SMART UC
USER GUIDE - ANDROID

DECEMBER 2018

VOCUS
communications

CONTENTS

INTRODUCTION

Vocus IP Tel Smart UC is enables you to access all your communication services, telephony, video, IM and presence from an Android smartphone. It means no matter where you are, you can make, receive and manage your phone service on your Android phone, the same way you would as if you were sitting behind your business telephone.

OVERVIEW

Vocus Smart UC provides the following features:

› Voice and Video calling

› Call Conferencing and Call Transfer

› Chat and Instant Messaging communication with those in your business.

› Group Chat

› MyRoom – A personal chat and audio conferencing room available per person in your business

› Presence/Status management. Presence means that your friends and colleagues can see whether you are available, for example, "I'm available" or "I'm busy".

MULTI DEVICE SUPPORT

Vocus Smart UC provides support for users with multiple devices. This includes 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 has 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 from the server to all the user's clients indicating that the subscription was terminated, and 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 Contacts list in one device is recognized in another client, and the Contacts list is updated (that is, the contact is removed) in the other client as well.

DISCLAIMERS

The sample details used in this document are for illustrative purpose only and may vary for each individual customer depending on the customer's requirements. It should not be relied upon by any person as being complete or accurate.

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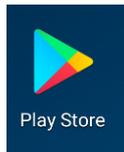
GETTING STARTED

This section contains essential information for getting started with the Vocus IP Tel Smart UC application for the Android Smartphone.
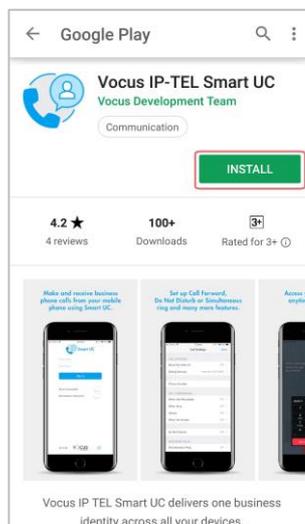
INSTALLATION

The Vocus IP Tel Smart UC application can be downloaded from the Google Play store onto an Android Smartphone.

1. Search for **Vocus IP Tel Smart UC** in the Play Store.
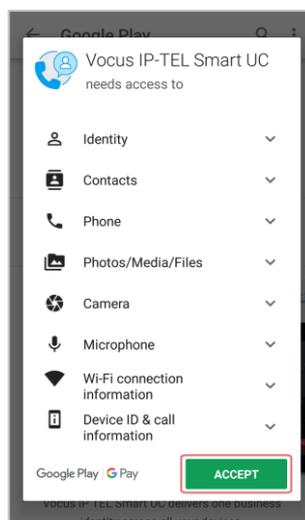
2. Tap **INSTALL**.

Access to various phone features will be required for the application to function correctly.
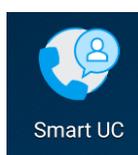
3. Tap **ACCEPT**.

Application will then install.

The icon can be located in the phone's **Apps** and can be transferred to a desired location.
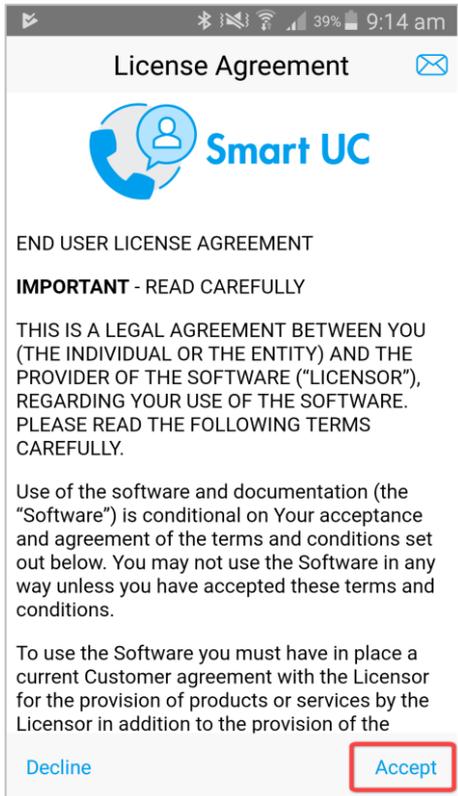
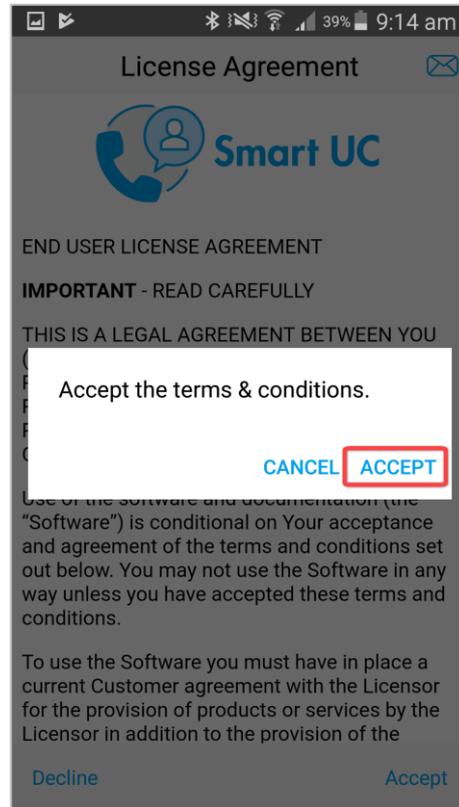4. Tap to launch the application.

