

IP Voice UNIFI

# iPhone User Guide

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## 1 About IP Voice UNIFI for iPhone

C Spire's IP Voice UNIFI for iPhone provides the following communication features:

- Instant Messaging and Presence (IM&P)
- Voice Calling (VoIP)
- Voice Calling (Circuit Switched)
- Video Calling
- IP Voice Call Settings

## 2 Getting Started

This section contains the essential information for getting started with IP Voice UNIFI for iPhone.

### 2.1 Installation

The iPhone client can be downloaded from Apple App Store.

### 2.2 Sign In

When you first launch the application, you are prompted to sign in.

1. Enter your IP Voice user name and password.
2. Select whether you would like IP Voice UNIFI to remember your password.
3. Select whether you would like IP Voice UNIFI to sign you in automatically on subsequent launches.
4. Tap Sign In.

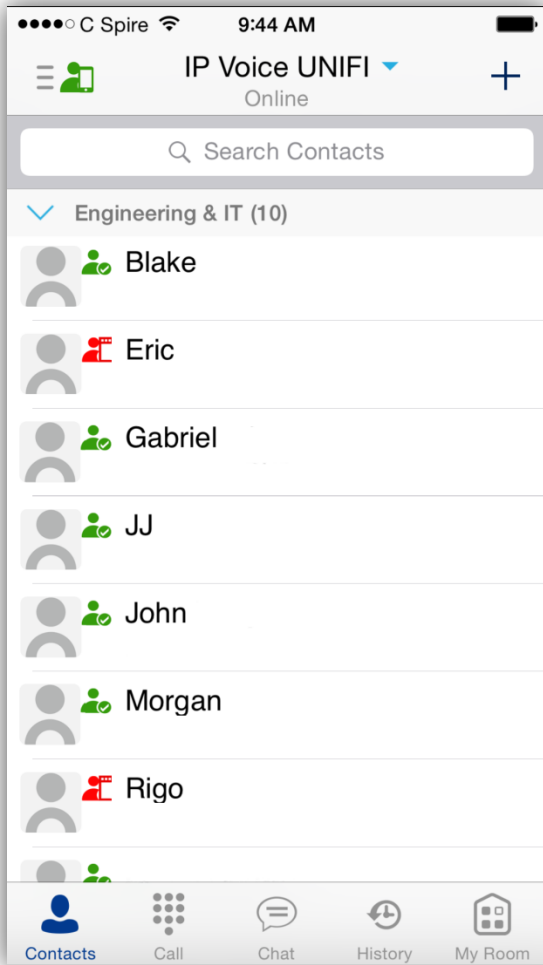
NOTE: If you select automatic sign in, you are signed in automatically and taken to the Contacts list upon subsequent UNIFI launches. Otherwise, you are presented with the Sign In screen.

After logging in, a pop-up dialog may appear informing you about emergency calls.

The client has a Forgot Password link on the login dialog box allowing retrieval of forgotten passwords. You will be taken to a page with instructions on how to retrieve or reset your password.

## 3 Main Tabs

When you start IP Voice UNIFI for the first time, the Contacts list is empty. Use the search field to find people and add them to your Contacts list. Contacts can also be added manually by tapping the Add button.



	Contacts – View your buddy list, local contacts, or search for directory contacts.
	Call – Make calls.
	Chat – View chat history.
	History – View incoming, outgoing, and missed calls.
	My Room – Join My Room

The main view contains a number of tabs that present information about the contacts and communications options available as follows:

- Contacts
- Call
- Chat
- History
- My Room

## 4 Contacts

The Contacts list in Contact tab can contain different types of contacts as follows:

- Presence-enabled contacts
- Non presence-enabled contacts

Any contact can be marked as a favorite and it appears at the top of the Contacts list in the Favorites section.

Presence-enabled contacts are users with an Extensible Messaging and Presence Protocol (XMPP) address. These can be other IP Voice UNIFI users or users from federated systems such as Google Talk. Non presence-enabled contacts can be phone or conference numbers.

The iPhone client shows contact groups created from the Desktop or Tablet devices. The contacts groups cannot be created or edited from the iPhone client.

