Unify

Unify Phone V2 for Android

OpenScape Business

User Guide

AtoS

Provide feedback to further optimize this document to edoku@atos.net

As reseller please address further presales related questions to the responsible presales organization at Unify or at your distributor. For specific technical inquiries you may use the support knowledgebase, raise - if a software support contract is in place - a ticket via our partner portal or contact your distributor.

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO9001 and ISO14001 standards and are certified by an external certification company.

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Supported Android platforms on page 7	New or updated chapters about Chromebook support.
Switching your Chromebook to Beta channel on page 43	

2 Overview

This guide describes how to make use of the Unify Phone mobile app on Android when working with an OpenScape Business communication system.

The document contains general descriptions of the technical options, which may not always be available in individual cases.

If a particular function on Unify Phone is not available to you as described, this may be due to one of the following reasons:

- The function is not configured for you. Please contact your administrator.
- Your communication system does not feature this function. Please contact your sales partner for information on how to upgrade.

2.1 Unify Phone

Unify Phone is a cloud-based telephony connector working with the OpenScape communication systems:

- Atos Unify OpenScape Voice
- Atos Unify OpenScape 4000
- Atos Unify OpenScape Business

It allows you to make and receive phone calls on your business phone number using the Unify Phone app.

Unify Phone comes in two different flavors:

- **Unify Phone for Unify Video**: it is used in conjunction with Unify Video allowing Unify Video users to communicate with others via phone calls.
- **Unify Phone for OpenScape**: it is used as a stand-alone OpenScape communication system telephony client.

With Unify Phone you can easily:

- Make call
- Answer, decline or drop a call
- Send DTMF commands in a call
- Hold and retrieve
- Transfer call
- Pull call from other Unify Phone clients or desk phone
- Push call to desk phone
- Make or answer a second call
- Swap calls (alternate)
- Merge two calls into a conference
- Call forwarding
- Alternative number (One Number Service)
- Call routing
- Voicemail

2.2 Prerequisites

Prerequisites for Unify Phone for Unify Video

- You have a Unify Video account.
- You are a subscriber of an OpenScape Business V3 (with a Service Release 2 or higher) communication system.
- Your communication system has been set up to integrate with Unify Video via Unify Phone.
- The necessary licenses have been assigned to you on both Unify Video and OpenScape Business.
- Your Unify Video administrator has enabled cross-launch for you, so you are able to launch:

  - Unify Phone from Unify Video and
  - Unify Video from Unify Phone.

  The Unify Video app and the Unify Phone app are tightly integrated.
- You have both the Unify Video app and the Unify Phone app open on your mobile and you have signed in to both of them, so you are able to make and receive phone calls in Unify Video.

Prerequisites for Unify Phone for OpenScape

- You are a subscriber of an OpenScape Business V3 (with a Service Release 2 or higher) communication system.
- Your communication system has been set up to connect to Unify Phone.
- You are a Unify Phone user.
- The necessary licenses have been assigned to you on OpenScape Business.

2.3 Supported Android platforms

The supported Android platforms for Unify Phone are:

- Phones and tablets running the Android operating system version 10.0 or later.
- Chromebooks running the Android operating system version 11.

> **NOTICE:**
>
> Android 11 is currently rolling out in the Beta channel of the Chrome OS. You need to switch to the Beta channel for your Chromebook to receive the update. For instructions, please refer to Switching your Chromebook to Beta channel on page 43.

3 Accessing Unify Phone

3.1 Getting Unify Phone

Step by Step

1) On your Android device, do one of the following:

- Type https://phoneapp.unify.com in your device's web browser, then tap **Get it on Google Play**.
- Tap the following link to be redirected to the Unify Phone page in Google Play.

    https://play.google.com/store/apps/details?id=com.unify.ngtc

- Launch the **Play Store** app, search for `Unify Phone`, then select the Unify Phone app from the search results.

2) Tap **Install**.

3) Tap **Accept**.

4) When the installation completes, tap **Open** to launch the app.

3.2 Signing in

This section describes how to sign in to:

- Unify Phone for Unify Video
- Unify Phone for OpenScape, with your Unify Phone credentials
- Unify Phone for OpenScape, with Single Sign On (SSO)

3.2.1 Signing in to Unify Phone for Unify Video

You can sign in to Unify Phone for Unify Video using your Unify Video account credentials.

Step by Step

1) Open Unify Phone with any of the following ways:

a) Go to the Unify Video app and tap ✆ at the bottom menu.

| ▤ Message | 🎥 Video | 📞 Phone | 🗩 Text | 👤 Contacts | ••• More |
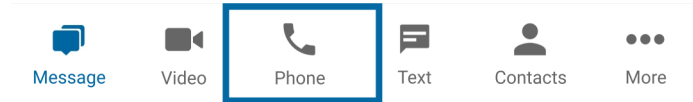
b) Open the Unify Phone app from your device.

The Unify Phone app opens prompting you to sign in.

SIGN IN

2) Tap **Sign In**.

3) Enter the email address associated with your Unify Video account and tap **Next**.

4) Enter the email address or phone number associated with your Unify Video account and tap **Next**.

5) Enter the password and tap **Sign In**.

6) Tap **Authorize** to allow both Unify Phone app and Unify Video to access your account information.

7) Tap **Allow** to grant the Unify Phone app permission to make and manage phone calls.

8) Tap **Allow** to grant the Unify Phone app permission to record audio.

3.2.2 Signing in to Unify Phone for OpenScape with your Unify Phone credentials

When Unify Phone is used as a stand-alone telephony client, you can sign in to the app using your Unify Phone account credentials.

Step by Step

1) Open the Unify Phone app from your device.
The Unify Phone app opens prompting you to sign in.

2) Tap **Sign In**.

