

EVOLVE 
THE CLOUD SERVICES COMPANY™

UC-One for iPhone

User Guide

Release 21.3

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Table of Contents

1 About UC-One for iPhone4

2 Getting Started5

2.1 Installation5

2.2 Sign In5

3 Main Window6

4 Contacts7

4.1 Add Contacts7

4.2 Edit Contacts.....8

4.3 Contact Card.....9

4.4 Filters.....9

5 Presence..... 10

6 Instant Messaging 11

6.1 Chat Tab 11

6.2 Chat..... 11

6.3 Group Chat 12

6.4 Chat Notifications..... 12

7 Voice and Video Calls 13

7.1 Dial Pad Tab 13

7.2 Make Voice or Video Calls 13

7.3 Answer Call..... 14

7.4 In Call Actions 14

7.5 Missed Calls and New Messages 15

7.6 Message Waiting Indicator and Voice Mail Access..... 15

7.7 Contact Name Lookup for Incoming Calls and Call Logs 15

7.8 N-Way Calling (Conferencing) 15

7.9 Call Waiting..... 15

7.10 Call Transfer..... 15

7.11 Call Pull 16

7.12 Call Park 16

7.12 Call Recording 16

7.13 Bluetooth Support..... 17

8 Call History 18

9 Side Navigation 19

9.1 My Status 19

9.2 Call Settings 19

9.3 Preferences..... 20

9.4 Help Page 20

9.5	Sign Out	20
10	My Room	22
11	Search.....	23
12	Troubleshooting	24
13	Multi-Device	25
14	System Requirements	26

1 About UC-One for iPhone

UC-One for iPhone provides the following communication features:

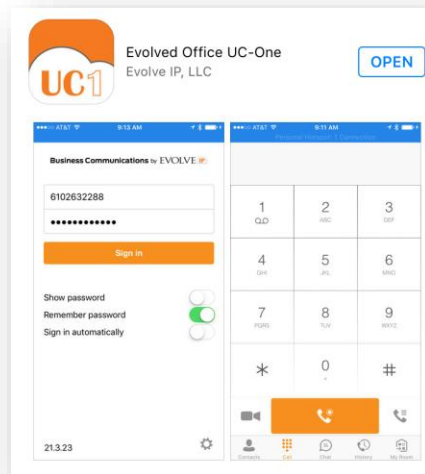
- Instant Messaging and Presence (IM&P)
- Voice Calling (VoIP)
- Voice Calling (PSTN)
- Video Calling
- Evolve IP Call Settings

2 Getting Started

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

2.1 Installation

The iPhone client can be downloaded from Apple App Store.



2.2 Sign In

When you first launch the application, you are prompted to sign in.

- 1) Enter your Evolve IP user name and password.
- 2) Select whether you would like UC-One to remember your password.
- 3) Select whether you would like UC-One to sign you in automatically on subsequent launches.
- 4) Tap **Sign In**.

NOTE: If you select automatic sign in, you are signed in automatically and taken to the *Contacts* list upon subsequent UC-One launches. Otherwise, you are presented with the *Sign In* screen.

A pop-up with dialog about emergency calls and an option to update your emergency location will appear on the *Sign In* screen

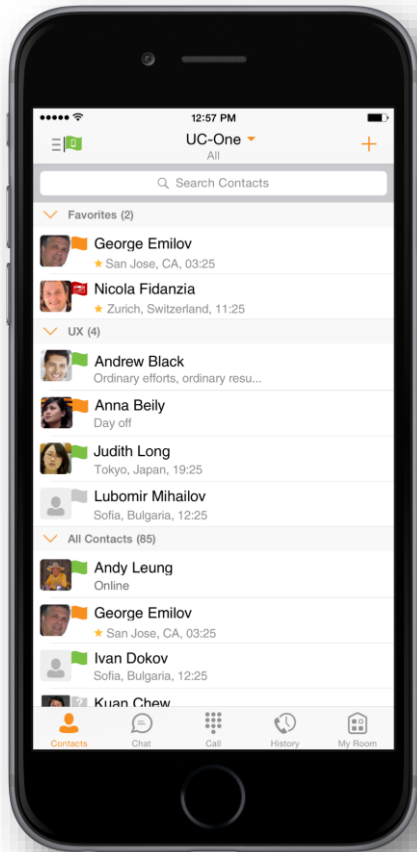
3 Main Window






The contact list is the Main window of the application. When you start UC-One for the first time, your *Contacts* list is empty. You use the *search* field to find people and add them to your *Contacts* list. Contacts can also be added manually by tapping the **Add** button.

