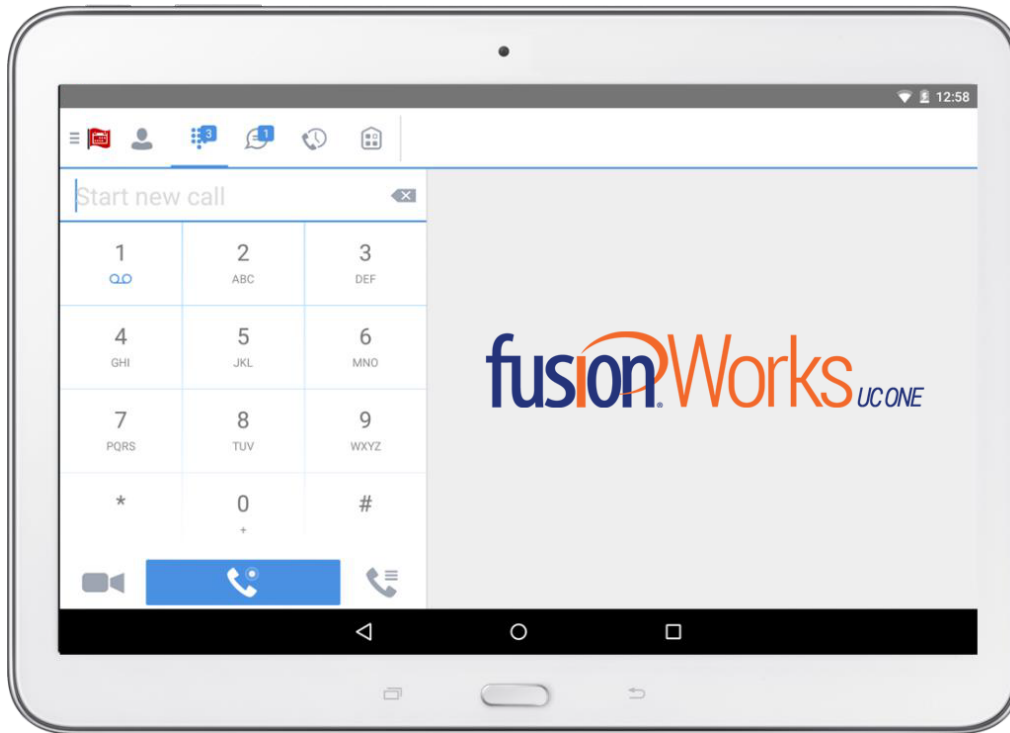


The dial pad menu can contains two options: Pull call and Retrieve call.



Make Audio or Video Calls

You can make an audio or video call using one of the following methods:

- › Choose a contact from the contact list to open the contact card 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 for a video call.
- › Open the dial pad, enter a phone number, and then 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.

Answer Call

An incoming call is indicated with a ringtone. There are two options on the incoming call screen: *Accept* 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.

In Call Actions

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

- › End a call
- › Mute the microphone
- › Open the key pad

N-Way Calling (Conference)

FusionWorks UC One Mobile supports network SIP-based conference calls with up to three additional participants. While on a two-way call, users can add a third party 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 in an existing *Conference* is to make a *new* second call and select the *merge* option.

Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. There is a dedicated "Swap" button. Also, tapping a call from the left-side list does the same.

New Call

The client supports starting a new call while in an ongoing call. To establish a call tap on a *new call* button or choose one of the options in the section entitled [Make Audio or Video Calls](#). After the new call is established, the first call is put on hold. You can swap the two calls or merge them into a conference.

Call Transfer

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

- › *Attended Transfer* – Establish a call with 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 remote party. Select a contact then choose a number. Select the *Transfer* option and the transfer is completed.

Call Pull

Pull Call can be used in scenarios where a user has two endpoints, for example, a VoIP desk phone and a mobile phone with FusionWorks UC One. If the user has an active call on the desk phone, this call can be transferred seamlessly to the mobile phone via 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.

Call History

Call History can be accessed from the *History* tab. FusionWorks UC One saves a call history for placed, received, and missed calls. 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.

Side Navigation

The *Side Navigation* contains the following items:

- › My status
- › Call Settings
- › Preferences
- › Test Call
- › About
- › Help
- › Sign out

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 Fusion Connect Support.

Call Settings

The client supports the following Fusion Connect service management features, allowing Fusion Connect supplementary services to be turned on or off using the native client *Preferences* window:

- › Do Not Disturb
- › Call Forwarding
- › Remote Office
- › Hide number
- › Fusion Anywhere
- › Fusion Connect Mobility
- › Outgoing calls
- › Simultaneous Ring Personal

Do Not Disturb

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

Call Forwarding

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

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.

Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. To hide your number, set to “Enable”. To show your number, set to “Disable”.

Fusion Anywhere 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 voice mail 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).

Preferences

The client supports the following preferences:

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

Language Support

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

- › U.S. English
- › French
- › French (Canadian)
- › German
- › Italian
- › Spanish (European)
- › Spanish (Latin America)
- › Korean
- › Japanese
- › Chinese

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

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 e-mail 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.

Troubleshooting is managed by a menu entry in *Settings*. It can be accessed 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. These are available while the user is logged in.

Automatic Sign In

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

Help Page

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

Sign Out

Sign out at the bottom of the left-side navigation drawer.

My Room

My Room is an always available and a permanent room that 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 participants join the chat room, they can tap on the **Call** button of that screen to automatically join the conference.

My Room uses your 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 your room by clicking your name on their *Contacts* list and by selecting *Join Room* from the contact card.

Search Enterprise Directory

The client supports a directory search of the Fusion Connect enterprise directory. The search is performed in a separate input field in the *Contacts* tab. Tapping the search icon opens the search view and after a search, the enterprise directory search results are displayed with the names and numbers.

The default starting screen for a search shows the screen when the user has pressed the search icon. Typing in characters starts the filtering process through the contacts. The search is performed in the directory list. Pressing the back key minimizes the keyboard, hides the search bar, and empties the search result.

A long press on a name opens the context menu and hides the keyboard but keeps the search bar with the characters. A short press opens the contact card.

The context menu contains the following options for the directory list:

- › VoIP call
- › Video call
- › Contact details

Multi-Device

FusionWorks UC One provides support for users with multiple devices. This includes several features:

- › Chat invitations are sent to all devices.
- › 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 of 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.

Other Features

Version Control

Version control is supported using the Google Play mechanisms. When a new release is available, the old version is removed from the store and users of the previous version are notified about the update possibility.