# Office UC
# Smartphone Application User Guide
# Wholesale Hosted Communications (WHC 3.0)

For use with Apple iOS or Android iOS  smartphones

Document version 1.0, dated November 2019

Registered Address: On Direct Business Services Limited, 1 London Street, Reading, RG1 4QW
Company Registered Number: 04631034, Company VAT Number: GB801319274

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# Frontmatter information

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## Acknowledgements

The content herein is based on the following document provided by BT Wholesale to Cloud Direct as a service provider and reseller of this product:

- WHC Office UC Smartphone Application User Guide – WHC3.0v3

The original document remains untouched, with the following exceptions which have been made to ensure a positive experience for customers of Cloud Direct:

- Where appropriate, contact details and web links amended to reflect Cloud Direct.

## Contacting Cloud Direct

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|---|---|---|---|
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# Office UC

**Smartphone, UC Business & UC Team Edition**

Application User guide

Wholesale Hosted Communications

(WHC 3.0)

**July 2018**

# Confidentiality

All information in this document is provided in confidence as per the terms and conditions of Wholesale Hosted Communication (WHC) and shall not be published or disclosed wholly or in part to any other party without BT's prior permission in writing. These obligations shall not apply to information which is published or becomes known legitimately from some source other than BT.

# Version Control

This document is controlled and issued by the BT Wholesale (BTW) Product Manager. Please ensure that you have the latest version of this document, existing Communications Providers (CP) can download this from the WHC Document Centre, and new customers should check with their Account Managers.

| Description of change | Issue | Date |
|---|---|---|
| Published version for launch | Final 1.0 | 04 July 2017 |
| In support of release BG:<br><br>• Updated firmware levels<br><br>General Updates:<br><br>• Provided further information on how to Add a Contacts IM address for presence share, across our platform.<br><br>All changes can be seen via Track Changes. If you do not want to see the changes you can either 'Accept' all changes or change Review option to 'No Markup'. | Final 2.0 | 16 July 2017 |
| In support of release BM:<br><br>• Updated with Office UC Updates – Phone & iPad (BTWCE 90559)<br><br>This upgrade to version 22.x has resulted in a lot of changes which cannot be easily shown with tracked changes. If you would like to see all of these changes then you can use the Compare function within Microsoft Word. | Final 3.0 | 16 July 2017 |

# Table of Contents

# Introduction

The following document type describes the Office UC release 22.5.x WHC  Mobile User License application.

An application is used to control an existing feature, or provide new features to Sites or Users. An application is typically downloaded onto a local device, whether it be a PC, Smartphone or Tablet. Applications may be inclusive of User feature packs or may be chargeable extras that enable the User to fulfil or enhance their job role.

This User guide will cover off CP Administration, Company/Site Administration and End user Administration.

When WHC launch new applications or even enhancements, this document type is provided to all CP's.

## Overview

Office UC provides Users with an application and series of features to enable Unified Communications across one or many devices.  The Smartphone application will work across Apple iOS smartphones as well as Smartphones operating Android iOS.

The application comes with a standard branding.

## Technology Availability

This application is available on the following WHC technologies:

- Wholesale Hosted Communications Users
  - Mobile
- SIPT Users
  - Mobile

## Audience

This document is intended for WHC CPs and their order entry and support personnel (CP Administrator), as it contains elements of provisioning, installation and configuration.  If this document is to be used by a CP's customer then it will need to be rebranded and altered to suit that audience.

# Application Description – Office UC Smartphone

This application, available on the Mobile User license provides Users with the following:

- Smartphone softphone application enabling:
  - o Voice and Video Calling – using inbuilt softphone or native dialler
  - o Call Centre Agent Login – when agent is assigned to an ACD
  - o Voice Recording Controls – where assigned and enabled

If a User is provided UC Business then the following additional functionality is provided:

- Desktop softphone application enabling:
  - o Voice and Video Calling – using inbuilt softphone or via hard- phone
- Instant Messaging and Presence (IM&P) from the provided applications
- Microsoft Skype for Business Plug-In

If a User is provided UC Team then the following additional functionality is provided:

- Personal Audio Conferencing for up to 8 people
- Desktop Sharing

# Hardware & Software Description

In order to successfully install and use this application, the following installation and licensing requirements should be met:

## Firmware Version

These applications are running on the following firmware versions.  If you are running on a later version we recommend you update to the latest.

| Device | Version |
|---|---|
| Smartphone - iPhone | 22.5.2 |
| Smartphone - Android | 22.5.3 |

## Operating Systems iOS

The application supports devices with iOS 10 or later.

This application should run on iPhone 4S and later using the above operating systems. However, due to network, country and manufacturer variations, we are unable to maintain a full list of validated devices. However we can confirm that the application has been validated on the following reference devices:

- iPhone 5S – iOS 8.4.1
- iPhone 6 – iOS 9.3.5
- iPhone 6 plus – iOS 10.0.1
- iPhone 6S – iOS 10.0.1
- iPhone 6S Plus – iOS 9.3.5
- iPhone 7 – iOS 11.4

## Operating Systems Android

The application supports devices with Android 4.4 or later that conform to the hardware requirements set out below.

This application should run on any Android device using the above operating systems. However, due to network, country and manufacturer variations, we are unable to maintain a full list of validated devices.  However we can confirm that the application has been validated on the following reference devices:

- Samsung Galaxy S4 (GT-I9505) – OS 4.4.2
- HTC One M8 – OS 4.4.4
- Motorola Moto G (XT1032) – OS 5
- Nexus 5X (LG) – OS 6

- Samsung Galaxy S7(G930F) – OS 6
- Samsung Galaxy S8 (G950F) – OS 8.0.0
- HTC 10 – OS 6

## Hardware Requirements

The following requirements need to be met:

- Dual-core CPU (or higher)
- 1 GB RAM (or higher)
- ARMv7 instruction set
- Minimum screen resolution 320 x 480

## Other Requirements

We strongly recommend that you use a known, stable, secure and correctly configured Wireless LAN and use the application over this Wi-Fi connection. If you are unsure please contact your system administrator for advice and assistance.

The application allows you to choose between a native call and a VoIP Call, there is also an *Always Ask* option available. The phone dialling 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**.

## Network and Firewall Requirements

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

| Application | Protocol | Destination | Destination Port |
|---|---|---|---|
| Application Signaling | SIP | uc-bslnws09.yourwhc.co.uk<br><br>62.7.201.172<br><br>62.7.201.140<br><br>centrex-uc-bs11lnws13.yourwhc.co.uk<br><br>213.120.60.140<br><br>213.120.60.204 | UDP/TCP 5060, 5074, 5075, 8933 |

| | | | |
|---|---|---|---|
| Application Media | RTP | 62.7.201.132/27 <br><br> 62.7.201.164/27 <br><br> 213.120.60.132/27 <br><br> 213.120.60.196/27 | UDP 32767 to 65535 |
| Office UC Smartphone and Tablet Downloads | n/a | Apple Store <br><br> Google Play Store | n/a |
| Office UC Operation | XSI | officeuc.yourwhc.co.uk <br><br> 193.113.10.11 <br><br> 193.113.11.11 | TCP 443 |
| Office UC Presence | XMPP | ums01.yourwhc.co.uk <br><br> ums02.yourwhc.co.uk <br><br> 193.113.10.7 <br><br> 193.113.11.7 | TCP 5222 <br><br> TCP 1081 <br><br> TCP 5281 <br><br> TCP 5269 <br><br> TCP 443 |
| Office UC Screenshare | Proprietary | uss01.yourwhc.co.uk <br><br> uss02.yourwhc.co.uk <br><br> 193.113.10.8 <br><br> 193.113.11.8 | TCP 8443 |

# Provisioning & Configuration

All provisioning activity takes place on the Business Zone ordering portal unless explicitly stated.  All configuration activity takes place on the Configuration Portal (Business Portal) unless explicitly stated.

## Provisioning

This application is an inclusive feature provided with the Mobile User License.  When creating a User in Business Zone, be sure to order the Mobile User License.



Once this license pack has been ordered from the Business Zones Ordering portal, the application download will appear in the Application section of the Business Portal as per the image below.
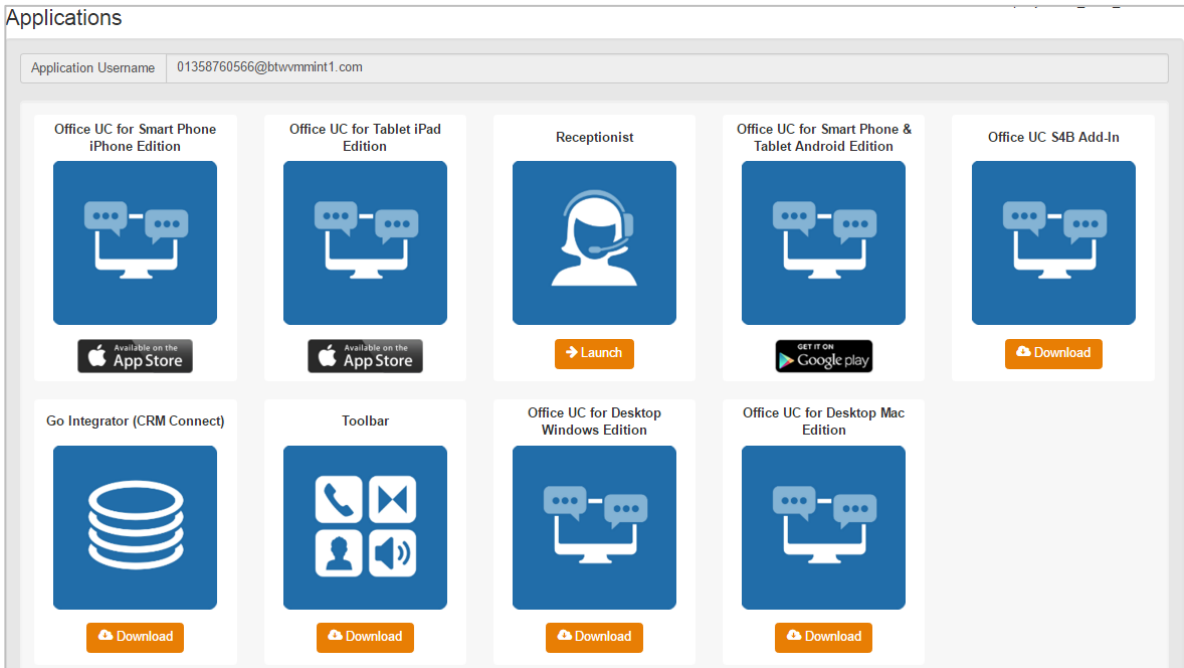
## Download & Installation Instructions

Once you have provisioned the correct license and the User has received, or is in possession of their welcome email, they can now download the application from the Apple App Store or Google Play Store.

