Unify Phone

Product and Service Description

Atos Unify UCC PH CS

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History of Change

Version	Date	Description of changes
1.0	18.05.2022	Unify Phone general availability with OpenScape Business

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1 Unify Phone Functionality Description

1.1 Overview
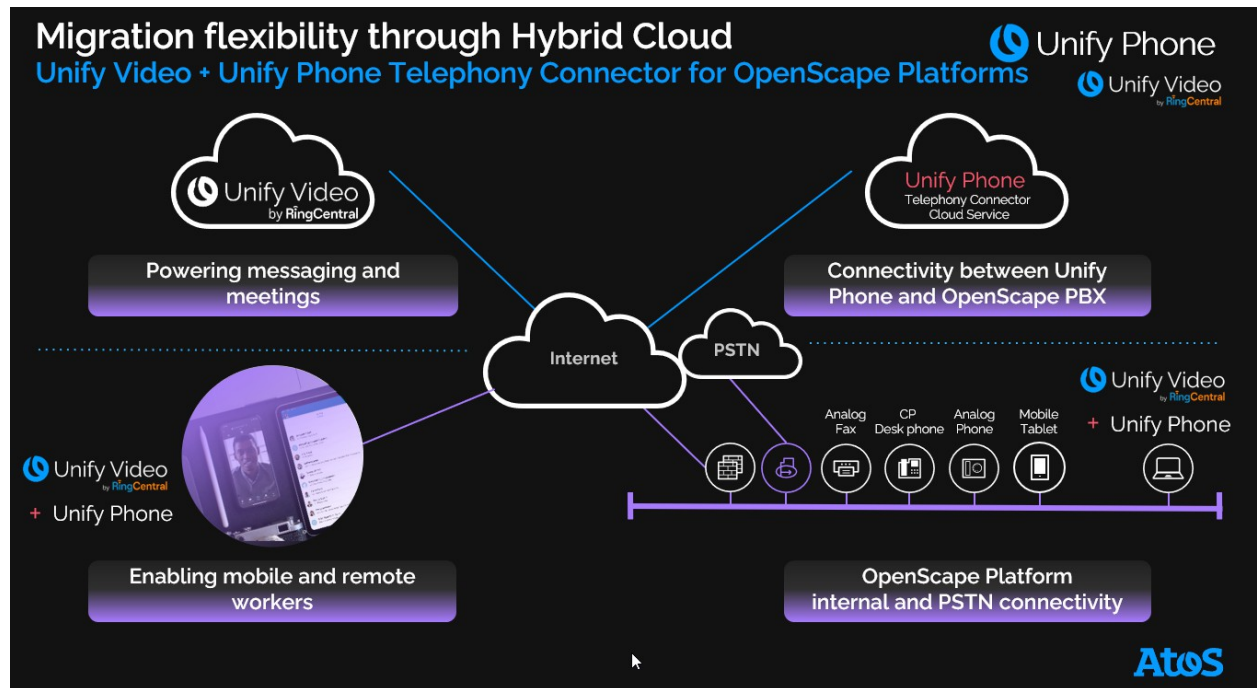
Unify Phone is a cloud based WebRTC telephony connectivity solution between OpenScape voice platforms (OpenScape Voice, 4000 and Business) and other cloud-based applications.

Unify Phone is provided to the end user as a client which can be used with other applications as an embedded telephony client connected to their existing OpenScape platform.

In this first release Unify Phone is provided as a telephony client within the Unify Video application. Unify Video is an offering within the Unify Office by RingCentral portfolio providing messaging, conferencing, and collaboration. Unify Video can be used stand-alone collaboration solution or in conjunction with Unify Phone for a complete messaging, video and phone solution.

Unify Phone with Unify Video allows customers using OpenScape Voice, 4000 and Business platforms to combine cloud collaboration with their existing platform to provide a common enterprise-wide communications and collaboration solution, using their existing platform, configuration and connected devices.

