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UC-One Carrier Connect – Call Settings Enhancements

Markets: All Markets including BroadCloud Government

Timing: Friday October 25th, 2019

Impacts: Better End User feature control via new enhanced settings options.

Maintenance Summary:

New Call Settings enhancements are being exposed during this maintenance activity in the currently deployed iOS and Android versions of the UC-One Carrier Connect client. (v3.8.1). The new Call Settings menu within the client enables users to view and modify various features that are part of their Calling services.

What's New:

Before	After
Minimal Setting's Menu Options	New Call Settings Menu in Settings area





BroadCloud Carrier Caveats:

- **BroadWorks Anywhere is called Office Anywhere**
- **BroadWorks Mobility is not supported and will be set to OFF.**

New Call Settings Menu:

The NEW Call Settings menu will appear on the Settings menu displayed via a right swipe from the main client window. The Call Settings menu initially displays all the sections in a collapsed state: Incoming Calls, Outgoing Calls, Voicemail, and Call Control. When a user clicks on any of these section headers, these sections expand to show the services under them.

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 Incoming Calls	▼
 Outgoing Calls	▼
 Voicemail	▼
 Call Control	▼

Note - The opened section header remains at the top based on the section that the user is viewing.



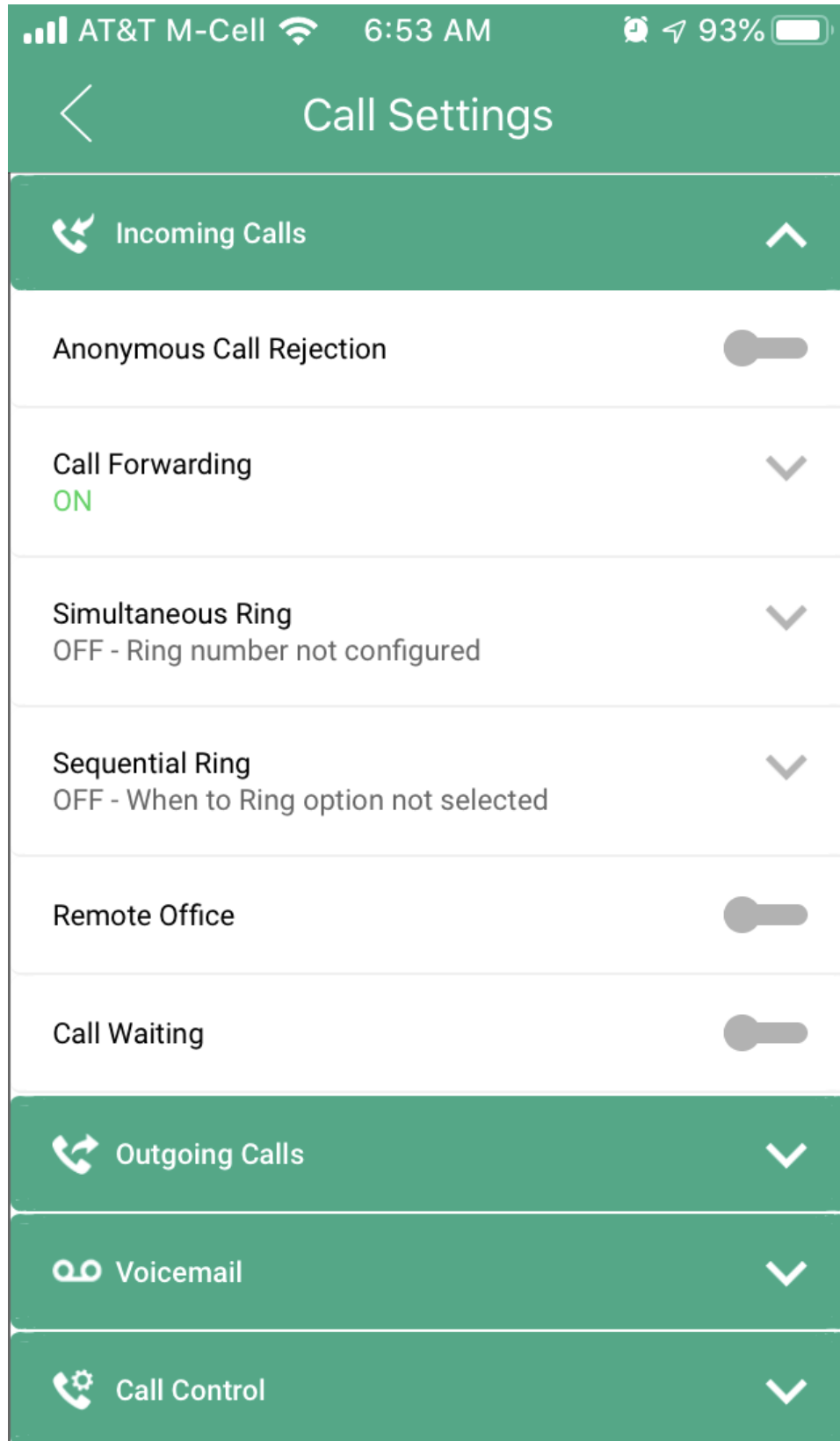
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now part of Cisco.



