
SMART UC



COMMANDER
MOBILITY

ANDROID USER GUIDE Version 20.0.1.0

COMMANDER

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1 About SMART UC Commander Mobility for Android

SMART UC - Commander Mobility is your Android phone application that allows you to bring your Commander Phone service with you. It means that no matter where you are, you can make, receive and manage your Commander Phone service from your Android mobile phone, as if you were sitting behind your desktop phone, using your business number.

SMART UC Commander Mobility for Android phones provides the following communication features:

- Voice Calling (using a VoIP call over a WiFi or Mobile Internet Data service)
- Voice Calling (using a normal call over your mobile phone service)
- Call Conferencing and Call Transfer
- Chat and Instant Messaging communication with those in your business.
- Group Chat
- MyRoom – Personal chat and audio conferencing room per person in your business
- Presence/Status management. Presence means that your friends and colleagues are able to see whether you are available, for example, “I’m available” or “I’m busy”.
- Commander Phone Call Settings allowing you to change your desk phone settings from your Android Smartphone

2 Getting Started

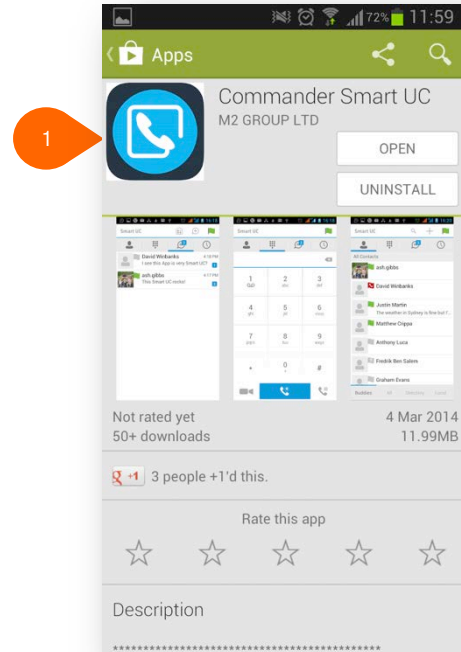
This section contains the essential information for getting started with the Commander SMART UC Mobility application for your Android Smartphone.

2.1 Installation

The SMART UC application can be downloaded from the Google Play store onto your Android Smartphone.

1. Search for 'Commander SMART UC' in the Google Play Store

2. Download and launch the application on your Android Smartphone.



2.2 Sign In

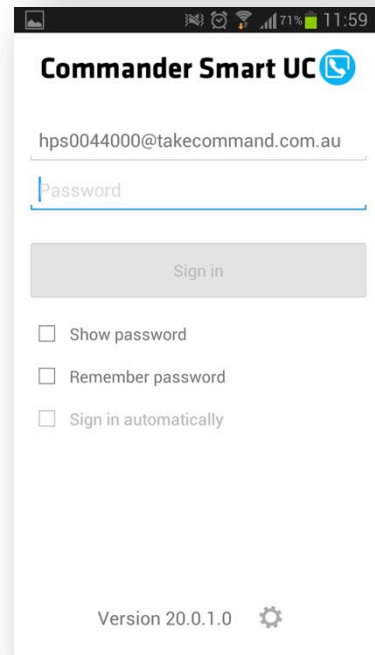
When you first launch the application, you are prompted to:-