The Mobile clients support only two editable group types:

- All Contacts
- Favorites (the favorites group appears once the user has marked at least one contact as favorite)

Mobile clients show contact groups created from Desktop or Tablet client but these contact groups cannot be added or edited from Mobile clients.



Icon	Description
	Contacts – View your buddy list, local contacts, or search for directory contacts.
	Chat – View Chat History.
	Call – Make calls.
	History – View incoming, outgoing, and missed calls.
	My Room – Join My Room.

The main view contains a number of tabs that present information about the contacts and communications options available as follows:

- *Contacts*
- *Chat*
- *Call*
- *History*
- *My Room*

4 Contacts

The *Contacts* list in *Chat* tab can contain different types of contacts as follows:

- Presence-enabled contacts
- Non presence-enabled contacts

Any contact can be marked as a favorite and it appears at the top of the *Contacts* list in the *Favorites* section.

The iPhone client shows contact groups created from the Desktop. Contact groups cannot be created or edited from the iPhone client.

The *Contacts* tab contains:

- UC One Contacts
 - All
 - Online
- Contact Directories
 - Local Address Book: Provides the contacts from the local phone book
 - Directory Contacts: Provides the company directory contacts

4.1 Add Contacts

When you sign in for the first time, there are no contacts on your *Contacts* list. Add a new presence-enabled contact at any time by selecting the option *Add Contact* from the menu icon in the navigation bar. Another way to add new contacts is to use the directory search option from the *Contacts* tab.

In the *Add Contact* screen, enter the contact's information and then click **Done**.

If you receive a buddy request invitation, you can ignore or accept it. If you ignore the buddy request, you can always share your presence information later by selecting *Subscribe* from the buddy contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

The newly added contact appears on your *Contacts* list.

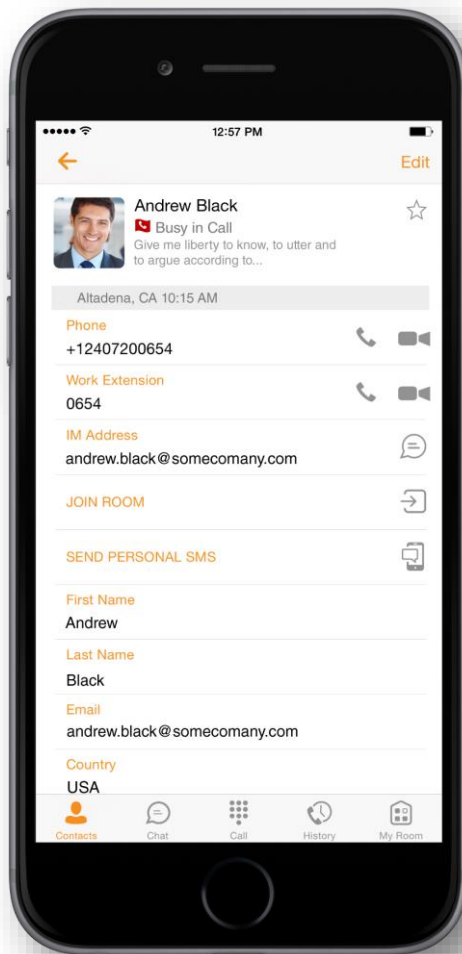
Add a conference number by selecting the option *Add Conference* from the *same* menu icon in the navigation bar by typing a conference number. You can also add a conference number from directory search. A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

Add a local contact by selecting the option *Add Local Contact* from the plus icon in the navigation bar. The option *Add Local Contact* opens the native Address Book for adding a new contact from the local phone book

4.2 Edit Contacts

Tap an information icon of a contact entry from the *Contacts* list to open a contact card. This is the same for presence-enabled and non-presence-enabled contacts.

- *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.
- *Unsubscribe* removes 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 the presence relationship. An unsubscribed contact remains on your *Contacts* list and is always shown as "offline".
- *Remove* removes the contact from your *Contacts* list.



