

# CLOUD DIRECT



## **UC Office for Smart Phone - iPhone Edition**

User Guide

Revision 1.0

Cloud Direct

<http://www.clouddirect.net>

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## 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 iPhone Edition is a superior UC application for Apple iPhone 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 iPhone 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

Your device must run on iOS 4.3 or higher. To check your operating system on the device home screen, navigate to:

*Settings > General > About*

#### Supported Devices

The supported devices are:

- iPhone 4
- iPhone 4S
- iPhone 5

### 2.2 Licensing Requirements

End users must have the UC Team Add-On assigned to their account in order to use the Smart Phone application.

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## 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 iPhone call and a VoIP Call, there is also an *Always Ask* option available. The iPhone 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 85.119.59.81	TCP 443
	webcollab.ucoffice.eu 95.172.95.114	
	ucoffice.eu 95.172.95.82	
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.

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## 3 Download and Installation

UC Office iPhone Edition is available to download and install directly from the iPhone App Store.

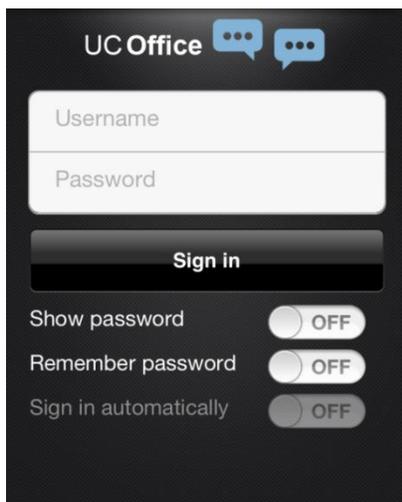
Search for UC Office and install the application.



## 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.

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## 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:

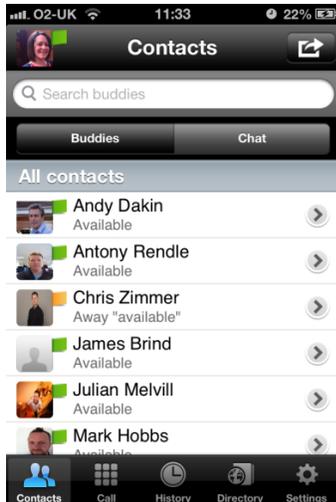
For example; user.one@customer.co.uk

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

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## 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 application *Settings* tab, scroll to the bottom of the screen and tap *Sign out*.

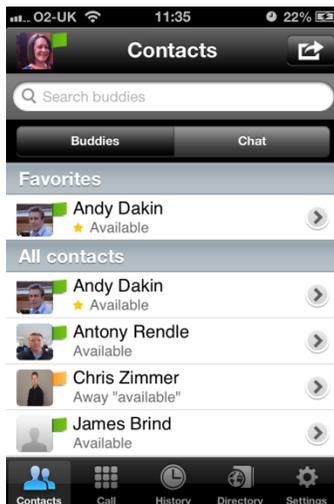
Alternatively, double-tap the home button on the iPhone. The list of active applications appears. Long-tap the UC Office icon until the red minus icon appears. Tap the red icon to close the application.



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## 6 Contacts Tab

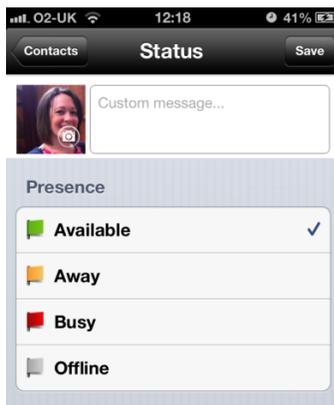
The *Contacts* tab displays all of your *Buddies* and *Chat*. The *Contacts* tab provides information about presence-enabled and non-presence-enabled contacts. Presence-enabled contacts are IM&P buddies. Non-presence-enabled contacts can be phones or conference numbers.



You can add contacts, add a conference and start a group chat in the Contact view.



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



Presence information can be updated and a Custom message created via the contact *Status* page. This can be accessed by tapping the user's profile picture in the top left hand side of the *Contacts* tab.

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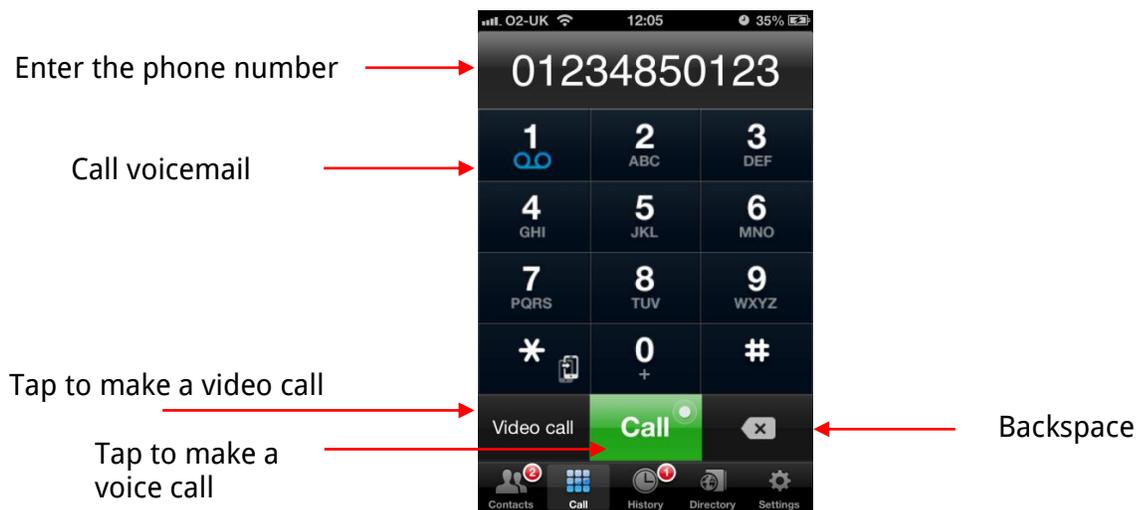
## 7 Call Tab

