iPECS ONE: Web Client

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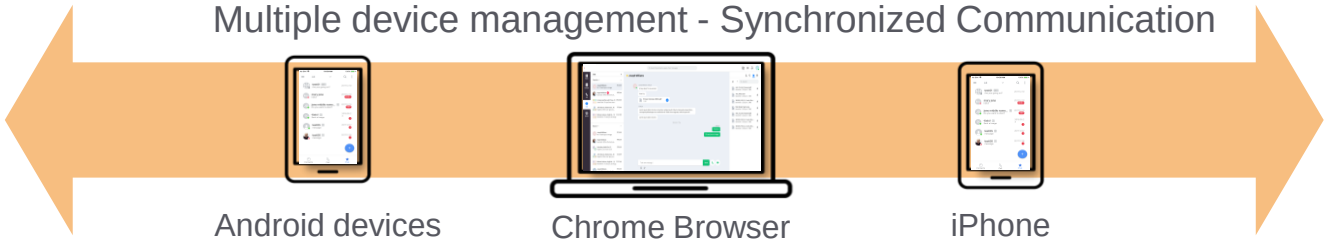
iPECS ONE

With iPECS ONE, you don’t need to download a desktop app, the desktop version is done via browser. iPECS ONE is compatible with Chrome browser, Android and iOS devices.

Some of the features include:

- Dashboard for missed calls, VM, forward
- Chat
- 1:1 Video calls
- Dialpad with key features
- Contact detail with presence
- CRM Integration
- Ad-hoc conference
- Group call

Like UCE, you can login to multiple devices simultaneously.



- Simultaneous logging in
- Presence, Call log, Chatting continuity, Chat history
- Chatting continuity

iPECS ONE – Web Client

To log in for the first time to the Web Client, please use the link in the email you will receive in the email address set in User Setup.

Dear Jess Portugal

Thanks for subscribing to iPECS ONE.

This email is to enable you to login to iPECS Cloud automatically from the iPECS ONE clients without any additional manual configuration.

If you are ready to login to iPECS ONE from your desktop PC and/or your mobile devices then please follow the information provided below.

For desktop users:

1. Make sure that Chrome has been set as your default browser and simply click on the link below

   Or

2. Open Chrome and copy and paste the below link into your browser:

iPECS One login link

For mobile device users (Android, iOS):

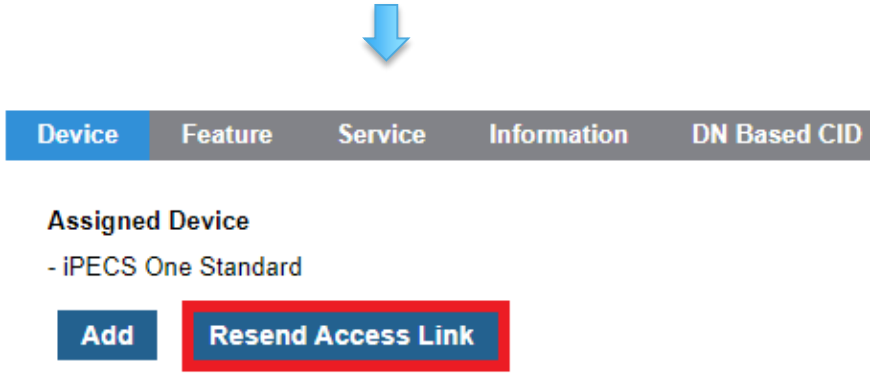
1. Go to the app store and search for iPECS ONE to install it.
2. Scan the QR code below.

Your device will then automatically login to iPECS Cloud.

Thanks again

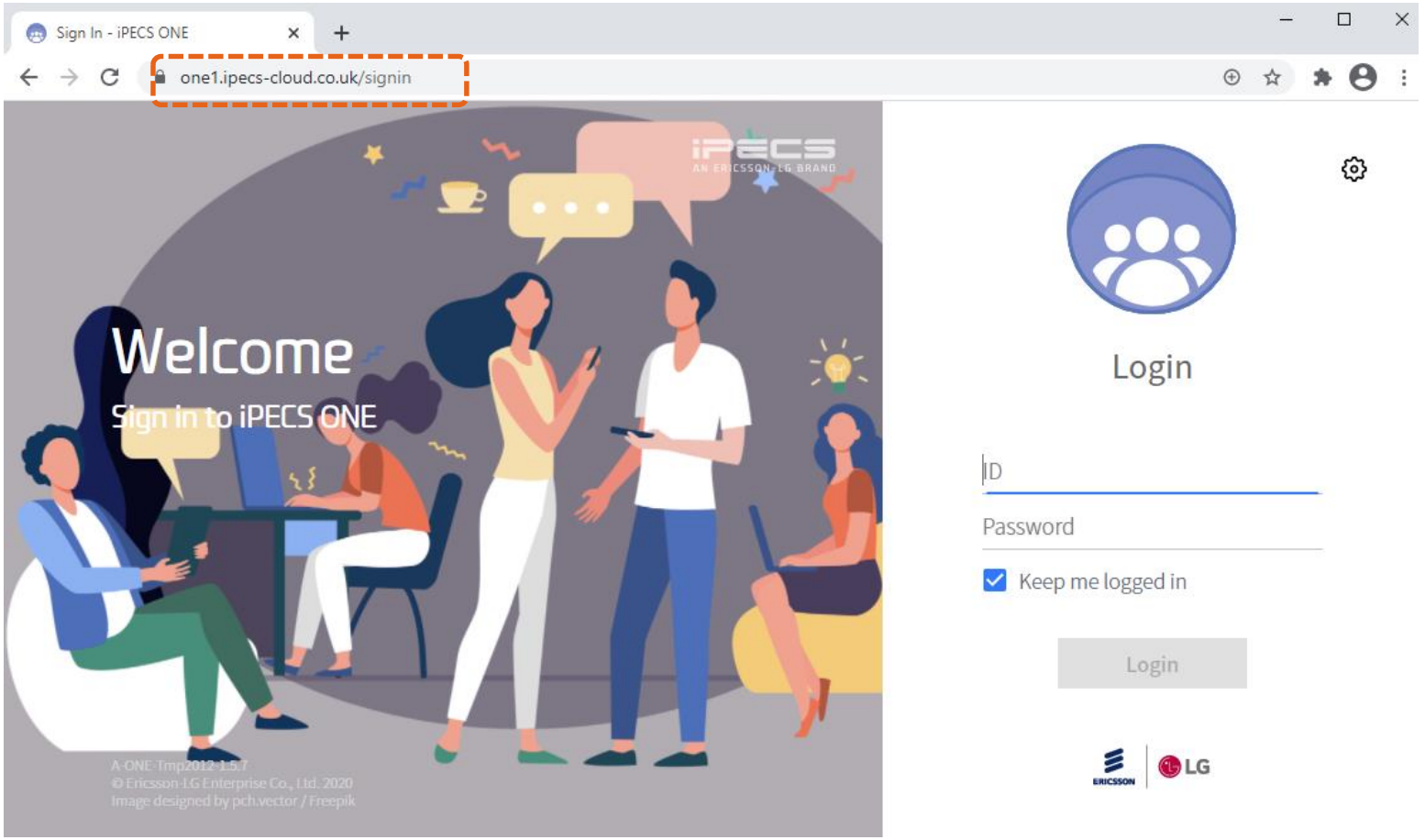
iPECS Cloud Collaboration

You can resent this email once the user is created, by clicking the Resend Access Link.



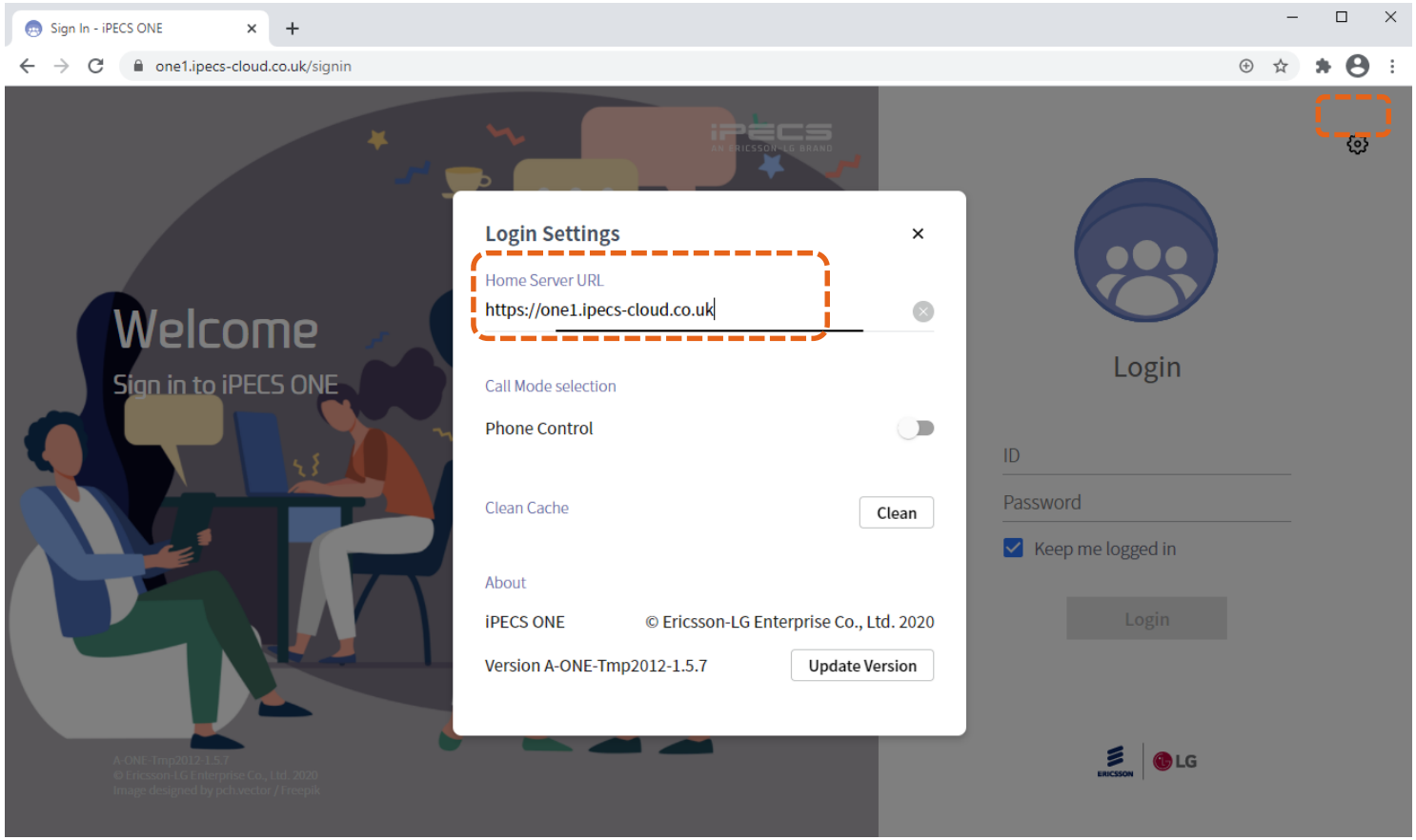
iPECS ONE – Web Client

After you log in for the first time, you can check the Home Server URL address you are logged in as and set it as a bookmark.
Once you know the Home Server URL you can then login manually if you want using the Portal ID and password.
Please note that Chrome is the only supported browser.



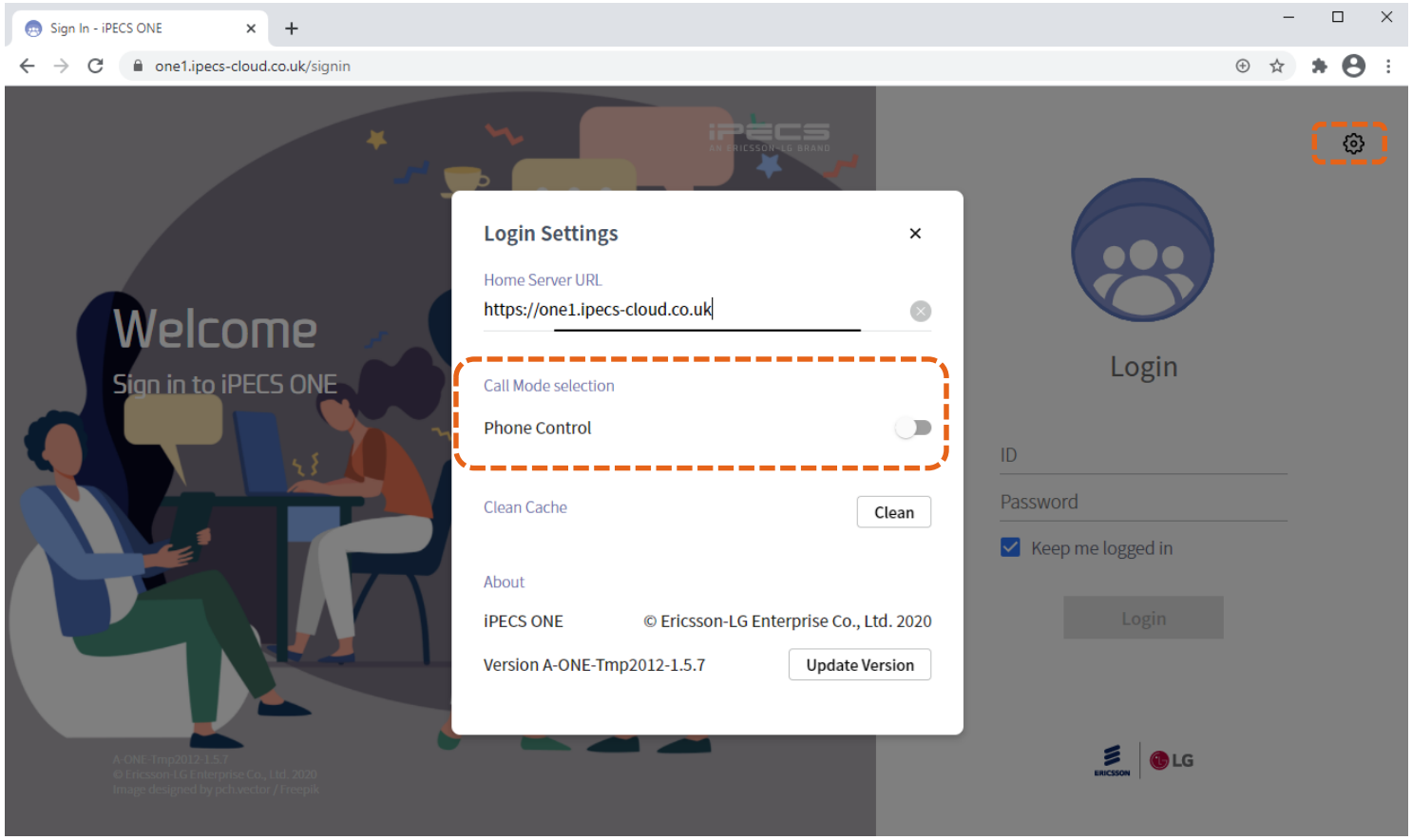
iPECS ONE – Web Client

Click ⚙ (Login Settings) button to open “Login Settings” window. On “Login Settings” window, enter Home Server URL. It can be one of three:
https://one1.ipecs-cloud.co.uk
https://one2.ipecs-cloud.co.uk
https://one3.ipecs-cloud.co.uk
Currently, this can only be found by logging in using the link sent to your email (previously slides).
Enter the Home Server URL and click “X” button to update and close the window.