SIGNING IN

When the application is first launched the EULA will need to be accepted.

Accept the End User License Agreement.
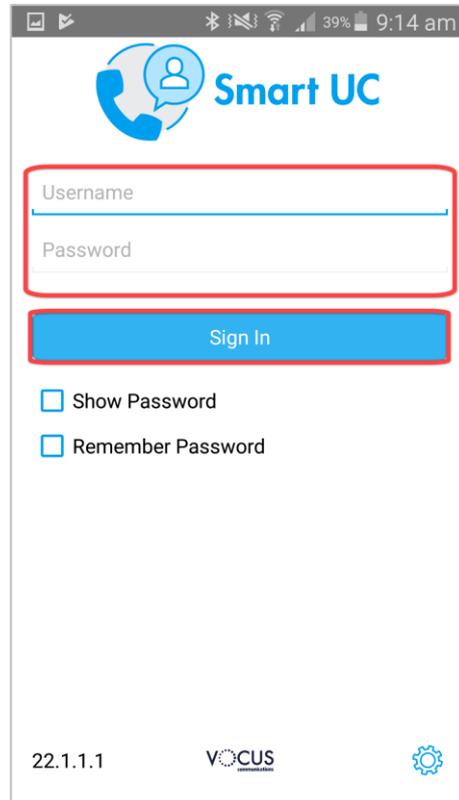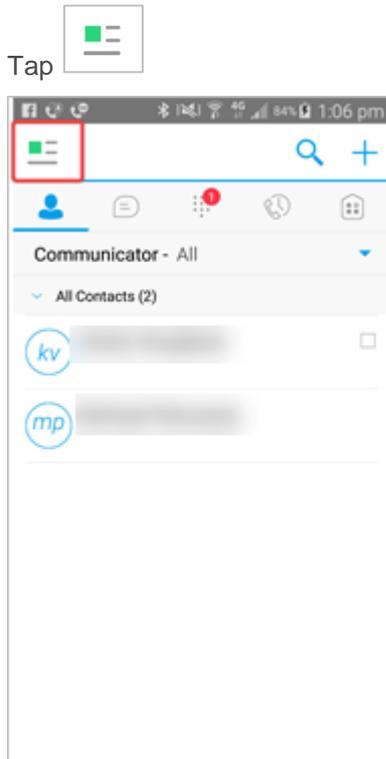
1. Tap **Accept**.

2. Tap **Accept**.

Log in:

3. Enter **User name** [phonenumber@domain.com.au] and **Password**.

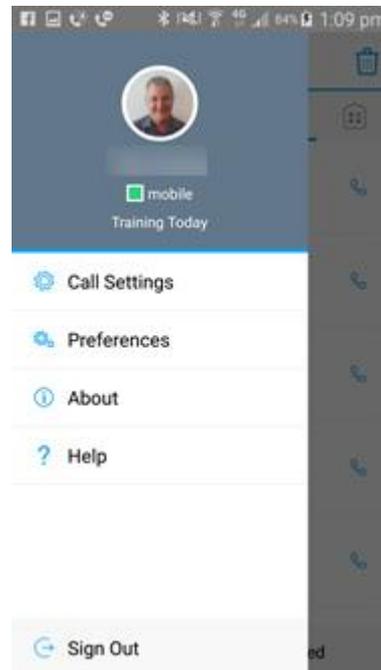4. Select if the password is to be remembered. (Optional)

