

eSpace UC V200R001C02 Feature Description

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1 IPT Functions

1.1 Basic Voice Service

1.1.1 Dial and Routing Plan

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The eSpace UC supports to config the dial and routing plan in the central site to cover all sites.

Dependency

None

1.1.2 Intra-Office Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The eSpace UC supports intra-office calls between eSpace Desktop, IP Phone, eSpace Mobile, eSpace Mobile HD, and POTS users.

Dependency

None

1.1.3 Inter-Office Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The eSpace UC supports calls between intra-office users and outer-office users.

Inter-office calls are processed first by the eSpace U29XX series gateways for number analysis and then routed to the called users.

Dependency

None

1.1.4 Call Rights Control

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This feature enables enterprises to allocate different call rights (including intra-office call, local call, national toll call, and international toll call) to users. Users cannot make calls beyond their call rights. For example, a user with the intra-office call right cannot make local calls. When a user makes a call beyond the call right, the system plays a prompt tone for the user. The minimum call rights capacity is 50.

The call right of a user is determined by the enterprise administrator during the call number allocation. It can be changed as required.

Dependency

None

1.1.5 Voice Playback

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace UC supports announcements for basic call connection services and supplementary services.

Dependency

The U29xx server plays the announcements.

1.1.6 Point-to-Point Video Communication

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Supports inter-office P2P video calls through the SIP trunk and intra-office P2P video calls.
- Supports eSpace Desktop for point-to-point video communication and the video encoding format H.264. Supports up to 720P HD video calls.

Dependency

None

1.1.7 Number Analysis and Processing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The maximum public network number supported is 32 digits.

An enterprise internal number consists of 4 to 20 digits.

An internal user needs to dial the outgoing prefix when dialing a public network number.

Dependency

None

1.1.8 Long and short number service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Supports mapping between long numbers and short numbers.
- Support multiple extension numbers and DDI service for one user.
- Supports the enterprise extension number service.

The enterprise administrator can create virtual groups whose members are allocated with a 2- to 3-digit PNP number for unique identification. PNP numbers must be different from the enterprise internal numbers.

 - Abbreviated number: one digit.
 - PNP number: 2 to 3 digits.
 - Enterprise internal number: 4 to 20 digits
- Supports the same virtual group for users at the same branch, which enables all enterprise users to dial each other using the PNP number.

Dependency

None

1.1.9 Fax

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Supports T.30 fax service.
- Supports T.38 fax service.
- Supports transparent fax transmission.

Dependency

None

1.2 Supplementary Voice Services

*Support 3rd standard IP phones such as Polycom vvx1500(D) video phone

1.2.1 Local Number Query Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This feature enables users to dial a number query prefix to learn about the local phone number or the One Number Link You (ONLY) number.

For example, a user can dial ***128** to query the local phone number and ***125** to query the ONLY number.

Dependency

None

1.2.2 Calling Line Identification Services

I. CLI

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The calling line identification (CLI) feature displays the calling party's number and name on the called party's terminal.

The CLI feature includes:

- Calling line identification presentation (CLIP)

The CLIP feature allows the calling party to specify how to display the calling number, such as whether to display the short number, long number, or name. By default, for an intra-office call, the number format (short or long) displayed on the called party's terminal is the same as that of the number the calling party dials. For an inter-office call, the calling party's long number is displayed on the called party's terminal.

- **Caller ID feature**

If the caller ID feature is enabled for the called party, the calling number will be displayed on the called party's terminal when the calling party allows. If the feature is disabled, the word "Unknown" will be displayed on the called party's terminal when it receives a call.

The CLIP service allows the calling party's name to be displayed only on IP-based terminals. If the calling party's name is stored in the local address book, this name is displayed on the terminal of the called party. Otherwise, the calling party's name specified by the **DisplayName** field in the **From** header in the SIP message is displayed.

Dependency

- If the calling party activates the calling line identification restriction (CLIR) feature and the called party does not activate the calling line identification restriction override (CLIRO) feature, the calling number will not be displayed on the called party's terminal.
- If the calling party activates the CLIR feature while the called party activates the CLIRO feature, the calling number can still be displayed on the called party's terminal.
- When a user transfers a call, the user's number is displayed on the transferred-to party's terminal according to the number display rule specified by the user if the CLIP feature is enabled for the user.

I. CLIR

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This service hides the calling party's number from the called party regardless of whether the called party has enabled the CLIP service. the word "Anonymous" will be displayed on terminals when calls come in.

The CLIR service is available to only calling parties.

Dependency

To use the CLIR service, users only need to obtain the service right through the Call AS.

I. CLIRO

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This service allows the called party to view the calling number when the calling party enables the CLIR service. The CLIRO service is available only when the caller ID feature is enabled. If the caller service is disabled, the word "Unknown" will be displayed on called phones when calls come in.

The CLIRO service is available only to called parties.

Dependency

To use the CLIRO service, users only need to obtain the service right through the Call AS.

1.2.3 Distinctive Ring Tone

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This feature enables a user to assign different ring tones to different calling party types.

The following ring tones are available:

- System ring tone
The user can set a system ring tone on the IP phone or eSpace Desktop.
- Service ring tone
The user can set different ring tones for intra-office, outer-office, and callback users.
- Ring tones for local groups
In the personal address book, the user can divide the contacts into groups and assign different ring tones to them. Therefore, a distinctive ring tone is played based on the local group to which the incoming call number belongs.
- Ring tones for local phone numbers
In the personal address book, the user can assign different ring tones to phone numbers.

Ring tone priority: System ring tone < Service ring tone < Ring tones for local groups < Ring tones for local phone numbers.

Dependency

To use the distinctive ring tone service, users only need to obtain the service right through the Call AS.

1.2.4 ONLY Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The ONLY feature enables multiple terminals of a user to have the same main number (the ONLY number) for all call services. No matter where a user is making a call using the main terminal or any slave terminal, the main terminal or any slave terminal, the same calling number (ONLY number) is displayed to the called party. When the ONLY number is dialed, all slave terminals ring according to the preset ringing rules, and the user can answer the call from any of these terminals.

The ONLY number must be an inter-office phone number, while slave terminal phone numbers can be inter-office or outer-office numbers. A user must dial the ONLY service prefixes to activate or deactivate the ONLY feature.

Dependency

- The ONLY feature overrides the CFB, CFNR, CFO, and CFC features.
- The ONLY feature conflicts with the call waiting, call hold, and three-party conversation features.
- The ONLY feature is not supported when the call forwarding or call transfer to fax mailbox unconditional (CTVFU) features are enabled.
- When a user initiates a call using a slave terminal whose phone number is an outer-office number, the outer-office number itself (as opposed to the ONLY number) is displayed to the called party.
- The CLIR feature overrides the ONLY feature. When the CLIR feature is enabled and the user receives an anonymous incoming call, the ONLY feature is unavailable and the call is released.
- The DND feature overrides the ONLY feature. When the DND feature is enabled, the ONLY feature is unavailable.

1.2.5 Three-Party Conversation Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This feature allows the calling or called party to initiate a call to a third party without ending the current conversation. The party who initiates the call can then start a three-party conversation or talk to the other two parties separately. When one party hangs up, the other two parties are still in the conversation.

Dependency

To use the three-party conversation service, users only need to obtain the service right through the Call AS.

The three-way conversation feature conflicts with the following features:

- ONLY
- Call waiting

The restrictions of this feature are as follows:

- The three-way conversation feature is not available when a call is being transferred.

- Calling and called enterprise users can initiate a three-party conference.
- A SoftConsole user cannot initiate a three-party conversation.

1.2.6 Password Modification Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can dial the password modification service prefix to change their service password.

Dependency

The service password is used in the call-out barring, password-based call barring, ONLY, and all services cancellation service.

1.2.7 Service of Password-based Call Restriction Customization

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A password can be set for a phone so that users without the phone rights need to provide the password to use the phone. The default password is 111111. This password is also used in the password change feature, remote service activation feature, and feature of deactivating all services.

The password-based call restriction feature can restrict the following types of calls:

- Intra-office call
- Local call
- National toll call
- International toll call

Dependency

To use the password-based call restriction service, users need to obtain the service right and register the service through the Call AS.

1.2.8 Call Forwarding Services

I. Call Forwarding Unconditional

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a user activates the call forwarding unconditional (CFU) feature, all incoming calls are forwarded to a number specified by the user regardless of the user status.

To use or cancel the CFU feature after it is enabled, a user must activate or deactivate it on eSpace Portal or by dialing the CFU service prefix.

Dependency

To use the CFU service, users need to obtain the service right and register the service through the Call AS.

The CFU feature conflicts with the ONLY feature.

The priority of the CFU feature is higher than those of the following features:

- Call forwarding on busy (CFB)
- Call forwarding on no reply (CFNR)
- Call transfer to voice mailbox unconditional (CTVMU)
- Call transfer to fax mailbox unconditional (CTFMU)
- Call transfer to voice mailbox on busy (CTVMB)
- Call transfer to voice mailbox on no reply (CTVMNR)
- Secretary
- Secretary station
- Simultaneous ringing
- Sequential ringing

The priority of the CFU feature is lower than those of the following features:

- Break-in
- Privileged user

A privileged user can break in to the call made by a user who activates the CFU feature.

The CFU feature conflicts with the following features:

- Call waiting
- DND

I. Call Forwarding on Busy

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a user activates the CFB feature, all incoming calls are forwarded to a number specified by the user when the user is busy.

To use or cancel the CFB feature after it is enabled, a user must activate or deactivate it on eSpace Portal or by dialing the CFB service prefix.

Dependency

To use the CFB service, users need to obtain the service right and register the service through the Call AS.

When the CFU or call forwarding conditional (CFC) service is enabled, the CFB service is unavailable.

The priority of the CFB feature is higher than those of the following features:

- Simultaneous ringing
- Sequential ringing
- Missed-call notification by SMS messages

The priority of the CFB feature is lower than those of the following features:

- CFU
- CTVMU
- Advanced Secretary
- Break-in
- Privileged User

A privileged user can break in to the call made by a user who activates the CFB feature.

The CFB feature conflicts with the following features:

- CTVMB
- Call waiting
- DND

I. Call Forwarding on No Reply

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a user activates the CFNR feature, all incoming calls are forwarded to a number specified by the user when the user does not answer the call.

To use or cancel the CFNR feature after it is enabled, a user must activate or deactivate it on eSpace Portal or by dialing the CFNR service prefix.

Dependency

To use the CFNR service, users need to obtain the service right and register the service through the Call AS.

When the CFU or CFC service is enabled, the CFNR service is unavailable.

When the CFU or CFC service is enabled, the CFNR service is unavailable.

The priority of the CFNR feature is lower than those of the following features:

- Call waiting
- CFU

- CTVMU
- Missed-call notification by SMS messages

The CFNR feature conflicts with the following features:

- CTVMNR
- DND

I. Call Forwarding Offline

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a user activates the call forwarding offline (CFO) feature, all incoming calls are forwarded to a number specified by the user when the user is offline.

The CFO feature ensures that no call is missed when users are offline.

To use or cancel the CFO feature after it is enabled, a user must activate or deactivate it on eSpace Portal or by dialing the CFO service prefix.

Dependency

To use the CFO service, users need to obtain the service right and register the service through the Call AS.

When the CFU or CFC service is enabled, the CFNR service is unavailable.

The priority of the CFO feature is lower than those of the CFU and call transfer to voice mailbox unconditional (CTVMU) features.

The CFO feature conflicts with the DND and call transfer to voice mailbox offline (CTVMO) features.

The priority of the CFO feature is higher than that of missed-call notification by SMS messages.

I. Call Forwarding Conditional

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This service allows calls to a registered user to be automatically forwarded to a preset phone number (mobile number, office number, family number, and external network number) under a certain condition. The user can specify multiple forward-to numbers based on the following attributes:

- User status: busy, no reply, offline, and DND
- Call source: calls made by users in a specified calling number list, inter-office calls, and intra-office calls
- Time segment: a time point and a time segment in a day or week

Dependency

To use the CFC service, users only need to obtain the service right through the Call AS.

The CFC service conflicts with all other call forwarding services.

I. Call Forwarding Rejection

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

User A can reject calls forwarded from user B. In this case, a message will be sent to user B, indicating that user A cannot answer the calls.

Dependency

To use the call forwarding rejection (CFR) service, users need to obtain the service right and register the service through the Call AS. The CFR service is available when the CFU, CFO, CFB, CFNR, CFC, or call deflection service is enabled.

I. Follow Me

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

This feature allows a user to specify several optional forward-to numbers. When the primary phone number of the user is busy, the system forwards the number to the specified forward-to numbers accordingly until the user can be reached.

The Follow Me service is similar to the ONLY service, but the forwarding number is a number of different users in the Follow Me service and the different terminals belong to the same user.

Dependency

To use the Follow Me service, users need to obtain the service right and register the service through the Call AS.

The Follow ME service takes priority over the ONLY service, CFB, CFNR, CFO, CFU, CFC, CTVMU, call transfer to voice mailbox on offline (CTVMO), call transfer to voice mailbox on no reply (CTVMNR), call transfer to voice mailbox on busy (CTVMB), and call transfer to fax mailbox unconditional (CTFMU).

1.2.9 Call Transfer Service

I. Blind Transfer

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can transfer a call to a third party regardless of whether the third party is busy or not. If the call transfer is successful, the original call is ended. If the call transfer fails, the original call cannot be restored. Both the calling and called parties can transfer a call.

Dependency

To use the call transfer service, users only need to obtain the service right through the Call AS.

I. Consultative Call Transfer

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

After checking that a third party can answer the phone, a user can transfer a call to the third party. Both the calling and called parties can transfer a call.

Dependency

To use the call transfer service, users only need to obtain the service right through the Call AS.

I. Call Deflection

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The call deflection feature allows a user to forward an incoming call to another party.

Dependency

To use the call deflection service, users only need to obtain the service right through the Call AS.

I. One-Key Switch

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The one-key switch feature enables users to switch easily between terminals and mobile phones.

Dependency

To use the one-key switch service, users only need to obtain the service right through the Call AS.

Currently, only the eSpace Desktop and IP phone terminals support this feature.

To flexibly switch a call between a terminal and a mobile phone, the user must bind the eSpace Desktop number and the mobile phone number to the same ONLY number.

I. Conference Call Switch

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

When a mobile terminal user joins a conference call through WiFi and VoIP, the user can switch the call to a specified phone to continue with the conference. The call switch is seamless and has no impact on the ongoing call.

Dependency

None

1.2.10 Call Hold

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can hold an ongoing call, make or answer another call, and resume the held call later. During a call, both the calling and called parties can hold the call.

When a call is held, the held party hears the call waiting tone, indicating that the call is not ended. HUAWEI's UC solution can support at least 50 music types for on hold.

The call hold feature supports the following terminals:

- POTS phone (analog phone)
Press the Hookflash to hold a call. This mode is applicable to Plain Old Telephone Service (POTS) users under an SIP IAD. To hold a call, the users can press the hookflash or the R key on the POTS phone connected to the IAD.
- IP phone with a Hold key
Press the hold key to hold a call. This mode is applicable to users who use an IP phone with a call hold key.
- eSpace Desktop

Dependency

None.

1.2.11 Call Park Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can hold an ongoing call, and resume the call on another phone. If the user does not resume the call within the specified duration, the call is released and the other party hears a busy tone.

When a user wants to answer an ongoing call in a different place, the user can enable the call park service.

Dependency

To use the call park service, users only need to obtain the service right through the Call AS.

1.2.12 Call Waiting Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If the call waiting feature is enabled for a user and a third party makes a call to the user when the user is on a call, the user hears the prompt tone of the new call.

Dependency

To use the call waiting service, users need to obtain the service right and register the service through the Call AS.

The call waiting feature conflicts with the following features:

- CFU
- Call forwarding conditional (CFC)
- CFB

The call waiting service overrides the CFNR service but it is overridden by the DND service.

The call waiting feature is invalid for calls transferred from POTS phones.

1.2.13 Call Restriction Services

I. CLIR Rejection

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a user activates the CLIR rejection feature, the user's terminal automatically rejects an incoming call when the calling party activates the CLIR feature. This feature is available to called parties.

Dependency

To use the anonymous call rejection service, users only need to obtain the service right through the Call AS.

The CLIR rejection feature conflicts with the CLIRO feature.

