# Optimize your business communications
# Unified Communications Solution, iPECS UCS

iPECS UCS is a powerful multimedia collaboration and productivity enhancing application which is exclusively designed for small and medium sized businesses. Users can experience powerful UC solutions without concerns over expenses thanks to a single server architecture.

## Overview

iPECS UCS is a unified communications application that enables users to boost their productivity from anywhere with any devices. Recently distributed work environments have posed significant challenges for employees, and making it harder to stay connected. Effective and efficient communications are critical for all businesses to better serve their customers, stay competitive in the market and to expand their global presence. iPECS UCS streamlines communications and enhances productivity with unifying presence, instant messaging, voice, video, audio/video conference, sharing features and so on. All collaboration tools are provided to ensure secure delivery of messages to a variety of devices including desktop, tablet and smart phone. The flexible deployment model allows users to communicate and collaborate more effectively as long as they stay connected on the Internet, creating an ubiquitous working environment.

## No Communication Delays with Integrated Presence

iPECS UCS enables users to see the availability of colleagues within and outside their organization. Users can immediately see who is offline, available, away, on a call, or DND status. In addition, users can create customized availability status as adding a sentence to your presence, such as 'I'll be back on 30 minutes.' With MS Outlook synchronization, MS Outlook's contacts and schedule are synchronized with iPECS UCS's presence information. Using your MS Outlook contact list or iPECS UCS, users can easily initiate communications with multiple options. These features help reduce communication delays.

## Instant Messaging and Flexibility among Collaboration Tools

Instant messaging is one of the most fundamental and important collaborative tools in today's fiercely competitive business environment. iPECS UCS allows users to set up multiple chat rooms on a personal, group, and persistent basis so that they are able to instantly reach colleagues or business partners. The IM continuity function allows users to communicate continuously among multi-devices (Desktop/Mobile/Tablet PC) for convenience purposes. In a bid to provide further flexibility, instant messaging is integrated with other communication capabilities so users can simply go back and forth between chats, audio conversations, and conferences. Plus, users can notify their availability status and send instant messages to people outside their organization. iPECS UCS guarantees highly efficient, secure, flexible and borderless collaboration.

## Improve Team Performance with Audio and Video Conferencing

iPECS UCS provides audio and video conferencing collaboration for escalating team performance. Audio conference system is built into iPECS UCS desktop client for ease of use. With the graphical user interface, users can easily initiate audio conferencing through drag and drop option. For a more robust collaboration, iPECS UCS Premium offers video conferencing feature. During video conferencing, efficient collaboration features are provided such as sharing(documents, presentations and desktop), web push, whiteboard and so on.(Video conferencing supports up to 9 parties and 8 groups)

## Efficient Investment for Diverse Business Environment

iPECS UCS provides two types of client which consider customer's business size. iPECS UCS Standard is built into the iPECS UC platforms. As a built in services with iPECS UC platforms, customers can save the costs for additional H/W server or installations. With standard version, users can use instant messaging(IM), audio, peer to peer video, audio conference, visual voice mail(VVM) as well as voice calling all on one platform. If more robust features are needed the iPECS UCS Premium is an external UCS server which provides additional and enhanced collaboration features. With advanced features and collaboration tools, user's productivity will be highly increased. As we considered various business sizes and the customer's initial investment, we divided iPECS UCS into standard and premium with suitable collaboration features. Customers can make the most optimal investment dedicated to serving their specific needs.

## Business purpose secure UC solution

Unlike external instant messaging and chat services, iPECS UCS provides these services within a secured business solution. The ASCII code and minimum length of password requirements can be changed and applied to user logins. To prevent ID/Password fraud, the administrator can manage user IDs in real-time. Message sessions are only between registered iPECS users and the company owned server maintains logs and details of the communications. Messages are encrypted and secured using the AES(Advanced Encryption Solution) to protect from intercept.

