Atos Unify Phone

Service Guideline

Unify CaC UCC PH
Issue: 1.3
Date: 12.06.2023
Status: released

Release

Version	Date	Description of changes
1.3	2023-06-20	release, with GA for OpenScape Business , OpenScape 4000 and OpenScape Voice

Table of Contents

1   Introduction

1.1   General

This service guideline describes product-specific features regarding installation, setup and maintenance of the product Unify Phone.

This document does not contain descriptions of the global processes and structures of the Atos Unify service organizations. We assume that the users at whom this document is aimed have a sound working knowledge of the general service procedures.

This document is subject to the requirements of DIN ISO 9001 and in this respect is a controlled document. For certification in accordance with DIN ISO 9001 it is necessary to inform all organizational units concerned without exception.

This document is subject to the CIP (Continuous Improvement Process). Suggestions for improvement are welcome and should be sent to your contractual agreed contact partner.

1.2   Country specifics

1.2.1   Unify Phone V1.1 (Unify Phone with Unify Video)

Have been introduced in the following countries Effective September 19th 2022:
- United Kingdom
- France
- Belgium
- Ireland
- Italy
- Spain
- Netherlands
- Austria
- Australia
- USA
- Portugal
- Germany
- Finland
- Switzerland (available by end of August 2022)

This release is for OpenScape 4000 and OpenScape Voice, OpenScape Business was already released in May 2022 for both the direct and indirect channels.

1.2.2   Unify Phone V2.0 (Unify Phone for OpenScape)

The following country's will be introduced Effective June 12th 2023 with OpenScape Business, OpenScape 4000 and OpenScape Voice:

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus (Greek)
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Lithuania
- Latvia
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom

Planned

- North America
- Latin America
- Australia
- New Zealand

1.3   Target Group

Global Operations managers
Managers of the service organizations, delivery units and delivery partners
Realization management, engineering, project planning and technical processing managers
Logistics
FSE / RSE (maintainers)
Product support (GVS)
Including Partners and Self maintainer direct or indirect channels

1.4   Contact partners

If you have any questions or require additional information, please contact the relevant contact person for products and services in your country-specific Atos Unify organization.

2 Product Information

2.1 Product description

2.1.1 Unify Phone with Unify Video

Unify Phone is a cloud based WebRTC telephony connectivity solution between OpenScape platforms (OpenScape Voice, 4000 and Business) and other cloud based applications in the future. Unify Phone is provided to the end user as a client/app on desktop and mobile(iOS/Android) which can be used with other applications as an telephony client connected to their existing OpenScape platform.

In this first release Unify Phone is provided as a telephony client within the Unify Video application. Unify Video is an offering by RingCentral portfolio providing messaging, conferencing, and collaboration. Unify Video can be used stand-alone collaboration solution or in conjunction with Unify Phone + OpenScape for a complete messaging, video and phone solution.

Unify Phone with Unify Video allows customers using OpenScape Voice, 4000 and Business platforms to combine cloud collaboration with their existing platform to provide a common enterprise-wide communications and collaboration solution, using their existing platform, configuration and connected devices.

2.1.2 Unify Phone for OpenScape

Now we do release the Unify Phone for OpenScape (Standalone)

An OpenScape Business, Voice or 4000 platform at the required level of software which supports Unify Phone, this is OpenScape Business v3, OpenScape Voice v10 and OpenScape 4000 v10 (a specific release of these platforms will be required to be installed which includes the functionality to support Unify phone) which is detailed in the Unify Phone release notes which are issued with each new release of Unify Phone. In the case of OpenScape Voice and OpenScape 4000 a suitable OpenScape SBC is required again at v10 latest release. IP licenses are required on each platform per user and in addition SBC channel licenses and capacity.

2.1.2.1 Unify Phone with Unify Video

For more detailed information about core features of the product please refer to Sales Information. Technical details are listed in the related data sheet.

2.1.2.2 Unify Phone for OpenScape
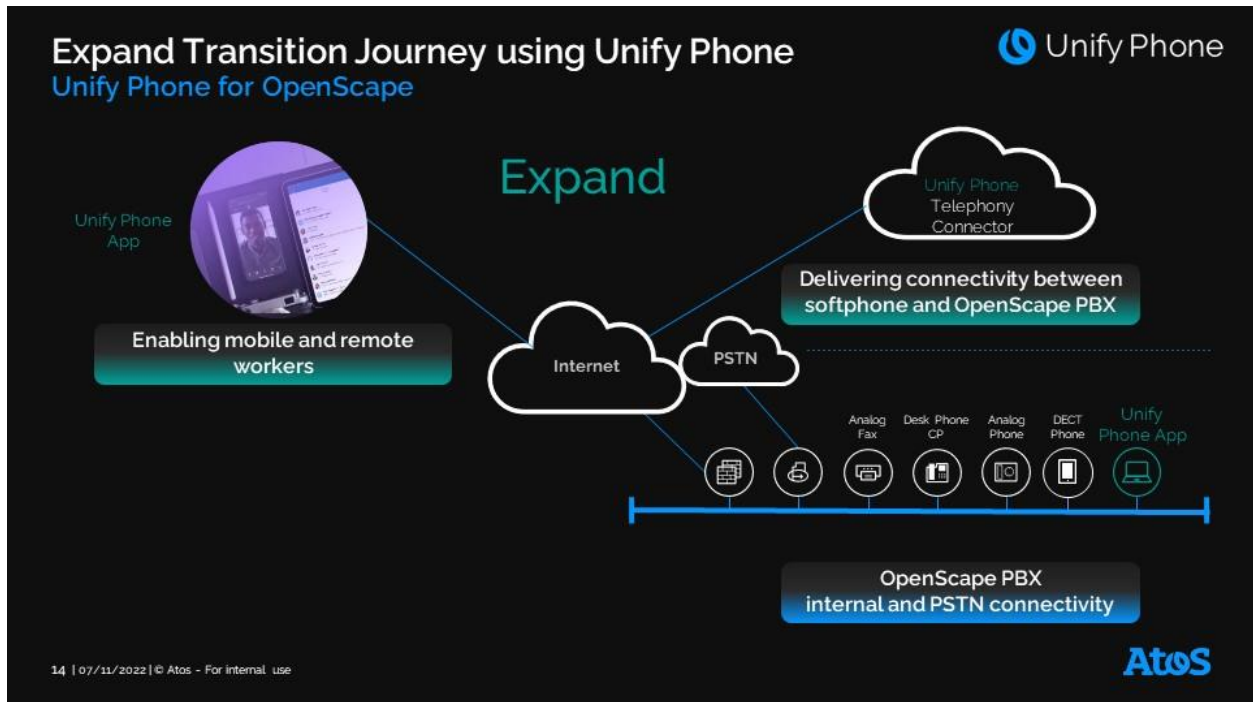
- Collaboration Service:
  Unify Video, Unify Rooms (only when Unify Phone with Unify Video)

