

Frequently Asked Questions

General

Where can I find a user guide?

When logged in, a user guide can be downloaded from within the client. 'Help' is located in the options tab at the bottom right hand corner of the desktop client and from the settings tab in the mobile client.

How do I dial a number?

Numbers are dialled just like you would dial any number. You can choose to dial a number from the dial pad, your contacts list or call history.

What numbers can I call?

Business Communicator for UC-One is just like a traditional telephone service. You can dial local, national, international and mobile numbers from the client.

Are calls using Business Communicator free?

Any calls made to the Public Switched Telephone Network (PSTN) or mobile numbers are billable calls on your voice service from Next Telecom.

Voice or video calls to other Next Advantage™ users within your business are free provided the calls are answered on their Next Telecom supplied phone number.

Video calls made between Business Communicator users within your business are free but may be counted towards your data usage on your network service (e.g. Mobile or a Wireless connection)

What types of video resolution can I use for video calling?

You can select your preferred resolution from preferences and the video tab on your desktop client.

This setting will be used for all future video calls until such time as your preference is changed. Please note that changes to resolution cannot be made during an active video call.

What is the recommended setting for video calling?

Business Communicator for UC-One supports a full range of resolution options scaling up to Full HD (1920x1080 pixels). For best results on all network connections, Next Telecom recommends the VGA setting (640x480 pixels).

Web Cams will support different resolution settings when used in conjunction with the desktop client. Best results will be obtained when the resolution suitable to the bandwidth available on your network connection is selected.

What kind of video resolution can I have?

You can choose your video resolution from preferences and the video tab. Your selection is used by default for future video calls. The available resolution is automatically determined based on the web cam used in Conjunction with the application.

What codec does Business Communicator for UC-One Support?

Audio: D G.711 PCMA	Video: D H264
D G.711 PCMU	D H263

How much bandwidth does Business Communicator for UC-One require for voice calling?

100 Kbps symmetrical

How much bandwidth does Business Communicator for UC-One require for video calling?

This varies depending on the resolution setting of your client. Sample calculations are shown below:

500 kbps symmetrical (H.264 VGA resolution 640 x 480 pixels at 15 frames per second)

2500 kbps symmetrical (H.264 VGA resolution 1920 x 1080 pixels at 30 frames per second)

Can I make a video call using my mobile client?

Currently video calling from a mobile client is not supported.

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Network Connection

Do I need a network connection to use Business Communicator for UC-One?

Yes, you will need access to an internet connection for Business Communicator for UC-One to work.

In the office, the client can connect to your office wireless (Wi-Fi) Local Area Network (LAN).

When you're away from the office Business Communicator will work over a 3G/4G mobile or another wireless network.

For any phone calls made away from the office it is recommended that you use an uncontended (not speed limited) internet service with high available symmetrical bandwidth, low latency and low packet loss.

Video calls are not supported over mobile networks.

What happens if I lose my network connection?

The default setting for Business Communicator for UC-One is to automatically log out.

You can enable the *sign in automatically* feature at the sign in screen if you would like the client to stay connected.

My client status bar says "Limited connectivity – presence and chat unavailable" What does this mean?

This means that the XMPP connectivity has been temporarily lost for chat and presence; however you are still able to make calls.

Multiple Devices

Can I use multiple devices to run Business Communicator for UC-One at the same time?

Yes, Business Communicator can operate across all of your devices simultaneously: PC, Mac, iOS and Android. All your common contacts, settings and call history details are accessible to you on all devices.

I am using multiple devices to run Business Communicator for UC-One, how will they all interact?

Business Communicator provides support for users with multiple devices, following the Extensible Messaging & Presence Protocol (XMPP) specifications. This is made up of several features:

- Chat invitations sent to the user are received in the highest priority online client. Before the session is accepted, messages are sent to all active devices and once answered, chat is continued on the device that replies.
- Retrieving one's own presence notifications can be done when another client updates user's preferences. The client updates its own status based on the information it receives from the server.
- Accepting a sharing presence invitation in one client is recognised 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 and this information is shown to the user. If the client receives two presence authorisation requests from two or more devices of the same user, it only shows one request to the user.
- Removing a contact from the contact list in one device is recognised in another client and the contact list is updated (i.e. the contact is removed).

If I set my presence on my iPhone client to busy but my PC client is set to chatty, what will my presence enabled contacts see?

If a user has many devices, each device can have a different status when shown to the user. Watchers in the contact list always see the updates in priority order as follows:

- Busy
- Chatty
- Online
- Away
- Extended away
- Offline

If one client publishes a 'busy' status and another client publishes 'chatty' watchers will see the user as 'busy'.

