

# CLOUD DIRECT



## UC Office for Smart Phone - Android Edition

User Guide

Revision 1.0

Cloud Direct

<http://www.clouddirect.net>

# CLOUD DIRECT

## Contents

<b>1 INTRODUCTION .....</b>	<b>1</b>
1.1 Overview.....	1
<b>2 REQUIREMENTS.....</b>	<b>1</b>
2.1 Hardware and Software Requirements .....	1
2.2 Licensing Requirements .....	1
2.3 Network and Firewall Requirements .....	2
<b>3 DOWNLOAD AND INSTALLATION.....</b>	<b>3</b>
<b>4 LOGIN AND PASSWORD MANAGEMENT .....</b>	<b>3</b>
4.1 Startup and Login.....	3
4.2 Username and Password Management .....	4
<b>5 GETTING STARTED .....</b>	<b>5</b>
5.1 Starting UC Office.....	5
5.2 Quitting UC Office .....	5
<b>6 CONTACTS TAB.....</b>	<b>6</b>
<b>7 CALL TAB .....</b>	<b>7</b>
7.1 Placing a Call .....	7
7.2 Handling Incoming calls.....	8
7.3 Handling an Established Call .....	8
<b>8 CHAT TAB .....</b>	<b>9</b>
8.1 Group Chat .....	10
<b>9 CALL HISTORY TAB .....</b>	<b>11</b>
<b>10 SETTINGS MENU.....</b>	<b>11</b>
10.1 Call Settings Menu .....	12
<b>11 TROUBLESHOOTING .....</b>	<b>13</b>

# CLOUD DIRECT

## 1 Introduction

### 1.1 Overview

UC Office provides end-users with a Unified Communications (UC) experience across mainstream mobile and desktop platforms including Windows, Mac, iOS and Android.

UC Office Android Edition is a superior UC application for Android that uses a Wi-Fi or 3G data connection to make and receive calls and allows you to use powerful UC features specifically designed for Enterprise and Mobility Users.

This document details how to install, login and begin using UC Office Android Edition.

## 2 Requirements

In order to successfully install and use UC Office, the following installation and licensing requirements should be met.

### 2.1 Hardware and Software Requirements

#### Operating System

UC Office Android Edition has been validated on Android 2.3, 3.2 and Android 4

#### Supported Devices

This application should run on any Android Phones using the above operating systems. However, due to network, country and manufacturer variations, we are unable to maintain a full list of validated devices. Validated devices at the time of writing include:

- HTC Desire
- HTC Sensation
- LG Nexus 4
- Samsung Galaxy SII & SIII
- Samsung Galaxy Note II

### 2.2 Licensing Requirements

End users must have the UC Team Add-On assigned to their account or a Unified Mobility User licence in order to use the Smart Phone application.

# CLOUD DIRECT

## 2.3 Network and Firewall Requirements

### IMPORTANT NOTE:

You need an active Internet connection to login and use UC Office to make and receive calls. We strongly recommend that you use a known, stable, secure and correctly configured Wireless LAN and use UC Office over this Wi-Fi connection. If you are unsure please contact your system administrator for advice and assistance.

UC Office allows you to choose between a native Android call and a VoIP Call, there is also an *Always Ask* option available. The Android dialing service is recommended for use over a 3G connection. If you choose the 'VoIP Call' setting, then when a Wi-Fi connection is not available, the app will attempt to use the cellular data channel. Service and Voice quality may be impacted and **data charges with your mobile carrier will apply**.

You may need to allow outbound access for the following on your firewall:

Protocol	Destination	Destination Port
HTTPS	ucoffice.yourservices.co.uk 85.119.59.31 webcollab.ucoffice.eu 95.172.95.114 ucoffice.eu 95.172.95.82	TCP 443
XMPP	ucoffice.eu 95.172.95.82	TCP 5222 and 1081
SIP	uk.ic.hnt.hipcom.co.uk uk.ic.56hnt.hipcom.co.uk 85.119.63.1	UDP/TCP 5060 to 5070
RTP	uk.ic.hnt.hipcom.co.uk uk.ic.56hnt.hipcom.co.uk 85.119.63.1	UDP 16384 to 32766
DNS	Supplied locally	UDP/TCP 53

The local requirements can vary from installation to installation; ask your system administrator for details or assistance if required.

