BUSINESS

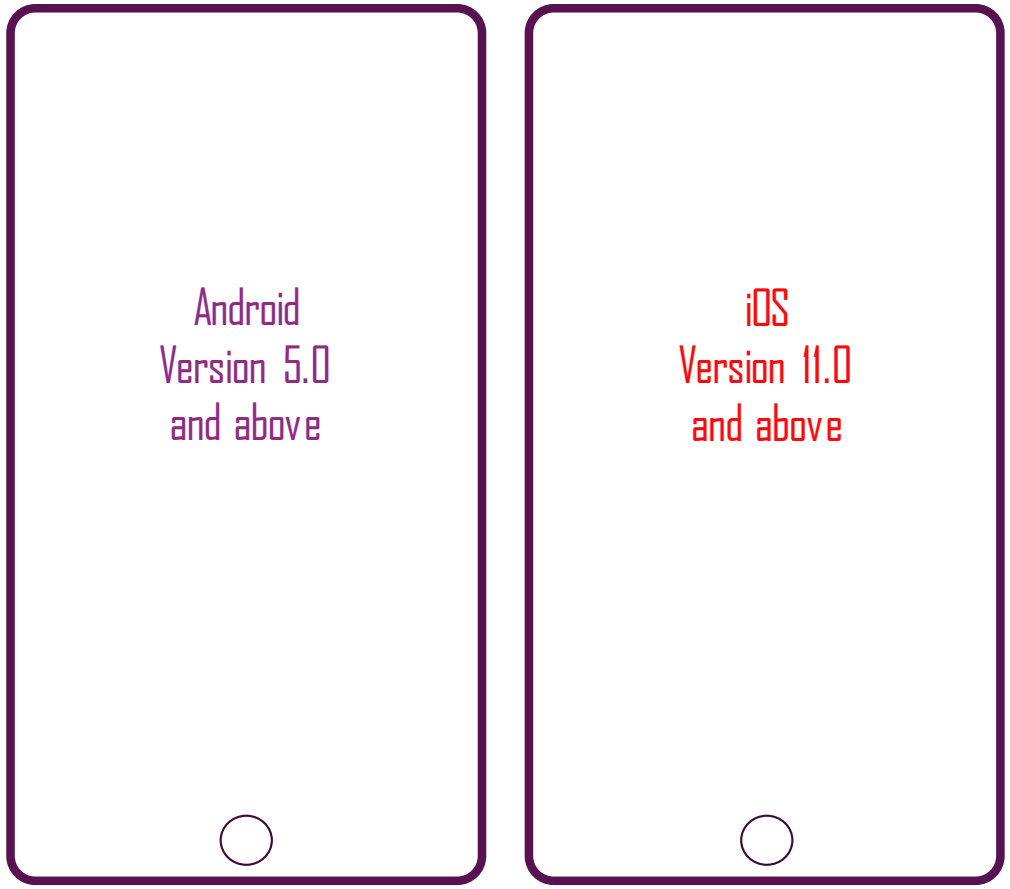
CLOUD VOICE OFFICE UC

Mobile Application User Guide

Minimum Requirements

In general, the Android version of the app supports devices with Android OS 5.0 or later that conform to the following requirements:

- Quad-core CPU (or higher)
- 2 GB RAM (or higher)
- ARMv7 instruction set
- Minimum screen resolution 480 x 800



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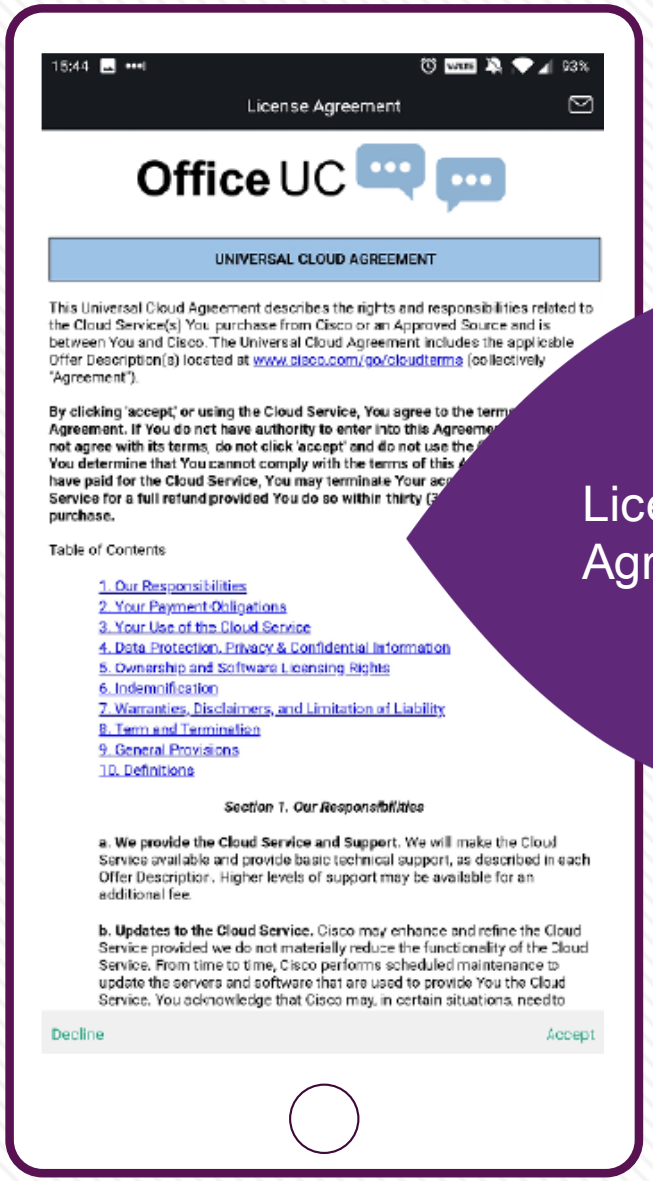
Installation complete



