



A MITEL
PRODUCT
GUIDE

Unify Phone

Unify Phone V3 for iOS

OpenScape Voice
OpenScape 4000

User Guide
05/2025

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Europe Limited. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos, and graphics (collectively “Trademarks”) appearing on Mitel’s Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively “Mitel”), Unify Software and Solutions GmbH & Co. KG or its affiliates (collectively “Unify”) or others. Use of the Trademarks is prohibited without the express consent from Mitel and/or Unify. Please contact our legal department at iplegal@mitel.com for additional information. For a list of the worldwide Mitel and Unify registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2025, Mitel Networks Corporation

All rights reserved

Contents

1 Changes in current issue.....	5
2 Overview.....	6
2.1 Unify Phone.....	6
2.2 Prerequisites.....	7
2.3 Supported iOS platforms.....	7
3 Accessing Unify Phone.....	8
3.1 Getting Unify Phone.....	8
3.2 Signing in.....	8
3.2.1 Signing in to Unify Phone for Unify Video.....	8
3.2.2 Signing in to Unify Phone for OpenScape with your Unify Phone credentials.....	9
3.2.3 Signing in to Unify Phone for OpenScape with Single Sign On (SSO).....	10
3.2.4 Signing in to Unify Phone for OpenScape with a QR code.....	10
3.3 Signing out.....	11
3.4 Resetting your password.....	11
4 Calls.....	13
4.1 Making a call from the keypad.....	14
4.2 Making a call from the call history.....	14
4.3 Making a call from favorites.....	15
4.4 Making a call from contact's profile.....	15
4.5 Making a call using Siri.....	16
4.6 Making a call using CarPlay.....	17
4.7 Receiving a call.....	18
4.8 Actions during a call.....	19
4.9 Sending DTMF commands on an active call.....	21
4.10 Placing a call on hold.....	21
4.11 Pushing an ongoing call to desk phone or alternative number.....	21
4.12 Transferring a call.....	22
4.12.1 Transferring a call without consultation (blind transfer).....	22
4.12.2 Transferring a call with consultation.....	22
4.13 Making a second parallel call.....	23
4.14 Receiving a call during another active call.....	23
4.15 Swapping between two parallel calls.....	24
4.16 Merging two parallel calls.....	25
4.17 Pulling an ongoing call from another device.....	25
4.18 Viewing all current calls.....	25
4.19 Remote call control of desk phone.....	28
4.20 Call quality indicator.....	29
4.20.1 Call metrics.....	30
4.21 Working as an agent in classic hunt/ACD groups.....	30
4.22 Name resolution of phone numbers.....	31
5 Call history.....	33
5.1 Filtering the call history.....	33
5.2 Deleting the call history.....	33
5.3 Deleting an entry from the call history.....	34
6 Voicemail.....	35
6.1 Listening to voice messages.....	35
6.2 Listening to voice messages through CarPlay.....	35

7 Presence	37
7.1 Presence in Unify Phone for Unify Video	37
7.2 Presence in Unify Phone for OpenScape	37
7.3 Setting your presence status	38
7.4 Setting a profile picture	39
7.5 Removing the profile picture	40
8 Contact directories	41
8.1 Searching for a contact	41
8.2 Contact profile	42
8.2.1 Viewing a contact's profile	42
9 Favorites	44
9.1 Marking a contact's phone number as a favorite	44
9.2 Reordering favorites	44
9.3 Removing a favorite	45
10 Settings	46
10.1 Enabling call forwarding	46
10.2 Disabling call forwarding	47
10.3 Setting an alternative number	47
10.4 Activating your voicemail	48
10.5 Changing the ring time before a call is routed to voicemail	48
10.6 Configuring incoming call routing	48
10.7 Changing the ring time before a call is routed to alternative number	49
10.8 Configuring busy settings	49
10.9 Connecting to your Microsoft Exchange account	50
10.10 Connecting to your Microsoft Exchange on-premises account	51
10.11 Connecting to your Google account	52
10.12 Making yourself available for hunt/ ACD group calls	52
10.12.1 Making yourself available for hunt group calls (OpenScape Voice)	53
10.12.2 Making yourself available for ACD group calls (OpenScape 4000)	54
10.12.3 Making yourself available for classic group calls (OpenScape 4000)	56
10.13 Changing your password	57
10.14 Changing the ringtone for incoming calls	58
10.15 Viewing your account's activity	58
11 Service and support	59
11.1 Accessing user documentation	59
11.2 Reporting an issue	59
11.3 Viewing the terms and conditions	59
11.4 Performing a required update of the Unify Phone app	60
12 Using Unify Phone in CarPlay	61
12.1 Making a call using CarPlay	61
12.2 Making a call from the call history using CarPlay	62
12.3 Making a call from favorites using CarPlay	63
12.4 Listening to voice messages through CarPlay	63
13 Accessibility features	65

1 Changes in current issue

Impacted chapters	Change description
Calls on page 13	Updated chapter about emergency calls.
Signing in to Unify Phone for OpenScape with a QR code on page 10	New chapter about signing in with a QR code.
Supported iOS platforms on page 7	Updated chapter about the supported iOS platforms.

2 Overview

This guide describes how to make use of the Unify Phone mobile app on iOS when working with an OpenScape Voice or OpenScape 4000 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:

- Unify OpenScape Voice
- Unify OpenScape 4000
- 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
- Mute/ Unmute
- Transfer call
- Pull call from other Unify Phone clients or desk phone
- Push call to desk phone or alternative number
- 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
- Remote call control of desk phone (Computer Telephony Integration - CTI): make parallel call, hold and retrieve, end call, swap calls, transfer, merge into conference
- Add phone numbers to favorites

- Access a contact's profile information.

2.2 Prerequisites

Prerequisites for Unify Phone for Unify Video

- You have a Unify Video account.
- You are a subscriber of one of the following communication systems:
 - OpenScape Voice V10R2.14.0 (with all the available hotfixes installed) or later
 - OpenScape 4000 V10R1 (with all the available hotfixes installed) or later
- 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 your communication system.
- 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 one of the following communication systems:
 - OpenScape Voice V10R2.14.0 (with all the available hotfixes installed) or later
 - OpenScape 4000 V10R1.34 (with all the available hotfixes installed) or later and the privates for Assistant or Manager

Classic hunt groups are supported when the OpenScape 4000 communication system is running at least on version 11.
- 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 your communication system.

2.3 Supported iOS platforms

The supported iOS platforms for Unify Phone are phone and tablets running the iOS operating system version 16.0 or later.

3 Accessing Unify Phone

3.1 Getting Unify Phone

Step by Step

- 1) On your iOS device, do one of the following:
 - Type <https://phoneapp.unify.com> in your device's web browser, then tap **Download on the App Store**.
 - Tap the following link to be redirected to the Unify Phone page in App Store.
<https://apps.apple.com/sa/app/unify-phone/id1597310907>
 - Launch the **App store** app, search for **Unify Phone**, then select the Unify Phone app from the search results.
- 2) Tap **Get**.
- 3) Tap **Install**.
- 4) If prompted, sign in to the App Store to complete the installation.
- 5) 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)
- Unify Phone for OpenScape, with QR code

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.



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

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 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 [Resetting your password](#) on page 11.

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. Remember to check your junk or spam folder if you can't find the email in your inbox.

- 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 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.

3.2.4 Signing in to Unify Phone for OpenScape with a QR code


You can sign in to the Unify Phone app by scanning a QR code with your mobile device. You can find the QR code in the account settings of your Unify Phone for Web or PWA client.

Prerequisites

- Your Unify Phone web client or PWA is currently open on a desktop computer, displaying the sing-in QR code under **Settings > Account**.
- or
- You have saved the sing-in QR code in the gallery app on your mobile device.

To sign in to Unify Phone, follow the steps below and scan the QR code from within the app:

Step by Step


- 1) Open the Unify Phone app from your device.
The Unify Phone app opens prompting you to sign in.
- 2) Tap  next to the **Sign in** button.
Your camera is activated.
- 3) If prompted, click **Allow** to allow the Unify Phone app to use your device camera.
- 4) Scan the QR code on your computer screen or tap **Open Photos** and select the QR image.
You are redirected to the sign in page where your email address is already filled in.
- 5) Tap **Next**.
- 6) Enter your 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 [Resetting your password](#) on page 11.
- 7) Tap **Sign in**.