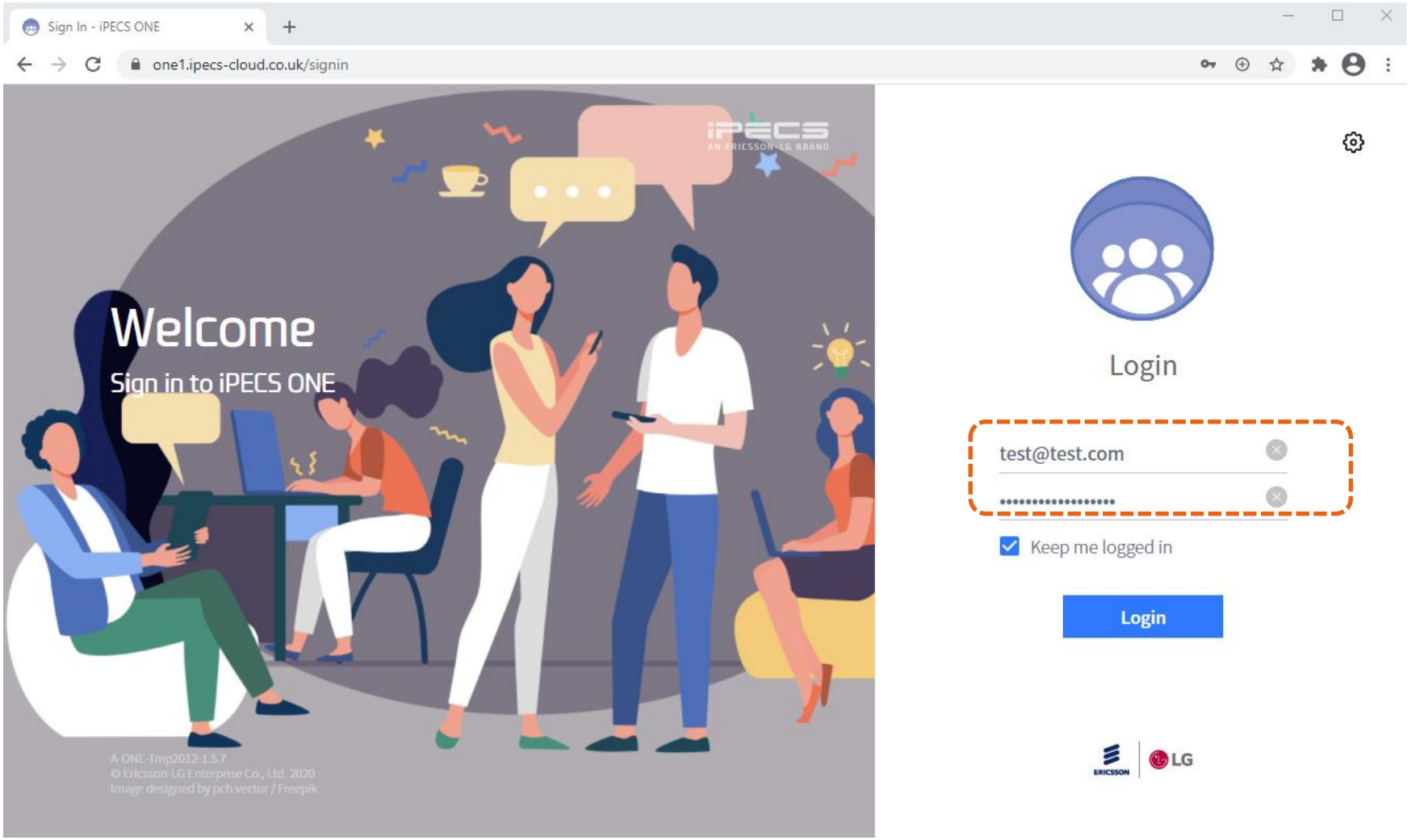
iPECS ONE – Web Client

You can also choose if the Web Client will be with voice (iPECS ONE UC) or non-voice (iPECS ONE Call Control) if you have both licences assigned to the same user by enabling or not the setting Phone Control (this will be call controlling the phone).



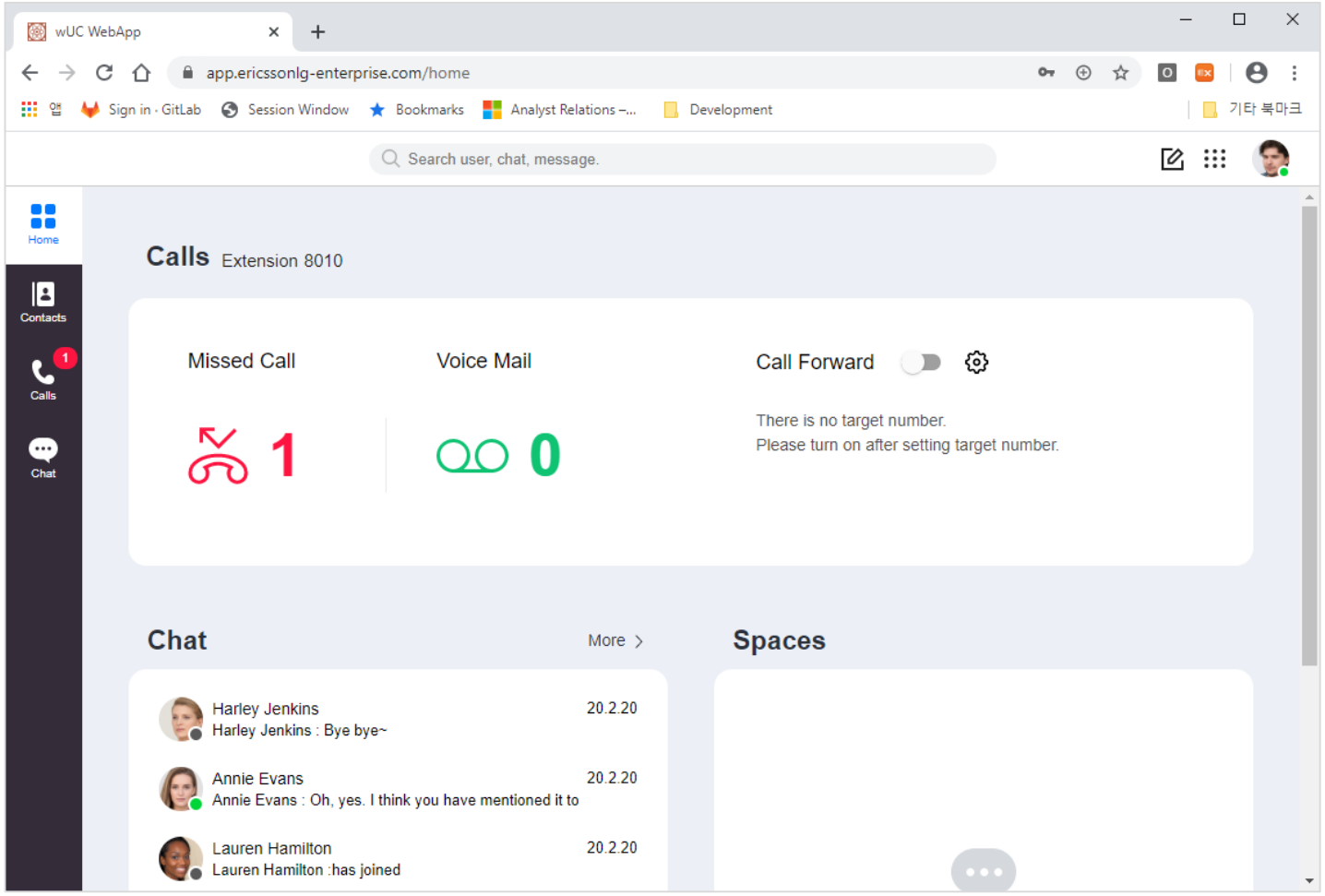
iPECS ONE – Web Client

Login with your Portal ID and Password create on User Setup.



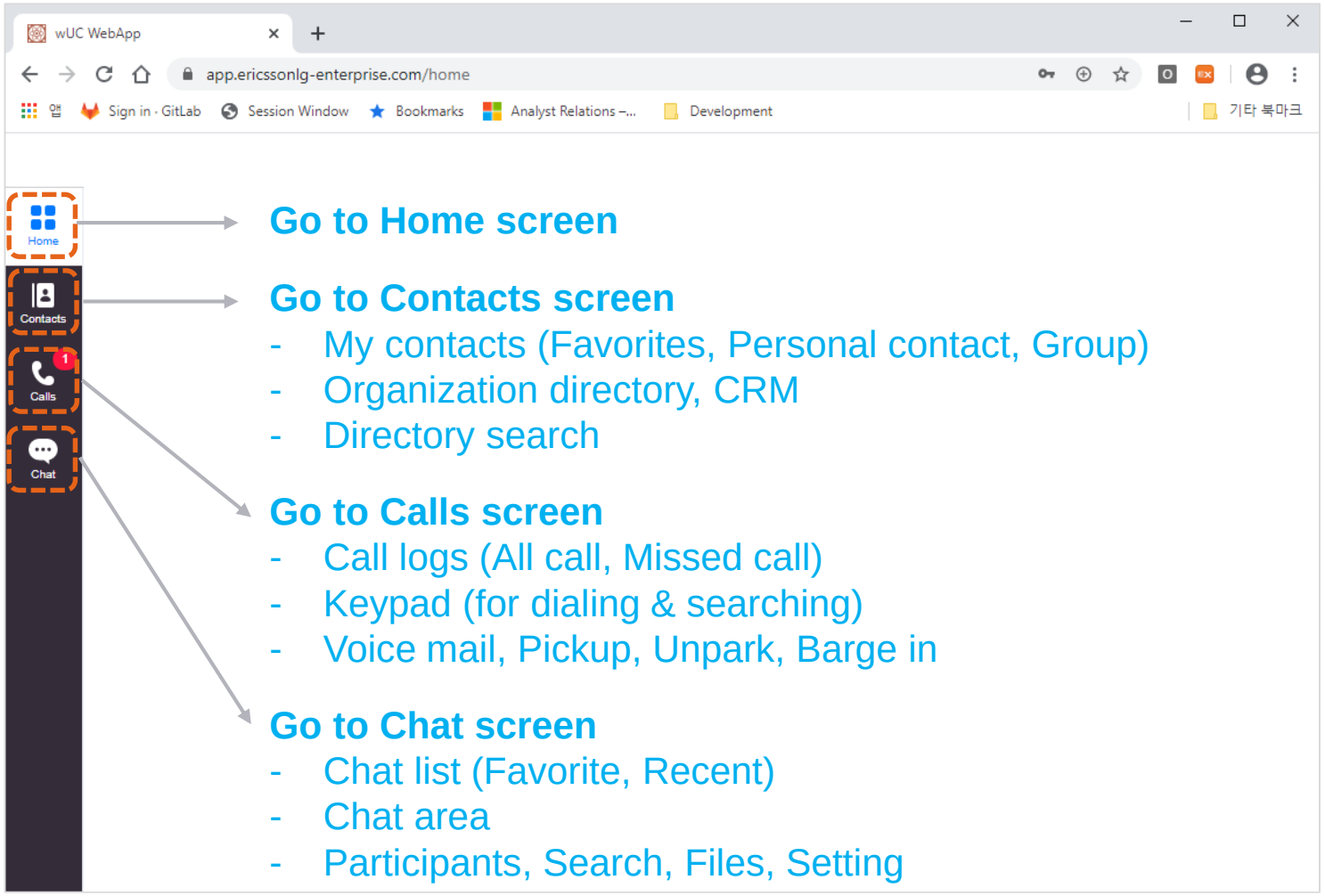
iPECS ONE – Web Client: Home

In the Home screen, you will have a dashboard with missed calls, voice mails and call forward setting. The recent chat window is also displayed. On the left you have the main menu tab and on the top of the page you have the search box, new chat icon, dial pad and user settings.



