or Favorites.

1. Tap **Filter** () on the top left of Chat tab.
2. Select a filter from filter list.



5.2.2 Manage chat list

You can leave the chat room, turn on/off notification for the room and add to/remove from chat list with context menu of a chat list item.



5.2.2.1 Add to favorites

1. Select **Add to favorites** to add the room into Favorites section.

5.2.2.2 Remove from favorites

1. Select **Remove from favorites** to remove the room from Favorites section.

5.2.2.3 Turn on notification

1. Select **Turn on notification** to turn on notification of the room.

5.2.2.4 Turn off notification

1. Select **Turn off notification** to turn off notification of the room.

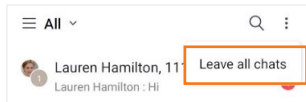
5.2.2.5 Leave chat

1. Select **Leave Chat** to leave the room.

5.2.2.6 Leave all chats

You can leave all the chat rooms.

1. Tap **Option (⋮)** menu in Chat tab.
2. Select **Leave all chats** to leave all chat rooms.

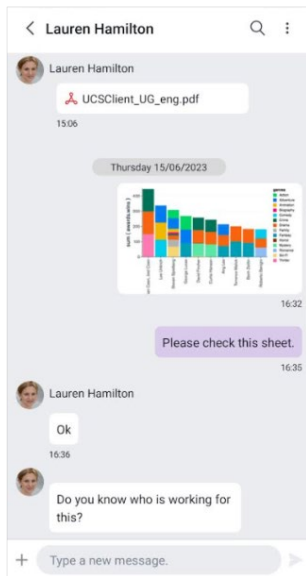


5.3 Chat Session

When you create a chat session, selected participants are automatically joined to the session. In case of one-on-one chat, if there is an existing chat room with the participant, the existing chat session is opened. In case of multi-party chat, a new chat session is created.

5.3.1 View contents

You can view the contents of a chat session by selecting the chat room in chat list or searching for the chat in global search.



Note: In chat, members who are newly invited to an existing chat room can see the messages added since they were invited. In Space, unlike chat, all messages can be viewed regardless of when they were invited.

5.3.2 Send contents

You can send contents like plain text, emoji and file.

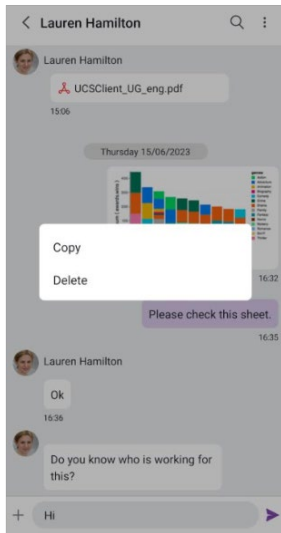
5.3.2.1 Send a message

1. Type text message in message box.
2. Tap **Send** (➤).



5.3.2.2 Copy a message

1. To display context menu for copying, press and hold the message to be copied.



2. Selecting Copy will copy the selected message to clipboard.

5.3.2.3 Delete a message

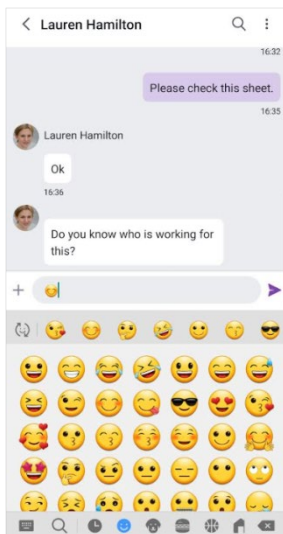
You can delete a message that has been sent to participant.

1. To display context menu for deleting, press and hold the message to be deleted.
2. Selecting **Delete** will delete the selected message.
3. The deleted message is marked as 'Deleted message'.

5.3.2.4 Add an emoji

You can send a message that includes emoji.

1. Select emoji input on soft keyboard of smartphone.
2. Select an emoji.



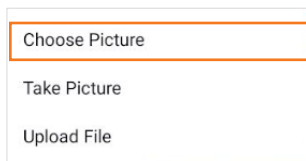
3. Tap **Send** (➤).

Note: The appearance of each emoji varies by platform, as the artwork is specific to the fonts included in the system.

5.3.2.5 Attach an image file ▶

You can attach image file by selecting it on the phone or taking a picture.

1. Tap **Attachment (+)** button.
2. Tap **Choose Picture** to select picture from your phone gallery and attach picture.



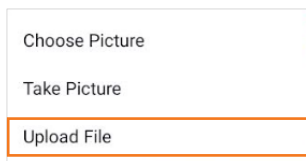
3. Or Tap **Take Picture** to take and attach the picture.
4. Click the attached image and open the image preview.

Note: The attachable file format is png, jpeg and gif.

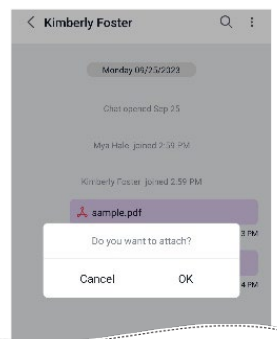
5.3.2.6 Attach a document file ▶

You can attach a document file by selecting it on the device.

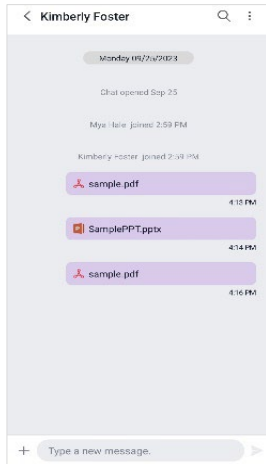
1. Tap **Attachment (+)** button.
2. Tap **Upload File** to select a document from your file.



3. Click **OK** button in the notification to attach the document.



4. Click the attached document and open the file preview.



5.3.3 Search in session

You can search for messages in current chat session.

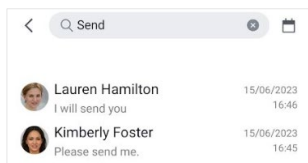
Note: Search text should be above two characters and start with a character.

5.3.3.1 Search messages

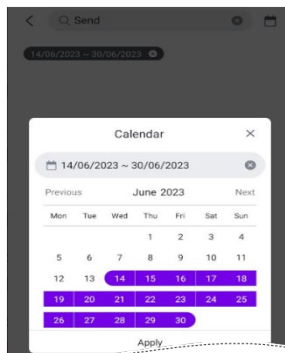
1. Tap **Search** (🔍).



2. Type the text you want to search and press **search** button.
3. Select a searched item you want to view.

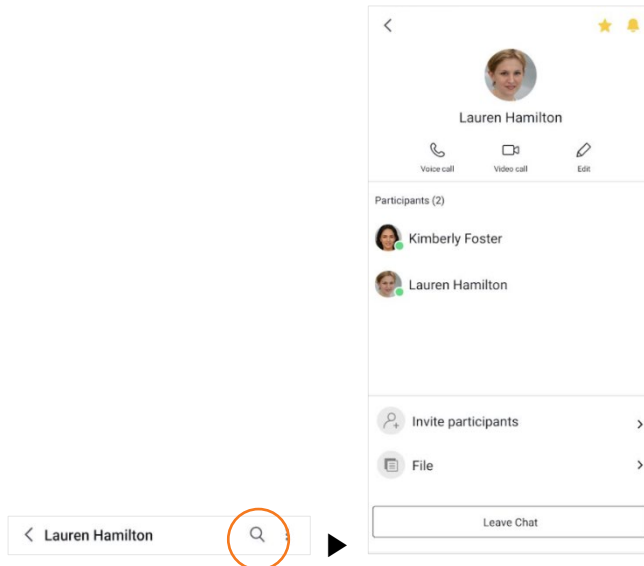


4. For selecting search period, click calendar icon.



5.3.4 Session menu

Using the session menu on the top right of chat session, you can make voice/video/group calls, view/invite participants, view/download files and leave chat room. Tap the **Option** (⋮) button to display an additional menu.



5.3.4.1 Make a voice call

1. Tap **Voice Call** (📞) in one-to-one chat.

5.3.4.2 Make a group call

1. Tap **Group Call** (📞) in group chat.

5.3.4.3 Make a video call

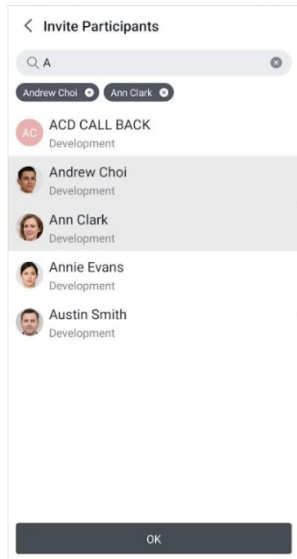
1. Tap **Video Call** (📺) in one-to-one chat.