You can alternatively scan the QR code by manually opening your device's camera app, then scanning the QR code (or tapping **Open Photos** and selecting the QR code). This will redirect you to the sign-in page, where your username is already populated. Tap **Next**, enter your password, then tap **Sign in** to sign in to Unify Phone.

3.3 Signing out

To sign out at any time:

Procedure

- Tap **Settings**  at the bottom of the app.
- Tap **Sign out**.

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**.

NOTICE: Remember to check your junk or spam folder if you can't find the email in your inbox.

- 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.

4 Calls

With Unify Phone you can easily make and receive phone calls, view your current calls and manage them as you need.

As an **OpenScape Voice subscriber**, you can make or receive up to two calls at a time on a Unify Phone client (web or mobile). Only one call can be active at a time on a client. Others can be either incoming calls or calls on hold. If you are already handling two calls on a client, any additional incoming calls be sent to other destinations, such as your desk phone. You can be in more than two phone calls simultaneously on Unify Phone, but not all on the same client. For example, you can be on two phone calls on the web app, and on another one on the mobile app.

As an **OpenScape 4000 subscriber**, you can make or receive up to two calls in total on Unify Phone. Only one call can be active at a time on a client. Others can be either incoming calls or calls on hold. If you are already handling two calls on Unify Phone (either both on the same client or on different clients), any additional incoming calls will be sent to other destinations, such as your desk phone.

You can view all current calls on your work number, including the ones that are in progress on another device (remote calls).

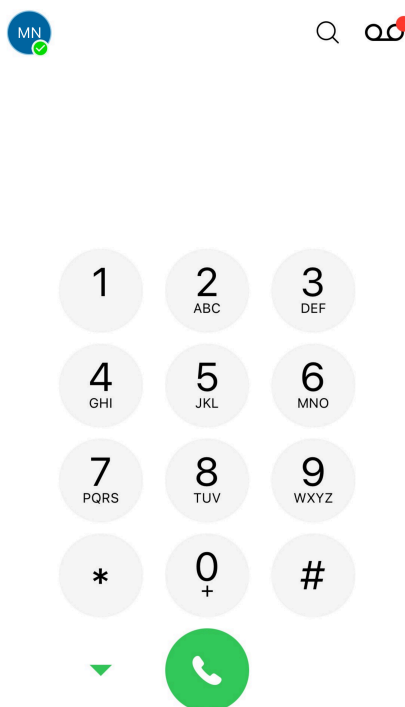
If a desk phone has been assigned to you on your OpenScape system, you can view and control ongoing calls on your desk phone from within the Unify Phone app.

The first time you make a call or listen to your voicemail using Unify Phone, you will be required to read and accept the Emergency calls disclaimer. The disclaimer explains that you should use a mobile phone call (GSM) or a landline phone to make emergency calls instead of Unify Phone. A mobile or landline phone will provide a more accurate location to help emergency services find you. Additionally, emergency calls made through Unify Phone may be routed to the incorrect response center. Once you accept the disclaimer, it will not appear again.

Calls

Making a call from the keypad

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 or you have set an alternative number in [Settings](#) (e.g. mobile), you can select the device to make the call from as follows:
 - a) Tap **Call** ▼ next to the call button and select your preferred option between **Unify Phone** (default), **Desk phone** or **Alternative number**.
The selected device will be remembered as the preferred device for calls initiated through the specific Unify Phone client.
- 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 do one of the following actions:

- Tap the entry you want to call.

The call is made using the device you last selected in the Keypad area or after performing a long tap on a contact's name or number in the call history, the favorites list or in the contact search results.

- Long tap the entry you want to call and select the preferred calling device from the available options.

The call is made using the device you have selected. The selected device will be remembered as the preferred device for calls initiated through the specific Unify Phone client.

4.3 Making a call from favorites

Step by Step

- 1) Open Unify Phone.
- 2) Tap ☆ **Favorites** at the bottom of the app.
- 3) Do one of the following:

- Tap the favorite you want to call.

The call is made using the device you last selected in the Keypad area or after performing a long tap on a contact's name or number in the call history, the favorites list or in the contact search results.

- Long tap the favorite you want to call and select the preferred calling device from the available options.

The call is made using the device you have selected. The selected device will be remembered as the preferred device for calls initiated through the specific Unify Phone client.

4.4 Making a call from contact's profile

Step by Step

- 1) Go to the profile of the contact you want to call in one of the following two ways:
 - Tap ☰ **Keypad** at the bottom of the app, tap 🔍 at the top, search for the contact's name or phone number, then tap on the contact's profile picture in the search results.
 - Tap 📞 **History** at the bottom of the app, tap on the profile picture of the contact in the call history.

Calls

Making a call using Siri

2) Do one of the following:

- Tap the phone number you want to call.

The call is made using the device you last selected in the Keypad area or after performing a long tap on a contact's name or number in the call history, the favorites list or in the contact search results.

- Long tap the phone number you want to call and select the preferred calling device from the available options.

The call is made using the device you have selected. The selected device will be remembered as the preferred device for calls initiated through the specific Unify Phone client.

4.5 Making a call using Siri

You can make calls on Unify Phone using Siri and keep in touch with your contacts in hands-busy situations.

You can make Unify Phone calls using Siri by name or number. When calling by name, Siri will search the name within your device's contacts and initiate the call.

Prerequisites

- You have set up Siri to be activated with the `Hey Siri` voice command or when the Home or Side Button **of your device** is held down.
- You have enabled Siri on your device.

For an improved calling experience, you would allow Siri when your iOS device is locked. This will make it possible for you to make Unify Phone calls using Siri even when your device is locked.

Step by Step

- 1) Say `Hey Siri` or press the Home or Side button **on your device** to activate Siri.
- 2) Say `Call [contact name or phone number]` using Unify Phone.
- 3) If you provide the phone number of the contact you want to call and there are multiple contacts with the same phone number, Siri will display a list of contacts to choose from. Choose the contact you want to call in any of the following ways:
 - Say the name of the contact you want to call.
 - Tap the name of the contact you want to call in the pop-up window.
 - Tap **Other** in the pop-up window, then select a contact from your contact list.

Siri will start calling the contact using Unify Phone.

If your iOS device is not connected to the Internet and you are trying to make a call using Siri, the Unify Phone app will open and an error message will be displayed to inform you that there is no Internet connection.

4.6 Making a call using CarPlay

Unify Phone supports integration with Apple CarPlay and allows you to safely make calls on Unify Phone while you are driving through the use of Siri voice commands.

You can make Unify Phone calls via CarPlay by asking Siri to do that for you. You can make a call by name or number. When calling by name, Siri will search the name within your iOS device's contacts and initiate the call.

Prerequisites

- You have connected your iOS device to CarPlay.
- You have enabled Siri on your iOS device.
- You have signed in to Unify Phone on your iOS device.

Step by Step

- 1) Locate and tap the Unify Phone icon on the CarPlay screen. Unify Phone app is launched.
- 2) If you are not signed in to Unify Phone already, you are prompted to sign in. Open Unify Phone on your iOS device and sign in with your credentials.
- 3) When signed in, you see the **Unify Phone** tab.

The following options are displayed on your CarPlay screen:

- **Ask Siri to make a call**
- **Voicemail**

These options are displayed on the screen even when the Unify Phone app is not currently running on your iOS device.

The Voicemail option is only available when voicemail is enabled for you on your communication system. When you have unheard voice messages, a red dot appears next to this option.

- 4) Ask Siri to make a call for you using Unify Phone, in any of the following ways:
 - Say `Hey Siri, then say Call [contact name or phone number] using Unify Phone.`
 - Press and hold the voice command button on the steering wheel. Then, say `Call [contact name or phone number] using Unify Phone.`
 - While Unify Phone is open on CarPlay, tap **Ask Siri to make a call** on the CarPlay screen. After Siri asks you `To who?`, say the name or number you want to call.

