IP Voice UNIFI

Android User Guide

Contents

1 About IP Voice UNIFI for Android

C Spire's IP Voice UNIFI for Android provides the following communication features:

- Instant Messaging and Presence (IM&P)
- Voice Calling (VoIP)
- Voice Calling (Circuit Switched)
- Video Calling
- IP Voice Call Settings

2 Getting Started

This section contains the essential information for getting started with IP Voice UNIFI for Android.

2.1 Installation

Android clients can be downloaded from Google Play.

2.2 Sign In

When you first launch the application, you are prompted to sign in.

1. If displayed, enter the device configuration address (Uniform Resource Identifier [URI]) provided by your service provider.
2. Enter your IP Voice user name and password.
3. Select whether you would like IP Voice UNIFI to remember your password.
4. Select whether you would like IP Voice UNIFI to sign you automatically in on subsequent launches.
5. Tap Sign In.

NOTE: If you choose automatic sign in, you are automatically signed in and taken to the Contacts list upon subsequent IP Voice UNIFI launches. Otherwise, you are presented with the Sign In screen.

After logging in, a pop-up dialog may appear informing you about emergency calls.

Depending on your settings, the client may have a link for Forgot Password on the login dialog box allowing retrieval of forgotten password.

3 Main Tabs

When you start IP Voice UNIFI for the first time, your Contacts list is empty. You use the search field to find people and add them to your Contacts list. Contacts can also be added manually by tapping the Add button.
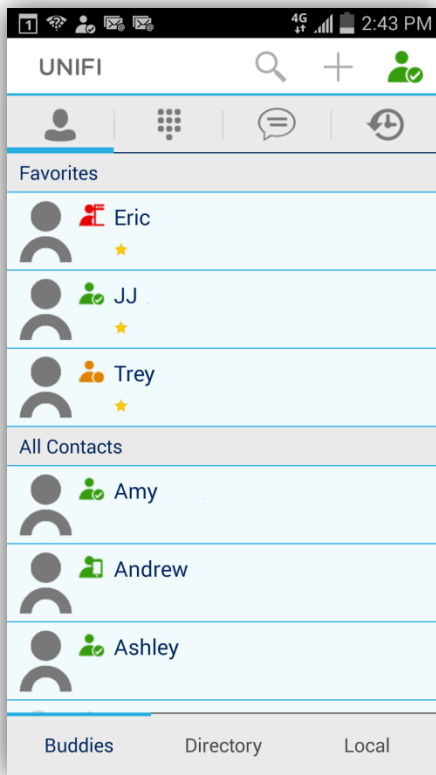
👤	Contacts – View your contacts from a Buddies list, or a local or company directory
💬	Chat – View chat history.
⚌	Dial Pad – Make Calls
🕐	History – View incoming, outgoing, and missed calls.

The main view contains a number of tabs that present information about the contacts and communications options located on the top bar:

- Contacts
- Chat
- Dial Pad
- History

NOTE: Settings are available from the Android menu key or action bar.

4 Contacts

The Contacts tab can contain different types of contacts as follows:

- Presence-enabled contacts
- Non presence-enabled contacts
- Local contacts
- Directory contacts

Presence-enabled contacts are users with an Extensible Messaging and Presence Protocol (XMPP) address. These can be other IP Voice UNIFI users or users from federated systems such as Google Talk. Non presence-enabled contacts can be phone or conference numbers.

The Contacts list has a filter bar at the bottom with the following options: Buddies, Directory, and Local.

Buddies lists presence-enabled contacts with their name, presence status, as well as a space for free text. A long press on a contact opens the context menu, whereas a short press opens the contact card.

The context menu opens via a long press on a contact and provides the following options:

- Voice call
- Video call
- Chat
- Join Room
- Contact details
- Add to Favorites
- Subscribe or unsubscribe
- Remove

Directory provides the company directory contacts.

Local lists the contacts contact in local phone book.

4.1 Add

When you sign in for the first time, there are no contacts in your Contacts list. You can add a new presence-enable contact at any time by tapping the add icon from the status bar. Another way to add new contacts is to use the directory search option.

