SEGRA®

UNIFY MOBILE
User Guide

SEGRA
UNIFY

CONTENTS

1 About Segra Unify for Mobile

Segra Unify for Mobile provides the following communication features:

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

2 Getting Started

This section contains the essential information for getting started with Segra Unify.

2.1 Installation

Go to appropriate Application Market/Store and search for "Segra Unify."

2.2 Sign In

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

1) Enter your Segra Unify user name and password.
   - Username: 10 Digit phone number followed by an abbreviation of the business name.
   - Password: A default password will be Segra123! . This password can be managed by your system administrator and is referenced in the MyCommPilot portal as "Web Access Password"
3) Select whether you would like Segra Unify to remember your password.
4) Select whether you would like Segra Unify to sign you in automatically on subsequent launches.
5) Click Sign In.

2.3 Setting & Changing Passwords

Through Application :
Passwords can be set by logging into the Spirit Unify Application and following the directions below.

1. Select the Settings Cog in the bottom left-hand corner of the application window
2. Select the "Update Password" slider
3. Enter your Current Password, as well as your New Password in the appropriate fields

Make note of the Password Requirements below

Through MyCommPilot Portal:
Passwords can be set by logging into the MyCommPilot Management Portal by following the directions below.

1. Visit www.MyCommPilot.com
2. Log In using your current username and password
3. Select "Passwords"
4. Confirm that "Set Web Access Password" is selected
5. Enter your Current Password, as well as your New Password in the appropriate fields

Make note of the Password Requirements below

Password Requirements:
- • Must be at least Six Digits in length
- • Cannot be the username ID
- • Must contain One Numerical Character
- • Must contain One Non-alpha-Numeric Character

3 Main Menu

After signing in, you can go to the main menu by clicking on the three lines in the upper left hand corner of your screen. This is you main way of navigating throughout the Unify App. In this section you will see the following:

• Your name, location and presence
• Menu Sections:
- Favorites
- Groups
- Directory
- Pull Cal
- Call History
- Voicemail
- Dialpad
- Settings
- VoIP use button
- About
- Sign Out
- Call Room and Join Room buttons
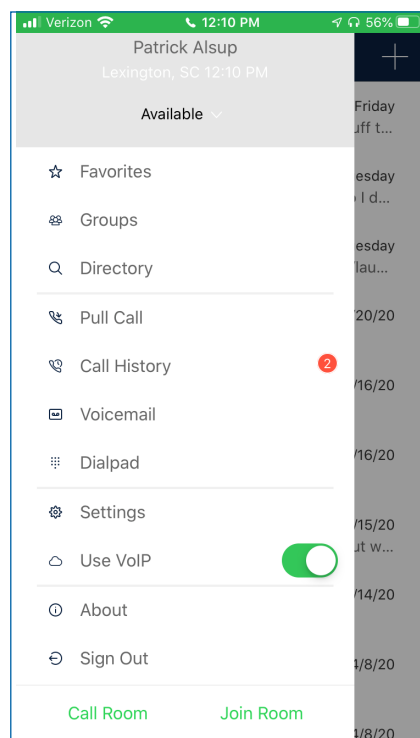
4 Contacts

When you start Segra Unify for the first time, the Directory list is empty. Use the search field to find people in your company directory and add them to your list. After searching for the contact and finding them in the directory, click their name to see the number of way to add them or contact them.

The main view contains a number of tabs that present information about the contacts and communications options available as follows:

- Chat
- Call
- Video Call
- IM
- Add to Favorites
- Add to Group

4.1 Add

Add a new contact in the mobile app you can search for the person's profile in the directory and contact them or add them into your contacts on the desktop application. You will see limited profile information in the mobile app if you have not requested for the contact to accept your invitation via desktop.

If you want to add them to your favorites in the mobile app you simply click the add to favorites star in under the contacts profile.