I. Blacklist/Whitelist

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can set a blacklist to block calls from certain users or a whitelist to answer calls from only certain users. The user can call blacklisted users while calls from blacklisted users will be rejected for the user. The user can call all users regardless of whether they are in the whitelist, while calls from users outside the whitelist will be rejected for the user. The whitelist feature conflicts with the blacklist feature.

The blacklist and whitelist features are available to both calling and called parties.

Dependency

To use the call screening service, users only need to obtain the service right through the Call AS.

I. Call-out Right

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

An enterprise administrator can assign call-out rights (such as the rights to make national and international toll calls) to users, and the users can only make calls allowed by the enterprise.

The call-out restriction feature allows an enterprise administrator to assign different call-out rights to different users.

Dependency

None

I. Call Restriction on an Incoming Trunk

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A trunk tandem call is an incoming call that is forwarded out of the office through a trunk. For example, an outer-office user dials an enterprise's switchboard number to make a national or international toll call.

The feature of call restriction on an incoming trunk rejects trunk tandem calls so that outer-office users cannot use an enterprise's private branch exchange (PBX) to make fraud calls.

Dependency

None

I. VoIP Availability Notification

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The system plays an announcement for a user when the user dials a number that has not enabled the VoIP service.

Dependency

None

1.2.14 Co-Group Pickup

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Using the co-group pickup feature, a user can dial the pickup access code to answer incoming calls for a user in the same pickup group. If multiple phones in the pickup group ring, the phone that rings first will be picked up.

Dependency

None

1.2.15 Designated Pickup

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Using the designated pickup feature, a user can dial the pickup access code and the number of a user in the same pickup group to answer incoming calls for the user.

Dependency

None

1.2.16 Hunting Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Enterprise users with the same responsibilities or in the same department can be added to a hunting group. Each hunting group has an access code. When a user dials the access code of a hunting group, terminals of the group members ring simultaneously or sequentially.

Dependency

To use the Hunting Group service, users only need to obtain the service right through the Call AS.

1.2.17 Secretary Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This service allows an authorized user (manager) to register any intra-office user as the secretary. All calls to the manager are forwarded to the secretary who will keep the calls on hold and ask the manager whether to answer these calls. The manager can view information about all incoming calls and directly answer important calls that do not need to be transferred by the secretary.

Shared call appearance (SCA) allows multiple IP phones to share a line. The concurrent lines are configured based on the association between the manager and secretary. Therefore, phones can know the status of the concurrent lines.

Dependency

To use the secretary service, users only need to obtain the service right through the Call AS.

The user who has enabled the secretary service is considered as the manager. A manager can have a maximum of 10 secretaries.

The user who has enabled the secretary station service is considered as a secretary. A secretary can serve a maximum of 10 managers.

1.2.18 Automatic Callback

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a call is not answered or the called party is busy, the Call AS will automatically implement a call between the calling party and the called party by calling back both of them when the called party is detected idle. This feature is called automatic callback (ACB). If the called party remains unreachable until the ACB timer expires, the ACB feature is automatically deactivated.

The called party is regarded as reachable when the called party is detected busy. The called party is regarded as unreachable when it did not answer the call, but will be regarded as reachable when the system detects that the called party has completed a call after that.

A user can log in to the eSpace Portal to configure a maximum of five attempts allowed for making an ACB call to a user who did not answer a call or was busy.

The prerequisites for using the ACB service are as follows:

- The calling party must be a Call AS user and has been registered with the ACB service. The called party must also be a Call AS user so that the state of the called party can be queried. The calling and called parties must belong to the same company.
- The calling party (user A) has been granted with the permissions to use the ACB service and the ACB requests have not reached the maximum times.

Dependency

- The ACB feature conflicts with the DND feature.
- The ACB feature does not apply to calls to an extension or attendant through the enterprise switchboard.
- When the Call AS calls the calling party, other users cannot answer the call using the co-group pickup feature.

1.2.19 Do-not-disturb

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can enable the do-not-disturb (DND) service to reject incoming calls. When a user enables the DND service, other users who call the user will hear a DND announcement and no call is put through to the user. DND service is valid for only incoming calls.

After a user registers this service, Call AS updates the user status on the status server. Then friends of this user can learn that the user is in the DND state from the status icon in the friend list.

Dependency

To use the DND service, users need to obtain the service right and register the service through the Call AS.

The DND feature conflicts with the following features:

- CFU
- CFB
- CFNR
- CFO

The ACB feature overrides the DND feature.

The break-in, forced release, and override services take priority over the DND service.

1.2.20 Click To Dial

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This service allows a user to click a contact or enter the called number on the eSpace Mobile HD to call another user.

The prerequisite for using this service is that the click-to-dial (CTD) call-out mode is selected on the eSpace Mobile.

Dependency

To use the CTD service, users only need to obtain the service right through the Call AS.

1.2.21 Private List

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This service allows a user in DND state to answer calls from important users in the private list.

Dependency

To use the private list function, users only need to obtain the service right through the Call AS.

1.2.22 Hotline Service

I. Delay Hotline

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

If a user does not dial a number within five seconds after picking up a phone, a call connected to a preset number (hotline number) is automatically initiated.

If a user dials the pound key (#) after picking up a phone, a call connected to a preset number (hotline number) is automatically initiated.

Dependency

You cannot enable the following services when the delay hotline service is enabled:

- Local phone number query
- Abbreviated Dialing

The instant hotline feature overrides the delay hotline feature.

I. Instant Hotline

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

If a user picks up a phone, a call connected to a preset number (hotline number) is automatically initiated.

Dependency

You cannot enable the following services when the instant hotline service is enabled:

- Local phone number query
- CFU
- CFB
- CFNR
- CFO
- Abbreviated dialing
- DND

1.2.23 Abbreviated Dialing Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The abbreviated dialing feature allows a user to set abbreviated numbers for frequently used phone numbers and make calls by dialing the abbreviated number.

An abbreviated number is a numeric string of 1 to 3 digits, and is shorter than the enterprise short number.

Dependency

To use the abbreviated dialing service, users need to obtain the service right and register the service through the Call AS in the central site.

1.2.24 Privilege Services

I. Break-in

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

An attendant can break in to a conversation between intra-office users or between intra-office and outer-office users to start a three-party conversation.

Dependency

To use the break-in service, users only need to obtain the service right through the Call AS.

The break-in feature is available only when the SoftConsole feature is activated.

I. Forced Release

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Using the forced release feature, a user can forcibly release a conversation between enterprise users or between an enterprise user and an outer-office user.

Dependency

To use the forced release service, users only need to obtain the service right through the Call AS.

I. Listening

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Using the listening feature, a user can listen on a conversation between enterprise users or between an enterprise user and an outer-office user. The short number of an enterprise user is mandatory for listening on ongoing calls of the user.

Dependency

To use the listening service, users only need to obtain the service right through the Call AS.

I. Override

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a call is ongoing between two intra-office users or between an intra-office user and an outer-office user, a user with the override right can forcibly cut in and replace either party of the conversation. The replaced party will quit the call.

Dependency

To use the override service, users only need to obtain the service right through the Call AS.

1.2.25 Special Number Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

An enterprise can set emergency numbers such as 911 to a special number. Intra-office users need to add an outgoing prefix to dial special numbers. An enterprise can also set numbers to the blacklist. When intra-office users dial blacklisted numbers, the system releases the calls.

Dependency

To use the special number service, users only need to obtain the service right through the Call AS.

1.2.26 Automatic Switchboard Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

An enterprise uses the enterprise switchboard to provide a universal number. Users can dial the switchboard number to perform operations as prompted, such as transferring to a specified extension or to an attendant, and activating or deactivating services. The switchboard number, IVR flows, and greetings can be customized.

Dependency

To use the automatic switchboard service, users only need to obtain the service right through the Call AS.

1.2.27 Concurrent Call Restriction

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

An enterprise administrator can specify the maximum number for concurrent calls, audio conferences, and video conferences in an enterprise.

Dependency

None

1.2.28 Hosting virtual PBX service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

HUAWEI UC solution support hosting virtual IP PBX with different storage allocation, it can provide features such as independent configuration for each virtual PBX, dial plan and routing plan, number services, independent users and administrators.

Dependency

None

1.2.29 Service Activation/Deactivation

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user who has the permission to activate/deactivate all services can dial a specified number to activate/deactivate all supplementary services, such as the CFU, CFB, CFNR, CFO, abbreviated dialing, DND, password-based call restriction, and ONLY services.

Dependency

None

1.2.30 Voice recording

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

This service enables an enterprise user to press the voice recording key on a phone to record a conversation.

Dependency

The eSpace Desktop, eSpace IP Phone support voice recording.

1.2.31 Voice Mailbox

I. Instant Call Transfer to Voice Mailbox

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

A user can press a key to transfer a call to the voice mailbox.

Dependency

To use this service, users only need to obtain the service right through the Call AS.

Currently, only the eSpace Desktop supports the instant call transfer to a voice mailbox.

I. Call Transfer to Voice Mailbox Offline

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The Call Transfer to Voice Mailbox Offline (CTVMO) service allows calls to a registered user to be automatically forwarded to the voice mailbox when this user is offline.

Dependency

To enable the CTVMO service on the Call AS, users have to obtain relevant permissions by registration or deregistration.

When the CFU or CFC service is enabled, the CTVMO service is unavailable.

The CTVMO feature conflicts with the CFO feature.

I. Call Transfer to Voice Mailbox Unconditional

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The Call Transfer to Voice Mailbox Unconditional (CTVMU) service allows calls to a registered user to be automatically forwarded to the voice mailbox regardless of the user's status.

Dependency

To enable the CTVMU service on the Call AS, users have to obtain relevant permissions by registration or deregistration. The CTVMU service conflicts with the CFU and CTFMU services.

I. Call Transfer to Voice Message on Busy

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The Call Transfer to Voice Message on Busy (CTVMB) service allows calls to a registered user to be automatically forwarded to the voice mailbox when this user is busy.

Dependency

To enable the CTVMB service on the Call AS, users have to obtain relevant permissions by registration or deregistration.

When the CFU or CFC service is enabled, the CTVMB service is unavailable.

The CTVMB feature conflicts with the CFO feature.

I. Call Transfer to Voice Mailbox on No Reply

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The Call Transfer to Voice Mailbox on No Reply (CTVMNR) service allows calls to a registered user to be automatically forwarded to the voice mailbox when this user does not answer the calls within a specified duration.

Dependency

To use the CTVMNR service, users need to obtain the service right and register the service through the Call AS.

When the CFU or CFC service is enabled, the CTVMNR service is unavailable. The CTVMNR feature conflicts with the CFNR feature.

I. Call Transfer to Fax Mailbox Unconditional

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The Call Transfer to Fax Mailbox Unconditional (CTFMU) service allows calls to a registered user to be automatically forwarded to the fax mailbox regardless of the user's status.

Dependency

To use the CTFMU service, users need to obtain the service right and register the service through the Call AS. The CTFMU service conflicts with the CFU and CTVMU services.

1.2.32 Voice message

I. Message Waiting Indicator

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

When a new message arrives, the message waiting indicator is on.

Dependency

None

I. Message Retrieval

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

A user can click the function key to retrieve voice messages from the voice mailbox.

Dependency

None

1.2.33 Missed-Call Notification by SMS Messages

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

This service enables the information about missed calls to a user to be sent as an SMS message to a mobile number preset by the user.

Dependency

To use the service, users only need to obtain the service right through the Call AS.

1.2.34 Alarm Clock Service

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

A phone that registers the alarm clock service can ring automatically at the preset time to remind you.

Dependency

To use the service, users need to obtain the service right through the Call AS and add the clock task.

1.3 Voice Conference

In a voice conference, three or more users can talk to each other. The voice conference is classified into scheduled conference and instant conference.

1.3.1 Scheduled Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can schedule a voice conference and configure conference information such as the number of participants, start time and end time, and conference subject. Participants join the conference when the scheduled time arrives. After the conference is scheduled, the user can notify participants of the conference by emails or SMS messages.

Scheduled conferences are classified into:

- Individuals dialing-in conference
Participants dial a preset conference access code and enter the conference ID and password as prompted to join the conference.
- Host convening conference
After joining a conference by dialing the conference access code, the moderator dials participants' phone numbers on the eSpace Desktop to invite participants to join the conference.
- System convening conference
The user who schedules the conference configures a participant list before the conference is held. Participants receive a call when the conference begins and answers the call to join the conference.

Customer Benefits

Users can easily join a conference in different ways.

Dependency

None

1.3.2 Instant Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The instant voice conference can be convened on the eSpace Desktop at any time, and participants can join the conference immediately.

Customer Benefits

Users can initiate a voice conference any time, which improves work efficiency.

Dependency

None

1.4 IP Phone Services

1.4.1 Basic Functions

I. Redial

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can press the Redial key to quickly dial the last phone number they dialed.

Dependency

None

I. Mute

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

In a call, users can press the Mute key so that they can still hear the other party, but the other party cannot hear them.

For example, in a multi-location conference, local participants can mute the IP phone to hold a private discussion.

Dependency

None

I. Three-party conversation

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The calling party or called party in a two-party conversation can call a third party to start a three-party conversation or talk to the other two parties separately without ending the current conversation.

For example, two users are in a conversation and they want to a third user to join the conversation. Then either of the users can initiate a call to the third user to start a three-party conversation.

Customer Benefits

This feature improves the work efficiency.

Dependency

None

I. Call history

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The call history shows received calls, outgoing calls, missed calls, and forwarded calls on an IP phone. Users can query call history information easily. Users can select a call record and click the relevant function key to call the number in the record.

Dependency

None

I. Voice Mailbox

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When the called party is unavailable, users can use IP phones to leave a voice message in the Unified Message System (UMS). The called parties can press a specified key to listen to the voice message.

IP phones provide an MWI. When there is a voicemail message, the WMI automatically blinks. The WMI turns off when all messages are retrieved.

Customer Benefits

Voice messages are retained for offline users.

Dependency

None

I. Speed Dial

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can press a customized function key to dial a speed dial number.

The speed dial function needs to be used together with function keys.

Dependency

None

I. Call Rejection

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If users are busy or do not want to answer an incoming call, they can press a soft key to reject it, and the calling party hears an announcement indicate that the called party is busy.

Dependency

None

I. Local address book

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The local address book on IP phones stores phone numbers and other personal information about common contacts. Users can query, import, and export the local directory.

Users can quickly search for contacts in the local address book and make calls to the contacts.

- The local directory on eSpace 68xx series IP phones contains a maximum of 500 contacts. Users can search for contacts in the local directory, import contacts information in XML format to the local directory, but cannot export the local directory.
- The local directory on eSpace 78xx series IP phones except eSpace 7870 contains a maximum of 300 contacts. The local directory on eSpace 7870 contains a maximum of 1000 contacts. Users can search for contacts in the local directory, and import contact information in CSV or XML format to the local directory, and export the local directory as a CSV or XML file.

Dependency

None

I. Group Listening

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If multiple participants are located on one end of a call, one of them can speak to the peer party through a handset or headset, and the others hear the conversation over the speaker.

During a conversation in the handset mode, after you press the group listening key, the handset and speaker play voices, but the peer party can hear the voices only from the handset.

During a conversation in the headset mode, after you press the group listening key, the headset and speaker play voices, but the peer party can hear the voices only from the headset.

Currently, only eSpace78xx series IP phones support the group listening function.

Dependency

None

I. Blacklist

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can set a blacklist. All calls from blacklisted users are terminated.

If users do not want to answer calls from specified phone numbers, they can add these numbers to the blacklist. Then IP phones automatically block calls from these numbers.

eSpace78xx series IP phones support the blacklist function, and a blacklist contains a maximum of 30 phone numbers.

Dependency

None

I. Group address book

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Contacts can be added to different groups.

A group member can quickly search for phone numbers and personal information about other members in the same group and make calls to them.

eSpace78xx series IP phones support the group directory function.

Dependency

None

I. Extension Mobility

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a user changes the work location, the user can enter the original account and password on a new IP phone, and the IP phone automatically downloads the configuration file and personal information about the original phone to the new phone.

eSpace78xx series IP phones support the extension mobility function.

Customer Benefits

This feature enables users to answer calls at different locations.

Dependency

None

1.4.2 Enhanced Functions

I. Call Hold

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can hold an active call and resume it later by pressing the Hold/Unhold key on the IP phone.