In the Add Contact screen, enter the contact's information and then tap Done. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a buddy request invitation, you can ignore or accept it. If you ignore a buddy request, then you can always share your presence information later by selecting Subscribe from the buddy's contact card. Note that the contact must accept your subscription request for you to successfully establish a presence relationship.

You can add a conference number using the same add icon by typing the conference number in the Add Contact view. You can also add a conference number from a directory search. A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, in recurring conferences.

Add a local contact by selecting the option Add Local Contact from the plus icon in the navigation bar. The option Add Local Contact opens the native Address Book screen for adding a new contact in local phone book.

4.2 Edit

Tap a contact from the Contacts list to open a contact card. This is the same for presence-enable and non-presence-enabled contacts.

- Unsubscribe removes the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. Select Subscribe to re-establish a presence relationship. An unsubscribed contact remains on the Contacts list and is always shown as "offline".
- Remove removes the contact from your Contacts list.
- Edit opens the Contact Information dialog box where you can add, edit, or remove information. This works for both presence-enabled and non-presence-enabled contacts.

4.3 Filters

There are three contact filters available from the Contacts tab:

- Buddies – These are presence-enabled contacts.
- Local – These are contacts from your local phone book.
- Directory – These are contacts from a company directory (which requires a search).

5 Presence

For each contact to which you have subscribed, you can see their presence. Similarly, your contacts can see your presence on their Contacts list.

Presence means that your friends are able to see whether you are available, for example, "I'm available" or "I'm busy".

Icon	What it means
	The Green Presence Icons indicate that the use is online and ready for communications.
	The Yellow Presence Icon indicates that the user is online but has been idle or away from their computer to more than ten minutes.
	The Red Presence Icon indicates that the user is busy and does not want to be disturbed.
	The Red Do Not Disturb Icon indicates that the use does not wish to be disturbed. Calls will not go through to this user.
	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.
	The Red Phone Presence Icon indicates that the contact is busy due to a call. This is an automated presence status.
	The Red Calendar Presence 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 when there is a meeting but no call.

You can set your own presence by tapping on the Presence icon from the status bar in all tabs view. Tapping the Presence icon opens the My Status Screen where you can change your avatar, personal message, and presence status.

Your avatar is the picture that represents you in your friends' Contacts list and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.

You can enter a status message in the area next to the avatar. This status text is shown in your friends' Contacts list.

If you see the error message, "Chat Unavailable", under any tab, it means that the XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your service provider.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. Note that all-day meetings do not trigger a presence change to Busy – In Meeting.

6 Instant Messaging

6.1 Chat Tab
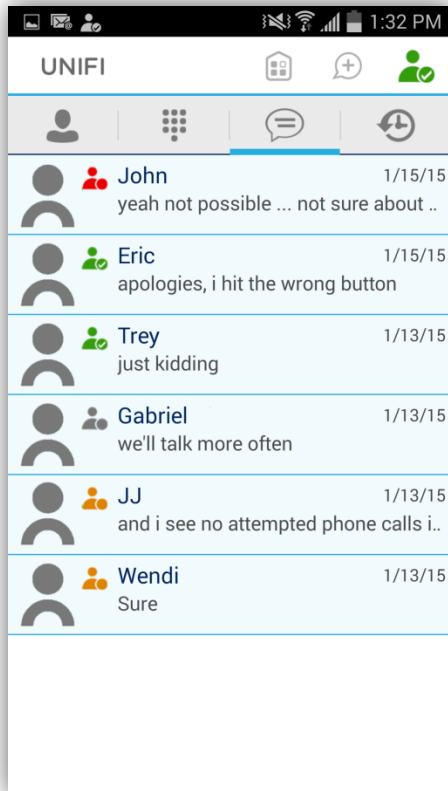
The Chat tab shows a list of recent chats since the user last logged in. If User A chats with User B multiple times, their discussions appear as one item in the list.

Tapping the name opens the chat view (IM view).

