UC-One Connect for Android

User Guide

Release 3.8.5

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UC-One for Android provides the following communication features:

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- Video Calling
- Call Settings
- Directory Searching
- Integrated Audio Conferencing
- Call Pull from Desk Phone
- Hub integrated micro-apps

2 Get Started

This section contains the essential information for getting started with UC-One.

2.1 Installation

Android clients can be downloaded from Google Play. Or you can visit this URL: uc-one.com

2.2 Sign In

When you first launch the application, you are prompted for an Access Code. This code will be provided to you by your Evolve IP Project Manager or Client Technology Advisor.

1) **Enter your user name and password.**

2) Tap **Sign In**.

A pop-up dialog about emergency calls and an option to update your emergency location may appear on the *Sign In* screen. Depending on your service provider settings, the client may provide basic or advanced sign-in for updating the physical location.

With basic sign-in, there are three options on the emergency call pop-up:

■ Update location – Opens a web browser where the user can set the location. When the location is set, the user can return to the client to sign in.

■ Ok – Sign-in completes and the user can use the client.

■ Cancel – Sign-in is canceled and the user is returned in the *Sign In* screen.

With advanced sign-in, there are two options:

■ Update location – Opens a web browser where the user can set the location. When the location is set, the user returns to the client manually. If the location is updated successfully, sign-in completes and the user can use the client.

■ Cancel – Sign-in is canceled and the user is returned to the *Sign In* screen.

3   Messages

When you start UC-One you will see the Messages screen. Recent chat messages are displayed on this screen. The most recent communication is displayed on the Messages screen from each recent chat session. Simply tap entries to see the chat history for that conversation.
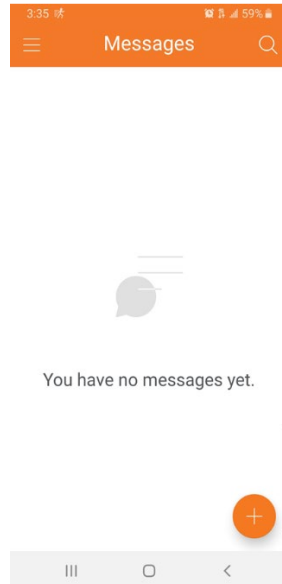
4   Contacts

Your Contacts can contain different types of contacts as follows:
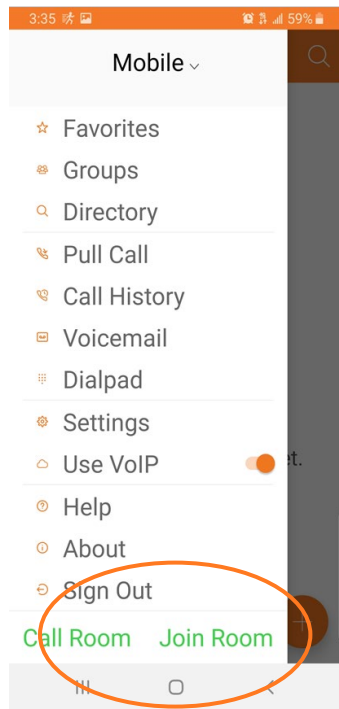
- Presence-enabled contacts
- Non-presence-enabled contacts

Any contact can be marked as a favorite, when it then appears in the Favorites section.

Presence-enabled contacts are users with an IM or chat address. Non-presence-enabled contacts can be phone or conference numbers.

The Android Mobile client shows contact groups created from the desktop. Contact groups cannot be created or edited from the Mobile client.

Directory searches both locally (your Android device) and contacts from the company directory.

4.1   Favorites

The contact card displays information about a Favorite contact based on the contact type. This includes UC-One contacts, Local Address Book contacts, and contacts from directory search results.

The user can initiate a call or chat session directly from the Favorites screen. This includes joining other contact's My Room or dialing a My Room audio bridge from a directory contact search result.

If the contact has an associated email address, then the application supports sending an email to the contact by launching the native email client on the mobile device.

4.2   Add Favorites

Add a new presence-enable Favorite at any time by searching the Directory. When the Profile is displayed, scroll down to Add to Favorites and click the ⭐
Favorites can also be added from the call history screen.

5 Availability

For each Favorite, you can see their presence. Similarly, your contacts can see your presence on their Favorites list.

