



UC-One Desktop User Guide



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.

A primary component of the application is making and taking phone calls. To do this, you may use a headset compatible with your PC (optimal) or, if available, inbuilt microphone and speakers.

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 downloaded the application. If you have not, please to go to <https://www3.telesystem.us/uc-one-activation> for quick start instructions.

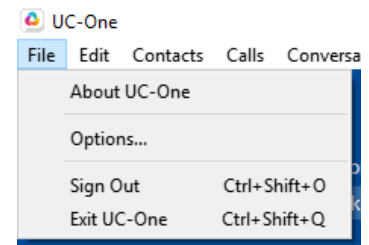
UC-One Signing In and Out

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



To launch the installed application, choose the application from your start menu or click on the associated desktop icon. While running, the UC-One program may be minimized. Click on the icon in the taskbar or system tray to maximize the program.

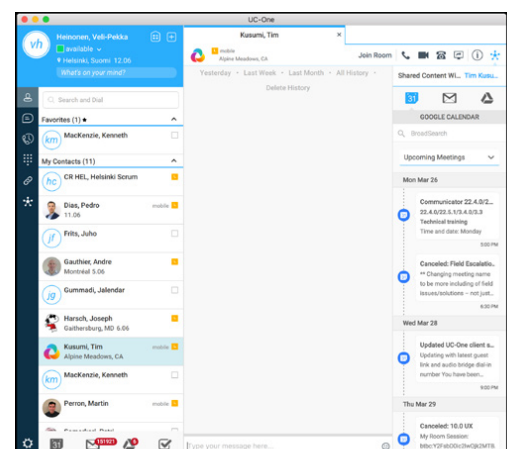
To sign out of the program, click *File* then *Sign Out* as shown to the right.

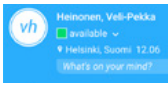


Main Window- Getting Acquainted

The UC-One desktop screen allows you to quickly access your contacts, create a meeting, send chats, and much more from the application's main window.

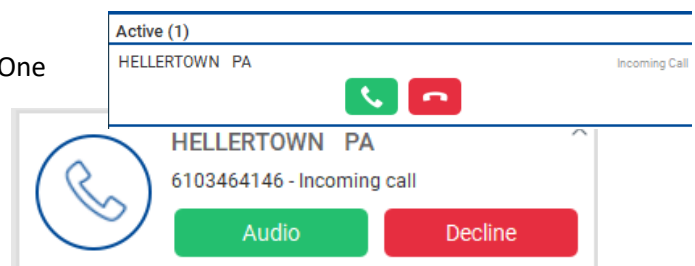
Some of the most common icons are introduced in the table that follows.




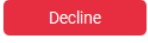


Icon	Explanation
	<p>My Information– view and update your profile information. Right click on the circle to change your <i>avatar</i>, manually input your <i>location</i> or allow your IP address to automatically show it, use the drop down to modify your <i>presence</i> status, or type in a <i>message</i> for your business contacts to view in the “What’s on your mind?” area.</p> <p>Presence statuses include:</p> <ul style="list-style-type: none"> ⚙️ Automatic - UC-One will automatically detect and change your status as appropriate. ■ Available- User is online and ready for communication 🟡 Away- User is online but has been idle or away from their computer for more than 10 minutes. 📞 Busy – User is busy on a call, in a meeting, or does not want to be disturbed. □ Offline- User is offline and the only available contact method is calling or leaving a chat message.
👤	Contacts – view your business directory contacts as well as any other integrated contacts.
💬	Chat History - view or resume previous chats.
📞	Call History - view previous calls.
☎️	Dial Pad - dial calls.
🌐	Hub – Provides access to micro-apps and contextual intelligence to chat tabs. When this is selected while viewing a contact, any applications (email, etc.) that you have integrated with UC-One will automatically pull all the information you and that contact have shared with each other, making conversations much more relevant.
⚙️	Preferences - User for quick access to preferences and call settings such as call forwarding.
🏠	My Room – This is your permanent collaboration space. You can invite attendees to join via webinar or audio only.
➕	Create – create a new chat, add a contact, create a group, or a new room invitation.
💬	Chat – initiate a chat (instant message) with the selected contact.
📞	Call - initiate a phone call with the selected contact.
📞	Call from phone - initiate a call with the selected contact that will be a ‘click-to-dial’ call (call from desk phone instead of UC-One application).
📄	Info - see all contact info for the selected contact (can also delete and import contact from the info screen).
📺	Video call - initiate a video call with the selected contact.
✉️	Email - launch an email to the selected contact using your default email.