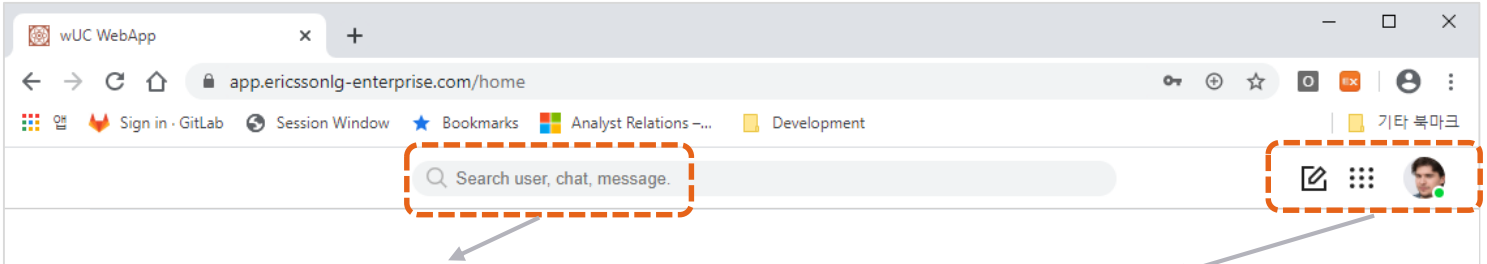
iPECS ONE – Web Client: Home

Main Menu tab.



iPECS ONE – Web Client: Home

Global search, new chat, keypad and personal settings.



Global Search

- Comprehensive search for participants & room names (immediately as you type), and message contents (when pressing Enter key)

New Chat

- Creates new chat

Keypad

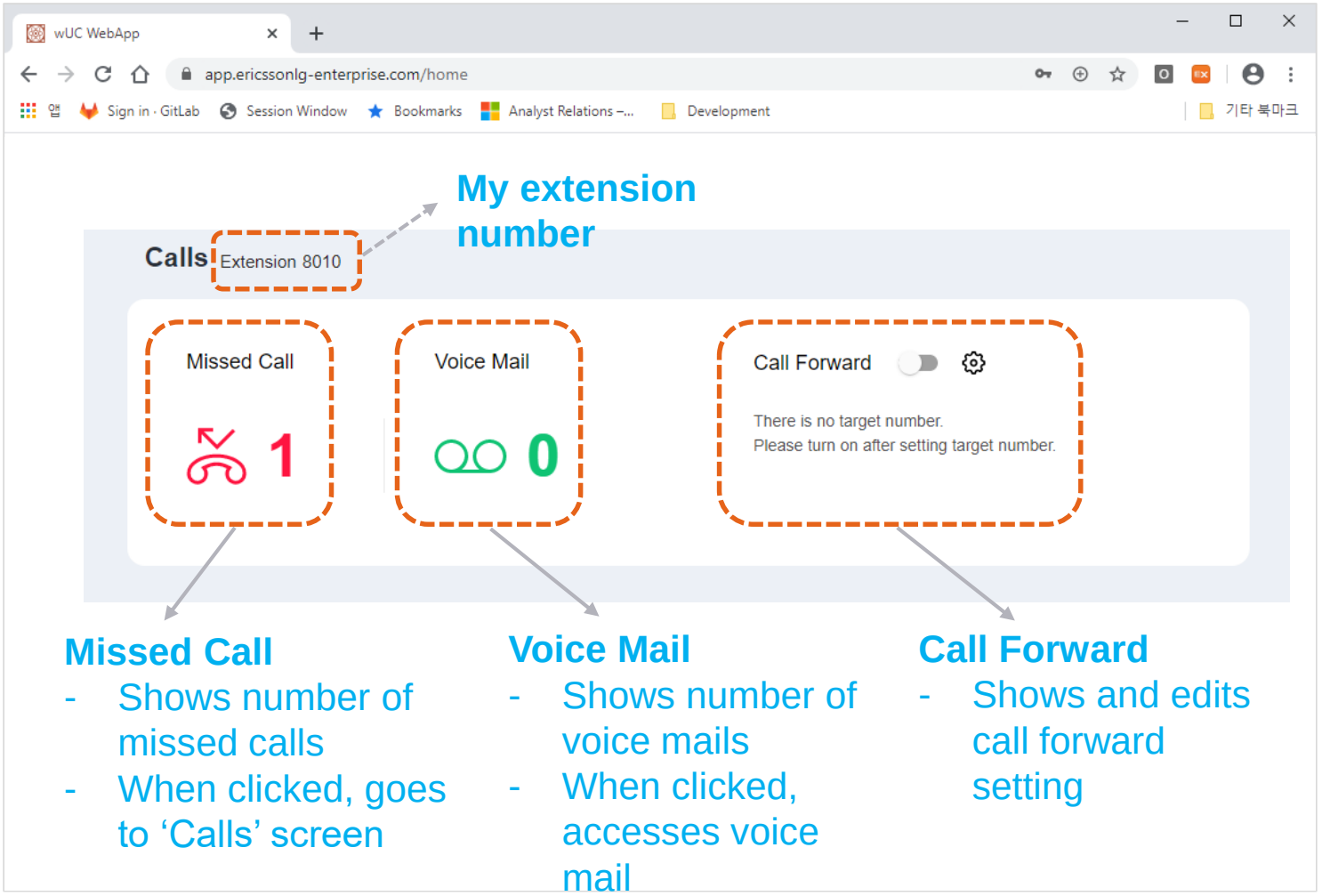
- Shows keypad for dialing & searching

Personal Setting

- Shows and/or edits personal info, presence, notification, call forward, anonymous call reject, device settings and password
- Log out

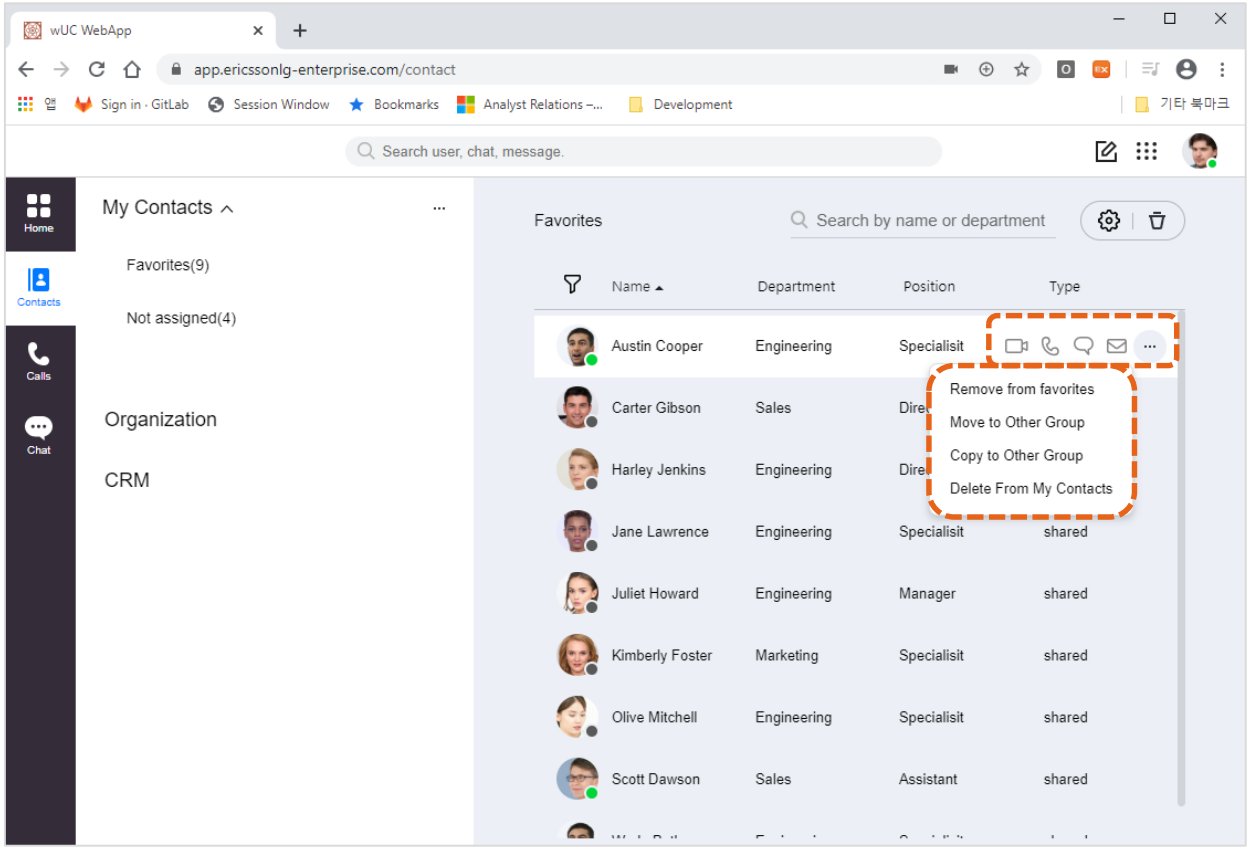
iPECS ONE – Web Client: Home

Dashboard and my extension number.



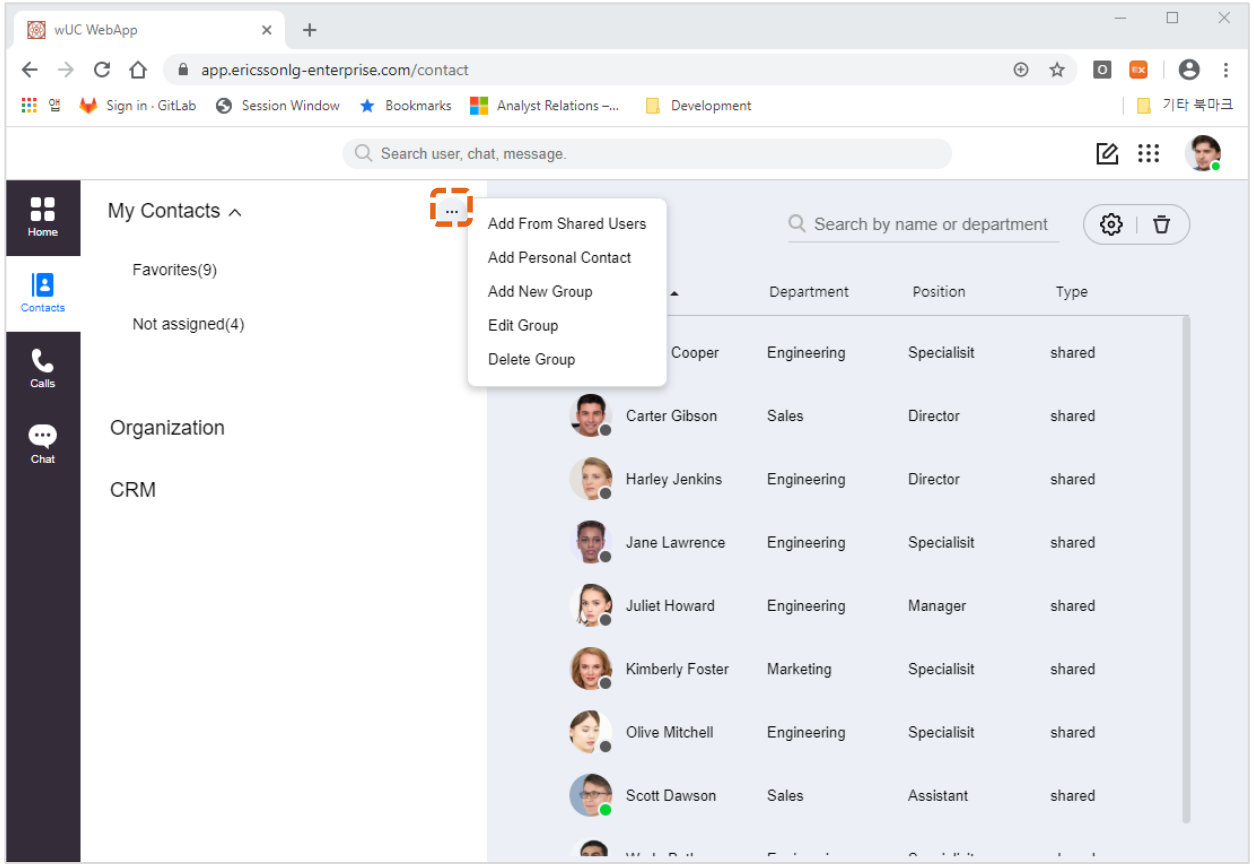
iPECS ONE – Web Client: Contact

In Contacts, when hovering the mouse over a contact item, menus for video, voice calls, chat and e-mail are displayed.
Clicking ··· (Menu icon) on the menu shows popup menus for adding/removing the contact from Favorites, moving/copying to other group and deleting from My Contacts.



