CLOUD VOICE BUSINESS PORTAL

APPLICATION USER GUIDE - OFFICE UC DESKTOP, UC BUSINESS & UC TEAM EDITION

VERSION 2.0

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Introduction

The following document describes a Cloud Voice Site or User application.

An application is used to control an existing feature, or provide new features to Sites or Users. An application is typically downloaded onto a local device, either a PC, Smartphone or Tablet. Applications may be inclusive of User feature packs or may be chargeable extras that enable the User to fulfil or enhance their job role.

This user guide will cover off Company/Site Administration and End User Administration.

Overview

Office UC provides Users with an application and series of features to enable Unified Communications across one or many devices. The Desktop application will work across computers running Windows and Mac iOS. This application is available through the following add-ons:

- Office UC Desktop
- UC Business added to a Fixed or Mobile User Licence
- UC Team added to a Fixed or Mobile User Licence

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Application Description – Office UC Desktop

This application when taken standalone as the Office UC Desktop add-on provides Users with the following:

- Desktop softphone application enabling:
    - Voice and Video Calling – using inbuilt softphone or via hard phone
    - Call Centre Agent Login – when agent is assigned to an ACD

If a User is provided with a Mobile User Licence, alongside the UC Desktop Add-on, then the following additional functionality is provided:

- Smartphone application enabling:
    - Voice and Video Calling – using inbuilt softphone or native dialler

If a User is provided UC Business, either on the Fixed or Mobile User licences, then the following additional functionality is provided:

- Instant Messaging and Presence (IM&P) from the provided applications
- Microsoft Skype for Business Plug-In

If a User is provided UC Team, either on the Fixed or Mobile User licences, then the following additional functionality is provided:

- Personal Audio Conferencing for up to 8 people
- Desktop Sharing

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Hardware & Software Description

In order to successfully install and use this application, the following installation and licencing requirements should be met:

Firmware Version

These applications are running on the following firmware versions. If you are running on an earlier version we recommend you update to the latest.

Device	Version
Desktop PC	21.3.0.1229
Desktop Mac	21.3.0

Operating Systems Windows

The application supports devices with:

- Windows Vista
- Windows 7
- Windows 8/8.1

Operating Systems Mac

The application supports devices with:

- Mac OS 10.7 Lion,
- Mac OS 10.8 Mountain Lion
- Mac OS 10.9 Mavericks
- Mac OS 10.10 Yosemite

Hardware Requirements

The hardware requirements for the application include:

- Minimum of 1.5 GHz is recommended, dual core CPU is recommended for video calls at a minimum. For HD Video Quad Core x86 or equivalent at a minimum.
- Minimum: 2 GB RAM
- Approx. 125 MB on OSX and 215 MB on Windows.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended

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![Virgin Media Business logo]

- Minimum: IP network connection (broadband, LAN, wireless) Recommended: A 2.0 Mbps connection.
- Full-duplex, 16-bit or use USB headset

Software Requirements

The software requirements include:

- Local admin rights are required to carry out the installation so you must use a Windows user account with administrator-level access.
- Some anti-virus software can cause problems when installing other software so consider temporarily disabling your anti-virus application for the duration of this installation; remember to enable it again as soon as the installation is complete.

Multimedia Requirements

Office UC requires both speakers and a microphone to make calls. Any of the following are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone
- Calls made with Office UC will work without a video camera, but a video camera is necessary to allow other parties to see your image. Office UC will work with most built-in and USB video cameras.

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Network and Firewall Requirements

You may need to allow outbound access for the following on your firewall:

Application	Protocol	Destination	Destination Port
Application Signalling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
Application Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
Office UC Desktop & Skype for Business Plug-In Downloads	HTTPS	downloads.yourwhc.co.uk 193.113.10.27 193.113.11.27	TCP 443
Office UC Smartphone and Tablet Downloads	n/a	Apple Store Google Play Store	n/a
Office UC Operation	XSI	officeuc.yourwhc.co.uk 193.113.10.11 193.113.11.11	TCP 443
Office UC Presence	XMPP	ums01.yourwhc.co.uk ums02.yourwhc.co.uk 193.113.10.7 193.113.11.7	TCP 5222 TCP 1081 TCP 5281 TCP 5269
Office UC Screenshare	Proprietary	uss01.yourwhc.co.uk uss02.yourwhc.co.uk 193.113.10.8 193.113.11.8	TCP 8443

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Provisioning & Configuration

All provisioning activity is done via Virgin Media Business unless explicitly stated. All configuration activity takes place on the Cloud Voice Business Portal unless explicitly stated.

Provisioning

This application is an Add-On available separately as a softphone only or as part of a wider feature set within the UC Business and/or UC Team Add-Ons.

When requesting the service from Virgin Media Business be sure to order either the Office UC Desktop, Office UC Business or UC Team add-on.

Once this licence pack has been ordered, the application download will appear in the Application section of the Business Portal as per the image below.
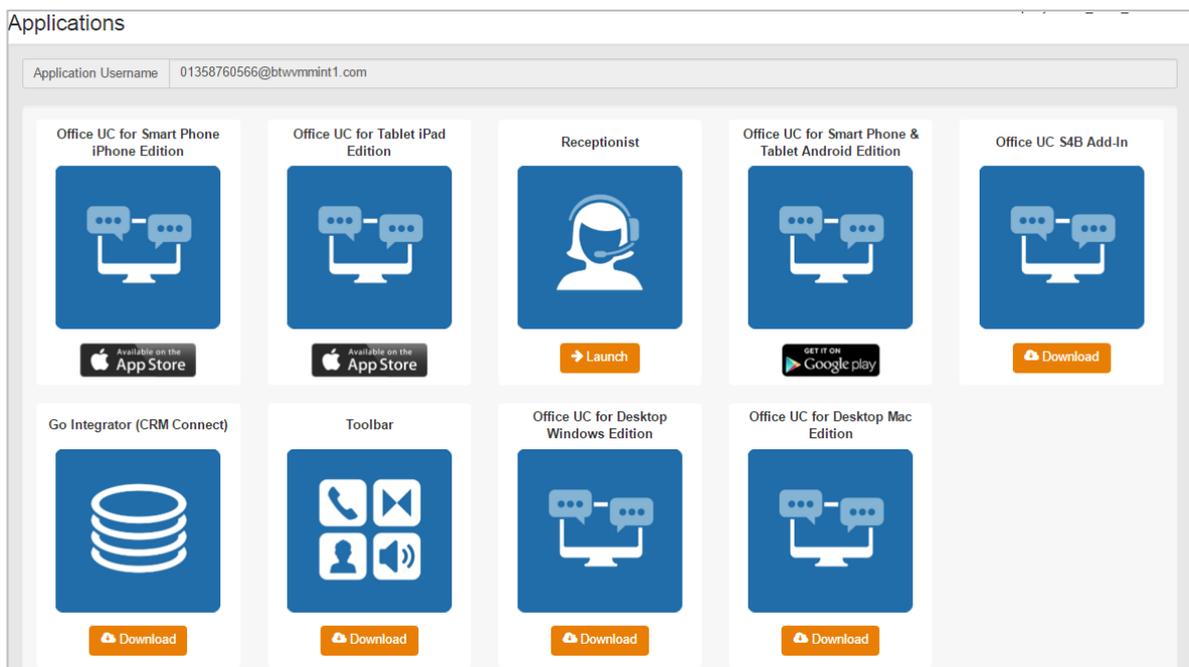

Download & Installation Instructions

Once you have ordered the correct licence and the User has received, or is in possession of their welcome email, they can now download the application from the Business Portal.