5.3.4.4 View participants

1. You can check participants in session menu.
2. Tap a participant to see details.

5.3.4.5 Invite participants

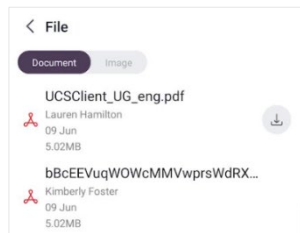
1. Tap **Invite People** (👤) to invite participants.
2. Search for the user you want to invite and select it.



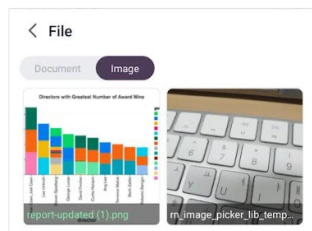
3. Tap **OK**.

5.3.4.6 File

1. Tap **File** (📁) to view files.
2. In Document tab, tap **Download** (⬇️) to download the file.



3. In Image tab, tap an Image to view and download the image file.



5.3.4.6.1 Default app launch

When you click on a file, the default app associated with the file type will automatically launch. In Android, you can change the default app for a specific file type as below.

1. Go to app settings, Under Settings, locate **Apps** or **App Settings**. Then choose the **All Apps** tab near the top.
2. Choose the App, Find the app that Android is currently using by default.

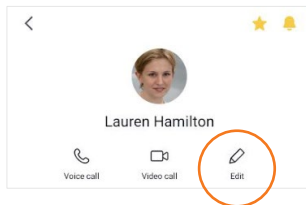
3. Reset default settings. On the App's settings, choose Clear Defaults.
4. Select a new default app.

5.3.4.6.2 Share Images with others

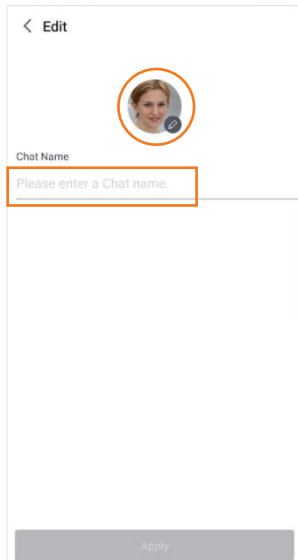
To share images with others on Android, you need to change the default app to something like the Google Photo App.

5.3.4.7 Edit

1. Tap **Edit** in session menu to edit chat name or picture.



2. Change chat name or picture by tapping on it.



3. Tap **Apply** button

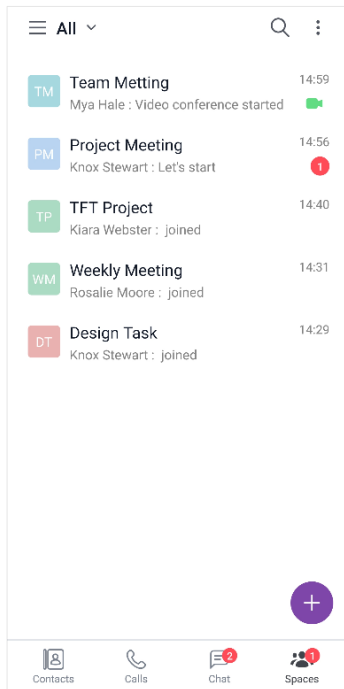
5.3.4.8 Leave Chat

1. Tap **Leave Chat Button** to leave the chat session.



Spaces

Spaces tab provides space lists and space features for team collaboration. You can also escalate communications by switching to video conference during a space conversation. Your conversations are synchronized across multiple devices to provide a seamless user-based experience.



Note: A premium user license is required to use the space features. You can communicate with up to 100 iPECS ONE users, including yourself.

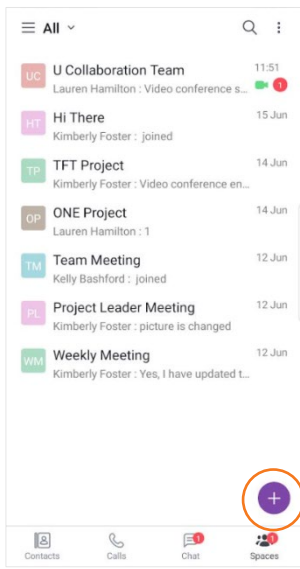
6.1 Create Space

You can create spaces for team collaboration and invite users.

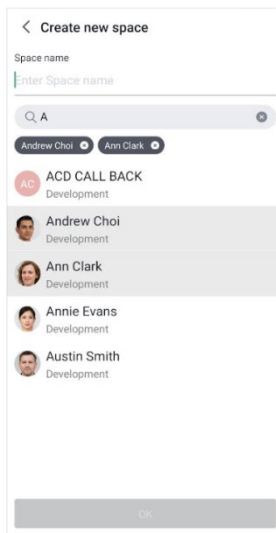
6.1.1 New space

You can create a new space with **Create Space** button.

1. Tap **Create Space** button in Spaces Tab



2. Search for the user you want to invite and select them.



3. Tap **OK**.

6.2 Space List

You can check space rooms in space list and enter a space room by selecting it.

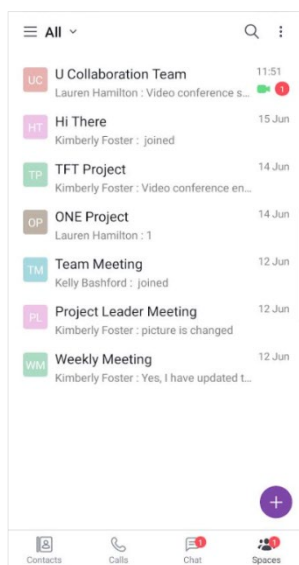
6.2.1 View space list

Space list displays space rooms that have been added to Favorites section and the rest in Recent section. Each section can be collapsed or expanded, and Favorites section is expanded and displayed by default.

Note: Space list displays up to 200 recent spaces.


6.2.1.1 View space item

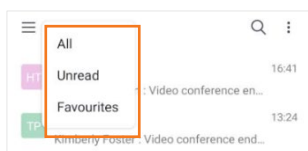
Each space room in space list shows space picture, name, latest message, video conference status, date, and time. If no picture is assigned to the space room, the initial of space name is displayed.



6.2.1.2 Filter

You can filter chat list by All, Unread, or Favorites.

1. Tap **Filter** () on the top left of Spaces tab.
2. Select a filter from filter list.



6.2.2 Manage space list

You can leave the space room, turn on/off notification for the room and add to/remove from space list with context menu of a space list item.



6.2.2.1 Add to favorites

1. Select **Add to favorites** to add the room into Favorites section.

6.2.2.2 Remove from favorites

1. Select **Remove from favorites** to remove the room from Favorites section.

6.2.2.3 Turn on notification

1. Select **Turn on notification** to turn on notification of the room.

6.2.2.4 Turn off notification

1. Select **Turn off notification** to turn off notification of the room.

6.2.2.5 Leave Space

If you are a space participant, you can leave the space.

1. Select **Leave Space** to leave the space room.

6.2.2.6 Delete Space

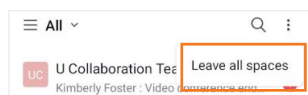
If you are the host of the space, you can delete the space. If you delete a space, the spaces of other participants are also deleted, and the contents and conversations of the space will be deleted.

1. Select **Delete Space** to delete the space room.

6.2.2.7 Leave all spaces

You can leave all the space rooms.

1. Tap **Option** (☰) menu in Spaces tab.
2. Select **Leave all spaces** to leave all space rooms.



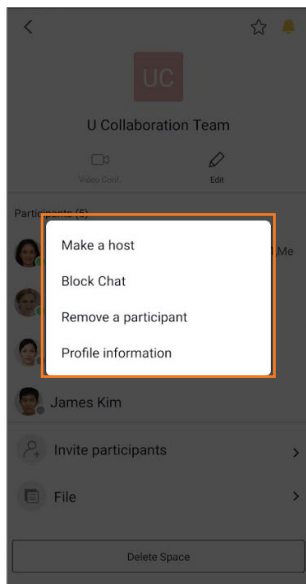
6.3 Manage space

The host of the space can manage the space.

6.3.1 Host functions

The user who created the space will be the host of that space, and the host can perform administrative functions on the space.

1. Tap the **Option** (☰) button to display a session menu.
2. Tap a participant to display the menu.



6.3.1.1 Make a host

Hosts can grant host privileges to another participant.

1. Select **Make a host** to make a selected user to a host.

6.3.1.2 Change to participant

Hosts can remove host privileges from another host.

