

QUICK START GUIDE

UC-ONE DESKTOP COMMUNICATOR

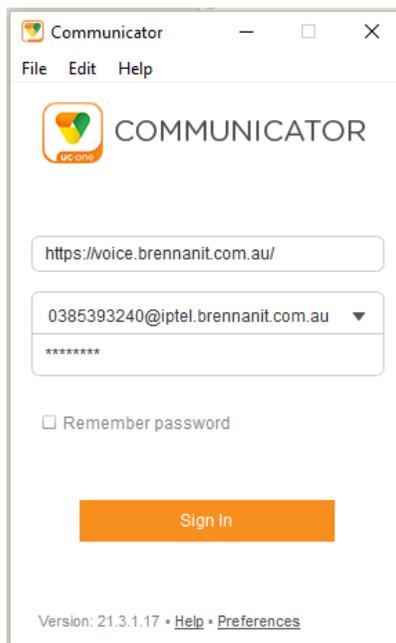
SETTING UP

Installing the Application

1. Download the UC-One Communicator here.
2. Install the application

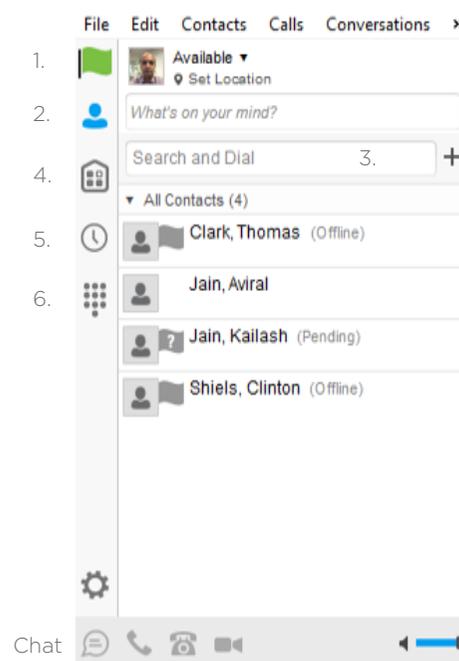
Signing In

1. Enter the login URL:
<https://voice.brennanit.com.au>
2. Enter your username e.g.
johndoe@iptel.brennanit.com.au
3. Enter the password as provided by Brennan IT



NAVIGATION

1. **My Presence:** Set your presence information
2. **Contacts:** View contact and their availability
3. **Search Field:** Search contacts or dial a number
4. **My Room:** Start a multi-party Audio or Chat conference
5. **Communication History:** View missed, dialled and received calls across devices, as well as Chat history
6. **Dial pad:** Directly dial a phone number



Desktop call Call from phone Video call

PERSONALISATION

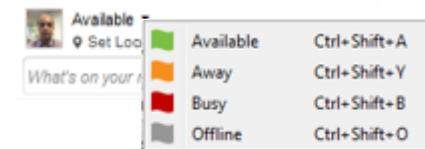
Updating Profile Picture

1. Double-click on the profile box and browse for an image, OR
2. Drag and drop a new image into the profile box.



Updating Presence

Select a status from the dropdown menu that you want your colleagues to see. Your status will update automatically when on a call or if you have a meeting scheduled in your Microsoft Outlook calendar.



Tip: You can also personalise your status by adding a message with the 'What's on your mind?' prompt!



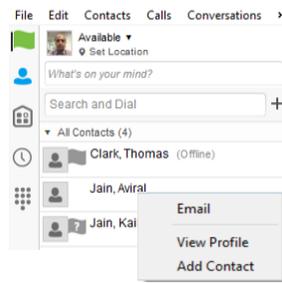
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MANAGING CONTACTS

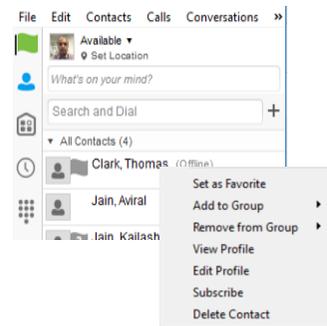
Adding Contacts

1. Click 'Contacts'
2. Type the name of the contact into the 'Search and Dial' field
3. Right-click on the contact's name and select 'Add Contact'



Subscribe to a Contact

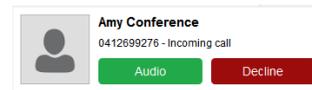
1. Right-click on the contact you would like to subscribe to
 2. Select 'Subscribe'. A subscribe request will be sent to the contact.
- Note:** A contact must accept your subscription before you can view their status.



MANAGING CALLS

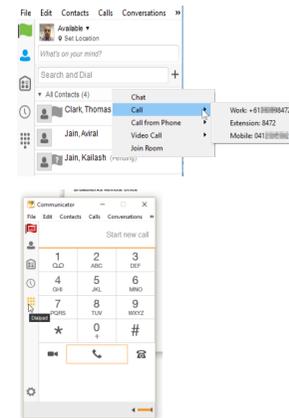
Answer an Incoming Call

- To answer an incoming call; from the incoming call pop-up select one of the following options:
1. **Audio:** Answer the call as audio-only
 2. **Decline:** Rejects the call and sends the dialler to voicemail (if configured).



Make an Outgoing Call

1. Right-click on a Contact
2. Select the type of call you would like to make
3. Click the number to start dialling



Alternatively, you can dial using the dial pad.

Call Control:

From the Call Control page, view the control settings Chat, View Timer, Adjust Volume, Mute.

Select  to view the in-call options:

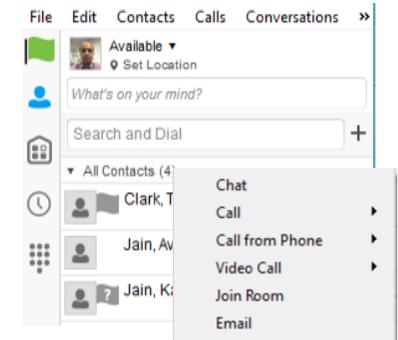
- Hold a call
- Transfer a call
- Conference

MANAGING CHATS

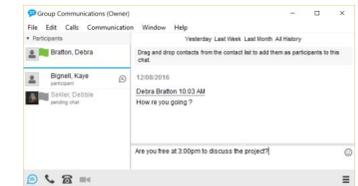
Initiate a Chat Message

To open the Chat Dialogue window:

1. Right-click on a contact and select 'Chat', OR
2. Click on the Chat icon from either the home screen or call window



Tip: You can also drag and drop Contacts into a Chat Dialogue window!



FURTHER SETTINGS

To access further settings such as Call Forwarding and Do Not Disturb, select 'Calls' from the application and click 'Call Settings'.