# CLOUD DIRECT

## 3 Download and Installation

UC Office Android Edition is available to download and install directly from Google Play. Search for UC Office and install the application.

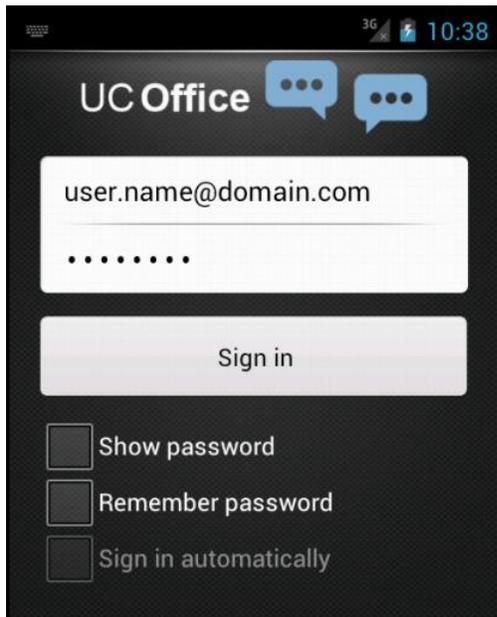
## 4 Login and Password Management

### 4.1 Startup and Login

To start UC Office, start it as you would any other app. Tap the UC Office icon to launch the application.



Once the application has launched, UC Office presents you with the login screen where you need to provide your user account information.



Enter your username and password into the appropriate boxes and click *Sign in* to start using your UC Office features.

# CLOUD DIRECT

## 4.2 Username and Password Management

You must login to UC Office with your Application Username and Password. This may be included in your VoIP User Detail Setup Email.

Passwords are used for UC Office login; please follow standards for Password Protection Policies.

Your Username takes the format of your email address.

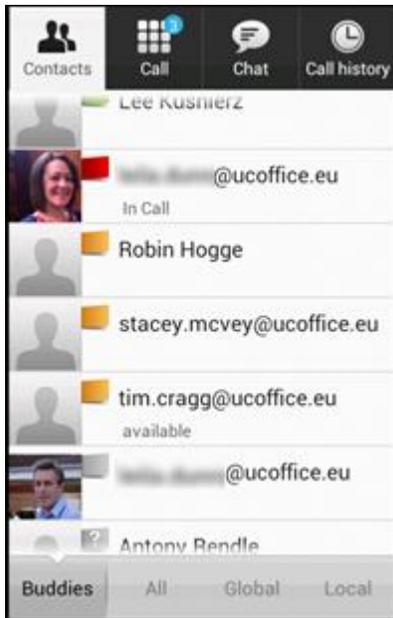
For example; user.one@customer.co.uk

Passwords can be modified or reset by contacting the Cloud Direct Support team.

# CLOUD DIRECT

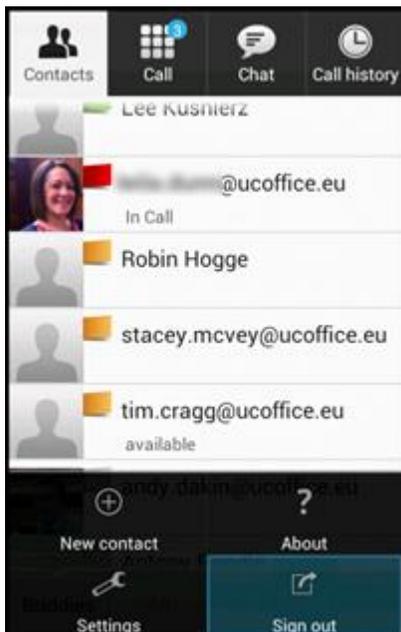
## 5 Getting Started

### 5.1 Starting UC Office



When you login to UC Office, after a few seconds the *Contacts* tab appears and UC Office is ready to use.