3) Enter the email address associated with your account and tap **Next**.

4) Enter the password associated with your account.

If you can not remember your password, tap **Forgot password?**, enter the email address associated with your account, and then tap **Reset**. An email with a link to reset your password will be sent to you. For more information, see

If you receive a message stating that your password has expired, follow the instructions sent to you via email to set a new password.

> **NOTICE:** By default, your password is set to expire automatically every 90 days. You will receive an email reminder 7 days prior to your password expiration date.

5) Tap **Sign In**.

3.2.3 Signing in to Unify Phone for OpenScape with Single Sign On (SSO)

Single Sign On Authentication (SSO) allows you to sign in to multiple applications using a single set of credentials. If your administrator has activated SSO for your Unify Phone for OpenScape tenant, you can use your organizational account to sign in to the Unify Phone app.

> **NOTICE:** This option is only available for Unify Phone for OpenScape.

Step by Step

1) Open the Unify Phone app from your device.
The Unify Phone app opens prompting you to sign in.

2) Tap **Sign In**.

3) Enter the email address associated with your account and tap **Next**.

4) You are redirected to the SSO provider's sign-in page. Sign in with organizational account credentials. After successful authentication, you are redirected back to the Unify Phone app.

3.3 Signing out

To sign out at any time:

Procedure

- Tap ≡ in the top left of the app, then select **Sign out** from the navigation drawer.

3.4 Resetting your password

You can reset your password for Unify Phone for OpenScape if you forget it.

NOTICE: If you sign in to Unify Phone for OpenScape through Single Sign On (SSO) you cannot reset your password by following the steps outlined below; you must reset your password in the third-party service that provides the SSO.

Step by Step

1) On the Unify Phone for OpenScape sign in screen, tap **Forgot password?**.
2) Enter the email address associated with your account then tap **Reset**.
   An email with a link to reset your password will be sent to you.
3) Go to your email inbox and open the email with the subject **Unify Phone for OpenScape: Reset password**.
4) Tap **Reset password** in the email to open the link for resetting your password.
5) Enter your new password in the **New password** field, then enter it again in the **Confirm new password** field.

   The password must conform to the password requirements displayed.

   As you type in, a visual strength indicator shows how secure your password is.

   For security reasons, you cannot reuse a few passwords that you have previously set on your account. If the new password matches a recent password from the password history cache, an error message is displayed prompting you to choose a different password.
6) Tap **Submit**.

Your password is reset.

NOTICE: Your password is set to expire automatically every 90 days. You will receive an email reminder 7 days prior to your password expiration date. We recommend changing your password before it expires to avoid losing access to your account.

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4 Calls

With Unify Phone you can easily make and receive phone calls.

4.1 Making a call from the keypad
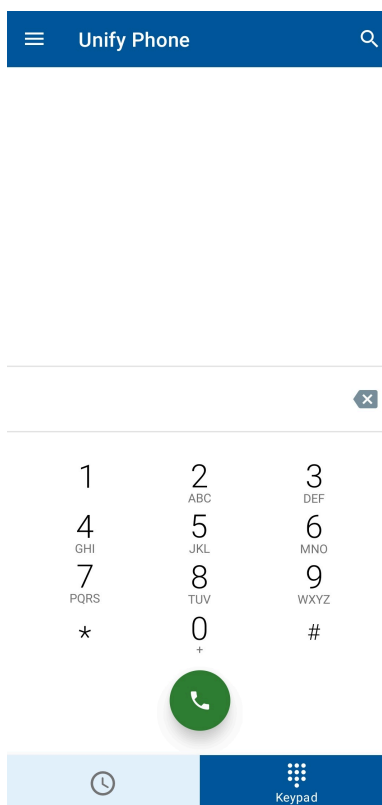
Step by Step

1) Open Unify Phone.

2) If a desk phone has been assigned to you on your OpenScape system, you can select between **Unify Phone** (default) or **Desk phone** to initiate your call from, as follows:

  a) Tap **Call** ⌄ next to the call button and select your preferred option.

  Your selection will be remembered.

3) Use the on-screen keypad to enter a number and tap the call button.

4.2 Making a call from the call history

Step by Step

1) Open Unify Phone.

2) Tap **History** ⧖ at the bottom of the app.

3) Locate the call history entry you want to call and tap it.

# 4.3 Receiving a call

You can easily receive phone calls through Unify Phone. When a call comes in, you will see the incoming call alert on the display of your mobile phone and you will get an audio notification.

You can select to answer or decline the call or send the call to voicemail (if voicemail is enabled for you).

If you have a desk phone or you have set an alternative number in Settings (e.g. mobile), you will also get the option to answer the call from the respective device.
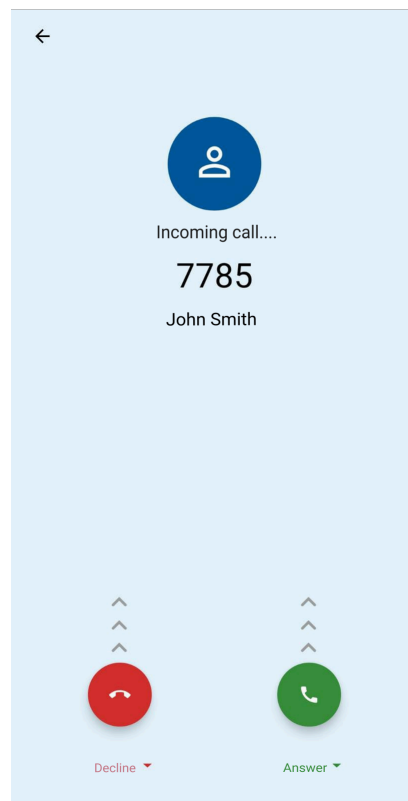
Procedure

- To answer the call, swipe up the answer icon 📞.
- To decline the call, swipe up the decline icon 📞.
- To send the call to voicemail, select **Decline > Voicemail**.
- To answer the call from your desk phone, select **Answer** > **Desk phone**.
- To answer the call from your alternative phone, select **Answer** > **Alternative number**.