![Virgin Media Business logo]

Windows Installation

Login to an administrator-level user account on the Windows workstation that the application needs to be installed onto. To begin installing, run the 'ucoffice.exe' file, select a language and click on **OK.**
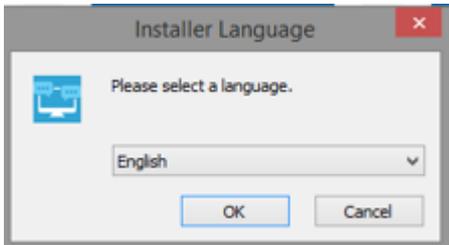
Once the initial welcome screen comes up, click **Next** to proceed.
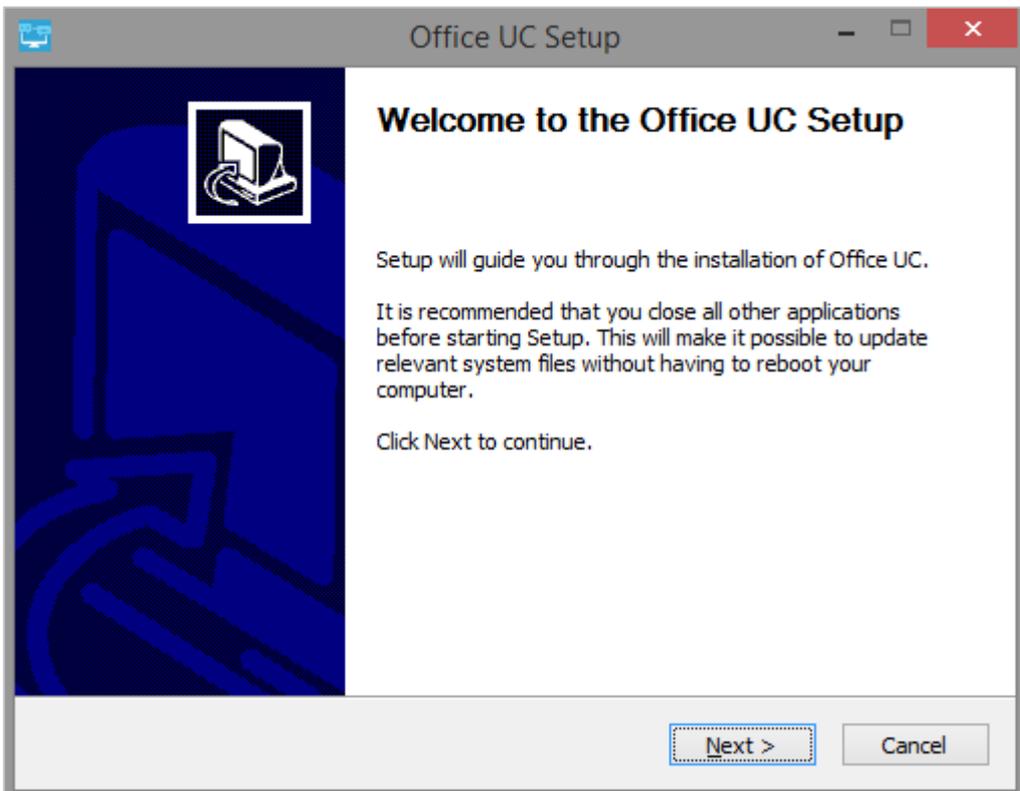
Read and accept the Licence Agreements and click **Next** to proceed.
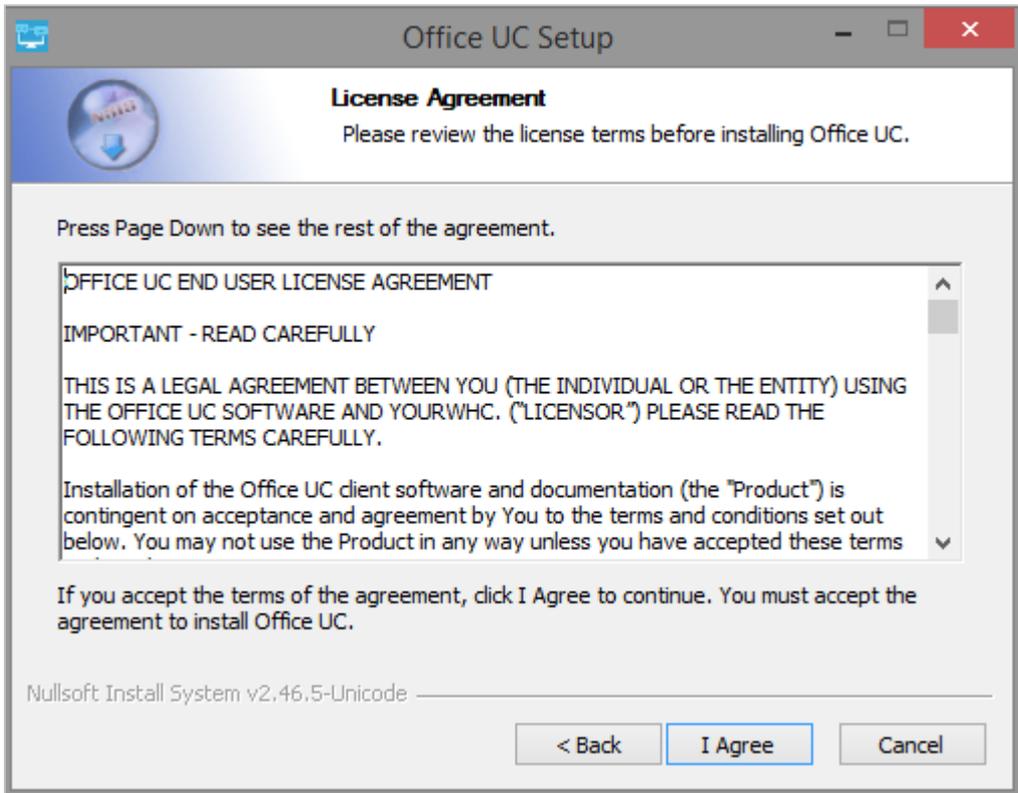
Select the necessary install options then click **Next** to continue.

