OFFICE UC APPLICATION UPGRADE

Android and iOS

29th August Update

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Contents

Please read this document to understand the impact that the Android Q and iOS13 upgrades will have on the Office UC application.

1. Android Q

Following testing of the Office UC application on the pre-release version of Android Q, it has been determined the current version of our Office UC application is not compatible.

We expect Android Q to be made available throughout September October. We do not have an exact date yet, and this will vary depending on mobile handset brand.

We plan to make the updated version of the app available on 14 October. Once installed, when a handset does take the updated operating system, the Office UC application will automatically update to a compatible version (assuming applications are set to auto update on the handset). This updated Office UC upgrade is key, as without it the application will no longer work on devices operating Android Q.

However if major handset brands take Android Q earlier, we will release a version of the app prior to 14 October. There will then be a a subsequent release on 14 October. In this scenario, the user of the application will/may find temporary reduced functionality. This is described below, along with the date on when the function will be fully operational again

> • Codec settings: If a company has pre-set codecs for voice calls, the app will not make calls via this codec. Instead the application will use the default codec of G.722. This feature will be restored to fully operational from 14 October.

> • Call Centre via App: The ability to join call centre queues, and for an agent to make themselves available/unavailable via the App will be temporarily diminished. This feature will be restored to fully operational from 14 October.

> • Remember Password: Users will have to temporarily manually re-input their password if they log out of the app. This feature will be restored to fully operational from 11 November.

> • Call Settings. This will not be available for a short-period of time so users should use the Business Portal to make any feature changes. This feature will be restored to fully operational from 11 November.

As with any update of this kind, dates may be subject to change. We will issue a further update if there is any alteration to the above dates.

2. iOS 13

Testing on pre-release versions of iOS 13 suggests users with the current Office UC application will still be able to make and receive calls. However, we are expecting reduced functionality around the contacts,

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where a username will not display against a contact number.

If this is the only behavioural change following the release version of iOS 13, then the Office UC application for iOS will be released on 11 November.

If we uncover other behaviours that prevent users from making or receiving calls, then a new version of the application will be released to the App store prior to 11 November, with a subsequent release on 11 November. Depending on phone settings the application may auto update. In this scenario the app user will/may find temporarily reduced functionality, which is described below:

• Codec settings: If a company has pre-set codecs for voice calls, the app will not make calls via this codec. Instead the application will use the default codec of G.722. This feature will be restored to fully operational from 14 October.

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As with any update of this kind, dates may be subject to change. We will issue a further update if there is any alteration to the above dates.

3. Carrying out the App upgrade, Android Q and iOS 13

If an update is made available on the Play/App stores, then depending on phone settings the application may update automatically. If auto updates are set to off, this action can be done manually by visiting the Play/App stores and making your way to the updates area.

There is no need to uninstall the previous version of the application before the upgrade. However if you encounter any issues once the upgrade has been carried out, then it is worth trying this in the first instance.

4. Other changes to Office UC application

Once a handset is prompted to take the upgrade, then all features from the previous will be available (with the temporary exclusion of the items listed above). With this update, Users will see a more modern look and feel, along with an improved user interface.

Thank you

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