> **NOTICE:**
>
> The name of the caller is only displayed when it can be resolved (e.g. from contacts).

> **NOTICE:**
>
> The **Answer** drop-menu menu is visible if a desk phone has been assigned to you on your OpenScape system or if you have set an alternative number in Settings.
>
> Only options that are available to you are listed in the **Answer** drop-down.

4.4 Actions during a call

While in a call, you can see the name or number of the person you are on a call with on the call screen, the duration of the call, the call metrics and a set of call controls.
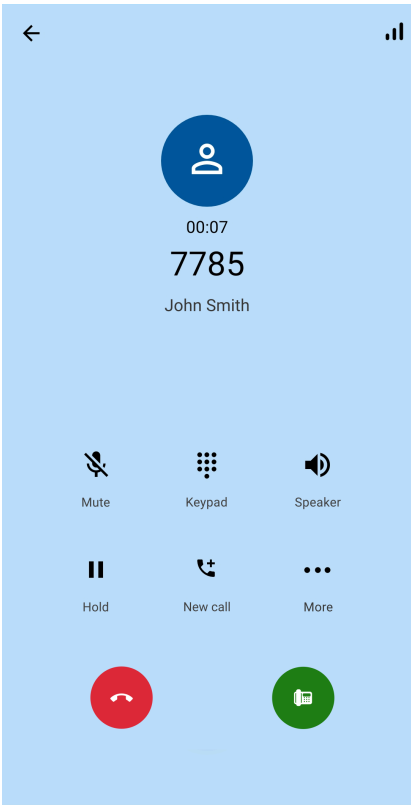
The following table summarizes the call controls and their functions.

Icon	Action	Description
	Mute	Mute or unmute your microphone
	Keypad	Open a keypad to enter DTMF (dual tone multi-frequency) digits
	Speaker	Enable or disable your loudspeaker
	Hold	Place the call on hold or retrieve the call[1]
	New call	Make a new separate call[1]
	More	Display more call control options: • ⊦ *Transfer*: Transfer the call to another number • ⋏ *Merge*: Merge two parallel calls to bring them into a conference[2] • ⇅ *Swap*: Swap two separate calls[2]
	End call	End the current call
	Push to desk phone	Push the current call to desk phone[3]
	Pull	Pull a remote call[4]

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[1] Available when you are on a single call

[2] Available when you are on two separate calls

[3] Available when a desk phone has been assigned to you on your OpenScape system

[4] Available when you are on an ongoing call into a remote Unify Phone client or desk phone and you haven't reached the maximum call limit on your mobile app

4.5 Sending DTMF commands on an active call

During an active call, you can send Dual-Tone Multi-Frequency (DTMF) commands.

Step by Step

1) Tap ⠿ **Keypad** on the call controls.
2) Use the on-screen keypad to enter DTMF commands.

4.6 Placing a call on hold

While on a call, you can place the call on hold so that you can perform another task like making or answering another call.

Procedure

- To place a call on hold, tap ‖ **Hold** on the call controls.

  The other party will be placed on hold until you retrieve or transfer the call.

- To return to the call, tap ‖ **Hold** again on the call controls.

4.7 Pulling an ongoing call from another device

You can move an active call from the device on which you answered the call to another preferred device. For example, you can move the call from your web app or desk phone to your mobile app.

The text `Remote call` is displayed next to the status of the call on all inactive devices on which you signed in.

Prerequisites

- You are on an ongoing call into a remote Unify Phone client or desk phone.

To pull the active phone on the mobile app:

Step by Step

1) Open the Unify Phone mobile app.
2) Tap **Pull**.

4.8 Pushing an ongoing call to desk phone

You can push an active call from the Unify Phone app to your desk phone.

Prerequisites

- A desk phone has been assigned to you on your OpenScape system.

- You are on an ongoing call on the Unify Phone app.

To push the call:

Procedure

- Tap ⬤ on the call controls.

4.9 Transferring a call

You can transfer an active call to another person with or without consultation.

4.9.1 Transferring a call without consultation (blind transfer)

While on an active call:

Step by Step

1) Tap ⋯ **More**.
2) Select ↦ **Transfer** from the drop-down menu.
3) Enter the name or number you want to transfer the call to.
4) When you finish typing, tap ↦ **Transfer**.

The call is transferred and you are disconnected from the call.

4.9.2 Transferring a call with consultation

You can speak with the person you want to transfer the call to before actually transferring the call.

While on an active call:

Step by Step

1) Tap ↳ **New call** on the call controls.
2) Enter the number you want to transfer the call to.
3) When you finish typing, tap ↳.
4) The first call is put automatically on hold so you can talk privately with the third party.
5) To transfer the call:
   a) Tap ⋯ **More** on the call controls.
   b) Select ↦ **Transfer** from the drop-down menu.

The call is transferred and you are disconnected.

4.10 Making a second parallel call

You can make a new call, while already in a call.

Step by Step

1) Tap ⤴ **New call** on the call controls.
2) Enter the number you want to call.
3) When you finish typing, tap ⤴.

The first call is put automatically on hold and the second one is initiated.

4.11 Receiving a call during another active call

When a call comes in while you are engaged in an active call, you will see the incoming call alert on your display and you will get an audio notification.

You can select to answer the call, send the call to voicemail (if voicemail is enabled for you) or ignore the call (if voicemail is not enabled for you).

