

Introduction

This document provides an overview of feature changes and additions made to ucplus with version 3.0.

ucplus version 3.0 continues a path of evolution and innovation of the original vision of ucplus Software. Version 3.0 is a major update with a significantly updated graphical user interface designed to reflect feedback from our user community and the latest design trends.

The user interface for version 3.0 is significantly different to that of version 2.6 and the user experience will change.

Please note: Components of the final released product may differ slightly to those detailed in this document.

Planned release date

1st October 2018

Comparison between versions 2.6 and 3.0

Presence

A square user icon has replaced the solid square used in 2.6. The square is given a unique colour and initials for each user. Telephone extension status (busy lamp field) is shown as a vertical bar to the left of the square.

	201 Ian D	eacon							lan Deacon Sales	
₿>	(Absence t	ext)					1		Roadshow in London	
	🔓 +32 (12) 3	12 312		Connected	4m 31s		(Enter s	earch	text or number to dial)	
Ente	er search text	or number to dial)				•	Adm	inict	tration	
	Telephone	Name	Department	State	Direction	A	Aun		ick Mace	✓ Available
		Administration					PM	203	ick made	V Available
	203	Patrick Mace	Administra	On hook				203	Patrick Mace	
0	204	Libby McIntyre	Administrat	On hook				303	Patrick Mace SIP	
		Sales						Libb	y McIntyre	
>	201	Ian Deacon	Sales	Off hook	In		-	204	≠na na eren 1a ∰ 186	
Θ	201	lan Deacon	Sales	Off hook	In	A	▲ Sale	c		
	301	Ian Deacon SIP	Sales	On hook		A			Deacon	Roadshow in Lond
0	2001	lan Deacon Mobile	Sales	On hook		A	X	201	Deacon	Until 12:00
	202	Wendy Rowell	Sales	Held	In		0	201	Ian Deacon	
Ð	202	Wendy Rowell	Sales	Held	In	A		301	Ian Deacon SIP	
Θ	302	Wendy Rowell SIP	Sales	On hook		A		Wer	ndy Rowell	✓ Available
		Support					-	202		Until 08/05/2017
Θ	321	Support Technici	Support	On hook				202	Wendy Rowell	
Θ	325	Support Technici	Support	On hook			•	302	Wendy Rowell SIP	
0	320	Support Technici		Ringing	In		. Sup	ort		
0	323	Support Technici		On hook			Jup		port Technician 1	
0	324	Support Technici		On hook			6	320	port recinician	
Θ	322	Support Technici	Support	On hook			•	Sup 321	port Technician 2	
_							0	Sup 322	port Technician 3	
202	Wendy Rov Miguel Urib	well Sales e, Cafe de Colombia	Ltd.						ly Rowell Sales ribe, Cafe de Colombia Itd.	



Additional information previously shown in columns is now available in the bottom panel and Contact details window.

Wendy Rowell Available Until 08/05/22	🔎 User: Wendy	/ Rowell —	х
i i i i i i i i i i i i i i i i i i i		202 Wendy Rowell Sales Miguel Uribe, Cafe de Colombia Itd.	~
	DDI: Mobile: Home: Email:	999888777 7776665555 888777666 wendy@abc.com	

Set DND, Forward and Availability states directly from Presence window.

-	201 lan D						٠.	lan Deacon S	ales			
-	201 Ian D	reacon					¥	201				\checkmark
15	Board mee	ting at 15:00					$\boldsymbol{\Lambda}$	Board meeting			ک ھ	
(Enti	er search text	or number to dial)				(El		h text or number t	<u> </u>		0 IC	
	Telephone	Name	Department	State	Direction	A .	Adminis	stration	Text:	Board meeting	at 15:00	
		Administration					PML	rick Mace				-
-	203	Patrick Mace	Administra	On hook			203	Patrick Mace	Until:	Today 🔹	12:00	-
0	203	Patrick Mace	Administra	On hook	3		•	Patrick Mace S				
0	303	Patrick Mace SIP	Administra	On hook			0 505					-
0	204	Libby McIntyre	Administrat	On hook			204	by McIntyre	Forward:	(None)	ND: 0	

Hovering over a user or extension in the Presence window will cause a slider bar to appear on the right hand side of the window presenting options such as dial, transfer, message etc.