The Contacts tab contains:

- IP Voice UNIFI Contacts
  - All
  - Online
- Contact Directories
  - Local Address Book
  - Directory

Directory provides the company directory contacts. The Local contact list provides the contacts from the local phone book.

### 4.1 Add

When you sign in for the first time, there are no contacts on your Contacts list. Add a new presence-enabled contact at any time by selecting the option Add Contact from the plus icon in the navigation bar. Another way to add new contacts is to use the directory search option from the Contacts tab.

In the Add Contact screen, enter the contact's information and then click Done. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a buddy request invitation, you can ignore or accept it. If you ignore the buddy request, you can always share your presence information later by selecting Subscribe from the buddy contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

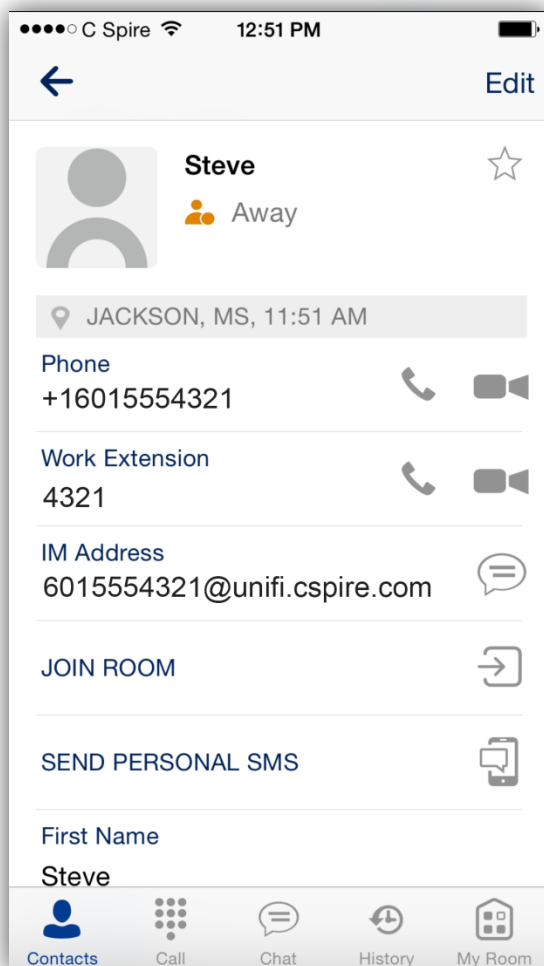
Add a conference number by selecting the option Add Conference from the same plus icon in the navigation bar by typing a conference number. You can also add a conference number from directory search. A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

Add a local contact by selecting the option Add Local Contact from the plus icon in the navigation bar. The option Add Local Contact opens the native Address Book for adding a new contact from the local phone book.

## 4.2 Edit

Tap a contact entry from the Contacts list to open a contact card. This is the same for presence-enabled and non-presence-enabled contacts.

- Edit button opens the Contact Information dialog box where you can add, edit, or remove information. This works for both presence-enabled and non-presence-enabled contacts.
- Unsubscribe removes the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. Select Subscribe to re-establish the presence relationship. An unsubscribed contact remains on your Contacts list and is always shown as "offline".
- Delete contact removes the contact from your Contacts list.



### 4.3 Filters









There are four contact filters available from the Contacts tab:

- All – Shows all presence-enabled and non-presence-enabled contacts.
- Online – Shows only the presence-enabled contacts that are currently online.
- Local Address Book – Shows the contacts from your local phone book.
- Directory – Shows the contacts from a company directory (which requires a search).

## 5 Presence

For each contact you have subscribed to, you can see their presence. Similarly, your contacts can see your presence on their Contacts list.

Presence means that your friends are able to see whether you are available, for example, “I’m available” or “I’m busy”.

Icon	What it means
	The Green Presence Icon indicates that the user is online and ready for communications.
	The Yellow Presence Icon indicates that the user is online but has been idle or away from their computer to more than ten minutes.
	The Red Presence Icon indicates that the user is busy and does not want to be disturbed.
	The Red Do Not Disturb Icon indicates that the user does not wish to be disturbed. Calls will not go through to this user.
	The Grey Presence Icon indicates that the user is offline and the only available contact method is calling or chatting.
	The Question Mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
	The Red Phone Presence Icon indicates that the contact is busy due to a call. This is an automated presence status.
	The Red Calendar Presence Icon indicates that the contact is busy due to a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen when there is a meeting but no call.

