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## About FusionWorks UC One for Android Tablet

FusionWorks UC One for Android provides the following communication features:

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

## Getting Started

This section contains the essential information for getting started with FusionWorks

### UC One. **Installation**

Android Tablet clients can be downloaded from Google Play.

### **Sign In**

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

1. Enter your Fusion Connect user name and password. For this, use your ["phonenumber"@megapathvoice.com](mailto:phonenumber@megapathvoice.com) and your Fusion Connect password supplied to you during provisioning. Note: this is the same password you use for Fusion Connect Voice Manager
2. Select whether you would like FusionWorks UC One to remember your password.
3. Select whether you would like FusionWorks UC One to sign you automatically in on subsequent launches.
4. Tap **Sign In**.

**NOTE:** If you choose automatic sign in, you are automatically signed in 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, your *Contacts* list is empty. You 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.

The main view contains a number of tabs that present information about the contacts and communications options located on the top bar:

- › *Contacts*
- › *Dial Pad*
- › *Chat*
- › *History*
- › *My Room*

	<b>Contacts</b> – View your contacts from a Buddies list, or from a local or company directory.
	<b>Dial Pad</b> – Make calls.
	<b>Chat</b> – View chat history.
	<b>History</b> – View incoming, outgoing, and missed calls.
	<b>My Room</b> – Join your personal room.

**NOTE:** Settings are available from the side navigation menu.

## Contacts

The *Contacts* list in the *Contacts* 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 FusionWorks UC One users or users from federated systems such as Google Talk. Non-presence-enabled contacts can be phone or conference numbers. These are also stored on the server and available on all client instances of the user. Contacts can also be organized in Groups. The *Contacts* tab contains:

- › UC-One 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.

## Add Contacts

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 left bottom 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 select **OK**. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a buddy request, you can decline or accept it. If you decline 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 plus icon in the left bottom bar. In the *Add Conference* screen, enter the conference information and then select **OK**. 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 *Add Local Contact* option using the plus icon in the left bottom bar. The *Add Local Contact* option opens the native Address Book for adding a new contact in the local phone book.

Add a group in the *Contacts* list by selecting *Add Group* using the plus icon in the left bottom bar. Type a group name and select contacts that you want to be in the group then select **Done**.

## Edit

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

- › Select *Edit* from action overflow button to open the Contact Information dialog box where you can edit information. This works for both presence-enabled and non-presence-enabled contacts.
- › Select *Unsubscribe* from action overflow button to remove 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 a presence relationship. An unsubscribed contact remains on the Contacts list and is always shown as “offline”.
- › Select *Remove* from action overflow button to remove the contact from your Contacts list.

## 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).

## Presence

For each contact to which you have subscribed, 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	Meaning
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	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.
	This icon indicates that the contact is busy on a call. This is an automated presence status.
	This icon indicates that the contact is busy in a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen if 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 tabs view. Tapping 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* list 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 in the area next to the avatar. This status text is shown in your friends' *Contacts* list.

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

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

## Instant Messaging

### Chat Tab

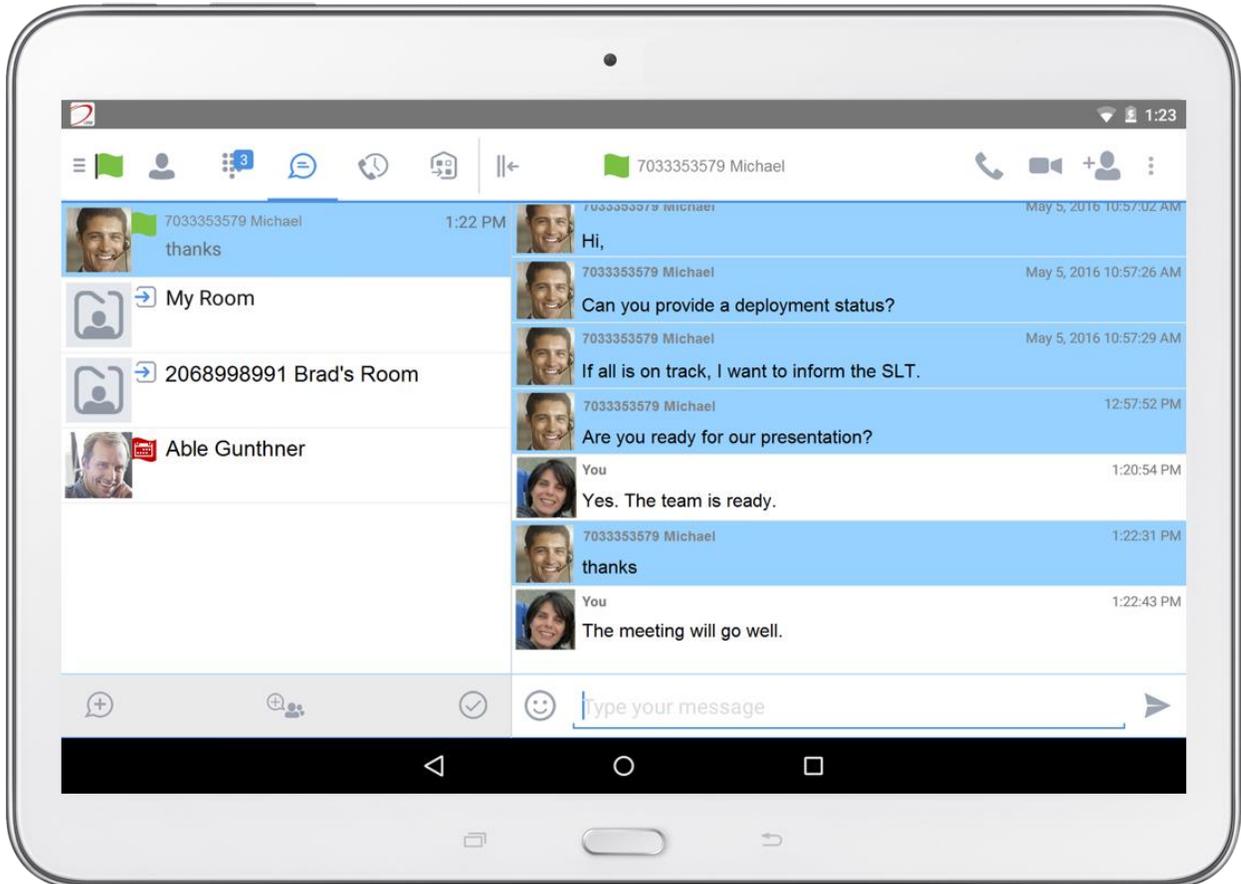
*Chat* shows the list of recent chats since the last login. If User A chats with User B multiple times, their discussions appear as one item in the list.

