



# Unified SW V6.0 Introduction

Dec, 2021

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- License Information (No change in V6)
- Back-up

# V6 Summary

## ■ vUCP enhancement

- MS Azure support
- On-line license manager for all virtual platforms – MS Azure, AWS, VMWare

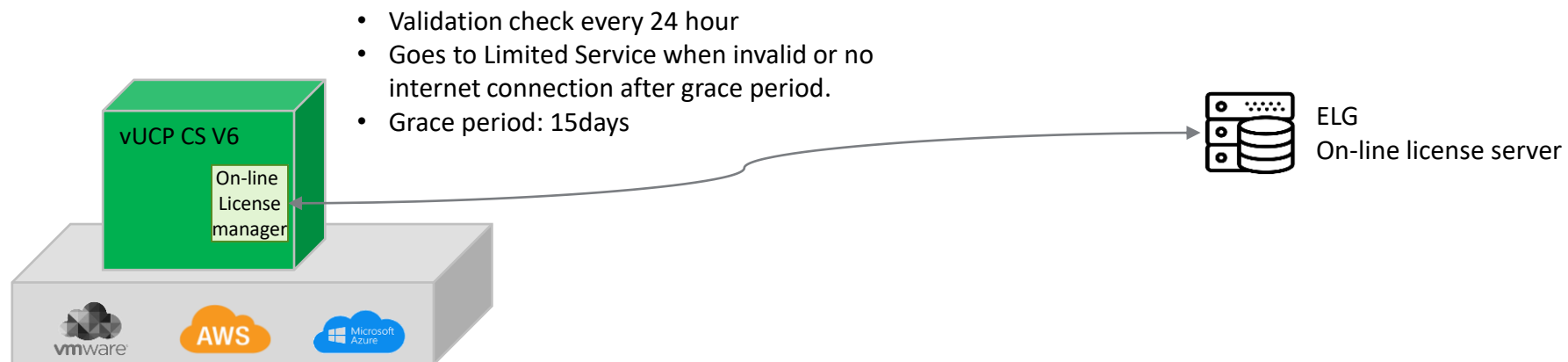
## ■ Enhanced features

- Support “Personal Group log-in/out” as hot-desking emulated feature
- Add a “Simultaneous Ring” option on ACD Group
- Add a TCP option for signaling for Geo redundancy/TNET
- Support BT(British Telecom) SIP trunk failover
- VOIM/SLTM Linux Kernel upgrade (to 5.x)

UCP/eMG	vUCP
-	Y
-	Y
Y	Y
Y	Y
Y	Y
Y	Y
VOIM/SLTM	-




# vUCP enhancement

- Supporting MS Azure from V6
- From V6, on-line license manager is added for all supported virtual platforms – MS Azure as well as AWS and VMWare
  - This is for securing authorized deployment
  - External Internet connection is required for V6 deployment
    - For both “initial V6 deployment” and “upgrade to V6” from previous vUCP versions
    - Authentication is required using the “dedicated ID and Password” assigned to your local distributor



# vUCP enhancement

- Support various virtual Instances at affordable price levels

				Remark
<b>vUCP 5.0</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)+1GB(DB)+ 16GB(VoiceMail)</li> </ul>	<ul style="list-style-type: none"> <li><b>Instance type: t2.micro (1vCPU+1GB RAM)</b></li> <li>Storage: 8GB(App)+1GB(DB)+ 16GB(VoiceMail)</li> </ul>	n/a	Support Built-in vUVM/vVOIM below 600 system ports
<b>vUCP 6.0</b>	<ul style="list-style-type: none"> <li>Same as above</li> </ul>	<ul style="list-style-type: none"> <li>Same as above</li> </ul>	<ul style="list-style-type: none"> <li><b>Instance type: B1S (1vCPU+1GB RAM)</b></li> <li>Storage: 8GB(App)+1GB(DB)+ 16GB(VoiceMail)</li> </ul>	Support Built-in vUVM/vVOIM below 600 system ports
<b>vUVM</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)+16GB(VoiceMail)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: t2.micro (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)+16GB(VoiceMail)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: B1S (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)+16GB(VoiceMail)</li> </ul>	
<b>vVOIM</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: t2.micro (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: B1S (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	
<b>vVOIMT</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: t2.micro (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: B1S (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	
<b>vMCIM</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: t2.micro (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: B1S (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	

# vUCP enhancement

## ■ On-line license manager from Unified V6

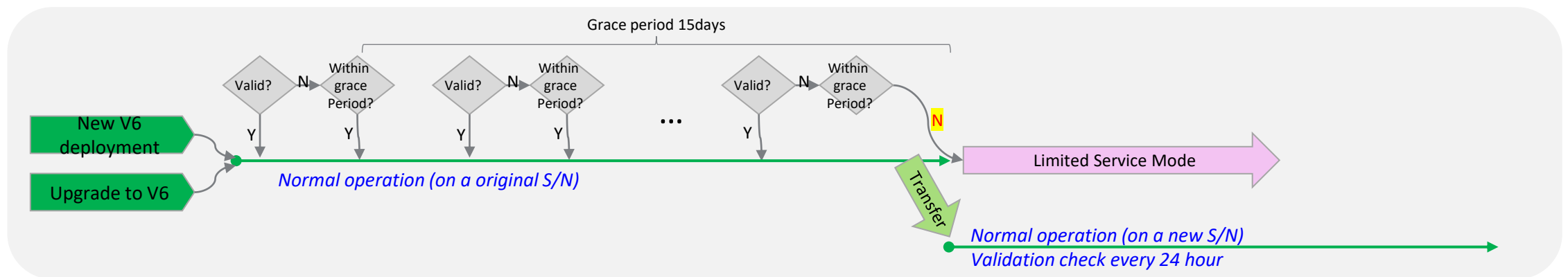
- Internet connection is required and need successful authentication at initial V6 deployment or when upgrading to V6
- Then, vUCP starts validation check every 24 hour
- Invalid cases: vUCP enters grace period
  - Case 1) When there is no Internet connection
  - Case 2) Failed authentication with ELG on-line license server
  - Case 3) When detecting copied vUCP
- How to avoid the invalid cases
  - Case 1, 2) Get Internet connected or Authentication success with right ID/Password within 15days.
  - Case 3) For copied vUCP case, transfer to a new S/N within 15 days from the point of ELG request.

### How to get authenticated

- Get the country specific ID and Password from your local distributor.
- Input ID/Password in online license menu of vUCP Web Admin and Save.

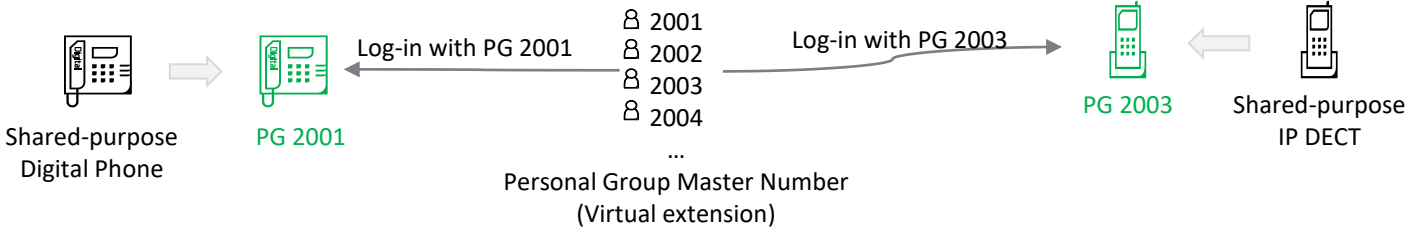
### How to transfer

- Get the new S/N in vUCP Web Admin (using "Transfer" button)
- Get the new license file from the license portal (using "VM Replacement" option)
- Upload the new license file in vUCP Web Admin.



# Enhanced features

- Support “Hot-desking emulated feature” using “Personal Group log-in/out” for any type of phones including Digital phones and IP DECT
  - Logging into any type of phones using “personal group log-in/out” then it becomes a master number of logged-in personal group.
  - Once logged-in, IP DECT/Digital phone works as Personal Group master number, so users can receive a call for master number and place a call with CLI & COS of master number.