1. Select **Make a participant** to make a selected host to a participant.

6.3.1.3 Block Text

Hosts can block other participants from sending messages. Blocked users cannot send messages, they can only view conversations.

1. Select **Block Text** to block the selected participant from sending messages.

6.3.1.4 Remove a participant

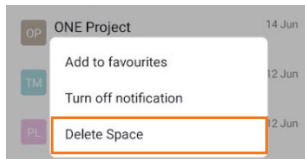
Hosts can remove participants from the space.

1. Select **Remove a participant** to remove the selected participant from the space.

6.3.1.5 Delete space

Hosts can delete the space. If host delete a space, the spaces of other participants are also deleted, and the contents and conversations of the space will be deleted.

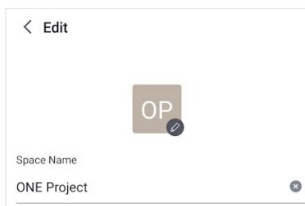
1. Select **Delete space** to delete the selected space room.



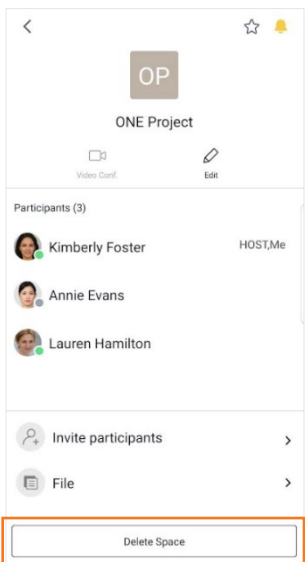
6.3.1.6 Edit space

Hosts can change the picture and name of the space and delete the space.

1. Click **Edit** to edit space title or picture.



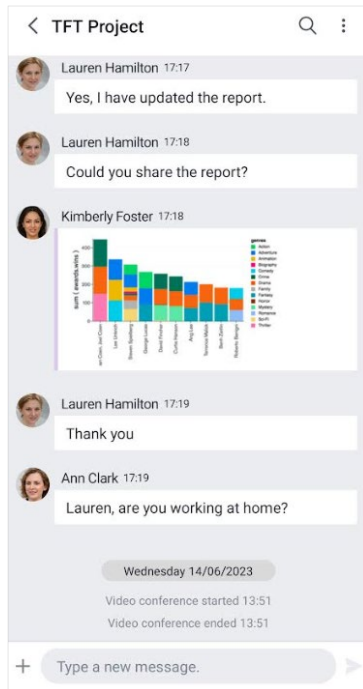
2. Click **Delete Space** button to delete the space room.



6.4

Space Session

When you create a space session, selected participants are automatically joined to the session.



6.4.1 View contents

You can view the contents of a space session by selecting the space room in space list at the left area or searching for the space in global search.

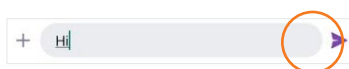
Note: In chat, members who are newly invited to an existing chat room can see the messages added since they were invited. In Space, unlike chat, all messages can be viewed regardless of when they were invited.

6.4.2 Send contents

You can send contents such as plain text, emoji and file.

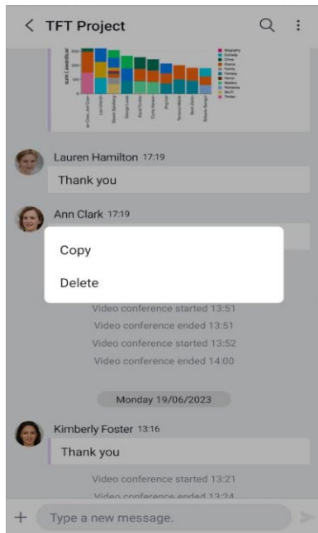
6.4.2.1 Send a message

1. Type text message in message box.
2. Tap **Send** (➤).



6.4.2.2 Copy a message

1. To display context menu for copying, press and hold the message to be copied.



2. Selecting Copy will copy the selected message to clipboard.

6.4.2.3 Delete a message

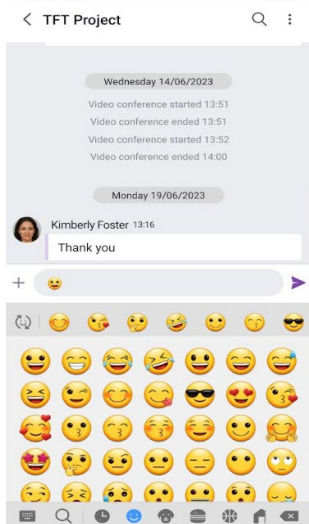
You can delete a message that has been sent to participant.

1. To display context menu for deleting, press and hold the message to be deleted.
2. Selecting **Delete** will delete the selected message.
3. The deleted message is marked as 'Deleted message'.

6.4.2.4 Add an emoji

You can send a message that includes emoji.

1. Select emoji input on soft keyboard of smartphone.
2. Select an emoji.



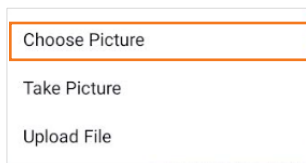
3. Tap **Send** (➤).

Note: The appearance of each emoji varies by platform, as the artwork is specific to the fonts included in the system.

6.4.2.5 Attach an image file ▶

You can attach image file by selecting it on the phone or taking a picture.

1. Tap **Attachment** (+) button.
2. Tap **Choose Picture** to select picture from your phone gallery and attach picture.



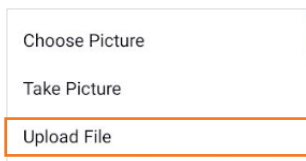
3. Or Tap **Take Picture** to take and attach the picture.
4. Click the attached image and open the image preview.

Note: The attachable file format is png, jpeg and gif.

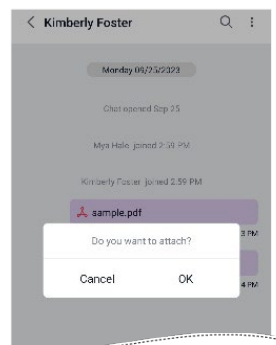
6.4.2.6 Attach a document file ▶

You can attach a document file by selecting it on the device.

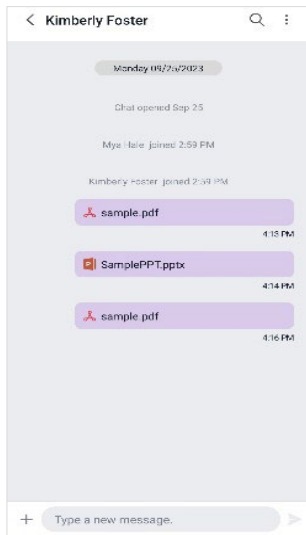
1. Tap **Attachment** (+) button.
2. Tap **Upload File** to select a document from your file.



3. Click **OK** button in the notification to attach the document.



4. Click the attached document and open the file preview.



6.4.3 Search in session

You can search for messages in current chat session.

Note: Search text should be above two characters and start with a character.

6.4.3.1 Search messages

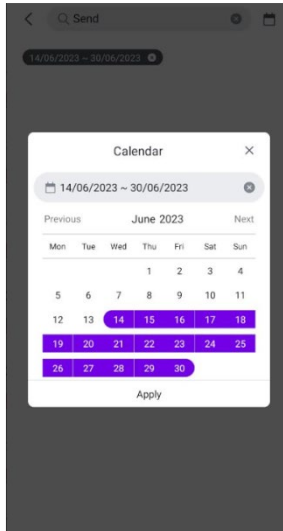
1. Tap **Search** (🔍).



2. Type the text you want to search and press **search** button.
3. Select a searched item you want to view.



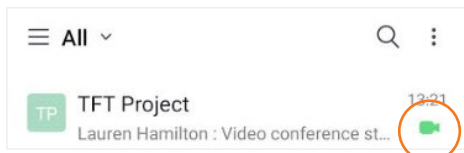
4. For selecting search period, click calendar icon.



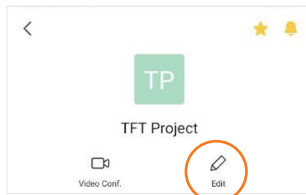
6.4.4 Join Video Conference

You can join the video conference in progress for the space:

1. If there is a video conference in progress, the video conference status icon is displayed on the right in the space list, and you can join the video conference in the space.

