



A MITEL  
PRODUCT  
GUIDE

# Unify Phone

Unify Phone V3 for iOS

OpenScape Business

User Guide

06/2025

## 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](mailto: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

<b>1 Changes in current issue.....</b>	<b>6</b>
<b>2 Overview.....</b>	<b>7</b>
2.1 Unify Phone.....	7
2.2 Prerequisites.....	8
2.3 Supported iOS platforms.....	8
<b>3 Accessing Unify Phone.....</b>	<b>9</b>
3.1 Getting Unify Phone.....	9
3.2 Signing in.....	9
3.2.1 Signing in to Unify Phone for Unify Video.....	9
3.2.2 Signing in to Unify Phone for OpenScape with your Unify Phone credentials.....	10
3.2.3 Signing in to Unify Phone for OpenScape with Single Sign On (SSO).....	11
3.2.4 Signing in to Unify Phone for OpenScape with a QR code.....	11
3.3 Signing out.....	12
3.4 Resetting your password.....	12
<b>4 Calls.....</b>	<b>14</b>
4.1 Making a call from the keypad.....	14
4.2 Making a call from the call history.....	15
4.3 Making a call from favorites.....	15
4.4 Making a call from contact's profile.....	16
4.5 Making a call using Siri.....	16
4.6 Receiving a call.....	17
4.7 Actions during a call.....	18
4.8 Sending DTMF commands on an active call.....	20
4.9 Placing a call on hold.....	20
4.10 Pushing an ongoing call to desk phone.....	20
4.11 Transferring a call.....	21
4.11.1 Transferring a call without consultation (blind transfer).....	21
4.11.2 Transferring a call with consultation.....	21
4.12 Making a second parallel call.....	21
4.13 Receiving a call during another active call.....	22
4.14 Swapping between two parallel calls.....	23
4.15 Merging two parallel calls.....	23
4.16 Pulling an ongoing call from another device.....	23
4.17 Viewing all current calls.....	24
4.18 Remote call control of desk phone.....	25
4.19 Call quality indicator.....	26
4.19.1 Call metrics.....	27
4.20 Name resolution of phone numbers.....	27
<b>5 Call history.....</b>	<b>29</b>
5.1 Filtering the call history.....	29
5.2 Deleting the call history.....	29
5.3 Deleting an entry from the call history.....	30
<b>6 Voicemail.....</b>	<b>31</b>
6.1 Listening to voice messages.....	31
<b>7 Presence.....</b>	<b>32</b>
7.1 Presence in Unify Phone for Unify Video.....	32
7.2 Presence in Unify Phone for OpenScape.....	32

## Contents

7.3 Setting your presence status.....	33
7.4 Setting a profile picture.....	34
7.5 Removing the profile picture.....	35
<b>8 Contact directories.....</b>	<b>36</b>
8.1 Searching for a contact.....	36
8.2 Contact profile.....	37
8.2.1 Viewing a contact's profile.....	38
<b>9 Favorites.....</b>	<b>39</b>
9.1 Marking a contact's phone number as a favorite.....	39
9.2 Reordering favorites.....	39
9.3 Removing a favorite.....	40
<b>10 Messaging.....</b>	<b>41</b>
10.1 Starting a new 1:1 or group chat.....	41
10.2 Starting a new group chat from an existing chat.....	42
10.3 Hiding a chat.....	42
10.4 Creating a stream.....	43
10.5 Editing a stream.....	43
10.6 Leaving a stream.....	44
10.7 Working with messages.....	44
10.7.1 Sending a message.....	44
10.7.2 Receiving a message.....	44
10.7.3 Searching for a message.....	46
10.7.4 Editing a message.....	46
10.7.5 Sending a voice message.....	47
10.7.6 Sharing your location.....	47
10.7.7 Sharing a file or image.....	48
10.7.8 Previewing and downloading file attachments.....	48
10.7.9 Sending an emoji.....	49
10.7.10 Replying to a chat message.....	49
10.7.11 Reacting to a message using emojis.....	49
10.7.12 Mentioning someone in a message.....	50
10.7.13 Deleting a message.....	50
<b>11 Settings.....</b>	<b>51</b>
11.1 Enabling call forwarding.....	51
11.2 Disabling call forwarding.....	52
11.3 Setting an alternative number.....	52
11.4 Configuring incoming call routing.....	52
11.5 Connecting to your Microsoft Exchange account.....	53
11.6 Connecting to your Microsoft Exchange on-premises account.....	54
11.7 Connecting to your Google account.....	55
11.8 Changing your password.....	55
11.9 Changing the ringtone for incoming calls.....	56
11.10 Viewing your account's activity.....	56
<b>12 Service and support.....</b>	<b>58</b>
12.1 Accessing user documentation.....	58
12.2 Reporting an issue.....	58
12.3 Viewing the terms and conditions.....	58
12.4 Performing a required update of the Unify Phone app.....	59
<b>13 Using Unify Phone in CarPlay.....</b>	<b>60</b>
13.1 Making a call using CarPlay.....	60
13.2 Making a call from the call history using CarPlay.....	61
13.3 Making a call from favorites using CarPlay.....	62