- Unify Phone Soft Client:
  Android & IOS App, Desktop App /WEB App, Browser Plugin (also PWA Progressive Web App).

- Telephony Connector Backend via Cloud Service
  NGTC Server (incl. CLI, Access, Redis, Client Emulator, Admin, Connector, RTP Proxy)

- Supported PBX Platform:
  OSBiz, OS4K, OSV

2.2 Product introduction

Information on product availability in the various countries and the associated milestones are provided in the [Atos Unify Portfolio Overview](#).

As a client/partner of Atos Unify additional information on this can be obtained via Partner Portal or from your contractual agreed contact partner.

2.3 Product delivery

Unify Phone is a subscription-based service, which has licenses on a price per month per user basis. There is no capex purchase of Unify Phone licenses possible, customers must always subscribe to the service. Unify Phone is licensed based on the attached OpenScape Platform, the licenses are linked to the platform using the CLS (Central License Server), these licenses are subscriptions and require ongoing payment of the monthly subscription fee to remain activated. The license options vary according to the specific OpenScape Platform Involved. Licenses are ordered a L ordering code in some cases, in others they are configured in the platform e.g. PAYGO in OpenScape Business and SSL in OpenScape Voice. In all cases it is managed and billed as a subscription. No licenses are delivered, they are configured in the CLS for the end user to access and allocate to users.

2.3.1 Hardware

Not applicable for this product as this a XCaaS solution

2.3.2 Software

Not applicable for this product as this a 1.1.1
For compatibility please consult the relates Release notes of the PbX Plattform
[Link](#)

2.3.3 Update Calendar for Unify Phone

Please check this
[Link](#)

2.3.4 License handling

[Atos Unify Central License Server](#) (CLS) is the central tool for managing product and service licenses. If products and/or software support services have been ordered from Atos Unify, CLS will provide the appropriate licenses. The license activation follows defined rules, which are described in detail in the CLS User Guide.

Licenses are initially displayed on the CLS account of the partner who ordered the respective products and services. Licenses can be easily identified or searched for using the relevant LAC sent to the partner in the delivery note.

With the CLS, product licenses and service licenses are assigned by defined numbers. In addition, each product base and service base license carry its own SIEL ID prior to license activation.

Detailed information on all features (order positions) is provided in the [TI – Online](#).

3   Service data

3.1   Reporting

3.1.1   SNOW data

Product Family	Clients & Devices
Product Group	Unify Phone
Product Type	Unify Phone
Product Version	==Unify Phone V2==
SW Version	

3.1.2   Service Knowledge base data

Main Category	Clients & Devices
Product Family	Unify Phone
Product	Unify Phone
Product Version	==Unify Phone V2==
Product Item Number	

4 Services

4.1 General

A robust Services portfolio from Atos Unify means additional revenue opportunities from the delivery, management and maintenance of Atos Unify solutions. Available in two commercial formats to suit your customer needs, Atos Unify Services augment your business performance while delivering market leading communication and collaboration solutions to your customers, whether co-delivered in partnership with Atos Unify or as a simple resale where Atos Unify assumes responsibility for delivery on your behalf.

A summary of all Services and further information can be found within the Atos Unify Portfolio Services.

4.2 Consulting, Design and Integration Service

Atos Unify offers a range of services to help partners / end customers deliver evaluation, design and integration services in relation to Atos Unify solutions.

Unify Phone is a component considered part of the communication platform (OSV, OS4K, OSBiZ), however the professional services associated with this component require special attention since the main component of the Unify Phone solution is settled in the Cloud and it is currently completely linked to the Unify Video solution, which is not part of the communication platform, but a pure cloud service provided by Ring Central,

- Success Workshops
  Our professional services teams can offer to our customers the best consultancy work in other to help them the transition to digital and thus the adoption of the best communication solution within the collaboration tools integration. In this context, we are able to show how to integrate Unify Phone and how Unify Phone can be used to ease the communication needs.
- Assessment and Readiness Checks
  Before going into the solution design and integration it is necessary to study the use cases which will be present in the live day of the solution with a specific customer and, therefore, inform the customer about the network needs to be fulfilled for a complete success integration. This task also includes the verification of the suitable communication platform software level (upgrade is not included). All the product information needed can be found in the service documentation here:
  See admin Unify Phone Administration Guide Chapter 6
- Solution Design & Integration
  Once the network requirements are informed to the customer and the solution is explained, the design of the solution is done by the professional services team which implies the data collection work, the architecture design including the design for the integration with the communication platform and the technical documentation. The integration of the solution is necessary in two levels: integration of the Unify Phone solution with the Unify Video (depending on the chosen deployment) solution (existing or not) and integration of the Unify Phone solution with the communication platform. Both are considered in the Professional Services scope. Additionally, if this is requested by the customer, additional Professional Services can be considered for integration into the customer IT system for SSO (single sign on) activation as part of the Unify Video.
- Solution Implementation
  The implementation of the solution includes the actual deployment of the users in the Unify Phone cloud (either by using FLIP Tool either by using OpenScape User

Management in which case CMP connection to UP Cloud must be established), the deployment of the configuration in the communication platform, the adaptation of the Unify Video users to incorporate Unify Phone, the licenses deployment, the installation and configuration of the SBC if the platform requires, the acceptance test and an optional user training.