Dependency

None

I. Call waiting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a user is engaged in an active call and a new call arrives, the user will be notified of the new call. Then the user can press an appropriate function key on the IP phone to answer the new call.

Dependency

None

I. Call Transfer

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The call transfer function allows a user to transfer a call to a specified user. Then the other party in the call talks with the specified user.

IP phones support unconditional call transfer and negotiated call transfer. **错误！未指定书签。** The service flows are as follows:

- Unconditional call transfer
 1. User A makes a call to user B. User B picks up the phone and talks with user A. The call between users A and B occupies a line of user B's phone (for example, line 1). The line 1 indicator is on.
 2. User B presses the Transfer key, dials user C's phone number, and presses the Send key to finish the dialing. If user C is connected, user B's phone automatically hangs up. User C's phone rings, and user A hears the ring back tone.
 - If user C picks up the phone, user C talks with user A.
 - If user C cannot be connected, the call between users A and B resumes.
- Negotiated call transfer
 1. User A makes a call to user B. User B picks up the phone and talks with user A. The call between users A and B occupies a line of user B's phone (for example, line 1). The line 1 indicator is on.
 2. User B presses the key corresponding to an idle line (for example, line 2). The call between users A and B is held, and user A hears the waiting tone.
 3. User B dials user C's number and presses the **Send** key to finish the dialing. User C's phone rings, and user B hears the ring back tone.
 - If user C picks up the phone, user C talks with user B. The call between users B and C occupies another line of user B's phone (line 2 in this example).
 - If user C is busy, user B hears the busy tone. If user B presses the key corresponding to line 1, the call between users A and B resumes.
 4. User B presses the **Transfer** key, and presses the key corresponding to line 1. User A is connected to user C. User B's phone automatically hangs up, and user A talks with user C.

Customer Benefits

Calls can be successfully transferred to a third party according to the specified rule, which improve the communication efficiency.

Dependency

None

I. Call Forwarding

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If the called party does not answer the call, the call is forwarded to the forward-to number specified by the called party. IP phones support CFNR, CFO, and CFU services.

Dependency

None

I. DND

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The Do-Not-Disturb (DND) function allows a user to block all incoming calls. When making a call to a user who enables the DND function, the calling party will hear the busy tone.

Dependency

None

I. Busy lamp field (BLF)

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

After the BLF function is enabled for ET685, you can press the corresponding DSS key to check the status of the monitored phone. You can press this key to directly make a call to the specified number.

A user assigns the BLF function to a DSS key on phone A, and configures phone B as the monitored phone. The mapping between the phone B status and the BLF key on phone A is as follows:

- When phone B is idle ,the BLF key is steady green.
- When phone B is ringing, the BLF key is blinking red.
- When phone B is in a conversation ,the BLF key is steady on.

Dependency

None

I. Advanced secretary service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If the manager and secretary service is enabled, one line of the manager's phone is bound to a line of the secretary's phone. Only the secretary can answer the calls to the manager. When the manager has an incoming call, the secretary's phone rings, and the indicator corresponding the bound line blinks. The secretary answers the call and decides whether to transfer the call to the manager. If the secretary wants to transfer the call to the manager, the secretary makes a call to the manager's private line number, talks with the manager, and transfers the call to the manager.

Customer Benefits

If the manager is busy, the secretary can filter out unnecessary calls for the manager.

Dependency

None

I. Call Park

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can press an appropriate programmable key on an IP phone to hold an ongoing call and hangs up. The call is parked. The user can dial the call park access code and the phone number of the IP phone on another IP phone to resume the call. If the user does not resume the call within the specified duration, the call is released and the held party hears the busy tone.

- eSpace 6810 does not support the call park service.
- The eSpace 6801X expansion module does not support the call park service.

Dependency

None

I. Co-Group Pickup

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When an incoming call comes to an extension, a user in the same group can press an appropriate programmable key to answer the call. If multiple incoming calls come to extensions in the group, a user can press this key to answer calls in sequence.

Customer Benefits

Calls can be answered in time and call load can be properly shared according to certain rules.

Dependency

None

I. Designated Pickup

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The **designated** pickup function enables you to answer an incoming call of a specified extension other than your own. When a call comes to the extension, you can press the programmable key to answer the call.

Dependency

None

I. ACB

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When an IP phone user initiates a call, if the called user is busy or does not reply, the system will keep detecting the called phone status. When the system detects a recent call on the called phone, it automatically calls the calling party. When the calling party picks up the phone, the system calls the called party so that the two parties can talk with each other.

Customer Benefits

This feature enables the calling user to contact the called user in time.

Dependency

None

I. Corporate Directory

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

IP phones and other clients such as eSpace Desktop can share the same corporate directory. Users can search the corporate directory for contacts, and obtain contacts' status.

Customer Benefits

Users can search for the corporate directory anytime, which improves the communication efficiency.

Dependency

None

I. Calling Line Identification Presentation

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When there is an incoming call to an IP phone, the IP phone can obtain information (such as the user name and department) about the incoming call from the corporate directory, and displays the information.

Dependency

None

I. Avatar Display

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

In addition to information such as the user name and department, IP phones can obtain user avatars from the corporate directory, and display them.

Dependency

Only eSpace IP Phone 7830/7850/7870 can display names and department information.

Only eSpace IP Phone 7870 can display the user picture.

1.5 SoftConsole

1.5.1 Audio Setting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The eSpace UC supports the following audio settings:

- Audio codec
- Microphone volume control
- Speaker volume control
- Echo suppression
- Noise deduction
- Selection of audio input devices
- Selection of audio output devices

Dependency

To use the Console system service, users only need to obtain the service right through the Call AS.

The console feature and eSpace Desktop cannot be used at the same time.

1.5.2 Agent Functions

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Attendant login: An attendant clicks the login button, and enters the user name and password. After the system authenticates the login, it issues the attendant queue information, incoming call queue information, and attendant queue status to all consoles. The consoles are ready to receive incoming calls.

Attendant logout: An attendant clicks the logout button. The console updates the attendant status as offline and does not allocate calls to the attendant. In addition, it updates and issues the attendant queue status to all consoles.

Attendant busy: An attendant clicks the busy button. The system does not allocate any call to the attendant and issues the updated attendant queue status to all consoles.

Attendant idle: An attendant clicks the idle button. The system allocates calls to the attendant and issues the updated attendant queue status to all consoles.

Customer Benefits

The basic agent functions ensure normal services.

Dependency

To use the console system service, users only need to obtain the service right through the Call AS.

The console feature and eSpace Desktop cannot be used at the same time.

1.5.3 Automatic Call Distribution

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The eSpace UC supports the automatic call distribution, allocating calls to idle agents based the agent login time.

Dependency

None

1.5.4 Incoming Call Queuing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Forwards a call to a waiting queue when all attendants are busy.
- Supports the waiting time setting (1 to 240 seconds and 240 seconds by default).
- Displays incoming calls in the waiting queue.

Dependency

None

1.5.5 Incoming Call Notification

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Plays ring tones when a call is incoming.
- Automatically displays an incoming call dialog box when the SoftConsole is minimized.
- Displays incoming call information
- Plays a prompt tone by the speaker in the PC when an incoming call comes

Dependency

None

1.5.6 Night Service

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Supports night service number setting.
- Transfers calls to the night service

This service allows all calls in a specified time segment at night to be forwarded to a preset night service number or night service group. Allows users to specify different night service numbers and groups at different time segments.

- Transfers to the night service forcibly

Dependency

None

1.5.7 Enterprise Contact Book

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- A user can set search criteria to query user information in the enterprise address book.
- A user can query user status in the enterprise address book.
- A user can click a contact in the corporate directory to make a call.
- A user can perform call control operations, such as transferring calls based on query results.

Dependency

None

1.5.8 Call Record

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Displays call records.
- Allows users to click to dial a number in call records.

Dependency

None

1.6 CDR

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The system generates event detail records (EDRs) for calls made by enterprise members. An enterprise administrator can use EDRs to view enterprise member call information and check call fees with carriers.

The system generates EDRs for the following call operations:

- EDRs for the calling party
- EDRs for the called party
- Call forward EDRs
- Call transfer EDRs
- Call pickup EDRs
- EDRs for the call break-in, forced replacement, and listening
- ONLY service EDR for the calling party
- ONLY service EDR for the called party
- Starkey service EDRs
- Switchboard EDRs
- Switchboard call forwarding EDRs
- Call retrieval EDRs
- Call park EDRs
- CTD EDRs for the calling party
- CTD EDRs for the called party
- EDRs for a two-party call changed to a three-party conference
- Hunting group EDRs

Customer Benefits

Users can import the EDRs to a third-party system for billing.

Dependency

None

2 UC Functions

2.1 Messages

2.1.1 IM

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace users can send instant messages (IMs) to other users by using eSpace Desktop, eSpace Mobile, or eSpace Mobile HD. An IM includes contents in .rtf format such as texts, images, and tables. The size of a point-to-point IM ranges from 1000 to 10000 bytes. The default size is 1000 bytes.

Dependency

A user can send texts, emoticons, and screenshots by using eSpace Desktop.

A user can send texts and emoticons but cannot send screenshots by using eSpace Mobile HD.

2.1.2 SMS

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The eSpace Desktop supports missed-call notification by SMS messages. The maximum number of connected short message service gateways (SMSGWs) is 400. The maximum number of connected short message service centers (SMSCs) is 300.

Dependency

The capability of connecting to the peer gateway needs to be customized.

2.1.3 Offline Messages

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Offline users receive the IMs after going online. An offline IM can be stored for a maximum of two days.

Customer Benefits

Users will not miss important messages when being offline.

Dependency

None

2.1.4 File Transfer

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The PGM server transfers files between users' terminals in direct connection mode. A user can transfer a maximum of three files at a time.

Dependency

Files can be transferred only when the file transfer function is enabled.

Only eSpace Desktop supports the file transfer function.

2.2 Status Display

2.2.1 Adding/Deleting Friends

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can add friends and view the status and information of their friends.

Dependency

None

2.2.2 Updating Status and Information

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can update their status and information, and their online friends can learn about the updates in real time. A user can be in the offline, online, busy, away, calling, or do-not-disturb (DND) state. The information includes the signature, image, and contact information.

Dependency

None

2.2.3 Notifying Friend Status and Information in Real Time

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

After a user's status changes, the PGM server synchronizes the changes to the friends of the user in real time.

Dependency

None

2.2.4 Releasing Status by Third Parties

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The PGM server allows other NEs to release user status. In C01, the DND status is released by the call server.

Dependency

None

2.2.5 Managing Personal Information

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can change the name, mobile number, office phone number, email address, postal code, and address. The modifications are synchronized to the corporate directory.

Dependency

None

2.3 Address Book

2.3.1 Corporate Directory

I. Managing Enterprises

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can create and delete an enterprise. Users can also set the enterprise name, URI, and phone number.

Dependency

None

I. Managing Departments

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can create and delete a department, and establish the parent-child relationship among departments. Users can set the department name and enterprise member list for a department.

Dependency

None

I. Managing Enterprise Members

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can add, modify, and delete an enterprise member. The enterprise member information includes name, department, account, work ID, priority, mobile number, family phone number, office phone number, fax number, gender, birthday, address, email address, position, and description.

Dependency

None

I. Searching for Enterprise Members

Availability

This feature is introduced in eSpace UC V200R001C01. The multi-keyword search is supported by eSpace UC V200R001C02.

Description

Users can search for all enterprise members or the enterprise members in a specified department (including its child departments). Fuzzy search is supported. Users can also search for enterprise members by using multiple keywords, Such as user name, pinyin, mobile phone number, email address, and department.

Dependency

None

I. Modifying Enterprise Member Information

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Enterprise member information modifications on the BMP server are synchronized to the personal address book.

Dependency

None

2.3.2 Personal Address Book

I. Managing Groups

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can create and delete a group, and add members to or delete members from a group.

Dependency

None

I. Managing Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can create, modify, and delete a contact.

Dependency

None

I. Synchronizing the Personal Address Book Incrementally

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The PGM server records the modification time stamp of each contact and group. The request for obtaining the personal address book carries the last download time stamp, and the server sends the contact and group information updated after this time stamp to the terminal. The deleted contacts and groups are marked as deleted.

Dependency

The incremental synchronization is supported only by mobile clients.

2.4 Group Management

2.4.1 Contact Group

I. Creating a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A group permanently exists unless the group creator dismisses it. Members in a group can send group messages to others. By default, the system supports a maximum of 100 contact groups, and a group has a maximum of 2000 members.

Customer Benefits

Contact groups facilitate group discussions, message broadcast, and instant communication.

Dependency

None

I. Dismissing a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Only the group creator can dismiss the contact group.

Dependency

None

I. Inviting Users to Join Contact Groups

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Only the group creator can invite users to join a contact group. After receiving an invitation, the invited user can accept or reject the invitation. The group creator can check whether the invited user accepts the invitation. If the invited user rejects the invitation, the creator can resend the invitation.

Dependency

None

I. Applying to Join a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

An enterprise member can apply to join a contact group, and the group creator will receive a prompt message asking whether to approve the application. After being approved, the enterprise member joins the contact group.

Dependency

None

I. Exiting a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Group members can exit a contact group without approval.

Dependency

None

I. Group Chat

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a group member sends a group message, all members in the group can receive it. Offline group members receive the IMs after going online.

Dependency

None

I. Notifying Group Updates

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Group members are notified of any changes about the group name, introduction, bulletin, and group member list.

Dependency

None

I. Displaying Group Member Status

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The group member status is displayed in the group member list.

Dependency

None

I. Searching for a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can search for a group by name or ID in an enterprise. A user can search for a group by a keyword in the group name.

Dependency

None

2.4.2 Temporary Group

I. Creating a Temporary Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can drag or add contacts to an IM dialog box to create a temporary group. After the creator closes the temporary group dialog box, the temporary group will be dismissed. Temporary groups are not displayed in the group list.

Customer Benefits

Temporary groups apply to temporary or emergent group discussions.

Dependency

None

I. Dismissing a Temporary Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The creator can dismiss the temporary group.

Dependency

None

I. Inviting a user to Join a Temporary Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The creator can invite a user to join the temporary group. The user automatically joins the group without approving the invitation.

Dependency

None

I. Exiting a Temporary Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Temporary group members can exit the temporary group without approval. If a user is deregistered, the user automatically exits the group.

Dependency

None

I. Group Chat

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a group member sends a group message, all members in the group can receive it.

Dependency

None

I. Displaying Members in a Temporary Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

All members in a temporary group can view the member list of this group.

Dependency

None

3 Multimedia Meeting Functions

3.1 Document Sharing

3.1.1 Sharing a Document

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During a meeting, the moderator or presenter can upload a local document (any document in a printable format such as a PPT, PPTX, DOC, DOCX, XLS, XLSX, or PDF) to share with all participants.

Dependency

None

3.1.2 Using a Document

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During a meeting, the moderator or presenter can save or delete a shared document that is opened, turn pages, or zoom the document (zoom percentage: 25%–800%).

Dependency

None

3.1.3 Commenting a Document

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter can comment on a shared document that is opened. For example, the presenter can use the laser pen tool to indicate the currently explained content, select a comment color, and select a comment type such as highlighting comments, text comments, image comments (including the tick, cross, upward arrow, downward arrow, left arrow, and right arrow), and pencil comments (including the free drawing, hollow rectangle, filled rectangle, hollow round rectangle, filled round rectangle, hollow ellipse, filled ellipse, line, single-headed line, and double-headed line). The presenter can delete own comments.

Dependency

None

3.2 Desktop Sharing

3.2.1 Enabling the Screen or Application Sharing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During a meeting, the presenter can share the screen or an application with other participants. The presenter can also request a participant to share the screen or an application with other participants.

Dependency

None

3.2.2 Disabling the Screen or Application Sharing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter or a participant who is sharing the screen or an application can click a button to stop sharing.

Dependency

None

3.2.3 Remotely Controlling a Shared Screen or Application

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

An authorized participant can remotely control a shared screen or application.

Dependency

None

3.2.4 Commenting a Shared Screen or Application

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

An authorized participant can remotely comment a shared screen or application. This function cannot be performed in remote control mode.

Dependency

None

3.3 Media Sharing

3.3.1 Sharing a Media File

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter can open a local media file to share the media to participants in real time. The following media types are supported: WMV, WMA, and ASF.