Tapping the name from the *Chat* list opens the *Chat* view (IM view) in the right pane 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 and are always listed with the most recent first.

Tapping the **Make all as Read** icon in the navigation bottom bar removes all notification badges from the *Chat History* list.



## 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 left bottom bar in Chat tab, select the start new chat icon.
- › From search results, tap a contact to open the contact card and then choose the chat icon.

When you initiate a chat, the *Chat* view opens in the right pane. To open chat in full screen, tap the collapse icon  to hide the left pane. Selecting any tab from the tab bar or tapping on the expand icon  opens the left pane view. 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 orange background and the user is presented in white background.

A smiley can be added to a message by typing the corresponding character codes 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 system settings. Use the system settings to enable or disable these features.

## 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 left bottom bar in the Chat tab, select the start group chat icon.
- › 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 participants can be added later to the chat using the add participant icon. Anyone in the group chat can add participants. The owner can dismiss participants from participant's list options.

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.

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

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

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

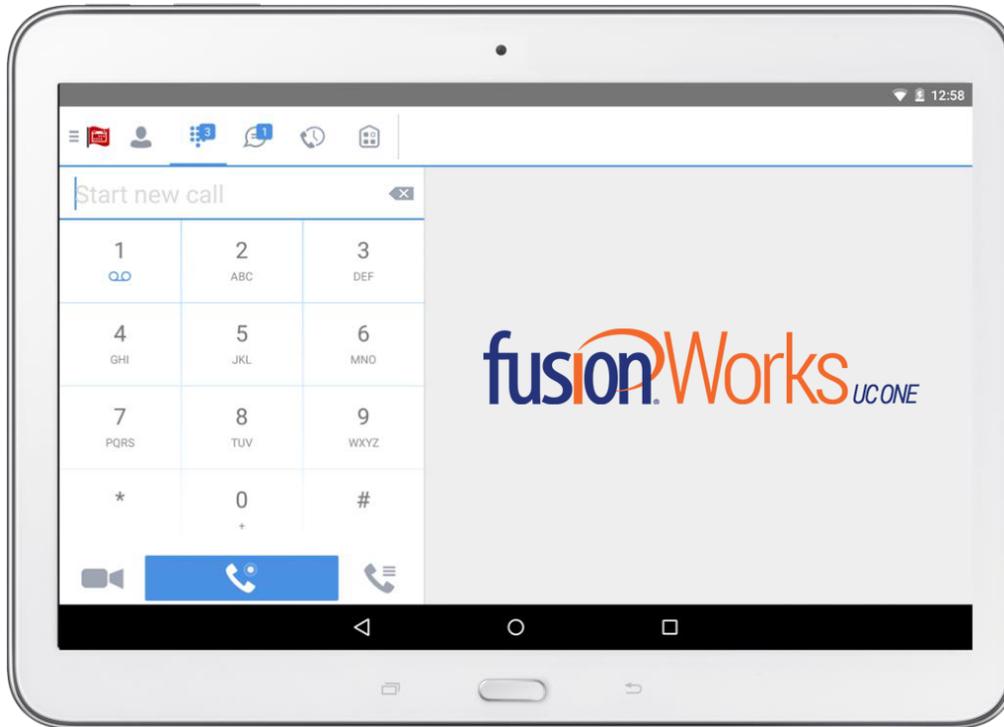
The **View Participants** button opens a dialog that shows the list of participants in the group chat. Note that deleting a chat room is supported.

## 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. 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. The voicemail icon under digit one becomes orange when there are voicemail messages. A long press on digit one connects you with your voicemail box. When there are no voicemail messages in your voicemail box the icon is grey.

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

- › 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 messages, then 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 and you can listen to the VM messages.

Voice mail is also accessible with a long press of the dial pad “1” key (similar to how it is on a regular mobile dial pad). If voice mail messages are available, then the “1” key changes color. 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.

## 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. When you select Call Back, your other devices ring based on your calling configuration.

## Contact Name Lookup for Incoming Calls and Call Logs

Whenever an incoming call does not have a calling name associated with it, FusionWorks UC One performs a local contact search. If the number matches one of the contacts on the mobile phone’s *Contacts* list, the name is shown on the incoming *Call* screen along with the alert.

When 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 (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.