# CoreNexa UC Client Setup Checklist

## System Requirements

**Infrastructure**: Asterisk 1.8
**Browser**: Chrome (Version 63.X or higher), Firefox (Version 57.X or higher)
**Bandwidth**: 8 Mbps – required, 10 Mbps – recommended
**Hardware**: A microphone and speaker (internal or external) is all that is required to connect to CoreNexa UC. Optionally, an external microphone or headset is recommended for better sound quality, and a basic webcam (internal or external) is required to show yourself in video meetings. A wired network connection is recommended for the best UC experience, but a strong wireless connection will work as well.

## Setup in Account Manager

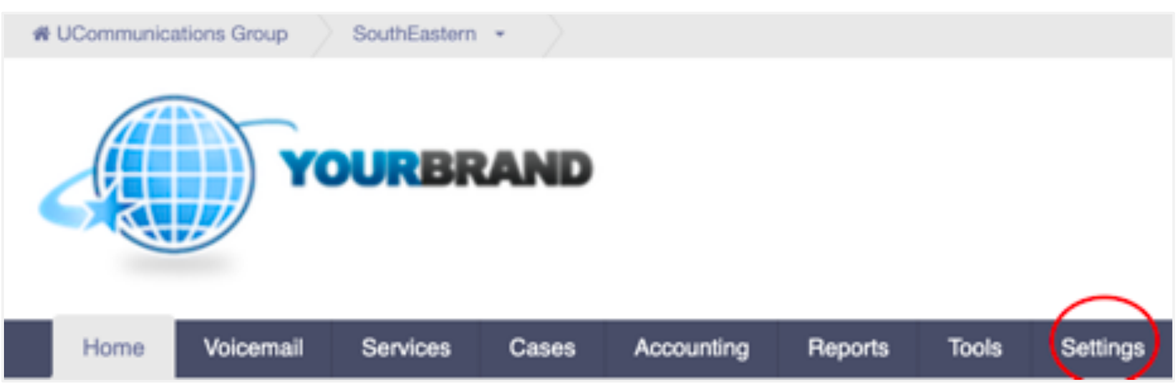
Two items are required per Customer User in Account Manager to use UC Client and Mobile

1. Standard Extension (Cloud Extensions do not support UC Client or Mobile)
2. User

**TIP: If you are currently able to log into the CoreNexa Account Manager Portal, then you have a User**

### Customer Users

To view a customer's current user list, navigate to the customer's account in Account Manager and then click "Settings" (red circle in the Image Below).

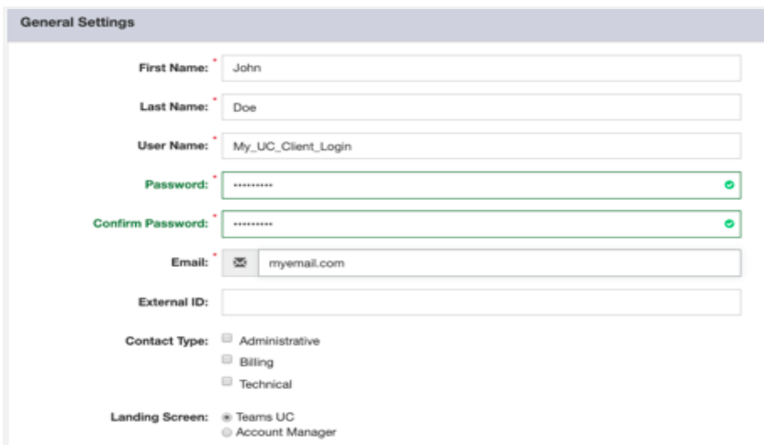



On the left side menu of the Settings page, click "Manage Users" and then "Users" to access the User List page. For persons with an existing "User," click their username in the User List page and check that their User Profile is correctly configured for UC Client access by referencing the instruction below to Create a New User.

## Create a New User

To create a new User, click “New User” from the customer User List page. This Quick Start is focused only on the fields required for a user to access UC Client and Mobile. Complete the following required fields:

- First Name
- Last Name
- User Name
- Password
- Confirm Password
- Email
- Landing Screen: Teams UC




Next, scroll down to the “Extension” sub-menu to associate the User with an extension. Select the desired extension and click the green ”Add >” to select. (If your extension is grayed out, this means that it already is configured for another “User”) Click “Make Primary” for the selected extension. At this point, the core requirements are in place for the user to access UC Client.


*For information about other New User fields, please refer to the Account Manager Help tool or contact your PSA.*

## Logging into the UC Client

To log into the UC Client, open your web browser (Google Chrome is strongly advised) and go to your Account Manager portal URL and enter your “User” login credentials.

**TIP: Partner level users and customer users access their UC Client from the same URL**

## UC Client Features and Tips

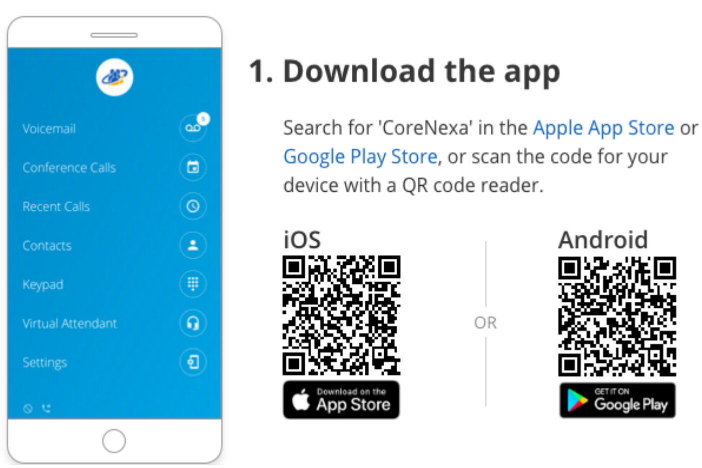
Use UC Client in the exact same way as you would any other communications/collaboration program.

- Conduct calls with the UC Client softphone as you would your desk phone or mobile phone
- Chat with other members of your organization.
- Host meetings inside and outside your company
  - Host instant meetings
  - Schedule meetings by using the “My Meeting URL” with a PIN and sharing it via email or calendar invite
- Search and view your Enterprise contacts, as well as edit your profile
- Listen to Voicemails (or read them if you have Voicemail Transcription enabled)
- View Call History

## UC Client Mobile QR Code

Once logged into the UC Client you can download and configure the mobile app with the UC Client Mobile QR Code setup.

Click the "Waffle" icon on the lower half of the black sidebar menu in UC Client and choose "Mobile Download." This takes you to the mobile download instruction and login screen. The screen displays two QR codes: one for Download and another for Login.



If you have an existing QR code scanner on your mobile device, scan the appropriate OS version (Android or iOS) for download. If you do not have an existing QR code scanner on your mobile device, follow the instructions on the page and search either the Google Play or iOS stores for **"CoreNexa"**.

Once the mobile app is successfully downloaded and installed, open the CoreNexa mobile application. You will be greeted by a login screen. Choose the "QR Code login" option and point your mobile camera on the "Download" QR Code or manually enter your User credentials.

## 2. Log into CoreNexa Mobile

Use your personal QR Code to login to CoreNexa Mobile version 2.0 and above.

Refresh QR Code

**TIP: This username and password login for Mobile are the same as the credentials used for UC Client**

Questions or looking for more information? Contact your PSA or our Support Team at 215-297-4400.