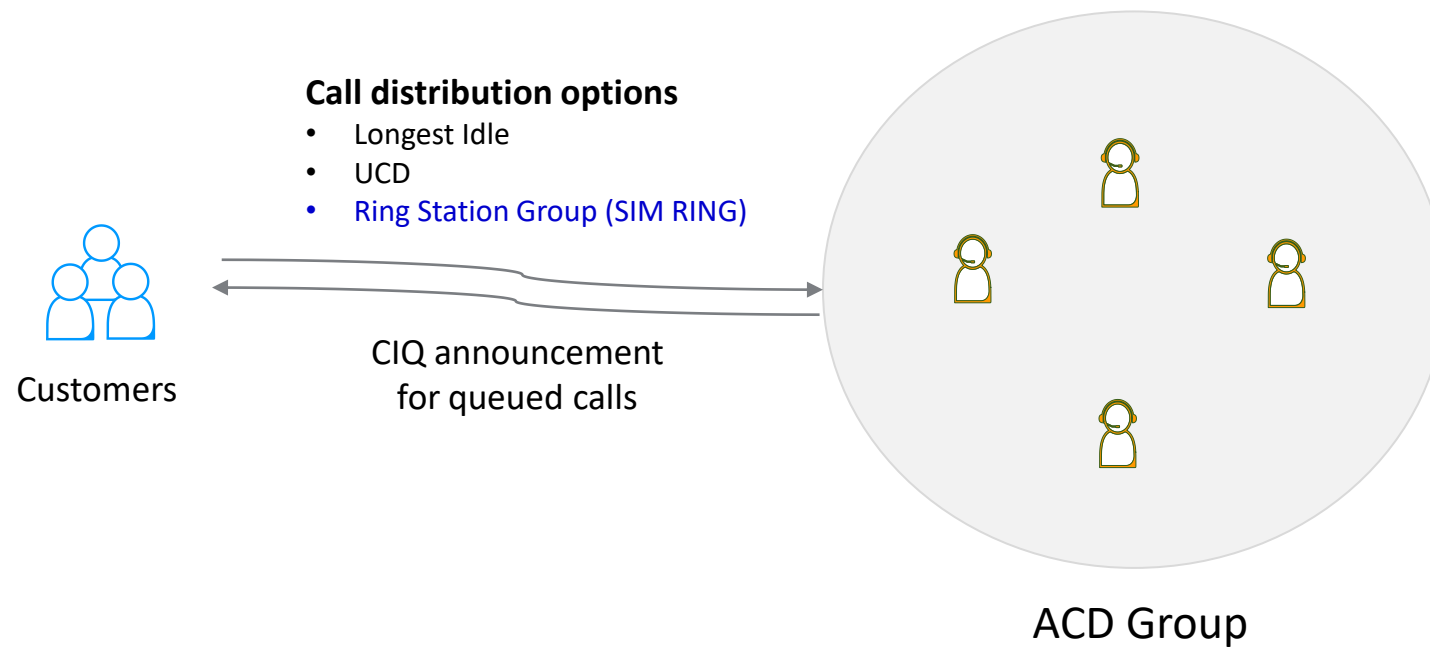


- Personal Group log-in/out vs Hot Desking

	Hot desking	Personal Group log-in/out
Supported terminals	ELG IP Phones	ELG IP, Digital, IP DECT, 3 <sup>rd</sup> party SIP, SLT
Feature description	<ul style="list-style-type: none"><li>- Assign a physical phone as a hot desk dummy phone</li><li>- Assign virtual number to each user</li><li>- Log into hot desk dummy phone with user’s own hot desk number/password</li></ul>	<ul style="list-style-type: none"><li>- Assign a physical phone as a normal phone</li><li>- Assign “Personal Group Master Number (virtual extension)” to each user</li><li>- Log into any normal phone with user’s own PG number/password</li></ul>
Logged-in	When logged-in, display logged-in user name/number	<ul style="list-style-type: none"><li>- Display logged-in user name/number (LIP/LDP)</li><li>- Display original number (IP DECT/3<sup>rd</sup> SIP)</li></ul>
Logged-out	Out of Service state. For incoming calls, always forward to the user-entered destination (i.e. VM, mobile, speed dial)	In-service state but no physical phone. To get incoming call at logged-out, need to set “forward” in advance.

# Enhanced features

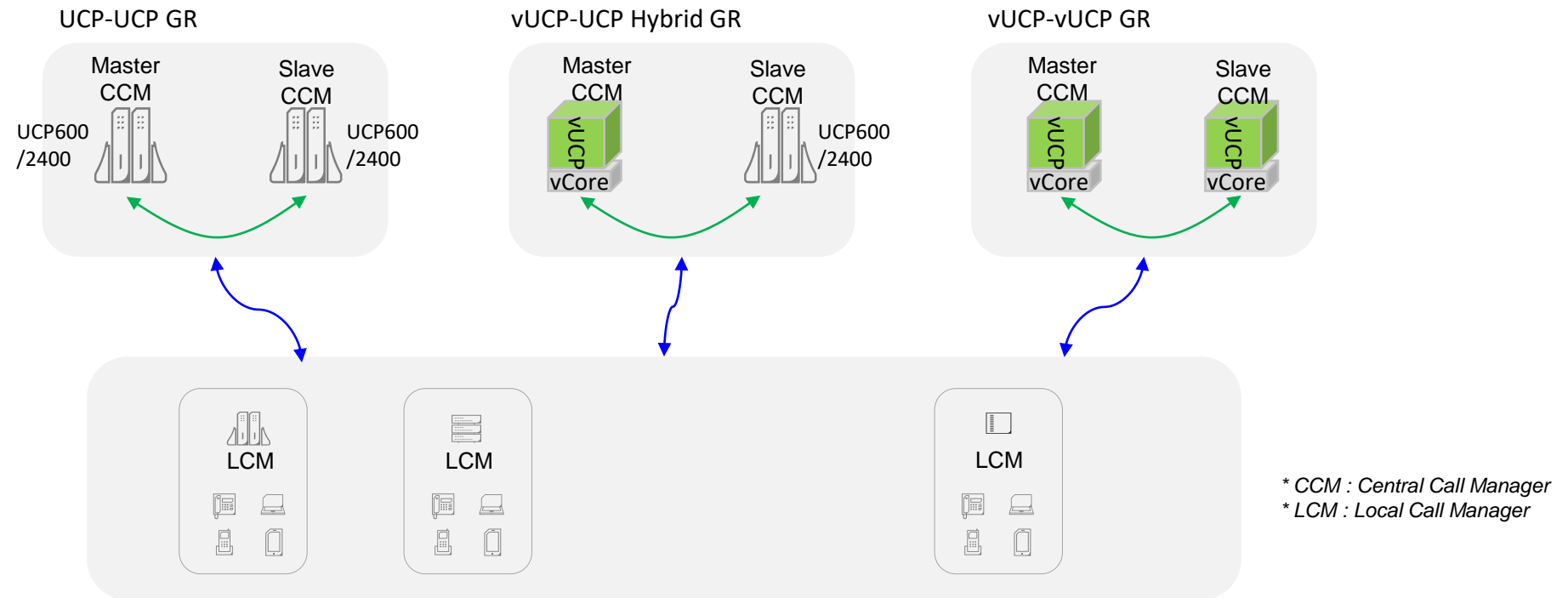
- Add a “Simultaneous Ring” option on ACD Group
  - When enabled, distribute incoming call to all idle agents and if all agents are busy, provide CIQ announcement to the caller.





# Enhanced features

- Add TCP option for signaling for Geo redundancy/TNET for improved reliability

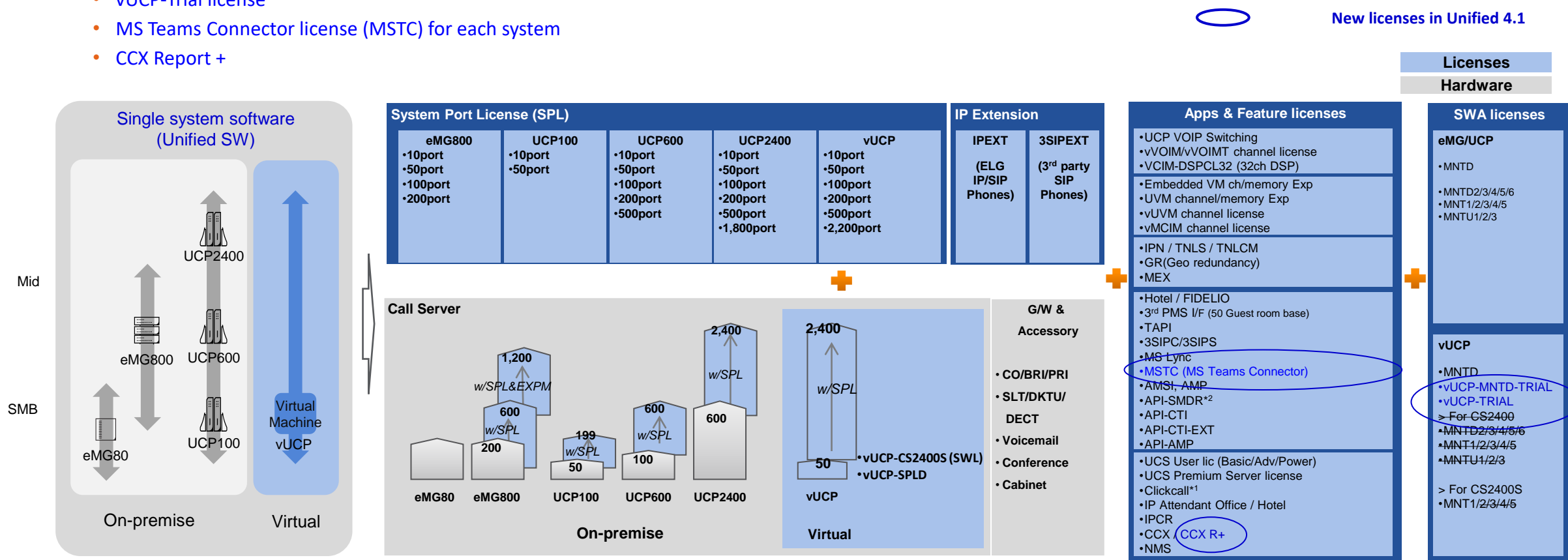


# License update (no change in V6)

# License updates (no new licenses in V6)

## ■ New licenses in Unified V4.1

- vUCP-Trial license
- MS Teams Connector license (MSTC) for each system
- CCX Report +