Atos Unify can support Partners in the delivery of their projects in these areas, subject to availability in dedicated markets. Please contact your local sales account manager for more details.

4.3 Managed, Support and Maintain Services

Atos Unify offers Support Services that Partners sell to customers as foundational support for Atos Unify solutions, with software license upgrades built in. It's easy to buy, manage and renew, so customers stay current and protected.

As a client/partner of Atos Unify additional information on this can be obtained via Partner Portal or from your contractual agreed contact partner.

4.4 Customer Network Analysis

Assessments and Readiness Checks discover new areas of innovation, mitigate potential roadblocks and build a solid foundation for project execution. They can also help to understand and identify unmet customer needs and potential technology gaps within the current operational model and identify pitfalls and risks in the current infrastructure.

Assessments and Readiness Checks therefore help create a common baseline for further project phases and establish a secure plan concerning the technical issues and project costs.

VoIP DESIGN ASSESSMENT provides an assessment of the existing IP network infrastructure in order to determine its readiness for supporting real time voice traffic and, if necessary, to give recommendations for improvement.

VoIP READINESS CHECK is a tool supported check for LAN and WAN which analyses the as-is state of the IP network and defines the necessary steps and actions to successfully integrate the planned communications solution into your network infrastructure.

WLAN SECURITY READINESS CHECK verifies the security level of your Mobile Infrastructure, focused on WLAN. This service offering supports the identification of solution-related security requirements and assess the requirements with respect to the existing WLAN infrastructure.

Atos Unify Assessments and Readiness Checks are tailored to meet individual customer requirements. Typically, they would include:

• Overall evaluation of the assessed Infrastructure

• Detailed documentation of the on-site measurements

• Analysis of the results collected as a result of the assessment

• Technical report and recommendations to meet the planned future requirements

FIREWALL READINESS CHECK verifies the necessary firewall settings are given in the customers infrastructure. (Detailed in the Unify Phone Administration Guide)

5 Installation, Start-up and Maintenance

5.1 General

The commissioning of the system essentially includes the following steps. The functional and non-functional steps not only serve as specifications but are additionally the basis for requirements tracking and change management.

- Accepting and checking e.g. SoW

- Customer data collection

- Checking technical requirements at the customer's site

- Checking Unify Video tenant availability and Unify Video users availability. (for Unify Phone for Unify Video)

- Checking Unify Video licenses (for Unify Phone for Unify Video).

- Download and install the current SW from Atos Unify SWS (according to service manual) if applicable for the communication platforms

- Download and setup of licenses from CLS for the communication platforms

- Set up and test the remote connection to the communication platform. Test admin access to Flip Tool (or OpenScape User Manager where applicable), Unify Phone admin portal and Unify Video admin portal.

- Update to latest recommended available version with Hotfixes at the time of installation: applicable to the communication platform.

- Installation of SBC where applicable- Solution configuration with the recorded customer data in compliance with the Admin Guide (all components, including Unify Video adaptation], communication platform configuration, and pure Unify Phone configuration.

- Check and test the solution according to ATMN and Admin Guide

- Documentation of the customer solution (Technical Design Specification)

- Customer briefing (short user training): optional

- Security checklist review with the customer

- Customer handover

- Order completion and customer signature

5.2 Skill requirements

5.2.1 General qualification requirements

With the integration of modern communication and collaboration technologies, the complexity of the systems increases. In addition to configuring and setting up the individual components, more training must be provided to understand the relevant dependencies and interrelationships within the overall system.

This also includes the end devices and clients to be connected. Encryption and mobility, as well as knowledge of modern IT architecture and software, especially network technologies, databases, Linux and Windows operating systems, and container and virtualization technologies.

As defined for service personnel working on the call desk, service desk, incident management, back end support, problem management and onsite.

Systems specialists are trained through APT training.

5.2.2 Curriculum Path Unify Phone (standalone or with Unify Video)

Curriculum for OpenScape Video + Phone (CUR_UVI_E)