You can set your own presence by tapping on the presence icon from the status bar in all tab views. The presence icon opens the My Status screen where you can change your avatar, personal message, and presence status.



Your avatar is the picture that represents you in your friends' Contacts lists and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.

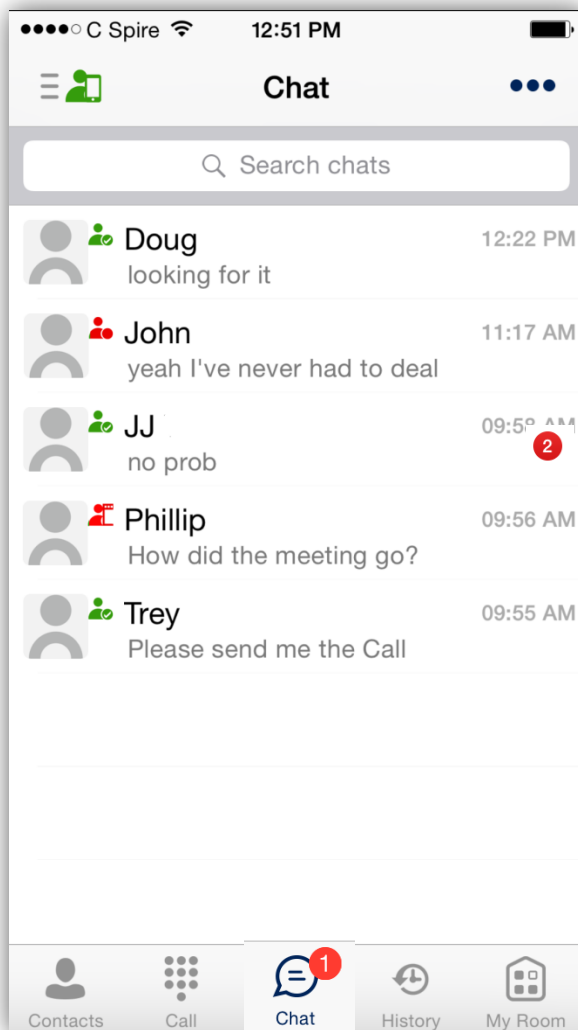
You can enter a status message into the area next to the avatar. This status text is shown in your friends' Contacts lists.

If you see the error message "Chat Unavailable" under any tab, it means that XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your service provider.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All-day meetings do not trigger a presence change to Busy – In Meeting.

## 6 Instant Messaging

### 6.1 Chat Tab



Chat shows the list of recent chats since the last login. If User A chats with User 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.

Chats are listed so that the newest one is always at the top. Chats are not in alphabetical order. Instead, they are listed with the most recent first.

Clicking the menu button in the navigation bar displays the Launch My Room and Start Group Chat option. This option removes all notification badges from the Chat History list.

### 6.2 Chat

Start a chat using one of the following methods:

- From the Contacts list, tap a contact to open the contact card. From the contact card, choose the chat bubble icon to start chat.
- In the Chat History list, tap a contact entry to start a chat.

When you initiate a chat, the Chat screen opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a notification badge on the Chat tab and the entry appears on the top of Chat History list.



When the chat opens, the name of the recipient is on the top bar and there is a presence icon flag before the name. The recipient messages are presented in the blue background, and the user is presented in white background.

A smiley can be added to a message by typing the corresponding character code or by selecting a smiley icon, (the smiley is displayed graphically in the message area).

The text input field in Chat uses auto-correct, auto-cap, and spell check based on the iPhone's system settings. Use the system settings to enable or disable these features.

### 6.3 Group Chat (Ad-Hoc Rooms)

Start a group chat using one of the following methods:

- In single chat session, tap the add participant icon to escalate from a single to a group chat.
- From the Chat tab, tap on the menu icon to select the "start group chat" option.
- In the Chat History list, tap a group communication entry to start a group chat.

When you initiate a group chat, the Chat screen opens. More people can be added later to the chat using the add participant icon. 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. You cannot invite an offline contact.