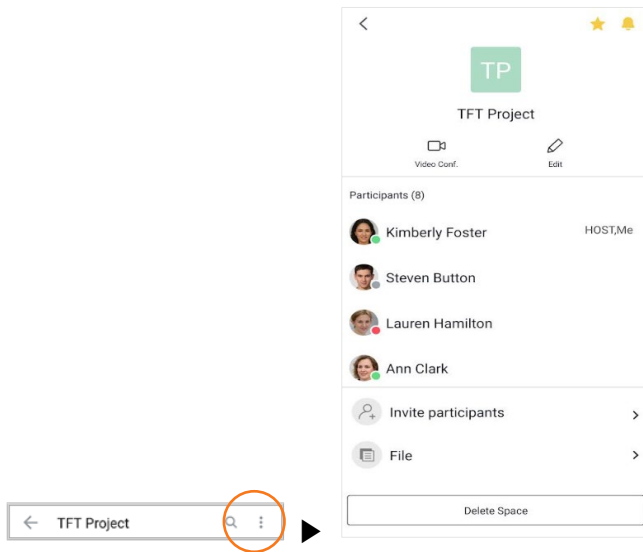


2. Tap **Video Conference** in the space.



6.4.5 Session menu


Using the session menu on the top right of space session, you can view/invite participants, view/download file and set up space room. Tap the **Option** (⋮) button to display an additional menu.

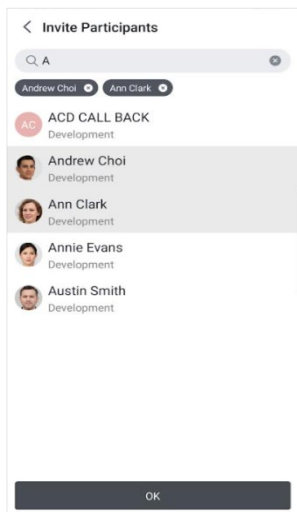


6.4.5.1 View participants

1. You can check participants in session menu.
2. Tap a participant to see details.

6.4.5.2 Invite participants

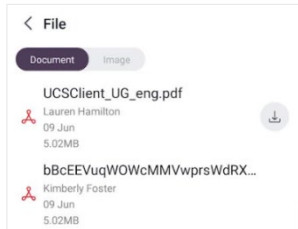
1. Tap **Invite People** () to invite participants.
2. Search for the user you want to invite and select it.



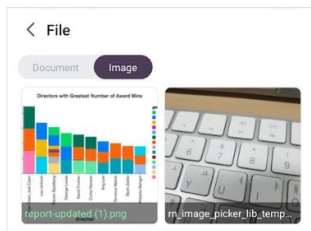
3. Tap **OK**.

6.4.5.3 File

1. Tap **File** (📁) to view files
2. In Document tab, tap **Download** (⬇️) to download the file.



3. In Image tab, tap an Image to view and download the image file



6.4.5.3.1 Default app launch

When you click on a file, the default app associated with the file type will automatically launch. In Android, you can change the default app for a specific file type as below.

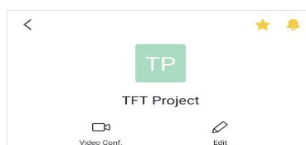
1. Go to app settings, Under Settings, locate **Apps** or **App Settings**. Then choose the **All Apps** tab near the top.
2. Choose the App, Find the app that Android is currently using by default.
3. Reset default settings. On the App's settings, choose Clear Defaults.
4. Select a new default app.

6.4.5.3.2 Share Images with others

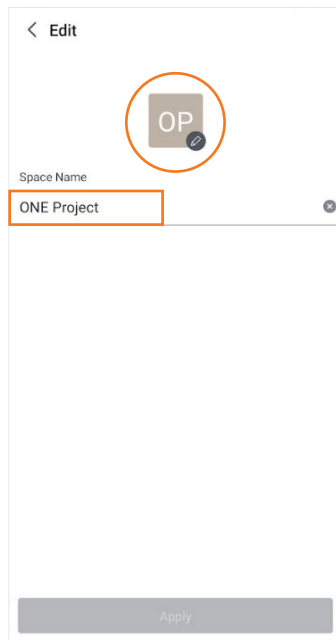
To share images with others on Android, you need to change the default app to something like the Google Photo App.

6.4.5.4 Edit

1. Tap **Edit** in session menu to edit space name or picture.



2. Change chat name or picture by tapping on it.



3. Tap **Apply** button.

6.4.5.5 Leave Space

If you are a space participant, you can leave the space.

1. Tap **Leave Space** () button to leave the space session.

6.4.5.6 Delete Space

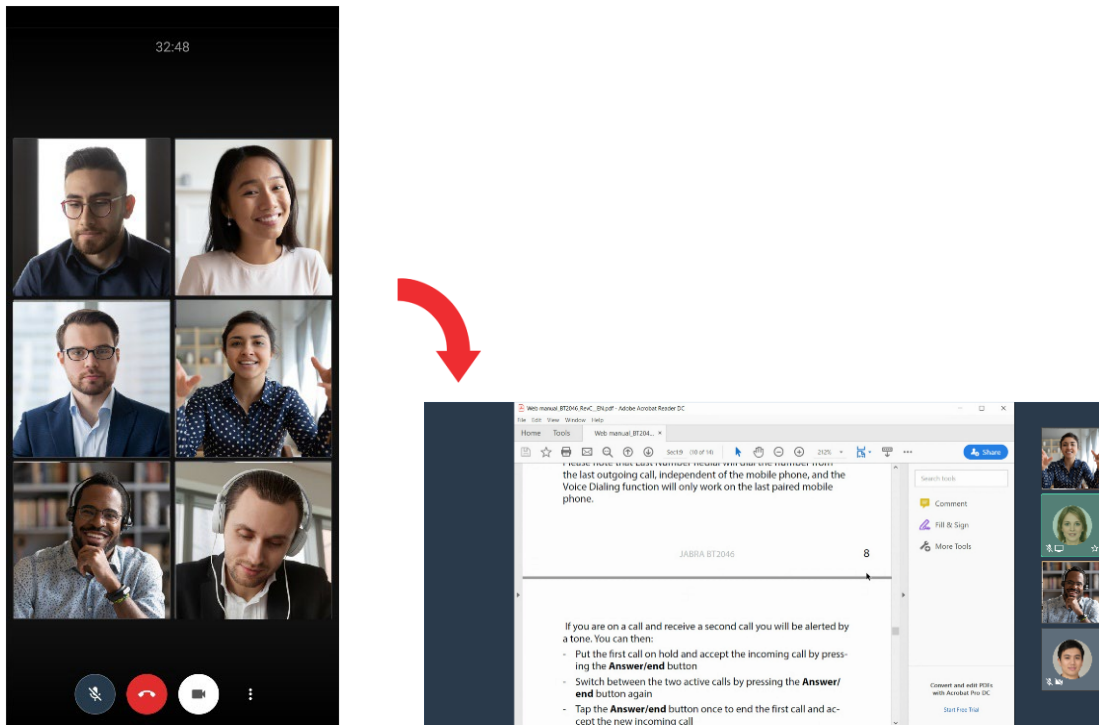
If you are the host of the space, you can delete the space.

1. Tap **Delete Space** () button to delete the space session.

Chapter 7.

Video Conference

Video conferencing is an effective way for co-workers to collaborate remotely. iPECS ONE makes you collaborate from anywhere through features such as video conferencing and screen sharing.



Note: You can join a video conference from the Mobile Client, but you cannot start, share screen, or moderate conferences from the Mobile Client. Please use the Web Client if you want to start, share screen, or moderate the video conference.

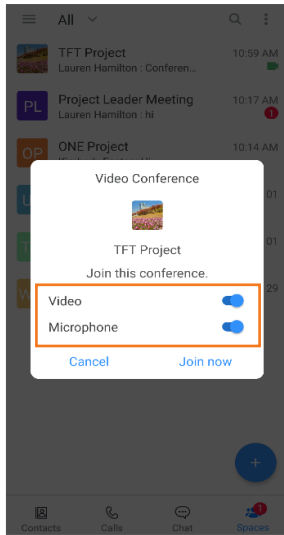
7.1 Join Video Conference



Any space member invited can join the video conference.

7.1.1 Join from invitation notification

All space members and invited iPECS ONE users will receive an invitation notification when the video conference begins.

1. Set up your audio and video before starting a video conference.





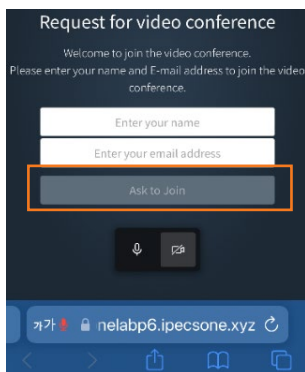
- If you don't want other participants to hear you, you need to turn off the **Microphone** () button.
- If you want to hide your screen, you need to turn off the **Video** () button.