https://academy.unify.com/enweb/beschreibung1.jsp?Chain=BAAADXQ
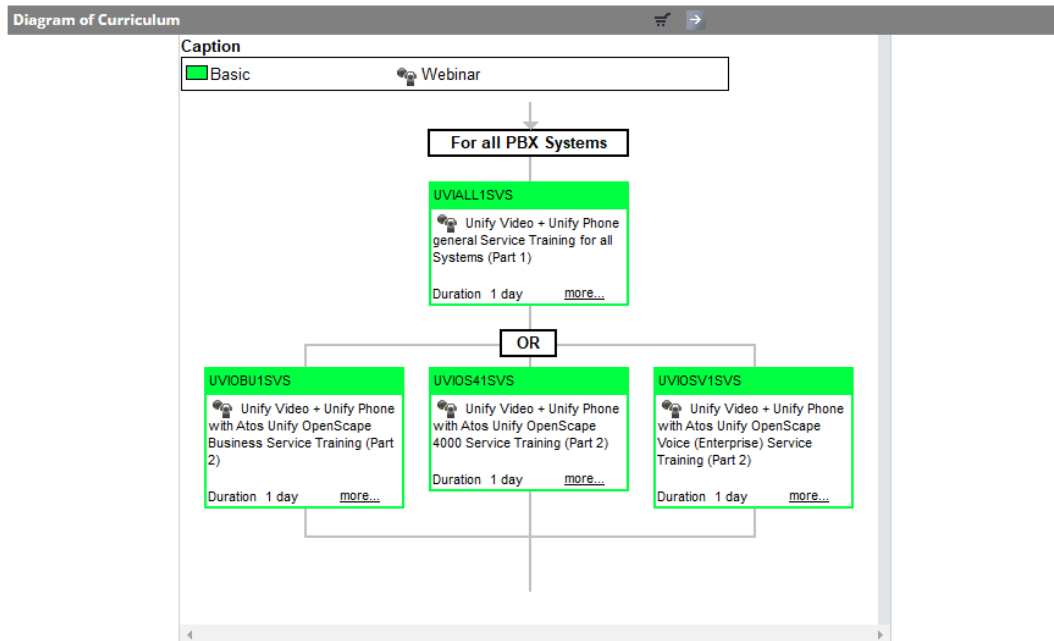
5.3 Installation

Installation and start-up of Unify Phone is usually performed by trained field technicians using the installation and start-up instructions.

Comprehensive guidelines have been written up for Unify Phone start-up:

Administration program of your OpenScape communication
system, in particular:
– OpenScape Business Assistant (WBM), in the case of OpenScape
Business
– OpenScape Common Management Platform, in the case of
OpenScape Voice
– OpenScape 4000 Assistant, in the case of OpenScape 4000.
– Administration program of the OpenScape SBC (needed only with OpenScape Voice and OpenScape 4000) that is OpenScape SBC Assistant.
– Flip Tool for user provision and for UP trunk provision.
– Unify Phone and Unify Video Web admin interfaces.

5.4 Start-up

In case of applications the actual version, preferably with the latest fix release, will be delivered.

5.4.1 Software corrections

Software errors and problems will be addressed via software update, provided that a version which includes the fix is available.

Required SW corrections will be provided as Minor Release, Fix Release, Hotfix as Delta and/or Full Release versions. Available and released corrections are documented with Release Notes in the Service Knowledge Base.

5.4.2 Software supply

Required SW corrections will be provided via the global SWS Supply System. As a client or partner of Atos Unify additional information on this can be obtained via Partner Portal or from your contractual agreed contact partner.

6 Incident management / reporting

6.1 Triage

Clearly identifying the root cause of a problem. Developing a detailed problem statement that includes the problems .

Although Unify Phone is a cloud based service, partners are able to perform a range of checks to identify the specific issue and eliminate problems at the customer end with their connected PBX and the Unify Phone clients.

For example:

1   Checking that the connected PBX is correctly set-up and the connector is working/setup correctly, That the user is correctly configured for Unify Phone see admin guide for Unify Phone for more details

2   Via the Unify Phone tenant admin check the connection to the Unify Phone service is setup/active, check Unify Phone Admin guide for more details

3   Check/eliminate client user issues on desktop or mobile, checking browser/device setup, connectivity to the Unify Phone service, headset issues

Also note in Unify Phone Tenant administration a support email can be setup by the partner/customer to send support emails directly to the correct support, this can be the customers own support or partner support. Checking if other users have the same problems.

6.2 Troubleshooting Checklist (Before creating a ticket)

6.2.1 Network

Customer Internet connection is established?
Bandwidth for the Internet connection is well calculated?
OpenScape is connected to the Internet?
SBC is connected to the Internet?
External Firewall allows traffic from and to OpenScape and SBC?
Refer to Unify Knowledge Database and Service Document's?

6.2.2 OpenScape and SBC

CorrectAPI-Key is in use?
Same API-Key is in use for all connected OpenScape system's?
OpenScape and SBC data base configuration is complete?
OpenScape subscriber configuration is complete?

Databases of OpenScape and Unify Phone Service are connected?
Databases of OpenScape and Unify Phone Service are synchronous?
Refer to Unify Knowledge Database and Service Document's?

6.2.3 Unify Phone Service

Databases of Unify Phone Service and OpenScape are connected?
Databases of Unify Phone Service and OpenScape are synchronous?
Generated Unify Phone users are appearing in the User List?
UP Invitation Emails are confirmed from all End Users?
Refer to Unify Knowledge Database and Service Document's?

6.2.4 Unify Phone Client

Customer Internet connection is established?
Bandwidth for the Internet connection is fair enough?
Web Client is connected to the Internet.
External Firewall allows traffic from and to the Unify Phone Client?
Refer to Unify Knowledge Database and Service Document 's?

6.2.5 Unify Phone Mobile Client

Internet access via device is available?
Data-Volume is available?
Bandwidth for the Internet connection is fair enough?
Mobile Client is connected to the Internet?
External Firewall allows traffic from and to the Mobile Client?
Refer to Unify Knowledge Database and Service Document's?

6.3 Online (standard)

Tickets can be generated and tracked via the Atos WEB Support Portal (AWSP).
http://atosunify.service-now.com/unify
A short instruction can be found on the AWSP directly.

⚠️ **Note:**

Please send an email this email address support@unifyoffice.com to create a new Service Now account.

This is valid for Indirect and direct channels
Guideline Opening Tickets for Partners and Self Maintainer

6.4 Email to Atos Support Team

Email your question via this email address support@unifyoffice.com (for non-urgent enquiries).

6.5   Call In way

Telephone Support is available via local numbers in countries where Unify Office is released and available in English, German, and French.