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

A user can leave a group chat by selecting the Leave chat option. The chat is marked as "offline" and the user no longer receives messages from the chat. When clicking 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.

The Clear History menu item works the same way as the corresponding option in a one-on-one chat and removes the local history.

The View Participants button opens a dialog that shows the list of participants in the group chat.

Deleting a chat room is not supported.

### 6.4 Chat Recording

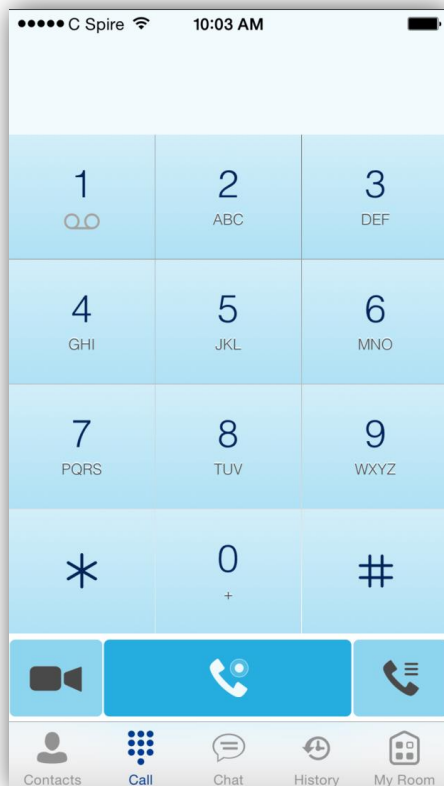
The IP Voice UNIFI client can provide a chat recording indication to users for all chat sessions depending on the server configuration. Must be requested. Chat recording state is applied to all users registered in a single domain. This setting is not specific to any user and therefore the recording state cannot be modified by end users.

## 6.5 Chat Security Classification

The IP Voice UNIFI client provides the ability to specify the security classification of chat sessions. The security classification is configured on the server side and cannot be changed by end users. The security classification level for instant messaging is assigned to the whole domain and all users in that domain have the same classification level. It is visible in all the chat session types: single and group.

## 7 Audio and Video Calls

### 7.1 Dial Pad Tab





The Dial Pad tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. The top text field also has a delete button that, when pressed, deletes one character at a time.

A badge notification appears on the Dial Pad tab when there are messages in the voicemail box. A long press on the “1” digit connects you to the voicemail box. When there is no voice mail in your voicemail box, no notification badge is shown.

The Dial Pad menu can contain two options: Call Pull and Retrieve Call.

### 7.2 Make Audio or Video Calls

Make an audio or video call using one of the following methods:

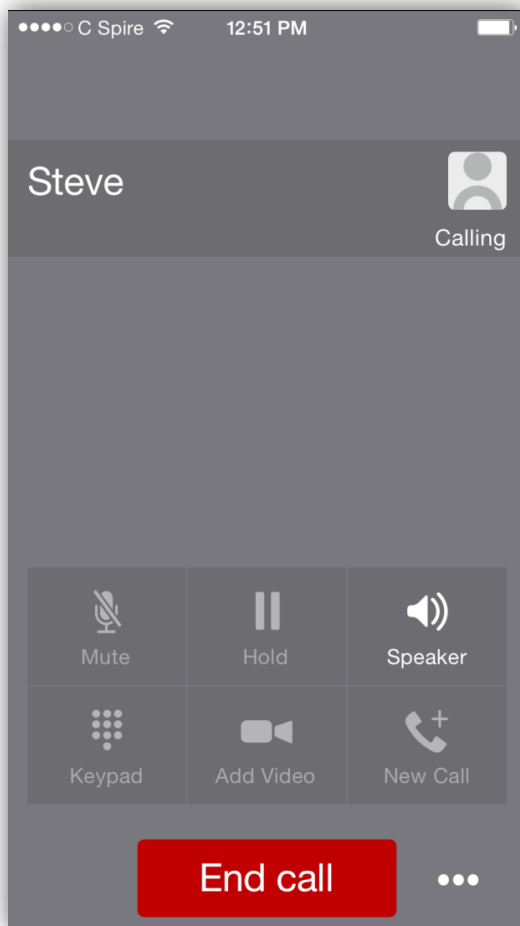
- Choose a contact from contact list and tap on the headset icon  for an audio call or the video icon  for a video call.
- From search results, open a contact card and tap on the headset icon for an audio call or the video icon to perform a video call.
- Open the dial pad, enter a phone number, and tap the Call or Video button.

