

# TIPT UC-ONE FAQ'S

IT'S HOW  
WE CONNECT



# TIPT UC-ONE CLIENT FOR MOBILE, TABLET AND DESKTOP

## FURTHER SUPPORT

For “How-to” support the How-to Help Desk can be contacted on **1800 648 116** from 8am to 8pm AEST.

If you are experiencing any problems please contact your Customer Administrator.

If you cannot resolve your issue or problem using the resources on this website, [telstra.com/tiptresources](http://telstra.com/tiptresources), your Customer Group Administrator can contact the Telstra IP Telephony Helpdesk - **1800 287 289** 24 hours per day

## CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in ***bold italics***, for example [www.telstraenterprise.com.au](http://www.telstraenterprise.com.au).

Button names and titles/features on your computer screen are shown in **Bold**.

TIPT UC-One FAQ's & Known Limitations, July 2016

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# CHAPTER 1

## SOFTWARE REQUIREMENTS

### SPECIFIC FIREWALL SETTINGS FOR TIPT UC-ONE CAN BE FOUND IN THE TIPT INTEGRATION GUIDE

#### *Customer Integration Guide*

Telstra has certification and provides support for the following TIPT UC-One clients:

Client Application	Operating Systems	Supported Applications	Other Software requirements
UC-One	Windows 8; MAC OSX 10.7 "Lion"	Outlook 2010, 2013	
UC-One Tablet	All iOS above 8 and Android versions above 4.4		
UC-One Mobile	All iOS above 8 and Android versions above 4.4		

# CHAPTER 2

## FEATURE SUMMARY

The following table lists the features available in each of the TIPT UC-One clients. Some of the features are dependant on IP access capability, these are marked with an \*.

FEATURE	PC DESKTOP CLIENT	IPHONE AND IPAD	ANDROID
Automatic Sign on	Y	Y	Y
Access to the TIPT Enterprise Directory*	N	Y	Y
Access to Outlook Contacts and Calendar	Y	N	N
Add, Edit and Remove Personal contacts	Y	N (Add, Edit and Remove from native Application)	N (Add, Edit and Remove from native Application)
Add, Edit and Remove Contact groups	Y	N	N
Add, Edit and Remove Conference groups	Y	N	N
Add an Enterprise contact to your local Contact list	Y	Y	Y
Make and Receive Voice and Video calls*	Y	Y	Y
Search on Contacts	Y	Y	Y
Set a Contact as a favourite	Y	Y	Y
Click to Dial from the Contact Directory	Y	Y	Y
Click to Dial from the Call Log	Y	Y	Y
Call Settings	Call Forwarding Do Not Disturb Remote Office	Call forward always Call forward no answer Call forward busy	Call forward always Call forward no answer Call forward busy

	TIPT Anywhere Hide Number Sim Ring Personal	Call forward unreachable Do not disturb Remote Office Hide Number TIPT Anywhere Dialling Service Sim Ring Personal Credentials	Call forward unreachable Do not disturb Remote Office Hide Number TIPT Anywhere Outgoing Calls Sim Ring Personal Own Phone Number
Active Call Features	Mute Hold Blind Transfer Consultative Transfer Speaker Dial pad Conference Video Call	Mute Hold Blind Transfer Consultative Transfer Speaker Dial pad Conference Add Video Add Call	Mute Hold Blind Transfer Consultative Transfer Speaker Dial pad Conference Add Video Add Call
Presence	Y	Y	Y
Chat	Y	Y	Y
Desktop Sharing	Y	N	N



# CHAPTER 3

## TIPT UC-ONE SUPPORTING INFORMATION

### USERS SUPPORT DOCUMENTATION

The following documents are available to all users of TIPT UC-One, they are available in PDF format on the Online Resource Centre (ORC) at [telstra.com/tiptresources](http://telstra.com/tiptresources).

- TIPT UC-One iPhone Quick Reference Guide
- TIPT UC-One iPad Quick Reference Guide
- TIPT UC-One Android Quick Reference Guide
- TIPT UC-One PC Desktop Quick Reference Guide
- TIPT UC-One with Lync Integration Quick Reference Guide
- TIPT UC-One Mac Desktop Quick Reference Guide
- TIPT UC-One iPhone - iPad – Android – PC - Mac Desktop Client Guide
- TIPT UC-One CGA Provisioning Guide
- TIPT UC-One TIPT UC-One FAQ's and Known Limitations

# CHAPTER 4

## INSTALLATION

Android devices tested:

- HTC One
- HTC One XL
- Samsung Galaxy S2  
Will not work with out of the box firmware version 4.0.4. Please update firmware prior to installing UC-One
- Samsung Galaxy S3
- Samsung Galaxy S4, S5
- Motorola RAZR HD
- Samsung Galaxy Note 2 Tablet
- Samsung Galaxy Note10.1 Tablet
- Telstra 4G Tablet
- iOS devices test:
  - iPhone 4, 5, 6 6s
  - iPad
  - iPad mini

### IPAD UC-ONE APP

When searching for the UC-One App from your iPad, you need to search for **iPhone** apps, not iPad apps.