New incoming messages are indicated with a notification badge to the right of the name. A long press on a contact opens the context menu with open chat and contact details (this is the same for the Buddies list).

Chats are listed so that newest one is always on top. The Status bar in the Chat tab displays icons for Add Participants, Presence Status, and the Overflow menu.

The Overflow menu displays the following options: Start group chart, Mark all as "Read", About, Settings, and Sign out.

Tap the presence status icon to update your status or location and enter free text.
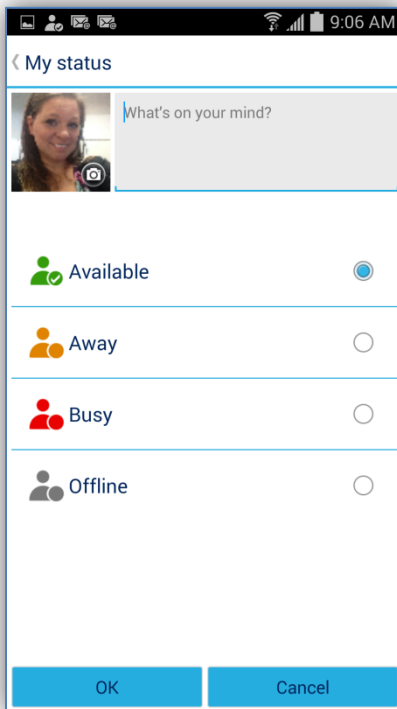
My Status screen allows updating your status or location and entering free text.

Tap the avatar to upload a picture.

Tap the input field to update your status.

6.2 Chat

Start a chat using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the chat icon to start a chat.
- From the options provided after a long press on a contact.
- In the Chat History list, tap a contact entry to start a chat.
- From search results, tap a contact to open the contact card and then choose the chat icon.

When you initiate a chat, the Chat screen opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a notification badge on the Chat tab and the entry appears at the top of the Chat History list.

Once a chat opens, the name of the recipient is on the top bar and there is a presence icon flag before the name. The recipient's messages are presented in the orange background and the user is presented in the white background.

Smiles can be added to messages by typing the corresponding character codes and by selecting from the smiley icons, (the smiley is displayed graphically in the message area).

6.3 Group Chat (Ad-Hoc Rooms)

Start a group chat using one of the following methods:

- In single chat session, tap the add participant icon to escalate from a single to a group chat.
- On the chat screen, tap the Overflow menu icon and then select the start group chat option.
- In the Chat History list, tap a group communication entry to start a group chat.

When you initiate a group chat, the Chat screen opens. More participants can be added later to the chat using the add participant icon. Anyone in the group chat can add participants. However, removing participants is currently not supported.

A group chat works the same way as a one-on-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact.

A group chat history is saved and is available to view later from the Chat tab.

A user can leave a group chat by selecting the Leave chat option. The chat is marked as offline and the user no longer receives messages from the chat. When tapping on the offline chat, the user re-joins the room and starts receiving messages. However, the user does not receive the messages that were sent in the chat while the user was outside of the room.

The Clear History menu item behaves the same way as the corresponding option in the one-on-one chat and removes the local history.

The View Participants button opens a dialog that shows the list of participants in the group chat.

Note that deleting a chat room is not supported.

6.4 Chat Security Classification

The IP Voice UNIFI client provides the ability to specify a security classification of a chat session. The security classification is configured on the server side and cannot be changed by the user. The security classification level for instant messaging is assigned to the entire domain and all users have same classification level. It is visible in all chat sessions (single and group).

