

# Evolved Office: UC-One V23.9.18 Mobile Upgrade

<https://status.evolveip.net/> - go to this link to subscribe to updates from Evolve IP support

**When is the Mobile Upgrade?** Target Date – **April 1st, 2021**. The upgrade is a target date based on the app store's approval process and released to users with the application already downloaded.

## What do you need to do in order to upgrade?

For users who have downloaded and installed the application on their iOS and/or Android devices, you will be prompted an option to UPDATE the APP to Release **23.9.18** (if auto-update apps setting is turned ON) If NOT, please go to the APP store and press **UPDATE**.

UC-One users who DO NOT have the APP downloaded and installed, please go to your APP store and search for: **Evolved Office UC-One** and then download and install the application.

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
- Enter your mobile phone number

**Please note:** The manufacturer MUST be **Evolve IP** in order for you to authenticate to Evolve IP's HPBX VoIP platform successfully.

## New Features in Release 23

- Supports iOS 13+ and Android Version 10
- Streamlined user experience (UX) for ease of use
- Universal app for phone and tablet (on both iOS and Android)

## Application Download (Mobile ONLY)

[Downloads](#)

## Release Notes



UC-One v23.9.18...lease Notes.pdf

## UC-One Mobile V23 Quick Reference Guide

## Additional Resources:

**Firewall Rules and Policies:**

[UC-One - A Cluster - Firewall Rules and Policies Updates](#)

[UC-One - B Cluster - Firewall Rules and Policies Updates](#)

[UC-One - C Cluster - Firewall Rules and Policies Updates](#)

[UC-One - D Cluster - Firewall Rules and Policies Updates](#)

## Troubleshooting

**Step 1.** Your admin should report any issues to Evolve IP Support to open a ticket via:

III. If you are experiencing issues with the UC-One Mobile application POST login:

- [OSSMosis: Customer Support Portal](#)
- Email: [support@evolveip.net](mailto:support@evolveip.net)
- Call: 877.459.4347 option 2.

**Step 2:** Once a ticket is open and ready to be worked, our support team will troubleshoot and resolve the issue or require additional information

**Step 3:** If additional information is required:

- Go to UC-One Settings Troubleshooting
- Toggle ON Detailed Logging, Crash Reporting and recreate the issue being reported.

**Step 4:** Select EMAIL Logs to Support (*please note screenshot below*)

**Step 5:** Choose the default email client from your device and note the Ticket # in the subject line before hitting SEND to [support@evolveip.net](mailto:support@evolveip.net)

## Frequently Asked Questions

Q. Why can't I change my username and password?

**A. Username and password editing are not supported. To edit your username or password, contact your local administrator.**

Q. On the 'Edit Login Info' screen, what the "This Phone Number" field?

**A: "This Phone Number" is in reference to the mobile phone number for your device. Please note, this is NOT your Evolve IP userid.**

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. Will I be able to see who is on a phone call if they do not have the UC-One application?

**A. No. The more people using the application, the more robust it is. Competitor applications work in this same fashion (ex. Skype for Business)**

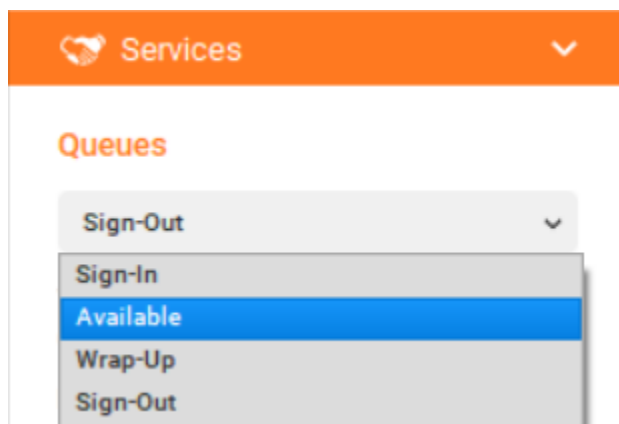
Q. Can I install the application on more than 1 device?

**A. Yes. The application can be installed more than one device but your login session can only be active to the desktop application, mobile phone, and tablet.**

Q. How to update ACD calls states to the UC-One Mobile?

**A. There are no services available in the mobile application to update Call Center ACD states. End users are able to update via UC-One Desktop or Personal Portal.**

**Solution: UC-One Desktop (File Options Services)**



For questions, please contact [support@evolveip.net](mailto:support@evolveip.net) and open a ticket or call 877.459.4347 option 2.