### 5.2 Quitting UC Office

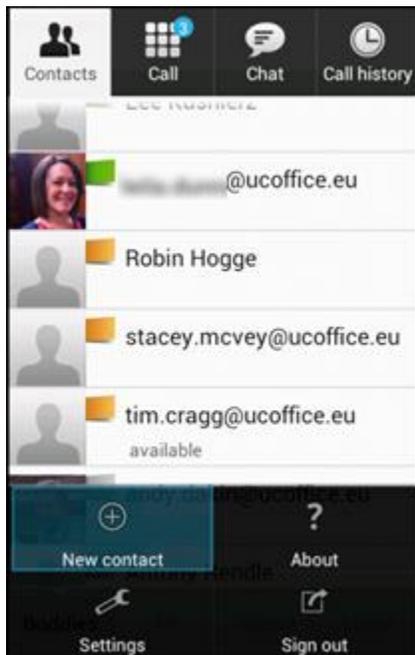


From the Android Context *Menu*, at the bottom of the screen tap *Sign out*.

# CLOUD DIRECT

## 6 Contacts Tab

The *Contacts* tab displays all of your *Buddies*, Local Contacts (within your Android Phone) and Global Contacts (within your Company). The *Contacts* tab provides information about presence-enabled and non-presence-enabled contacts. Presence-enabled contacts are IM&P buddies. Non-presence-enabled contacts can be phones or conference numbers.



### Add a contact to buddies

Display name

Instant messaging ID

Home phone

Conference number

PIN 1  PIN 2

Web URL

You can add a Buddy or Conference Contact in the Contacts tab by accessing the Android Context Menu



When you select a Contact you are presented with their information and options to call them, instant message them etc.

Contacts can be marked as favorite and appears at the top of the contact list in the favorites section.

