Webex Calling User Guide
Android & Apple iPad Tablet

Overview
The Tablet Client for Android and Apple iPad provide the following communication features:

- Instant messaging and Presence (IM&P)
- Voice calling (VoIP)
- Video calling
- Call Settings

Download the Tablet Client

Download the iOS client from the Apple App Store. Search for Virtual Communications Express and select the TABLET version.

-OR-

Download the Android client from Google Marketplace. Search for Virtual Communications Express and select the TABLET version.

Once the client is downloaded and you are signed in you are ready to use the client.
Sign In

1. Go to your apps on your phone and open the Virtual Communications Express app. The sign in screen appears.

![Sign In Screen](image)

2. Enter your user name on the sign in screen (phonenumber@domain). If you do not know your user name, it is displayed on the UC-Tablet Downloads screen on the My Features tab in the My Phone dashboard (see Figure 2 on page 2). This field is automatically populated after initial login.

3. Enter your password. It is the same as your My Phone password.

4. Check Show password to unmask your password, if applicable.

5. Check Remember password if you do not want to enter your password every time you sign in.

6. Check Sign in automatically to automatically sign in to the Tablet Client when launched.

7. Tap Sign in.

**Note:** If you change your password on the My Phone dashboard, you must also change it in the Virtual Communications Express Tablet Client.
Tabs

When you start UC-Tablet for the first time your Contacts list is empty. You use the search option to find people and add them to your Contacts list. Contacts can also be added manually by tapping the Add button.

![Figure 2 Tabs](image)

The Contacts tab enables searching the Enterprise Directory and your personal contacts.

The Call tab displays the dial pad where you can call a number. A long press on 1 on the numeric pad dials your voice mail.

The Chat tab displays the chat history.

The Call History tab contains a log of all activity to and from your number including those from your desk phone, mobile app, and/or desktop softphone. At the bottom of the screen are filters to view activity for All, Missed, Received, or Placed calls.

The My Room tab enables you to join your personal room.
Contacts

The contacts in Contact list can contain two different types:

- Presence-enabled contacts
- Non presence-enabled contacts

Any contact can be marked as a favorite and appears at the top of the Contacts list in the Favorites section.

Presence-enabled contacts are users with an Extensible Messaging and Presence Protocol (XMPP) address. Non presence-enabled contacts can be phone or conference numbers.

The Contacts list can be organized into groups:

- Contacts – All, Online
- Contact directories – Local Address Book, Directory

Add a Contact

By default, your presence information is always shared with a new contact if an XMPP address is provided.

- Tap the Add icon on the status bar to add a presence-enabled contact and/or conference number.
- Use the directory search to add a contact and/or conference number.
- Tap the Add icon to add a conference number.
- Tap Add Local Contact to add a local contact.

A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, in recurring conferences.

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

Edit a Contact

Open a contact to perform the following functions:

- Unsubscribe - removes the presence relationship between you and that contact. You will not see the contact’s presence information, and the contact does not see yours. An unsubscribed contact remains in the Contacts list and is always shown as “offline”. Select Subscribe to re-establish a presence relationship.
- Remove – removes the contact from your Contacts list.
- Edit – opens the contact’s information. You can add, edit, or remove information for presence-enabled and non-presence-enabled contacts.
Search the Enterprise Directory

The Table Client supports a directory search of the enterprise directory. The search is performed in a separate input field on the Contacts tab. Tapping the search icon opens the search view and the enterprise directory search results are displayed with the names and numbers.

Typing a search string starts the filtering process through the contacts. The search is performed in the directory list. Tap the back key to minimize the keyboard, hide the search bar, and empty search results.

Long press on a name to open the context menu and hide the keyboard and keep the search bar with the characters. Short press on a contact to open the contact card.

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

- VoIP call
- Video call
- Contact details
Presence

For each contact to which you have subscribed, you can see their presence. Similarly, your contacts can see your presence on their Contacts list. Presence means that your friends are able to see whether you are available, for example, “I’m available” or “I’m busy”.

You can set your own presence by tapping the Presence icon on the status bar in all tabs view. You can change your avatar, personal message, and presence status. Your avatar is the picture that represents you in your friends Contacts list and chat screens. Tapping on an avatar opens a screen with options to select an existing image, take a new one with your phone camera, or to clear your avatar.

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

If you see the error message, “Chat Unavailable”, under any tab, it means that the XMPP connectivity has been lost for chat and presence; however, you can still make calls.

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
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<tbody>
<tr>
<td><img src="image" alt="User is online and ready for communication." /></td>
<td>User is online and ready for communication.</td>
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<td><img src="image" alt="User is online but has been idle or away from their computer for more than ten minutes." /></td>
<td>User is online but has been idle or away from their computer for more than ten minutes.</td>
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<td><img src="image" alt="A subscription is pending and the contact has not yet approved sharing their presence." /></td>
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<td><img src="image" alt="Contact is busy on a call. This is an automated presence status." /></td>
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<td><img src="image" alt="Contact is busy in a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen if there is a meeting but no call." /></td>
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</table>

My Status

You can set your own presence by tapping on your personal status from the side navigation. The My Status screen opens and you can change your avatar, personal message, and presence status. Your avatar is the picture that represents you in your friends’ contact list and in chat screens. You can enter a status message into the area next to the avatar. This status text is shown in your friends’ contact list.
**Instant Messaging**

**Chat**

You can only chat with a contact if you are both online. When you initiate a chat, the *Chat view* opens in the right pane. To open a chat in full screen, tap the collapse icon to hide the left pane. Tap to expand it. If a contact initiates a chat, a notification badge on the *Chat* tab displays and the entry appears on the top of *Chat History* list.