2. Tap **Join now**.

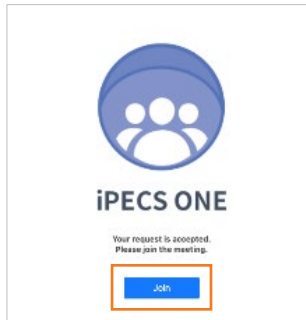
7.1.2 Join from guest link

If the guest selects the video conferencing link received or copy and paste it into the browser's address bar, and then press enter, the guest will see the waiting webpage as below. Moderator's approval is required to join the video conference.

1. Enter the guest's name and email.
2. Set up your audio and video before starting a video conference.
 - If you don't want other participants to hear you, you need to turn off the **Microphone** () button.
 - If you want to hide your screen, you need to turn off the **Video**() button.
3. Click **Ask to Join**.



4. Click **Join**.

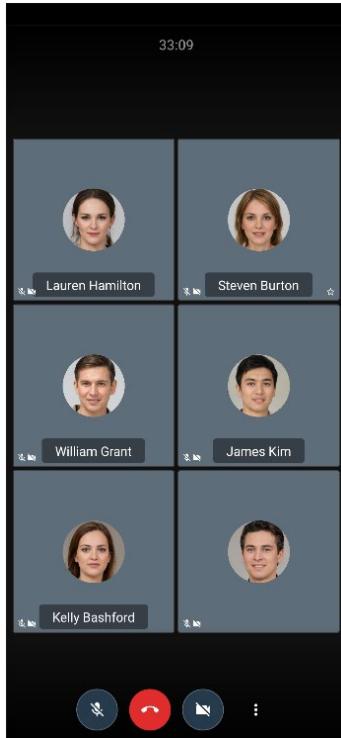


5. When the moderator approves the guest to join the video conference, the video conference screen is displayed.
6. If the video conference has not started yet and you try to join the video conference, you will see the error message such as "Video conference does not exist."

-
- Note:**
- If a pop-up shows up asking permissions to use the microphone and camera, select **Allow** on the pop-up to use the microphone and camera for voice and video for the video conference.
 - Guests cannot use some features and video conferencing session menu.
 - Mobile web browser supports only Android Chrome, not iOS
-

7.2 Video Conference Session

You can join in a video conference session. During video conferencing, you can use related features.



7.2.1 Video conferencing

You can use video conference related features.

7.2.1.1 Mute/Unmute Microphone

You can mute or unmute the microphone so that the other participants cannot hear or can hear your audio. The status of mute/unmute is shown to other participants.

1. Toggle **Mute/Unmute** (🔇) button to mute or unmute the microphone.

7.2.1.2 Start/Stop Camera

You can start or stop the camera so that the other participants can see or cannot see your video. The status of Start/Stop Camera is shown to other participants.

1. Toggle **Start/Stop camera** (📷) button to start or stop the camera.

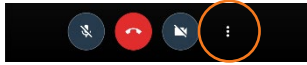
7.2.1.3 End Conference

1. Click **End** (📞) button to leave the video conference.

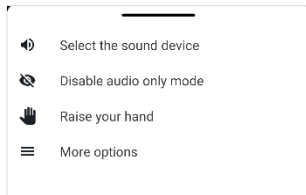
7.2.2

More actions

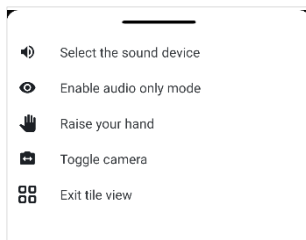
1. Click **More** (⋮) button at the bottom right.



2. **Options menu** displays to select others.



3. In the menu, you can choose the **More options**.



7.2.2.1

Select the sound device

You can select an available sound device.

1. Tap **Select the sound device** to select sound device.



7.2.2.2

Enable/Disable audio only mode

When you enable audio only mode, video transmission is stopped, and only audio calls are possible. It is useful to reduce data bandwidth on mobile.

1. Tap **Enable/Disable audio only mode** to change audio only mode.

7.2.2.3

Raise/Lower your hand

You can use the Raise Hand feature to get a chance to speak during a video conference. The status of Raised hand is shown to other participants.

1. Tap **Raise your hand** to request to speak.
2. Tap **Lower your hand** to cancel to speak.

7.2.2.4 Toggle camera

You can toggle between front and rear cameras.

1. Tap **Toggle camera** to toggle camera.

7.2.2.5 Enter tile view

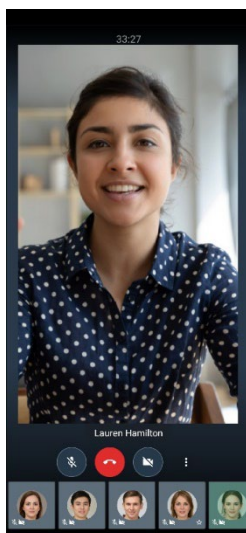
1. Display all participants as tiles on your screen.



2. Tap **Enter tile view** to enter tile view.

7.2.2.6 Exit tile view

1. Display just the active speaker in the middle of your screen.



2. Tap **Exit tile view** to exit tile view.

7.2.3 Manage guest access ►

Moderators can manage guest access in video conferences.

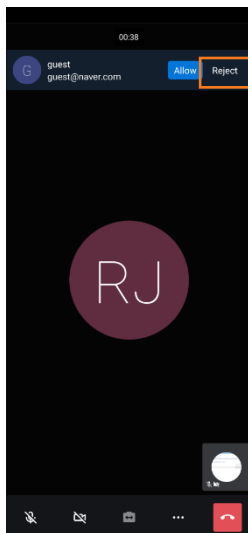
7.2.3.1 Manage guest access

Moderators can allow or reject guests' requests to join the video conference via a guest link.

1. If the moderator wants to allow guests to join the video conference, click the **Allow** button in the pop up.



2. If the moderator wants to reject guests to join the video conference, click the **Reject** button in the pop up.

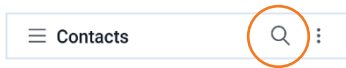


Search

ONE Client provides a global search for all users and messages and a local search function that searches within contacts, organizations, or company directories. If you allow access to your mobile contacts, it will also display the search results of your mobile contacts.

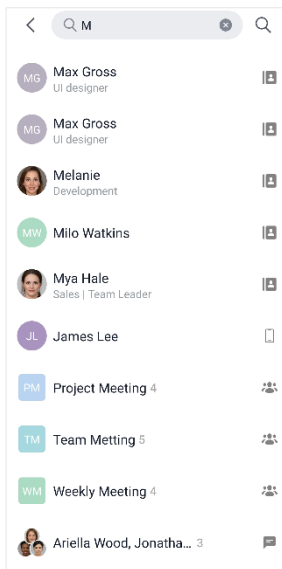
8.1 Global Search

Tap **Search** button to display global search screen. Global search function displays search results immediately after entering search term of user, chat or space name. When you press **Search** button, the results of users and messages are displayed in search result.



8.1.1 Instant search

Global Search function instantly displays up to 10 search results each for users, mobile contacts, chat, or space names by the order of username, chat name, and space name.



8.1.1.1 View search results

Search results show picture of chat room, name and search type.

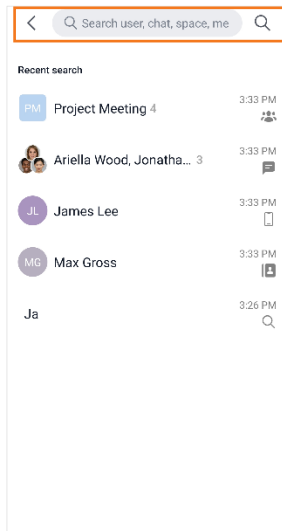
1. Search types are as follows.

- **User** (👤): Name of the user in ONE server directory including shared and personal contacts.
- **Mobile Contacts** (📱): Name of the user in your mobile contacts.
- **Chat** (💬) or **Space** (👥): Name of chat or space room. In case that the name of chat or space room is not assigned, name of participant is used as default room name.

8.1.1.2 View recent search history

When **search** button is tapped and search word is not entered, up to 5 recent search histories are displayed in the latest order. The search history shows search word, date or time, and search type.

1. Search types are decided by previous action on global search and service type.



2. Search types are as follows.

- **Direct Input** (🔍): This search term had been input and **search** button had been pressed.
- **User** (👤): This searched user or 1:1 chat with the user had previously been selected on global search.
- **Mobile Contacts** (📱): This searched user in your mobile contacts had previously been selected on global search.
- **Chat** (💬): This group chat room had previously been selected on global search.
- **Space** (👥): This space room had previously been selected on global search.

Note:

- Recent search results are saved locally and not shared among multi-devices.
- To use the mobile contact search feature, you must grant permission for mobile contacts. You can set whether to grant permission when logging in for the first time and after that, you can change the permission in the app settings of the phone settings.