[Link](#)

6.6   Call Desk for OS Biz, OS Voice or OS4k

Please use contact us using the following number
+491806331304

6.7 Service Support Model

6.7.1 Indirect channel
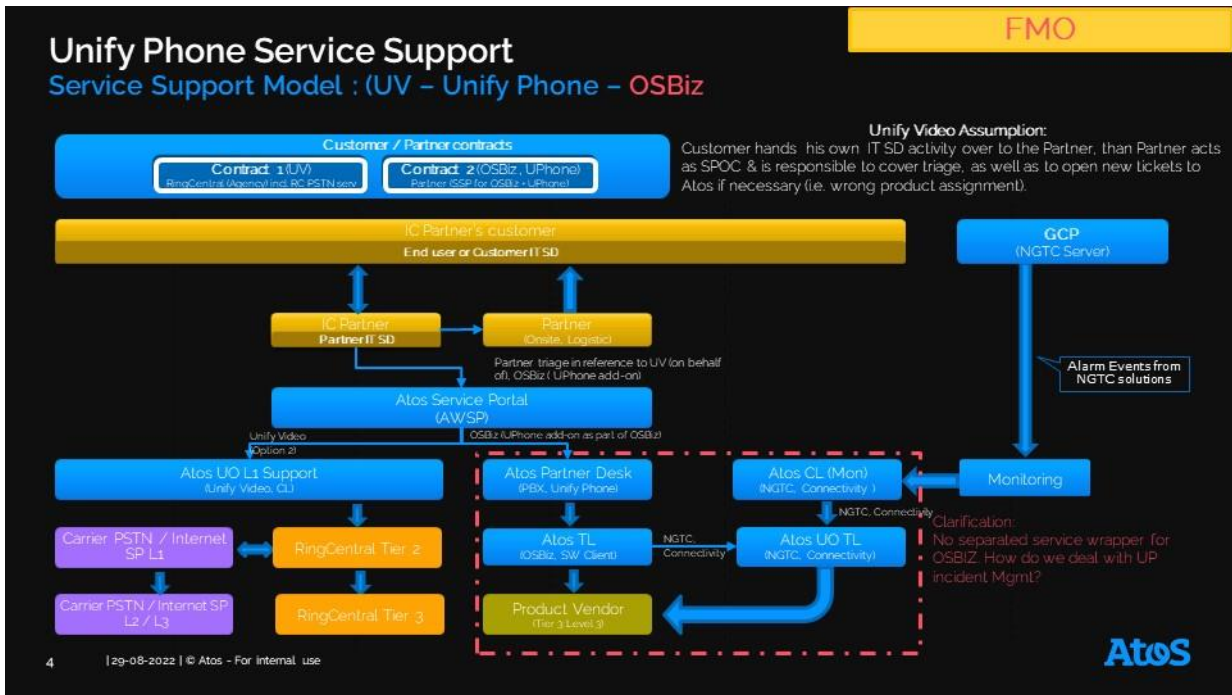
6.7.2   Direct Channel
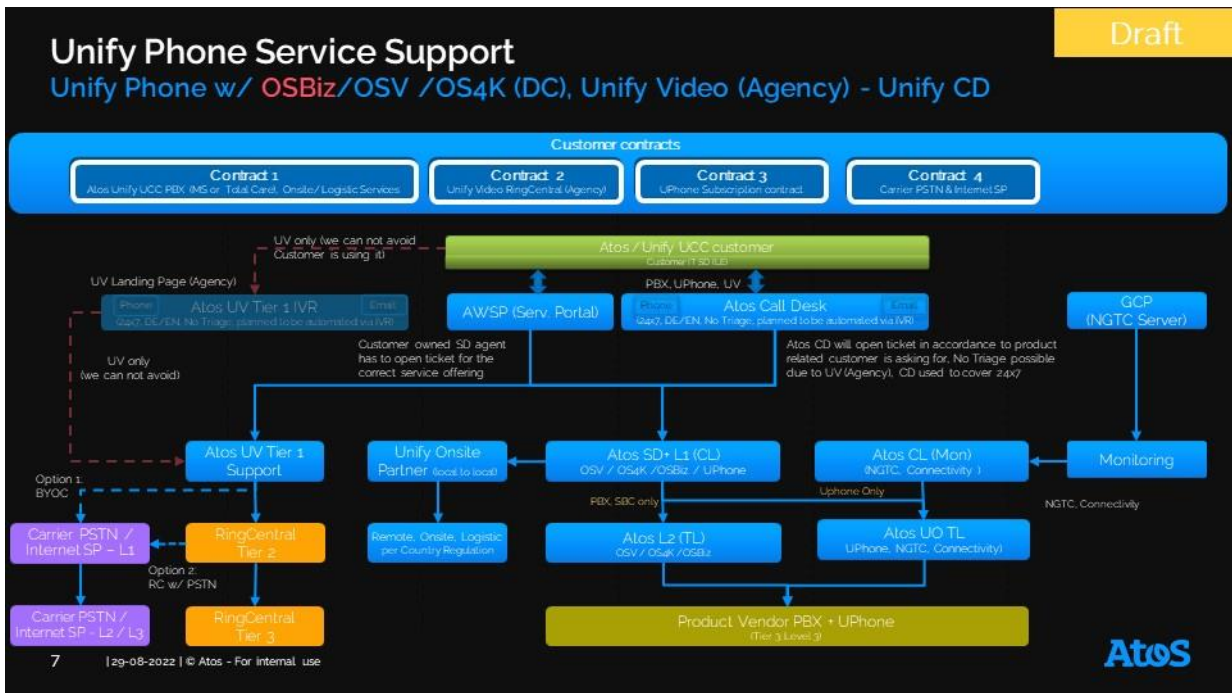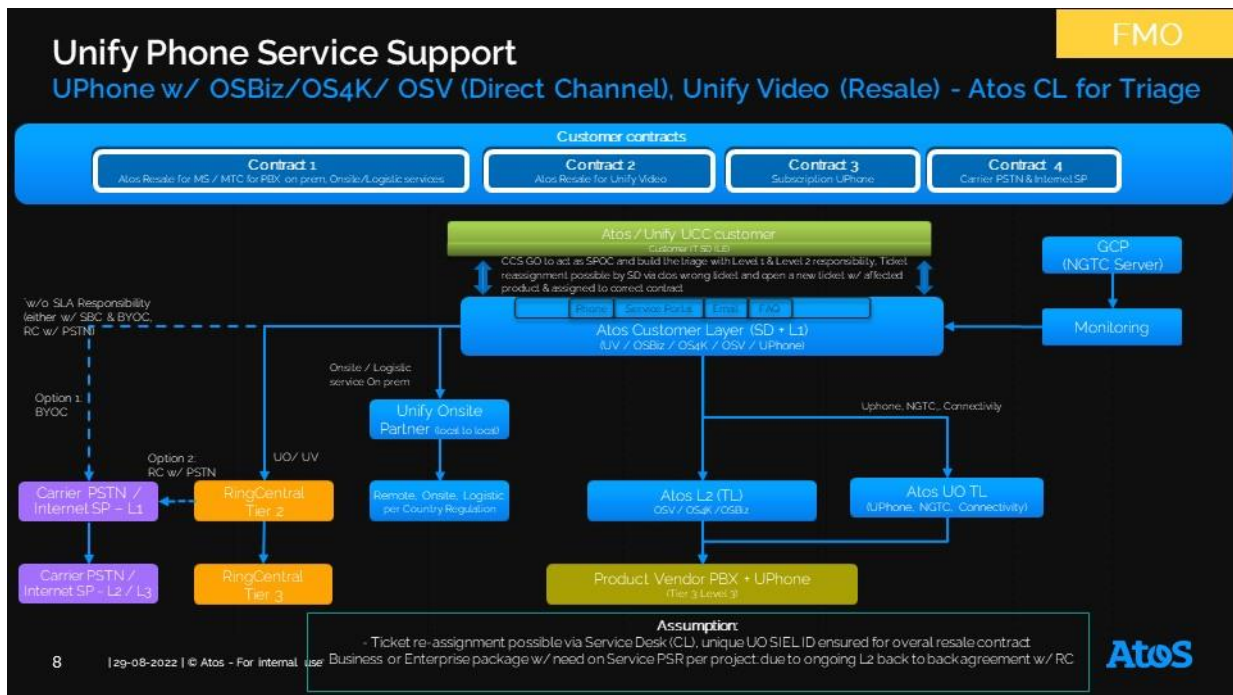
7 System access