Add a local contact by searching your directory the same way, but you must add this person to a group or favorites in order to have them present on the home screen of your Unify app.
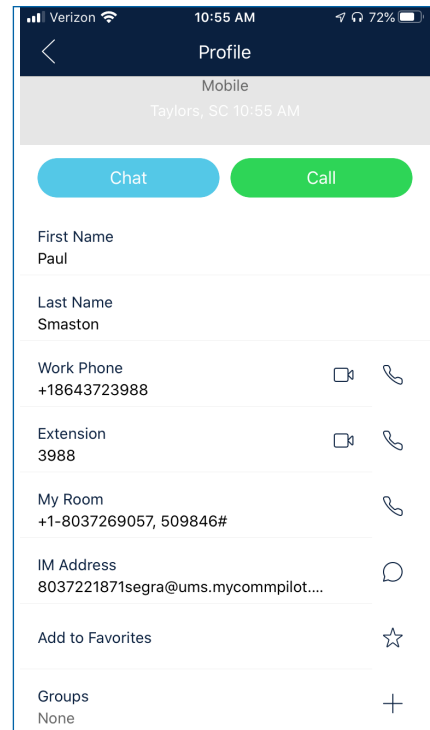
4.2 Edit

Tap a contact entry from the Contacts list to open a contact card. Then click the Edit button in the top right corner of the screen.

- Edit button opens the Contact Information display name and personal phone number edit boxes

- Enter in the new name you wish to list this contact as

- Enter in a personal phone number for this contact if there is an alternate or additional number you'd like to include in this persons profile on your application
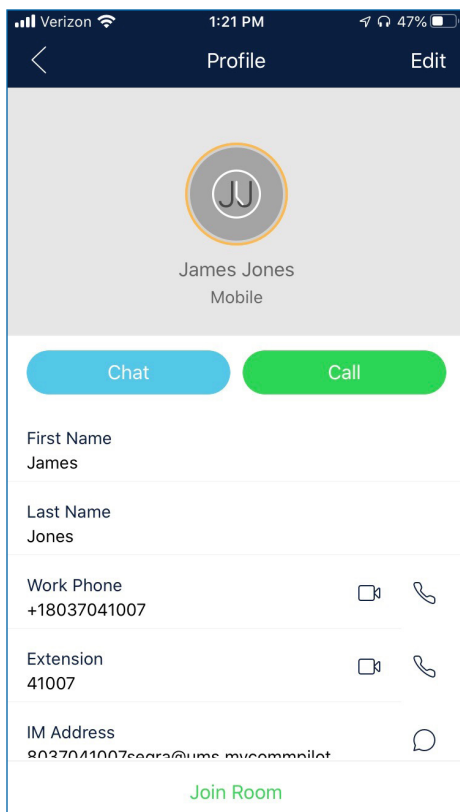
5 Presence

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

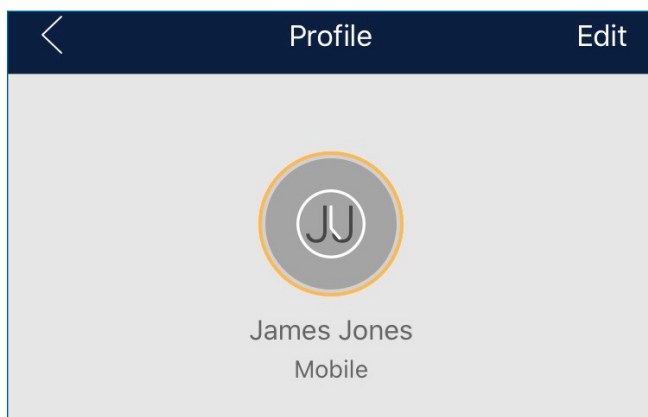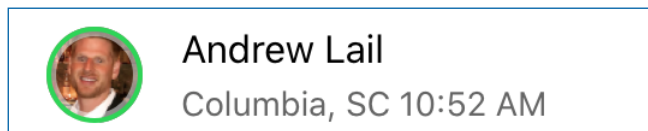Presence means that your friends are able to see whether you are available, for example, "I'm available" or "I'm busy". Colored rings around the contacts name in your directory or individual profiles represents their presence.

Andrew Lail
Columbia, SC 10:52 AM

	Profile	Edit

JJ

James Jones
Mobile

◯	Available
◯	Away or Mobile
◯	Busy - In A Meeting On the phone - DND
◯	Offline

You can set your own presence by on the menu button and then either clicking on the down arrow next to you presence below your name or by clicking on your picture and going into your personal profile.

