

1) Presence

	Available – User is active on device and ready for communication
	Offline – Logged out of UC-One
	Away – User has been idle or away from computer for more than 10 minutes
	Busy – User is on a call, in a meeting, or manually placed into busy status
	Pending – User has yet to accept your subscription request

2) Set Location

- Click Avatar and then location to publish where you are using Manual or automatic (automatic location is determined by your public IP address)

3) My Room





- Allows you to chat and screenshare with nine other contacts
- Drag and drop contacts to add them into your room
- Copy GuestLink allows you to add external guests to your room (Guest must use Google Chrome)
- Dial directly into your bridge using one of the calling methods at the top (must have a conference bridge)
- Dismiss guests using the more button

4) Contacts


- Adding Contacts
 - Enter a name into the Search and Dial bar
 - Right click on a user
 - Choose Add to Contacts
- Adding Groups/Personal Contacts
 - For a personal contact:
 - Click the + to add personal contacts or groups
 - Click New Contact
 - Enter a Display Name and Personal Phone number
 - Click the Add to Contact List button to complete

- For a group
 - Click the + to add personal contacts or groups
 - Click New Contact Group
 - Enter a Group Name
 - Click OK
 - To add a contact to the group, right click on a contact, hover over Add to Group, and select the correct group

5) Communicating with Contacts

	Chat – Opens a chat window allowing for instant messaging
	Call – Utilizes the UC-One softphone (computer audio) to make calls
	Video Call – utilizes webcam and computer audio to make calls
	Call from Device – utilizes physical desk phone to make calls



6) Chat

- One on One
 - Double-click on a contact to open a chat window
 - Type message in the bar at the bottom of the window, press Enter to send a message
 - Screenshot with a contact by clicking the Start Sharing button  in a chat window
- Group Chats
 - Double-click on a contact to open a chat window
 - Drag and drop additional contacts into the chat window to start a group chat


7) Call History and Voicemail

- Calls Tab
 - Displays all recent calls
 - Double click on a call to dial that party
- Voicemail Tab
 - Click on a voicemail and press the play button to listen
 - Additional options:
 - Mark as Viewed/New
 - Save as (.wav)
 - Delete – (deleting messages from UC-One deletes the messages from the physical phone)

8) Dialpad

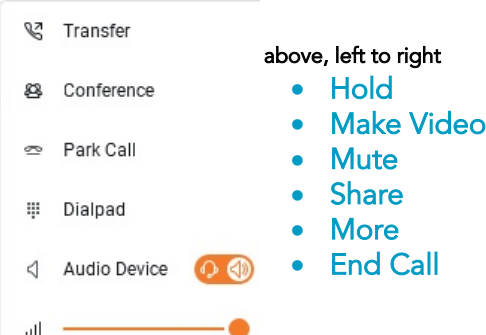
- To make a call:
 - Start a new call by copying and pasting, typing, or manually entering a phone number
 - For a softphone call, click Call 
 - For a desk phone call, click Call from Device 

• Call Handling



above, left to right

- Hold
- Make Video
- Mute
- Share
- More
- End Call





Transfer


Conference

Park Call

Dialpad

Audio Device 

Volume slider: 

- Transferring
 - Blind Transfers
 - Click the **More** button in the Call Window
 - Click Transfer
 - Type in an extension or 10 digit number, Voicemail
 - Click Transfer Now
 - Consulted Transfers
 - Click the **More** button in the Call Window
 - Click Transfer
 - Type in an extension or 10 digit number, or select the internal party
 - Click Attended Audio
 - Once the third party has answered, click Complete Transfer
- Conferencing
 - Click the More button in the Call Window
 - Click Conference
 - Type in an extension or 10 digit number, or select the internal party
 - Click Call
 - To connect all parties, press merge 

- Park & Retrieve
 - Park
 - Click the More button in the Call Window
 - Click Park Call
 - Choose where to park the call and click Park
 - Retrieve
 - Click Calls from the Menu Bar
 - Go to Retrieve Parked Call and select UC-One
 - On the Dialpad, enter the extension the call was parked on followed by #

9) Options

- General
 - Enable/disable remember password
 - Enable/disable sign in automatically
- Audio/Video
 - Check that your computer audio is working by playing with input and output devices
 - Ring signal controls whether or not UC-One will ring for incoming calls
- Incoming Calls
 - Enable one of many telephony features
- Outgoing Calls
 - Highlight to call functions similarly as a click to call feature. Highlight a phone number, click your hotkeys, and UC-One will dial the number
 - Control how and where you are receiving your messages
- Extensions
 - *For BroadSoft Call Center Agents only

10) Accessing the Voicemail Portal

- To access your voicemail portal, hold down the number 1 on the Dialpad or dial your extension. There, you can change greetings, listen to messages, etc.
- Visit the Voicemail QRG on our Knowledge Base for all things regarding the portal

12) Helpful Tips & Tricks

- Are your calls not going through the device you'd like when dialing out?
 - Click Calls in the Menu Bar
 - Hover over Dialing Service
 - Select the device you would like to use as the default (refer to section 5)
- Pull Call
 - This feature allows you to seamlessly move a call that is on your physical device or mobile app directly to the UC-One desktop softphone without placing the call on hold
 - To pull a call:
 - Click Call in the Menu bar
 - Click Pull Call
 - This feature can be used in any direction between your three devices: physical phone, softphone, mobile app
 - Dial *11 to pull to the physical phone
- Disable Incoming Call Notifications
 - This feature will stop the notification in the corner of the screen from appearing
 - Dial *13 to disable
 - Dial *12 to re-enable
- UC-One Mobile Application
 - Search for Evolved Office UC-One in the App Store or Play Store
 - The mobile app gives you control over your office phone right from your cell phone.
 - Consult with your administrator for correct login instructions

About Evolve IP

The Cloud is no longer about buying individual services. It's now about building a strategy around multiple cloud services and integrating them together to make IT more efficient. Evolve IP delivers customized strategies and integrated services for both cloud computing and communications; solutions that are designed to work together, with your current infrastructure, and with the applications you already use in your business. Disaster Recovery, Contact Center, Unified Communications, Desktops and Infrastructure...Experience Cloud as a Strategy™.