7 Audio and Video Calls

7.1 Dial Pad Tab
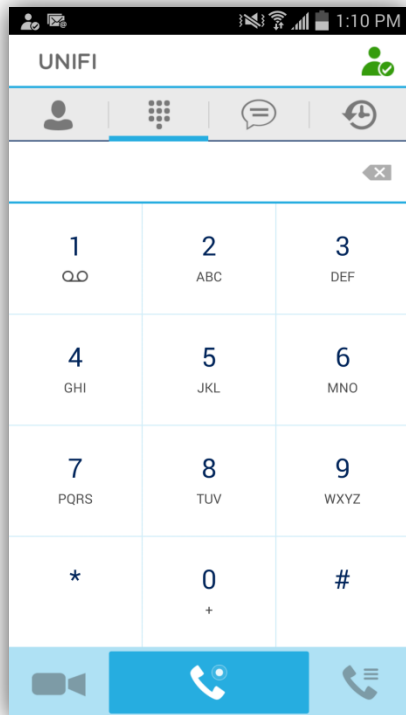
The Dial pad tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad: Call, Video call, and Dial pad menu that are configurable by the service provider. The top text field also has a delete button that, when pressed, deletes one character at a time.

On the digit 1, there is notification for voice mail. A long press on digit one connects you with your voicemail box. When there are no voicemail messages in your voicemail box the icon is grey.

The dial pad menu can contains two options: Pull call and Retrieve call.

7.2 Make Audio or Video Calls

You can make an audio or video call using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the headset icon to make an audio call or the video icon to make a video call.
- From the options provided, after long press on a contact.
- From the search results, tap a contact to open a contact card and choose the audio or video icon or by using the long press options.
- Open the dial pad, enter a phone number, and tap the Call or Video button.
- On the Call History list, tap a call entry.
- On the Chat screen, tap the headset icon to make an audio call or the video icon to make a video call.

7.3 Answer Call

An incoming call is indicated with a ringtone. There are two options on the incoming call screen: Accept and Decline. If you decline the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

7.4 In Call Actions
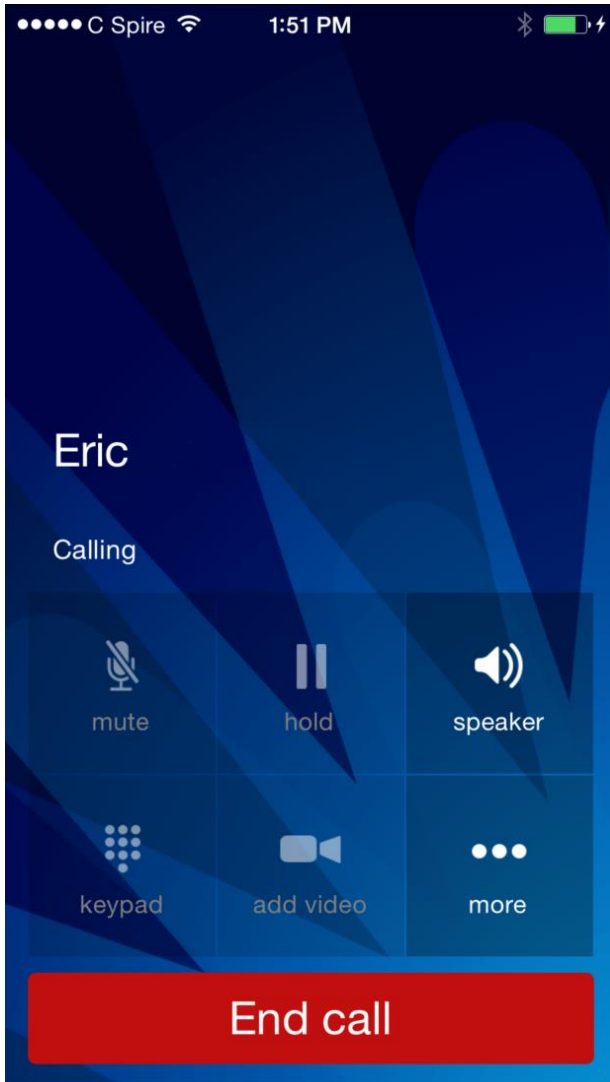
From the In Call screen, you can perform the following actions:

- End a call
- Mute the microphone
- Place a call on hold
- Adjust the volume
- Escalate from audio to video call and downgrade from video to audio call
- Open the dial pad
- Make a new call
- Transfer a call – Attended
- Transfer a call – Unattended
- Make a conference
- Park a call
- Transfer a call to circuit-switched call
- Add more participants (in conference call only)
- Merge two separate calls
- Swap two separate calls

7.5 Missed Calls and New Messages

When you miss a call, the notification bar on the Android device shows a note. By tapping the missed call, you go to the History screen. Notifications, for example, missed calls or new messages, are also shown as badges on the tab icons.