7.1.1 On-site system access

7.1.1.1 Unify Video

A e.g. Windows PC with Chrome based browser and a LAN connection for access to the configuration portal of Unify Phone directly in the internet.
https://service.unifyoffice.com

7.1.1.2 Unify Phone

A e.g. Windows PC with Chrome based browser and a LAN connection for access to the configuration portal of Unify Phone directly in the internet.
https://phoneapp.unify.com/tenant/

7.1.1.3 Unify Flip

Supporting tools as Unify Flip for mass data provisioning or migration can be access via
https://flip.unifyoffice.com/#/logon

> ⚠ **Note:**
> You must have a valid user (super-admin privileges) from the customer account to be able to access the configuration pages.

7.1.1.4 Support

7.2 Remote system access

The purpose of RSP is to provide a cost-effective toolset to help Partner enterprises to achieve operational advantages and enrich their service processes. Atos Unify offers a solution for standard remote access in order to reduce the installation and maintenance costs regarding the Partner's time and travelling expenses, and to amend response and resolution times for the Partner and for Atos Unify Service. This will gain trust and therefore raise the acceptance of the Atos Unify product portfolio.

7.3 Remote Service Platform (RSP)

7.3.1 General

The purpose of RSP is to provide a cost-effective toolset to help Partner enterprises to achieve operational advantages and enrich their service processes. Atos Unify offers a solution for standard remote access in order to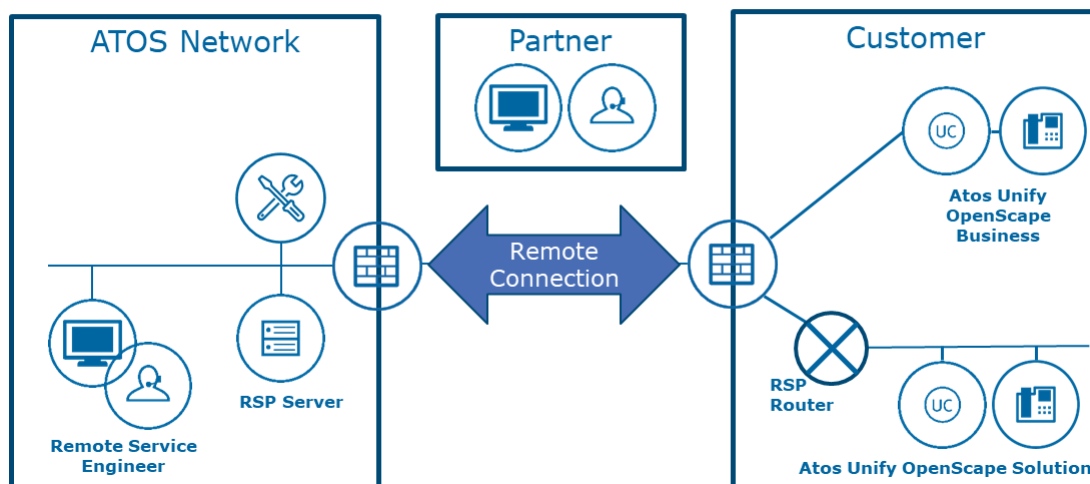 reduce the installation and maintenance costs regarding the Partners time and travelling expenses, and to amend response and resolution times for the Partner and for Atos Unify Service. This will gain trust and therefore raise the acceptance of the Atos Unify product portfolio.