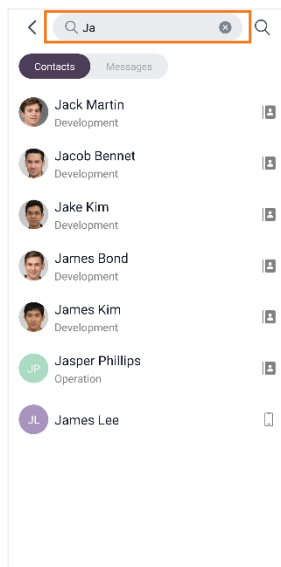
8.1.1.3 Use search results or histories

If you select a searched item from the search results or histories, the related screen is displayed according to the search result.

- Chat screen is displayed when you select an **iPECS ONE user** who can chat. If the administrator sets the search action to display user details, the user details screen is displayed.
- User details screen is displayed when you select a **phone or external user** who cannot chat.
- User details screen is displayed when you select a **mobile contact user**.
- User search result screen is displayed when you select a **direct input**.
- Corresponding chat screen is displayed when you select a **chat**.
- Corresponding space screen is displayed when you select a **space**.

8.1.2 User search results

User search result screen is displayed if you enter a search term and press **Search** button or select a user who cannot chat. While **Contacts** tab on the top is selected, entering a search term and pressing **Search** button displays user search result in the area.



8.1.2.1 View search results

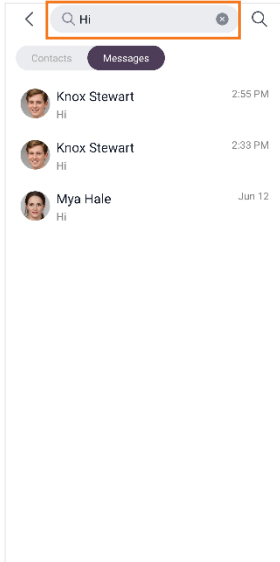
Search result displays up to 100 items showing picture and name of users.

8.1.2.2 Using search results

If you select a user from search result, user details are displayed. User details give you instant access to several features such as voice/video calls, chat, email and adding to My Contacts.

8.1.3 Message search results

Message search result screen is displayed if you enter a search term, press **Search** button and select **Messages** tab. While **Messages** tab on the top is selected, entering a search term and pressing **Search** button displays message search result in the area.



8.1.3.1 View search results

Search result displays up to 100 items showing picture, name, message, and time of chat or space.

8.1.3.2 Using search results

If you select a message from search result, chat, or space that includes the message is displayed.

8.2 Local Search

Local search can be used to search for users or departments within contacts or organizations.

8.2.1 Contact search

You can search for users, departments, and companies within contacts. See section 3.1.6 Search contacts for details.

8.2.2 Organization search

You can search for users or departments within organization. See section 3.2.2 Search organization for details.

8.2.3 Company Directory search

You can search for users, departments, and companies within the company directory. See section 3.3.2 Search company directory for details.

Chapter 9.

Presence

Presence displays user's status to other users to share status information among users. User's presence can be changed by user's login status, call status, and set explicitly by user. The presence status is as follows.

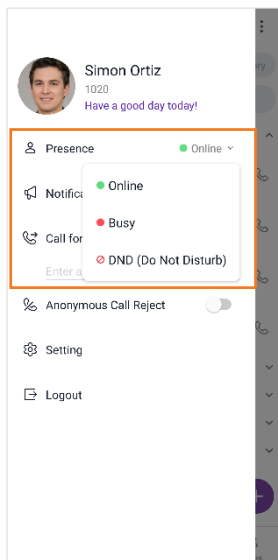
- **Online:** Indicates you are online and available to contact
- **Busy:** Indicates you are online but busy working other task, call, meeting, etc.
- **DND (Do Not Disturb):** Indicates you don't want to receive a call or don't want notifications to pop
- **Offline:** Indicates you are offline

9.1 Change Presence

Presence status is automatically updated by login status, call status, etc., and you can also change presence manually.

9.1.1 Presence

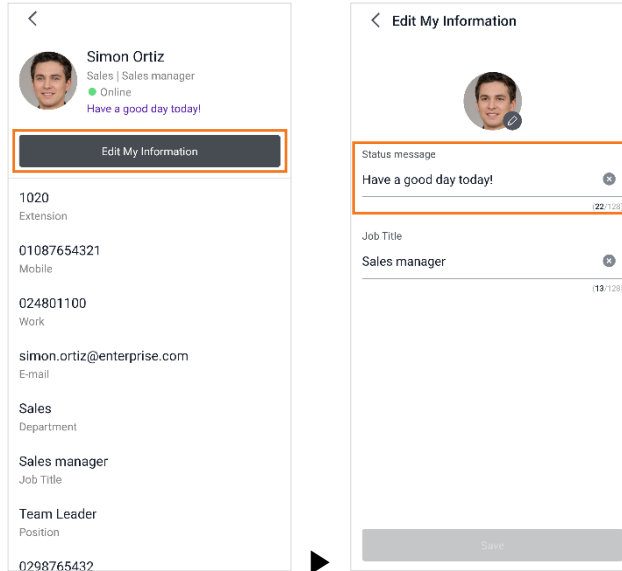
You can set your presence status as Online, Busy or DND on user settings screen that is shown by pressing **drawer** (☰) menu on top left corner.



9.1.2

Status message

You can edit your status message by pressing **Edit My Information** button on My Information screen that is shown by selecting My Information menu on user settings screen.



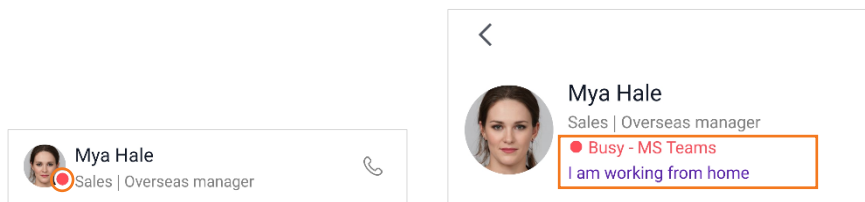
Note: Status message can be up to 128 characters long.

9.2

View Presence

If iPECS ONE user has been added to My Contacts or as chat participant, the presence status and message are displayed and updated in real time.

With a status message in the user details screen, when the user is on a call, it is displayed as “On a call”, and when integrating presence with MS Teams, “Busy-MS Teams” is displayed according to the MS Teams presence policy.



Note:

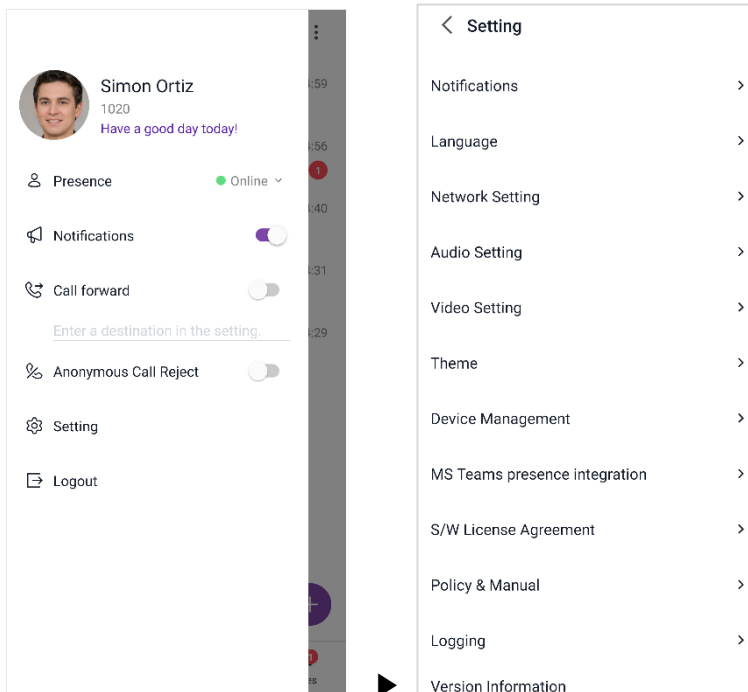
- Presence information is displayed only for iPECS ONE users.
- If a user within the organization is not a member of My Contacts, Chat, or Space, their presence will not be updated in real-time.
- To support presence integration with MS Teams, the license and administrator settings for MS Teams integration must be properly set, and the MS Teams integration setting must be activated in the App settings as well.

Settings

You can change your app settings, user settings, and call settings on the user settings screen that is shown by pressing the **drawer** (☰) menu on the top left corner.