This is part of our strategy to offer customers different migration pathways to cloud, meeting their needs for reliable, robust, and cost-effective communications solutions.

1.2 Subscription

Unify Phone is offered to customers as a subscription-based service, it is offered to customers to add to their Unify Video subscription and to integrate with their existing OpenScape platform.

The subscription is a price per month charge for access to the Unify Phone service which is hosted in a cloud managed by ATOS Unify. The customer (or partner/Unify on behalf of the customers) sets up their platform to provide telephony extensions to Unify Phone. The customer (or partner/Unify) then creates and manages Unify Phone users from the Unify Phone Administration tool.

The subscription for Unify Cloud is based on a price per user per month charge, the charging and licenses for the Unify Cloud subscription depends on the platform it is being used on, this is due to the different technical and licensing capabilities of each of the platforms.

The customer to access Unify Phone needs the following elements:

Suitable Platform
An OpenScape Business, Voice or 4000 platform at the required level of software which supports Unify Phone, this is OpenScape Business v3, OpenScape Voice v10 and OpenScape 4000 v10 (a specific release of these platforms will be required to be installed which includes the functionality to support Unify phone)

Subscription to Unify Video

A subscription to Unify Video (this is provided via Ring Central via a Unify Partner or ATOS Sales. In some cases directly from ATOS UCC for specific cases, the definition and provision of Unify Video is defined with the Unify Office portfolio documentation and information (see here for more information

Unify Phone is embedded in the Unify Video client, Unify Video is required to enable and use Unify Phone.

Subscriptions to Unify Phone are defined as follows:

- For OpenScape Business this is managed via the Pay As You Go (PAYG) process, for pure PAYGO systems this is fully flexible, for currently non-PAYG systems this is done by order the specific number of licenses required (this will be moved to a fully flexible model by end of 2022).
- For OpenScape Voice and 4000 this is provided via an order for the specific number of Unify Phone licenses required, and that customer signing up to the Monthly Recurring contract for Unify Phone which is invoiced monthly.
- In addition, for OpenScape Voice, SSL (Software Subscription License) may be used, this is part of the Unify SSL process using Product Instances which contain the license for Unify Phone and is handled under the SSL process and description which is defined in the SSL Portfolio and Process.

1.3 Features and Functions

1.3.1 Supported Platforms

Unify Phone as a cloud based WebRTC telephony connectivity solution supports the following OpenScape platforms

- OpenScape Business V3R2 or newer

Support for OpenScape Voice v10 and 4000 v10 will be added shortly (planned August 2022)

1.3.2 Integration with Unify Video

Unify Phone is tightly integrated into Unify Video. For User Management and Presence, the solution relies on Unify Video and additionally, both platforms can cross launch from one another.

1.3.2.1 User Management

To use Unify Phone, end customers must all be subscribed Unify Video users. When signing into any Unify Phone client, users go through Unify Video sign in process to validate their login credentials.

1.3.2.2 Presence

Unify Phone does not have its own presence handling but generally integrated with Unify Video. Details on presence functionality is detailed in [Presence](#) section

1.3.2.3 Cross launch

Unify Phone clients in desktop and mobile platforms can be launched from within the corresponding Unify Video app of the platform.

Unify Video users can view the dial pad icon at the top right of their Unify Video app and the phone icon in the left-hand navigation bar. They can click any of these icons to open Unify Phone and, after signing in (if not done already), start making and receiving phone calls.

Cross-launch functionality on Unify Video is not by enabled by default. To enable cross-launch for Unify Video clients, company administrator should sign into Unify Video admin portal and enable it for the users who will use that feature. Cross launch can be activated only for users with Unify Video Pro+ license.

Additionally, Unify Phone apps in all platforms have Unify Video menu item which can cross launch Unify Video app within them.