Remote Service Platform

7.3.2 Description of the remote system access

User Interface: The Remote Users are entitled to work on the Windows Terminal Server (WTS) and use the Equipment Explorer (EqE) as main User Interface. The EqE provides a powerful and detailed search machine to find customer devices and build up secured RSP connections.

Toolset on RSP: A powerful Service toolset enables the Remote User to maintain the whole Atos Unify portfolio in an efficient way. Tools for diagnostic, file transfer, configuration, SW Management and remote MACs are already offered. This toolset will be enhanced continuously.

Security: Best security currently available due to RSP.servicelink connection with Server- and Client certificates and 256 bit AES encryption. RSP.servicelink offers Firewall friendly set up for the customer. Only outgoing Port 443 needs to be open. All incoming ports can be turned off for maximum customer protection. This is currently seen as "gold standard" security solution for VPN transfers and even used by government to protect security relevant transfers. Site-to-Site VPN offers similar security as RSP.servicelink but without Client Certificates.

Usability: The entitlement system enables maximal security and comfortable handling for the Remote User to access the RSP. IC Partners use a special Service Partner Access (SPA) to get access to the RSP. The Single Sign On feature enables Remote Users to access the Customer device without entering Account credentials for the device. Service Automation uses the same access using the stored credentials (if allowed).The EqE provides a quick and very detailed search machine showing a lot of important information about the device, customer or customer access policies.

Connectivity Types: These connectivity methods support the whole Atos Unify portfolio incl. legacy products.

1) RSP.servicelink is an easy to install connectivity and is based on OpenVPN technology and SSL VPN protocol. With client and server certificates it offers the highest security standard.

2) Site-to-Site VPN is an established industry standard but needs complex configuration.

3) Dial-up for legacy products

Data Center: The RSP infrastructure is centralized in a Data center in Germany. High availability will be guaranteed with 2 geo redundant locations. The virtualized and scalable server farm covers the future need of increasing performance. Further Information is available at the Partner Portal.

7.3.3   SESAP / RSP / HiSPA Support

You will find general information as well as product related information regarding these issues within the Service Knowledge Base or the Intranet.

7.3.4   Dependence on maintenance efforts and costs

Our maintenance and support contracts and prices are based on the assumption that the Service center has remote access to the product to diagnose and, if possible, repair faults. In the event where remote fault diagnosis would be refused, all services would have to be performed on site, resulting in higher costs for setup and journey times. The customer is responsible for the provision of the infrastructure, which enables Atos Unify to carry out remote service. If the customer does not authorize remote access for maintenance purposes, maintenance costs will be approximately 10% higher depending on the local Service infrastructure and the remote serviceability of the product. Failure to permit remote access shall be set down in a supplementary agreement to the contract, indicating that a separate agreement, deviating from the standard contract, has been made with the customer.

7.4   Data backup

Unify Phone is a XCaaS service residing in the Cloud

This will be maintained by Unify Dev OPS team centrally

The product provides standard backup features, no additional description necessary. Please see the product documentation.

7.5   Upgrades

Unify Phone is a XCaaS service residing in the Cloud

This will be maintained by Unify Dev OPS team centrally

Browser plugin for Microsoft Edge and Google Chrome in the related Browser Web Store (see User Guide)

Mobile apps on will be available in the related Apps Store depending on the used platform of your Mobile device

For our Prem PBX such as OpenScape Business, OpenScape 4000 and OpenScape Voice including the necessary OpenScape SBC no additional description necessary.

Please consult the product documentation.

7.6   Tools and test equipment

7.6.1   Unify Flip

What is Unify Flip

- A migration tool for Unify Office and Unify Video cloud offerings
- Migration of OpenScape users from on-premises to the Cloud
- Supports OSV, OS4K and OSBiz platforms

Why Unify Flip

- Offers a cost-effective migration solution for our customers that are ready to move to cloud
- Differentiates our offerings from competitors
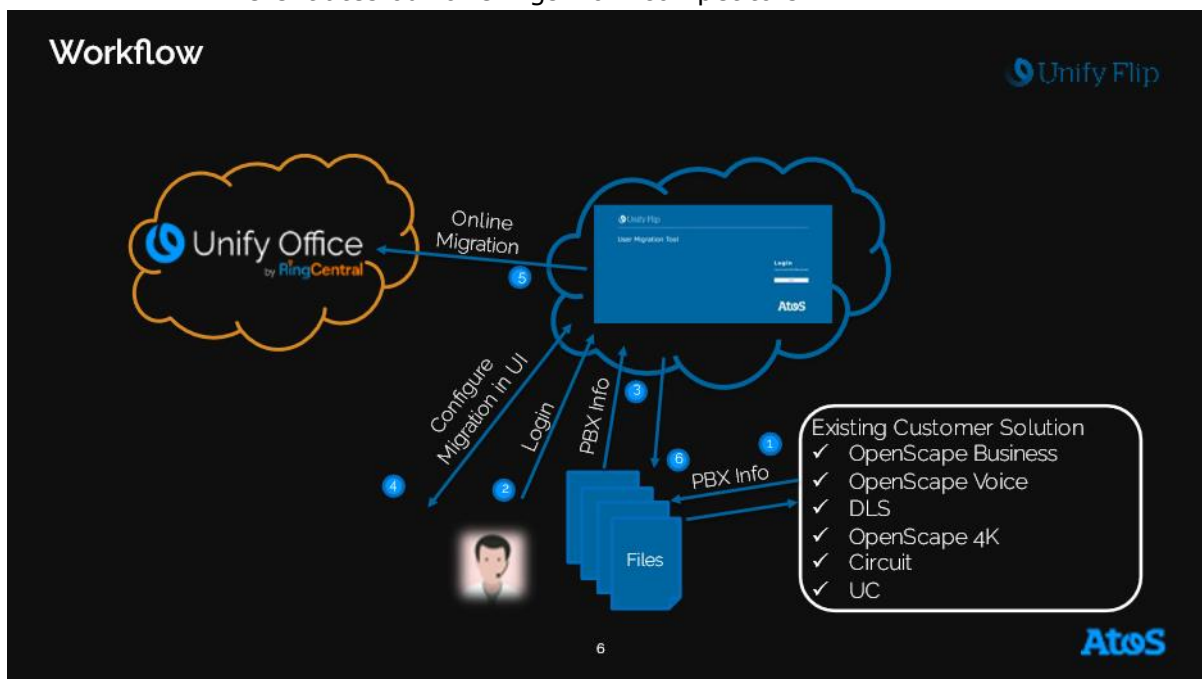
The Tool can be access via
https://flip.unifyoffice.com/#/logon