10.1 App settings

You can configure app settings on the user settings screen or the Settings menu of the user settings screen.



10.1.1 Notification

You can configure notification settings. When you receive a remote push, display a notification based on your settings.

10.1.1.1 Sound notification

You can turn sound notification on or off on Settings menu of user settings screen.

10.1.1.2 Vibrate notification

You can turn to vibrate notification on or off on the Settings menu of the user settings screen.

Note: This sound and vibrate setting is applied for all notifications, including an incoming call for Android App. These sound and vibrate settings are applied for notifications for iOS App. An incoming call sound is followed by iOS setting.

10.1.1.3 Preview text

You can turn notification text preview on or off on the Settings menu of the user settings screen.

10.1.1.4 Ringtones

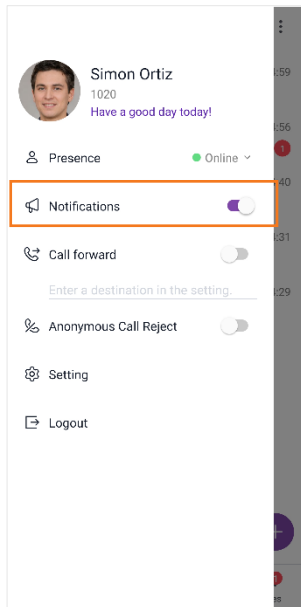
You can change a ring tone on the Settings menu of the user settings screen.

10.1.1.5 Call Logs in Phone App Recents

You can change an option to include iPECS ONE call logs in the Phone app Recents logs. This is only for iOS.

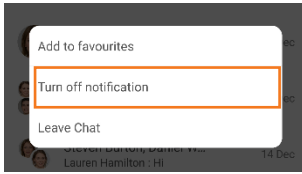
10.1.1.6 Push notification

You can turn all push notifications on or off at once on the user settings screen.



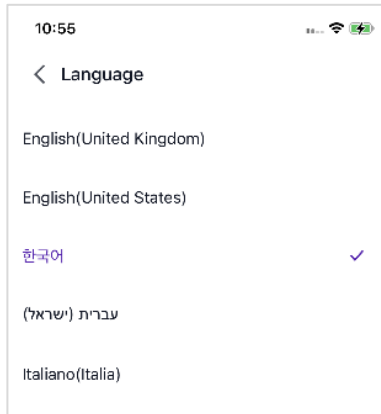
10.1.1.7 Chat room notification

You can turn notifications on or off for each chat room using the pop-up menu shown by pressing and holding a chat room list item.



10.1.2 Language

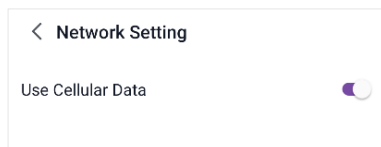
You can change the language used in ONE Mobile client.



Note: English (UK), English (US), Hebrew, Italian and Korean are supported by default.

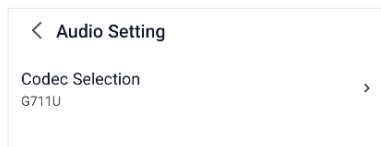
10.1.3 Network Setting

If you're using cellular data when WiFi connection is not available, turn on the switch button of Use Cellular Data on Settings menu of user settings screen.



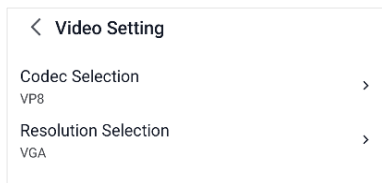
10.1.4 Audio Setting

Select prefer codec for voice. We recommend that the default value is used.



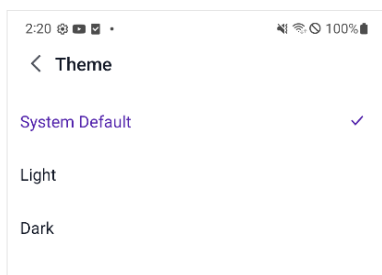
10.1.5 Video Setting

Select preferred codec and resolution for video. Depending on mobile device, video resolution may not be supported as you set. We recommend that the default value is used.



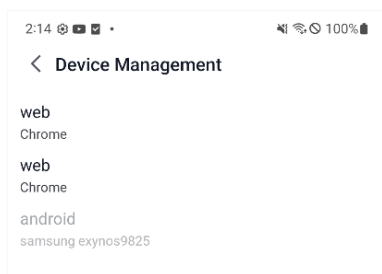
10.1.6 Theme

Set the theme of ONE Mobile client.



10.1.7 Device management

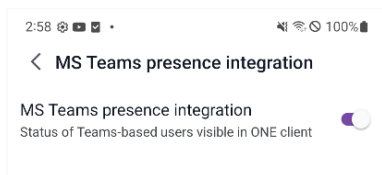
You can check devices you are using with your account and may delete a device if needed. (e.g., need to delete one of current devices to use another device in multi-device environment)



Note: You can use your iPECS ONE account on up to three devices at the same time.

10.1.8 MS Teams presence integration ►

MS Teams user status is displayed together with ONE Mobile client status.



10.1.9 SW License Agreement

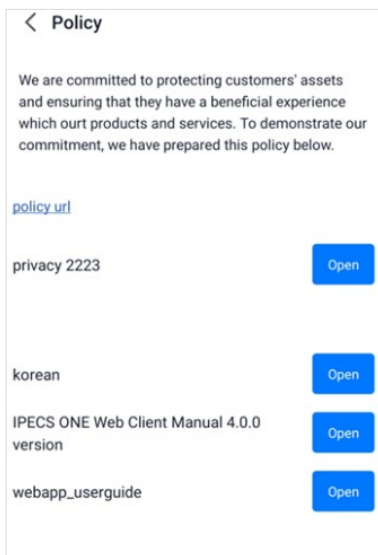
You must agree to abide by the terms of using the service in order to use iPECS ONE.

10.1.10 Policy & Manual ▶

You can view the company's policies and iPECS ONE manuals to protect customers' assets and provide a beneficial experience for products and services.

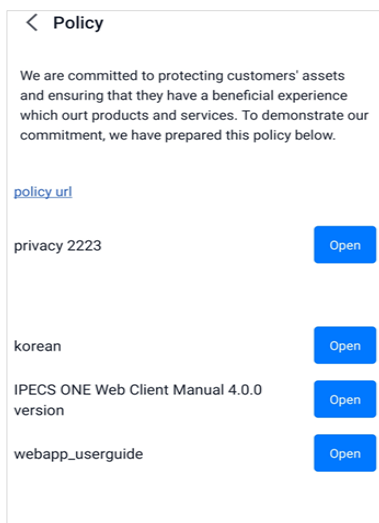
10.1.10.1 Import Documents & URL

Policies and manuals are retrieved from the server and displayed.

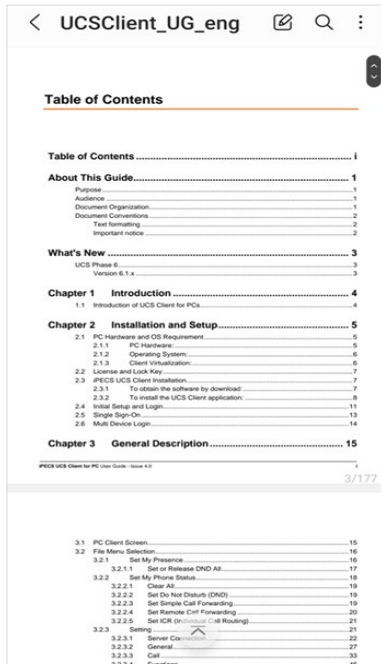


10.1.10.2 View

1. Click **Open** button. If it is a URL, click on the list.



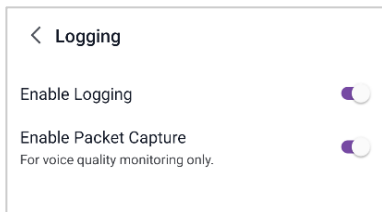
2. You can open the document through the 'Open with' (application) you selected and check the contents of the document.



3. You can check the contents by opening the document through a browser if it is a URL.

10.1.11 Logging

If an issue happens while using ONE client, you may enable logging and send the log after reproducing the issue.



10.1.11.1 Enable logging

1. Tap **Login Settings** (⚙️) in Login screen or Settings menu of user settings screen after login.
2. Go to Logging menu and turn on the switch button of Enable Logging.
3. To send log file, click Send Log File. Mail account should be configured before sending log file.

Note: In conformity with GDPR (General Data Protection Regulation), log file is encrypted before sending.

10.1.11.2 **Enable Packet Capture**

To monitor voice quality issue, you can enable this option. Network packets are saved on iPECS ONE Server.