7.6 Message Waiting Indicator and Voice Mail Access

If you have pending voice mail messages, then the notification bar on the Android device displays an icon and the message, "You have XX pending voicemail messages". By tapping the voice mail notification, the application dials the voice mail access number directly and you can listen to the VM messages.

Voice mail is also accessible with a long press of the dial pad "1" key (similar to how it is on a regular mobile dial pad). If voice mail messages are available, then the "1" key changes color. In addition, a voice mail notification is displayed as a badge on the Call tab icon.

The number for new voice mails changes depending on how many are open or are new. The voice mail icon in the notification area has an associated badge that shows the number of new messages.

7.7 Business Line Call Back and Call-Through

UNIFI Mobile allows you to originate a circuit-switched call using their business line identity. This is done using the basic Call Back feature or the Call-Through feature available.

Basic Call Back is only available if the user has the Anywhere Number or Remote Office services assigned. The application checks to see whether one of these two services is provisioned with a phone number that matches the mobile number. If it is provisioned this way, it provides you with the option to make calls using the Call Back feature.

Call-Through functionality is available if the Mobility service is assigned to a user's IP Voice profile. Call-Through provides a more natural dialing experience. When a call is placed in this mode, the client communicates transparently with C Spire to get a temporary intermediate routing number (IMRN). The client then calls the IMRN and connects the user directly to the destination identifying the call with the user's business line identity.

7.8 Contact Name Lookup for Incoming Calls and Call Logs

Whenever an incoming call does not have a calling name associated with it, UNIFI performs a local contact search. If the number matches one of the contacts on the mobile phone's Contacts list, the name is shown on the incoming Call screen along with the alert.

When a user retrieves their call logs/history and the call log does not have a calling name associated with it, the client does a lookup in the local contacts and populates the name if a match is found.

7.9 N-Way Calling (Conference)

UNIFI supports network SIP-based conference calls with up to three additional participants. While on a two-way call, users can add a third party using the Conference button. It opens the address book on the device to search for and select the new participant. Once the conference is established, the participants are shown on the Device screen.

The other way to create Conference call or to add participants in an existing Conference is to make a new second call and select the merge option.

7.10 Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. The existing call is put on hold and you can change between these two calls by using the Hold and Unhold buttons.

7.11 New Call

The client supports starting a new call while in an ongoing call. The steps are as follows:

1. Establish call with remote party.
2. Initiate second call using the new call button.
3. Select a contact then choose a number. After the new call is established, the first call is put on hold. You can swap the two calls or to merge it in conference.

7.12 Call Transfer

The client supports transferring VoIP calls to another party. Two modes of transfer are supported:

- Attended Transfer – Establish a call with remote party. Select a contact then choose a number. Select the call first option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the complete button.
- Unattended Transfer – Establish a call with remote party. Select a contact then choose a number. Select the Transfer option and the transfer is completed.

7.13 Call Pull

Call Pull can be used in scenarios where a user has two endpoints, for example, a VoIP desk phone and a mobile phone with UNIFI. If the user has an active call on the desk phone, this call can transferred seamlessly to the mobile phone via the Call Pull button. Depending on the application, dialing settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

7.14 Call Recording

The UNIFI Mobile client provides ability for the user to start, stop, pause, and resume a call recording. Call recording controls depend on the user's call recording mode configured on the server. The client supports the option to start recording a call before or during a call.

Record call at call startup

- User A starts the application and signs in.
- User A establishes a call with User B.
- The call is automatically set in recording state.

Record call on demand

- User A starts the application and signs in.
- User A establishes a call with User B.
- User A can pause and resume the call recording.
- User A enables call recording during the call and the entire call is recorded.

Start, stop, pause, and resume a call recording

- User A starts the application and signs in.
- User A establishes a call with User B.
- User A starts, stops, pauses, and resumes the recording during the call.