1.3.3 Presence

Unify Phone is the orchestrator of user's presence integrating with both Unify Video and OpenScape PBX. When presence change happens in any of these two (e.g. user calls a person from desk phone or joins to a video session in Unify Video), then Unify Phone notices that and sets the presence in the other one. Additionally, it is possible to change presence in the Unify Phone clients as well manually. Presence concept is based on Unify Video with the following states

- Available: Automatically set when user logs in
- Do not Disturb: User can set this status
- Invisible: User can set this status
- Busy: Automatically set when user is on a call

1.3.3.1 Unify Phone and Unify Video presence synchronization

Presence between Unify Phone and Unify Video is synchronized except the Busy case on Unify Phone. When user gets into Busy state on Unify Phone side, based on the corresponding user setting, user will appear either in Do not Disturb in Unify Video side or presence on Unify Video side will not be touched at all

1.3.3.2 Unify Phone and OpenScape Business synchronization

Presence between Unify Phone and OpenScape Business is synchronized in the following way:
- DND in OpenScape Business and Unify Phone: Synced in both direction
- Busy on a phone call established via Unify Phone or a Desk phone: Presence is updated on both sides

1.3.4 Telephony Features

1.3.4.1 OpenScape Business

The following telephony functionality is supported on Unify Phone when connected to an OpenScape Business
- Unify Phone client is provided with call control such as call setup, call acceptance or reject, mute, DTMF, hang up, hold/retrieve, consult, alternate between two active calls or transfer a call (blind or consult/transfer) and merging two calls to a conference are supported.

- Unify Phone clients can be also used to control the desk phone which is in the same MULAP group for the user.
- Users can pull active calls from the desk phone to their Unify Phone app, e.g. when moving away from the office desk. Alternatively, they can push an active call from Unify Phone app to their desk phone.
- Call journal for inbound and outbound telephony calls. Call journal functionality on Unify Phone apps rely on having at least one Unify Phone app online for call journal entries to be created consistently.
- It's possible to delete one or all of the call journal entries.
- Call can be transferred between Unify Phone apps without any disruption, for example from web app to iOS/Android app or vice versa.

1.3.5 User Settings

It is possible to configure the following settings in all Unify Phone apps:
- General Settings
    - o Language: Change the language of the app. Available options are English, German, French, Spanish, Italian and Dutch.
- Telephony Settings (OpenScape Business)
    - o Call forwarding: Ability to forward incoming calls to given number or voicemail (when available)
    - o Alternative number: It's possible to set the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through the work number. The alternative number can also be used to control the routing of your calls between your devices.
    - o Call routing: By default, incoming phone calls will ring on all of the Unify Phone clients and desk phone. On no answer they will be routed to the alternative device if it's specified. Users can change this default setting and have all incoming phone calls be routed directly to the desk phone or alternative device.
    - o Call history: It's possible to download the complete call history as CSV file
- Audio Settings
    - o Audio output
    - o Ringing output
    - o Microphone
    - o Headset Integration: Jabra and Poly/Plantronics

1.3.6 Tenant Administration

The administration of Unify Phone is performed with the Unify Phone administration app. This is a web-based application allowing administrators to easily:

- Connect Unify Phone to Unify Video (registration, Unify Video integration)
- Generate/regenerate/copy the API key needed to connect an OpenScape PBX to Unify Phone
- Check the status of the telephony connector.

Signing in to Unify Phone administration app is only possible with Unify Video administration credentials.

1.3.7 Contacts

Currently, the Unify Phone clients fetches the tenant users from Unify Video and offer as contacts to call. In every step when user want to call a number (from dial pad, while transferring a call, while starting a new call while in an active call), searching such contacts is possible.

Additionally, shortly through Exchange Online integration, it will be possible to search both global and private contacts available in Exchange and call.

Additionally, when a call is received, the callee number will be resolved to a name, when there is matching Unify Video or Exchange Online private contact matching.

1.3.8 Applications

1.3.8.1 Desktop

For Desktop operating systems, Unify Phone is offered as a web application. It can be used in Chrome, Edge or Firefox browsers and additionally when opened in Chrome or Edge can be installed as Progressive Web Application (PWA).

