

INTEGRATING UNITY RECEPTION WITH UC-ONE

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1 Background

This document outlines the steps involved to allow Unity Reception to communicate with UC-One for instant messaging and presence (IM&P). This feature is available with version 6.6.0.0 and later of the Unity Reception client. It is available with both the Enterprise and Standard licenses.

In order to communicate with the XMPP server the Integrated IM&P user service must be assigned in Broadworks, please note that UC-One doesn't need to be assigned; IM&P functionality relies solely on the Integrated IM&P service.



If this service is assigned then you will see the IM&P ID in the user profile in Broadworks, please note that if logged into the Broadworks portal as an end-user then the password field will not be displayed, whereas if you are logged in as an administrator [as shown below] then you will.

Additional Information

Title:

Pager:

E-mail:

Location:

Address:

City:

Zip/Postal Code:

IM&P ID: 442082881248@voice2000.eu.bc.im

IM&P Password:

Mobile:

YahooID:

State/Province: -- Select --

Country:

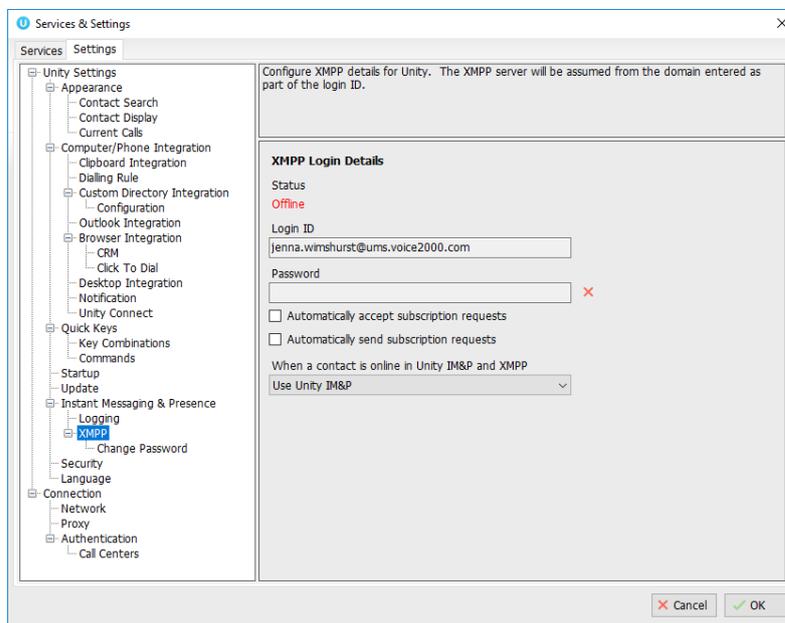
Re-type IM&P Password:

The IM&P password is automatically generated by Broadworks when the Integrated IM&P service is assigned, because it is saved in the UC-One device configuration file if UC-One is used.

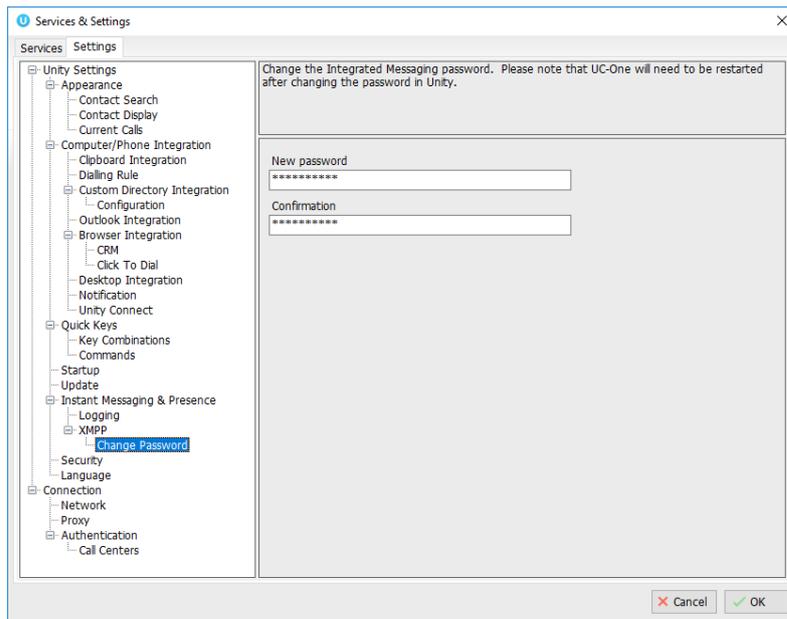
When you start Unity [assuming the Integrated IM&P service is assigned] Unity will request XMPP details from Broadworks. The IM&P password is not returned from Broadworks, therefore it must be reset for Unity to be able to log into the XMPP server.

