

Frequently Asked Questions

Connectivity

Do I need a network connection?

Yes. In the office the client should connect to your office LAN or wireless network. When mobile, UC-One will work over wifi or wireless networks.

Can I use multiple devices?

UC-One can operate over many devices simultaneously – PC, Mac, iOS and Android with common Con-tact settings and Call History accessible across devices.

My status bar says, "Limited connectivity – presence and chat unavailable"

The XMPP connectivity has been temporarily lost for chat and presence but you can still make voice calls.

What are the minimum system requirements?

System requirements for UC-One:

System requirements are as follows on native Desktop:

- Operating system: Mac OS 10.11 El Capitan, Mac OS 10.12 Sierra, Mac OS 10.13 High Sierra, Windows 7 SP1, Windows 8/8.1, or Windows 10 (Classical view only).
- The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web cam is required.

Minimum system requirements for respective operating systems need to be fulfilled, with the following additions:

- A minimum of 2 GB random access memory (RAM) is required.

- A minimum 1.5 GHz CPU is recommended. A dual core CPU is recommended for video calls at a minimum.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

For high definition (HD) video, the following is recommended:

- HD camera
 - HD resolution support in display
 - Quad Core x86 or equivalent at a minimum
 - 4 GB RAM
- VDI environments are not supported.

Preferences

How do I adjust the microphone and loudspeaker settings?

Choose an audio device on your desktop by selecting Preferences in the main menu. Select a different default audio device in Windows using the Control Panel or on a Mac in the system preferences for 'Sound'.

Calls

Can I call normal PSTN numbers?

You can call any number supported by your Epik Total Voice service – including local, national, mobiles and international numbers.

Are calls free using UC-One?

Voice and Video calls between users within your company are free.

How much bandwidth is required for calling?

Voice calling requires 100 kbps symmetrical. Video calling depends 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 fps)
- >> 2500 kbps symmetrical (H.264 VGA resolution 1920 x 1080 pixels at 30 fps)

What kind of video resolution is available?

Video resolution can be selected from Preferences and the Video tab. This selection will then be the default for future video calls.

Videos

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Can I make a video call using my mobile device?

Yes.

Chat

Can I chat with contacts from other domains?

To add contacts from other domains, their XMPP credentials are required.

Are chat messages saved?

Only chat room messages are stored on the server.

Directory

What data is imported from enterprise directory search?

The same data that is stored on will be populated, this includes XMPP address details of users, first names, last names and phone numbers.

Security

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

SIP signalling is transmitted unencrypted, it relies on DIGEST authentication to protect your SIP credentials
>> XMPP signalling is encrypted using TLS (Users chats and presence)
>> XSI signalling is encrypted using TLS (Configuration download, call control, directory listing)

Conferencing

How does the 'My Room' feature work?

From within the chat, an audio or video conference bridge call can be initiated so you can then see all parties.

How many parties can be connected?

Up to 10 parties can access an audio or video (using Performance Edition) conference call through My Room. In large conferences, it is recommended that non speaking participants mute their clients or handsets for best results.

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

Please contact your Administrator to discuss how Epik audio and video conferencing solutions can work with My Room to establish a bridge to best meet your needs.

How can I access my conference bridge from within 'My Room'?

Users can access a conference bridge from within My Room by selecting the Call button for an audio call or Video Call for a video conference. My Room supports DTMF PIN dial in. To enable this feature simply edit your My Room settings in the Preferences menu.

Port Requirements Communicator

Service/ Feature	Ports Desktop/ PC Client	Ports Mobile Client	Protocol
User Login	80	80	HTTP
User Login	443	443	HTTP
IM&P	5222	5222	XMPP
Call Signalling	5065	5065	SIP (UDP/ TCP)
Audio	10000 -30000	10000 -20000	RTP
Video Call Signalling	5060	5060 -5062	SIP (UDP/ TCP)
Video Call	10000 -20000	10000 -20000	RTP
File Transfer	1081 -1082	Not supported	XMPP
File Transfer	52644 -52645	Not supported	SOCKS

Port Requirements Guest

The following table captures the typical ports used depending on the service/function provided through the Guest Client.

Service/ Feature	Ports	Protocol
	Desktop – Chrome	
User Login	80	HTTP
	443	HTTPS (SSL/TLS)
IM&P	5281	HTTPS (XMPP over BOSH) (SSL/TLS)
WebRTC	8060, 8070 ²	SIP over Secure WebSockets (SSL/TLS)
	1024-3024	SRTP / DTLS / STUN / rtp-mux for audio/video
	3478	STUN
Desktop Share (BroadWorks Collaborate Sharing Server)	8443 / 443 ¹	HTTPS (SSL/TLS)