1. Accept the End User License Agreement
2. Enter your Commander Phone user name and password.

Username: username@takecommand.com.au

Password: *Your Commander Phone password*

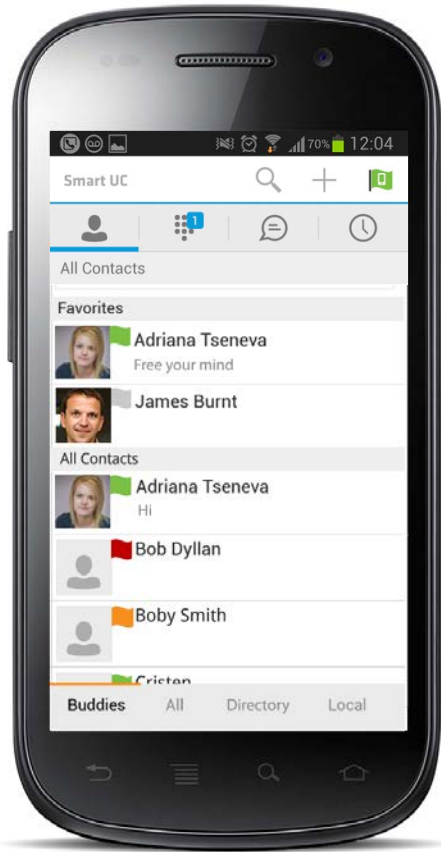
3. Select whether you would like SMART UC to remember your password.
4. Select whether you would like SMART UC to sign you in automatically on subsequent launches.
5. Tap **Sign In**.







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

3 Main Tabs

When you start SMART UC for the first time, the *Contacts* list is empty. 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.



	Contacts – View your contacts from a <i>Buddies</i> list, or a local or company directory.
	Dial Pad – Make calls.
	Chat – View chat history.
	History – View incoming, outgoing, and missed calls.

The main view contains a number of tabs that present information about the contacts and communications options available as follows:

- *Contacts*
- *Dial Pad*
- *Chat*
- *History*

NOTE: *Settings* are available from the Android menu key or action bar.

4 Contacts

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

- Presence-enabled contacts
- Non presence-enabled contacts
- Local contacts, that are already on your Android
- Directory contacts, that are in your company's Commander Phone directory

The *Contacts* list has a filter bar at the bottom with the following options: *Buddies Directory, Local, and All.*


Buddies lists presence-enabled contacts with their name, presence status, as well as a space for free text. A long press on a contact opens the context menu, whereas a short press opens the contact card.

The context menu opens via a long press on a contact and provides the following options:

- Voice call
- Join Room
- Contact details
- Add to Favourites
- Subscribe or unsubscribe
- Remove

Directory provides the company directory contacts.

4.1 Add a Contact

When you sign in for the first time, there are no contacts in your *Contacts* list. You can add a new presence-enabled contact at any time by tapping the add icon  from the status bar. Another way to add new contacts is to use the directory search option.

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

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 that the contact must accept your subscription request for you to successfully establish a presence relationship.

The newly added contact appears on your *Contacts* list.

You can add a conference number using the same add icon by typing the conference number in the *Add Contact* view. You can also add a conference number from a directory search. 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.

4.2 Edit a Contact

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

- *Unsubscribe* removes 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".
- *Remove* removes the contact from your *Contacts* list.
- *Edit* opens the *Contact Information* dialog box where you can add, edit, or remove information. This works for both presence-enabled and non-presence-enabled contacts.

4.3 Filters








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

- *Buddies* – These are presence-enabled contacts.
- *Local* – These are contacts from your local phone book.
- *Directory* – These are contacts from a company directory, (which requires a search).
- *All* – This is used to search all local and company directory contacts.

5 Presence

For each contact you have subscribed to, 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”.

Icon	What does it mean?
	The green presence icon indicates that the person is online and ready for communication.
	The yellow presence icon indicates that the person is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the person is busy and does not want to be disturbed.
	The grey presence icon indicates that the person is offline and the only available contact method is calling or chatting.
	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
	This icon indicates that the contact is busy due to a call. This is an automated presence status.
	This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen when there is a meeting but no call.

You can set your own presence by tapping on the presence icon from the status bar in all tab views. The presence icon opens the *My status* screen where you can change your avatar, personal message, and presence status.