Visual indication for call recording

- User A starts the application and signs in.
- User A establishes a call with User B.
- User A starts call recording.
- User A can see the visual indication for call recording.

Silent call recording monitoring

- User A is not configured to hear audio notifications for the call recording states.
- User A starts the application and signs in.
- User A establishes a call with User B.
- Call recording is in progress.
- User A can see a visual indication that the call is being recorded but no audio notifications are played.

Conference call recording

- User A starts the application and signs in.
- User A establishes a call with User B.
- User A starts the call recording (optional).
- User A sees a visual indication that the call is being recorded.
- User A and User B hear an audio announcement with the call recording status.
- User A and User B hear an audio indication that the call is being recorded.
- User A creates a conference call with User B and User C.
- User A starts the call recording.
- User A sees visual indication that the call is being recorded.
- Users A, B, and C hear an audio notification that the call is being recorded.
- Users A, B, and C hear audio indication that the call is being recorded.

7.15 Security Classification

The UNIFI Mobile client provides the ability to specify the security classification of a call. The security classification of a call party is determined by the security classification set at the enterprise level; all users within the organization inherit that security classification. Security levels are configurable on the server side, but there is always at least one security level, that is, Unclassified.

In addition, each user can change the security classification for the duration of the call via their handset. The user can change the security classification to a level less than or equal to their configured security classification.

Display security classification of a call

- User A calls User B.
- The security classification of the call is displayed in the In Call screen.

Change security classification during a call

- User A calls User B.
- The security classification of the call is displayed in the In Call screen.
- User A and User B can change the call security classification during the call and both User A and User B update the security level from the server.

7.16 Bluetooth Support

You can control incoming and ongoing calls from a compatible Bluetooth headset. The feature set supported is answer/hang up as well as mute/unmute and volume up/down.

8 Call History

Call history can be accessed from the History tab. UNIFI saves a call history for placed, received, and missed calls. Call history makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.

9 Settings

The Settings view contains the following items, which can be configured by the end user:

- Language
- Remember password
- Sign in automatically (note that this is disabled until Remember password is checked)
- Enable video calls
- Call settings
- Test call
- Help
- Troubleshooting

The hard key menu contains the Settings, About, and Sign out options. The Settings option opens a new view with different settings that the user can toggle. The About screen shows information about the client, for example, it shows the current client version number. Sign out exits and closes the client.

9.1 Language Support
The client is prepared for localization and can be delivered in any language. Currently, the client is available in:

- U.S. English
- French
- German
- Italian
- Spanish (European)
- Korean
- Japanese
- Chinese

Additional languages are available upon request as part of a customization project.

9.2 Help Pages
The client provides web-based help that can be launched from the Settings view.

9.3 Automatic Sign In
The user can choose to sign in automatically with UNIFI Mobile with a default account when the client is started. Together with the functionality to start UNIFI automatically at system startup, this makes it easier for users to remember to sign in and be available for communication.

9.4 Call Settings
The client supports the following service management features, allowing IP Voice supplementary services to be turned on or off using the native client Preferences window:

- Call Forwarding
- Do Not Disturb
- Remote Office
- Anywhere Number
- Hide Caller ID (Calling Line Identification Presentation [CLIP]/Calling Line Identification Restriction [CLIR])
- Simultaneous Ring Personal
- Own Phone Number

9.4.1 Anywhere Number
Anywhere Number allows service providers to offer fixed-mobile convergence (FMC) services today without additional equipment.

Anywhere Number simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone can ring simultaneously.

Voice call continuity is possible with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service using the Add New Location button. Use the Alert all locations to activate parallel ringing.

Select Diversion inhibitor to prevent a call ending up as a voice mail, which can be problematic, for example, in conference call situations.

Select Answer Confirmation to receive a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.

Select Call Control to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

9.4.2 Mobility
Mobility is a flexible solution that extends the features transparently to the mobile network. This service provides a set of mobile capabilities that help meet the key requirements of mobile operators for deployment of business services to the mobile handsets.

