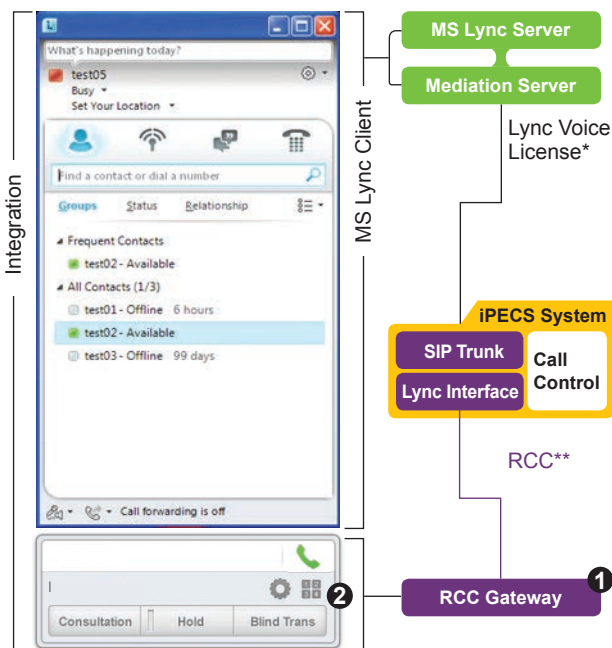


# Easy and simple remote call control solution, iPECS RCC Gateway

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**”

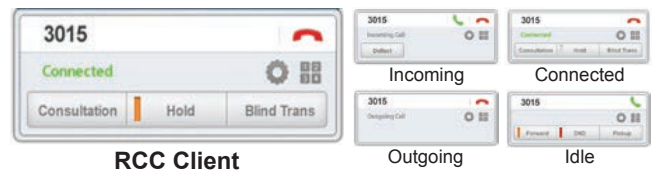


## 1 RCC Gateway

- 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

## 2 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



- \* 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

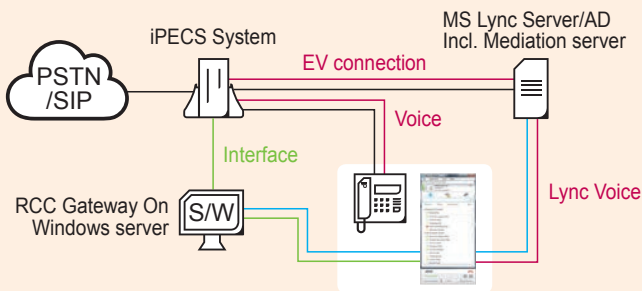
## Features for RCC and Lync Voice License

RCC Features	Lync Voice License Features
<ul style="list-style-type: none"> <li>- Basic Call : Make Call, Answer Call</li> <li>- Deflect Call</li> <li>- Call Hold / Retrieve</li> <li>- Call Reconnect</li> <li>- Call Transfer</li> <li>- Call Forward</li> <li>- DND</li> <li>- Presence Sharing</li> </ul>	<ul style="list-style-type: none"> <li>- Basic Call : Make Call, Answer Call</li> <li>- Redirect Call</li> <li>- Call Hold</li> <li>- Call Transfer</li> <li>- Conference</li> <li>- Call Forward</li> <li>- DND</li> </ul>

## Requirement for iPECS RCC Gateway and Client

Requirement	RCC Gateway	RCC Client
Hardware Requirement	<ul style="list-style-type: none"> <li>Under 1,000 User</li> <li>- Dual Core 2.7 GHz</li> <li>- 4GB RAM</li> </ul>	<ul style="list-style-type: none"> <li>- Above Intel Pentium 4/AMD Athlon 64</li> <li>- 2GB RAM</li> </ul>
Software Requirement	<ul style="list-style-type: none"> <li>Above 1,000 User</li> <li>- Quad Core 3.3 GHz</li> <li>- 4GB RAM</li> </ul>	<ul style="list-style-type: none"> <li>Lync 2010</li> <li>- OS : Above Windows XP</li> <li>- .Net Framework 3.5</li> </ul>
	<ul style="list-style-type: none"> <li>OS : Windows 2008 R2</li> <li>.Net Framework 4.5</li> </ul>	<ul style="list-style-type: none"> <li>Lync 2013</li> <li>- OS : Above Windows Vista</li> <li>- .Net Framework 3.5</li> </ul>

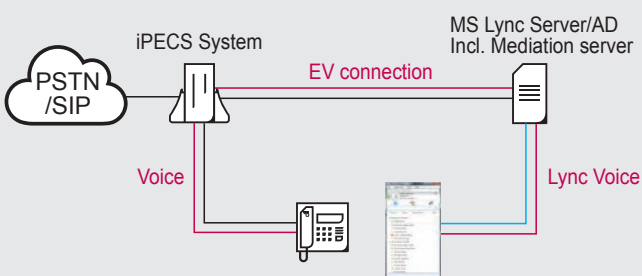
## Dual Ring with RCC Gateway Scenario



- **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

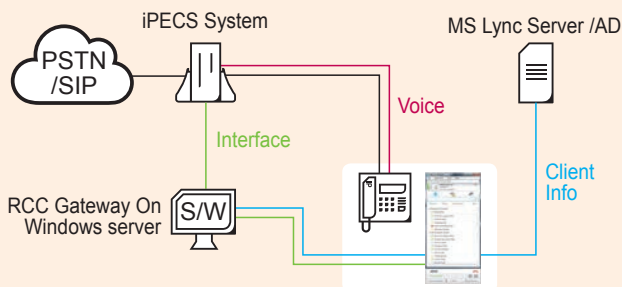
## Dual Ring with EV Scenario



- **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

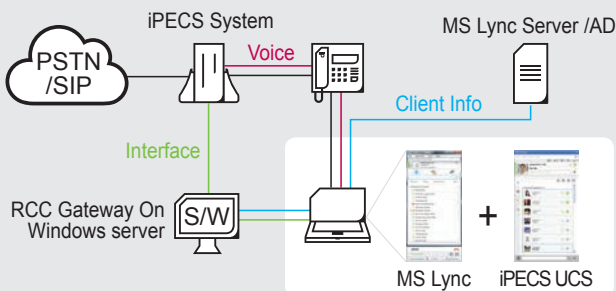
## RCC Gateway with Hard Phone Scenario



- **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

iPECS is an Ericsson-LG Brand