4.3 Contact Card

The mobile client supports initiating a call or chat session directly from the contact card. This includes joining other contact's My Room or dialing a My Room voice bridge from a directory contact search result

4.4 Filters








There are four contact filters available from the *Contacts* tab:

- *All* – Shows all presence-enabled and non-presence-enabled contacts.
- *Online* – Shows only the presence-enabled contacts that are currently online.
- *Local Address Book* – Shows the contacts from your local phone book.
- *Directory* – Shows the contacts from a company directory (which requires a search).

5 Presence

For each contact you have subscribed to, 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”.

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 Business Communicator Desktop client, but has been idle or away from their computer for more than 10 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 due to a call. This is an automated presence status.
	This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen when there is a meeting but no call.

You can manually set your own presence by tapping on the Presence icon from the status bar in all tab views. The presence icon 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 phone 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.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All-day meetings do not trigger a presence change to *Busy – In Meeting*.

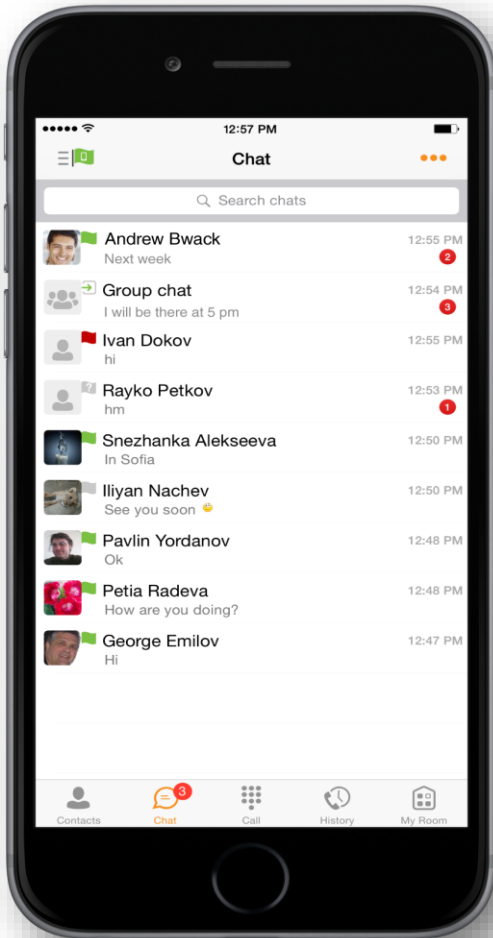
Mobile Clients, unlike Desktop Client, do not support the following:

- Idle Detection
- On Demand Presence

NOTE: Mobile Clients, unlike Desktop, do not support the following:
Idle Detection and On Demand Presence

6 Instant Messaging

6.1 Chat Tab



Chat 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.

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

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.

Clicking the menu button in the navigation bar displays the *Launch My Room* and *Start Group Chat* option. This option removes all notification badges from the *Chat History* list.

6.2 Chat

Start a chat using one of the following methods:

- From the *Contacts* list, tap a contact to open the contact card. From the contact card, choose the chat bubble icon to start chat.
- In the *Chat History* list, tap a Chat History entry to start a chat.

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 on the top of *Chat History* list.

When the chat opens, the name of the recipient is on the top bar and there is a presence icon flag before the name. The recipient messages are presented in the orange background and the user is presented in white background.

6.3 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 menu 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 people 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 in the *Chat* tab.

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

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

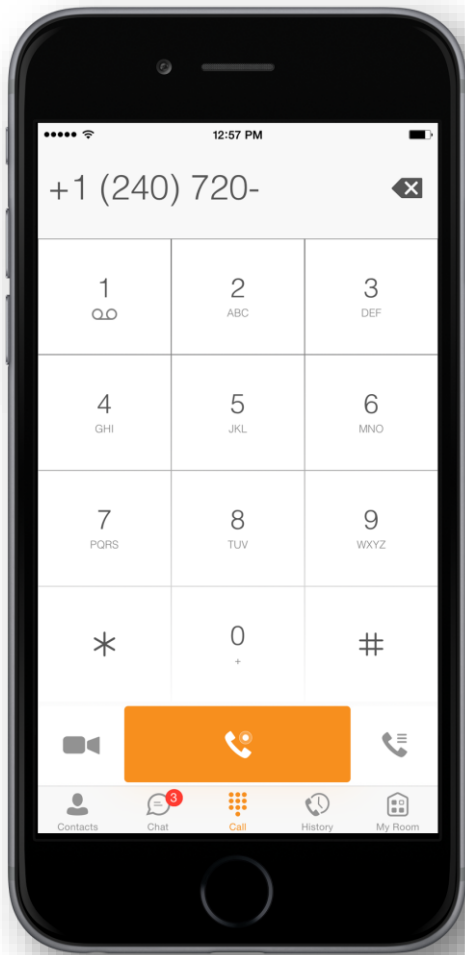
The View Participants button opens a dialog that shows the list of participants in the group chat.