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Incoming Calls Menu:

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Incoming Calls - Feature Options

Feature Name	Options
Anonymous Call Rejection	Feature toggle ON / OFF
Call Forwarding	<div> Call Forwarding ON  </div> <div> <div> Always  </div> <div> 5467894536 </div> <div> <input checked="" type="checkbox"/> Ring Splash </div> </div> <div> <div> When No Answer  </div> <div> 6767676768 </div> <div> Number of Rings <u>11</u> </div> </div> <div> <div> When Busy  </div> <div> 7878787878 </div> </div> <div> <div> When Not Reachable  </div> <div> 3142413253 </div> </div>

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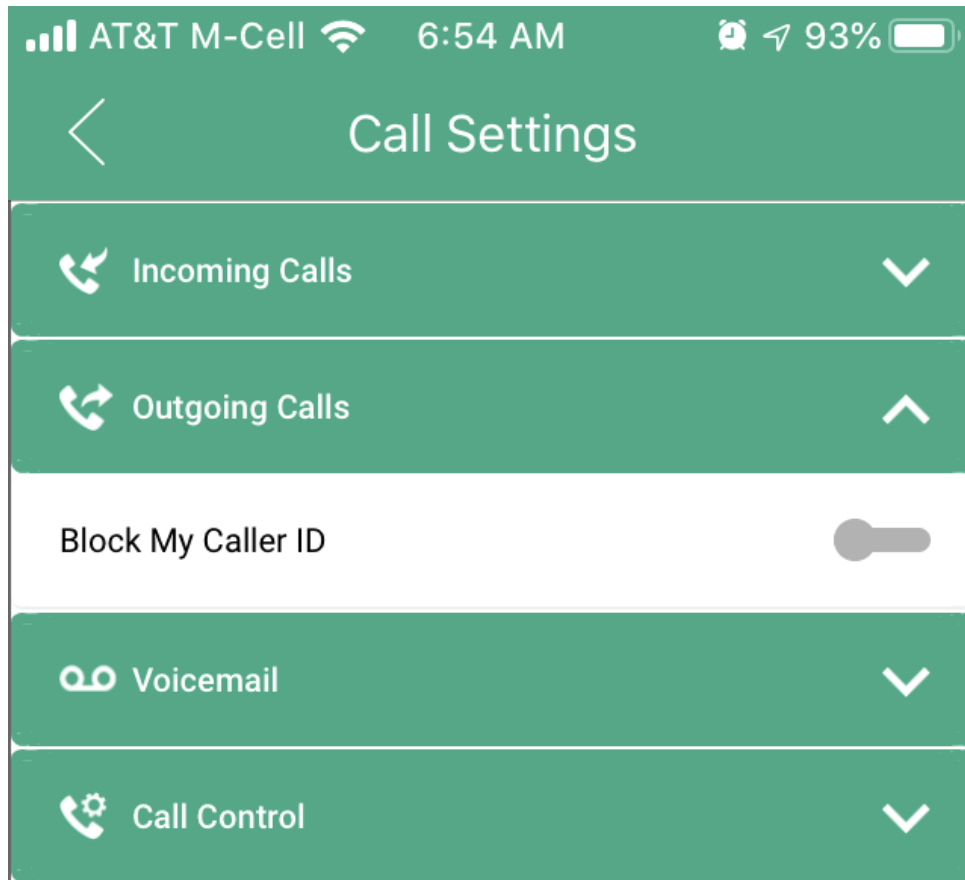
Simultaneous Ring	<div><div>Simultaneous Ring</div><div>ON</div><div>Ring multiple devices at the same time for incoming calls</div><div><div>Do not ring when on a call</div><div></div></div><div><div>Ring Numbers</div><div>2345237573</div><div><input checked="" type="checkbox"/> Answer confirmation required</div><div>3547264736</div><div><input checked="" type="checkbox"/> Answer confirmation required</div><div>Set number</div></div><div><div>When to Ring</div><div><div>Business hours rules</div><div></div></div><div><div>Out of Office rules</div><div></div></div></div></div>
Sequential Ring	<div><div>Sequential Ring</div><div>ON</div><div>Ring multiple devices one after the other for incoming calls.</div><div><div>Ring Base Location First</div><div></div><div>Number of rings 0</div><div><input checked="" type="checkbox"/> Continue if busy</div></div><div><div>Caller May Cancel</div><div></div></div><div><div>Ring Numbers</div><div></div></div><div><div>When to Ring</div><div><div>Business Hours Rules</div><div></div></div><div><div>Out of Office Rules</div><div></div></div></div></div>