5. Tap [Sign In].

SET UP

A number of preferences and settings can be applied.
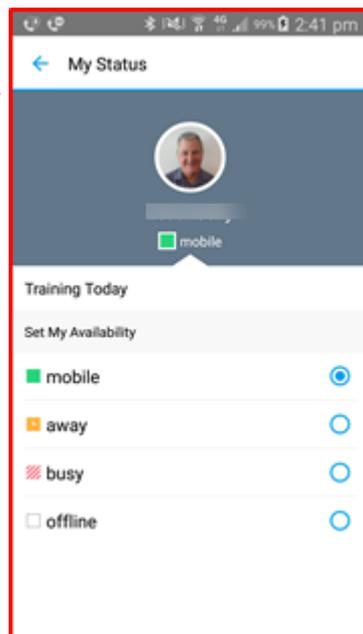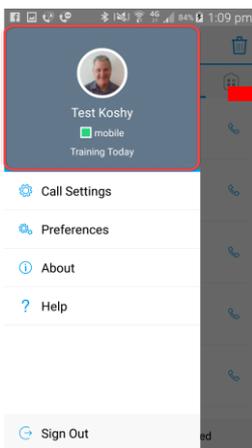
Tap [icon]

Settings and Preferences are displayed.

MY STATUS

From the Settings and Preferences screen the Avatar, status message and presence can be set.

Tap to change profile Avatar

Tap to change status message

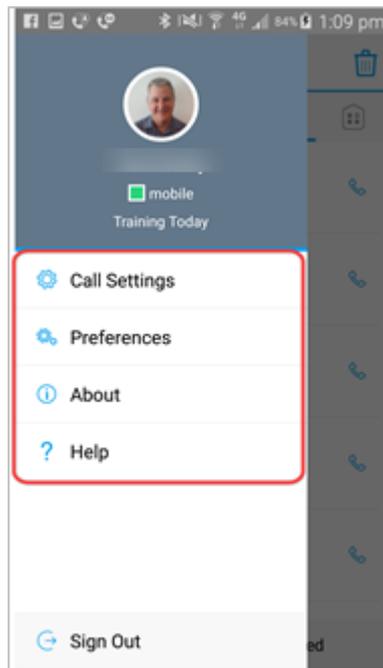Tap to select presence.

Presence is available to be seen for all subscribed contacts. Similarly, a user's contacts can see their presence on their Contacts list.

Presence will set automatically or can be set manually. Tap on required presence to set.

SETTINGS AND PREFERENCES

To alter the settings and preferences for available options.

Call Settings	Preferences	About	Help
Set DND, Call forward and Dialling Service preferences.	Set language, whether to remember the password and set troubleshooting options.	Provides information about the version of Smart UC installed.	Links to the Vocus support pages.
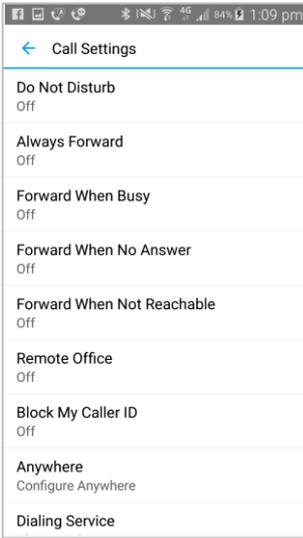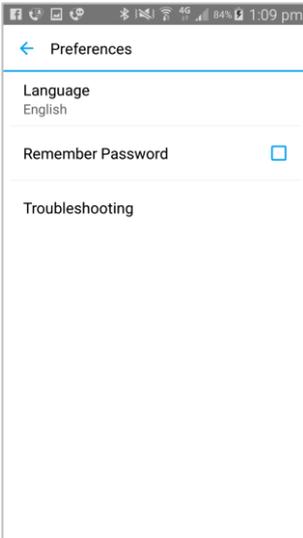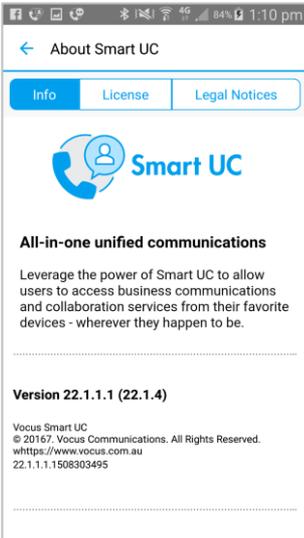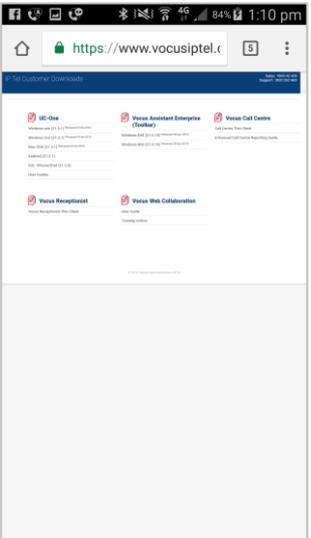
SIGN OUT