Please ensure you download the version called '**Office UC'** from BT and NOT the version called 'UC Office.' The latter is the version used on WHC 1.0 and not WHC 2.0.
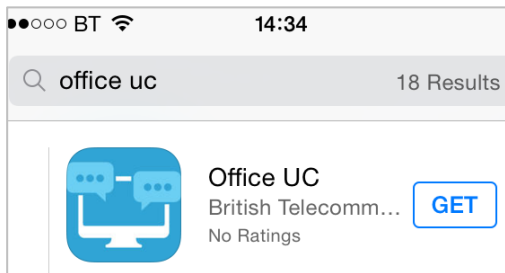


**Apple Store**
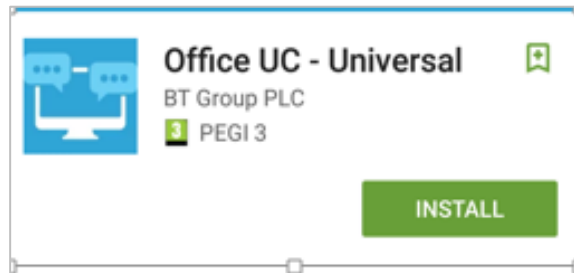


**Google Store**

## Configuration

The Welcome Email sent to End Users will guide them to navigate to the Business Portal to obtain their Password.  Please note this Username is the same for all Applications, but is different to the Business Portal credentials.  The username can be seen in the Applications tab as shown below and is sent in the Welcome email
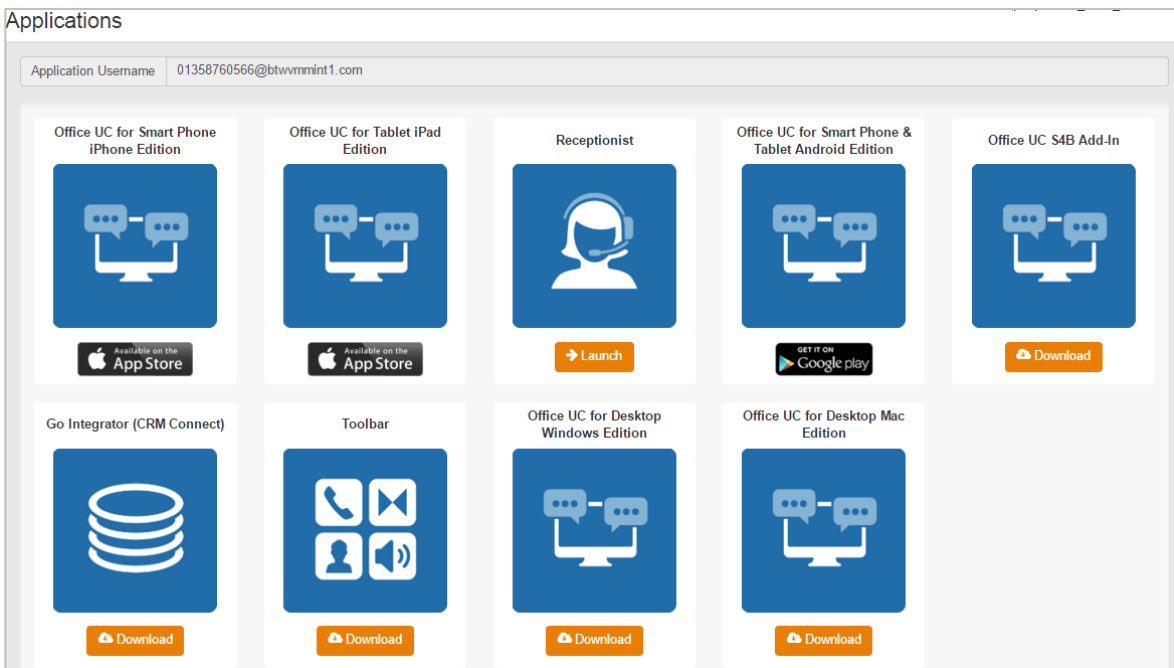


The password for all applications is not sent to the User and needs to be set in the Business Portal by navigating to **My Account**,



Select **Password to Change** box, then click on **Application,** enter password and then select **Save**.

# Operating the Feature - iPhone

## Start-up and Login

Tap the application icon on the device to launch the application.



On first time login you will be asked to agree to the applications terms, please review and then select **Accept** to proceed.
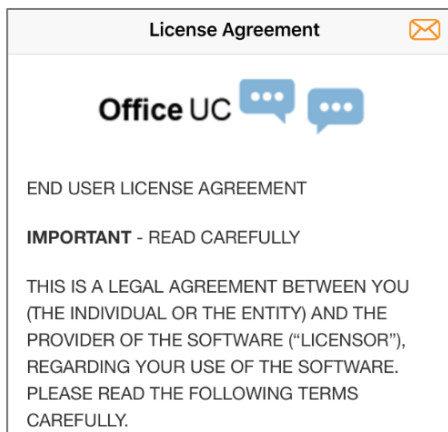


Once the application launches for the first time, you will be presented with the following:

- "Office UC" Would Like to Send You Notifications – select **Allow** if you want notifications of calls or missed messages to appear in the normal notifications section

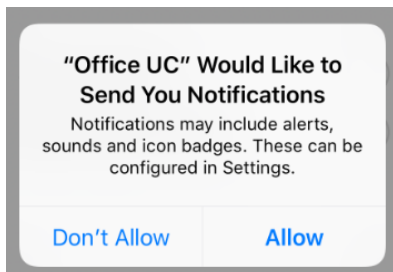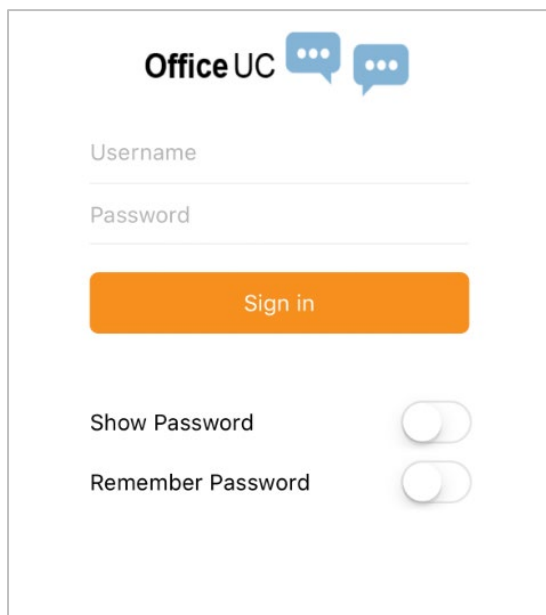Once you have accepted the license terms, the application presents you with the login screen where you need to provide your user account information.  Enter your username and password into the appropriate boxes.  Select whether you would like the app to remember your password, and also if you want it to sign you in automatically on subsequent launches.  Click **Sign-in**.



### Username and Password Management

You must login to the application with your Application Username and Password, which can be obtained from the Business Portal.  The password can also be modified via the Business Portal.

### Closing Office UC

To quit select Settings followed by Sign out or double-tap the home button on the device to close the application.

## Startup Window

When you start the application for the first time, you will presented with a series of requests asking you the following:

- "Office UC" Would Like to Access Your Contacts – select **OK** if you want your local phone contacts to be available in the application.
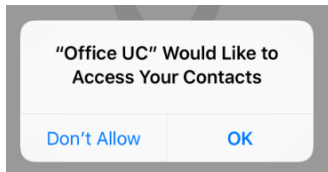


- "Office UC" Would Like to Access The Microphone – **<u>you must</u>** select **OK** in order for the application to work as a softphone.
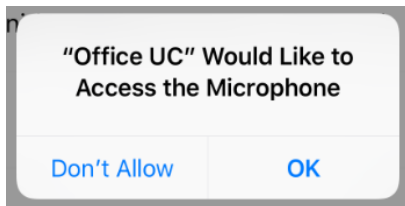


- "Office UC" Would Like to Access The Camera – select **OK** if you want your phone to be able access your Photo Stream, used to upload pictures against your profile
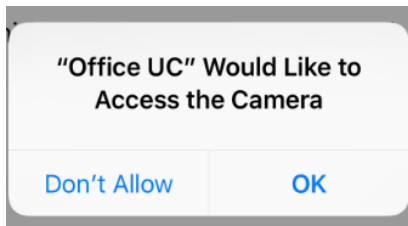


Within this start-up window view there are a number of tabs, located on the left-hand bar, each of which will be explained as you navigate your way through this guide.