Start a chat using one of the following methods:
- Tap a contact from in the *Contacts* list to open a contact card. From the contact card, choose the chat icon to start a chat.
- Long press on a contact to access chat options.
- Tap a contact entry to start a chat in the *Chat History* list.
- Tap the *Start New Chat* icon on the *Chat* tab.
- Tap a contact from search results to open the contact card, and then tap the *Chat* icon.
**Group Chat**

The Chat screen opens when you initiate a group chat. Tap the Add Participant icon to add more participants to the chat. Anyone in the group chat can add participants, and the owner can dismiss 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 on the Chat tab.

A user can tap Leave Chat to leave a group chat. The chat is marked as “offline” and the user no longer receives messages from the chat. The user can tap Offline Chat to re-join the room and receive messages. However, the user does not receive the messages that were sent in the chat while the user was outside of the room.

![Figure 4 Group Chat](image)

Tap **Clear History** to remove local chat history.

Tap **View Participants** to show the list of participants in the group chat.

Tap **Delete** to delete a chat room.

Start a group chat using one of the following methods:

- Tap the **Add Participant** icon in single chat session to escalate from a single to a group chat.
- Select the **Start Group Chat** icon on the **Chat** tab.
- Tap a group communication entry in the **Chat History** list to start a group chat.
Audio/Video Calls

Place a Call

The Call tab displays a dial pad and a text field to enter numbers. There are two buttons below the dial pad: call and a dial pad menu.

The 1 button has a voice mail icon. A long press on the 1 connects you with your voice mailbox. The icon is grey if you have no messages.

The dial pad menu contains two options: Pull Call and Retrieve Call. The Pull button retrieves a call in progress on your desk phone to the Tablet Client. The Retrieve Call button is used to retrieve a call parked at your extension.

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

- Tap a contact in the Contacts list. Select 📞 to make an audio call, or 📺 to make a video call.
- Open the dial pad, enter a phone number, and tap the 📞 or 📺.
- Select a call entry in the Call History list. Select 📞 to make an audio call, or 📺 to make a video call.
- On the Chat screen, select 📞 to make an audio call, or 📺 to make a video call.
Answer a Call

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

In Call Actions

![Figure 6 In Call Actions](image1)

![Figure 7 Call Options](image2)
The following call control actions are available during a call:

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

Message Waiting Indicator/Voice Mail Access

If you have pending voice mails (VM), the notification bar displays an icon and text, “You have XX pending voice mail messages”. Select the voice mail notification to dial the voice mail access number directly and listen to your messages. You can also press and hold 1 on the dial pad to access voice mail.

All notifications (missed calls, new messages, etc.) are handled through the notification bar.

Business Line Call Back

You can originate a call using your business line identity using the basic callback feature. Callback rings the mobile device, desk phone, or both and then places the outbound call when answered by you. Basic Callback is only available if you have Mobility enabled, providing the option to make calls using the Callback feature.

Call Through is available if the Mobility service is assigned to your profile. When a call is placed in this mode, the app communicates transparently connecting your directly to the destination identifying the call with your business line identity.

Contact Name Lookup

When receiving a call, the Tablet Client searches for the name in the following sources and in the following order: XMPP contact name, Enterprise directories, Local Contact, P-Identifier header (SIP), and From header (SIP). If the number matches a contact the name is shown on the incoming call screen.

N-Way Calling (Conference)

The Table Client supports network SIP-based conference calls. While on a two-way audio or video call, you can add more participants by using the Conference button. Your address book is opened to search for and select the new participant. Once the conference is established, the participants are shown on the screen.

You can also select the Merge option to create a conference call or add participants in an existing conference.

Call Waiting

When there is more than one active call, you have a Swap option that allows you to switch between the calls. You can also tap a call on the list on the left.
New Call

The Tablet Client supports starting a new call during an ongoing call. Tap on the New Call button or select one of the options listed under Place a Call. The first call is put on hold after the new call is established. You can swap the two calls or merge them into a conference.

Call Transfer

You can transfer VoIP calls to another party. Select Transfer and dial a number. You have two transfer options:

- **Attended Transfer** - select Talk First and a second call is placed with the selected contact. If the call is successfully established, the lower right button is replaced by the Complete button. You can talk with the third party privately before completing the transfer. The first party is on hold until the transfer is completed.

- **Unattended/Blind Transfer** - select Transfer and the second party is transferred to the selected contact. The current user is dropped from the call.

Call Pull

You can use Call Pull where you have two endpoints, e.g., a VoIP desk phone and a mobile phone with the Tablet Client. If you have an active call on the desk phone, you can transfer it seamlessly to the mobile phone. There is no interruption to the voice call.