# CLOUD DIRECT

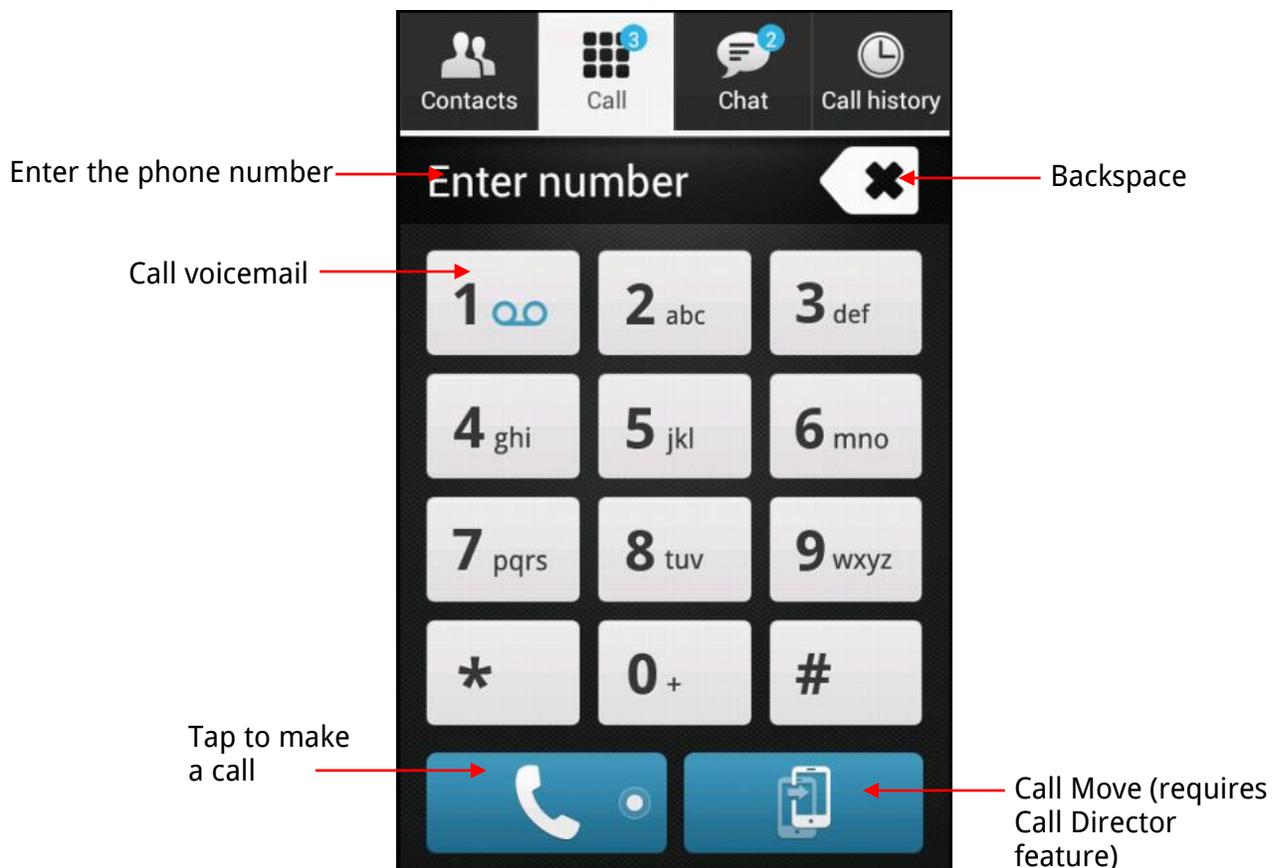
## 7 Call Tab

The *Call* tab displays the dial pad. From the dial pad, you are able to call out to any given number. A long press on "1" on the numeric pad calls out to your voicemail.

### 7.1 Placing a Call

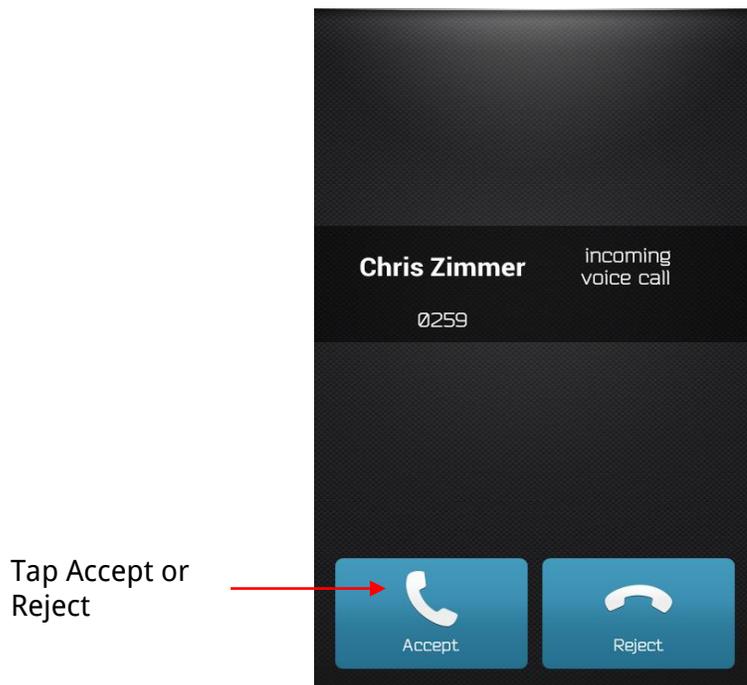
UC Office must be running and you must be logged in and registered to receive incoming calls.

Enter the number to dial using the dialpad and tap the Call button. Choose to either make a voice call or a video call.