License Agreement

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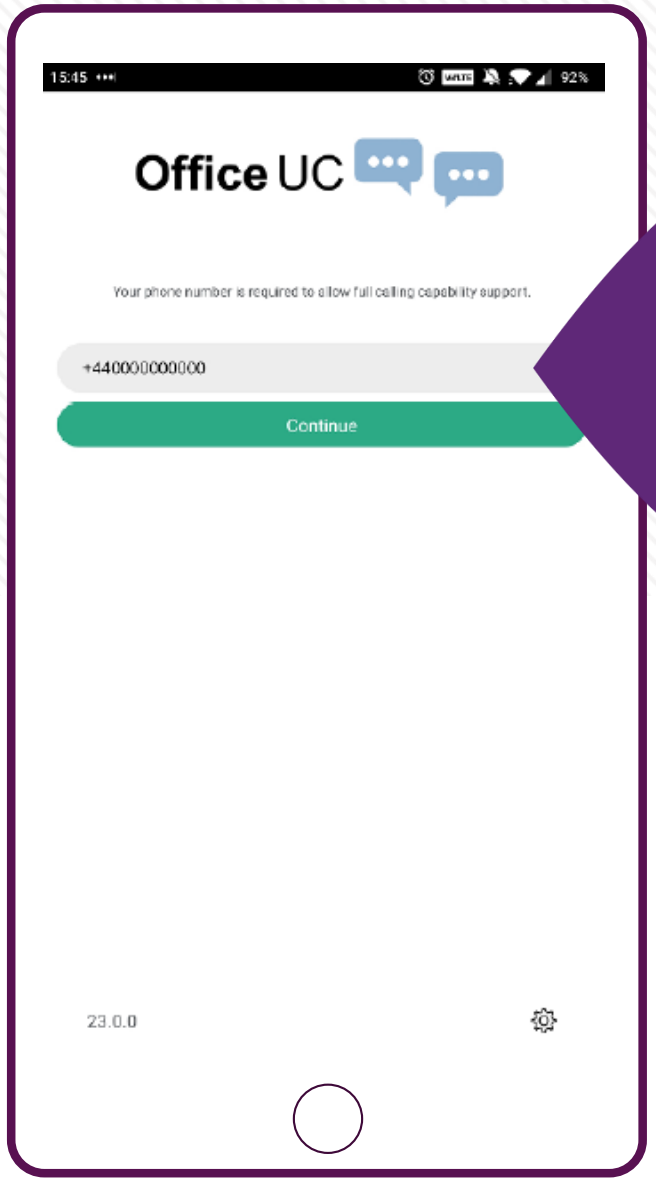

Enter your
Mobile Number

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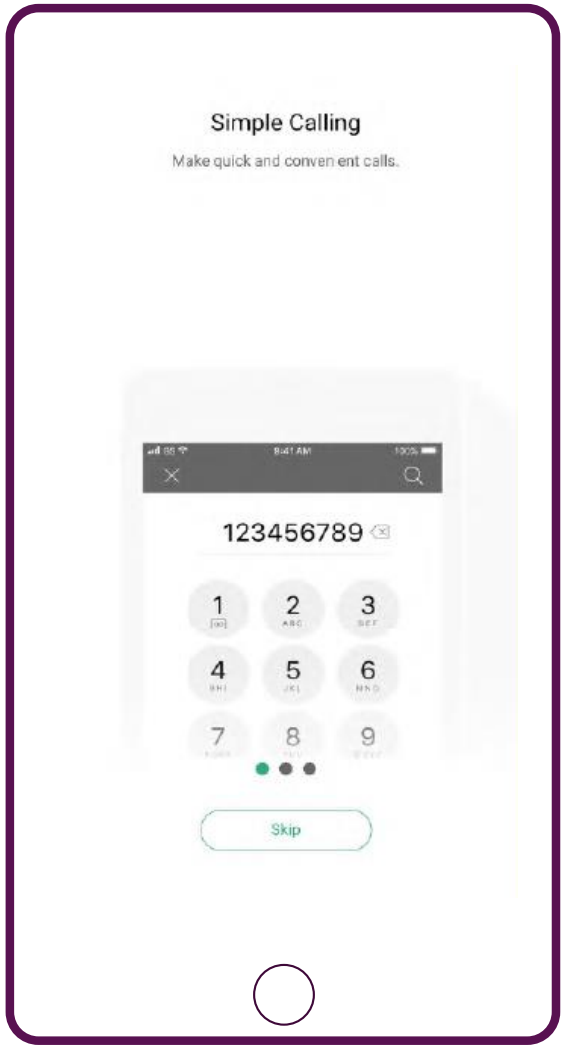
Welcome Screens