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

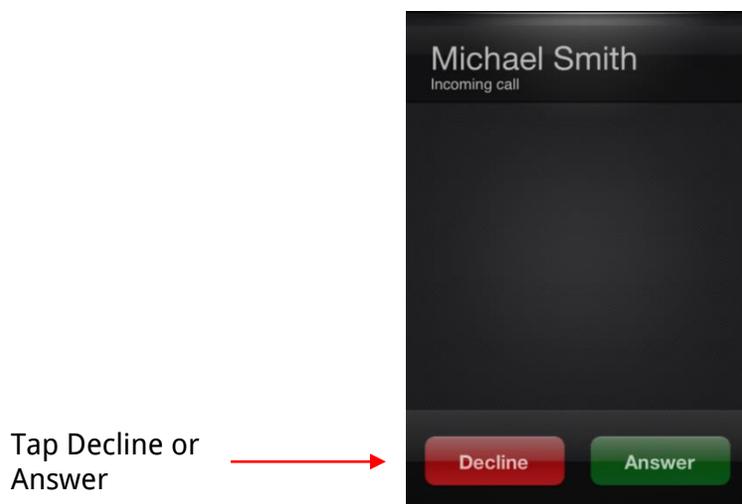
UC Office must be running and you must be logged in and registered to receive incoming calls.

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



### 7.2 Handling Incoming calls

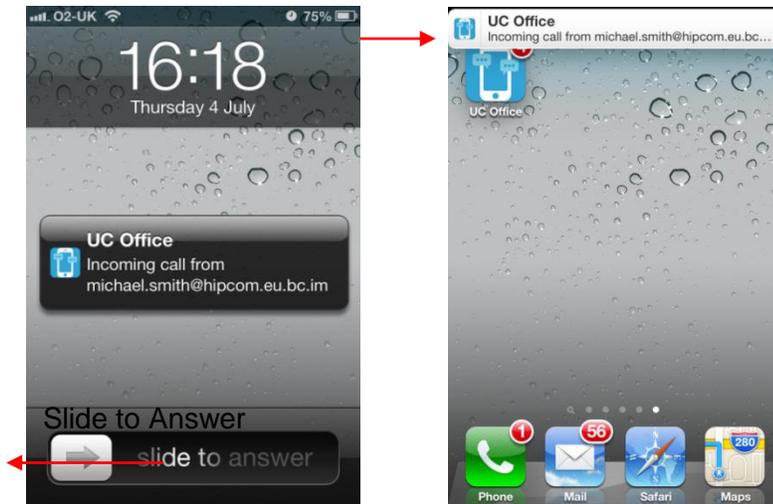
#### When UC Office is in the Foreground



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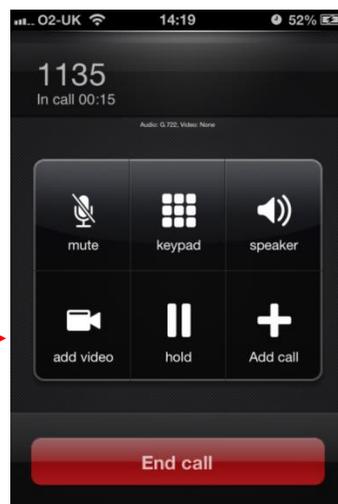
## When UC Office is in the Background

UC Office can be run in the background and whilst the phone is locked and will still receive calls and send notifications.



## 7.3 Handling an Established Call

Add Video to an established call



Add buddies, directory contacts or dial another contacts to add to your call

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## 8 History Tab

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

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

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

**Red Tick Arrow:** A missed call

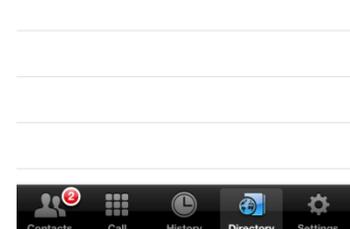


## 9 Directory Tab

UC Office supports an enterprise directory search in the Directory tab. This takes place using the search field in the Directory tab. In the default view (All), both the enterprise directory and the local contact list results are shown, as shown in the below examples. There are different result icons depending on whether the contact is in the native address book or the enterprise directory.

Tapping the search field opens the key pad to type the search string. After the search, the list displays the name and icon for each contact in the results.

The adjacent example shows the search field in use. Filtering through contacts in both the native address book and the enterprise directory can be initiated just by typing characters. Pressing the back key minimizes the keyboard, hides the search bar, and empties the search result.



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## 10 Settings Tab

In the *Settings* tab, the user can adjust and set different options to control the client.



### 10.1 Call Settings Tab

The *Call Settings* tab allows the user to manage their features. The table below lists the features they can modify:

Option	Description
<b>Dialing Service</b>	Choose between a VoIP Call or a native iPhone call (recommend when using 3G). This can be set to <i>Always Ask</i>
<b>Call Forwarding</b>	Configure call forwarding options: Unreachable, No Answer, Busy, Always and also turn Do Not Disturb ON/OFF
<b>Do Not Disturb</b>	When you activate this service, all communication is blocked by the server
<b>Caller ID</b>	Set your caller ID to be hidden or allowed
<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>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>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.

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## 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.