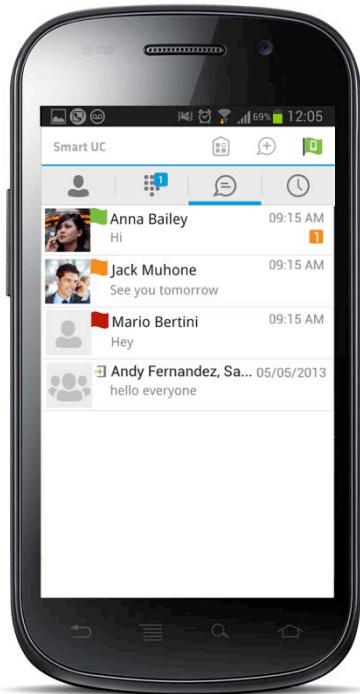
Your avatar is the picture that represents you in your colleagues’ *Contacts* lists and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.

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 connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your administrator.

6 Instant Messaging

6.1 Chat Tab



Chat shows the list of recent chats since the last login. If Person A chats with Person B multiple times, their discussions appear as one item in the list.

Tapping the name opens the chat view (IM view) 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.

A long press on a contact opens the context menu with open chat and contact details (this is the same for the *Buddies* list).

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.

The Status bar in the *Chat* tab displays icons for

My Room , Add Participants ,


Presence Status , and the Overflow menu 

Tapping the *My Room* icon opens a room view with *My Room* and a list with all the rooms in which you participate.

The Overflow menu displays the following options: Start group chat, Mark all as “Read”, About, Settings, and Sign out.

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.

A smiley can be added to a message by typing the corresponding character codes and by selecting a smiley icon, (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.
- On the chat screen, tap the Overflow menu icon  and then select the *start group chat* option.
- 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*.

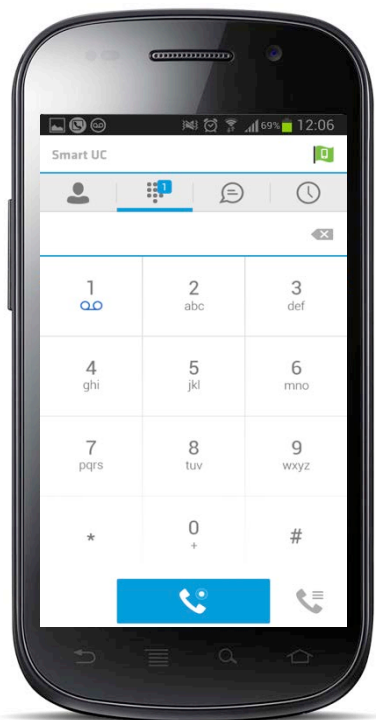
A user can leave a group chat by selecting the *Leave chat* option. The chat is marked as "offline" and the user no longer receives messages from the chat. When tapping on the "offline" chat, the user re-joins the room and starts receiving messages. However, the user does not receive the messages that 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.


7 Audio Calls

7.1 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 that are configurable by the service provider. The top text field also has a delete button that, when pressed, deletes one character at a time.

On the digit 1, there is notification for voice mail.  1
A long press on digit one connects you with your voicemail box. When there are no voicemail messages in your voicemail box the icon is grey.

The dial pad menu can contains two options: Pull call and Retrieve call. 

7.2 Make Audio 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.

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 icon or by using the long press options.

Open the dial pad, enter a phone number, and tap the Call button.

On the *Call History* list, tap a call entry.

On the *Chat* screen, tap the headset icon  to make an audio call.

7.3 Answer Call

An incoming call is indicated by a ringtone. There are two options on the incoming call screen: *Answer* and *Decline*. If you decline the call, it causes the line to sound busy at the caller's end, or forward the call to voicemail, depending on the way your service is configured. The caller will know that you rejected the call

7.4 In Call Actions

You can perform the following actions from the *In Call* screen:

- End a call
- Mute your microphone
- Place a call on hold
- Adjust the volume
- Open the dial pad
- Add more participants to a call
- Transfer a call
- Talk and transfer a call
- Make a conference call
- Park a call
- Transfer a call to a mobile phone
- View participants (on a conference call)

7.5 Missed Calls and New Messages

When you miss a call, the notification bar on the Android device shows a note. By tapping the missed call, you go to the *History* screen. Notifications, for example, missed calls or new messages, are also shown as badges on the tab icons.