Tap then

NAVIGATION

How to navigate around the Smart UC Smartphone interface.

🔍	Search for a contact
➕	Add a contact

For information on how to add, modify or delete contacts refer Contacts on page 9.
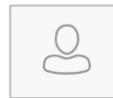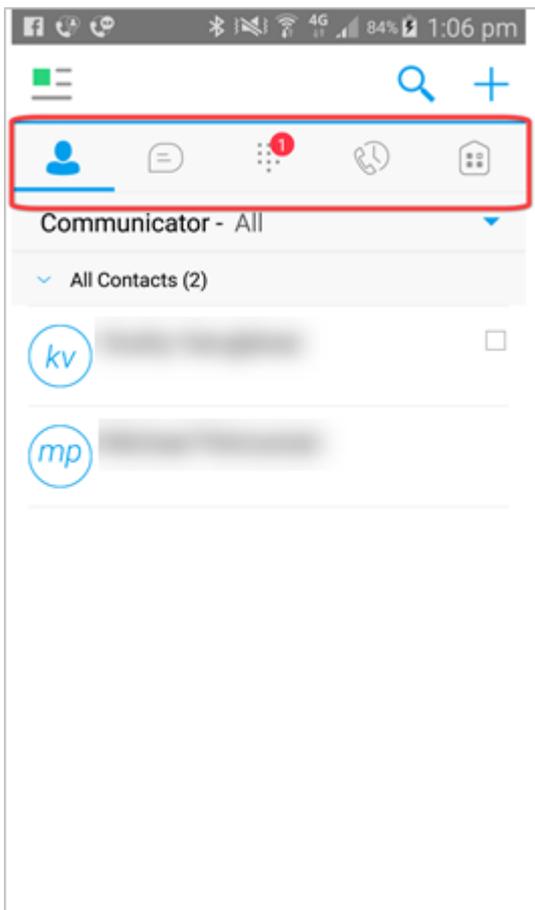
👤	**Contacts** – View contacts from a favourites list, local or company directory.
💬	**Chat** – View chat history.
⠿	**Dial Pad** – Make calls.
📞	**History** – View incoming, outgoing and missed calls.
🏠	**My Room** - A virtual meeting room where chat, call and video calls with a number of people at a time is available.
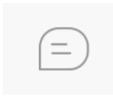
CONTACTS
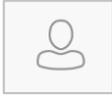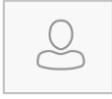
Tap to view contacts from a Favorites list, local or company directory.

Multiple contact lists are available. To switch between contact lists tap
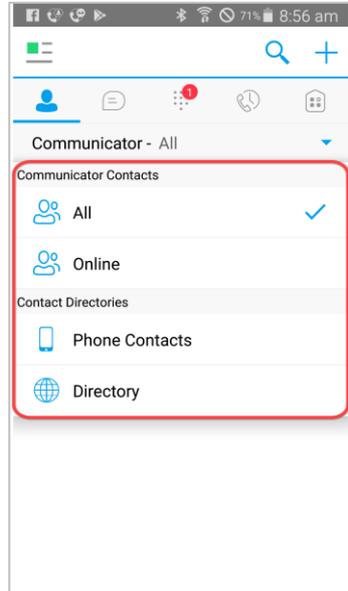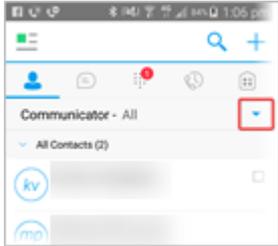
> **All** - All Communicator contacts.