If you have set an alternative phone in Settings (e.g. mobile), you will also get the option to answer the call from the respective device.
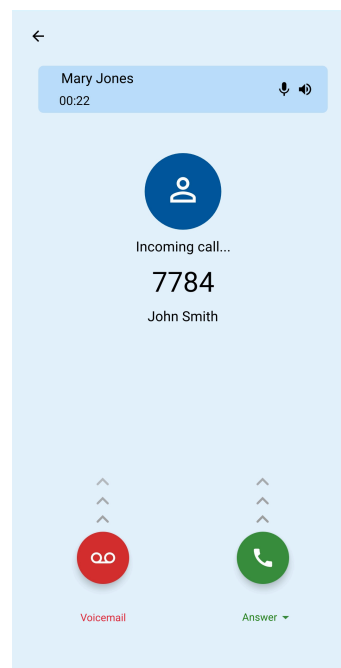
Procedure

- To answer the call, swipe up the answer icon 📞.

- To decline the call and send it to voicemail, swipe up the voicemail icon 🔴.

  This option is available if voicemail is enabled for you.

- To ignore the call, swipe up the ignore icon 🔔 .

  This option is available if voicemail is not enabled for you.

- To answer the call from your alternative phone, select **Answer** > **Alternative number**.

NOTICE:

The **Answer** drop-down menu is visible if you have set an alternative number in Settings.

When you answer the second call, the first call is put automatically on hold.

4.12 Swapping between two parallel calls

You can swap between an active call and a call on hold. When you do this, the currently active call is placed on hold and the call on hold becomes the active call.

To swap between two parallel calls:

Step by Step

1) Tap ⋯ **More** on the call controls.
2) Select ⇅ **Swap** from the drop-down menu.

4.13 Merging two parallel calls

When you are on two calls at the same time, you can merge them into a conference:

Step by Step

1) Tap ⋯ **More** on the call controls.
2) Select ⋏ **Merge** from the drop-down menu.

The calls are merged into one under the title **Merged call** and you can see the names or numbers of the conference participants on the call screen.

4.14 Call quality indicator

The call quality indicator ᵢₗᵢ shows the quality of the connection during an active call.

The call quality indicators are described in the following table:

Call quality indicator	Call quality	
Three bars	High	All values are within the expected range.
Two bars	Average	Some values are below the expected range. Sporadic audio issues may happen.
One bar	Low	Several values are below the expected range or packet loss is high. Audio may break during the call.
No bars	Poor	Most indicators are below the expected range or packet loss is very high. Audio is likely to be unusable.

When the call quality is low (one bar) or poor (no bars), you can do the following actions:

- If you are using a WiFi connection, move to an area with better network connection, or switch to another network.

  If the problem persists, contact your system administrator to troubleshoot the network. Clicking on the bars to show detailed call metrics may help diagnosing the issue.
- If you are using a data (cellular) connection, move to an area with better cellular reception.

4.14.1 Call metrics

While on an active call, you can check the audio quality of the call using **Call Metrics**.

Call metrics are available after the call is established and for as long as the call is not on hold.

To view the call metrics of an audio call, tap ⏻ **Call Metrics** at the top right of the call screen. The icon appears as loading for the first few seconds of the call, then a pop-up window with the call metrics appears.

The following call metrics are collected in real time:

- **Jitter** is measured in milliseconds as the variation between packet delays.
- **Send packets lost** is calculated as the percentage of packets that don't make it to the destination party in the call.
- **Receive packets lost** is calculated as the percentage of packets that don't make it from the other party in the call.

- **Round-trip time** is measured in milliseconds as the amount of time it takes for a packet to be sent and for the acknowledgment of the packet to be received.

Unify Phone collects call metrics every two seconds.

Metrics exceeding their threshold are displayed in red.

The call quality indicator ⁪⁫ shows the quality of the connection using bars. For more information about call quality indicator, see Call quality indicator on page 19.

4.15 Name resolution of phone numbers

Unify Phone searches for users or contacts by their phone number and attempts to add naming information to them. This action is referred here as name resolution.

A phone number can be resolved to a name only if it is associated with only one user. It is required that your communication system has been configured to send Fully Qualified Numbers to Unify Phone.

Any name resolution attempt is done first on Unify Phone users. If the number cannot be resolved, your Unify Phone app will attempt to resolve the name through external services. If 2 (or more) external services are connected and they both resolve to a name, there is no specific priority which name will be used.

Name resolution of Unify Phone users

When resolving a phone number displayed on a Unify Phone client, Unify Phone searches the phone numbers of all Unify Phone users that belong to the same tenant.

Name resolution of non-Unify Phone users

By default, Unify Phone can only resolve phone numbers that belong to Unify Phone users. If you need to resolve names of non-Unify Phone users, you must integrate with external services. The following external services are supported for name resolution:

Microsoft Exchange	Name resolution in Microsoft Exchange is only possible for private contacts. After connecting to Microsoft Exchange (Online or on-premises) for the first time, it might take a while for the name resolution to work.
Google Contacts	Unify Phone can resolve your private Google Contacts. After connecting to your Google account for the first time, it might take a while for the name resolution to work.

OpenScape Business

Unify Phone can resolve contacts in the following OpenScape Business directories:

- Personal directory
- Internal directory
- External directory
- Speed Dials

> **NOTICE:** This is available with OpenScape Business V3R3 FR1 or higher.

Local contact lists in mobile clients

An external service available for Unify Phone mobile clients is their own local contact list. This is automatically enabled once the user gives the Unify Phone app permission to access the contact list.

Persistence of resolved phone numbers in the call history

If call history entries items are resolved to Unify Phone users, this information is persistent across clients and client sessions (sign ins / sign outs).

If a call history item could not be resolved to a Unify Phone user, the clients will attempt to resolve it through the external services. However, this information is not persistent. This means that different clients may display the same call history entries differently, depending on which external service was used to resolve them.