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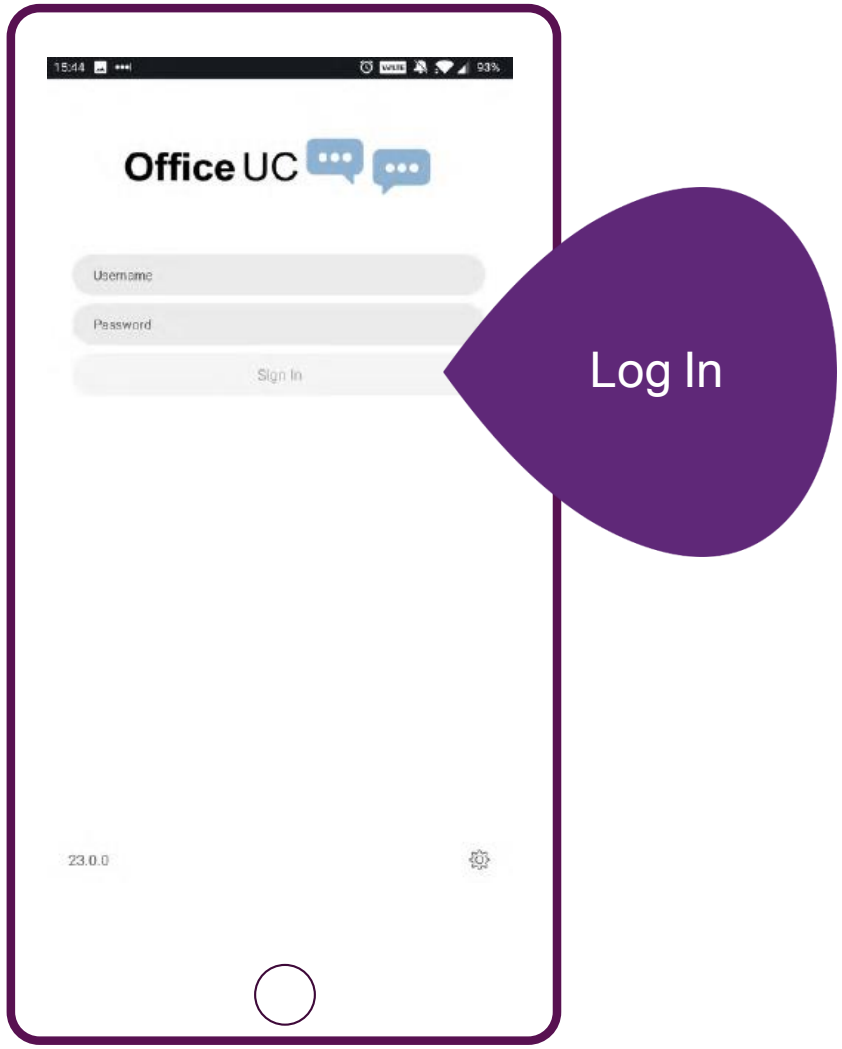
Logging in and allowing permissions



Location

Allow **Office UC** to access this device's location?

1 of 6 DENY ALLOW

Manage phone calls

Allow **Office UC** to make and manage phone calls?

2 of 6 DENY ALLOW

Pictures and record video

Allow **Office UC** to take pictures and record video?

3 of 6 DENY ALLOW

Access contacts

Allow **Office UC** to access your contacts?

4 of 6 DENY ALLOW

Photos, media and files

Allow **Office UC** to access photos, media and files on your device?

5 of 6 DENY ALLOW

Record audio

Allow **Office UC** to record audio?

6 of 6 DENY ALLOW

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Menu

My Profile
In here you can view your profile details such as your name, work phone number, MyRoom number, and more.

Messages
Instantly message your colleagues using the app. And at a glance you can see the number of notifications you have.

Groups
You can create a group of contacts, for example 'Sales Team' and then you can message as a group.

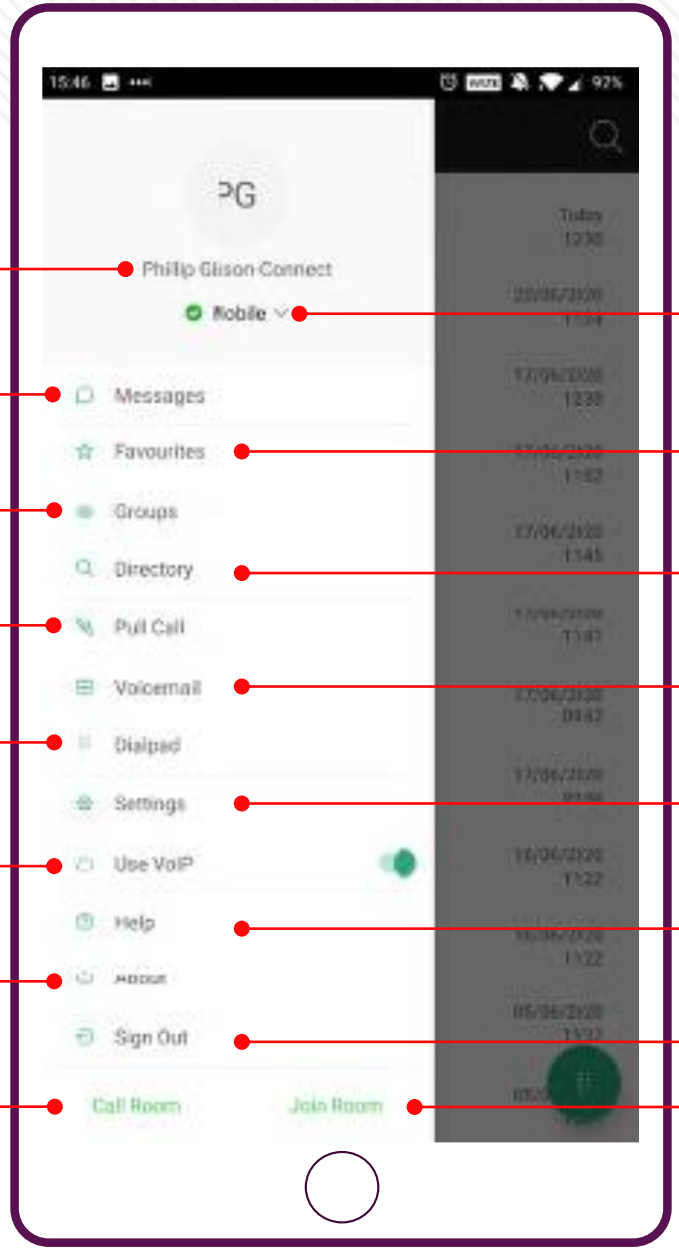
Pull Call
A very handy feature, use when you have taken a call on your desk phone and want to pull the call to your app when on the move

Dial Pad
Opens up the Dial pad so you're ready to make a voice or video call.

Use VoIP
This is where you control whether to use VoIP or not.

About
This gives you general app info, license and legal notices.

Call Room
If you have MyRoom, tapping Call Room will dial you into your own MyRoom conference



Status/Presence
Use this feature to advise colleagues you are available, away, or busy. You can have this update automatically based on whether you're in a call or not too.