> **NOTE**: *Availability* can also be referred to as *presence status*, which was the term used in previous releases of UC-One.
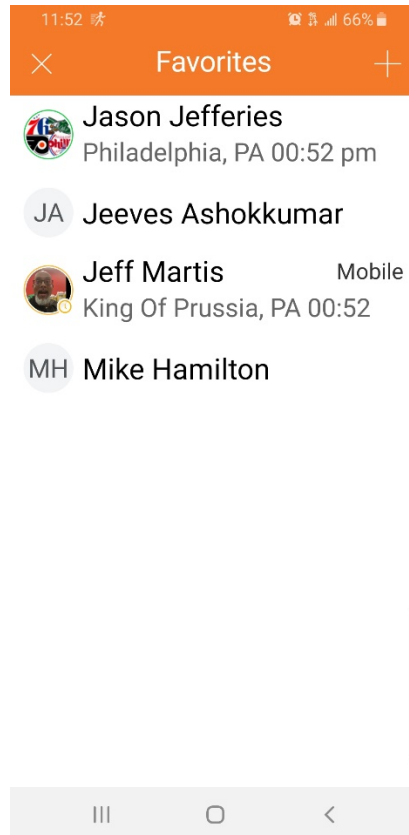
Availability means that your contacts are able to see if you are available, for example, "I'm available" or "I'm busy". UC-One Connect indicates Availability using the colored circle around the Favorite avatar. Green indicates "available", Orange indicates "Away". Red indicates "Busy" (either on a call or in a meeting)

Your avatar is the picture that represents you in your friends' Favorites list and in chat screens. Clicking on Edit on the My Profile screen will present options to select an existing image, to take a new one with your phone camera, or to clear your avatar. You can also set a message to be displayed to other users, for example "In a customer meeting until 1PM"

You can manually set your own availability by tapping under your avatar pic. Manually set to Available, Away or Busy – or reset the status to Automatic.

The availability 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 an availability change to *Busy – In Meeting*.

6 Audio and Video Calls

6.1 Dial Pad Tab
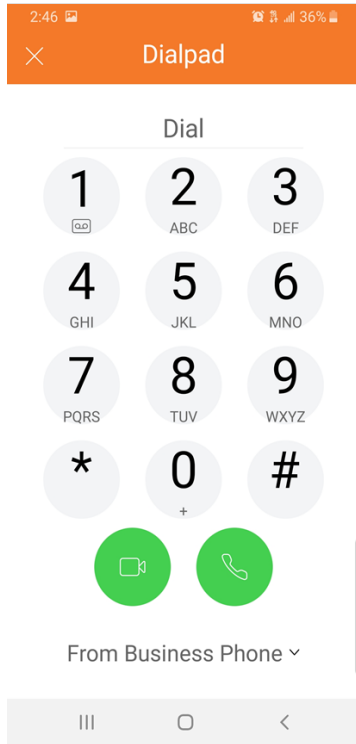
The *Dial Pad* tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are buttons below the dial pad: Call and Video call that are configurable by the service provider. The top text field also has a delete button that, when pressed, deletes one character at a time. The bottom pull down menu allows you to select how your call is presented – with your business caller ID or as "Anonymous".

A badge notification appears on the *Dial Pad* tab when there are messages in the voice mail box. The voice mail icon under digit one becomes orange when there are voice mail messages. A long press on digit one connects you with your voice mail box. When there are no voice mail messages in your voice mail box, the icon is grey.

The *Dial Pad* menu can contain three options: VoIP Mode, Pull Call, and Retrieve Call.

6.2 Make Audio or Video Calls

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

- Tap a contact from the *Favorites* 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 the search results, tap a contact to open a contact card and choose the audio or video icon or by using the long press options.

- 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.

6.3 Answer 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.

If a user is in the middle of a VoIP call and receives an incoming cellular call, the VoIP call continues while the phone is alerting. Once the cellular call is answered, the VoIP call is put on hold.