The first two ways work even if the Unify Phone app is in the background.

- 5) If you provide the phone number of the contact you want to call and there are multiple contacts with the same phone number, Siri will display a list of contacts to choose from. Choose the contact you want to call in any of the following ways:
 - Say the name of the contact you want to call.
 - Tap the name of the contact you want to call in the pop-up window.
 - Tap **Other** in the pop-up window, then select a contact from your contact list.

Siri will start calling the contact using Unify Phone via CarPlay.

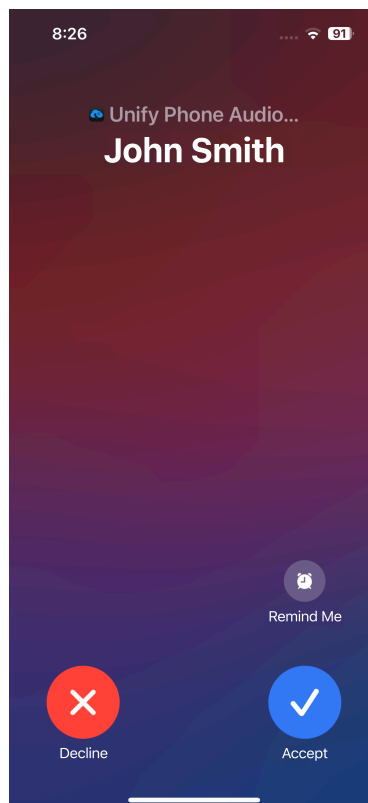
Calls

Receiving a call

If your iOS device is not connected to the Internet and you are trying to make a call using Siri, the Unify Phone app will open and an error message will be displayed to inform you that there is no Internet connection.

4.7 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.



Procedure

- To answer the call, tap **Accept**.
- To decline the call, tap **Decline**.

NOTICE:

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

4.8 Actions during a call

While in a call, you can see on the call screen the name or number of the person you are on a call with, the call status or duration, and a set of call controls.

The following figure shows an example of the call screen when you are on a single active call on Unify Phone on your iOS device.

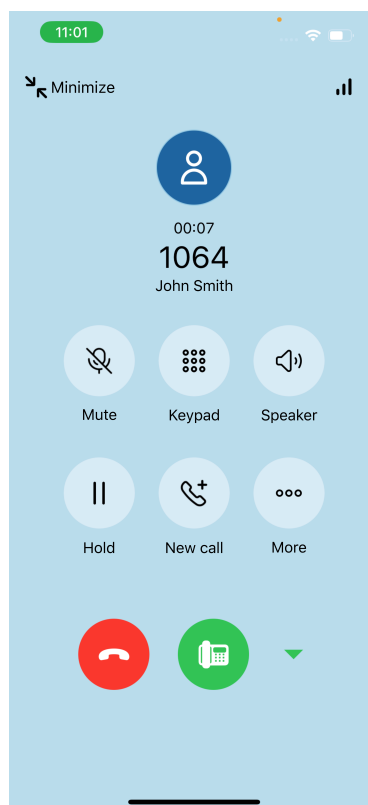


Figure 1: Active call in full screen

The call appears in **full screen**. In this view you can also see the avatar of the caller / callee and - for as long as the call is active - a call quality indicator (📶). You can tap on the indicator to view call metrics of the active call.

Taking the same example as before, where you are on a single active call on Unify Phone on your iOS device, if you minimize or navigate away from the call screen, the call will appear in **mini view** at the top of the app. In this view, a limited set of call controls (up to 3) is available.

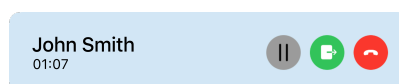





















Figure 2: Active call in mini view

When you are involved in more than one call at the same time on your work number, only up to one call can be shown in full screen.

The following table summarizes the call controls and their functions.

Calls

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
	New call	Make a new separate call ¹
	More	Display more call control options: <ul style="list-style-type: none"> •  <i>Transfer</i>: Transfer the call to another number •  <i>Merge</i>: Merge two parallel calls to bring them into a conference² •  <i>Swap</i>: Swap two separate calls³
	End call	End the current call
	Push call to desk phone	Push the current call to desk phone ⁴
	Push call to alternative number	Push the current call to alternative number ⁵
	Push call	Display the following options to push the call to ⁶ : <ul style="list-style-type: none"> •  <i>Desk phone</i>: Push the call to desk phone •  <i>Alternative number</i>: Push the call to alternative number
	Pull call	Pull a remote call ⁷


4.9 Sending DTMF commands on an active call

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

Prerequisites

The call is shown in full screen.



Step by Step

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

4.10 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.

4.11 Pushing an ongoing call to desk phone or alternative number

You can push an ongoing call from the Unify Phone app to your desk phone or alternative number.

Prerequisites

- A desk phone has been assigned to you on your OpenScape system or you have set an alternative number in [Settings](#) (e.g. mobile).
- You are on an ongoing call on the Unify Phone app.

¹ Available when you are on a single call

² Available when you are on two separate calls

³ Available when you are on two separate calls, one active and one held. The Swap option is visible on the call controls available for the call on hold.



⁴ Available in full screen call view when a desk phone has been assigned to you on your OpenScape system

⁵ Available in full screen call view when you have set an alternative number in Settings

⁶ Available in mini call view when a desk phone has been assigned to you on your OpenScape system or you have set an alternative number in Settings. Only options that are available to you are displayed

⁷ Available when you are on an ongoing call on another device (remote Unify Phone client or desk phone) and you haven't reached the maximum call limit on your mobile app


Procedure

- If the call is shown in full screen:
 - Tap  on the call controls to push the call to desk phone.
 - or
 - Tap  on the call controls to push the call to alternative number.

Only one of these buttons is visible on the call controls at a time.

If the desired button is not displayed, tap the down arrow ▼ on the call controls area and select the device you want to push the call to from the pop-up menu. The respective button will then appear on the call controls and be available for use.

The down arrow ▼ is only visible, if a desk phone has been assigned to you on your OpenScape system and you have set an alternative number in Settings.

- If the call is shown in mini view, tap  on the call controls and select the device you want to push the call to from the pop-up menu.



4.12 Transferring a call

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

4.12.1 Transferring a call without consultation (blind transfer)

While on an active call and the call is shown in full screen:

Step by Step

- 1) Tap  **More**.
- 2) Select  **Transfer**.
- 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.

4.12.2 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 and the call is shown in full screen:

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 **Call**.
- 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.

4.13 Making a second parallel call

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

Prerequisites

The call is shown in full screen.

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 **Call**.

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

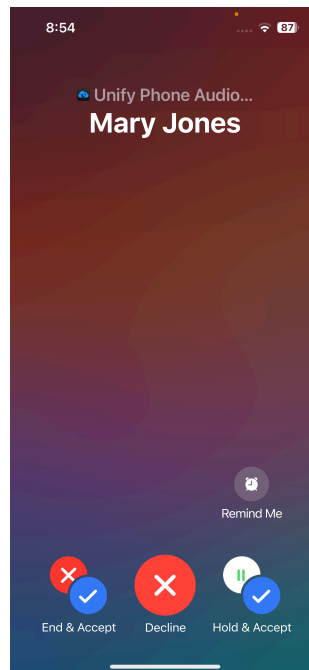
The first call is displayed in mini view at the top of the Unify Phone app and the text **On hold** appears below the name or number of the callee to indicate that the call is on hold. The second call is displayed in full screen.

4.14 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.

Calls

Swapping between two parallel calls



Procedure

- To end the first call and answer the new one, tap **End & Accept**.
- To put the first call on hold and answer the new one, tap **Hold & Accept**.
- To decline the call, tap **Decline**.

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

The first call is displayed in mini view at the top of the Unify Phone app and the text **On hold** appears below the name or number of the caller / callee to indicate that the call is on hold. The second call is displayed in full screen.

4.15 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:

Procedure

- If the call on hold is shown in full screen, tap **More** on the call controls and select **Swap** from the drop-down menu.
- If the call on hold is shown in mini view, tap **Swap** in the call controls.