13.4 Listening to voice messages through CarPlay.....62

**14 Accessibility features.....64**

# 1 Changes in current issue

Impacted chapters	Change description
<a href="#">Searching for a message</a> on page 46	New section describing the ability to search for messages within a chat or stream.
<a href="#">Working with messages</a> on page 44	Updated section to include the new option to search for messages within a chat or stream.

## 2 Overview

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

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

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

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

### 2.1 Unify Phone

Unify Phone is a cloud-based telephony connector that works with Unify OpenScape Business. It enables you to make and receive calls using your business phone number through the Unify Phone app, providing a unified and flexible communication experience across devices.

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
- 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
- View contact profile information.

Unify Phone also allows you to communicate with other users in your tenant via text and voice messages. This requires your administrator to enable the chat feature for your tenant.

## 2.2 Prerequisites

### Prerequisites for Unify Phone for Unify Video

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

The Unify Video app and the Unify Phone app are tightly integrated.

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

### Prerequisites for Unify Phone for OpenScape

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

## 2.3 Supported 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 12.

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.

## Accessing Unify Phone

### Signing out

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 12.
- 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.

---

## Calls

Making a call from the keypad

# 4 Calls

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

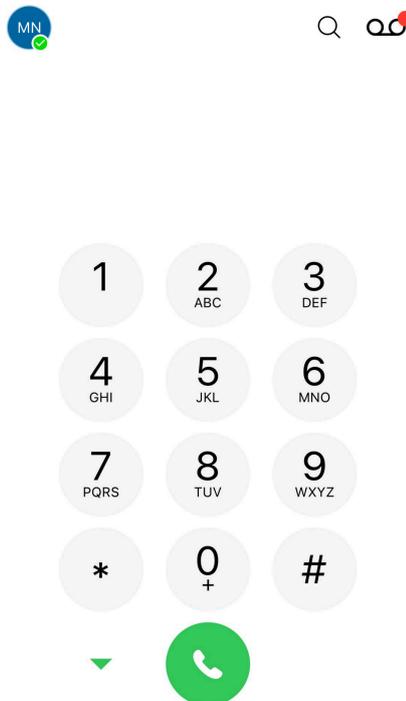
As an **OpenScape Business subscriber**, you can make or receive up to two calls at a time on Unify Phone, all on the same client (web or mobile). Only one call can be active at a time. Others can be either incoming calls or calls on hold.

You can view all ongoing calls on your work number (incoming, active, or held calls) even if they are in progress on another client or device (remote calls). For example, on your mobile app you can view calls you are currently handling on your web app. Calls can be either all local or all remote.

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.

## 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 communication system, 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) or **Desk phone**.

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.

## Calls

Making a call from contact's profile

### 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.
- 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.

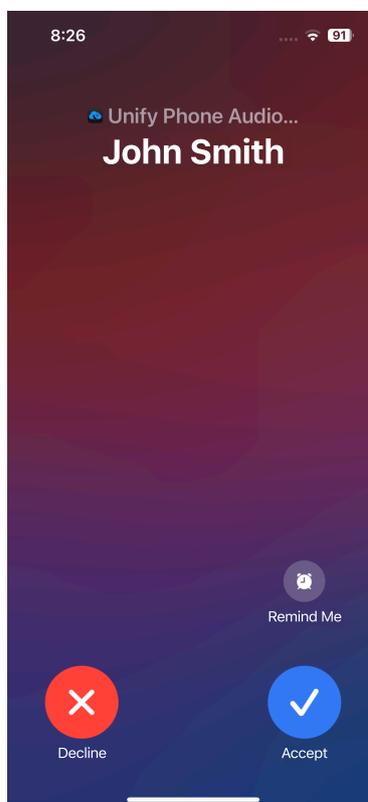
- Tap the name of the contact you want to call in the pop-up window.
- Tap **Other** in the pop-up window, then select a contact from your contact list.