6.4 In Call Actions

From the *In Call* screen, you can perform the following actions:
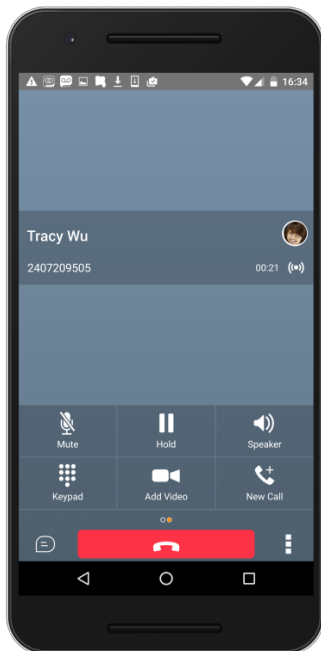
- End a call
- Mute the microphone / Adjust the volume
- Place a call on hold
- Escalate from audio to video call
- Open the dial pad
- Make a new call
- Transfer a call – Attended
- Transfer a call – Unattended
- Make a conference
- Park a call
- Transfer a call to Mobile call
- Add participants (in conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)

In addition, the user can use the Android back button to leave the *In Call* screen and navigate through the other application screens. Returning to the *In Call* screen is possible through the active call toolbar in UC-One or the active call notification entry in the Android notification center.

6.5 Missed Calls and New Messages

When you miss a call, the notification bar on the Android device shows a note. By tapping the missed call, you go to the *History* screen.

6.6 Message Waiting Indicator and Voice Mail Access

If you have pending voice mail messages, then the notification bar on the Android device displays an icon and the message, "You have *XX* pending voice mail messages". By tapping the voice mail notification, the application dials the voice mail access number directly and you can listen to the voice mail messages.

Voice mail 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 voice mail messages are available, then the "1" key changes color. In addition, a voice mail notification is displayed as a badge on the *Call* tab icon.

The number for new voice mails changes depending on how many are open or are new. The voice mail icon in the notification area has an associated badge that shows the number of new messages.

6.7 Business Line Call Back

UC-One allows you to originate a circuit-switched call using your business line identity. This is done using the basic Call Back functionality available with the Mobility feature.

Call Back is available if you have the Mobility, Anywhere, or Remote Office feature assigned. The application checks to see whether one of these services is provisioned with a phone number that matches the mobile number. If it is provisioned this way, it provides the option to make calls using the Call Back feature.

6.8 Contact Name Lookup for Incoming Calls and Call Logs

When receiving a call, UC-One searches for the name in the following sources and in the following order: chat contact name, Enterprise Directories, Local Contact List, *P-Identifier* header (SIP), and *From* header (SIP). If the number matches one of the contacts, the name is shown on the *Incoming Call* screen.

6.9 N-Way Calling (Conference)

UC-One Mobile supports network SIP-based conference calls. While on a two-way audio or video call, you can add more participants by using the **Conference** button. It opens the Address Book on the device to search for and select the new participant. Once the conference is established, the participants are shown on the *Device* screen.

The other way to create conference call or to add participants in an existing conference is to make a *new* second call and select the *merge* option.

6.10 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.

6.11 New Call

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

1) Establish call with remote party.

2) Initiate second call using the new call button.

3) Select a contact then choose a number. After the new call is established, the first call is put on hold. You can swap the two calls or to merge it in conference.

6.12 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.

6.13 Call Pull

Call Pull can be used in scenarios where a user has two endpoints, for example, a VoIP desk phone and a mobile phone with UC-One. If the user has an active call on the desk phone, this call can transferred seamlessly to the mobile phone 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.

Call Pull button pulls audio only. Users can pull video calls directly by dialing the feature access code *11 and then selecting the video call button.

6.14 Call Park

The Call Park service allows a "parking" user to park a call against a "parked against" extension. The "parked" user is placed on hold until a user retrieves the parked call. If the call is not retrieved within the provisioned recall time, then the parked call is reverted and presented to the "recall" user.

6.15 Call Recording

The UC-One client provides the ability for users to start, stop, pause, and resume call recordings. Call recording controls depend on user's call recording mode configured on the server. The client supports the option to record a call before it begins or during the call itself.

Recorded calls are accessed outside of UC-One; you cannot view them using the client. Depending on your service provider settings, call recording behavior is one of the following (this cannot be controlled in the client but in the self-provisioning portal):

■ Always – recording indication (icon) in the *In Call* screen.

■ Always with pause/resume – recording indication (icon) in the *In Call* screen. Only pause/resume menus are available in this mode.

■ On demand – recording indication (icon) in the *In Call* screen. No stop menu is available, only start and pause/resume. After a call is established, call recording starts on the server. If the user presses the **Start Recording** button during the call, the call recording is stored and the server keeps the recording of the whole call regardless of when the recording was started (except for pauses). Otherwise, if no start recording is initiated from the user, the call recording is deleted from the server.