- On the Call History list, tap a call entry.
- On the Chat screen, tap the headset icon for an audio call or the video icon for a video call.

### 7.3 Answer Call

An incoming call is indicated by a ringtone. There are two options on the incoming call screen: Answer and Decline. If you decline the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

### 7.4 In Call Actions



You can perform the following actions from the In Call screen:

- End a call
- Mute the microphone
- Open the key pad
- Adjust the volume
- Escalate from an audio to video call and downgrade from a video to audio call
- Place a call on hold
- Make a new call
- Transfer a call - Attended
- Transfer a call – Unattended
- Make a conference
- Park a call
- Transfer a call to circuit-switched call
- Add more participants (in conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)

### 7.5 Missed Calls and New Messages

Notifications (for example, for missed calls or new messages) are shown as badges on the tab icons

### 7.6 Message Waiting Indicator and Voice Mail Access

If you have pending voice mail (VM) messages, then a badge is displayed on the Call tab icon with indicating the number of pending VM messages.

The voice mail is accessible with a long-press of the dial pad digit “1” (similar to how it is done on a regular mobile keyboard).

## 7.7 Business Line Call Back and Call-Through

IP Voice UNIFI Mobile allows you to originate a circuit-switched call using your business line identity. This is done using the basic Call Back functionality or the Call-Through functionality available with Mobility.

Basic Call Back is only available if you have the Anywhere Number or Remote Office assigned. The application checks to see whether one of these two services is provisioned with a phone number that matches the mobile number. If it is provisioned this way, it provides you with the option to make calls using the Call Back feature.

Call-Through functionality is available if the Mobility service is assigned to your IP Voice profile. Call-Through provides a more natural dialing experience. When a call is placed in this mode, the client communicates transparently with IP Voice to obtain a temporary intermediate routing number (IMRN). The client then calls the IMRN and connects you directly to the destination identifying the call with your business line identity.

In order to provide a better user experience (UX), the client creates a temporary contact in the native phonebook for the destination telephone number but configured with the temporary IMRN as a number. If a contact has an entry in the local phonebook, then the name is also copied into this new temporary contact. By doing this, the user receives visual feedback from the phone’s native dialer that the correct person is being reached even though the phone is dialing an IP Voice number (or IMRN).

Note that nothing can be done for the phone’s native call log. That is, the user sees in the phone’s native call log all the IMRN numbers with no indication of the actual destination number being called. The user must access the Call History via the IP Voice UNIFI application to see the actual destination number that was called.

NOTE: The following functionality is available only for iOS.

The iOS client provides two additional settings related to Call-Back dialing:

- Callback validation – if set to “ON”, it checks that Anywhere Number or Remote Office is enabled and verifies that the phone number in Anywhere Number or Remote Office matches the users mobile phone number.
- Mobility – if set to “ON”, it imposes that the Mobility service number is used for Call Back instead of Anywhere Number or Remote Office.

## 7.8 Contact Name Lookup for Incoming Calls and Call Logs

Whenever the incoming call does not have a calling name associated with it, IP Voice UNIFI 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 you retrieve your 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.

## 7.9 Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. The existing call is put on hold and you can change between these two calls by using the Hold and Unhold buttons.

## 7.10 N-Way Calling (Conference)

IP Voice UNIFI supports network SIP-based conference calls with up to three additional participants. While on a two-way call, you can add a third party by using the Conference button. It opens the address book on the device to search for and select the new participant. Once the conference is established, the participants are shown on the Device screen.

The other way to create Conference call or to add participants to an existing Conference is to make a second new call and then select the merge option.

## 7.11 New Call

The client supports starting a new call while in an ongoing call. The steps are as follows:

- 1) Establish a call with a remote party.
- 2) Initiate second call using the new call button.
- 3) Select a contact and then choose a number. After the new call is established, the first call is put on hold. You can also swap the two calls or to merge it in conference.