- Contacts
- Chat
- Call
- History
- My Room

## Contacts

When you land on this page for the first time, it is empty and needs populating with some contacts, using one of the methods described further on. For information, once you start populating these, you can add them as either of the following:

- Favourites – Regular people you want to communicate with whom are also using the service.

- All Contacts – Other people you want to communicate with including local phone contacts.

### Add Contact from iPhone Contacts or WHC Directory

To add contacts from your iPhone, selected the orange arrow from the Office UC option at to the top of the page.
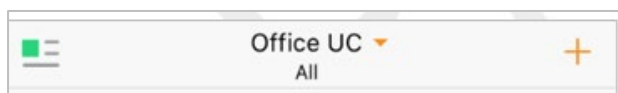


Select **iPhone Contacts** to bring up a list of all of your contacts, and then click on one of the entries.
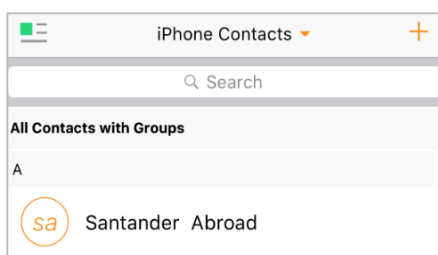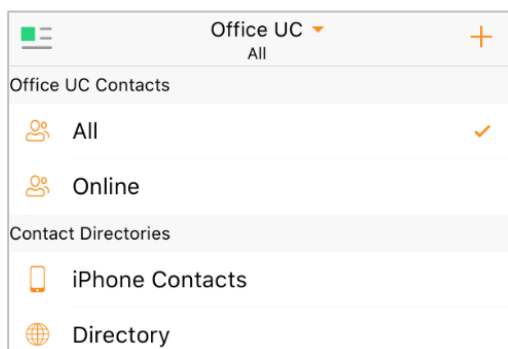
To add to your contacts simply select the **+** button next to the Add Contacts parameter, followed on the **Yes** button to add this to your contacts page.
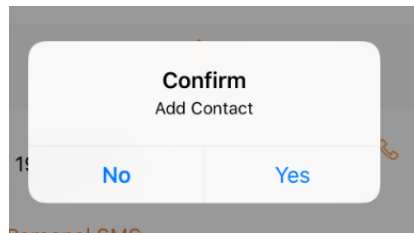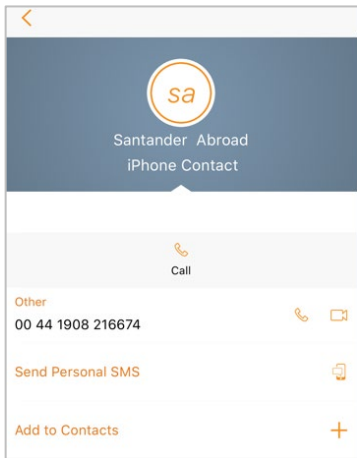




To add from contacts built on WHC, change the setting to **Directory**, and then type in the name to search for the user.
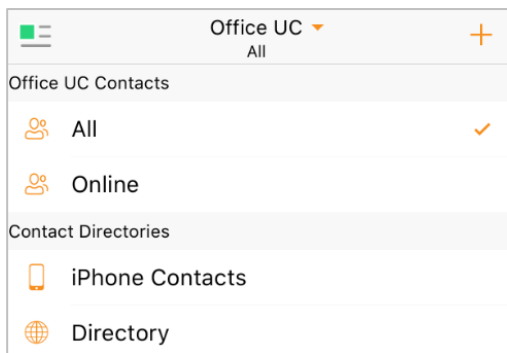


Using the same method above, you can either add them as a Contact or a Favorite.
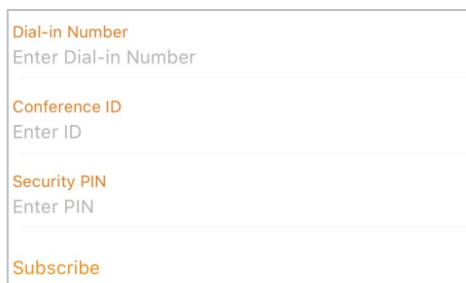
After you have done this, you can change the setting back to just show you're Office UC Contacts and you have the choice of displaying:

- **All** – all contacts online and off-line
- **Online** – contacts online
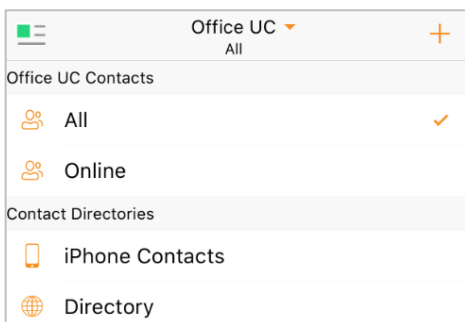
## Monitor a User's Presence Status

To monitor a user's presence status you need to request this and they need to accept. Tap a contact from the Contacts list to open a contact card, followed by the **edit** button, then select **Subscribe**.

Dial-in Number
Enter Dial-in Number

Conference ID
Enter ID

Security PIN
Enter PIN

Subscribe

A user's presence can only been seen if they also have the Office UC App and their IM address is populated in the profile card

## Add Contact Manually

Contacts can also be added manually by tapping the + button from the top right-hand corner.

Office UC ▾
All
+

Followed by either:

- **Add Contact –** will allow you to add a regular contact.

- **Add Conference –** will allow you to add a Conference number along with a security pin, making dialling into a conference bridge simple.

- **Add iPhone Contact** – will allow you to add a Contact to your iPhone device

Add Contact

Add Conference

Add iPhone Contact

Cancel

In the *Add Contact* screen, enter the contact's information and then select **Done**. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a presence request, you can **Decline** or **Accept** it.



If you decline the request, you can always share your presence information later by selecting **Subscribe** from the contact card.  Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

## Edit

Tap a contact from the *Contacts* list to open a contact card.  This is the same for presence-enable and non-presence-enabled contacts.

- The Edit button opens the Contact Information dialog box where you can add, edit or remove information.  This works for both presence-enabled and non-presence-enabled contacts.
- Select **Unsubscribe** to remove the presence relationship between you and that contact.  This means you do not see the contact's presence information and your contact does not see yours.
- Select **Subscribe** to re-establish a presence relationship.  An unsubscribed contact remains on the Contacts list and is always shown as "offline".
- Select **Remove** to remove the contact from your Contacts list.

## Presence (UC Business & Team only)

For each contact to which you have subscribed, you can see their presence.  Similarly, your contacts can see your presence on their *Contacts* list.  Presence means that your friends are able to see whether you are available, for example, "I'm available" or "I'm busy".

The list of presence flags are as follows:

| Icon | What it means |
|---|---|
| 🟩 | The green presence icon indicates that the user is online and ready for communication. |
| 🟧 | The yellow presence icon indicates that the user is online on their client, but has been idle or away from their client for more than ten minutes. |

| | |
|---|---|
| 🚩 | The red presence icon indicates the user is busy and does not want to be disturbed. |
| 🏳️ | The grey presence state icon indicates that the user is offline and the only available contact method is calling or leaving a chat message. |
| ❓ | The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence. |
| 📞 | This icon indicates that the contact is busy on a call.  This is an automated presence status. |
| 📅 | This icon indicates that the contact is busy in a meeting.  This is an automated presence status.  The *Busy – In Call* status overrides the *Busy – In Meeting* status so this one is only seen if there is a meeting but no call. |

You can manually set your own presence by tapping on the Presence icon from the status bar, top left hand side.

Followed by pressing anywhere in the blue/grey screen.

This will open the **My Status** screen where you can change your avatar, personal message, and presence status.



Your avatar is the picture that represents you in your friends' *Contacts* list and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your phone camera, or to clear your avatar. You can enter a status message in the area next to the avatar. This status text is shown in your friends' *Contacts* list.

If you see the error message, "Chat Unavailable", under any tab, it means that the XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your service provider. The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. Note that all-day meetings do not trigger a presence change to *Busy – In Meeting*.

## Email or SMS a Contact

For contacts that have a listed email address or mobile phone number, you are able to click the email icon (envelope), or SMS icon next to the users address/phone number. This will then use the clients default email application and open up a new message/phone, with the contacts email address/SMS number already inserted into the 'To' address.

# Chat (UC Business & Team only)

The *Chat* tab shows the list of recent chats since the last login.  Chats are listed so that the newest one is always at the top.  Chats are not in alphabetical order and are always listed with the most recent first.  If User A chats with User B multiple times, their discussions appear as one item in the list.  New incoming messages are indicated with a notification badge to the right of the name.  The icon remains next to the name until the message is read.



## One-to-One Chat

You can chat with a contact by using any of the methods below:

- Tap a contact from the *Contacts* list to open a contact card.  From the contact card, choose the chat icon to start a chat.
- In the *Chat History* list, tap a contact entry to start a chat.
- From *Contact* search results, tap a contact to open the contact card and then choose the chat icon.