### BLUETOOTH

UC-One does support Bluetooth, it will work on some devices, most likely if it works with the native dialler it will work with UC-One .

### CUSTOMERS ON HCPE OR DMS

Customers can be on either HCPE or DMS. The UC-One devices that are added are DMS devices exclusively.

### UC-ONE CALL COSTS

Calls made through the UC-One client will utilise data from your data plan.

## WHERE TO FIND THE TIPT UC-ONE INSTALLATION FILES?

DEVICE TYPE	DETAILS
Android – Smart phones and tablets	Play Store – search for “tipt uc one”
iOS – iPhones and iPads	iTunes – search for “tipt uc one”
Desktop - PC	<a href="http://telstra.com/tiptresources">telstra.com/tiptresources</a>

## THE FILE WILL NOT INSTALL ON MY DEVICE

Do not start to install the client until the download has completed

## FAILED TO RETRIEVE CONFIGURATION

The message “failed to retrieve configuration” may display as an error message when first installing TIPT UC-One on a mobile device.

This will be due to network connectivity. Please make sure the device has the right internet access to retrieve the configuration. Telstra Internal users need EDN WiFi or the Telstra wired network. External customers need to have access through Telstra IPVPN.

## READING CONFIG FAILED

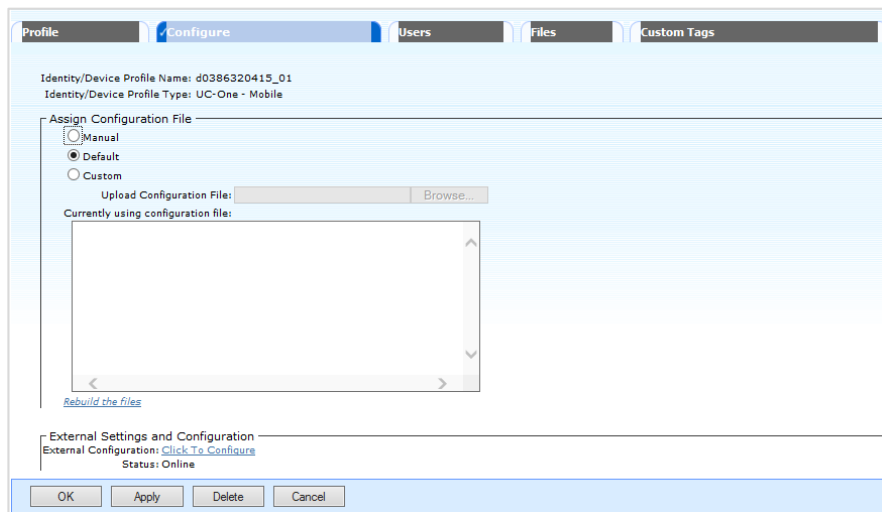
The message “reading config failed” may display as an error message when first installing TIPT UC-One on a mobile device.

The reading config will fail if the user has not been built properly in CommPilot. Please make sure that the mobile / PC user files have been built correctly in CommPilot.

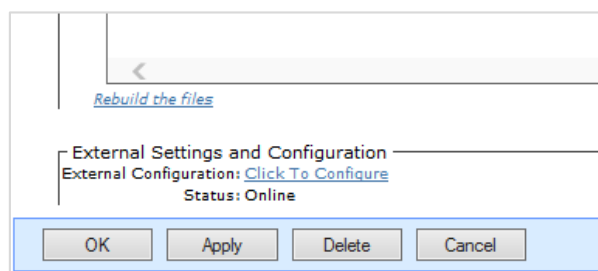
A Customer Group Administrator will only be able to perform the following steps, please refer to your CGA if required.

To rebuild files:

1. Log in to CommPilot
1. Navigate to the correct Group
2. Select **Resources**
3. Select **Identity/Device Profiles**
4. Locate and select the device
5. Select the **Configure** Tab



6. Click on **Rebuild the files**



## IS THERE A VERSION FOR WINDOWS PHONE 8?

Currently there is no TIPT UC-One client for Windows phones.

