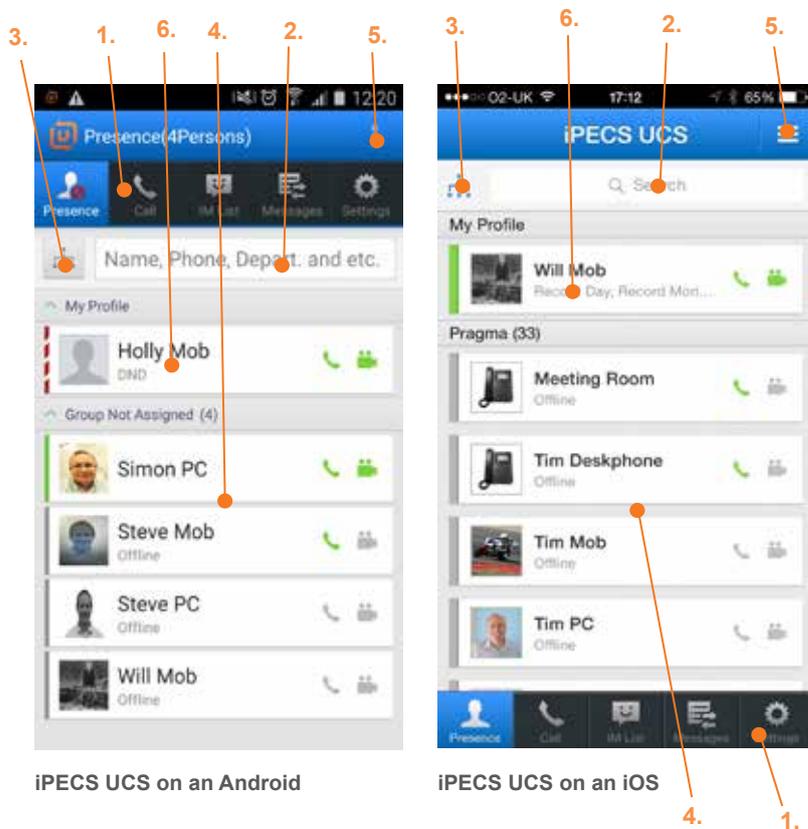


## Introduction



iPECS UCS on an Android

iPECS UCS on an iOS

### Main screen overview

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

## Setting Presence and Availability

### Set My Presence

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

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

### Do-Not-Disturb

In the **Settings** menu > **My Phone Status**

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

### Call Forwarding

In the **Settings** menu > **My Phone Status**

To forward calls to another destination, check the **Forward** box. Select a recipient under **Destination**. You can choose to forward calls to your personal mobile or home phone number (as set in **Settings > My Information**), to another station or iPECS UCS member, or to a Hunt Group. Return your phone to its normal state by unchecking the **Forward** box.

## Voicemail

### Visual Voicemail

In the **Messages** menu > **Visual Voicemail**

Listen to and manage your messages by selecting a message from the **Visual Voicemail** list. An 'N' icon indicates that the message is new and has not been listened to. You can also download message files to your mobile in this screen. To manage playback of messages, select a message from the list and the **Message Detail Information** screen will display.

## Dealing with calls

### Making an External Call

In the **Call** menu

To place a call, use the dial pad to enter the number, or press **Contacts (More on iOS)** to select from your known contacts.

Select the green **Call** button to place the call.

To return a call, select a number from the **Call Logs** option.

### Handling an Incoming Call

In the **Call** menu

When a call is incoming the iPECS UCS client will present you with the option to either **Answer** or **Hangup** (reject) the call.

### Transferring a Call

In the **Call** menu

To transfer an active call, press the **Trans** button. Dial the recipient's number, or select a Presence member or Contact.

Once the call is connected, either speak to the recipient to announce the call, or simply hang up.

### Place a call on hold

In the **Call** menu

Press the **Hold** button. You can now take or place another call. Press **Hold** again to reconnect the call.

### Video calls

In the **Call** menu

To start a video call, dial a number and once the call has been connected, press the **Videocall** button.

During a video call, press **Video Pause (Block Video on iOS)** to pause sending your video image.

Press the **Hangup** button to end the voice and video call.

### Call Back

(Reduce call costs by placing a call through the iPECS system)

Enter the number of the party you want to call.

Press the **Option menu** button and select **Call Back Request**.

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

## Conference calls

### Setting up a multi-party call

In the **Call** menu

1. Once a call is active (whether dialed or received), press the **Conference** button.

2. Use the dial pad or **Contacts** menu to call the second conference party.

3. Once the second call has been connected, press the **Conference** button again.

Repeat steps 2 and 3 to add additional parties.

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

## Collaboration Tools

### Instant Messaging (IM)

In the **IM List** menu

To start an IM session, select the **Option menu** and then **New Chat** (or **New** from the main **IM menu** on iOS).

Select a recipient using the **Search** function.

The **IM session window** will display.

Enter your message and press **Send**.

To close an IM session, select **Option menu** and then **Close IM**.

The IM icon will change when you receive a new message.

### SMS

In the **Call** menu

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

Check the **Internal** button to send to other users of the iPECS system or the **Fixed Line** button to send an external SMS.

Use Search function to add a recipient.

Enter your message and press **Send**.