



Primus UC Communicator for Android

User Guide

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1 About Communicator for Android

Communicator for Android provides the following communication features:

- Instant Messaging and Presence (IM&P)
- Voice Calling (VoIP)
- Voice Calling (Mobile)
- Video Calling
- Primus HPBX Call Settings

2 Get Started

This section contains the essential information for getting started with Communicator.

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.

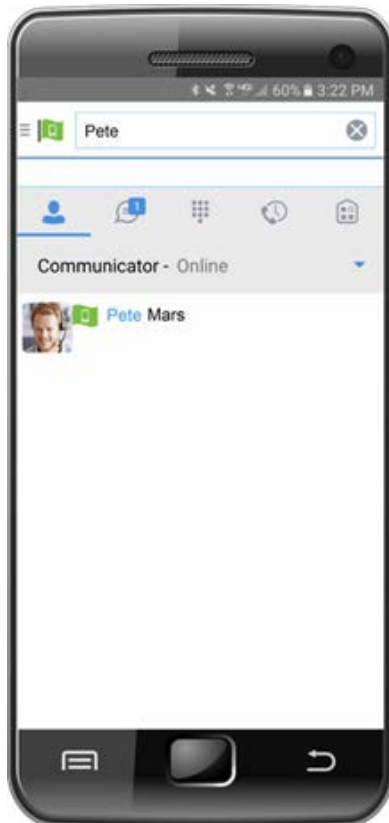
- 1) Enter your Hosted PBX user name and password (the same username and password used to log into the online HPBX portal at <https://voice.primus.ca>).
- 2) Select whether you would like Communicator to remember your password.
- 3) Select whether you would like Communicator to sign you in automatically on subsequent launches.
- 4) Tap **Sign In**.

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

The client also has a link for *Forgot Password* on the login dialog box which links to the online HPBX portal at <https://voice.primus.ca>.

3 Main Tabs

The Communicator default tab is the *Contacts* tab, which is empty the first time you start Communicator. 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.








Icon	Description
	Contacts – View your contacts from a <i>Buddies</i> list, or a local or company directory.
	Chat – View Chat History.
	Dial Pad – Make calls.
	History – View incoming, outgoing, and missed calls.
	My Room – Join your personal room.

Figure 1 Main Tabs View

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

- *Contacts*
- *Chat*
- *Call*
- *History*
- *My Room*

4 Contacts

The *Contacts* list in the *Contacts* tab can contain different types of contacts as follows:

- Presence-enabled contacts
- Non-presence-enabled contacts

Any contact can be marked as a favorite, when then appears at the top of the *Contacts* list in the *Favorites* section.

Presence-enabled contacts are other Communicator users. Non-presence-enabled contacts can be phone or conference numbers. These are also stored on the server and available on all client instances of the user.

The Android Mobile client shows contact groups created from the desktop. Contact groups cannot be created or edited from the Mobile client.

The *Contacts* tab contains the following:

- Communicator Contacts
 - All
 - Online
- Contact Directories
 - Local Address Book
 - Directory

Local Address Book provides contacts from the local contacts. Directory provides contacts from the company directory.

4.1 Contact Card

The contact card displays information about a contact based on the contact type. This includes Communicator contacts, Local Address Book contacts, and contacts from directory search results.

The user can initiate a call or chat session directly from the contact card. This includes joining other contact's My Room or dialing a My Room audio bridge from a directory contact search result.

If the contact has an associated email address, then the application supports sending an email to the contact by launching the native email client on the mobile device.

4.2 Add Contacts

When you sign in for the first time, there are no contacts on your *Contacts* list. Add a new presence-enabled contact at any time by selecting the option *Add Contact* from the plus icon in the left bottom bar. Another way to add new contacts is to use the directory search option from the *Contacts* tab.

In the *Add Contact* screen, enter the contact's information and then select **OK**. By default, your presence information is always shared with a new presence-enabled contact.

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

Add a conference number by selecting the option *Add Conference* from the plus icon in the left bottom bar. In the *Add Conference* screen, enter the conference information and then select **OK**. 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, for a recurring conference.