# CLOUD DIRECT

## 7.2 Handling Incoming calls

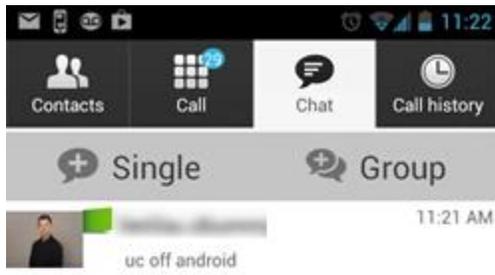


## 7.3 Handling an Established Call



# CLOUD DIRECT

## 8 Chat Tab



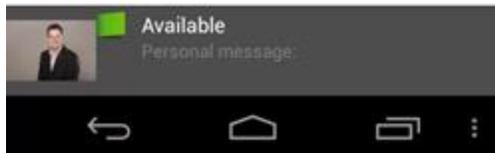
The Chat tab allows you to start Single or Group instant messaging chat sessions and set your presence information.

Instant messaging with a contact can also be started from the contact list by simply selecting the chat item from the context menu or from the contact card.

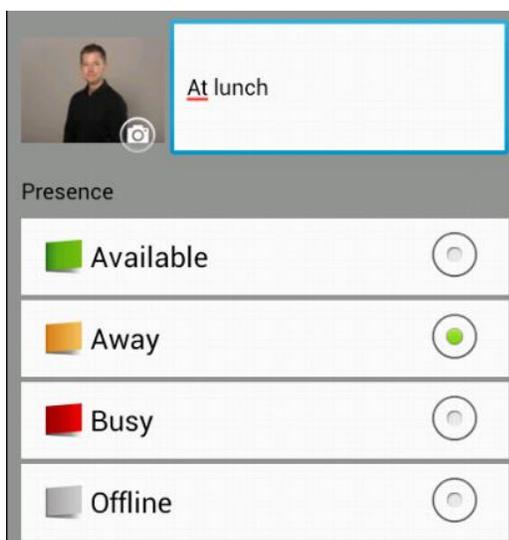
The Chat tab shows all chats made with any contact since the last login. If user A chats with user B many times, their discussions appear as one item in the list.

Tapping the name opens the chat view (IM view) where new messages can be typed.

New incoming messages are indicated with an icon to the right of the name. The icon remains next to name until the message is read.



The chats are listed so that newest ones are always on top. The chats are not in alphabetical order and are always listed with the most recent first.



Your presence information can be updated and a custom message created by tapping on your avatar (profile picture) at the bottom of the Chat tab. the contact *Status* page.

# CLOUD DIRECT



After selecting the contact to chat with, you can view or start typing messages. The IM view shows the name of the recipient on the top bar and there is a presence icon before the name.

The recipient is presented in the bubble from the left and you are presented in the bubble from the right.

Smileys can be added to messages by typing the corresponding character codes and by selecting from the smiley icon (the smiley is displayed graphically in the message area).

Viewing the Android context menu whilst in a chat allows you to clear the chat history or escalate to a Group Chat.

## 8.1 Group Chat

A group chat can be started in three ways as follows:



- From the Chat tab by tapping Group
- From the Android context menu on the Chat Tab.
- From a one-on-one chat session that could be escalated to a group chat.

After starting a group chat, a participant accepts the group chat invitation to then be able to send and receive messages. Anyone in the group chat can add participants. However, removing participants is currently not available.

A user can leave a group chat by selecting the "Leave chat" option. The chat is marked as "offline" and the user no longer receives messages from the chat. When clicking on the "offline" chat, the user re-joins the room and starts receiving messages. However, the user does not receive the messages that were sent in the chat while the user was outside of the room.

# CLOUD DIRECT

The Clear History menu item behaves the same way as the corresponding option in the one-on-one chat and removes the local history.

“View Participants” button opens a dialog that shows the list of participants in the group chat.