Application User Guide – Cloud Voice Office UC Desktop
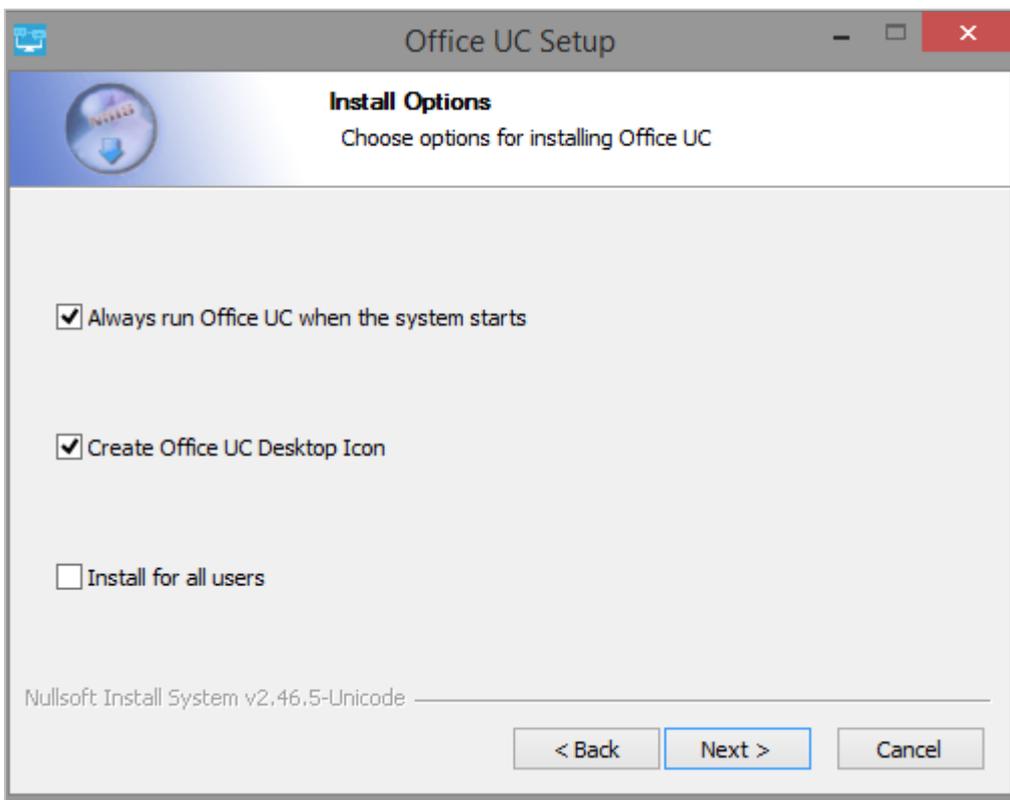
Select the install location then click **Next** to continue.
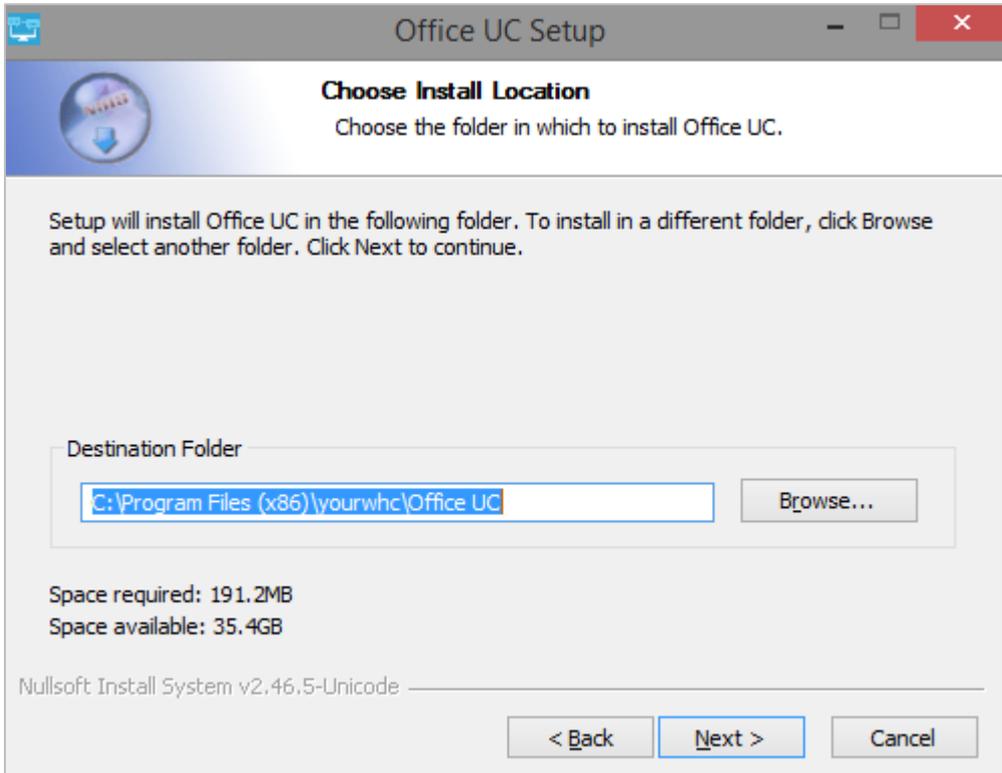
Select where you want the start menu to be installed then click **Install.**
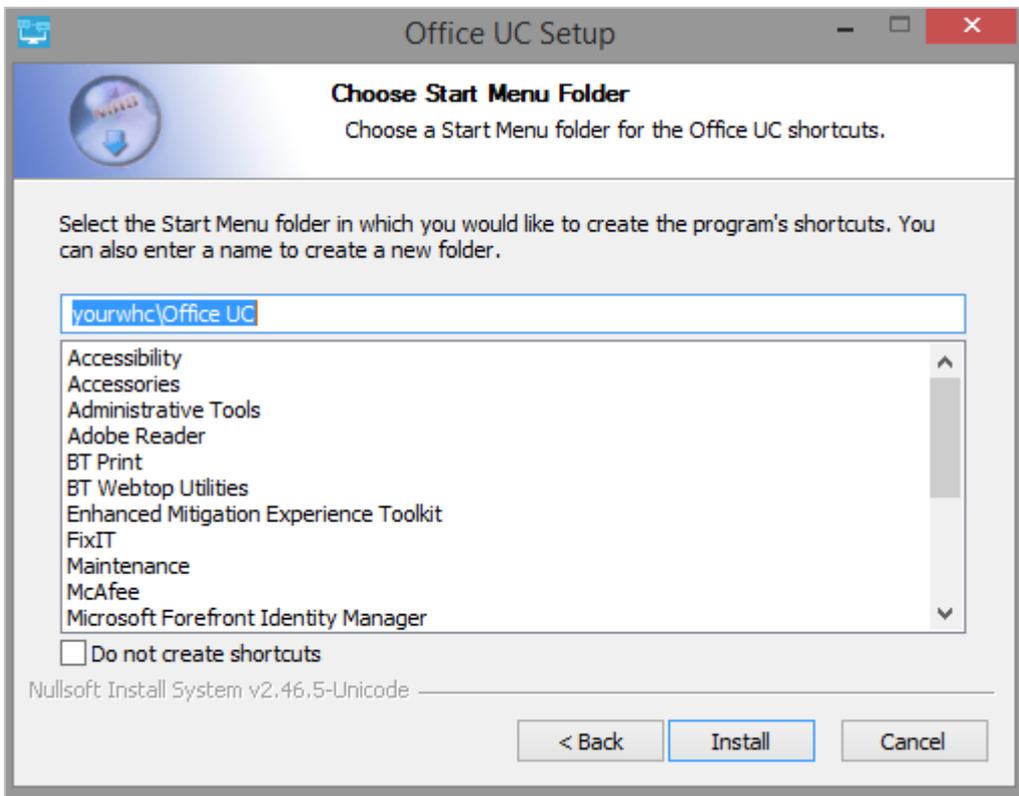
Once the install is complete click **Next.**
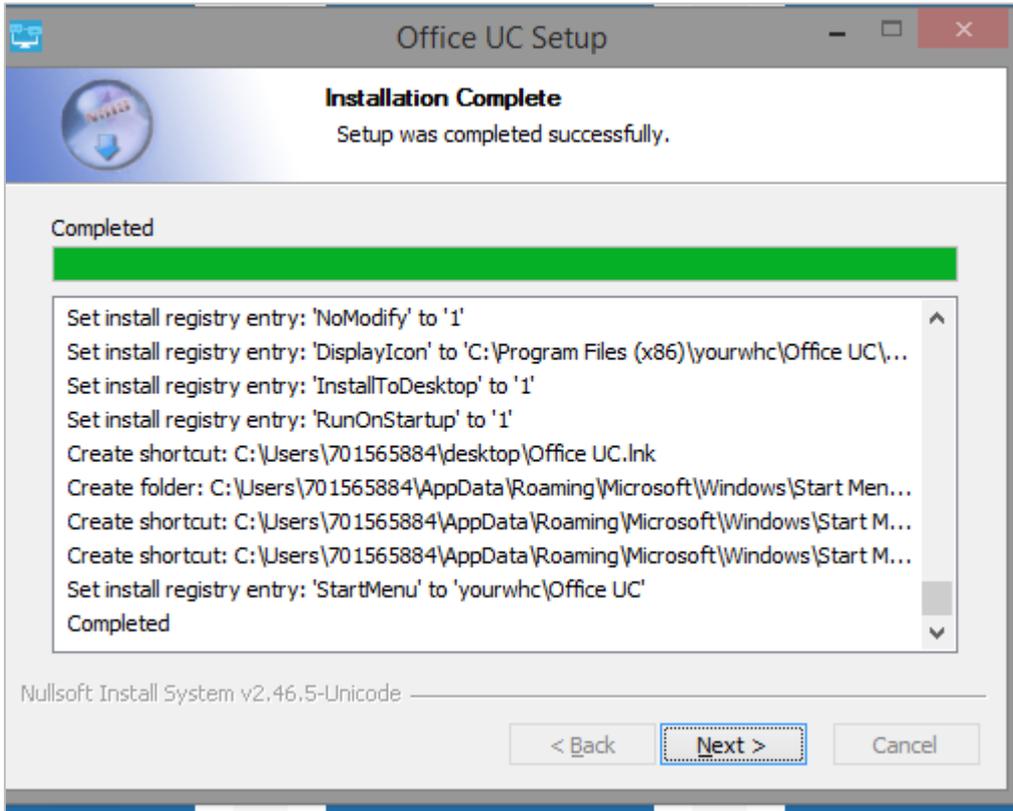
Click the **Finish** button to close the installer.
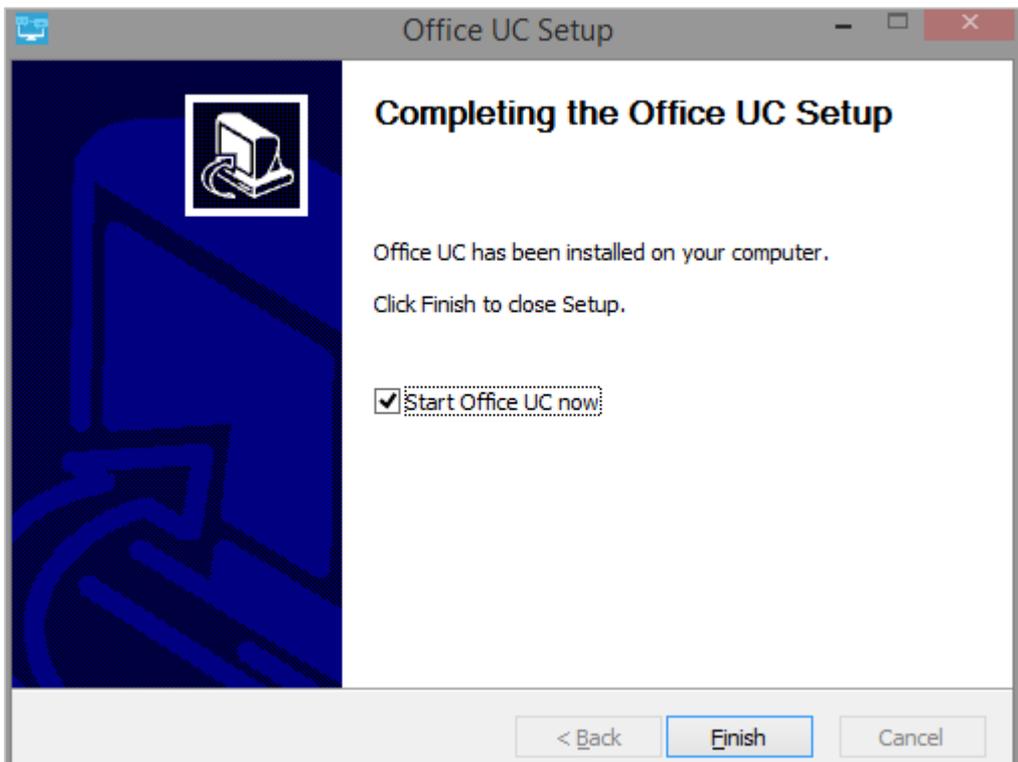
Mac Installation

