iPECS

ONE Web Client

User Guide

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COMMUNICATIONS

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

Document Information

S/W Version	Issue	Changes	Release Date
A-ONE-Rls2102-1.5.8	1.0	Initial release	February 2021
A-ONE-Tmp2102-2.0.3	1.1	Add 2.0 Features (Space, Video Conference)	November 2021
A-ONE-Rls2212-3.0.5	1.2	Add 3.0 Features (Tablet support)	December 2022
A-ONE-Rls2309-4.0.7	1.3	Add 4.0 Features (will be included)	October 2023

Arrow (▶) Marks on the **Table of Contents** below indicate that there are new or revised contents in this release.
You can find them quickly by clicking the arrow accordingly.

Table of Contents

About This Guide

This section describes the purpose, audience, organization, and conventions that are used in this iPECS ONE Web 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 Web 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 12 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 Home
- Chapter 4 Contacts
- Chapter 5 Calls
- Chapter 6 Chat
- Chapter 7 Spaces
- Chapter 8 Video Conference
- Chapter 9 Search
- Chapter 10 Presence
- Chapter 11 ACD (Automatic Call Distribution)
- Chapter 12 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.
Italic text	A cross-reference or an important term.
`Code` text	A command prompt.
*(Asterisk)	Items or fields marked with an asterisk (*) are required.

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 Mobile Client User Guide

Chapter 1.

Introduction

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

1.1 What is iPECS ONE Web 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 Web client is a Web browser-based application which operates in conjunction with iPECS ONE server platform, expanding and enhancing communication services to improve business productivity and customer responsiveness.

In addition to rich voice services available in iPECS system, users of iPECS ONE client have access to 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 client overcomes geographical limitations providing unified communications and collaboration services while in the office or on the road.

1.1.1 Advantages of iPECS ONE Web Client

No installation required:

Unlike native desktop or mobile applications, Web app does not need to be installed, and runs within Web browser on the computer. This has benefits especially in shared or mobile office environment as well as easy deployment and maintenance.

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 one click on welcome email from APS server.

Real time communication powered by WebRTC:

Delivers real-time voice and video communications right in the Web browser without the 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 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.

Desktop IP phone control:

iPECS ONE Web client is able to control IP phone paried with ONE Web client to make, answer, transfer and hang up calls using the client.

Seamless user experience:

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

1.1.2 User Interface Overview

Tabs organize functional areas with different screens, data sets and interactions. Depending on the screen size, left sidebar, main content page and right sidebar are adjusted dynamically:
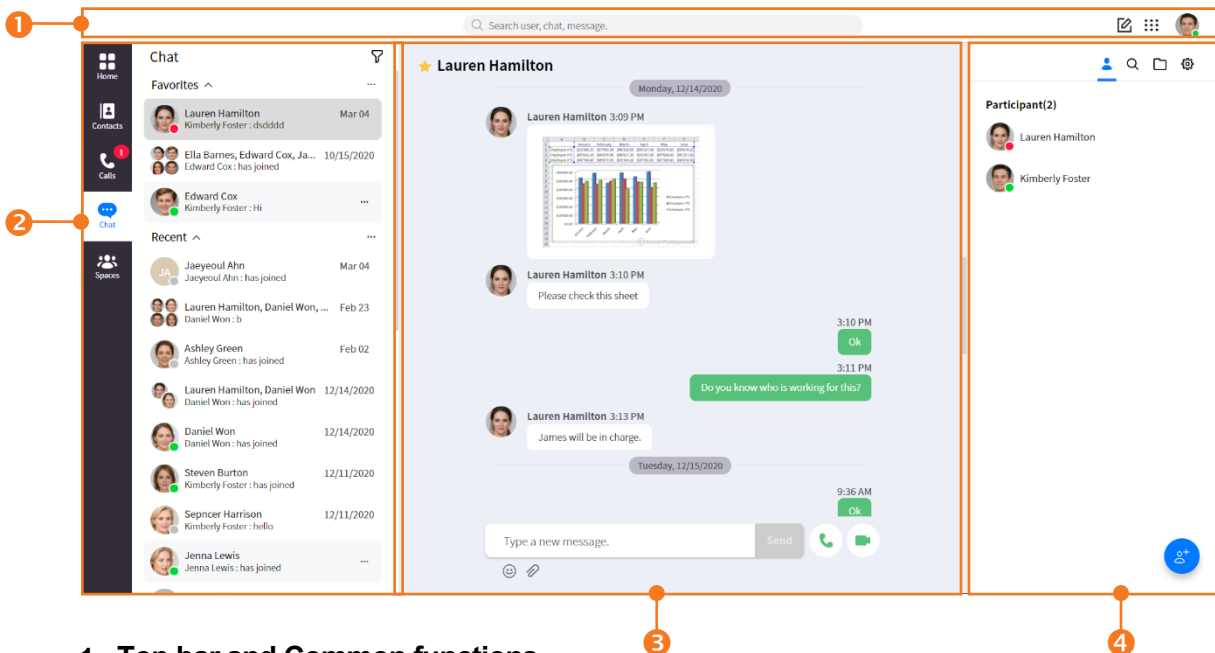
1. **Top bar and Common functions**

   - **Global Search** (⌕): Search for users, chat, and messages

   - **Create Space/Chat** (✎): Lauch a new space or chat

   - **Keypad** (⠿): Manually enter numbers to call

   - **Manage profile/settings** (👤): Change app settings, your info, and call settings

2. **Left Sidebar**: List of contents

- **Home tab** (⊞): Summary of recent messages & calls
- **Contacts tab** (▣): My Contacts & Organization
- **Calls tab** (▣): Call logs & Call features
- **Chat tab** (▣): Chat list & Chat features
- **Space tab** (▣): Space list & Space features

3. **Content Page:** Main contents page

- Message send (Type a new message.): Compose and send a message.
- Voice call (☏): Make a voice call.
- Video call (▣): Make a video call.

4. **Right Sidebar:** Additional informations or features.

- Invite (●): Invite participants

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 Web 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 Web client and mobile client with telephony and chat features.
- **Premium:** This license provides Web client and mobile 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 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 computer is not supported for real-time and WebRTC based data exchange functions. As power saving mode temporarily disconnects network from OS, ONE Web 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.
- CRM (Customer Relationship Management): It is a system used to manage relationships and interactions with customers and potential customers.

Chapter 2.

Installation and Setup

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

2.1 User Operation Environment

We highly recommend you use Chrome browser for the best results. It works under minimum environment specifications, but some screens may look different depending on the environment.

- **Web Browser:** Google Chrome version 80 or higher
- **Screen Resolution:** 1280 X 1024 or higher, (1920 X 1080 recommended)

2.2 Initial Setup and Login

To set up ONE Web client, Web App & home server addresses, user account and license type information should be available in advance. On **Login Settings** screen, call mode selection must match the license type for proper login process. Please ask iPECS ONE administrator for details.

To access ONE Web client, run Chrome browser and enter Web app URL (e.g., https://app.example.com) in address bar.

APS is to enable you to login to iPECS ONE automatically from ONE Web client without any further configuration manually. When you receive welcome email from APS server, simply click on the link in the email to login to iPECS ONE. If Chrome has not been set as your default browser, you should open Chrome and copy and paste the link in the email into the browser.

When you first access to ONE Web client with browser, a pop-up shows up asking permission to show notifications. Please select **Allow** on the pop-up to get notifications for new call or chat while the browser is not on foreground.

This setting can be changed later in **Privacy and security** of **Site settings menu** of the browser.

2.2.1 Login settings

Access Web app with browser and input home server URL on **Login Settings** screen:

1. Open ONE Web client on browser with Web app URL.

2. Click **Login Settings** (⚙).

---

3. Enter home server URL in **Home Server URL** field. (e.g., https://vip.example.com)

4. Select the call mode.

Login Settings ✕

Home Server URL
https://vip.example.com

Call Mode selection
Soft Phone ▲

	Soft Phone
Clean Cache	Phone Control
	ACD Agent

About

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Version A-ONE-Rls2207-3.0.0   **Update Version**

- **Soft Phone:** is for using voice and video calls in iPECS ONE Web Client. This is the default setting.

- **Phone Control:** controls a desktop IP phone from iPECS ONE Web Client to use as a voice call device.

- **ACD Agent:** is an agent-only call mode to use the ACD features or for supervisor mode.

2.2.2 Login

2.2.2.1 Login with ID and password

Login with iPECS ONE user ID and password:

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

2. Check **Keep me logged in** to access ONE Web client again without explicit login with user ID and password.

ID

Password

☑ Keep me logged in

Login

- Keep me logged in option is recommended only for private computers. If you are using public computer, you should NOT use this option or you should ensure that you click Logout button when finished with the application to prevent other users of the computer from gaining access to iPECS ONE using your credentials.

- When you first login, a pop-up shows up asking permissions to use microphone and camera. Please select Allow on the pop-up to use microphone and camera for voice and video calls. These settings can be changed later in Privacy and security of Site settings menu of the browser.

2.2.2.2 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. Click the **Sign in with Microsoft** button.

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

3. Or, if there are MS accounts saved in the browser, the sign-in window to select an account appears. You can select an existing signed in account or select '(+) Use another account' to enter.
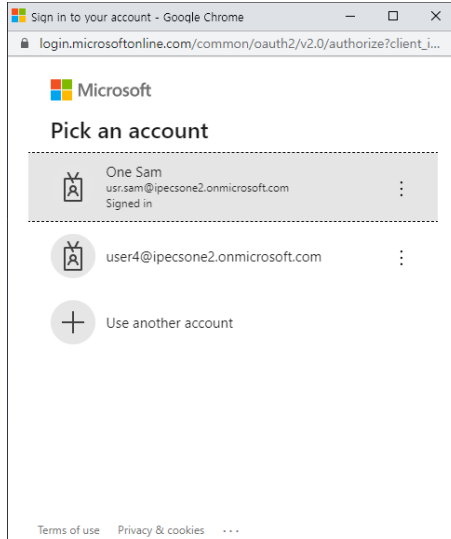
4. After passing the MS sign-in and successfully logging into iPECS ONE, you can use this iPECS ONE Web Client normally.

5. If there is a problem with the Microsoft account you entered, an error will appear in the Microsoft sign-in popup window like the picture below.
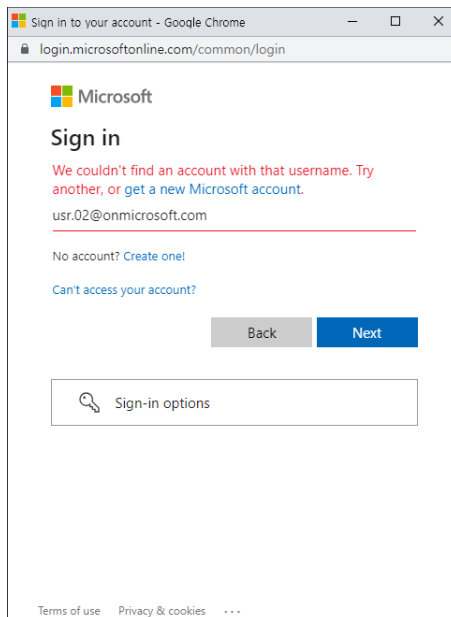
6. MS sign-in is successful, but if you are not an iPECS ONE user, the following screen is displayed. In this case, you should contact your company administrator.
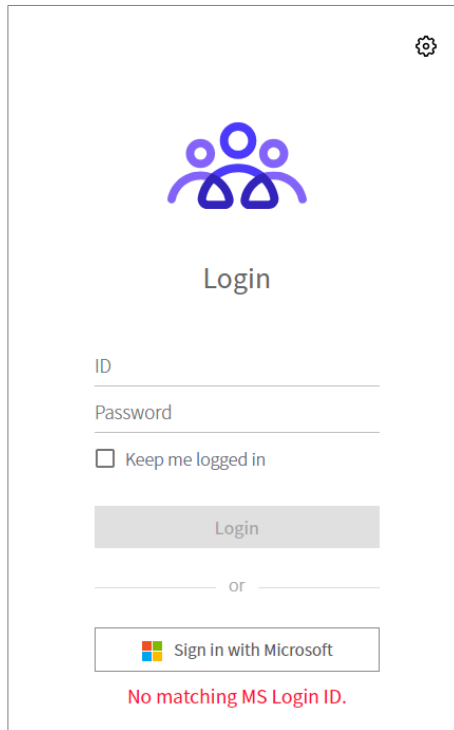
Note: To log in with MS SSO on IPECS ONE, the user's Microsoft account must be pre-associated with the iPECS ONE user account. Furthermore, the configuration to use the Microsoft features such as MS SSO, Contacts or Presence must have been done in advance by the company administrator.

2.2.3 Permission Setting

After Login, please allow Camera, Microphone usage for call features properly. Please click **Allow** button. To see the site's details and permissions, please click lock icon on address bar to view site information and **Site settings** menu.
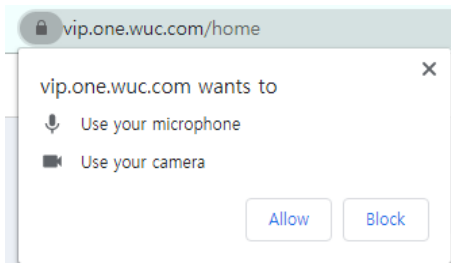
2.2.4 Multi-device login

iPECS ONE allows you to log in to multiple devices simultaneously with the same user ID. A single iPECS ONE account can use up to 3 devices simultaneously. If you try to log in more than 3 devices with the same user ID, iPECS ONE will notify you that you have exceeded the

maximum number of devices allowed. As shown in the screen below, you must log off one of the registered devices before you can log on as new.

Logout Registered Device

You have exceeded the maximum number of devices that can be logged in.
Please logout registered device.

🖥 web
   Edge

🖥 web
   Chrome   ✓

🖥 web
   Chrome

Cancel   OK
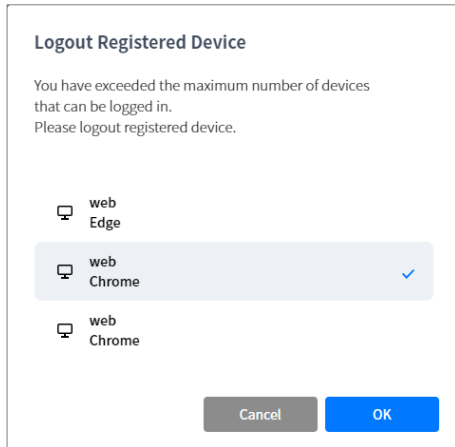
Multiple devices login is not allowed in ACD Agent mode.

ACD agent uses a single device with an account. If you try to login to two or more devices with the same ID, iPECS ONE Web Client notifies you that the maximum number of devices has been exceeded and shows to delete all registered devices. Then you can login as an ACD agent.

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

2.2.5 Logout

To log out of iPECS ONE, click the profile picture at the upper right of Web client and select **Log out**. You should ensure that you click **Log out** when finished with the application to prevent other users from gaining access to your credentials.

Chapter 3.

Home

The Home tab provides at-a-glance views of recent messages and call status.
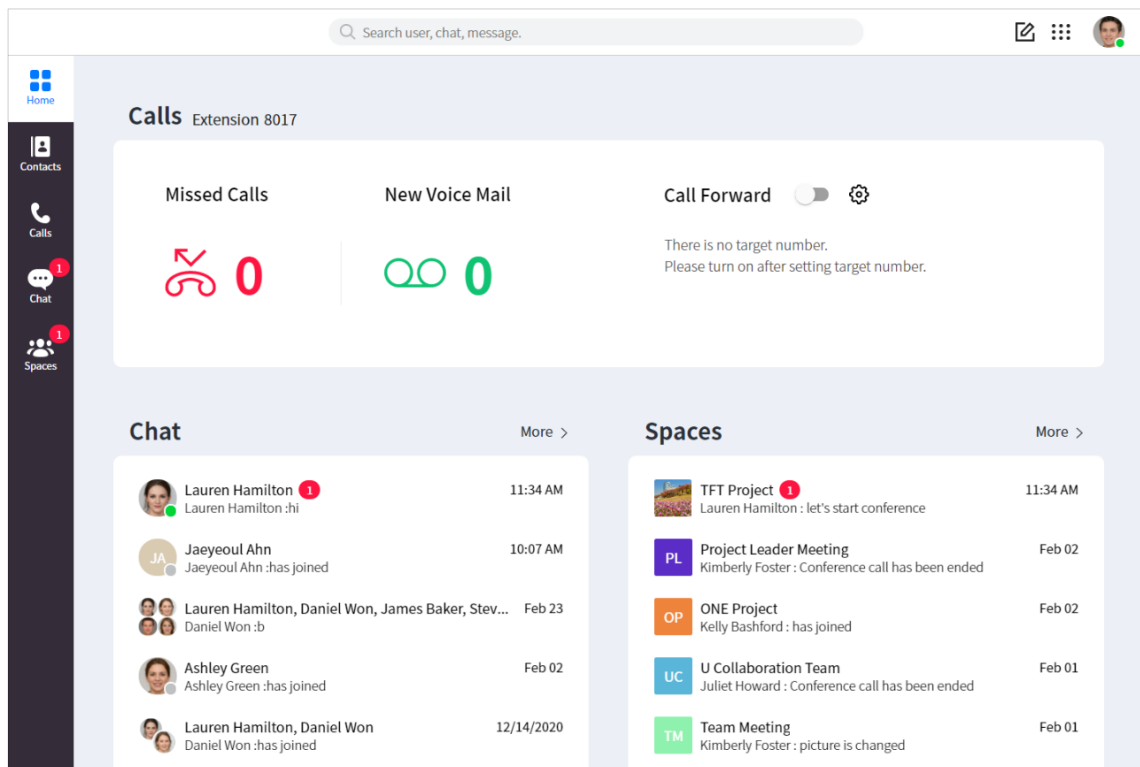
3.1 Calls

Calls area shows your extension number, missed call, voice mail count, and call forward status.

3.1.1 Missed Call

When selected, Calls tab with call log is displayed, and missed call count becomes reset to zero.

3.1.2 New Voice Mail (Cloud)

When selected, ONE client opens a new tab in Chrome Browser to open the voicemail link page.

3.1.3　New Voice Mail (On-premise)

When selected, ONE client automatically makes a call to the voice mail server.

3.1.4　Call Forward

Current call forward status is displayed and can be set on the screen:

1. To enable call forward, turn on the switch button of Call Forward after setting destination number and forward type on **Call Forward Setting** (⚙) screen.
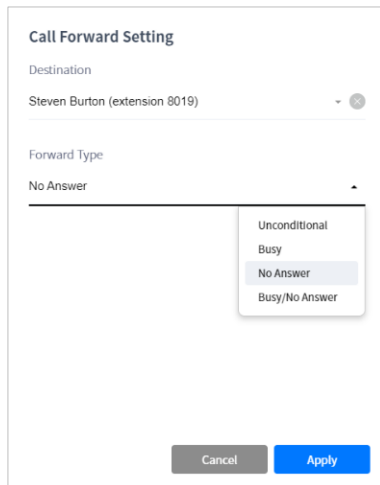
3.2　Chat

Chat area shows up to 5 recent chat messages. If you select **More** button or chat message, Chat tab shows to display the selected chat session.

3.3　Spaces

Space area shows up to 5 recent space messages. If you select **More** button or space message, Space tab shows to display the selected space session.

> **Note:**　A premium user license is required to use the space features.

3.4　ACD RNB Status Bar

Once the user logs in as the ACD agent mode, the ACD RNB Status Bar appears on the right side of the main screen showing the ACD status.

This gives the user a list of numbers of the ACD groups you are currently logged in to, the status of Auto answer and whether Automatic wrap-up mode is enabled or not.

The ACD RNB Status Bar only appears when a user is logged in as the ACD agent, not when a user is logged in with Soft Phone or Phone Control mode.

Chapter 4.

Contacts ▶

Contacts tab provides My Contacts, Organization, Company Directory, and CRM features.
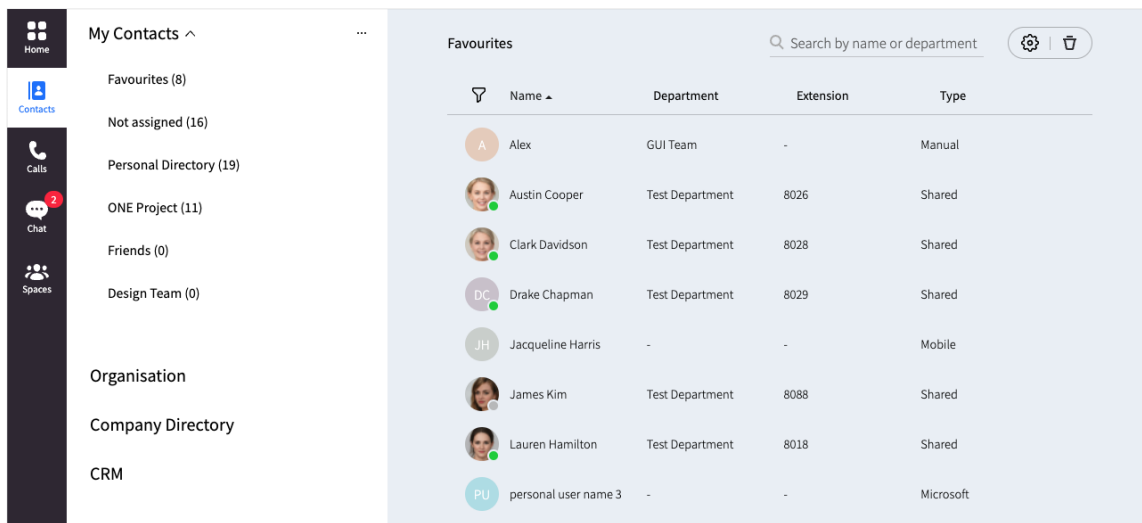
CRM menu is displayed if you have CRM related license and the CRM feature is activated by an administrator. The administrator can disable the organization menu and make the contacts invisible in the company directory. And the maximum number of contacts and groups can be subject to change by the administrator.

- 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

4.1 My Contacts

My Contacts are composed of your 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.

4.1.1 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.

4.1.1.1 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

4.1.1.2 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 a user account, phone user who uses iPECS IP phone extension without a user account, and the 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

4.1.2 Manage contact groups

You can add, edit and delete contact groups, or add contact members to a group. Favorites, Not Assigned, and Personal Directory groups are the default group that cannot be modified.
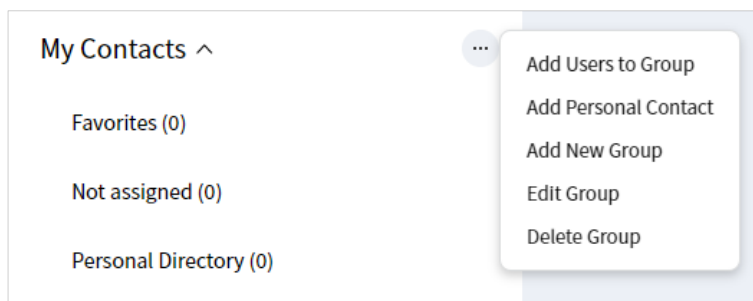
4.1.2.1 Add users to group

1. Click **More 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.

4.1.2.2   Add personal contact

1. Click **More menu** (▪▪▪).

2. Select **Add Personal Contact** to create a new personal contact and add it to a 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.

4.1.2.3   Add new group

1. Click **More menu** (▪▪▪).

2. Select **Add New Group** to create new contact group into My Contacts.

3. Enter name of the group.

4. Search users by name and then select searched users to add into the group.

4.1.2.4   Edit groups

1. Click **More menu** (▄▄▄).

2. Select **Edit Group**.

3. Change order or enter name of the group.

4.1.2.5   Delete groups

1. Click **More menu** (▄▄▄).

2. Select **Delete Group**

3. Select groups that you want to delete from My Contacts.
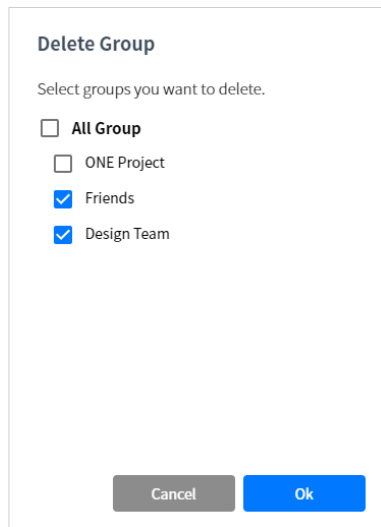
4.1.3 Manage contact group

You can edit and delete each contact group, or add contact members to a group:
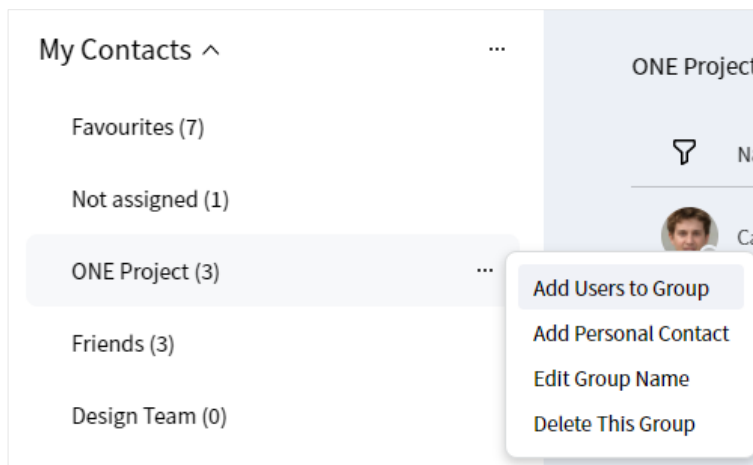
4.1.3.1 Add users to group

1. Click **More menu** (···) at the selected group.

2. Select **Add Users to Group** to add searched user into the selected group.

3. Search users by name, extension number or department, and then select searched users to add into the selected group.

4.1.3.2 Add personal contact

1. Click **More menu** (···) at the personal directory group.

2. Select **Add Personal Contact** to create a new personal contact and add it to the personal directory group.

3. Input user information such as name, picture, phone number (extension, mobile, work), email, department, job title, position, fax, address, and memo.

4.1.3.3 Import Contacts

1. Click **More menu** (▪▪▪) at the personal directory group.

2. Select **Import Contacts** to import contacts from the Outlook CSV file or Microsoft account to the personal directory.   See section 12.1.7 Import Contacts for details.

4.1.3.4 Edit group name

1. Click **More menu** (▪▪▪) at the selected group.

2. Select **Edit Group Name**.

3. Change name of the selected group.

Edit this Group Name

iPECS ONE Develop group   ⊗

Cancel   Ok
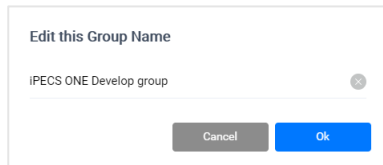
4.1.3.5 Delete a group

1. Click **More menu** (▪▪▪) at the selected group.

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

4.1.4 Manage contacts

You can add, edit, copy, move or remove contacts in the selected contact group. Depending on the type of group or contact, you may perform different features.

Design Team		Q Search by name or department		⚙ | 🗑
▽ Name ▲	Department	Extension	Type	
🙂 Annie Evans	Ericsson-LG Enterprise	8011	📹 📞 💬 ✉ •••	
🙂 Ashley Green	Ericsson-LG Enterprise	8014	Add to Favourites	
🙂 Austin Cooper	Ericsson-LG Enterprise	8026	Move to Another Group	
			Copy to Another Group	
🙂 Clark Davidson	Ericsson-LG Enterprise	8028	Remove from Group	
			Delete from My Contacts	
🙂 Kimberly Foster	Ericsson-LG Enterprise	8017	Shared	

4.1.4.1 Add to favorites

1. Click **More menu** (---) at the selected contact.

2. Select **Add to Favorites** to add selected contact into Favorites group.

4.1.4.2 Remove from favorites

1. Click **More menu** (---) at the selected contact.

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

4.1.4.3 Edit contact
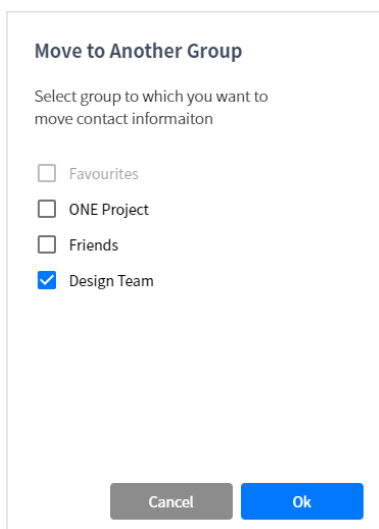
You can edit user information of personal contact.

1. Click **More menu** (---) at the selected personal contact.

2. Select **Edit** to change user information of selected personal contact.

3. 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.

4.1.4.4 Move to another group

1. Click **More menu** (---) at the selected contact.

2. Select **Move to Another Group**.

3. Select target groups.

4.1.4.5 Copy to another group

1. Click **More menu** (---) at the selected contact.

2. Select **Copy to Another Group**.

3. Select target groups.
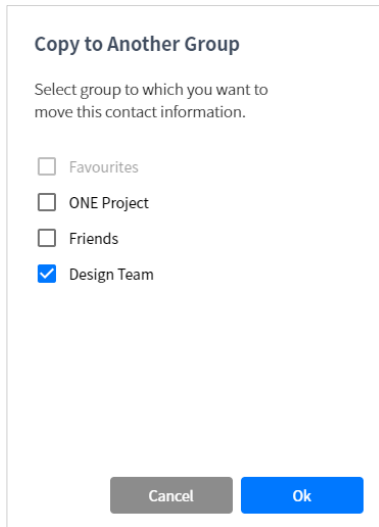
4.1.4.6 Remove from group

You can remove selected contact from selected group.

1. Click **More menu** (---) at the selected contact.

2. Select **Remove from Group**.

4.1.4.7 Delete from my contacts

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

1. Click **More menu** (---) at the selected contact.

2. Select **Delete from My Contacts**.

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

4.1.4.8 Remove multiple contacts from group

You can select multiple contacts and remove them from selected groups at once.

1. Click **Remove from Group** (🗑) on the top right.

2. Select the contacts you want to remove.
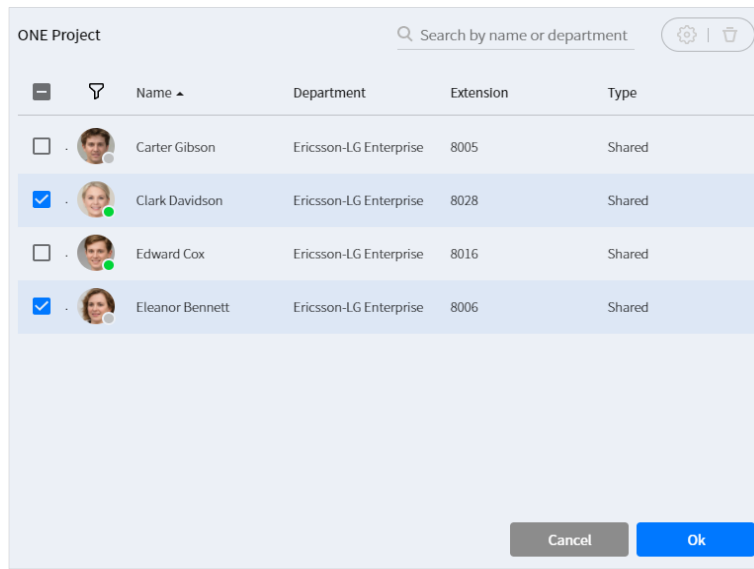
4.1.5 View contacts

You can selectively view contacts or information by changing filter, sort order or columns in contacts table.

4.1.5.1 Filter

Users can be selectively displayed according to filter settings.

1. Click **Filter** (⛛) on the top left.

2. Choose a filter from All, Online, Shared, Manual, Microsoft, Speed Dial, or Mobile Contact.
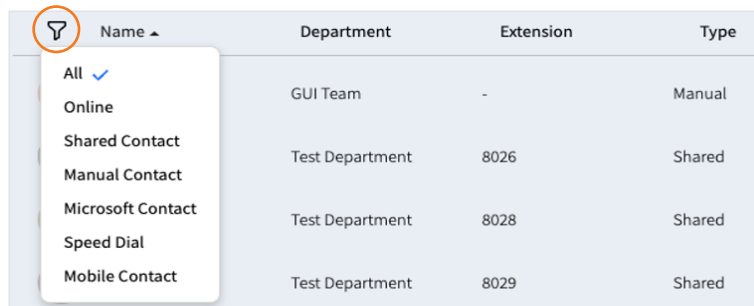
4.1.5.2 Sort

You can display contacts by sort order of each column.

1. Click **Sort** icon (▲ / ▼) in column header of the table to change sort order.
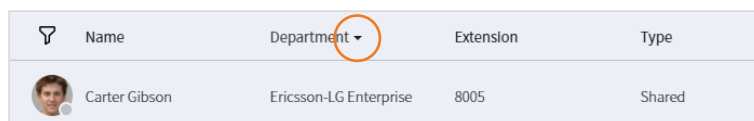
4.1.5.3 Edit column

You can edit columns of contacts table that displays user information.

1. Click **Edit Column** (⚙) on the top right.

2. Select the column you want to display.
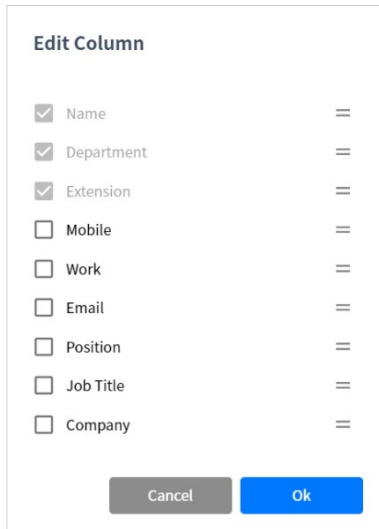
4.1.5.4 View user details ▶

Hovering the mouse over a user's picture displays user details.

1. Hover mouse pointer over the picture of the user you want to view details.

2. Select a contact group that displays all contact groups to which the user belongs.
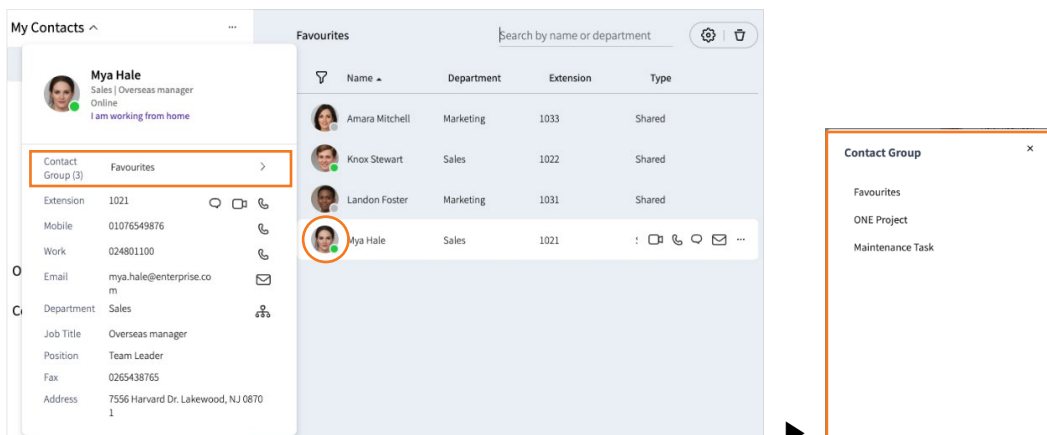
4.1.5.5 Update contact changes

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

1. Select **Contacts** Tab to update contact group information.

2. Select a contact group to update contact member information in the contact group.

4.1.6   Search contacts

You can search for users, departments, and companies within the selected contact group. Search results can be displayed up to 100 items.

