Evolved Office: UC-One v22.2 Desktop Upgrade

Note: Skype Communicator customers, please CLICK HERE.

- UC-One v22.2 End User Support (A-Platform)
- UC-One v22.2 End User Support (B, C, & D Platforms)

When is the UC-One Upgrade? Friday March 16th @10 PM EST

What do you need to do to prepare for the upgrade?

All businesses using the UC-One application should alert their users of the upgrade taking place for **desktop applications**. Supply your users with the guides below – the user interface is changing.

We request that users log out of the application when they are not using the application during that weekend. Users will get a notification on their next login to accept an update. Instruct your users to accept the application update, download the new version, run the installer to launch the new app and also remove the old app during the installer process.

User **MUST HAVE ADMINISTRATIVE RIGHTS** to their machine to perform the upgrade. Businesses that wish to manage the upgrade themselves are encourages to use the MSI, EXE, and DMG files which our Support team is happy to provide. To meet high availability standards, Evolve IP has multiple platforms. Simply open a ticket with Support to be provided the correct files for which platform your account is built.

New Features in Version 22

- Completely New Interface with maximized view
- Tabbed UI for multiple conversations
- Drag and drop functionality for auto-conferencing
- Additional call flow settings
  - Incoming: Call Waiting, Anonymous Call Rejection, Automatic Call Back
  - Outgoing: Highlight Click to Call
- Ability for external users to share their applications and desktop.
- Voicemail management settings
- Auto-Answer for call center users
- Hover over contacts for communications options
- Audio and video calling through the Chrome browser from external participants.

User Guides:

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NOTE: In the guides you'll find the recommended specs for machines running UC-One and headset compatibility, which is expanding.

Click here to access our instructor-led public **Training Calendar**

Frequently Asked Questions

Q. Why can't I chat with contacts from Google?

A. Chatting with users in other domains is possible, but a 3rd party XMPP gateway service must be utilized to connect 2 corporate applications such as Google and Skype for Business. Evolve IP does not offer CHAT gateway services.

Q. My contacts are all offline and my client's status bar says "CHAT unavailable". What does this mean?

A. It means that the CHAT connectivity has been lost for chat, as well as for presence; however, you can still make calls. You should contact your group Administrator.

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. Why does my all day calendar entry not trigger *Busy – In Meeting* presence status?

A. All day meetings do not trigger a presence change to *Busy – In Meeting*. To trigger the presence update, the meeting must be self-generated or accepted (tentative or fully accepted). The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them.

Q: I cannot see or access my Outlook contacts on the UC-One Apple MAC client.

Outlook Integration for the Desktop client supports various Outlook Integration features on **Windows ONLY**:

- Searching local Outlook address book.

- Outlook calendar integration, where presence status is automatically set to Busy In Meeting when an accepted meeting starts and there is no ongoing call.

For the optimum user experience, the Outlook privacy option must be used to disable security notifications. The following versions are supported:

- Outlook 2010
- Outlook 2013
- Outlook 2016

What's coming next?

- Q2. Mobile update for iOS and Android users with Push Notifications and integration to iOS call kit.
- Q3. N-Way Video Conferencing in My Room application
- Q3. UC-One Hub. Integrations to 3rd party applications inside UC-One
- Q3. Contextual sensitive communications using integrations to 3rd party apps.

For questions, or to gain access to the MSI installer, please contact support@evolveip.net and open a ticket or call 877.459.4347 option 2.