

Evolved Office: UC-One v22.9 Desktop Upgrade

Note: Skype Communicator customers, please [CLICK HERE](#).

- [UC-One v22.9 End User Support - All Platforms](#)

When is the UC-One Upgrade? **This version is Generally Available.** There will be no mandatory upgrade for this revision

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 encouraged 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.

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

New Features in Version 22.9

- IM Retention
- Contact pop-over in Chat History view - displays contact info on hover for easy call back
- Update Outlook Add-in to work with Skype for Business (S4B)
- Screen zoom support for screen share
- Suppress message notification toaster pops when screen sharing
- IPv6 Support
- UC-One Desktop Windows Personal Identity Verification (PIV) and non-PIV authentication support
- SSO support of additional Identity Providers
- Visual Voice Mail - Enhanced tagging

User Guides:

[Evolved Office: UC-One v22.9 User Guide](#)

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

Click here to access our instructor-led public [Training Calendar](#)

System Requirements

System requirements are as follows on native desktop:

- **Operating system:** Mac OS 10.11 El Capitan, Mac OS 10.12 Sierra, Windows 7, Windows 8/8.1, or Windows 10 (Classical view only). Mac OS 10.10 Yosemite NOT SUPPORTED,
- *The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.*
- For voice calls: a sound card, speakers, and a microphone or a headset are required.
- For video calls: a web cam is required.
- Minimum system requirements for respective operating systems need to be fulfilled, with the following additions:
- A minimum of 2 GB random access memory (RAM) is required.
- A minimum 1.5 GHz CPU is recommended. A dual core CPU is recommended for video calls at a minimum.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.
- Microsoft .NET Framework 4 Client Profile
- Microsoft Visual Studio Tools for Office 2010 Runtime

For high definition (HD) video, the following is recommended:

- HD camera
- HD resolution support in display
- Quad Core x86 or equivalent at a minimum
- 4 GB RAM

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
- Outlook 2019

What's coming next?

Look for a whole new update in early 2021 - Webex for Broadworks! A true collaboration experience.

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.