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Chat

Will my chat history be visible across all of my devices using Business Communicator for UC-One at the same time?

No. Your outgoing messages will only be visible from the device you sent the message from. Your incoming messages will be visible across any device that you are actively signed in to.

Can I chat with contacts from other domains?

Yes. To add contacts from other domains you will need to know their XMPP credentials.

Your XMPP details will be in the format *[yourphonenumber]@amcom.bc.im*

Business Communicator also supports Google contact federation.

Where are my chats stored?

Your chats are only stored locally, however they traverse a server that is located in the USA. Therefore all chats are subject to US interception laws.

Are chat messages saved?

Chat room messages are stored on the server, and one to one chat messages are saved locally.

Directory Search

What does the enterprise directory search look for?

The directory search looks for first or last name. By default, the request is sent 1.5 seconds after you stop typing to minimize load on the server.

What data is imported from enterprise directory search?

User details stored in the Next Advantage™ portal will be returned in the enterprise directory search. Typically this includes XMPP address details of users, first and last names, telephone and mobile numbers and email addresses. These details can be stored when you add them as a contact.

Favourites

What is the favourites filter?

Around 80% of communication is with just a few contacts so the Business Communicator desktop client provides a favourites filter where the user can list favourite contacts for easy viewing.

Initiating communication with favourites is fast and does not require scrolling through or expanding the contacts list.

Avatar

How do I add or change my avatar?

From a desktop, double click on the avatar to upload a photo from your library

From a mobile device, click on the avatar to either take a photo or choose an existing photo

Are changes to my avatar seen in real time?

Avatars are retrieved each time you log in, when a contact is added and when a contact is online. Any changes you make to your avatar will be updated when your contacts the next time they log in to their client.

Frequently Asked Questions

Security

What encryption or security is used to protect my login details?

Business Communicator uses multiple protocols to provide unified communication:

- SIP signalling is transmitted unencrypted and relies on DIGEST authentication to protect your SIP credentials. It is important for users to have a strong SIP authentication password in order to protect against offline attacks.
- XMPP signalling is encrypted using TLS (chats and presence)
- XSI signalling is encrypted using TLS (configuration download, call control, directory listing)

What encryption or security is used to protect instant messages and chats?

TLS

Is it safe to use Business Communicator over Wi-Fi?

This is dependent on the implementation of the Wi-Fi network infrastructure.

- Currently RTP is sent unencrypted so it is important to follow best practice guidelines regarding Wi-Fi network implementation.
- SIP credentials can be stolen and an offline brute force attack can be used to crack passwords.
- In WEP environments it would be trivial for malicious persons to listen to all audio communication which may include DTMF signalling which could expose such things as personal or financial information.
- In Non-WEP environments users may still risk having their voice conversations intercepted by malicious users on the same network.

Group Chat, Audio & Video Conferencing

What is 'My Room' and how does this feature work?

My Room is a personal group chat room and conferencing area. My Room can be used when you wish to hold a private chat with multiple contacts.

From within my room you can then initiate an audio or video conference bridge so that you can talk with or see other participants.

How can I get a conference bridge to use in conjunction with My Room?

My Room works with Next Telecom conferencing solutions for audio or video. Please contact your Next Telecom Account Manager for further information on our conferencing solutions.

How can users access my conference bridge from within My Room?

Users can access your conference room by selecting the Call button for an audio call or the Video Call button for a video call.

My Room also supports DTMF PIN dial in. To enable this feature, simply edit My Room settings from the preferences menu.

How many parties can be connected using the Conference Call Feature?

Up to 10 parties can access an audio or video conference simultaneously through My Room.

In large conferences it is recommended that non speaking participants mute their clients or handsets for best results.

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Port Requirements

The below table captures the ports used depending on the service or feature provided through Business Communicator for UC-One.

Service / Feature	Ports		Protocol
	Desktop / PC Client	Mobile Client	
User Login	80	80	HTTP
User Login	443	443	HTTP (SSL/TLS)
IM&P	5222	5222	XMPP
Call Signalling	5060	5060 – 5062	SIP (UDP/TCP)
Audio	8500 – 8598	8500 – 8598	RTP
Video Call Signalling	5060	5060 – 5062	SIP (UDP/TCP)
Video Call	8600 – 8698	Not Supported	RTP
File Transfer	1081	Not Supported	XMPP
File Transfer	52644 – 52645	Not Supported	SOCKS
Desktop Share	Not Supported	Not Supported	HTTPS (SSL/TLS)

Support Information

Business Communicator for UC-One is a value added service that complements your Next Advantage™ service. User or technical support with any issues experienced with the Business Communicator client, please contact Next Telecom on 1300 00 6398 or support@nexttelecom.com.au