4.1.6.1   Instant search

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

1. Enter at least two search characters in search input box.
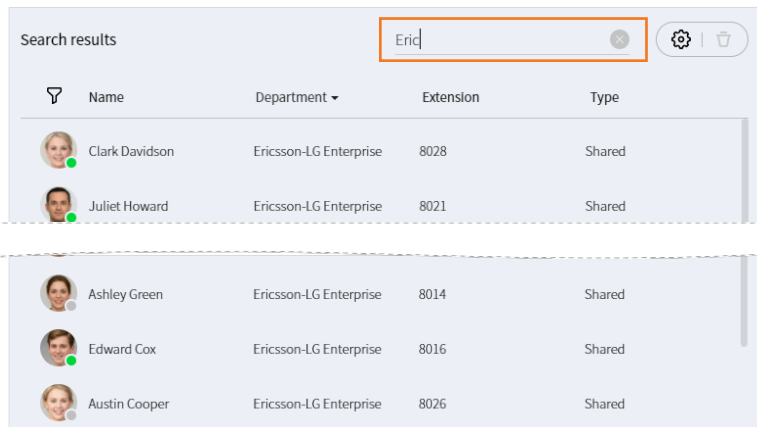
4.1.7   Using contacts ▶

You can use various features with function buttons or user details displayed when the mouse is over a contact or user's picture.
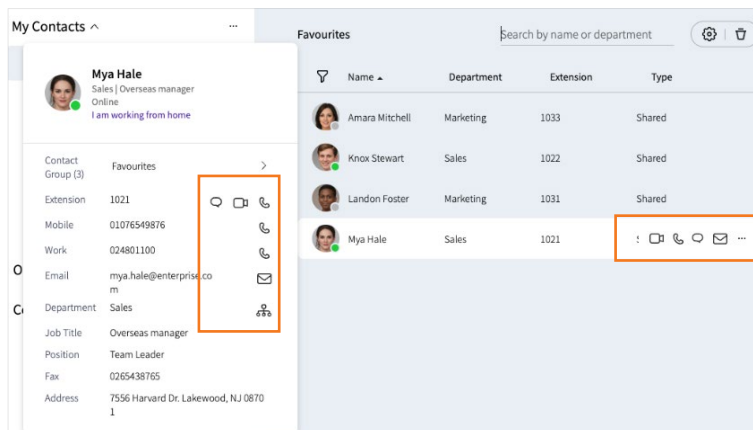
Note: Available features vary depending on user type, status or information. If a feature is unavailable, corresponding button is disabled.

4.1.7.1   Start a chat

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

1. Click **Chat** ( ) on function buttons or user details.

4.1.7.2   Make a voice call

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

1. Click **Voice Call** ( ) on function buttons or user details.

2. If you select Voice Call on function buttons, a call is made with available phone number with
   the following priority: **Extension > Mobile > Work**.

4.1.7.3   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. Click **Video Call** ( ) on function buttons or user details.

4.1.7.4   Send an email

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

1. Click **Email** ( ) on function buttons or user details.

2. Your default email client will launch.

Note: If you are not using MS Outlook or Apple Mail as your default email client, you
             may need to configure your browser's email setting.

4.1.7.5   Move to organization chart

You can move to organization chart showing the department to which selected user belongs.

1. Click **Organization** ( ) on user details.

2. The screen moves to organization chart in which the selected user's department is expanded
   in hierarchical structure.

4.2 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.
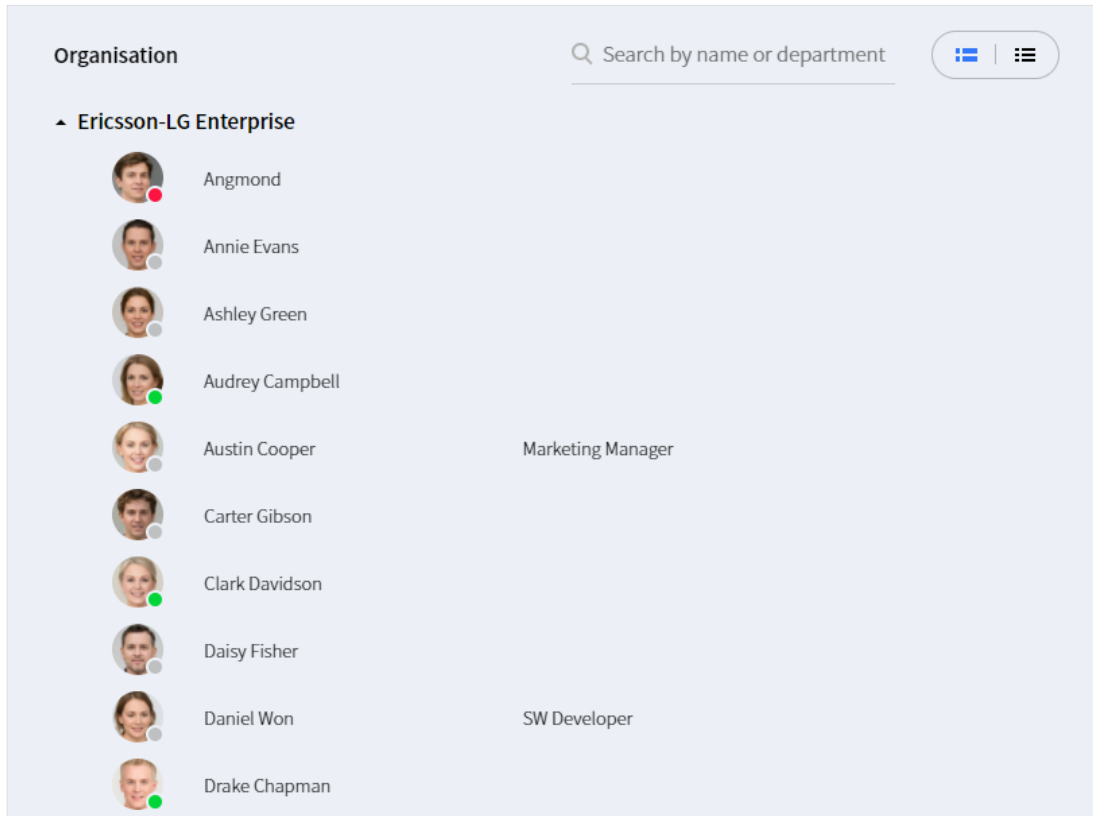
4.2.1 View organization chart

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

4.2.1.1 Show/Hide thumbnail

Thumbnail can be shown or hidden as configured.
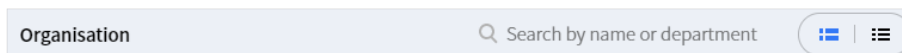
1. Select **Show Thumbnail** ( ) to show thumbnail.

2. Select **Hide Thumbnail** ( ) to hide thumbnail.

4.2.1.2 View user details ▶

Hovering the mouse over the picture or presence icon of the person displays the user's details.

1. Hover mouse pointer over the picture or presence icon of the user you want to view details.

2. Select a contact group that displays all contact groups to which the user belongs.
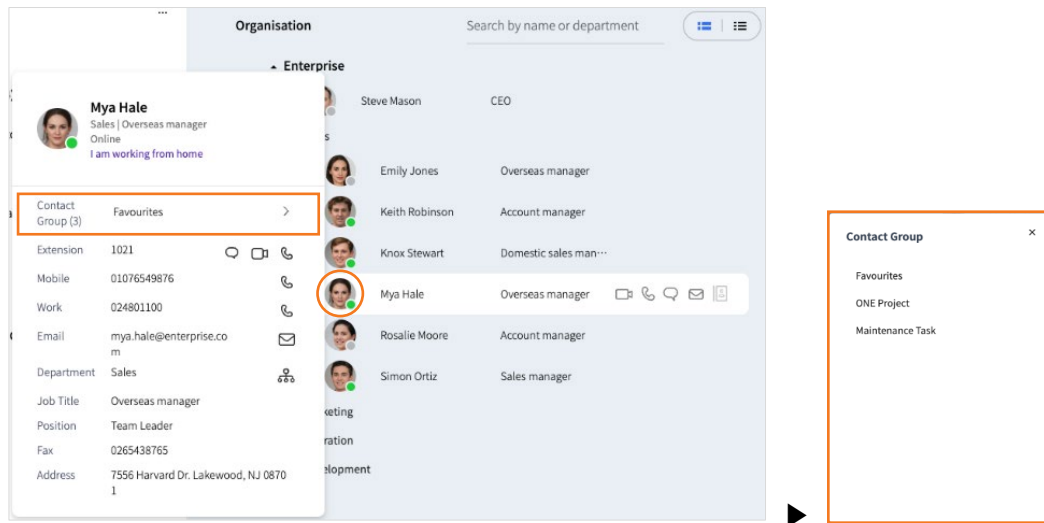
4.2.1.3 Update member changes

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 refresh your browser to update the changes.

4.2.2 Search organization

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

4.2.2.1 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.
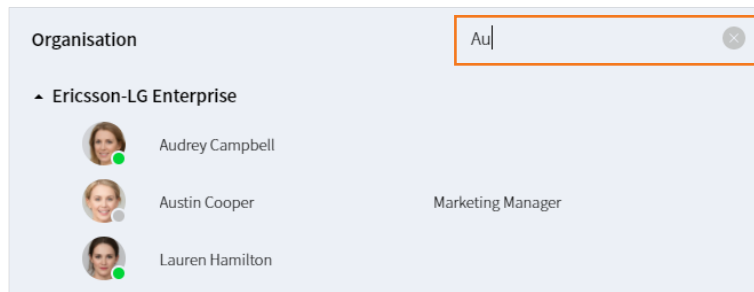
4.2.3   Using organization ▶

You can use various features with function buttons or user details displayed when the mouse is over a member or picture.
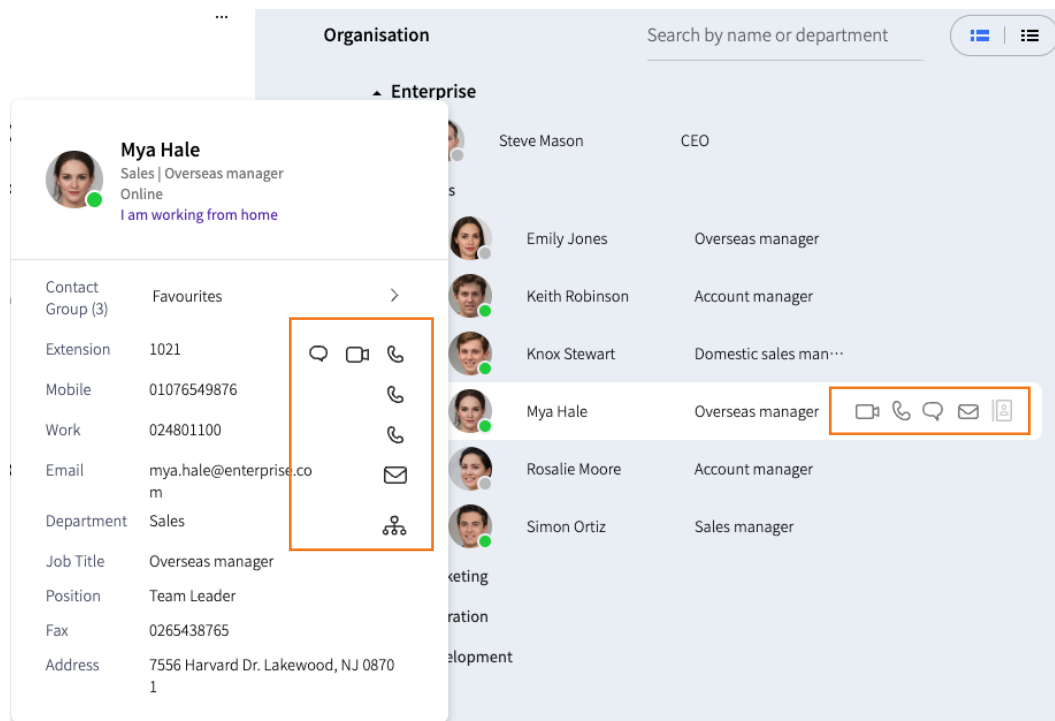
Note:	Available features vary depending on user type, status or information. If a feature is unavailable, corresponding button is disabled.

4.2.3.1   Start a chat

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

1. Click **Chat** (💬) on function buttons or user details.

4.2.3.2   Make a voice call

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

1. Click **Voice Call** (📞) on function buttons or user details.

2. If you select Voice Call on function buttons, a call is made with available phone number with the following priority: **Extension > Mobile > Work**.

4.2.3.3 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. Click **Video Call** (📹) on function buttons or user details.

4.2.3.4 Send an email

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

1. Click **Email** (✉) on function buttons or user details.

2. Your default email client will launch.

Note:	If you are not using MS Outlook or Apple Mail as your default email client, you may need to configure your browser's email setting.

4.2.3.5 Add to My Contacts

You can add selected users to your contacts.
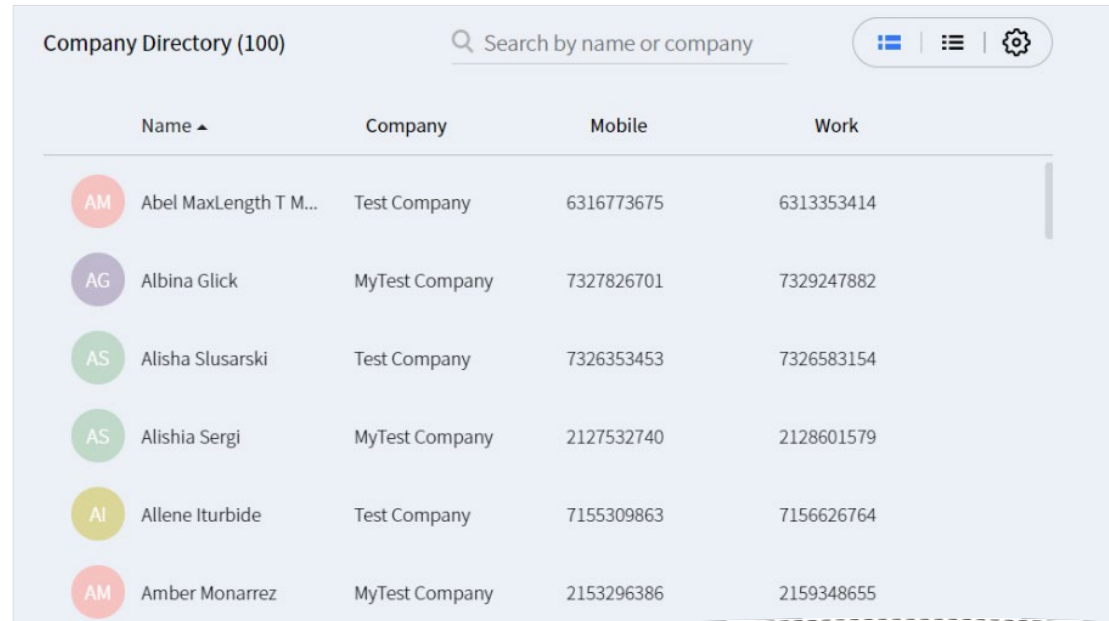
1. Click **Add to My Contact** (❯) on user details.

2. Select a group to add the contact.

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

4.3   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, and company name.
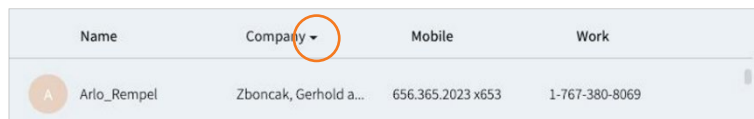
4.3.1   View company directory

You can selectively view the information by changing the sort order or columns in the company directory table.

4.3.1.1   Sort

You can display the company directory by sort order of each column.

1. Click **Sort** icon (▲ / ▼) in the column header of the table to change the sort order.

4.3.1.2   Edit column

You can edit columns of the company directory table that displays user information.

1. Click **Edit Column** (⚙) on the top right.

2. Select the column you want to display.
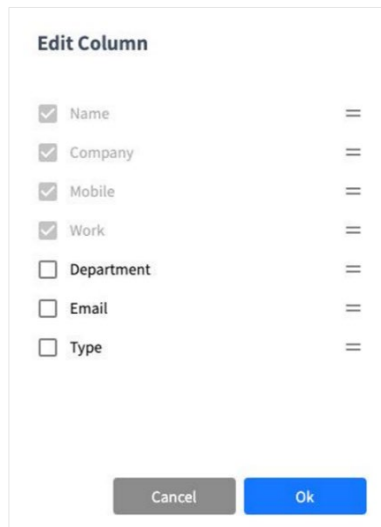
4.3.1.3   Show/Hide thumbnail

Thumbnail can be shown or hidden as configured.
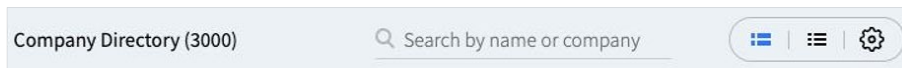
1. Select **Show Thumbnail** ( ) to show the thumbnail.

2. Select **Hide Thumbnail** ( ) to hide the thumbnail.

4.3.1.4   View user details ▶

Hovering the mouse over a user's picture displays user details.

1. Hover the mouse pointer over the picture of the user you want to view details.

2. Select a contact group that displays all contact groups to which the user belongs.
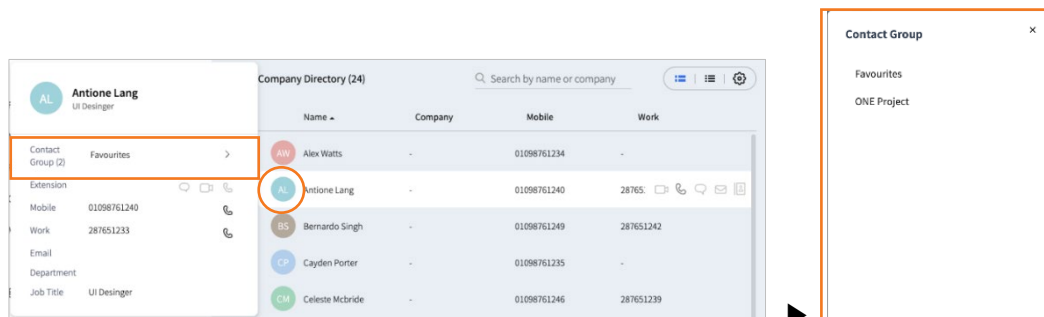
4.3.1.5 Update member changes

The company administrator manages company directory members.

> **Note:**   If the administrator has changed the company directory, you must log in or refresh your browser to update the changes.

4.3.2 Search company directory

You can search for users, departments, or companies within the company directory. Search results can be displayed up to 100 items.

4.3.2.1 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.
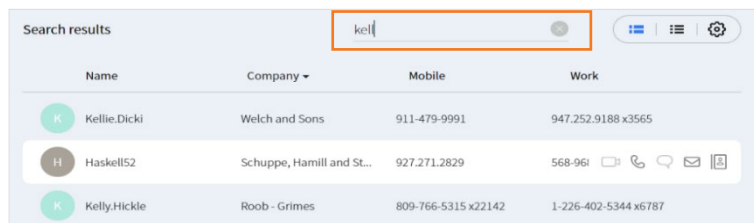
4.3.3 Using company directory ▶

You can use various features with function buttons or user details displayed when the mouse is over a member or picture.
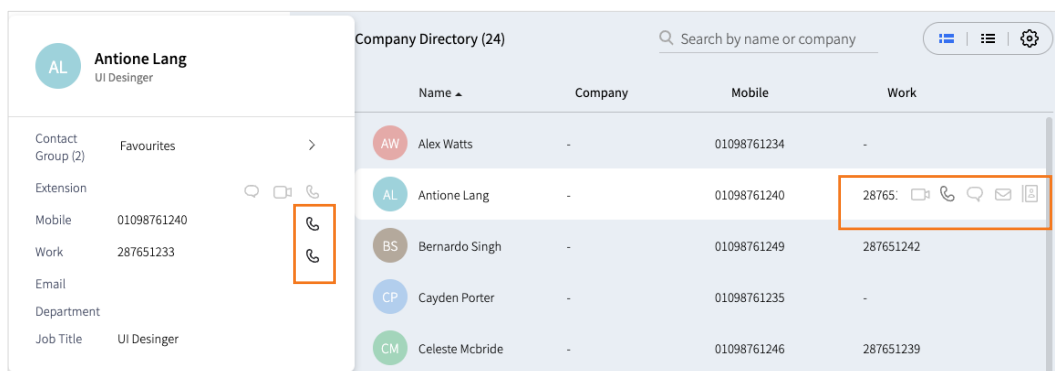
> **Note:**   Available features vary depending on user information. If a feature is unavailable, the corresponding button is disabled.

4.3.3.1　Make a voice call

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

1. Click **Voice Call** (📞) on the function buttons or user details.

2. If you select Voice Call on the function buttons, a call is made with an available phone number with the following priority: **Extension > Mobile > Work**.

4.3.3.2　Send an email

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

1. Click **Email** (✉) on the function buttons or user details.

2. Your default email client will launch.

Note:　You may need to configure your browser's email setting if you are not using MS Outlook or Apple Mail as your default email client.

4.3.3.3　Add to My Contacts

You can add selected users to your contacts.

1. Click **Add to My Contact** (＞) on the function buttons or 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.

4.4   CRM

CRM functionality is provided by iPECS CRM integration middleware. ONE client supports CRM integration with well known CRMs such as Salesforce.com or Microsoft Dynamics CRM. CRM Integration enables contact popping and caller preview when a call is made or received.

4.4.1   Setup CRM

CRM menu is displayed if you have CRM related license and CRM feature is activated by administrator.

Note: Please contact administrator for details related to CRM middleware configuration. iPECS ONE runs with above iPECS CRM Integration 3.2 version.

4.4.1.1   Install iPECS CRM Integration middleware

iPECS CRM integration middleware needs to be setup for using CRM features.

1. Download iPECS CRM middleware from iPECS Global Partner Site or ask ONE administrator.

2. Install the middleware package by following its guided installation.

4.4.1.2 CRM settings ▶

Basic settings for CRM search and pop-up operations

1. Turn on **Use CRM Integration** switch to enable general CRM integration including CRM search on incoming and outgoing calls.

2. You can check Ringing/ Ringback and Answered option on **Use CRM Pop-up** menu. When Ringing/ Ringback is checked, CRM contact will be displayed automatically when call is ringing/ ringback.   When Answered option is checked, CRM contact will be displayed automatically when call is answered by user.

    If **'Use CRM Integration'** and **'Use CRM Pop-up'** options are checked and CRM search for incoming/outgoing or connecte call results in single searched item, CRM pop-up is displayed automatically without clicking **Show CRM Contact** button.

3. Set minimum number of digits to be searched in CRM for incoming/outgoing or connected call.

4. If **Use Call Log Sync** option is enabled, Call Log will be displayed on CRM's call log list.
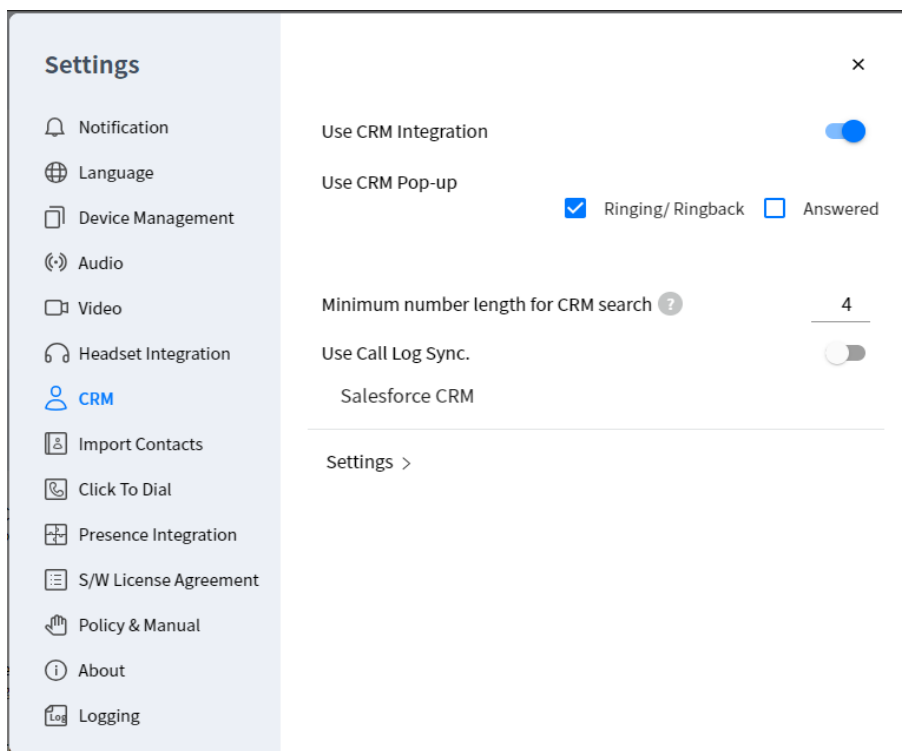
Note: • For **Use CRM Pop-up** and **Use Call Log Sync**, **Use CRM Integration** should be enabled.

• If CRM does not support Call Log sync function, **Use Call Log Sync** option will not be displayed.

4.4.1.3 iPECS CRM Integration settings

Detailed settings on iPECS CRM Integration for CRM integration

1. Select **Settings** in CRM menu for CRM setting menu to be lanuched.
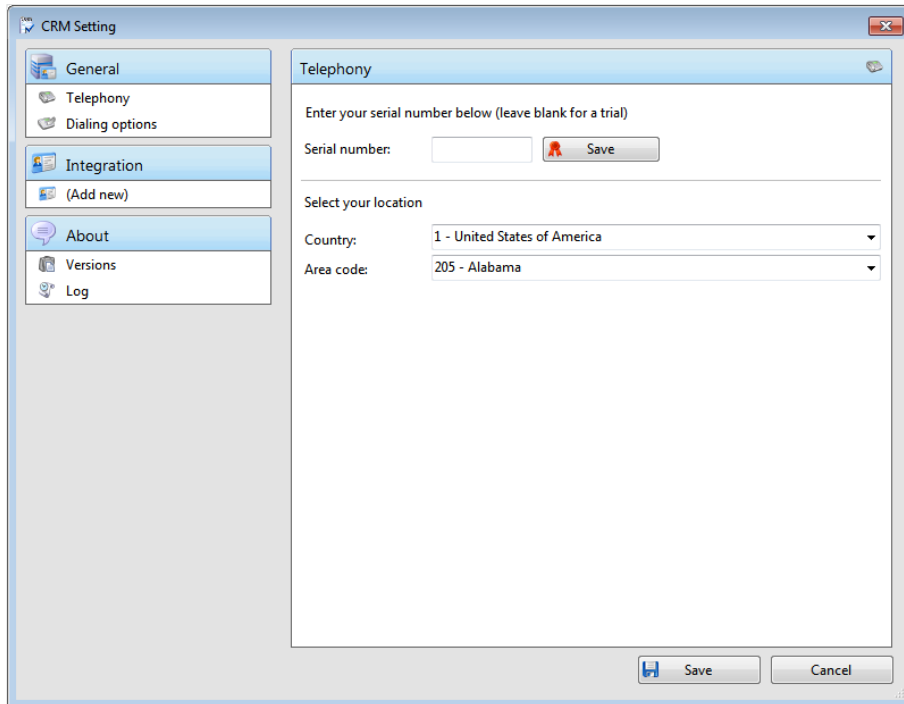
2. Click **Integration** and **Add new** button. Then, select **Type** button for CRM list to be displayed.

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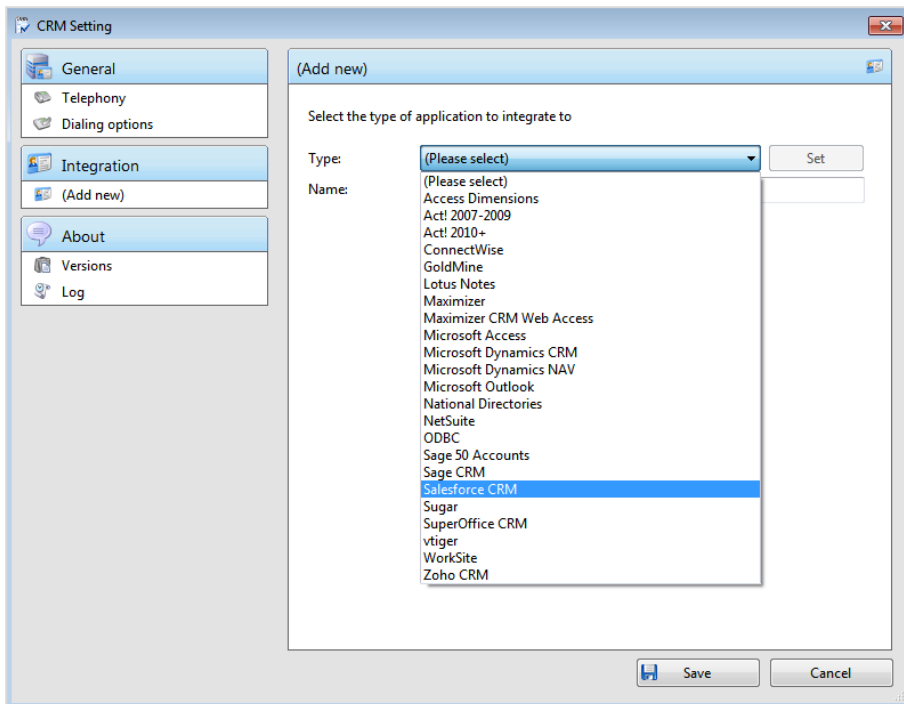
3. Select a CRM from CRM list, then CRM-specific menu of the selected CRM is displayed (ex, Salesforce.com)
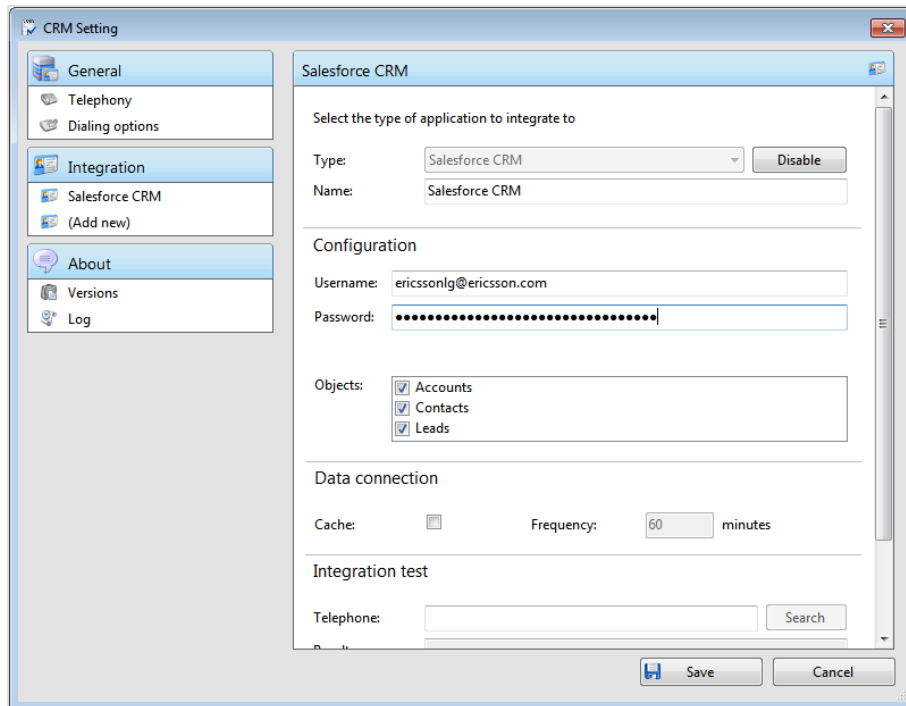
4. After new CRM is configured and added, make sure that the CRM is successfully loaded on CRM Integration. You can check CRM Integration state on Log menu. If Integration State is [LOADED], it means that iPECS ONE can search and pop-up contact information through this added CRM.
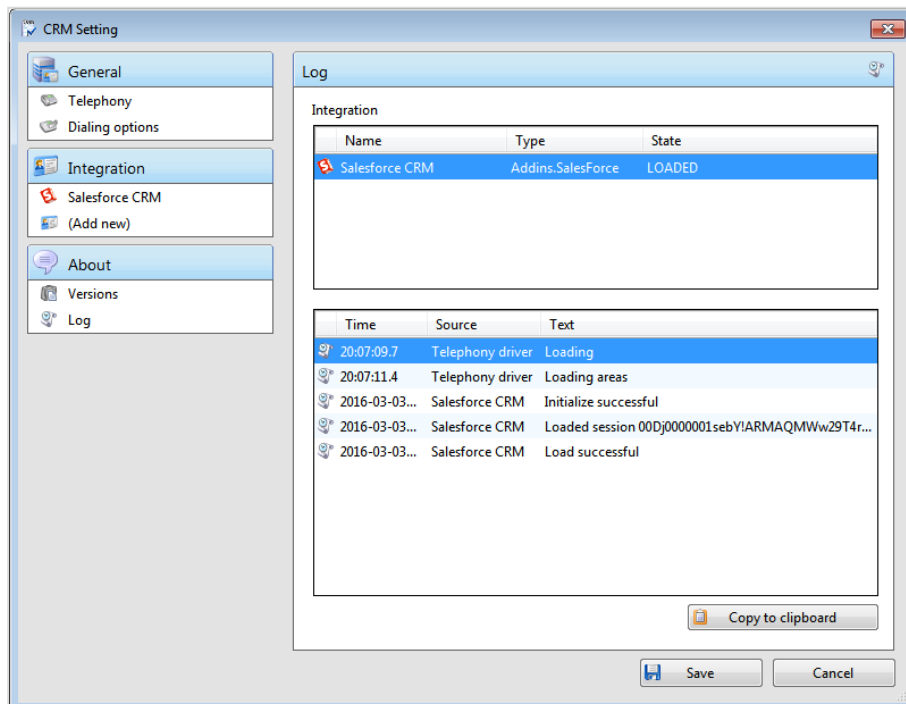
4.4.2 CRM functions

CRM search and contact pop-up functions are provided using CID information when a call is made or received.

4.4.2.1 CRM search and contact pop-up

1. When caller's CID is searched in registered CRM, **Show CRM Contact** button will be shown on Call View window.
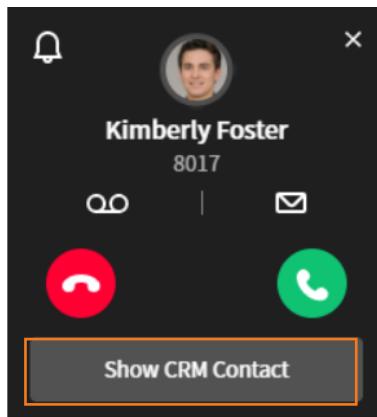
2. Click **Show CRM Contact** button, then searched user list will be shown.
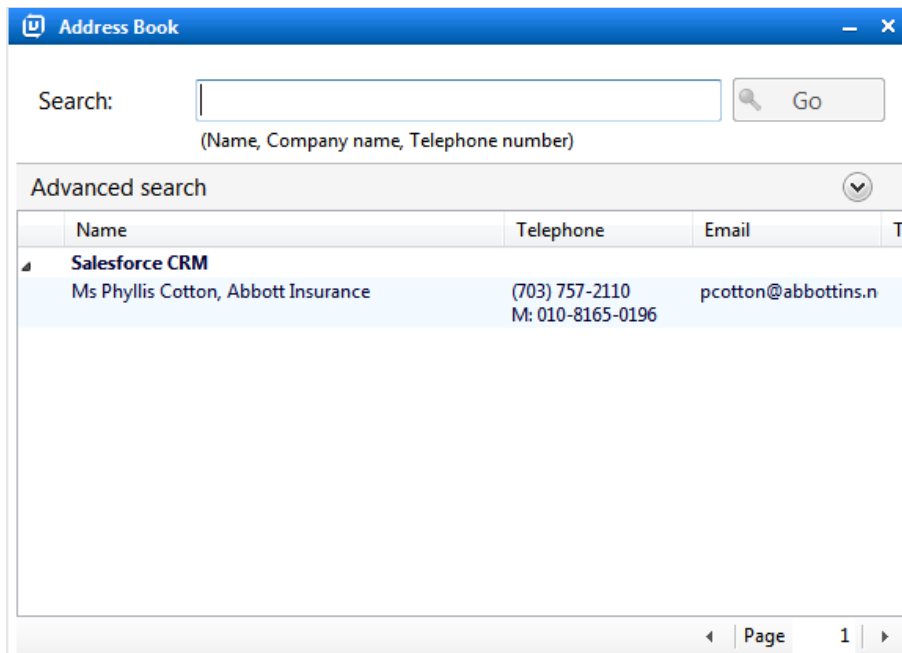
3. Click Name field on searched user list, then detailed information of CRM will be displayed.