You can set your availability to:

• Automatic
• Available
• Away
• Busy

Patrick Alsup
Lexington, SC 1:47 PM

Available ⌄

First Name
Patrick

Last Name
Alsup

Location
Columbia, SC

Set My Availability

Automatic
○ Available
○ Away
⊘ Busy
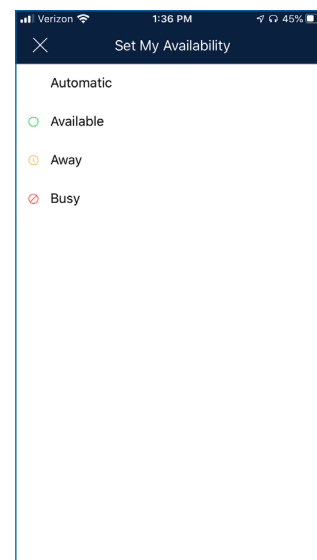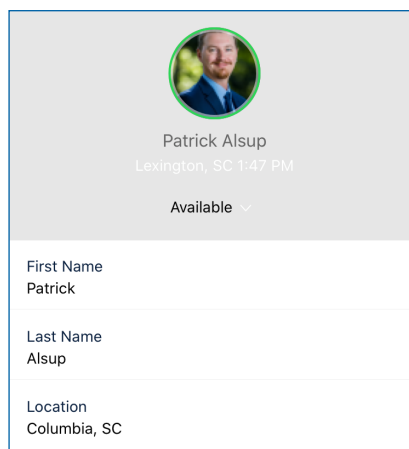
6 Instant Messaging

6.1 Messages Tab
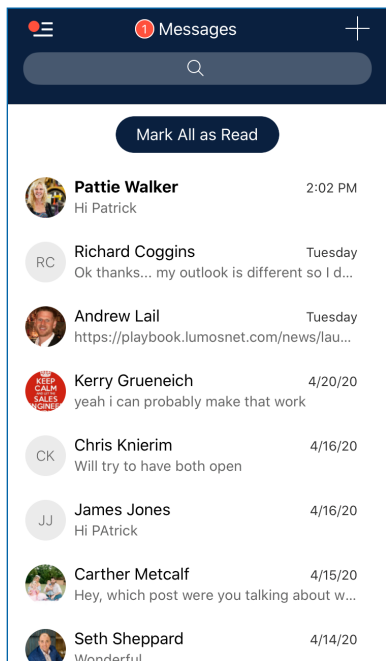
Chat shows the list of recent chats since the last login. If User A chats with User B multiple times, their discussions appear as one item in the list.

Tapping the name opens the chat view (IM view) where new messages can be typed. Old messages are also shown.

New incoming messages are indicated with a notification dot next to "messages" in the menu and the contacts name who messaged you is bold. These notifications will go away once the unread message is opened.

Chats are listed so that the newest one is always at the top. Chats are not in alphabetical order. Instead, they are listed with the most recent first.

Clicking the Make all as Read option is also available at the top of the messages list. This option removes all notification badges from the Chat History list.
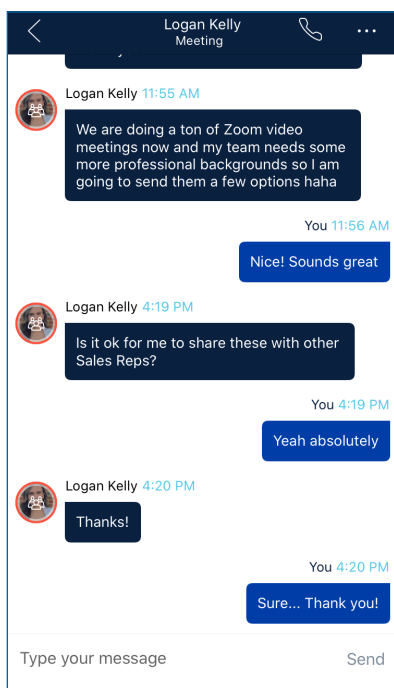
6.2 Chat

Start a chat using one of the following methods:
- From the Message screen just tap the + button in the top right of your screen and then enter in the contacts name to pull from the directory.
- If you already have a chat session from the past then just simply click on the old conversation to start a new one.
- From the Menu screen you will have to access your favorites, groups or directory and click on the persons profile name. From there you'll have to select the chat button to start a new message.

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 on the top of Chat History list.

When the chat opens, the name of the recipient is on the top bar and there is a presence circle around the profile picture before. The recipient messages are presented in the dark blue background and the user is presented in royal blue background.

You have access to all the same text and emoticons that you have native to your phone type.