The following attributes can be set by the user:

- Active – Flag to enable or disable the Mobility service for the user.
- Mobile Number – This is the subscriber's mobile number in E.164 format.
- Phones To Ring – The default is "Fixed". The options are as follows:
  - Fixed – If set, then only the user's desk phone is alerted.
  - Mobile – If set, then only the user's mobile phone is alerted.
  - Both – If set, then both the mobile phone as well as desk phone of the user are alerted.

The following attributes apply when the alerting mobile is set:
- Alert Click To Dial – If checked, Click-To-Dial calls alert the mobile phone.
- Alert Group Paging – If checked, group paging calls alert the mobile phone.
- Diversion Inhibitor – This attribute determines whether the Application Server enables a diversion inhibitor when extending a call leg to the mobile phone.
- Answer Confirmation – This attribute determines whether the Application Server prompts for an answer confirmation when the user answers the mobile call leg.
- Call Control – This attribute determines whether call control is to be performed by the mobile device (off) or by IP Voice (on). This must be turned on to provide mid-call service features to the mobile originated or terminated calls.

9.4.3 Remote Office
This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.
Enable Remote Office and specify a phone number to be used as the Remote Office number.

9.4.4 Call Forwarding

By tapping on a different Call Forward option, you can enter a number to forward your calls as follows: Call Forward Always, Busy, or When Unreachable.

9.4.5 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and sent to voice mail.

9.4.6 Own Number

Own Number is used in conjunction with the Mobility service, and more specifically, with the Call-Through calling mode. The user should provide their mobile device telephone number in this field. This number should match the number configured in Mobility for the Call-Through functionality to work.

9.4.7 Test Call

The client provides the ability to perform an Audio or Video test call to an echo number. Note that the echo service is provided and enabled by the service provider.
A common example of using an echo service is:

- Press Test Call to initiate a call to the echo service, then follow the operator's instructions until you hear back your recorded message.

10 My Room

My Room is an always available and a permanent room that you can use to chat with anyone that joins.

My Room is accessible using the house icon in the action bar of the Chat tab.

You can add more participants using the add participants icon or they can join your room from your contact card. Once participants join the chat room, they can tap on the Call button of that screen to automatically join the conference.

My Room uses your permanent chat room, permanent collaboration room, and a conference bridge (audio or video). All My Room sessions start as chats but a call can be added to the session while in progress.

Others join your room by clicking your name on their Contacts list and by selecting Join Room from the contact card.

11 Search Enterprise Directory

The client supports a directory search of the IP Voice enterprise directory. The search is performed in a separate input field in the Contacts tab. Tapping the search icon opens the search view and after a search, the enterprise directory search results are displayed with the names and numbers.

The default starting screen for a search shows the screen when the user has pressed the search icon. Typing in characters starts the filtering process through the contacts. The search is

performed in both the XMPP contacts lists, as well as the directory list. Pressing the back key minimizes the keyboard, hides the search bar, and empties the search result.

A long press on a name opens the context menu and hides the keyboard but keeps the search bar with the characters. A short press opens the contact card.

The context menu contains the following options for the directory list:

- VoIP call
- Video call
- Contact details

12 Multi-Device

UNIFI provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices. Before the session is accepted, 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, when another client updates the user's presence. The client updates its own status based on the information it receives from the server.
- Accepting a shared 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 for the same user, it only shows one request to the user.
- Removing a contact from a Contacts list in one device is recognized in another client, and the Contacts list is updated (that is, the contact is removed) in the other client as well.

13 Troubleshooting

The troubleshooting function can be used if there are issues encountered with the application. It collects and sends diagnostic information to a predefined support e-mail address that is configurable via the branding process. This helps support personnel to identify the issues. The information sent consists of the application and media engine diagnostic logs.
Troubleshooting is managed by a menu entry in Settings. It can be accessed from two places in the client:

- From the Help button on the Sign In screen – This opens the Settings screen that contains the help and troubleshooting-related entries. This can be used before the user has signed in, which is most often for cases when a user has issues with signing in or connectivity.
- From the General Settings screen – Help and troubleshooting entries are available at the bottom of the Settings menu. These are accessible while the user is logged in.