# CHAPTER 5

## SIGNING IN

### THE USER IS UNABLE TO SIGN INTO THE CLIENT?

- Ensure the mobile device does not have a network issue by browsing to the internet
- Ensure the User is attempting to Sign in using the correct username and password. Refer to your Customer Group Administrator to reset your password if required.

### CAN A USER CHANGE THEIR PASSWORD?

- A User is not able to change or reset their Sign in password within the TIPT UC-One application. They can however change it within CommPilot.

# CHAPTER 6

## CONNECTION ISSUES

### DETERMINE INITIAL CONNECTION ISSUE CAUSES

Firstly, check the following to establish if the issue is a mobile connectivity issue

1. Check if the reception indicator on the mobile device shows reception coverage is available.  
If no coverage is available the issue is with the connectivity on the device, reception will have to be established before any other fault finding tasks can be completed.
2. Launch a web browser on the device where connection is required, this will establish if a webpage can be loaded  
This determines the device has data connection. If they are unable to display a web page, the issue may be with the device. This will have to be corrected before any TIPT UC-One faults finding tasks can be completed.
3. If it is found to be mobile connectivity issues, ensure that Telstra is the mobile service provider prior to calling Telstra Help Desk.  
If Telstra is not the service provider then please contact the mobile provider.

### DO YOU HAVE APN OR SIP CONNECTIVITY?

To access TIPT you must be able to connect to your IPVPN network.

#### APN

If your mobile is registered with your company's APN use. Generally if you have APN access you can access your company email's on your mobile device.

The majority of the features can still be used in the TIPT UC-One client over the Internet.

### CAN TIPT UC-ONE BE USED ON WIFI?

TIPT UC-One can be used over the Internet providing the relevant tags have been assigned to your device. By accessing the Portal instructions on the TIPT ORC *TIPT UC-One Portal instructions* and selecting your device the relevant tags will be assigned automatically.

TIPT UC-One will work when connected to WiFi, however, the type of connection is important. The limitations when working on WIFI are you must have IPVPN access. For further information refer to Chapter 8, Call Features

All call setting changes and third party call handling/call back functionality works over open internet.

- If you use your mobile device as a hotspot to connect to WiFi you will be connected to your company's APN and so you will be able to use TIPT UC-One
- If the connection is through another carrier/service provider you will need to have a VPN/RNA connection in place for TIPT UC-One to work successfully.

## CAN TIPT UC-ONE BE USED ON WIFI OVERSEAS?

If you are able to connect to your company network via VPN you will be able to use TIPT UC-One. This may be difficult in some areas.

TIPT UC-One can be used over the Internet providing the relevant tags have been assigned to your device. By accessing the Portal instructions on the TIPT ORC [TIPT UC-One Portal instructions](#) and selecting your device the relevant tags will be assigned automatically.

## CAN TIPT UC-ONE BE USED ON DATA ROAMING OVERSEAS?

You will need to contact your CGA to verify if this is possible.

There will be extra data costs involved in such a connection.

## IPHONE AND IPAD APPS

If UC-One is not open and in the foreground on the mobile iOS device, calls will not be received

This is a limitation of iOS devices, it is not in Telstra's control to change this.

Please follow the **Recommended Client Settings** in the Quick Reference Guide to ensure your incoming calls are received.

# CHAPTER 7

## CONFIGURATION SETTINGS

### INTERNET SBC TAGS

When you choose the Internet SBC the following tags are required depending on the Client type. If you use the UC-One Portal and select Internet for the required devices, then the tags will automatically be added.

#### Tags for Mobile devices:

SBC_ADDRESS	eims-asd-201and202.business.connect.telstra.com
SBC_PORT_MOBILE	5061
SRTP_ENABLED_MOBILE	true
SRTP_MODE_MOBILE	mandatory
TRANSPORTS_TYPE_MOBILE	tls

#### Tags for PC devices:

SBC_ADDRESS	eims-asd-201and202.business.connect.telstra.com
SBC_PORT	5061
SRTP_PREFERENCE	mandatory
USE_SRTP	true
USE_TLS	true

#### Tags for Tablets:

SBC_ADDRESS	eims-asd-201and202.business.connect.telstra.com
SBC_PORT_TABLET	5061
SRTP_ENABLED_TABLET	true
SRTP_MODE_TABLET	mandatory
TRANSPORTS_TYPE_TABLET	tls