⚠️ **Note:**

You must have a valid user (super-admin privileges) from the customer account to be able to access the configuration pages.

7.7   Service Information

Service information (software and hardware releases / modifications) will be filed in the Service Knowledge Base

Self Service support for Unify Office / Unify Video is offered via an online Knowledge Base, which offers hundreds of useful support articles in 7 languages.

8 Training

8.1 General

We offer a comprehensive portfolio of training and certification resources. This section provides information about our training program and access to training resources from our Atos Unify Academy. Learn about our Atos Unify certification offerings which are fundamental to our partner program.

8.2 Certification

The Atos Unify Certification Program underpins the Atos Unify Partner Program. Certification validates your skills related to our technology and solutions. It plays an important role in building credibility and trust among customers and differentiating you from your competition. More detailed information about the Atos Unify Certification Program can be found on the Academy site.

8.3 Information on the training offer

Information on course modules and curriculum paths for this product can be obtained from the course Catalog issued by the Academy for Professional Training (APT). The course names are given in chapter Product specific skill requirements.

9 Documentation

Title	Language	Medium
UnifyPhone, Administration Documentation	en/de/ es /fr / it / nl	pdf/html
UnifyPhone, User Guide	en/de/ es /fr / it / nl	pdf
UnifyPhone, Mobile APP Android Guide	en/de/ es /fr / it / nl	pdf
UnifyPhone, IOS APP Guide	en/de/ es /fr / it / nl	pdf
UnifyPhone, Web Guide	en/de/ es /fr / it / nl	pdf

Service documentation is available as e-docu (Technical Product Documentation) on the intranet. If paper form is needed, please print the PDF-file stored at that page.

Find general documentation not directly related to this specific product or product version in this section of the Partner Portal.

User Guides are also available via the Unify Phone client, available under the Help option in the user menu, this provide PDF and searchable HTML files in each case in the relevant language.

10 Spare parts / logistics

10.1 Spare parts

As UnifyPhone is a software only product, spare parts not applicable

10.2 Spare parts supply

For more information about Service Logistics and ordering via Order Entry login to the Customer Partner Portal.

10.3 Ordering procedure

For Atos Unify guidelines see Global Service Logistics

Advance Hardware Replacement (AHR)

Repair & Return (R&R)

Dead on Arrival (DoA)

Warranty (WTY)

Process overview Atos Unify Partner International

Prozessbeschreibung Advance Hardware Replacement (AHR) - Atos Unify Partner Deutschland

Emergency Spare Parts for German Atos Unify Partners

All users (internal / Partner) may access the Order Entry tool using the Customer Partner Portal.

11 Data protection and information security

11.1 Security

It is mandatory to adapt the systems default settings. The Security Checklist gives recommendations how to harden the product according to best-practice security measures. It presents a checklist to ensure all necessary installation and configuration steps can be taken and adapted to the individual customer's environment and security policy.

The latest Security Checklist should be used with every update of a product to a newer major or minor version. The document can be found via Partner Portal in e-docu. Country-specific regulations must be observed.

A print-out of the Security Checklist can be used to document the deviations of the security settings on customer wish.

11.2 Product Security Advisories and Security Notes

Security Advisories are published to address security issues in Atos Unify products and how to mitigate or solve them.

List of Security Advisories

11.3 General Data Protection

General Data Protection Regulation compliant data protection and privacy for all individuals within the European Union is only provided on our latest solutions or product versions. Please upgrade your systems always to assure up-to-date security and compliance with legal requirements.

12   Abbreviations

APT	Academy for Professional Training
ATMN	Acceptance Test Manual
CLS	Central License Server
DoA	Defect on arrival
FSE	Field Service Engineer
GO	Global Operations
GVS	Global Vendor Support
HiSPA	HiPath Serviceability Platform for Applications
MAC	Move, Add, Changes
OSD²	
RSE	Remote Service Engineer
RSP	Remote Service Platform
RuAD	Repair and Replacement Service (Reparatur und Austausch Dienst)
SESAP	Secured Enterprise Service and Administration Platform
SIEL ID	Unique product indentifier
SIRA	Secured Infrastructure for Remote Access
SNOW	ServiceNOW
SHB	service manual
SoW	Statement of Work
SWS	Software Supply
TDS	Technical Design Specification
VPN	Virtual Private Network
WTS	Windows Terminal Server

13   Documentation Reference

The product guideline can be found on the Atos Unify Partner Portal
https://unify.com/en/partners/partner-portal under Sell - Portfolio Information.

14   References

Further related information can be found under the following links:
Guidelines:
Opening Tickets for Partners and Self Maintainer
Tracing Guideline for Incidents
Product Security Advisories and Security Notes
Security Advisories