Answer a Call




When you receive a call to your business line or extension, UC-One will show you a notification within the application as well as a small popup box on the bottom right of your computer screen.







- To answer the call, click  or .
 - If you were already on one call and answer a second, the other call will go on hold automatically.
- To reject the call, click  or .
 - If this is the only device logged into your business line, the call will go to your voicemail box. If you have other devices logged in such as a desk phone or cell application, those other devices will continue to ring.

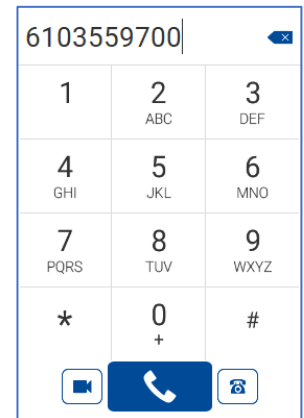
Make a call

Call Using Contacts:

- Select the Contacts  tab.
- Scroll through Contacts or type in a search term to find the appropriate contact.
- Hover over the contact name then click on the  to send a call through the application or click  to initiate the call through the application, but use your desk phone.

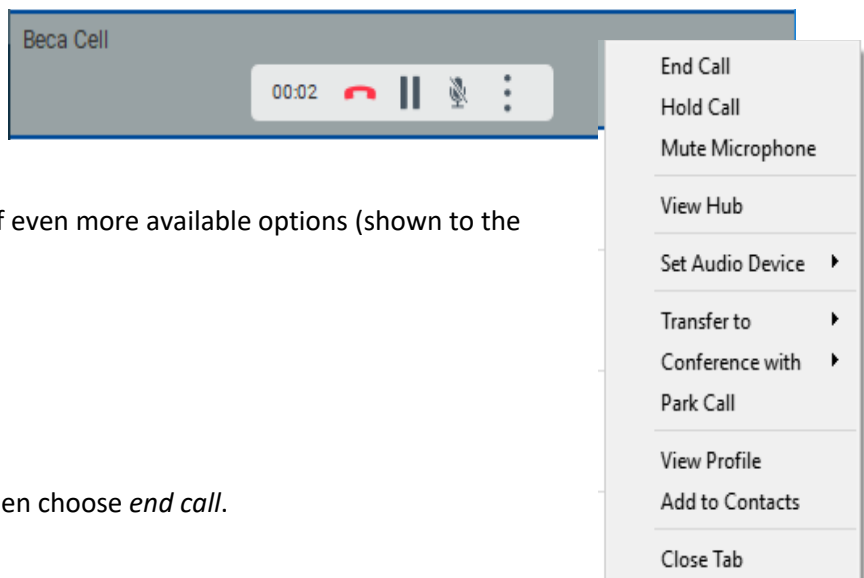
Call Using Dial Pad:

- Select the Dial Pad  tab to launch the keypad.
- Input the phone number.
- Click  to send a video call, click  to send a call through the application, or click  to initiate the call through the application, but use your desk phone.




Active Call Controls

While on one or more active calls, the caller name and call timer will show with options to manage the phone call.




Right-click on the active call to see a menu of even more available options (shown to the right).


End a call

To hang up the call, click  or right-click then choose *end call*.


Hold

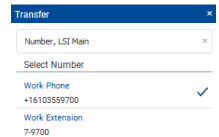
To place the current caller on hold on your line, click  or right click then choose *hold call*.

Mute

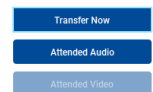
To place the selected call on mute so that you can hear your caller but they cannot hear you, click  or right click then choose *mute microphone*.