4.16 Merging two parallel calls

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

Prerequisites

The call is shown in full screen.

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.

4.17 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:

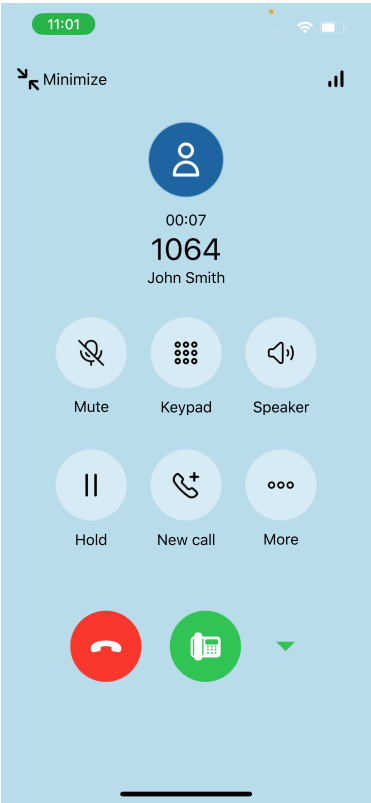
Step by Step

- 1) Open the Unify Phone mobile app.
- 2) Tap  **Pull** on the call controls.

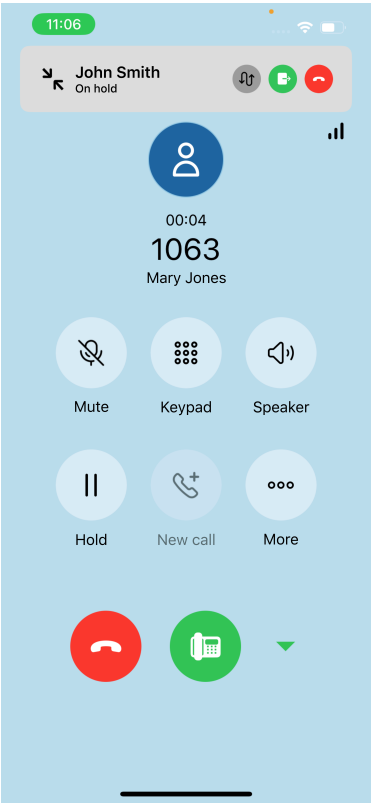
4.18 Viewing all current calls

You can view all active, incoming, or held calls on your work number, including the ones that are in progress on another device (remote calls). For remote calls, the text `Remote call` appears next to the call status in the call view.

If you are involved in a single call on your work number, the call screen will display information about the caller or callee, the call status or duration, and a set of call controls. The call will appear in full screen, as displayed in the figure below:

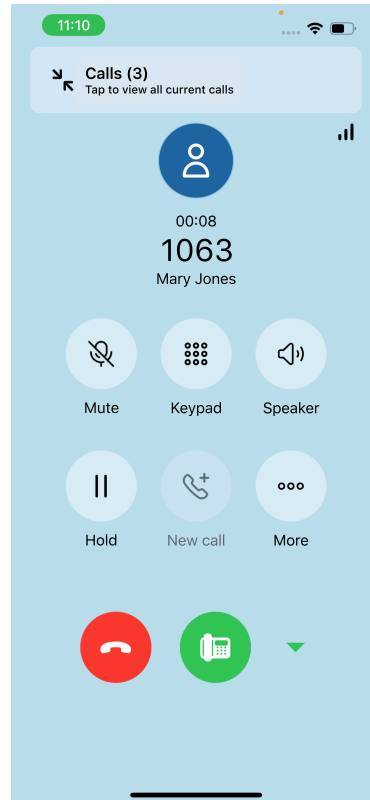


If you are involved in two calls at the same time, the call screen will display both calls: one call in full screen and another one in mini view. The figure below shows one call as active (in full screen) and the other one as on hold (in mini view).



In mini call view, you can see a limited set of call controls (up to 3).

If you are involved in more than two calls at the same time, the call screen will display one call in full screen. It will also display a call banner (also known as call chip) at the top of the screen showing the total number of ongoing calls. The figure below shows the call screen when you are on three calls at the same time, two on Unify Phone on your iOS device (local calls) and one on a desk phone (remote call). One of the local calls is shown in full screen.



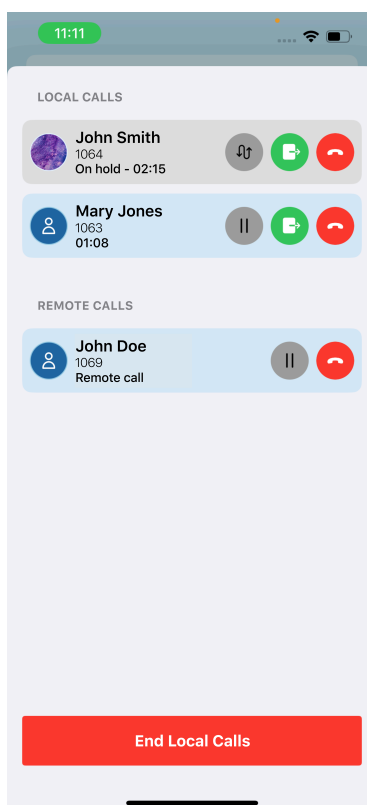
Tapping on the call banner at the top of the screen will open a list of all your current calls.

In the **Call list** screen, each call is displayed in mini view. Calls are grouped into two categories: local calls and remote calls. If you are on more than one local call, the **End Local Calls** button will appear at the bottom of screen, allowing you to end all local calls at once.

The figure below shows the call list screen when you are on three calls at the same time: two on Unify Phone on your iOS device (local calls) and one on a desk phone (remote call).

Calls

Remote call control of desk phone



Selecting a call in the list (i.e., tapping everywhere on the mini call view but the call controls) will take you back to the call screen where the selected call is displayed in full screen.

Available call controls depend on the number and status of your calls, the device or client the call is in progress on, whether the call is shown in full screen or mini view, as well as the telephony settings configured for you. Only controls that are available for a call are displayed on Unify Phone.

For a full list of call controls and their functions, please refer to section [Actions during a call](#) on page 19.







4.19 Remote call control of desk phone



You can manage a call that is currently in progress on your desk phone from within Unify Phone.




For remote calls, the text `Remote call` appears next to the call status in the call view to indicate the call is in progress on another device. Similar to local calls (i.e. calls that are in progress on Unify Phone on your local device), the call screen for remote calls displays the name or number of the person you are on a call with, the call status or duration, and a set of call controls. Only options that are available for you are displayed. You can view remote calls in full screen or in mini view.

You can hold/ retrieve the remote call, end the call, transfer the call, make a new parallel call, swap between two parallel calls on your desk phone or merge them into a conference. You can also pull a remote call to your Unify Phone app if you haven't reached the maximum call limit on your mobile app.


Prerequisites

- You are on an ongoing call on your desk phone.
- 1) On your mobile app, locate the remote call in the call screen.
 - 2) Do one of the following:
 - To hold / retrieve the call, tap  **Hold** on the call controls.
 - To end the call, tap  on the call controls.
 - To send the call to another person, make sure the call is shown in full screen, then tap  **More** on the call controls and select  **Transfer** from the pop-up menu.
 - To make a new parallel call on your desk phone, make sure the call is shown in full screen, then tap  **New call** on the call controls, enter the number you want to call, and tap **Call**.
 - To swap between two calls on your desk phone (e.g. swap between a call on hold and an active call), tap  **Swap** on the call controls of the call on hold.

If the call on hold is shown in full screen, tap  **More** on the call controls and select  **Swap** from the pop-up menu.

 - To merge parallel calls on your desk phone to bring them into conference, make sure the call is shown in full screen, then tap  **More** and select  **Merge** from the pop-up menu.
 - To retrieve the call into your mobile app, tap  **Pull** on the call controls.

4.20 Call quality indicator

The call quality indicator  shows the quality of the connection during an active call on Unify Phone.
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.

Calls

Working as an agent in classic hunt/ACD groups

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.

4.20.1 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. You are navigated to the call metrics screen, then after a few seconds, the call metrics appear.

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 29.

