

UC-One User Guides and Manuals

Desktop and Mobile User Guides

- [Full Desktop User Guide v22.2](#)
- [Full Desktop User Guide v22.9.10](#)
- [iOS / iPhone Mobile User Guide](#)
- [Android Mobile User Guide](#)
- [Installation Guide](#)

Firewall Guides

- [A Platform](#)
- [B Platform](#)
- [C Platform](#)
- [D Platform](#)
- [F Platform](#)

Instant Message / Chat History

During an active IM session, messages are stored on the server. This allows viewing across multiple endpoints (desktop, mobile). Once the active IM is closed, the history is stored on the local device. When you open a new client, the new client syncs with the server to display the history.

Location: %userprofile%\AppData\Local\Evolve IP\UC-One

Customer IT teams can clear these logs or can lock down access to prevent end-users from accessing or deleting.

Application Logs

Logs are technical in nature and keep a history of call connections, chat connections, meeting connections, etc. Logs are used to help troubleshoot if issues occur.

Location: %userprofile%\AppData\Roaming\BroadSoft\UC-One\logs