In the Messages list you can also swipe left on any conversation to quickly delete the conversation, call or view the contacts profile.
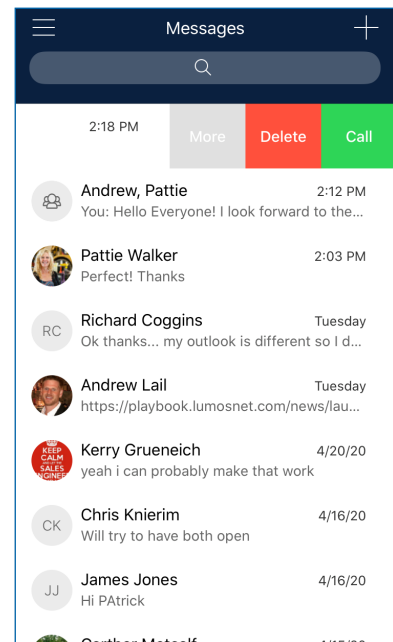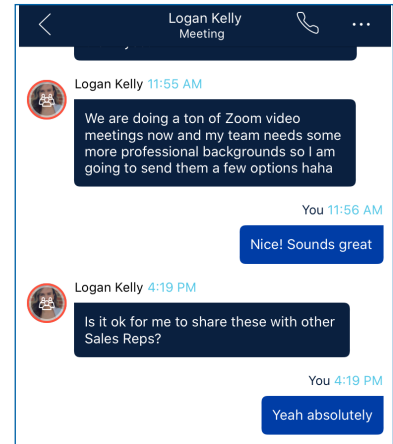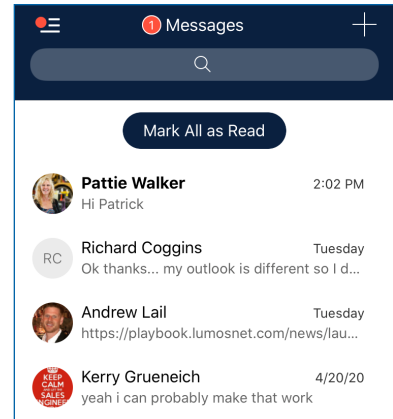
6.3 Group Chat

Start a group chat using one of the following methods:
- In the single chat screen click the + button in the upper right of your screen and then select multiple names of the people in which you want to group chat with.
- You can also start a group chat with a pre-built group if you have a group built out. You select groups from the main menu and then select the name of the group you wish to message. Then click new message.

When you initiate a group chat, the Chat screen opens. More people can be added later to the chat by clicking in the "To" location and entering in their name. Anyone in the group chat can add participants.

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.

A group chat history is saved and is available to view later in the messages tab.

The Clear History menu item works the same way as the corresponding option in a 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.
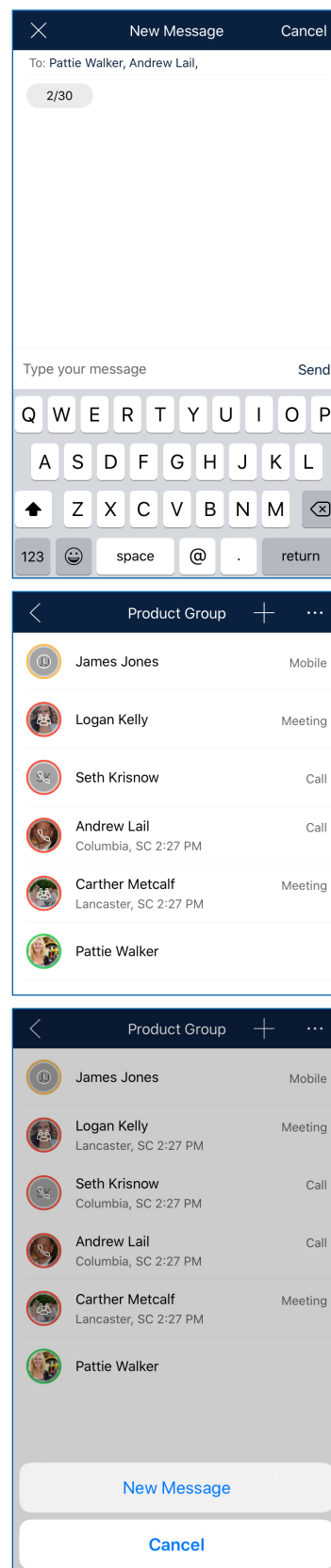
7 Audio and Video Calls
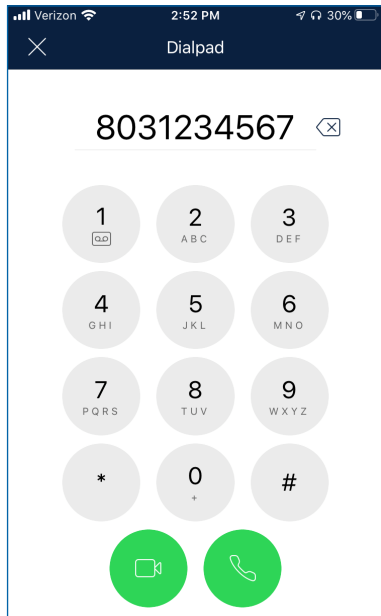
7.1 Dial Pad