7.6 Message Waiting Indicator and Voice Mail Access

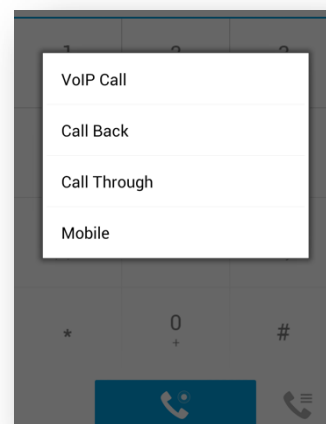
If you have pending voice mail messages, then the notification bar on the Android device displays an icon and the message, "You have *XX* pending voicemail messages". By tapping the voice mail notification, the application dials the voice mail access number directly and you can listen to the VM messages.

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 colour. 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 Call Back and Call-Through using your business line

SMART UC Commander Mobility allows you to make a call, via your mobile phone service using your business line identity. This is done using the 'Call Back' functionality on Commander Phone or the 'Call Through' functionality.



Call Back is available when you have the Commander Phone Anywhere or Remote Office service enabled. The SMART UC checks to see whether one of these two services is activated with a phone number that matches the mobile number.

Call Back provides you with the option to make calls using the Call Back feature when you dial a number.

When you touch the 'Call Back' button, Commander Phone will ring you on your mobile, from your business number. It will then make a call to the destination number. Please be aware that call costs to your mobile phone and to the destination number will be allocated to your Commander Phone Business number.

'Call Through' functionality is available if the Mobility service is activated on your Commander Phone service. 'Call Through' provides a more natural dialling experience, where in effect, you are 'dialling through' your Commander Phone service number.

When a call is placed in this mode, the SMART UC application on your Android, sends a message to Commander Phone to obtain a temporary number. SMART UC then calls the temporary number and connects you directly through to the destination you originally dialled, identifying you using your business line identity. Please be aware that the call costs from your mobile to Commander Phone will be allocated to your mobile phone bill. Call costs from Commander Phone to your destination will be allocated to your business line service.

7.8 Contact Name Lookup for Incoming Calls and Call Logs

Whenever the incoming call does not have a calling name associated with it, SMART UC can perform a local contact search. If the number matches one of the contacts on the mobile phone *Contacts* list, the name is shown on the incoming *Call* screen along with the alert.

Whenever you retrieve your call logs/history and the call log does not have a calling name associated with it, the client does a lookup in the local contacts and populates the name if a match is found.

7.9 N-Way Calling

SMART UC Commander Mobility supports network SIP-based conference calls with up to three participants. While on a two-way call, you can add a third party by using the Conference button. It opens the address book on the device to search for and select the new participant.

The supported mode is *Blind Conference* calling. The third party receives a call and it is joined to the conference automatically when they pick up. The *Attended Conference* mode, (which prompts the third party to join or decline), is not supported in this release.

Once the conference is established, the participants are shown on the *Device* screen.

7.10 Call Waiting

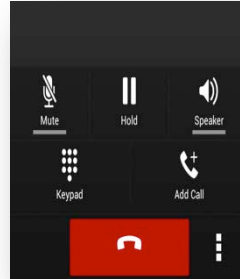
You can have one active call at any one time. If you receive a new incoming call and accept it the existing call is put on hold and you can change between these two calls by using the **Hold** and **Unhold** buttons.