14 Sign Out

You sign out at the bottom of the Settings tab.

15 Other Features

15.1 Deployment Configurations for IM&P, Audio, and Video

The mobile client can be deployed in several different configurations, based on configuration file parameters as follows:

- Primarily as an Instant Messaging and Presence (IM&P) client only (no audio or video support)
- Primarily as a soft client with audio only (no IM&P or video)
- Primarily as a soft client with audio and video (no IM&P)
- Primarily as a Unified Communications (UC) client with audio only (that is, IM&P and audio but no video)
- Primarily as a UC client with audio, video, and IM&P
- Click To Dial (Call-Back and Call-Through with the native dialer)

For more information regarding which functionalities are available in your version of the client, contact your service provider.

15.2 Version Control

Version control is supported using the Android market mechanisms. When a new release is available, the old version is removed from the market and users of the previous version are notified about the update possibility.

15.3 Privacy Management

UNIFI supports authentication with a user name and password for different services and servers requiring authentication. For convenience, the end user can save a user name and password for different realms.

When the end user adds contacts to the Contacts list, these contacts receive a New Subscriber dialog asking whether they allow the end user to see their presence. This information is stored in this contact's presence policies.

At any time, the user can edit the presence policies, (which are stored on the server). The user can see all contacts that are allowed to view the user's presence (white list) and users that are not allowed to view the user's presence (blacklist). This feature requires a compatible presence server.

15.4 Firewalls and NATs

The client supports rport (RFC 3581) for Network Address Translation (NAT) traversal and using the client behind a firewall. However, it is assumed that the client is mainly used with a session border controller (SBC), which also provides support for NAT traversal for several key features, such as calling (that is, currently unlikely to work without an SBC).

15.5 Failover and Failback

The client supports failover and failback mechanisms for all of the used protocols: Xsi, XMPP, and SIP. This feature adds:

- Detect multiple connection endpoints (per protocol)
- Order connection points by priority
- Connect to the highest priority connection point
- Reconnect to the next connection point by priority one (if there is a problem with the primary connection point)
- Provide a failback mechanism to switch back to the primary, (which is the highest priority connection point)

15.6 Secure VoIP Communication

The client supports secure VoIP communication, using encrypted call negotiation and media streams. Mandatory, preferred, and optional secure modes are supported.

15.7 VoIP QoS

The client has the ability to mark audio and video streams with Differentiated Services Code Point (DSCP) or Type of Service (ToS) flags using the Quality of Service (QoS) capabilities of the network equipment.

15.8 Call Quality Reports

The client can generate call quality (Real-Time Control Protocol [RTCP] Extended Reports [XR]) reports, which can be sent to external systems, providing real-time quality analysis and monitoring.

16 Abbreviations

APN	Access Point Name	SIP	Session Initiation Protocol
ACD	Automatic Call Distribution	TN	Telephone Number
CC	Country Codes	ToS	Type of Service
CLIP	Calling Line Identification Presentation	UC	Unified Communications
		UI	User Interface
CLIR	Calling Line Identification Restriction	URI	Uniform Resource Identifier
CS	Circuit Switched	URL	Uniform Resource Locator
DSCP	Differentiated Services Code Point	VM	Voice Mail
FMC	Fixed-Mobile Convergence	VoIP	Voice Over IP
HTTP	Hypertext Transfer Protocol	VPN	Virtual Private Network
HTTPS	Hypertext Transfer Protocol Secure Sockets	XMPP	Extensible Messaging and Presence Protocol
IM&P	Instant Messaging and Presence	XR	Extended Reports
IP	Internet Protocol	Xsi	Xtended Services Interface
NAT	Network Address Translation		
PBX	Private Branch Exchange		
PIN	Personal Identification Number		
QoS	Quality of Service		
RCS	Rich Communication Suite		

RTCP	Real-Time Control Protocol
SBC	Session Border Controller
SIM	Subscriber Identity Module