Dependency

None

3.3.2 Viewing a Shared Media File

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Participants (including the moderator) can view the media file shared by the presenter in real time.

Dependency

None

3.3.3 Controlling a Shared Media File

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter can play, pause, or stop a shared media file, drag the slide to jump to a specified time point, play the file in full-screen mode, or adjust the volume.

Dependency

None

3.3.4 Switching Layouts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator or presenter can switch between the data+video and video-only layouts. If the moderator or presenter switches the meeting layout from the data+video layout to the video-only layout, the media sharing is paused. The media sharing is resumed when the moderator or presenter switches back to the data+video layout.

Dependency

None

3.3.5 Switching Between Functions

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator or presenter can switch between media sharing and other data functions. If the moderator or presenter switches from the media sharing function to other data functions (such as document, whiteboard, or screen sharing), the media sharing is paused. The media sharing is resumed when the moderator or presenter switches back to the media sharing function.

Dependency

None

3.4 Video Functions

3.4.1 Video Sharing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During a meeting, the moderator can enable or disable the moderator's and other participant's cameras. The opened videos can be shared with all participants.

Dependency

None

3.4.2 Video Control

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Authorized participants can close a shared video feed, display the video in full-screen mode, or drag the video to another window.

Dependency

None

3.4.3 Alternating Display

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During a meeting, if the total number of enabled cameras exceeds the maximum number of videos that can be displayed in the current layout, the alternating display function is automatically enabled. The moderator can set the interval for alternating videos and the number of videos that can be displayed within an interval.

Dependency

None

3.4.4 Video Stream Control

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The video stream control function is classified into stream control on the sending end and stream control on the receiving end. The video stream control function adapts videos in poor network conditions to ensure that participants view smooth videos.

Dependency

None

3.4.5 Dual-Stream Video

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If the resolution of shared video is higher than quarter common intermediate format (QCIF) and the system supports this resolution, two streams (one in the original resolution and the other in the QCIF resolution) will be sent to the MS.

The server supports self-adaption to receive streams in different resolutions based on the current layout and network connection status.

Dependency

None

3.4.6 Meeting Mode Switch

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator can switch the meeting mode between the moderator-controlled mode and the free meeting mode.

Dependency

None

3.4.7 Meeting Layout

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During a meeting, the moderator or presenter can change the meeting layout as required. A maximum of seven layouts for common displays and seven layouts for wide-screen displays are supported. A maximum of six videos can be played in one layout.

Dependency

None

3.5 Text Communication

3.5.1 Group Message

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator, presenter, or authorized participants can communicate with other participants in text. When the receiver is set to **All**, all participants receive the same message.

Dependency

None

3.5.2 Private Message

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator, presenter, or authorized participants can chat with one or more participants in a separate chat window.

Dependency

None

3.5.3 Message Display

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A participant can view all chat records.

Dependency

None

3.5.4 Other Chat Functions

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A participant can set the text format (such as the font and color), use emoticons, perform text operations (such as copy and paste), and adjust the chat window size.

Dependency

None

3.6 Electronic Whiteboard

3.6.1 Creating a Whiteboard

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During a meeting, the moderator or presenter can create a whiteboard for discussing the meeting topic.

Dependency

None

3.6.2 Operating a Whiteboard

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During a meeting, the moderator or presenter can save or delete a shared whiteboard that is opened, turn pages, or zoom the whiteboard (zoom percentage: 25%–800%).

Dependency

None

3.6.3 Commenting a Whiteboard

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter can comment on a shared whiteboard that is opened. For example, the presenter can use the laser pen tool to indicate the currently explained content, select a comment color, and select a comment type such as highlighting comments, text comments, image comments (including the tick, cross, upward arrow, downward arrow, left arrow, and right arrow), and pencil comments (including the free drawing, hollow rectangle, filled rectangle, hollow round rectangle, filled round rectangle, hollow ellipse, filled ellipse, line, single-headed line, and double-headed line). The presenter can delete own comments.

Dependency

None

3.7 File Upload

3.7.1 Uploading Files

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator or presenter can upload a file for all participants or a specified participant to download.

Dependency

None

3.7.2 Downloading Files

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

All participants or a specified participant can download files that are uploaded to the local host.

Dependency

None

3.7.3 Deleting an Uploaded File

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator or presenter can delete a file that is being uploaded or has been uploaded. The deleted file is not displayed in the meeting.

Dependency

None

3.8 Questionnaire

3.8.1 Creating a Questionnaire

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter can create a questionnaire. The options are single choice, multiple choice, or questions. The presenter can set the maximum duration of a questionnaire. The presenter can also create a questionnaire by importing questions.

Dependency

None

3.8.2 Modifying a Questionnaire

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter can modify a questionnaire.

Dependency

None

3.8.3 Deleting a Questionnaire

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter can delete a questionnaire. The deleted questionnaire is not displayed in the meeting.

Dependency

None

3.8.4 Initiating a Questionnaire

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter can initiate a questionnaire that is created. Other participants can view the questions contained in the questionnaire.

Dependency

None

3.8.5 Completing a Questionnaire

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Participants answer questions contained in a questionnaire.

Dependency

None

3.8.6 Ending a Questionnaire Survey

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A questionnaire automatically ends when a specified time arrives.

The questionnaire initiator can also manually end a questionnaire.

Dependency

None

3.8.7 Importing a Questionnaire

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter can import a questionnaire in .qes format.

Dependency

None

3.8.8 Saving a Questionnaire

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator and the presenter can save the existing questionnaire, all questionnaires, or the questionnaire format.

Dependency

None

3.8.9 Viewing Questionnaire Statistics

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator can end a questionnaire early before the duration ends, and view questionnaire statistics, including the number of participants who join the questionnaire, and the statistics (number and percentage) of votes for each item. A participant can view real-time poll statistics after finishing the poll.

Dependency

None

3.9 Bulletins

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator and presenter can publish bulletins to all participants. Participants can receive new bulletins instantly and view historical bulletins.

Dependency

None

3.10 Notes

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Participants can take and save notes.

The note window can be maximized, minimized, and resumed from the minimized state.

Dependency

None

3.11 Meeting Recording

3.11.1 Recording

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator or presenter can record a meeting, and save the recording to a specified directory on the local PC.

Dependency

None

3.11.2 Recording Control

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The moderator, presenter, or an authorized participant can start, pause, or stop recording a meeting.

Dependency

None

3.11.3 Recording Playback

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Recordings are saved as .wmv files. The moderator, presenter, or an authorized participant can double-click a .wmv file to play the recording.

Dependency

None

3.12 Meeting Control

3.12.1 Microphone Control by the Moderator

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace UC can detect whether a participant has a microphone installed. The moderator can enable or disable the participant's microphone.

Dependency

None

3.12.2 Camera Control by the Moderator

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace UC can detect whether a participant has a camera installed. The moderator can enable or disable the participant's camera.

Dependency

None

3.12.3 Microphone Control by the Presenter and Participants

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter and participants can disable their own microphones.

Dependency

None

3.12.4 Camera Control by the Presenter and Participants

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The presenter and participants can disable their own cameras.

Dependency

None

4 eSpace UMS Functions

4.1 Movius UMS Functions

4.1.1 Voice Mailbox

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Leaving a voice message: Users can register the following services:
 - Call transfer to voice mailbox unconditional (CTVMU)
 - Call transfer to voice mailbox on no reply (CTVMNR)
 - Call transfer to voice message on busy (CTVMB)
- Receiving a voice message notification by using:
 - Message waiting indications (MWIs) on PC clients and specified IP terminals
 - Calls
 - Emails
 - SMS messages (The SMSC must be deployed.)
- Retrieving a voice message by using phones, from emails, and on web pages.
- Being notified of missed calls. These calls are transferred to the UMS when no voice message is left.

Dependency

Users can enable the CTVMU, CTVMNR, and CTVMB services by using the registration or deregistration access code or on eSpace Portal.

4.1.2 Fax Mailbox

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Leave a fax message after dialing the unified access code or unique access code assigned for one account.
- Receive a fax message notification by using:
 - MWIs on PC clients and specified IP terminals
 - Calls
 - SMS messages

- Emails
- Retrieve a fax message:
 - Using a fax machine
 - From an email
 - Following interactive voice response (IVR) announcements on a phone to send the fax message to a specified fax machine to print
 - In the UMS web system

Dependency

None

4.1.3 Direct Callback

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can directly call back the calling party when retrieving a message.

Dependency

None

4.1.4 Restrictions

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- IVR announcements and web pages are supported in English, traditional Chinese, Spanish, or Brazil Portuguese.
- A maximum of 2,000,000 mailboxes are supported. The mailbox capacity (in MB) is configurable. Each mailbox saves a maximum of 1000 voice or fax messages. The duration of a voice message ranges from 1 to 10 minutes.
- Voice files are in the WAV format. In addition, adaptive multirate (AMR) and μ -law codec modes are supported.
- The UMS and IP PBX use the T.30 or T.38 fax mode.
- Fax files are in Tagged Image File Format (TIFF) format (20 KB/page on A4 papers).

Dependency

None

4.1.5 Greetings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can set personal greetings, such as greetings on busy, holiday greetings, off-work greetings, and voice recording of user names.

Dependency

None

5 eSpace Desktop

5.1 Basic Call Functions

5.1.1 Voice Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace Desktop supports basic voice calls, including calls between eSpace Desktop users or between eSpace Desktop and other types of phones. eSpace Desktop provides the following functions: initiate calls, hang up outgoing calls, hang up incoming calls, answer incoming calls, and display calling party information.

Dependency

None

5.1.2 Video Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Supports basic video calls, including calls between eSpace Desktop users or between eSpace Desktop and other types of phones.
- Allows users to initiate and answer video calls and view videos on the local or peer end. Supports 720p high-definition (HD) video calls. Allows users to select a video device from multiple local video devices.

Dependency

None

5.1.3 Call Transfer

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace Desktop supports the call transfer function including blind transfer and attend transfer (transfer upon ringing or transfer during a call).

Dependency

None

5.1.4 Call Hold

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can hold an ongoing call and resume the held call later. During a call, both the calling and called parties can hold the call. When a call is held, the held party hears the call waiting tone, indicating that the call is not ended.

Dependency

None

5.1.5 Call Record

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Terminals save incoming call records, outgoing call records, and missed call records.

Users can delete one or all call records.

Users can select a call record to make a call.

Dependency

None

5.1.6 Call Recording

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can save call recordings to a local computer and view the recording file list.

Dependency

None

5.1.7 Call Forwarding to Voice Mailbox

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

If users are busy or do not want to answer an incoming call, they can forward the call to the voice mailbox.

Dependency

None

5.1.8 WMIs and Message Retrieving

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

When there is a new voicemail message, the WMI is automatically on. Users can access the voice mailbox system by one click to retrieve the message.

Dependency

None

5.1.9 IM

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can:

- Send and receive IMs.
- Set font color and font size.
- Send an emoticon.
- Set quick reply and automatic reply.
- View and clear IM records.

- Export IM records as pictures or texts.

Dependency

None

5.2 Status Display

5.2.1 Adding and Deleting Friends

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can add friends and view the status and information of their friends.

Dependency

None

5.2.2 Updating Status and Information

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can update their status and information, and their online friends can learn about the updates in real time. A user can be in the offline, online, busy, away, calling, or DND state. The information includes the signature, image, and contact information.

Dependency

None

5.2.3 Notifying Friend Status in Real Time

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

After a user's status changes, the PGM server synchronizes the changes to the friends of the user in real time.

Dependency

None

5.2.4 Releasing Status by Third Parties

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The PGM server allows other NEs to release user status. In C01, the DND status is released by the call server.

Dependency

None

5.2.5 Managing Personal Information

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can change the name, mobile number, office phone number, email address, postal code, and address. The modifications are synchronized to the corporate directory.

Dependency

None

5.3 Point-to-Point File Transfer

5.3.1 Transferring a File

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can send local files to a specified recipient. Both parties can cancel the file transfer.

Dependency

None

5.3.2 Receiving a File

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

After receiving the file transfer request, the recipient can accept or reject the request. The recipient can stop the file transfer.

Dependency

None

5.3.3 Sending an Image

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can capture screenshots and send and save the captured screenshots.

Dependency

None

5.4 Scheduled Multimedia Meeting

5.4.1 Scheduling a Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can log in to the web page of Meeting Book and access the page for scheduling meetings.

Dependency

None

5.4.2 Joining in a Scheduled Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can enter a meeting ID and the password to join the meeting on the PC client.

Dependency

None

5.4.3 Joining a Meeting by One Click

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can right-click an ongoing meeting and choose a menu to join it, or double-click an ongoing meeting to join it. If the user is a moderator, the status is moderator.

Dependency

None

5.4.4 Displaying a Meeting List

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

All meetings that a user needs to join are listed based on time. The meetings include ongoing ones and to-be-held ones. A user can right-click an ongoing meeting and choose a menu to view detailed meeting information.

Dependency

None

5.4.5 Creating a Multimedia Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A multimedia meeting can be created in a temporary group dialog box or two-party IM dialog box. For details about multimedia meeting functions, see related information about multimedia meetings.

Dependency

None

5.5 Corporate Directory

5.5.1 Searching for Contacts in Fuzzy Mode

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can search for contacts in the corporate directory by name, account, user number, or mobile phone number. Users can view a contact's details.

Dependency

None

5.5.2 Searching for Contacts by Using Multiple Keywords

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Users can search for contacts by using multiple keywords. Each two keywords are separated by a space.

Dependency

None

5.5.3 Adding as a Friend

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can right-click a contact and add the contact to a group. After the contact is added to the group, the contact is displayed in the personal address book.

Dependency

None

5.5.4 Sending an IM

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can send IMs to a specified contact.

Dependency

None

5.5.5 Sending SMS Messages

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can send SMS messages to other users in the corporate directory.

Dependency

A third-party gateway must be used to send SMS messages.

5.5.6 Initiating a Voice Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can select a contact's phone number to make a voice call.

Dependency

None

5.5.7 Initiating a Video Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can select a contact's phone number to make a video call.

Dependency

None

5.5.8 Displaying the Enterprise Structure

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The corporate directory is displayed in a tree structure, showing the enterprise's organization structure. When a user selects a department, only the department or its sub-departments and members are displayed.

Dependency

None

5.6 Personal Address Book

5.6.1 Displaying Friend Status

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can view the friend status in the personal address book, such as online, offline, busy, away, talking, and DND.

Dependency

None

5.6.2 Notifying Users of Friend Login

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a friend logs in, a pop-up notification is displayed at the lower-right corner of the desktop.

Dependency

None

5.6.3 Searching for Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a user enters a contact's information in the search box, the contact is automatically listed if the contact is stored in the personal address book. The user can press **Enter** to call the contact. If the contact is in the corporate directory, the user sends an IM to the contact after pressing **Enter**.

Dependency

None

5.6.4 Adding a Friend

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can add an enterprise member to the personal address book as a friend.

Dependency

None

5.6.5 Adding a Contact

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can enter a contact's information to add the contact to the personal address book. Contacts contain enterprise members and outer-office users. No status is displayed for outer-office users.

Dependency

None

5.6.6 Deleting a Friend

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can delete a friend from the personal address book.

Dependency

None

5.6.7 Viewing Friend Details

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can view detailed information about a friend. A user can modify only personal detailed information.

Dependency

None

5.6.8 Displaying Recent Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Recent contacts are a group of people that are contacted recently. A maximum of 10 recent contacts can be stored. When the number of recent contacts exceeds the maximum, new records automatically overwrite old records.

Dependency

None

5.6.9 Grouping Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can group contacts and friends in the personal address book.

Dependency

None

5.6.10 Sending an IM

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can send IMs to friends.

Dependency

None

5.6.11 Initiating a Voice Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can select a friend's or contact's phone number to initiate a voice call.

Dependency

None

5.6.12 Initiating a Video Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can select a friend's or contact's phone number to initiate a video call.

Dependency

None

5.6.13 Importing an Excel File

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can import contacts from an Excel file to the personal address book.

Dependency

None

5.6.14 Exporting the Personal Address Book to an Excel File

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can export contacts from the personal address book to an Excel file.

Dependency

None

5.6.15 Synchronizing Address Books

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The BMP address book is synchronized with the active directory (AD).