Favourites
You can mark a frequent contact as a favourite, making it easier to call, message or find them.

Directory
You can search for a colleague who uses the app to then message them or call them.

Voicemail
You can tap here to listen to your voicemails. If you do have any unread voicemails, they will show as a notification on the right-hand side.

Settings
This opens up the settings menu for the app where you can control call settings, app settings, and more.

Help
If you need any help and support, you can click Help here.

Sign Out
This logs you out and takes you back to the login screen.

Join Room
This is slightly different to Call Room in that you will join the room and have access to the chat, and will need to dial in to the audio on that next screen.

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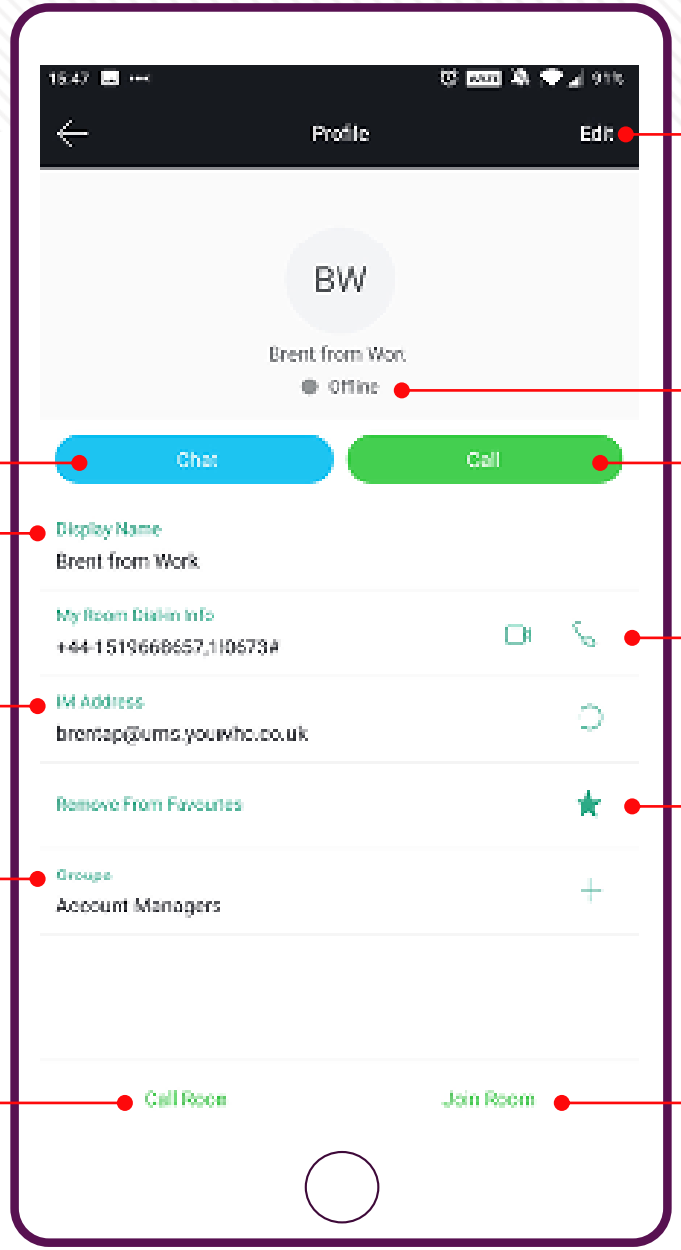
Profile

Throughout the app, you have the ability to tap on a contact name. This usually takes you to their profile.



Chat
This will show if you can chat/message your contact. Tap to start a conversation

Display Name
This is your contact's Display Name, this is essentially your 'contact name' or the name the app should refer to the contact as.

IM Address
Instant Message (IM) address is what the app uses to contact your contact. You can tap here to chat/message your contact.

Groups
If your contact is a member of any of your groups, they will show here. And a plus symbol allows you to quickly add the contact to more groups.

Call Room
If your contact has a MyRoom conference room setup, you can quickly join it here.

Edit
If you want to edit any of the contact's profile, you can do so here.

Presence
This tells you whether your contact is available, away, or busy.

Call the contact
This will dial the contact via your Dial pad.

Dial your contact's MyRoom
If your contact has MyRoom enabled, you can join their MyRoom conference room with 1 click.

Add / Remove from Favourites
If you want to add your contact to your favourites list, you can add/remove them here.

Join Room
If your contact has a MyRoom conference room setup, you can quickly join it here. However you'll need to join audio on the next screen