Transfer

- To transfer the selected call, click  or right click then choose *Transfer to*
- Choose *New* (or choose one of the other calls you already have on your line)
- Type in a contact name or number to search or call
- Choose *Transfer Now* to perform a direct (blind) transfer OR choose *Attended Transfer* to perform an announced transfer





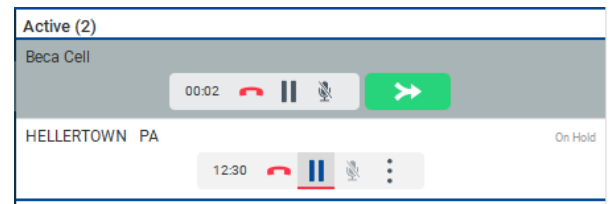
A screenshot of the 'Transfer' dialog box. It has a title bar 'Transfer' with a close button. Below the title bar is a search field with the text 'Number, LSI Main'. Below that is a 'Select Number' field. Then there are two rows: 'Work Phone' with the value '+16103559700' and a checkmark, and 'Work Extension' with the value '7-9700'.



Three buttons stacked vertically: 'Transfer Now' (dark blue), 'Attended Audio' (dark blue), and 'Attended Video' (light blue).

Conference


- To conference additional parties to the selected call, click  or right click then choose *Conference with*
- Choose *New* (or choose one of the other calls you already have on your line)
- Type in a contact name or number to search or call
- Choose *Call*
- When the third party answers, you will be speaking with them privately. To join all parties together, click .
- Repeat the above process if needed- UC-One desktop will allow up to a 6-way (you plus 5) call.




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

Park

To park a live call:

- To place a call into Park (a shared hold), click  or right click then choose *Park Call*
- In the popup box, choose to park the call on your extension, or enter an alternative extension.
- Click *Park*

To retrieve a parked call:

- Select the Dial Pad  tab to launch the keypad.
- Input *88 followed by the extension which the call is parked on.

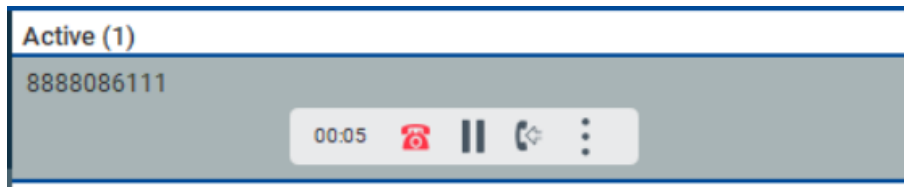
More about call park:


A parked call is shared out to all the other phones in your business, so it can be retrieved from any phone set. Calls may be parked on any valid extension.

A parked call is visible on your desktop in the Active Communications area so that you can easily retrieve it, but only for the duration of the call park announcement. After the announcement is over, the parked call disappears from the Active Communications area (since the triggering call is disconnected). After the call disappears from the Active Communications area, the user must remember the extension to which the call has been parked to retrieve it using the Main window menu (or feature access code), unless the call was parked to the one's "own" extension. If the call is not retrieved after a certain time, then the server will recall the parked call back to the user that parked it.

Call Pull

If you are on a call on a different device (for example, your deskphone), the active call will show in your desktop UC-One application:



To continue the call on your desktop application without interrupting to the call, click the  *call pull* button.

Other Live Call Options



While on a live call, you may also choose the following from the menu shown after right clicking on the active call:

- **View Hub**- while talking to a caller, use the hub to search any applications (email, etc.) that you have integrated with UC-One for info that you shared with that contact previously.
- **Set Audio Device**- choose which audio device to use for the call.
- **View Profile**- view the caller information (name, number) and save to your directory if not already an existing entry.
- **Add to Contacts**- saves the caller information to our contacts.








Chat

UC-One users may initiate chat with one or more UC-One users in their enterprise.

To initiate a chat session:

- Search for the contact in the Contacts  tab
- Hover the cursor over the contact and choose  icon or right click and choose *Chat*
- The chat tab will open to the right. Any previous chat conversation will populate.