Dependency

None

5.6.16 Sorting Contacts and Friends in Alphabetical Order

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Contacts and friends are sorted alphabetically.

Dependency

None

5.7 Contact Group

5.7.1 Creating a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can create a contact group on the eSpace Desktop, and set the name, introduction, and bulletin for the group. Only group members can view the bulletin.

Dependency

None

5.7.2 Modify a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The group administrator can modify the group name, introduction, and bulletin.

Dependency

None

5.7.3 Viewing a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A group member can view the information about a group, including the group name, introduction, bulletin, and group member list.

Dependency

None

5.7.4 Displaying Contact Group Members

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Members in a group are listed by account and name.

Dependency

None

5.7.5 Updating a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace Desktop can download the contact group information from the server.

Dependency

None

5.7.6 Inviting a Member to Join a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The group administrator can invite an enterprise member to join the contact group. After receiving an invitation, the invited enterprise member can accept or reject the invitation, and can disable the invitations from the group.

Dependency

None

5.7.7 Deleting a Group Member

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The group administrator can delete a group member.

Dependency

None

5.7.8 Searching for a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can search for a contact group by name or ID in an enterprise. A user can search for a contact group by a keyword in the group name.

Dependency

None

5.7.9 Applying to Join a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

An enterprise member can apply to join a contact group. After receiving an application, the group administrator can approve or reject the application, and can disable the applications from the enterprise member.

Dependency

None

5.7.10 Sending IMs in a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A group member can send IMs in a group. All group members can receive the IMs. Offline group members receive the IMs after going online.

Dependency

None

5.7.11 Initiating an Audio Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can create an audio meeting and invite all members in a contact group to join the meeting.

Dependency

None

5.7.12 Initiating a Multimedia Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can create a multimedia meeting and invite all members in a contact group to join the meeting.

Dependency

None

5.7.13 Notifying Group Updates

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The server notifies the eSpace Desktop of any changes about group members, bulletins, introduction, and names.

Dependency

None

5.7.14 Exiting a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Except the group administrator, group members can exit a group without approval.

Dependency

None

5.7.15 Shielding Group Messages

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Group members can shield the IMs from a contact group.

Dependency

None

5.7.16 Dismissing a Contact Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Only the group administrator can delete a contact group.

Dependency

None

5.8 Temporary Group

5.8.1 Creating a Temporary Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can drag or add contacts to an IM dialog box to create a temporary group.

Dependency

None

5.8.2 Displaying the Temporary Group Member List

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

All members in a temporary group can view the member list of this group on the eSpace Desktop.

Dependency

None

5.8.3 Inviting a User to Join a Temporary Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The creator can invite a user to join the temporary group.

Dependency

None

5.8.4 Deleting a Group Member

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The creator can delete a member from the temporary group.

Dependency

None

5.8.5 Initiating an Audio Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A group member can click **Call** in the temporary group dialog box to initiate an audio meeting. All members in the group receive an invitation.

Dependency

None

5.8.6 Initiating a Multimedia Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A group member can click **Start Multimedia Conference** to initiate a multimedia meeting. After a multimedia meeting is initiated, the multimedia meeting dialog box is displayed, and the temporary group dialog box is closed.

Dependency

None

5.8.7 Exiting a Temporary Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Temporary group members can exit the temporary group without approval.

Dependency

None

5.8.8 Dismissing a Temporary Group

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The creator can dismiss the temporary group.

Dependency

None

5.9 SMS Messages or Mails

A third-party short message service gateway (SMSGW) is required to enable the SMS function.

A third-party mail server is required to enable the mail function.

5.9.1 Inbox and Outbox

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The received SMS messages, including the read and unread messages, are stored in the inbox.

SMS messages sent by users are stored in the outbox.

Dependency

None

5.9.2 Edit SMS Messages

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can edit SMS messages.

Dependency

None

5.9.3 Sending SMS Messages

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can send SMS messages to a specified contact.

Dependency

None

5.9.4 Forwarding an SMS Message

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can forward an SMS message in the inbox and outbox.

Dependency

None

5.9.5 Replying to an SMS Message

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can reply to an SMS message in the inbox.

Dependency

None

5.9.6 Deleting an SMS Message

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can delete an SMS message from the inbox and outbox.

Dependency

None

5.9.7 Emptying the Inbox or Outbox

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can delete an SMS message from the inbox and outbox.

Dependency

None

5.9.8 Setting a Personal Signature for SMS Messages

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

After a user sets a personal signature for SMS messages, each SMS message sent by the user contains the personal signature.

Dependency

None

5.10 Others

5.10.1 Password Remembering

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a user enables the password remembering function in the login dialog box, the eSpace Desktop remembers the login password, and the user does not need to enter the password for later logins.

Dependency

None

5.10.2 Automatic Login

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a user enables the automatic login function in the login dialog box, the eSpace Desktop remembers the login account and password. When being started, the eSpace Desktop automatically connects to the server using the last login account and password.

Dependency

None

5.10.3 Network Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can select a server in the login dialog box to log in to different centers.

Dependency

None

5.10.4 Account Deletion

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can delete the current account in the login dialog box.

Dependency

None

5.10.5 Personal Status Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can set the login status (online, away, and busy) in the login dialog box.

Dependency

None

5.10.6 Update Notification During Login

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During login, the eSpace Desktop obtains the version information from the server. Users will be notified of the new version.

Dependency

None

5.10.7 Automatic Upgrade

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

After a user chooses to upgrade the UC, the eSpace Desktop automatically downloads and installs the upgrade package.

Dependency

None

5.10.8 Logout**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

After a user logs out of the eSpace Desktop, the login dialog box is displayed.

Dependency

None

5.10.9 Exit**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

When a user exits from the eSpace Desktop, the UC program is stopped.

Dependency

None

5.10.10 Personal Information**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

Basic information: name, account, gender, birthday, signature, home area, and label.

Contact information: mobile number, office phone number, email address, postal code, address, and personal home page.

Dependency

None

5.10.11 System Settings**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

Basic settings: Always on Top, Prompt When Close, Auto Hide, Exit Program, Minimize to Tray, Auto Login Next Time, Remember Password, Start up With Windows, and Skin Settings.

Media settings: Audio Input, Audio Output, and Video Settings.

Friend online notification settings: Disable friend online notification, Enable friend online notification, and Enable for selected friends.

Ring tone settings: default ring tone, ring tone for intra-office users, ring tone for outer-office users, and callback ring tone.

Dependency

None

5.10.12 Advanced Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

IM settings: Save all received files into a folder by default, IM Notification Tone, Snapshot, and Message Received By.

Automatic reply settings: Auto Reply When Away and Quick Reply.

Dependency

None

6 eSpace Mobile

Support iOS and Android operate system.

6.1 Startup and Login

6.1.1 Automatic Login

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a user enables the password remembering function in the login dialog box, the eSpace Mobile remembers the login password, and the user does not need to enter the password for later logins.

Dependency

None

6.1.2 Network Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can configure the server IP address and port number in login dialog box.

Dependency

None

6.1.3 Domain Name Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The server IP address can be configured as a URL containing a domain name.

Dependency

None

6.1.4 Account Deletion

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can clear account information by one click, including all cache information and local address book.

Dependency

None

6.1.5 Upgrade Prompt Message

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Google Play Store prompts users to upgrade the Android system, and AppStore prompts users to upgrade the iPad system.

Dependency

None

6.1.6 Logout

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can log out of the eSpace Desktop.

Dependency

None

6.1.7 Exit**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

A user can exit the eSpace Desktop.

Dependency

eSpace Mobile does not support background running on mobile phones running the iOS operating system.

6.1.8 Login**Availability**

This feature is introduced in eSpace UC V200R001C02.

Description

A user can log in to the eSpace Desktop by means of Wi-Fi or 3G.

Dependency

None

6.2 Personal Information**6.2.1 Setting Personal Signatures****Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

A user can set a personal signature.

Dependency

None

6.2.2 Setting Personal Status

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

User status includes online, leave, and busy.

Dependency

None

6.2.3 Displaying Online Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can enable or disable this function. By default, all contacts are displayed.

Dependency

None

6.2.4 Setting Vibration

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can determine whether the mobile phone vibrates when receiving an IM. By default, the vibration is disabled.

Dependency

None

6.2.5 Setting Prompt Tone

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can determine whether eSpace Mobile plays a tone when receiving a message.

Dependency

None

6.2.6 Displaying All Contacts in the Mobile Phone

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

By default, all contacts in the mobile phone are displayed. If this function is disabled, only eSpace-associated contacts are displayed on eSpace Mobile.

Dependency

None

6.3 Personal Address Book

6.3.1 Displaying Friend Status

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

In the personal address book, a user can view the friend status such as online, away, busy, or DND.

Dependency

None

6.3.2 Displaying the Client Type of a Friend

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The client type of a friend can be displayed.

Dependency

None

6.3.3 Searching for Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a user enters a contact's information in the search box, the contact is automatically listed if the contact is stored in the personal address book. The user can further press **Enter** to search for a contact in the enterprise address book if the contact is not stored in the personal address book.

Dependency

None

6.3.4 Adding a Friend

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can add an enterprise member to the personal address book as a friend.

Dependency

None

6.3.5 Deleting a Friend

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can delete a friend from the personal address book.

Dependency

None

6.3.6 Viewing Friend Details

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can view detailed information about a friend. A user can modify only personal

detailed information.

Dependency

None

6.3.7 Displaying Recent Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Recent contacts are a group of people that are contacted recently. When the number of recent contacts exceeds the maximum, new records automatically overwrite old records.

Dependency

None

6.3.8 Viewing Online Friends

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can view online friends.

Dependency

None

6.3.9 Grouping Friends

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can group friends and contacts in the personal address book, but the user cannot create a group.

Dependency

None

6.3.10 Initiating an IM Session

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can click a contact to open the IM window.

Dependency

None

6.3.11 Initiating a Voice Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can initiate a voice call to a friend in the personal address book.

Dependency

None

6.3.12 Selecting a Call Mode (VoIP or CTD)

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The VoIP and click to dial (CTD) modes can be selected on the dial plate.

Dependency

None

6.3.13 Selecting a Number to Initiate a Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a contact has multiple numbers, a user can select a required number to initiate a call.

Dependency

None

6.3.14 Synchronizing the Personal Address Book Incrementally

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When friend information in the personal address book updates, the updated information is synchronized to eSpace Mobile incrementally.

Dependency

None

6.4 Corporate Directory

6.4.1 Searching for Contacts in Fuzzy Mode

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Fuzzy search is supported. When a user searches for an enterprise member by keyword in the enterprise address book, all records containing the keyword are displayed. A user can search for an enterprise member by name, account, department, email address, or work ID.

Dependency

None

6.4.2 Viewing Contact Details

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can click the search result to view detailed information about an enterprise member.

Dependency

None

6.4.3 Adding a Contact as a Friend**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

A user can add an enterprise member in the search result as a friend.

Dependency

None

6.4.4 Sending an IM**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

A user can send an IM to an enterprise member in the search result.

Dependency

None

6.4.5 Initiating a Voice Call**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

A user can initiate a voice call to an enterprise member in the search result.

Dependency

None

6.4.6 Selecting a Call Mode (VoIP or CTD)**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

A user can select the VoIP or CTD mode when initiating a call.

Dependency

None

6.4.7 Selecting a Number to Initiate a Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a contact in the search result has multiple numbers, a user can select a required number to initiate a call.

Dependency

None

6.5 IM

6.5.1 Sending and Receiving IMs

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can send IMs to or receive IMs from other contacts.

Dependency

None

6.5.2 Sending an Emoticon

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can send an emoticon.

Dependency

None

6.5.3 Sending an Offline IM

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can send an IM to an offline friend.

Dependency

None

6.5.4 Receiving an Offline IM

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can receive an offline IM when going online.

Dependency

None

6.5.5 Prompting a User by Vibrating the Mobile Phone

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can determine whether the mobile phone vibrates when receiving an IM.

Dependency

None

6.5.6 Notifying a User of New IMs

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace mobile can notify a user of new IMs when running at background.

Dependency

None

6.5.7 Displaying the IM History

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can view historical IM records.

Dependency

None

6.5.8 Deleting All Historical IM Records

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can delete all historical IM records.

Dependency

None

6.6 Voice Services

6.6.1 VoIP Calls

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can use Wi-Fi to initiate a call.

Dependency

None

6.6.2 CTD

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can initiate a call in CTD mode.

Dependency

None

6.6.3 Selecting a Call Mode (VoIP or CTD)

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The VoIP and CTD modes can be selected on the dial plate.

Dependency

None

6.6.4 Using the Dial Plate to Initiate a Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can use the dial plate to initiate a call.

Dependency

None

6.6.5 Two-Stage Dialing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can use the two-stage dialing function during a conversion.

Dependency

None

6.6.6 Clicking a Friend to Initiate a Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can click a friend to open the IM window, and click the call button to initiate a call.

Dependency

None

6.6.7 Searching for a Contact to Initiate a Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

After finding a contact from the address book, a user can click the contact and click the call button to initiate a call in the IM window.

Dependency

None

6.6.8 Setting the Ring Tone for VoIP Incoming Calls

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can set the ring tone for VoIP incoming calls.

Dependency

None

6.6.9 Muting a VoIP Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can mute a VoIP call.

Dependency

None

6.6.10 Ending a VoIP Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can end a VoIP call.

Dependency

None

6.7 Meetings

6.7.1 Instant Meeting

I. Holding an Instant Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can create an instant meeting, including the voice and multimedia meetings.

Dependency

None

I. Displaying the Participant List

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The participant list can be displayed.

Dependency

None

I. Inviting a User to Join a Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The meeting creator can invite a user to join an instant meeting.

Dependency

None

I. Deleting a Participant

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The meeting creator can delete a participant from an instant meeting.

Dependency

None

I. Muting a Participant

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The meeting creator can mute a participant.

Dependency

None

I. Unmuting a Participant

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The meeting creator can unmute a participant.

Dependency

None

I. Querying the Meeting List

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can query the meeting list.

Dependency

None

I. Joining in a Meeting by Entering the Meeting ID

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can join a meeting by entering the meeting ID.

Dependency

None

I. Ending a Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The meeting creator can end an ongoing instant meeting.

Dependency

None

I. Exiting an Instant Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A participant can exit the instant meeting.

Dependency

None

I. Switching to Another Terminal During an Instant Meeting

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

During an instant meeting, a participant can switch to another terminal to continue the meeting.

Dependency

None

6.7.2 Scheduled Meeting

I. Creating a Scheduled Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can create a scheduled meeting, including the voice and multimedia meetings.

Dependency

None

I. Querying the Scheduled Meeting List

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can query the scheduled meeting list and view meeting details.

Dependency

None

I. Canceling a Scheduled Meeting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The meeting creator can cancel the scheduled meeting.

Dependency

None

I. Sending a Meeting Notification

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The meeting creator can send meeting notifications to participants by IM or email.

Dependency

None

I. Associating Meeting Notifications with the Calendar

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a user receives a meeting notification, the user can associate the notification to the calendar on the mobile phone. Android 4.0 and later versions do not support this function.

Dependency

None

I. Joining in a Scheduled Meeting by One Click

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can click one button to join a scheduled meeting. A user can only select a meeting ID but cannot enter a meeting ID.

Dependency

None

I. Switching to Another Terminal During a Scheduled Meeting

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

During a scheduled meeting, a participant can switch to another terminal to continue the meeting.

Dependency

None

I. Controlling the Meeting

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The moderator can mute, add, and delete participants during a scheduled meeting.

Dependency

None

6.7.3 Multimedia Meeting

I. Viewing a Shared Screen

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can view a shared screen. eSpace Mobile users cannot share their screens with others.

Dependency

None

6.8 Multiple Languages

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace Mobile supports English and Chinese. The language of eSpace Mobile that installed on an iPhone depends on the iPhone operating system language.

Dependency

None

6.9 Settings

6.9.1 Language Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Language displayed on eSpace Mobile can be changed. The language of eSpace Mobile running the iOS operating system depends on the system language.

Dependency

None

6.9.2 Call Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The CTD and VoIP can be selected.

Dependency

None

6.9.3 Callback Number

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A user can set a CTD callback number. When the user initiates a CTD call, the system calls the preset callback number. The callback number can be any mobile phone.

