

Evolved Office: UC-One V23.0.8 Mobile Upgrade

<https://status.evolveip.net/> - go to this link to subscribe to updates from Evolve IP support

When is the Mobile Upgrade? Target Date – **April 24th, 2020**. The upgrade is a target date based on the app store's approval process and released to users with the application already downloaded.

What do you need to do in order to upgrade?

For users who have downloaded and installed the application on their iOS and/or Android devices, you will be prompted an option to UPDATE the APP to Release **23.0.8** (if auto-update apps setting is turned ON) If NOT, please go to the APP store and press **UPDATE**.

UC-One users who DO NOT have the APP downloaded and installed, please go to your APP store and search for: **Evolved Office UC-One** and then download and install the application.

Once the application is updated, its **CRITICAL** for end-users to do the following when logging in for their first time:

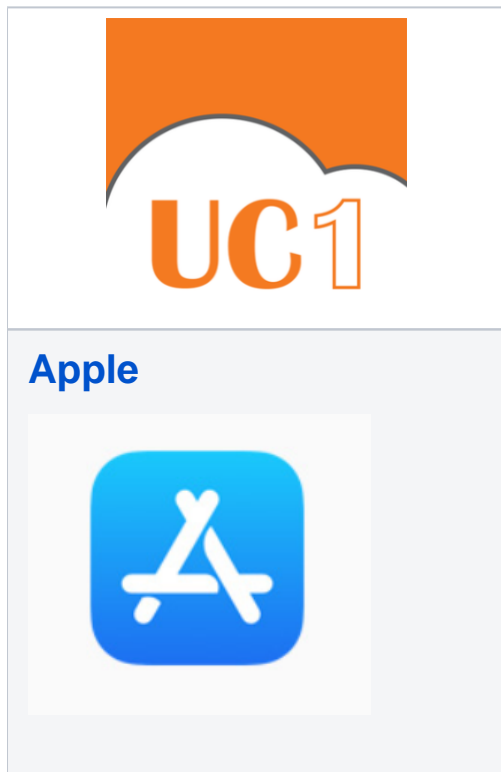
- After accepting the User Agreement, each end user will be prompted the "Edit Login Info" screen.
- Select **ARISTOTLE, BELL, or MORSE**
 - **Note: Communication on the correct platform was provided to your administrator for this mobile upgrade.**
- Enter your username and password
- Enter your mobile phone number

Please note: The manufacturer MUST be **Evolve IP** in order for you to authenticate to Evolve IP's HPBX VoIP platform successfully.

New Features in Release 23

- Supports iOS 13+ and Android Version 10
- Streamlined user experience (UX) for ease of use
- Universal app for phone and tablet (on both iOS and Android)
- Visual Voicemail
- Makes full use of push notifications to keep the battery consumption minimal
- Contact handling is optimized for mobile usage
- Displays just Favorites and Groups instead of trying to retrieve and display the entire Desktop contact list
- Uses more efficient on-demand presence that is shown only when the user is looking at the screen

Application Download (Mobile ONLY)



Android



Quick Reference Guide:

UC-One Mobile V23 QRG

Additional Resources:

Firewall Rules and Policies:

[UC-One - A Cluster - Firewall Rules and Policies Updates](#)

[UC-One - B Cluster - Firewall Rules and Policies Updates](#)

[UC-One - C Cluster - Firewall Rules and Policies Updates](#)

[UC-One - D Cluster - Firewall Rules and Policies Updates](#)

Troubleshooting:

I. For reports on WiFi issues on UC-One Mobile V23.0.8 please review the Firewall Rules and Policies guides

The following port (5075/UDP&TCP) requires to be updated:

Ports	Purpose
5060/UDP&TCP	SIP
5075/UDP&TCP	SIP
8500-8598/UDP	Audio RTP
8600-8698/UDP	Video RTP

II. VoIP Mode is toggled OFF and calls are not delivered to my Mobile Network/Phone number and receive Error IMRN allocation failed.

Error screenshots:

IMRN allocation failed. (1) [More](#)



System Notifications



IMRN allocation failed.

Today 3:11 PM

[Clear](#) [Try Again](#)

Resolution: Configure Calling to CALL BACK Mode to your mobile phone number.

Note: Once configured the toggle for VoIP (ON/OFF) will be seamless going forward.

Step 1: When VoIP mode is Toggled OFF: Go to Settings Calling



Settings

Do Not Disturb



Call Forwarding

Calling



Call Back

Send Analytics



Step 2: Select Anywhere (note your mobile phone #)

←

Calling

Use VoIP

VoIP Mode automatically sets preferred Dialing Service method and incoming calls.

Dialing Service

Call Through

Call Back

✓

Anywhere

←

On

This Phone Number

+16109648000

Step 3: Toggle ON - Alert All Locations

←

Anywhere

Save

Alert All Locations

6109648000

On

Evolve IP Main

Add Location

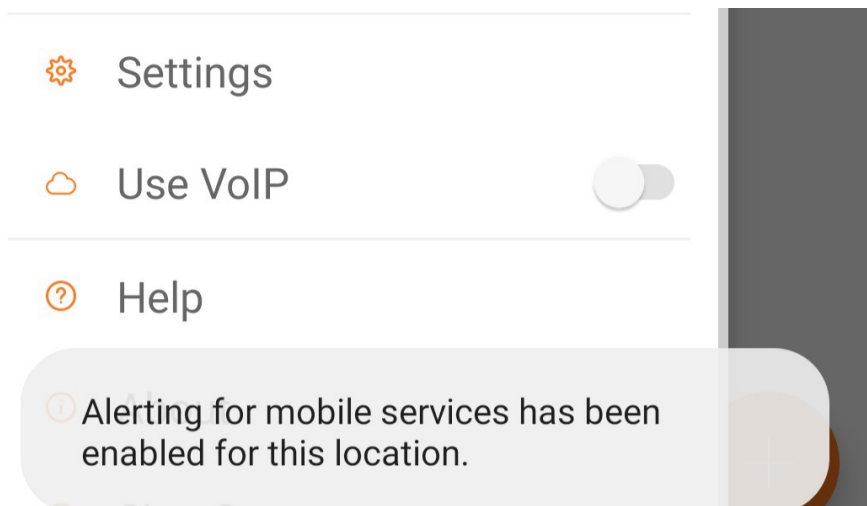
Step 4: Configure your Mobile # details and set to ACTIVE and press SAVE

