




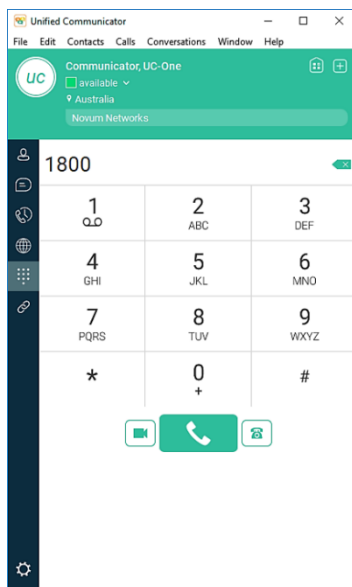
UNIFIED COMMUNICATOR Windows Quick Reference Guide

TO MAKE & ACCEPT A VOICE CALL


- From the Call screen **type** the number
- Click the **Call** button 

To accept a voice call



- Click the **Audio**  button when you see the pop-up notification on your screen or the **Answer** button in  the active window.



TO MAKE & ACCEPT A VIDEO CALL

- From the Call screen dial the number
- Click the **Video** button 

To accept a Video call





- Click the **Audio**  button when you see the pop-up notification on your screen or the **Answer** button  in the active window.

Or

- Click the **Accept Video** button

HISTORY

The History tab shows all calls and chat sessions from all devices


-  Outbound
-  Inbound
-  Missed
-  Chat

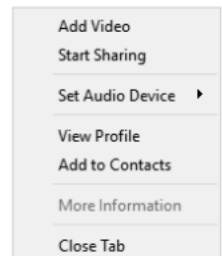
IN CALL FEATURES FOR A VOICE CALL

Click to activate any of the following features:

- End call
- Hold Call
- Mute Call
- Transfer to
- Conference with
- Park Call
- Volume



- Click Menu  for **More Options**
- Add Video
- Start Screen Share
- Set Audio Device
- View Profile
- Edit Profile
- Close Tab




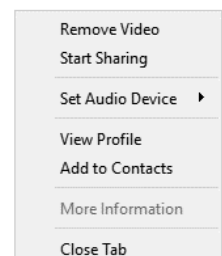
IN CALL FEATURES FOR A VIDEO CALL

Click to activate any of the following features:

- End call
- Hold Call
- Mute Call
- Transfer to
- Conference with
- Park Call
- Volume



- Click Menu  for **More Options**
- Remove Video
- Start Screen Share
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CALL PULL

Allows you to move a call seamlessly to and from your desk phone to your mobile device.

From your desk phone:

When on a call on your desk phone, Click the **Calls Pull** icon  on your mobile or tablet device

- Click **Pull Call**
- Click the **Internet Call (VoIP)** button


From your tablet:

- When on a call on your tablet, dial ***11** on your desk phone.

From your mobile:

- When on a call on your mobile, dial ***11** on your desk phone.



PRESENCE STATUS

- Click the **Presence**  icon.
- Click the **drop down** (next to your presence icon).
- Select from **Available, Away, Busy or Offline** or type your own customised message.

Customising Presence

- Click into the free text box below the set location icon and type your custom presence text.
- Your **Custom Presence Text** will automatically reflect your change.

ADDING AN IM ADDRESS TO A CONTACT


- Click the **Contacts**  button
- Click the add contacts **+** button
- Click **New Contact**
- Add** the contact information including the **IM address** in the **IM Address field**. Ensure you get it right otherwise you will have to delete the contact and add the new contact again. **"You cannot Edit a contact's IM Field"**.
- Click the **Add to Contact List button** 

CHAT


Allows you to chat on a one-to-one basis or to multiple people in a chat session

One to one chat

From your contacts/buddy list.

- Click** to select the contact.
- Click the **Chat**  button.
- Type** your message.
- Click **Enter**

Group Chat

- Select the **Contacts**
- Click the **Chat**  button.
- Type** your message.
- Click **Enter**

Leave the Group Chat

- Close the **Chat Window** to end the Chat.

TRANSFERRING A FILE WHILE CHATTING

In an active Chat Window:

- Click and drag the file into the **Chat Window**

Note: the recipient must be online and accept the file

Accept | Decline

- Save the file.**

Or

- Click on the **File Transfer**  button
- Browse** for the file you wish to attach.

Note: the recipient must be online and accept the file.

- Save** the file.

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MY ROOM

Allows you to chat with multiple people in a Chat Room

- ' Click on the **My Room** button
- ' From the **Contacts** select the people you wish to involve in the Chat session.
- ' Drag and drop the selected contacts to the left of the **My Room** dialog box.
- ' Start typing your message and Click the **Enter** key (All participants in My Room can view the message(s)).
- ' Click on the **Close** button when they wish to end the chat.

Note: **My Room** participants will receive a request to join **My Room** which they must **Accept**.

Leave My Room

- ' Click the **Close** button when you wish to end the chat.



Desktop Sharing

Escalate an Active Chat session to a group call or video call

Click the Chat button for one on one desktop sharing

Or

- ' Click the **My Room button** for group desktop sharing.

Next

- ' Click the **Start Sharing** button to initiate desktop share.
- ' From the **Share** dialogue box select the display and Application to share.
- ' Press **Start Sharing** to start the session.

Note: **Desktop Sharing** participants will receive a request to view the **Shared Screen** which they must **Accept**.



SIGN-IN

When you launch the application, you are prompted to sign in.

Enter your user name and password.

- ' The first time you sign in please enter your enterprise email address.
- ' Username: **03xxxxxxxx@hosted-uc.com.au**
- ' Password: *********
- ' Select whether you would like Communicator to remember your password.
- ' Select whether you would like Communicator to sign you in automatically on subsequent launches.
- ' Click **Sign In**.