Dependency

None

6.9.4 Automatic Mode

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When the VoIP mode is selected, a user can enable or disable the automatic mode. When the automatic mode is enabled, Wi-Fi is unavailable, and calls are initiated in CTD mode.

Dependency

None

6.10 Help

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users on the mobile phone client can seek help on the Help page.

Dependency

None

7 eSpace Mobile HD

Support iOS operate system.
Support ipad 1, iPad 2.

7.1 Startup and Login

7.1.1 Automatic Login

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

This function allows users to log in to eSpace Mobile HD automatically without entering the password.

Dependency

None

7.1.2 Network Configuration

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can configure the server IP address and port number on the login page.

Dependency

None

7.1.3 Domain Name Setting

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The server IP address can be configured as a URL containing a domain name.

Dependency

None

7.1.4 Upgrade Prompt Message

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Google Play prompts users to upgrade the Android system, and AppStore prompts users to upgrade the iPad system.

Dependency

None

7.1.5 Logout

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can log out of the eSpace Mobile HD.

Dependency

None

7.1.6 Exit

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can exit the eSpace Mobile HD.

Dependency

eSpace Mobile HD does not support background running on mobile phones that run the iOS operating system.

7.1.7 Login

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Users can log in to the eSpace Mobile HD through Wi-Fi and 3G networks.

Dependency

None

7.2 Personal Information

7.2.1 Signature Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can set personal signatures.

Dependency

None

7.2.2 User Status Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

User status includes online, offline, and busy.

Dependency

None

7.2.3 Display of Online Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can display only online contacts or all contacts.

Dependency

None

7.2.4 Vibration Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can determine whether a mobile phone vibrates when receiving an IM. By default, the vibration is disabled.

Dependency

None

7.2.5 Prompt Tone Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can determine whether eSpace Mobile HD plays a tone when receiving a message.

Dependency

None

7.3 Personal Address Book

7.3.1 Displaying Friend Status

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

In the personal address book, a user can view the friend status such as online, away, busy, or do-not-disturb (DND).

Dependency

None

7.3.2 Displaying the Client Type of a Friend

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The client type of a friend can be displayed.

Dependency

None

7.3.3 Searching for Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a user enters a contact's information in the search box, the contact is automatically displayed if the contact has been added to the personal address book. The user can press **Enter** to search for a contact in the corporate directory if the contact is not added to the personal address book.

Dependency

None

7.3.4 Adding a Contact

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can add an enterprise member to the personal address book as a friend.

Dependency

None

7.3.5 Deleting a Contact

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can delete a friend from the personal address book.

Dependency

None

7.3.6 Viewing Contact Details

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can view contact details. Users can modify only personal detailed information.

Dependency

None

7.3.7 Displaying Recent Contacts

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can set the maximum number of recent contacts. When the number of recent contacts exceeds the maximum, new records automatically overwrite old records.

Dependency

None

7.3.8 Viewing Online Friends

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can view online friends.

Dependency

None

7.3.9 Grouping Friends

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can group friends and contacts.

Dependency

None

7.3.10 Initiating an IM Session

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can send IMs to friends.

Dependency

None

7.3.11 Initiating a Voice Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can initiate a voice call to a contact in the personal address book.

Dependency

None

7.3.12 Selecting a Number to Initiate a Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If a contact has multiple numbers, a user can select a required number to initiate a call.

Dependency

None

7.3.13 Synchronizing the Personal Address Book Incrementally

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When friend information in the personal address book updates, the updated information is synchronized to eSpace Mobile HD incrementally.

Dependency

None

7.4 Corporate Directory

7.4.1 Searching in Fuzzy Mode

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Fuzzy search is supported. When a user searches for an enterprise member by keyword in the corporate directory, all records containing the keyword are displayed, user name, account, department, email address, and employee ID

Dependency

None

7.4.2 Viewing Enterprise Member Details

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can click search results to view a contact's details.

Dependency

None

7.4.3 Adding an Enterprise Member as a Friend

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can add an enterprise member as a friend.

Dependency

None

7.4.4 Sending an IM

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can send an IM to an enterprise member.

Dependency

None

7.4.5 Initiating a Voice Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can initiate a voice call to an enterprise member.

Dependency

None

7.4.6 Selecting a Number to Initiate a Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can select a number to initiate a call.

Dependency

None

7.5 Contact Group

7.5.1 Viewing the Group Information

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

A group member can view group details, including the group name, introduction, bulletin, and group member list.

Dependency

None

7.5.2 Displaying Group Members

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Members in a group are listed by account and name.

Dependency

None

7.5.3 Obtaining Group Lists

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

A PC client can obtain group lists from the server.

Dependency

None

7.5.4 Sending IMs in a Group

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

A group member can send IMs in a group. All group members can receive the IMs. Offline group members receive the IMs after going online.

Dependency

None

7.5.5 Notifying Group Changes

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The server notifies a PC client of any changes about group names, introduction, bulletins, members.

Dependency

None

7.5.6 Receive a Group invite

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The group administrator invites a user to join the group when the user logging in iPad client. The user will receive a group invite, user can decide accept or reject.

Dependency

None

7.6 IM

7.6.1 Sending and Receiving IMs

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can send and receive IMs.

Dependency

None

7.6.2 Sending an Emoticon

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can send an emoticon.

Dependency

None

7.6.3 Sending an Offline IM

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can send an IM to an offline friend.

Dependency

None

7.6.4 Receiving an Offline IM

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can receive an offline IM when going online.

Dependency

None

7.6.5 Prompting a User by Vibration

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can determine whether a mobile phone vibrates when receiving an IM.

Dependency

None

7.6.6 Notifying a User of New IMs

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace Mobile HD can notify a user of new IMs when running at background.

Dependency

None

7.6.7 Displaying IM Records

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can view IM records.

Dependency

None

7.6.8 Deleting IM Records

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can delete IM records.

Dependency

None

7.7 Voice

7.7.1 Initiating a VoIP Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can use Wi-Fi to initiate a call.

Dependency

None

7.7.2 Using the Dial Plate to Initiate a Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can use the dial plate to initiate a call.

Dependency

None

7.7.3 Using the Two-Stage Dialing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can use the two-stage dialing function during a conversion.

Dependency

None

7.7.4 Initiating a Call to a Friend

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can click a contact to open the IM window, and click the call button to initiate a call.

Dependency

None

7.7.5 Initiating a Call to a Found Contact

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can initiate a call to a contact found in the corporate directory.

Dependency

None

7.7.6 Setting a Ring Tone for Incoming VoIP Calls

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can set a ring tone for incoming VoIP calls.

Dependency

None

7.7.7 Holding a VoIP Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can hold a VoIP call.

Dependency

None

7.7.8 Hanging Up a VoIP Call

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can hang up a VoIP call.

Dependency

None

7.8 Conference

7.8.1 Instant Conference

Creating an Instant Conference**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

Users can create an instant voice or multimedia conference.

Dependency

None

Displaying the Conference Participant List**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

The conference participant list can be displayed.

Dependency

None

Inviting a Participant

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A conference creator can invite a user to join an instant conference.

Dependency

None

Removing a Participant

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A conference creator can remove a participant from an instant conference.

Dependency

None

Muting a Participant

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A conference creator can mute a participant.

Dependency

None

Unmuting a Participant

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A conference creator can unmute a participant.

Dependency

None

Querying the Conference List

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can query the conference list.

Dependency

None

Joining a Conference by Entering the Conference ID

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can join a conference by entering the conference ID.

Dependency

None

Ending a Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A conference creator can end an ongoing conference.

Dependency

None

Leaving an Instant Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A participant can leave an ongoing conference.

Dependency

None

Transferring a Conference**Availability**

This feature is introduced in eSpace UC V200R001C02.

Description

A conference creator can transfer a conference to another terminal.

Dependency

None

7.8.2 Scheduled Conference

Scheduling a Conference**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

Users can schedule a voice or multimedia conference.

Dependency

None

Querying the Scheduled Conference List**Availability**

This feature is introduced in eSpace UC V200R001C01.

Description

Users can query the scheduled conference list and view conference details.

Dependency

None

Canceling a Scheduled Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A creator can cancel a scheduled conference.

Dependency

None

Sending a Conference Notification

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A creator can send conference notifications to participants by IM or email.

Dependency

None

Associating the Notification to the Calendar

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a user receives a conference notification, the user can associate the notification to the calendar on the mobile phone. Android 4.0 and later versions do not support this function.

Dependency

None

Joining a Scheduled Conference by Clicking a Conference ID

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can click a conference ID in the conference list to quickly join a scheduled conference.

Dependency

None

Transferring a Conference

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

A conference creator can transfer a conference to another terminal.

Dependency

None

Controlling a Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

During the conference, the moderator can mute, add, or delete participants using a tablet computer client.

Dependency

None

7.8.3 eConference

Viewing a Shared Screen

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can view a shared screen. eSpace Mobile HD users cannot share their screens with others.

Dependency

None

Viewing a Whiteboard

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Users can view a shared whiteboard. eSpace Mobile HD users cannot draw on whiteboards.

Dependency

None

7.9 Multiple Languages

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace Mobile HD supports English and Chinese languages. The language of eSpace Mobile HD installed on an iPhone is the same with the iPhone operating system language.

Dependency

None

7.10 Language Settings

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can change the language of eSpace Mobile HD. The language of eSpace Mobile HD that runs the iOS operating system is the same with the system language.

Dependency

None

7.11 Help

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users on a tablet computer client can seek help on the Help page.

Dependency

None

8 Operation Maintenance

8.1 BMP

8.1.1 Administrator Functions

Account Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Account registration and deregistration in the unified management system (UMS) and the enterprise short numbers are introduced in eSpace UC V200R001C02.

Description

Supports:

- Number allocation in batches
- Department and account management
- Manual and AD synchronization modes
- Account registration and deregistration information synchronized to the eSpace U29xx, U19xx, or EGW gateway
- Account registration and deregistration of the information management system (IMS) and UMS
- Unlocking numbers
If the number of login attempt failures exceeds the maximum, the system will lock the account. The account can be unlocked on the Business Management Platform (BMP).
- Customized user level
- Enterprise short numbers

The system allows users to create a virtual group. The group members can be numbered independently by the PNPNumber in 2 or 3 digits. The PNPNumber and the enterprise short number should not overlap. The PNPNumber can be separated by different length. The abbreviated number, PN short number, and

enterprise short number do not overlap because of different length. Users can join in the same virtual group and can call each other by dialing the PNPNumber.

Benefit

Allows users to allocate numbers in batches, and register or deregister accounts.

Dependency

None

Rights Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Supports:

- User role management
- Operator management

Dependency

None

Function Settings

Availability

This feature is introduced in eSpace UC V200R001C01. The third-party access code configuration, mobile client version upgrade, alarm service, and SMS template configuration are introduced in eSpace UC V200R001C02.

Description

Supports:

- Service prefix configuration
- Enterprise special number configuration: emergency number, enterprise blacklist, and conference access code
- Maintenance of areas, IP address segments of areas, and system and server configuration policies
- System bulletin maintenance
- Sensitive word management
- Automatic switchboard configuration
- Pickup group maintenance
- Hunting function configuration
- Night service configuration
- Third-party application access code

- Alarm configuration
- SMS template configuration (template of transferring missed call to SMS)

Dependency

None

System Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Supports:

- Service configuration
Users can configure the unlock time.
- Mobile client upgrade policy configuration: not upgrade, recommended upgrade, and forced upgrade
- Client plug-in maintenance

The parameters are as follows:

- Maximum number of contacts
- Whether to display the department list
- Whether to allow users to search for contacts by department in the corporate directory
- File transmission rate
- Message size
- Call mode
- Types and sizes of files that can be transferred
- Maximum number of files that can be transferred at the same time
- Voice codec priority
- System default policy maintenance
- System parameter configuration
- SMS template configuration (template of transferring missed call to SMS)
- Language configuration
- Number analysis
- SIP header configuration
- IP address configuration
- Terminal capacity management
The UserAgent registered on the terminal can be configured.
- Gateway management
- Presence, group, message (PGM) management
- Call AS management
- Conference management

- Conference media server configuration
- Email server configuration
- Console management

Dependency

None

Service Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Supports:

- Service prefix configuration
- Pickup group maintenance
- Initial filtering criteria (iFC) triggering service configuration
- Hunting function configuration
- Night service configuration

Dependency

None

Query and Audit

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Supports:

- Call detail record (CDR) query
- Conference query
- Message audit
- Login audit

Dependency

None

8.1.2 Self-Service Web Portal

Personal Information

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Supports:

- Personal information setting
- Personal login password and interactive voice response (IVR) password setting

Dependency

None

Self-Service Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Supports:

- Blacklist and whitelist
- Abbreviated Dialing
- One number link you (ONLY)
- Follow Me service
- Forwarding rejection service
- Alarm service
- Unbinding of the user account and mobile device
- Manager and secretary service
- Call transfer service
- Calling Line Identification Restriction (CLIR) service
- Calling Line Identification Restriction Override (CLIRO) service
- Anonymous Call Rejection (ACR) service
- DND service
- Password-based call restriction service(by setting a password, users can block the phone)
- Automatic callback count configuration
- Voice mail management
- Change Password
- Language setting

Dependency

None

Call Record Query

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Displays CDRs for login users.

The CDRs are generated by the Call AS and stored on the local AS server or the file server.

The CDRs are uploaded to the BMP database by the automatic uploading tools.

The CDRs in the database can be displayed on a page.

Dependency

It is advised to query CDRs in recent three months. The CDRs generated three months before in the database are periodically cleared.

8.1.3 Conference Portal

Creating an Instant Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When creating an instant conference, a conference creator can specify:

- Subject
- Duration
- Media type
- Number of participants
- User account
- User name
- Email address
- User role

A conference creator can add or remove a participant..

The fields of a conference are described as follows:

- Subject
The subject is mandatory and consists of 1 to 32 characters.
- Duration

The maximum conference duration is determined by the maximum conference duration of the AS.

- Media type
Three media types are available: voice, video, and data. During registration, if the function position of the voice conference or multimedia conference is 0, the media type field is not displayed.
- Number of participants
The maximum number of participants is determined by the maximum number that the AS allows.
- User account
The user account is a work ID of an enterprise member. The optional field consists of 6 to 21 letters, digits, or underscores (_).
- User name
The user name is the enterprise member name. The optional field contains a maximum of 64 characters.
- Email address
The mandatory field contains a maximum of 64 characters.
- User role
Conference users are classified into the moderator and common participant. If there is only one member, the member is the moderator by default.

Dependency

None

Scheduling a Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When scheduling a conference, a conference creator can specify:

- Subject
- Start time
- Duration
- Media type
- Number of participants
- User account
- User name
- Email address
- User role

A conference creator can add or remove a participant..

The fields of a conference are described as follows:

- Subject
The subject is mandatory and consists of 1 to 32 characters.

- **Start time**
The start time of the scheduled conference must be later than the current time. (Time format: yyyy-MM-dd HH:mm)
- **Duration**
The maximum conference duration is determined by the maximum conference duration of the AS.
- **Media type**
Three media types are available: voice, video, and data. During registration, if the function position of the voice conference or multimedia conference is 0, the media type field is not displayed.
- **Number of participants**
The maximum number of participants is determined by the maximum number that the AS allows.
- **User account**
The user account is the work ID of enterprise members. It is mandatory, consists of 6 to 21 characters, and contains letters, numerals, and underscores.
- **User name**
The user name is the enterprise member name. The field can be left blank and contains 64 characters at most.
- **Email address**
It is mandatory and must be a valid email address containing 64 characters at most.
- **User role**
Conference users are classified into the moderator and common participant. If there is only one member, the member is the moderator by default.

Dependency

None

Creating a Recurring Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When creating a recurring conference, a conference creator can specify:

- Subject
- Conference mode (recurring conference or not)
- Period type
- Week selection
- Time segment
- Start time
- Duration
- Media type
- Number of participants

- User account
- User name
- Email address
- User role

A conference creator can add or remove a participant.