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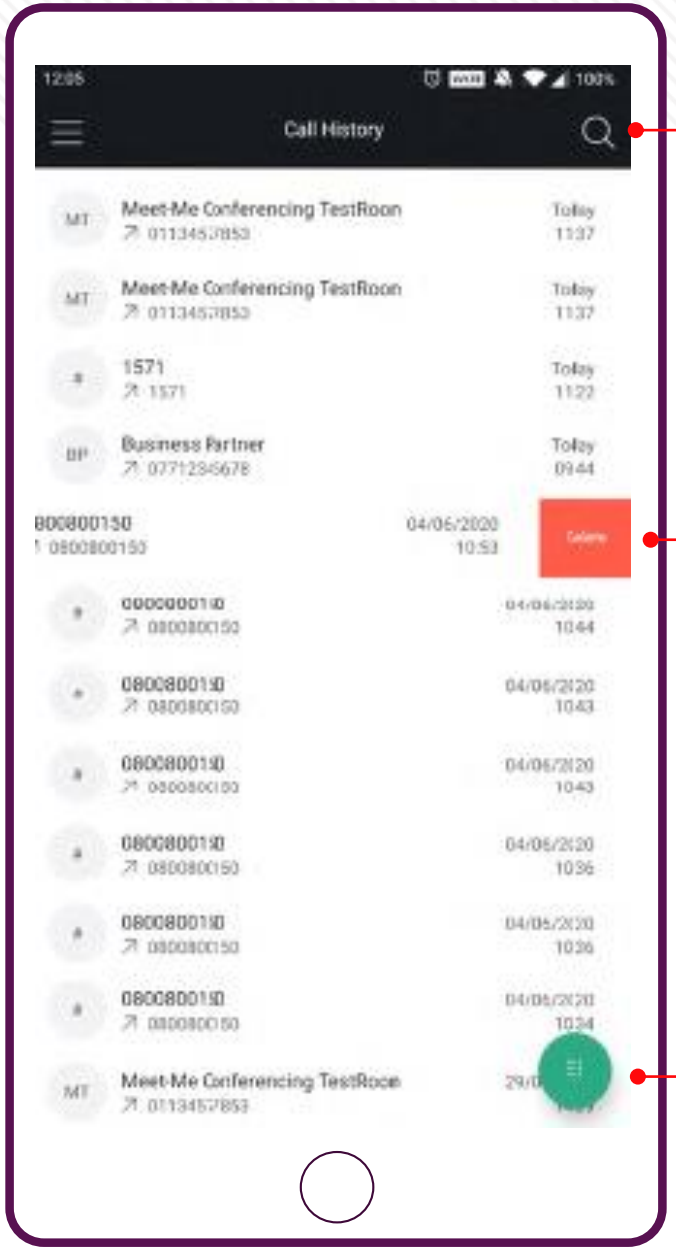
Call History

All of your recent calls are available immediately so you can quickly respond to any missed business calls.



Call History Search
If you need to search for a record, you can quickly do that via the magnifying glass.

Swipe
You can delete records by swiping the call record.

Dial Pad
The most powerful part of the mobile app is the ability to make and receive calls from your business number. Quickly access the Dial pad to make a phone call.

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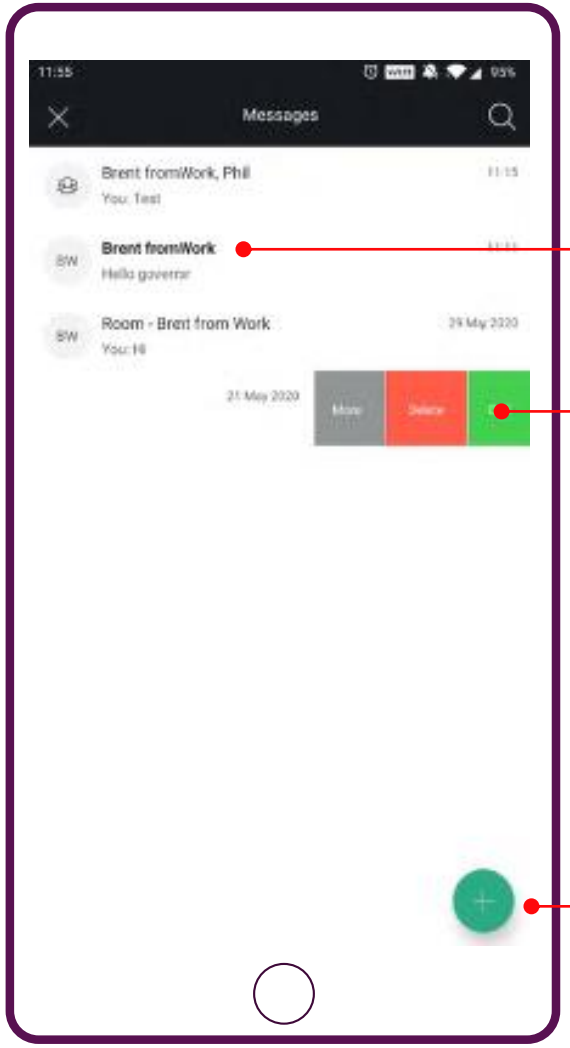
Messages



Unread Messages
They're bold so you can easily identify what you've not seen yet.

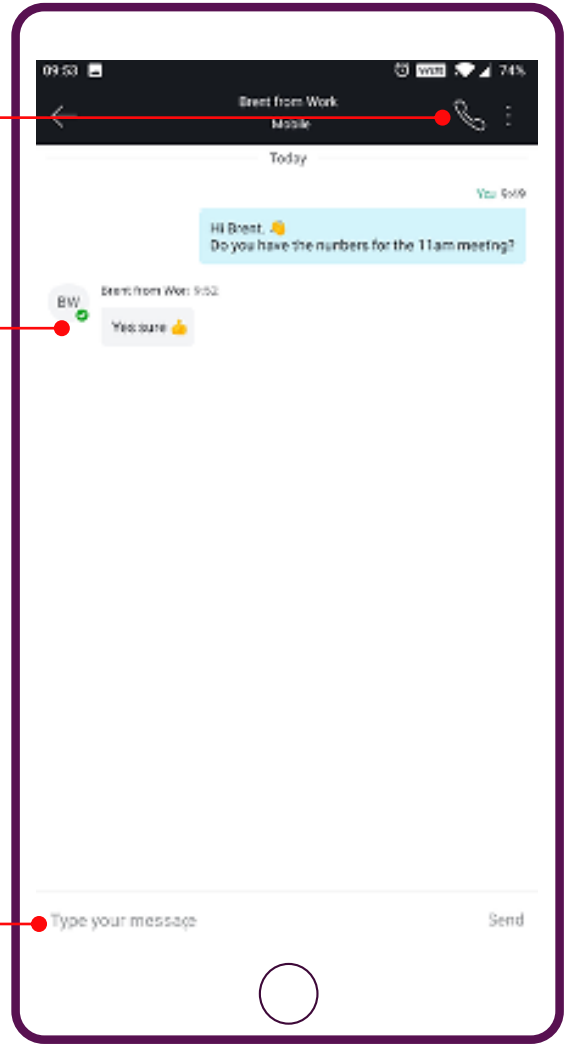
Swipe
If you swipe a message, you can quickly call your colleague. You can delete or you can access the 'More' menu.