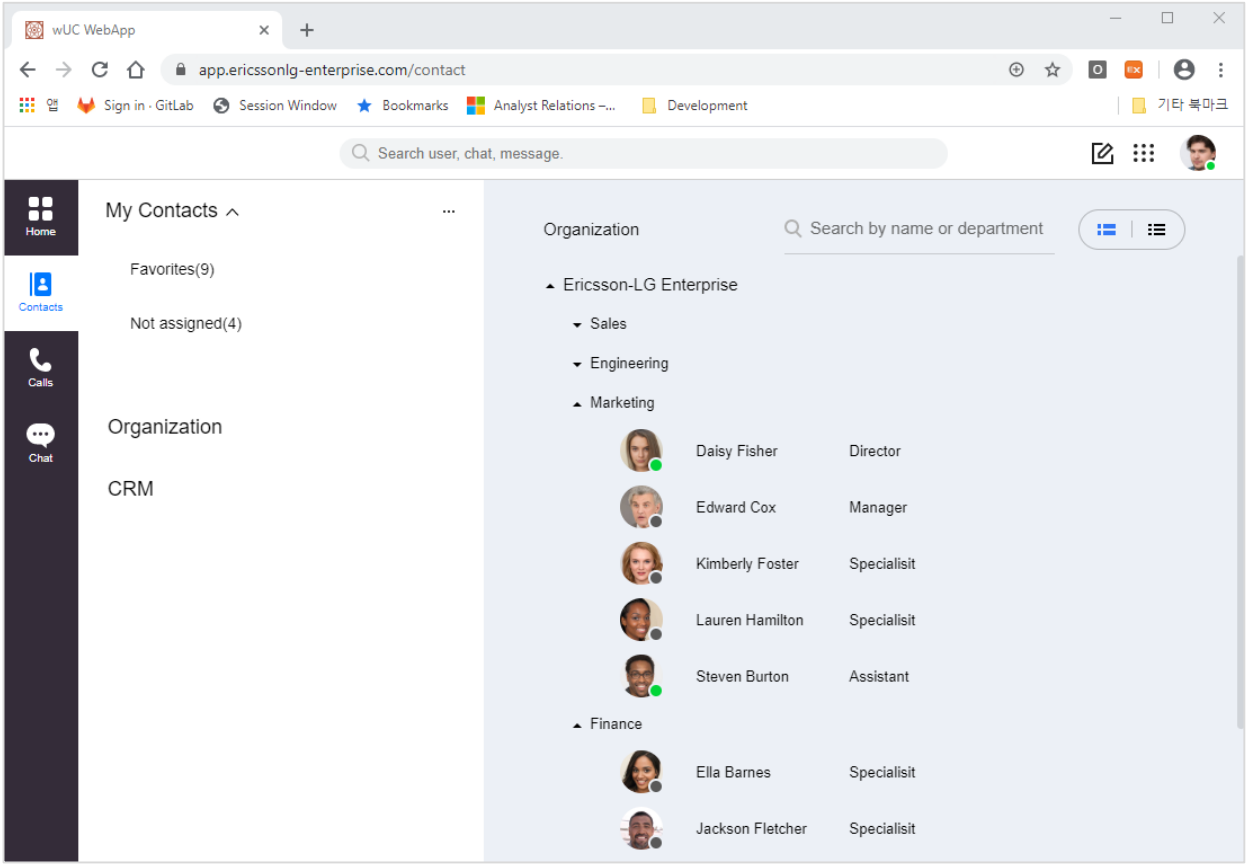
iPECS ONE – Web Client: Contact

By clicking ... (Menu icon) contacts and groups can be added, edited or deleted.
In the search box you can search for user's name and departments.
(Setting icon) allows editing columns of the contact list.
(Delete icon) is used to delete selected user from contact list of a group.



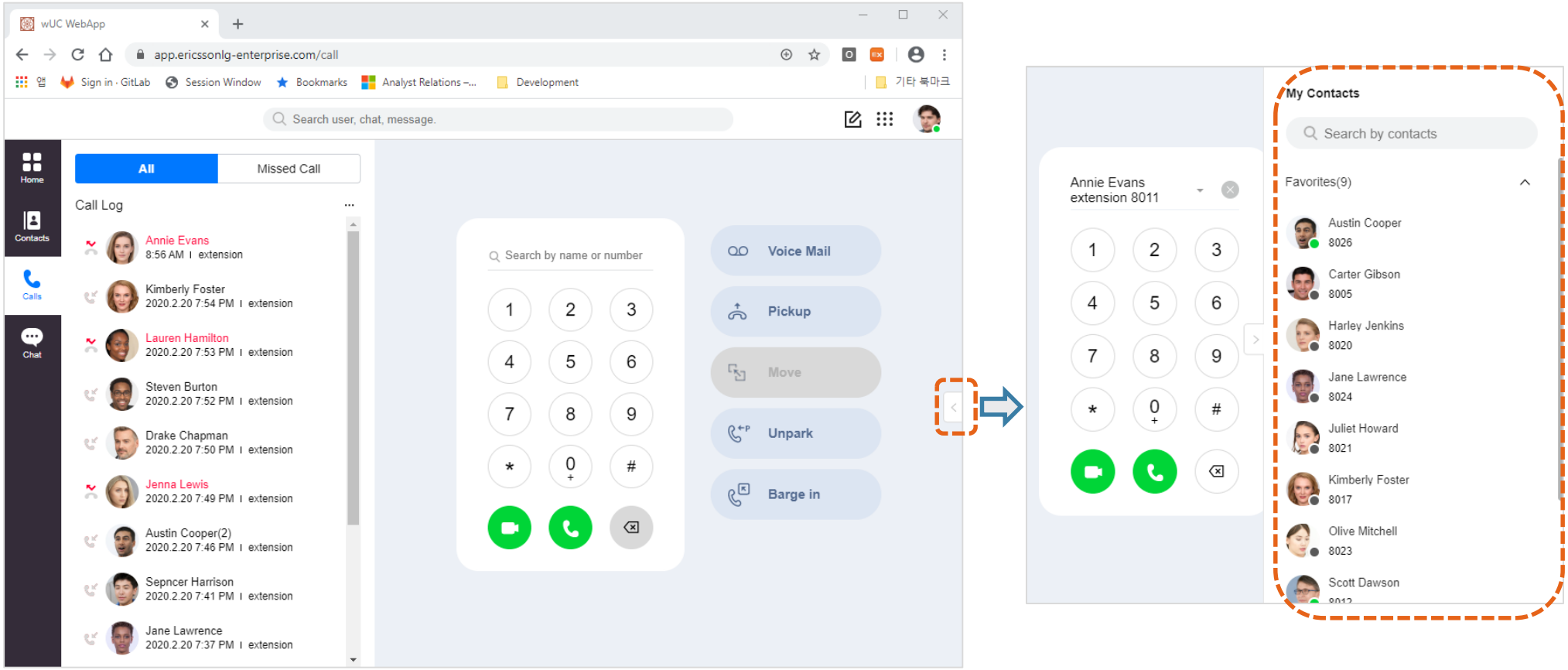
iPECS ONE – Web Client: Contact

Organization shows the organization's directory and its displayed as groups of departments.
The CRM area shows CRM specific configurations if it is integrated.



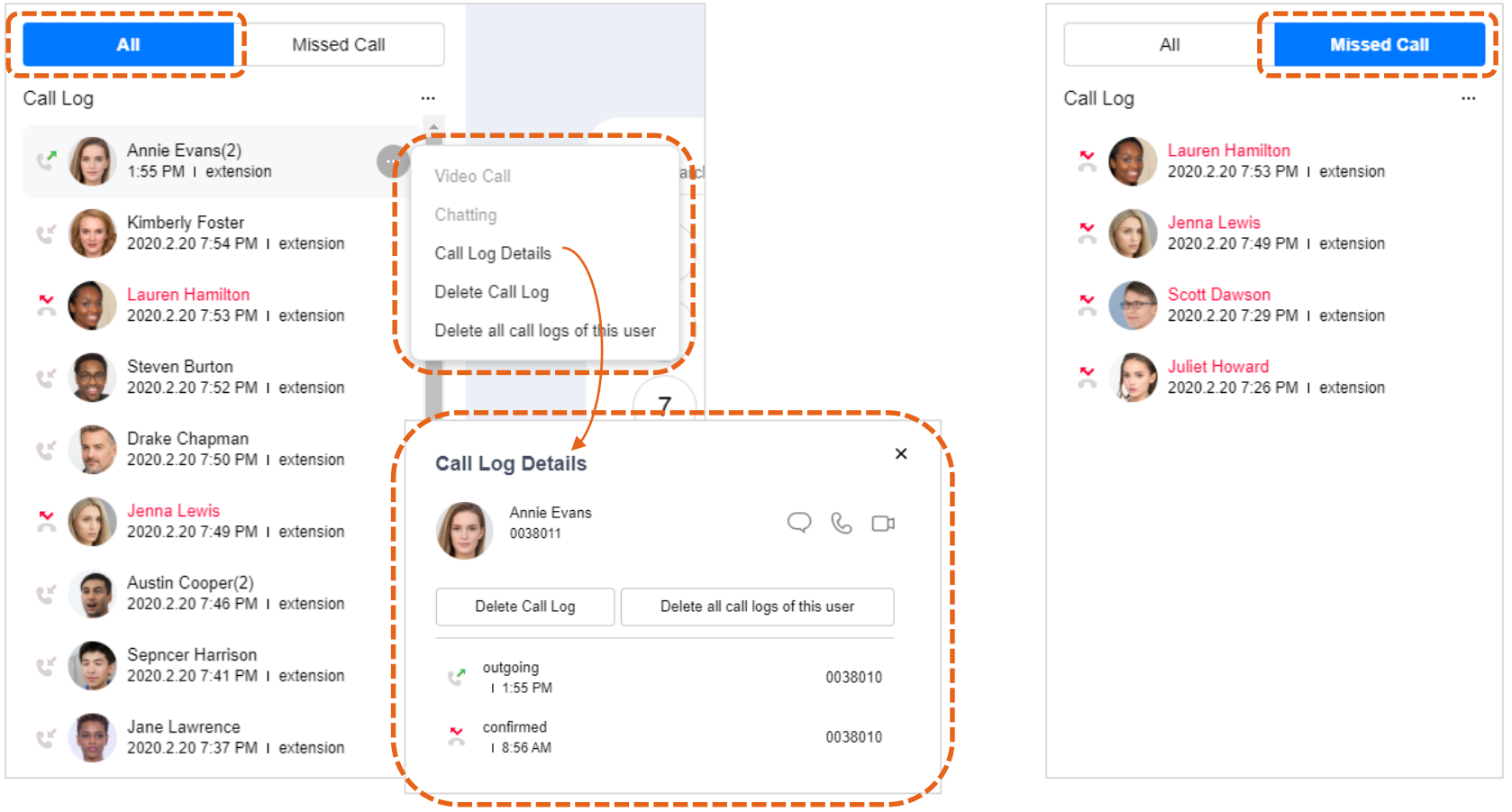
iPECS ONE – Web Client: Call

In the call log area is displayed all call logs and missed call logs.
The call operation area is used to make calls, access voice mail, pick up/unpark calls and barge in.
This side menu is for displaying ‘My Contacts’ at the right edge.



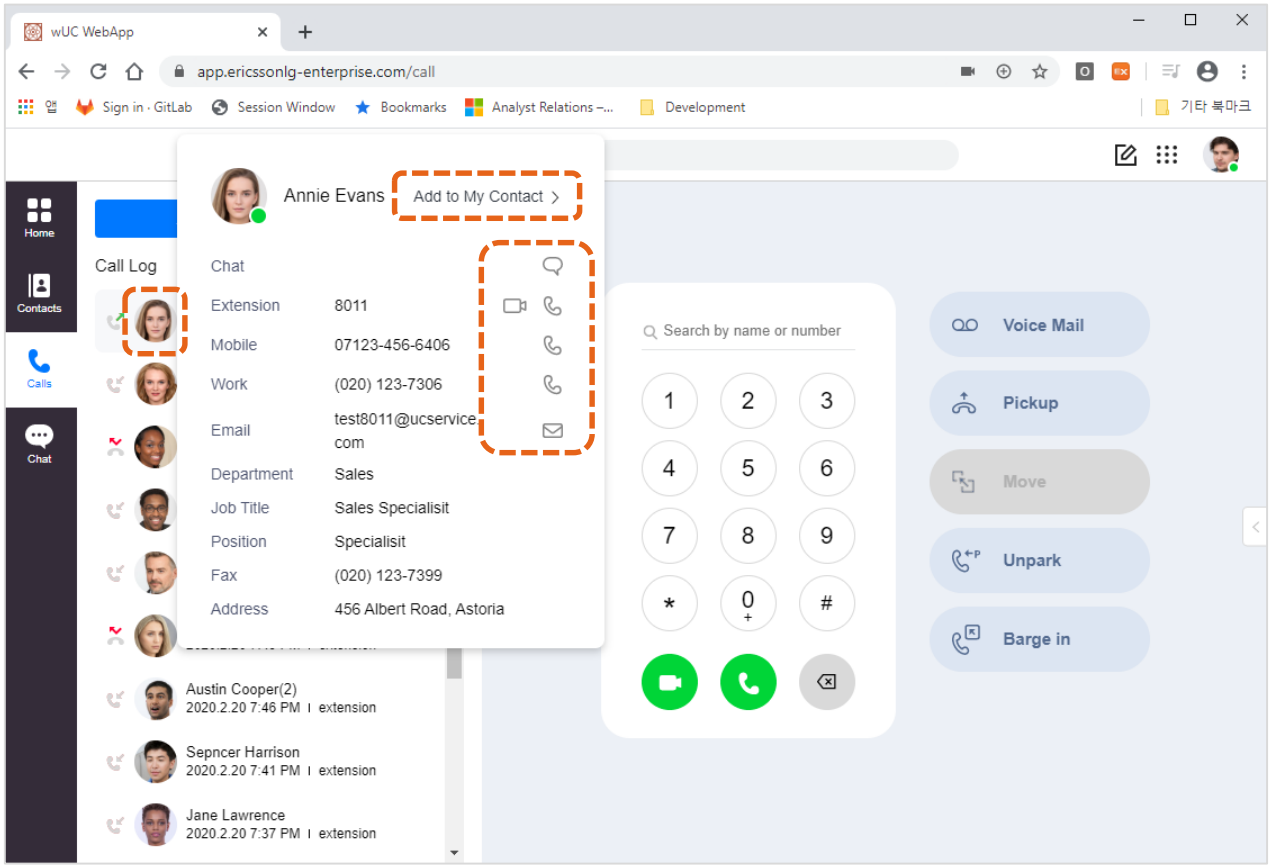
iPECS ONE – Web Client: Call

Clicking ‘All’ or ‘Missed Call’ selects type of call logs to be displayed.
··· (Menu icon) of a call will show a popup menu for call details and deleting from call log.