Firstly you will need to login to an administrator-level user account on the Mac workstation, then begin installing Office UC, double-click the **ucoffice.dmg** file, and drag the Application Icon to the Applications Folder to install.
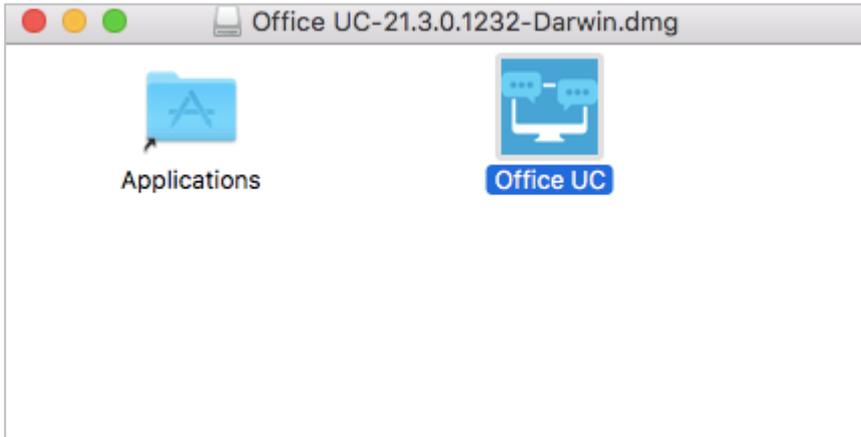
Configuration

The welcome email sent to End Users will guide them to navigate to the Business Portal to download the application and obtain their username. Please note this username is the same for all Applications, but is different to the Business Portal credentials. The username can be seen in the Applications tab as shown below:
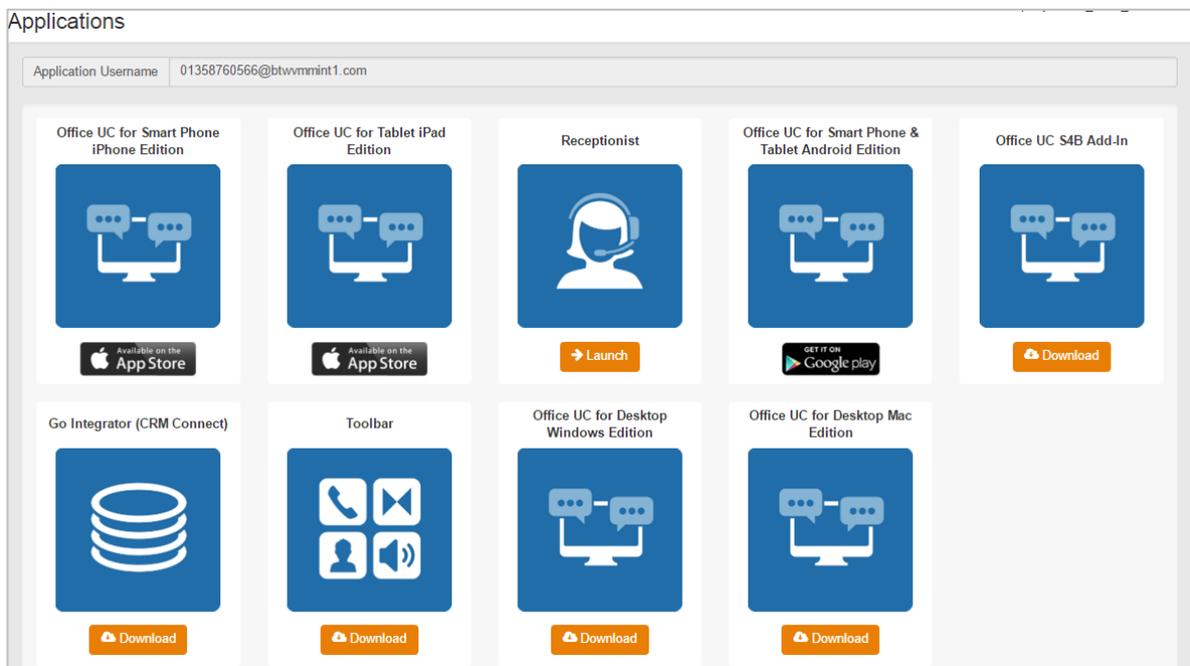
The password for all applications is not sent to the User and needs to be set in the Business Portal by navigating to **My Account**,

Select **Password to Change** box, then click on **Application,** enter password and then select **Save**.
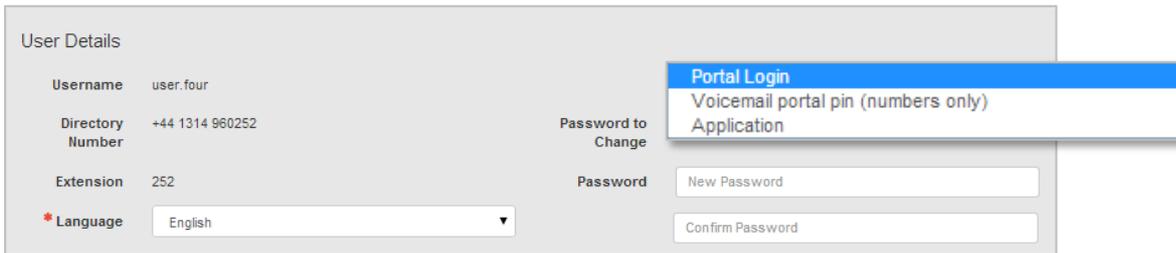
My Room Integration Configuration (UC Team Only)

If you've been assigned the UC Team add-on, then the system will automatically update the Desktop client with the User's audio conferencing details. These will be included in End User welcome or modification emails, providing a bridge number has been assigned, and can be set/changed in the Business Portal by navigating to the User's Feature Settings page and selecting My Room:

- Search for and select the Employee account you wish to amend
- From the sidebar select **Features**
- Scroll down Apps and select **My Room** and click **Configure**
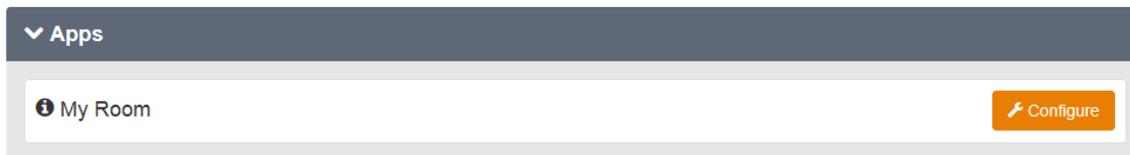
From here you can email your conference details to any participant and reset your PINs. Please note: only an Administrator can change the bridge dial-in number.