- When using the TIPT UC-One Mobile client, incoming calls to your TIPT desk phone will also arrive on your Mobile and you can choose which device you want to answer the call on.
- Voice or video calls can be pulled to your Mobile from your TIPT desk phone and vice versa.
- Outgoing calls can be initiated from the TIPT UC-One client if signed into TIPT UC-One.
- Shared call appearance (SCA) must be configured in CommPilot by the Customer Group Administrator for the user for TIPT UC-One. The UC-One client uses SCA on the primary number assigned to your TIPT phone. The mobile UC-One client and the PC UC-One client will require a SCA user each.
- Following in the guide are the recommended settings for optimal functionality.
- Changing any of the recommended settings may impact expected functionality.

Many of the features can still be used in the TIPT UC-One client in absence of the Access Point Number (APN). Features such as call forwarding, remote office, call-back and searching the enterprise phone directory for contacts can be used.

SETTING	TIPT UC-ONE CLIENT	REASON FOR RECOMMENDED SETTING
<b>Call Forwarding No Answer</b>	On	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered. This can be used to ensure you won't miss calls. If this feature is not set and your client is not logged in calls will proceed to your configured setting (probably voicemail)
<b>Call Forwarding Always</b>	Off	Every call to your TIPT desk phone will be forwarded to the number configured.  If turned on incoming calls will not ring on the UC-One mobile client but will ring on the device that has been configured, i.e. your mobile number.
<b>Do Not Disturb</b>	Off	If you turn Do Not Disturb on, calls will not arrive on your UC-One client but will go straight to Voicemail on your TIPT desk phone.
<b>Remote Office</b>	Off	If you turn Remote Office On calls made to your TIPT desk phone will arrive at the configured number, not your UC-One client.
<b>TIPT Anywhere</b>	Feature can be On, Enabled location - Off	If you turn TIPT Anywhere On and you have your mobile number listed as a location and "enabled", both your mobile and the UC-One client will ring at the same time.
<b>Simultaneous Ring Personal</b>	Off	If you have your mobile number listed in your Simultaneous Ring list, both your mobile and the UC-One client will ring at the same time when a call arrives through the UC-One client when turned On

The following User settings are recommended for initial setup in CommPilot and/or the Telstra Telephony Toolbar

SETTING	TELSTRA TELEPHONY TOOLBAR / COMMPILOT	REASON FOR SETTING
Connected Line Identification Restriction	On *	
External Calling Line ID Delivery	On *	
Internal Calling Line ID Delivery	On *	

**\* Note :** If you do not want your CLID name and number to be displayed ensure Internal and External Calling Line ID Delivery is turned Off.

## REDUCTION OF SOUND QUALITY

A Reduction of sound quality is most likely a result in network congestion or a reduction in network performance

## MY TIPT NUMBER STILL DISPLAYS – HIDE NUMBER

Is your number being displayed to both internal or external calls?

Internal calls to colleagues in your enterprise still see your number displayed when you have Hide My Number enabled.

Your number should be hidden to external contacts.

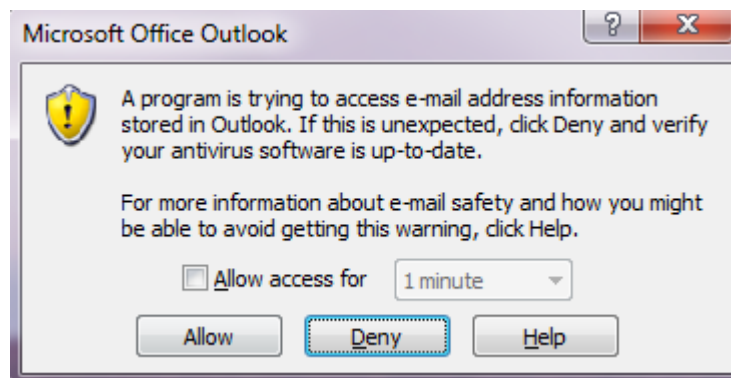
## CALLS REJECTED USING REMOTE OFFICE OR CALL BACK

Remote office and Call Back feature calls party B even if the Remote office party rejects the call. This is expected behaviour. Rejecting a call does not terminate callback.

## TIPT UC-ONE DESKTOP CLIENT - MS OUTLOOK ACCESS

If TIPT UC-One desktop client is running, but MS Outlook has not been opened the following message may display.