When it's installed as PWA, then it will have additionally the following functionality

- Can be auto-started with device sign in
- Can be pinned to task bar
- Desktop shortcut can be created
- When "tel" links clicked, it's initialized automatically.

For cross-launch not to initiate a new browser every time, Unify Phone browser extension can be installed from Chrome and Edge Extension Stores.

1.3.8.2 Mobile

Unify Phone native applications are available in both Google Play Store for Android and Apple AppStore for iOS/iPadOS.

1.3.9 Voicemail

Unify Phone integrates with the OpenScape Business voicemail. When user has voicemail license, they can click the voicemail icon in all Unify Phone apps and calls the voicemail number automatically. Then through standard DTMF functionality can perform voicemail operations (listen, delete etc.). Additionally, voicemail icon has a red indication on Unify Phone apps when user has a not listened/new voicemail.

1.3.10 VDI

As a web application on desktop systems, Unify Phone has a passive support for VMWare and Citrix VDI environments via the VMware Horizon HTML5 Redirection Extension and Citrix HTML5 multimedia redirection.

1.3.11 Headset Integration

Unify Phone apps support any headset, speaker or microphone provided the operating system (Windows, MacOS, iOS, iPadOS, Android) can detect and work with such a device.

Additionally, Unify Phone web application (on Chrome and Edge) has headset integration with the Jabra and Poly/Plantronics devices. When the integration is activated for such a device, additionally, calls can be taken or hung up using the buttons on the device and mute/unmute through the buttons on the device is synchronized with the Unify Phone web app.

While Jabra integration can be enabled without any additional software installation, Poly/Plantronics integration requires installation of Plantronics Hub application.

2 Connecting to Unify Phone

2.1 Supported Devices & Software

Computer and Operation System:

Operating System	Browser	Minimum System
Windows 10 and newer	Google Chrome – version 88 or newer Microsoft Edge – version 88 or newer Mozilla Firefox – version 78 or newer	Intel Core i3 CPU or equivalent
macOS 10.15 (Catalina) or newer	Google Chrome – version 88 or newer Microsoft Edge – version 88 or newer Mozilla Firefox – version 78 or newer	MacBook Air 2012

Streaming / VDI Support:

Vendor	Product	Minimum Version	Technology
VMware	VMware Horizon	VMware Horizon 7.10	Unify Phone web app with VMware Horizon HTML5 Redirection Extension
Citrix	Citrix Virtual Apps and Desktops	2012	Unify Phone web app with Citrix HTML5 multimedia redirection

Mobile Devices:

Product	SW Version
iPhone 6s or newer,	iOS 13 or newer
iPad Air 2, iPad Air (3rd	iPadOS 13 or newer

generation), iPad (5th generation or newer), iPad Mini 4, iPad Mini (5th Generation), All iPad Pro models	
Android Phones	Android 8 or newer
Android Tablets	Android 8 or newer

2.2 Networking Requirements

Unify Phone is a Software-as-a-Service application deployed on public cloud. Your organization's network must satisfy some connectivity requirements to allow Unify Phone to work properly.

It is expected that your organization uses stateful firewall/NAT devices to protect its private networks. Unify Phone connections can traverse these devices using standard methods similar to Web Browser traffic. In particular, Unify Phone signaling, and media connections are always established in the outbound direction from the corporate network to the cloud. The firewall must allow outbound connections to the IP addresses listed in the table below.

The firewall/NAT will block any packets in the inbound direction unless they belong to an already established session which was previously established outbound. The firewall/NAT should support stateful mode for both TCP and UDP. Unlike typical browser traffic which uses destination TCP ports 80 and 443, WebRTC Realtime and Unify Phone voice packets use UDP while SIP Signaling use TLS over TCP. Most modern firewalls support UDP stateful flows. Pinholes and NAT bindings must be established and refreshed until a timer expires due to lack of packets.