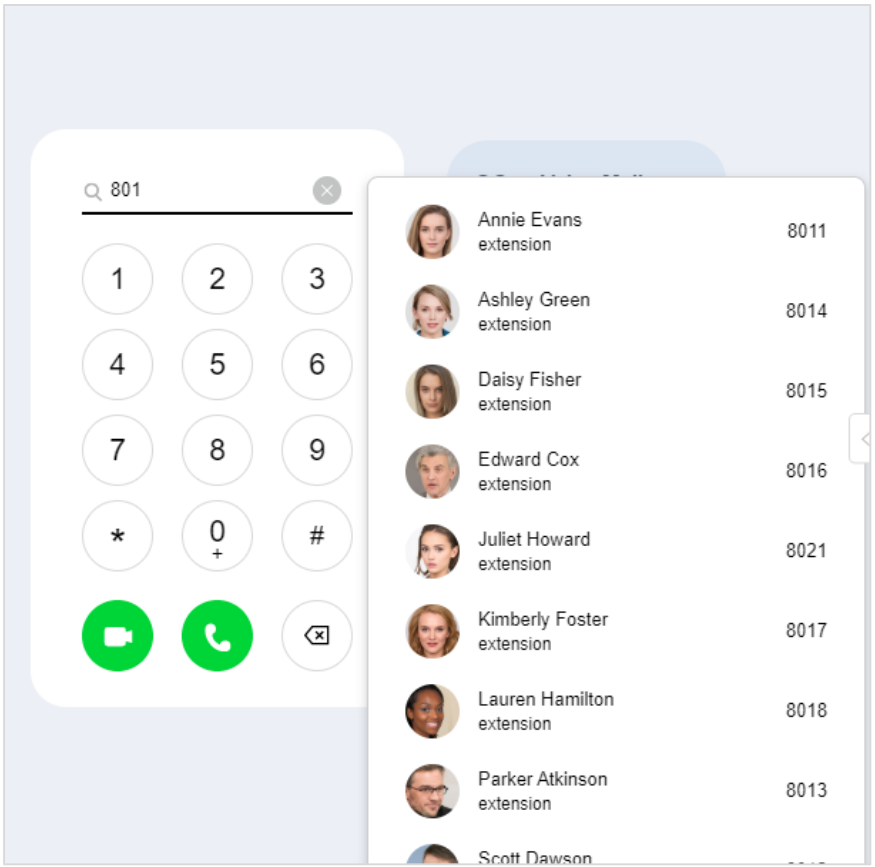
iPECS ONE – Web Client: Call

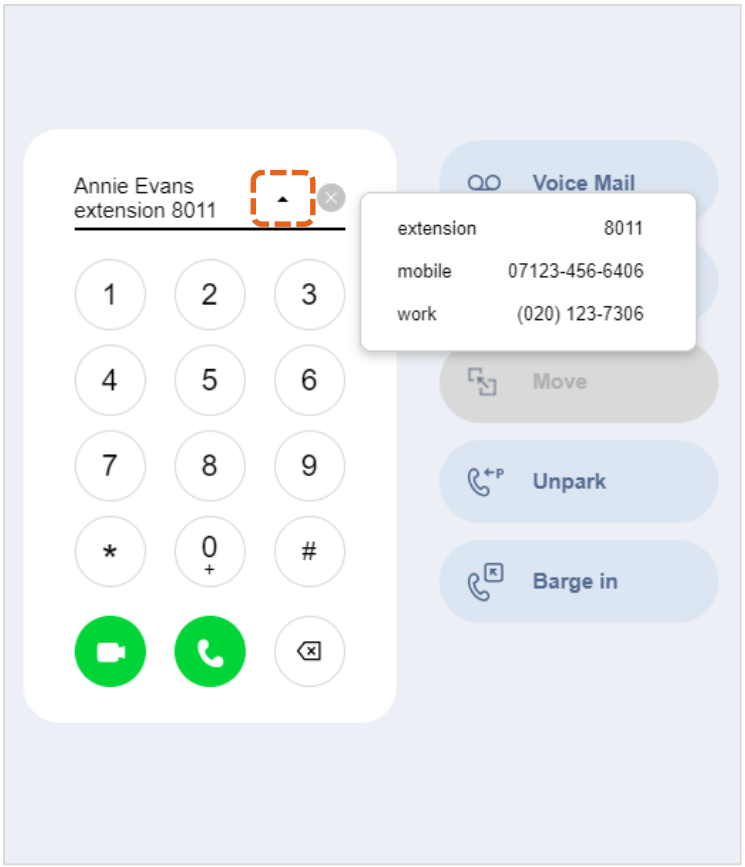
When hovering a mouse over a picture of the call log entry, detailed personal info will be displayed.
On ‘Add to My Contact’ menu, this person can be added to a contact group (Favorite, Not assigned, etc.)
On this window, chat, video, voice calls or e-mail can be made with corresponding menu icons.



iPECS ONE – Web Client: Call

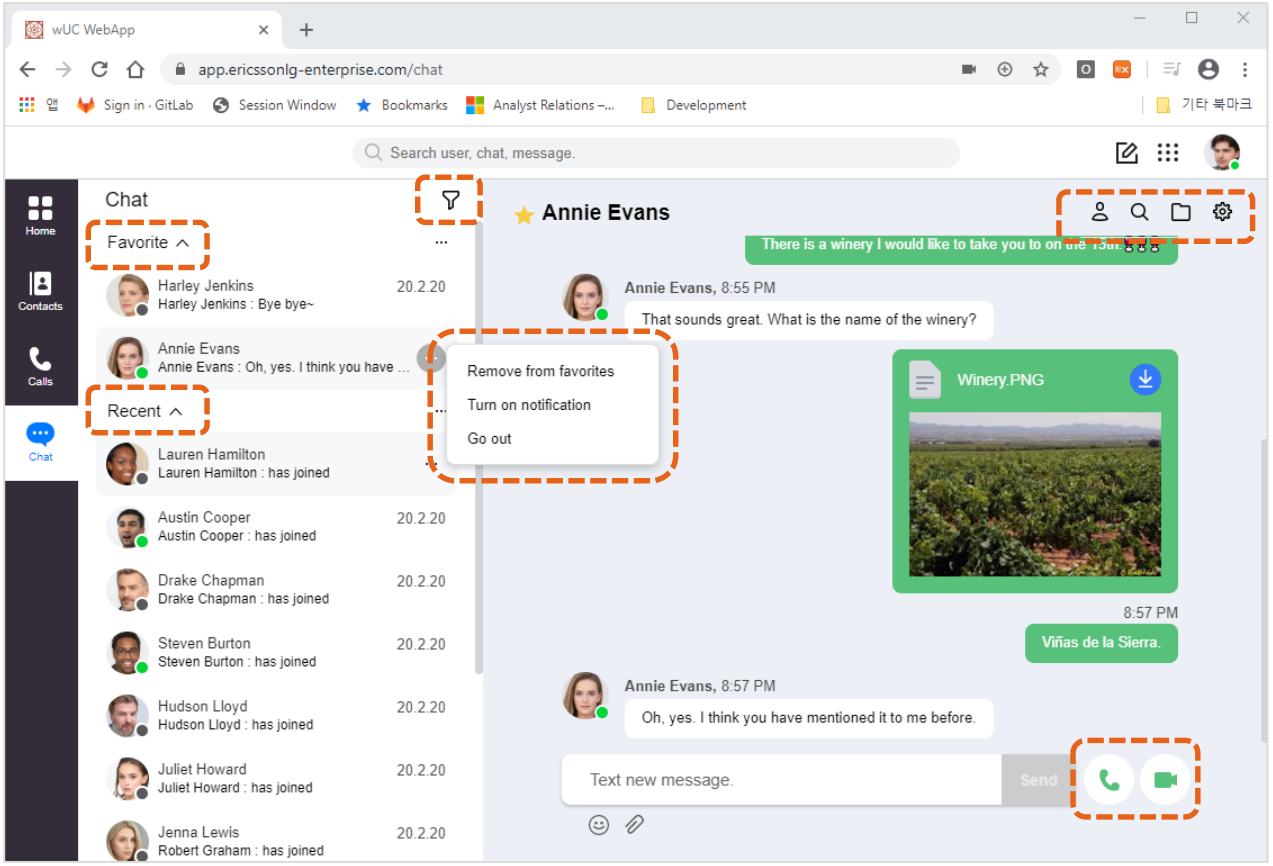
While typing or clicking a phone number, the contact list is searched for that number.
After selecting a contact item, ▾ (phone number list) icon can be clicked for number selection.
After the phone number is set, video or voice button can be clicked to make call.





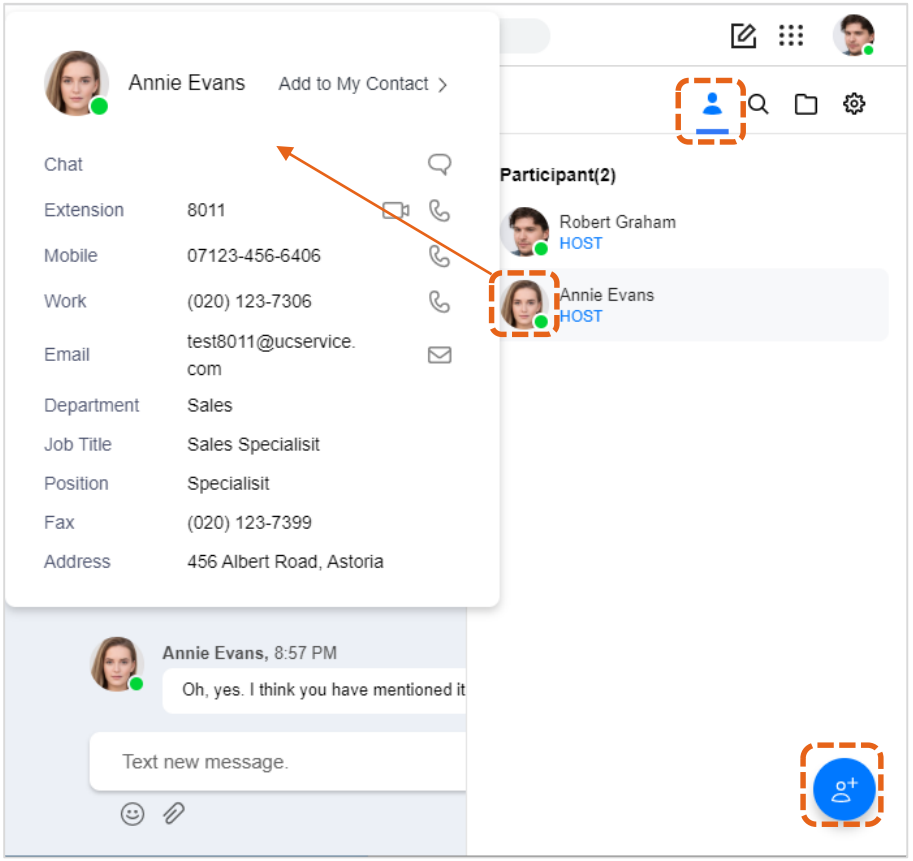
iPECS ONE – Web Client: Chat

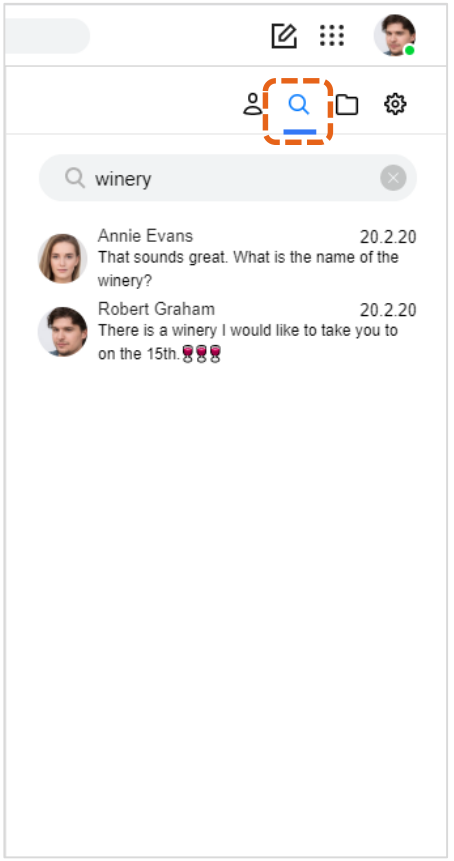
In Chat is displayed a list of Favorite and Recent chats.
In the chat area, text messages, emojis and pictures can be exchanged, and video and voice call can be made between the participants (1:1 or group call)
Chat session menu shows participant info, message search, attached files and settings.
··· (Menu icon) of a chat shows a popup menu for adding/removing from Favorites, turning on/off message notification and leaving the chat.
(Sort icon) menu can be used for sorting by time or unread message



iPECS ONE – Web Client: Chat

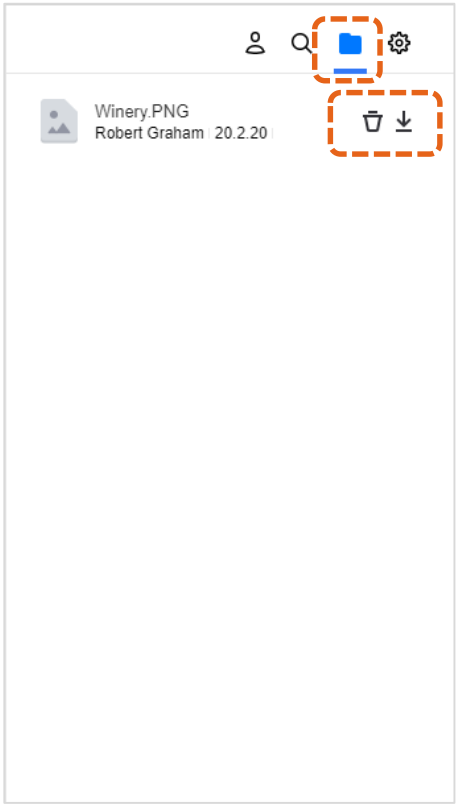
(Participant icon) menu shows the participants of the chat. (Click the icon again to hide the window) Detailed info (when hovering mouse over a picture) and inviting participant are supported.
(Message search icon) provides key word search in the chat messages.