Chapter 5.

Calls

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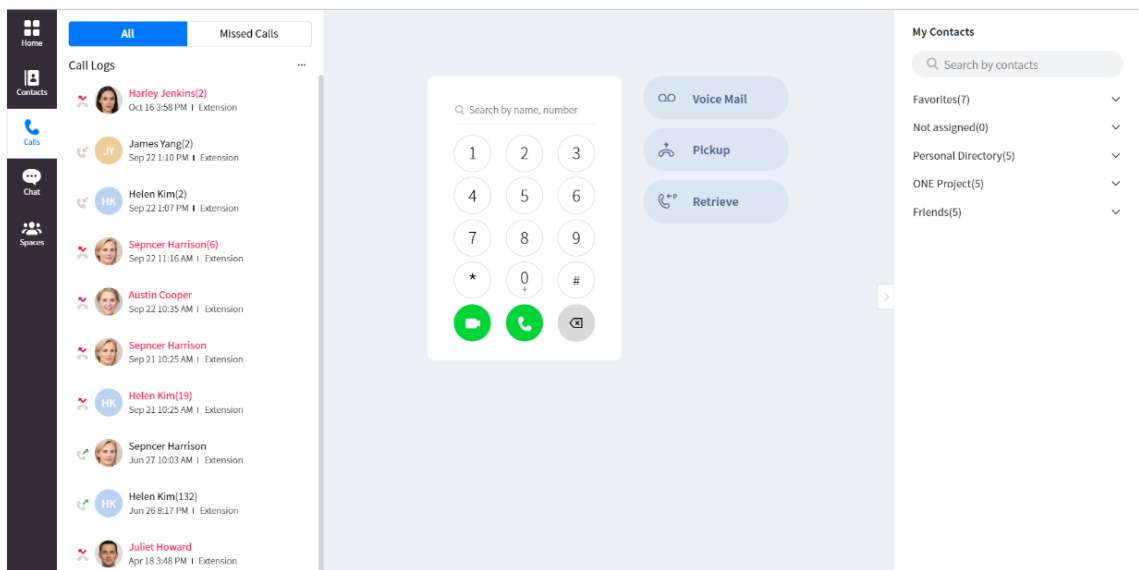
5.1 Call

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.

5.1.1 Make a call

Calls can be made in various ways.

5.1.1.1 Keypad ▶

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

1. Select **Keypad** (⠿) on the top right or use keypad in the Calls tab.

2. Enter phone number directly,

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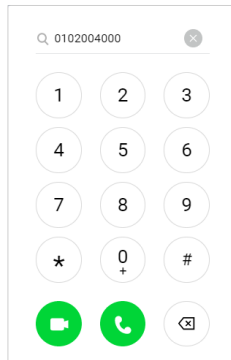
3. Or search by name or number.
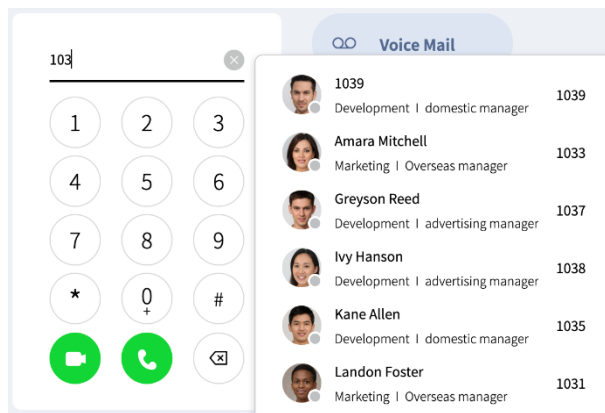
4. Click **Voice Call** ( ) to make voice call.

5. Or click **Video Call** ( ) to make video call.

5.1.1.2   Recent dial

Calls can be made from recent number list.

1. Click on the input field.
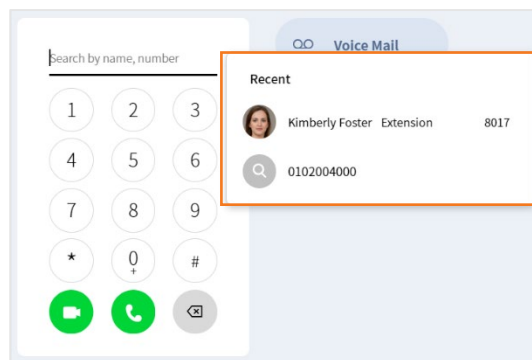
2. Select a number from recent number list.

3. Click **Voice Call** ( ) to make a voice call.

4. Or click **Video Call** ( ) to make a video call.

5.1.1.3 Call from call logs

Calls can be mde from call log.

1. On call log on the left, click a call log item to make a voice call.
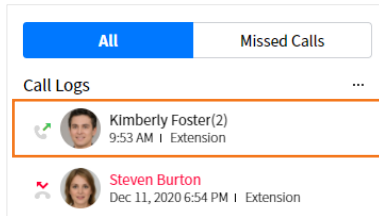
5.1.1.4 Call from contacts

Calls can be made from My Contacts that is slided out by clicking **Side menu** (⟨) on the right side.

1. On the contact list, hover the mouse over the user you want to call.
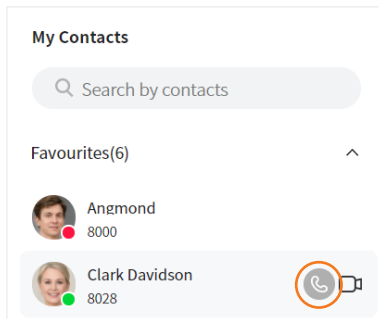
2. Click **Voice Call** (📞) to make a voice call.

3. Or click **Video Call** (📹) to make a video call.

5.1.2 Answer a call

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

▶ Voice Incoming Call   ▶Video incoming call   ▶ Incoming ACD call (Voice only)
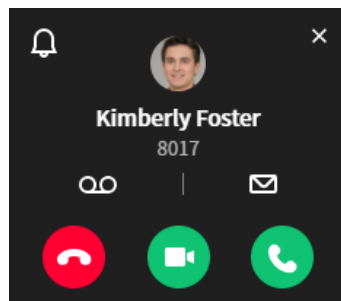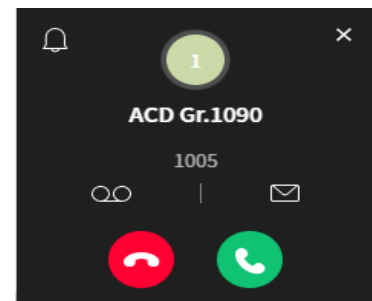
5.1.2.1 Answer

1. Click **Answer Voice Call** (🟢) to answer incoming voice call.

2. Click **Answer Video Call** (🟢) to answer incoming video call.

5.1.2.2 Decline

1. Click **Decline** (🔴) to decline incoming call.

5.1.2.3 Reject with a message

You can reject a call with a message why you cannot answer the call.

1. Click **Message** (✉️) to reject incoming call with a message.
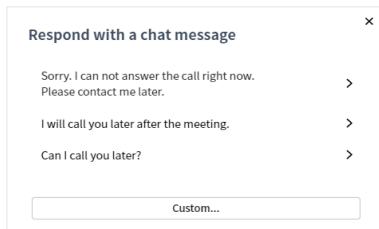
2. Select a predefined message to send.

3. Or enter your own custom message.
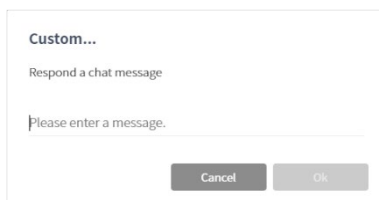
4. Click **Ok** to send the message.

5.1.2.4 Voicemail

You can have your voicemail answer incoming call.

1. Click **Voicemail** (📼) to answer incoming call with voicemail.

5.1.2.5 Ring Mute

You can mute ringtone to stop ringing.

1. Click **Ring mute** (🔕) to mute ringtone of incoming call.

5.1.2.6 Call Remove

You can remove an incoming call pop-up and ringtone without rejecting the call.

1. Click **Call Remove** (✖) to remove incoming call and close the call pop-up.

5.1.3 Hang up a call

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

5.1.4 Show caller information

While receiving a call, caller's picture and name are displayed, and after answering the call, caller's picture, name and department are displayed.
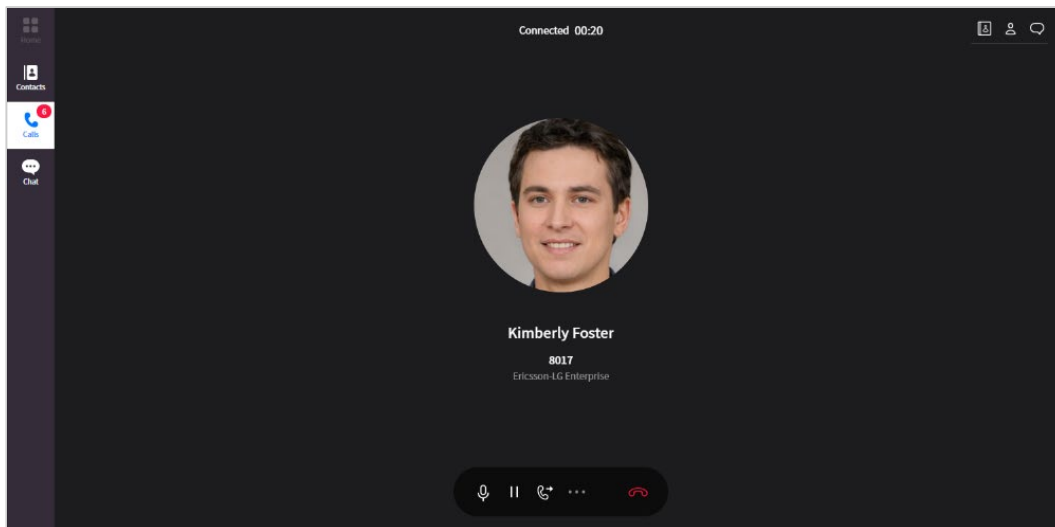
5.1.5 Features in idle state

During idle state, pickup, unpark and barge in features are supported.

5.1.5.1 Pickup

You can answer a call ringing at another station.

1. Enter pickup number and click **Pickup** to answer the call ringing at another station.

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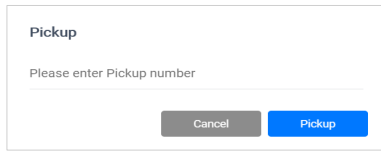
2. To receive a call ringing at a station of the same pickup group, click **Pickup** without entering number.

Pickup Notification ▶

You can see and answer a call ringing at another station.

1. Click **Pick Up** to answer the call ringing at another station.
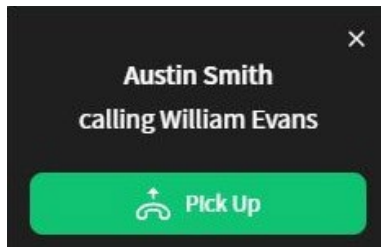
5.1.5.3 **Retrieve**

You can retrieve a parked call to continue the call.

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

2. Click **Retrieve**.
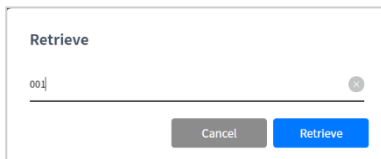
5.1.6 Features in call

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

5.1.6.1 **Mute**

1. Click **Mute** (🎤) to mute microphone.
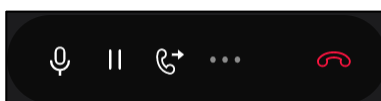
5.1.6.2   Hold/Retrieve

1. Click **Hold** (▐▐) to put the call on hold.
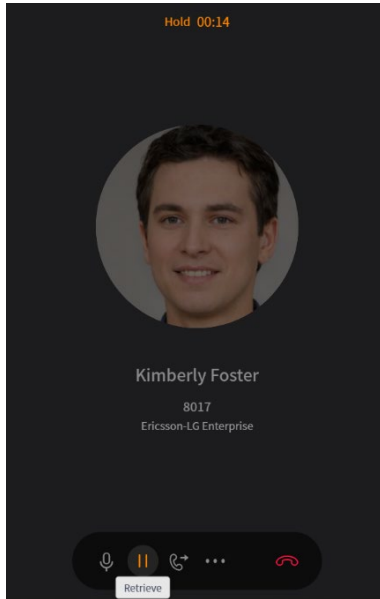
2. Click **Retrieve** (▐▐) to retrieve the held call.

5.1.6.3   Make a new call

If you want to make another call during a call, you can put an existing call on hold and make a new call. Additional call pop-up is displayed on the top left with hold/retrieve and hangup buttons.

1. Hold an existing call.

2. Make a new call.
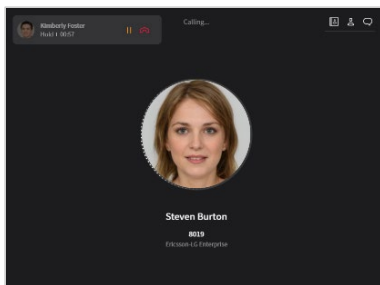
5.1.6.4   Switch calls

You can switch between multiple calls by holding and retrieving calls with hold/retrieve buttons on Call View and call pop-ups on the top left.

1. Click **Hold** (▐▐) to put the call on hold.

2. Click **Retrieve** (▐▐) to retrieve the held call.

5.1.6.5 Keypad

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

1. Click **More** (▪▪▪) to display Keypad menu.

2. Click **Keypad** (▦) on the menu.
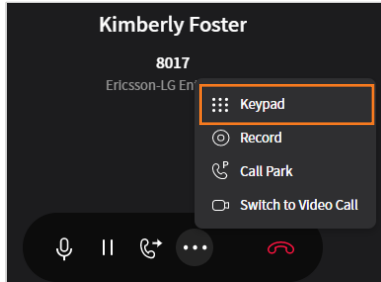
3. Enter the digits to send.
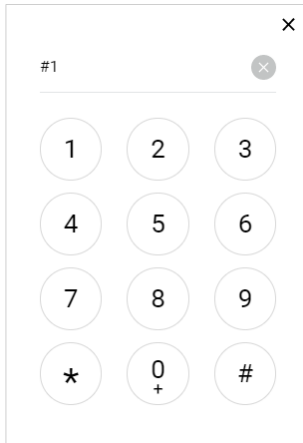
5.1.6.6 View participants

1. To view the participants, click **Participants** (▨) on the top right.

2. To view details of each participant, hover the mouse over the participant's picture.

5.1.6.7 Chat

1. Click **Chat** (🗨) to chat with the participant during the call.
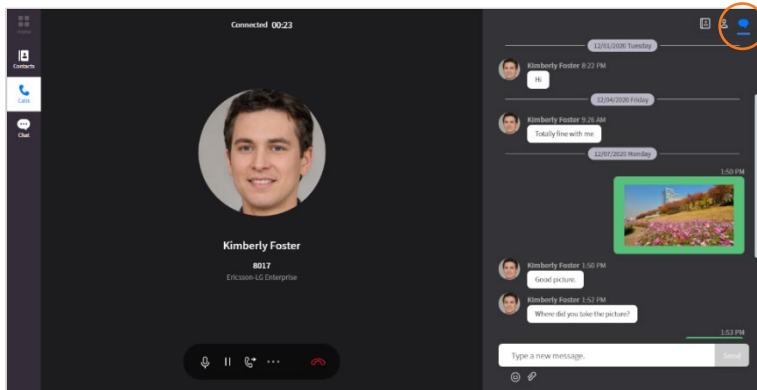
5.1.7 Features on busy service

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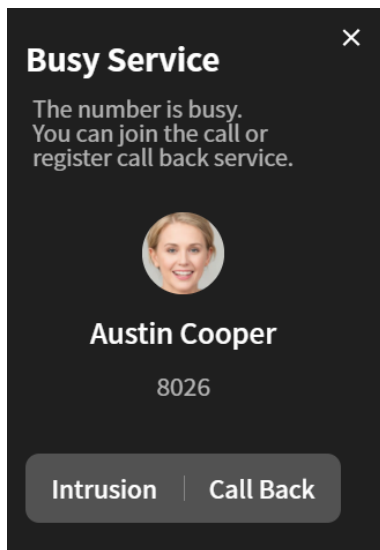
5.1.7.1 Intrusion

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

1. Click **Intrusion**.

5.1.7.2 Callback

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

1. Click **Call Back**.

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

5.1.7.3 Call waiting ▶

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

5.1.8 Move screen during a call

During a call, you can move to other tab to perform its features.
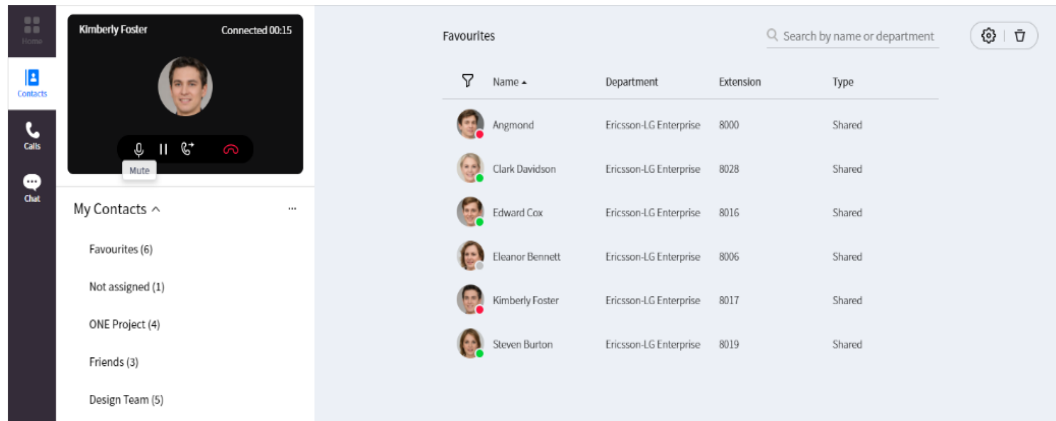
5.1.8.1 Go to other tab

If you go to other tab during a call, the call screen appears smaller at the top left of the tab you moved to.

Note: Home tab is not activated during a call.

5.1.8.2 Back to call screen

To return to call screen, click the small call screen at the top left of current tab.
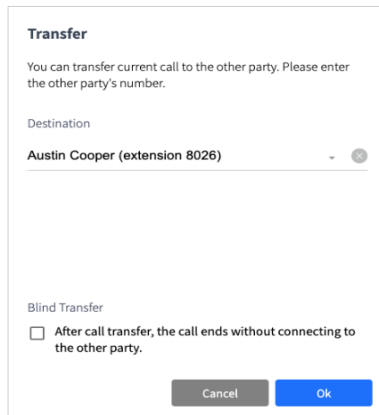
5.2   Voice Call Features

During voice call, features such as transfer, call park, record, switch to video call and contacts/participants are provided.

5.2.1   Transfer

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

5.2.1.1   Screened Transfer

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

1. Click **Transfer** (icon).

2. Enter the destination number to which you want to transfer current call.

3. Click **Ok**

4. The existing call is put on hold.
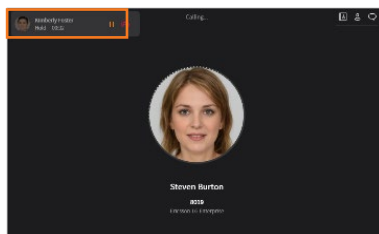
5. Click **End** (icon) to complete the transfer immediately. Then, the existing call will be disconnected from the transferring user.

6. Or click **End** (icon) 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 click **Cancel** (icon) to cancel the transfer when the transfer destination does not answer the transferred call. Then, click **Retrieve** (icon) to reconnect the existing call on hold.

5.2.1.2 Blind Transfer

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

1. Click **Transfer** ( ).

2. Check Blind Transfer.
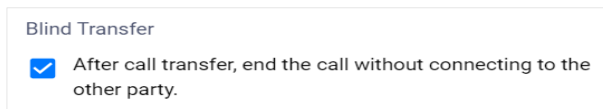
3. Click **Ok** to complete the transfer, and then the existing call will be disconnected.

5.2.2 Call Park

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

5.2.2.1 Park

1. Click **More** ( ) to show Call Park menu.
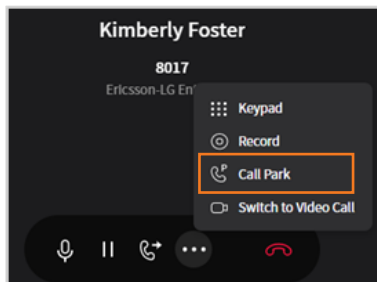
2. Click **Call Park** ( ) on the menu.

3. Enter parking slot number in 3 digits.
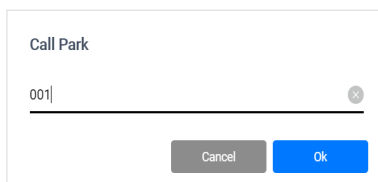
4. Click **Ok** to park the call.

5.2.2.2 Unpark

You can retrieve a call on park to continue the call.   See section 5.1.5.3 Retrieve for details.

5.2.3   Call Record

You can record current voice call and it is 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.

5.2.3.1   Start/Stop record
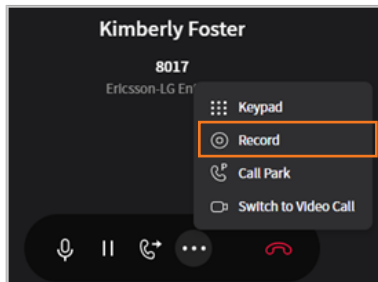
1. Click **More** (⬚) to show Record menu.

2. Click **Record** (⬚) to start recording current call.

3. Click **Record Stop** (⬚) to stop recording current call.
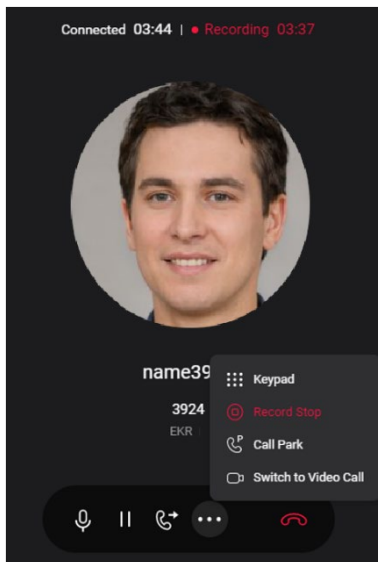
5.2.4   Switch to video call

Voice call can be switched to video call.

5.2.4.1   Start video call

1. Click **More** (⬚) to show Switch to Video Call menu.
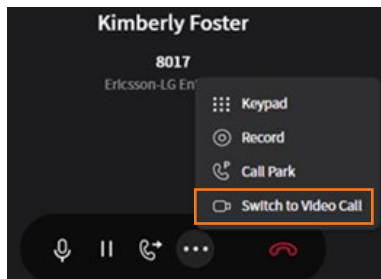
2. Click **Switch to Video Call** (▣) to start video call.

5.2.5 Contacts

During a call, transfer, and invite functions are provided with the Contacts menu.
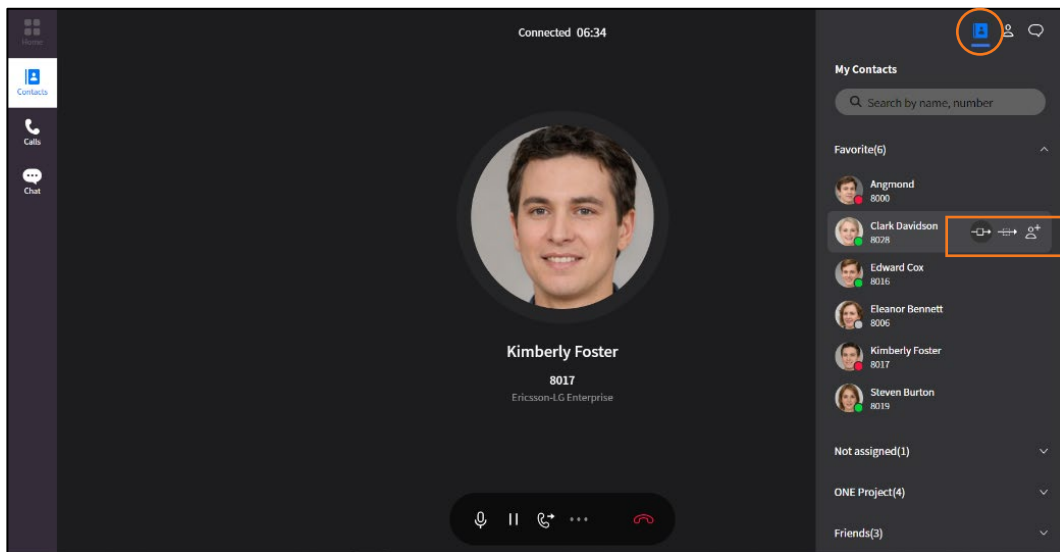
5.2.5.1 Transfer

1. Click **Contacts** (▣) to select a transfer destination user to whom you want to transfer existing call.

2. Click **Screened Transfer** (▭→) to start screened transfer.

3. Or click **Blind Transfer** (▭→) to start blind transfer.

5.2.5.2 Invite

1. Click **Contacts** (▣) to select a user to be invited.

2. Click **Invite** (▣⁺) to invite the user to conference call.

5.2.6 Participants

You can view current participants and invite new participant for voice conference.   See section 5.4.2 Ad-hoc conference for details.

5.3 Video Call Features

Features such as switching to voice call and video camera on/off during a video call are provided.
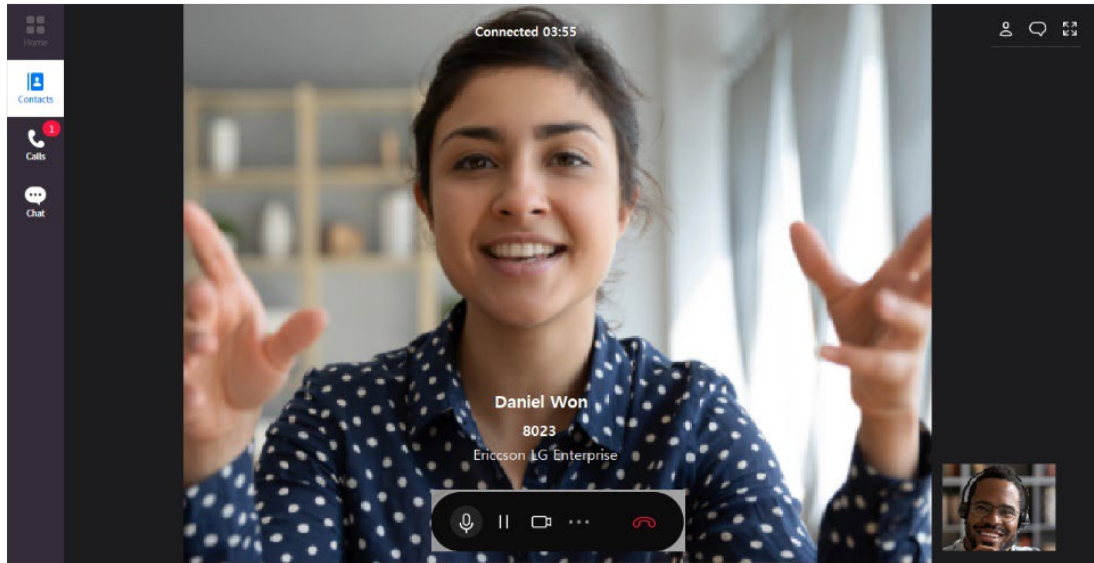
5.3.1 Switch to Voice Call

You can switch from video call to voice call.

5.3.1.1 Start voice call

1. Click **More** (⋯) to show Switch to Voice Call menu.
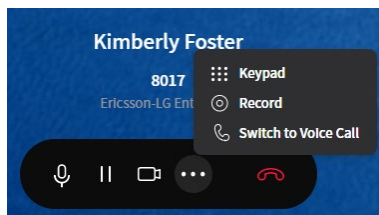
2. Click **Switch to Video Call** (📞) to switch to voice call.

5.3.2 Video camera on/off

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

5.3.2.1 Turn on video camera

1. Click **Video Camera On** (▨) to show your video.

5.3.2.2 Turn off video camera

1. Click **Video Camera Off** (📷) to hide your video.

5.3.3 Call Record

You can record current call and it is 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.

5.3.3.1 Start/Stop record
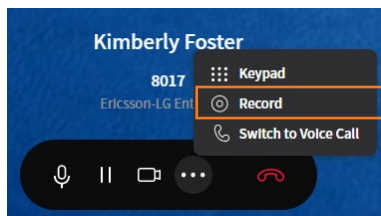
1. Click **More** (▪▪▪) to show Record menu.

2. Click **Record** (◎) to start recording current call.

3. Click **Record Stop** (▣) to stop recording current call.

5.4 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.

5.4.1 Group call

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

5.4.1.1 Make a group call

1. Click Voice Call in group chat.

5.4.2 Ad-hoc conference

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

5.4.2.1 Invite a participant

1. Click **Participants** (👤) during a voice call.

2. Click **Invite** ( ) to invite a user for voice conference.

3. Select and add a user to invite.
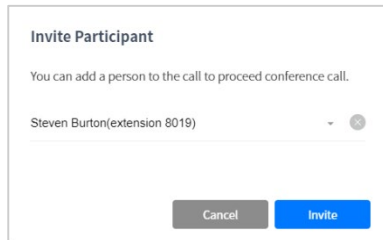
4. Click **Invite** to make another call to the new participant and hold the existing call.
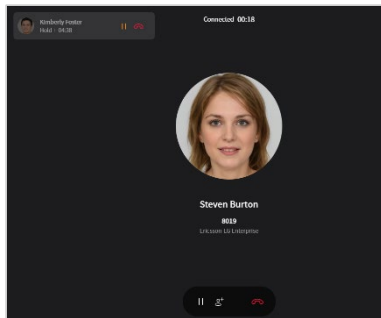
5. Click **Conference** ( ) to start conference call after the new participant answers the invitation.

6. Repeat steps 1~5 to add more users.

5.4.3 Participant

Participant menu provides user's information and status who are attending on-going call.

5.4.3.1 View participants

1. Click **Participants** ( ) to view current participants.

2. Hover the mouse over the picture of the user to view details.

3. You can check if participants have joined the conference call by checking the status (e.g., Joined) under user's name.
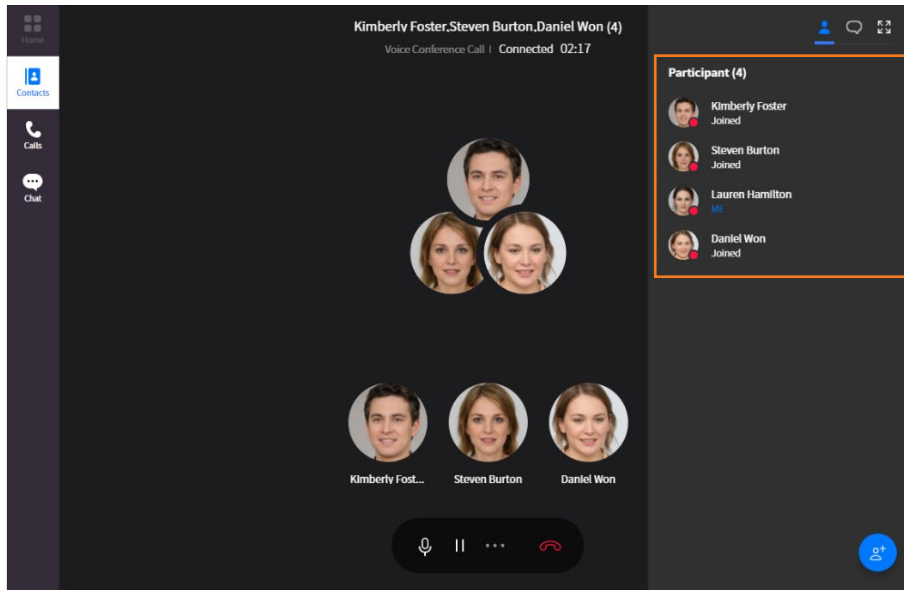
5.4.4 Record

Current voice 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 settings or permissions of call recording server.

5.4.4.1 Start/Stop record
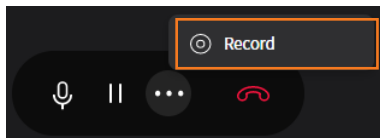
1. Click **More** (![icon]) to show Record menu.

2. Click **Record** (![icon]) to start recording current call.

3. Click **Record Stop** (![icon]) to stop recording current call.

5.4.5 Chat during a conference

You can chat with other members of conference call.

5.4.5.1 Chat

1. Click **Chat** (![icon]) to chat with participants in the top-right section of conference screen.

5.5 Phone Control

iPECS ONE Web client can control desktop IP phone paired with ONE Web client to make a call or conference call and answer an incoming call.
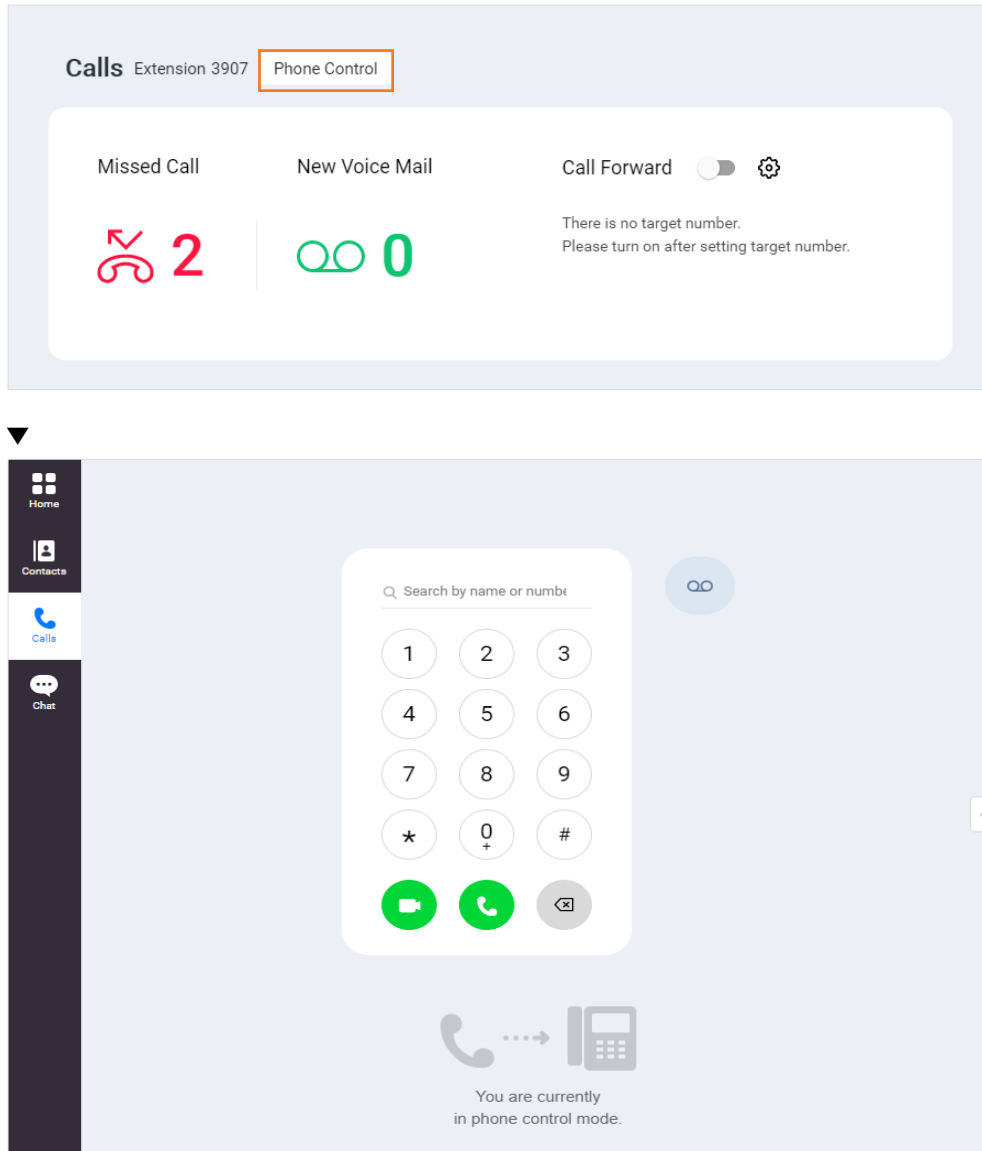
5.5.1 Call Mode Selection

You can change Call Mode on Login Settings screen before logging in.