Deleting a chat room is not supported.

6.4 Chat Notifications

Notifications for **missed calls** are shown as a badge on the *History* tab, **new messages** are shown on the *Chat* tab, and **voice mail notifications** are shown as a badge on the *Dial Pad* tab

7 Voice and Video Calls



7.1 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 voice or video calls. There are three buttons below the dial pad: Call, Video call, and Dial pad menu 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.

A badge notification appears on the *Dial pad* tab when there are messages in the voicemail box. A long press on the “1” digit connects you to the voicemail box. When there is no voice mail in your voicemail box, no notification badge is shown.

The Dial pad menu can contains two options: Pull Call and Retrieve Call.

7.2 Make Voice or Video Calls

Make an audio or video call using one of the following methods:

- Choose a contact from contact list and tap on the headset icon  for an audio call or the video icon  for 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  for an audio call or the video icon  for a video call.

7.3 Answer Call

An incoming call is indicated by a ringtone. There are two options on the incoming call screen: *Answer* 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 user is in the middle of a VoIP call and receives an incoming cellular call, the VoIP call is put on hold right away before answering/declining it.

If the iOS device (iPhone or iPad) is locked and there is incoming VoIP call, a notification is displayed to the user on the locked screen, accompanied with an alerting sound and vibration.

If the device is in silent mode, the UC-One notification is accompanied by multiple vibrations. Vibrations are played until the call is answered locally, answered on another location, or redirected to voice mail or another number, or after a predefined timeout.

The incoming call ring volume when the application is in background is controlled by the Ringer volume when the phone is unlocked. The volume of the incoming call ring when the application is in foreground is controlled only during active alerting of an incoming call.

7.4 In Call Actions

You can perform the following actions from the *In Call* screen:

- End a call
- Mute the microphone
- Enable / Disable Speaker*
- Open the key pad
- Adjust the volume
- Escalate from an voice to video call and downgrade from a video to voice call
- Place a call on hold
- Make a new call
- Transfer a call – Attended
- Transfer a call – Unattended
- Make a conference
- Park a call
- Transfer a call to circuit-switched call
- Add more participants (in conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)



7.5 Missed Calls and New Messages

Notifications (for example, missed calls or new messages) are shown as badges on the tab icons.

7.6 Message Waiting Indicator and Voice Mail Access

If you have pending voice mail (VM) messages, then a badge is displayed on the *Call* tab icon with indicating the number of pending VM messages.

The voice mail is accessible with a long-press of the dial pad digit “1” (similar to how it is done on a regular mobile keyboard).

NOTE: Mobile Clients do not support Visual Voicemail

7.7 Contact Name Lookup for Incoming Calls and Call Logs

Whenever the incoming call does not have a calling name associated with it, UC-One can perform a local contact search. If the number matches one of the contacts on the mobile phone *Contacts* list, the name is shown on the incoming *Call* screen along with the alert.

Whenever you retrieve your 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.

7.8 N-Way Calling (Conferencing)

UC-One supports network SIP-based conference calls with up to three participants. While on a two-way call, you can add a third party by using the Conference button. It opens the address book on the device to search for and select the new participant.

The supported mode is *Blind Conference* calling. The third party receives a call and it is joined to the conference automatically when they pick up. The *Attended Conference* mode, (which prompts the third party to join or decline), is not supported in this release.

Once the conference is established, the participants are shown on the *Device* screen.

7.9 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.

NOTE: Mobile Clients do not support Visual Voicemail

7.10 Call Transfer

The Mobile Client supports transferring VoIP calls to another party.

Two modes of transfer are supported:

- **Attended Call Transfer (Talk plus Transfer)** – Select **Talk** from the menu and a second call is placed with the selected contact. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the Transfer call button again.

- Unattended Call Transfer (**Blind Transfer**) – Select **Transfer** from the menu, the second party is transferred to the selected contact, and the current user is dropped from the call.