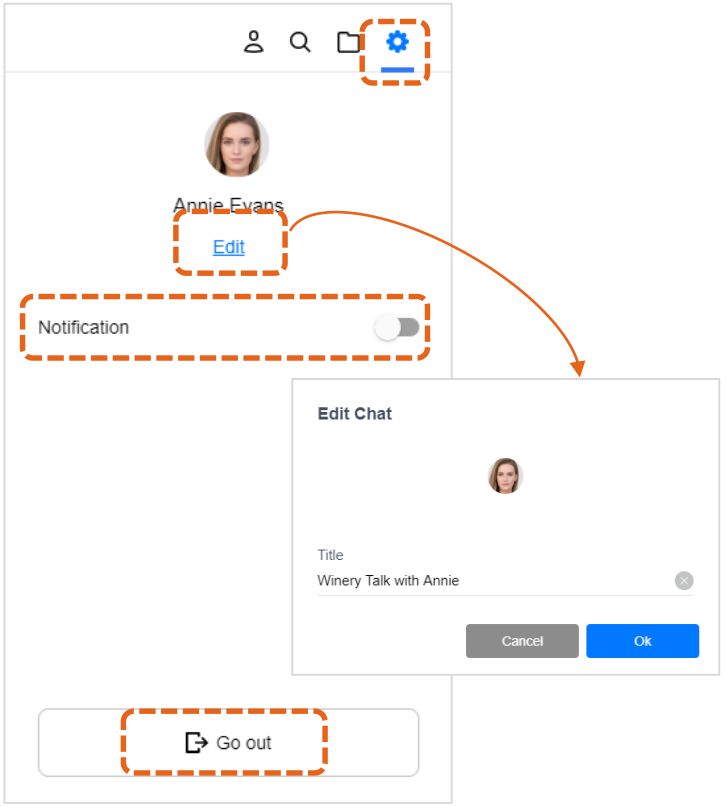




iPECS ONE – Web Client: Chat

(File icon) shows a list of files attached to chat message. (Click the icon again to hide the window) When hovering a mouse over an item, menus for file delete and file download appear.
(Setting icon) shows a window for editing the chat name when clicking on ‘Edit’, setting notification option ON/OFF and exiting a chat by clicking ‘Go out’(If the last user remaining leaves the chat, the room is removed).



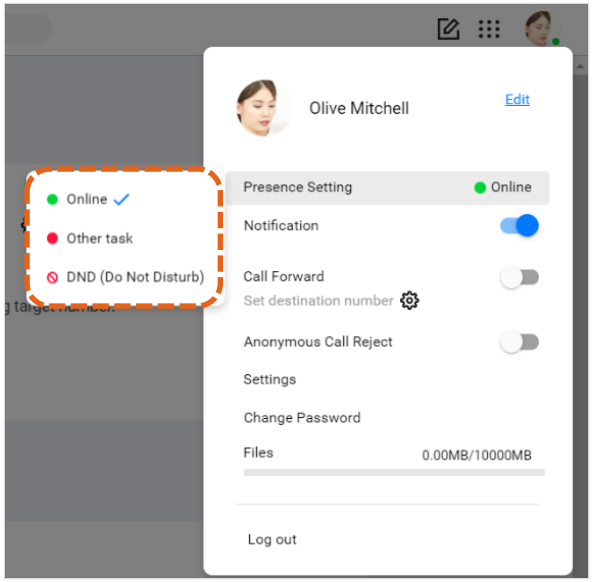


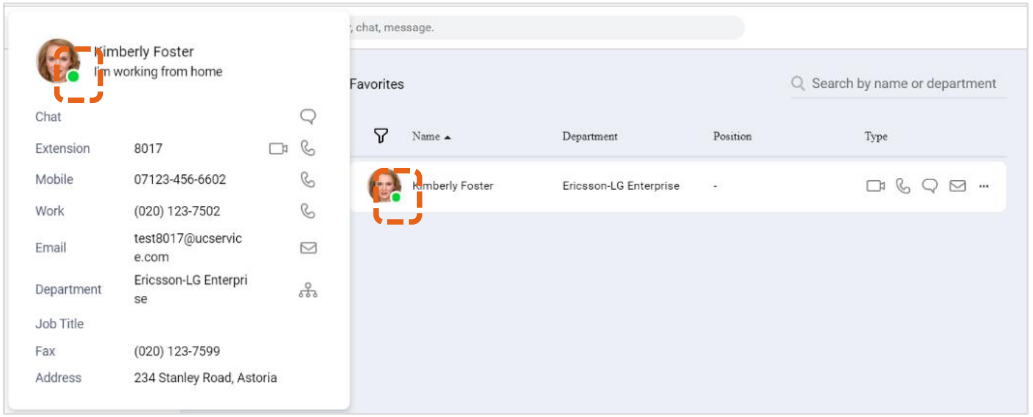
iPECS ONE – Web Client: Presence

You can set your presence status as Online, Other task or DND on user settings screen that is shown by clicking your picture on top right corner.

- Online : Indicates you are online and available for contact
- Busy : Indicates you are online but busy working on other task, on a call, in a 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

A user's presence status is displayed if it is added to your contacts or as chat participant.





iPECS ONE: Mobile

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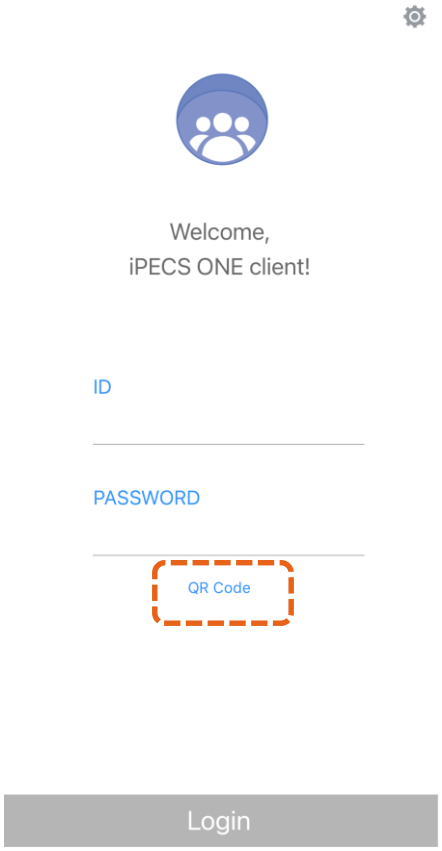
iPECS ONE – Mobile Client

In the iPECS ONE mobile app, to login for the first time, use the QR code provided in the email (slide 9). Use the QR Code button in the iPECS ONE app and aim to the QR code provided in the email and it will log you in automatically.



Dear Jess Portugal

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1. Make sure that Chrome has been set as your default browser and simply click on the link below

   Or

2. Open Chrome and copy and paste the below link into your browser:

iPECS One login link

For mobile device users (Android, iOS):

1. Go to the app store and search for iPECS ONE to install it.
2. Scan the QR code below.

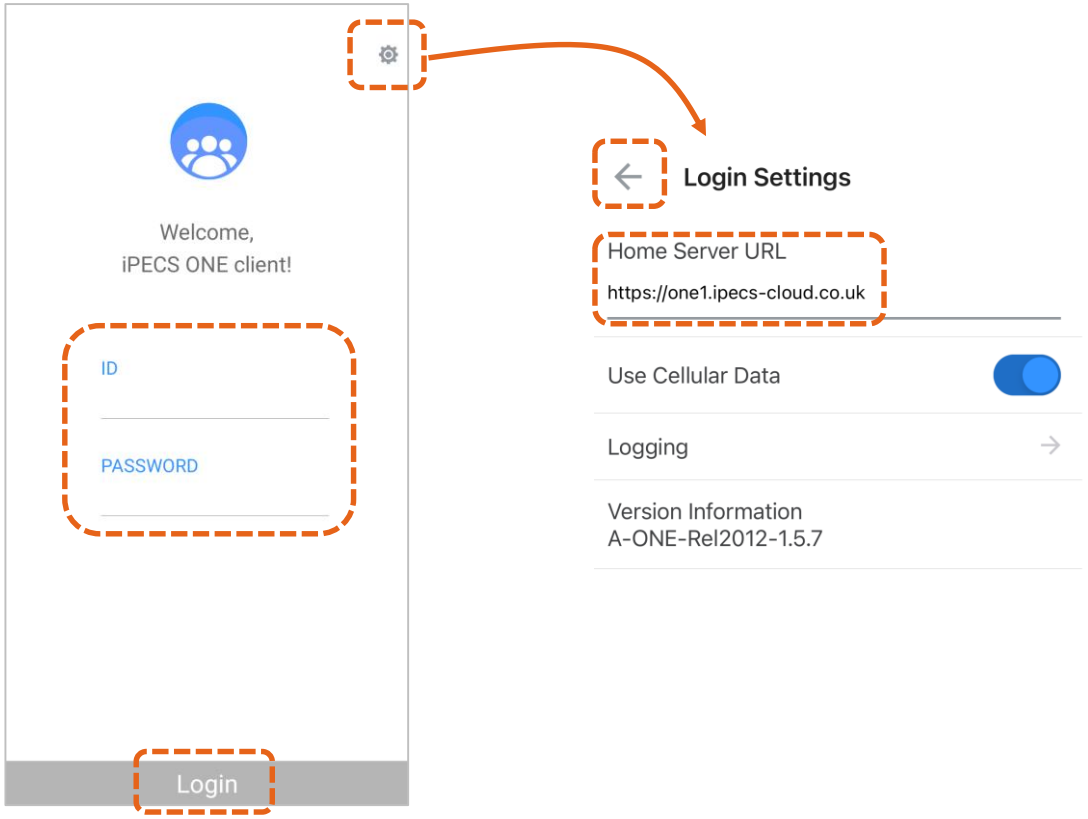
Your device will then automatically login to iPECS Cloud.

Thanks again

iPECS Cloud Collaboration

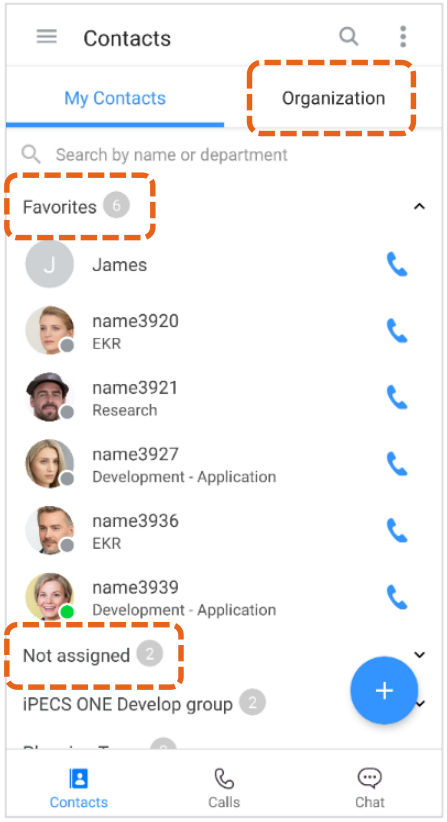
iPECS ONE – Mobile Client

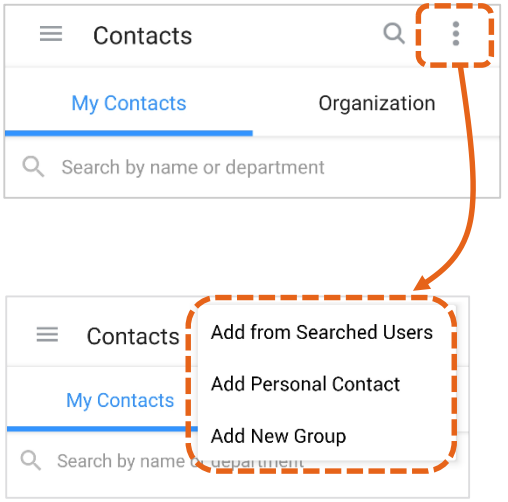
After you logged in for the first time, you can check in the cog the Server URL you need to login as.
To login manually, in the mobile app first click on the ⚙ (Login Settings) button to open the “Login Settings” screen.
On “Login Settings” screen, enter the Server URL (e.g. **https://one1.ipecs-cloud.co.uk**) (the Server URL found using the slide before. Please note it could be one of three Servers URL – see slide 11)
Click on ← (Back) button to update and close the window.
Enter the ID and password as the Portal ID and password created in the User Setup, then click the “Login” button



iPECS ONE – Mobile Client: Contact

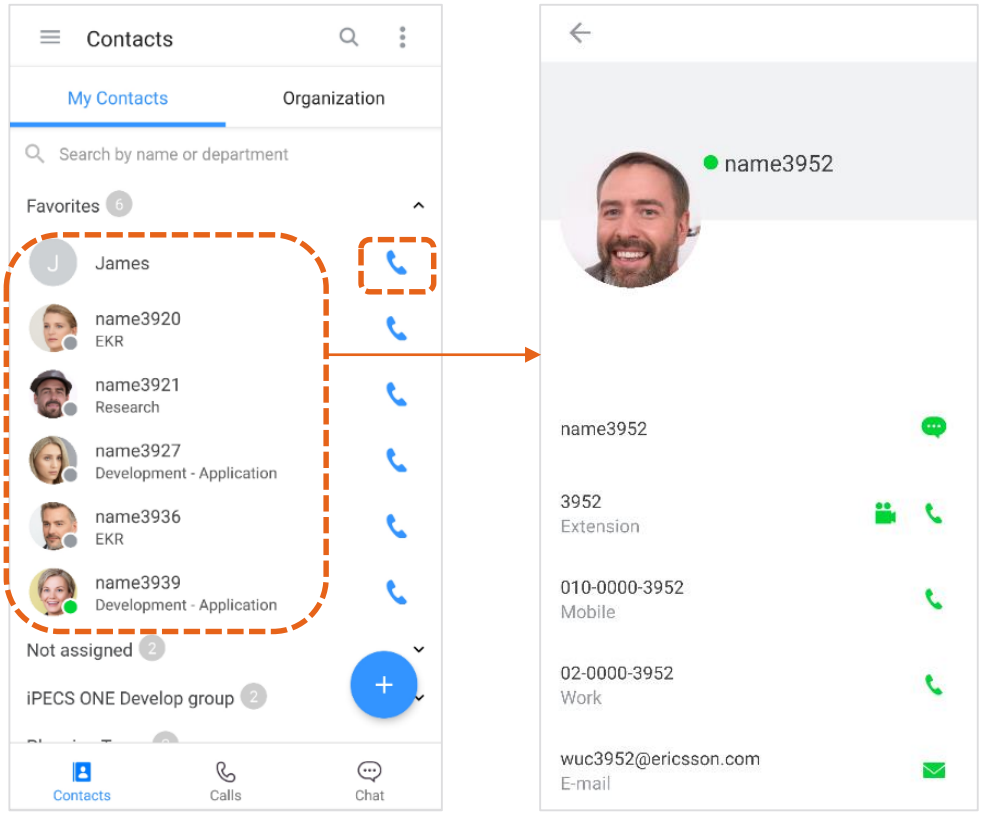
Groups: Favorites are the frequent users and Not assigned is a grouped users without specific group name.
Clicking in ‘Organization’ will show the organization directory.
Click on ⋮ (option menu) to show a menu window to add a user to a group, add to personal contact or add to a new group.