5 Call history

Call history is the list of all your incoming and outgoing calls. You can use it to call your contacts again or to respond to a missed call.

To view the call history, tap **History** ⌚ at the bottom of the Unify Phone app.

Identification of calls

The entries in the call history are identified as follows:

Symbol	Description
↙	Incoming call, not missed
↙	Incoming call, missed
↗	Outgoing call

New calls in the call history are indicated by a vertical red line to the left of the call entry.

Call details

Further information about calls is listed in the call history:

- Avatar of the caller/ callee
- Phone number of the caller/ callee
- Name of the caller/ callee

  The name is only displayed when it can be resolved (e.g. from contacts)
- Call type
- Date and time of the call
- Call duration (only for the answered calls)

Currently, if you are signed out of all Unify Phone clients, any incoming or outgoing call on your work number will not appear on the Unify Phone call history. This does not apply to OpenScape Business V3R3 FR1 or higher.

5.1 Filtering the call history

If you want to filter the call history entries, follow the steps below:

Step by Step

1) Tap **History** ⌚ at the bottom of the app.

2) Tap ⋮ in the top-right corner of the app.

3) Tap **Filter** and select:

- **All** to view all your incoming and outgoing calls.
- **Missed** to view only calls you didn't answer.

5.2 Deleting the call history

If you want to delete your full call history, follow the steps below:

Step by Step

1) Tap **History** ○ at the bottom of the app.

2) Tap ⋮ in the top-right corner of the app.

3) Select **Delete all**.

4) Tap **Yes** to confirm that you want to delete the call history.

5.3 Deleting an entry from the call history

If you want to delete a call entry from the call history, follow the steps below:

Step by Step

1) Tap **History** ○ at the bottom of the app.

2) Tap and hold the call entry that you want to delete.

3) Select **Delete** from the drop-down menu.

4) Tap **Yes** to confirm that you want to delete the call entry.

6 Voicemail

You can access voicemail messages via Unify Phone.

6.1 Listening to voice messages

When voicemail is enabled for you on your OpenScape system, the voicemail icon ᴼᴼ appears at the top of your Unify Phone app. The icon appears with a red dot when you receive a new voice message.

To listen to your voice messages:

Step by Step

1) Tap the voicemail icon at the top of the app to call your voicemail box.

2) If prompted, enter the number of the voicemail box.

3) Listen to messages received.

4) End the call by clicking 🔴.

7 Presence

Your presence status lets people know if you are available for communication or not.

You can also set a profile picture to be identified easily by other users.

7.1 Presence in Unify Phone for Unify Video

The presence or availability statuses in Unify Phone for Unify Video are described in the following table:

Presence / Availability status	Description	How this status gets set
🟢 Available	You are online and available to contact.	It is set automatically based on your activity or you can set your status to **Available** anytime you want.
🔴 On a call	You are online and on a call (either phone call or Unify Video call) or in a Unify Video meeting.	It is set automatically when you are on a phone call or in a meeting.
⛔ Do not disturb	You do not want to be disrupted. Any incoming calls will be silent.	You can set your status to **Do not disturb** anytime you want.
⚪ Offline	You are offline or inactive (for 15 minutes or more), or logged out of the app.	It is set automatically based on your activity.
⚪ Invisible	You want to appear as if you were offline.	You can set your status to **Invisible** anytime you want.

Your present status in Unify Phone is synchronized with your presence status in Unify Video and OpenScape communication system. This means, for example, that when you are on a call on your desk phone or in Unify Phone or when you join a meeting in Unify Video, your presence status will change to `On a call` (Busy) on all clients and devices: Unify Phone, Unify Video and desk phone.

7.2 Presence in Unify Phone for OpenScape

The presence or availability statuses in Unify Phone for OpenScape are described in the following table:

Presence / Availability status	Description	How this status gets set
🟢 Available	You are online and available to contact.	It is set automatically based on your activity or you can set your status to **Available** anytime you want.

Presence / Availability status	Description	How this status gets set
🔴 Busy / On a call	You are online and on a call or you are busy and do not want to be interrupted.	It is set automatically when you are on a phone call. You can also set your presence to this anytime you want. If you manually set it to **Busy**, it will stay that way until you change it again.
⛔ Do not disturb	You do not want to be disrupted. Any incoming calls will be silent.	You can set your status to **Do not disturb** anytime you want.
🟡 Away	You are away or you want it to appear to others that you are currently away.	It is set automatically when there is no interaction with Unify Phone for a specified period of time and there is no call in progress. On a mobile device, your presence status is set automatically to **Away** when push notifications cannot be delivered to your Unify Phone app. You can also set your presence to this anytime you want. If you manually set it to **Away**, it will stay that way until you change it again or until you are logged out of the app.
⊗ Offline	You are offline or logged out of the app.	It is automatically set when you are not logged in on any of your devices.
⊗ Appear offline	You want it to appear to others that you are currently offline.	You can set your presence to this anytime you want. If you manually set it to **Appear offline**, it will stay that way until you change it again.

7.3 Setting your presence status

You can see your presence status in the left-side navigation drawer, on the bottom-right corner of your avatar image.

MN

To set your presence status:

Step by Step

1) Tap ≡ in the top left of the app, then tap on your avatar image.

2) Select one of the presence statuses from the list of options.

- The following presence statuses are available on Unify Phone for Unify Video:

  – Available
  – Do not disturb
  – Invisible

  > **NOTICE:** If you are on a call, the available options are On a call, Do not disturb, and Invisible.

- The following presence statuses are available on Unify Phone for OpenScape:

  – Available
  – Busy
  – Do not disturb
  – Away
  – Appear offline

7.4 Setting a profile picture

You can set a profile picture on your account to let other users recognize you easier.

