

UC-One 2014 – R20.0.3

Frequently Asked Questions

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amcom

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Version Control

Version	Issue Date	Document Author	Purpose of Amendment
1.0	01/04/2013	DI	Initial Release
2.0	TBA	BM	Updated for UC-One 2014

Support

This section contains a list of frequently asked questions and provides information on how to obtain support from Amcom for UC-One client Release 20.0.3.

Support Information

UC-One client is part of your IP Tel Unified Communications service.

For support on any issues experienced with the UC-One client and/or your IP Tel service then please contact Amcom Support 24 hours a day 7 days a week via either of the following methods.

Phone: 1800 262 663

Email: support@amcom.com.au

Frequently Asked Questions

This section provides a brief description of commonly used features of UC-One desktop and mobile clients.

Please browse the list of FAQs below to find answers to some of the commonly asked questions with UC-One clients.

User Guide

Where can I find a User Guide?

There is a help file included with the client, available from the Main menu under Help or in the Login window.

Software

Where can I find the latest UC-One software?

You can download UC-One software for a PC or MAC from the software downloads page under Support Centre on the Amcom website.

<http://www.amcom.com.au/support-centre/software-downloads>

Mobile clients for both iOS and Android can be found on Apple App Store and Google Play respectively. You need to ensure that you are using the currently supported version which at present is UC-One 2014.

Pre-requisites

What information do I need to start using UC-One?

You must have a valid IP Tel account that supports UC-One. Once this has been configured for you, you will be provided an IP Tel username and password. You will also be given a DM URL to be used with UC-One mobile clients.

The DM URL for mobile clients is <https://www.voice.amcom.com.au/bc/mobile>. For Amcom desktop clients, the DM URL has been hard-coded within the desktop software.

Purpose

What can I use UC-One for?

You can use UC-One for Service Management, Directory Search, Instant Messaging, Presence and Calls – Voice and Video¹.

[1 – Video is currently only supported on UC-One desktop clients]

Service Management

Which services can be managed from the UC-One Call Settings console?

Call settings applicable to your IP Tel service such as Call Forwarding, Do Not Disturb, Call Waiting, CLID, Remote Office and many other settings can be managed from UC-One client.

Alternatively, these settings can be managed from IP Tel Voice Manager.

Where do I find information on how to use each Call Setting or various combinations?

For information on using various call settings, please refer to IP Tel User Guide for your service.

Users prefer different setting combinations based on their requirements. Users are recommended to work out the best suitable combination based on descriptions of individual service.

Using Directory Search

Which directory types can be accessed from UC-One desktop client?

Depending on the types of directories configured, you can access your IP Tel directory, your Outlook directory (only Windows) and your corporate directory simultaneously. Search results are shown on a separate list in the main window.

Which directory types can be accessed from UC-One mobile client?

You can access your native mobile phone directory and IP Tel directory using UC-One mobile client.

Which contact fields can I search for?

The IP Tel directory search is performed on the first name and last name fields. If a matching contact is found, all details stored in Amcom's IP Tel Manager will be displayed for the result. Typically, this includes XMPP address details of users, first names, last names and phone numbers.

Searching other directories depend on your corporate server configuration.

Adding contacts

Can I add, edit and remove a contact?

Yes, this can be done on desktop and mobile clients. However, to add a contact you must only do so from either mobile client or desktop client.

How can I add new contacts to UC-One?

You can add UC-One contacts manually, saving a contact from a search result or by accepting a "buddy" request. If an XMPP address for such contact is provided, your presence information is always shared with this contact.

Favorites

What is the Favorites filter?










Since 80% of communication is done with just a few contacts, the client provides a special filter called Favorites where the user can list the favorite contacts for easy viewing so that communication initiation is fast and does not require scrolling or expanding the contact list.

Presence

What is "Presence"?

"Presence" is your Instant Messaging status. It allows your contacts who have subscribed to your presence to see whether you are available to chat.

What do the different Presence icons mean?