4.21 Working as an agent in classic hunt/ACD groups

NOTICE:

In case of OpenScape Voice, the agents are members of hunt groups.

In case of OpenScape 4000, the agents are members of ACD (Automatic Call Distribution) groups or classic hunt groups.

Hunt/ ACD groups allow a group of people to answer incoming calls to a single phone number. Hunt/ ACD group calls are distributed to members of the group

in an ordered manner according to the rules specified by the administrator of the communication system.

If you are a member of a hunt/ ACD group, you will be able to receive calls to the hunt/ ACD group number. You will still be able to receive direct calls to your own work number, when it is different from the hunt/ ACD group number.

As an **OpenScape Voice subscriber**, receiving hunt group calls requires that:

- You are a member of at least one hunt group.
- Your agent status is set to available for all hunt groups or for a specific one.

As an **OpenScape 4000 subscriber**, receiving ACD or classic hunt group calls requires that:

- You are a member of either an ACD group or a member of one or more classic hunt groups.

NOTICE: As a Unify Phone user, you cannot be part of both an ACD group and one or more classic hunt groups at the same time.

- Your agent status is set to available.

When a hunt/ ACD group call comes in on your device, the incoming call screen shows up on your display and you can hear a ring tone.

When a hunt group call comes in for an OpenScape Voice subscriber, the incoming call screen shows the following information:

- The number or name of the calling party
- The pilot number/ display name of the hunt group that the call has been forwarded from.

NOTICE: This allows you to difference between a hunt group call and a regular incoming call.

When a hunt/ ACD group call comes in for an OpenScape 4000 subscriber, the incoming call screen shows the number or name of the calling party.

You can choose to answer or decline a hunt/ ACD group call that comes in on your device.

If you do not answer a hunt group call within a set time, the call follows the rules of the specific hunt group configuration.

4.22 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.

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, answered
	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. The vertical red line only disappears when you navigate away from the call history tab.

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 a subscriber of OpenScape Business or OpenScape 4000 and 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.

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.
By default all incoming and outgoing calls are displayed.
- 2) Tap **Missed** at the top of the app to view only calls you didn't answer or **All** to view all your incoming and outgoing calls.




5.2 Deleting the call history

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

Call history

Deleting an entry from the call history


Step by Step

- 1) Tap **History**  at the bottom of the app.
- 2) Tap  at the top right of the app.
- 3) Tap  at the top left of the app.
- 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.


Alternatively, you can:

- Swipe left on the call entry that you want to delete, then tap  and confirm the deletion by tapping **Yes**.
- Tap  at the top right of the app, tap  to the left of the call entry that you want to delete, then tap  and confirm the deletion by tapping **Yes**.

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  appears at the top of your Unify Phone app. The icon appears with a red dot when you receive a new voice message (currently only available with OpenScape Voice).

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 .

6.2 Listening to voice messages through CarPlay

When voicemail is enabled for you on your communication system, you can listen to your voice messages through CarPlay.

Prerequisites

- You have connected your iOS device to CarPlay.
- You have signed in to Unify Phone on your iOS device

Step by Step

- 1) Locate and tap the Unify Phone icon on the CarPlay screen. Unify Phone app is launched.
- 2) If you are not signed in to Unify Phone already, you are prompted to sign in. Open Unify Phone on your iOS device and sign in with your credentials.
- 3) When signed in, you see the **Unify Phone** tab.


The following options are displayed on your CarPlay screen:

- **Ask Siri to make a call**
- **Voicemail**

These options are displayed on the screen even when the Unify Phone app is not currently running on your iOS device.

The Voicemail option is only available when voicemail is enabled for you on your communication system. When you have unheard voice messages, a red dot appears next to this option.

- 4) Tap **Voicemail** on your CarPlay screen. A call to your voicemail starts.
- 5) Listen to messages received.

- 6) End the call by tapping  on the touch screen or press the end call button on the steering wheel.

If your iOS device is not connected to the Internet, the Unify Phone app will open and an error message will be displayed to inform you that there is no Internet connection.

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

Setting your presence status

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 top-right corner of the Unify Phone app, on the bottom-right corner of your avatar image.



To set your presence status:

Step by Step

- 1) Tap **Settings**  at the bottom of the app
- 2) Tap on your name.

3) 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

NOTICE: If you do not see your presence status or the presence status of others, this would mean that your tenant has been configured to hide presence statuses.

7.4 Setting a profile picture

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


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

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.

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 **Settings**  at the bottom of the app.
- 2) Tap on your name, then tap on your avatar image.

Presence

Removing the profile picture

3) A pop-up menu is displayed 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 library.

The image library 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 **Settings**  at the bottom of the app.

2) Tap on your name, then tap on your avatar image.

3) On the pop-up menu displayed, 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 50
- [Connecting to your Microsoft Exchange on-premises account](#) on page 51

- **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 [Conectando à sua conta do Google](#).

- **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/Google 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/Google contacts.




Step by Step

- 1) Open Unify Phone.
- 2) In the top-right of the screen, tap .
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:

You can recognize the contacts by the icons 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.

Next steps

To make a call from search results, you can do one of the following actions:

- Tap the entry you want to call.

The call is made using the device you last selected in the Keypad area or after performing a long tap on a contact's name or number in the call history, the favorites list or in the contact search results.

- Long tap the entry you want to call and select the preferred calling device from the available options.

The call is made using the device you have selected. The selected device will be remembered as the preferred device for calls initiated through the specific Unify Phone client.

8.2 Contact profile


A contact profile stores personal information such as profile picture, name, phone number and email address.

Each contact has a profile that allows you to access all their available information and perform quick actions such as calling the contact or marking their phone number as a favorite. You can view a contact's profile by tapping on their profile picture.

8.2.1 Viewing a contact's profile

You can view a contact profile page in one of the following ways:

Procedure

- From the contact search results:
 - a) Tap **Keypad** at the bottom of the app.
 - b) Tap  at the top of the app.
 - c) Search for the contact's name or phone number.
 - d) Tap on the contact's profile picture in the search results.
- From the call history:
 - a) Tap **History** at the bottom of the app.
 - b) Tap on the contact's profile picture in the call history.

Next steps

Swipe down from the top to exit the contact profile page.

Favorites

Marking a contact's phone number as a favorite





9 Favorites

Favorites allow you to easily access contacts you communicate with frequently. You can set a contact's phone number as a favorite for quick access to dial.

9.1 Marking a contact's phone number as a favorite

You can easily mark a contact's phone number as a favorite from the contact's profile page.

Step by Step

- 1) Go to the profile page of the contact you want to add to favorites in one of the following ways:
 - Tap  **Keypad** at the bottom of the app, tap  at the top, search for the contact's name or phone number, then tap on the contact's profile picture in the search results.
 - Tap  **History** at the bottom of the app, tap on the profile picture of the contact in the call history.
- 2) Tap  to the right of contact's phone number.

The contact's phone number is added to your favorites list.

Next steps

Swipe down from the top to exit the contact profile page.




You can view your favorites list by tapping  **Favorites** at the bottom of the Unify Phone app.

9.2 Reordering favorites

By default, the favorites list is updated automatically when you mark a contact's phone number as a favorite. The phone number you favorited last appears as the last item in the list.

You can easily rearrange your favorites in the order you want.

Step by Step

- 1) Tap  **Favorites** at the bottom of the app.
- 2) Tap  at the top right of the app.
- 3) Drag and drop your favorites in the order you want them to appear.
- 4) Tap  at the top right of the app to save the changes.

Your favorites list is updated and displays favorites in the order you arranged.


9.3 Removing a favorite

You can easily remove a favorite by following the steps below:

Step by Step

- 1) Tap ☆ **Favorites** at the bottom of the app.
- 2) Tap ✎ at the top right of the app.
- 3) Tap ⊖ to the left of the favorite you want to remove.
- 4) Tap ✓ at the top right of the app to save the changes.

You can alternatively remove a favorite in one of the following ways:

- Tap ☆ **Favorites** at the bottom of the app, swipe left on the favorite you want to remove, then tap .
- Open the contact's profile page and tap the star icon.