\*1 Clickcall license: Common use for current Clickcall client & new Clickcall Web API (RESTful)

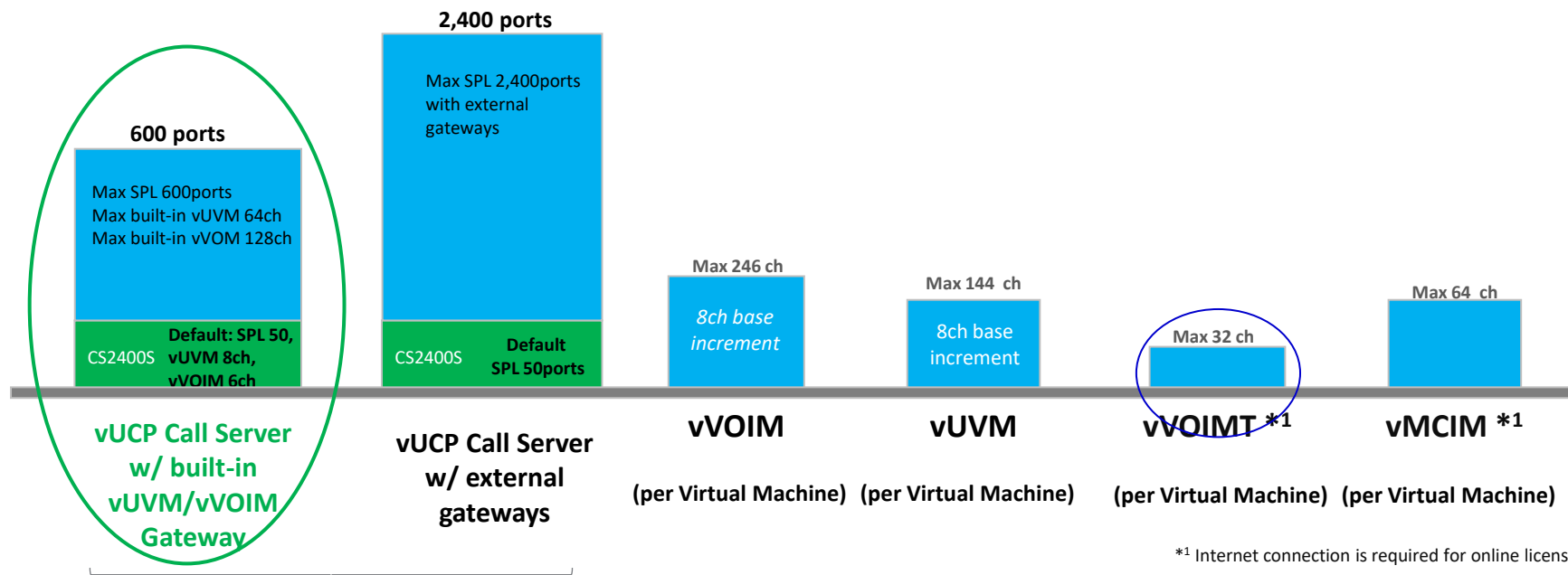
\*2 API-SMDR: Common use of SMDR RESTful API and SMDR Web API

# vUCP – License update

 New in Unified 5.0

 New in Unified 4.0

- Added vVOIMT in Unified V4
- Single instance vUCP Call Server (upto 600 system ports, w/ built-in vUVM/vVOIM GW) is added in Unified V5
  - All vUCP licenses can be used for single instance/multi instance vUCP call server and gateways.
  - Multi instance deployment (below 600ports) can be migrated to a single-instance deployment by license transfer.



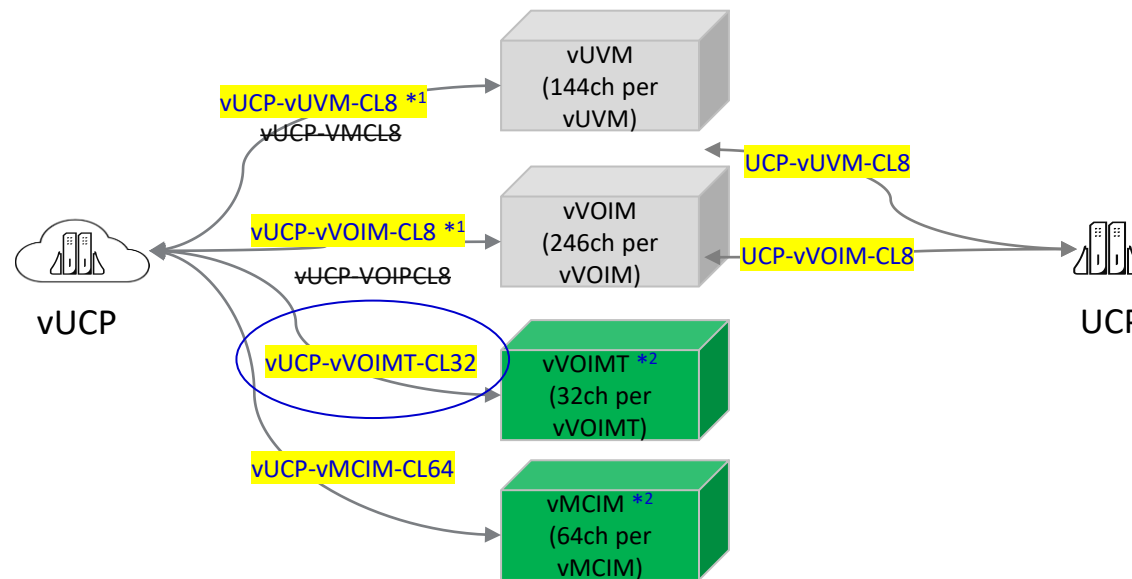
Same vUCP call server software (V5) & licenses  
If enable built-in vUVM/vVOIM, max system port is up to 600ports.  
For above 600 ports, disable built-in vUVM/vVOIM and use only external gateways

\*1 Internet connection is required for online license verification periodically.

# vUCP – License update

- vUCP gateway licenses for vUCP and UCP

 New in Unified 4.0



\*1 vUCP-VMCL8 and vUCP-VOIPCL8 re-named as vUCP-vUVM-CL8 and vUCP-vVOIM-CL8 respectively for naming consistency from Unified 3.5

\*2 vVOIMT/vMCIM: using software DSP (64ch) → **periodic on-line license validation check**

- vVOIMT: 2 soft DSP channel per 1 VOIP channel

- vMCIM: 1 soft DSP channel per 1 audio conference channel

# Web API – Licenses

## Web API Licenses for 3<sup>rd</sup> party applications

Web APIs	Unified 3.5	Unified 4.0
Click to Call	• Click to Call	
Call Event	<ul style="list-style-type: none"> <li>• Dialing</li> <li>• Proceeding</li> <li>• Alerting</li> <li>• Ringing</li> <li>• Connected</li> <li>• Released</li> <li>• ReleasedAsc</li> <li>• Rerouted</li> <li>• Rerouting</li> <li>• Failed</li> <li>• Held</li> <li>• Hold</li> </ul>	<ul style="list-style-type: none"> <li>• Retrieved</li> <li>• Retrieving</li> <li>• Transferred</li> <li>• Transferring</li> <li>• Conferenced</li> <li>• Conferencing</li> <li>• DoNotDisturb</li> <li>• Forwarding</li> <li>• Registered</li> <li>• UnRegistered</li> <li>• MWI</li> </ul>
Presence Event	<ul style="list-style-type: none"> <li>• Presence Start</li> <li>• Presence Stop</li> </ul>	• Presence Event
Flexible Page	• Flexible Page	
Conf Control	<ul style="list-style-type: none"> <li>• Conf Group Call Start</li> <li>• Conf Group Call Add Callee</li> </ul>	• Conf Group Call Set Mute On
Call Control	<ul style="list-style-type: none"> <li>• Make Call</li> <li>• Answer Call</li> <li>• Clear Connection</li> <li>• Reroute Call</li> <li>• Hold Call</li> <li>• Retrieve Call</li> <li>• Consultation Call</li> <li>• Transfer Call</li> <li>• Single Step Transfer</li> <li>• Generate DTMF</li> </ul>	<ul style="list-style-type: none"> <li>• Reconnect Call</li> <li>• Set Forwarding</li> <li>• Get Forwarding</li> <li>• Set DND</li> <li>• Get DND</li> <li>• Pickup</li> <li>• Conference Call</li> <li>• Call Reject</li> <li>• BusyService</li> </ul>
SMDR	• SMDR via HTTPS	• SMDR in JSON format via Websocket
ACD Manager		• ACD Manager Protocol in JSON format

**CLICKCALL license(per seat)**

**API-CTI (per system)\***  
Server license for Call Control and Event API

- Support 3<sup>rd</sup> party CTI servers

**API-CTI-EXT (per seat)**  
Client license for Call Control

- In addition, need to add client license (API-CTI-EXT) as the number of clients to use CTI clients for call control.