New Message
Tap to create a new message.

Ring your colleague
Having chat to your colleague, you can ring them directly from the same screen.

Chat
Message with Emojis support You can 1-1 chat with a colleague.

Type your message here
Tap here to start typing your message.



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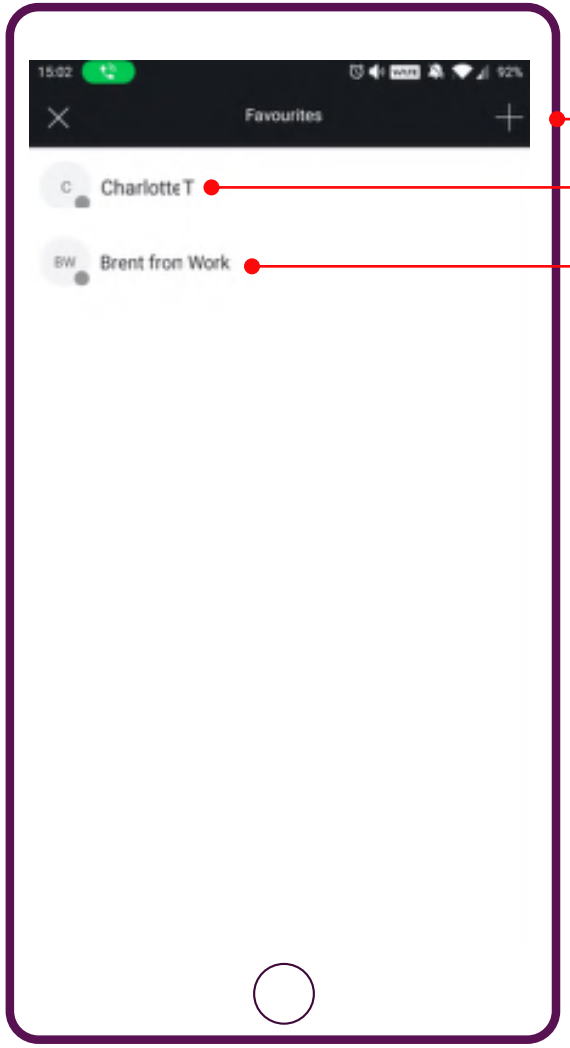
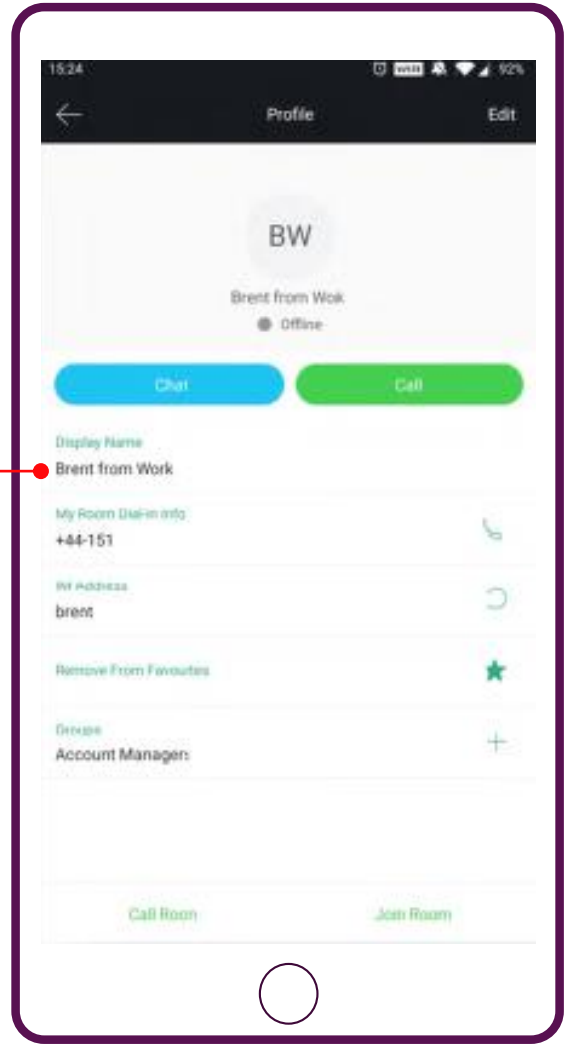
Favourites



Add a new favourite
You can add a new favourite contact. Typically this would be people you wish to quickly or frequently message or ring.

Presence
You can quickly see if one of your favourite contacts is available, busy, or away. Grey means Offline, Green Available, Red Busy and Yellow away

Tap for their Profile
Tap on the Favourites name and you'll go straight to their profile where you can message, call, or review their details.