## 7.12 Call Transfer

The client supports transferring VoIP calls to another party. Two modes of transfer are supported:

- Attended Transfer – Establish a call with a remote party. Select a contact then choose a number. Select the call first option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the complete button.
- Unattended Transfer – Establish a call with a remote party. Select a contact and then choose a number. Select the Transfer option and the transfer is completed.

## 7.13 Call Pull

Call Pull can be used in scenarios where a user has two endpoints, for example, a IP Voice desk phone and a mobile phone with IP Voice UNIFI. If the user has an active call on the desk phone, then this call can be transferred seamlessly to the mobile phone using the Call Pull button. Depending on the application, dialing settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.



## 7.14 Call Park

The Call Park service allows a “parking” user to park a call against a “parked against” extension. The “parked” user is placed on hold until a user 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” user.

## 7.15 Call Security Classification

The IP Voice UNIFI client provides the ability to specify the security classification of calls. The security classification of a call party is determined by the security classification set at the Enterprise level; all users within the organization inherit that security classification. Security levels are configurable on the server side, but there is always at least one security level, that is, “Unclassified”.

In addition, each user can change the security classification for the duration of the call via their handset. The user can change the security classification to a level less than or equal to their configured security classification.

Display security classification of a call

- User A calls User B.
- The security classification of the call is displayed on the In Call screen.

Change security classification during a call

- User A calls User B.
- The security classification of the call is displayed on the In Call screen.
- User A and User B can change the security classification during the call. Both User A and User B update the security level from the server.

## 7.16 Bluetooth Support

The Mobile clients for iPhone and Android support the use of a Bluetooth device for incoming and outgoing calls.

The following headsets have been tested, although other devices should also work:

- Plantronics Voyager Legend
- Plantronics m155

Note that the Mobile clients support switching the audio source within the application between the Bluetooth device and the phone microphone and speaker. Answering a call, hang up, mute, and adjusting the volume from the Bluetooth device are not supported.

## 8 Call History

The client supports the basic Call History. From the segmented controls the Call History can be set to show all or missed calls.

On the list of calls, there are icons indicating whether a call was incoming, outgoing, or missed.



The list of the call items consists of an icon showing what kind of call it was (a green arrow means incoming, a blue arrow means outgoing, and a red arrow means missed). It also shows the name, number, Unavailable status for the caller, and below the name, it shows the number, if available. To the right, is the date of the call and the time the call was initiated.

The Call History makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.

## 9 Side Navigation

The Side Navigation contains the following items:

- My Status
- Call Settings
- Preferences
- About
- Version
- Help
- Sign Out

### 9.1 My Status

You can set your own presence by tapping on your personal status from the side navigation. It opens the My Status screen where you can change your avatar, personal message, and presence status.

Your avatar is the picture that represents you in your friends' Contacts lists and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your device's camera, or to clear your avatar.

You can enter a status message into the area next to the avatar. This status text is shown in your friends' Contacts lists.

If you see the error message "Chat Unavailable" under any tab, it means that XMPP Connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your service provider.

### 9.2 Call Settings

The client supports the following service management features, allowing IP Voice supplementary services to be turned on or off using the native client Call Settings Window.

- Do Not Disturb
- Call Forwarding
- Remote Office
- Anywhere Number
- Mobility
- Outgoing Calls
- Simultaneous Ring Personal

### 9.2.1 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and sent to voicemail.

### 9.2.2 Call Forwarding

By tapping in a different Call Forward option, you can enter a number to forward your call as follows: Call Forward Always, Busy, or When Unreachable.

### 9.2.3 Remote Office

This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office and specify a phone number to be used as the Remote Office number.

### 9.2.4 Anywhere Number

Anywhere Number simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone can ring simultaneously.

Voice call continuity is possible with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service using the Add New Location button. Use the Alert All Locations to activate parallel ringing.

Select Diversion Inhibitor to prevent a call ending up as a voice mail, which can be problematic, for example, in conference call situations.

Select Answer Confirmation to receive a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voicemail if the answer confirmation is not provided.

Select Call Control to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

### 9.2.5 Mobility

Mobility is a flexible solution that extends the IP Voice features transparently to the mobile network. This service provides a set of mobile capabilities that help meet the key requirements of mobile operators for deployment of business services to the mobile handsets.