5.5.1.1 Phone control mode

1. Click **Login Settings** (⚙).

2. Change Call Mode Selection to use phone control mode.
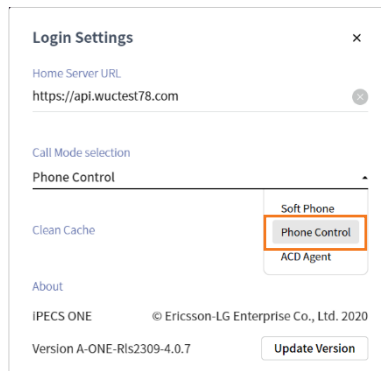
Note: Before using phone control mode, paired IP Phone, PBX, and ONE server have to be configured by an administrator in advance. Phone control mode supports audio call only.

5.5.2   Make a call

ONE Web client can make a call for paired IP phone in phone control mode.

5.5.3   Answer a call

Incoming call can be answered or declined using ONE Web client on behalf of paired IP phone.

5.5.4   Hang up a call

During a call, you can hang up the call by pressing **End Call** ().

5.5.5   Show caller information

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

5.5.6   Hold/Retrieve

In phone control mode, ONE Web client can put the current call on hold or retrieve for paired IP Phone.

5.5.7   Transfer

In phone control mode, ONE Web client can transfer current call of its paired IP Phone to another phone number by screened or blind transfer.

5.5.8 Ad-hoc conference

You can start ad-hoc conference for paired IP Phone by inviting users one by one using ONE Web client.
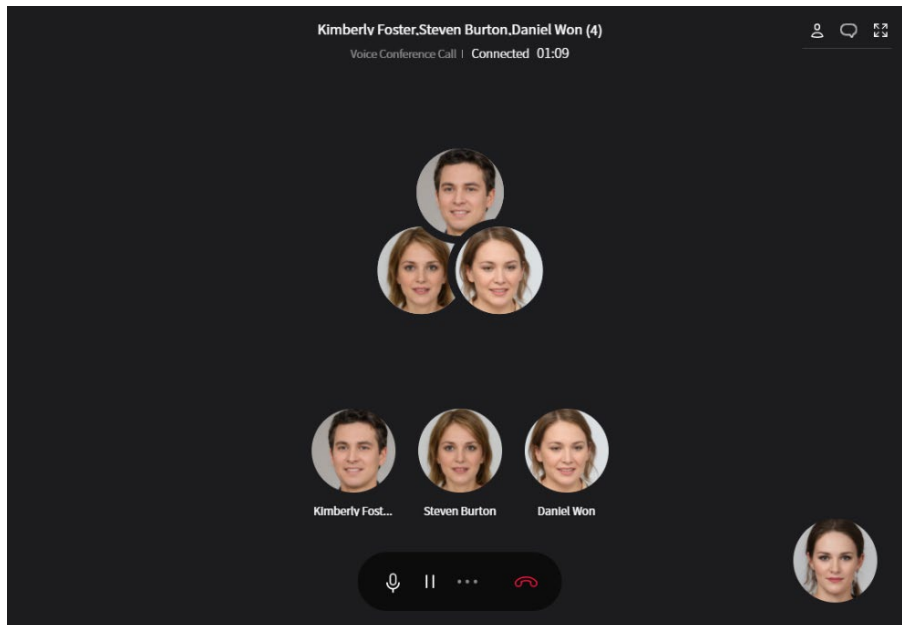
Note: In phone control mode, all features of softphone mode are not provided.

Video call, Group call are not supported in phone control mode.

5.6 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.
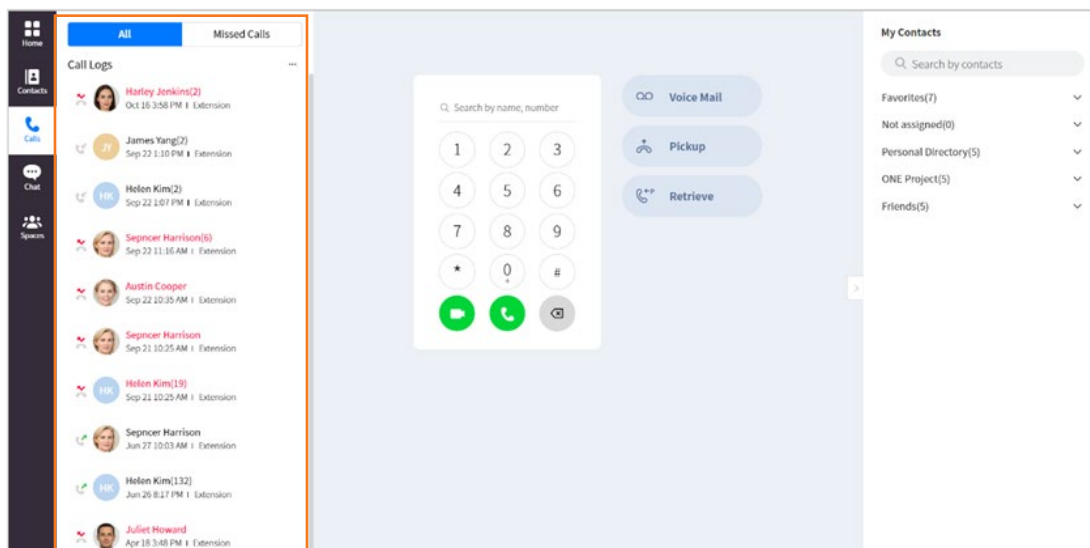
5.6.1 View call log

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

5.6.1.1 All/Missed call

Call logs are categorized into All tabs and Missed Call tabs to show respective call histories.
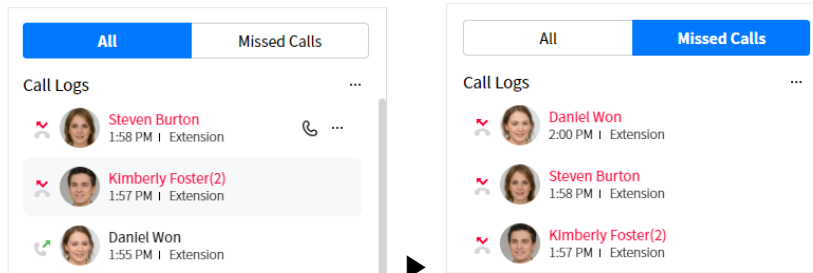
5.6.1.2 Call log details ▶

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

1. **More menu** ( ) of a call log list item.
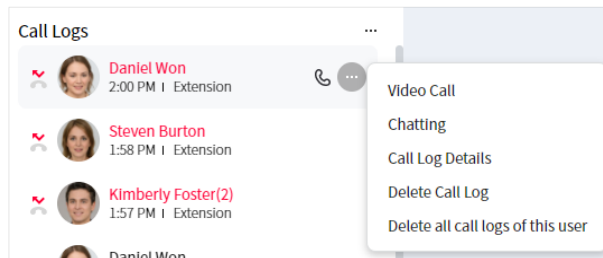
2. Click **Call Log Details**.
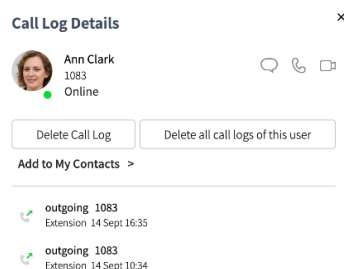
3. Selected call log can be deleted by **Delete Call Log**, and all call logs of this user by **Delete all call logs of this user**.

5.6.1.3 View user

Hovering the mouse over a user's picture in the call log list displays the user details.

5.6.1.4 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.

5.6.1.5 Group/ DDI name display

Call log includes Group/ DDI name of the call via Group/ DDI.
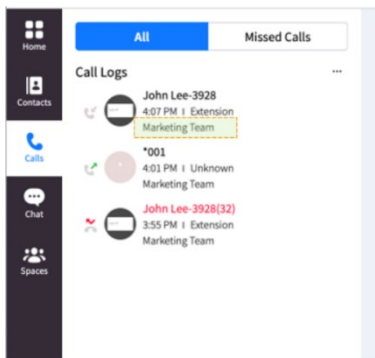
5.6.2 Using call log

Additional menus for chat, voice call and video call are provided on **More menu** or **Call Log Details**.

5.6.2.1 Start a chat

You can chat with selected user using **More menu** or **Call Log Details.**

1. Click **Chatting** in More menu.

2. Or click **Chat** (💬) in Call Log Details.

5.6.2.2 Make a voice call

You can make a voice call to selected user from the call log.

1. Click a call log list item to make a voice call.

2. Or click **Voice Call** (📞) in Call Log Details.

5.6.2.3 Make a video call

You can make a video call to selected user from the call log.

1. Click **Video Call** in More menu.

---

2. Or click **Video Call** (☐) in Call Log Details.

> **Note:**   Chat or video calls are supported if the selected user is an iPECS ONE user.

5.6.3   Delete call log

You can delete all call logs at a time, all call logs of selected user or one selected call log.

5.6.3.1   Delete All

You can delete all call logs at a time.

1. Click **More menu** (•••) at the top right of the call log list.
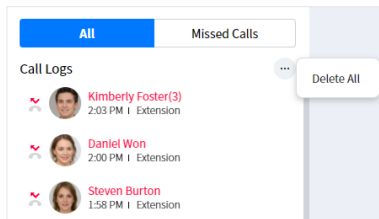
2. Click **Delete All** to delete all call logs.

> **Note:**   All call logs are deleted for both All tabs and Missed call tabs.

5.6.3.2   Delete all call logs of a user

You can delete all call logs of selected user.

1. Click **More menu** (•••) of a call log list item.

2. Click **Delete all call logs of this user**.

3. Or click **Delete all call logs of this user** in Call Log Details.

5.6.3.3   Delete a call log

You can delete one selected call log.

1. Click **More menu** (•••) of a call log list item.

2. Click **Delete Call Log**.

3. Or click **Delete Call Log** in Call Log Details.

5.7   Voice mail

You can check voice mail count and access voice mail.

5.7.1   View voice mail count

Voice mail count is displayed on both

Home tab
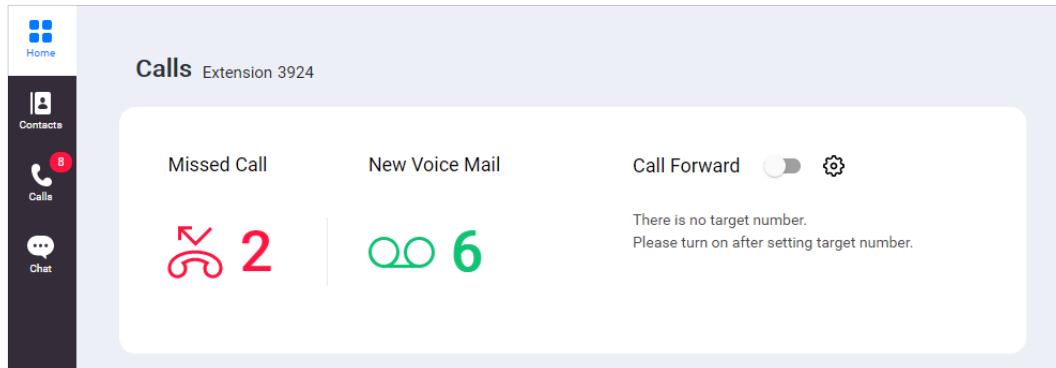
Calls tab.
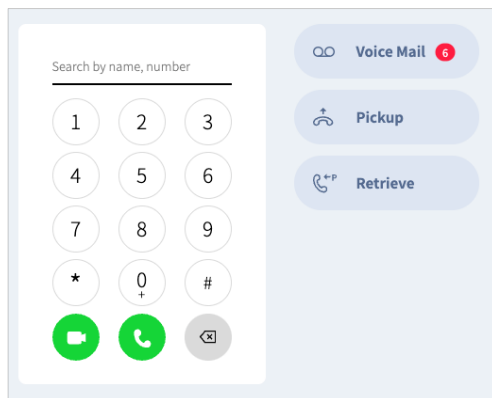
5.7.1.1   View detail count

1. Hovering mouse pointer over **Voice Mail** button in Calls tab shows detailed counts for urgent, new and saved.
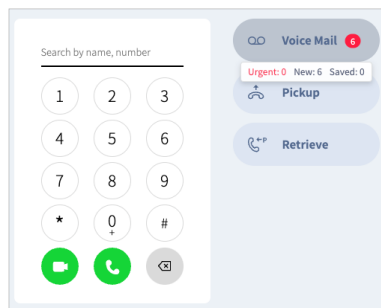
5.7.2   Access voice mail

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

5.7.2.1   Go to voice mail

1. Click **Voice Mail** (⚏) to display voice mail page.

5.8   My Contacts

You can select a user to directly call from My Contacts on the Call tab or perform additional functions such as transferring or inviting during a call.

5.8.1   Call from contacts

Calls can be made from My Contacts by clicking **Side menu** ( ) on the right side.   See section 5.1.1.4 Call from contacts for details.
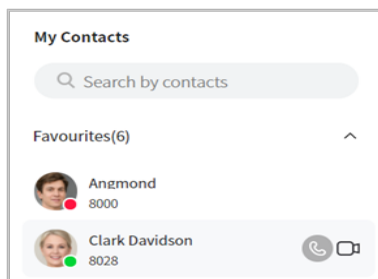
5.8.2   Transfer/Invite from contacts

You can perform call features such invite or call transfer to a selected user in Contacts during a call.   See section 5.2.5 Contacts for details.
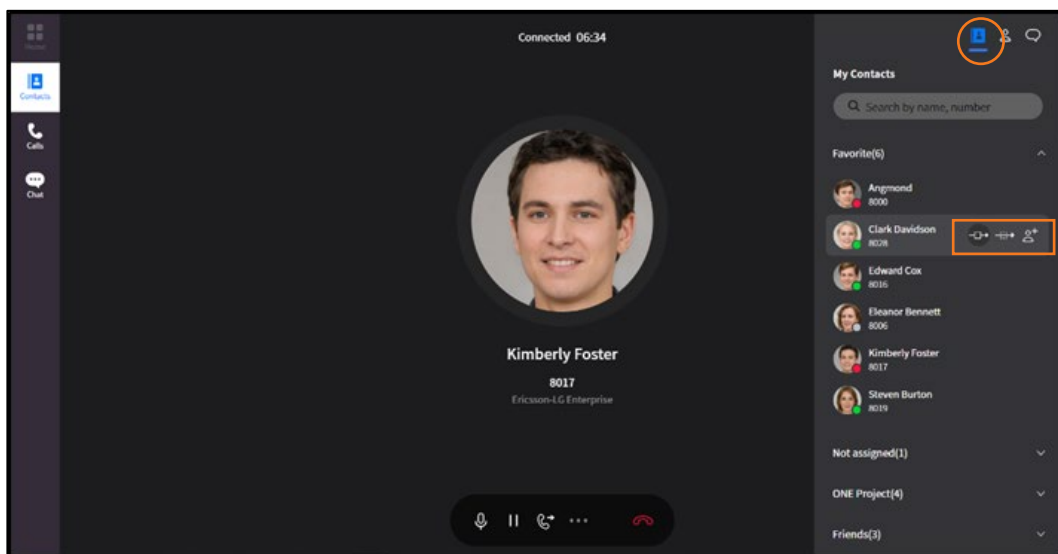
Chat

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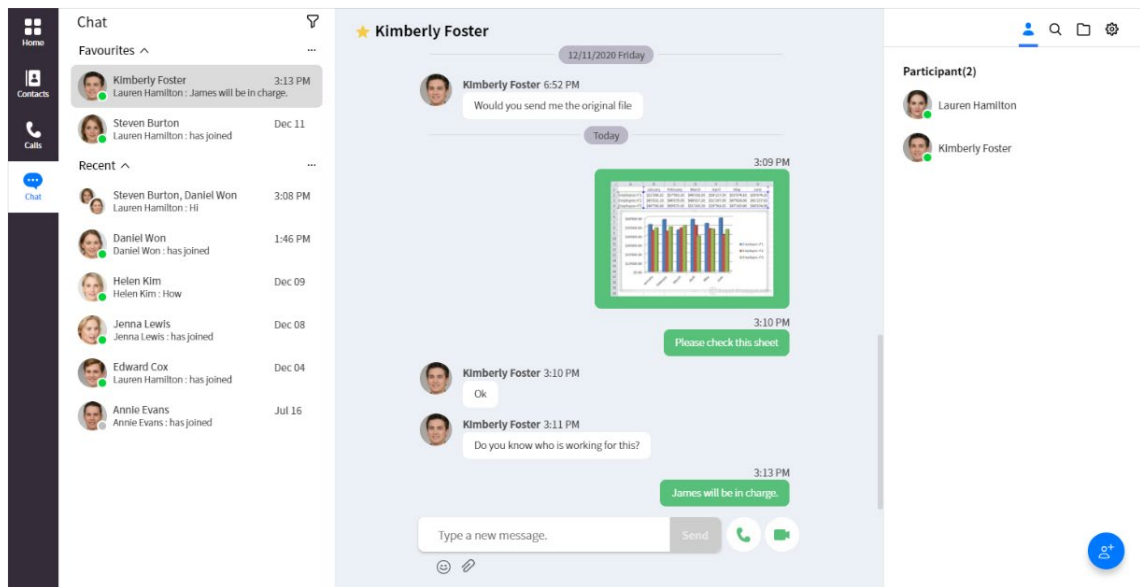
Note: You can chat with up to 100 iPECS ONE users including yourself.

6.1   Create Chat

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

6.1.1   One-on-one

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

6.1.1.1   New chat

You can start new one-on-one chat with Create menu.

1. Click **Create Space/Chat** (🖉) at the top right of the bar and select **Create Chat**.
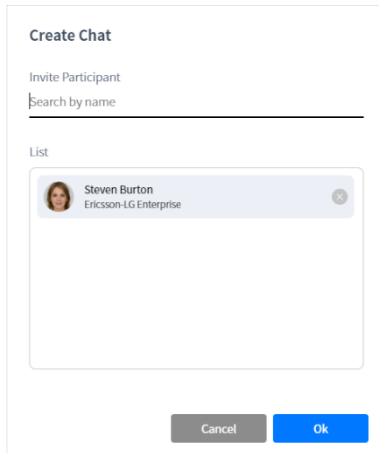
2. Search for the user you want to invite and select it.

3. Click **Ok**.

6.1.1.2 Chat in global search

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

1. If you select an iPECS ONE user who can chat, chat page is displayed.
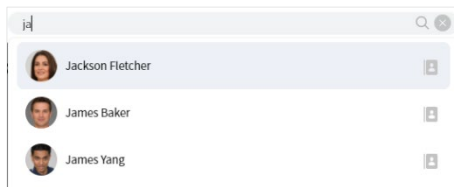
6.1.1.3 Chat in contacts

You can start a chat with My Contacts or organization user in Contacts tab.

1. Click **Chat** ( ) on function buttons.
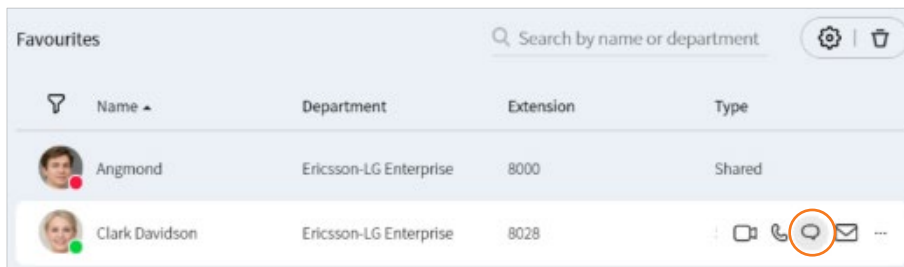
6.1.1.4 Chat in user details

You can start a chat in user details pop-up that is shown when hovering mouse over user's picture.

1. Click **Chat** ( ) on user details.
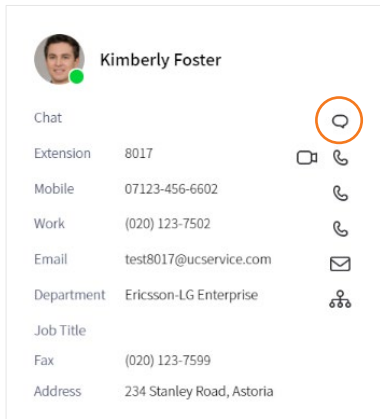
6.1.2 Group chat

You can start group chat with iPECS ONE users.

6.1.2.1 New chat

You can create new group chat with Create menu.

1. Click **Create Space/Chat** (⬚) at the top right of the bar and select **Create Chat**.
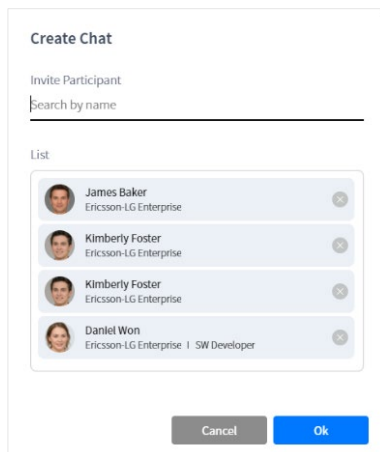
2. Search for the users you want to invite and select them.

3. Click **Ok**.

6.2 Chat List

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

6.2.1 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.

6.2.1.1 View chat item

Each chat room in chat list shows 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.
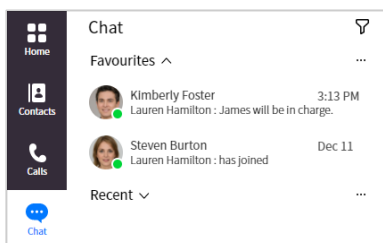
6.2.1.2 View participants

You can see the participants of the chat.

1. Hovering mouse pointer over the chat picture displays its participants.
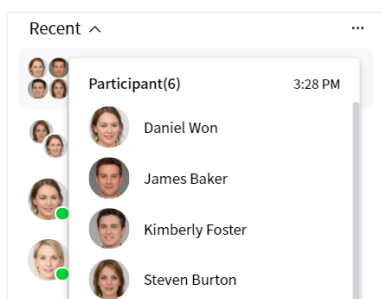
6.2.1.3 Sort

You can sort chat list by time or unread messages.

1. Click **Sort** (▽).

2. Select sort criteria: Sort by Time, Sort by Unread message.
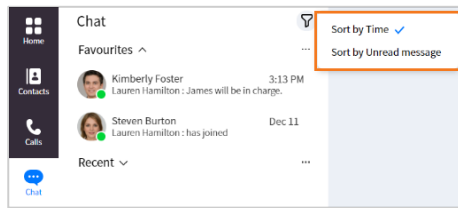
6.2.2　Manage chat list

You can leave the chat room, turn on/off notification for the room and add to/remove from chat list with **More menu** (▪▪▪) of a chat list item.
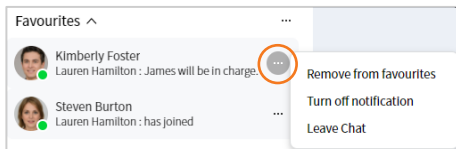
6.2.2.1　Add to favorites

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 chat

1. Select Leave Chat to leave the room.

6.2.2.6　Leave all chats

You can leave all the chat rooms of the section at once.

1. Select Leave all chats in **More menu** (▪▪▪) of a chat section to leave all chat rooms of the section.
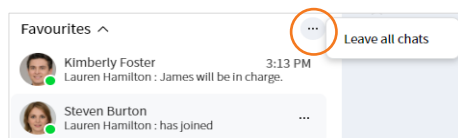
6.3 Chat Session

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.
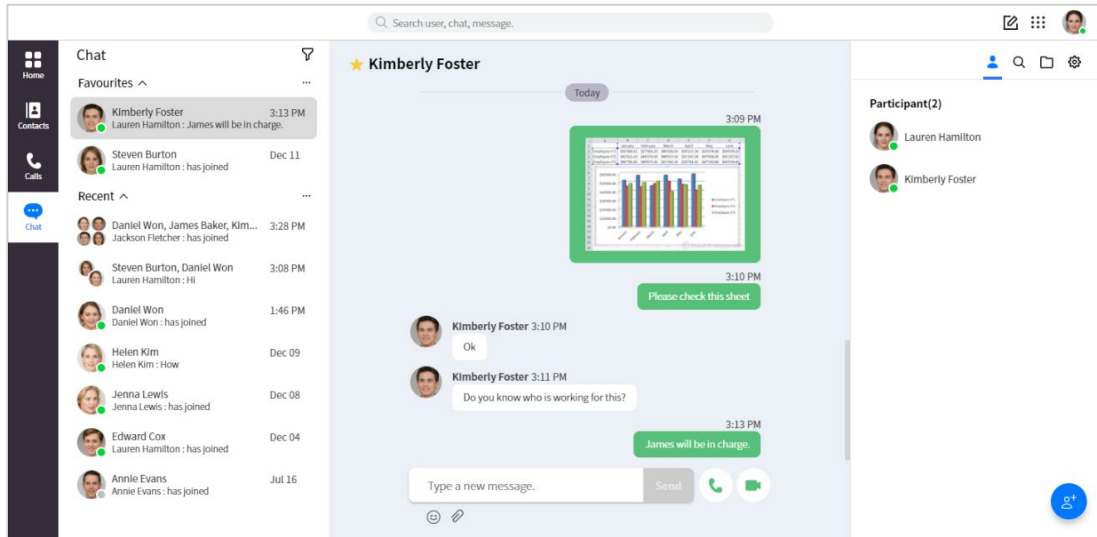
6.3.1 View contents

You can view the contents of a chat session by selecting the chat room in chat list at the left area 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.

6.3.1.1 Add to/Remove from favorites

You can add or remove current chat session to/from Favorites section.

1. Toggle **Favorites** (⭐) button to add to or remove from favorites.
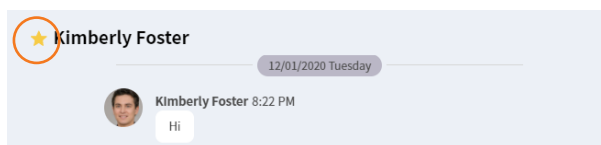
6.3.2 Send contents

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

6.3.2.1 Send a message

---

1. Type text message in message box.

2. Click **Send**.

6.3.2.2   Copy a message

To copy a text message to clipboard, drag a text message with mouse, right-click on it and select Copy on the context menu.

6.3.2.3   Delete a message

You can delete a message that has been sent to participant. When you hover the mouse over the message, **delete** button is displayed.

1. Click **Delete** (🗑) button.
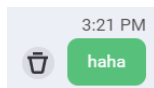
2. The deleted message is marked as **'Deleted message'**.

6.3.2.4   Add an emoji

You can send a message that includes emoji.

1. Click **Emoji** (🙂) button.

2. Select an emoji.

3. Click **Send**.

6.3.2.5   Attach a file

1. Click **Attachment** (📎) button.

2. Select a file on file selection window.
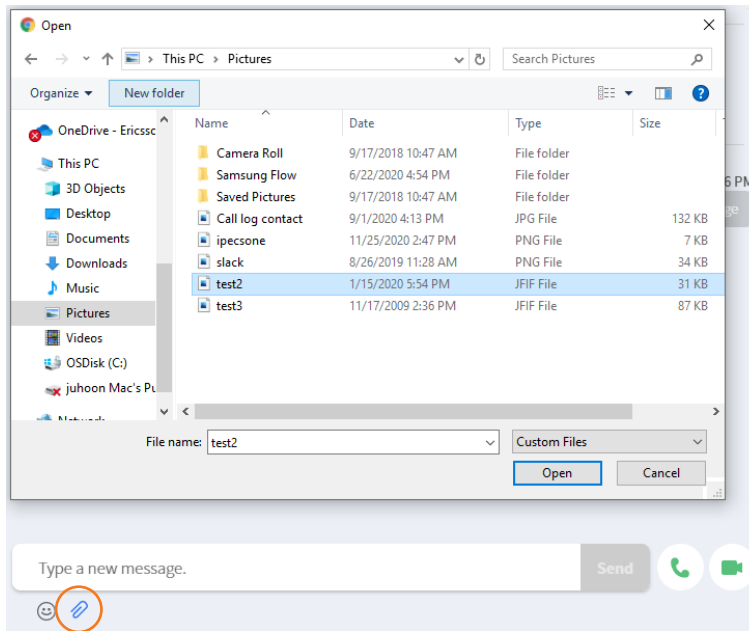
6.3.2.6   Image Preview ▶

1. Click the image that you want to preview.

---

2. And then the preview screen is displayed.

3. You can manage the image using the toolbox.

- Click **zoom in** (⊕) button to enlarge the image size.
- Click **zoom out** (⊖) button to reduce the image size.
- Click **download** (↓) button to get the current displayed image.
- Click **close** (✕) button to close the current preview image.

6.3.3   Voice Call

You can make a voice call in one-on-one chat.

1. Make a voice call,

2. Click Voice Call in one-on-one chat.
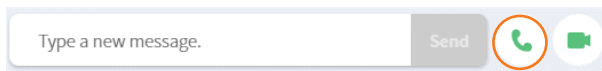
6.3.4   Group Call

You can make a group call in group chat.

1. Make a group call,

2. Click **Voice Call** in group chat.
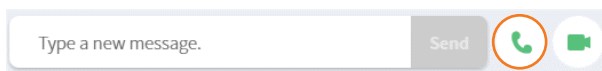
6.3.5 Video Call

You can make a video call in one-on-one chat:

1. Make a video call,

2. Click **Video Call** in one-on-one chat.
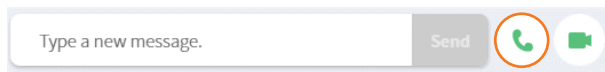
6.3.6 Session menu

Through the session menu on the top right, you can view participants, invite participants, search messages, view files, download file and set up chat room.
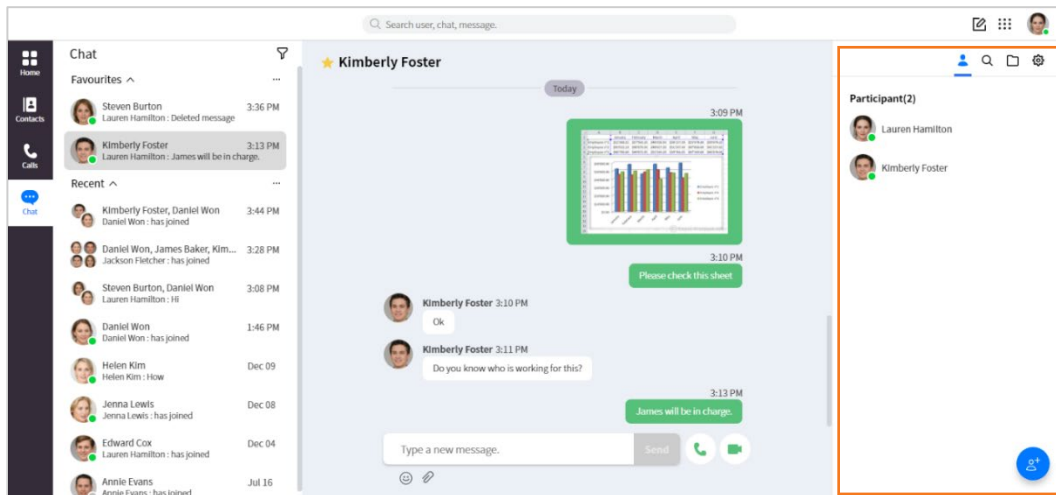
6.3.6.1 View participants ▶

1. Click **Participants** ( ) to see participant list.

2. Hover the mouse over a participant's picture to see details.
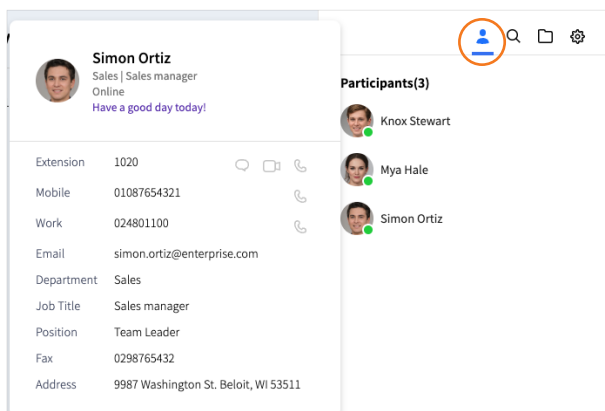
6.3.6.2 Invite participants

1. Click **Invite** (🔵) to invite participants.

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

Invite Participant

Search by name

List

Daniel Won
Ericsson-LG Enterprise ┃ SW Developer

Cancel   Ok
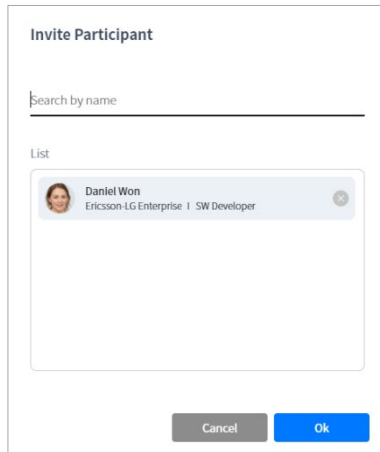
3. Click **Ok**.

6.3.6.3 Search messages

You can search for messages in current chat session. Search text should more two characters and start with character

1. Click **Search** (🔍).

2. Type the text you want to search and press the enter key.

Kimberly Foster

12/11/2020 Friday

Kimberly Foster 6:52 PM
Would you send me the original file

Today

3. Select the search result you want to view.

🔍 original

Kimberly Foster   Dec 11
Would you send me the original file
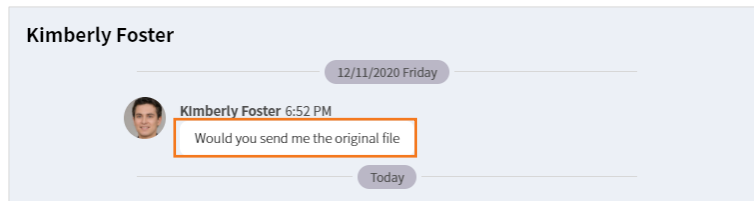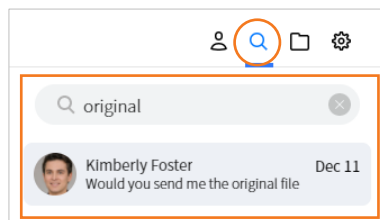
6.3.6.4   Files

1. Click **Files** (⬚) to view file list.
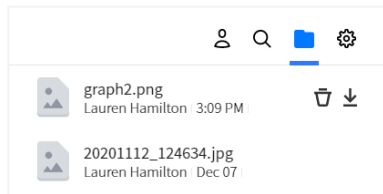
2. Click **Download** (⬇) button of a file to download.

3. Click **Delete** (🗑) button of a file to delete.

Note: The download file is downloaded in your browser's default download location.

6.3.6.5   Settings

1. Click **Settings** (⚙) to set up the chat session.
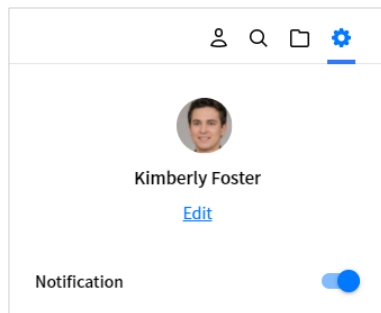
2. Click **Edit** to edit chat title or picture.
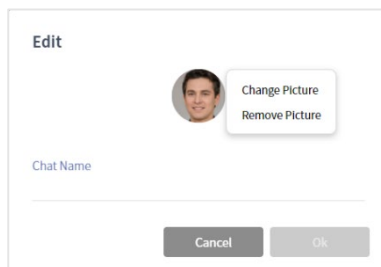
3. Toggle **Switch** (🔵) to turn on/off notification.