Note: After monitoring, logging out and relogging, this value is disabled automatically.

10.1.12 **Version information**

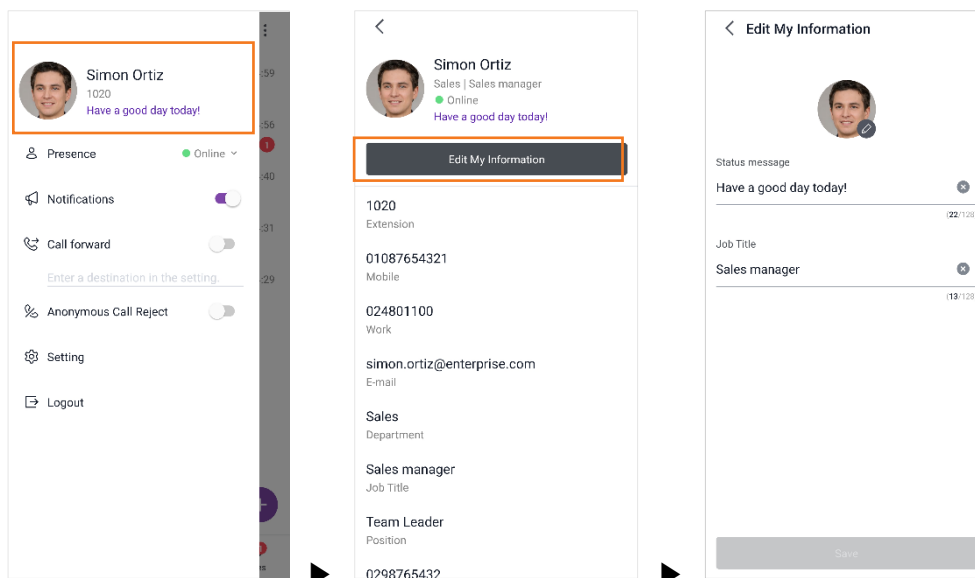
iPECS ONE Mobile Client version is displayed.

10.2 User settings

You can change user information such as picture, status message, job title and password.

10.2.1 Edit information

You can change user information by pressing **Edit My Information** button on the My Information screen which is shown by selecting the user's pictures or name on the user settings screen.

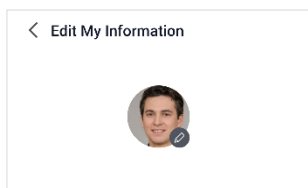


Note: Other items of your profile information such as phone number and address can be changed by administrator.

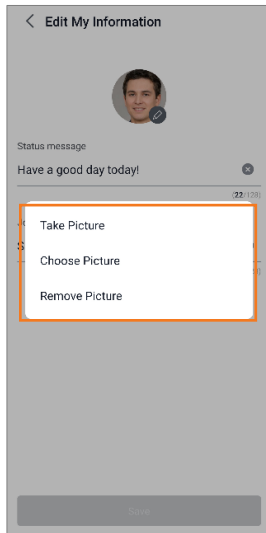
10.2.1.1 Change picture

You can change the picture by selecting it on the phone or taking a picture.

1. Tap profile picture on Edit My Information screen.



2. Tap **Take Picture** to take picture with the phone and change with it.
3. Or tap **Choose Picture** to select picture on the phone gallery and change with it.



4. Tap **Save**.

10.2.1.2 **Remove picture**

You can remove the picture on Edit My Information screen.

1. Tap profile picture.
2. Tap **Remove Picture**.
3. Tap **Save**.

10.2.1.3 **Change status message**

You can change status message on Edit My Information screen.

1. Enter your status message.
2. Tap **Save**.

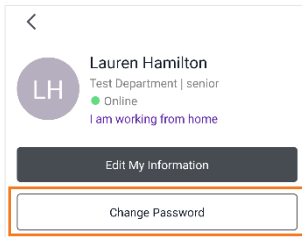
10.2.1.4 **Change job title**

You can change job title on Edit My Information screen.

1. Enter your job title.
2. Tap **Save**.

10.2.2 **Change Password**

You can change your password on My Information screen that is shown by selecting My Information menu on the user settings screen.



Note: The cloud version does not support this function. Your password is not stored in ONE client to protect your privacy. It is recommended to change your password regularly for security reasons.

10.2.2.1 Password input

To the change password, you need to enter the current password, new password, and new password again for confirmation.

1. Enter your current password to verify your identity.

2. Enter a new password.
3. Enter the new password again in Confirm Password for confirmation.
4. Tap **Change password**.

Note: If the newly entered password does not meet password policy requirements or the current password entered does not match the current password, the password cannot be changed.

10.3 Call settings

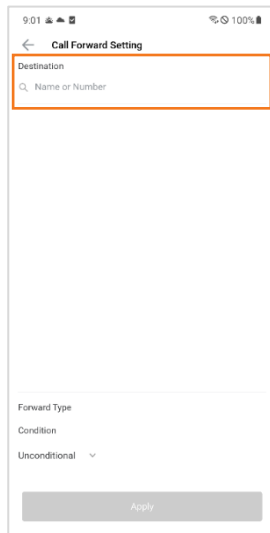
You can set call forward and anonymous call rejects on the user settings screen.

10.3.1 Call Forward

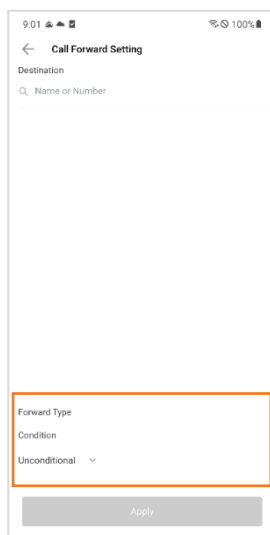
You can set call forward for incoming calls to be rerouted to another station or external number.

Call forward is performed based on the destination number and forward types of unconditional, busy, no answer, and busy/no answer.

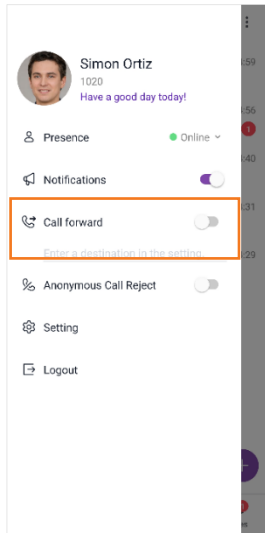
1. Search for a diversion number or name to use as a call forward.
2. Setting the destination number to select the destination number or name from the search results.



3. Setting the call forward type and tab **Apply** button.



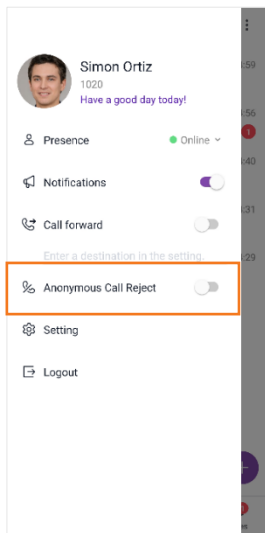
4. Turn on the **Call Forward** switch button to enable call forward.



10.3.2 Anonymous Call Reject

Anonymous Call Reject is to cut down caller ID-blocked calls by automatically rejecting them.

1. Turn on the **Anonymous Call Reject** switch button on the user settings screen.



2. Then Anonymous Call Reject is enabled.

Appendix A:

Useful Information

This chapter provides information on the open source software used in the iPECS ONE Mobile Client.

A.1 Open Source Software Notice

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

Open Source	License
react, react-native (https://github.com/facebook/react-native)	MIT
redux (https://github.com/reduxjs/redux)	MIT
react-redux (https://github.com/reduxjs/react-redux)	MIT
react-navigation (https://github.com/react-navigation/react-navigation)	BSD-2-Clause
redux-saga (https://github.com/redux-saga)	MIT
native-base (https://github.com/GeekyAnts/NativeBase)	Apache-2.0
react-native-firebase (https://github.com/invertase/react-native-firebase)	Apache-2.0
react-native-i18n (github.com/AlexanderZaytsev/react-native-i18n)	MIT
babel (https://github.com/babel)	MIT
core-js (https://github.com/zloirock/core-js)	MIT
lodash (https://github.com/lodash/lodash)	MIT
Immutable (https://github.com/facebook/immutable-js)	MIT
react-native-callkeep (https://github.com/react-native-webrtc/react-native-callkeep)	ISC
react-native-device-info (https://github.com/react-native-community/react-native-device-info)	MIT
react-native-webrtc (https://github.com/react-native-webrtc)	MIT

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webrtc/react-native-webrtc)	
react-native-vector-icons (https://github.com/oblador/react-native-vector-icons)	MIT

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