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 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).

---

## Calls

### Actions during a call

## 4.7 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, you can view one call in full screen and the rest of the calls in mini view.

The following table summarizes the call controls and their functions.

Icon	Action	Description
 	Mute	Mute or unmute your microphone
	Keypad	Open a keypad to enter DTMF (dual tone multi-frequency) digits
 	Speaker	Enable or disable your loudspeaker
 	Hold	Place the call on hold or retrieve the call
	New call	Make a new separate call <sup>1</sup>
	More	Display more call control options: <ul style="list-style-type: none"> <li>•  <i>Transfer</i>: Transfer the call to another number</li> <li>•  <i>Merge</i>: Merge two parallel calls to bring them into a conference<sup>2</sup></li> <li>•  <i>Swap</i>: Swap two separate calls<sup>3</sup></li> </ul>
	End call	End the current call
	Push call to desk phone	Push the current call to desk phone <sup>4</sup>
	Push call	Display the following option to push the call to <sup>5</sup> : <ul style="list-style-type: none"> <li>•  <i>Desk phone</i>: Push the call to desk phone</li> </ul>
	Pull call	Pull a remote call <sup>6</sup>

<sup>1</sup> Available when you are on a single call

<sup>2</sup> Available when you are on two separate calls

<sup>3</sup> 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.

## Calls

Sending DTMF commands on an active call

### 4.8 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.

### 4.9 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.

### 4.10 Pushing an ongoing call to desk phone

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

#### Prerequisites

- A desk phone has been assigned to you on your OpenScape system.
- You are on an ongoing call on the Unify Phone app.

To push the call:

#### Procedure

- If the call is shown in full screen, tap  on the call controls.
- If the call is shown in mini view, tap  on the call controls and select  **Desk phone** from the pop-up menu.

---

<sup>4</sup> Available in full screen call view when you are on a single call and a desk phone has been assigned to you on your OpenScape system

<sup>5</sup> Available in mini call view when you are on a single call and a desk phone has been assigned to you on your OpenScape system

<sup>6</sup> Available when you are on an ongoing call into a remote Unify Phone client or desk phone and there is no call in progress on the Unify Phone app on your local device

## 4.11 Transferring a call

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

### 4.11.1 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.

### 4.11.2 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.

## 4.12 Making a second parallel call

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

#### Prerequisites

The call is shown in full screen.

## Calls

Receiving a call during another active call

### Step by Step

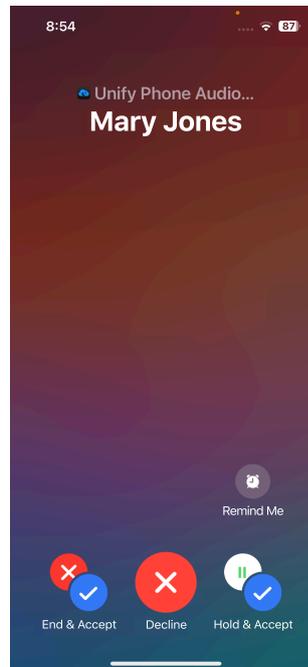
- 1) Tap  **New call** on the call controls.
- 2) Enter the number you want to call.
- 3) When you finish typing, tap **Call**.

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.