Add a local contact by selecting the *Add Local Contact* option using the plus icon in the left bottom bar. The *Add Local Contact* option opens the native Address Book for adding a new contact in the local phone book.

4.3 Edit

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

- Select *Edit* from action overflow button to open the *Contact Information* dialog box where you can edit information. This works for both presence-enabled and non-presence-enabled contacts.
- Select *Unsubscribe* from action overflow button to remove 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".
- Select *Remove* from action overflow button to remove the contact from your *Contacts* list.

4.4 Filters

There are four contact filters available from the *Contacts* tab:

- *All* – Shows all presence-enabled and non-presence-enabled contacts.
- *Online* – Shows only the presence-enabled contacts that are currently online.
- *Local Address Book* – Shows the contacts from your local phone book.
- *Directory* – Shows the contacts from a company directory (requires a search).

4.5 Sort and Display Order











The following options in *Preferences* control how contacts are displayed:

- *Display by* – display First name or Last name first.
- *Sort by* – sort by First name or Last name.
- *Short name format* – format of the name to be used in chat lists.

5 Availability

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

Availability, also referred to as presence status, means that your friends are able to see if you are available, for example, “I’m available” or “I’m busy”.

Icon	What it means
 available	The green availability icon indicates that the user is online and is ready for communication.
 mobile	The green availability icon indicates that the user is online on the Communicator Mobile client and is ready for communication. The icon is accompanied by the text “mobile”.
 away	The yellow availability icon indicates that the user is online on their Communicator client but has been idle or away from their computer for more than 10 minutes.
 mobile	The yellow availability icon indicates that the user is online on their Communicator Mobile client but has been idle or away from their computer for more than 10 minutes.
 offline	The grey availability icon indicates that the user is offline in a call and the only available contact method is calling or leaving a chat message.
 call	The grey availability icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
 pending	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their <i>availability</i> .
 busy	The red availability icon indicates that the user is busy and does not want to be disturbed.
 call	This icon indicates that the contact is busy due to a call. This is an automated availability status.
 meeting	This icon indicates that the contact is busy due to a meeting. This is an automated availability status. The Busy – In Call status overrides the Busy – In Meeting status so this icon is only seen when there is a meeting but no call.

You can manually set your own availability by tapping on the availability icon from the status bar in all tabs view. Tapping the availability icon opens the *My status* screen where you can change your avatar, personal message, and availability 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 your device’s connectivity to the Primus UC system has been lost for chat and availability; however, you can still make calls. This is typically temporary and caused by a brief network disruption or change in connection to another wireless access point.

The availability 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 an availability change to *Busy – In Meeting*.

6 Instant Messaging

6.1 Chat Tab

The *Chat* tab 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 from the *Chat* list opens the *Chat* view (IM view) in the right pane where new messages can be typed. Old messages are also shown.

New incoming messages are indicated with a notification badge to the right of the name. The icon remains next to the name until the message is read.

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

Tapping the menu button in the navigation bar displays the Start Group Chat and Mark all read options. The second one removes all notification badges from the *Chat History* list.

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.
- 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.

7 Audio and Video Calls

7.1 Dial Pad Tab

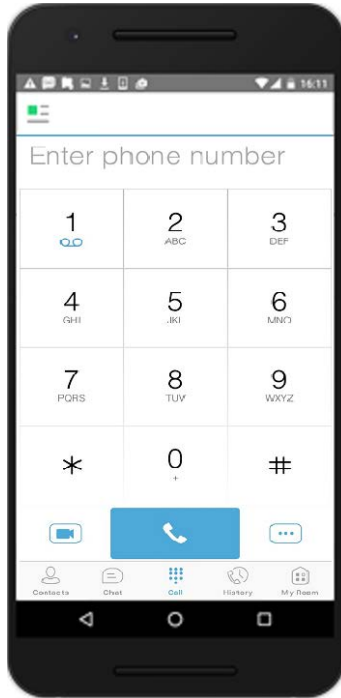


Figure 2 Dial Pad Tab

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. 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 voice mail box. The voice mail icon under digit one becomes orange when there are voice mail messages. A long press on digit one connects you with your voice mail box. When there are no voice mail messages in your voice mail box, the icon is grey.