When you initiate a chat, the *Chat* screen opens.  Chatting with a contact is possible only when you are both online.  If your contact initiates a chat, you see a notification badge on the *Chat* tab and the entry appears at the top of the *Chat History* list.  Once a chat opens, the name of the recipient is on the top bar and there is a presence icon flag before the name.  The recipient's messages are presented in the light orange background and the user is presented in the light grey background.

During a chat the orange bar at the top provides the following different options:

- **Left arrow** – return to the main chat window
- **Phone Handset** – select this to phone the person
- **Video Camera** – select this to video call the person, if available
- **Group Chat** – select this to add users to the chat
- **Dots** – select this to view the profile of the person or clear the chat history
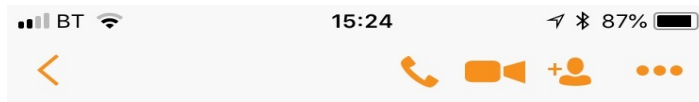


## Group Chat

Start a group chat using one of the following methods:

- In single chat session, tap the add participant icon  to escalate from a single to a group chat.
- From the History Chat tab, tap on the 3 dots icon to select the "start group chat" option.
- In the Chat History list, tap a group communication entry to start a group chat.
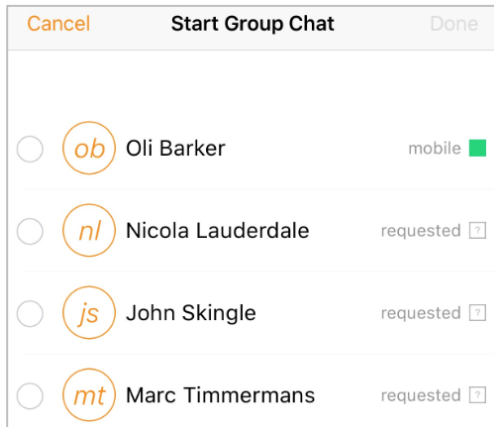
When you initiate a group chat, the *Chat* screen opens. More participants can be added later to the chat using the add participant icon. Anyone in the group chat can add participants. However, removing participants is currently not supported.

A group chat works the same way as a one-on-one chat. All messages from any participant are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact. A group chat history is saved and is available to view later from the *Chat tab*.

A user can leave a group chat by selecting the 3 dots button followed by the **Leave chat** option. The chat is marked as "offline" and the user no longer receives messages from the chat. When tapping 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.

The **Clear History** menu item behaves the same way as the corresponding option in the one-on-one chat and removes the local history. The **View Participants** button opens a dialog that shows the list of participants in the group chat. Note that deleting a chat room is not supported.

## Call

The **Call** tab displays a dial pad to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad:

- **Video Call** (video icon) – enter the number and select this to make a video call.
- **Audio Call** (handset icon) – enter the number and select this to make a voice call.
- **Pull Call** (3 dots icon) – select this to pull a call from your desk IP phone onto the application, useful if you need to leave the office.



A badge notification appears on the **Call** tab when there are messages in the voicemail box.



The voicemail icon underneath the number 1 key also goes orange. A long press on the "1" digit connects you to the voicemail box.

## Making Audio or Video Calls

You can make an audio or video call using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the headset icon ☎ to make an audio call or the video icon ▣ to make a video call.
- From search results, open a contact card and tap on the headset icon ☎ for an audio call or the video icon ▣ to perform a video call.
- Open the dial pad, enter a phone number, and tap the Call or Video button.
- On the Call History list, tap a call entry.
- On the Chat screen, tap the headset icon ☎ to make an audio call or the video icon ▣ to make a video call.

## Answering an Incoming Call

An incoming call is indicated with a ringtone. There are two options on the incoming call screen: *Accept* and *Decline.* If you decline the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

From the main *In Call* screen, you can perform the following actions:

- Mute the microphone
- Place a call on hold
- Speakerphone
- Open the dial pad
- Change from audio to video call and change from video to audio call
- Start a New Call
- End a call



If you push the button with the three dots, then you get the following additional options:

- Transfer a call
- Conference
- Transfer a call to Mobile

The application can be run in the background, whilst the phone is locked and will still receive calls and notifications.

## Recording Calls

If you have the Voice Recording add-on and have set one of the settings below from the Business Portal, then you will be able to use the feature from the application:

- **Always with Pause/Resume** – records all calls and user can use pause/resume multiple times as per the image below:

- **On Demand** – calls are not recorded unless you select the Recording button from the application.  Once you start recording it will record the entire call from start to finish, including the part of the call prior to the FAC being entered.  Once recording has been activated, the option to pause/resume the call recording becomes available as well.

- **On Demand with User Initiated Start** – Calls are not recorded unless you select the 'start recording' from the application.  Once you start recording, it will only begin recording the call from point at which the FAC was entered. Once started, the options to pause/resume call recording become available along with the option to stop recording the call altogether. Once stopped, call recording can be started again within the same continuous voice call but this new phase of recording would appear as a separate call in the recorded calls list and will not be appended to any earlier recordings

Voice Recording controls are not available if any of the following settings are in use:

- Always
- Never



## Missed Calls and New Messages

When you miss a call, the notification bar on the device shows a numerical note on the Call and History badge icon.  It will also show on the devices notification pop-ups if enabled, clicking on the notification will take you to the Call history in the app.

## Voicemail Access

Voicemail is also accessible with a long press of the dial pad "1" key (similar to how it is on a regular mobile dial pad).  If voicemail messages are available, then the "1" key changes color.  In addition, a voicemail notification is displayed as a badge on the *Call* tab icon.

## Contact Name Lookup for Incoming Calls and Call Logs

Whenever an incoming call does not have a calling name associated with it, the device performs a local contact search.  If the number matches one of the contacts on the devices *Contacts* list, the name is shown on the incoming *Call* screen along with the alert.

When a user retrieves their call logs/history and the call log does not have a calling name associated with it, the client does a lookup in the local contacts and populates the name if a match is found.

## Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it.  The existing call is put on hold and you can change between these two calls by using the Hold and Unhold buttons.

## New Call

The client supports starting a new call while in an ongoing call.  The steps are as follows:

- Establish call with remote party.
- Initiate second call using the new call button.

- Select a contact then choose a number. After the new call is established, the first call is put on hold. The active call can be toggled by tapping on the call details in the display.

## Call Transfer

The client supports transferring VoIP calls to another party. Two modes of transfer are supported:

- **Attended Transfer** – Establish a call with remote party. Select a contact then choose a number. Select the call first option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the Complete button.
- **Unattended Transfer** – Establish a call with remote party. Select a contact then choose a number. Select the Transfer option and the transfer is completed.

## Call Move

Call Move can be used in scenarios where a user has Shared Call Appearance or Call Director. For instance, if the user has an active call on the desk phone, this can be transferred seamlessly to the smartphone via the Call Pull button. Depending on the application, dialing settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

## Bluetooth Headset Support

The application supports the use of Bluetooth headset for incoming and outgoing calls. The following headsets have been tested, although other devices should also work:

- Plantronics Voyager Legend
- Plantronics m155

Note that the application supports switching the audio source within the application between the Bluetooth device and the phone microphone and speaker. However, answering a call, hang up, mute, and adjusting the volume from the Bluetooth device are not supported.

## History

Call history can be accessed from the **History** tab.  The application saves a call history for placed, received, and missed calls.  Call history makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken with.



You can filter by **All** (all calls), or filter by **Missed** calls to make it clearer.  Likewise you can choose to select the dustbin icon to delete all call history.



An incoming call is indicated by an arrow to the left, and if answered the number is grey/black.  If unanswered the number will be red.  An outgoing call is indicated an arrow to the right and if answered the number is grey/black.



Selecting the ⓘ icon also allows further controls such as video call.

# My Room (UC Team only)

*My Room* is an always available and a permanent room that you can use to chat with anyone that joins.  *My Room* is accessible using the My Room icon ⊞ in the Tab bar or by selecting My Room from the Conversations menu bar.

You can add more participants using the add participants icon or they can join your room from your contact card.  Once participants join the chat room, they can tap on the **Call** button of that screen to automatically join the conference.

*My Room* uses your permanent chat room and a conference bridge (audio or video).  All *My Room* sessions start as chats but a call can be added to the session while in progress.  Others join your room by clicking your name on their *Contacts* list and selecting *Join Room* from the contact card.

## My Room Audio Conferencing 8

My Room Audio Conferencing 8 provides Personal Audio Conferences for up to 8 attendees per conference. It is included in the chargeable UC Team Add-On that can be applied to Users. It is a personal, reservation less audio conferencing service that can be accessed from any phone.

My Room Audio Conferencing requires a My Room Bridge to be added at the Site level.  If the bridge exists, a user conference is automatically created for the user with default settings. If the bridge does not yet exist, no conference will be created. The required My Room Conferencing 8 conference will then be automatically added when the Site's My Room Bridge is created from the Business Portal.

The default settings for the conference can be changed from the user's Business Portal under "My Room" in their Feature Settings. The user can also see their conference ID and PIN from this page. If the user conference does not exist (meaning the bridge does not exist), the user is informed to contact the system administrator.

For security reasons, only the user can reset the PINs associated to his conference. This is achieved by deleting and re-adding the conference (options are transferred to the new conference automatically).

Contacts outside of the Company can attend Audio Conferences by being sent the access details within an email invitation.