## 4.13 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.



### 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.

## 4.14 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.

## 4.15 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.

## 4.16 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.

## Calls

Viewing all current calls

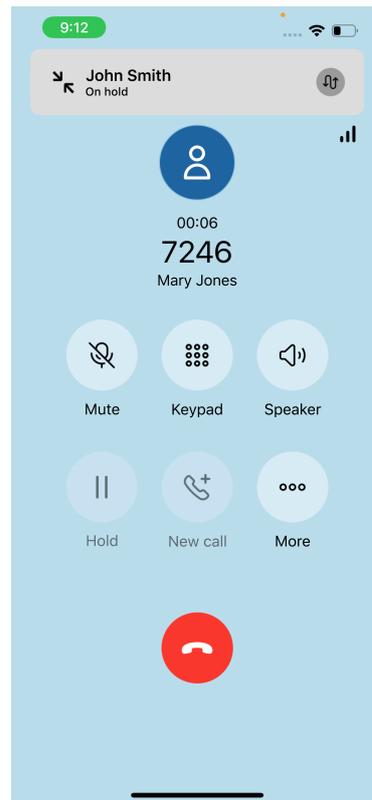
### 4.17 Viewing all current calls

You can view all active, incoming, or held calls on your work number, even if they 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).

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 18.

## 4.18 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 this is the only ongoing call on your work number.

### Prerequisites

- You are on an ongoing call on your desk phone.

## Calls

### Call quality indicator

- 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.

## 4.19 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.

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.

## 4.19.1 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 26.

## 4.20 Name resolution of phone numbers

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

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

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

### Name resolution of Unify Phone users

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

### Name resolution of non-Unify Phone users

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

#### Microsoft Exchange

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

#### Google Contacts

Unify Phone can resolve your private Google Contacts. After connecting to your Google account for the first time, it might take a while for the name resolution to work.

#### OpenScape Business

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

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

---

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

---

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

### Persistence of resolved phone numbers in the call history

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

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

## 5 Call history

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

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

### Identification of calls

The entries in the call history are identified as follows:

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

### 5.1 Filtering the call history

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

#### Step by Step

- 1) Tap **History** ⓘ at the bottom of the app.  
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 communication 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.

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 .

## Presence

Presence in Unify Phone for Unify Video

# 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 <b>Available</b> 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 <b>Do not disturb</b> 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 <b>Invisible</b> 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 <b>Available</b> anytime you want.

Presence / Availability status	Description	How this status gets set
 Busy / On a call	You are online and on a call or you are busy and do not want to be interrupted.	It is set automatically when you are on a phone call.  You can also set your presence to this anytime you want. If you manually set it to <b>Busy</b> , 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 <b>Do not disturb</b> 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 <b>Away</b> 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 <b>Away</b> , 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 <b>Appear offline</b> , 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.

## Presence

### Setting a profile picture

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.

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 53
- [Connecting to your Microsoft Exchange on-premises account](#) on page 54

- **Google contacts directory**

Contains contacts from your Google account.

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

For more information, see [Connecting to your Google account](#) on page 55.

- **OpenScape Business contacts directories**

Contains contacts from the following OpenScape Business directories:

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

---

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

---

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

Contains local contacts that are stored on your mobile device.

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

### 8.1 Searching for a contact

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

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

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

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

### Next steps

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.

## 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.

## Favorites

### Removing a favorite

## 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 Messaging

Unify Phone allows you to communicate with other users in your tenant through text and voice messages. You can send and receive text and voice messages in 1:1 chats, group chats, and streams.

### Understanding 1:1 chats, group chats, and streams

- **1:1 chats**

A 1:1 chat is a direct conversation between you and one other person. It is ideal for personal or private discussions.

- **Group chats**

Group chats are great for quick team discussions on short-term issues or decisions.

Group chats are similar to 1:1 chats, but with multiple people involved in the conversation. If you add someone to an existing 1:1 or group chat, a new group chat will be created, with no history. Unlike streams, group chats do not have a dedicated name; they are simply titled with the names of the participants.

You can also hide 1:1 or group chats that are no longer active or relevant.

- **Streams**

Streams are best for long-term projects or teams. They are created with a specific name and allow for easy addition or removal of participants as the team evolves. Streams can be renamed at any time to better reflect their purpose. You can leave a stream if it is no longer relevant to you.

### Requirement for using Unify Phone messages

Before you can communicate with others through chats or streams, your administrator must enable the chat feature for your tenant. Once enabled, the **Messages** option will appear in the main menu of the Unify Phone app across all your devices.

## 10.1 Starting a new 1:1 or group chat

You can easily start a new chat with one or more Unify Phone users.