Your profile picture is shown in the left-side navigation drawer. By default, before setting a profile picture, your initials are displayed in the avatar space.

Other user can view your profile picture during active calls or when searching for your name or number.

You can set your profile picture in one of the following ways:

- Upload a picture from your device
- Take a picture using your device camera

Step by Step

1) Tap ≡ in the top left of the app, then tap on your avatar image.
2) Tap **Change picture**.

3) A menu is displayed at the bottom of the app and you can do one of the following:

a) Tap **Take picture** to take a picture with your device's camera.

The default camera app on your device opens allowing you to take a picture.

After taking the picture, it is displayed in preview mode and you have the following options:

- Retake the picture.
- Use the picture as your profile picture.
- Withdraw the picture and return to the Unify Phone app.

b) Tap **Upload picture** to select a picture from your device's gallery.

The image gallery on your device opens and you can select the picture you want to upload.

4) Once you have taken or selected a picture, you can adjust it by cropping or rotating it.

5) When you are ready to set your profile picture, tap ✓.

Your profile picture is updated.

7.5 Removing the profile picture

You can remove the profile picture you have previously set and restore the default picture with your initials.

Step by Step

1) Tap ≡ in the top left of the app, then tap on your avatar image.

2) Tap **Change picture**.

3) On the menu displayed at the bottom of the app, tap **Remove picture**.

Your profile picture is updated to the default one with your initials.

It is not possible to reuse previous profile pictures. You need to upload or take a new image when you want to set your profile picture again.

8 Contact directories

Unify Phone supports the following contacts directories:

- **Internal directory**

  Contains Unify Phone users that belong to the same tenant.
- **Exchange contacts directory**

  Contains private and global contacts from your Microsoft Exchange accounts (Online or on-premises), as well as in your organization's users directory.

  The Exchange contacts directory can be used once you connect to your company's Microsoft Exchange accounts.

  For more information, see:

  – Connecting to your Microsoft Exchange account on page 35
  – Connecting to your Microsoft Exchange on-premises account on page 36
- **Google contacts directory**

  Contains contacts from your Google account.

  The Google Contacts directory can be used once you connect to your Google account.

  For more information, see Connecting to your Google account on page 36.
- **OpenScape Business contacts directories**

  Contains contacts from the following OpenScape Business directories:

  – Personal directory
  – Internal directory
  – External directory
  – Speed Dials.

  > **NOTICE:** This is available with OpenScape Business V3R3 FR1 or higher.

- **Local contact directory on your mobile phone**

  Contains local contacts that are stored on your mobile device.

  The Local contact directory on your mobile device can be used once you give the Unify Phone app permission to access the contact list.

8.1 Searching for a contact

You can search for a contact by name or phone number.

As you type in the search box, Unify Phone will simultaneously search in all contact directories it has access to.

If you are connected to your company's Microsoft Exchange account (Online or on-premises) or Google account and you are searching for

a contact by name, Unify Phone will search in your private and global Exchange contacts.

If you are connected to your company's Microsoft Exchange account (Online or on-premises) or Google account and you are searching for a contact by phone number, Unify Phone will search in your private Exchange contacts.

Step by Step

1) Open Unify Phone.

2) In the top-right of the screen, tap $\mathcal{Q}$.

You are navigated to the search screen.

3) In the input field, type the name or number of the contact you are searching for.

The search results display the list of contacts that matches your search (if any).

You can recognize the Exchange contacts by the Microsoft Exchange icon displayed at the top right corner of their avatar:

- , for contacts in your Microsoft Exchange Online account, as well as in your organization's users directory.

- , for contacts in your Microsoft Exchange on-premises account.

- , for contacts in your Google account.

- , for contacts in your OpenScape Business directories.

  If an OpenScape Business contact has multiple phone numbers associated with it, Unify Phone will display all phone numbers for that contact.

Next steps

You can tap a contact in the search results list to make a call to.

9 Settings

Use the Settings menu to configure the Unify Phone settings.

To open the **Settings** menu, tap ≡ in the top left of the app, then select **Settings** from the navigation drawer.

You can configure the following:

- **Telephony**:
  - Enable/ Disable **Call Forwarding**.
  - Specify an **Alternative number**.
  - Define the **Call routing**.
- **Theme**:
  - Select a theme for the Unify Phone mobile app.
- **Account**
  - View the time of the last successful login.
  - Change your password

    This is only available on Unify Phone for OpenScape.
- **Contacts**
  - **Microsoft Exchange Online**

    Connect to your Microsoft Exchange Online account to access contacts.
  - **Microsoft Exchange on-premises**

    Connect to your Microsoft Exchange on-premises account to access contacts.
  - **Google Contacts**

    Connect to your Google account to access contacts.
- **Ringtone**
  - Select a ringtone for incoming calls.

9.1 Enabling call forwarding

You can redirect your phone calls to a person of your choice or to voicemail when you are out of office or unavailable by using **Call Forwarding**.

Step by Step

1) Tap ≡ in the top left of the app and select **Settings** from the navigation drawer.
2) Tap **Telephony**.
3) Switch the **Call Forwarding** slider to ON (blue) to enable call forwarding.

4) Select one of the available options on the pop-up window:

    a) If you want to forward your calls to the voicemail, select the **Voicemail** option.

    b) If you want to forward your phone calls to a colleague, enter your colleague's phone number in the **Enter a number** field or select one from the suggestions list.

5) Tap **OK**.

Call forwarding is enabled and the **Forward calls to** field shows the forwarding destination.

> **NOTICE:** When **Call Forwarding** is enabled , the **Call routing** setting is not visible under **Settings** > **Telephony**.

9.2 Disabling call forwarding

Step by Step

1) Tap ≡ in the top left of the app and select **Settings** from the navigation drawer.

2) Tap **Telephony**.

