

Unison Single Call Alerting

User Guide



Table of Contents

01	Introduction	3
02	Enabling Single Call Alerting	4
03	Switching Between VoIP and Mobile Modes	5
	› VoIP Only	5
	› Mobile Call or VoIP off Mode	5



Introduction

01

Unison Single Call Alerting gives Unison Hybrid subscribers flexibility on how you receive calls on your mobile device. Prior to introducing this feature calls would be directed to both the Unison mobile device's phone app (the native dialer using the Rogers wireless voice network) and the Unison Softphone (using the Rogers LTE data network), which resulted in confusion and difficulty in answering calls.

Single Call Alerting lets you decide if you want to receive calls via your Unison mobile device's native dialer or the Unison Softphone. This is great if you subscribe to our Instant Messaging and/or Conferencing packages. It allows you to decide if you want to use those features on the softphone while still receiving calls on your native dialer or if you rather do everything on the softphone. The choice is yours.

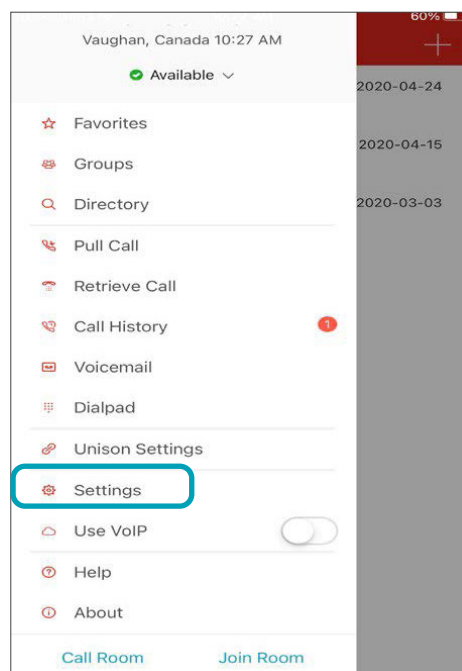


Enabling Single Call Alerting

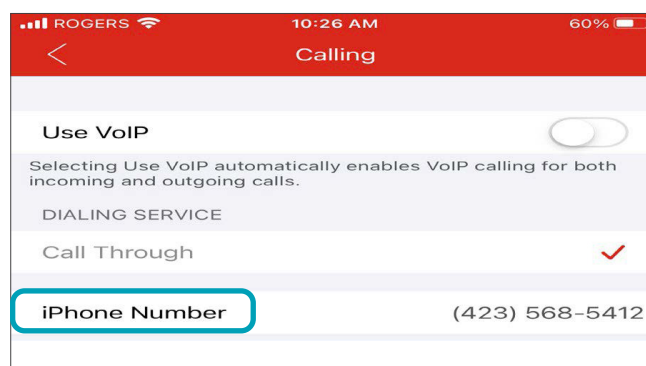
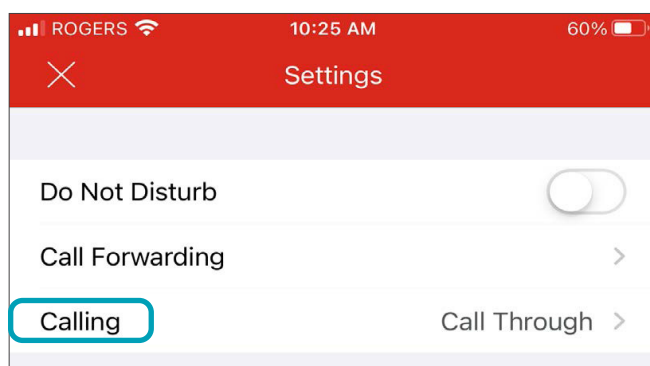
02

During the initial use of the Unison Softphone subscribers are asked to provide the mobile number of your device. Ensure the subscriber's softphone is configured by following the steps below.

1. Open the Unison Softphone on the subscriber's mobile device. Press the hamburger menu on the upper left of the screen and go to **Settings**.



2. Then select **Calling** and enter the mobile device's number.



Switching Between VoIP and Mobile Modes

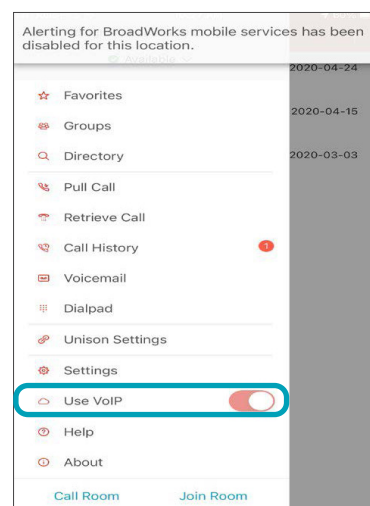
Now that the softphone is correctly configured the subscriber can choose between the two options which are explained below: VoIP Only and Mobile Only.

VoIP Only

This option prevents **INCOMING** calls from being delivered to your phone's native dialer. Outgoing calls can continue to be placed via either your phone's native dialer or the Unison softphone. But **INCOMING** calls will be delivered to the softphone.

This option will use mobile data, but will allow received calls to be held, transferred, conferenced, view your Unison directory using the softphone.

To enable this option, you simply press the hamburger menu in the upper left corner of the screen and toggle the switch beside VoIP to on. You will get a notification on the top of your screen confirming this is done.



Mobile Call or VoIP off Mode

This option prevents incoming calls and outgoing call from being made via the Unison softphone. You will use the Rogers voice network while using your Unison directory, IM&P and Conferencing features of the Unison Softphone. All calls are made or received via your phone's native dialer, with the exception of 911. If you dial 911 in the softphone while in this option, it will pass it to the phones native dialer to be called.

Rogers recommends that 911 calls are always placed via the phone's native dialer.

To enable this option, you simply press the hamburger menu in the upper left corner of the screen and toggle the switch beside VoIP to off. You will get a notification on the top of your screen confirming this is done

