



AT&T HVS Mobile Application - Product Notice: September, 2021

Synopsis: Apple iPhone users may experience an intermittent issue when attempting to log into the Clearspan Mobile Application after upgrading to iOS 15. The iOS 15 general availability release date (GA) is 20 September 2021.

This Product Notice is applicable to:

HVS Clearspan Mobile for iOS – all versions prior to 3.9.24

Customer Service Experience Description:

After upgrading the iPhone to iOS version 15 some users may experience a problem preventing them from being able to login in the iOS client.

Solution Information:

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

Required Steps for the end user to take to resolve the issue (if applicable):

Before deleting the existing Clearspan Mobile application on the mobile device, the user should document the following information. These items are stored locally within the users existing Clearspan Mobile application and are not restored automatically to the new application.

- The Login URL (will be either 'https://pub-xs.hvs.att.com' or 'https://pub2-xs.hvs.att.com').
- The Clearspan User ID and password.
- Any contacts that have been created in the Clearspan Mobile client.

The items listed above will need to be captured manually, then provisioned in the new application. Items such as voicemail, chat messages, and call settings are stored on a server and are not affected by the migration from old to new.

Step 1. Delete the Clearspan Mobile Application from the iPhone

Step 2. Go to the Apple Store, search for and then download the UC One Connect Evaluation client.



Step 3. Apply the Login URL and Clearspan User login credentials.

Contact your Clearspan Sales Rep for additional information or call the Main Clearspan Sales Hotline at @ (877) 314-5682. A Clearspan Sales Representative can connect Clearspan Mobile Application users to technical support to resolve any outstanding issues or provide information about our newest Clearspan Mobile Application options with full Unified Communications functionality.