**API-SMDR (per system)\***  
System-base license for SMDR Web API

- System base license

**API-AMP (per system)\***  
System-base license for ACDM Web API

- This license supports both current AMP and AMP Web API

# Embedded licenses

- vUCP built-in GW is added in Unified V5

	eMG80 v2.2	eMG80 v3.0	eMG800 v2.2	eMG800 v3.0	UCP100 V2.2	UCP100 V3.0	UCP600 v2.2	UCP600 v3.0	UCP2400 v2.2	UCP2400 v3.0	vUCP (CS2400)	vUCP (CS2400S) w/ built-in GWs	vUCP (CS2400S) w/o built-in GWs
Built-in VM (Default → Max)	2ch → 8ch*1	2ch → 8ch*1	4ch → 8ch*1	4ch → 8ch*1	8ch	8ch	8ch	8ch	-	-	-	8ch → 64 (w/ built-in vUVM G/W)	8ch → 150 (w/ external vUVM G/W)
Built-in DSP VOIP (Default → Max)	2ch → 8ch*1	2ch → 8ch*1	4ch → 8ch*1	4ch → 8ch*1	4ch	4ch	6ch	6ch	-	-	-		
Built-in VOIP Switching-G.711 only (Default → Max)	-	-	-	-	0 → 16ch	0 → 16ch	0 → 24ch	0 → 24ch				6ch → 128 (w/ built-in vVOIM G/W)	6ch → 250 (w/ external vVOIM G/W)
Phontage (Default)	-	-	-	-	-	-	-	-	-	-	-	-	-
Communicator (Default)	-	-	-	-	-	-	-	-	-	-	-	-	-
UCS Desktop (Default)	2copy	(2copy)*3	5copy	(5copy)*3	2copy	(2copy)*3	10copy	(10copy)*3	20copy	(20copy)*3	-	-	-
UCS Mobile (Default)	2copy	(2copy)*3	5copy	(5copy)*3	2copy	(2copy)*3	10copy	(10copy)*3	20copy	(20copy)*3	-	-	-
UCS User license (Default)	-	2copy*3 (advanced)	-	5copy*3 (advanced)	-	2copy*3 (advanced)	-	10copy*3 (advanced)	-	20copy*3 (advanced)	10copy*3 (advanced)	2copy (advanced)	2copy (advanced)
Clickcall (Default)	2copy	2copy	5copy	5copy	2copy	2copy	10copy	10copy	20copy	20copy	10copy	2copy	2copy
IPEXT (Default → Max)	32	32	30 → 600	30 → 600	30 → 199	30 → 199	10 → 600	10 → 600	10 → 2,400	10 → 2,400	10 → 2,400	30 → 600	30 → 2,400
Temporary License Activation	6 times (1 <sup>st</sup> 60days, 2 <sup>nd</sup> to 6 <sup>th</sup> : 30days each)												

\*1 : Built-in VM/VOIP for eMG80/800 : Max 4ch/8ch or 8ch/4ch

\*2 : Replaced with UCS Desktop/Mobile from v1.2

\*3 : Only one type can be enabled by system admin.

# SWA Policy Overview

Product	Year 1	Year 2 +
eMG800 eMG80 P2 <b>eMG100</b> UCP100 UCP600 UCP2400	<ul style="list-style-type: none"> <li>Full Service(60days) - Major S/W Upgrade for 60days from 1<sup>st</sup> installation</li> <li>Basic Service (365days) - Minor Software Upgrade <ul style="list-style-type: none"> <li>Full Service is available by downloading MNTD (optional) till the end of default maintenance period.</li> <li>System controls default maintenance period and MNTD allows only full service during this period.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Optional SWA or On-demand software upgrade licenses <ol style="list-style-type: none"> <li>MNTD2/3/4/5/6: Optional SWA at initial installation (only one-time use of any one of MNTDx licenses)</li> <li>MNTU1/2/3*1: On-demand software upgrade licenses after default maintenance or MNTDx/MNTx expiration</li> <li>MNT1/2/3/4/5*2: Renewal licenses before/after MNTDx</li> </ol> </li> </ul>
<del>vUCP (CS2400)</del>	<ul style="list-style-type: none"> <li><del>Full Service - Minor/Major Software Upgrade</del></li> <li><del>Must download MNTD (free) within 60days of 1<sup>st</sup> installation since vUCP is software base product.</del></li> <li><del>MNTD controls default maintenance period.</del></li> </ul>	
vUCP*3 (CS2400S)	<p>&gt; Year 1 (default) + Year 2 (mandatory) ← Until Q1/2020</p> <ul style="list-style-type: none"> <li>Full Service - Minor/Major Software Upgrade <ul style="list-style-type: none"> <li>Must download MNTD + MNT1 at initial installation</li> <li>MNTD provides 26 months including one-year mandatory period.</li> <li>MNT1 <del>can</del> be also downloadable for additional period.</li> </ul> </li> </ul>	<p>&gt; Year 3+</p> <ul style="list-style-type: none"> <li>Optional SWA licenses: MNT1/<del>2/3/4/5</del> <ol style="list-style-type: none"> <li>3 different prices for MNTx <ol style="list-style-type: none"> <li>Regular renewal within grace period</li> <li>Renewal below 5 years after SWA expiration</li> <li>Renewal above 5 years after SWA expiration</li> </ol> </li> </ol> </li> </ul>
vUCP*4 (CS2400S)	<p>&gt; Year 1 (default) + Year 2 (mandatory)</p> <ul style="list-style-type: none"> <li>Full Service - Minor/Major Software Upgrade <ul style="list-style-type: none"> <li>Must download MNTD + MNT1 at initial installation</li> <li>MNTD provides 26-14 months including one-year mandatory period.</li> <li>MNT1 provides 12 months. (no multiple MNT1 is available.)</li> </ul> </li> </ul>	<p>&gt; Year 3+</p> <ul style="list-style-type: none"> <li>Optional SWA licenses: MNT1/<del>2/3/4/5</del> <ul style="list-style-type: none"> <li>only yearly renewal, not multi-year renewal for license simplification</li> <li>Downloadable from 90days prior to expire date</li> </ul> </li> <li>3 different prices for MNT1 <ol style="list-style-type: none"> <li>Regular renewal within grace period (expire date + 30days)</li> <li>Renewal below 5 years after SWA expiration</li> <li>Renewal above 5 years after SWA expiration</li> </ol> </li> </ul>

\*1 : MNTUx must be downloaded after the expiration of previous SWA licenses including default maintenance since MNTUx validity starts from the issue date. MNTUx doesn't add remaining days of previous SWA period.

\*2 : However, MNTx adds the remaining days so no issue when to download.

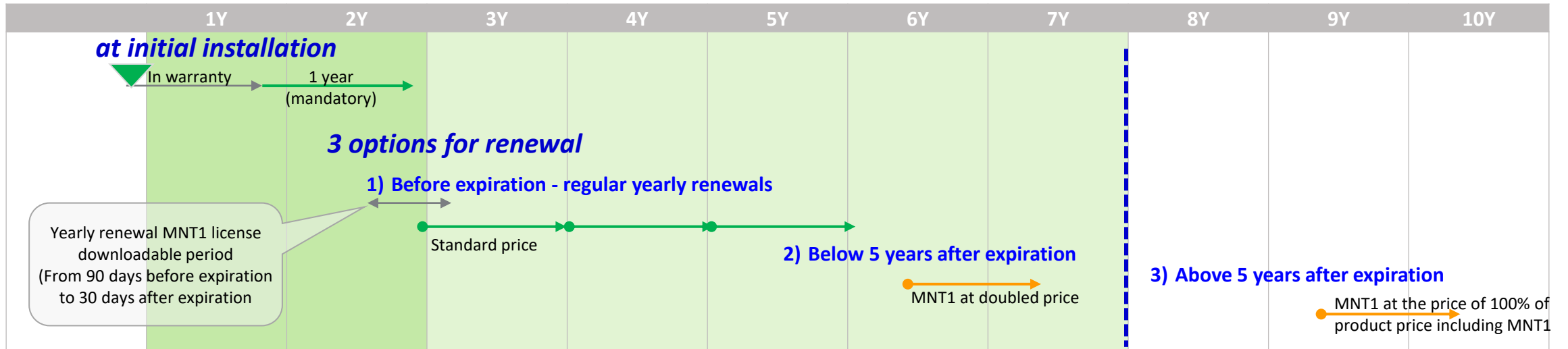
\*3 : vUCP-CS2400S is replacing the previous CS2400 from Unified 3.5 in Jan/2019.