💰 Pi	resence				? -		×
	201 Ian D	eacon					
₽>	Roadshow	r in London					
۵	🔓 +32 (12) 3	12 312			Connected	8m 45	s
(Ente	er search text	or number to dial)				1	•
	Telephone	Name	Depa	rtment	State	Directio	n A
4		Administration					
-	203	Patrick Mace		Consul	t		
1. 	203	Patrick Mace		Transfe	er		A
1.0	303	Patrick Mace SIP	1	Call His	story		A
Θ	204	Libby McIntyre	P	Send N	lessage		
4		Sales		Send E	mail		
-20	201	lan Deacon	Sales		Off hook	In	
1	201	lan Deacon	Sales		Off hook	In	A
1. 0	301	lan Deacon SIP	Sales		On hook		A

2 Pre	esence			-			×
3	ł	lan Deacon Sales 201 Roadshow in London					✓.
(Enter	search	text or number to dial)					≡-
⊿ Adn	ninist	ration					^
PM	Patr 203	ick Mace	🗸 Available	()	•	\odot	0
l. 😑	203	Patrick Mace					Show
.0	303	Patrick Mace SIP					
Θ	Libb 204	y McIntyre					
⊿ Sale	s						
X	lan 201	Deacon	✓ Roadsho Until 12:0		Lon	don	



Messaging

V3 contains an improved Messaging interface.

Important note: Version 3 will no longer support messaging between extensions. Messaging is now a user only level feature. This also means that messaging between federated sites is not possible as federation works at an extension level only.

🌯 Chat: IAN	?	_	×	� Chat — □	×
09/05/2017 Me Hi Patrick				Ian Deacon	00
				Today	
				Hi Patrick	
				12:20	
To: IAN			<u>گ</u>		
			al		₽

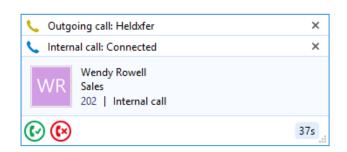
Preview Window

An Improved larger window layout will resize according to the amount of content to display.



Any new preview window opened, when multiple parties are involved in the same call (e.g. consult, on hold, new second call), will now show stacked behind the Preview window always showing the active call at the front. The hidden call is simply selected by clicking its header box (behind the active call).

Call: Connected	x
Wendy Rowell 202	
🖡 Complete 🛛 🔒 Cancel	
Call: Heldxfer	x
Marcus Busher, Japan Tech (01234) 567 89	1
(01254) 507 05	F



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Notes from Microsoft Outlook and ucplus shared address book contacts are now visible within this window.

	🔨 Incoming call: Ringing	×
Call: Ringing X Phil Collins, Acme Ltd.	Phil Collins, Acme Ltd. (0800) 500 005 Freephone Support contract expired, pelase transfer all the calls to the	
🕵 Answer 🛛 🕵 🚨	comercial department.	
	(D
	2 🚯 14	ls

Call History

The Call history window has been updated to a two-line view per call with a unique coloured and initialled icon per contact. Available actions are presented as a pop out bar from the right-hand side of the screen.

	Call History		?			🙄 Call Hi	tory —	
	Date/Time	Telephone	Name	Duration	Direct ^	⊿ Today		
4	Today 15:11:57	0123456789	Mr. Marcus Busher / Marcus Busher, Japan	27s	Out	🐋 👽	Marcus Busher, Japan Tech / Mr. Marcus Busher 0123456789	💵 🔕 💶
-	15:11:30	123456789	(Speaking clock)	17s	In		iavier test	Microsoft C
4	10:47:33	202	Wendy Rowell	40s	Out	St. 1	123456789	17s
-	10:43:18	202	Wendy Rowell	4m 48s	In		Wendy Rowell	10:47:33
	10:27:49	201	lan Deacon	2m 13s	In	😍 WR	202	40s
¢	10:27:49	005751236547	Miguel Uribe, Cafe de Colombia ltd.	48s (2m)	Out	😍 WR	Wendy Rowell 202	10:43:18 4m 48s
4	09/05/2017					.	lan Deacon	10:27:49
-	12:34:21	0800500005	Phil Collins, Acme Ltd.	2m 56s	In	V X	201	2m 13
4	12:32:04	0800500005	Phil Collins, Acme Ltd.	20s	Out		Miguel Uribe, Cafe de Colombia Itd.	10:27:49
⇒	12:31:01	0800500005	Phil Collins, Acme Ltd.	48s	In	😍 MUC	005751236547	48
¢	12:29:04			1m 11s	Out			
4	12:27:03	0123456789	Mr. Marcus Busher / Marcus Busher, Japan	3m 44s	Out	⊿ 09/05/	2017	
•	12:23:24	005751236547	Miguel Uribe, Cafe de Colombia Itd.	1m 7s	In	👽 PCA	Phil Collins, Acme Ltd.	12:34:21
4	12:22:38	123456789	(Speaking clock)	20s	In		0800500005	2m 56
4	12:03:47			18m 23s	Out	👽 PCA	Phil Collins, Acme Ltd.	12:32:04
à	12:02:59			6s	Out		0800500005	20
à	12:02:45	3456778	(Unknown)	20s	In	😍 PCA	Phil Collins, Acme Ltd.	12:31:01 48
Z	11:57:04			30s	Out		0800500005	
2	11:49:39	07811223344	(Mobile services)	7m 55s	Out	e -		12:29:04 1m 11
à	11:44:41	1234567890	(Speaking clock)	4m 35s	In		Marcus Busher, Japan Tech / Mr. Marcus Busher / Marcus Busher, Japan	12:27:0
2	11:01:26	00581236547	10 - 2 - 2	4/11 335 42m 1s	In	🥲 🛫	0123456789	12:27:0: 3m 44
3	10:28:06		(Budapest, Hungary)	27m 59s	In		Miguel Uribe, Cafe de Colombia Itd.	12:23:24
7			C. 1. C. 2.26	27111 395	- III	🔰 😍 MUC		12.23.24 1m 7
	lan Deacon	~	♀ Filter: (Nor		1 +	201 Ian Dea	005751236547	Filter: (None) 4 P