Clicking **Allow** will enable TIPT UC-One to access your MS Outlook contacts



# CHAPTER 8

## CALL FEATURES

### VOICE CALLS

#### WHEN I MAKE A CONFERENCE CALL THE CALL WILL NOT CONNECT

Check the conference ID is entered correctly. Some Conference ID is set up to include a PIN by default. When you received your conference number details it may be as a conference ID and PIN, however when you call the conference number you are asked to enter these details as one number – the conference ID. Call the Conference number to verify the details required if you are unsure. If this is the case you will need to enter the full number in the Conference ID field.

If you have added your VMR Number in your Contacts the Security PIN may be entered automatically.

#### INCOMING CALLS ARE ARRIVING ON MY MOBILE DEVICE AND NOT THROUGH THE UC-ONE CLIENT

- This is an issue more relevant to iOS devices. When an app is not being used (open on the screen) iOS will close the application. Apps do not work in the background of iOS devices. Effectively this means the TIPT UC-One apps is closed, and not operating, therefore will not receive calls.
- Android devices allow apps to work in the background, it still may be that a user has accidentally closed the TIPT UC-One app while using other phone features.
- It is recommended that Call Forward No Answer is enabled. If you do not have the client open on your device calls will be diverted to your mobile number as specified in your Call Forward No Answer settings
- IP Connectivity to the IPVPN may have been lost. There are a number of different reasons for this, including roaming to a free WiFi internet connection, passing through IP “black spots” such as subway tunnels etc.

#### CALLS DROPPING WHEN THERE IS A SECOND INCOMING CALL TO THE DEVICES NATIVE DIALLER

TIPT UC-One will operate the same as every other app on your mobile phone. Mobile phones will always give priority to mobile calls.

The call will not be disconnected, it will put connected parties on hold. This may be an issue if you are on a conference call as the entire conference will be held. This is typical Android behaviour.

It is recommended to use iPads or Tablets for UC-One calls. Tablets and iPads are not designed to take calls, therefore incoming calls to any native dialler that may be installed will not take priority.

Turning on the mobile devices DND or Call Blocking will not fix this issue.

#### BANDWIDTH OF A VOICE CALL

The bandwidth of a voice call is approximately 100kbps

### VIDEO CALLS

#### BANDWIDTH OF A VIDEO CALL

The bandwidth of a video call is approximately 500kbps

## COMPATIBLE VIDEO CONFERENCE SYSTEMS

When calling into an RMX bridge, your iPhone/iPad needs to be re-oriented to get the 'Welcome' screen and it initiate video, otherwise you will get one way video, the other participants will be able to see you, you will be unable to see them.

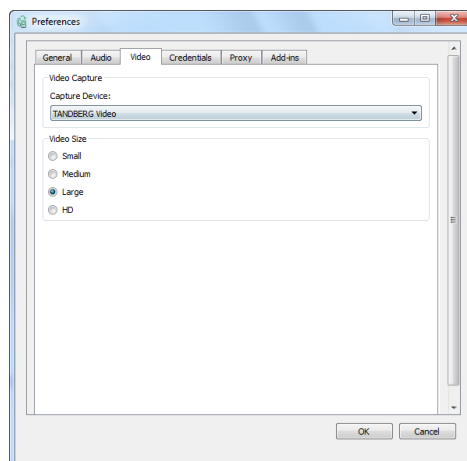
When making a TIPT UC-One call on your Android phone/tablet to an RMX bridge, you will not be able to see any video, however other participants will be able to see you.

**Warning:** If you try to enable or disable video your conference call and all attendees will be frozen and the number will be locked for up to 2 minutes. This is typically for Android devices.

## THE OPTION TO MAKE A VIDEO CALL IS NOT DISPLAYING?

Video will only display as an option if you have a camera attached to your PC

- Check the connection of the camera to the PC
- Check the correct drivers have been installed
- Verify UC-One is recognising the camera.
  - Click the TIPT UC-One logo and click Preferences
  - Select the Video Tab
  - The camera should be displayed in the drop down list in the video Capture section



## MY VIDEO IS NOT WORKING

All devices must have video enabled in the settings.

- Android devices may not have the video enabled by default. Enable video from your settings menu
- A camera must be installed. Not all PC's have a camera installed. If there is no camera you will not have any video options.
  - Check the video configuration on your PC.
  - Click on the TIPT UC One icon, select preferences and then the Video tab. Verify the camera is being recognised. If the camera is not recognised you will need to refer to your cameras

## **VIDEO CONFERENCING ON UC-ONE ENDPOINTS**

Video conferencing is not natively available on the UC-One endpoints (mobile/desktop). The TIPT media servers do not support video conferencing. Video calls will need to call using a conferencing bridge.