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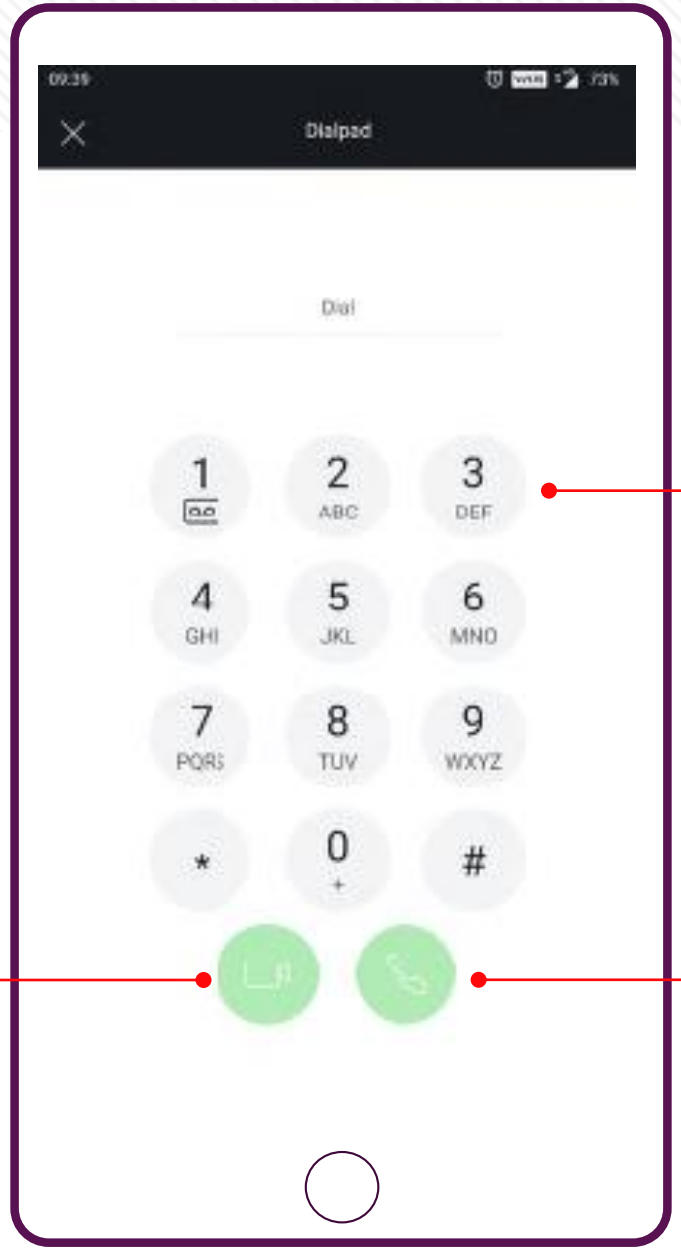
Dial Pad

This is where you can simply make calls using your business number



Manually enter the number
For contacts not saved in your directory.

Video Call
If you're ringing somebody who has Office UC too, you can do a video call.

Dial Pad
If you want to ring somebody without video, click the phone button.

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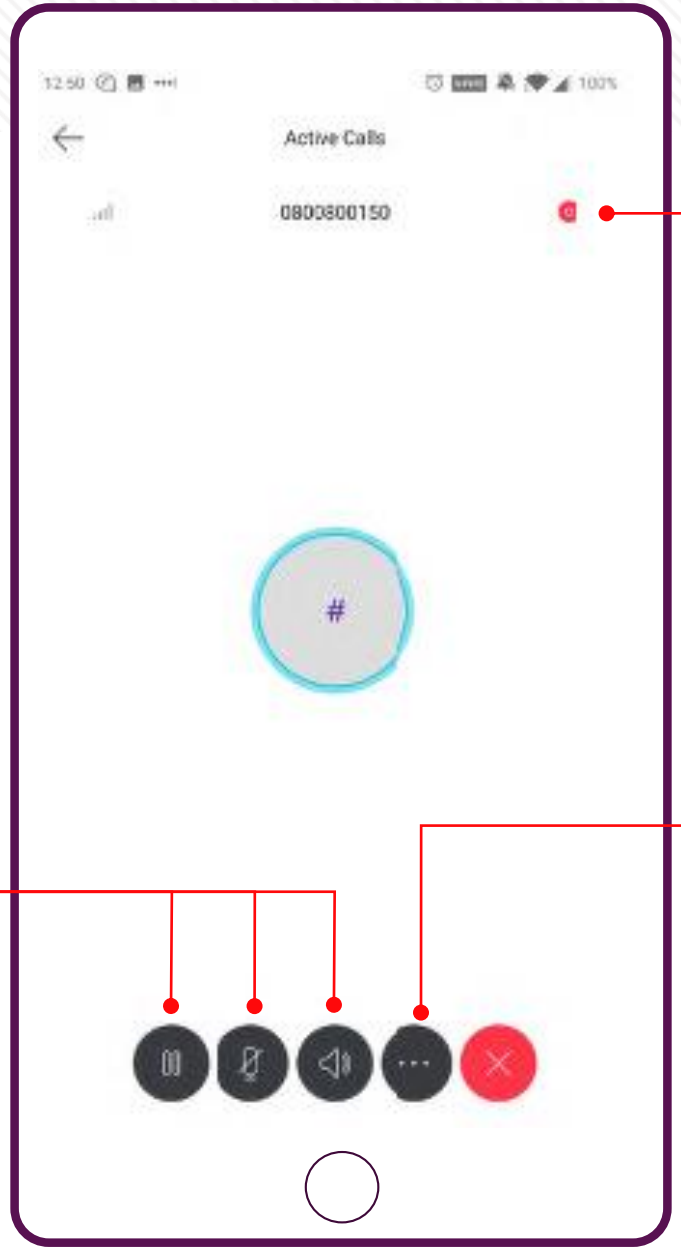
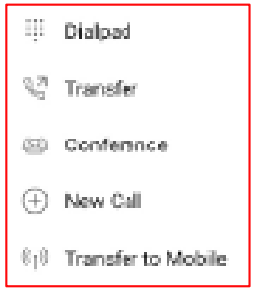
Dial Pad

When in a call…



Call Recording
This icon lets you know that you have call recording enabled.

There's more :
The quick actions available on the left might be your most used, but there's also Dial pad, transfer, create conference, new call, and transfer to mobile available.



Video Call
If you're ringing somebody who has Office UC too, you can do a video call.