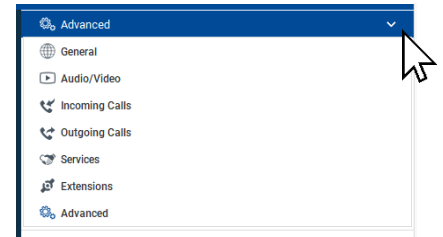
Options available while chatting include:

	Create an instant web meeting with this contact and join others to the room as needed
	Call the contact using the UC-One application
	Start a video call with the contact
	Call the contact from your desk phone
	Screen share within the chat conversation
	See information about the contact
	Open Hub for the contact

Options Tab

Access many additional features and settings by navigating to the Options  tab.

The tab's seven sections can be accessed by clicking the drop-down arrow to the right of the heading name.

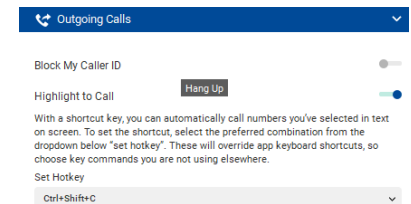


General- access basic language, login, notification, and accessibility settings.

Audio/Video- modify all audio and visual settings.

Incoming Calls- manage incoming call settings such as do not disturb and other forwarding.

Outgoing Calls- manage caller ID settings and enable the popular *highlight to call* feature. The highlight to call feature allows you to highlight a phone number on your computer screen in most programs then use a hotkey to dial through the app.



Services- manage default services in this section and log in and out of call center.

Team Telephony is often one feature that is important to understand. Any users you've configured on your handset as BLF buttons will be a part of your team telephony group. The UC-One application monitors their status and alerts you to changes in their line should you choose to keep these settings enabled.

Extensions- manage and view add-in device applications.


Advanced- the Telesystem support team may ask for you to send them specific call logs as part of their troubleshooting process. Should that be necessary, this section will allow you to download and send those logs to them.

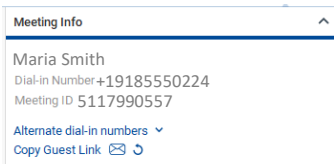
My Room


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

Click the **My Room**  icon within the application to join your room.

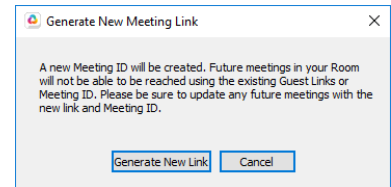
Invite/add others to your room by:

- For other users in your enterprise that have UC-One:
 - Dragging and drop the contact from the Contacts list into the My Room tab
 - Alternately, the user can look you up in their contact list, right click, then choose *Join Room* to join the room themselves or hover over the contact and click on their *My Room* button.
- For guests or users that do not have UC-One:
 - Send your meeting information to external users. The meeting info shows in the top right of the UC-One screen. Click [Copy Guest Link](#) to copy the link and paste into an email. Alternately, click  to send an email via Outlook with all meeting information included (URL and Dial In phone number).









When the *My Room* tab is open, it will display your meeting information. This meeting information will remain the same unless you click  to generate a new meeting link.





IMPORTANT: upon generating a new meeting link, the old link will become inactive. Therefore, any future meeting attendees must be given the new link.



While moderating a My Room meeting, the top right toolbar will allow you to:

-  Connect to the meeting via audio through the UC-One client.
-  Connect to the meeting with video.
-  Connect to the meeting via audio call via your desk phone.
-  Share PC screen or a specific application during the meeting.
-  View the current participant list
-  Launch the UC Hub

If you have connected via audio through the UC-One client during a meeting the call control box will allow you to:

-  End a call
-  Hold
-  Mute
-  Volume control

Other moderator controls may be accessed by clicking the  More link in the Participants pane:

- **Mute All** participants in the room
- **Unmute all** participants in the room
- **Dismiss all** participants in the room
- **Copy Attendee** List for the current room roster