Icon	What does it mean?
	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 sharing 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 Busy - In Call status overrides the Busy - In Meeting status so this one is only seen if there is a meeting but no call.
	This icon indicates that the contact is only available on mobile UC-One client.
	This icon indicates that the contact is only available on a compatible desktop phone, not UC-One client.

Avatar

Is the avatar real time?

The avatar is not completely real time. When you update your avatar, your contacts will see the new avatar only when they re-login to their client. The avatars are retrieved at login, when a contact is added, and when the contacts come online.

How do I change the avatar?

Double-click on the avatar and a file explorer view opens.

Chat

Will my chat history be visible across all my multiple devices using UC-One at the same time?

No. Your outgoing messages will only be visible from the device you sent the message from. Your incoming messages will be visible across any devices that you are actively signed into.

Can I chat with contacts from other domains?

Yes. To add contacts from other domains you will need to know their XMPP credentials. Your XMPP details will be in the format [YourPhoneNumber]@amcom.bc.im e.g. 0311112222@amcom.bc.im UC-One also supports Google contact federation.

Where are my chats stored?

Your chats are only stored locally, however they traverse a server that is located in the US. Therefore all chats are subject to US interception laws.

Are chat messages saved?

Only chat room messages are stored on the server. One to one chat messages are only saved locally.

Collaboration

How can I start using desktop sharing?

In order to share your desktop, you need to manually enter desktop sharing credentials in the *Preferences->Credentials* window. However you can participate in desktop sharing sessions even without any sharing credentials, just accept the invitation.

For sharing to work it also has to be enabled in the configuration.

Who can share the desktop in a room?

Only the owner of the room can share the desktop. This applies to both My Room and ad hoc sessions.

Is file sharing supported by UC-One desktop clients?

Yes. You will need an Amcom Web Collaboration account for file sharing.

Making Calls – Audio & Video

How do I dial a number?

You can dial a number in the combined search and quick dial field. Once you type your numbers, the client searches for contacts in both the local contact list and on the enterprise directory.

Can I call normal PSTN numbers?

Yes, with UC-One you can dial any number that you can dial from your Amcom supplied IP Tel service – including local, national, mobiles and international destinations.

Are calls using UC-One free?

No, any calls made to PSTN or mobile destinations are billable calls on your IP Tel voice service from Amcom. Voice or video calls to other IP Tel users in your business are free provided the calls are answered on their Amcom supplied phone number. Video calls

between you on UC-One and other users in your company on UC-One are free but these may consume data usage on your network service.

What types of video resolution can I use for video calling?

You can select your video resolution from Preferences and the Video tab. Your selection if updated will be used by default for all future video calls and cannot be updated during a live video call.

What is the recommended setting for video calling?

The client supports a range of resolution options for video calling scaling up to Full HD (1920 x 1080 pixels). However for best results on all network connections, Amcom recommends the VGA (640 x 480 pixels) setting. Each web cam used will support varying capabilities of video resolution when used in conjunction with the client. Best results will be obtained when resolution suitable to the bandwidth available on your network connection is selected.

What kind of video resolution can I have?

You can choose your video resolution from Preferences and the Video tab. Your selection is used by default for future video calls. The available resolution is automatically determined based on the web cam used in conjunction with the application.

What codecs does UC-One support?

Audio:

- G.711 PCMA
- G.711 PCMU

Video:

- H264
- H263

How much bandwidth does UC-One require for voice calling?

100 kbps symmetrical

How much bandwidth does UC-One require for video calling?

This varies depending upon the resolution setting of your client. Sample calculations are shown below:

500 kbps symmetrical (H.264 VGA resolution 640 x 480 pixels at 15 fps)

2500 kbps symmetrical (H.264 VGA resolution 1920 x 1080 pixels at 30 fps)

Can I make a video call using my mobile client?

No. Currently, video calling from mobile clients is not supported.

Network Connection

Do I need a network connection to use UC-One clients?

Yes. You will need access to an internet network to make UC-One work. In the office the client should connect to your office LAN or wireless network. On the move the solution will work over 3G or wireless networks. For any phone call away from the office it is recommended for best results that you use an uncontended internet service with high available symmetrical bandwidth, low latency and low packet loss. Video calls are not recommended over 3G mobile networks.