2 Configuring Unity

As mentioned the XMPP password must be reset in order for Unity to be able to use it to log into the XMPP server. This is achieved through Unity Settings, as outlined below.

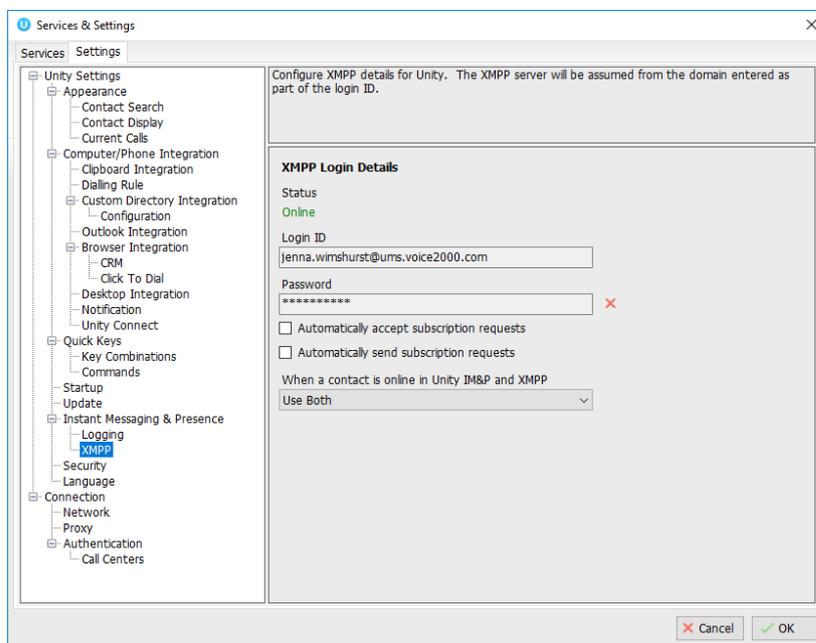


The new XMPP section in Unity Settings will become available when the Integrated IM&P service is assigned. If the password has not been previously entered then this field will remain blank and an additional "Change Password" list item will appear, this allows you to reset your XMPP password.



Enter a new password and confirm it, then click OK. Please note that if you do use UC-One then you will need to restart it in order to use the new XMPP password, because Broadworks will have automatically regenerated the device configuration file.

Once the XMPP password has been reset Unity will attempt to log into the XMPP server, if this succeeds you will see the status as online, as shown below.

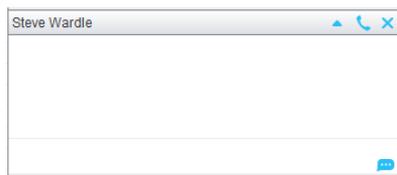




You will also see any contacts from your XMPP roster [also known as a buddy list] as available for chat. Unity doesn't distinguish between Unity IM&P and XMPP contacts, in that if a user is available for messaging through either platform then they will display as online. A user can also be available through both messaging protocols which is outlined below.

