



The following guide gives a description of the most commonly used features of UC-One on your mobile device. It is important to note that there are various service levels of UC-One, so some of the features below may not be deployed to your line. If you're interested in upgrading your service, please contact Telesystem.

UC-One lets you make calls from anywhere using the most convenient device. If you place a 911 call from UC-One, the 911 operator may not be able to identify where you are calling from, thus this service is not recommended for emergency use.

You must download and log into the application in order to use it. This guide assumes you have already done both. If you have not, find downloads and instructions at <https://www3.telesystem.us/uc-one-activation>. If you need your system credentials, ask your system administrator or contact Telesystem.

UC-One Signing In and Out

You must be signed into the UC-One application to use its features.



To **launch** the installed application, tap on the application icon on your mobile device. Enter your account credentials when prompted.

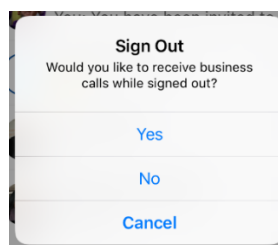


To **sign out** of the application, tap the *Menu* icon on the top left then tap *Sign Out*.

Important:


UC-One will run in the background unless you **Sign Out**. If you only exit out of the application, incoming calls will still ring to the application on your device.

Upon signing out on a mobile phone, UC-One may ask the following:



- Choose Yes to activate Broadworks Anywhere forwarding to ring your mobile phone (not through UC-One).
- Choose No to sign out of UC-One completely (stop receiving calls to the device).
- Choose Cancel to stay logged into UC-One.

Answer a Call

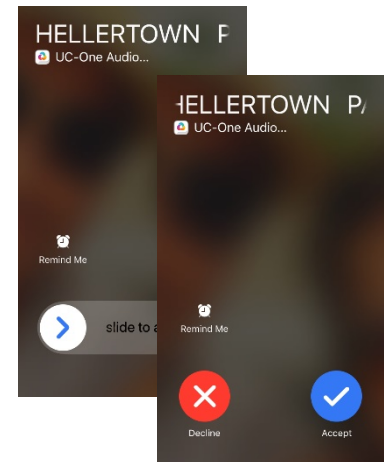
When you receive a call to your business line or extension, the UC-One application will ring in a similar fashion to your native cell phone, but with the added  indicator that it is a UC-One phone call.

To answer the call, tap accept (or use the answer slide bar if phone is locked).

If you were already on one call and answer a second, the other call will go on hold automatically.




To reject the call, tap decline.

If this is the only device logged into your business line, the declined call will go to your voicemail box.






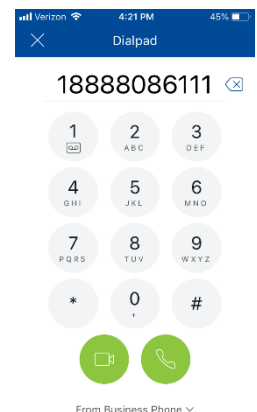
Make a call

Call Using Contacts:

- Tap the  Menu
- Select *Favorites* or *Directory* then type in a search term to find the appropriate contact.
- Tap to  initiate a voice call or  to send a video call.

Call Using Dialpad:

- Tap the  Menu
- Select *Dialpad*
- Input the phone number
- If desired, change the *From Business Phone* drop down to *Hidden Number* to refrain from showing your caller ID on the outbound phone call.
- Tap  to send a video call or tap  to send a voice call



Active Call Controls

While on a call, the caller ID of the caller will remain on the screen with the call timer noting how long you have been on the call.

You can utilize all your primary business line features from the live call screen as explained below.



Place the selected call on **mute**



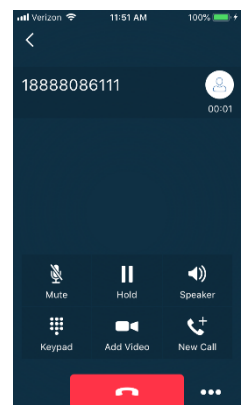
Place the current caller on **hold** on your line



Use the **speaker** audio to talk with the caller



Dial additional digits (DTMF) while on a live call





Add **video** to your audio call



Put the current call on hold and place a **new**, separate call



Hang up the call



Access the **Transfer** and **Conference** options (explained below)

Transfer

To transfer the current call:

- Tap
- Tap *Transfer*
- Choose a contact from the list or tap the dialpad icon to dial any number or extension
- Choose *Call First* to perform an announced (attended) transfer or *Transfer To* to transfer the call immediately to the third party.