The fields of a conference are described as follows:

- Subject
The subject is mandatory and consists of 1 to 32 characters.
- Conference mode (recurring conference or not)
A conference creator can select to create a recurring conference or not.
- Period type
A conference creator can create a conference held by week or day.
- Week selection
A conference creator can select a day to hold the conference during the valid time segments.
- Time segment
The time segment of the conference is from the start date to the end date. The end date must be later than the start date.
- Start time
It is the conference holding time.
- Duration
The maximum conference duration is determined by the maximum conference duration of the AS.
- Media type
Three media types are available: voice, video, and data. During registration, if the function position of the voice conference or multimedia conference is 0, the media type field is not displayed.
- Number of participants
The maximum number of participants is determined by the maximum number that the AS allows.
- User account
The user account is the work ID of enterprise members. It is mandatory, consists of 6 to 21 characters, and contains letters, numerals, and underscores.
- User name
The user name is the enterprise member name. The field can be left blank and contains 64 characters at most.
- Email address
It is mandatory and must be a valid email address containing 64 characters at most.
- User role
Conference users are classified into the moderator and common participant. If there is only one member, the member is the moderator by default.

Dependency

None

Modifying a Scheduled Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A conference creator can modify the following information about a scheduled conference:

- Subject
- Start time
- Duration
- Media type
- Number of participants
- User account
- User name
- Email address
- User role

A conference creator can add or remove a participant.

For details about the fields of a conference, see [Scheduling a Conference](#).

Dependency

None

Querying the List of Conferences to Join

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can query the list of conferences to join by time segment and conference subject. The conference list contains the conference start time, subject, moderator, duration, and status.

- Querying by time segment: Users can query conferences to join in a specified time segment.
- Querying by conference subject: Users can perform fuzzy query by conference subject.

Dependency

None

Querying the List of Created Conferences

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can query the list of created conferences by time segment and conference subject.

- Querying by time segment: Users can query conferences to join in a specified time segment. The conference list contains the conference start time, subject, moderator, duration, and status.
- Querying by conference subject: Users can perform fuzzy query by conference subject.

Dependency

None

Viewing Conference Details

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can view conference details, including the basic conference information and participant information. If the conference is a Telepresence conference, the Telepresence terminal should also be involved.

Dependency

None

Modifying a Recurring Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A conference creator can modify the conference subject, start time, duration, media type, number of participants, and user account.

A conference creator can add or remove a participant..

About the fields of a conference, see [Creating a Recurring Conference](#).

Dependency

None

Canceling a Conference

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can cancel a scheduled or recurring conference created by themselves.

Dependency

None

Logging In

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users can log in to the Portal page.

Dependency

None

Notifying Users

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

The system notifies conference participants of conference updates by IM and email.

Dependency

None

8.2 EMS

8.2.1 NE Management

I. IP PBX Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Management capability:
 - Maximum manageable devices: 1000 (50,000 IP phones)
 - Number of IP PBX configuration user interfaces: 10
 - Number of signaling tracing tasks supported by an IP PBX: 8
 - Number of records displayed in a signaling tracing task: 1000
 - Number of monitoring records for IP PBX operation logs: 1000
 - Number of stored historical IP PBX operation logs: 100,000
- Configuration management:
 - Configures IP PBX in batches.
 - Manages the IP PBX command tree.
- Device panel:
 - Displays the board status, board type, and port status.
 - Queries board information.
 - Adds or deletes boards.
- Signaling tracing:
 - Sorts signaling tracing tasks.
 - Sets the start time and duration of signaling tracing.
 - Searches the client for signaling that is traced based on the number or IP address.
 - Supports tracing on PRI, SS7, R2, SIP, H.248, and QSIG messages.
 - Traces specified users.
- Log browse:
 - Queries and deletes logs by time, operation, client type, client IP address, or user name.
 - Stores logs in the database.
- IP PBX board resource tracing management:
 - Traces memory usage.
 - Traces board CPU usage.
 - Traces the receive and transmit bandwidth.
 - Traces board DSP usage.
 - Traces board E1 usage.
- Trunk tracing:
 - Traces trunks based on the office route and displaying the trunk usage, including IP address and digital trunks.
 - (Single device) Traces a maximum of 50 office routes and storing 1500,000 records of data.
 - Automatically stores resource tracing information.
- Traffic statistics (SIP GW traffic statistics specifications):
 - Adds traffic measurement tasks.
 - Stops traffic measurement tasks.
 - Deletes traffic measurement tasks.
 - Queries traffic measurement tasks.
- Views key information of devices:

- Online queries key information of devices, including version, patch, and license.
- Offline queries key information of devices, including version, patch, and license.
- Patch management:
 - Activates, deactivates, loads, or deletes patches.
 - Queries patches.
- Maintenance management:
 - Supports IP PBX automatic discovery.
 - Backs up and restores IP PBX configuration files.
 - Supports ping tests.
- Key information collection
 - Upgrades a maximum of 5 IP PBXs.
 - Displays the IP PBX remote disaster recovery status.
 - Displays SIP trunk and device registration status.

Dependency

None

I. IAD Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Management capability:
 - Manages up to 10,000 IADs.
- Manages basic IAD parameters:
 - Queries IAD version information.
 - Sets IAD network parameters.
 - Manages IAD registration.
 - Configures IAD network management.
 - Queries IAD CPU usage.
- Manages IAD protocols:
 - Sets IAD MG interface parameters.
 - Sets IAD MGCP protocol parameters.
 - Sets IAD MGC.
 - Sets the IAD proxy server.
 - Sets the IAD SIP user list.
 - Sets the SIP user list of up to 500 IADs.
- Manages advanced IAD parameters:
 - Stores IAD settings.
 - Restores IAD settings.
 - Supports IAD ping tests.

- Sets IAD time.
- Queries IAD country codes.
- Displays IAD DSP channel status.
- Supports IAD TOS/COS configuration.
- Enables or disables IAD alarms.
- Sets the duration for generating alarms on locked ports.
- Manages IAD ports:
 - IAD port statistics
 - IAD port attribute management
- Configures IAD services:
 - Sets IAD digitmap.
 - Sets IAD voice parameters.
 - Sets IAD fax parameters.
 - Sets the IAD DTMF digit collection mode.
 - Sets IAD protocols.
 - Sets the IAD network port status.
 - Controls IAD traffic.
 - Displays the IAD MG link status.
 - Sets the IAD MGCP authentication mode.
 - Enables or disables the IAD IP authentication.
 - Supports the IAD IP authentication.
 - Enables or disables the IAD automatic switch.
 - Supports the IAD local-switch route.
 - Supports IAD SIP trunking.
 - Supports the IAD PSTN server.
 - Enables or disables IAD polarity reversal.
 - Reset IAD configuration.
 - Supports automatic discovery of up to 500 IADs.
 - Stores IAD settings.
 - Configures IAD network management.
- Maintenance management:
 - Manages IAD upgrades.
 - Supports automatic IAD upgrade.
 - Loads the IAD configuration file.
 - Backs up the IAD configuration file.
 - Queries IAD versions.
 - Imports a maximum of 500 IADs.
 - Supports IAD ping tests.
- Performance management:
 - Queries the IAD CPU usage.
- Alarm management:
 - For details, about alarm items, see *IAD Alarm Processing V1.3 (20110603)*.

Dependency

None

I. EGW Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Alarm management:
Displays alarms
- Upgrade management:
 - Loads software version files.
 - Manages software versions.
 - Supports software version upgrade wizard.
 - Monitors a maximum of 50 software version upgrade tasks.
 - Queries a maximum of 500 software version upgrade records.
- Configuration management:
Modifies and queries configurations.

Dependency

None

I. IP Phone Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Configuration management:
 - Configures and restarts a single device.
 - Configures and restarts a maximum of 500 devices.
- Alarm management:
Displays alarms of IP phone and softswitch disconnection.
- Automatically deploys IP phones through network management:
 - Customizes IP phone management subnets based on IP rules.
 - Supports IP phone automatic discovery.
 - Queries IP phones that are not added.
 - Loads IP phone configuration files.
- Configuration file management:
 - Creates, modifies, or deletes IP IP phone configuration files.
 - Generates IP phone configuration files by subnet.
 - Downloads IP phone log files.
 - Downloads IP phone configuration files.

- Supports TR069 universal configuration.
- Alarm management:
 - Supports alarms of IP phone restart
 - Automatic upgrade:
 - Automatically archives upgrade files to the upgrade server (HTTP server).
 - Uploads configuration file templates.

Dependency

This functionality applies only to IP Phone 7xxx series, not 6xxx series.

I. UC Server Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Alarm management:
 - Supports performance overload alarms of CPU, memory, and disks.
 - Supports exit alarms of process exceptions.
- Process management:
 - Monitors UC process status.
 - Configures process monitoring.
- Performance management:
 - Monitors resources including CPU, memory, and disks.

Dependency

None

I. SBC (SX1000) Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Upgrade management:
 - Upgrades a single device.
 - Upgrades a maximum of 50 devices at the same time.
- Configuration management:
 - Configures a single device.
 - Configures a maximum of 500 devices at the same time.
- Alarm management:
 - Displays alarms including SBC and softswitch disconnection, network adapter fault, and SBC device restart.

Dependency

None

I. GS8 Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Upgrade management:
 - Upgrades a single device.
 - Upgrades a maximum of 50 devices at the same time.
- Configuration management:
 - Configures a single device.
 - Configures a maximum of 500 devices at the same time.
- Alarm management:

Displays alarms including module status exception, system restart, and application restart.

Dependency

None

8.2.2 Topology Management

I. Automatic Generation and Manual Adjustment of Topology Views

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Automatically generating topology views based on information about managed objects:
 - Generates a topology automatically based on managed objects including managed object information, object layers, and relationship between each other.
 - Refreshes the topology automatically based on the changes of managed object information including addition, deletion, and attribute change.
- Displays the network deployment and status on topology views and allowing users to perform operations on topology views:
 - Displays the topology object status and alarms that are not cleared in real time.
 - Selects a topology object to view its device status, key resources, resource usage, and alarms that are not cleared. Users can back up, restore, and reset a device, and set the overload parameter.
- Displays tips of topology objects:

Displays the topology object information in tips. Users can customize the displayed counters, such as the number of active alarms and current KPI values.

Dependency

None

I. Basic Topology View Operations

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Sorts topology views.
- Supports topology views including circle, tree, layer, symmetry, and bus mode.
- Expands the topology view tree on one subnet.
- Views and modifies topology object attributes and related information.
- Zooms in and out topology views.
- Changes the topology icon size (large, medium, and small).
- Displays topology views on eagle-eye maps and in full screen mode.
- Searches for and locating topology objects.
- Supports precise and fuzzy searches for topology objects and object topology location.
- Prints topology views.
- Saves topology view modifications.
- Changes and saves the topology view that is displayed at the subsequent login.
- Configures the topology view background.
- Imports background pictures and customizes the topology background.

Dependency

None

8.2.3 System Management

I. Portal Configuration

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Customizing portal pages:
 - Defines personalized portals that take effect at the subsequent login.
 - Supports the following views: top *N* alarms, device statistics, and alarm statistics.
- Saving alarm views:

Defines and saves views for browsing alarms. The saved view is displayed at the subsequent login.

Dependency

None

I. NE Access Mode

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Automatically detects NEs including IP PBX, IAD, IP Phone, GS8, SBC, and EGW
- Batch imports NEs including IP PBX, IAD, IP Phone, GS8, SBC, and EGW.
- Adds a single NE including IP PBX, IAD, IP Phone, GS8, SBC, or EGW.

Dependency

None

I. Data Backup and Restoration

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Uses scripts to back up data in the Oracle database.
- Uses scripts to restore data in the Oracle database.

Dependency

None

I. Automatic Installation

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Automatically installs the eSpace UC using iDeploy based on scripts.

Dependency

None

8.2.4 Fault Management

I. Real-time Alarm Receiving and Browsing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Receiving and storing alarms in real time:
 - Generates an alarm after the system is notified of the alarm on NEs or other applications.
 - Stores an alarm in real time regardless of whether a user is browsing alarms.
- Browsing alarms in real time:
 - Browses the page that displays the change of current alarm in real time.
 - Views alarm details.
 - Locks or unlocks browse interfaces.
 - Enables or disables real-time alarms.
 - Searches for alarms by criteria.

Dependency

None

I. Locating Topology Objects Based on Alarms

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Locating topology objects based on alarms:

Locates the topology object of the minimum granularity based on the current alarm on the portal.
- Viewing alarms on specific objects:

Views the current alarms that are not cleared for a specified topology object or managed object.

Dependency

This functionality applies only to IP Phone 7xxx series, not 6xxx series.

I. Historical Alarm Browsing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Searches for historical alarms based on the search criteria such as the alarm name, NE name (optional), and location.
- Views the alarm name, NE, and serial number in the alarm view.
- Searches for alarms by criteria.

Dependency

None

I. Alarm Filter and Query on Filtered Alarms

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Sets and manages alarm filter rules.
- Stores filtered alarms to the filter database.
- Queries filtered alarms.

Dependency

None

I. Alarm Clearing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Automatically clears alarms.
- Manually clears alarms.

Dependency

None

I. Alarm Acknowledgement

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Manually acknowledging alarms.

Dependency

None

I. Alarm Statistics

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Checks the statistics on alarm information, including the alarm severity (such as critical, major, minor, warning, and clear), and the number of alarms.

Collects statistics on top N alarms.

Dependency

None

I. Audible and Visual Alarms

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Generating alarm audible alarms:
 - Plays different sounds for alarms at the critical, major, minor, and warning severities.
 - Configures the sounds for alarms at the critical, major, minor, and warning severities and play duration (2 to 14 seconds), and determines whether to enable the alarm sounds. All settings take effect in real time. Users can play the alarm sound on the page.
 - Supports alarm boxes.
- Displays the color of an alarm:
 - Configures different colors for alarms at different severities.
 - Ensures consistency of alarm colors in the system.
 - Changes colors for alarms at different severities.

Dependency

None

I. Remote Alarm Notification

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Sending alarm notification messages by email:
 - Sending emails to notify users of new alarms, cleared alarms, and new events using SMTP.

- Sets email sending parameters, including the IP address of the email server, login user name, and login password. All settings take effect in real time.
- Verifies the settings on the page.
- Sending alarm notification messages by SMS message
 - Sending SMS messages to notify users of new alarms, cleared alarms, and new events using SMPP3.3/3.4, CMPP2.x/3.x, GIP.
 - Configures the sending of SMS parameters on the page, including the IP address of the gateway or SMS center, port number, protocol, send user, password, whether long SMS messages are supported, and whether the status is responded. All settings take effect in real time.
 - Verifies the settings on the page.
- Sets remote alarm notification criteria:
 - Remote alarm notifications are configured for user groups and NE instances.
 - The alarm scenario is used as the forwarding field.
- Suppressing oscillation alarms:
 - Provides a default suppression rule for oscillation alarms. This rule takes effect in the entire system.
 - Supports alarm suppression to minimize invalid alarms.

Dependency

None

I. Alarm Export

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Exports current and historical alarms as .csv files.

Dependency

None

I. Alarm Overflow Dump

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

If the database capacity reaches the threshold, a specified number of historical alarms, filtered alarms, and events are dumped.

Dependency

None

I. Event Browsing

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Displays notification messages for events received from NEs or other applications.
- Views event changes in real time on the event browsing page.
- Searches for alarms by criteria.

Dependency

None

8.2.5 Performance Management

I. System Specifications

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

IP Phone: 50,000

EGW: 10,000

IAD: 10,000

IP PBX: 1000

Hybrid management mode: 10,000 IADs, 1000 IP PBXs, or 50,000 IP phones

On a hybrid network, one IAD is equivalent to five IP phones, ten IADs are equivalent to one IP PBX, management performance of one GS8 is equivalent to that of one IAD, management performance of one SBC is equivalent to that of one IP phone, and the management capacity of one EGW is equivalent to that of one IAD.

0 to 20,000 NE server configuration:

2 CPUs (like 2*E5506), 8 GB memory, 2*300 GB SAS hard disks

2 to 50,000 NE server configuration:

2 CPUs (like 2*E5506), 32 GB memory, 2*300 GB SAS hard disks

Dependency

None

I. Alarm and Log Performance

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Alarm performance:
 - Maximum current alarms: 20,000
 - Maximum historical alarms: 15,000,000
 - Maximum events: 15,000,000
 - Alarm delay: < 30 seconds
 - Alarm query delay (100,000 alarm records): < 5 seconds
 - Processing capability: 100 alarms per second
- Log capacity:
 - Provides APIs of recording running, security, and operation logs.
 - Supports centralized recording and storage of running, security, and operation logs.
 - Supports automatic delete or dump of logs when the number of expired logs or logs in storage exceeds the threshold.