### Step by Step

- 1) Tap  **Messages** at the bottom of the app.
- 2) Make sure the **Chat** tab is selected.
- 3) Tap .  
The **New chat** page opens.
- 4) Type the name of the person you want to chat with in the search box, then select them from the search results.  
Repeat the step to add more people as needed.
- 5) Tap the start conversation button .  
The start conversation button becomes active after you have selected at least one person.

## Messaging

Starting a new group chat from an existing chat

A new chat is created and you can begin messaging.

If you already have an existing chat with the selected people, tapping the start conversation button will open that chat instead of creating a new one.

Everyone with access to the chat can send messages.

## 10.2 Starting a new group chat from an existing chat

You can start a new group chat by adding participants to an existing 1:1 or group chat. The new chat starts without any chat history, while the original chat remains intact and can continue separately.

### Step by Step

- 1) Tap  **Messages** at the bottom of the app.
- 2) In the **Chat** tab, select the chat you want to add participants to from the list. The chat opens,
- 3) Tap  at the top right.
- 4) Tap **Add participants**.
- 5) Enter the name of the person you want to add to the chat in the search box, then select them from the search results.

Repeat the step to add more people as needed.

- 6) Tap the start conversation button .  
The start conversation button becomes active after you have selected at least one person.

A new group chat is initiated and you can begin messaging.

If you already have an existing chat with the same participants, tapping the start conversation button will open that chat instead of creating a new one.

Everyone with access to the chat can send messages.

## 10.3 Hiding a chat

You can hide chats that you no longer want to see in your chat list. Hidden chats are not deleted; they will reappear when you receive a new message in that chat or when you try to start a new chat with the same participants.

### Step by Step

- 1) Tap  **Messages** at the bottom of the app.
- 2) In the **Chat** tab, select the chat you want to hide from the list. The chat opens.
- 3) Tap  at the top right.
- 4) Tap **Hide conversation**.

You are taken back to the chat list and the chat no longer appears. However, other chat participants can still view and access the chat.

## 10.4 Creating a stream

You can easily create a new stream to focus on specific content or people.

### Step by Step

- 1) Tap  **Messages** at the bottom of the app.
- 2) Select the **Streams** tab.
- 3) Tap .  
The **New Stream** page opens.
- 4) Enter a name for the stream in the **Stream name** field.
- 5) Enter the name of the person you want to add to the stream in the **Search users** box, then select them from the search results.

Repeat the step to add more people.

- 6) Tap the start conversation button .  
The start conversation button becomes active after you have entered a stream name and selected at least one person.

A new stream is created and you can begin messaging.

If a stream with the same name already exists, you will be prompted to enter a different name.

## 10.5 Editing a stream

You can easily edit a stream to add or remove participants from it or change its name.

### Step by Step

- 1) Tap  **Messages** at the bottom of the app.
- 2) Select the **Streams** tab, then select the stream you want to edit from the list.  
The stream opens.
- 3) Tap  at the top right.
- 4) Tap **Edit stream**.
- 5) To rename the stream, enter a new name in the **Stream name** field.
- 6) To add a participant to the stream, enter their name in the **Search users** box, then select them from the search results.  
Repeat the step to add more participants, as needed.
- 7) To remove a participant from the stream, tap **X** next to their name.  
Repeat the step to remove more participants, as needed.
- 8) Tap **Save**.

The stream is updated.

## 10.6 Leaving a stream

You can leave a stream that you no longer want to participate in. After leaving a stream, it is no longer displayed in your streams list and you can only access it if another participant adds you back.

### Step by Step

- 1) Tap  **Messages** at the bottom of the app.
- 2) Select the **Streams** tab, then select the stream you want to leave from the list.  
The stream opens.
- 3) Tap  at the top right.
- 4) Tap **Leave stream**.
- 5) Tap **OK** to confirm.

You are no longer part of the stream. You are taken back to the stream list, where it no longer appears.

## 10.7 Working with messages

This section covers how to send, receive, search, edit, and interact with messages in Unify Phone on your iOS device.

### 10.7.1 Sending a message

You can easily send a new messages in a chat or stream.

#### Step by Step

- 1) Tap  **Messages** at the bottom of the app.
- 2) Select **Chat** to view your chat list or **Streams** to view your stream list.
- 3) Select the chat or stream you want to send a message to.
- 4) Type your message in the **Type a message...** box.