Screenshot of My Room Feature Settings page in the Business Portal:

## My Room

### Conference Access

| | |
|---|---|
| **Phone Number** | +44-1358760599 |
| **Extension** | 0599 |
| **Conference ID / Participant PIN** | 420488 |
| **Chairperson / Moderator PIN** | 698007 |

Email Conference Details

Reset Pins

### Web Collaboration Access

**Web Access**

### My Room Conferencing

☐ **Mute All Attendees On Entry**

☐ **End Conference When Chairperson (You) Leave**

☐ **Chairperson (You) Required To Start Conference**

# Call Centre Agent Login

For users that are assigned as an agent of a Call Centre and have the ACD option enabled for their Smart Phone device, the Call Centre login feature includes the following functionality:

- Viewing assigned Call Centres
- Joining \ Leaving Call Centres
- Setting Automatic Call Distribution (ACD) status for each assigned Call Centre

Selecting 'Queues' from the menu button opens the Queues dialog box:

This gives the ability to change the current ACD state by selecting from the drop-down list (Available, Wrap-up, etc.), and also to join or leave a particular Call Centre (configuration dependent).

## Side Navigation/Settings

The *Side Navigation* bar is accessed by swiping from left to right on the main screen, and it contains the following items:

- My Status (Top section in grey/blue)
- Call Settings
- Preferences
- Queues (see Call Centre Agent Login)
- About
- Help
- Sign out



### My Status

You can set your own presence by tapping on your personal status from the side navigation. It opens the *My status* screen where you can change your avatar, personal message, and presence status.

Your avatar is the picture that represents you in your friends' *Contacts* lists and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your device's camera, or to clear your avatar.

You can enter a status message into the area next to the avatar. This status text is shown in your friends' *Contacts* lists.

If you see the error message "Chat Unavailable" under any tab, it means that XMPP connectivity has been lost for chat and presence; however, you can still make calls.

## Call Settings

The client supports the following service management features, allowing supplementary services to be viewed or updated using the native client *Preferences* window:

- Call Options
    - Block My Caller ID
    - Dialing Service
- Call Forwarding
    - No Answer
    - Always
    - Not Reachable
    - Busy
- Do Not Disturb
- Incoming Calls
    - Simulteneous Ring Personal
- Office UC
    - Call Director
    - Remote Office

| Option | Description |
|---|---|
| **Call Options** | **Block My caller ID** - 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". <br><br> **Dialing Service** - Choose between: <br><br> • **iPhone** - use the native dialer to make the call using your mobile network provider, ideal when no data connection is available. <br><br> • **Internet Call (VoIP)** – makes the call over a data connection using your WHC rates. <br><br> **Call Back –** can be used to present your Business Line number Calling Line Identity when there is only 3G Data coverage available. The Call Back call to your device will be over the mobile network and not via a 4G Data path or a VoIP connection. This is very useful when 4G Data or Wi-Fi coverage is weak or not available. Note: the Call Back call from the network to your mobile number is not charged to you. |

|  |  |
|---|---|
|  | • Callback validation needs to be turned of for this to work, selectable from the bottom of the page. |
|  | • **Call Through** – can be used to present your Business Line number Calling Line Identity when there is only 3G Data coverage available. It allows you to make phone calls using your native 3G/4G connection, but presents out your WHC number and you will be charged at your WHC rates. Useful for when you are in an area with poor data coverage and the user does not want to incur charges on their phone bill. Call Director also needs to be enabled and one of the locations needs to be the phone number of the mobile phone. |
|  | • **Always Ask** – every time you dial a number it will ask you to select from one of the options above on a per call basis. |
|  | • **iPhone Number** – You need to enter your mobile phone number in here if you wish to use the Call Through option. |
| **Call Forwarding** | By tapping on a different Call Forward option, you can enter a number to forward your calls to in the event of any of the following:<br><br>• When Not Reachable<br>• When Busy<br>• Always<br>• When No Answer |
| **Do Not Disturb** | When you activate this service, all calls are blocked and sent to voicemail, where voicemail is available. |
| **Incoming Calls** | **Simultaneous Ring Personal** - 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. |
| **Office UC** | **Remote Office** - This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone. Enable Remote Office and specify a phone number to be used as the Remote Office number. |

**Call Director** - This service allows users to enable their mobile phones to behave as if the phones were an extension of their telephone number. Locations, numbers assigned to a mobile, can be added and the activated/deactivated at any time. Likewise when click-to-dial is enabled, the user can choose to notify all devices or just the primary device.

Click on the Add Location button, enter the number of the phone that you wish to use, along with a brief description, followed by Active. The following options are then available:

- **Call Control** - enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

- **Prevent Diverting Calls** – this prevents the call ending up as a voicemail on the mobile phone.

- **Answer Confirmation** – provides a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.

## Preferences

The client supports the following preferences:

- Language
- Remember Password
- Troubleshooting
- Caller ID lookup

**Language**

You can change the language of the application from this option.

**Remember Password**

Allow the application to remember the password to make signing in easier.

**Troubleshooting**

The application requires a User to enter the correct Username and Password and have the correct features assigned. If the Username and/or Password are incorrect or the User does not have the

required features 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.

If problems still persist, logging can be enabled via the "Troubleshooting" menu within "Settings". Once enabled, the application will collect information which can be emailed to your support engineers for further diagnostics.  Troubleshooting is managed by a menu entry in *Settings*.  It can be accessed from the following place:

- From the Settings/Preferences button – This opens the screen that contains the help and troubleshooting-related entries.  This can also be used before the user has signed in.

**Caller ID lookup**

Whenever an incoming call does not have a calling name associated with it, the device performs a local contact search.  If the number matches one of the contacts on the phone's *Contacts* list, the name is shown on the incoming *Call* screen along with the alert.

## Multi Device

Office UC provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices.  Before the session is accepted, messages are sent to all devices, and once answered, the chat messages go to the device that has sent a reply message.
- Retrieving one's own presence notifications, when another client updates the user's presence.  The client updates its own status based on the information it receives from the server.
- Accepting a shared presence invitation in one client is also recognized by another client, and both clients start receiving presence updates.
- A new presence subscription made in one client is recognized in another.  If the contact blocks the invitation, there are presence notifications from the server to all of the user's clients indicating that the subscription was terminated, and this information is shown to the user.  If the client receives two presence authorisation requests from two or more devices for the same user, it only shows one request to the user.
- Removing a contact from a *Contacts* list in one device is recognized in another client, and the *Contacts* list is updated (that is, the contact is removed) in the other client as well.
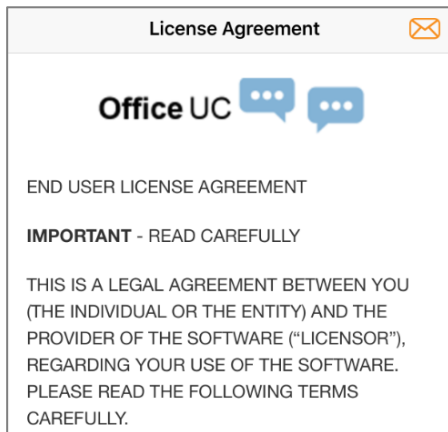
# Operating the Feature - Android

## Start-up and Login

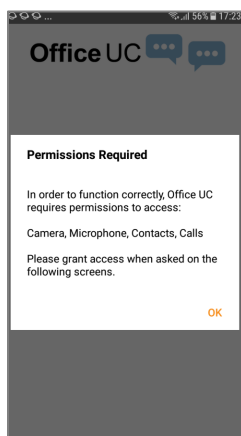Tap the application icon on the device to launch the application.



On first time login you will be asked to agree to the applications terms, please review and then select **Accept** to proceed.
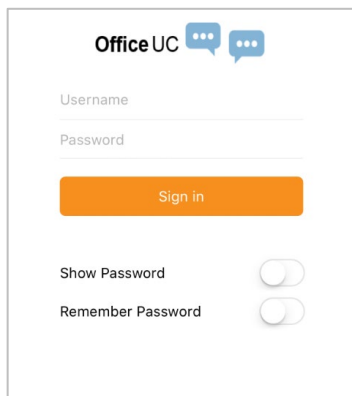


Once the application launches for the first time, you will be presented with the following:

- "Office UC" **Permissions Required** select **OK** for the application to be given access to Camera, Microphone, Contacts and Calls

Once you have accepted the license terms, the application presents you with the login screen where you need to provide your user account information. Enter your username and password into the appropriate boxes. Select whether you would like the app to remember your password, and also if you want it to sign you in automatically on subsequent launches. Click **Sign-in**.



### Username and Password Management

You must login to the application with your Application Username and Password, which can be obtained from the Business Portal. The password can also be modified via the Business Portal.

### Closing Office UC

To quit select Settings followed by Sign out or double-tap the home button on the device to close the application.

## Startup Window

When you start the application for the first time, you will presented with a series of requests asking you the following:

- "Office UC" Would Like to Access Your Contacts – select **Allow** if you want your local phone contacts to be available in the application.
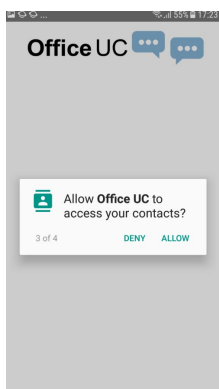
- "Office UC" Would Like to to take pictures and record video – **you must** select **Allow** in order for the application to work as a softphone.
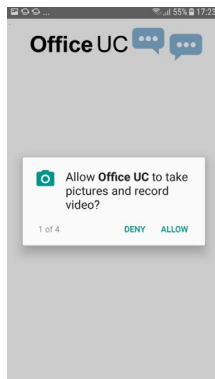


- "Office UC" to make and manage phone calls select **Allow**
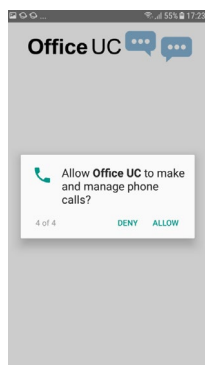


Within this start-up window view there are a number of tabs, located on the left-hand bar, each of which will be explained as you navigate your way through this guide.