The phone number is removed from your favorites list.

Next steps

If you want to add the phone number back to your favorites list, you need to mark it again as a favorite.

10 Settings

Use the Settings menu to configure the Unify Phone settings.

To open the settings menu, tap **Settings**  at the bottom of the app.

You can configure the following:

- Enable/ Disable **Call Forwarding**.
- Specify an **Alternative number**.
- Activate your **Voicemail**.
- Define the **Call routing**.
- Configure **Busy settings**.
- **Change password**



This is only available on Unify Phone for OpenScape.

- View the time of the **Last successful login**.
- View **Contacts**:
 - Connect to your **Microsoft Exchange Online** account to access contacts.
 - Connect to your **Microsoft Exchange on-premises** account to access contacts.
 - Connect to your **Google** account to access contacts.
- Select a **Ringtone** for incoming calls.


10.1 Enabling call forwarding

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

Step by Step

- 1) Tap **Settings**  at the bottom of the app.
- 2) Tap **Call Forwarding**.
- 3) Switch the slider to ON (blue) to enable call forwarding.
- 4) Tap **Call forwarding number** and enter your colleague's phone number in the input field.
- 5) Tap  at the top right of the app.

Call forwarding is enabled and the Call forwarding number page shows the forwarding destination.

The call forwarding icon () and the message **Call forwarding is enabled** are displayed at the top of the Unify Phone app


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

Next steps

Tap **Back** to return to the previous screen.

10.2 Disabling call forwarding

Step by Step

- 1) Tap **Settings**  at the bottom of the app.
- 2) Tap **Call Forwarding**.
- 3) Switch the **Call forwarding** slider to OFF (grey) to disable call forwarding.



Alternatively, tap **Call forwarding is enabled** at the top of the app and select **Disable**.

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

10.3 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 also use the alternative number to control the routing of your calls between your devices.

Step by Step

- 1) Tap **Settings**  at the bottom of the app.
- 2) Tap **Alternative number**.
- 3) Switch the **Alternative number** slider to ON (blue).
- 4) Tap **Alternative number**.
- 5) Type the phone number of an alternative device in the input field and tap  at the top right of the app or select a phone number from the suggestions list.

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

If you navigate to **Settings > Alternative number > Alternative number**, the phone number of the alternative device you have set is marked with a check mark.

NOTICE: Successive changes of the alternative number in a very short period of time (i.e., in the order of a few seconds) can trigger the Denial-of-Service protection mechanism of your company's Session Border Controller, resulting in you being blocked from accessing telephony service for a configured period of time.


10.4 Activating your voicemail

You can specify whether or not your unanswered calls will go to voicemail.

Prerequisites

Your telephony administrator has enabled voicemail on your company's communication system.


Step by Step

- 1) Tap **Settings**  at the bottom of the app.
- 2) Tap **Voicemail**.
- 3) Switch the **Voicemail** slider to ON (blue).

10.5 Changing the ring time before a call is routed to voicemail

When you have activated your voicemail, you can adjust the number of seconds an incoming call should ring before it is sent to voicemail.

Step by Step

- 1) Tap **Settings**  at the bottom of the app.
- 2) Tap **Voicemail**.
- 3) Tap **Active after**.
- 4) Select a ring time from the list.

The minimum ringing duration is 5 seconds and the maximum is 30 seconds.

Next steps


Tap **Voicemail** to return to the voicemail screen.

10.6 Configuring incoming 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 **Settings**  at the bottom of the app.
- 2) Tap **Incoming call routing**.

- 3) The currently selected option for incoming call routing is displayed. Tap on it and choose one of the following:

- **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.

- **Desk Phone**

Incoming calls will be routed directly to your desk phone.

- **Alternative number**

Incoming calls will be routed directly to your alternative device.

- **Voicemail**

Incoming calls will be routed directly to your voicemail.

NOTICE:

Outgoing calls are possible via all your Unify Phone clients or desk phone.


The option to send your incoming calls directly to your alternative device is only available if you have specified an alternative number.

The option to send your incoming calls directly to voicemail requires you to enable voicemail in settings and your telephony administrator to enable voicemail on your company's communication system.

10.7 Changing the ring time before a call is routed to alternative number

When you have set your incoming calls to go through the default routing sequence and you have set an alternative number, you can further adjust how long your Unify Phone clients and desk phone should ring before a phone call is routed to alternative number.

Step by Step

- 1) Tap **Settings**  at the bottom of the app.
- 2) Tap **Incoming call routing**.
- 3) Tap **Delay**.
- 4) Select the ring time that best suits your needs from the list.

Next steps

Tap **Back** to return to the previous screen.

10.8 Configuring busy settings


When you have set your incoming calls to go through the default routing sequence, you can further specify how new incoming calls will be treated while you are busy on a phone call. You can have these calls continue default

Settings

Connecting to your Microsoft Exchange account

routing, get a busy signal, go to your voicemail or alternative number, if you have specified one.

Step by Step

- 1) Tap **Settings**  at the bottom of the app.
- 2) Tap **Busy settings** and choose one of the following options:
 - **Default routing**
New incoming calls will use default routing.
 - **Busy signal**
New incoming calls will get a busy signal.
 - **Alternative number**
New incoming calls will go to your alternative number.
 - **Voicemail**
New incoming calls will go to voicemail.

NOTICE:


The **Busy settings** section is visible when the **Default routing** is selected as the preferred option for **Incoming call routing**.

The option to send your new incoming calls directly to your alternative device is only available if you have specified an alternative number.

The option to send your new incoming calls directly to voicemail requires you to enable voicemail in settings and your telephony administrator to enable voicemail on your company's communication system.

10.9 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 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 **Settings**  at the bottom of the app.
- 2) Tap **Contacts**.
- 3) Tap **Connect** under the **Microsoft Exchange Online** area.
- 4) If prompted, tap **Continue** to allow Unify Phone to share your information.
- 5) Sign in to your Microsoft Exchange Online account.

- 6) If prompted, tap **Accept** to allow Unify Phone to access your contacts.

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.

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


If your favorites list includes phone numbers of Microsoft Exchange Online contacts, upon disconnecting, you will be prompted to choose whether to delete or keep these favorite phone numbers. If you choose to delete them, they will be deleted from your favorites list on all Unify Phone clients. If you choose to keep them, they will remain on Unify Phone. You can always delete favorites manually later.

10.10 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 **Settings**  at the bottom of the app.
- 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.

Settings

Connecting to your Google account

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**.


If your favorites list includes phone numbers of Microsoft Exchange on-premises contacts, upon disconnecting, you will be prompted to choose whether to delete or keep these favorite phone numbers. If you choose to delete them, they will be deleted from your favorites list on all Unify Phone clients. If you choose to keep them, they will remain on Unify Phone. You can always delete favorites manually later.

10.11 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 **Settings**  at the bottom of the app.
- 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**.


If your favorites list includes phone numbers of Google contacts, upon disconnecting, you will be prompted to choose whether to delete or keep these favorite phone numbers. If you choose to delete them, they will be deleted from your favorites list on all Unify Phone clients. If you choose to keep them, they will remain on Unify Phone. You can always delete favorites manually later.

10.12 Making yourself available for hunt/ ACD group calls

You can easily make yourself available or unavailable to receive hunt/ ACD group calls. You simply need to set your agent status to the appropriate value.

As an **OpenScape Voice subscriber**, you can be a member of multiple hunt groups at a time. You can see the list of all hunt groups that you are a member of under the **Agent status** section, in the **Settings**  menu located at the


bottom of the app. You can make yourself available or unavailable for hunt group calls to all the hunt groups at once or to an individual hunt group.

As an **OpenScape 4000 subscriber**, you can be a member of either one ACD group or a member of one or more classic hunt groups. As a Unify Phone user, you cannot be part of both an ACD group and one or more classic hunt groups at the same time. You can see your agent status under the **Agent status** section, in the **Settings**  menu located at the bottom of the app. You can make yourself available or unavailable for ACD group calls or for calls to all hunt groups you are a member of at once.




10.12.1 Making yourself available for hunt group calls (OpenScape Voice)

Prerequisites:

- You are a member of at least one hunt group.