1. Select the call menu. A pop-up appears to pull or retrieve the call.
2. Select Pull Call.

Call Park

Call Park is used to place a call in a hold status, which can be retrieved by another phone by dialing the feature access code or through the command button.

1. While on an active call, select the call menu. A pop-up appears allowing you to conference or park the call.
2. Select Park Call. You are prompted to enter a phone number.
3. Enter the phone number and press #.
   - OR -
   Just press # to park against your station.

Swipe Between Chat/Audio-Video, & Screen Share Views

The Tablet Client allows you to switch between Chat and Audio/Video sessions for My Room, other users’ My Room, or two-way chat. This is indicated by the presence of dots at the bottom of the screen. Perform a swipe to switch between the sessions.
Call History

Access call history for placed, received, and missed calls on the History tab. Icons indicate whether a call was incoming, outgoing, or missed: green arrow = incoming, blue arrow = outgoing, and red arrow = missed. It also displays the name, number, caller status, and number, if available along with the date and time. You can place a call from your call history.

Figure 8  Call History
Call Settings

The Tablet Client supports the following call settings:

- **Do Not Disturb** (DND) - when activated, all communication is blocked by the server to the mobile device and any other stations on the Dashboard. Enable the Ring Splash to receive a distinctive ring reminding you that DND is enabled.

- **Call Forwarding** - forward all calls, unanswered calls, or when your line is busy.

- **Remote Office** - allows the use of any phone as your office phone from a charging and numbering perspective. For example, a hotel room phone can be used as your office phone. Enable Remote Office and specify a phone number to be used as the Remote Office number.

- **Hide Number** - hide or display your number when calling or communicating with other parties or contacts. Tap Enable to hide your number, or Disable to show your number.

- **Office Anywhere** - Office Anywhere allows service providers to offer fixed-mobile convergence (FMC) services without additional equipment. Office 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 you choose. 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 option.

Tap Alert All Locations to activate parallel ringing.

Tap Diversion Inhibitor to prevent a call ending up as a voice mail.

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

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

- **Mobility** - extends features transparently to the mobile network. You can set the following attributes:
  - **Active** - flag to enable or disable the Mobility service.
  - **Mobile Number** - your mobile number in E.164 format.
  - **Phones To Ring** - default is Fixed with the following options:
    - **Fixed** - if set, then only your desk phone is alerted.
    - **Mobile** - if set, then only your mobile phone is alerted.
    - **Both** - if set, then both your mobile and desk phone are alerted.

The following attributes apply when the alerting mobile is set:

- **Alert Click To Dial** - if checked, Click-To-Dial calls alert your mobile phone.
- **Alert Group Paging** - if checked, group paging calls alert your mobile phone.
- **Diversion Inhibitor** - determines whether the Application Server enables a diversion inhibitor when extending a call leg to your mobile phone.
- **Answer Confirmation** - determines whether the Application Server prompts for an answer confirmation when you answer the mobile call leg.
- **Call Control** - determines whether call control is to be performed by the mobile device (off) or by Verizon (on). This must be turned on to provide mid-call service features to the mobile originated or terminated calls.

### My Room

My Room is an always available and a permanent room that you can use to chat with anyone that joins. Tap \( \text{My Room} \) to access My Room. 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.

![My Room](image)

**Figure 9 My Room**

Tap **Add Participants** to add more participants, or they can tap your name in their contact list to join your room. Once participants join the chat room, they can tap the **Call** button to automatically join the conference.
Screen Share

The Tablet Client for Android supports viewing a screen share session initiated on the Desktop. When a Screen Share invitation is sent via the Desktop, the badge notification appears on the main bar and in the chat list view. Selecting the entry with screen sharing from chat list opens a communication pane with the share by default. You can return to the chat/call (if present) with a swipe. When the share is paused, the Screen Share view remains active showing the last image that was shared.

Viewing Screen Share is available in all communication modes:

- My Room
- One-to-one chat
- Ad Hoc group chat room (MUC)

Multi-Device

The Tablet Client 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 contact list in one device is recognized in another client, and the Contacts list is updated in the other client as well.
Preferences

The Tablet Client supports the following preferences:

- **Language**
- **Device ID** - The Tablet Client can lock a user to a single desktop or mobile device so that the software cannot be used on other hardware. Android users can copy the Device ID from *Preferences* before signing in to the application and provide it to the company administrator. The administrator locks the Tablet Client to the reported device and the user can sign in only from this device.
- **Troubleshooting** – access trouble logs.
- **Remember password** – check if you want to mobile app to remember your password every time you log in.
- **Sign in automatically** (disabled until **Remember Password** is checked) – check to automatically sign in when you launch the mobile app.
- **Help**
Additional Help and Resources

Getting Started with Your Service

To learn how to manage your user account settings and site service features, go to: https://customertraining.verizon.com/virtualcommtraining.

Returning Equipment


Contact Us

Virtual Communications Express Support: 800–287–6235
Or visit https://customertraining.verizon.com/virtualcommtraining
For questions on other Verizon products: 800–230–9800