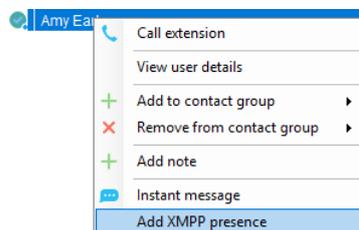
Please note that currently only those users in the same group or enterprise are available for chat, using either messaging platform.

Unity will also use the same windows when chatting to contacts on either platform.

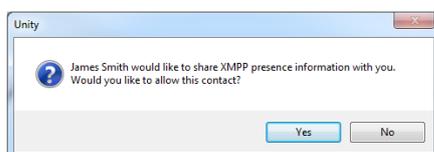


2.1 XMPP Presence

In order to see the XMPP online/presence status of other users in your group or enterprise you must be subscribed to their presence. In order to subscribe to a user's presence, right-click the user from the Contacts list and select "Add XMPP presence", as shown below.

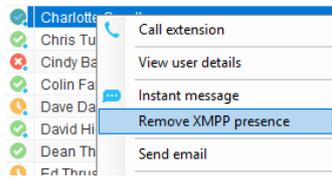


The user will then be prompted to accept your subscription request.

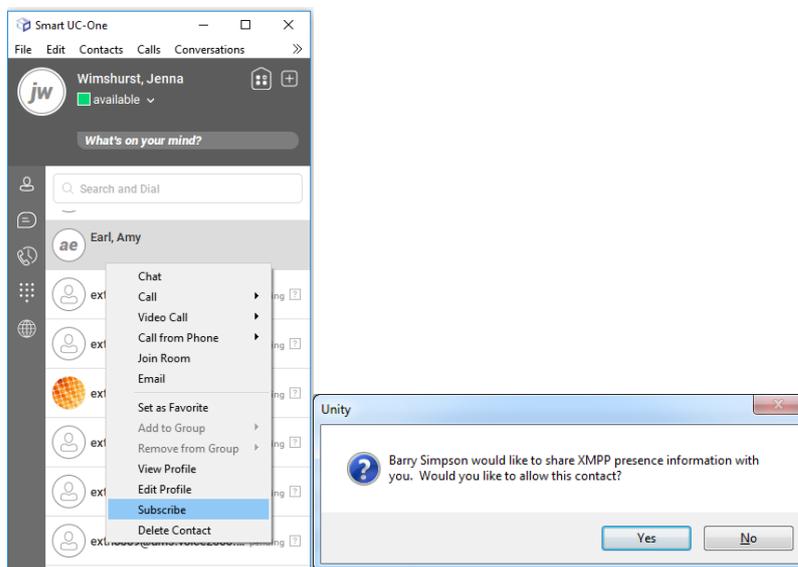


Assuming they accept your invitation you will be able to see their presence/online state, and can chat to them using XMPP.

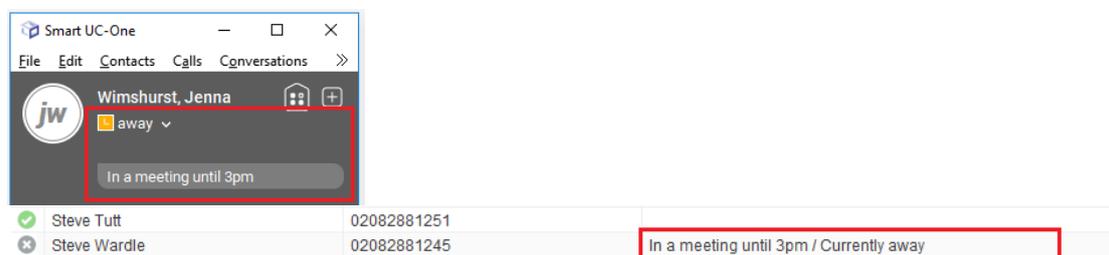
To remove a subscription simply right-click the user and select “Remove XMPP Presence”.



A UC-One user can also send you an invitation to share presence, in which case you will be prompted to accept the invite.



When you have shared presence information with a user you will be able to see their XMPP presence state in the Contacts list, as shown below.