\*4 : Automatic SWA step pricing by port range from the license portal is supported from Q1/2020.



# SWA Policy Overview – vUCP SWA update (from Feb 25, 2020)

	On-Premise UCP	vUCP-CS2400 (200p default)	vUCP-CS2400S (50port by default)
SWA policy	<ul style="list-style-type: none"> <li>Optional (1 ~ 5 years)</li> <li>Renewal optional (1 ~ 5 years)</li> </ul>	<ul style="list-style-type: none"> <li><del>Optional</del></li> <li><del>Renewal optional (1 ~ 5 years)</del></li> </ul>	<ul style="list-style-type: none"> <li>One-year mandatory at initial deployment. (MNTD + 1x MNT1 = 26 months)  <i>* No multiple MNT1s for over 26months contract is available.</i></li> <li>Renewal optional (<del>1 ~ 5 years</del>) (only yearly renewal with MNT1)                             <ul style="list-style-type: none"> <li>- Regular yearly renewal before expiration: same price  <i>* only MNT1 available. Downloadable from 90days prior to expire date.</i></li> <li>- Below 5 years after expiration: MNT1 at doubled price (standard MNT1 x 2)</li> <li>- Above 5 years after expiration: 100% of product price(all licenses) + standard MNT1</li> </ul> </li> </ul>
Pricing	<ul style="list-style-type: none"> <li>Fixed pricing for each system                              - UCP100 / 600 / 2400</li> <li>Multi-year discount</li> </ul>	<ul style="list-style-type: none"> <li><del>Fixed pricing for all ranges</del></li> <li><del>Multi-year discount</del></li> </ul>	<ul style="list-style-type: none"> <li>Step price for each range (7 steps)                              - 50 / 51~100 / 101~300 / 301~600 / 601~1,000 / 1,001~1,500 / 1,501~</li> <li>No multi-year available</li> </ul>



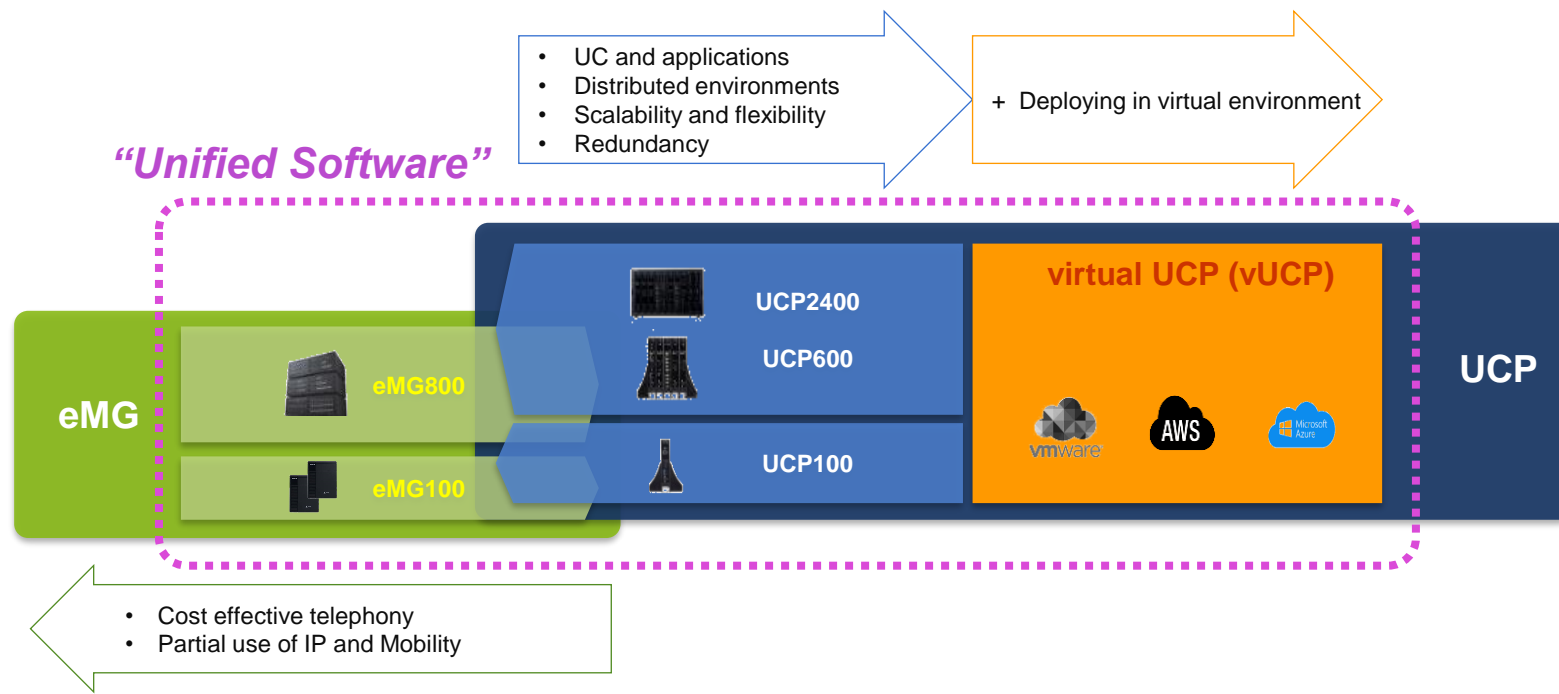
# New license file & S/W version compatibility

System S/W Ver.	Old license file (issued by the end of 2018)	New license file (issued from the beginning of 2019)
3.5.11 or lower	Y	<p>Y*</p> <p>* New license file is not compatible with Unified 1.3.9 or lower.  → There are several cases as below and please take the proper action for each case. For details, refer to "iPECS Unified S/W v1.3.9 or earlier Upgrade Procedure" guide, available from the global partner site.</p> <ol style="list-style-type: none"> <li>1) If SW is v1.3.9 or earlier with valid SWA in previous license file format (before license file upload)</li> <li>2) If SW is v1.3.9 or earlier with SWA expired (before license file upload)</li> <li>3) If you've already uploaded new license file with valid SWA, System works in limited service mode and "ILLEGAL LICENSE FILE" is shown in Software Maintenance raw &amp; Purchased column of System Overview menu.</li> <li>4) If you've already uploaded new license file with valid SWA, System is rebooted repeatedly</li> </ol>
3.5.12 or higher	<p>N**</p> <p>** Basically Unified 3.5.12 blocks uploading old license file format (issued by the end of 2018) however, it allows existing old license file in flash memory which was already uploaded in the previous software version.</p>	Y

# vUCP update

# vUCP update

- vUCP enhances deployment flexibility, scalability and cost effectiveness while providing all the advantages of UCP
- Same features and User experiences for all platforms built from single source code

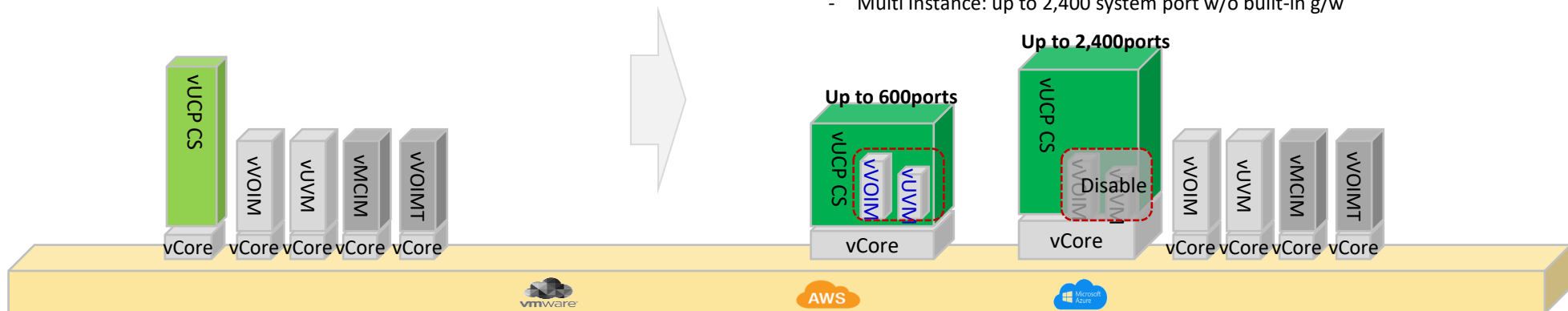


# vUCP Instances (1/3)

- Support both Single and multi-instance deployments from Unified V5
  - Single instance vUCP supports up to 600 system ports. (w/ built-in vVOIM/vUVM gateways)
  - Expandable up to 2,400 system ports with external gateways. (w/o built-in vVOIM/vUVM gateways)
  - Same vUCP licenses are commonly used for single instance/multi instances vUCP
- Support MS Azure from Unified V6