EIP Main		Save
Telephone #	(610) 964-8000	
Description	EIP Main	
Active	<input checked="" type="checkbox"/>	
Call Control	<input type="checkbox"/>	
Don't Divert Calls	<input type="checkbox"/>	
Answer Confirmation	<input type="checkbox"/>	
Delete Location		

STEP 5: Call Back is now checked and Anywhere is ON for calls to be delivered to Mobile

Dialing Service	
Call Through	
Call Back	<input checked="" type="checkbox"/>
Anywhere	On
This Phone Number	+16109648000

When Use VoIP is toggled OFF this setting will automatically set calls to be delivered to your mobile phone



Call Back Configuration (VoIP Mode OFF) Guide

III. If you are experiencing issues with the UC-One Mobile application POST login:

Step 1: Your admin should report any issues to Evolve IP Support to open a ticket via:

- [OSSMosis: Customer Support Portal](#)
- Email: support@evolveip.net
- Call: 877.459.4347 option 2.


Step 2: Once a ticket is open and ready to be worked, our support team will troubleshoot and resolve the issue or require additional information

Step 3: If additional information is required:


- Go to UC-One Settings Troubleshooting
- Toggle ON Detailed Logging, Crash Reporting and recreate the issue being reported.

Step 4: Select EMAIL Logs to Support (*please note screenshot below*)

Step 5: Choose the default email client from your device and note the Ticket # in the subject line before hitting SEND to support@evolveip.net


Settings

Send Analytics




Troubleshooting


Detailed Logging



Crash Reporting



Email Logs to Support



Selecting "Email Logs to Support" above will send your application activity logs to us, so that we can help you, and improve the product. These logs identify you, your device, other users you've communicated with, and optionally, your employer. The logs do not include any user generated content like messages. For more information see our [Privacy Policy](#).

Frequently Asked Questions

Q. Why can't I change my username and password?

A. Username and password editing are not supported. To edit your username or password, contact your local administrator.

Q: On the 'Edit Login Info' screen, what the "This Phone Number" field?

A: "This Phone Number" is in reference to the mobile phone number for your device. Please note, this is NOT your Evolve IP userid.

Q. Why am I offline?

A. If you have selected "Offline" status, you are shown as offline to others.

Another possibility is that you may have lost your Internet connection. In this case, the client does not log out but rather enters an offline mode where a contact list is available but communication is not possible.

Q. Will I be able to see who is on a phone call if they do not have the UC-One application?

A. No. The more people using the application, the more robust it is. Competitor applications work in this same fashion (ex. Skype for Business)

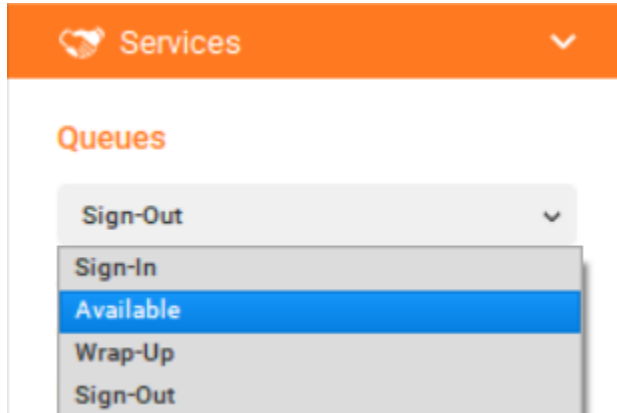
Q. Can I install the application on more than 1 device?

A. Yes. The application can be installed more than one device but your login session can only be active to the desktop application, mobile phone, and tablet.

Q. How to update ACD calls states to the UC-One Mobile?

A. There are no services available in the mobile application to update Call Center ACD states. End users are able to update via **UC-One Desktop** or **Personal Portal**.

Solution: UC-One Desktop (File Options Services)



OR personalportal.evolveip.net

To be able to log in and out of queues, join/unjoin. End users can log in with the same UC-One credentials to manage their ACD states.

A screenshot of the "EVOLVE IP OSSMOSIS PERSONAL PORTAL" interface. The top navigation bar includes tabs for "Welcome", "Account", "Basic Features", "Advanced Features", "Call Center" (which is active), "Voicemail/UM", "Directories and Speed Dials", and "Conferencing". Below the "Call Center" tab, there is a "Call Center Settings" section with a "Save Changes" button. The main content area explains that "Call Center Settings" displays the user's current ACD state and all the ACDs they belong to. It includes a form with the following fields: "Agent Name:" (a text input field), "ACD State:" (a dropdown menu currently showing "Sign-Out"), and a checkbox labeled "Make outgoing calls as" followed by a dropdown menu currently showing "None". At the bottom, there is a table header with four columns: "Call Center Id", "Call Center Name", "Assigned", and "Join".

Please note this URL will redirect to <https://evolveip.my-cloud-manager.com/PersonalPortal/login.jsp> (the users should bookmark that URL on their devices).

Additional Resources: [OSSmosis Personal Portal Training](#)

For questions, please contact support@evolveip.net and open a ticket or call 877.459.4347 option 2.