- Contacts
- Chat
- Call
- History
- My Room

## Contacts

When you land on this page for the first time, it is empty and needs populating with some contacts, using one of the methods described further on. For information, once you start populating these, you can add them as either of the following:

- Favourites – Regular people you want to communicate with whom are also using the service.

- All Contacts – Other people you want to communicate with including local phone contacts.

### Add Contact from Phone Contacts or WHC Directory

To add contacts from your Mobile Phone, selected the orange arrow from the Office UC option at to the top of the page.
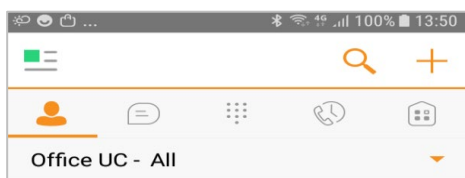


Select **Contacts** to bring up a list of all of your contacts, and then click on one of the entries.
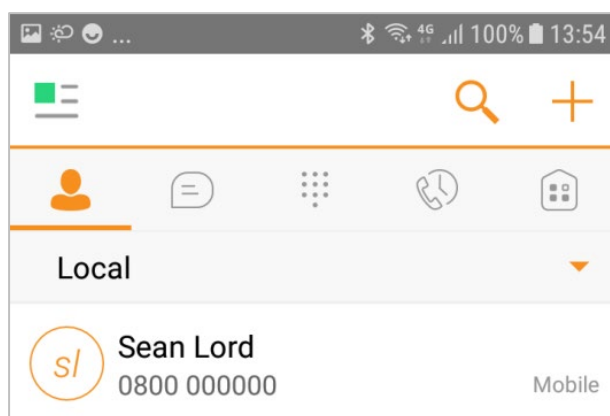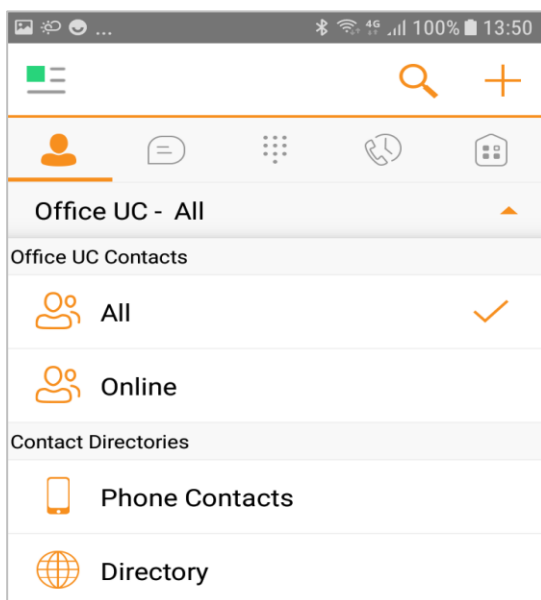
To add to your contacts simply select the ✛ button next to the Add to Contacts parameter, followed on the **OK** button to add this to your contacts page. You can add additional information for this contact if you have it to hand before using the **OK** option
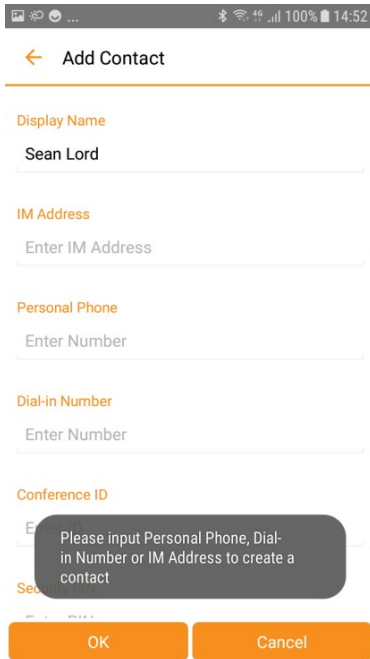
To add from contacts built on WHC, change the setting to **Directory**, and then type in the name to search for the user.
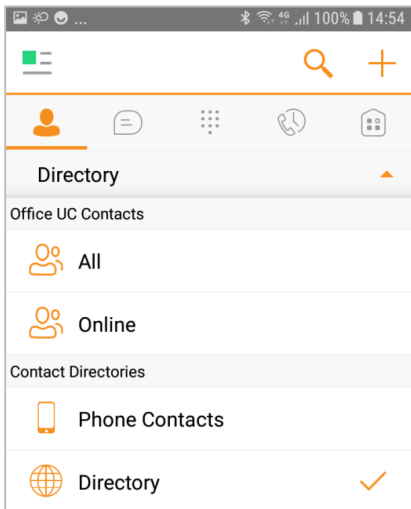
Using the same method above, you can either add them as a Contact or a Favorite.

After you have done this, you can change the setting back to just show your Office UC Contacts and you have the choice of displaying:

- **All** – all contacts online and off-line
- **Online** – contacts online
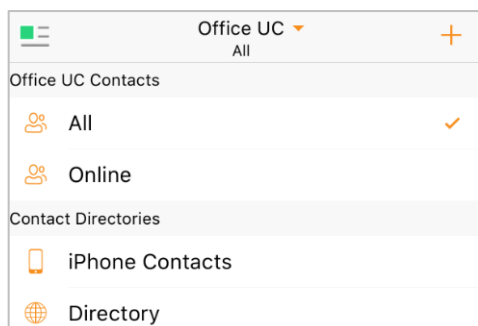


## Monitor a User's Presence Status

To monitor a user's presence status you need to request this and they need to accept. Tap a contact from the Contacts list to open a contact card, select the 3 dots on top right hand corner followed by the **edit** button, then select **Subscribe.**
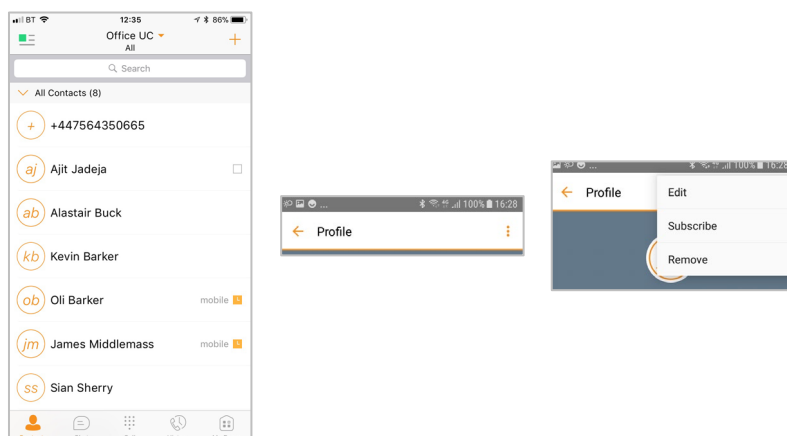


Within Contacts, selecting the ╋ icon at the top right of the screen, reveals a dropdown menu asking what type of entry you would like to add your contact as. Select Add Contact. A new screen will appear, allowing you enter the contact manually. Press OK when you are satisfied that the contact information is correct. Note: to Enable Chat and presence information, the IM address will need to be in the format: contact.name@ums.yourwhc.co.uk  Ask your contact what their IM address is to ensure it is entered correctly.

## Add Contact Manually

Contacts can also be added manually by tapping the $+$ button from the top right-hand corner.
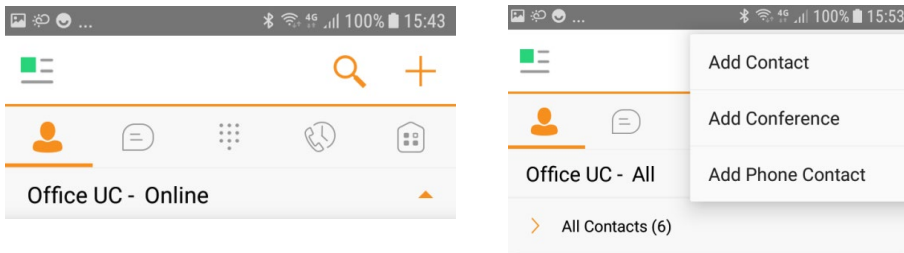


Followed by either:

- **Add Contact –** will allow you to add a regular contact.

- **Add Conference –** will allow you to add a Conference number along with a security pin, making dialing into a conference bridge simple.

- **Add Phone Contact** – will allow you to add a contact to your device's directory

In the *Add Contact* screen, enter the contact's information and then select **Done**. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a presence request, you can decline or accept it.



If you decline the request, you can always share your presence information later by selecting *Subscribe* from the contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

## Edit

Tap a contact from the *Contacts* list to open a contact card. This is the same for presence-enable and non-presence-enabled contacts.

- The Edit button opens the Contact Information dialog box where you can add, edit or remove information. This works for both presence-enabled and non-presence-enabled contacts.