## Multi Instance installation (~V4.1)

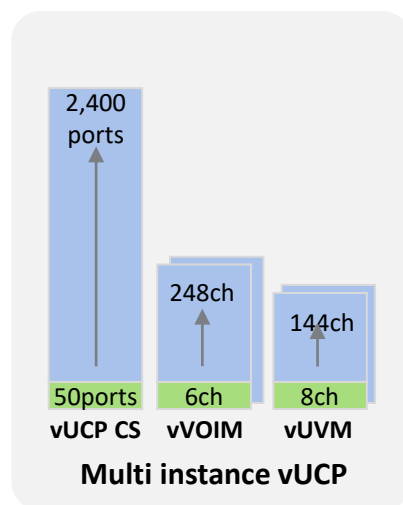
- System Port: up to 2,400port
- External virtual gateways



# vUCP Instances (2/3)

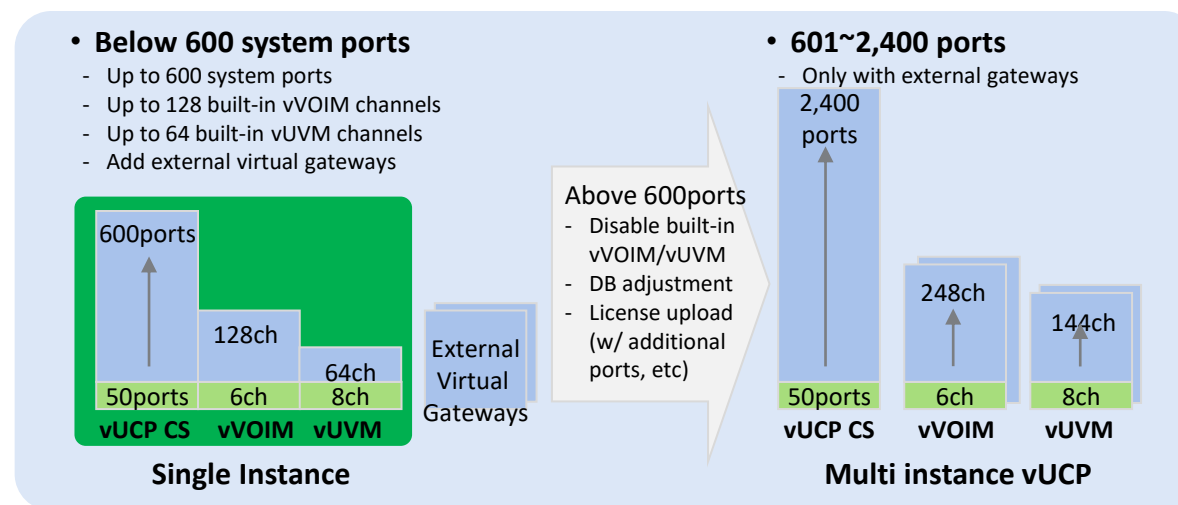
- Installed vUCP (below 600ports) can migrate to single instance vUCP (w/ valid SWA license\*)
- Single instance vUCP can be expandable above 600ports

## Multi virtual instances (~ Unified SW 4.1)



Below 600ports  
- Reinstallation  
- DB adjustment  
- License transfer required\*




## Single / Multi virtual instances (Unified SW 5.0~)



\*License transfer is required with new vUCP S/N from re-installation.  
and vUCP license transfer is supported only with valid SWA from Unified SW V5.

# vUCP Instances (3/3)

- Support various virtual Instances at affordable price levels

				Remark
<b>vUCP 5.0</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)+1GB(DB)+ 16GB(VoiceMail)</li> </ul>	<ul style="list-style-type: none"> <li><b>Instance type: t2.micro (1vCPU+1GB RAM)</b></li> <li>Storage: 8GB(App)+1GB(DB)+ 16GB(VoiceMail)</li> </ul>	n/a	Support Built-in vUVM/vVOIM below 600 system ports
<b>vUCP 6.0</b>	<ul style="list-style-type: none"> <li>Same as above</li> </ul>	<ul style="list-style-type: none"> <li>Same as above</li> </ul>	<ul style="list-style-type: none"> <li><b>Instance type: B1S (1vCPU+1GB RAM)</b></li> <li>Storage: 8GB(App)+1GB(DB)+ 16GB(VoiceMail)</li> </ul>	Support Built-in vUVM/vVOIM below 600 system ports
<b>vUVM</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)+16GB(VoiceMail)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: t2.micro (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)+16GB(VoiceMail)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: B1S (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)+16GB(VoiceMail)</li> </ul>	
<b>vVOIM</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: t2.micro (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: B1S (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	
<b>vVOIMT</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: t2.micro (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: B1S (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	
<b>vMCIM</b>	<ul style="list-style-type: none"> <li>CPU: 1 vCPU / Memory: 1GB</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: t2.micro (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	<ul style="list-style-type: none"> <li>Instance type: B1S (1vCPU+1GB RAM)</li> <li>Storage: 8GB(App)</li> </ul>	

# vUCP on-line license manager operation

## ■ On-line license manager from Unified V6

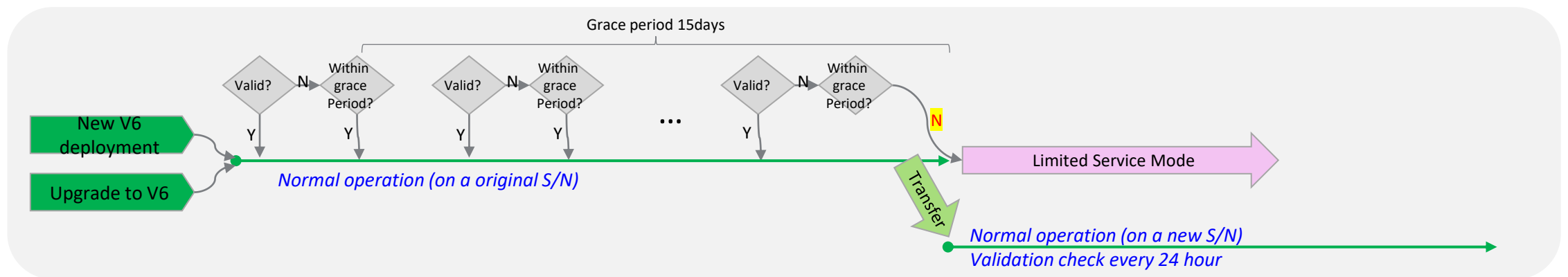
- Internet connection is required and need successful authentication at initial V6 deployment or when upgrading to V6
- Then, vUCP starts validation check every 24 hour
- Invalid cases: vUCP enters grace period
  - Case 1) When there is no Internet connection
  - Case 2) Failed authentication with ELG on-line license server
  - Case 3) When detecting copied vUCP
- How to avoid the invalid cases
  - Case 1, 2) Get Internet connected or Authentication success with right ID/Password within 15days.
  - Case 3) For copied vUCP case, transfer to a new S/N within 15 days from the point of ELG request.

### How to get authenticated

- Get the country specific ID and Password from your local distributor.
- Input ID/Password in online license menu of vUCP Web Admin and Save.

### How to transfer

- Get the new S/N in vUCP Web Admin (using "Transfer" button)
- Get the new license file from the license portal (using "VM Replacement" option)
- Upload the new license file in vUCP Web Admin.

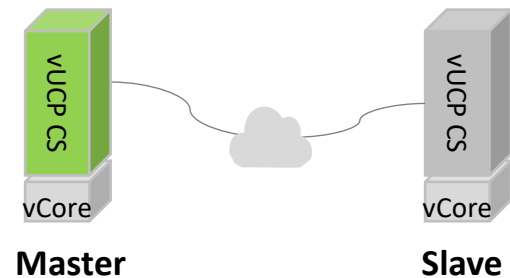




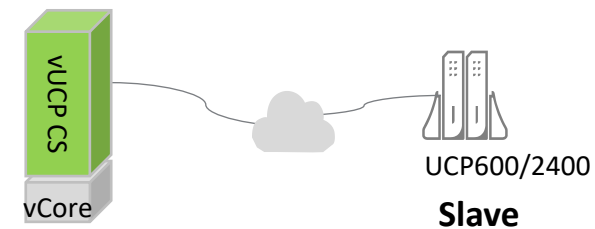
# vUCP – GR options

- Enhancing flexible and reliable deployment options by supporting Hybrid Geo-Redundancy
  - Installed UCP600/2400 can be re-used as stand-by server (UCP licenses can't be re-used to vUCP.)

