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## About FusionWorks UC One for iOS Tablet

FusionWorks UC One for iOS Tablet provides the following communication features:

- › Instant Messaging and Presence (IM&P)
- › Voice Calling (VoIP)
- › Voice Calling (circuit-switched)
- › Video Calling
- › Fusion Connect Hosted Voice Call Settings

## Getting Started

This section contains the essential information for getting started with FusionWorks UC One for iOS

### Tablet. **Installation**

The iOS Tablet client can be downloaded from the Apple App Store.

### **Sign In**

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

1. If displayed, enter the device configuration address (Uniform Resource Identifier [URI]) provided by Fusion Connect.
2. Enter your user name and password.
3. Select whether you want FusionWorks UC One to remember your password.
4. Select whether you want FusionWorks UC One to sign you in automatically on subsequent launches.
5. Tap **Sign In**.

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

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

## Main Tabs

When you start FusionWorks UC One for the first time, the *Contacts* list may be empty. Use the *search* field in *Directory* to find people and add them to your *Contacts* list. Contacts can also be added manually by tapping the **Add** button.



















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.

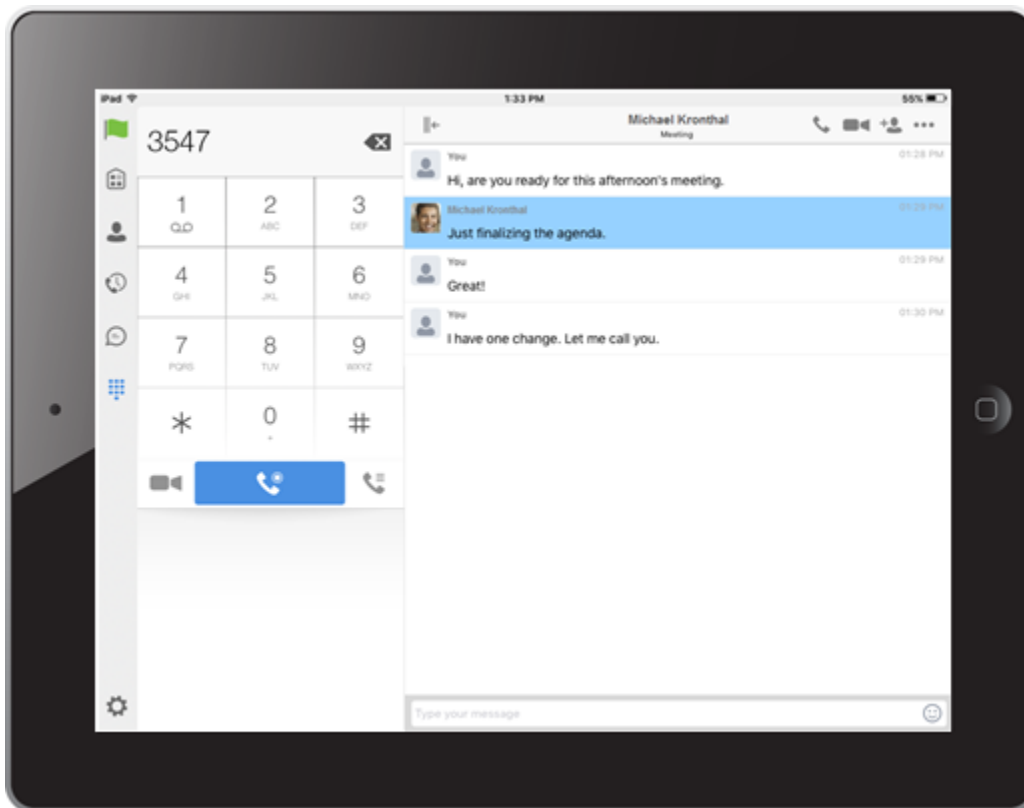
The **View Participants** button opens a dialog that shows the list of participants in the group chat. Deleting a chat room is not supported.

## Audio and Video Calls

### 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 and video calls. There are three buttons below the dial pad: Call, Video Call, and Dial Pad menu. 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.



### Make Audio or Video Calls

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

- › Choose a contact from 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 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 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.

## In Call Actions

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

- › End a call
- › Mute your microphone

- › Open the key pad
- › Adjust the volume
- › Escalate from an audio to video call
- › 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
- › Transfer a call to a circuit-switched call
- › Add more participants (on conference call only)
- › Merge two separate calls
- › Swap two separate calls
- › View participants (on a conference call)

## Missed Calls and New Messages

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

## 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 indicating the number of pending VM messages.

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).

## Business Line Call Back

FusionWorks UC One allows you to originate a call using your desk phone or another configured phone or device. This is done using the Call Back functionality on Fusion Connect Hosted Voice. When you select Call Back, your other devices ring based on your calling configuration.

## Contact Name Lookup for Incoming Calls and Call Logs

Whenever the incoming call does not have a calling name associated with it, FusionWorks UC One can perform a local contact search. If the number matches one of the contacts on the mobile *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.

## N-Way Calling (Conference)

FusionWorks UC One 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 conference mode 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 participant in the existing *Conference* is to make a *new* second call then 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. The existing call is put on hold and you can change between these two calls by using the **Hold** and **Unhold** buttons.

### New Call

The client supports starting a new call while in an ongoing call. To establish a call, choose one of the options in the section [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 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 then choose a number. Select the *Transfer* option and the transfer is completed.

### Call History

The client supports the basic Fusion Connect Hosted Voice 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 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.

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

### Settings

The *Settings* view contains the following items, which can be configured by the end user:

- › Language
- › Remember password
- › Sign in automatically (note that this is disabled until Remember password is checked).
- › Call settings

- › Test Call
- › Fusion Connect Hosted Voice Mobility settings
- › Credentials
- › Help

The hard key menu contains the *Settings*, *About*, and *Sign out* options. The *Settings* option opens a new view with the different settings that the user can toggle. The *About* screen shows information about the client, for example, it shows the current client version number. *Sign out* exits and closes the client.

## Language Support

The client is available in English.

## Help Pages

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

## Automatic Sign In

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

## Call Settings

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

- › Call Forwarding
- › Do Not Disturb
- › Remote Office
- › Fusion Anywhere
- › Hide number (Hide Caller ID)
- › Simultaneous Ring Personal

## Fusion Anywhere

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 you choose. A desk phone, cell phone, and/or a soft phone can ring simultaneously.

Enjoy voice call continuity 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 *Alert all locations* to activate parallel ringing.

Select *Diversion inhibitor* to prevent a call from 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).

### **Remote Office**

This service allows the use of any phone as an 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.

### **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.

### **Do Not Disturb**

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

### **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".

## My Room

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

*My Room* is accessible from the *Chat* tab using the menu icon on the navigation 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 calls can be added to the session while in progress.

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

## Multi-Device

FusionWorks UC One 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.

## 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 branding. This helps the support personnel to identify the issues. The information being sent consists of 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:



- › Using the Help button on the Sign In screen – Tapping on Help opens the Settings screen that contains the help and troubleshooting-related entries. This can be used before the user signs in, which is most often for cases in which a user has issues with sign in or connectivity.
- › From the General Settings screen – Help and troubleshooting entries are available at the bottom of the Settings menu. These are accessible while the user is logged in.

## Sign Out

Sign out at the bottom of the *Settings* tab.

## Other Features

### 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.

### Privacy Management

FusionWorks UC One 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 want to 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 their presence (white list) and users that are not allowed to view their presence (blacklist). This feature requires a compatible presence server.

### VoIP Quality of Service

The client can 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.