> **Online** - All Communicator contacts where presence = online.

> **Phone Contacts** - Local contacts, that are on the Android phone

> **Directory contacts** – Contacts that are in the company's IP Tel Phone directory

Use the search field to search for contacts within the currently selected list.

CONTACT CARD

Tap a contact to display the Contact Card.

Chat, video and calls can be commenced from the Contact Card.
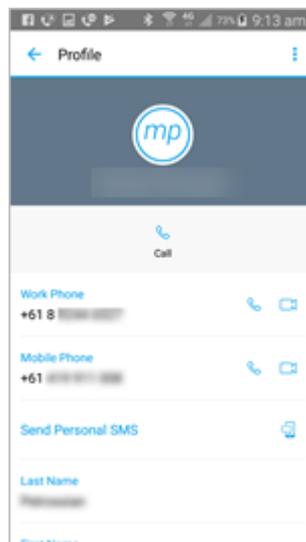
CONTEXT MENU

Tap and hold a contact to display the Context menu.

Make calls, add to Favourites or remove the contact.
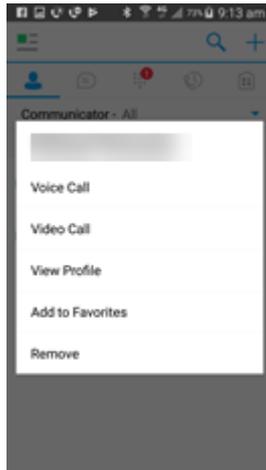
ADD A CONTACT

There are no contacts listed on first sign in. They must be added.

Tapping add [+] from the status bar will allow users to:
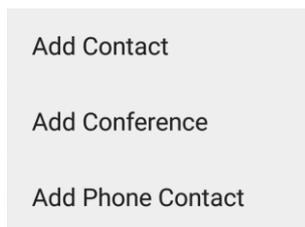
Add Contact – Enter the contacts information and then tap

OK

Add Conference – Add conference details. These are used for conference bridges to avoid having to remember a PIN code and conference number..

Add Phone Contact – Adds a contact to the normal phone contact list.

EDIT/REMOVE A CONTACT

Display the contact card then:

Tap the Ellipses button [⋮]. Tap Edit to alter the contact details or tap Remove to delete the contact.
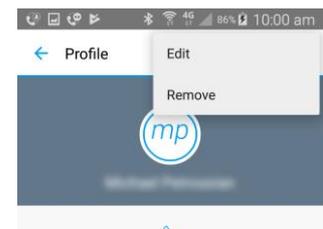
FAVOURITES

Create a Favourites folder of commonly used contacts. Tap and hold the contact and select Favourites from the context menu. Access the context menu again to remove a Favourite.
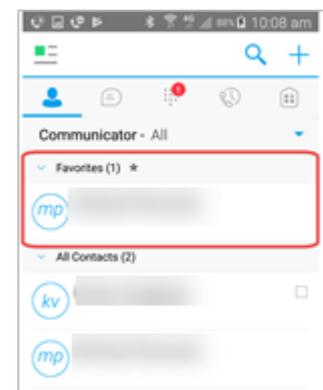
CHAT
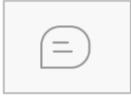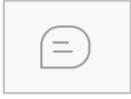
Tap [icon] to view Chat history. Chat shows the list of recent chats since the last login. If Person A chats with Person B multiple times, their discussions appear as one item in the list.
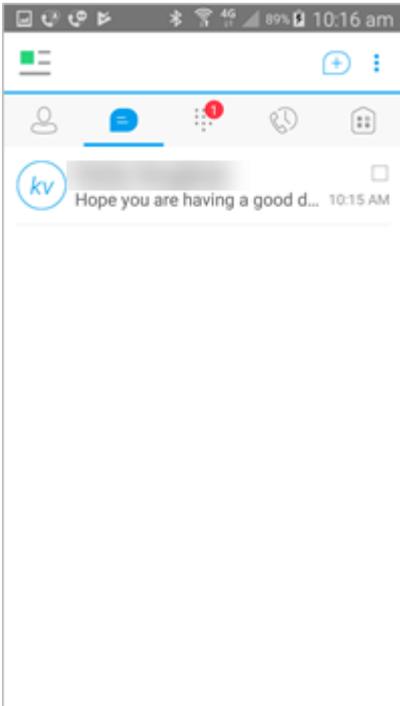
Tapping the name opens the chat view (IM view) where new messages can be typed. Old messages are also shown.