The Dial pad 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. The top text field also has a delete button that, when pressed, deletes one character at a time.

A badge notification appears on the Dial pad tab when there are messages in the voicemail box. A long press on the "1" digit connects you to the voicemail box. When there is no voice mail in your voicemail box, no notification badge is shown.
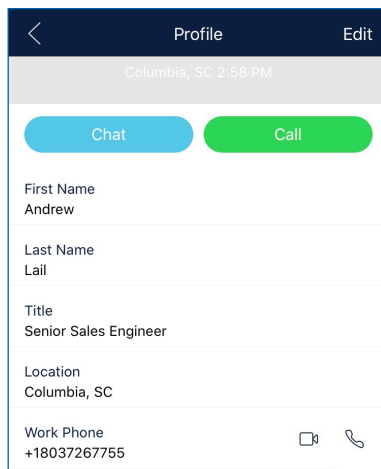
7.2 Make Audio or Video Calls

Make an audio or video call using one of the following methods:
- Choose a contact from contact list and tap on the headset icon for an audio call or the video icon for a video call.
- From search results, open a contact card and tap on the headset icon for an audio call or the video icon to perform a video call.
- 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 for an audio call or the video icon for a video call.

7.3 Answer Call

An incoming call is indicated by a ringtone. There are two options on the incoming call screen:
Answer and Decline. If you decline the call, it causes the line to sound busy at the caller's end and hey know that you rejected the call.
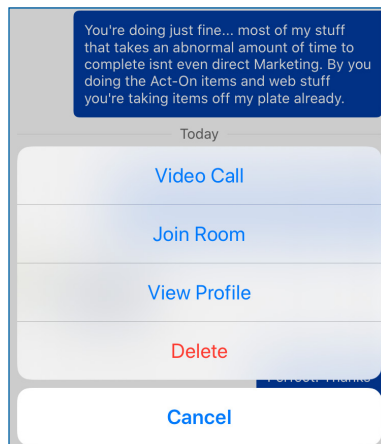
7.4 In Call Actions

You can perform the following actions from the In Call screen:

- End a call
- Mute the microphone
- Open the key pad
- Adjust the volume
- Escalate from an audio to video call and downgrade from a video to audio call
- Place a call on hold
- Make a new call
- Transfer a call - Attended
- Transfer a call – Unattended
- Make a conference
- Park a call
- Transfer a call to circuit
- Add more participants (in conference call only)
- View participants (on a conference call)