The *Dial Pad* menu can contain three options: VoIP Mode, Pull Call, and Retrieve Call.

7.1.1 Calling Modes

Communicator Mobile supports an option that allows a user to switch easily between VoIP and Mobile calling modes.

- VoIP calls use WiFi or the carrier data network.
- Mobile calls use the carrier circuit-switched network. Mobile calls can use the device's dialer (which will show the user's mobile number in the caller ID), or leverage Primus UC's Call Through feature to present the business identity of the user (for more information, see section [7.7 Business Line Call Through](#)).

Users can select which dialing service to use in the side navigation menu by selecting Call Settings and then Dialing Service and choosing one of the following options:





- Internet Call (VoIP)
 - Outgoing calls use VoIP over WiFi or data network.
 - The business identity of the user will be presented to the remote party
- Call Through
 - Outgoing calls use the mobile circuit-switched network.
 - Calls are placed via Call Through number that then connects the call to the remote party (mobile usage and/or long distance charges may apply depending on the device's mobile billing plan)
 - The business identity of the user will be presented to the remote party

- This Device
 - Outgoing calls use the mobile circuit-switched network.
 - Calls are placed to the remote party directly via the device's mobile dialer (mobile usage and/or long distance charges may apply depending on the device's mobile billing plan)
 - The device's mobile number will be presented to the remote party
- Always Ask
 - User will be prompted which method to use for each outbound call

VoIP calls over Wi-Fi or the carrier data network (3G, 4G, or Long Term Evolution [LTE]) are dependent on the quality of the network. Calls made while connected to the carrier data network may incur additional carrier data charges.

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 may cause the line to sound busy at the caller's end or direct them to voicemail.

If a user is in the middle of a VoIP call and receives an incoming cellular call, the VoIP call continues while the phone is alerting. Once the cellular call is answered, the VoIP call is put on hold.

7.4 In Call Actions



Figure 3 In Call Screen

While on a VoIP call, 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
- 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 (mobile) call
- Add more participants (conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call only)
- Escalate from audio to video call
- Downgrade from video to audio call

In addition, the user can use the Android back button to leave the *In Call* screen and navigate through the other application screens. Returning to the *In Call* screen is possible through the active call toolbar in Communicator or the active call notification entry in the Android notification center.

7.5 Missed Calls and New Messages

Notifications (for example, for missed calls or new messages) are shown as badges on the tab icons.

The Mobile and Tablet clients also display local visual notification for unanswered calls and new voice mail messages.

The notification for unanswered call is displayed when there is call delivered to the device, and the application is alerted for the call but the call is not answered by the user. The feature does not provide indication for missed calls on other endpoints.

The notification for new voice mail message is displayed when there is a new voice mail message deposited on the server. The notification is accompanied with audio and vibration.

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 voice mail messages”. By tapping the voice mail notification, the application dials the voice mail access number directly and you can listen to the voice mail 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 Through

Communicator allows you to originate a circuit-switched call using your business line identity. This is done using the Call Through functionality available with Primus UC.

Call Through functionality is available if the Primus Anywhere service is assigned to the user and configured with at least one location. Call Through provides a more natural dialing experience. When a call is placed in this mode, the client communicates transparently with the Primus UC platform to obtain a temporary IP Multimedia Routing Number (IMRN). The client then calls the IMRN and connects the user directly to the destination identifying the call with their business line identity.

Note that Call Through requires “My Phone number” on iOS or “Own phone number” on Android local setting to be set to the phone number of the mobile device. This number must be set and must also match the number configured in Primus Anywhere in order for Call Through to work.

The application provides Mid-Call Control services for business circuit-switched calls. For more information, see section [7.15 Mid-Call Controls for Circuit-switched Business Calls](#).

7.8 Contact Name Lookup for Incoming Calls and Call Logs

When receiving a call, Communicator searches for the name in the following sources and in the following order: Presence contact name, Enterprise Directories and Local Contact List. If the number matches one of the contacts, the name is shown on the *Incoming Call* screen.