4. Click **Leave Chat** to leave the chat session.
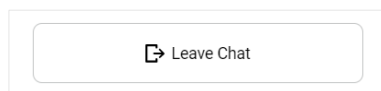
Spaces

Spaces tab has two sub tabs of Spaces and Scheduled Meeting.

Spaces sub 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.

Scheduled Meeting sub tab provides lists of meeting from iPECS ONE Outlook addin. You can see the detailed information of each meeting of meeting lists and start or join the meeting.
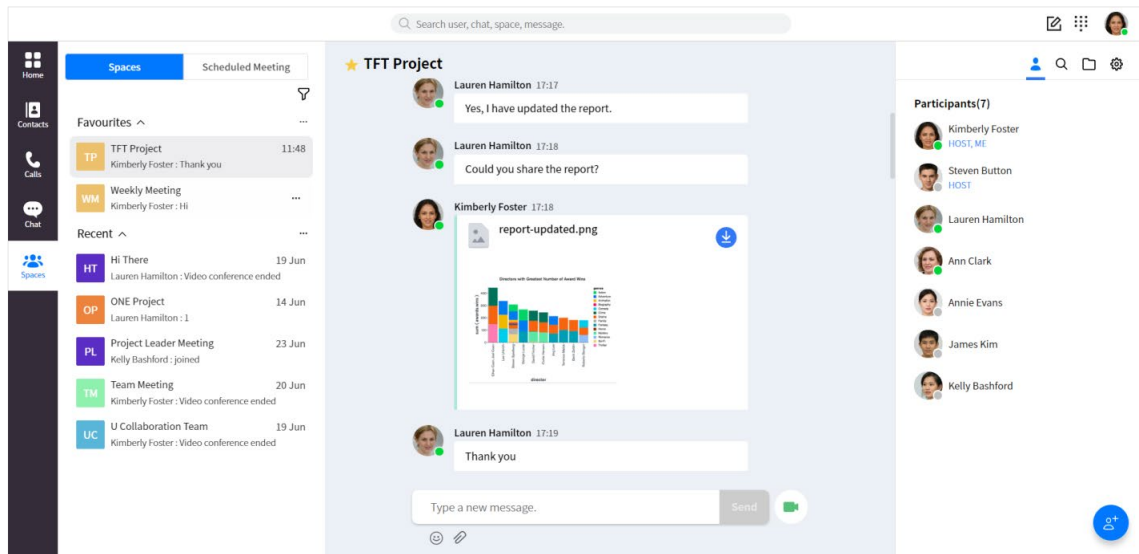
Note:	• A premium user license is required to use the space features. You can conversation with up to 100 iPECS ONE users including yourself.
	• For outlook meeting to be displayed to meeting list of Scheduled Meeting sub tab, you need to install iPECS ONE Outlook addin in Outlook.
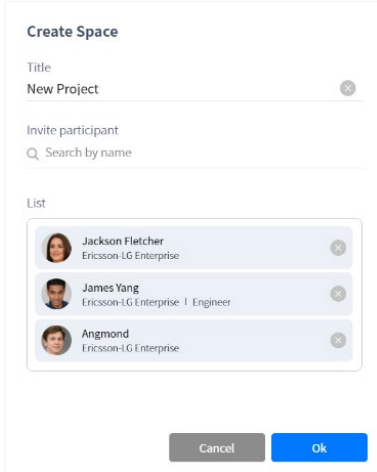
7.1 Create Space

You can create spaces for team collaboration and invite users.

7.1.1 New space

You can create a new space with Create menu.

1. Click **Create Space/Chat** (✎) at the right of the top bar and select Create Space.

2. Enter a space name.

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

4. Click **Ok**.

7.2 Space List

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

7.2.1 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.

7.2.1.1 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.
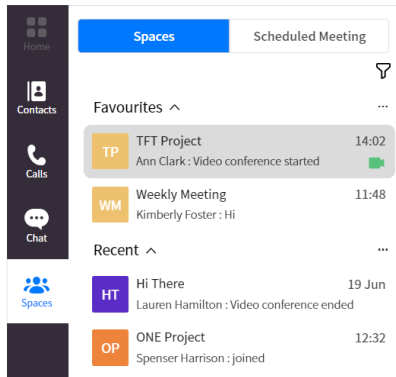
7.2.1.2 View participants

You can see the other participants of the space.

1. Hovering mouse pointer over the space picture displays other participants.
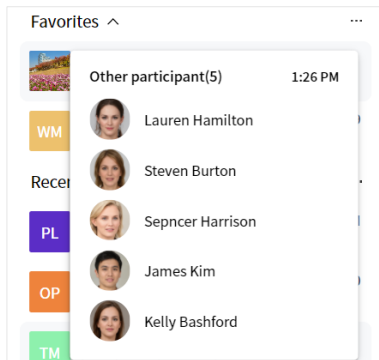

7.2.1.3 Sort

You can sort space list by time or unread messages.

1. Click **Sort** (▽).

2. Select sort criteria: Sort by Time, Sort by Unread message, and Sort by Name.
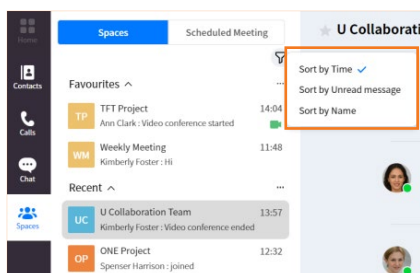
7.2.2 Manage space list

You can leave the space room, trun on/off notification for the room and add to/remove from space list with **More menu** (•••) of a space list item.
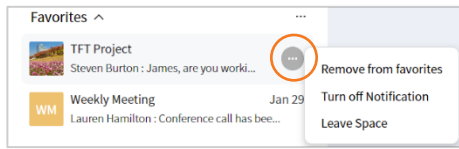
7.2.2.1 Add to favorites

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

7.2.2.2 Remove from favorites

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

7.2.2.3 Turn on notification

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

7.2.2.4 Turn off notification

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

7.2.2.5 Leave Space

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

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

7.2.2.6 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.

7.2.2.7 Leave all spaces

You can leave all the space rooms of the section at once.

1. Select **Leave all spaces** in **More menu** (▬▬▬) of a space section to leave all space rooms of the section.
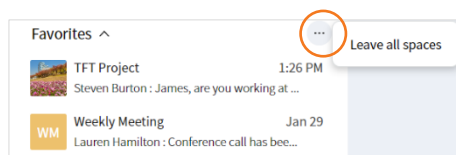
7.3 Manage space

The host of the space can manage the space.

7.3.1 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.
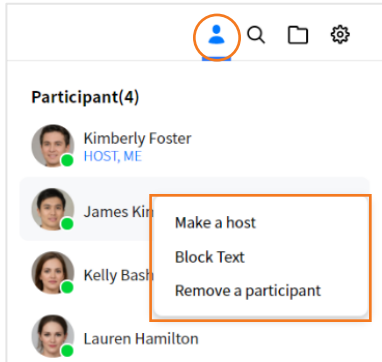
7.3.1.1 Make a host

Hosts can grant host privileges to another participant.

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

7.3.1.2 Change to participant

Hosts can remove host privileges from another host.

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

7.3.1.3 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.

7.3.1.4 Remove a participant

Hosts can remove participants from the space.

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

7.3.1.5 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.
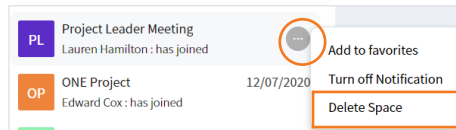
Edit space

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

1. Click **Settings** (⚙) to set up the space session.
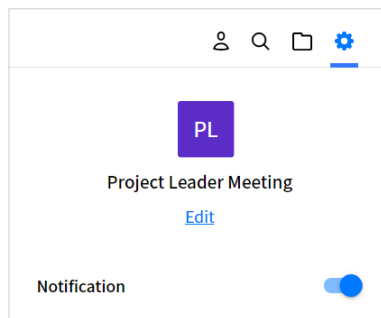
2. Click **Edit** to edit space title or picture.
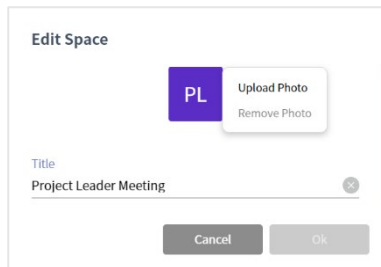
3. Click **Delete Space** to delete the space room.
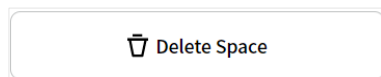
7.4   Space Session

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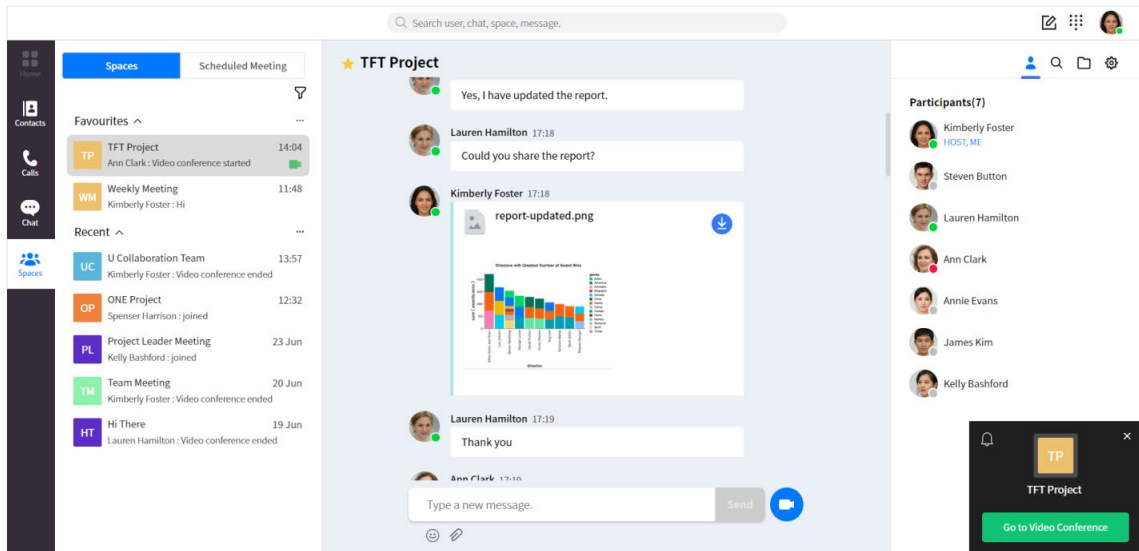
7.4.1   View contents

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.

7.4.1.1   Add to/Remove from favorites

You can add or remove current space session to/from Favorites section.

1. Toggle **Favorites** (⭐) button to add to or remove from favorites.
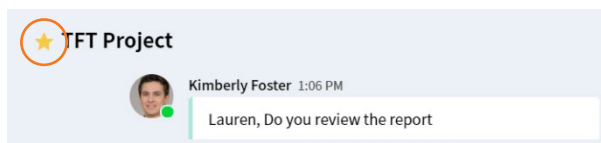
7.4.2   Send contents

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

7.4.2.1   Send a message

1. Type text message in message box.
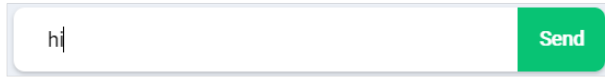
2. Click **Send**.

7.4.2.2 Copy a message

To copy a text message to clipboard, drag a text message with mouse, right-click on it and select Copy on the context menu.

7.4.2.3 Delete a message

You can delete a message that has been sent to participant. When you hover the mouse over the message, **delete** button is displayed.

1. Click **Delete** (🗑) button.
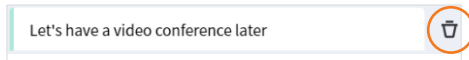
2. The deleted message is marked as **'Deleted message'**.

7.4.2.4 Add an emoji

You can send a message that includes emoji.

1. Click **Emoji** (☺) button.

2. Select an emoji.

3. Click **Send**.

7.4.2.5 Attach a file

1. Click **Attachment** (🖉) button.

2. Select a file on file selection window.
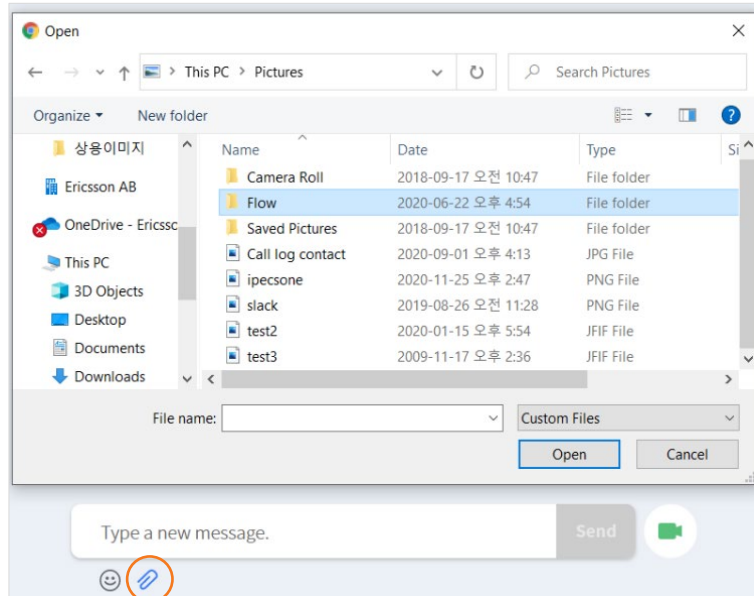
7.4.2.6 Image Preview ▶

1. Click the image that you want to preview.

2. And then the preview screen is displayed.

3. You can manage the image using the toolbox.

- Click **zoom in** ( ) button to enlarge the image size.
- Click **zoom out** ( ) button to reduce the image size.
- Click **download** ( ) button to get the current displayed image.
- Click **close** ( ) button to close the current preview image.

7.4.3　Start Video Conference

You can start the video conference with members in the space:

1. Click **Video Conference** in the space.

7.4.4　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.
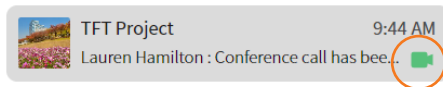
2. Click **Video Conference** in the space.

7.4.5   Session menu

Through the session menu on the top right, you can view participants, invite participants, search messages, view files, download file and set up space room.
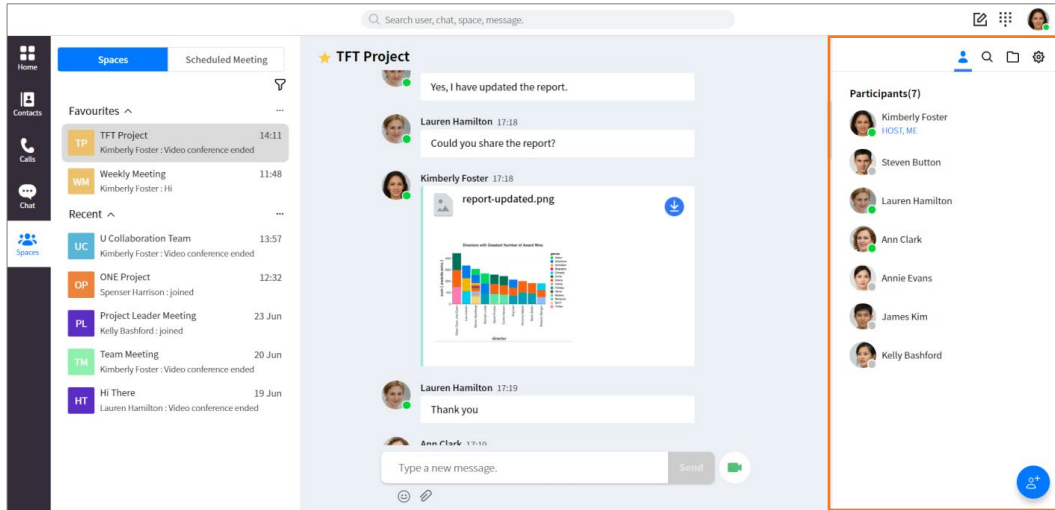
7.4.5.1   View participants ▶

1. Click **Participants** ( ) to see participant list.

2. Hover the mouse over a participant's picture to see details.
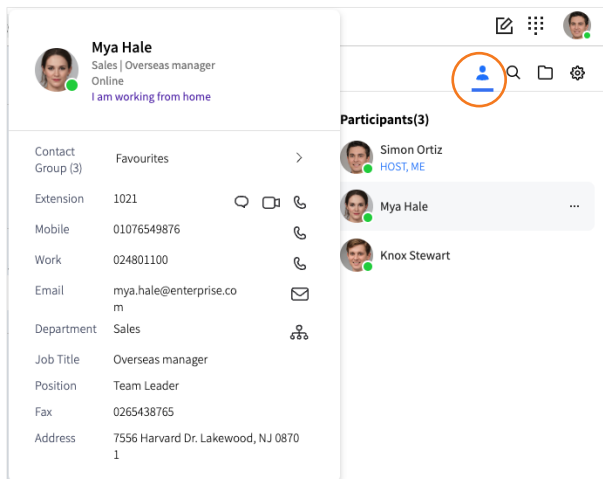
3. The participants list indicates whether users are hosts or participant.

7.4.5.2   Invite participants

1. Click **I0vite** ( ) to invite participants.

2. Search for the user you want to invite and select it.
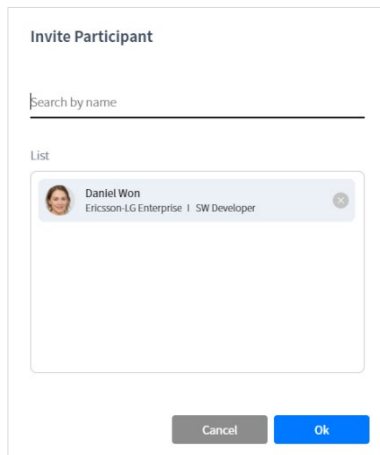
3. Click **Ok**.

7.4.5.3 Search messages

You can search for messages in current space session. Search text should more two characters and start with character

1. Click **Search** (🔍).

2. Type the text you want to search and press the enter key.

3. Select the search result you want to view.
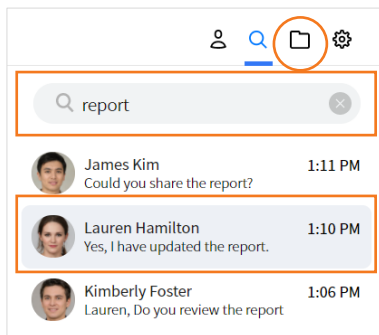
7.4.5.4 Files

1. Click **Files** (📁) to view file list.
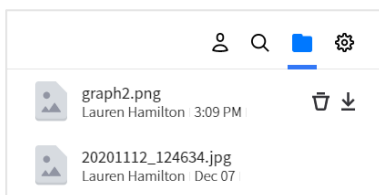
2. Click **Download** (⤓) button of a file to download.

3. Click **Delete** (🗑) button of a file to delete.

Note:	The download file is downloaded in your browser's default download location.

7.4.5.5   Settings

1. Click **Settings** (⚙) to set up the space session.

2. Toggle **Switch** (🔵) to turn on/off notification.

3. Click **Copy Video Conference Link** to copy the url of the link for the video conference. You can paste the copied URL into an email that will be send to users who need to be invited to the video conference.

> 🔗 Copy Video Conference Link

4. Click **Leave Space** to leave the space session.

> ↪ Leave Space

7.5 Scheduled Meeting List ▶

You can check meetings in meeting list and see detailed information of a meeting by selecting it.

7.5.1 View Scheduled Meeting list

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

Note: Meeting list displays up to 200 meetings.

7.5.1.1 View meeting item

Each meeting room in meeting list shows meeting name and starts time.
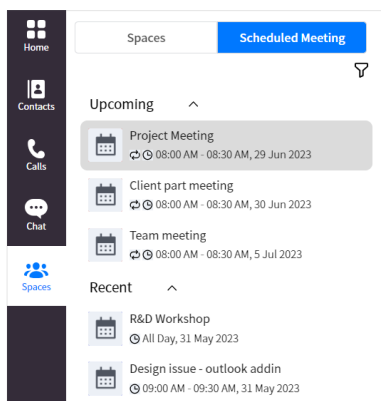
7.5.1.2 Sort

You can sort meeting list by time or tile.

1. Click **Sort** (▽).

2. Select sort criteria: Sort by Time, Sort by Title.
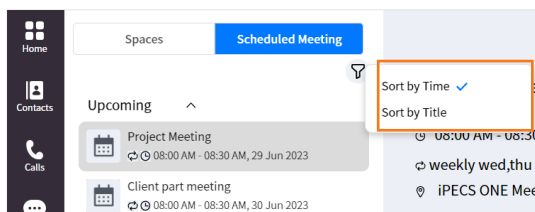
7.6 Scheduled Meeting Session ▶

When you create iPECS ONE Meeting from iPECS ONE Outlook addin in Outlook, selected attendees are automatically joined to the session.
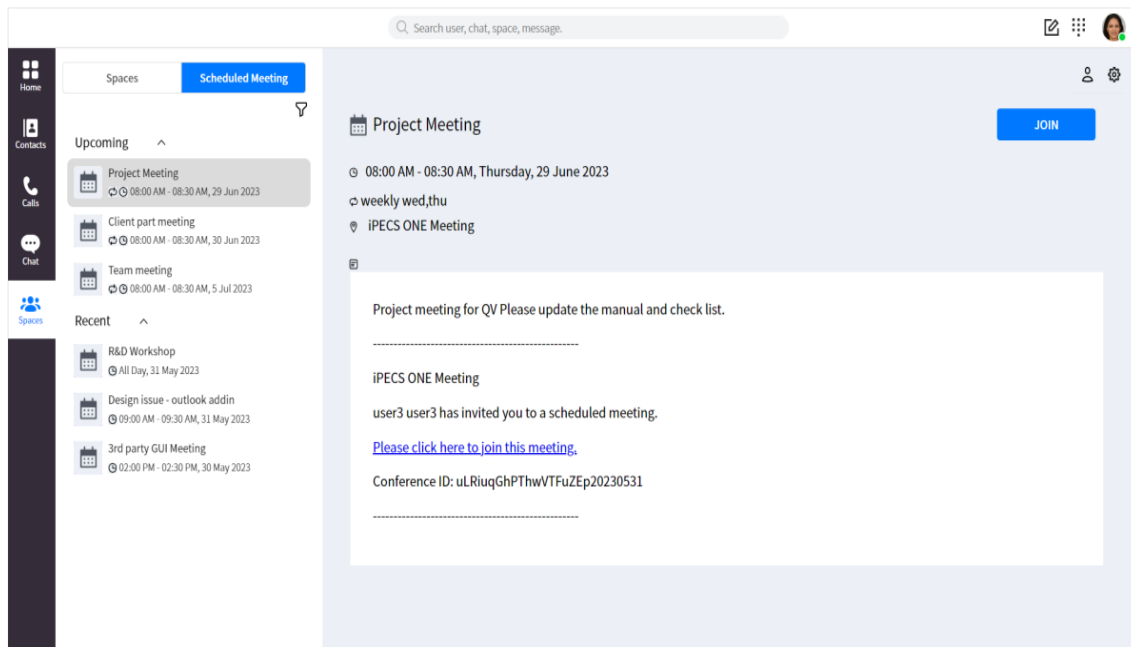
7.6.1 View contents

You can view the detailed information of a meeting session by selecting the meeting room in meeting list at the left area.

7.6.1.1 Join the meeting

You can join meeting by clicking Join button.

1. Click **Join** button.

7.6.2 Session menu

Through the session menu on the top right, you can view attendees and delete meeting room.
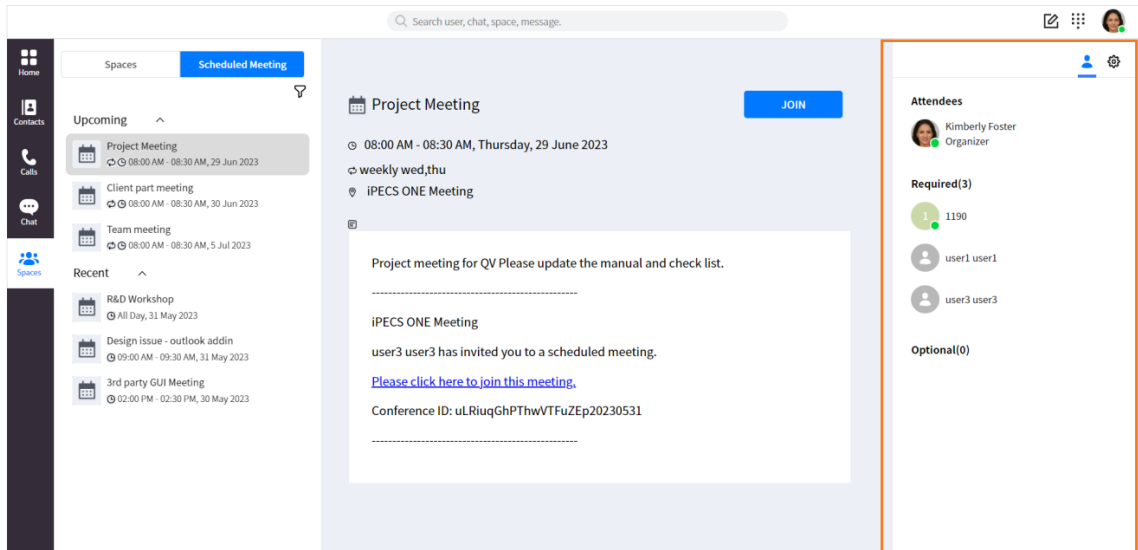
7.6.2.1 View Attendees

1. Click **Attendees** ( ) to see attendee list.

2. Hover the mouse over attendee's picture to see details.
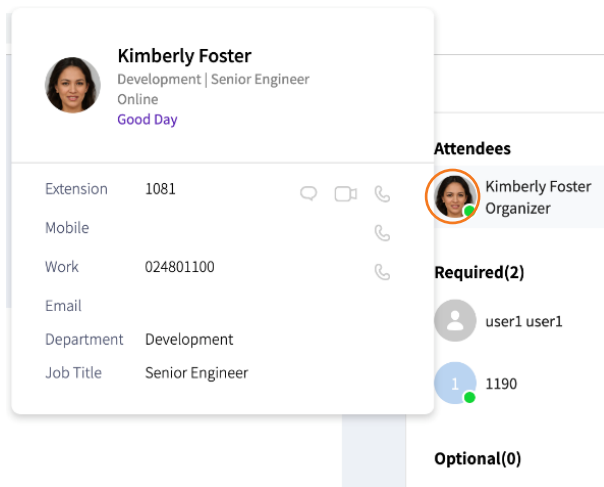
3. Attendees will be classified as Required and Optional list.

7.6.2.2 Settings

1. Click **Settings** ( ) to set up the meeting session.

2. Click **Copy Video Conference Link** to copy the url of the link for the meeting. You can paste the copied URL into an email that will be send to users who need to be invited to the meeting.
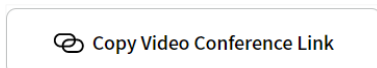
3. If you are organizer of this meeting, Delete Meeting button will be displayed.   Click **Delete Meeting** to delete the meeting session.

🗑 Delete Meeting
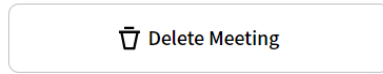
Chapter 8.

Video Conference

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

Note:	A premium user license is required to start a video conference but joining a video conference is license independent. You can have a video conference with up to 15 participants. You cannot join other video conferences while you are joining a video conference.

8.1 Start video conference

Space members using the web app can start a video conference and invite other participants.

8.1.1 Start from space

You can start a video conference instantly from the space.

1. Click Video Conference (🎥) in the space session,
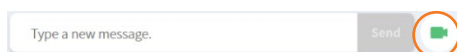
2. Set up your audio and video before starting a video conference. If you don't want other participants to hear you, you need to turn off the microphone button. Also, if you want to hide your screen, you need to turn off the camera button.
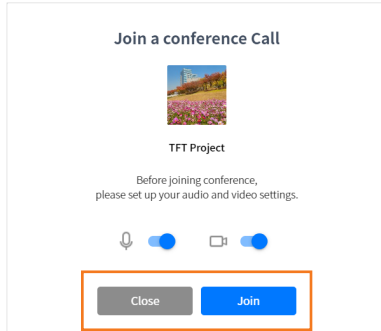
3. Click **Join**.

Join Video Conference

Any space member invited or allowed guest can join the video conference.

8.2.1   Join from invitation notification

All space members and invited iPECS ONE users will receive an invitation notification when the video conference begins. Moderator's approval is not required to join the video conference.

1. Click **Go to Video Conference** in the notification pop-up at the bottom right.
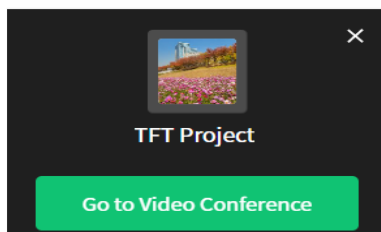
2. Set up your audio and video before starting a video conference. If you don't want other participants to hear you, you need to turn off the microphone button. Also, if you want to hide your screen, you need to turn off the camera button.
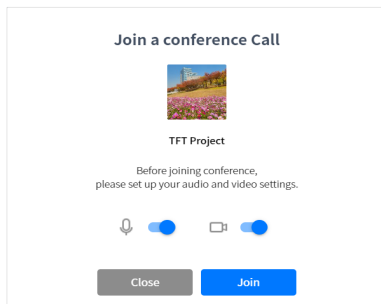
3. Click **Join**.

8.2.2   Join from guest link

If guest select on the video conferencing link received, or copy and paste it into browser's address bar, and then press enter, 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.
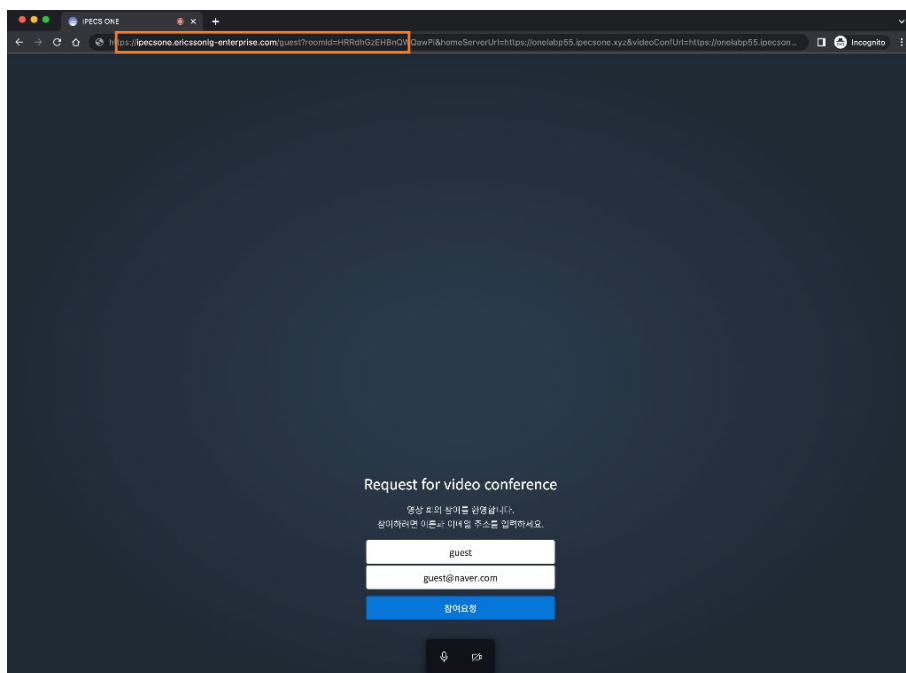
2. Set up your audio and video before starting a video conference. If you don't want other participants to hear you, you need to turn off the microphone button. Also, if you want to hide your screen, you need to turn off the camera button.

3. Click **Ok**

4. When the moderator approves the guest to join the video conference, the video conference screen is displayed.

5. If the video conference has not started yet and you try to join the video conference, you will see the error message (Video conference does not exist)

Note: If a pop-up shows up asking permissions to use microphone and camera. Please select Allow on the pop-up to use microphone and camera for voice and video for the video conference.

Guests cannot use some features and video conferencing session menu.

8.3   Manage Video Conference

The first person joined in a video conference is designated the moderator, with some extra privileges. The moderator of the video conference can manage the video conferencing.

8.3.1 Moderator functions

The moderator can perform administrative functions on the video conference.

8.3.1.1 Manage guest access

The moderator can admit or reject when the guest requests to join the meeting via the video conference link.
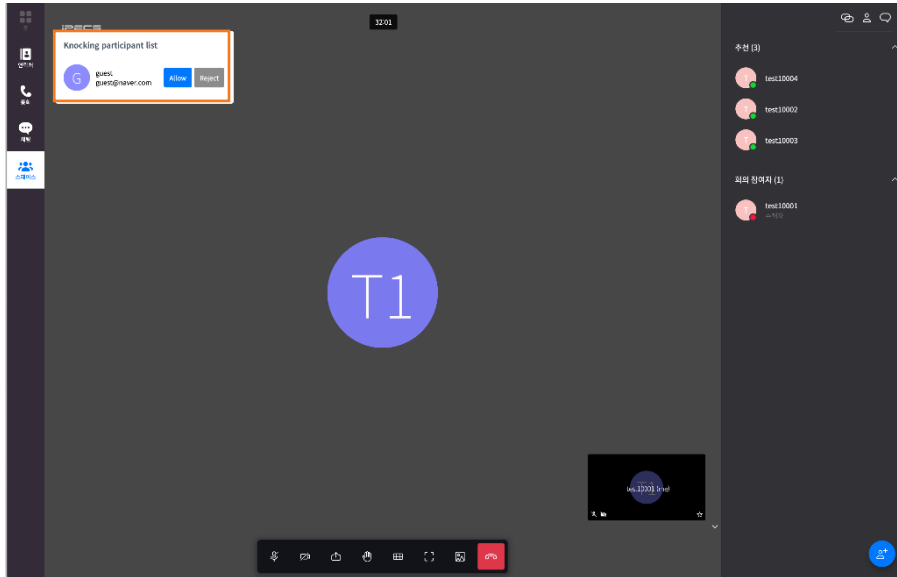
1. Click **Allow Button** in the pop-up when the moderator wants the guest to join the video conference.
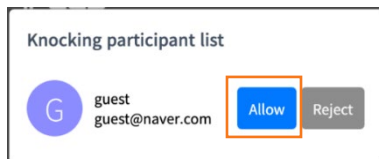
2. Click **Reject button** in the pop-up when the moderator does not want the guest to join the video conference.
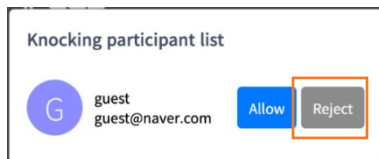
8.3.1.2 Make a moderator

If you are a moderator, you can make another participant as a moderator and you can become a participant.

1. Hover the mouse over a participant in the participants section to make a moderator.

2. Click **Make a moderator** to make the selected participant as a moderator.
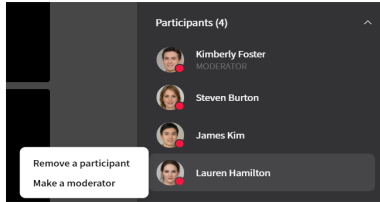
Note: Only Web App user can become a moderator, and Mobile App user cannot become a moderator. So, it is impossible to make a mobile app user as a moderator.

8.3.1.3 Remove a participant

The moderator can remove a selected participant from the video conference to make him, or her leave the conference.

