



The following guide gives a description of the most commonly used features of UC-One, a robust communication application that provides integrated business phone services, messaging and presence, audio and video conferencing, screen sharing, and virtual meeting rooms.

Since the application allows you to make calls from anywhere using the most convenient device, please be aware that 911 calls placed from the application will be identified as the location associated with your physical office rather than the location you are using the application, thus this is not suggested to use for emergency calls.

This guide assumes you have already installed the application and have your credentials. If you have not, please to go <https://www3.telesystem.us/uc-one-activation> for quick start instructions.

## UC-One Signing In and Out

You must be signed into the UC-One application to use its features.



To **launch** the installed application, tap on the application icon on your mobile device. Enter your account credentials when prompted.



To **sign out** of the application, tap the *Menu* icon on the top left then tap *Sign Out*.

**Important:**  
*UC-One will run in the background unless you **Sign Out**. If you only exit out of the application, incoming calls will still ring to the application on your device.*

Upon signing out on a mobile phone, UC-One may ask the following:



- Choose Yes to activate Broadworks Anywhere forwarding to ring your mobile phone (not through UC-One).
- Choose No to sign out of UC-One completely (stop receiving calls to the device).
- Choose Cancel to stay logged into UC-One.

## Answer a Call

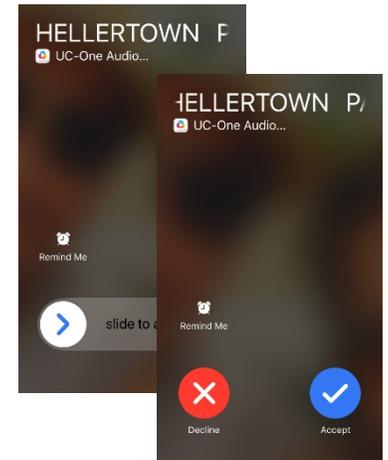
When you receive a call to your business line or extension, the UC-One application will ring in a similar fashion to your native cell phone, but with the added  indicator that it is a UC-One phone call.

**To answer the call, tap accept (or use the answer slide bar if phone is locked).**

*If you were already on one call and answer a second, the other call will go on hold automatically.*

**To reject the call, tap decline.**

*If this is the only device logged into your business line, the declined call will go to your voicemail box.*



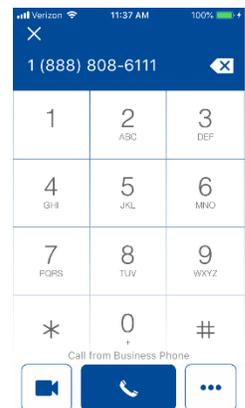
## Make a call

### Call Using Contacts:

- Tap the  Menu
- Select *Favorites* or *Directory* then type in a search term to find the appropriate contact.
- Tap to  initiate a voice call or  to send a video call.

### Call Using Dial Pad:

- Tap the  Menu
- Select *Dial Pad*
- Input the phone number.
- Tap  to send a video call or tap  to send a voice call



## Active Call Controls

While on a call, the caller ID of the caller will remain on the screen with the call timer noting how long you have been on the call.

You can utilize all your primary business line features from the live call screen as explained below.



Place the selected call on **mute**



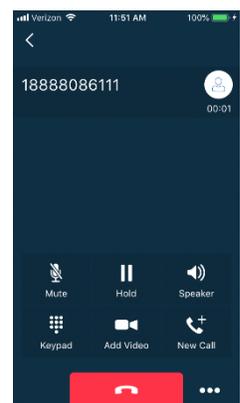
Place the current caller on **hold** on your line



Use the **speaker** audio to talk with the caller



**Dial** additional digits (DTMF) while on a live call





Add **video** to your audio call



Put the current call on hold and place a **new**, separate call



**Hang up** the call



Access the **Transfer** and **Conference** options (explained below)

## Transfer

To transfer the current call:

- Tap
- Tap *Transfer*
- Choose a contact from the list or tap the dialpad icon to dial any number or extension
- Choose *Call First* to perform an announced (attended) transfer or *Transfer To* to transfer the call immediately to the third party.