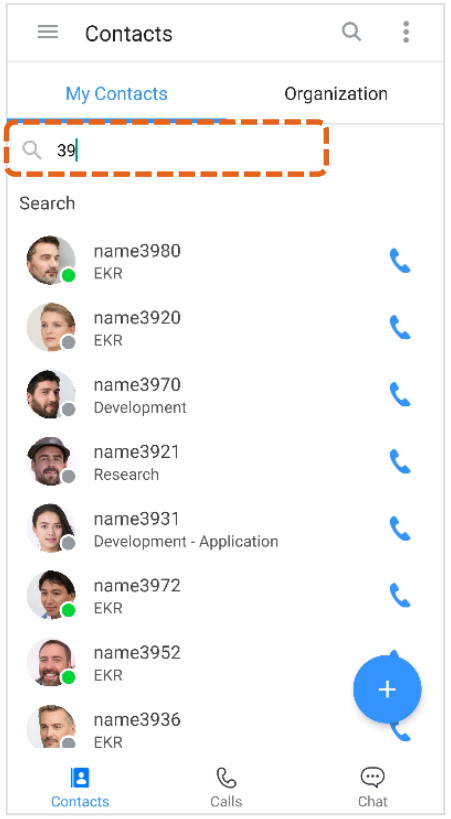




iPECS ONE – Mobile Client: Contact

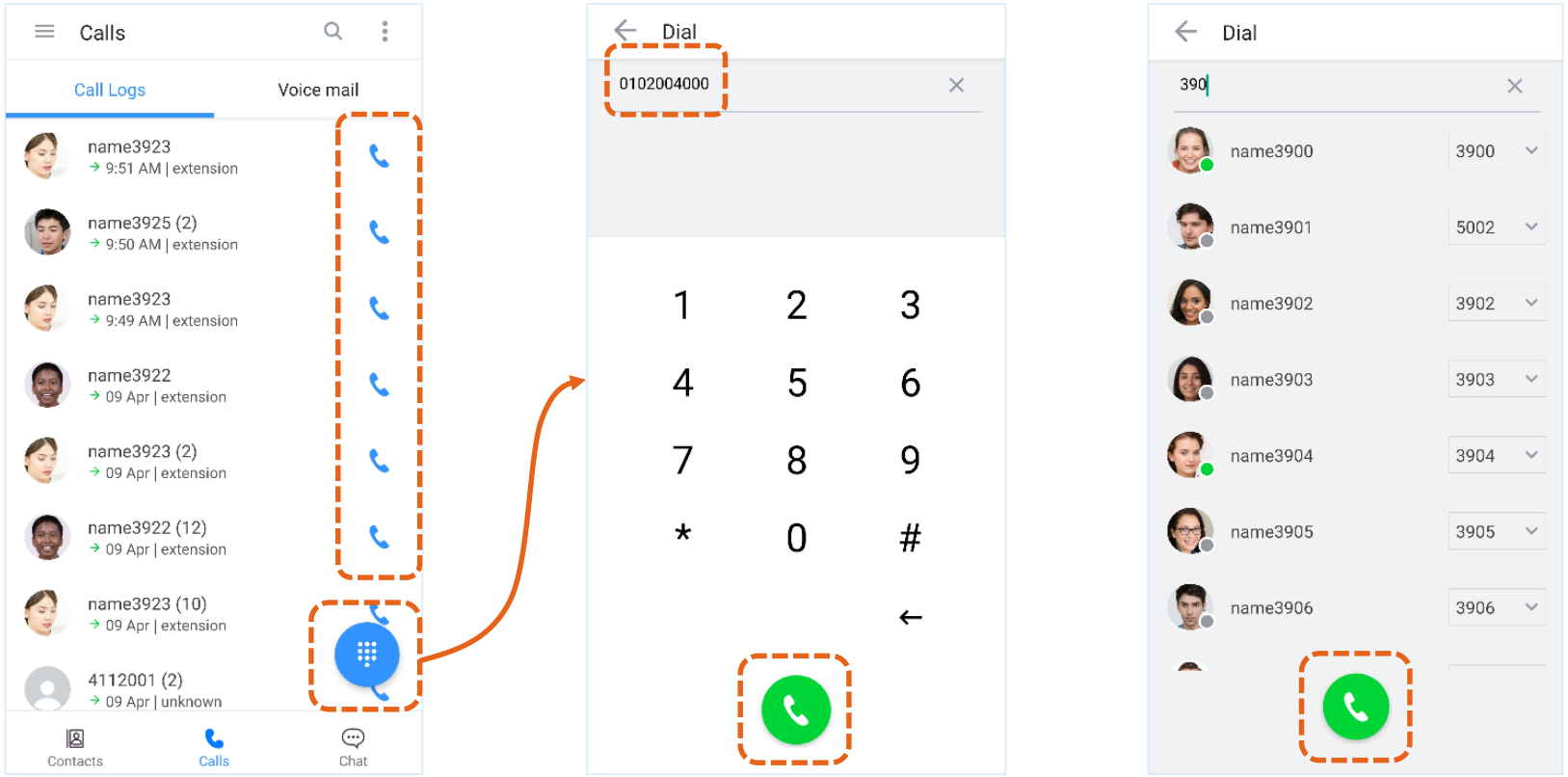
To make a call to a user, click on (Voice Call) button on Contacts screen.
Select a contact to view contact details such as name, phone numbers, email address and department.
On contact details window, chat, voice/video calls or email can be started using corresponding buttons.
Use the search box to search a user's name and department, enter at least two letters or numbers in search input box.





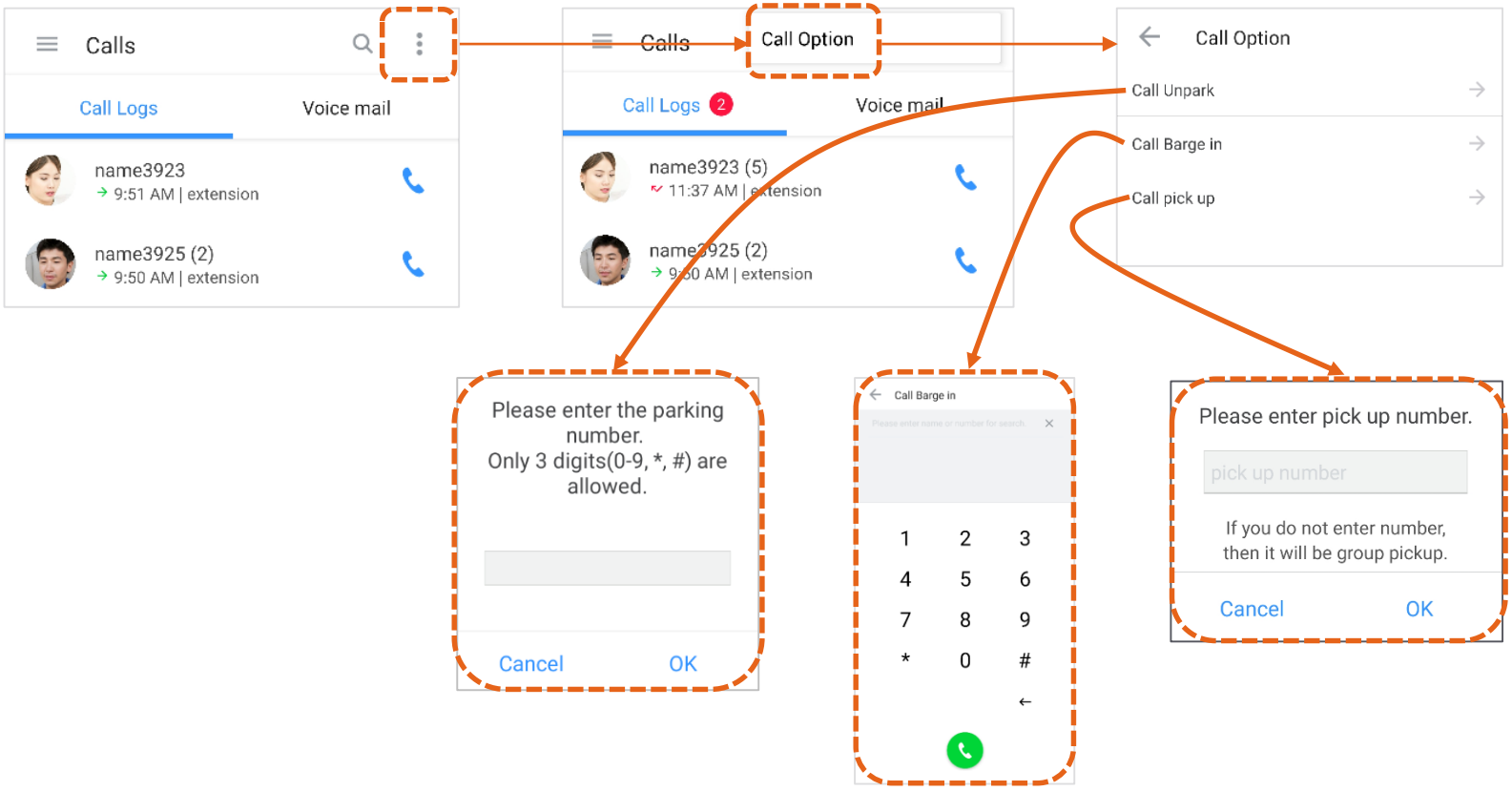
iPECS ONE – Mobile Client: Call

To make a call, click on (Call) button on the “Call Logs” screen.
Or click on the (Keypad) button and enter digits on keypad screen, then click on (Voice Call) button.
Or you can search by name or number on search input box, select a number, then click the (Voice Call) button.



iPECS ONE – Mobile Client: Call

During idle state, several features can be provided by selecting “Call Option” menu.
Unparking a parked call can be performed to continue the call by selecting “Call Unpark”.
You may barge into another existing call by selecting “Call Barge in”.
You can answer a call ringing at another station by selecting “Call Pick up”.

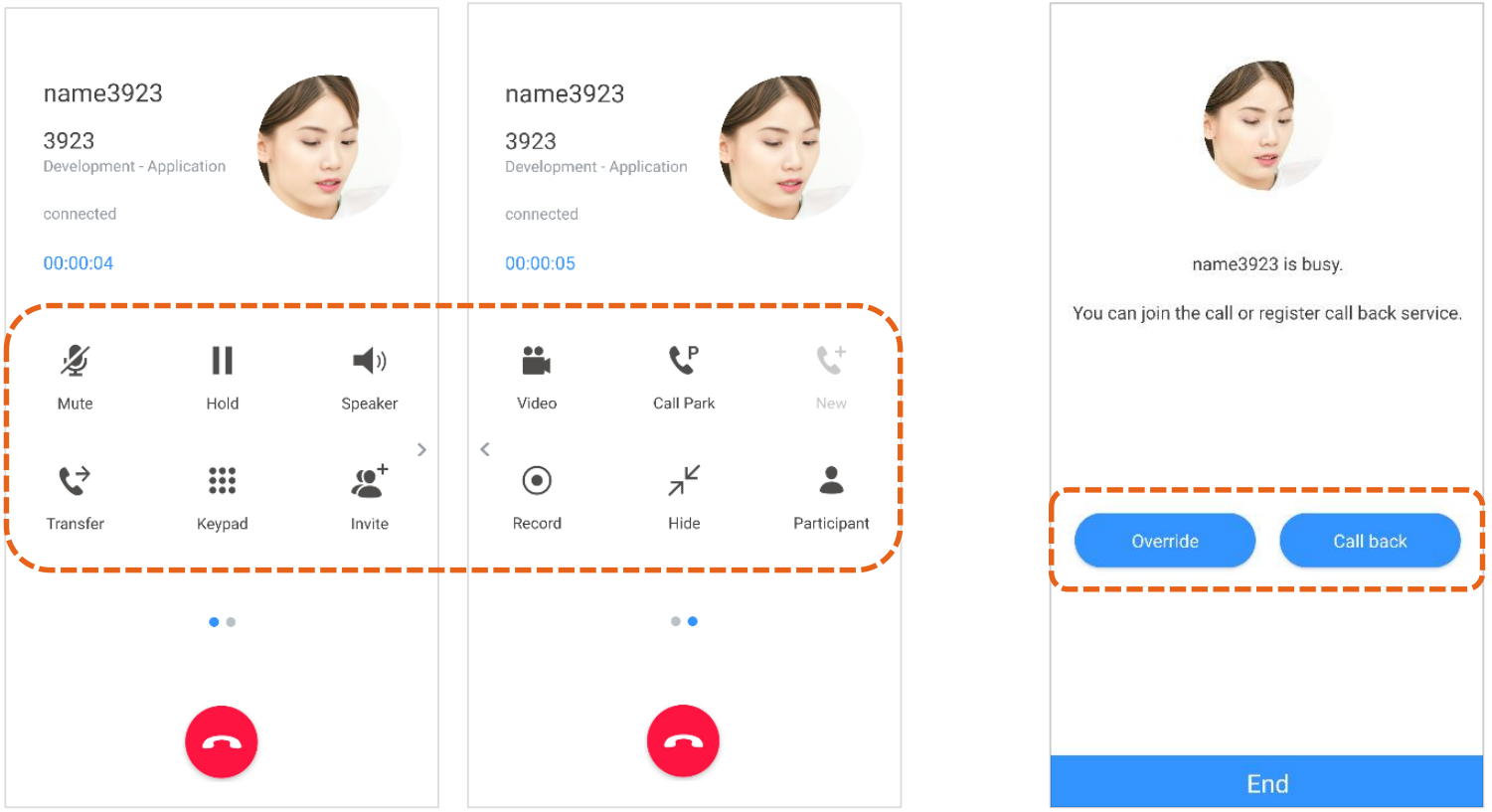


iPECS ONE – Mobile Client: Call

During a call, many features are provided on the call popup screen.