## vUCP Geo-Redundancy (Unified SW P4~)



## Hybrid Geo-Redundancy (Unified SW V5~)



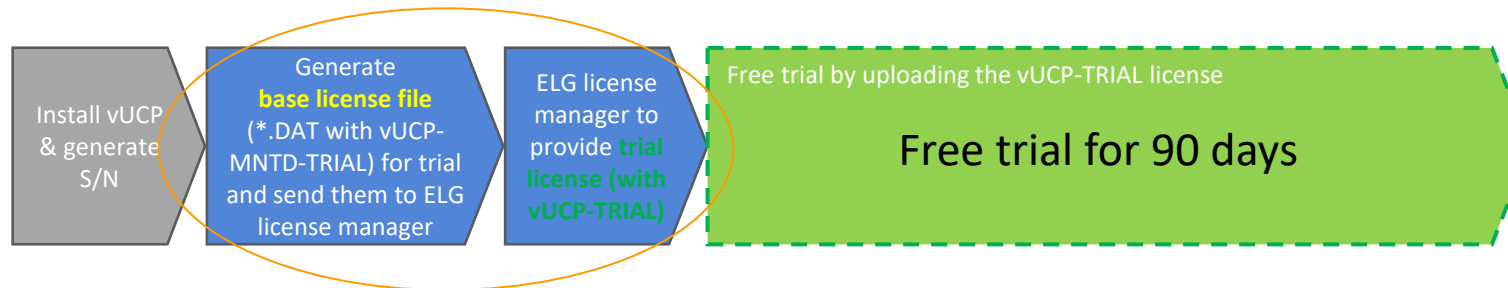
- Built-in vVOIM/vUVM can be used only with UCP600 (below 600ports)

- Built-in GW of UCP600/2400 can't be used.
- UCP600/2400 SW needs to be upgraded to V5.0 as well.

# vUCP – Free Trial Support (1/2)

(Unified V4.1 Temp)

- Support free vUCP trial for 90 days – need vUCP trial license.
  - Applicable features and applications: vUCP call server, all system features and applications to maximum capacity
  - *Exceptions*
    - vUCP: vVOIMT/vMCIM
    - Applications: CCX (no trial license), CRM for UCS (Need separate trial license for CRM for UCS)
- How to get the trial license (refer to “vUCP Trial license download process” for details)
  - Partner to download the following **base licenses** from the license portal and submit to ELG license manager to get the “vUCP-TRIAL” license.
    - **Base licenses (\*.DAT) to download: vUCP-CS2400S, vUCP-SPLD, vUCP-MNTD-TRIAL, vUCP-MNT1**
      - \* MNTD-TRIAL as free trial license indicator to ELG Account Manager so not to be invoiced.
  - ELG license manager to provide the **vUCP-TRIAL** license.
    - \* vUCP-TRIAL license is valid from the date that ELG license manager generates using base license from the partner.



# vUCP – Free Trial Support (2/2)

(Unified V4.1 Temp)

## ■ Migrate trial version to commercial version before expiration

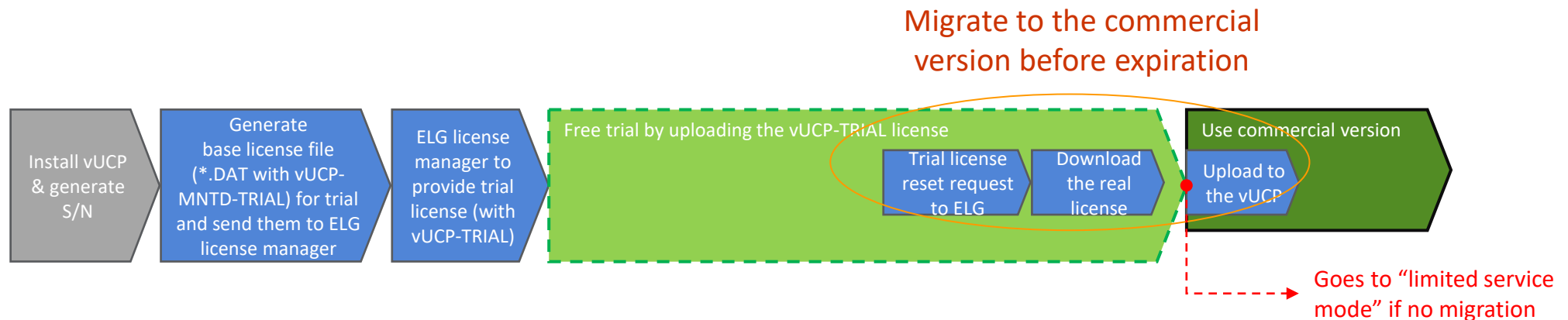
- Partner to send the trial license **reset request** (using “reset form” attached) to ELG license manager before expiration
- ELG to reset the trial license.
- Then, Partner can **download the commercial licenses** using the same serial number.
  - **vUCP-CS2400S, vUCP-SPLD, vUCP-MNTD, vUCP-MNT1 + required system licenses and application licenses in use (or to use).**



\* System goes to the limited mode if no valid commercial licenses after trial expiration.

\*\* Trial valid period can be found in the system license overview page.

\*\*\* System to send expiring notice email (one-time notice before 30days and daily notices from 7days before expiration to pre-registered email in system Web-admin)



# Back-up information

# UCS Compatibility

## ■ UCS/Unified SW Compatibility

Version	Description	Unified 4.0	Unified 4.1	Unified 5.0	Remark
iOS	TCP keepalive	Y	Y	Y	• No bug fix support since iOS doesn't allow new software upload with old way of Push
iOS 6+	Push for VoIP/message, callkit	Y	Y	Y	
<a href="#">iOS 6.2</a>	Regular push, IPv6 for mobile providers	N	Y	Y	• System related feature
<a href="#">Android 6.2 or earlier</a>	IPv6 for mobile providers	Y	Y	Y	• UCS only feature
<a href="#">Windows 6.1 or earlier</a>	Bug fix	Y	Y	Y	• UCS only feature
<a href="#">Mac 6.2 or earlier</a>	VPN	Y	Y	Y	• UCS only feature
Premium server 6.1 or earlier		Y	Y	Y	
<a href="#">Premium server 6.2</a>	iOS Regular push	N	Y	Y	• System related feature

## ■ UCS Premium server / client compatibility

Version	iOS 5.x	iOS 6+	iOS 6.2	Android 6.1	Android 6.2	Mac 6.1	Mac 6.2	Windows 6.1
UCS Premium 6.1	Y	Y	N	Y	Y	Y	Y	Y
UCS Premium 6.2	N	N	Y	Y	Y	Y	Y	Y

- Due to Apple Push Policy change, there happened disconnected backward compatibility on UCS iOS and UCS Premium server and Unified SW.
  - iOS 6.2 should be used with UCS Premium 6.2 and Unified V4.1 or later.
  - iOS 6/6+ not allowed for bug fix since it can't be uploaded on Apple App Store.

# UCS license policy for upgrade case

	Cases	Policy	Remark
Current UCS Users (Before v5.5)	• Only System S/W upgrade	• Continue to user UCS 5.5 with per device license (no action for UCS)	
	• UCS upgrade 5.5 → 6.0	• Need system s/w upgrade to Unified v3.0 under valid SWA  <b>Case 1) Full 6.0 features – Need to migrate license via the license portal</b> <ul style="list-style-type: none"> <li>- UCSDS → Basic user</li> <li>- UCSDSV → Advanced user</li> <li>- UCSDP → Basic user + Premium server</li> <li>- UCSDPV → Advanced user + Premium server</li> <li>- UCSM → Advanced user</li> </ul> Case 2) Only partial 6.0 features – No need any action	
New UCS Users (v6.0 or after)	• New deployment UCS 6.0	• Only per user license	
	• UCS 6.0 → UCS 6.0 user license upgrade	• Following cases available. Need to pay the price difference <ul style="list-style-type: none"> <li>- Basic → Advanced user</li> <li>- Basic → Power user</li> <li>- Advanced → Power user</li> </ul>	