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![Virgin Media Business logo]

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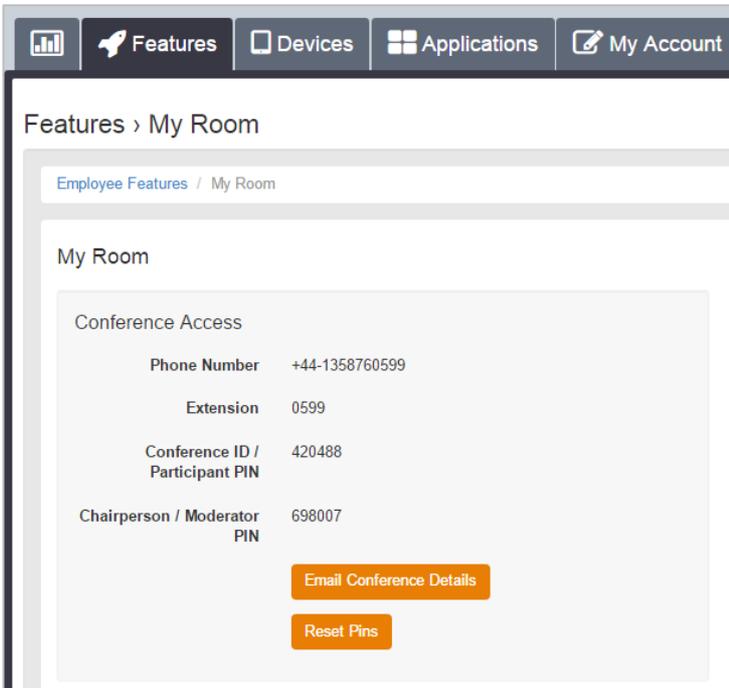
Operating the Feature – PC & Mac

Start-up and Login

Tap the application icon on the device to launch the application.

Once the application has launched, the application presents you with the login screen where you need to provide your user account information. Enter your username and password into the appropriate boxes. Select whether you would like the app to remember your password, and also if you want it to sign you in automatically on subsequent launches. Click **Sign In**.

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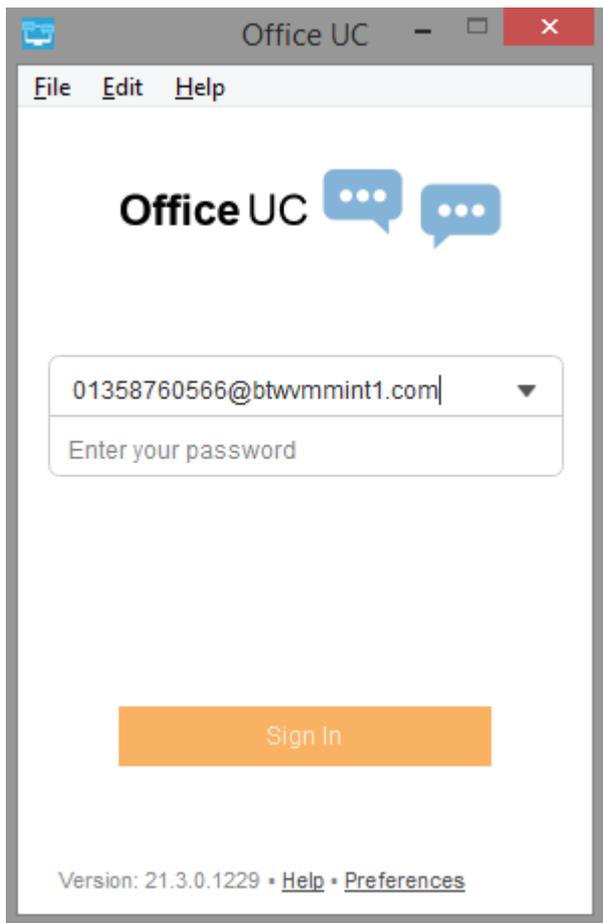
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Username and Password Management

You must login to the application with your Application username and password, which can be obtained from the Business Portal. The password can also be modified via the Business Portal.

Closing Office UC

To quit, right-click the icon on the top left-hand corner and click on **Exit**.

Start-Up Window

When you start the application for the first time, you will land in the Contacts section and your *Contacts* list will be empty. To add contacts please refer to the *Contacts* section of this guide.

Within this start-up window view there are a number of tabs, located on the left-hand bar:

- My Status
- Contacts
- My Room
- History
- Call
- Enterprise Directory

On the bottom bar you can also see:

- Chat
- Call
    - o Call from Desktop application
    - o Call from IP Phone
    - o Video Call

B U S I N E S S

My Status

You can set your own presence status by selecting **My Presence Info** flag from the side bar followed by the drop-down.

Your avatar is the picture that represents you in your friends' *Contacts* lists and in chat screens. Right-clicking the flag followed by **Change Profile Picture** opens a dialogue with options to select an existing image. You can also choose to clear your avatar.

You can enter a status message into the area next to the avatar. This status text is shown in your friends' *Contacts* lists.

If you see the error message "Chat Unavailable" under any tab, it means that XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact Virgin Media Business.

Location in presence is done based on the IP address that the machine is using. The IP address is mapped to a physical location. Change the location manually by clicking the avatar and then the location icon to go to the manual location and change the view.

The application will also automatically update your presence to the following:

- Busy – In Call
- Busy – In Meeting (Windows only)
- Available (desk phone)
- Available (mobile)

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Contacts

The *Contacts* list in the *Contacts* tab can contain different types of contacts as follows:

- Favourites - Presence-enabled contacts
- All Contact - Non-presence-enabled contacts

First you need to add a contact using one of the methods described below.

Add Contact from Local or Contact Management Directories

To add contacts from your local address book or from the Business Portal contact directories, you will need to use either of the following methods:

- Search Enterprise Directory – to search Business Portal directory
- Search Outlook Contacts – search Outlook contacts, if contacts are available in Outlook

Once you locate a contact, right-click the contact and click on **Add Contact**.

Add Contact Manually

Contacts can also be added manually by tapping the **+** button in the main screen, followed by **Add Contact.**
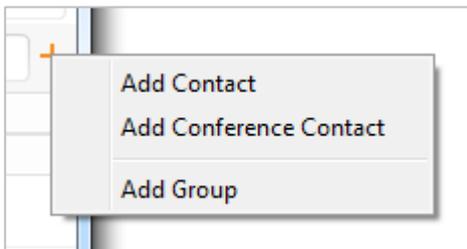
In the "Add Contact" screen, enter the contact's information and then select **Done**. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a buddy request, you can decline or accept it. If you decline the buddy request, you can always share your presence information later by selecting *Subscribe* from the buddy contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

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Add Conference Number

Conference contacts can also be added manually by tapping the **+** button in the main screen, followed by **Add Conference Number.** This can then act as a conference contact, to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

Add Group

Conference contacts can also be added manually by tapping the **+** button in the main screen, followed by **Add Group.** This can then act as a folder for groups of contacts.

Filters

You can filter contacts in two ways:

- Use the filter field to search by contact name. The contact list is filtered in real time as you type.
- Alternatively, use the filter menus available by right-clicking the Contacts icon in the left pane to display only specific types of contacts, such as favourites or online contacts. You can also sort contacts based on first or last name or choose whether or not to display the contact's avatar and availability status in the contact list.