Dependency

None

I. User Management Performance

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Maximum user numbers: 500
- Maximum user or role group numbers: 50
- Concurrent online users: 100

Dependency

None

I. Topology Performance

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Supports a maximum of 500 objects in a single submap. The managed objects include submaps and NEs.
- Embeds 16 single submaps.

Dependency

None

I. Web Client Performance Indicators

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Maximum online web clients: 100
- Maximum concurrent users: 10

Dependency

None

I. Performance Monitoring

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Displays performance monitoring in histograms and line charts.
- Predefines performance collection and monitoring templates.
- Configures performance monitoring:
 - Queries monitored indicators.
 - Adds, deletes, enables, or disables indicators in batches.
 - Changes the threshold and the period for collecting monitored indicators in batches.
 - Views the indicator collection status.
 - Creates a monitored view and stores it in the database quickly.
- Queries historical performance data:
 - Queries monitored indicators in the last 30 days.
 - Exports results as .csv files.
 - Displays historical data in a curve chart.
- Performance alarms:
 - Generates an alarm if the monitored KPI exceeds the threshold. When the monitored KPI recovers, the alarm is cleared automatically (recommended) or manually.
 - Configures whether the alarm is generated if the KPI exceeds the threshold and the whether KPI is displayed on the GUI.
- Template modification and batch application for NEs:
 - Modifies the KPIs to be monitored and alarm template on the live network. The new template takes effect on the subsequent access to the system by default.
 - Displays a message prompting users to determine whether to make the changes effective to current objects when saving the new template.
- Modifies conditions of monitored objects:
 - Changes a single object or objects in batches.

- Changes the period for collecting statistics.
- Adds, deletes, enables, or disables monitoring on indicators and alarms.
- Monitors indicator collection tasks.
Displays collection tasks and possible causes for exceptions on the GUI

Dependency

None

8.2.6 Security Management

I. Role Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace UC supports role rights management.

Dependency

None

I. User Management

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Adds, deletes, modifies, and binds users.
- Sets time segment when users are allowed to log in.
- Enables, disables, locks, or unlock user accounts.
- Resets user passwords.
- Manages time segments when users are allowed to log in.
- Sets the IP addresses that can be used for logging in to the network management system.
- Monitors the user name, login time, and login terminal, and forcibly logs a user out of the system.

Dependency

None

I. Complete Password Policies

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Password setting policies:
 - A password is a string of characters ranging from 6 to 32. The default minimum length of the password is 6 characters.
 - A password must contain at least one uppercase letter, one lowercase letter, and one digit, and can be configured to contain special characters.
 - The maximum number of times the same character appears in a password is configurable.
- Manages password validity periods:
 - The minimum and maximum validity periods must be configured for passwords.
 - When logging in to the system, users are notified in advance that their passwords are about to expire a configurable number of days.
 - If the password expires, the system changes the password forcibly when a user logs in to the system.
- Password changing policies:
 - The new password must be different from previous passwords whose number is configurable.
 - Administrators, operators, and users must provide old passwords before changing their own passwords.
 - Administrators cannot initialize their own passwords.
 - Administrators can initialize passwords of other users regardless of the minimum validity period.
 - If a user or an operator uses the initial password or the password set the administrator to log in, the user or operator must change the password before accessing the system.
- Password display and storage policies:
 - Passwords cannot be displayed on the page in plain text.
 - Passwords, user names, and association between them must be encrypted and saved.

Dependency

None

I. Complete Rights Management Policies

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Supports role-based rights management.
- Provides an account administrator by default and configures an operator's account:
 - The system must have an account administrator that cannot be deleted.
 - At least one default operator account, such as **AccountAdmin**, is available. An operator account has only an account administrator role and cannot be deleted.

- Only an account administrator has the following permissions:
 - Creating, deleting, modifying, or querying roles
 - Creating, deleting, modifying, querying, locking, or unlocking accounts.
- A new role cannot inherit the account administrator role and does not have the following permissions:
 - Creating, deleting, modifying, or querying roles
 - Creating, deleting, modifying, querying, locking, or unlocking accounts.

Dependency

None

I. User Authentication

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

eSpace UC supports login authentication.

Administrators can configure specific IP addresses for users to log in when adding a user or modifying user attributes.

Security requirements on verification code during authentication: A verification code becomes invalid after a specified duration no matter whether it has been used. The time ranges from 1 to 60 minutes. The default value is 3.

eSpace UC provides a shortcut button. Users can manually log out of the system.

Dependency

None

I. User Lockup Policy Based on the Security Baseline

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Locking a user
 - Accounts are locked when the number of failed consecutive login attempts reaches the maximum value in a specified period. The maximum value, period, and lock duration are configurable.
- Unlocking a user
 - eSpace UC automatically unlocks an account when the lock times out. Administrators can manually unlock accounts.
- Automatically locking or unlocking a user
 - The operation portal of an application or client will be locked if the user does not perform any operations on the portal within a specified period.

- The operation portal of an application or client does not display key information when the portal is locked. Users can only view information about how to unlock the portal.
- To unlock the operation portal of an application or client, users must provide information used for authentication. This process is the same as initialization.

Dependency

None

I. Management by Role and Domain

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Users are granted rights based on the role and domain. Different roles are granted different permissions in management domains. The permissions are displayed based on the layer and group.

eSpace UC supports association between operation rights and users.

eSpace UC authenticates rights of management domains and operation sets based on user rights.

Dependency

None

I. Security Audit

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Security log:
 - Records and stores security logs in a centralized manner.
 - Automatically dumps log files that expire or exceed the threshold.
 - Allows users to query and browse security logs.
- Operation log
 - Views details about operations based on a record of batch operations in the log.
 - Downloads files through file links in operation logs.
 - Records and stores operation logs in a centralized manner.
 - Automatically dumps log files that expire or exceed the threshold.
 - Allows users to query and browse operation logs.
- System log
 - Records and stores system logs in a centralized manner.
 - Automatically dumps log files that expire or exceed the threshold.

- Allows users to query and browse system logs.

Dependency

None

8.2.7 External Interface

I. Southbound Interface

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Supports SNMPv1, SNMPv2c, and SNMPv3 used to manage GS8s and IADs.

Supports FTP, SFTP, and TFTP.

Supports TR069 used to manage IP phones, SBCs, and EGWs.

Supports Telnet used to manage IP PBXs.

Dependency

None

I. Northbound Interface

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Supports northbound SNMP alarm interfaces.

Dependency

None

9 Compatibility and Integration

9.1 Enterprise AD Integration

9.1.1 LDAP User Data Synchronization

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

UC2.0 user registration data can be synchronized to other NEs in the eSpace UC system in incremental mode using Lightweight Directory Access Protocol (LDAP). Registration data can be maintained on the BMP.

Benefit

The corporate directory data in the original system and UC system is consistent.

Dependency

None

9.1.2 LDAP User Authentication

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

UC2.0 authenticates user login using LDAP.

Dependency

None

9.2 Outlook Integration

9.2.1 Viewing User Status in the Mail Address Bar

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Views the status of senders and recipients in the mail address bar.

Dependency

None

9.2.2 Initiating Calls in the Mail Address Bar

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Initiates a voice call to a user in the mail address bar.

Dependency

None

9.2.3 Initiating Calls to All Users in the Mail Address Bar

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Initiates a voice call to all users in the mail address bar.

Dependency

None

9.2.4 Sending IM Messages in the Mail Address Bar

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Sends an instant message (IM) to a user in the mail address bar.

Dependency

None

9.2.5 Sending IM Messages to All Users in the Mail Address Bar

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Sends an IM to all users in the mail address bar.

Dependency

None

9.2.6 Outlook Conference Status Synchronization

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Displays the conference status in user terminals during outlook conferences.

Dependency

None

9.3 Telepresence Conference Integration

9.3.1 Non-Cascaded Mode

I. Joining Conferences

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Users join Telepresence conferences using the eSpace PC client or mobile client. The eSpace client and MCU are connected to enable voice and video interaction. The VGA interface of the Telepresence conference room sends auxiliary streams to enable data interaction.

Dependency

None

I. Creating Telepresence Conferences

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Creates desktop and Telepresence conferences on the portal. The portal invokes the SMC interface to create Telepresence conferences and sends the conference access code to users.

Dependency

None

I. Joining Telepresence Conferences

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Joins Telepresence conferences through the conference list on the eSpace client.

Dependency

None

I. Controls Conferences

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Joins and controls a Telepresence conference, including enabling or disabling the local microphone or speaker.

Dependency

None

9.4 Polycom Integration

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

The eSpace UC integrate Polycom video conference system. The eSpace Desktop support for audio and video incoming Polycom video conference system. The eSpace Mobile and eSpace Mobile HD support audio incoming Polycom video conference system. The Polycom terminal supports audio and video incoming Polycom video conference.

Dependency

None

9.5 Microsoft Lync Integration

Availability

This feature is introduced in eSpace UC V200R001C02.

Description

- Enables voice interaction with PSTN users on the Lync client.
- Supports simultaneous ringing of IP phones and the Lync client.

Dependency

None

9.6 Voice Recording Integration

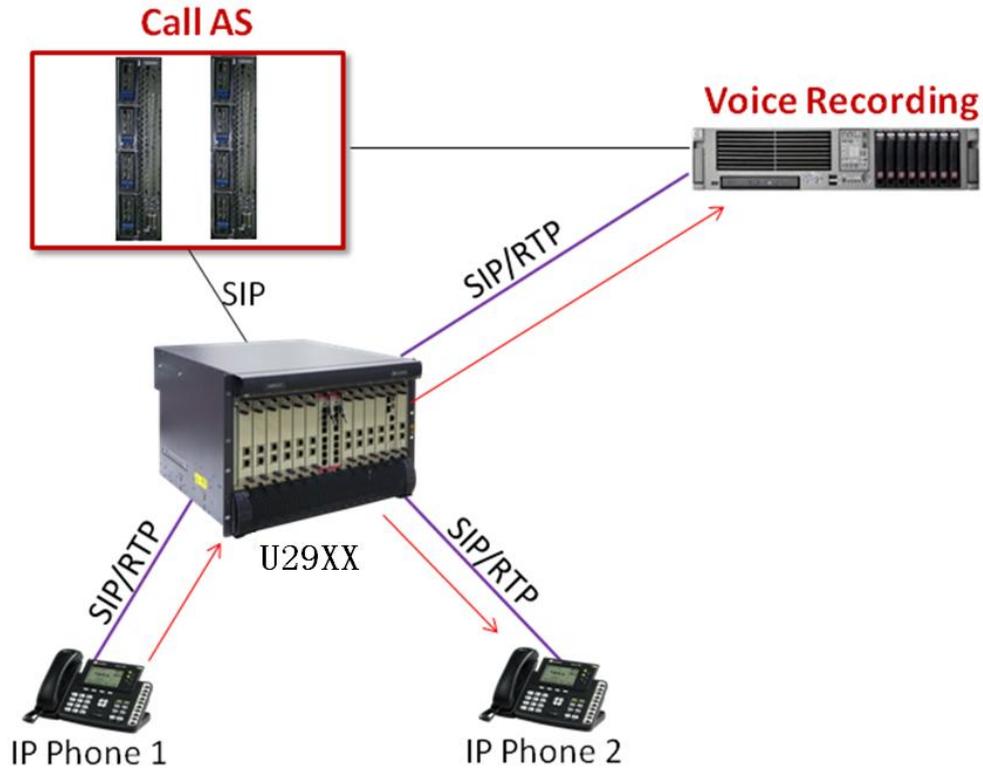
Availability

This feature is introduced in eSpace UC V200R001C02.

Description

Through the deployment of the recording system for recording and recording management.

The SIP conference setup by Call AS call the recording system as a member of conference. The recording system enter the conference with the mode of just listening. Recording system as a user to join, call the use of encryption, IP recording is also able to decrypt packet capture.



Dependency

None

10 Reliability

10.1 Remote AS DR

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

AS support the configuration of two production sites, are the Active state. Under normal circumstances, two AS sites load sharing of work, were the respective UAP business; each of UAP, configure the local AS mainly the AS, another site AS disaster

the AS.

When the connection is lost UAP with the main AS, UAP disaster AS request services, business processing in the disaster recovery site. The disaster recovery site to provide services for all users. AS include CallAS, PGM, meeting.

Benefit

Ensures service data security and integrity.

Dependency

None

10.2 AS Two-Node Cluster in Cold Standby Mode

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When the active node breaks down, services are switched to the standby node.

Benefit

Ensures service continuity.

Dependency

None

10.3 eSpace U2990 Remote DR

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a gateway is faulty, the other gateway takes over the services.

Benefit

Ensures data integrity and recovery.

Dependency

None

10.4 Multiple Gateways for a Terminal to Register With

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

A terminal can register with multiple gateways. If the gateway that the terminal is registered with fails, the terminal registers with another gateway.

Benefit

When the active gateway or the network fails, a terminal can quickly register with the standby gateway, which minimizes costs arising from service interruption.

Dependency

Only eSpace Desktop and eSpace IP Phone can register with multiple gateways.

10.5 Local Regeneration and Survival

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Support for U1910, U1930, U1960, SoftCo9500, U2990, IAD1224 gateway local regeneration and survival.

By local regeneration and survival, local users can register to the gateway, and gateways can provide basic call features including call pickup, call forward, call transfer, call hold, music on hold, Service of Password-based Call Restriction Customization and so on. Also it can provide a PSTN link for local users, and save the CDR locally. When failure problems recover, all CDR can be uploaded to central site or can be exported to 3rd party billing system.

Benefit

When the active gateway or the network fails, a terminal can quickly register with the local gateway, which minimizes costs arising from service interruption.

Dependency

None

10.6 eSpace IAD Power Outage and Network Outage Survival

10.6.1 IAD Network Outage Survival

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When an FXS port on the IAD is disconnected from the network, users corresponding to the FXS port are switched to an FXO port so that they can call other users in the same IAD by dialing short numbers. These users cannot call users out of this IAD. This function applies to IAD132 and IAD1224.

Benefit

Ensures service continuity in case of network outage.

Dependency

None

10.6.2 IAD Power Outage Survival

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

When a power outage occurs on the IAD, users corresponding to an FXS port are switched to an FXO port. This function applies to IAD132 and IAD1224.

Benefit

Ensures service continuity in case of power outage.

Dependency

None

10.7 Signaling and Media Encryption

10.7.1 End-to-End Signaling Encryption

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Supports the SIP TLS protocol.

Benefit

Ensures signaling interaction security.

Dependency

None

10.7.2 End-to-End Media Encryption

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

SIP terminals, IADs, and voice gateways support Security Real Time Protocol (SRTP) transmission to ensure data security (available for local regeneration). The SRTP leverages the highly efficient 128-bit AES algorithm to ensure RTP payload confidentiality, and the HMAC_SHA1 algorithm to ensure data integrity and prevent attacks.

Dependency

None

10.8 Multi-Layer Security Authentication

10.8.1 Network Layer Security

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Ensures the network layer security with security design for the basic IP network where the UC is deployed.
- Provides security domain division plans for UC services.
- Configures access control policies between security domains according to the UC communication matrix.
- Provides secure remote access plans for UC clients on the public network.
- Provides security design and reconstruction suggestions for the network infrastructure.

Dependency

None

10.8.2 System Layer Security

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Hardens the security of the SuSE Linux 11 SP1 operating system based on Huawei quality standards.
- Hardens the security of the Oracle 11g R1 database based on Huawei quality standards.
- Hardens the security of Tomcat containers based on the Tomcat security configuration guide.

Dependency

None

10.8.3 Application Layer Security

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

- Ensures the application layer security with various protection measures, including password policies, authentication and session control, encryption, authorization rules, and security logs.
- Supports end-to-end signaling encryption.
- Supports end-to-end media encryption.
- Provides identity authentication for service interaction and component management.
- Assigns different control rights to different roles for service interaction and component management.
- Supports secure management protocols, including SSH, HTTPS, SNMPv2c&v3.
- Provides security mechanism for storing, displaying, and transferring sensitive data of UC components.
- Logs security events.

Dependency

None

10.8.4 Management Layer Security

Availability

This feature is introduced in eSpace UC V200R001C01.

Description

Ensures the management layer security with various protection measures, covering organizations, processes, account rights management, and security materials.

Dependency

None