As you type, a typing indicator along with your name will appear to other participants in the chat or stream. The indicator will remain visible until you send or delete the message, or if you stop typing for a few seconds.

- 5) Tap  or press `Enter`.

The message is sent and appears at the bottom of the conversation history.

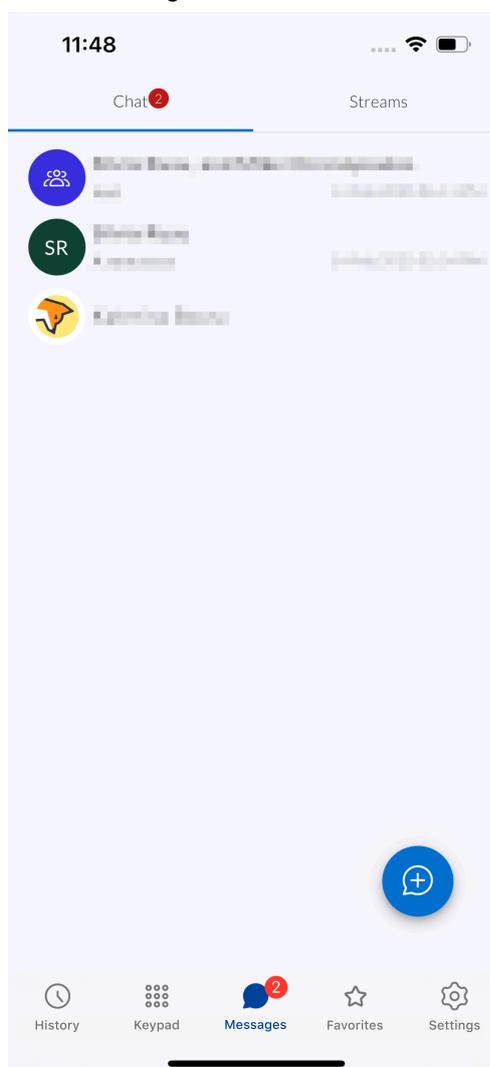
### 10.7.2 Receiving a message

When you receive a new message in a chat or stream, you will be notified in the following ways:

- **Push Notifications:** These are alerts that pop up on your mobile device to inform you about new activity within the app.



- **In-App Notifications:**
  - If you receive a new message in a chat you are not currently viewing, a red badge with a counter will appear next to the **Chat** tab. This counter shows the number of chats with unread messages, and those chats will appear in bold in your chat list.
  - If you receive a new message in a stream you are not currently viewing, a red badge with a counter will appear next to the **Streams** tab. The counter indicates the number of streams with unread messages, and those streams will be displayed in bold in the stream list.
  - A red badge with a counter will appear next to the **Messages** option at the bottom of the app. The counter indicates the number of chats and streams with unread messages.



- **Unify Phone App Badge:**  
A badge will appear on the Unify Phone app icon when you receive a new notification while the app is not in use. The badge count reflects the total

number of notifications, including unread messages, missed calls, and other activities within the app. The badge count decreases when you open the app and read or acknowledge a notification, such as reading a message or checking your call history. Once all notifications are read or acknowledged, the badge count will disappear.



To read a message, simply open the relevant conversation—whether it is a chat or a stream—if you have not already. New messages will appear at the bottom of the conversation history. Once you read a new message, a read icon (✓) will appear next to it.

The badge next to the **Chat** tab will disappear once all new messages across chats have been read; the badge next to the **Streams** tab will disappear once all new messages in streams have been read. The badge next to the **Messages** option at the bottom of the app will disappear once you have read all new messages across chats and streams.

### 10.7.3 Searching for a message

You can search for messages within a specific chat or stream to quickly find information related to that conversation.

To search within a chat or stream:

#### Step by Step

- 1) Open the chat or stream where you want to search.
- 2) Tap the **Search** box at the top of the screen.
- 3) Enter your search text.  
Search results will appear as you type.
- 4) Tap a result and select **Go to message** to jump to the message.

### 10.7.4 Editing a message

You can easily edit a message that you have already sent.

#### Step by Step

- 1) Open the chat or stream containing the message you want to edit.
- 2) Tap the message you want to edit, then tap  and select **Edit message**.
- 3) Edit the message as required.
- 4) Tap **Update message** or press `Enter`.