In the following table, source ports in the range 1024-65536 of the devices inside the corporate network are omitted since they should be configured per product configuration. The Destination IP and Port are as listed in this section. The firewall does not need to open all those ports, but instead only allow return packets on the connection that was established from a device to Unify Phone.

Thus for SIP Signaling and Media, the stateful firewall/NAT should simply pinhole the traffic based on the outbound connection established from inside to out. NAT bindings will only exist for those connections, so NAT will not allow any other traffic in the inbound direction.

The clients must be able to connect via HTTPS to port 443 (HTTPS) of the Unify Phone URL. As long as the corporate network allows access to all destinations on the public internet, users should be able to reach the Unify Phone sign in page, just as any other secure internet application (such as a banking application). When the user signs in, the client will establish the WebSocket connection.

If your organization's network uses an HTTP proxy, the browser detects the proxy setting automatically. After signing in to Unify Phone, the browser will request the establishment of the WebSocket by first setting up the HTTPS connection, and then upgrading it to WebSocket secure. The proxy must support this flow.

If the proxy uses authentication, the browser will supply the user credentials in response to the challenge.

If the proxy employs specific whitelists, the Unify Phone URL has to be added to the whitelist.

Unlike the Signaling Path, the Media Path is much harder to pass through firewalls, NATs and Proxies. This is since media uses UDP ephemeral ports (>1024), media is peer-to-peer, and firewalls/NAT typically prevent inbound connections.

To accommodate these issues, Unify Phone uses standard techniques recommended by the IETF, such as STUN (Session Traversal Utilities for NAT), TURN (Traversal Using Relays around NAT) and ICE (Interactive Connectivity Establishment).

However, not all products support the above technology, or your organization's firewall may not be stateful, therefore you may need to apply the configuration in the table below.

The following table contains the needed firewall rules in your organization's infrastructure.

Description	Destination IP	Destination Port	Comment
Unify Phone Connector SIP over TLS	35.246.178.213	65061	Needed for SIP connectivity over TLS with Unify Phone. (Allow Established Connection)
Unify Phone client REST API (HTTPS)	34.117.105.255	443	Unify Phone client connection to provision Unify Phone users in the OpenScape PBX. Hostname is phoneapp.unify.com
TURN/STUN	34.159.228.55	3478 (TCP/UDP)	PBX should be able to establish connection to STUN/TURN server
TURN for Clients	34.159.228.55	443 (TCP)	Web/Mobile/Desktop Clients need to connect to TURN server thus the firewall should allow connection towards the TURN server. If your organization's network uses a proxy server, the browser will establish the connection via the proxy.

3   Account Management

There is no specific user management within Unify Phone, the user management is provided via Unify Video, and the phone numbers to the Unify Video users are assigned via the web-based management applications of OpenScape Business. There is administration on Unify Phone, but not for specific users only for the overall Unify Phone tenant as explained in Tenant Administration section

4   Help and Support

4.1 Overview

Unify Phone is supported via Unify Partners or ATOS Unify depending on the specific customer contract in place.

The overall solution consists of the following elements:
1. Unify Phone Clients   Web Browser, Mobile Client
2. Unify Phone Cloud   Connectivity Unify Clients and OpenScape Platform
3. OpenScape Platform   Business, 4000, Voice
4. Unify Video   Cloud based Messaging, Video from RingCentral

Items 1 and 2 are part of Unify Phone support process and covered within the Unify Phone subscription charges.

Note: the initial release of Unify Phone is on OpenScape Business v3 in May 2022, with release on OpenScape 4000/ OpenScape Voice in August 2022.

4.2 Support through Self Services

Customers obtain support for Unify Phone from their Unify Partner / Unify ATOS depending on their service contract for Unify Phone.

A log file can be obtained by the customer from the Unify Phone Web Client or Mobile Client to provide to the Partner / ATOS Unify when requested.