1. Hover the mouse over a participant in the participants section to remove.

2. Click **Remove a participant** to remove the selected participant from the video conference.
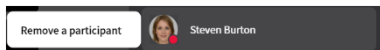
8.4 Video Conference Session

You can invite or request participants to join in a video conference session. You can use useful functions such as the screen sharing during video conferencing.
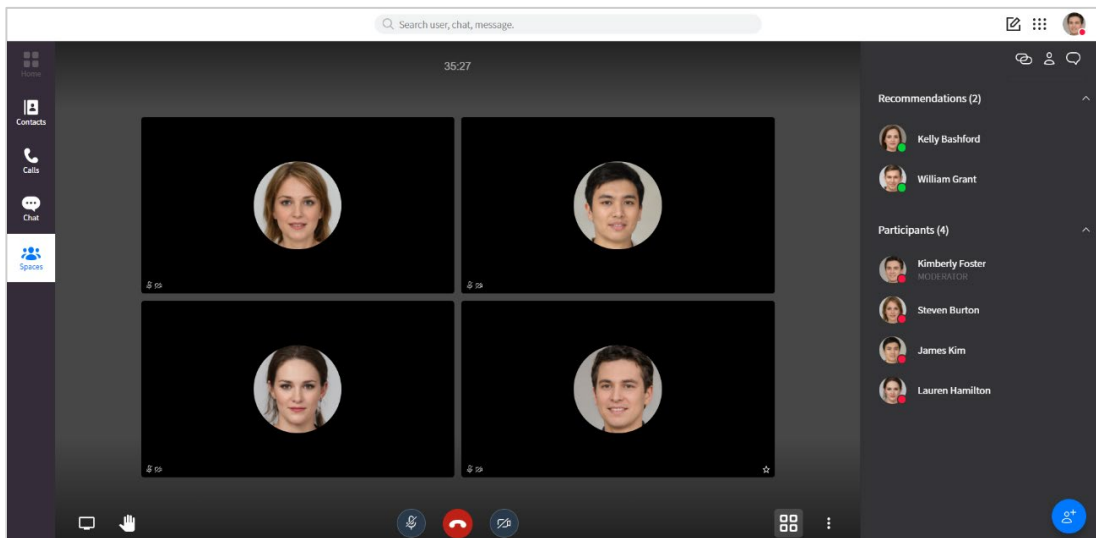
Note: Guests cannot use the video conferencing session menu.

8.4.1 Video conferencing

You can use related features for video conference.

8.4.1.1 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.

8.4.1.2 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.

8.4.1.3 End Conference

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

8.4.2 Screen sharing

During a video conference, you can use a variety of sharing features to share your screen.

1. To share your screen, select the **Share Screen** button on the bottom left of your browser.
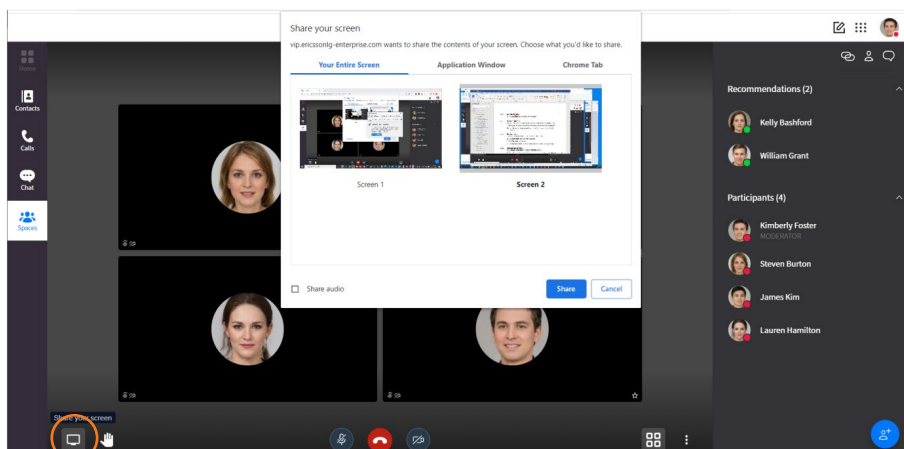
2. Choose entire screen, application window, or chrome tab you want to share in the video conference.

8.4.2.1 Entire screen

1. Select **Your Entire Screen** to share your entire desktop screen.

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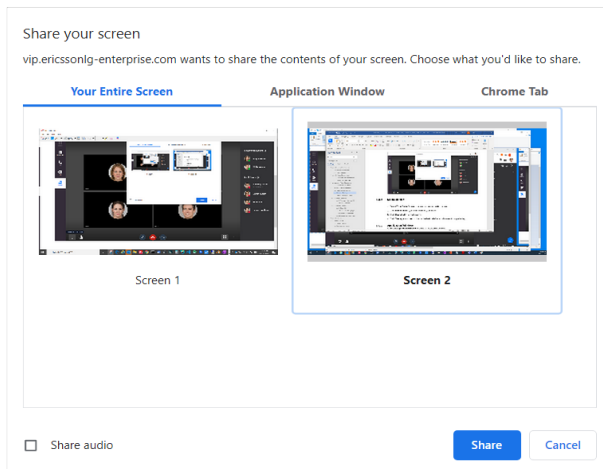
2. Click **Share audio** if you want to share your audio.

3. Click **Share** button to start sharing.

8.4.2.2 Application Window

1. Select **Application Window** to share an application window.
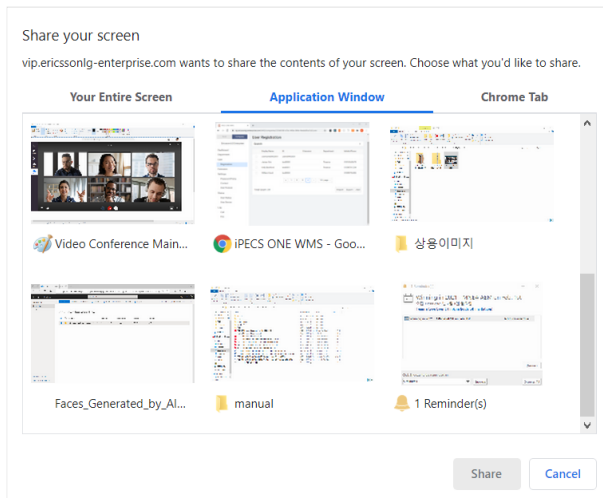
2. Choose the application window to share.

3. Click **Share** button to start sharing.

8.4.2.3 Chrome Tab

1. Select **Chrome Tab** to share Chrome browser tab.
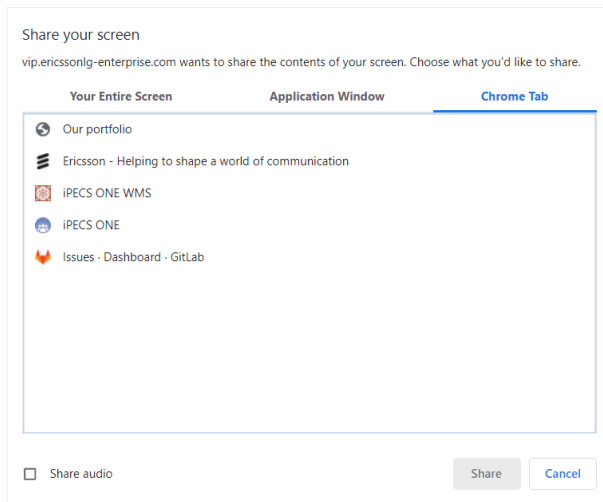
2. Choose a tab to share in the Chrome tabs.

3. Click **Share audio** if you want to share your audio.

4. Click **Share** button to start sharing.

8.4.2.4　Stop sharing

1. Click **Share your screen** button on the bottom left of your browser to stop sharing your screen.
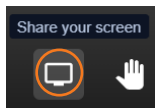
2. Or Click **Stop Sharing** button on your browser.
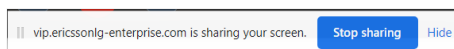
8.4.3　Raise/Lower your hand

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. Click **Raise your hand** (🖐) button to request to speak.

2. Click **Lower your hand** (🖐) button to cancel to speak.

8.4.4　Toggle tile view

Click **Toggle tile view** (⊞) button on the bottom right of your browser to toggle tile view and active speaker view.

8.4.4.1 Tile view

Display all participants as tiles on your screen.

8.4.4.2 Active Speaker view

Display just the active speaker in the middle of your screen.
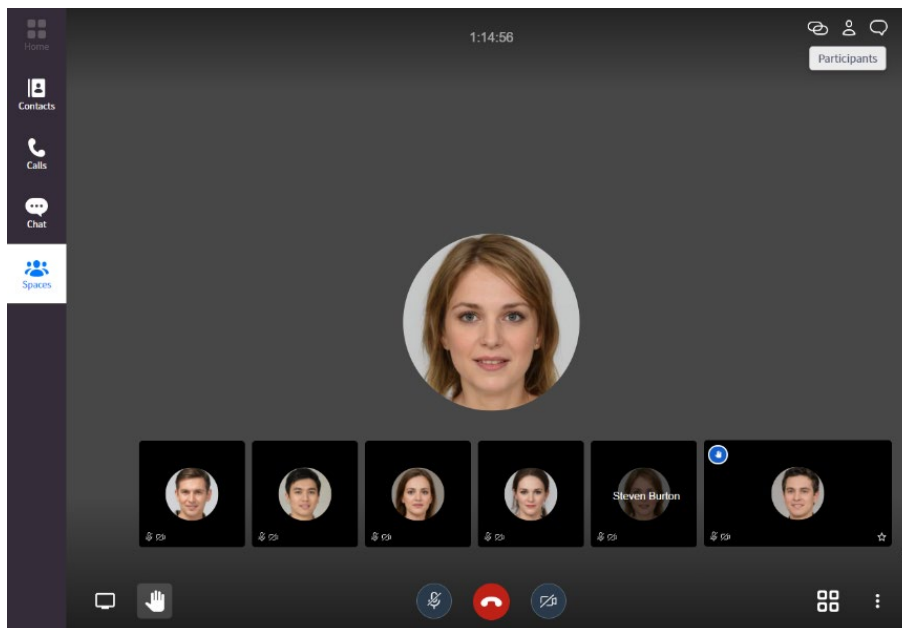
8.4.5 More actions

Clicking **More** (▤) button on the bottom right of your browser displays the menu below.
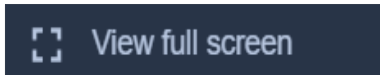
⌐⌐ View full screen

8.4.5.1 View full screen

1. Select **View full screen** button to view full screen.

2. Click **Exit full screen** (×) button or press **ESC** to exit full screen.

8.4.6 Session menu

Through the session menu on the top right, you can copy link, view participants, manage participants, invite participants, and messaging in space.
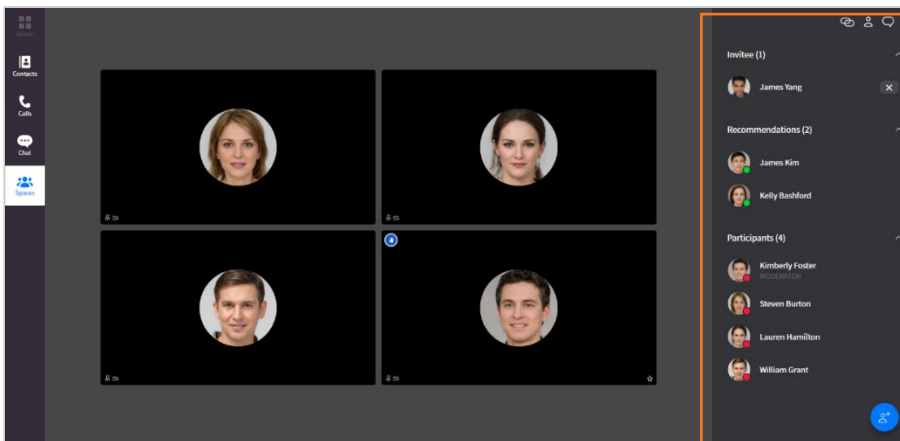
8.4.6.1 Copy link

You can copy the link to deliver the video conferencing link to guests or other users.

1. Click **Copy link** (🔗) to copy the link of the video conference.

2. You can invite external users to the video conference by emailing the copied link.

8.4.6.2 View and Manage participants

You can see and manage the participants who have been invited or joined the video conference.

There are 4 types of sections for participants. The displayed participants and features provided for each section are as below.

- **Recommendations**: display participants who are members of the space and have not yet joined the video conference.
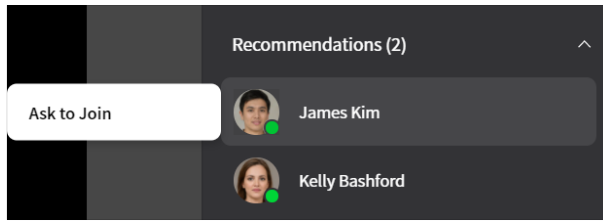
- – **Ask to Join**: If you ask to join a member who has not yet joined the video conference, the other party will be notified of the request to join.
- • **Participants:** display participants who have joined the video conference. If you are a participant, you can see other participants' status, and if you are a moderator, you can perform the following functions to other participants.   See chapter 8.3 Manage Video Conference for details.
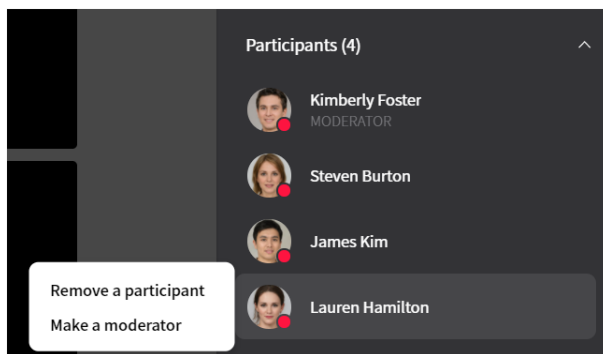
- – **Remove a participant:** A moderator can remove a participant from the video conference to make him or her leave the conference.
- – **Make a moderator:** If you are a moderator, you can make another participant as a moderator and you become a participant.
- • **Lobby:** display guests who are asking a moderator to join the video conference. If you are a video conferencing moderator and have a guest requesting to join the conference, the lobby section is displayed, and the moderator can perform the following functions to the guest. See chapter 8.3 Manage Video Conference for details.
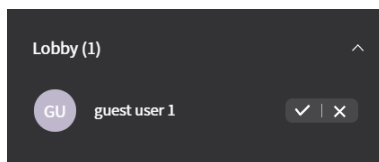
- – **Admit:** The moderator can admit the guest to join the video conference.
- – **Reject:** The moderator can reject the guest not to join the video conference.
- • **Invitee**: display participants who are not members of the space among the internal users whom you have invited to the video conference.
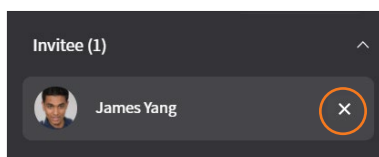
- – **Cancel invitation**: You can cancel the requested invitation.

1. Click **Participants** (🔼) to see participant list.

2. Hover the mouse over a participant in the recommendations section to ask to join.

3. Hover the mouse over a participant in the invitee section to cancel invitation.

8.4.6.3 Invite to conference

1. Click **Invite** (🔵) to invite participants to the video conference.

2. Search for the user you want to invite and select it.
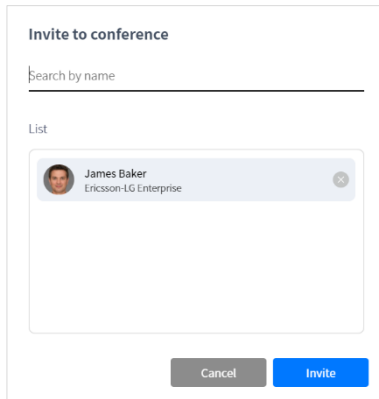
3. Click **Invite**.
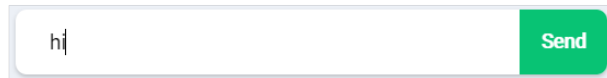
Note: You can search and invite for premium licensed users, and if you want to invite non-premium licensed users, you can invite them via copy link.

8.4.6.4 Messaging in the Space

You can send messages, attach files, and add emoticons in the space of the video conference.
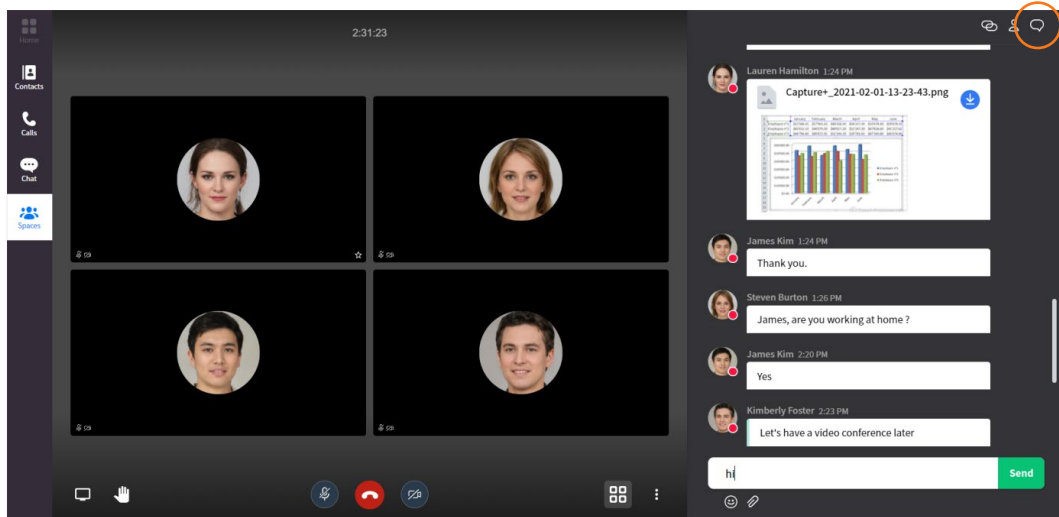
1. Type text message in message box.

2. Click **Send**.

3. Click **Emoji** (☺) button if you want to add an emoji.

4. Click **Attachment** (📎) button if you want to attach a file.

Chapter 9.

Search

ONE client provides global search for all users and messages and local search function that searches within contacts or organization.

9.1   Global Search

Global search function displays search results immediately after entering search term of user, chat or space name. When you press the enter key, the search results of users and messages are displayed in search result page.

9.1.1   Instant search

Global Search function instantly displays in drop-down box up to 10 search results of chat or space names by the order of user name, chat name and space name.
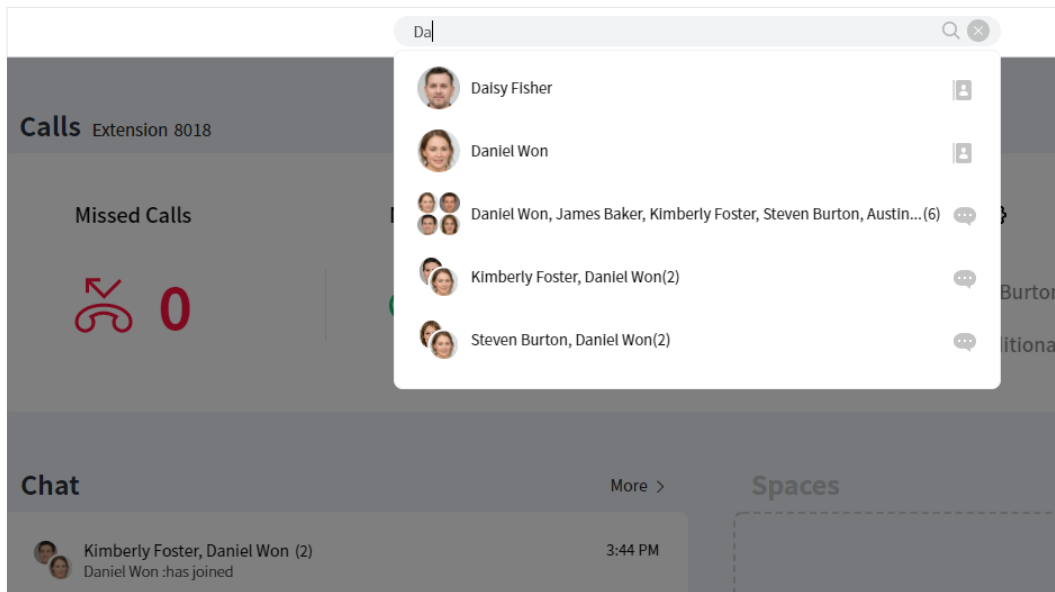
9.1.1.1   View search results

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.

- **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.

9.1.1.2   View recent search history

When search box gets input focus and search word is not entered, up to 5 recent search histories are displayed in the latest order. The search history shows the 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 enter key had been pressed.
- **User** (📇): This searched user or 1:1 chat with the user 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 multiple devices.

9.1.1.3   Use search results or histories

If you select a searched item from search results or histories in the drop-down box, its related page is displayed according to the search result.

1. If you select an iPECS ONE user who can chat, chat page is displayed. If the administrator sets the search action to display user detatils, the user details screen is displayed.

2. If you select a phone or external user who cannot chat, user search result page is displayed.

3. If you select a direct input, user search result page is displayed.

4. If you select a chat, corresponding chat page is displayed.

5. If you select a space, corresponding space page is displayed.

9.1.2   User search results ▶

User search result page is displayed if you enter a search term and press Enter key or select a user who cannot chat. While **Contacts** tab on the top is selected, entering a search term and pressing Enter key displays user search result in the area.
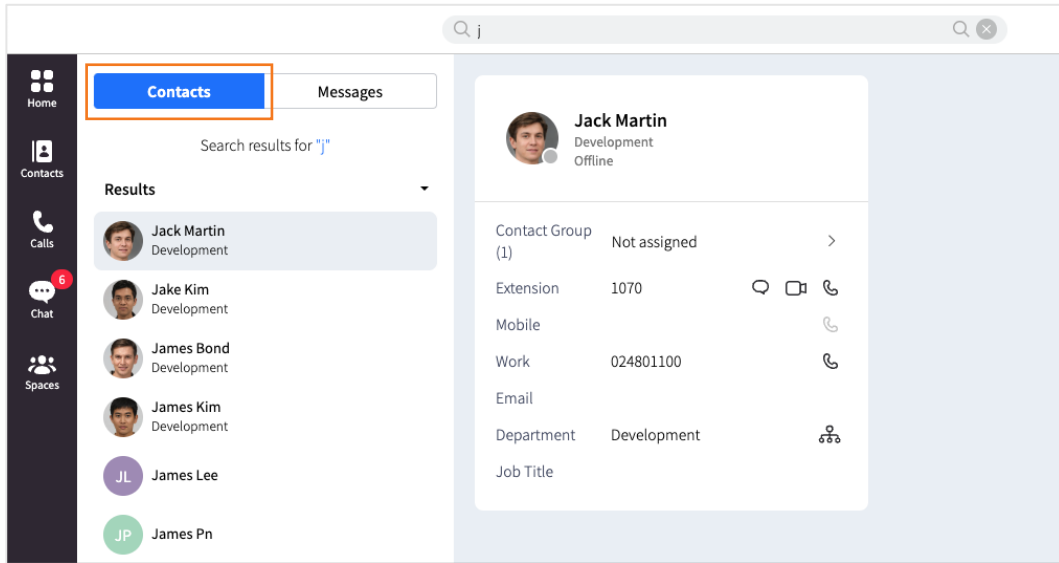
9.1.2.1 View search results

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

9.1.2.2 Using search results

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

9.1.3 Message search results

Message search result page is displayed if you enter a search term, press Enter key and select Messages button. While Messages button on the top is selected, entering a search term and pressing Enter key displays message search result in the area.
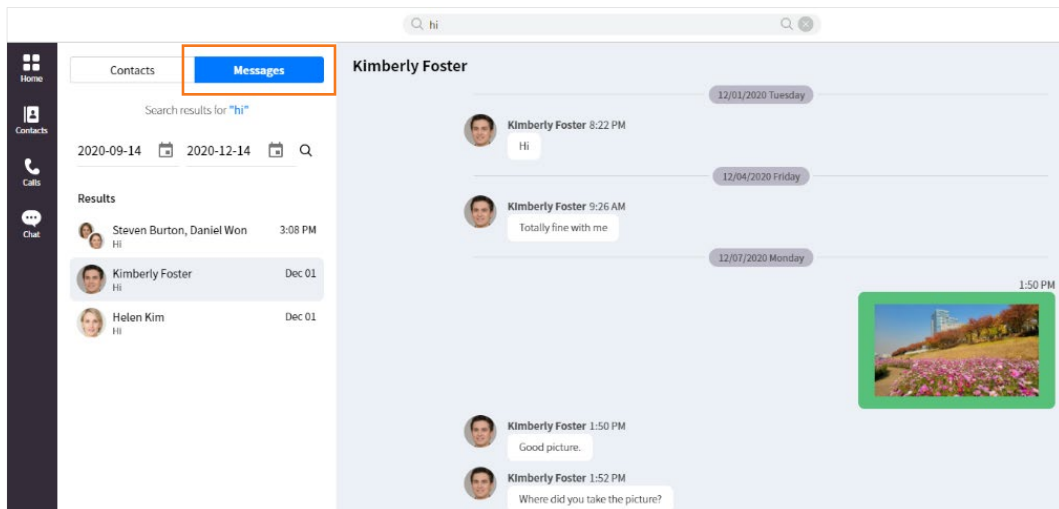
9.1.3.1 View search results

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

9.1.3.2 Set search period

Using **Calendar** (📅) button, time period can be set for searching messages within specified time period.

9.1.3.3 Using search results

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

9.2 Local Search

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

9.2.1 Contact search

You can search for users, departments, and companies within contacts.　See section 4.1.6 Search contacts for details.

9.2.2 Organization search

You can search for users or departments within organization.　See section 4.2.2 Search organization for details.

9.2.3 Company Directory search

You can search for users, departments, and companies within the company directory.　See section 4.3.2 Search company directory for details.

Chapter 10.

Presence

Presence displays the user's status to other users to share status information among users. The user's presence can be changed by the user's login status, and call status, MS Teams presence integration status, and can be set explicitly by the 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

10.1 Change Presence

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

10.1.1 Presence

You can set presence status manually as Online, Busy or DND on user settings screen shown by clicking your picture on top right corner.
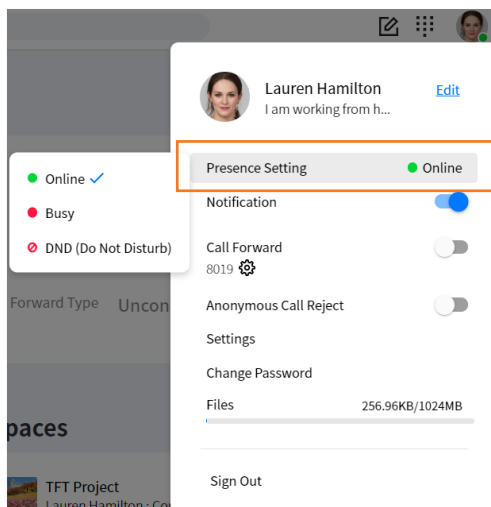
10.1.2   Status message

You can edit your status message by clicking **Edit** button on user settings screen shown by clicking your picture on top right corner.

Note:	• Status messages can be up to 128 characters long.
	• DND function is not supported in ACD agent mode.

10.2   View Presence ▶

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

With a status message in the user details pop-up, 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 integratrion 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.

Chapter 11.

ACD (Automatic Call Distribution)

ACD (Automatic Call Distribution) system is a special telephone system used to manage many incoming calls. ACD distributes incoming calls to the ACD agent sequentially and evenly among the waiting agents at that point.   The ACD provided by the iPECS ONE Client is to support ACD agents to log on to multiple queues and hold a phone consultation.   The ACD agent can click the 'Call' tab on the left side of the iPECS ONE web Client screen to enter the ACD Main page, where the ACD agent can log into ACD queues, check the status, and change the agent mode.

This is, of course, where the user can use all the call-related functions you use in Soft Phone mode.

11.1 Log in as the ACD agent

To use the ACD feature, you must log-in to the iPECS ONE Client as an ACD agent, as described previously. ACD supervisors or sub-supervisors also must log-in as ACD agent call mode to receive agent coaching/help requests.

11.1.1 Log in succeed

1. You will see the following screen if you log in with an account qualified as an ACD agent.
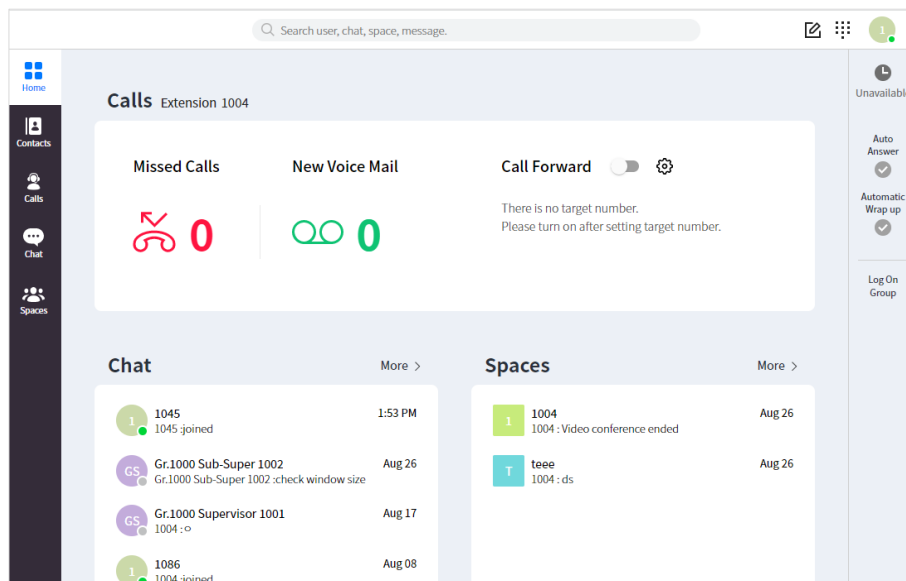
2. This is the ACD Main screen before you are not logged into the ACD group yet.
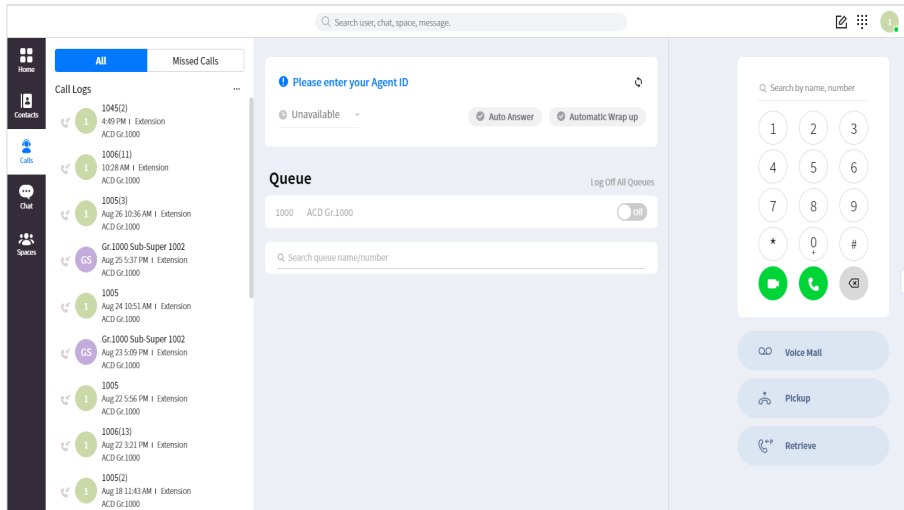
11.1.2 Log in failed

If the iPECS ONE Client login fails, you must check the license to ensure that the account has ACD privileges.

11.2 Agent ID

Agent ID may be required to perform ACD functions, depending on the ACD queue properties. In this case, when entering the ACD main page, a guide to input the Agent ID is displayed. Please note that the ACD function cannot be used without Agent ID under conditions that require Agent ID.

11.2.1 Entering the Agent ID
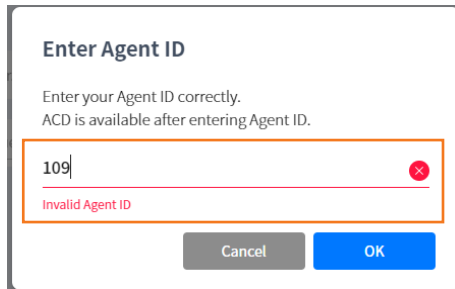
1. Click **'Please enter your Agent ID'** area on the ACD Main screen.

2. Once a pop-up window appears, enter the correct Agent ID.
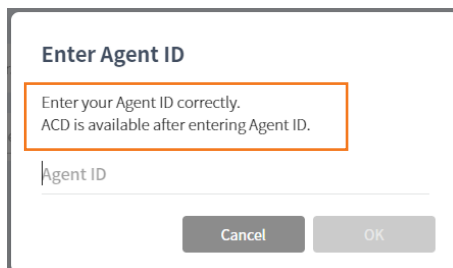
3. If the Agent ID registration is successful, the server sends the name of the agent, and it is displayed on the screen.

11.2.2   Invalid Agent ID

If the Agent ID input fails, an error is displayed in the pop-up window, as shown below.

Enter Agent ID

Enter your Agent ID correctly.
ACD is available after entering Agent ID.

109 ⊗

Invalid Agent ID

[Cancel] [OK]

11.3   The agent mode

Agent can change own mode to one of the following 3 modes provided by default or versatile Unavailable modes set by company.

11.3.1   Built-in modes

These modes are provided by default without any additional setting.

- ✅ **Available:** The agent is ready to receive a new call.

- ✏️ **Wrap up:** It means that the agent takes additional action after the call is over, such as leaving a note about this consultation. When in wrap up mode, the agent cannot receive a new call.

- 🕐 **Unavailable:** The agent cannot receive a call.

11.3.2   Providing various Unavailable modes ▶

The company can specify several Unavailable modes in detail according to the purpose.

Detailed additional modes are also a type of Unavailable, so the agent cannot receive calls in this mode.

The following screen is an example of agent mode with 5 Unavailable reason codes preset.

Up to 9 Unavailable reason codes and corresponding strings can be configured in the EMS system by the company administrator.
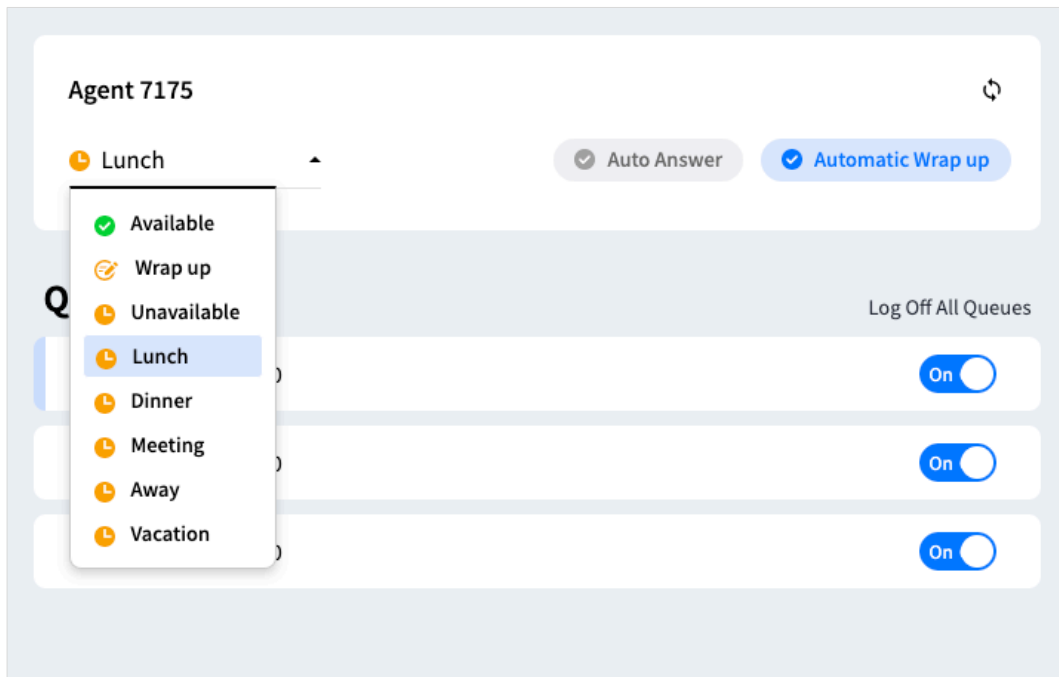
11.4 Multiple ACD queues

ACD agents must log on to the ACD group to conduct consultations. iPECS ONE Client Web allows the ACD agent to log on to up to 11 ACD queues, including one primary and 10 secondary queues.
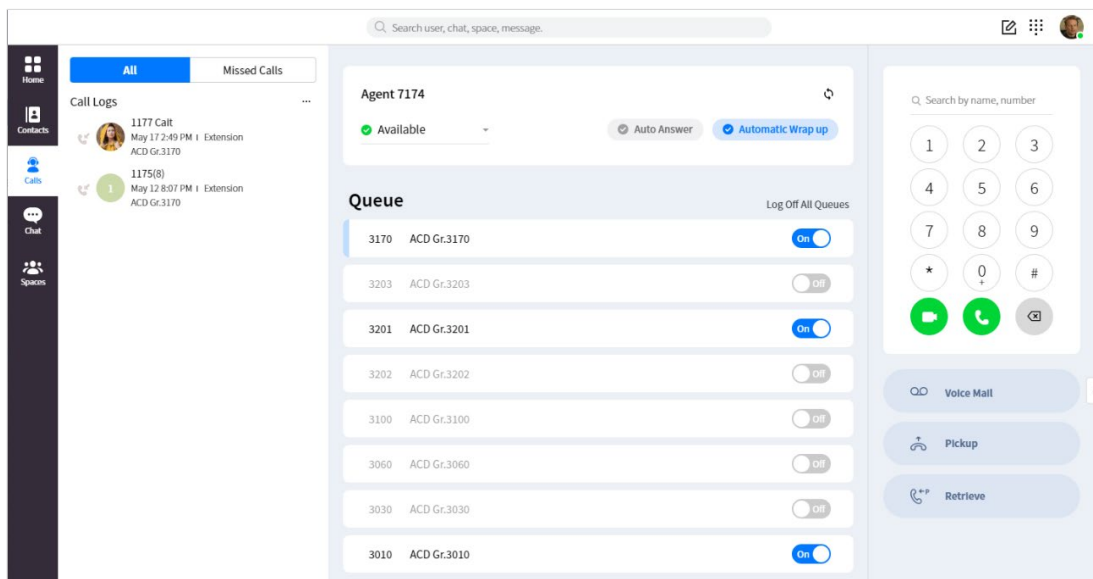
11.4.1 Logon to the primary queue

The agent can receive a new call only after logon to one of the queues.