Edit

Tap a contact from the *Contacts* list to open a contact card. This is the same for presence-enabled and non-presence-enabled contacts.

- The **Edit** button opens the Contact Information dialogue box where you can add, edit or remove information. This works for both presence-enabled and non-presence-enabled contacts.
- Select **Unsubscribe** to remove the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours.
- Select **Subscribe** to re-establish a presence relationship. An unsubscribed contact remains on the *Contacts* list and is always shown as "offline".
- Select **Remove** to remove the contact from your *Contacts* list.

Presence (UC Business & Team only)

For each contact to which you have subscribed, you can see their presence. Similarly, your contacts can see your presence on their *Contacts* list. Presence means that your friends are able to see whether you are available, for example, "I'm available" or "I'm busy".

The list of presence flags are as follows:

Icon	What it means
🟩	The green presence icon indicates that the user is online and ready for communication.
🟧	The yellow presence icon indicates that the user is online on their client, but has been idle or away from their client for more than ten minutes.
🟥	The red presence icon indicates that the user is busy and does not want to be disturbed.
⬜	The grey presence state icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
❔	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
📞	This icon indicates that the contact is busy on a call. This is an automated presence status.
📅	This icon indicates that the contact is busy in a meeting. This is an automated presence status. The *Busy – In Call* status overrides the *Busy – In Meeting* status so this one is only seen if there is a meeting but no call.

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My Room (UC Team only)

My Room is an always available and a permanent room that you can use to chat with anyone that joins. *My Room* is accessible using the My Room icon 🔲 in the Tab bar or by selecting My Room from the Conversations menu bar.

You can add more participants using the "add participants" icon or they can join your room from your contact card. Once participants join the chat room, they can tap on the **Call** button of that screen to join the conference automatically.

My Room uses your permanent chat room and a conference bridge (audio or video). All *My Room* sessions start as chats, but a call can be added to the session while in progress. Others join your room by clicking your name on their *Contacts* list and selecting *Join Room* from the contact card.

My Room Audio Conferencing 8

My Room Audio Conferencing 8 provides Personal Audio Conferences for up to 8 attendees per conference. It is included in the chargeable UC Team Add-On that can be applied to Users. It is a personal, reservationless, audio conferencing service that can be accessed from any phone.

My Room Audio Conferencing requires a My Room Bridge to be added at the Site level. If the bridge exists, a user conference is automatically created for the User with default settings. If the bridge does not yet exist, no conference will be created. The required My Room Conferencing 8 conference will then be added automatically when the Site's My Room Bridge is created from the Business Portal.

The default settings for the conference can be changed from the User's Business Portal under "My Room" in their Feature Settings. The User can also see their conference ID and PIN from this page. If the user conference does not exist (meaning the bridge does not exist), the User is informed to contact the system administrator.

For security reasons, only the User can reset the PINs associated to their conference. This is achieved by deleting and re-adding the conference (options are transferred to the new conference automatically).

Contacts outside of the Company can attend Audio Conferences by being sent the access details within an email invitation.

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Screenshot of My Room Feature Settings page in the Business Portal:

My Room Desktop Share

My Room Desktop Share is a feature that provides desktop sharing tools within the application. There's no configuration required other than assigning a User the UC Team Add-On. The User's My Room feature is configured automatically and is tightly integrated with the Cloud Voice Platform, Portals and Applications.

Users that have the UC Team Add-On can use the Desktop Sharing feature within the Desktop application with other people in their organisation that have the application. Contacts without access to the Office UC Desktop application cannot attend desktop sharing meetings.

Screenshot of Desktop Sharing in the Desktop application:

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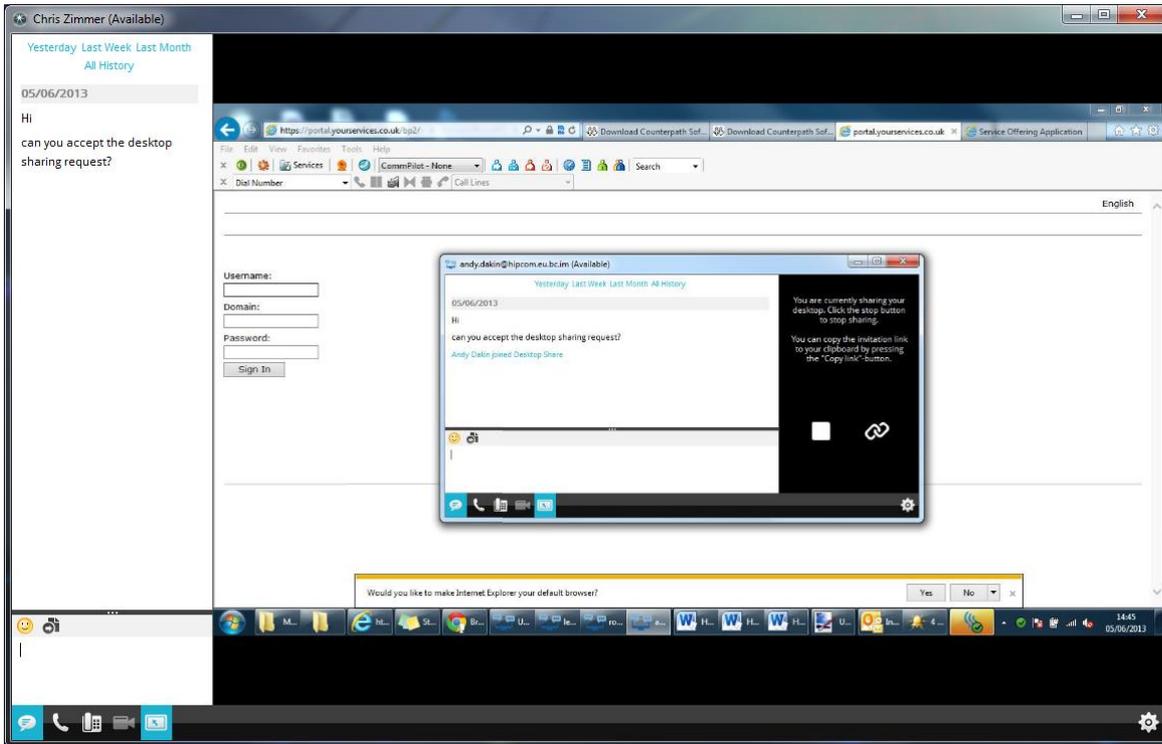
History

Two tabs show Call History and Chat History. The application saves a call history for placed, received, and missed calls. The call history makes it easy for you to redial and call back when you have missed a call, or you want to dial a contact with whom you have recently spoken.

Chat history for group chats, both in My Room and in instant group chat, are stored locally on the desktop client, just like in one-to-one chat, but only for the time the user is joined into the session.

Right-click on a name in the list to call back directly and select the **Call** options.

Call

The "Dial pad" tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad: Video call, Audio Call, and IP Phone Call. The top text field also has a delete button that, when pressed, deletes one character at a time.