- Select **Unsubscribe** to remove the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours.
- Select **Subscribe** to re-establish a presence relationship. An unsubscribed contact remains on the Contacts list and is always shown as "offline".
- Select **Remove** to remove the contact from your Contacts list.

## Presence (UC Business & Team only)

For each contact to which you have subscribed, you can see their presence. Similarly, your contacts can see your presence on their *Contacts* list. Presence means that your friends are able to see whether you are available, for example, "I'm available" or "I'm busy". You can manually set your own presence by tapping on the Presence icon from the status bar, top left hand side.



The list of presence flags are as follows:

| Icon | What it means |
| --- | --- |
|  | The green presence icon indicates that the user is online and ready for communication. |
|  | The yellow presence icon indicates that the user is online on their client, but has been idle or away from their client for more than ten minutes. |
|  | The red presence icon indicates that the user is busy and does not want to be disturbed. |
|  | The grey presence state icon indicates that the user is offline and the only available contact method is calling or leaving a chat message. |
|  | The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence. |
|  | This icon indicates that the contact is busy on a call. This is an automated presence status. |
|  | This icon indicates that the contact is busy in a meeting. This is an automated presence status. The *Busy – In Call* status overrides the *Busy – In Meeting* status so this one is only seen if there is a meeting but no call. |

Followed by pressing anywhere in the blue/grey screen.

This will open the **My Status** screen where you can change your avatar, personal message, and presence status.

Your avatar is the picture that represents you in your friends' *Contacts* list and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your phone camera, or to clear your avatar. You can enter a status message in the area next to the avatar. This status text is shown in your friends' *Contacts* list.

If you see the error message, "Chat Unavailable", under any tab, it means that the XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your service provider. The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. Note that all-day meetings do not trigger a presence change to *Busy – In Meeting*.

## Email or SMS a Contact

For contacts that have a listed email address or mobile phone number, you are able to click the email icon (envelope), or SMS icon next to the users address/phone number.  This will then use the clients default email application and open up a new message/phone, with the contacts email address/SMS number already inserted into the 'To' address.

## Chat (UC Business & Team only)

The *Chat* tab shows the list of recent chats since the last login.  Chats are listed so that the newest one is always at the top.  Chats are not in alphabetical order and are always listed with the most recent first.  If User A chats with User B multiple times, their discussions appear as one item in the list.  New incoming messages are indicated with a notification badge to the right of the name.  The



icon remains next to the name until the message is read.

### One-to-One Chat

You can chat with a contact by using any of the methods below:

- Tap a contact from the *Contacts* list to open a contact card.  From the contact card, choose the chat icon to start a chat.
- In the *Chat History* list, tap a contact entry to start a chat.
- From *Contact* search results, tap a contact to open the contact card and then choose the chat icon.

When you initiate a chat, the *Chat* screen opens.  Chatting with a contact is possible only when you are both online.  If your contact initiates a chat, you see a notification badge on the *Chat* tab and the entry appears at the top of the *Chat History* list.  Once a chat opens, the name of the recipient is on the top bar and there is a presence icon flag before the name.  The recipient's messages are presented in the orange background and the user is presented in the grey background.
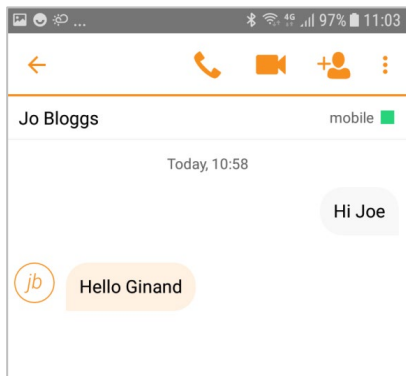
During a chat the orange bar at the top provides the following different options:

- **Left arrow** – return to the main chat window
- **Phone Handset** – select this to phone the person
- **Video Camera** – select this to video call the person, if available
- **Group Chat**– select this to add users to the chat
- **Dots** – select this to view the profile of the person or clear the chat history



## Group Chat

Start a group chat using one of the following methods:

- In single chat session, tap the add participant icon  to escalate from a single to a group chat.
- From the Chat tab, tap on the 3 dots icon to select the "start group chat" option.
- In the Chat History list, tap a group communication entry to start a group chat.
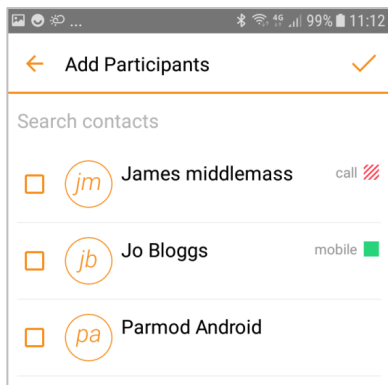
When you initiate a group chat, the *Chat* screen opens.  More participants can be added later to the chat using the add participant icon.  Anyone in the group chat can add participants.  However, removing participants is currently not supported.

A group chat works the same way as a one-on-one chat.  All messages from anyone are sent to everyone else.  All contacts need to be online to be able to participate in a group chat.  You cannot invite an offline contact.  A group chat history is saved and is available to view later from the *Chat tab*.

A user can leave a group chat by selecting the 3 dots button followed by the **Leave chat** option.  The chat is marked as "offline" and the user no longer receives messages from the chat.  When tapping 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.

The **Clear History** menu item behaves the same way as the corresponding option in the one-on-one chat and removes the local history.  The **View Participants** button opens a dialog that shows the list of participants in the group chat. Note that deleting a chat room is not supported.


## Call

The **Call** tab displays a dial pad to enter numbers.  The dial pad is one of the options used to make audio or video calls.  There are three buttons below the dial pad:

- **Video Call** (video icon) – enter the number and select this to make a video call.
- **Audio Call** (handset icon) – enter the number and select this to make a voice call.
- **Pull Call** (3 dots icon) – select this to pull a call from your IP phone onto the application, useful if you need to leave the office.

A badge notification appears on the **Call** tab when there are messages in the voicemail box.



The voicemail icon underneath the number 1 key also goes orange.  A long press on the "1" digit connects you to the voicemail box.



## Making Audio or Video Calls

You can make an audio or video call using one of the following methods:

- Tap a contact from the Contacts list to open a contact card.  From the contact card, choose the headset icon to make an audio call or the video icon to make a video call.
- From search results, open a contact card and tap on the headset icon for an audio call or the video icon to perform a video call.
- Open the dial pad, enter a phone number, and tap the Call or Video button.
- On the Call History list, tap a call entry.
- On the Chat screen, tap the headset icon to make an audio call or the video icon to make a video call.

## Answering an Incoming Call

An incoming call is indicated with a ringtone.  There are two options on the incoming call screen: *Accept* and *Decline.*  If you decline the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

From the main *In Call* screen, you can perform the following actions:

- Mute the microphone
- Place a call on hold
- Speakerphone
- Open the dial pad
- Escalate from audio to video call and downgrade from video to audio call
- Start a New Call
- End a call



If you push the button with the three dots, then you get the following additional options:

- Transfer a call
- Conference
- Transfer a call to Mobile

The application can be run in the background, whilst the phone is locked and will still receive calls and notifications.

## Recording Calls

If you have the Voice Recording add-on and have set one of the settings below from the Business Portal, then you will be able to use the feature from the application:

- **Always with Pause/Resume** – records all calls and user can use pause/resume multiple times as per the image below:

- **On Demand** – calls are not recorded unless you select the Recording button from the application.  Once you start recording it will record the entire call from start to finish, including the part of the call prior to the FAC being entered.  Once recording has been activated, the option to pause/resume the call recording becomes available as well.

- **On Demand with User Initiated Start** – Calls are not recorded unless you select the 'start recording' from the application.  Once you start recording, it will only begin recording the call from point at which the FAC was entered. Once started, the options to pause/resume call recording become available along with the option to stop recording the call altogether. Once stopped, call recording can be started again within the same continuous voice call but this new phase of recording would appear as a separate call in the recorded calls list and will not be appended to any earlier recordings

Voice Recording controls are not available if any of the following settings are in use:

- Always
- Never

## Missed Calls and New Messages

When you miss a call, the notification bar on the device shows a numerical note on the Call and History badge icon. It will also show on the devices notification pop-ups if enabled, clicking on the notification will take you to the Call history in the app.

## Voicemail Access

Voicemail is also accessible with a long press of the dial pad "1" key (similar to how it is on a regular mobile dial pad). If voicemail messages are available, then the "1" key changes color. In addition, a voicemail notification is displayed as a badge on the *Call* tab icon.

## Contact Name Lookup for Incoming Calls and Call Logs

Whenever an incoming call does not have a calling name associated with it, the device performs a local contact search. If the number matches one of the contacts on the devices *Contacts* list, the name is shown on the incoming *Call* screen along with the alert.

When a user retrieves their call logs/history and the call log does not have a calling name associated with it, the client does a lookup in the local contacts and populates the name if a match is found.

## Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. The existing call is put on hold and you can change between these two calls by using the Hold and Unhold buttons.

## New Call

The client supports starting a new call while in an ongoing call. The steps are as follows:

- Establish call with remote party.
- Initiate second call using the new call button.
- Select a contact then choose a number. After the new call is established, the first call is put on hold. The active call can be toggled by tapping on the call details in the display.

## Call Transfer

The client supports transferring VoIP calls to another party.  Two modes of transfer are supported:

- **Attended Transfer** – Establish a call with remote party.  Select a contact then choose a number.  Select the call first option.  If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the Complete button.
- **Unattended Transfer** – Establish a call with remote party.  Select a contact then choose a number.  Select the Transfer option and the transfer is completed.