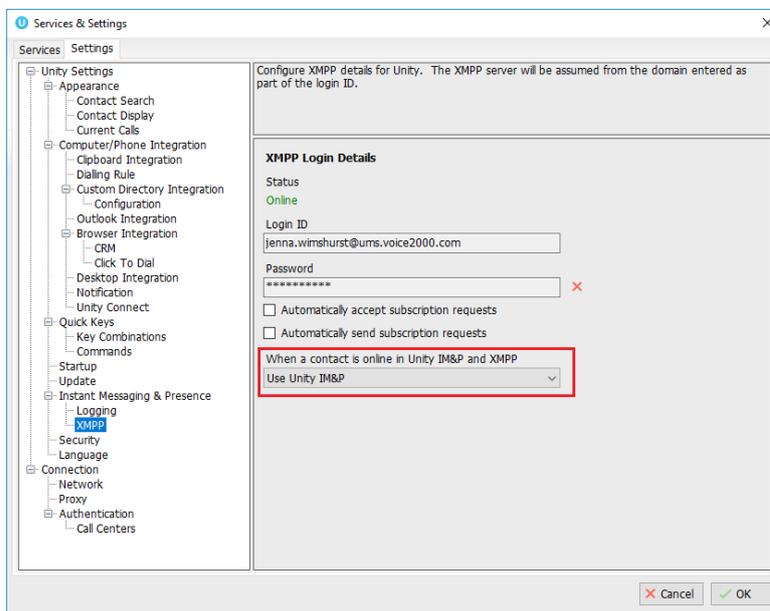
You are not currently able to change your own XMPP presence state, this will be introduced shortly.

2.2 Chat

As mentioned above, Unity will use the same windows when chatting with a user over XMPP or Unity IM&P. IM conversations can also be setup in the normal way, either by right-clicking a user and select “Instant Message”, using the Tools menu or dragging a user into the docked IM panel.

If a user is online through both Unity and UC-One, then they are available for chat on both platforms. In this case you can configure Unity to chat through Unity, through XMPP or to use both. If you choose to use both then whenever you send an instant message it will be sent to Unity *and* UC-One.

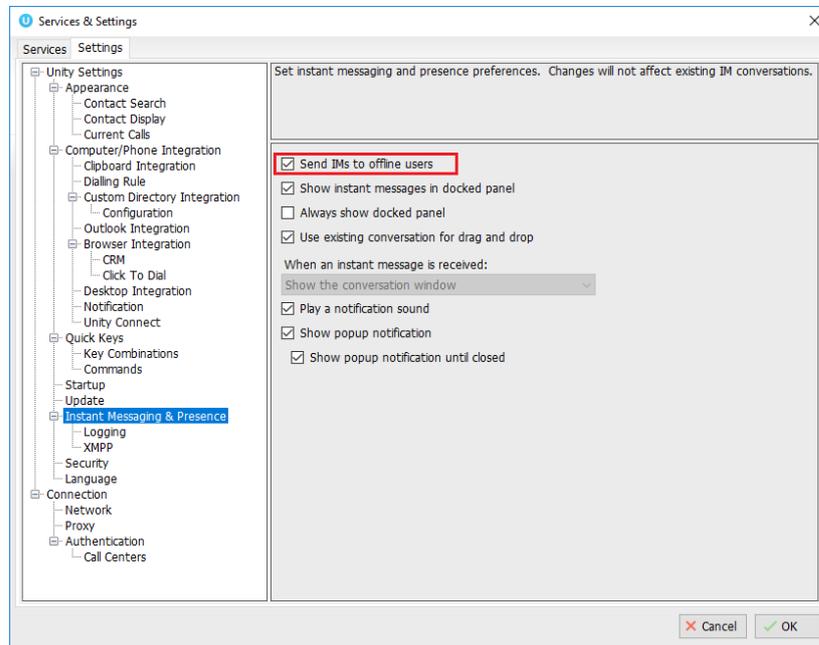
This is configured in Settings, as shown below.