## Conference

To conference in other parties to your current call immediately:

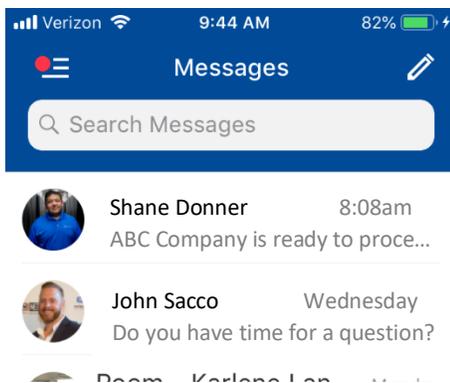
- While already on a call, tap
- Tap *Conference*
- Choose a contact from the list or tap the dialpad icon to dial any number or extension
- As soon as the third party answers, they will be joined to the live call.
- Tap *Add Participants* to add others into your call. There may be up to 5 parties (including yourself) joined.

To talk to another party privately before conferencing them into the current call:

- While already on a call, tap to place first caller on hold
- Choose a contact from the list or tap the dialpad icon to dial any number or extension
- Wait for the third party to answer
- If the third party can join the call, tap then tap *Merge*.
- Tap *Add Participants* to add others into your call. There may be up to 5 parties (including yourself) joined.

*Please note that when you (the conferencer) hangs up, all parties calls will hang up.*

## Messages (Chat)



Upon logging in, the default section viewed is *Messages* which shows any of your chat and room collaboration history.

**Start a new chat** by tapping , input the recipient(s), then typing the desired message.

**Continue a previous chat** by selecting it from the list then inputting your message.

**Search within previous conversations**, by using the *Search Messages* text box at the top of the screen. The input text will search recipient names as well as the body of the messages. You may need to swipe the screen down to make the search box appear.



**Swipe a previous conversation to the left** to reveal additional options to call the contact, delete the conversation, or access their meeting room.



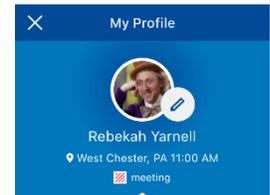
**Access more menu options** by tapping the menu icon on the top left.

## Menu Options

Tap on  to expand the **menu options**.

### Your Profile

The top section shown in the expandable menu is your profile information. Tap on this to personalize your avatar, location, status, and status information.



The snozzberries taste like snozzberries!

Get My Availability...

### Pull Call



Pull Call

If you are on a call on your line on a different device (for example, your desk phone), you can *pull* the call to your UC-One mobile application simply by tapping the Pull Call icon.

### Call Room



Call Room

If you have the UC-One Meet application installed and the My Room application active on your line, you may tap the Call Room icon to call your room to participate in the audio bridge.

### Join Room



Join Room

If you have the My Room application active on your UC-One instance, you may tap the Join Room icon to participate in your room collaboration meeting instantly. While in your room or any others, the rooms will show in the Messages area in the *Joined Rooms* section.

### Favorites

Add frequently used contacts to this list for ease of use.

### Groups

Add one or more groups to this section to enable you to easily begin a group chat with frequently used groupings of contacts.

### Directory

Search all contacts here. All enterprise contacts will automatically be included. If you have allowed the application access to your device contacts, they will be included as well. Tap on a contact to see additional information or to chat, call, or join their meeting room (if they are another UC user).

## Call History

Tap to view a list of all your most recent missed, dialed, and received calls. Calls in red text are missed calls. Tap on an entry to see additional information or to chat, call, or join the entry's meeting room (if they are another UC user).

## Dial Pad

Tap to expose the phone dial pad.

## Settings

Access additional line settings that enable/disable forwarding and more.

## Help

Additional UC-One video tutorials are found when this section is selected.

## About

Select this section to view licensing and version information.

## Sign Out

Sign Out of the UC-One application completely by tapping this option.

# My Room

*My Room* is an always available, permanent room you can use to collaborate with anyone that joins.

Tap the **Join Room**  option from the menu to join your own meeting room.

### While in your room you can:

- Send group **chat** messages to all participants
- View other users' **shared** content
- Join via the **audio** bridge by tapping 
- Tap  to:
  - **Leave** the room
  - **Copy Guest Link** to copy all meeting information needed to invite others in or outside of your organization that you want to join your meeting.
  - **View Participants** to confirm who is currently in your room