A badge notification appears on the "Dial pad" tab when there are messages in the voicemail box. A long press on the **1** digit connects you to the voicemail box. When there is no voicemail in your voicemail box, no notification badge is shown.
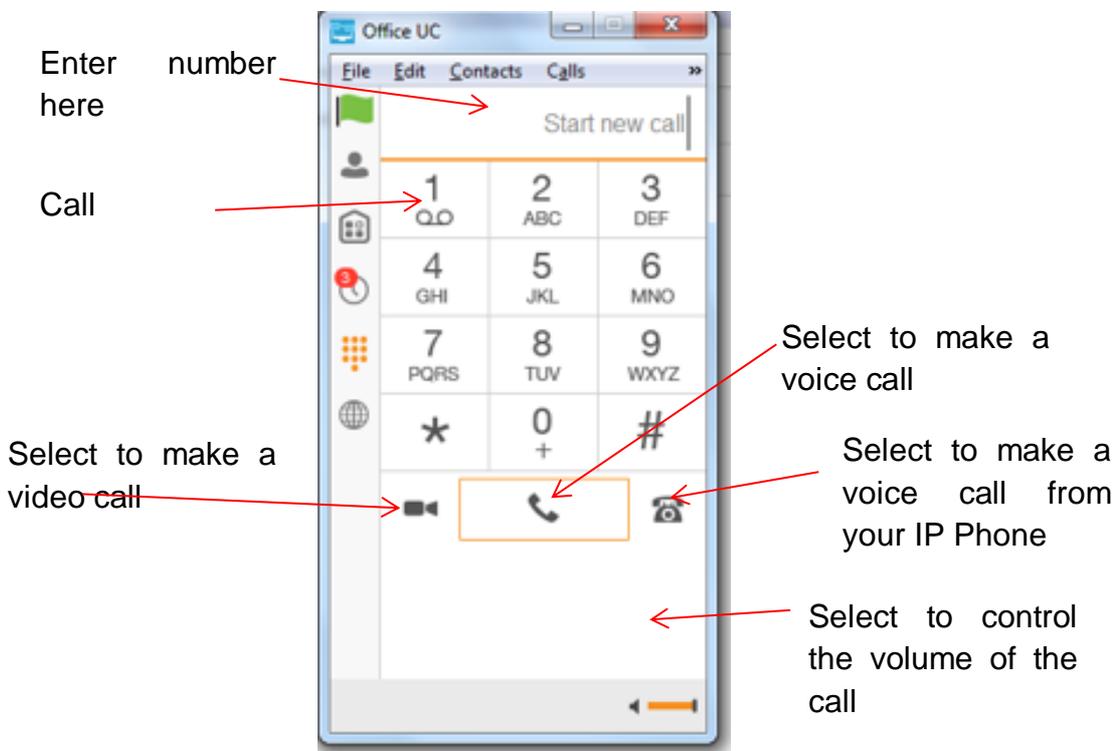
Making Audio or Video Calls

You can make an audio or video call using one of the following methods:

- Select a contact from the *Contacts* list to open a contact card. From the contact card, choose the headset icon   to make an audio call from the softphone, the video icon   to make a video call, or the   to make an audio call from your IP Phone.
- From search results, open a contact card and follow the method described above.
- Open the dial pad, enter a phone number and select any of the buttons described above.
- On the Call History list, select a call entry and select any of the buttons described above.
- On the Chat screen, select any of the buttons described above.

In addition to the dial pad, calls can be made using any of the following methods:

If dialling a phone number that requires additional dual-tone multi-frequency (DTMF) tones (for example, a conference bridge), you can type the numbers on your keyboard while the *Communications* window has focus or open the dial pad in the *Communications* window.

During a call the following additional *Communications* window icons appear:

Icon	What you can do
⠿	Enter additional digits using the dial pad at any time during the call (for example, to insert a conference number). The dial pad is not movable.
🎤	Mute your microphone by clicking the mute icon.
🔇	Adjust the volume bar to adjust the volume. Dragging it all the way to the left mutes your speakers.
≡	Use this icon to access the *Call Options* menu. In the *Call Options* menu, you can find different actions to use for a call depending on your settings.

In the *Options* menu, there are the following options:

- Transfer a call to a third party.
- Put the call on hold. Note that if you hold the call, the other party cannot unhold. This freezes a video call to the last frame of the video feed. In both voice and video calls, this is communicated to all parties by a notification appearing in the middle of the screen.
- Hide or show your own video.

Dial a number in the combined Search and Dial field to make a call. Once you type your numbers, the application searches for contacts on both the local contact list and the enterprise directory.

Choose your video size from the Preferences and the Video tab. Your selection is used by default for future video calls. The available sizes are automatically presented based on your camera.

Answer Call

When someone is calling you, you see a pop-up notification appear on your screen.
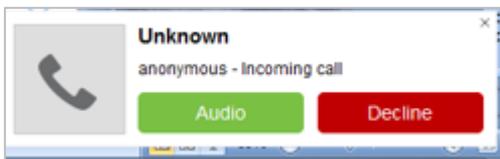
If the application is open, you will also see the ringing options in the middle of the client
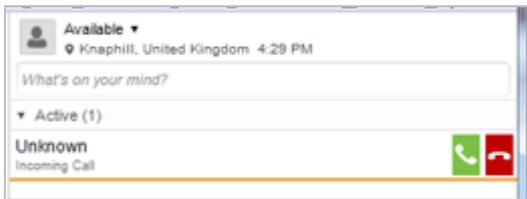
You can choose to answer the call, decline the call, or silence the incoming call, by closing the pop-up notification window. If you silence the call, the ringtone is silenced, but the caller does not see anything on their end. If you close the incoming call pop-up notification to silence an incoming call, then you do not have an option to answer or reject it any more. If you reject the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

When someone is calling you with a video, you see the same pop-up notification; however, the options are, answer with video, answer as voice only, silence, reject, or silence by closing the pop-up window. If you decide to answer as voice only, the call is voice only.

Contact Name Lookup for Incoming Calls

The application performs a local contact search for incoming calls. If the number matches one of the contacts on the contact list, the name is shown on the incoming call screen along with the alert. Both the display name and phone number are shown when available.

If there is no match to a local contact, the application looks for a match in the Telephony Directory, and if a match is found, the available information is shown for the incoming call. If there is no match in the Telephony Directory, the display name is taken from the available information in the incoming call.

Whenever you retrieve your call logs and history, the application does a lookup in the local contacts and inserts the name if a match is found.

Missed Call or Communication

When you have one or more missed calls or other types of communication, there is a notification on the left-hand side of the navigation pane in the Main window. Clicking the icon takes you to the missed communication in the Communications History view.

Full Screen in Video Call

Full-screen mode can be activated by clicking the **Full Screen** button or by double-clicking anywhere on a video. Exiting full-screen mode is done by pressing the **Esc** key (on both Windows and OSX) or by double-clicking the window. Exiting full screen makes the video call go back to its original state, even if there was resizing of the window previously before going full screen.

In a full-size window, you can see a similar Options menu at the top. It has the same functionality as it does in the normal view. When you move the mouse, the top bar and lower communication buttons appear on top of the video.

Call Waiting

You can have one active call at any one time. If you receive a new incoming call and accept it, the existing call is put on hold and you can change between these two calls by using the **Hold** and **Unhold** buttons.

Call Transfer

Blind call transfer is available in the Communications window; choose the Transfer Call menu item to transfer the call to someone else.

Attended Call Transfer is also available in the same window. First, call someone to check if the called party can take the incoming call, and then transfer the incoming call to the desired called party.

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Call Move

Call Move can be used in scenarios where a User has Shared Call Appearance or Call Director. For instance, if the User has an active call on the desk phone, this can be transferred seamlessly to the smartphone via the **Call Pull** button. Depending on the application, dialling settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

To pull a call, select both the **CTR** and **P** key on the keyboard, or select **Pull Call** from the Calls menu. Ensure that you have "Allow Call Move from Another Device" ticked against the Device in the Business Portal.

Message Waiting Indication and Voicemail

The Message Waiting Indication (MWI) service allows you to receive a notification for a waiting voicemail. By clicking on the **Voicemail** button in the Communications History view, Office UC calls the predefined mailbox number to allow the User to listen to the voicemail or view the videomail. It is also possible to call voicemail from the dialler by long pressing the **1** icon in the dialler.

Missed calls are indicated by an icon in the Main window. Note that the MWI icon is in the same place when it indicates a new voicemail.

Headset Support

You can control incoming and ongoing calls from a compatible headset. The feature set supported is answer/hang up as well as mute/unmute. The following headsets have been tested, although other Plantronics devices should also work:

- Voyager Pro UC
- Savi 700 series
- Blackwire C3xx, C4xx, C5xx, and C7xx
- Calisto 620
- Audio 628USB
- Polycom U300
- Voyager Legend UC
- Logitech H570e
- Jabra Biz 2300/2400
- Jabra Speak 510
- Sennheiser SC 230/260
- Sennheiser SP 20

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Team Telephony

Team Telephony is a basic function Busy Lamp Field (BLF) feature, comprising a window showing the predefined team members and their related call states. When a monitored User has an inbound call, the User is alerted by a short ringing tone and the Team Telephony window will update with the monitored user's status. Each team telephony member can have four call states: available, busy in call, ringing, and offline. The status for each member is shown in the team telephony window. All team members can see the full list of team members in the team telephony window. In order for the BLF feature to function correctly, Users must have the BLF feature correctly provisioned and the device should also have the BLF function enabled via "Device Management" in the Business Portal.