The ACD agent account has one primary queue assigned by default. The Queue section of the

screen has the list of the ACD group queue to which the agent belongs.

The first item in the queue list corresponds to the primary queue and has a blue band on the left side of that area.

1. Click the gray On/Off button of the Primary queue.

2. The switch remains On when login to the queue is successful.

   • If login to the queue fails, the switch turns to Off.

11.4.2 Log off the primary queue

If you log off from a queue, you can no longer receive calls from that queue.

1. Click the blue On/Off button of the Primary queue.

2. The switch remains Off when logoff is successful.

   • If logoff fails, the switch turns On.

11.4.3 Secondary queues ▶

The company administrator can designate secondary queues for each agent. For details, refer to the EMS manual.

In the queue section of the screen, all but the first queue are secondary queues. ACD Agent of iPECS ONE can log in up to 10 secondary queues pre-assigned by the company administrator.

11.4.4 Logon and log off secondary queue

For each queue entry, if the On/Off switch is activated as On, the request to log on to the secondary queue is forwarded to the server. If disabled, a logoff request is attempted.

1. A successful login to the queue puts the switch in On.

2. A successful logoff from the queue puts the switch in Off.

3. ACD Agent must log on to the queue to receive new calls to that queue.

11.4.5 Log off all queues

You can log off all logged-in primary and secondary queues at once.

11.5 ACD Call-related features

11.5.1 Auto answer

Once the indicator for the automatic answer is activated, the call can be connected without the agent's response action after recognizing the call.

11.5.2 Automatic wrap up

Automatic wrap-up means that once the call is terminated, the ACD mode is automatically changed to the wrap up mode (work mode) without having to change it.

11.5.2.1 The activation of Automatic wrap up

To ensure proper functionality of the wrap-up, it is necessary to configure the Agent Work Mode properties in the EMS system beforehand. The system determines whether the Automatic wrap up is enabled and how long the wrap-up is performed.

The ACD agent may recognize the behavior of this feature by enabling indicators for the automatic wrap up on the ACD Main page.

11.5.2.2 The duration of the Wrap-up

The wrap-up mode works for as long as the system determines. There may or may not be a time limit.

In the case of wrap-up mode with a time limit, the countdown is displayed over time as shown in the following example screen.
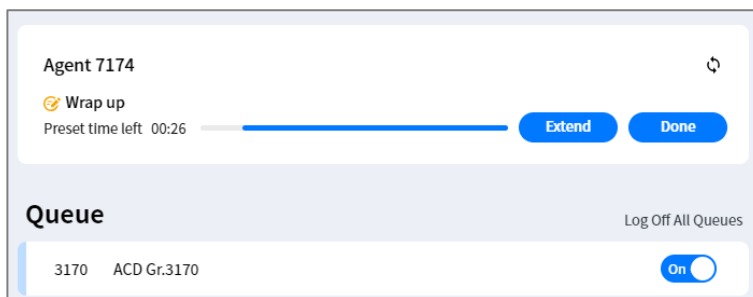
11.5.2.3 The extension of the Wrap-up ▶

If the remaining work is not completed within the given wrap-up time, the agent may request additional wrap-up time. By clicking the 'Extend' button, the wrap up time starts again from the beginning.

11.5.2.4 The end of the Wrap-up

The wrap-up operation can be automatically terminated when the scheduled work time is reached. Alternatively, the agent may click the 'Done' button to exit the wrap-up early.

When the Automatic Wrap up is completed, the agent is placed in a pre-defined mode like 'Available' or 'Unavailable.'

11.6 RNB Status Bar

The agent can check and change the ACD-related status on the ACD main page. Other pages, such as Home, Contact, Chat, Space, and Progress Call, show the ACD status through the RNB status bar on the screen's right side.

The ACD functions provided by the RNB status bar of the iPECS ONE web client are described below.

11.6.1 The agent mode

The top of the RNB status bar shows the current mode of the agent.
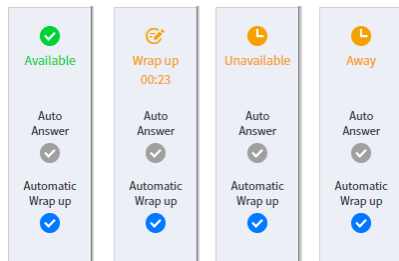
11.6.1.1 The change of the agent mode

There are several agent modes, including additional Unavailable determined by the company administrator, and as on the ACD Main page, the agent can change to one of these modes. The example screen below shows the case of agent mode provided by default. Refer to 11.3 The agent mode for an explanation of agent mode.
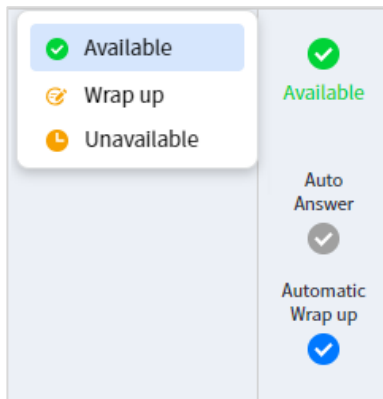
11.6.1.2 Actions during the Wrap-up

If the wrap-up mode has been initiated, pressing the ACD mode area of the RNB status bar will display the 'Extend' and 'Done' buttons as shown below. The 'Extend' button may not be visible depending on system configuration.

The agent can click the 'Done' button to finish the wrap-up or click the 'Extend' button to extend the wrap-up period.
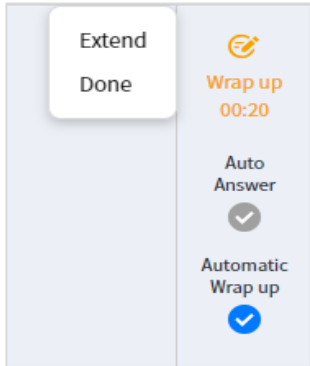
11.6.2 ACD call-related features

In the below part of the agent mode in the RNB Status Bar, the agent can see whether the ACD call-related properties are currently active.

The enabled features are displayed with blue icons, while the disabled features are shown with gray icons. In example screens of 11.6.1.1 and 11.6.1.2, they indicate that the automatic wrap-up processing task is enabled, and the automatic answer feature is disabled.

The actual behavior of auto answer or automatic wrap up operations is determined by the system.

11.6.3 Logged on queues

The bottom of the RNB Status Bar displays a list of the queues in which the agent is logged on.
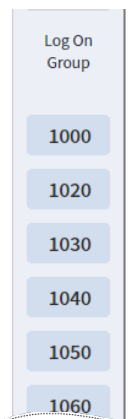
11.6.3.1   Check the queue

At the bottom of the RNB Status Bar, you can see a list of queues in which the agent is currently logged on. When you put your mouse over a queue number item, the name of the queue appears as a pop-up, as shown in Figure (1) below.

In a small browser, there is insufficient space to display a full list of logged on queues. At this time, buttons to move the view pane appear, as shown in Figure (2) below. Click the Up($\wedge$)/Down ($\vee$) button to move the queue list to view it.
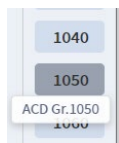
(1) Queue name   (2) Move the view to see the queue list
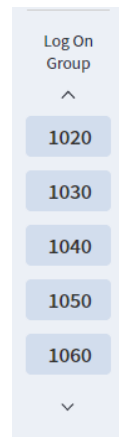
11.6.3.2   Log off from the queue

If you click one item of the currently logged on queues, the **Log Off** button pops up, as shown below. Press this button to log off from that queue.
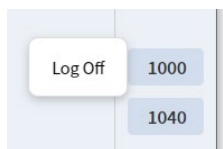
11.7 Coaching / Monitoring

The agent may ask the supervisor to coach or monitor during a call with the customer. The supervisor may accept the request from the agent.

11.7.1 Whisper Coaching

1. The agent presses the **Request whisper coaching (** **)** during a call with the customer.

2. At the top of the screen, you will be notified that you are requesting coaching.
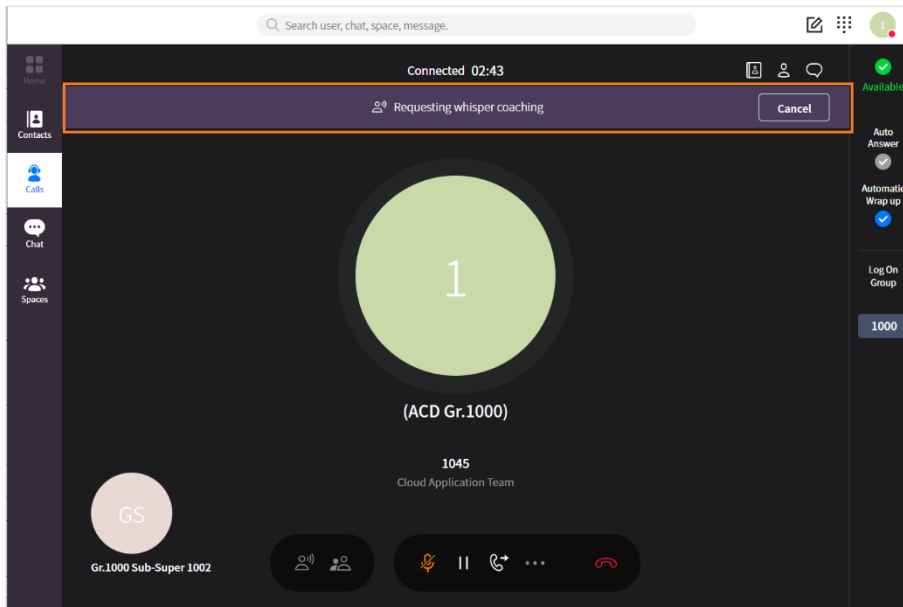
3. At the bottom left corner, you can see the supervisor who received this coaching request.

4. The supervisor may see the following popup window, indicating that the agent is requesting coaching.
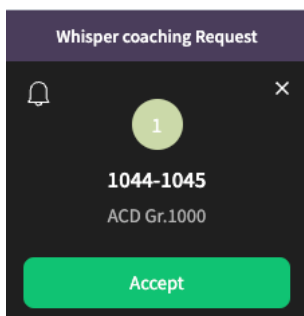
5. The coaching request can only be cancelled until the supervisor accepts it.

6. Once the supervisor accepts the coaching request and the whisper coaching has been established, the coaching icon is activated, and a notification appears at the top of the screen indicating that the agent is in whisper coaching.
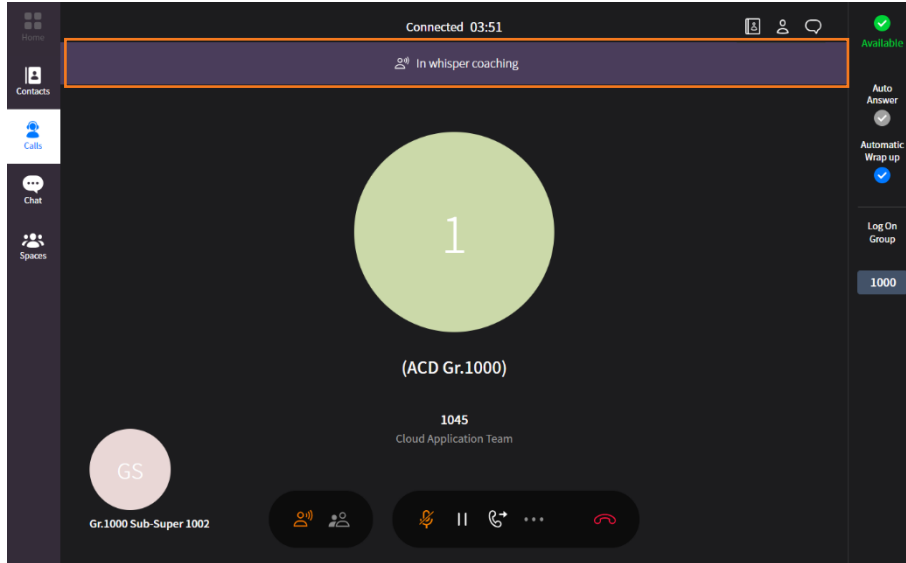
7. The supervisor can hear, during the whisper coaching, conversations between the customer and the agent.

8. Only the agent can listen to what the supervisor says during coaching. The customer cannot hear the supervisor.

11.7.2 Silent Monitoring (Request Help)

1. The agent presses the **Request Help** () during a call with the customer.

2. At the top of the screen, you will be notified that you are requesting the silent monitoring.

3. At the bottom left corner, you can see the supervisor who received this monitoring request.
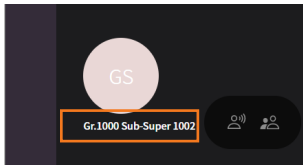
4. The supervisor may see the following popup window, indicating that the agent is requesting monitoring.
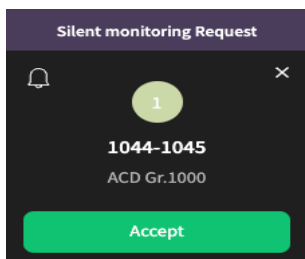
5. The request can only be cancelled until the supervisor accepts it.

6. Once the supervisor accepts the request and the monitoring has been established, the monitoring icon is activated, and a notification appears at the top of the screen indicating that the agent is in silent monitoring.
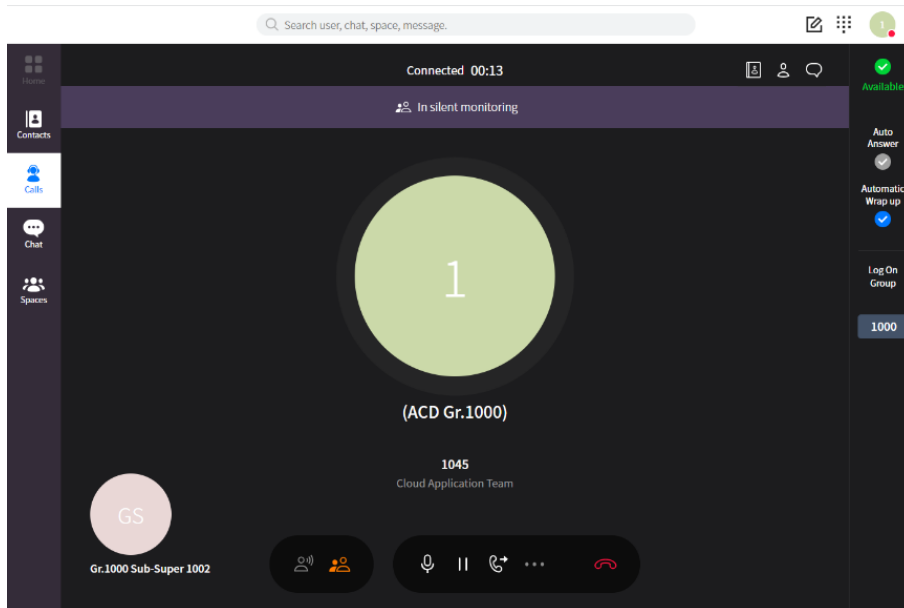
7. The supervisor can hear, during monitoring, conversations between the customer and the agent.

8. During monitoring, the supervisor's words are not heard by the customer or the agent.

| Note: | Whisper Coaching/ Silent Monitoring request button does not show if agent account is for supervisor or sub-supervisor. |

11.8 Analytics Integration for Call Control ▶

iPECS Web client is integrated with iPECS Analytics for supervisor features.

11.8.1 Silent Monitoring Start

1. By clicking **Silent Monitoring Start** for agent, iPECS ONE Web client (Supervisor) starts to call for silent monitoring then supervisor's status is in progress status.
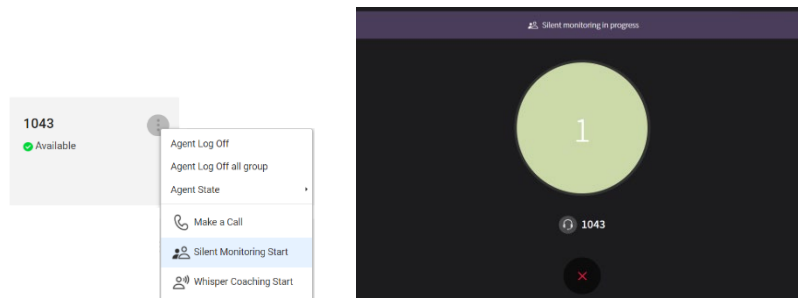
2. You can cancel the progress status by clicking **Silent Monitoring Cancel**.
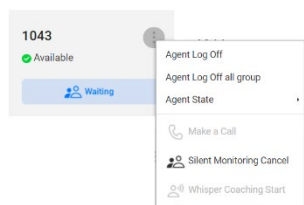
3. By clicking **Silent Monitoring Start** for agent, iPECS Web client (Supervisor) starts to call for silent monitoring and immediately silent monitoring is started if agent is on a call.
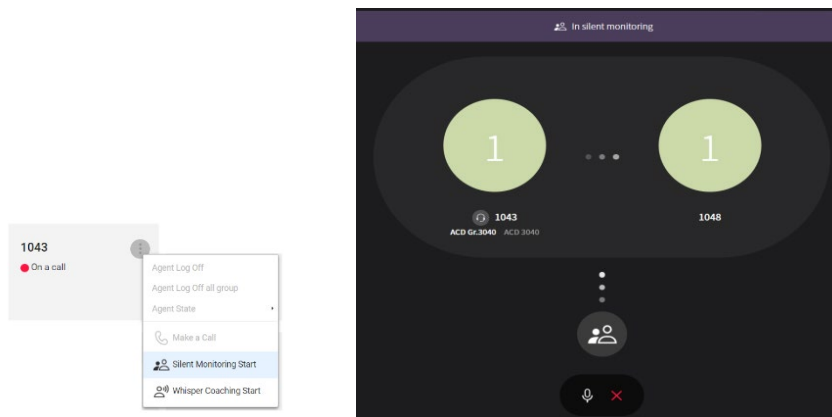
4. You can end the monitoring by clicking **Silent Monitoring End**.
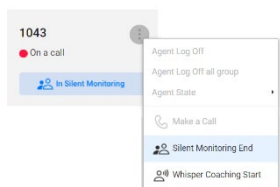
11.8.2 Whisper Coaching Start

1. By clicking **Whisper Coaching Start** for agent, iPECS Web client (Supervisor) starts to call for whisper coaching then supervisor's status is in progress status.
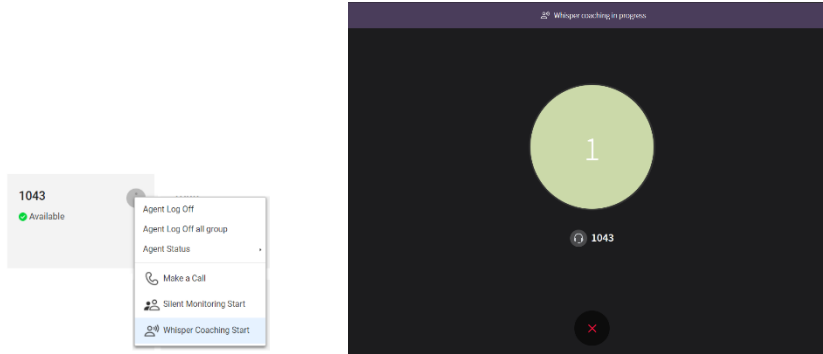
2. You can cancel the progress status by clicking **Whisper Coaching Cancel**.
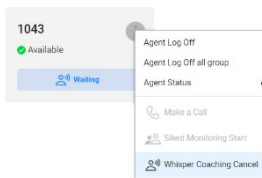
3. By clicking **Whisper Coaching Start** iPECS Web client (Supervisor) starts to call for whisper coaching and immediately whisper coaching is started if agent is on a call.
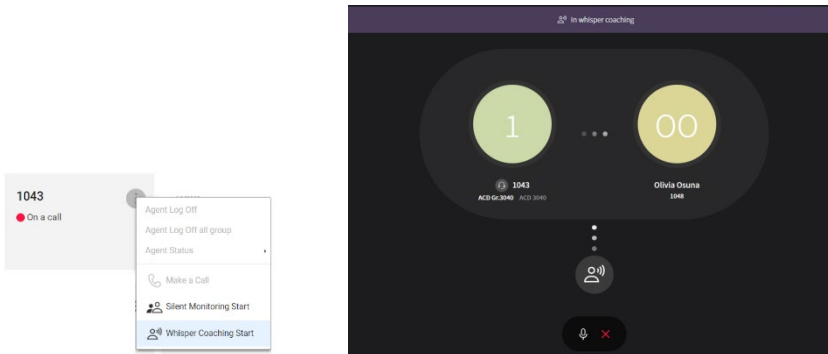
4. You can end the coaching by clicking **Whisper Coaching End**.
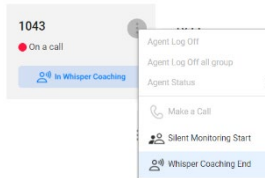
11.8.3 Whisper Coaching Accept

1. By clicking **Accept** in popup window or by clicking **Whisper Coaching Accept** when an agent is waiting for response of the coaching request.
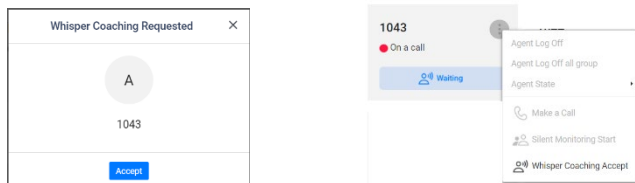
2. The request is accepted and starts to whisper coaching in iPECS Web client (Supervisor).
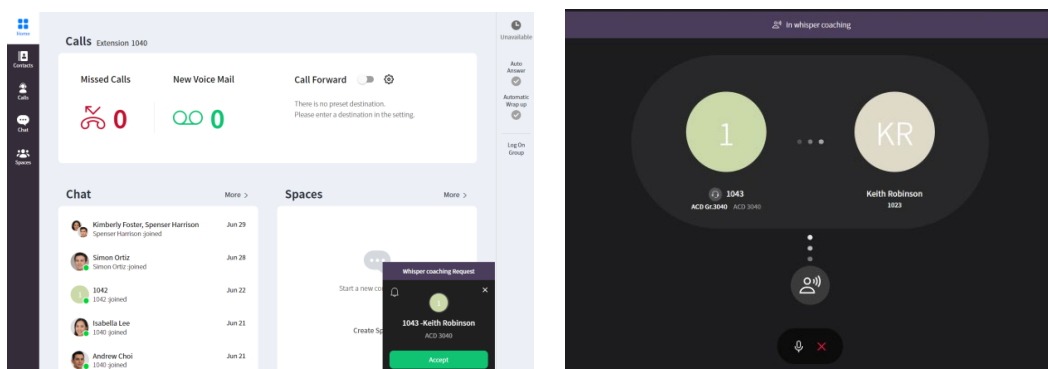
11.8.4 Silent Monitoring Accept

1. By clicking **Accept** in popup window or by clicking **Silent Monitoring Accept** when an agent is waiting for response of the monitoring request.
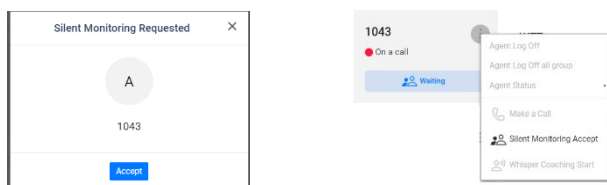
2. The request is accepted and starts to silent monitoring in iPECS Web client (Supervisor).
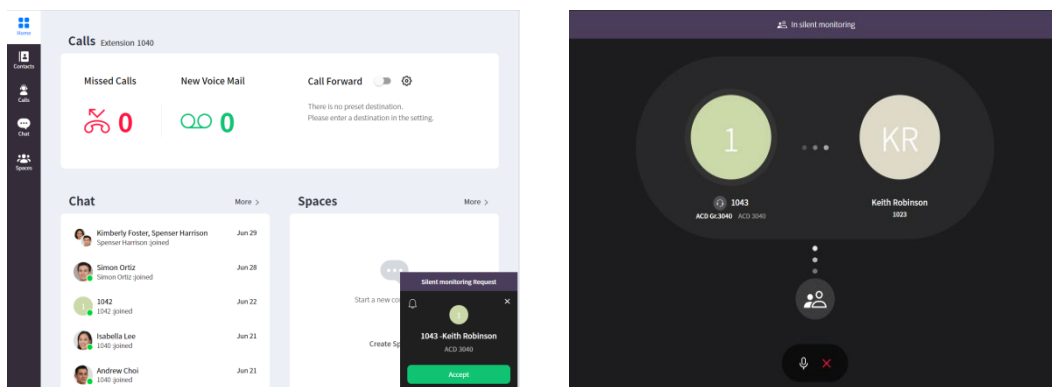
Settings

You can change your app settings, user settings and call settings on user settings screen that is shown by clicking your picture on top right corner.

12.1   App settings

You can configure app settings on the user settings screen, on the Settings screen, or chat settings screen.
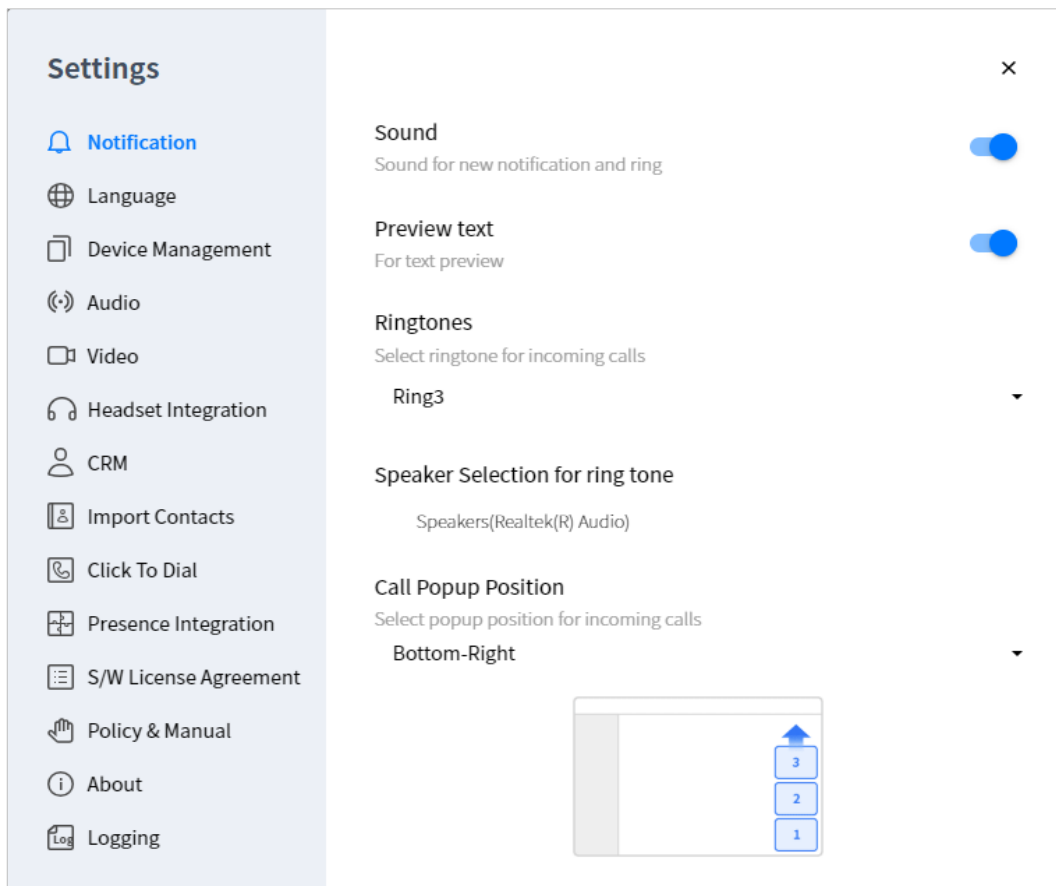
12.1.1   Notification

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

12.1.1.1 Sound notification

You can turn sound notifications on or off on Settings of the user settings screen.

12.1.1.2 Preview text

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

12.1.1.3 Change ringtones

You can change ringtones for incoming calls on Settings of user settings screen.

12.1.1.4 Push notification

You can turn all push notifications on or off at once on user settings screen.
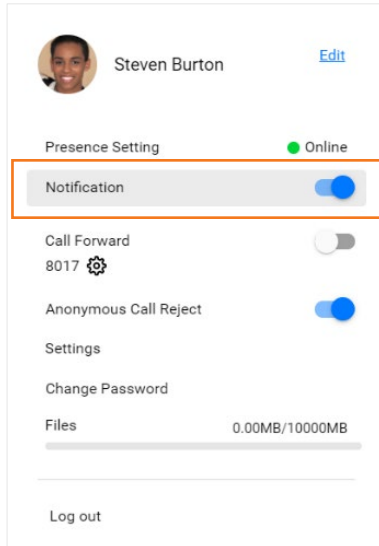
12.1.1.5 Chat room notification

You can turn notifications on or off for each chat room on chat settings screen that is shown by clicking **Settings** (⚙) at the top right of Chat tab.
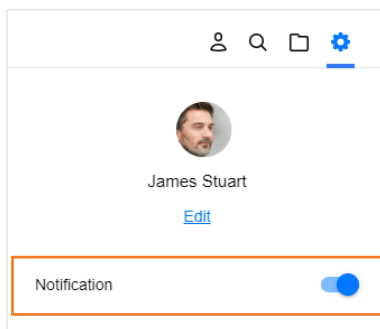
12.1.1.6 Call Popup Position

Call pop-up position sets where a pop-up window should appear on the iPECS ONE Client web screen, indicating that voice calls, video calls, or ACD calls are incoming.

You must select one of four options: the upper left, the lower left, the upper right, and the lower right. Multiple sign-in pop-up windows appear loaded in the order in which the notification arrived.

12.1.2 Language ▶

You can change the language used in ONE Web client.

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

12.1.3 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)
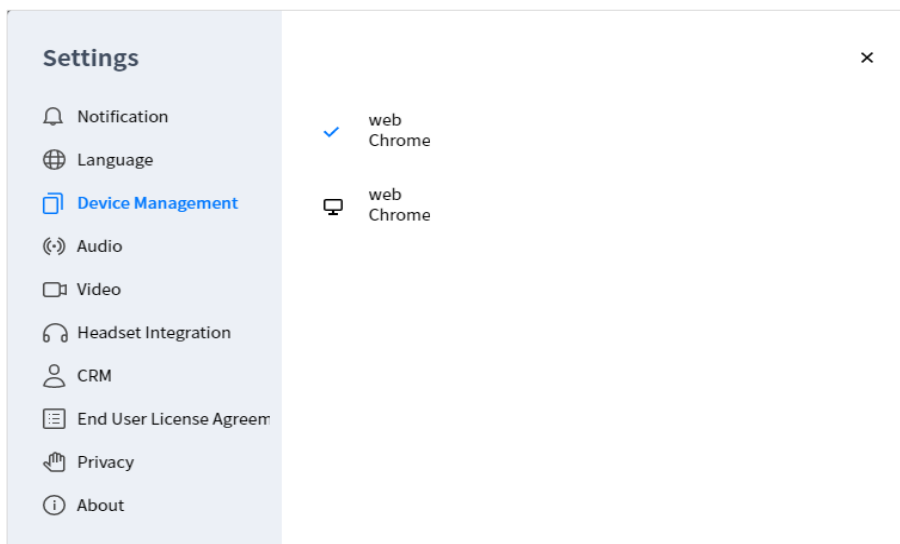
Note: You can use your iPECS ONE account on up to three devices at the same time. However, ACD Agent Mode does not allow multiple devices. Therefore, a single iPECS ONE account in ACD agent mode can only use one device.

12.1.4 Audio

Select microphone and speaker device to use for voice call.

12.1.4.1 Select audio device

You need to select one of the microphones and speakers on device list that is to be used for voice call.
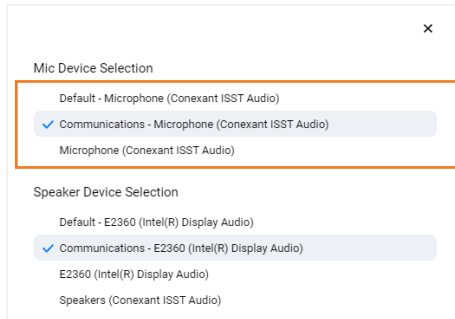
Note: If no sound is heard during a call or the other party cannot hear you, check if the microphone and speaker devices are set correctly.

12.1.5 Video

You need to select one of the camera devices that is to be used for video call.
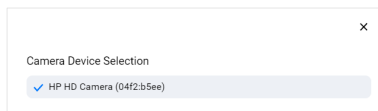
Note: If my video is not displayed on the other party, check if the video device settings are correct and camera cover is open.

12.1.6 Headset integration

You can use headset integration in Settings>Headset Integration.
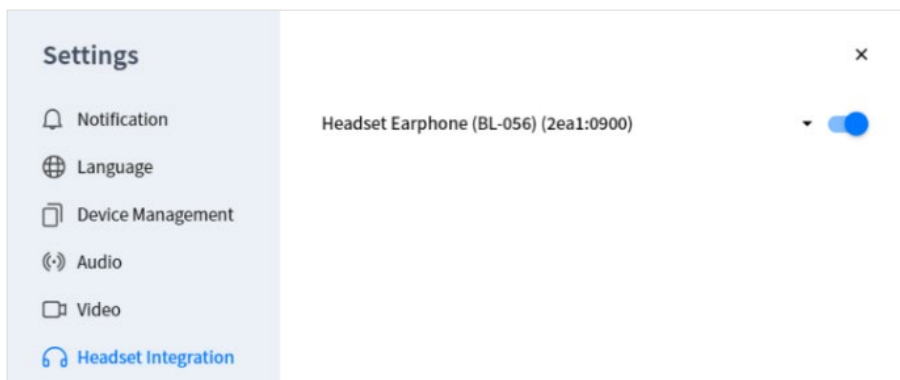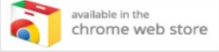
12.1.6.1   Jabra headset

For Jabra headset integration with iPECS ONE, a chrome web extension and a native chrome host must be installed separately.

