UC-One Connect Evaluation
Application Installation

APPLICATION INFORMATION

Apple released iOS 15 to mobile devices on September 20, 2021. Apple users may experience an intermittent issue when attempting to login to the Clearspan Mobile application after upgrading.

The issue is resolved with the release of UC-One Connect Evaluation version 3.9.24.

UC-One Connect Evaluation is a new application that replaces the older Clearspan Mobile product. As a result, the user will not receive an upgrade notification from the store.

The following illustrates the new application installation on the mobile device. The UC-One Connect Evaluation application is valid for both mobile phones and tablets.
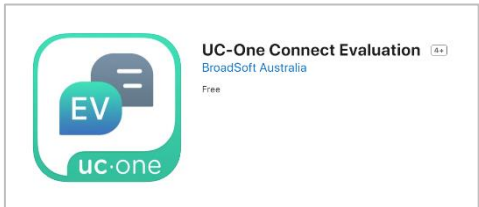
BEFORE THE UC-ONE CONNECT EVALUATION INSTALLATION

Before implementing the UC-One Connect Evaluation application on the mobile device, the user should document the following information. These items are stored locally within the outgoing Clearspan Mobile application and are not restored to the new application.
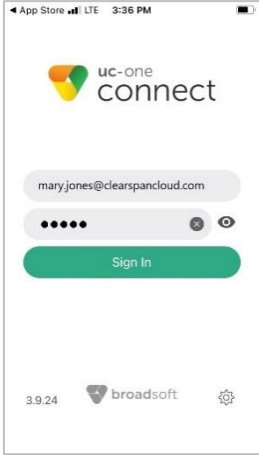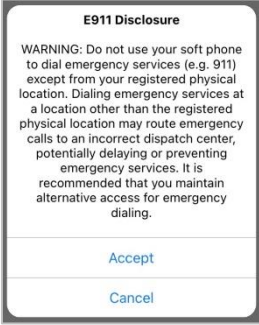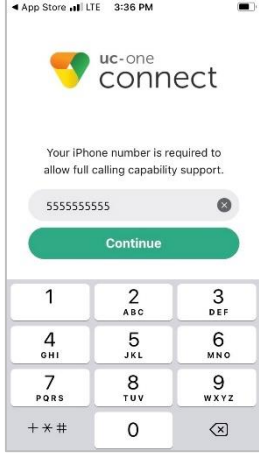
- ▷ The Clearspan User ID and password.
- ▷ Any contacts that have been created in the Clearspan Mobile client.
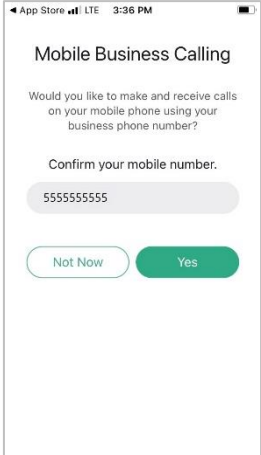
The items above will need to be manually provisioned in the new application. Items such as voicemail, chat messages, and call settings are stored on the server and are not affected by the migration.

APPLICATION INSTALLATION

Uninstall the existing Clearspan Mobile application from the mobile device.	
The UC-One Connect Evaluation client can be obtained here: https://apps.apple.com/us/app/uc-one-connect-evaluation/id1114743230 Download and install the new UC-One Connect Evaluation mobile application.	UC-One Connect Evaluation [4+] BroadSoft Australia Free EV uc·one

Carefully read the End User License Agreement.

Select **Accept** at the bottom of the page to agree to the terms and continue or select **Decline** to exit the application.

A quick introduction to the application is displayed. Swipe to the left to view the different screens.

Alternatively, select **Skip** to proceed without viewing the introduction.

Enter the URL for the system in the top field:

https://pub-xs.hvs.att.com

Select **Continue**.

DO NOT MODIFY THE BOTTOM FIELD.

The bottom field is pre-populated with the correct value. Modifying this field will cause issues with functionality of the application.

Enter the Clearspan User ID and password.

Select **Sign In** to log into the application with the supplied credentials.

The E911 Disclosure message is displayed.

Please read the disclosure carefully. Contact your administrator if you have any questions.

Select **Accept** to proceed or select **Cancel** to exit the application.

Some mobile devices (such as some tablets) are not a phone-enabled device. If UC-One is installed on a phone-enabled device, the phone number of the mobile device is required.

Enter the mobile phone number of the device (not the Clearspan phone number).

Select **Continue**.

UC-One Connect Evaluation and Clearspan Anywhere complement each other to deliver calls to the mobile device (if the Clearspan Anywhere service is assigned to the user).

If the user has the Clearspan Anywhere service, when the user logs out of Clearspan Mobile they are prompted to enable Clearspan Anywhere to continue receiving calls.

This allows the user to receive calls when not logged into the application.

Select **Yes** to configure Clearspan Anywhere with the mobile number of the device.

Select **Not Now** to skip the Clearspan Anywhere configuration.

If the mobile number is already configured in Clearspan Anywhere, selecting 'Yes' results in an error. Simply select 'Not Now' and the existing configuration will be used.

A series of permission prompts are displayed. Select **Allow** for all prompts for full application functionality.

These permissions can be changed later in the phone settings if needed.

The application is started. The Call History page is the landing page for the client. Access the other features by using the menu button in the top-left corner of the application.

The default landing page of the application cannot be changed.