■ On demand with user-initiated start – recording indication (icon) in the *In Call* screen. Menu options available for start, stop, and pause. Call recording can be initiated at any time and several times during a call. There are separate call recordings for each call recording startup.

■ Never – no indicators or menu options present. Pause/resume audio indication depends on your service provider settings. It is recommended to re-login after changing the call recording mode in the self-provisioning portal.

6.16 Security Classification

The UC-One Mobile client provides the ability to specify the security classification of a call. The security classification of a call party is determined by the security classification set at the enterprise level; all users within the organization inherit that security classification. Security levels are configurable on the server side, but there is always at least one security level, that is, *Unclassified*.

In addition, each user can change the security classification for the duration of the call via their handset. The user can change the security classification to a level less than or equal to their configured security classification.

For calls, the security classification can be changed during a call by a user and it works with supplementary services such as Call Transfer and Conference.

For chat, the security classification is displayed but cannot be changed.

6.17 Bluetooth Support

You can control incoming and ongoing calls from a compatible Bluetooth headset.

The *System Requirements* section in the *UC-One for Desktop and Mobile Product Guide* lists the headsets that have been tested, although other Bluetooth devices should also work.

UC-One Mobile Android supports mute and volume control from the Bluetooth headset; however, answer and hang up are supported only from the application.

6.18 Mid-Call Controls for Circuit-switched Business Calls

UC-One Mobile provides Mid-Call Control services for business circuit-switched (Mobile) calls that use the Evolve IP platform. This functionality is available for:

- Call Back circuit-switched calls initiated from the UC-One client via the native phone dialer.

- Incoming circuit-switch calls delivered to the mobile phone via Anywhere, Mobility, or Remote Office location.

Supported Mid-Call Control services are:

- Hold / Resume (for more than one call, this functionality requires Call Control to be turned ON for the location)

- Transfer

- Conference (limited to five participants)

- Swap (requires Call Control to be turned ON for the location)

- End Call

After initiating a Call Back call or after receiving a business circuit-switched call, the user can return to the main screen and launch UC-One to the foreground. At this point, the application brings a *Mid-Call Control* screen which can be used to manage the call.

6.19 Swipe Between Chat and Audio/Video Communication Views

UC-One provides the ability to switch between Chat and Audio/Video communications sessions for own My Room, other users' My Room, and two-way chat. The ability to switch between sessions is indicated by the presence of dots at the bottom of the screen. The user can perform a swipe to switch between the sessions.

6.20 Seamless Call Handover for VoIP Calls

UC-One Connect for Android Mobile and Tablet clients support seamless call handover for VoIP calls between WiFi and cellular data networks.

If the data connection drops during an ongoing VoIP call, then the application tries to use anther data connection, if available, or waits for a configurable period of time, (for example, one minute) for the data connection to be re-established. At that point, the call is retried on the new or re-established connection.

During the transition, there is a beeping sound played to the user and an indication in the user interface that the application is trying to reconnect the call.

Note that if a user has multiple ongoing calls, only the active calls are retrieved after restoring the data connection and the other calls are terminated. In which case, the user is notified about the terminated calls.

A typical use case is when a call is started on a WiFi network in the office and the user leaves the office while on the call. In this case, the call is transferred to the 4G/LTE data network, if one is available.

Another use case is when the device loses data coverage for a brief period of time while the user is on a VoIP call (for example, the user enters an elevator). In this case, the call is recovered when the data connection is re-established, provided it is within the configurable period of time, which is typically one minute.

7   Call History

Call history can be accessed from the *History* tab. UC-One saves a call history for all and missed calls.
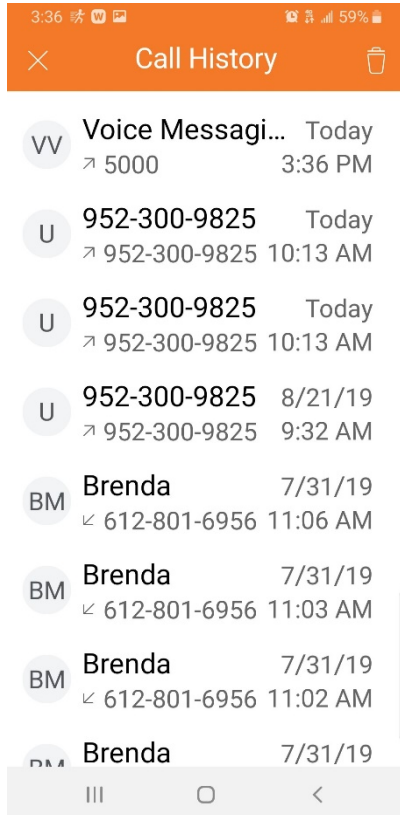
On the list of calls, there are icons indicating whether a call was incoming, outgoing, or missed.