## Call Move

Call Move can be used in scenarios where a user has Shared Call Appearance or Call Director. For instance, if the user has an active call on the desk phone, this can be transferred seamlessly to the smartphone via the Call Pull button.  Depending on the application, dialing settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone.  There is no interruption to the voice call.

## Bluetooth Headset Support

The application supports the use of Bluetooth headset for incoming and outgoing calls. The following headsets have been tested, although other devices should also work:

- Plantronics Voyager Legend
- Plantronics m155

Note that the application supports switching the audio source within the application between the Bluetooth device and the phone microphone and speaker. However, answering a call, hang up, mute, and adjusting the volume from the Bluetooth device are not supported.

# History

Call history can be accessed from the **History** tab.  The application saves a call history for placed, received, and missed calls.  Call history makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken with.



You can filter by **All** (all calls), or filter by **Missed** calls to make it clearer.  Likewise you can choose to select the dustbin icon to delete all call history.





An incoming call is indicated by an arrow to the left, and if answered the number is grey/black.  If unanswered the number will be red.  An outgoing call is indicated an arrow to the right and if answered the number is grey/black.

Selecting the  icon also allows further controls such as video call or start chat.

# My Room (UC Team only)

*My Room* is an always available and a permanent room that you can use to chat with anyone that joins. *My Room* is accessible using the My Room icon ⊞ in the Tab bar or by selecting My Room from the Conversations menu bar.

You can add more participants using the add participants icon or they can join your room from your contact card. Once participants join the chat room, they can tap on the **Call** button of that screen to automatically join the conference.

*My Room* uses your permanent chat room and a conference bridge (audio or video). All *My Room* sessions start as chats but a call can be added to the session while in progress. Others join your room by clicking your name on their *Contacts* list and selecting *Join Room* from the contact card.

## My Room Audio Conferencing 8

My Room Audio Conferencing 8 provides Personal Audio Conferences for up to 8 attendees per conference. It is included in the chargeable UC Team Add-On that can be applied to Users. It is a personal, reservation less audio conferencing service that can be accessed from any phone.

My Room Audio Conferencing requires a My Room Bridge to be added at the Site level. If the bridge exists, a user conference is automatically created for the user with default settings. If the bridge does not yet exist, no conference will be created. The required My Room Conferencing 8 conference will then be automatically added when the Site's My Room Bridge is created from the Business Portal.

The default settings for the conference can be changed from the user's Business Portal under "My Room" in their Feature Settings. The user can also see their conference ID and PIN from this page. If the user conference does not exist (meaning the bridge does not exist), the user is informed to contact the system administrator.

For security reasons, only the user can reset the PINs associated to his conference. This is achieved by deleting and re-adding the conference (options are transferred to the new conference automatically).

Contacts outside of the Company can attend Audio Conferences by being sent the access details within an email invitation.

Screenshot of My Room Feature Settings page in the Business Portal:

## My Room

### Conference Access

| | |
|---|---|
| **Phone Number** | +44-1358760599 |
| **Extension** | 0599 |
| **Conference ID / Participant PIN** | 420488 |
| **Chairperson / Moderator PIN** | 698007 |

**Email Conference Details**

**Reset Pins**

### Web Collaboration Access

**Web Access**

### My Room Conferencing

☐ Mute All Attendees On Entry

☐ End Conference When Chairperson (You) Leave

☐ Chairperson (You) Required To Start Conference

# Call Centre Agent Login

For users that are assigned as an agent of a Call Centre and have the ACD option enabled for their Smart Phone device, the Call Centre login feature includes the following functionality:

- Viewing assigned Call Centres
- Joining \ Leaving Call Centres
- Setting Automatic Call Distribution (ACD) status for each assigned Call Centre

Selecting 'Queues' from the menu button opens the Queues dialog box:

This gives the ability to change the current ACD state by selecting from the drop-down list (Available, Wrap-up, etc.), and also to join or leave a particular Call Centre (configuration dependent).

## Side Navigation/Settings

The *Side Navigation* bar is accessed by swiping from left to right on the main screen, and it contains the following items:

- My Status (Top section in grey/blue)
- Call Settings
- Preferences
- Queues (see Call Centre Agent Login)
- About
- Help
- Sign out

### My Status

You can set your own presence by tapping on your personal status from the side navigation. It opens the *My status* screen where you can change your avatar, personal message, and presence status.

Your avatar is the picture that represents you in your friends' *Contacts* lists and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your device's camera, or to clear your avatar.

You can enter a status message into the area next to the avatar. This status text is shown in your friends' *Contacts* lists.

If you see the error message "Chat Unavailable" under any tab, it means that XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your service provider.

## Call Settings

The client supports the following service management features, allowing supplementary services to be viewed or updated using the native client *Preferences* window:

- Call Options
    - o Block My Caller ID
    - o Dialing Service
- Call Forwarding
    - o No Answer
    - o Always
    - o Not Reachable
    - o Busy
- Do Not Disturb
- Incoming Calls
    - o Simulteneous Ring Personal
- Office UC
    - o Call Director
    - o Remote Office

| Option | Description |
|---|---|
| **Call Options** | **Block My caller ID** - 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". <br><br>**Dialing Service** - Choose between: <br><br>- **Phone** - use the native dialer to make the call using your mobile network provider, ideal when no data connection is available. <br><br>- **Internet Call (VoIP)** – makes the call over a data connection using your WHC rates. <br><br>- **Call Back** – makes the call from your iPhone/Office UC phone directory but sends it to your Primary device, i.e. IP Phone. Callback validation needs to be turned on for this to work, selectable from the bottom of the page. |

|  |  |
|---|---|
|  | • **Call Through** – allows you to make phone calls using your native 3G/4G connection, but presents out your WHC number and you will be charged at your WHC rates. Useful for when you are in an area with poor data coverage and the user does not want to incur charges on their phone bill. Call Director also needs to be enabled and one of the locations needs to be the phone number of the mobile phone.<br><br>• **Always Ask** – every time you dial a number it will ask you to select from one of the options above on a per call basis.<br><br>• **Phone Number** – You need to enter your mobile phone number in here if you wish to use the Call Through option. |
| **Call Forwarding** | By tapping on a different Call Forward option, you can enter a number to forward your calls to in the event of any of the following:<br><br>• When Not Reachable<br>• When Busy<br>• Always<br>• When No Answer |
| **Do Not Disturb** | When you activate this service, all calls are blocked and sent to voicemail, where voicemail is available. |
| **Incoming Calls** | **Simultaneous Ring Personal** - 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. |
| **Office UC** | **Remote Office** - This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone. Enable Remote Office and specify a phone number to be used as the Remote Office number.<br><br>**Call Director** - This service allows users to enable their mobile phones to behave as if the phones were an extension of their telephone number. Locations, numbers assigned to a mobile, can be added and the activated/deactivated at any time. Likewise when |

click-to-dial is enabled, the user can choose to notify all devices or just the primary device.

Click on the Add Location button, enter the number of the phone that you wish to use, along with a brief description, followed by Active. The following options are then available:

- **Call Control** - enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

- **Prevent Diverting Calls** – this prevents the call ending up as a voicemail on the mobile phone.

- **Answer Confirmation** – provides a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.

## Preferences

The client supports the following preferences:

- Language
- Remember Password
- Troubleshooting
- Caller ID lookup

**Language**

You can change the language of the application from this option.

**Remember Password**

Allow the application to remember the password to make singing in easier.

**Troubleshooting**

The application requires a User to enter the correct Username and Password and have the correct features assigned. If the Username and/or Password are incorrect or the User does not have the required features 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.

If problems still persist, logging can be enabled via the "Troubleshooting" menu within "Settings". Once enabled, the application will collect information which can be emailed to your support engineers for further diagnostics.  Troubleshooting is managed by a menu entry in *Settings*.  It can be accessed from the following place:

- From the Settings/Preferences button – This opens the screen that contains the help and troubleshooting-related entries.  This can also be used before the user has signed in.

**Caller ID lookup**

Whenever an incoming call does not have a calling name associated with it, the device performs a local contact search.  If the number matches one of the contacts on the phone's *Contacts* list, the name is shown on the incoming *Call* screen along with the alert.

## Multi Device

Office UC provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices.  Before the session is accepted, messages are sent to all devices, and once answered, the chat messages go to the device that has sent a reply message.
- Retrieving one's own presence notifications, when another client updates the user's presence.  The client updates its own status based on the information it receives from the server.
- Accepting a shared presence invitation in one client is also recognized by another client, and both clients start receiving presence updates.
- A new presence subscription made in one client is recognized in another.  If the contact blocks the invitation, there are presence notifications from the server to all of the user's clients indicating that the subscription was terminated, and this information is shown to the user.  If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.
- Removing a contact from a *Contacts* list in one device is recognized in another client, and the *Contacts* list is updated (that is, the contact is removed) in the other client as well.

## Product Support & Fault Handling

Please refer to the WHC T2R Fault Management - Business Zone User Guide, available on the document centre, to review the steps needed to raise a fault.

# Pricing

The UC Business and UC Team are chargeable Add On's, whereas the Office UC Smartphone Application is included in the Mobile User license pack as part of that license tariff.

All pricing is available from within the WHC Pricing charge books which are provided at the point of contract signature, and available to download from the WHC document centre.  If you are unable to locate these then please raise a P4 support ticket.

# BT wholesale

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