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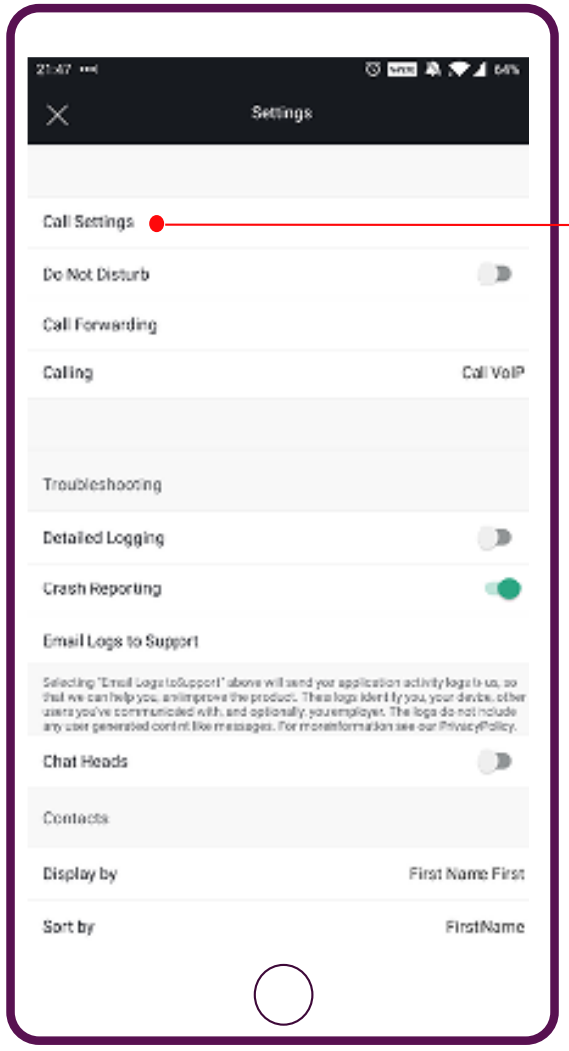
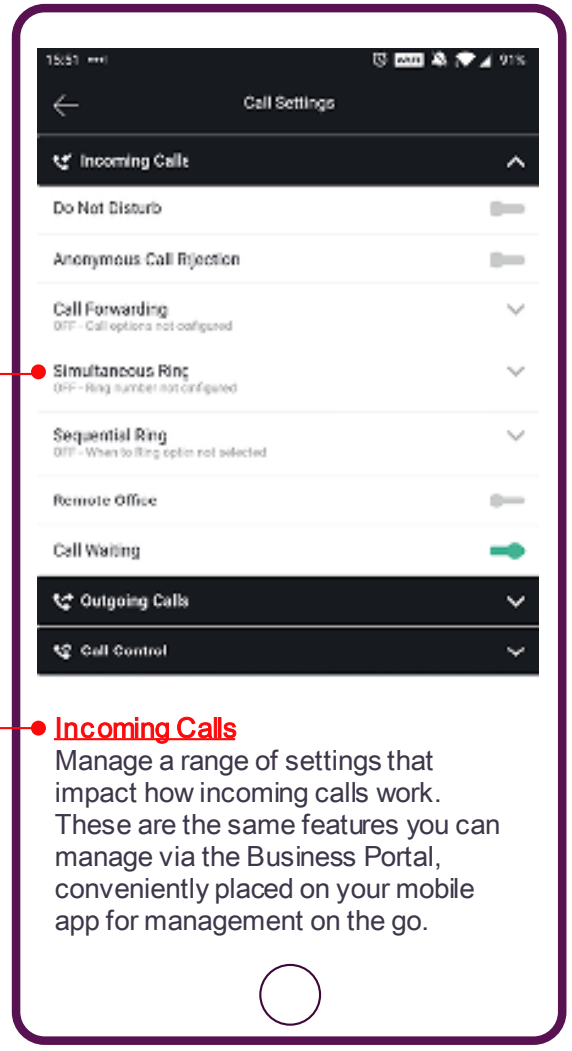
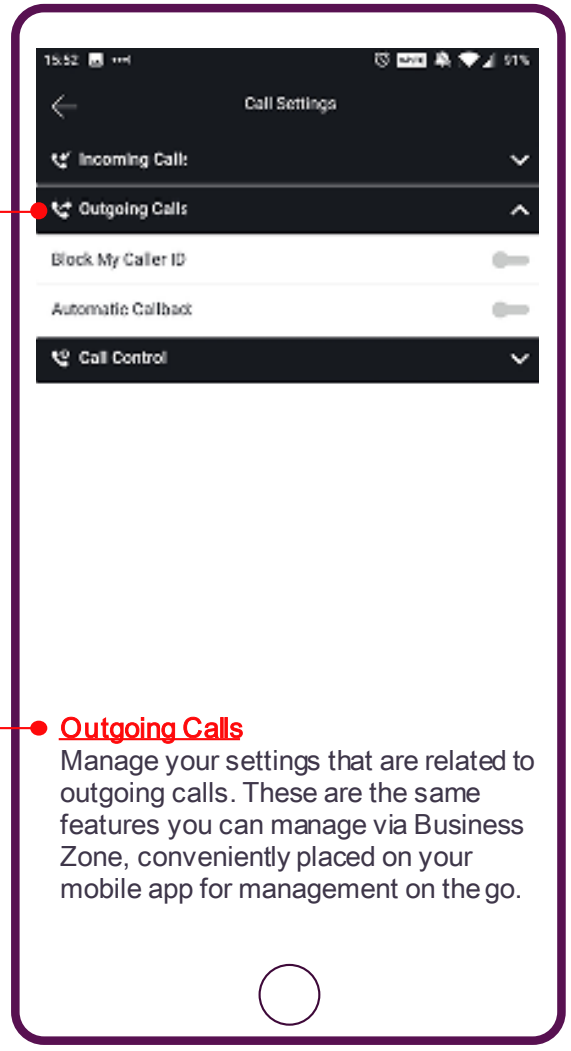
Settings Menu



Call Settings
Control inbound and outbound call settings



Incoming Calls
Manage a range of settings that impact how incoming calls work. These are the same features you can manage via the Business Portal, conveniently placed on your mobile app for management on the go.



Outgoing Calls
Manage your settings that are related to outgoing calls. These are the same features you can manage via Business Zone, conveniently placed on your mobile app for management on the go.

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Cloud Voice Office UC Mobile User Guide:

For more information please visit our help and support pages by clicking here

The services described in this publication are subject to availability and may be modified from time to time.

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