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.

A long press on a contact opens the context menu with open chat and contact details.

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.

The Status bar in the Chat tab displays icons for:

[+]	Starting a new chat.
[⋮]	Starting a Group Chat or Marking all chats as read.

CHAT

Start a chat using one of the following methods:

> Tap a contact from the Contacts list to open a contact card. From the contact card, choose the chat icon to start a chat.

> From the options provided after a long press on a contact.

> In the Chat History list, tap a contact entry to start a chat.

> From search results, tap a contact to open the contact card and then choose the chat icon.

The Chat screen opens when a chat is initiated. Chatting with a contact is possible only when both users are online. If a contact initiates a chat, a notification badge is displayed on the Chat tab and the entry appears at the top of the Chat History list.
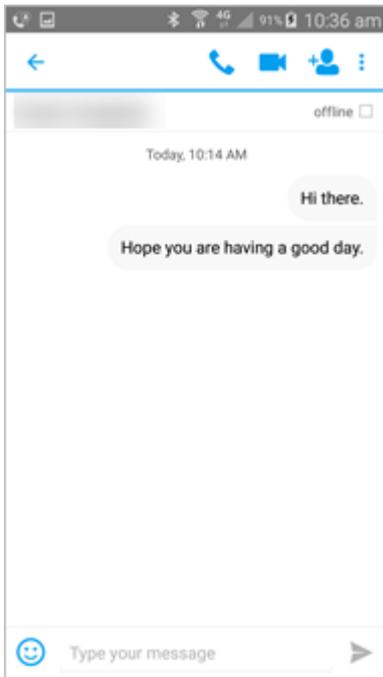
🙂	Add an emoticon to the chat.
➤	Send a message

The status bar allows a user to:

📞	Start a voice call to the contact.
📹	Start a video call to the contact.
👤+	Add other contacts to the chat
⋮	View contacts profile and Delete a chat

GROUP CHAT

To start a Group Chat, tap the add participant 👤+ icon during a chat.

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. Offline contacts can't be invited.

A group chat history is saved and is available to view later from the Chat tab.

A user can leave a group chat at any time. The chat is marked as "offline" and the user no longer receives messages from the cha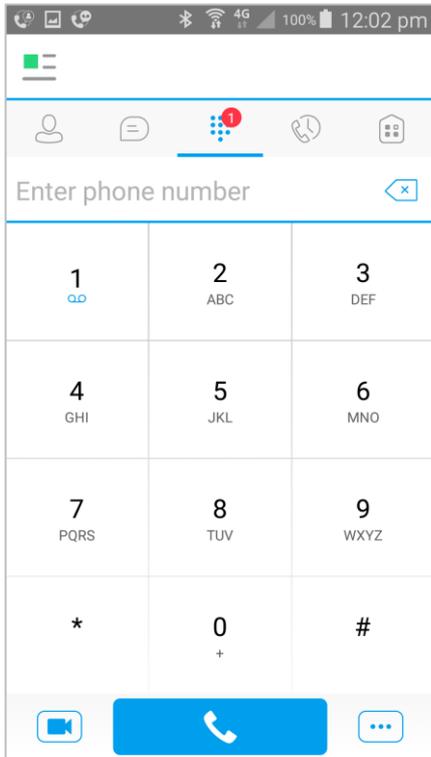t. When tapping on the "offline" chat, the user re-joins the room and starts receiving messages. However, the user does not receive the messages that were sent in the chat while the user was outside of the room.

DIAL PAD

Tap to access the Dial Pad.

The Dial pad displays a dial pad and a text field used to enter numbers. Dial pad buttons include:

	Deletes one character per press from the number entry field.
	On the digit 1, there is notification for voice mail. A long press on digit one connects to the voicemail box. When there are no voicemail messages in the voicemail box the icon is grey
	For making video calls
	Dial
	Pull Call – Pulling a call allows a call to be "pulled" from a deskphone to a mobile.