7.5 Missed Calls and New Messages

Notifications (for example, for missed calls or new messages) are shown as badges on the tab icons.
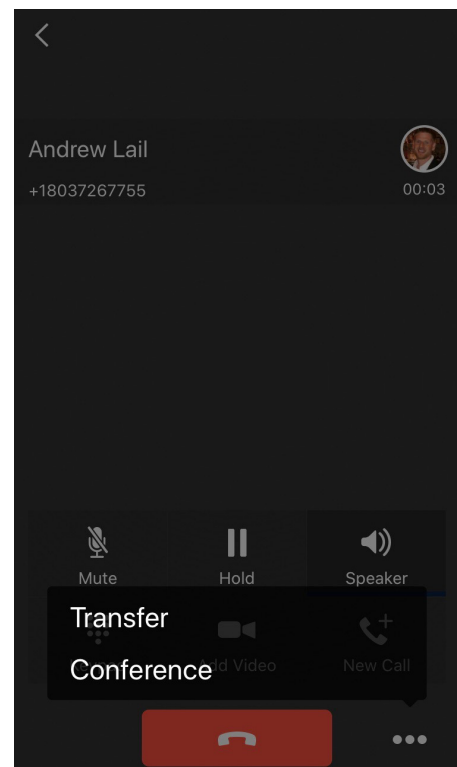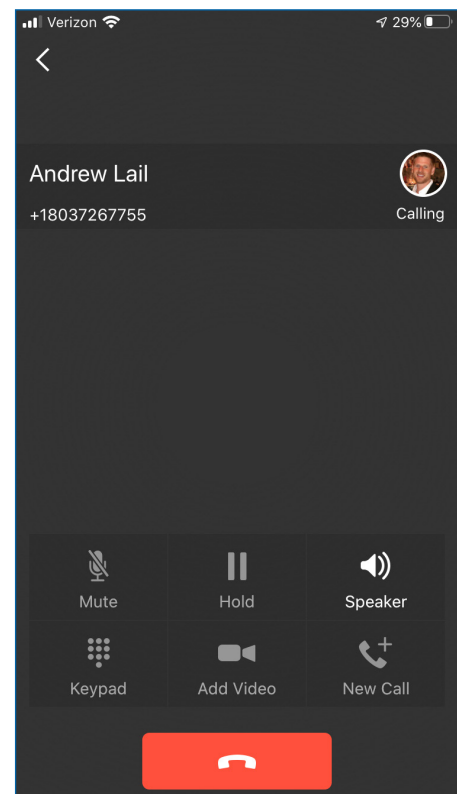
7.6 Message Waiting Indicator and Voice Mail Access

If you have pending voice mail (VM) messages, then a badge is displayed on the Call tab icon with indicating the number of pending VM messages.

1. To access voicemail from the mobile client, navigate to the icon in the top left resembling three lines. From here you can choose voicemail which will then open up your voicemail box. You can listen to your voicemails from here by tapping the voicemail and pressing play.
2. If you need to call into your voicemail for any reason you will press the icon to the top right with the three dots and choose call voicemail. Here you will have to enter your vm password to access the vm box. The default password for vm is 0807.

7.7 Business Line Call Back and Call-Through

Segra Unify allows you to originate a circuit-switched call using your business line identity. This is done using the basic Call Back functionality on Segra Unify or the Call-Through functionality available with Segra Unify Mobility.

Basic Call Back is only available if you have Segra Anywhere or Remote Office 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 your Segra profile. Call-Through provides a more natural dialing experience. When a call is placed in this mode, the client communicates transparently with Segra Unify to obtain a temporary intermediate routing number (IMRN). The client then calls the IMRN and connects you directly to the destination identifying the call with your business line identity.

7.8 Contact Name Lookup for Incoming Calls and Call Logs

Whenever the incoming call does not have a calling name associated with it, Segra Unify can perform a local contact search. If the number matches one of the contacts on the mobile phone Contacts list, the name is shown on the incoming Call screen along with the alert.

Whenever you retrieve your 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 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.

7.10 N-Way Calling (Conference)

Segra Unify supports network SIP-based conference calls with up to three additional participants. While on a two-way call, you can add a third party by 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 to an existing Conference is to make a second new call and then select the merge option.

7.11 New Call

The client supports starting a new call while in an ongoing call. The steps are as follows:
   1) Establish a call with a remote party.
   2) Initiate second call using the new call button.
   3) Select a contact and then choose a number. After the new call is established, the first call is put on hold. You can also 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 a 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 a remote party. Select a contact and 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 Segra Unify. If the user has an active call on the desk phone, then this call can be transferred seamlessly to the mobile phone using 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 Park

The Call Park service allows a "parking" user to park a call against a "parked against" extension. The "parked" user is placed on hold until a user retrieves the parked call. If the call is not retrieved within the provisioned recall time, then the parked call is reverted and presented to the "recall" user.

7.15 Call Security Classification

The Segra Unify client provides the ability to specify the security classification of calls. The security classification of a call party is determined by the security classification set at the Segra 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 hand set. 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 on the In Call screen.

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

7.17 Bluetooth Support
You can perform audio calls from a compatible Bluetooth headset. The System requirements section in the Segra Unify for Desktop and Mobile Product Guide lists the headsets have been tested, although other Bluetooth devices should also work.

8 Call History

The client supports the basic Segra Unify Call History. From the segmented controls the Call History can is set to show all made and missed calls.

On the list of calls, there are icons indicating whether a call was incoming, outgoing, or missed.