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Remote Office	Feature toggle ON / OFF Enter Telephone Number of Remote Office Destination
Call Waiting	Feature toggle ON / OFF

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Outgoing Calls Menu:





Outgoing Calls - Feature Options


Feature Name	Options
Block My Caller ID	Feature toggle ON / OFF

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Voicemail Menu:

 **Voicemail** 


Voicemail Service




Send Calls to Voicemail




When a Message Arrives




Email Notification



Email Carbon Copy













Press '0' to transfer













Voicemail - Feature Options

Feature Name	Options
Voicemail Service	Feature toggle ON / OFF

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Send Calls to Voicemail	<div><div> Voicemail </div><div><div>Voicemail Service </div><div><div>Send Calls to Voicemail </div><div>Settings</div><div>2 selected </div><div>Number of rings <u>2</u> </div></div><div><div>When a Message Arrives </div><div><div>Email Notification </div><div>Email Carbon Copy </div><div>Press '0' to transfer </div></div></div><div>Note - The Number of rings option under the Send Calls to Voicemail option represents the number of rings before the greeting starts playing.</div></div></div>
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When a Message Arrives	<div data-bbox="581 197 1317 283">  Voicemail  </div> <div data-bbox="581 304 1317 1039"> <div data-bbox="613 304 1284 346">Voicemail Service </div> <div data-bbox="613 380 1284 464">Send Calls to Voicemail </div> <div data-bbox="613 497 1284 539">When a Message Arrives </div> <div data-bbox="638 573 1284 615">Use unified messaging </div> <div data-bbox="662 630 1016 661"><input type="checkbox"/> Message waiting indicator</div> <div data-bbox="638 705 1284 747">Forward to email address </div> <div data-bbox="613 791 1284 833">Email Notification </div> <div data-bbox="613 867 1284 909">Email Carbon Copy </div> <div data-bbox="613 953 1284 995">Press '0' to transfer </div> </div>
Email Notification Email Carbon Copy Press “0” to transfer	Feature toggle ON / OFF


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Voicemail	
Voicemail Service	<input checked="" type="checkbox"/>
Send Calls to Voicemail	▼
When a Message Arrives	▼
Email Notification	<input checked="" type="checkbox"/>
<div>Email address required.</div>	
Email Carbon Copy	<input checked="" type="checkbox"/>
<div>Email address required.</div>	
Press '0' to transfer	<input checked="" type="checkbox"/>
<div>Phone number required.</div>	

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Call Control Menu:



Call Control


Call Center Queues


Status - Unavailable








BroadWorks Mobility

OFF






Broadworks Anywhere


OFF - Location not enabled

Call Control - Feature Options

Feature Name	Options
Call Center Queues Note – Only visible to End Users who have been assigned to a Call Queue	<div>  Call Control  </div> <div> Call Center Queues  <small>Status - Unavailable</small> </div> <div> Status <small>Unavailable</small> ▼ </div> <div> Unavailable Codes <small>DND - Do Not Disturb</small> ▼ </div> <div> Call Center ID's  </div> <div> CCBasic1 1111111004 ext. 1004  </div> <div> CCPremium1 1111111005 ext. 1005  </div> <div> CCStandard1 1111111006 ext. 1006  </div>
BroadWorks Mobility	Not a supported option for BroadCloud Carrier

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Office Anywhere	<div>BroadWorks Anywhere  ON</div> <p>Use your selected phones as an extension of your business phone number and dial plan.</p> <div>Alert All Locations </div> <div>Ring Numbers  2453609610  _____ Number1 _____ <input checked="" type="checkbox"/> Do not forward <input checked="" type="checkbox"/> Answer confirmation <input type="checkbox"/> Call control 2453609611  _____ Set number _____</div>
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Branding:

The Call Settings menu area follows the normal branding rules and will automatically conform to the existing branding settings that have been configured for a customer's branded Connect client. No additional branding work is required.

Connect Quick Reference Guide

iOS/Android → <https://xchange.broadsoft.com/node/1039447>