# iPECS UCS Desktop Client for Desktop and Laptop User



iPECS UCS Desktop Client for Windows



iPECS UCS Desktop Client for Mac

# Features and Server Requirement

## Integrated Presence
• Instant decision on reachability by status color
• Save time and cost through real-time communications
  with people who are available for collaboration
• Integrated DND setting is available for both iPECS UCS client
  and desk phone at the same time

## Single & Multi Log-in by user license
• Single log-in : Available log-in on to one client at a time
  (Basic/Advanced user license)
• Multi log-in : Available log-in on to multiple client at the same time
  with single ID/PW (Power user license)

## Instant Messaging, SMS and Note
• Various chatting mode(1:1, 1:N, Ad-hoc)
• Inviting others by drag and drop
• IM continuity among clients
• Packet encryption by AES
• Send and receive text message to other internal
  iPECS system or external SMS users
• Leave a note for offline iPECS UCS user

## Audio Call
• Call popup : Display caller's information based on CID
• MS Outlook popup : Display caller's contact information
                    in MS Outlook based on CID
• Call memo : Noting important information during a call
• Call recording : Easy on-demand call recording in local storage

## Click to Call
• Easy dialing in web and windows application
  1. Capturing numbers by mouse dragging
  2. Call in the Quick Call Control Bar or the Call Assistance

## Call Control
• Call control on iPECS UCS desktop client for the desk phone calls
• Most call control function can be executed by one click
  or drag and drop(Answer/Drop/Deny/Transfer/Hold/Park)
• Flexible button sync between desk phone and UCS client

## Visual Voice Mail
• Automatic synchronization with system voice mail board
• Non serial access to a message

## Audio Conference
• Easy conference building by graphical user interface
  and drag and drop
• Conference control features : Invite, Remove, Mute,
                              Changing Master, Record

## MS Outlook Synchronization
• Synchronization with MS Outlook contact and schedule
• Contacts registered to MS Outlook are synchronized to
  iPECS UCS users' private directory
• If private option is activated, the schedule is not opened to the
  shared users from the iPECS UCS
• Easy dialing phone number on MS Outlook contact

## MS Exchange Server Integration
• MS Outlook schedule synchronization with or without
  iPECS UCS login
• Option 1 : Integration with local MS Outlook client
• Option 2 : Synchronization between MS Exchange server
             and iPECS UCS server

## Organization Chart
• Hierarchy tree view in organization table
• Member's presence status
• Diverse view modes of organization chart
• Member view table customization
• Member sort by IM, phone status and so on
• Immediate organization refresh manually
• Periodic organization update by time setting
• Automatic update of Non UCS users' phone numbers(Extensions)
• Searching user by text

## Video Conference
- Build face to face conference at anytime, anywhere
- Maximum 9 party, 8 group video conference
- Video resolution : QCIF, CIF, VGA, 4CIF(704 x 480/576)
- Ad-hoc/Meet-me conference and e-mail notification
- Application sharing during conference
- Remote monitoring, still shot
- Presentation mode(1:32)

## Collaboration
- More effective and productive work with others
- File sharing
- Program sharing
  - Application : Sharing documents, spreadsheets, presentations and drawing in real time
  - Desktop : Sharing desktop screen
- Web push : Sharing web page address
- Whiteboard : Sharing drawings and free-form text

## Supporting Multiple Call Server
- Integrated UC management for multiple call servers
- Register more than 2 call servers to one iPECS UCS server
- Share user's presence registered at different call server

## Client Virtualization
- iPECS UCS Server : Runs on VMWare, Citrix and MS Hyper-V
- iPECS UCS Windows Client : Runs on VMWare, Citrix and MS Remote Desktop Service

## Active Directory based Single Sign On
- Login to iPECS UCS without inputting ID and Password
- Improves customer satisfaction by quick and simple login process
- Use the same as the account of Active Directory