What happens when I lose my network connection?

You will receive a message in the Notification bar on the Main screen – “Network connection lost”

Multiple Devices

Can I use my multiple devices to run UC-One at the same time?

Yes. UC-One can operate over all your devices simultaneously – PC, Mac, iOS and Android. All your common Contact settings and call history is accessible to you across all your devices.

I am using multiple devices to run my UC-One, how will all the various clients interact?

UC-One provides support for users with multiple devices, following the Extensible Messaging and Presence Protocol (XMPP) specifications. This is made up of several features:

- Chat invitations sent to the user are received in the highest priority online client. Before the session is accepted, the messages are sent to all devices and once answered, the chat messages go to the device that has sent a reply message.
- Retrieving one’s own presence notifications can be done when another client updates user’s presence. The client updates its own status based on the information it receives from the server.
- Accepting a sharing presence invitation in one client is also recognized by another client and both clients start receiving presence updates.
- A new presence subscription made in one client is recognized in another. If the contact blocks the “invitation”, there are presence notifications from the server to all of the user’s clients indicating that the subscription was terminated and this information is shown to the user. If the client receives two presence authorization requests from two or more devices of the same user, it only shows one request to the user.
- Removing a contact from the contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

If I set my presence on my iPhone client to Busy but my PC client is set to Chatty, what will my presence enabled Contacts (watchers) see?

If a user has many devices, each device can have a different status when shown to the user. However, watchers in the contact list always see the updates in priority order as follows:

- Busy
- Chatty
- Online
- Away
- Extended away
- Offline

This means, for example, if one client publishes a “Busy” status and another client publishes something else, watchers see the user as “Busy”.

Security

What encryption or security is used to protect my login details?

UC-One uses multiple protocols to provide unified communication:

- SIP signalling is transmitted unencrypted; it relies on DIGEST authentication to protect your SIP credentials. It is important that users have strong SIP authentication password in order to protect against offline attacks.

- XMPP signalling is encrypted using TLS (Users chats and presence)
- XSI signalling is encrypted using TLS (Configuration download, call control, directory listing)

What encryption or security is used to protect my instant messages or chats?

TLS

Is it safe to use UC-One over Wi-Fi?

This is dependent on the implementation of the Wi-Fi infrastructure

- Currently RTP is sent unencrypted so it is important to follow best security practices regarding Wi-Fi implementation.
- SIP credentials can be stolen and an offline brute force attack can be used to crack the password.
- In WEP environments it would be trivial for malicious person to listen to all audio communication which may include DTMF signalling which could expose credit card information.

In non-WEP environments users may still risk having their voice conversation intercepted by malicious users on the same network.

Group Chat, Audio & Video Conferencing

What is My Room and how does this feature work?

My Room is a personal group chat room and conferencing area. My Room can be used when you wish to hold a private chat with multiple contacts. From within the chat you can then initiate an audio or video conference bridge call so that you can talk to or see all parties.

How can I get a conference bridge to use in conjunction with My Room?

My Room will work together with Amcom conferencing solutions – either audio or video. Please contact your Amcom account manager to find out further information on Amcom's conferencing solutions.

How can users access my conference bridge from within My Room?

Users can access your conference room by selecting the Call button for an audio call or the Video Call button for a video conference call. My Room supports DTMF PIN dial in. To enable this feature simply edit your My Room settings from the Preferences menu.

How many parties can be connected using the Conference Call feature?

Up to 10 parties can access an audio or video conference call simultaneously through My Room. In large conferences, it is recommended that non speaking participants mute their clients or handsets for best results.

Port Requirements

Port Requirements

The following table captures the ports used depending on the Service or Feature provided through UC-One:

Service/Feature	Ports Desktop/PC Client	Ports Mobile Client	Protocol
User Login	80	80	HTTP
User Login	443	443	HTTP (SSL/TLS)
IM&P	5222	5222	XMPP
Call Signalling	5060	5060-5062	SIP (UDP/TCP)
Audio	8500-8598	8500-8598	RTP
Video Call Signalling	5060	5060-5062	SIP (UDP/TCP)
Video Call	8600-8698	Not supported	RTP
File Transfer	1081	Not supported	XMPP
File Transfer	52644-52645	Not supported	SOCKS
Desktop Share	Not Supported	Not Supported	HTTPS (SSL/TLS)

Troubleshooting

I had some issues with my connection settings and have now been resolved. However, UC-One still reports error. How do I force UC-One to retry?