## **FILTERS ARE NOT WORKING**

Filters will only work for Contacts. Your Communication History cannot be filtered.

## **STORING CONTACTS**

Contacts added using the desktop client are stored locally on the users PC.

## **PC DESKTOP ERROR MESSAGES**

For the following error messages:

- A program is trying to to access email-address information...
- Error retrieving XSI Call logs
- SIP Connection Lost
- Network Connection Lost

The client needs to be signed out and signed back in again.

## **SWAP BETWEEN CALLS - IOS**

The TIPT UC-One client on an iOS device does not allow for video Calls to swap with voice calls that are on hold. There is no option to complete this task on the UC-One client.

## **TELEPHONE # AND OWN PHONE NUMBER**

These setting options should not be active in UC-One. Currently there is no purpose for these settings.

## **WHY HAS THE FORWARD SOFT KEY DISAPPEARED FROM MY TIPT DESK PHONE?**

The Forward soft key disappears from the Telstra/Polycom phones when Shared Call Appearance has been assigned. The UC-One clients require Shared Call Appearance to be assigned.

# CHAPTER 9

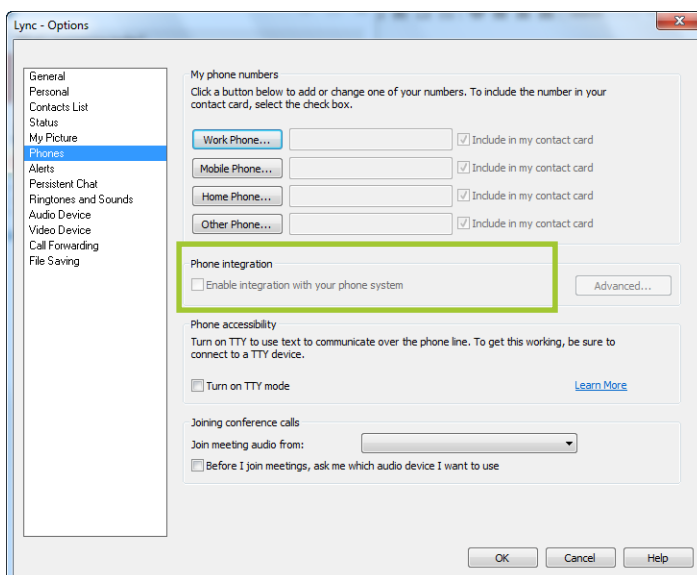
## PRESENCE, CHAT (IM) AND DESKTOP SHARE

### PRESENCE STATUS BETWEEN LYNC AND UC-ONE

If you change your Presence status in Lync, it will automatically update in UC-One. If you change your Presences Status in UC-One it will automatically update in Lync.

When in Lync ensure the Phone integration option is disabled.

- Choose **Tools/Options/Phones**
- Ensure **Enable phone integration** is not selected



### MISSED CALL COUNT – PC CLIENT

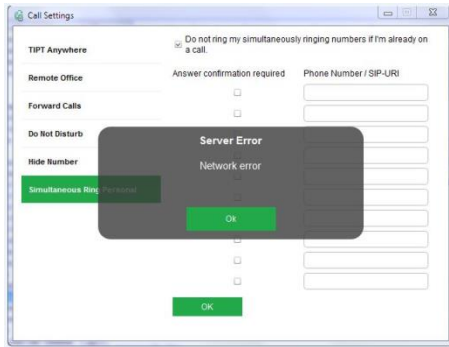
Currently the missed call count is not incrementing as expected.

### UNEXPECTED MESSAGE - PC CLIENT

1. An unexpected message is displayed when hanging up a call in the client. This is an issue when the deskphone is offline. It occurs when using the dial pad and choosing to call from your desk phone.

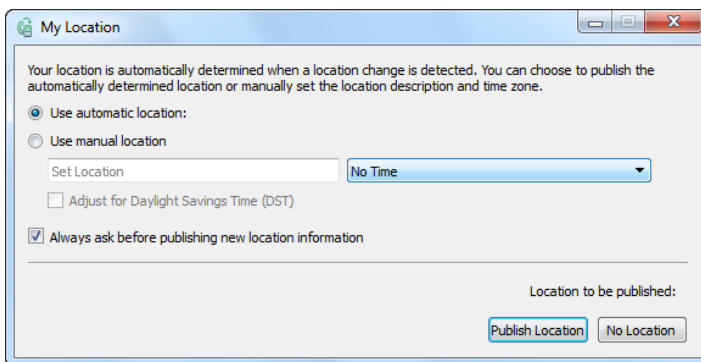


2. An unexpected message is displayed when using **Call Settings** and **Simultaneous Ring Personal**.



## PRESENCE - USE AUTOMATIC LOCATION – PC CLIENT AND MAC

If UC-One recognises your proxy setting it should determine your location change which will allow you to use '**use automatic location**'. If not ensure you use '**Use Manual Location**' and manually type the location description.