You can see your agent status under the **Agent status** section, by tapping **Settings**  at the bottom of the app.

The agent statuses are described in the following table:

Agent status	Description
 Unavailable	You are unavailable for calls to any hunt group.
 Partially unavailable	You are unavailable for calls to some but not all hunt groups.
 Available	You are available for calls to any hunt group.

Your agent status is available by default. If you do not answer a hunt group call that is ringing you during a longest idle, linear or circular hunting, your status for this group will be set to unavailable. As a result, your agent status will be automatically set (if not already) to Partially unavailable or Unavailable, depending on whether you are still available for calls to other hunt groups you are a member of. You need to set your agent status back to available, when you are ready again for hunt group calls.


Procedure

- 1) To make yourself available for calls to an individual hunt group:
 - a) Tap **Settings**  at the bottom of the app.
 - b) Tap **Agent Status**.
 - c) Locate the hunt group of your interest and switch the nearby slider to ON (green).

You will be able to receive calls to the phone number of this specific hunt group.

Your agent status is updated (if not already) to **Partially unavailable** (yellow) or **Available** (green), depending on whether you are still unavailable for calls to at least one hunt group.


2) To make yourself available for calls to any hunt group at once:

- a) Tap **Settings**  at the bottom of the app.
- b) Tap **Agent Status**.
- c) Switch the general agent status slider to ON (green).

You will be able to receive calls on the phone number of any hunt group you are a member of.

Your agent status is updated to **Available** (green).


3) To make yourself unavailable for calls to an individual hunt group:

- a) Tap **Settings**  at the bottom of the app.
- b) Tap **Agent Status**.
- c) Locate the hunt group of interest, and switch the nearby slider to OFF (gray).

Phone calls to the phone number of this specific hunt group will not come in on your device.

Your agent status is updated (if not already) to **Partially unavailable** (yellow) or **Unavailable** (gray), depending on whether you are still available for calls to other hunt groups you are a member of.

4) To make yourself unavailable for calls to any hunt group at once:

- a) Tap **Settings**  at the bottom of the app.
- b) Tap **Agent Status**.
- c) Switch the general agent status slider to OFF (gray).

Phone calls to the phone number of any hunt group you are a member of will not come in on your device.

Your agent status is updated to **Unavailable**.

Your agent status does not affect the delivery of normal phone calls to your own number. So even when you are unavailable for hunt group calls, you can still receive direct calls to your work number.

10.12.2 Making yourself available for ACD group calls (OpenScape 4000)

Prerequisites

- You are configured as an agent.
- You are a member of an ACD group.
- You are logged on as an agent.

As a member of an ACD group, you can easily make yourself available or unavailable for ACD group calls. You simply need to set your agent status to the appropriate value.

The agent statuses are described in the following table:

Agent status	Description
Unavailable	You are unavailable for calls to the ACD group. The agent slider is switched to OFF (gray).

Agent status	Description
Available	You are available for calls to the ACD group. The agent slider is switched to ON (green).
Working after call	You are unavailable for calls to the ACD group. The agent slider is switched to OFF (gray).

Your agent status is unavailable by default if you log on manually, from your desk phone.


Your agent status is set to available by default if auto-log on is configured.

When the service out feature is configured, if you do not answer an ACD group call until a predefined timer expires, your status will be set to unavailable. You need to set your agent status back to available, when you are ready to receive ACD group calls again.

Step by Step


- 1) If auto-log on is not configured, do the following to log on as an agent:
 - a) On your desk phone, press the **ACD log key** and enter the **Agent ID**.

NOTICE: This option is not available for SIP devices.

- b) On your desk phone, enter the **ACD log on code**, followed by the **Agent ID**.
- 2) To make yourself available for ACD group calls, you need to:
 - a) Tap **Settings**  at the bottom of the app.
 - b) Tap **Agent Status**.
 - c) Switch the slider to ON (green) to make yourself available to receive ACD group calls.

Phone calls to the phone number of the ACD group you are a member of will come in on your device.

Your agent status is updated (if not already) to **Available**.

- 3) To make yourself unavailable for ACD group calls, you need to:
 - a) Tap **Settings**  at the bottom of the app.
 - b) Tap **Agent Status**.
 - c) Switch the slider to OFF (gray) to make yourself unavailable to receive ACD group calls.

Phone calls to the phone number of the ACD group you are a member of will not come in on your device.

- 4) If the **working after call** feature is configured for your agent, your status will automatically switch to unavailable, at the end of an ACD call. When the working after call timer expires, your status will be switched back to available.
- 5) To log off as an agent, do the following:
 - a) On your desk phone, press the **ACD log key**, then enter the **ACD log off code**.

Your agent status does not affect the delivery of normal phone calls to your own number. So, even when you are unavailable for ACD group calls, you can still receive direct calls to your work number.

10.12.3 Making yourself available for classic group calls (OpenScape 4000)

Prerequisites

- You are configured as a hunt group member.
- You are a member of one or more classic hunt groups.
- You are logged on as a hunt group member.
- Your OpenScape 4000 communication system is running at least on version 11.

As a member of a classic hunt group, you can easily make yourself available or unavailable for hunt group calls. You simply need to set your agent status to the appropriate value.

The agent statuses are described in the following table:

Agent status	Description
Unavailable	You are unavailable for calls to any classic hunt group. The agent slider is switched to OFF (gray).
Available	You are available for calls to any hunt group. The agent slider is switched to ON (green).

Your agent status is unavailable by default if you log on manually, from your desk phone.

Your agent status is set to available by default if auto-log on is configured.

When the service out feature is configured, if you do not answer until a predefined timer expires, your status will be set to unavailable. You need to set your agent status back to available, when you are ready to receive hunt group calls again.

If you are a member of multiple classic hunt groups at a time, your agent status shows your availability for all groups you are a member of.


Changes in your availability are also possible via alternative ways (e.g. AMO commands, dedicated keys on the desk phone, dialing an access code). If such actions are executed, then you must sign out and sign in again to Unify Phone to retrieve the changes in the classic hunt group information from the OpenScape 4000 side.

For example, if you are a subscriber of OpenScape 4000 and you have been added as a member to a classic hunt group or you have logged into the classic hunt group after signing in to Unify Phone, you must sign out and sign in again to Unify Phone for the system to retrieve the correct hunt group information.

Similarly, if you make yourself unavailable for classic hunt group calls via an alternative way (e.g. AMO commands, dedicated keys on desk phone,


dialing an access code), then the changes in your availability status will not be propagated to Unify Phone. You must authenticate again to Unify Phone to retrieve the changes in the classic hunt group information from the OpenScape 4000 side.

Step by Step

- 1) To make yourself available for classic hunt group calls, you need to:
 - a) Tap **Settings**  at the bottom of the app.
 - b) Tap **Agent Status**.
 - c) Switch the slider to ON (green) to make yourself available to receive classic hunt group calls.

Phone calls to the phone number of the classic hunt group you are a member of will come in on your device.

Your agent status is updated (if not already) to **Available**.

- 2) To make yourself unavailable for classic hunt group calls, you need to:
 - a) Tap **Settings**  at the bottom of the app.
 - b) Tap **Agent Status**.
 - c) Switch the slider to OFF (grey) to make yourself unavailable to receive classic hunt group calls.

Phone calls to the phone number of the classic hunt group you are a member of will not come in on your device.

Your agent status does not affect the delivery of normal phone calls to your own number. So, even when you are unavailable for classic hunt group calls, you can still receive direct calls to your work number.

10.13 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 **Settings**  at the bottom of the app.
- 2) Tap **Change Password**.
- 3) Enter your email address in the **Email** field and tap **Next**.
- 4) Enter your old password in the **Password** field and tap **Sign In**.

Settings

Changing the ringtone for incoming calls

- 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 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. Remember to check your junk or spam folder if you can't find the email in your inbox.


10.14 Changing the 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 **Settings**  at the bottom of the app.
 - 2) Tap **Ringtone**.
- The list of available ringtones is displayed.
- 3) Tap  to play any ringtone from the list.
 - 4) Tap the ringtone name to select it as the ringtone for incoming calls.