The text (*Edited*) is shown at the end of the message to indicate that the message has been edited.

## 10.7.5 Sending a voice message

You can easily send a voice message in a chat or a stream when needed.

### Step by Step

- 1) Open the chat or stream you want to send a voice message to.
- 2) Tap  next to the **Type a message** box to start recording the voice message.
- 3) If prompted, tap **Allow** to grant Unify Phone permission to use your microphone.
- 4) Record a voice message, then tap  to end the recording.
- 5) Optionally, tap  to listen to a preview of the message.
- 6) If you want to record the message again, tap  to cancel the current recording and record a new one.
- 7) Tap  or press `Enter`.

The voice message is sent and appears at the bottom of the conversation history as an audio file.

## 10.7.6 Sharing your location

You can share your current location as a message in a chat or stream.

Sharing your location requires granting Unify Phone permission to access your device's location.

The easiest way to do this is to allow access when prompted the first time, that is when you first tap **Messages** at the bottom of the app. For example, select **Allow While Using the App** when prompted.

The appearance of this prompt and the available options may vary depending on your iOS version and privacy settings.

If you deny access, location sharing is disabled until you re-enable location access for the Unify Phone app in your device's settings (for example, in **Settings > Privacy & Security > Location Services > Unify Phone**).

To share your location:

### Step by Step

- 1) Open the chat or stream where you want to send your location to.
- 2) Tap  next to the **Type a message** box.
- 3) Check the map in the pop-up window to verify that your current location is accurate.
- 4) Tap **Send**.

A map showing your current location appears in the conversation history.

## 10.7.7 Sharing a file or image

You can send files or images as attachments.

### Prerequisites

A tenant administrator has enabled chat attachments for your tenant.

### Step by Step

- 1) Open the chat or stream where you want to send an attachment.
- 2) Tap  next to the **Type a message** box.
- 3) Choose one of the following options to select the file you want to attach:
  - **Photo Library:** Select one or more photos or videos from your device's library. After selecting the files, tap **Add**.
  - **Take Photo or Video:** Use your device's camera to take a new photo or video camera shot. If prompted tap **Allow** to grant Unify Phone permission to access your camera. Once satisfied with the shot, tap **Use Photo** or **Use Video**.
  - **Choose Files:** Browse your device to select the file(s) you want to share.
- 4) Tap .

The file is sent and appears in the conversation history. The maximum file size is 10 MB.

For image files, you can tap on the image to view it in preview mode. In preview mode, you can do the following:

- Zoom in and out on the image by pinching outwards and inwards with your fingers or by using the + and - buttons at the bottom of the app.
- Download the image by tapping  at the top of the app.
- Close the preview by tapping **X** at the top right of the app.

### Next steps

You can also view and download all files sent as attachments, whether sent by you or others. For more information, refer to [Previewing and downloading file attachments](#) on page 48.

## 10.7.8 Previewing and downloading file attachments

You can view all file attachments sent in a chat or stream by opening the chat or stream and tapping  at the top right. All attachments are listed under the **Files** section. Once you are there, you can do the following:

- To download an attachment, tap on it, then tap .
- To delete an attachment that you have sent, tap on it, then tap  and select **Delete message**. Finally, tap **Delete attachment** to confirm.
- To return to the chat or stream, tap **X** at the top right.

## 10.7.9 Sending an emoji

You can use emojis to enhance the communication with others.

### Step by Step

- 1) Open the chat or stream where you want to send an emoji.
- 2) Use your device's on-screen keyboard to add one or more emojis.
- 3) Tap  or press `Enter`.

The emoji is sent and appears in the conversation history.

## 10.7.10 Replying to a chat message

You can reply to a specific message in a chat or stream, whether it is one of your own or from another participant.

### Step by Step

- 1) Open the chat or stream containing the message you want to reply to.
- 2) Tap the message you want to reply to and tap .

The selected message appears quoted at the top of the **Type a message** box.

- 3) Enter your reply.
- 4) Tap  or press `Enter`.

Your reply is sent and displayed in the conversation history along with the original message.

### Next steps

To view the original message quoted in a reply, tap **View Conversation** below the quoted message. Unify Phone will automatically scroll to that message's location in the conversation.