7.9 N-Way Calling (Conference)

Communicator Mobile supports conferencing calls. While on a two-way audio or video call, you can add more participants 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 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 Primus desk phone and a mobile phone with Communicator. If the user has an active call on the desk phone, this call can be transferred seamlessly to the mobile phone via the Call Pull button. Depending on the dialing settings, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

Call Pull button pulls audio only. Users can pull video calls directly by dialing the feature access code *11 and then selecting the video call button.

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 Mid-Call Controls for Circuit-switched Business Calls

Communicator Mobile provides Mid-Call Control services for business circuit-switched calls that are anchored (controlled) on Primus UC. This functionality is available for:

- Call Through circuit-switched calls initiated from the Communicator client via the native phone dialer.
- Incoming circuit-switch calls delivered to the mobile phone via Primus Anywhere, or Remote Office features.

Supported Mid-Call Control services are:

- Hold / Resume
- Transfer
- Conference (limited to three participants)
- End Call

After initiating a Call Through call or after receiving a business circuit-switched call, the user can return to the main screen and launch Communicator to the foreground. At this point, the application brings a *Mid-Call Control* screen which can be used to manage the call.

7.16 Swipe Between Chat and Audio/Video Communication Views

Communicator provides the ability to switch between Chat and Audio/Video communications sessions for own My Room, other users' My Room, and two-way chat. The ability to switch between sessions is indicated by the presence of dots at the bottom of the screen. The user can perform a swipe to switch between the sessions.

7.17 Seamless Call Handover for VoIP Calls

Communicator for Android Mobile and Tablet clients support seamless call handover for VoIP calls between WiFi and cellular data networks.

If the data connection drops during an ongoing VoIP call, then the application tries to use another data connection, if available, or waits for a period of time, (up to one minute) for the data connection to be re-established. At that point, the call is retried on the new or re-established connection.

During the transition, there is a beeping sound played to the user and an indication in the user interface that the application is trying to reconnect the call.

Note that if a user has multiple ongoing calls, only the active calls are retrieved after restoring the data connection and the other calls are terminated. In which case, the user is notified about the terminated calls.

A typical use case is when a call is started on a WiFi network in the office and the user leaves the office while on the call. In this case, the call is transferred to the 4G/LTE data network, if one is available.

Another use case is when the device loses data coverage for a brief period of time while the user is on a VoIP call (for example, the user enters an elevator). In this case, the call is recovered when the data connection is re-established, provided it is within the configurable period of time, which is approximately one minute.

8 Call History

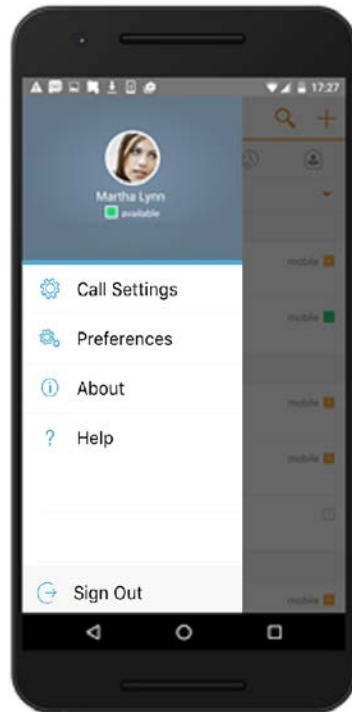
Call history can be accessed from the *History* tab. Communicator saves a call history for all and missed calls.

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 green arrow means incoming, a blue arrow means outgoing, and a red 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.

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 Side Navigation



The side navigation contains the following items:

- My status
- Call Settings
- Preferences
- About
- Help
- Sign Out

Figure 4 Side Navigation

9.1 My Status

You can set your own availability, or presence status, by tapping on your personal status from the side navigation. It 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* lists 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 device's camera, or to clear your avatar.

NOTE: To set an avatar when Communicator is working inside an Android for Business profile, a camera application inside the Work profile should be installed on the device. The system administrator should provision such an application for the given Work profile and the user should install it prior to initiating an avatar change action.

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

If you see the error message "Chat Unavailable" under any tab it means that your device's connectivity to the Primus UC system has been lost for chat and availability; however, you can still make calls. This is typically temporary and caused by a brief network disruption or change in connection to another wireless access point.

