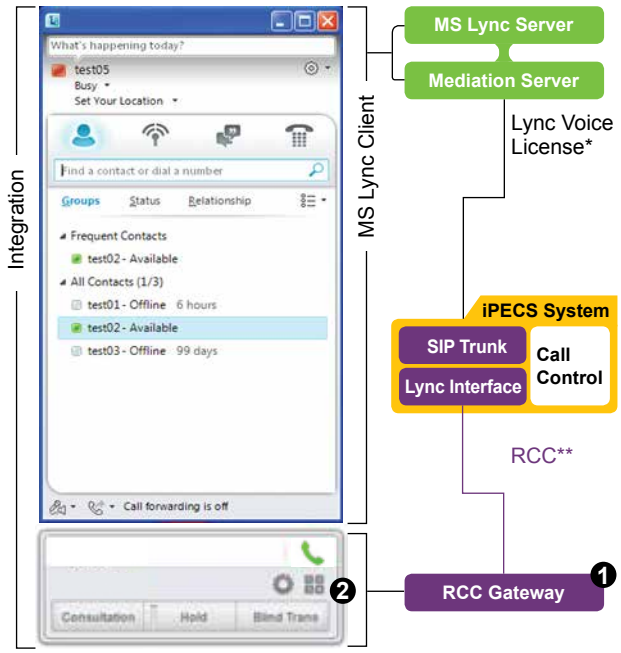
iPECS
Your Communications Solution

Easy and simple remote call control solution, iPECS RCC Gateway

iPECS RCC(Remote Call Control) Gateway solution for integration with MS Lync is composed of a “RCC Gateway” and “RCC Client”.
For various office environments, iPECS RCC Gateway provides various scenarios for user customization.
Through iPECS RCC Gateway solution, users can easily handle outgoing/incoming calls with a simple click.

- iPECS RCC Gateway solution consist of **“RCC Gateway”** and **“RCC Client”**



❶ RCC Gateway

- Works in Windows server (Can be installed in MS Lync server as well)
- Works with iPECS-CM 5.0,LIK 6.1 or higher & UCP, eMG80
- iPECS Phone : LIP series / IP series / LDP series

❷ RCC client

- Installed on User desktop and placed below MS Lync client
- “RCC Call” menu is added in sub menu shown by MS Lync contact right click

RCC Client

** Lync Voice License : Make a outgoing call from Lync client by SIP protocol*
*** RCC : Control the terminal by CSTA(CM)/TAPI(LIK, UCP, eMG80) protocol from Lync client*

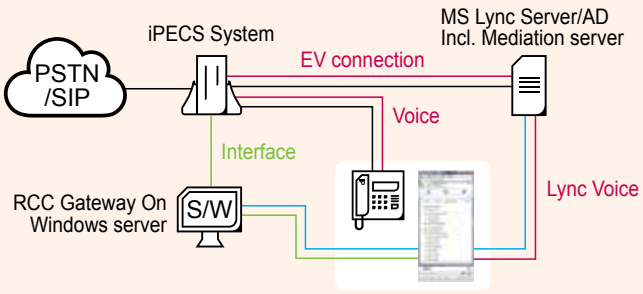
Features for RCC and Lync Voice License

RCC Features	Lync Voice License Features
- Basic Call : Make Call, Answer Call - Deflect Call - Call Hold / Retrieve - Call Reconnect - Call Transfer - Call Forward - DND - Presence Sharing	- Basic Call : Make Call, Answer Call - Redirect Call - Call Hold - Call Transfer - Conference - Call Forward - DND

Requirement for iPECS RCC Gateway and Client

Requirement	RCC Gateway	RCC Client
Hardware Requirement	Under 1,000 User - Dual Core 2.7 GHz - 4GB RAM	- Above Intel Pentium 4/AMD Athlon 64 - 2GB RAM
	Above 1,000 User - Quad Core 3.3 GHz - 4GB RAM	
Software Requirement	OS : Windows 2008 R2 .Net Framework 4.5	Lync 2010 - OS : Above Windows XP - .Net Framework 3.5
		Lync 2013 - OS : Above Windows Vista - .Net Framework 3.5

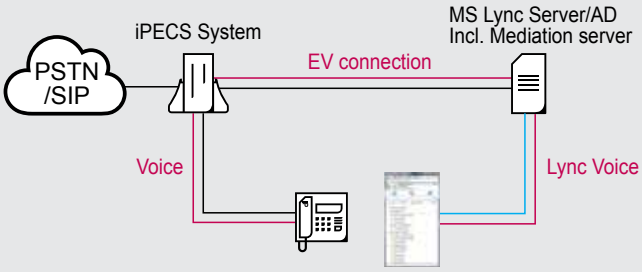
Dual Ring with RCC Gateway Scenario



- **Lync with a phone**
  Phone control on Lync with RCC client
  Incoming call rings both phone and Lync client
- **Lync only**
  Make/Receive call on Lync client through Lync

** In case user has Lync voice license*
*** On Prem. MS Lync only support Lync voice*

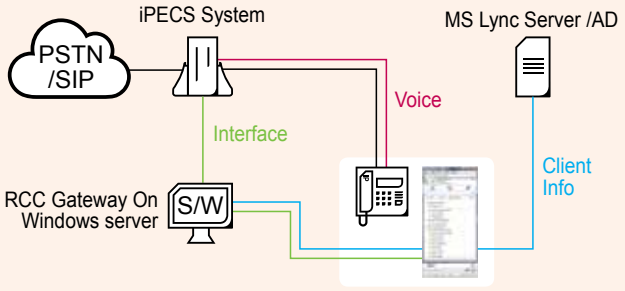
Dual Ring with EV Scenario



- **Lync with a phone**
  Use phone or Lync client separately
  Incoming call rings both phone and Lync client
- **Lync only**
  Make/Receive call on Lync client through Lync

** In case user has Lync voice license*
*** On Prem. MS Lync only support Lync voice*

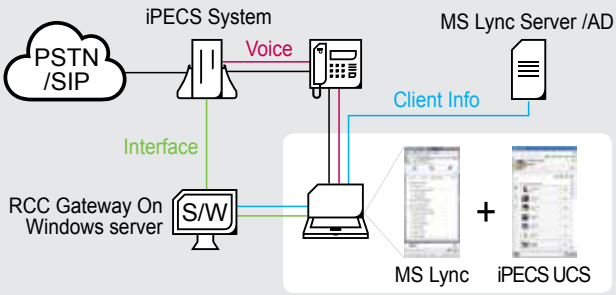
RCC Gateway with Hard Phone Scenario



- **Lync with a phone**
  Phone control on Lync with RCC client
  Incoming call rings phone with RCC client pop up
- **Lync only**
  No voice for external

** In case user doesn't have Lync voice license*
*** Possible with Office 365 Lync*

RCC Gateway with Softphone Scenario



- **Lync with a phone paired with iPECS UCS**
  Phone and UCS client control on Lync with RCC client
  Incoming call rings both phone and UCS client
- **Lync with iPECS UCS on a laptop**
  iPECS UCS control on Lync with RCC client

** In case user doesn't have Lync voice license*
*** Possible with Office 365 Lync*

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