Jabra EVOLVE LINK (0b0e:0306)
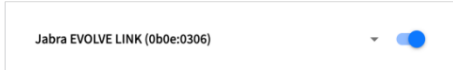
1. Click the (https://github.com/gnaudio/jabra-browser-integration) link for more information.

WebExtension

available in the
chrome web store

Native Chromehost downloads

Operating systems	Chrome host native download	Description
Windows (Windows 7 or newer)	JabraChromeHost2.1.0.msi	Chromehost 2.1.0
macOS (El Capitan or newer)	JabraChromeHost2.1.1.dmg	Chromehost 2.1.1

12.1.6.2   Athena headset

For Athena headset integration with iPECS ONE, a chrome web extension and a native chrome host must be installed separately.

Headset Earphone (BL-056) (2ea1:0900)

1. Click the (FreeMate Dasanelectron-HeadsetKorea.com) link for more information.

chrome web store

Home > Extensions > Athena Browser Integration Extension

Athena Browser Integration Extension

★ ★ ★ ★ ★ 0 ⓘ | Social & Communication | 128 users

2. You can download the Athena ChromeHost Program form there. Please note that currently, Athena Headset is supported in Windows only.

FreeMate   Company   Products   Community   Support

Athena ChromeHost Program

Writer : 관리자   Date : 2022.01.12   File : Athena ChromeHost Installation Guide_220218.pdf |
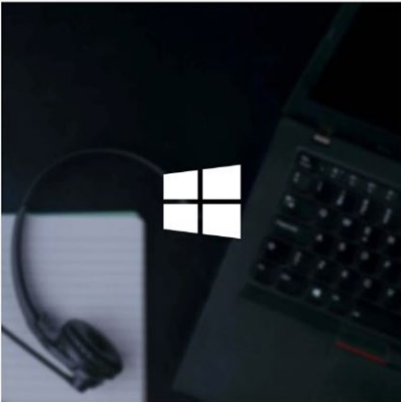
ChromeHost for Windows	Download
ChromeHost for Mac	Download
Athena Chrome Extension	Download

12.1.6.3   Sennheiser (EPOS) headset ▶

For Sennheiser (EPOS) headset integration with iPECS ONE, 'EPOS Connect' must be installed separately.

Sennheiser SC260 USB for MS II (1395:0050)	▾ 🔵
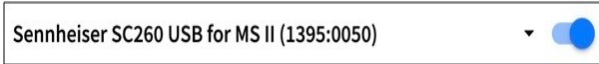
1. Click the (EPOS Connect for Sennheiser headset) link for more information.

EPOS Connect for Windows

EPOS Connect for Windows gives the end user access to the latest firmware updates and personalized audio device settings. Stay in control with a tool that keeps EPOS headsets and speakerphones work seamlessly with all leading softphones.

Download for Windows

Find Documents

Version 7.4.0.37648.

EPOS Connect for Mac

EPOS Connect for Mac ensures that your headset interfaces with your softphone and enables call control seamlessly. Stay up to date with latest firmware updates and configure your audio devices according to your personal preferences.

Download for Mac

Find Documents

Version 7.4.0.37648.

12.1.7   Import Contacts

You can import the exported csv file from outlook contact into the personal directory of iPECS ONE at once. You can also import personal contacts from your MS Outlook contacts into your personal directory in My Contacts if you sign in with your Microsoft account.

Settings		×
🔔 Notification	**Select Outlook CSV file** Select the csv file exported from Outlook.	**Select file**
🌐 Language		
🗗 Device Management	**MS Outlook Contacts import** Import personal contacts directly from your Microsoft account.(Requires sign in to your Microsoft account)	**Import**
🔊 Audio		
🎥 Video	**Skip duplicate contacts upon import** Skip the contacts with same information on name, mobile number and email address upon importing them.	🔵
🎧 Headset Integration		
👤 CRM		
🔳 Import Contacts		
📞 Click To Dial		
⊞ Presence Integration		
≔ S/W License Agreement		
✋ Policy & Manual		
ⓘ About		
🗐 Logging		

12.1.7.1   Skip duplicate contacts

To avoid adding duplicate contacts, you can set whether to skip duplicate contacts when importing. Enable 'Skip duplicate contacts upon import' item in the settings menu above.

12.1.7.2   Import from Outlook CSV file

1. Click 'Select file' button in the 'Select the Outlook Contacts CSV file' section of the Import Contacts settings.

2. You can search within contacts in the Outlook CSV file and select all or some of the contacts you want to import.

3. Click the Import button to save the contacts as personal contacts to the server, and you can check the imported contacts in the personal directory of My Contacts.
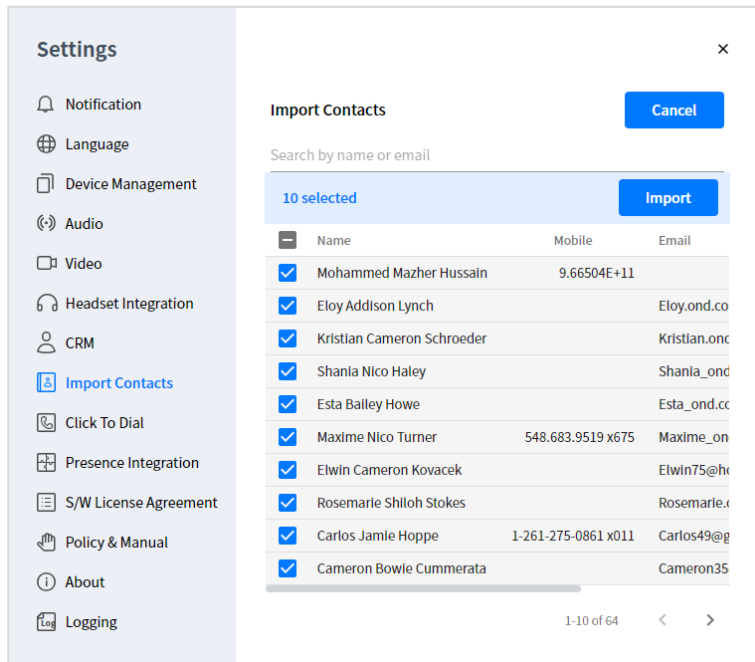
12.1.7.3 Import from your MS Outlook contacts

1. Click **Import** button in the 'MS Outlook Contacts import' section of the Import Contacts setting.

2. When the Microsoft sign-in popup window appears, sign in with your Microsoft account.
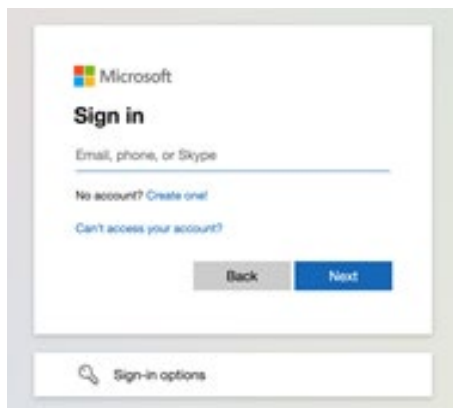
3. Or, if there are MS accounts saved in the browser, the sign-in window to select an account appears.   You can select an existing signed in account or select '(+) Use another account' to enter.

4. If you have successfully sign in your Microsoft account and can get MS Outlook contacts normally, you can search or select contacts you want to import within them.
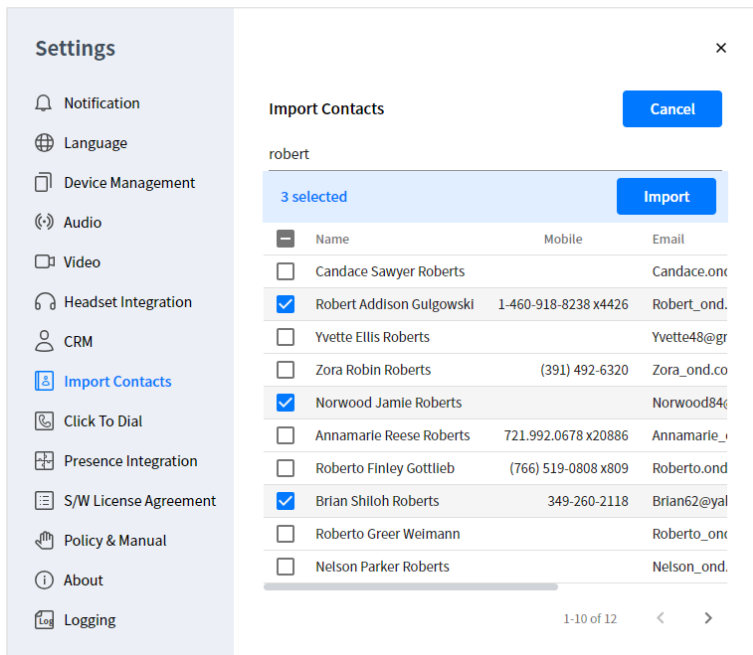
5. Click the **Import** button to save selected contacts as personal contacts to the server. Now you can access imported contacts in the Personal Directory of My Contacts.

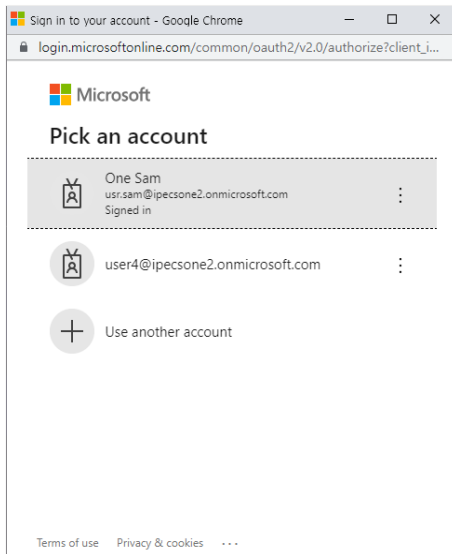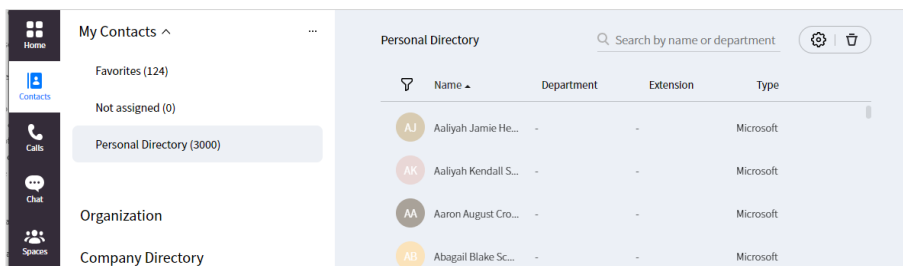| Note: | • The outlook CSV file must be in utf-8 encoding, and only English is supported for the CSV header. |
	• In order to import your Outlook contacts from the Microsoft Cloud, it is necessary for your organization's Company Administrator to grant consent in advance. Otherwise, you won't be able to sign-in to your Microsoft account or access your contacts.
	• The number of contacts to import from CSV or Microsoft Cloud is allowed up to 3000. That is, the maximum number of Personal Directory of My Contacts is 3000. The maximum number of limit (maximum: 3000) can be subject to change by the server administrator.
	• The number of contacts in My Contacts of 'Favorites', 'Not assigned', and user-defined Contact Groups (excluding Personal Directory) be specified up to 1000. Given this restriction, please be mindful that the total number of contacts in Contact Groups (excluding Personal Directory) combined should not exceed the maximum number of contacts. The maximum number of contacts limit (maximum: 1000) can be subject to change by the server administrator.

12.1.8   CRM

You need to set CRM settings to use CRM integration.

12.1.9   Presence Integration

MS Teams user status is displayed together with ONE Web client status.
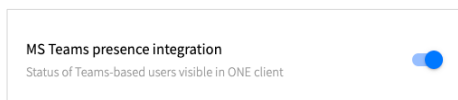
12.1.10   S/W License Agreement

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

12.1.11   Policy & Manual ▶

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

12.1.11.1   Import Documents & URL

It gets policies and manuals from the server and displays them.
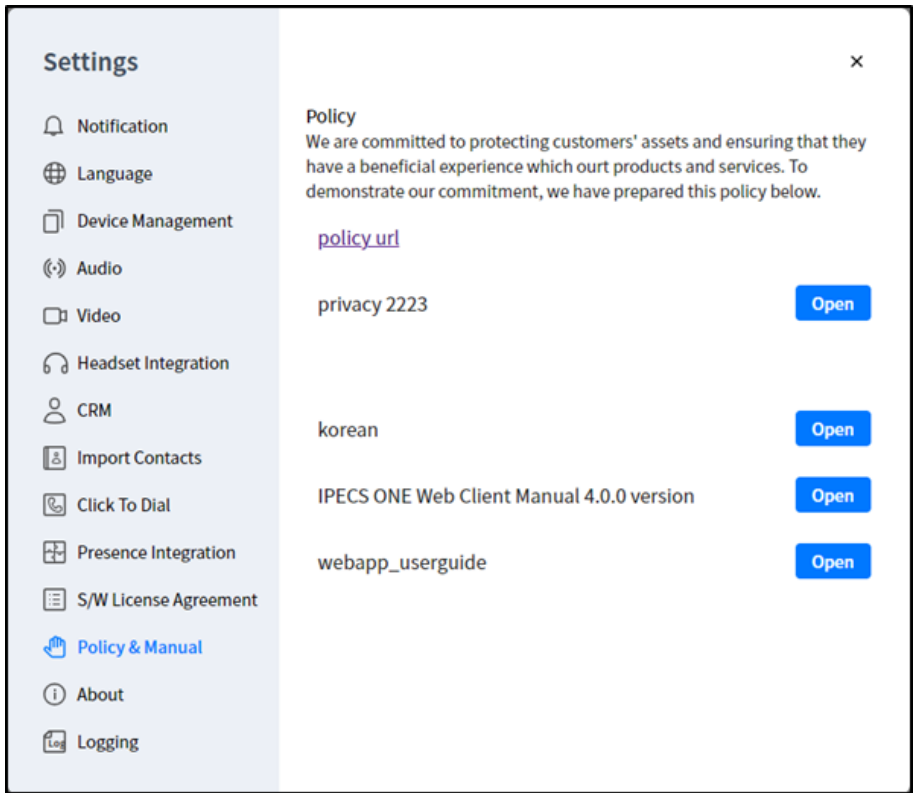
12.1.11.2 View & Download

iPECS ONE officially supports only PDF.   For this reason, if it is not a PDF, depending on the browser, the document may not be opened and may be downloaded directly.

1. Press **Open** button. If it is a URL, click list.
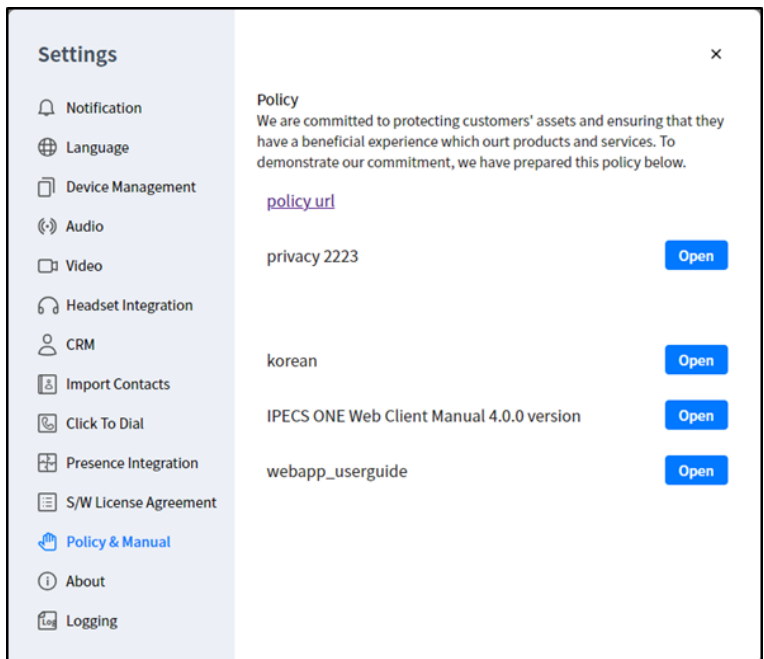
2. You can open the document through the browser and check the contents of the document by pressing the scroll button or searching in the browser.   You can also download the document by clicking the **download** button.
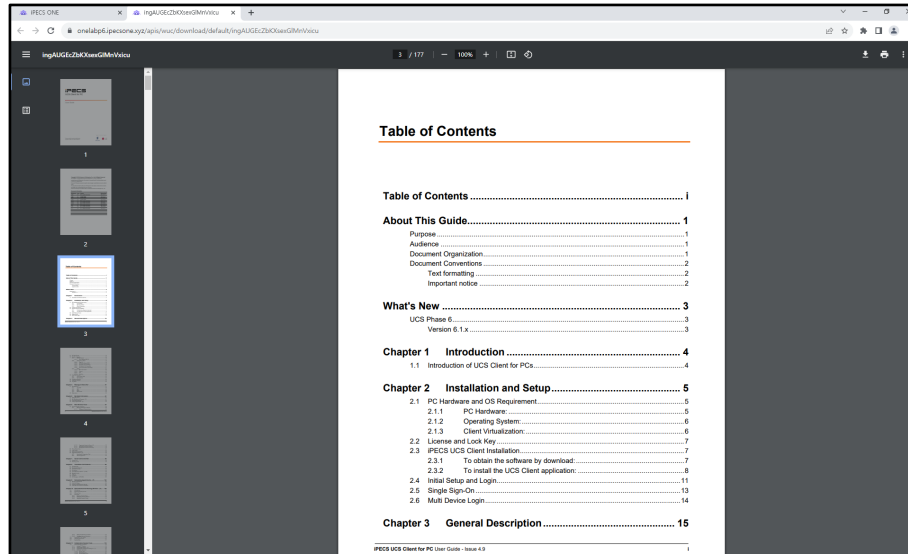
12.1.12   About

iPECS ONE Web client and version information is displayed.

12.1.13   Logging

If an issue happens while using ONE client, you can enable logging, reproduce the issue and then save the log file.

12.1.13.1 Enable logging

You can change Enable logging option to enable the logging. You can save a log to a file by clicking the **Save** button.

12.1.13.2 Enable Packet Capture
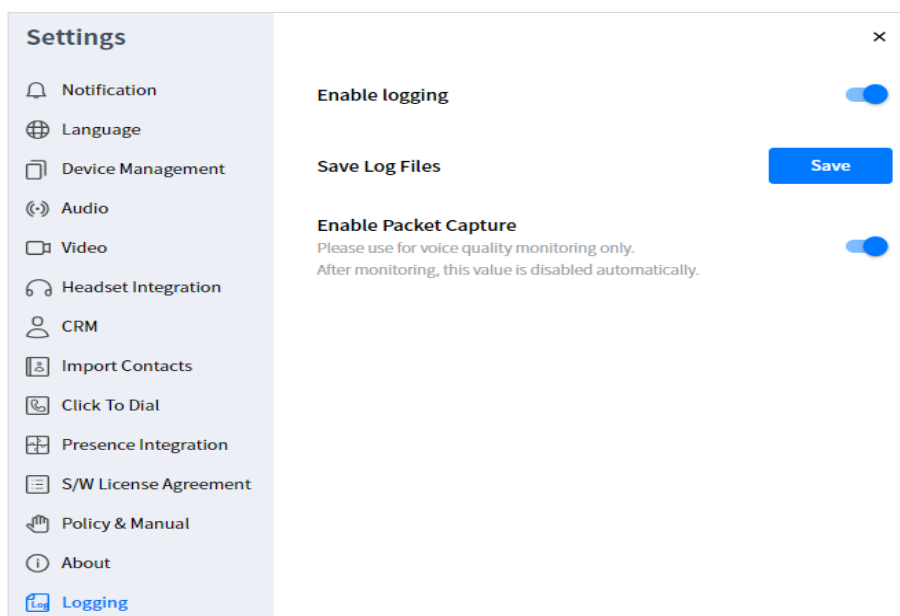
To monitor voice quality issues, you can enable this option. Network packets are saved on iPECS ONE Server.

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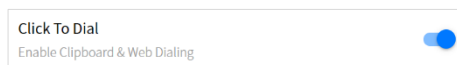

12.1.14 Click To Dial

You can dial by clicking numbers on the web page (Web Dialing) or copying them to the clipboard using Ctrl+C (Clipboard Dialing).

For Web Dialing, you must add iPECS ONE Chrome Extension to the Chrome browser.   For Clipboard Dialing, you need to install iPECS ONE Chrome Host App on your Windows PC.

You can download iPECS ONE Chrome Extension and Chrome Host on **Settings > Click To Dial menu**.

12.1.14.1 Enable Click To Dial

You can enable Click To Dial function by clicking toggle button. If Click To Dial option is enabled, you can dial by clicking on Web Dialing and Clipboard Dialing.
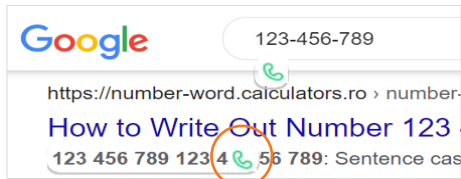

12.1.14.2 iPECS ONE Chrome Extension

For Click to Dial, you need to add iPECS ONE Chrome Extension to Chrome browser.
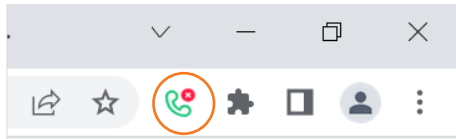
1. After installing iPECS ONE Chrome Extension, you can see iPECS ONE Chrome Extension icon.
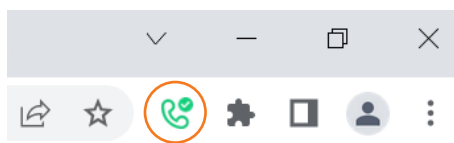

2. When you enable Web Dialing by clicking iPECS ONE Chrome Extension icon, numbers on web page will have a phone icon, then you can dial by clicking the phone icon.

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3. You can disable the phone icon of numbers on a web page by clicking iPECS ONE Chrome Extension icon.

4. You can change Min and Max telephone number length for Web and Clipboard Dialing using **iPECS ONE Chrome Extension > Option menu.**
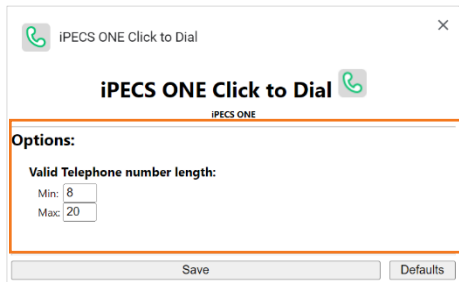
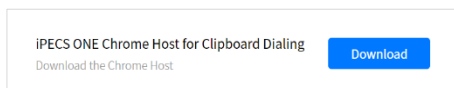**Note:** Both Web Dialing and Clipboard Dialing will be affected by Min and Max telephone number length.
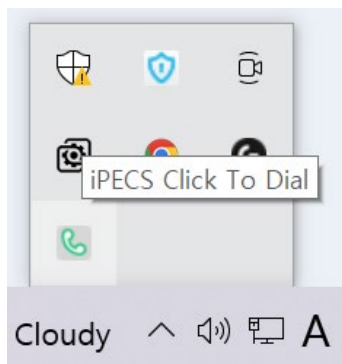

12.1.14.3 iPECS ONE Chrome Host

For Clipboard Dialing, you need to install iPECS ONE Chrome Host App on your Windows PC.
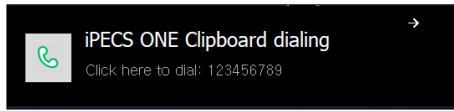
1. Download and install iPECS ONE Chrome Host from **Settings > Click To Dial menu**.

2. After installing iPECS ONE Chrome Host, you can see iPECS Click To Dial tray icon.

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3. When you copy numbers to clipboard by clicking Ctrl+C, iPECS ONE Clipboard dialing window will be displayed, then you can dial by clicking '**Click here to dial: 123456789**'.

Note: Visual C++ Redistributable should be installed for iPECS ONE Chrome Host. If Visual C++ Redistributable for Visual Studio 2013 is not installed on your Windows PC, please install Visual C++ Redistributable x86 by clicking **Settings > Click To Dial menu**.

> **Visual C++ Redistributable for iPECS ONE Chrome Host**
>
> If Visual C++ Redistributable for Visual Studio 2013 is not installed, Please install Visual C++ Redistributable x86.

Note: iPECS ONE Chrome Host will reconnect to the Chrome browser every 5 minutes because Chrome browser session continuity time is 5 minutes, therefore if the screen saver wait time is over 5 minutes, the screen saver will not be activated.

12.2   User settings

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

12.2.1   Edit information

You can edit user settings by selecting your profile picture on the top right and selecting **Edit** button on user settings screen.
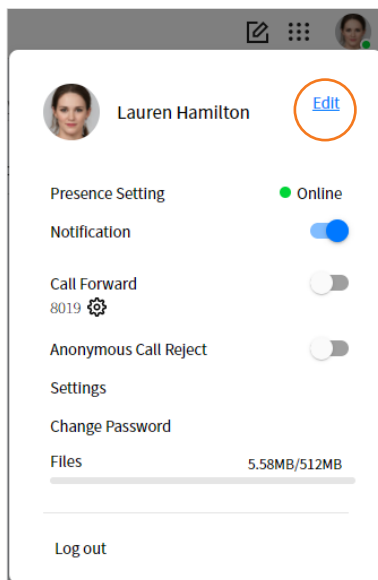
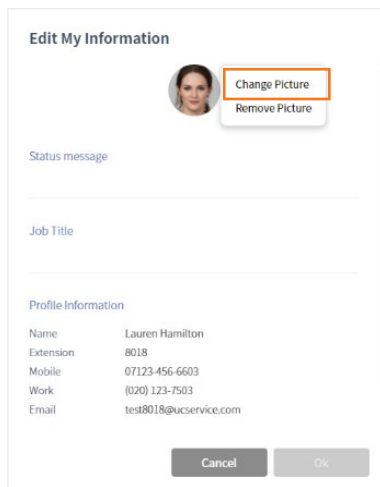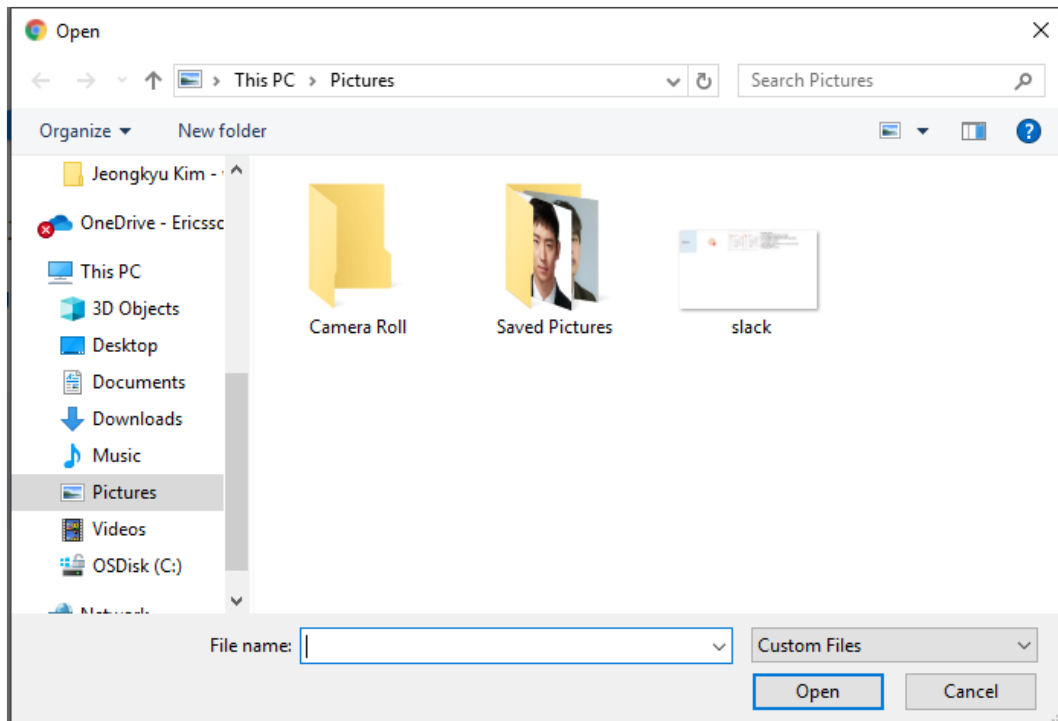| Note:	Other items of your profile information such as phone number and address can be changed by administrator.

12.2.1.1 Change picture

You can change the picture of your profile on Edit My Information screen.

1. Click profile picture to show pop-up menu.

2. Select **Change Picture**.

3. Select a picture file from the file explorer.

4. Click **Ok**.

12.2.1.2 Remove picture

You can remove the profile picture on Edit My Information screen.

1. Click profile picture to show pop-up menu.

2. Select **Remove Picture**.

3. Click **Ok**.

12.2.1.3 Change status message

You can change status message on Edit My Information screen.
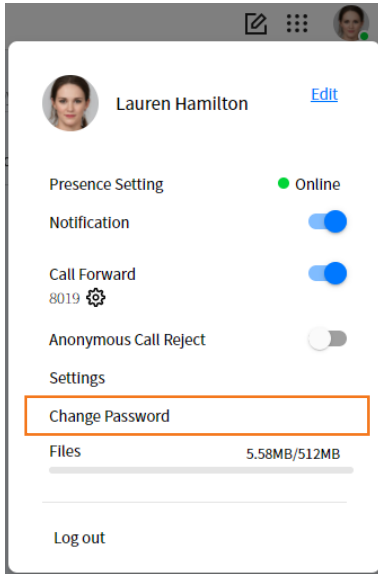
1. Enter your status message.

2. Click **Ok**.

12.2.1.4 Change job title

You can change job title on Edit My Information screen.

1. Enter your job title.

2. Click **Ok**.

12.2.2 Change Password

You can change your password by selecting **Change Password** on 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.

12.2.2.1 Password input

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

1. Enter current password to verify your identity.

2. Enter new password.

3. Enter new password again in Confirm Password for confirmation.

4. Click **Ok**.

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

12.2.3   Files

You can check your allocated storage and used storage on Files status bar (used/ allocated storage)
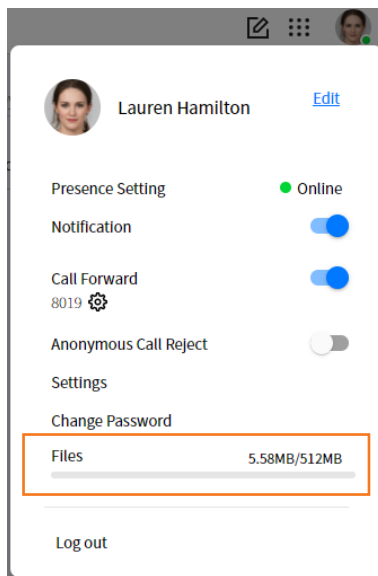
| Note: | The download file is downloaded in your browser's default download location. |

12.2.3.1   Download file

1. You can download file by clicking ⬇ button.

2. Image file will be opend in browser.

3. Using **save as** menu on browser to download

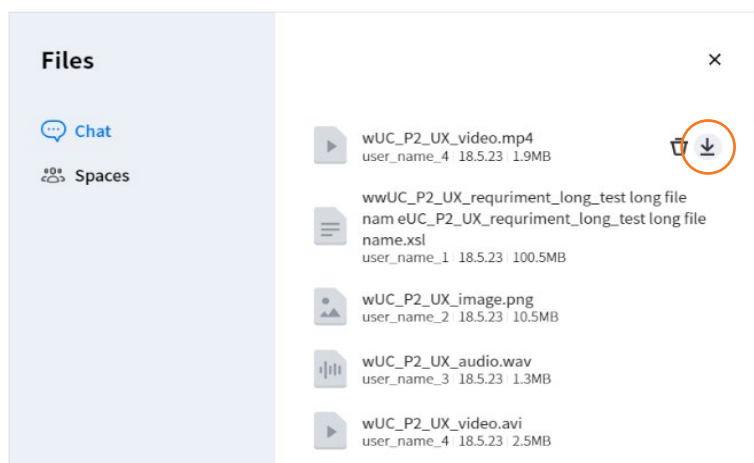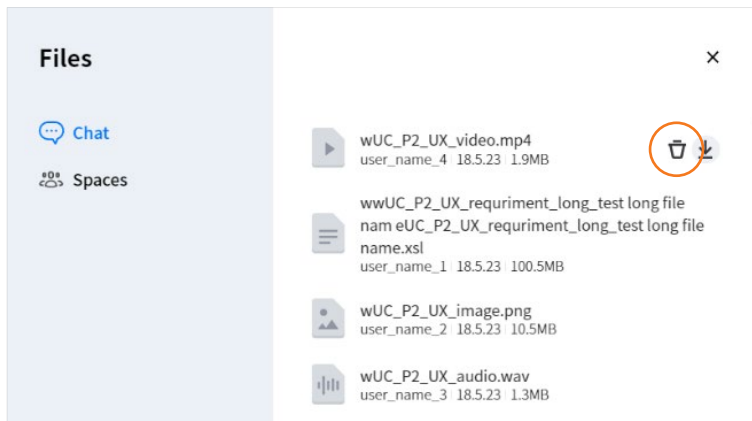   - Other files will be downloaded in browser download location.

12.2.3.2 Delete file

If you have permission to delete a file as the uploaded user, you can delete a file by clicking 🗑 button.

12.3 Call settings

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

12.3.1 Call Forward

You can set a 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 the destination's number or name where the desired called party is available. And select the destination number or name in search results.

2. Select call forward type and click **Apply** button. And then, the forward setting is enabled.
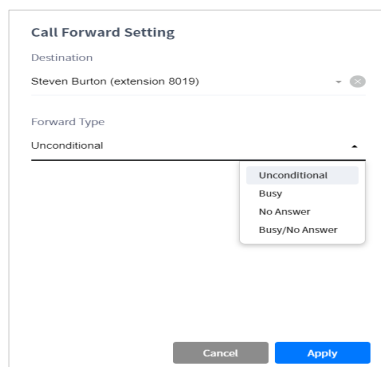
3. Or turn on **Call Forward** switch button to enable call forward with the previous call forward settings.
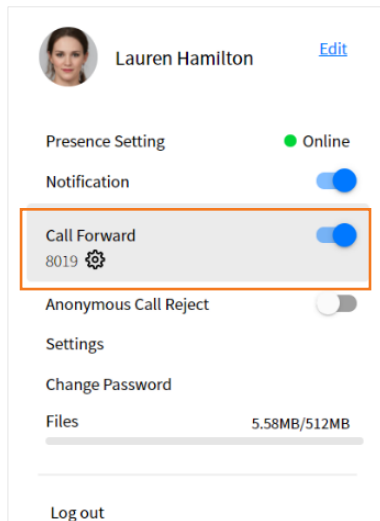
12.3.2 Anonymous Call Reject

Anonymous Call Reject is to cut down on unwanted calls by automatically rejecting calls from numbers with Caller ID blocked.

1. If you want to enable Anonymous Call Reject,

2. Turn on the switch button of Anonymous Call Reject on user settings screen.

Appendix A:
Useful Information

This chapter provides information on the opensource software used in the iPECS ONE Web Client.

A.1 Opensource Software Notice

Opensource Software used in this product are listed below. You can obtain a copy of the Opensource 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-dom (https://github.com/facebook/react)	MIT
redux (https://github.com/reduxjs/redux)	MIT
react-redux (https://github.com/reduxjs/react-redux)	MIT
react-router (https://github.com/ReactTraining/react-router)	MIT
redux-saga (https://github.com/redux-saga)	MIT
material-ui (https://github.com/mui-org/material-ui)	MIT
firebase (https://github.com/firebase/firebase-js-sdk)	Apache-2.0
react-intl (https://github.com/yahoo/react-intl)	BSD-3-Clause
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
emoji-mart (https://github.com/missive/emoji-mart)	BSD-3-Clause

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

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