## UNSUBSCRIBE – IPAD CLIENT

When a User is Available or logged into UC-One they have the ability to accept a presence request. When they are not logged in they will miss the Presence request sent by another user. In this instance you have to **Unsubscribe** the User and resend the Presence request by activating **Subscribe**. Unsubscribe doesn't appear to work unless the client is logged into UC-One on the iPad.

## MY ROOM- MORE OPTIONS – PC CLIENT AND MAC

The link **Email My Room Invitation** does not work. The email is created and the link is placed in the email but it does not link to the **My Room** chat session when activated.

The link in **Copy My Room invitation** is not currently supported – MAC Client.

## MY ROOM – REMOVING A MEMBER FROM THE CHAT SESSION

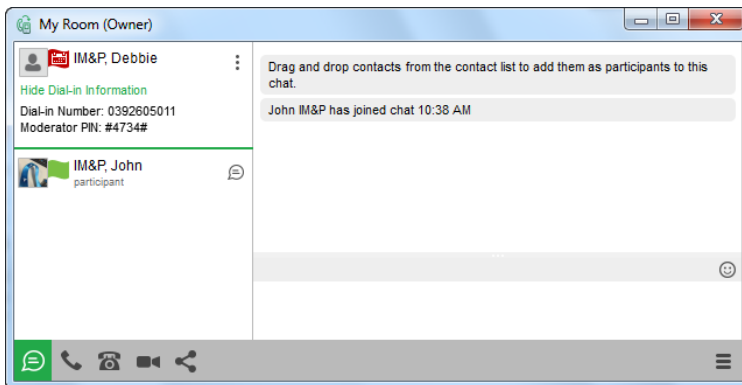
The message you receive when you remove a member from a chat session in **My Room** 'Dismissed from Chat' dialog box message has an error in the text.





## MY ROOM – CALL FROM PHONE – MAC CLIENT

When using **Call from Phone** in **My Room** to connect to your VMR Conference Number you have to manually type in your PIN Number. This is expected behaviour even if you have already entered the Moderator PIN Number in your **Dial In information**.



## TIPT UC-ONE START-UP ISSUE

UC-One can be slow to start up on a laptop.

## INFORMATION

Different companies using TIPT UC-One can Chat between each other providing each of the contacts has their UserID in the IM address field.

Different companies both on TIPT using UC-One have the ability to share desktops. A user with a Executive and Standard pack has the ability to initiate Desktop Share.

## EDITING THE IM ADDRESS FIELD

Currently you are unable to edit the information that has been entered into the IM Address field. The IM address field appears in the User Profile form.

## ESCALATING A CHAT TO AN AUDIO CALL

You are in a group chat with 4 parties and click the call icon to escalate the chat to an audio call. If you have the Standard service pack which has 3 way conferencing in it, only 3 parties out of the 4 from the chat will be in the audio call. If you have an Executive Service pack which has the N-Way feature, all parties will be in the audio call.

## ESCALATING A CHAT TO A VIDEO CALL

You are in a group chat with 4 parties and click the video icon to escalate the chat to a video call.








If you don't have a TIPT VMR (TIPT Virtual meeting room) or other conference bridge number only 2 parties can have a video call.

## DESKTOP SHARE BETWEEN DEVICES

You can only Desktop share between desktop clients (PC & MAC). Currently Desktop sharing from the desktop client to a mobile device is not supported.

## CAN YOU SEE IF A CONTACT IS ON THE PHONE?

Yes, tabled below are the icons showing your Presence on line status.

Icon	What it means
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.
	The question mark indicates that a subscription is pending and the contact has not yet approved to share their presence.
	This icon indicates that the contact is busy due to a call. This is an automated presence status.
	This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen when there is a meeting but no call.

## MAC DESKTOP CLIENT

The “**Copy My Room Invitation**” link in the Mac PC client results in a link which is not usable

The “**Email My Room Information**” link is a better option.

## WINDOWS DESKTOP CLIENT

The My Room “Email My Room Invitation” link does not currently work as expected.

Use the Copy Invitation option in the menu, and paste it into an Outlook meeting Invite.