Some settings are cached by UC-One to provide you better experience and are refreshed only when you login to UC-One. Make sure you sign out of UC-One and then completely close the running instance of the client prior to re-login.

My client's status bar says, "Chat unavailable – Chat and Presence unavailable". What does this mean?

It means that the XMPP connectivity has been temporarily lost for chat, as well as for presence; however, you can still make calls.

If you have access to IP Tel Voice Manager, check your IM&P service is enabled. If you regenerate your IM&P password, you will have to Rebuild Files for that UC-One device.

My client's status bar says, "Calls unavailable". What does this mean?

You cannot make or receive calls either since SIP registration to the server has not succeeded. Verify that you are on the correct VLAN on your network and access to IP Tel SIP servers is allowed through your Firewall, NAT and proxy servers.

My client's status bar says, "Calls from phone unavailable". What does this mean?

Ensure that your IP Tel handset is functioning properly.

Contact IP Tel Support for further support.

Why I cannot see presence for my contacts?

Your contact must accept your presence subscription request to share their presence status with you. If for some reason, your presence invite is no longer available to your contact, adding them again to your contacts will re-send the invite.

Ensure to remove the previous entry from your contacts which failed to subscribe the presence.

Why I cannot receive alerts for incoming calls on my UC-One mobile or UC-One desktop client?

If you are using multiple device for UC-One mobile or desktop client, only the last device that you used to login is associated with an active SIP registration. If you want any other device to receive incoming call alerts, initiate a new session on that device by logging in again. Ideally, you should also log out of UC-One clients running all other devices.

If I run UC-One on my PC and iPhone, is it considered to be running on multiple devices?

No. Typically, two UC-One instances are created for each user – a UC-One desktop and a UC-One mobile. Using one device per instance is still considered as using a single device per device type. In this scenario, both the desktop and mobile client should alert you for incoming calls. Please refer to **"Multiple Devices"** section in this document.

How to enable logging for UC-One PC client?

1. Login to UC-One PC client
2. Go to Preferences and select the General tab
3. Scroll down till the end
4. Check the Enable basic logging and Enable advanced logging options
5. Click on Open Folder button and rename the UC-OneLog.log file to UC-OneLog.old
6. Go back to UC-One, Preferences menu
7. Click on Clear All Logs
8. Perform the problem steps again to reproduce the issue
9. After reproducing the issue, Go back to UC-One, Preferences menu
10. Click on the Open Folder button again
11. Copy both UC-OneLog.old and UC-OneLog.log files and email to IP Tel support on support@amcom.com.au

How to enable logging for UC-One mobile client?

1. Open the UC-One mobile client
2. Tap the Settings icon in the lower right corner of the login screen.
3. Go to Troubleshooting
4. Turn ON all 4 logging options – Console logging, File logging, Crash reporting and Diagnostic Info.
5. Tap on the Email logs option and email to IP Tel support on support@amcom.com.au
6. Go back to the UC-One, Troubleshooting menu and Tap on Delete logs option
7. Perform the problem steps again to reproduce the issue
8. After the issue has been reproduced, go back to the Troubleshooting menu which can also be accessed from Settings menu after you have logged in.

9. Tap on the Email logs option and email to IP Tel support on support@amcom.com.au

Why UC-One crashes or reports XMPP connection error when running on Windows XP?

One of the causes is that the Windows XP installation is missing optional updates. The solution has two parts:

a) Install "Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package ATLSecurity Update" <http://www.microsoft.com/en-us/download/details.aspx?id=14431>

b) Confirm existence and install if needed: "Update for Root Certificates for Windows XP [December 2012] (KB931125)" <http://www.microsoft.com/en-us/download/details.aspx?id=35945>