3) Switch the **Call Forwarding** slider to OFF (gray) to disable call forwarding.

> **NOTICE:** When **Call Forwarding** is disabled, the **Call routing** setting is visible under **Settings** > **Telephony**.

9.3 Setting an alternative number

You can set the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. You can also use the alternative number to control the routing of your calls between your devices.

Step by Step

1) Tap ≡ in the top left of the app and select **Settings** from the navigation drawer.

2) Tap **Telephony**.

3) Switch the **Alternative number** slider to ON (blue).

4) Type the phone number of an alternative device in the input field or select one from the suggestions list.

The list displays the most recently set alternative numbers (up to 5) and is updated as you type in.

5) Tap **OK**.

The **Alternative number** field shows the phone number of the alternative device.

9.4 Configuring call routing

By default, incoming phone calls will ring on all of your Unify Phone clients and desk phone. On no answer they will be routed to your alternative device, if you have specified one.

You can change this default setting and have all incoming phone calls be routed directly to your desk phone or alternative device, if you know, for example, that you will be on this phone for a certain period of time.

Step by Step

1) Tap ≡ in the top left of the app and select **Settings** from the navigation drawer.
2) Tap **Telephony**.
3) Specify how incoming calls to your work number will be routed to your devices by choosing one of the following options:

   • **Default routing**

   Incoming calls will ring on all your Unify Phone clients and desk phone. On no answer, they will be routed to your alternative device, if you have specified one. Outgoing calls will be possible via all your Unify Phone clients or desk phone.

   • **Desk phone**

   Incoming calls will be routed directly to your desk phone. Outgoing calls will be possible via all your Unify Phone clients or desk phone.

   • **Unify Phone**

   Incoming calls will be routed directly to your Unify Phone clients. Outgoing calls will be possible via all your Unify Phone clients or desk phone.

   • **Alternative number**

   Incoming calls will be routed directly to your alternative device. Outgoing calls will be possible via all your Unify Phone clients or desk phone.

   > **NOTICE:** This option is available only if you have specified an alternative number.

9.5 Selecting a theme

Unify Phone mobile app currently supports three themes: system default, light and dark.

You can change the theme of your Unify Phone mobile app at any time.

Step by Step

1) Tap ≡ in the top left of the app and select **Settings** from the navigation drawer.
2) Tap **Theme**.
3) On the pop-up window, select the theme you want to use.

The theme will change automatically to the one that you have selected.

# 9.6 Connecting to your Microsoft Exchange account

You can connect to your company's Microsoft Exchange Online account to use your private and global Exchange contacts for phone calls.

Exchange contacts are shown with the Microsoft Exchange Online icon () at the top right corner of their avatar.

Prerequisites

A Microsoft Tenant administrator from your company must grant admin consent for the Unify Phone app on their tenant.

Step by Step

1) Tap ≡ in the top left of the app and select **Settings** from the navigation drawer.
2) Tap **Contacts**.
3) Tap **Connect** under the **Microsoft Exchange Online** area.

   According to your connection status, the button in the Microsoft Exchange Online area displays:

   - **Connect**, when you are not connected to Microsoft Exchange Online.
   - **Disconnect**, when you are connected to Microsoft Exchange Online.
4) When prompted, sign in to your Microsoft Exchange Online account.
5) If this is the first time you are connecting to your Microsoft Exchange Online account, tap **Accept** to allow Unify Phone to access your contacts.

Next steps

You can disconnect from your Microsoft Exchange Online account at any time by tapping **Disconnect**.

9.7 Connecting to your Microsoft Exchange on-premises account

You can connect to your company's Microsoft Exchange on-premises account to use your private and global Exchange contacts for phone calls.

Exchange contacts are shown with the Microsoft Exchange on-premises icon (■) at the top right corner of their avatar.

Step by Step

1) Tap ≡ in the top left of the app, then tap **Settings**.
2) Tap **Contacts**.
3) Tap **Connect** under the **Microsoft Exchange on-premises** area.
   You are navigated to a new screen.
4) Enter your account's information:
   - Enter your Microsoft Exchange username in the form of `username@domain` in the **Exchange username** field.
   - Enter your password in the **Exchange password** field.
   - Enter your service URL in the **Exchange web service URL** field.
     The service URL must start with `https://`.
   All fields are mandatory and cannot be omitted.
5) Tap **Connect**

According to your connection status, the button in the Microsoft Exchange on-premises area displays:

- **Connect**, when you are not connected to Microsoft Exchange on-premises.
- **Disconnect**, when you are connected to Microsoft Exchange on-premises.

If you have previously connected to a Microsoft Exchange on-premises account, Unify Phone remembers the username and service URL you have used and automatically fills them in. Your Exchange password is not remembered and you must enter it again every time you connect to Microsoft Exchange on-premises.

Connecting to your Exchange account will automatically grant full mailbox access to Unify Phone.

Next steps

You can disconnect from your Microsoft Exchange on-premises account at any time by tapping **Disconnect**.

9.8 Connecting to your Google account

You can connect to your Google account and use your Google contacts for phone calls.

Google contacts are shown with the Google icon ( ) at the top right corner of their avatar.

Step by Step

1) Tap ≡ in the top left of the app, then tap **Settings**.

2) Tap **Contacts**.

3) Tap **Connect** under the **Google Contacts** area.

4) When prompted, sign in to your Google account.

According to your connection status, the button in the Google Contacts area displays:

- **Connect**, when you are not connected to your Google account.
- **Disconnect**, when you are connected to your Google account.

Next steps

You can disconnect from your Google account at any time by tapping **Disconnect**.

9.9 Changing your password

You can change your password any time you are signed in to Unify Phone for OpenScape.

Prerequisites

You are signed in with your Unify Phone credentials.