The following attributes can be set:

- Active – Flag to enable or disable the Mobility services for the user.
- Mobile Number – This is the subscriber's mobile number for E.164 format.
- Phones to Ring – The default is "Fixed". The options are as follows:
  - Fixed – If set, then only the user's desk phone is alerted.
  - Mobile – If set, then only the user's mobile phone is alerted.

- Both – If set, then both the mobile phone as well as desk phone of the user are alerted.

The following attributes apply when the alerting mobile is set:

- Alert Click To Dial – If checked, Click-To-Dial calls alert the mobile phone.
- Alert Group Paging – If checked, group paging calls alert the mobile phone.
- Diversion Inhibitor – This attribute determines whether the Application Server enables a diversion inhibitor when extending a call leg to the mobile phone.
- Answer Confirmation – This attribute determines whether the Application Server prompts for an answer confirmation when the user answers the mobile call leg.
- Call Control – This attribute determines whether call control is to be performed by the mobile device (off) or by C Spire™ (on). This must be turned on to provide mid-call service features to mobile originated or terminated calls.

## 9.3 Preferences

The client supports the following preferences:

- Language
- Troubleshooting
- Remember password
- Sign in automatically
- Enable video calls

### 9.3.1 Language Support

The client is prepared for localization and can be delivered in any language. Currently, the client is available in the following languages:

- U.S. English
- French
- German
- Italian
- Spanish (European)
- Korean
- Japanese
- Chinese

Additional languages are available upon request as part of a customization project.

### 9.3.2 Troubleshooting

The troubleshooting function can be used if there are issues encountered with the application. It collects and sends diagnostic information to a predefined support email address that is configurable via the branding process. This helps support personnel to identify the issues. The information sent consists of the application and media engine diagnostic logs.

Trouble shooting is managed by a menu entry in Settings. It can be access from two places in the client:

- From the Settings button on the Sign In screen – This opens the screen that contains the help and troubleshooting-related entries. This can be used before the user has signed in, which is most often for cases when a user has issues with signing in or with connectivity.
- From the Preferences screen, accessible from the Side Navigation. This is available while the user is logged in.

### 9.3.3 Automatic Sign In

The user can choose to sign in automatically with IP Voice UNIFI Mobile with a default account when the client is started. Together with the functionality to start IP Voice UNIFI automatically at system startup, this makes it easier for users to remember to sign in and be available for communication.

## 9.4 Help Page

The client provides web-based help that can be launched from the Settings view.

## 9.5 Sign Out

You can sign out at the bottom of the left-side navigation drawer.

# 10 My Room

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

My Room is accessible using the My Room icon in the Tab bar.

You can add more participants using the add participants icon or they can join your room from your contact card. Once people join the chat room, they can tap the Call button of that screen to automatically join the conference.

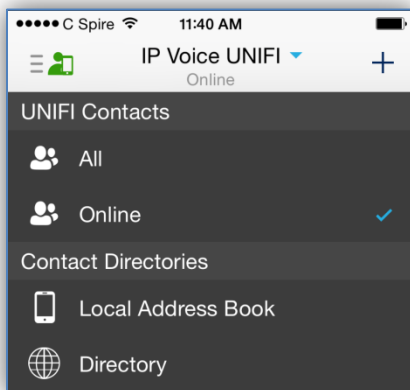
My Room uses your permanent chat room, permanent collaboration room, and Conference Bridge (audio or video). All My Room sessions start as chats but call may be added to the session while in progress.

Others join your room by clicking your name on their Contacts list and selecting Join Room from the contact card.

## 11 Search

IP Voice UNIFI supports search in UNIFI Contacts and Contact Directories. The search is performed in a separate input field in the Contacts tab. Depending on the selected filter (All, Online, Local Address Book, or Directories), search results display contacts only from the current selected category.

Tapping on the IP Voice UNIFI drop down menu opens and allows you to choose what type of contact you would like to search.