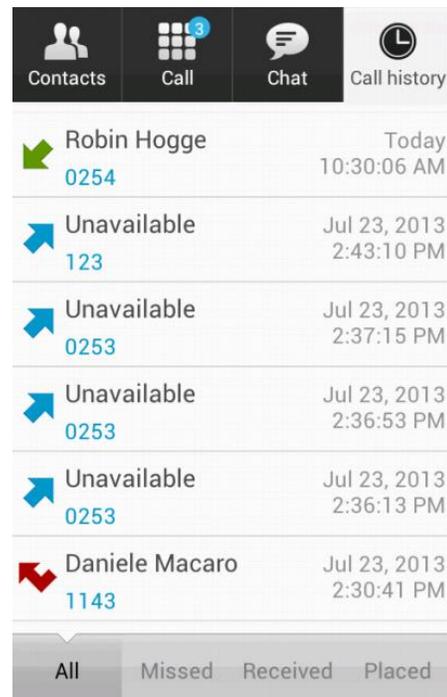
## 9 Call History Tab

The *History* tab shows all your call history. You can filter between all calls, missed, received and placed calls.

**Green Down Arrow:** An answered incoming call

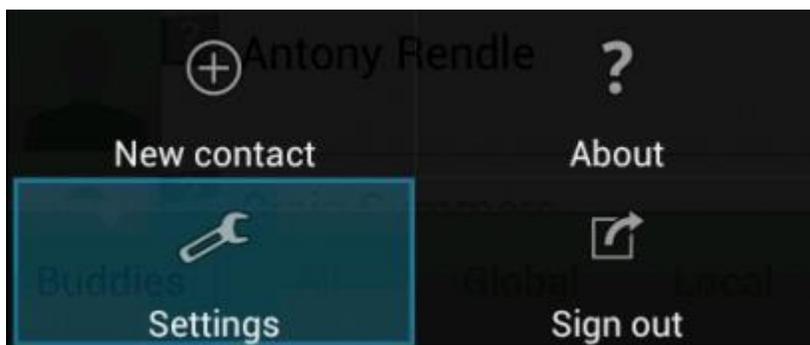
**Blue Up Arrow:** An answered outgoing call

**Red Tick Arrow:** A missed call



## 10 Settings Menu

The Settings Menu can be accessed via the Android context menu:



# CLOUD DIRECT

## 10.1 Call Settings Menu

The *Call Settings* menu allows you to manage your communications features. The table below lists the features you can manage:

Option	Description
<b>Do not disturb</b>	When you activate this service, all communication is blocked by the server.
<b>Call Forwarding</b>	By tapping on a different Call Forward option, you can enter a number to forward your calls as follows: Call Forward Always, Busy, or When Unreachable.
<b>Remote Office</b>	This service allows for a phone in the hotel to be used as the business phone. Caller ID and charging appear as they do on your business phone.
<b>Hide number</b>	You can hide or display your number when calling or communicating with other parties or contacts. To hide your number, set to "Enable". To show your number, set to "Disable".
<b>Call Director</b>	Call Director allows service providers to offer fixed-mobile convergence (FMC) services today without additional equipment. Call Director simplifies communications for on the go and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone can ring simultaneously. You can enjoy voice-call continuity with the ability to move live calls from one device to another without hanging up.
<b>Outgoing calls</b>	Choose between VoIP and mobile (mobile may be recommended when not using Wi-Fi to avoid data charges from your mobile carrier). This can be set to <i>Always Ask</i> for per call flexibility.
<b>Sim Ring Personal</b>	This feature allows you to set up to ten phone numbers that would ring in addition to the primary phone number when you receive a call.

# CLOUD DIRECT

## 11 Troubleshooting

UC Office requires a User to enter the correct Username and Password and have a current UC Team Add-On applied.

If the Username and/or Password are incorrect or the User does not have the required Add-On then an appropriate error message will be displayed at the login process.

If you are sure that the provisioning, login and licensing is correct then please check network connectivity, and the Requirements section of this document including Network and Firewall Requirements.