7.11 Call Transfer

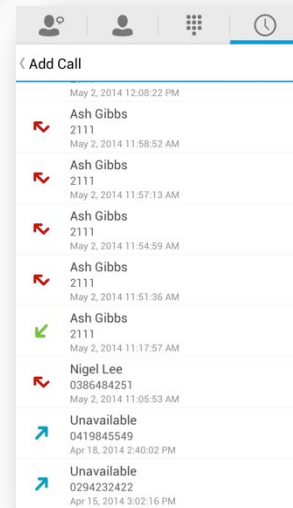
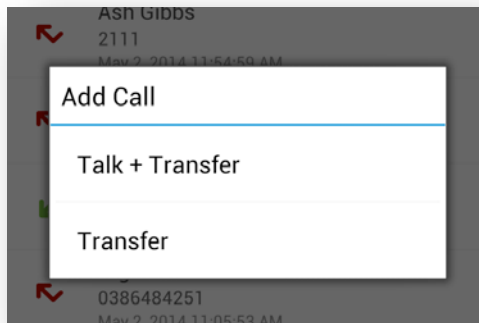
SMART UC supports transferring VoIP calls to another party when you are on a call.

You can transfer a call and talk to the other party first or transfer without talking to the other first.

1. Select 'Add Call' from the dialler options.



2. Select a contact from your directory, your call history or enter a number on the dial pad.
3. Choose the type of transfer you need.



- *Talk and Transfer* – Select **Talk and Transfer** from the menu and a second call is placed with the selected contact. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the 'Transfer' button again.
- *Transfer* – Select **Transfer** from the menu, the second party is transferred to the selected contact, and the current person is dropped from the call.

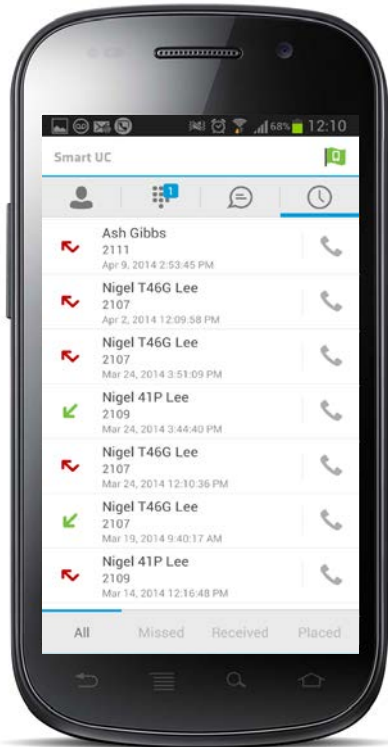
7.12 Call Pull

Call Pull can be used in scenarios where a person has two endpoints, for example, a Commander desk phone and a mobile phone with SMART UC Commander Mobility. If the person has an active call on the desk phone, this call can be moved seamlessly to the mobile phone using the Call Pull button. Depending on the application, dialling settings, and service configuration, the call can be pulled as a VoIP call over a data connection (like Wifi) or over the mobile network to your mobile phone. There is no interruption to the voice call.

7.13 Call Park

The Call Park service allows a person to park a call against a “parked against” extension. The “parked” person is placed on hold until a person 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” person.

8 Call History



Call history can be accessed from *History* tab.

SMART UC Commander Mobility saves a call history for placed, received, and missed calls.

The call history makes it easy for you to redial and call back when you have missed a call or when you want to dial a contact with whom you have recently spoken.

9 Settings

The *Settings* view contains the following items, which can be configured by the end user:

- Language
- Remember password
- Sign in automatically (note that this is disabled until *Remember password* is checked).
- Call settings
- Commander Phone Mobility settings
- Credentials
- Help

The hard key menu contains the *Settings*, *About*, and *Sign out* options. The *Settings* option opens a new view with the different settings that the user can turn on or off. The *About* screen shows information about the client, for example, it shows the current client version number. *Sign out* exits and closes the client.

9.1 Language Support

The client is prepared for localisation and can be delivered in any language. Currently, the client is available in:

- U.S. English
- French
- German
- Italian
- Spanish (European)
- Korean
- Japanese
- Chinese

Additional languages are available upon request as part of a customisation project.

9.2 Help Pages

SMART UC provides web-based help that can be launched from *Settings*, *Help* button. This takes you to the Commander Phone Resource Centre where all the product documentation can be found.

9.3 Automatic Sign In

You can choose to sign in automatically using your account when SMART UC is started. This will make it easier for you to be available and ready for communication without having to remember to sign in.