The list of the call items consists of an icon showing what kind of call it was (a up arrow means incoming, a down arrow means outgoing, and RED means missed). It also shows the name, number, *Unavailable* status for the caller, and below the name, it shows the number, if available. To the right, is the date of the call and the time the call was initiated.

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.

8 Side Navigation

The side navigation contains the following items:
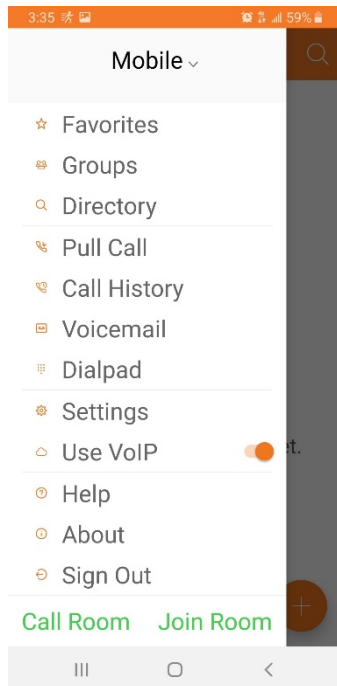
- Favorites
- Groups
- Directory
- Pull Call
- Call History
- Voicemail
- Dialpad
- Settings
- Use VoIP (On/Off)
- Help
- About
- Sign Out

8.1 Favorites

You can tag frequently contacted people as Favorites. Your Favorites list will auto-filter to display as the default screen upon log-in for quick and convenient view of those contacts

8.2 Groups

The Groups feature allows you to add contacts into functional groups. Create a Group by clicking the + icon in the top right corner. Name the Group and touch "Create". Add members to the Group by clicking the + icon and typing in a name. Touch the name and touch Done when finished. Contacts can belong to multiple Groups.

8.3 Directory

Directory is the single source for finding contacts, either Enterprise contacts or contacts local to your device. Search the directory by first or last name.

8.4 Pull Call

This is described in more detail in Sec 6.13 of this document. The side menu Pull Call item allows for quick and convenient access to this feature.

8.5 Call History

This is described in more detail in Sec 7 of this document. The side menu Call History item allows for quick and convenient access to this feature.

8.6 Voicemail

This is described in more detail in Sec 3 of this document. The side menu Voicemail item allows for quick and convenient access to this feature.

8.7 Dial Pad

This is described in more detail in Sec 6 of this document. The side menu Dial Pad item allows for quick and convenient access to this feature.

8.8 Settings

The Settings area is meant to address call control, Hub set-up, meeting control and administrative functions such as password change, Troubleshooting and Logging.
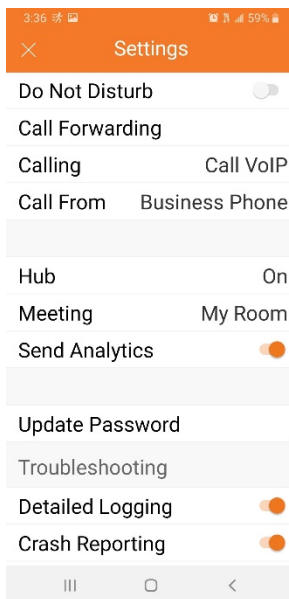
8.8.1 Call Control

The user can select and control several call control features – Do Not Disturb (on/off), Call Forwarding, Calling (method) and Call From (which controls the number presented on an outbound call)

8.8.2 Hub

Hub will allow you to turn on/off the Hub feature, as well as configure which apps are enabled.

8.8.3 Meeting

Meeting presents the option to choose which method is preferred for initiating a collaboration setting. The default is to use the My Room that is native to UC-One Connect. A second option is to activate a Personal Webex Meeting room. Webex is sold separately. Choose the method that is preferred. Upon initial selection of Webex Personal Meeting room, the user will be prompted to enter the URL for the Webex Meeting room.