9.1.1 Availability Rules

Availability Rules allows a user to configure calling rules associated with each of the presence states. When the state is triggered, the associated rule is applied.

Each availability rule can be configured with one of the following options:

- No Rules
- Forward to Number
- Silent Alerting

9.2 Call Settings

The client supports the following Primus service management features, allowing supplementary services to be turned on or off using the native client *Preferences* window:

- Do Not Disturb
- Always forward
- Forward when busy
- Forward when no answer
- Forward when not reachable
- Remote Office
- Block My Caller ID
- Primus Anywhere
- Dialing Service
- Simultaneous Ring
- This phone number

9.2.1 Do Not Disturb

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

9.2.2 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, No Answer, or when Unreachable.

9.2.3 Remote Office

This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a home phone can be used as the office phone.

Enable Remote Office and specify a phone number to be used as the Remote Office number.

9.2.4 Block My Caller ID

You can hide or display your number when calling or communicating with other parties or contacts. To hide your number, set to "Enable". To show your number, set to "Disable".

9.2.5 Primus Anywhere

Primus Anywhere allows customers to enjoy fixed-mobile convergence (FMC) services without additional equipment.

Primus 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.

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 from 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).

9.3 Preferences

The client supports the following Preferences:

- Language Support
- Remember Password
- Troubleshooting

9.3.1 Language Support

The client is prepared for localization and can be delivered in English and French (Canadian).

Mobile and Tablet clients support automatic detection of the device language. The client application detects and selects the language that is in use by the operating system on the device.

NOTE: The legacy method for selecting the language from the application Preferences is still available on the iOS clients. The Android clients support only the new mechanism for automatically using the device language.

9.3.2 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 email address. 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 Settings button on the *Sign In* screen – This opens the 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 with connectivity.
- From the *Preferences* screen, accessible from the side navigation. These are available while the user is logged in.

9.3.3 Remember Password

The user can choose to remember their login password. This makes it easier for users to sign in and be available for communication.

9.4 About

The *About* screen includes three sub views:

- Info – The Info view contains short information text, version, copyright, website URL, app ID, and build version. It also contains a link to the Primus privacy policy which is located at <https://primus.ca/privacy-policy>.
- License – The License view contains the End User License Agreement.
- Legal Notices – The Legal Notices view contains third parties used by the application.

9.5 Help Page

The client provides a link to the Primus Hosted PBX help page at <https://primus.ca/hpbxguide>.

9.6 Sign Out

You can sign out at the bottom of the left-side navigation menu.

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 My Room icon  in the Tab bar.

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 selecting *Join Room* from the contact card.

You can dial into other contact's My Room audio bridge from the directory contact card.

10.1 Guest Client

This Guest Client feature is specifically intended for users outside of the company. Communicator users can invite Guest Client users to their My Room by selecting “*Copy Guest Join Link*” from the My Room menu button on the top right corner. The copied link delivery is outside the scope of Primus UC (ie: via email).

Guest users can join a session with audio in the web browser, or by calling the provided dial-in number and conference PIN. They can also use group chat and sharing inside the web browser. However, guest clients do not have the private chat possibility and they can only see the Chat History of messages that occurred after they joined the session.

The My Room owner is prompted to *accept* or *reject* Guest Client users joining My Room sessions.

11 Search

Communicator supports search in Communicator Contacts and Contact Directories. The search is performed in a separate input field in the *Contacts* tab. Depending on the selected filter (All, Online, Local Address Book, or Directories), search results display contacts only from the current selected category.

The clients do not perform directory searches, unless the user goes into the directory section itself, otherwise the search just filters the Contact List.

When searching the Enterprise Directory, the search is also performed in several more search sources:

- User's Personal Phone List
- Group's Common Phone List
- Enterprise's Common Phone List

The enhanced search is applied for both contacts searching initiated by the user and when receiving an incoming call, at which point the application performs a search for a display name corresponding to the caller's number.

12 Push Notifications for Calls

Communicator supports Push Notifications (PNs) for Incoming Calls.

This feature leverages support on the Primus Application Server to send Push Notifications to mobile applications over Google Cloud Messaging (GCM) services.