Address Book

The contact icon has been changed to mirror that used in Call history.

Γ	Address Book		? – 🗆	×	Address Book			- 0	×
S	earch: marcus (Name, Company name, Telephone	: number)	Sew co			narcus Name, Company name, Telephone	number)	Go New cont	tact
A	dvanced search			\bigcirc	Advanced search				~
	Name	Telephone	Email	Town	Name		Telephone	Email	Town
4	Microsoft Outlook Busher, Marcus	B: 0123456789 H: 02111222333	user@outlook.com	Tokyo	▲ Microsoft Outle		B: 0123456789	user@outlook	Talasa
	Shared Address Book	M: 07811223344			💋 💋 Busher, Ma	ircus	H: 02111222333	user@outlook	Tokyo
1	Marcus White, Fast track delivery Itd.	0201234567					M: 07811223344		
					▲ Shared Address	s Book			
					MWF Marcus Wh	nite, Fast track delivery Itd.	0201234567		
20	I lan Deacon 🗸 🗸		∢ Page	1 ▶	201 Ian Deacon 🛛 🗸				

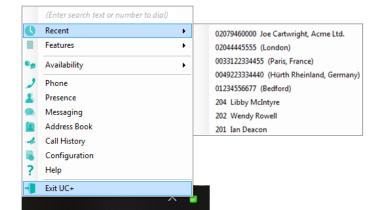


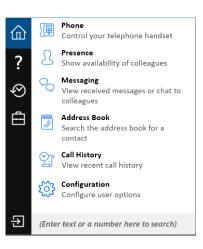
Tray menu

The tray menu has changed significantly in layout, although the actual functions available are very similar to version 2.6.

(Enter search text or number to dial)
Recent
Features
Availability
Phone
Presence
Messaging
Address Book
Call History
Configuration
Help
Exit UC+

Recent calls







Search

Search results now show in the system tray menu rather than opening a separate search window. Extension BLF status is also show (see New Features section below)

	Marcus
0	Recent +
	Features •
•	Availability
2	Phone
1	Presence
۰	Messaging
	Address Book
-2	Call History
	Configuration
?	Help
-	Exit UC+

企	Search Results
	Microsoft Outlook
?	Marcus Busher, Japan Tech M: 07811223344
\bigotimes	Marcus Busher, Japan Tech B: 0123456789
ھ	Google Contacts
	MB Marcus Busher o: +81 123-45-6789
	Shared Address Book
	Marcus Taylor, Acme Itd. +81 123456789
€	marcus

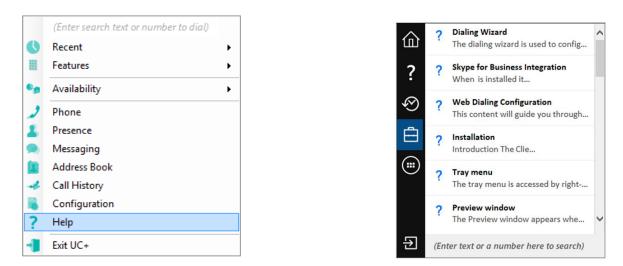


Availability

	(Enter search text or number to dial)				企		Availa
	Recent Features						\checkmark
	Availability	•	٠	Available	?		6
,	Phone		88	Meeting	\bigotimes		Þ
5	Presence Messaging		ß	Working away Break	Ē		रिंग्र
	Address Book		⊜	Unavailable)	
4	Call History Configuration	-	q7	Not at work		^	Ń
?	Help						74
1	Exit UC+				· 눈		(Ente

Help

Help is now indexed and searchable from within the system tray menu.