7.11 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 be transferred seamlessly to the mobile phone using the **Call Pull** button. Call Pull can be used by FAC (Feature Access Code) *11 as well.

7.12 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.

7.12 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.

NOTE: Recorded calls are accessed outside of UC-One client; you cannot view them using client

Depending on your service 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.

7.13 Bluetooth Support

You can perform audio calls from a compatible Bluetooth headset. .

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

The following headsets have been tested, although other devices should also work:

- Jabra STONE2 BLACK
- Samsung BHM 7000
- Sony MBH10 BLACK
- Plantronics Legend
- Mobile clients can switch the audio source from the application In Call screen. Users can select as an audio source the Bluetooth device, the phone microphone and speaker, or a wired headset, whichever are available.
- Mobile client also support mute and volume control from the Bluetooth headset.

8 Call History

Call History can be set to show all or 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 green arrow means incoming, a blue arrow means outgoing, and a red arrow 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.

The 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.

9 Side Navigation

The *Side Navigation* contains the following items:

- My status
- Call Settings
- Preferences
- About
- Version
- Help
- Sign out

9.1 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.

9.2 Call Settings

The client supports the following features for user specific license assigned

Call Options

- Caller ID Blocking
- Dialing Service

My Telephone Number

- iPhone

Call Forwarding

- No Answer
- Always
- Not Reachable
- Busy
- Do Not Disturb

Incoming Calls

- Simultaneous Ring Personal

BroadWorks

- BroadWorks Anywhere
- Remote Office

9.2.1 Call Forwarding

By tapping on a different *Call Forward* option, you can enter a number to forward your calls as follows: Call Forward Always, Busy, or When Unreachable.

9.2.2 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and sent to voice mail.

9.2.3 Anywhere

Anywhere allows service providers to offer fixed-mobile convergence (FMC) services without additional equipment.

Anywhere simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone can ring simultaneously.

Voice call continuity is possible with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service using the **Add New Location** button. Use the *Alert all locations* to activate parallel ringing.

Select “Diversion inhibitor” to prevent a call ending up as a voice mail, which can be problematic, for example, in conference call situations.

Select “Answer Confirmation” to receive a separate voice 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.

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

9.2.4 Remote Office

This service allows the use of any phone as an 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.

9.3 Preferences

Client supports the following preferences

- Language
- Troubleshooting
- Remember password
- Sign in automatically
- Caller ID lookup

9.4 Help Page

The client provides web-based help that can be launched from *Settings*.

9.5 Sign Out

You can sign out at the bottom of the left-side navigation drawer.

10 My Room

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

My Room is accessible using the My Room icon in the Tab Bar

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

My Room uses your permanent chat room, permanent collaboration room, and Conference Bridge (voice or video). All *My Room* sessions start as chats but call may 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.

11 Search

The client supports directory search in the Evolve IP Contacts and Contact Directory. The search is performed in a separate input field in the *Contacts* tab. Depending on the selected filter (All, Online, Local Address Book or Directories), search results display contacts only from the current selected category.

In addition to results from the Enterprise Directory, the search is also performed in several more search sources:

- User's Personal Phone List
- Group's Common Phone List
- Enterprise's Common Phone List

The enhanced search is applied for both contacts searching initiated by the user and upon receiving an incoming call, and searching for a display name corresponding to an unknown number.

12 Troubleshooting

The troubleshooting function can be used if there are issues encountered with the application. It collects and sends diagnostic information to a predefined support e-mail address that is configurable via branding. This helps the support personnel to identify the issues. The information being sent consists of application and media engine diagnostic logs.

Troubleshooting is managed by a menu entry in *Settings*. It can be accessed from two places in the client:

- Using the Help button on the *Sign In* screen – Clicking on Help opens the *Settings* screen that contains the help and troubleshooting-related entries. This can be used before the user signs in, which is most often for cases in which a user has issues with sign in or connectivity.
- From the *General Settings* screen – Help and troubleshooting entries are available at the bottom of the Settings menu. These are accessible while the user is logged in.

13 Multi-Device

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 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 sent from the server to all of the user's clients indicating that the subscription was terminated. 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 contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

14 System Requirements

UC-One Release 21.3 for iOS supports devices with iOS 8 or iOS 9 running on iPhone 4S and later.