## 10.7.11 Reacting to a message using emojis

You can use emojis to react to a specific message in a chat or stream, whether it is one of your own or from another participant.

### Step by Step

- 1) Open the chat or stream containing the message you want to react to.
- 2) Tap the message you want to react to and select one of the available emojis.



## 10.7.12 Mentioning someone in a message

You can mention someone in a message to draw their attention to a specific topic.

### Step by Step

- 1) Open the chat or stream of your interest.
- 2) Create a new message or edit an existing one.
- 3) Type your text as you normally do and when you want to mention someone, just type @persons' s\_username. For example: "Do you agree @Paul?"  
As you type in a person's name, a list of suggested names (i.e., participants of the corresponding conversation) is displayed.
- 4) Select the participant you want to mention.
- 5) When you are ready, tap  or press `Enter` to send your message.

The person's name is marked up.

## 10.7.13 Deleting a message

You can easily delete messages you no longer want to share with others. Once deleted, the message is removed for all participants.

You can only delete messages that you have sent.

### Step by Step

- 1) Open the chat or stream containing the message(s) you want to delete.
- 2) To delete a single message:
  - a) Tap the message, tap  and select **Delete message**
- 3) To delete multiple messages at once:
  - a) Tap one of the messages you want to delete, tap  and select **Select messages**.  
A radio button appears to the left of each message you have sent.
  - b) Tap the radio button next to the messages you want to delete to select them.  
The total number of selected messages is displayed.
  - c) Tap **Delete message**.
  - d) Tap **Delete message** again to confirm.

# 11 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**.
- Define the **Call routing**.
- **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 Contacts** account to access contacts.
- Select a **Ringtone** for incoming calls.

## 11.1 Enabling call forwarding

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

### Step by Step

- 1) Tap **Settings**  at the bottom of the app.
- 2) Tap **Call Forwarding**.
- 3) Switch the slider to ON (blue) to enable call forwarding.
- 4) Tap **Forward calls to**.
- 5) On the **Forward calls to** screen, select one of the available options:
  - a) If you want to forward your calls to the voicemail, select the **Voicemail** option.
  - b) If you want to forward your phone calls to a colleague, tap **Phone number**, enter your colleague's phone number in the **Enter a number** field or select one from the suggestions list, then tap  at the top right of the app.

Call forwarding is enabled.

---

**NOTICE:** When **Call Forwarding** is enabled, the **Call routing** setting is not visible.

---

### Next steps

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

## 11.2 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 (gray) to disable call forwarding.

---

**NOTICE:** When **Call Forwarding** is disabled, the **Call routing** setting is visible.

---

## 11.3 Setting an alternative number

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

### Step by Step

- 1) Tap **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 one from the suggestions list.

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

You can remove an alternative number from the suggestions list by swiping it to the left and then tapping **Delete**. The phone number will be added back to the suggestions list if you add it again as your alternative number.

After you set an alternative number, you are taken back to the **Settings** screen.

## 11.4 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 **Call routing**.

3) Specify how incoming calls to your work number will be routed to your devices by choosing one of the following options:

- **Default routing**

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

- **Desk phone**

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

- **Unify Phone**

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

- **Alternative number**

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

---

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

---

## 11.5 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.

## Settings

### Connecting to your Microsoft Exchange on-premises account

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.

## 11.6 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.

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.

## 11.7 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.

## 11.8 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.

---

## Settings

### Changing the ringtone for incoming calls

#### 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**.
- 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.

---

## 11.9 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.

## 11.10 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.

## 12 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 58.

### Service requests

If you have an issue or want to give us feedback, please refer to section [Reporting an issue](#) on page 58.

## 12.1 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.

## 12.2 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.

## 12.3 Viewing the terms and conditions

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

### Procedure

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

## 12.4 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.

## 13 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 60.
- 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 61.
- View and call your favorites.  
For more information, see [Making a call from favorites using CarPlay](#) on page 62
- Listen to your voicemail messages  
For more information, see [Listening to voice messages through CarPlay](#) on page 62.

### 13.1 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.

- 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.

## 13.2 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.

## Using Unify Phone in CarPlay

### Making a call from favorites using CarPlay

- 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.

## 13.3 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.

## 13.4 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.

## 14 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.