> **NOTICE:** If you are signed in through SSO, you cannot change your password by following the steps outlined below; you need to change your password outside of the Unify Phone app, in the third-party service that provides the SSO.

Step by Step

1) Tap ≡ in the top left of the app and select **Settings** from the navigation drawer.

2) Select the **Account** tab.

3) Tap **Change Password**.

4) Enter your email address in the **Email** field and tap **Next**.

5) Enter your old password in the **Password** field and tap **Sign In**.

6) Enter your new password in the **New password** field, then enter it again in the **Confirm new password** field.

The password must conform to the password requirements displayed.

As you type in, a visual strength indicator shows how secure your password is.

For security reasons, you cannot reuse a few passwords that you have previously set on your account. If the new password matches a recent password from the password history cache, an error message is displayed prompting you to choose a different password.

7) Tap **Submit**.

Your password is changed.

> **NOTICE:** Your password is set to expire automatically every 90 days. You will receive an email reminder 7 days prior to your password expiration date. We recommend changing your password before it expires to avoid losing access to your account.

9.10 Changing the Unify Phone ringtone for incoming calls

You can change the ringtone for incoming calls to easily recognize calls that come in on your Unify Phone app.

Before changing the ringtone, the **Default** one is used.

Step by Step

1) Tap ≡ in the top left of the app and select **Settings** from the navigation drawer.

2) Tap **Ringtone**.

The list of available rigntones is displayed.

3) Tap any ringtone to play it or select it as the ringtone for incoming calls.

When a ringtone is selected, the entry turns blue and the ✓ icon is displayed on the right.

The ringtone for incoming calls on your Unify Phone app is updated.

9.11 Viewing your account's activity

You can view the time of the last successful authentication to Unify Phone and track your account's activity.

Step by Step

1) Tap ☰ in the top left of the app, then tap **Settings**.

2) Tap **Account**.

The date and time of the last successful sign-in are displayed.

10 Service and support

User documentation

You can access user documentation from the Unify Phone mobile app. For more information, please refer to section Accessing user documentation on page 40.

Online support is available on the Unify Video website

https://unify.com/unifyvideo

This includes:

- Knowledge base - FAQs
- Support portal login

Service requests

If you have an issue or want to give us feedback, please refer to section Reporting an issue on page 40.

10.1 Accessing user documentation

You can access the Unify Phone for Android user guide from within the app at any time.

Documentation is available in PDF and HTML formats.

Step by Step

1) Tap ≡ in the top left of the app and select **Help** from the navigation drawer.

2) Tap **Open PDF** or **Open HTML** according to your preference.

10.2 Reporting an issue

If you are experiencing an issue with Unify Phone, you can report it from within the app.

Step by Step

1) Tap ≡ in the top left of the app and select **Report issue** from the navigation drawer.

2) From the pop-up menu, select **Share logs**.

3) Select the email app.
The email app opens with a pre-populated message and with the log files as an attachment.

4) Provide a short description of the issue in the subject line and a detailed description of the issue in the email body.

When describing the issue, please indicate:

a) The approximate time the problem happened

b) How often the issue occurs

c) What you were doing when the issue occurred

d) Attach any screenshots that might help troubleshoot the issue

5) Send the email.

10.3 Viewing the terms and conditions

You can view terms and conditions any time you want from within the Unify Phone app.

Procedure

- Tap ≡ in the top left of the app and select **About** from the navigation drawer.

10.4 Performing a required update of the Unify Phone app

Unify Phone checks for updates when you sign in and when the app is brought to the foreground.

If a new version is found and the security and functionality of the Unify Phone app is at risk, you will receive a notification informing you that an app update is required. You cannot continue using the app until the new version is installed. Not updating the app when required will result in incoming calls being missed and an in-app notification that you are missing calls on Unify Phone because your app is outdated.

To update your Unify Phone app to the latest version:

Step by Step

1) Tap **Update** in the in-app notification.

You are directed to the app store.

2) Select to update Unify Phone.

Depending on the size of the update and the speed of your internet connection, the process can take some time to complete.

10.5 Granting additional app permissions when Unify Phone runs on a Xiaomi device

For Unify Phone to work properly on a Xiaomi device, you need to manually grant the app with a set of UI permissions.

Step by Step

1) To allow Unify Phone to use the background autostart service:
   a) On your device **Settings**, navigate to **Apps** > **Permissions** > **Autostart**.
   b) Switch the slider next to Unify Phone to ON.

2) To allow Unify Phone to show notifications on phone's lock screen:
   a) On your device **Settings**, navigate to **Apps** > **Permissions** > **Other permissions**.
   b) Tap **Permissions** > **Show on Lock screen**.
   c) Enable the checkbox next to Unify Phone.

These steps may vary depending on the MIUI version.

11 Appendix

This section contains additional reference information.

11.1 Switching your Chromebook to Beta channel

You can switch your Chromebook to Beta channel by following the steps below:

Step by Step

1) Sign in to your Chromebook with the owner account.
2) At the bottom right, click the time and then select **Settings** > **About ChromeOS** > **Additional details**.
3) In the **Channel** area, click **Change channel**, then select the Beta channel.
4) Go back to the **About ChromeOS** area and click **Check for updates**.

   Your Chromebook downloads and installs the latest Chrome OS beta build.
5) Restart your Chromebook to complete the update.
6) Go to **Settings** > **Apps** > **Manage Android preferences** > **System** > **About Device** and check that you are using Android version 11.
7) If your Chromebook is based on Hatch and you have not received the Android 11 update in the latest Beta build, remove the existing Android setup and install it again:
   a) Navigate to **Settings** > **Apps** > **Remove Play Store** and select **Remove**.
   b) Turn on Play Store from the Apps page and install it again. Installing Play Store again will remove all your Android apps.