Conference

To conference in other parties to your current call immediately:

- While already on a call, tap
- Tap *Conference*
- Choose a contact from the list or tap the dialpad icon to dial any number or extension
- As soon as the third party answers, they will be joined to the live call.
- Tap *Add Participants* to add others into your call. There may be up to 5 parties (including yourself) joined.

To talk to another party privately before conferencing them into the current call:

- While already on a call, tap to place first caller on hold
- Choose a contact from the list or tap the dialpad icon to dial any number or extension
- Wait for the third party to answer
- If the third party can join the call, tap then tap *Merge*.
- Tap *Add Participants* to add others into your call. There may be up to 5 parties (including yourself) joined.

Please note that when you (the conferencer) hangs up, all parties calls will hang up.

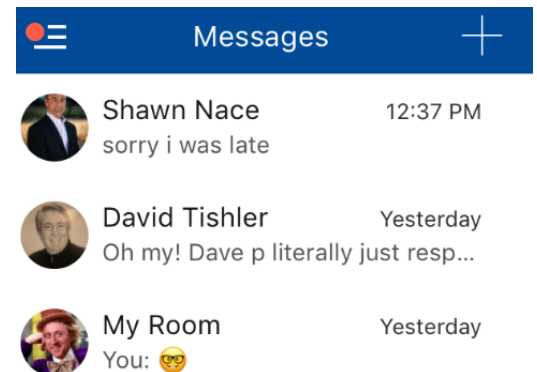
Messages

If enabled, the Messages tab consolidates all your direct and group chat conversations in one place, allowing you to pick up where you left off or begin a new conversation.

Messages Overview


UC *Chat* and *Meet* are both enabled on your account, you will see up to three types of Messages in this tab:

- **Direct Messages**- People can get in touch with you in UC-One by sending messages directly to you. When you do, that conversation remains between the two of you. You can't add other people to the conversation later. This is also known as "chat" or "instant message".



- **Spaces-** You can create a permanent space to allow a group to consistently communicate with each other. This is called a Space. It is especially useful for teams that have common and continual communication with each other.
- **My Room-** always available, permanent room you can use to communicate with anyone that joins the room. The moderator and attendee communication can be a mix of voice, video, and screen sharing.

The history of all types of messages appears in the Message tab. Tap on a historical communication to pick up where you left off.

- **Start a new communication** by tapping , input the recipient(s), then typing the desired message. You can also initiate a direct message from any other place in UC-One that shows the user contact.
- **Continue a previous communication** by selecting it from the list then inputting your message.
- **Search within previous conversations**, by using the *Search Messages* text box at the top of the screen. The input text will search recipient names as well as the body of the messages. You may need to swipe the screen down to make the search box appear.
- **Swipe a previous conversation to the left** to reveal any applicable additional options to call the contact, delete the conversation, or access their meeting room.





My Room

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

Tap the **Join Room** option from the menu to join your own meeting room.


While in your room you can:

- Send group **chat** messages to all participants
- View other users' **shared** content
- Join via the **audio** bridge by tapping 
- Tap  to:
 - **Leave** the room
 - **Copy Guest Link** to copy all meeting information needed to invite others in or outside of your organization that you want to join your meeting.
 - **View Participants** to confirm who is currently in your room



Please note that full use of the Room capabilities will automatically initiate (and require) the download of a related application, Meet.

Menu Options

Tap  to expand the **menu options**.

Your Profile

The top section in the menu is profile information. Tap to modify presence (availability), personalize avatar, location, status, and status information.

Favorites

Add frequently used contacts to this list for ease of use.

Groups

Add one or more groups to this section enables you to easily begin a group chat with frequently used groupings of contacts.

Directory

Search all contacts here. All enterprise contacts will automatically be included. If you have allowed the application access to your device contacts, they will be included as well. Tap on a contact to see additional information or to chat, call, or join their meeting room.

Pull Call

If you are on a call on your line on a different device (for example, your desk phone), you can *pull* the call to your UC-One mobile application simply by tapping the Pull Call icon.

Call History

Tap to view a list of all your most recent missed, dialed, and received calls. Calls in red text are missed calls. Tap on an entry to see additional information or to chat, call, or join the entry's meeting room.

Dial Pad

Tap to expose the phone dial pad.

Settings

Access additional line settings that enable/disable forwarding and more.

Help

Additional UC-One video tutorials are found when this section is selected.

About

Select this section to view licensing and version information.

Sign Out

Sign Out of the UC-One application completely by tapping this option.

Call Room

[Call Room](#)

If you have the UC-One Meet application installed and the My Room application active on your line, you may tap Call Room to call your room to participate in the audio bridge.

Join Room

[Join Room](#)

If you have the My Room application active on your UC-One instance, you may tap this to participate in your room collaboration meeting instantly.