## ON THE IPAD CLIENT THERE DOES NOT APPEAR TO BE A WAY TO ENTER YOUR VMR DIAL-IN DETAILS

You need to add a contact as a buddy which includes dial-in number details, and then place a call to that Contact.

## ESCALATING A GROUP CHAT ON THE IPAD

Currently on the iPad client you cannot escalate a group chat to an audio or video call. However, you can escalate a one-on-one chat to a voice or video call.

## THE IPAD CLIENT

If you are in a Contacts’ meeting room and wish to connect to their VMR, you have to connect as an audio call and then add video to the call.

With other clients you can join as a video call.

## **UC-ONE CONTACTS (ALL CLIENTS)**

If you have an IM&P contact with a nickname (as entered in their contacts detail record), that nickname will be displayed in the chat screen, but the contact's "First Name" + "Last Name" (also fields in the contact details record) is displayed in Call screens and the Call History tab.

## **DESKTOP CLIENTS – MY ROOM**

To connect to your configured VMR press the "Call" icon or the "Video Call" icon.

The "Call from Phone" icon calls the VMR number but does not automatically enter the VMR Pin, so you don't connect as a host.

# CHAPTER 10

## DEFINITIONS

TERM	DEFINITION
<b>Always Forward</b>	Every call will be forwarded to the number configured
<b>Communication History</b>	Communication History lists your missed, received and placed calls made from any of your TIPT UC-One devices. The time and details of the call are also displayed.
<b>Contacts</b>	<p>Contacts displays a list of your contacts, as you use TIPT UC-One you will modify contacts to suit your needs. These can be a combination of contacts from your directory, Outlook or contacts your have added using Add Contacts.</p> <p>Contacts are useful for:</p> <ul style="list-style-type: none"> <li>• Searching all contacts, including your Directory and Outlook contacts if you have it configured</li> <li>• Lists your own contacts – these can be added from your Directory, Outlook, or by using Add Contacts and entering the contacts details</li> </ul>
<b>Directory</b>	Your enterprise directory.
<b>Do not disturb</b>	If you enable this DND you will not receive calls. Calls are automatically forwarded to your voicemail if DND is enabled.
<b>Enterprise Directory</b>	Use the Directory for access to your enterprise directory
<b>Forward when unanswered</b>	<p>Calls will be forwarded after a certain number of rings. The number of rings before forwarding is not supported in the TIPT UC-One client but can be configured in the web based interface, CommPilot. Please refer to the support web site <a href="http://www.telstra.com/digitalbusiness/support">http://www.telstra.com/digitalbusiness/support</a> for information on how to change the number of rings before a call is forwarded in CommPilot</p>
<b>Forward when busy</b>	Calls will be forwarded only when the phone being called is busy
<b>Forward when unreachable</b>	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available
<b>Hide number</b>	When the Hide Number feature is enabled your number is hidden from the display of the called party. When enabled, Hide Number only works for calls to contacts external to your enterprise.

	Calls to colleagues at your business site will still see your number displayed.
<b>Remote Office</b>	Remote Office allows you to use any other device e.g. home number or mobile, as your TIPT desk phone. When a call is initiated from TIPT UC-One with Remote Office enabled, your business phone number will be displayed to the caller and not your remote office number. Incoming calls to your business are redirected to ring on the Remote Office phone number.
<b>Simultaneous Ring Personal</b>	The Simultaneous Ring Personal feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary TIPT desk phone
<b>SIP URI</b>	The users phone number. Session Initiation Protocol ( <b>SIP</b> ) uniform resource identifiers ( <b>URIs</b> ).
<b>TIPT</b>	Telstra IP Telephony
<b>TIPT Anywhere</b>	The TIPT Anywhere feature unifies how your calls are represented and provides you with the ability to have a single number identity. Calls to a single number ring all preconfigured phones. You can answer an incoming call on any of the configured phones. If required the call can then be continued on any of the other preconfigured phones.
<b>TIPT desk phone</b>	The primary phone for TIPT
<b>TIPT UC-One</b>	Telstra IP Telephony Unified Communication client
<b>Chat</b>	Chat or Instant Messaging allows you to chat with contacts.
<b>Presence</b>	Online status, allows you to view the online status of a contact whether they are <b>Available</b> , <b>Away</b> , <b>Busy</b> or <b>Offline</b> . Some Presence statuses change automatically when you are in a Meeting, chatting or on the phone.
<b>Desktop Share</b>	Allows you to share your desktop with contacts.