9.4 Call Settings

SMART UC allows you to manage the setting of your Commander Phone Service (desktop phone, desktop softphone or SMART UC softphone), allowing Commander Phone services to be turned on or off:

- Caller ID Blocking

-
- Call Forwarding
 - Do Not Disturb
 - Simultaneous Ring
 - Sequential Ring
 - Commander Phone Anywhere
 - Commander Mobility
 - Commander Phone Remote Office
 - Own Phone Number

9.4.1 Commander Anywhere

Commander Anywhere simplifies communications for on-the-go users and remote users by extending the features of your Commander Phone 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, mobile phone, and/or a soft phone may ring simultaneously.

Enjoy voice call continuity 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 in, for example, 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).

9.4.2 Commander Remote Office

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

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

9.4.3 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, Not Answered, or when Unreachable.

9.4.4 Do Not Disturb

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

9.4.5 Hide Number


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".

9.5 Own Number

Own Number is used in conjunction with the Commander Phone Mobility service, and more specifically, with the Call-Through calling mode. You should provide your mobile device telephone number in this field so that you can automatically be identified when using the call-through feature. This number must match the number configured in Commander Phone Mobility for the Call-Through functionality to work.

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 house icon  in the action bar of the *Chat* tab.

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 by selecting *Join Room* from the contact card.

11 Search Directory

SMART UC supports directory search in the Commander Phone directory. The search is performed in a separate input field in the *Contacts* tab. Tapping the search icon opens the search view and after a search, the directory search results are displayed with names and numbers.

The default starting screen for a search shows the screen when users press the search icon. Typing in characters starts the filtering process through the contacts. The search is performed in both the XMPP contacts as well as the *Directory* list. Pressing the back key minimises the keyboard, hides the search bar, and empties the search results.

There is no hard key menu in the directory search results listing view. A long press on a name opens the context menu and hides the keyboard but keeps the search bar with characters. A short press opens the contact card.

The context menu contains the following options for the *Directory* list:

- VoIP call
- Contact card

12 Commander Phone Call History

SMART UC supports the Commander Phone Call History. The Call History shows all calls (received and dialled calls), and missed calls.

On the list of calls, there are symbols indicating whether a call was incoming or outgoing.

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.

Tapping an item on the list opens the contact card where a call can be made to that number.

13 Troubleshooting

The troubleshooting function can be used if there are issues encountered with the application. SMART UC collects diagnostic information and allows you to send off the information to commanderphone@commander.com support e-mail address. This helps the support personnel to identify the issues. The information being sent consists of 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:

- Using the Help button on the *Sign In* screen – Clicking on Help opens the *Settings* screen that contains the help and troubleshooting-related entries. This can be used before the user signs in, which is most often for cases in which a user has issues with sign in or connectivity.
- From the *General Settings* screen – Help and troubleshooting entries are available at the bottom of the Settings menu. These are accessible while the user is logged in.

14 Sign Out

You can 'sign out' at the bottom of the *Settings* tab.

15 Abbreviations

APN	Access Point Name
ACD	Automatic Call Distribution
CC	Country Codes
CLIP	Calling Line Identification Presentation
CLIR	Calling Line Identification Restriction
CS	Circuit Switched
DSCP	Differentiated Services Code Point
FMC	Fixed-Mobile Convergence
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure Sockets
IM&P	Instant Messaging and Presence
IP	Internet Protocol
NAT	Network Address Translation
PBX	Private Branch Exchange
PIN	Personal Identification Number
QoS	Quality of Service
RCS	Rich Communication Suite
RTCP	Real-Time Control Protocol
SBC	Session Border Controller
SIM	Subscriber Identity Module
SIP	Session Initiation Protocol
TN	Telephone Number
ToS	Type of Service
UC	Unified Communications
UI	User Interface
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
VM	Voice Mail
VoIP	Voice Over IP
VPN	Virtual Private Network
XMPP	Extensible Messaging and Presence Protocol

XR

Extended Reports

Xsi

Xtended Services Interface