Mobile client applications use Push Notifications to get alerted for incoming calls and accepting the call as VoIP.

When there is new call, Primus UC sends a Push Notification to the client, which is presented to the user as either OS-specific visual notification or in the user interface of the client application.

From a user experience standpoint, accepting a call works in the same way for both push-enabled clients and non-push-enabled clients. On Android, the call is presented to the user with an application-specific *Incoming Call* screen with Answer and Decline buttons.

Outgoing VoIP calls are performed with SIP registration on demand, which is transparent to the user. The SIP registration is done only when the user initiates the VoIP call.

In addition to Push Notifications for new calls, the solution also supports Push Notifications for new voice mail.

13 Multi-Device Support

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

- Chat invitations are sent to all devices.
- 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.

14 Other Features

14.1 Version Control

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

14.2 Privacy Management

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.

14.3 Firewalls and Network Address Translations

The client supports *rport* (*RFC 3581*) for Network Address Translation (NAT) traversal and using the client behind a firewall.

14.4 Privacy Policy

The Mobile and Tablet clients show the Primus privacy policy via a clickable link in the *About* view opening into an external browser. The privacy policy can be viewed at <https://primus.ca/privacy-policy>.

15 Acronyms and Abbreviations

This section lists the acronyms and abbreviations found in this document. The acronyms and abbreviations are listed in alphabetical order along with their meanings.

ACD	Automatic Call Distribution
CLID	Calling Line ID
CS	Circuit-Switched
FMC	Fixed-Mobile Convergence
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure Sockets
IdP	Identity Provider
IM	Instant Message
IM&P	Instant Messaging and Presence
IP	Internet Protocol
MWI	Message Waiting Indicator or Indication
NAT	Network Address Translation
RTCP	Real-Time Control Protocol
SAML	Security Assertion Markup Language
SBC	Session Border Controller
SIP	Session Initiation Protocol
SSL	Secure Sockets Layer
TN	Telephone Number
UC	Unified Communications
UI / UX	User Interface / User Experience
URL	Uniform Resource Locator
VM	Voice Mail
VoIP	Voice Over IP
VPN	Virtual Private Network
WebRTC	Web Real-Time Communication
XMPP	Extensible Messaging and Presence Protocol
Xsi	Xtended Services Interface

16 Appendix A: Third-Party Software

This software uses Smack (<http://www.igniterealtime.org/projects/smack/>), license: <http://download.igniterealtime.org/smack/docs/latest/README.html>

This software uses DNSJava (<http://www.dnsjava.org/>), license: <http://www.dnsjava.org/dnsjava-current/README>

This software uses libphonenumber (<https://github.com/googlei18n/libphonenumber>), license: <https://github.com/googlei18n/libphonenumber/blob/master/LICENSE>

This software uses OpenSSL (<http://www.openssl.org/>), license: <http://www.openssl.org/source/license.html>

This software uses libjpeg (<http://sourceforge.net/projects/libjpeg-turbo/files/1.4.0/>), license: <https://github.com/libjpeg-turbo/libjpeg-turbo/blob/master/LICENSE.md>

This software uses libpng (<http://sourceforge.net/projects/libpng/files/libpng16/1.6.17/>), license: <http://www.libpng.org/pub/png/src/libpng-LICENSE.txt>

This software uses libwebp (<https://developers.google.com/speed/webp/download>), license: <https://github.com/webmproject/libwebp/blob/master/PATENTS>

This software uses libwebsockets (<https://github.com/warmcat/libwebsockets/tree/v2.2-stable>), license: <https://github.com/warmcat/libwebsockets/blob/v2.2-stable/LICENSE>

This software uses libjson (<http://sourceforge.net/projects/libjson/>), license: <https://github.com/GerHobbelt/libjson/blob/master/License.txt>

This software uses WebRTC (<http://www.webrtc.org/>), license: <https://webrtc.org/license/>

This software uses OpenH264 (<https://github.com/cisco/openh264>), license: <https://github.com/cisco/openh264/blob/openh264v1.6/LICENSE>

This software uses SQLCipher (<https://www.zetetic.net/sqlcipher/>), license: <https://www.zetetic.net/sqlcipher/license/>