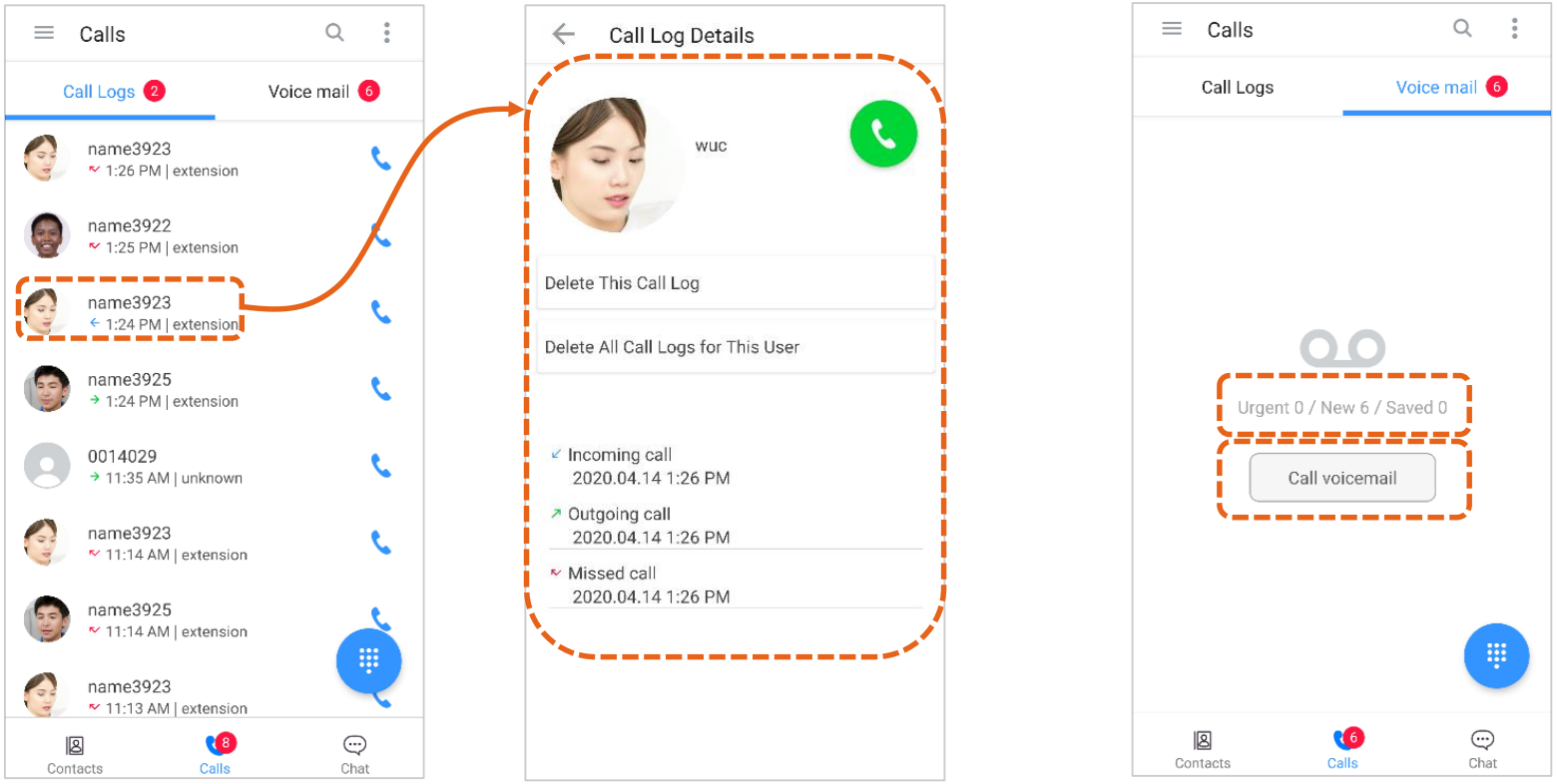
- Features while in a call : Mute, Hold/Retrieve, Speaker, Keypad
- Voice call features : Transfer, Invite another participant, Switch to Video Call, Call Park, New call, Record, Hide, Participant in the call

Feature when the extension called is busy: Override, Call back



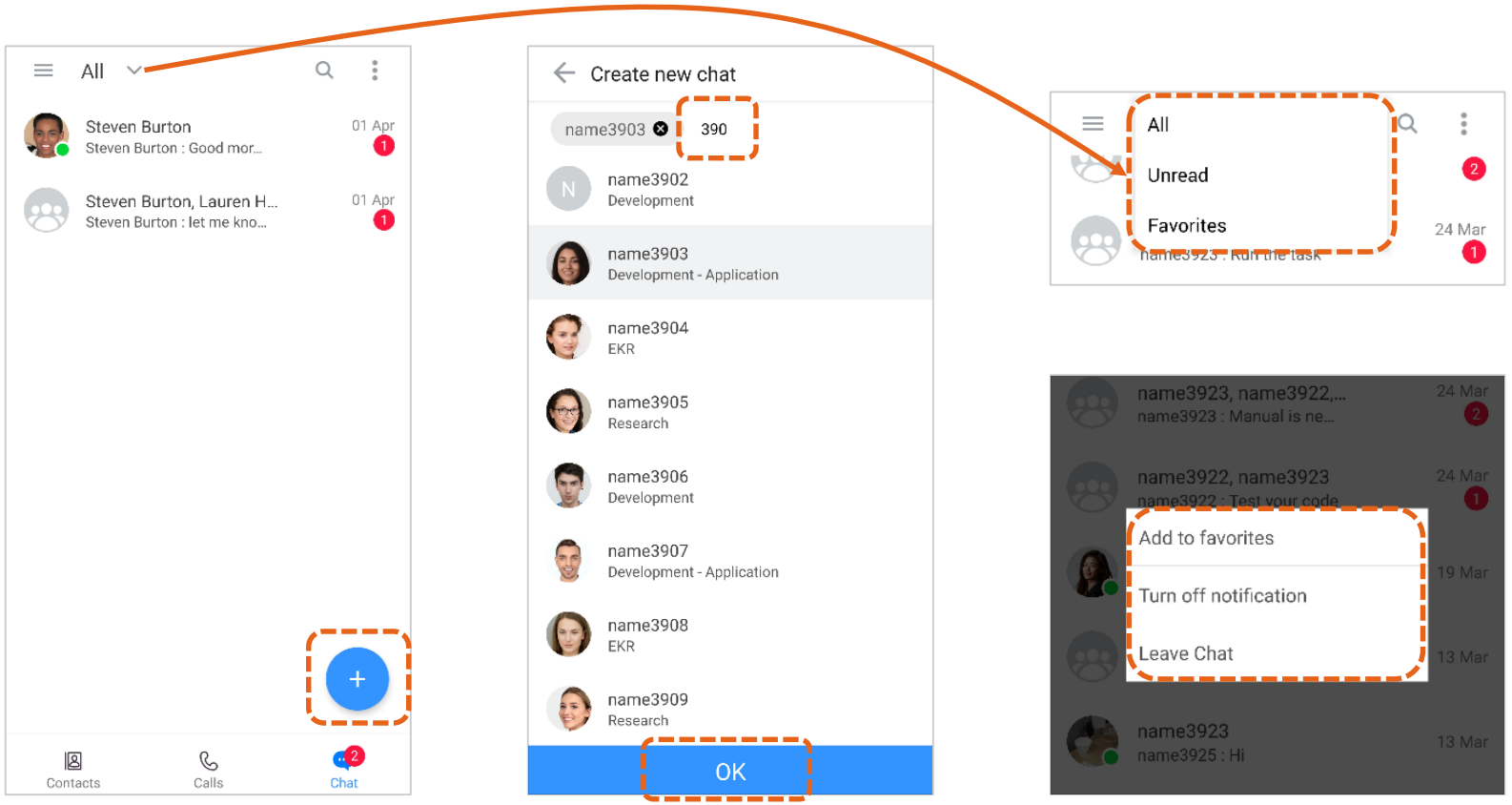
iPECS ONE – Mobile Client: Call

The call log displays the history of outgoing, incoming and missed calls.
The call log of a user can be listed and deleted on “Call Log Details” that appears by clicking the call log row.
In “Voice mail” you can check detailed counts for urgent, new and saved voicemails.
Click [Call voicemail] (Call voicemail) button to make call to the voice mail service number.



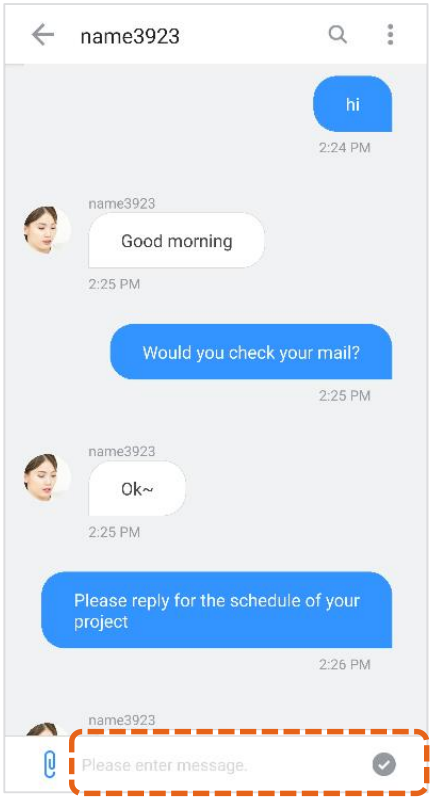
iPECS ONE – Mobile Client: Chat

To create a new chat, click on (+) (Create Chat) button, the search for an user, then click the “OK” button.
You can filter the chat list by All, Unread or Favorites by clicking the (Filter) at the top left.
You may leave the chat room, turn on/off notification for the that chat and add/remove to favorites.



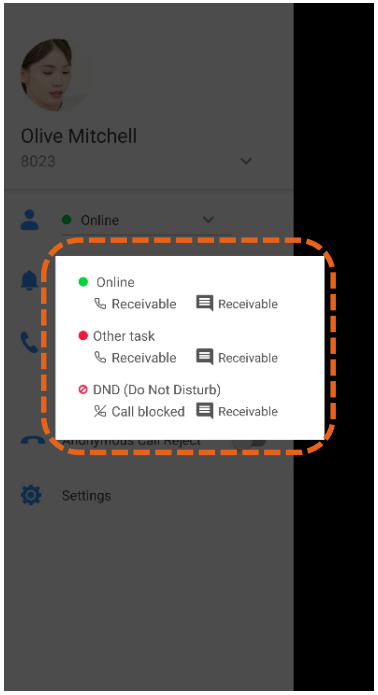
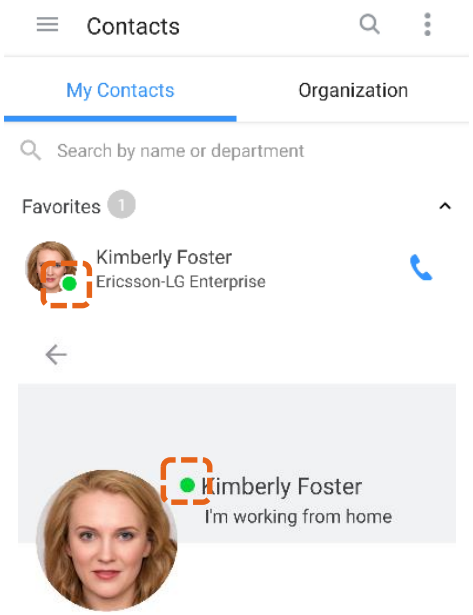
iPECS ONE – Mobile Client: Chat

To send a text message, type the text in message box and click the (Send) button.
To include an emoji in a message, select emoji input on soft keyboard of the smartphone, then select an emoji.
You can attach an image file by selecting it on the phone or taking a picture using (Attach) button.



iPECS ONE – Mobile: Presence

You can set your presence status as Online, Other task or DND on the user settings screen that is shown by clicking in the ≡ (drawer) menu.

- Online ● : Indicates you are online and available for contact
- Busy ● : Indicates you are online but busy working on other task, on a call, in a 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

A user's presence status is displayed if it is added to your contacts or as chat participant.