The list of the call items consists of an icon showing what kind of call it was (a back arrow means incoming, a forward arrow means outgoing, and a red back arrow means missed). It also shows the name, number, unavailable status for the caller, and below the name, it shows the number, if available. To the right, is the date of the call and the time the call was initiated.

The 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. You can also delete any call history by selecting the trash can icon.

Call History	
Andrew Lail	Today
↗ 8037267755	3:16 PM
Pattie Walker	Today
↗ 8037245600	3:15 PM
Andrew Lail	Today
↗ 8037267755	3:08 PM
Andrew Lail	Today
↙ 7755	3:02 PM
Andrew Lail	Today
↗ 8037267755	3:02 PM
Spirit Meet-Me Conference	Today
↗ 8037269057	1:10 PM
HARTLING MARK	4/25/20
↙ 3043825135	3:19 PM
Pattie Walker	4/24/20
↗ 8037245600	11:37 AM
James Whatley	4/24/20
↗ 8645171204	11:20 AM
8035463780	4/24/20
↗ 8035463780	11:20 AM

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).
- Call settings
- Test call
- Segra's Mobility settings
- Credentials
- Help

The hard key menu contains the Settings, About, and Sign out options. The Settings option opens a new view with the 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 the following languages:
- 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 Settings.

9.3 Automatic Sign In

The user can choose to sign in automatically with Segra Unify with a default account when the client is started. Together with the functionality to start Segra Unify automatically at system startup, it is easier for the user to remember to sign in and be available for communication.

9.4 Call Settings

The client supports the following Segra Unify Service Management features, allowing Segra's supplementary services to be turned on or off using the native client Preferences window:

- Call Forwarding
- Do Not Disturb
- Broadworks Anywhere
- My Telephone Number

9.4.1 Broadworks Anywhere

Broadworks Anywhere allows service providers to offer fixed-mobile convergence (FMC) services without any additional equipment.

Broadworks Anywhere 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.

Enjoy voice call continuity 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 from ending up as a voice mail, which can be problematic in, for example, conference call situations.

Select Answer Confirmation to receive a separate audio prompt when answering a call from that number (location). It can 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 Segra Mobility

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

The following attributes can be set by the user:
- Active – Flag to enable or disable the Segra 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 Segra Unify (on). This must be turned on to provide mid-call service features to the mobile originated or terminated calls.

9.4.3 Segra Remote Office

This service allows the use of any phone as an 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 Segra's 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 Segra's Mobility for the Call-Through functionality to work.

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

My Room is accessible from the Chat tab using the menu icon on the navigation bar. You can add more participants using the add participants icon or they can join your room from your contact card. Once people join the chat room, they can tap the **Call** button of that screen to automatically join the conference.

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

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

1. To call into your bridge from the mobile client, press the icon in the top left resembling three lines and at the very bottom you will see Call Room and Join Room. Pressing Call Room automatically calls into your own bridge number and ID for the conference.
2. Pressing Join Room will take you to another screen that can be used as a dialog box for messaging back and forth. You can still call into the bridge from here as well. At the top of the screen to the right of the title My Room there is an icon with a phone and box icon. Pressing this icon will call into the audio side of the bridge. To leave the room, navigate back to where you joined and the join room choice is now leave room. Leave room will allow you to exit the room.

Segra Unify supports search in Contacts (Buddies), Enterprise Directory, and Local contacts. Depending on the selection in the segmented control (Buddies, Directory, or Local) search results are as follows:

• Search of Personal Contacts – Tapping in the search field opens the search view and after a search, the search results with buddies are displayed with names and avatars.

• Search of Enterprise Directory – Tapping in the search field opens the search view with three filters: All, Directory and Local. Depending on the filter selected, the corresponding search results are displayed.

• Search of Local Contacts – Tapping in the search field opens the search view and after a search, the results with local contacts are displayed with names and local avatars.

Tapping on a contact after Buddy, Enterprise Directory, or Local search opens a contact card.

12 Multi-Device

Segra Unify 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 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 sent from the server to all of the user's clients indicating that the subscription was terminated. 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 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.

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 branding. This helps the support personnel to identify the issues. The information being sent consists of 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:

- Using the Help button on the Sign In screen – Tapping on Help opens the Settings screen that contains the help and troubleshooting-related entries. This can be used before the user signs in, which is most often for cases in which a user has issues with sign 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.

16 Abbreviations

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