## CRM Integration
- Support integration with wide range of CRMs(MS Dynamics CRM, Salesforce.com, LDAP, etc.)
- Dialing(Click call) straight from your CRM, accounts package, website or any desktop application
- Show name of caller in preview window and CRM screen pop-up
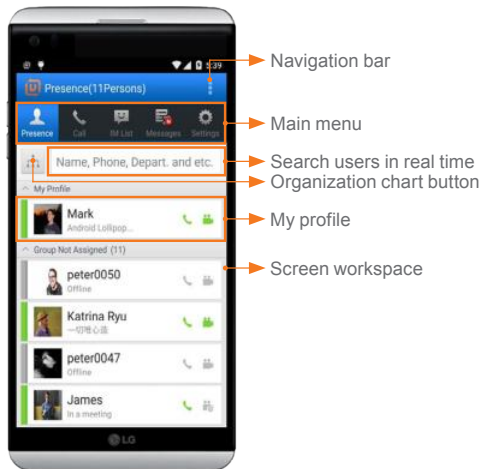- Simultaneous search of multiple address books
- Support URL based CRM

*\* iPECS UCS features are dependent upon server types (Standard/Premium) and user base license (Basic/Advanced/Power). For more details, refer to below table.*

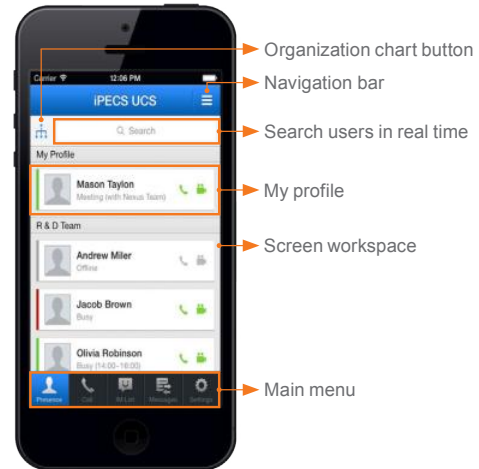| Server Type | Features | Basic User License | Advanced User License | Power User License |
|---|---|---|---|---|
| UCS Standard | Usable UCS client | Desktop (Call Control only) | Desktop/Mobile/Tablet | Desktop/Mobile/Tablet |
| | Log-in management | Single | Single | Multi |
| | One UCS account | O | O | O |
| | Desktop Call Control mode | O | O | O |
| | Call log / Call log sync | O / O (Deskphone & Call Control) | O / O | O / O |
| | IM (1:1) | O | O | O |
| | IM Continuity b/w clients (1:1) | O | O | O |
| | Click to call | O (Windows only) | O (Windows only) | O (Windows only) |
| | Voice call | - | O | O |
| | Video call (1:1) | - | O (Windows only) | O (Windows only) |
| | On-demand recording | O | O | O |
| | Flexible button | O (Windows only) | O (Windows only) | O (Windows only) |
| | Visual Voice Mail | O | O | O |
| | Audio conference manager | O (Windows only) | O (Windows only) | O (Windows only) |
| | CRM integration | O (Windows only) | O (Windows only) | O (Windows only) |
| | MS Outlook sync (Contact) | O (Windows only) | O (Windows only) | O (Windows only) |
| UCS Premium *\* Feature enhancement incl. all Standard features* | IM (1:N) | O | O | O |
| | IM Continuity b/w clients (1:N) | O | O | O |
| | MS Outlook sync (Schedule) | O (Windows only) | O (Windows only) | O (Windows only) |
| | Video conference (9 party) | - | O (Windows only) | O (Windows only) |
| | Collaboration | - | O (Windows only) | O (Windows only) |
| | MS Exchange (Schedule) | O (Windows only) | O (Windows only) | O (Windows only) |
| | AD sync | O | O | O |
| | SSO | O (Windows only) | O (Windows only) | O (Windows only) |
| | Organization chart | O | O | O |