When calling out an option as to how the call should be connected may be offered. Tap for selection.
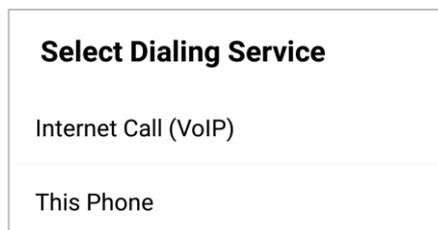
CALLS

Start a call using one of the following options:

> Tap a contact from the Contacts list to open a contact card. From the contact card, choose the handset icon to make an audio call.

> From the options provided, after long press on a contact.

> From the search results, tap a contact to open a contact card and choose the handset icon or by using the long press options.

> Open the dial pad, enter a phone number, and tap the Call button.

> On the Call History list, tap a call entry.

ANSWER CALL
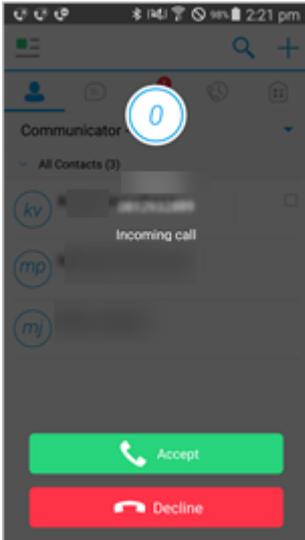
An incoming call is indicated by the standard phones ringtone. There are two options on the incoming call screen: Answer and Decline. If the call is declined, it causes the line to sound busy at the caller's end, or forward the call to voicemail, depending on the way the service is configured. The caller will know that the call has been rejected.

IN CALL ACTIONS
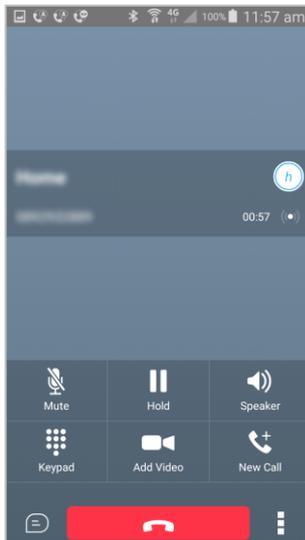
Mute	Mute the microphone
Hold	Place a call on hold
Speaker	Put the call on Speaker
Keypad	Open the dial pad
Add Video	Add Video
New Call	Add more participants to a call
	End a call
	Transfer call

MISSED CALLS AND NEW MESSAGES

When a call is missed, the notification bar on the Android device shows a note. Tapping the missed call navigates to the History screen. Notifications, for example, missed calls or new messages, are also shown as badges on the tab icons.

MESSAGE WAITING INDICATOR AND VOICE MAIL ACCESS

If there are pending voice mail messages, the notification bar on the Android device displays an icon and the message, "You have XX pending voicemail messages". By tapping the voice mail notification, the application dials the voice mail access number directly.

Voice mail is also accessible with a long press of the dial pad "1" key (like how it is on a regular mobile dial pad). If voice mail messages are available, then the "1" key changes colour. In addition, a voice mail notification is displayed as a badge on the Call tab icon.

The number for new voice mails changes depending on how many are open or are new. The voice mail icon in the notification area has an associated badge that shows the number of new messages.

CONTACT NAME LOOKUP FOR INCOMING CALLS AND CALL LOGS

Whenever the incoming call does not have a calling name associated with it, Smart UC 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 a user retrieves their 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.

N-WAY CALLING

Smart UC supports network SIP-based conference calls with up to three participants. While on a two-way call, a third party can be added by pressing the ellipses ●●● button and selecting Conference from the menu. This 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.

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

CALL WAITING

Only one active call can operate at a time. If a new incoming call is received and accepted the existing call is put on hold. Change these two calls by using the Hold and Unhold buttons.
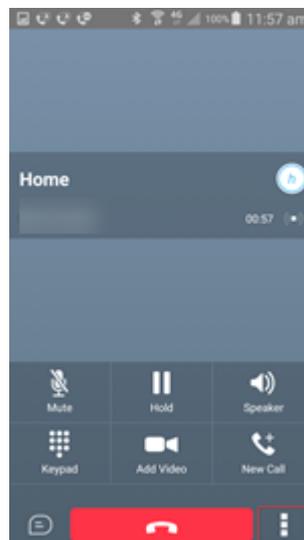
CALL TRANSFER

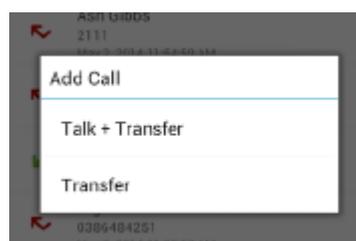Smart UC supports transferring VoIP calls to another party when a user is on a call.