8.8.4 Administrative Functions

The items Send Analytics, along with those shown under Troubleshooting – Detailed Logging, Crash Reporting and Email Logs to Support are meant for use when Evolve IP Support is assisting the user in finding and fixing any issues. These items are generally left in default mode unless Evolve IP instructs the user to enable the functions.

Additionally, the Update Password feature allows the user to reset the application password. The user must know the current password to utilize this feature.

8.9 Use VoIP (On/Off)

The default is to leave this in the "On" position

8.10 Help

The Help screen will direct you to a series of tutorial videos meant to assist the user perform various functions in UC-One Connect

8.11 About

About UC-One displays the current version, the End User License Agreement and Legal Notices regarding UC-One Connect

8.12 Sign Out

Sign Out should be used to completely exit the application. Simply closing the app does not stop it from running in the background. Closing the app will not stop incoming calls from ringing or chats from being accepted. You must Sign Out to shut the app off completely.

9   My Room

My Room is an always available and a permanent collaboration space that you can use to chat with anyone that joins.

My Room is accessible using the Join Room button on the Side Navigation page.

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, permanent collaboration 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.

You can dial into other contact's My Room audio bridge from the directory contact card.

9.1 Guest Client

This Guest Client feature is specifically intended for users outside of the company. UC-One users can invite Guest Client users to their My Room by selecting "*Copy Guest Join Link*" from the options icon on the top right corner. The copied link delivery is outside the scope of UC-One (that is, email).

Guest users can join a session with audio in the Meet app by requesting a Call Back using the provided dial-in number and conference PIN. They can also use group chat and sharing inside the web browser. However, guest clients do not have the private chat possibility and they can see the Chat History of messages that occurred after they joined the session.

The My Room owner is prompted to *accept* or *reject* Guest Client users joining My Room sessions.

A Guest Client user invitation can be revoked by selecting the "Reset Guest Link" from the My Room menu button.

10 Hub

UC-One Connect includes Hub, a contextual communication aid
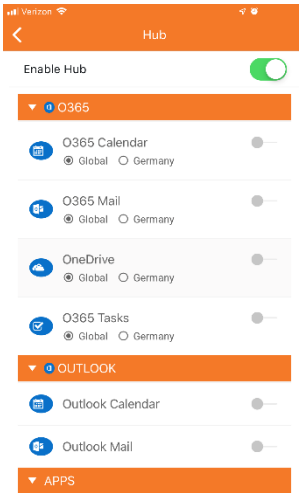
■ Integration with other apps to show recent communications.

■ Easily connect to Google Suite, O365, Outlook and other apps using your native app credentials.
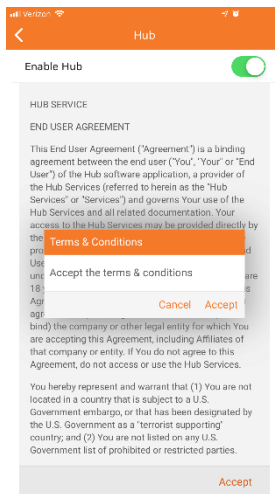
10.1 Activate Hub

To activate Hub, slide the bar at the top until it indicates Active (green). UC-One will present an End User Agreement. Review the Agreement and accept the terms and conditions.

10.2 Activate Apps
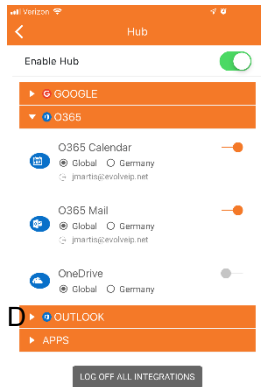
From the Side Navigation window, choose Settings, then touch Hub. On this screen you are able to turn Hub on/off as a whole. You are also able to activate/deactivate the apps.

To activate an app for the first time, slide the bar next to it. You will be directed away from the UC-One Connect app to the native app which you are activating. Enter in the username/password for the app you are activating.

During any active communication with a contact, tap on the Options icon in the top right corner and choose "View Shared Content". This will display content that you have shared with the contact based on the apps you have activated within UC-One Connect. Use the app icons at the top to toggle between apps.

11 Multi-Device Support

UC-One 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.

- Removing a contact, Group member or Favorite from a list in one device is recognized in another client, and the list is updated (that is, the contact is removed) in the other client as well.