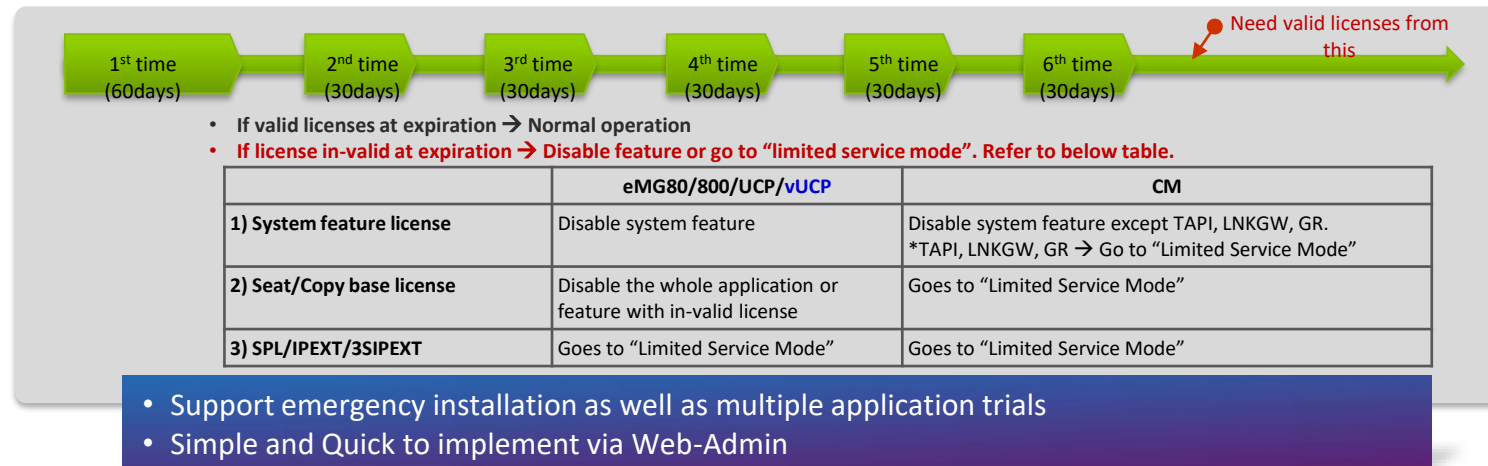
# Trial / License Transfer

Cases	On-Premise UCP/eMG	vUCP
<b>Temp license activation (for trial)</b>	<ul style="list-style-type: none"> <li>6 times                             <ul style="list-style-type: none"> <li>1<sup>st</sup> time: 60days, 2<sup>nd</sup> to 6<sup>th</sup>: 30days each</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>6 times                             <ul style="list-style-type: none"> <li>1<sup>st</sup> time: 60days, 2<sup>nd</sup> to 6<sup>th</sup>: 30days each</li> </ul> </li> </ul>
<b>License transfer support (only to the same customer)</b>	<ol style="list-style-type: none"> <li><b>eMG/UCP H/W replacement: Yes</b> <ul style="list-style-type: none"> <li>Previous S/N blocking from the license portal</li> </ul> </li> <li><b>Migration to new system : Support by the end of 2017.</b> <ol style="list-style-type: none"> <li>LIK to UCP</li> <li>MG to eMG800</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li><b>H/W Server Change / Re-installation: Yes</b> <ul style="list-style-type: none"> <li>Previous Software S/N blocking from the license portal</li> <li>vUCP license transfer support policy change: only with valid SWA from Unified SW V5.</li> </ul> </li> <li><b>Migration to new system : No</b> <ol style="list-style-type: none"> <li>UCP to vUCP</li> </ol> </li> </ol>

# Temporary license activation

## ■ Support “Temporary license activation” up to 6 times

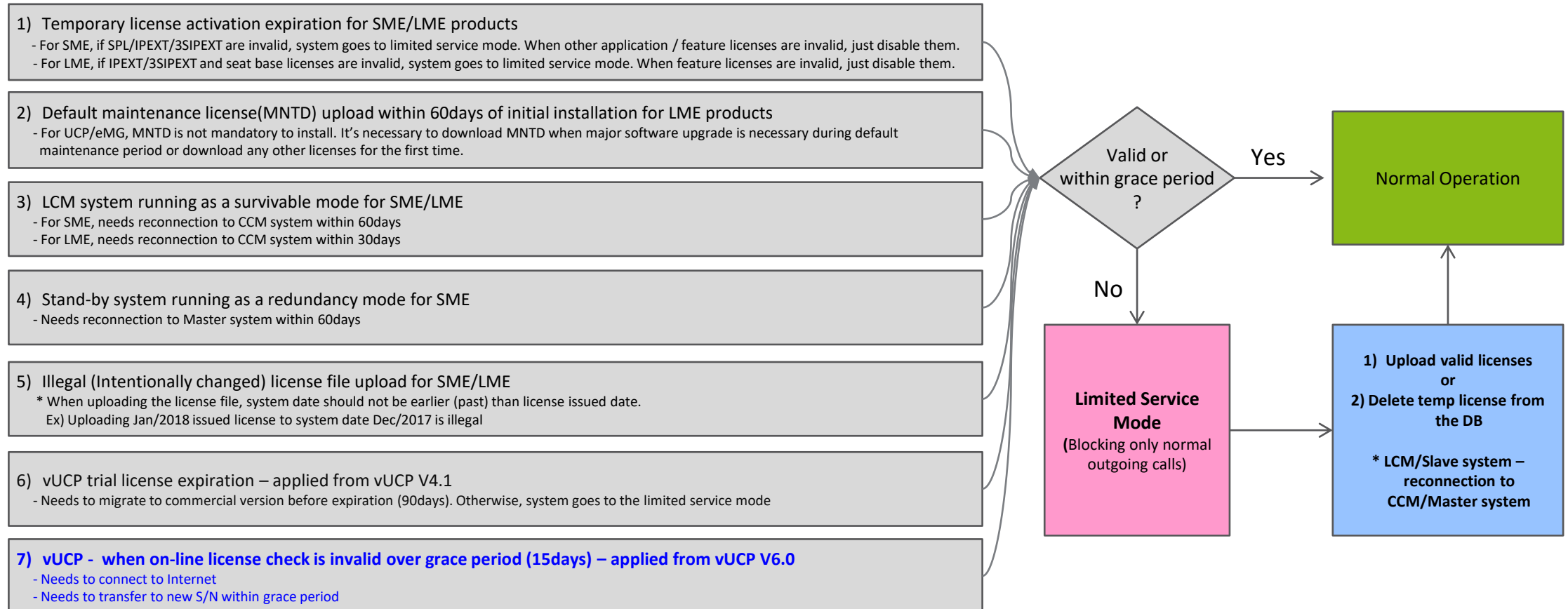
- 1<sup>st</sup> time : 60days, next 5 times : 30days each
- Activation by System Admin - no need to download temporary license from the license portal
- Show Pop-up notice when enabling “Temporary License Activation” about “license upload required before expiration, limited service mode without valid licenses after expiration and recommendation on database download”.
- Daily email notice from 7days before expiration to pre-registered email in Web-admin.
- And also, daily notice to system attendant phone from 7 days prior to expiration (Disabled by default)





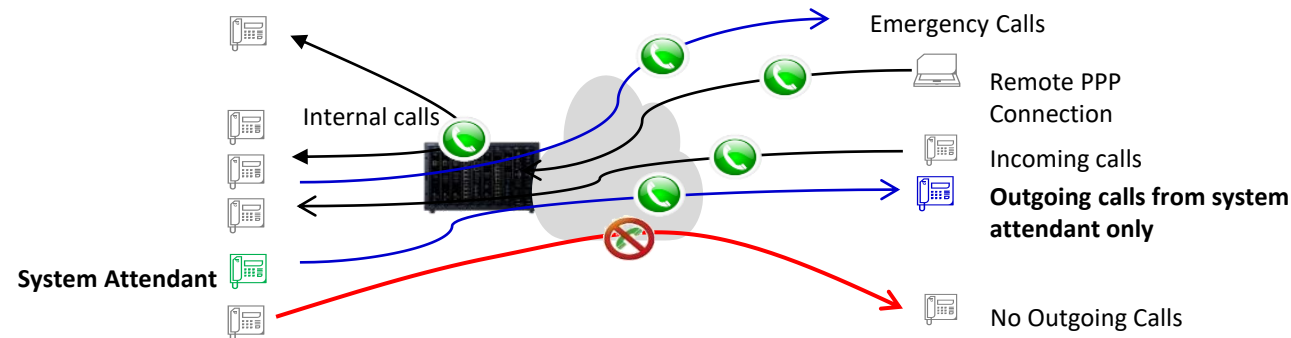
# Cases for going to “Limited Service Mode”

- Valid licenses should be uploaded before expiration for the following cases



# Limited Service Mode

- System goes to the “Limited service mode” when it reaches license invalidation.
  - Internal calls, Incoming calls and emergency outgoing calls are supported
  - Outgoing calls are only allowed from the system attendant (to be supported from Unified v3.0)
  - Remote PPP Connection is supported



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