A call can be transferred with or without talking to the third party first.

Whilst a call is in progress:

1. Tap ⋮ from the dialer options.
2. Tap Transfer

3. Select a contact from the directory, call history or enter a number on the dial pad.
4. Choose the type of transfer required.

Talk and Transfer – Select Talk and Transfer from the menu and a second call is placed to the selected contact. If the call is successfully established, a user can talk with the third party privately before completing the transfer by pressing the Transfer button again.

Transfer – Select Transfer from the menu, the second party is transferred to the selected contact and the current person is dropped from the call.

CALL PULL

Call Pull can be used in scenarios where a person has two endpoints, for example, an IP Tel desk phone and a mobile phone with Smart UC. If the person has an active call on the desk phone, this call can be moved seamlessly to the mobile phone using the Call Pull button. Depending on the application, dialling settings, and service configuration, the call can be pulled as a VoIP call over a data connection (like WIFI) or over the mobile network to a mobile phone. There is no interruption to the voice call.

CALL PARK

The Call Park service allows a person to park a call against a "parked against" extension. The "parked" person is placed on hold until a person 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" person.

CALL HISTORY

Tap to view a list of incoming, outgoing and missed calls.
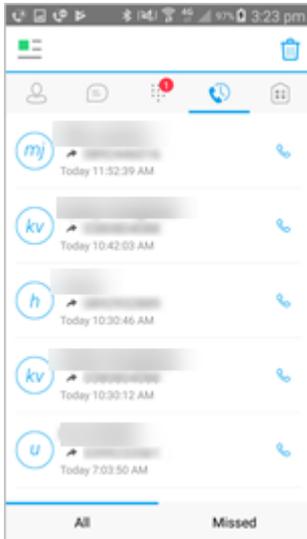
Smart UC saves a call history for placed, received, and missed calls.

The call history makes it easy to redial and call back when a call has been missed or when wanting to dial a recently spoken to Contact.

Tap to place a call to the contact
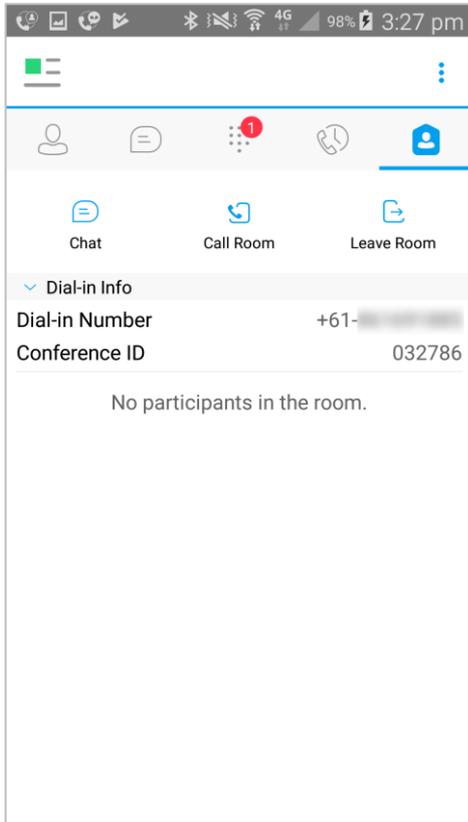
Tap the contact to open the Contact Card

Tap and hold the contact to open the Context menu where it can be added to favourites or make a call.

MY ROOM

Tap to access the virtual meeting room.

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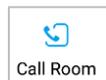

More participants can be added using the add participants icon, or they can join My Room from the users contact card. Once participants join the chat room, they can tap on the Call button of that screen to automatically join the conference.

My Room is a permanent chat room, permanent collaboration room, and a conference bridge (audio or video). All My Room sessions start as chats but a call can be added to the session while in progress.
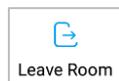
Others join a users My Room by tapping a name on their Contacts list and selecting Join Room from the contact card.

Icon	Description
Chat	Enter My Room and commence a chat.
Call Room	Convert a chat to a call.
Leave Room	Leave My Room.
	Copy Guest Joining link. Reset Guest Joining link.