| Requirement | | iPECS UCS Server* | | | iPECS UCS Desktop Client | |
|---|---|---|---|---|---|---|
| | | | | | Windows | Mac |
| Hardware | Users | Less than 200 | 200 ~ 600 | 600 ~ 4,000 | - | |
| | CPU | 64bit Dual Core 2 Thread 2.5GHz | 64bit Dual Core 4 Thread 3.0GHz | 64bit Quad Core 4 Thread 3.0GHz | Intel Core2 Duo 2.8 or higher (Voice Call, Presence, IM, etc) Intel i3 or higher (Point to Point 4CIF Video call) Intel i5 or higher (Multiparty Video call) | Dual Core 2.0 or higher |
| | Memory | 4GB | 8GB | 16GB | 2GB(Required for 4CIF usage) | 4GB |
| | Hard Disk | 160GB | 320GB | 500GB | 200MB | 200MB |
| | NIC | 1Gbps | 1Gbps | 1Gbps | - | - |
| Operating System | | Windows Server 2008 R2 SP1 or later Windows Server 2012 (Datacenter, Standard, Essential) Windows Server 2012 R2 (Datacenter, Standard, Essential) | | | Windows 7 Professional Windows 8 Professional Windows 8.1 Professional Windows 10 | OS X 10.10 or later |

*\* Max. 4,000 user accounts are available and can connect simultaneously on a single physical server.*

# iPECS UCS Mobile Client
# for Mobile Worker



iPECS UCS Mobile Client for Android

- Navigation bar
- Main menu
- Search users in real time
- Organization chart button
- My profile
- Screen workspace



iPECS UCS Mobile Client for iOS

- Organization chart button
- Navigation bar
- Search users in real time
- My profile
- Screen workspace
- Main menu

# Features

## Presence
• Same presence icon with iPECS UCS desktop client
• IM, phone and video status
• Max 200 users
• Shared user, local contact user, LDAP user
• When mobile's native call is activated, iPECS UCS presence is updated as 'Busy'(Android Only)
• Support Push notification for call, IM etc.

## Single & Multi Log-in by user license
• Single log-in : Available log-in on to one client at a time (Basic/Advanced user license)
• Multi log-in : Available log-in on to multiple clients at the same time with single ID/PW (Power user license)

## Call
• Audio call : VoIP Call / G.711, G.729 / SRTP
      MCIM is required for voice conference
• Video call : CIF, QCIF, H.263
• Call recording : Easy on-demand call recording in local storage
• Recent call logs : Max 200 logs
• Support iOS Callkit for enhance user experience (Only for iOS)

## Instant Messaging, SMS and Note
• Instant Message : IM continuity among clients
      Packet encryption by AES
      P2P, Ad-Hoc
• SMS : Send and receive text message to other internal iPECS system users or external SMS users
• Note : Leave a note for offline iPECS UCS user

## Visual Voice Mail
• Easy retrieval of voice mail through GUI
• Automatic synchronization with UVM
• Non serial access to a message

## Call Control
• Used when the quality of data network is not enough to call
• Call Back : Save money for international call or long distance call
• Call Through : Open one number to the customer
• Call Handover : For keeping the call connection between Wi-Fi to 3G/4G or vice versa

## Organization Chart
• Only supported in iPECS UCS Premium
• Expand and collapse all and add new presence member from organization
• Search the organization member

## Supporting iOS CallKit - Mobile iOS Client
• Tight integration with the iOS UI using iOS CallKit
• Answering incoming UCS call on the lock screen
• Receiving mobile call during UCS call / Receiving UCS call during mobile call
• Making UCS call from the native phone app's contacts, favorites and recent

## iPECS UCS Client with Mobile Extension
• Providing UC features to MEX user
• IM, Presence, Organization chart and so on
• Transfer a call by inputting a desk number on GUI mode
• Set on/off for MEX, Voice Mail and ACD feature

## iPECS UCS Client for Tablet PC
• Enhanced mobile accessibility through Android Tablet or iPad
• GUI optimization for tablet screen size(Portrait/Landscape mode)
• The same feature as mobile client

iPECS is an Ericsson•LG Brand

ERICSSON | LG

TARGET DISTRIBUTING   888.792.7463  |  WWW.TARGETD.COM  |  TGSALES@TARGETDIST.COM