When a ringtone is selected, the  icon is displayed on the right.

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

10.15 Viewing your account's activity

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

To view the date and time of the last successful sign-in, tap **Settings**  at the bottom of the app, then locate the **Last successful login** area, under your name and number.

11 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 59.

Service requests


If you have an issue or want to give us feedback, please refer to section [Reporting an issue](#) on page 59.

11.1 Accessing user documentation

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

Documentation is available in PDF and HTML formats.


Step by Step

- 1) Tap **Settings**  at the bottom of the app.
- 2) Select **Help**.
- 3) Tap **Open PDF** or **Open HTML** according to your preference.

11.2 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 **Settings**  at the bottom of the app.
- 2) Select **Report issue**.
The email app opens with a pre-populated message. The log files from your Unify Phone client are automatically attached to the message.
- 3) 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
- 4) Send the email.


11.3 Viewing the terms and conditions

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

Service and support

Performing a required update of the Unify Phone app

Procedure

- Tap **Settings**  at the bottom of the app.
- Select **About**.

11.4 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.

12 Using Unify Phone in CarPlay

Unify Phone supports integration with Apple CarPlay and allows you to safely make use of Unify Phone capabilities while you are driving.

With the CarPlay integration, you can use Siri voice commands to:

- Make calls on Unify Phone
For more information, see [Making a call using CarPlay](#) on page 17.
- Access your call history and call your contacts again or respond to a missed call
For more information, see [Making a call from the call history using CarPlay](#) on page 62.
- View and call your favorites.
For more information, see [Making a call from favorites using CarPlay](#) on page 63
- Listen to your voicemail messages
For more information, see [Listening to voice messages through CarPlay](#) on page 35.

12.1 Making a call using CarPlay

Unify Phone supports integration with Apple CarPlay and allows you to safely make calls on Unify Phone while you are driving through the use of Siri voice commands.

You can make Unify Phone calls via CarPlay by asking Siri to do that for you. You can make a call by name or number. When calling by name, Siri will search the name within your iOS device's contacts and initiate the call.

Prerequisites

- You have connected your iOS device to CarPlay.
- You have enabled Siri on your iOS device.
- You have signed in to Unify Phone on your iOS device.

Step by Step

- 1) Locate and tap the Unify Phone icon on the CarPlay screen.
Unify Phone app is launched.
- 2) If you are not signed in to Unify Phone already, you are prompted to sign in.
Open Unify Phone on your iOS device and sign in with your credentials.
- 3) When signed in, you see the **Unify Phone** tab.

The following options are displayed on your CarPlay screen:

- **Ask Siri to make a call**
- **Voicemail**

These options are displayed on the screen even when the Unify Phone app is not currently running on your iOS device.

The Voicemail option is only available when voicemail is enabled for you on your communication system. When you have unheard voice messages, a red dot appears next to this option.

Using Unify Phone in CarPlay

Making a call from the call history using CarPlay

4) Ask Siri to make a call for you using Unify Phone, in any of the following ways:

- Say **Hey Siri**, then say **Call** [contact name or phone number] using Unify Phone.
- Press and hold the voice command button on the steering wheel. Then, say **Call** [contact name or phone number] using Unify Phone.
- While Unify Phone is open on CarPlay, tap **Ask Siri to make a call** on the CarPlay screen. After Siri asks you **To who?**, say the name or number you want to call.

The first two ways work even if the Unify Phone app is in the background.

5) If you provide the phone number of the contact you want to call and there are multiple contacts with the same phone number, Siri will display a list of contacts to choose from. Choose the contact you want to call in any of the following ways:

- Say the name of the contact you want to call.
- Tap the name of the contact you want to call in the pop-up window.
- Tap **Other** in the pop-up window, then select a contact from your contact list.

Siri will start calling the contact using Unify Phone via CarPlay.

If your iOS device is not connected to the Internet and you are trying to make a call using Siri, the Unify Phone app will open and an error message will be displayed to inform you that there is no Internet connection.

12.2 Making a call from the call history using CarPlay

Unify Phone on CarPlay allows you to view the list of all your incoming and outgoing calls from your car's dashboard. You can use this list to easily call your contacts again or to respond to a missed call.

To view your recent calls, tap **Recents** at the top of the app on the CarPlay screen.

Prerequisites

- You have connected your iOS device to CarPlay.
- You have signed in to Unify Phone on your iOS device.

To make a call from your recent call history using CarPlay:

Step by Step

- 1) Locate and tap the Unify Phone icon on the CarPlay screen. Unify Phone app is launched.
- 2) If you are not signed in to Unify Phone already, you are prompted to sign in. Open Unify Phone on your iOS device and sign in with your credentials.

- 3) When signed in, go to the **Recents** tab.

Call history appears as loading, then after a few seconds, your call entries are displayed (if any).

When you have new entries in call history, a red dot appears on the **Recents** tab.

- 4) Locate the call entry that you want to call and tap it on the CarPlay screen.

A call to the entry you have selected starts.

Next steps

If Unify Phone is not currently launched on CarPlay and you have missed calls, a red badge with a counter appears next to the Unify Phone icon on your CarPlay screen. The counter indicates the number of missed calls.

12.3 Making a call from favorites using CarPlay

Unify Phone on CarPlay allows you to easily view and call your favorites from your car's dashboard.

To view your favorites, tap **Favorites** at the top of the app on the CarPlay screen.

Prerequisites

- You have connected your iOS device to CarPlay.
- You have signed in to Unify Phone on your iOS device.

To make a call from favorites using CarPlay:

Step by Step

- 1) Locate and tap the Unify Phone icon on the CarPlay screen.
Unify Phone app is launched.
- 2) If you are not signed in to Unify Phone already, you are prompted to sign in.
Open Unify Phone on your iOS device and sign in with your credentials.
- 3) When signed in, go to the **Favorites** tab.

Your favorites list appears as loading, then after a few seconds, your favorites are displayed (if any).

You can view your favorites list even when the Unify Phone app on your iOS device is closed or when your device is locked.

- 4) Locate the favorite you want to call and tap it on the CarPlay screen.

A call to the favorite you have selected starts.

12.4 Listening to voice messages through CarPlay

When voicemail is enabled for you on your communication system, you can listen to your voice messages through CarPlay.

Prerequisites

- You have connected your iOS device to CarPlay.
- You have signed in to Unify Phone on your iOS device

Step by Step


- 1) Locate and tap the Unify Phone icon on the CarPlay screen.
Unify Phone app is launched.
- 2) If you are not signed in to Unify Phone already, you are prompted to sign in.
Open Unify Phone on your iOS device and sign in with your credentials.
- 3) When signed in, you see the **Unify Phone** tab.

The following options are displayed on your CarPlay screen:

- **Ask Siri to make a call**
- **Voicemail**

These options are displayed on the screen even when the Unify Phone app is not currently running on your iOS device.

The Voicemail option is only available when voicemail is enabled for you on your communication system. When you have unheard voice messages, a red dot appears next to this option.

- 4) Tap **Voicemail** on your CarPlay screen.
A call to your voicemail starts.
- 5) Listen to messages received.
- 6) End the call by tapping  on the touch screen or press the end call button on the steering wheel.

If your iOS device is not connected to the Internet, the Unify Phone app will open and an error message will be displayed to inform you that there is no Internet connection.

13 Accessibility features

Unify Phone for iOS works with the built-in screen reader VoiceOver to make it easier for people with disabilities to efficiently and effectively communicate with their teammates. It also responds to accessibility settings made through the Settings app on the iOS device and updates accordingly its user interface.

The following accessibility features are available

- **VoiceOver support:** you can hear audible descriptions of what is happening on your screen and navigate through the Unify Phone app using gestures and keyboard shortcuts.
- **Dynamic font size support:** you can increase the preferred font size for readability. Unify Phone responds to text size changes, which are made through the Settings app on the iOS device, and updates accordingly its user interface.
- **Invert colors support:** you can invert the colors on your screen to make bright colors darker. Unify Phone responds to color inversion, which is made through the Settings app on the iOS device, and updates accordingly its user interface.