4.2.1 Overview

4.2.2 Help Information

Administration and User Guides for Unify Phone are provided to support Unify Phone in addition to information within the OpenScape Business administration and product information. These will be provided by the Unify Partner or Unify during the deployment of Unify Phone or can be requested from your Unify Partner or Unify Contact.

These guides can also be found on the Unify Wiki
https://wiki.unify.com/wiki/Overview

4.3 Shared support responsibilities

4.3.1 Customer support role

The customer or where delegated the partner on behalf of the customer can configure their OpenScape Platform for Unify Phone (this is documented in the administration guide for the related platform).

The customer or delegated partner can administer the Unify Phone Tenant on the cloud platform for Unify Phone.

Diagnostic logs can be obtained from the Unify Phone Client itself to support customers and partners and then provide to ATOS Unify Support when requested.

4.3.2 Unify support role

Depending on the customer service contract the customer will contact their partner or Unify directly to obtain support.

4.4 Languages

Unify Phone is provided with documentation for the following languages:

- English
- German
- Italian
- French
- Spanish
- Dutch

5   Service Updates

5.1 Overview

Unify Phone receives regular product updates introducing new features, fixing bugs to improve overall end user experience.

Service updates will be implemented by Scheduled Maintenance activities and are usually done at times with typically low usage of the service. These Scheduled Maintenance activities will be announced on support portal.

5.2 Notification sent for major updates

Before Unify releases an update to the Unify Phone services, it is thoroughly tested and evaluated for performance and scalability.

For major updates, all Unify Phone users will be informed about the upcoming service upgrade and the main enhancements for user's experience by an announcement on the support portal.

When testing is complete, the update and the anticipated public rollout date are announced on the support portal for the Scheduled Maintenance time frame, within which the availability of Unify Phone Services may be affected by that maintenance activity.

6   Service Continuity

6.1.1 Overview

Unify Phone Service is delivered by highly resilient systems that help to ensure high levels of service. Technical and organizational measures to provide for service continuity are an integral part of the system design for Unify Phone. These measures enable Unify Phone Service to recover quickly from unexpected events such as hardware or application failure, or other incidents that affect users.

6.1.2 Ensuring data availability

Multiple levels of data redundancy are implemented, ranging from redundant disks to guards against local disk failure to continuous, full data replication to a multi zonal data center.

6.1.3 Dedicated support

The Unify Phone support organization plays an important role in providing the service's customers with business continuity. That support organization is a multi-level structure including partner service desk/service desk, 1st / 2nd level support and development teams. These teams have a deep knowledge of Unify Phone and its underlying infrastructure as well as direct access to Unify experts in architecture, development, and testing.

The multi-level support structure is designed to offer fast resolution times and to provide a channel for your voice to be heard. Feedback from you provides input to the planning, development, and operations processes.

6.1.4 Incidents

Incidents occur when a portion of a service infrastructure becomes unresponsive and unavailable to customers. Outages of a service may be caused by hardware or software failure in the data center, a faulty network connection between the Unify Phone Service's user and Unify.

There are two types of Incidents:

- **Scheduled Maintenance**
  Scheduled Maintenance is a planned Downtime that results from Unify-initiated service updates to the infrastructure and software applications. Unify typically plans Scheduled Maintenance windows for times with typically low usage of the service.
- **Unplanned Downtime / Emergency Maintenance**
  Unplanned events may occur when the Unify Phone Core Service is unavailable or unresponsive and may cause unplanned Downtimes. The same applies if the affected service is unavailable due to Emergency Maintenance.

6.1.5 Notification Policy

Unify recognizes that timely and accurate communications are critical for customer organizations and partners if a service impacting event, or an unplanned Downtime occurs.

Downtime notifications on the Unify Portal inform Unify Phone Service's customers and users about service infrastructure work that might affect the Unify Phone Service's Core Services.

Downtime notifications will be provided for both, Scheduled Maintenance and Unplanned Downtimes / Emergency Maintenance.