The options are:

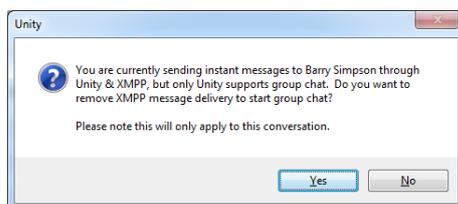
Use Unity IM&P	Instant messages will only be sent to Unity, even if they are received through Unity <i>and</i> UC-One. Group chat is available with this option
Use XMPP	Instant messages will only be sent to UC-One, even if they are received through Unity <i>and</i> UC-One. XMPP group chat is not currently supported by Unity, so the conversation can only be with a single user.
Use Both	Unity will send instant messages to both Unity and UC-One. XMPP group chat is not currently supported by Unity, so the conversation can only be with a single user.

These rules also apply when the user is offline through both messaging platforms, assuming that Unity is configured to instant message offline users, which is set through Settings. Unity will then send offline instant messages to both Unity and UC-One which will be automatically delivered when they next log into either client.



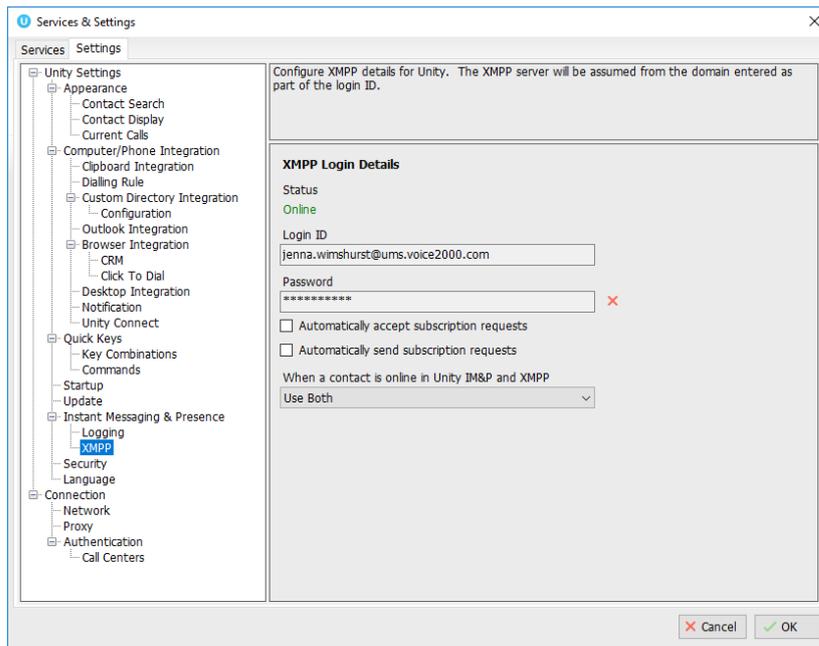
As mentioned above, Unity does not currently support XMPP group chat, so if you want to start group chat then it must be done through Unity IM&P. If you have a conversation open where both IM platforms are being used to deliver messages, then when you drag a new user into the chat window you will be prompted to confirm if you want to stop using XMPP in order to initiate a group chat.

If you click yes then your instant messages will be sent to all parties, but only through the Unity IM&P platform meaning they will not be delivered to UC-One.



3 Settings

Unity can be configured to streamline XMPP presence subscription processing, as shown below.



3.1 Automatically Accept Subscription Requests

When set Unity will automatically accept any subscription invitations from other users, without prompting as outlined in section 2.1.

3.2 Automatically Send Subscription Requests

Rather than having to right-click users in the Contacts list and select “Add XMPP presence” as outlined in section 2.1, Unity can automatically send subscription invitations to all users within the group or enterprise that have an XMPP ID and aren’t currently sharing presence information with you.

Please note that if the remote user declines the invitation or cancels an existing subscription, Unity will not attempt to re-invite the user, instead you must manually send the invitation as outlined in section 2.1.