New features

Contact Photo

ucplus now allows users to display their photos within ucplus Presence, Preview, Call history, Address book and Messaging windows. If a photo is not available the Initials of the name stores will be shown. Photo's can also be displayed for external contacts held in Microsoft Outlook and Google Contacts.

A user can easily add a picture of themselves by right clicking on the presence square at the top of the Presence window and using the Photo selector feature to add a photo or image.

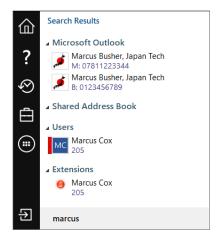


A Presence	?	—		\times
lan Deacon Sal 201	es		`	/.
(Enter search text or number to o				≡-
▲ Operations				
PM Patrick Mace 203	🗸 Available		0	\bigcirc
⊿ Product			C	all
LMI Libby McIntyre	🗸 Available			

Photo selector ? - 🗆 ×	Photo selector ? - 🗆
Load from file Load from clipboard Reset	Load from file Load from clipboard Reset
4643 3232 1615	4646 ×
Cancel Save	Cancel Save

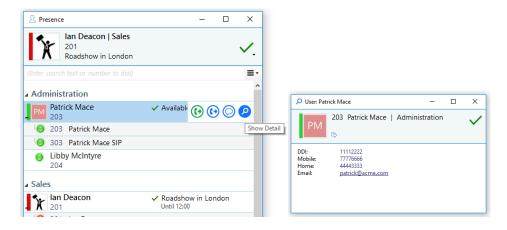
System Tray BLF Status

The call status for a user/extension is also available in the search within the system tray search results, avoiding the need to go to the Presence window to check their status.



Show Details

Show details is used to display any information associated with the user that is not shown in other parts of the Presence screen (and which may previously have been shown in the Presence columns).





Presence settings features

Set features (Forward or DND), can now be pre-configured within then Presence window, also you can change your availability status by selecting this from the icons at the top of the Presence window. Absence text can also be changed from here.

Important Note: Absence Text applies only to user and not an extension. This can be viewed on the User view and Combined view options within Presence).



Available until

Manually set or automatically set (the automatic option is only available with server side ucplus calendar integration only).

Access to Add-in Guides

Standard add-in guides can now be accessed simply by clicking the help button in the relevant configuration area.

Configuration			-		\times
	^ Microsoft	Outlook			0
Telephony Interface	Select the typ	pe of application to integrate to			^
Dialling	Туре:	Microsoft Outlook	~ [Disable	1
	Name:	Microsoft Outlook			

Enabling "Controlled" Integrations

To integrate with "Controlled" integrations, an unlock code will be required to expose the add-in.

(Add new)	
Select the type o	f application to integrate to
Туре:	(Other application) V Set
Enter code:	Unlock

Virtual Devices

Virtual Devices allow you to effectively configure an extension on the ucplus server that monitors calls from an external PSTN number. When a call is received from the number it will be visible to all ucplus users allowing the user to know when a external caller is speaking to a colleague. Virtual Devices require a license.

Presence		-		×
Rob 2247 2247 Rob Cox			•	✓,
(Enter search text or number to dial)				:≣•
Account Management				
Customer Services				
Development				
Product Management				
Release Management				
> Support				
VIP Customer				
RB Richard Branson 07766992184	🗸 Available	e		
Department: None				



Features removed

Supported PBX's

The following PBX's will no longer be available in new V3 installations.

- Auerswald COMpact, COMander
- Clearvox
- Elmeg Hybird
- Toshiba IPEdge, CIX
- Yeastar MyPBX
- Mitel 3300 MCD 6

Upgrades to V3 from V2.6 sites installed prior to the V3 release date will continue to support these PBXs for a period of 12 months after the V3 release date.

The following PBXs will be removed from the the Beta list and will no longer available.

- Intelbras Impact94, 1120, 220
- Zultys MX
- Mitel OpenCom 100, MX-One

Selectable skins

The selectable skins option has been removed from the Interface settings (Main Window)

Interface		6
License type:		~
Application load: Language:	 Start automatically with Windows (Auto detect) 	~
Main <u>w</u> indow:	(Default skin)	~

Messaging between extension

Messaging is now only available between users and not extensions

Messaging between Federated sites

As Federated sites only support exchange of extension and not user level information then messaging will also not be available between users on different federated sites.