- Search of UNIFI Contacts – Whether you display All or Online UNIFI Contacts, searching your UNIFI Contacts will display the matches for any UNIFI contact.
- Search of Enterprise Directory – By selecting Directory, you may begin searching your Company’s IP Voice directory. Once you find the contact you’re searching for, you may add the contact to your UNIFI Contact list by tapping on their name to open the contact card.
- Search of Local Contacts – By selecting Local Address Book, UNIFI will access your iPhone’s local contacts and allow you to add them to your UNIFI Contact list.

## 12 Multi-Device

IP Voice UNIFI provides support for users with multiple devices. This includes several 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 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 sent from the server to all of the user's clients indicating that the subscription was terminated. 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 contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

## 13 Other Features

### 13.1 Deployment Configurations for IM&P, Audio, and Video

The mobile client can be deployed in several different configurations based on configuration file parameters as follows:

- Primarily as an Instant Messaging and Presence (IM&P) client only (no audio or video support)
- Primarily as a soft client with audio only (no IM&P or video)
- Primarily as a soft client with audio and video (no IM&P)
- Primarily as a Unified Communications (UC) client with audio only (that is, IM&P and audio, but no video)
- Primarily as a UC client with audio, video, and IM&P
- Click-To-Dial (Call-Back and Call-Through with the native dialer)

For more information on the functionalities that are available in your version of the client, contact your service provider.

### 13.2 Version Control

Version control is supported using the App Store mechanism. When a new release is available, the old version is removed from the App Store and users of the previous version are notified about the update possibility.

### 13.3 Privacy Management

IP Voice UNIFI supports authentication with a user name and password for different services and servers requiring authentication. For convenience, the end user can save a user name and password for different realms.

When the end user adds contacts to the Contacts list, these contacts receive a New Subscriber dialog asking whether they allow the end user to see their presence. This information is stored in this contact's presence policies.

At any time, the user can edit the presence policies, (which are stored on the server). The user can see all contacts that are allowed to view the user's presence (white list) and users that are not allowed to view the user's presence (blacklist). This feature requires a compatible presence server.

### 13.4 Firewalls and NATs

The client supports rport (RFC 3581) for Network Address Translation (NAT) traversal and for using the client behind a firewall. However, it is assumed that the client is mainly used with a session border controller (SBC), which also provides support for NAT traversal for several key features, such as calling (which is currently unlikely to work without an SBC).

### 13.5 Failover and Failback

The client supports failover and failback mechanisms for all used protocols: Xsi, XMPP, and SIP. This feature is used to:

- Detect multiple connection endpoints (per protocol).
- Order connection points by priority.
- Connect to the highest priority connection point.
- Reconnect to the next connection point by priority one (if there is a problem with the primary connection point).
- Provide a failback mechanism to switch back to the primary (which is the highest priority connection point).

### 13.6 Secure VoIP Communication

The client supports secure VoIP communication using encrypted call negotiation and media streams. Mandatory, preferred, and optional secure modes are supported.

### 13.7 VoIP Quality of Service

The client has the ability to mark audio and video streams with Differentiated Services Code Point (DSCP) or Type of Service (ToS) flags using the Quality of Service (QoS) capabilities of the network equipment.



## 14 Abbreviations

APN – Access Point Name

ACD – Automatic Call Distribution

CC – Country Codes

CLIP – Calling Line Identification Presentation

CLIR – Calling Line Identification Restriction

CS – Circuit Switched

DSCP – Differentiated Services Code Point

FMC – Fixed-Mobile Convergence

HTTP – Hypertext Transfer Protocol

HTTPS – Hypertext Transfer Protocol Secure Sockets

IM&P – Instant Messaging and Presence

IP – Internet Protocol

NAT – Network Address Translation

PBX – Private Branch Exchange

PIN – Personal Identification Number

QoS – Quality of Service

RCS – Rich Communication Suite

SBC – Session Border Controller

SIM – Subscriber Identity Module

SIP – Session Initiation Protocol

TN – Telephone Number

ToS – Type of Service

UC – Unified Communications

UI – User Interface

URI – Uniform Resource Identifier

URL – Uniform Resource Locator

VM – Voice Mail

VoIP – Voice Over IP

VPN – Virtual Private Network

XMPP – Extensible Messaging and Presence Protocol

XR – Extended Reports

Xsi – Xtended Services Interface

RTCP – Real-Time Control Protocol