



UC & Mobile

Communicate & Collaborate From Any Device

***UC & Mobile
combines calling,
chat, meetings,
voicemail, video,
screen sharing,
and enterprise
contacts all in
one place.***

Utility VoIP UC & MOBILE

Utility VoIP UC Client for desktop and the mobile app gives modern & virtual workers all the tools they need to effectively communicate and collaborate from anywhere, any time, and on any device. With a full-featured UC client and fully integrated mobile app, Utility VoIP UC brings together all the tools employees need to be productive.

Utility VoIP UC removes the inefficiency and friction often experienced by remote or on-the-go workers, creating a seamless, streamlined work environment and maximizing productivity across the organization.

UC & Mobile FAQs

What are the Utility VoIP UC system requirements?

Infrastructure: Asterisk 1.8

Browser: Chrome (Version 63.X or higher)

Bandwidth: 8 Mbps required, 10 Mbps

Recommended Hardware: A microphone is required (internal or external). An external microphone or headset is recommended for better sound quality. A basic webcam (internal or external) is required, a high definition webcam is recommended. A wired network connection is recommended for the best UC experience, but a strong wireless connection will work as well.

Is there anything I need to set up UC & Mobile?

The only thing we'll need to do is make sure that all of your company's users have a primary extension associated with a Utility VoIP Account Manager user. There is nothing for you to do and your users also have nothing to do in order to get ready.

How do I log in to use UC & Mobile?

1. Go to your Utility VoIP portal
2. Login with your username and password
If you or any of your employees have forgotten their password:
3. Click on the "Forgot your password?" link.
4. Enter your username and email address.
5. Click the "Send me the instructions" button.
You will receive an email with the subject "New Customer Portal Password".
6. Click the link in the email to reset your password.
7. After resetting your password, click the "Back to login" link.

How should I be using UC & Mobile?

You should use Utility VoIP UC & Mobile in the exact same way as you would any other communications/ collaboration program. You can conduct calls, chat with team members, host meetings, share your screen, and search your Enterprise contacts from within the platform

How do I schedule a meeting?

You can schedule meetings within UC & Mobile by using the "My Meeting URL" with a PIN and sharing it via email or calendar invite.

Does Utility VoIP UC & Mobile integrate with my conference bridges?

If you would like to use a conference bridge for your meeting while sharing your screen with your guests, you can send the conference bridge details along with your personalized URL and guest pin so that you can all see the screen share, but join audio on the bridge.

How do I download the Utility VoIP Mobile App?

You can download the mobile app by selecting "Mobile Download" in the sidebar. UC makes it easy to download the mobile application from either the Apple App Store or Google Play Store by providing a QR code. Just launch your camera, point it at the QR code, confirm that you want to go to the app store/play store, and you're ready to go. When you want to log in to the app, you can just select "Sign in via QR Code" and then point your camera at the QR code under "Log into Utility VoIP Mobile."

UC & Mobile Features

Zero Configuration

[Company Name] UC is set up in minutes and users can begin working instantly with just an internet connection and their preferred device. Users have one simple login for all their calling, chat, video and meeting needs, including access to all their enterprise contacts.

Calling

Make and take calls right from the [Company Name] UC & Mobile interface, and access a comprehensive menu of calling features:

Chat

Chat with one or multiple users across the entire organization with the click of a button through [Company Name] UC. There's no need to jump between fragmented programs, screens, and logins.

Visual Voicemail

View and manage voicemails on a single screen, including convenient visual message transcriptions powered by Google's Cloud Speech API.

Call History

See calls over the previous 90 day period. Multiple filter options help users quickly sort and manage their activity.

Enterprise Contacts

Access enterprise contacts automatically and instantly see their presence. Start calls, meetings, or chats with the click of a button, and add, edit, or delete contacts without leaving the screen.

Meetings/Video

Start, host and conduct full video experience meetings with one or multiple participants and with guests inside or outside of the company.

Screen Sharing

Share screens for productive meetings and spontaneous collaboration. Share one screen, multiple screens, several browser windows, or just specific applications.

Scheduling

Set up meetings for a future date and time through a consistent, personalized meeting URL that can be used at any time.

Call Move

Users can move between [Company Name] UC, [Company Name] Mobile, and their deskphones while on a call, ensuring conversations stay seamless across multiple devices.

Presence Management

[Company Name] UC can automatically indicate whether a user is on a UC call, or if the user is hosting a meeting, so employees can tell at a glance when their coworkers are available. Users also have the ability to manually set their presence status to Available, Away, Do Not Disturb, or Invisible.

In-app/Browser Notifications

Receive instant notifications for missed calls, voicemails, and chat/SMS messages. A helpful counter in the browser tab displays a count of total messages (chat/SMS), missed calls, and new voicemails.

Call Recording

View, listen, search & download call recordings directly inside the UC Client.

Profile Pictures

Users can update photos for themselves and their personal contacts within [Company Name] UC. This replaces the profile coin in chat and SMS conversations.