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Directory - Enterprise

Office UC allows for the browsing of an entire enterprise directory. To view the enterprise directory, click the Directory button on the left-hand side of the navigation pane.

Search

The application supports a search of the enterprise directory. This includes the personal directory, Company Contacts, and Group Contacts. This takes place in the same search field that is used for both a local and presence-enabled contact list search. The various directories have different purposes, the enterprise directory having the most data, and not all directories may be used in all deployments. All search results are combined into one common set of results.

The application automatically searches the local contacts and presence-enabled contact list, in addition to the enterprise and other directories, at the same time. As soon as there are results from the enterprise and other directories, these results are shown on a separate list in the Main window. Additionally, there may be other search result groups from other search sources, such as Outlook.

The enterprise directory searches all available fields for the search string. By default, it waits for 1.5 seconds before it sends the search request to the server.

Typically, when adding a contact using directory search results, there are phone numbers and first names in addition to last names available. In addition, the Extensible Messaging and Presence Protocol (XMPP) address and other fields are imported when found to allow presence and chat.

Outlook integration (search and calendar integration) on Windows requires one of the following versions installed on the desktop:

- Outlook 2007
- Outlook 2010
- Outlook 2013

Outlook search also works when several Outlook accounts are in use, but only one account is used at a time (default selected, which can be changed in Outlook). Additionally, other related considerations are as follows:

- The client searches for contacts and calendar entries in the default Outlook account. The account is set to the default via File → Info (left pane) → Account Settings → Account Settings → Data Files. Select an account and mark it "Set as Default". After making this change, sign out and sign back in to the client and it now searches that account for contacts and calendar entries.

- The client searches the Outlook contacts only on the local machine (that is, the Outlook Address Book). There is no Exchange server lookup performed. In addition, all directories in Outlook are searched for contacts, even deleted folders. The Contacts directory can also have multiple levels of subfolders.

Every minute, the application reads Outlook appointments. If there is an appointment running at the current time, then the presence is shown as Busy – In Meeting. Overlapping appointments are also handled. Following are some examples of Office UC operation with Outlook when time is 9:10 A.M.

- There is meeting "A" 9 A.M. until 10 A.M. Presence is shown as Busy – In Meeting.
- Presence is explicitly changed to Available at 9:15 A.M. Presence is shown as Available.
- In the next minute, Office UC again reads the appointments and sees that "A" meeting is running; however, the presence was already explicitly marked as Available and presence is not shown as Busy – In Meeting, but Available.
- There is an overlapping meeting "B" 9:30 A.M. until 10:30 A.M. Presence is shown as Busy – In Meeting when the time is 9:30 A.M.

When deleting a meeting that is currently ongoing in Outlook, the presence status remains as Busy – In Meeting until the next time Outlook appointments are checked (once every minute) and after that, presence is shown as Available. This change may be instantaneous or it may take a minute depending on how close the timer is to being triggered.

The Outlook Object Security model was introduced in Outlook 2007. It has been tested with Outlook 2010 and Outlook 2007. For Outlook versions prior to 2007, the Allow/Deny pop-up window seen in previous releases should not be triggered. However, those versions are not officially supported. For Outlook 2013, the behaviour should be similar to 2007 and 2010, meaning the pop-up should not come up with Outlook 2007, 2010, and 2013 in Release 20.0.0 and onwards

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All day meetings do not trigger a presence change to Busy – In Meeting.

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B U S I N E S S

Chat (UC Business & Team only)

Start a chat using one of the following methods:

- Double-click a contact from the *Contacts* list or search results.
- Left-click one or more contacts from the *Contacts* list or search results and click the Chat button.
- Right-click one or more contacts from the *Contacts* list or search results and click the Chat button.
- On the Communications History list, double-click a chat entry.
- In a Communications window, click the Chat button.
- In a one-to-one chat, transfer files by clicking the Send File button in the Communications window or use the "drag and drop method" so that they're moved to the Communications window.

Chat View

When you initiate a chat, the *Chat* window opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a pop-up notification in the bottom right-hand corner of the screen. If you close the *Chat* window and open it again, sent chat messages are shown in the window as chat history.

At the top of the message area, there are four links: Yesterday, Last week, Last month, and All history. From these links, you can load history from your local storage and different timeframes. You can delete the history using the drop-down menu.

In the text field, you can add a smiley emoticon. Smiley emoticons can also be added by manually entering the corresponding characters that represent that particular emoticon. You can send text by pressing **ENTER**.

To enter a line break in the text field, you can use the following key commands:

- CTRL+ENTER (COMMAND+ENTER on Mac)
- SHIFT+ENTER
- ALT+ENTER

Use either one of the short commands, CTRL+C or CTRL+V, or right-click the selection for a menu to copy or paste the text to or from the *Chat* window.

File Transfer

File transfer functionality is accessible only through the *Chat* window.

- To open the File Selection dialogue box, click the **Send File** button to the side of the text field.

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- Select the file to be sent from the dialogue and then click **Open**. You can also drag and drop a file into the *Chat* window.
- Once the file offer is issued and during its transfer, you can cancel the transfer at any time by clicking **Cancel**.
- Accept an incoming file transfer by clicking the **Accept** button.
- Reject the file transfer offer by clicking the **Decline** button.

After the file transfer has completed, the received files can be opened or viewed in the file manager by using Click to open and Show in folder links.

Group Chat

Start a group chat by multi-selecting and right-clicking the Main window contact list or by using My Room. More people can be added later to the chat by drag and drop. Only the owner can add more participants.

A group chat works the same way as a one-to-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact or a contact that is not on a device that supports group chat. This does not affect the group chat in any way. A group chat history is saved in My Room and is available to view later in the *Messages* tab of the Main window.

In the text field, the contacts' names appear in different colours to distinguish easily between who is writing. Only the newest chat room messages are stored on the server. One-to-one chat messages are only saved locally. Deleting a chat room is not supported.

Chat rooms can be moderated by the owner. Use the right-click menu options to remove a participant from your chat room. If needed, the removed participant can join later. The removal also applies to desktop share sessions.

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Menu/Settings

The Menu button, displayed at the top of the page allows a User to use/view the key settings displayed below. There are other settings that appear in the menu bar but not displayed here because they are self-explanatory.

- File
  - Preferences
- Calls
  - Call Settings
  - Pull Call
  - Retrieve Parked Call
  - Voicemail
- Call Centre

File

From within the File option you can access preferences, as well as sign in/out or quit Office UC.

Preferences - General Tab

- Login - enable or disable automatic login when starting the application.
- Confirmations – request the application to ask for confirmation before some activities are carried out, i.e. removing a contact.
- Logging - enable for troubleshooting if Virgin Media Business requests this.

Preferences - Audio Tab

- Output Device (Speakers) - Choose a headset, PC-integrated speakers, or external speakers for audio output. Your external playback device is selected by default if you have one connected.
- Voice Recording (Microphone) - Choose a headset microphone, PC-integrated microphone, or external microphone for voice during calls. Your external recording device is selected by default if you have one connected. You can also choose automatic gain control and test your recording device.
- Alert Signal - Select the audio device and ring signal that is played when you receive an incoming call. The same signal is used for both voice and video calls. You can also select your own ring signal.
- Sounds - Select which events cause a notification sound. To disable the sound, uncheck the check box. Select a sound event and then click Play to hear the sound.

Preferences - Video Tab

- Capture Device - Select a camera that you want to use for video calls. Your external web cam is selected by default if you have one connected.
- Video Size - Select one of the available sizes. Note however that higher sizes require more bandwidth and a more capable central processing unit (CPU).

Preferences – Credentials Tab (UC Team Only)

- My Room Audio Conferencing – displays your Audio Conferencing Number and Chair/Moderator PIN. This is automatically enabled once provisioned and can only be changed on Business Portal.

Preferences - Proxy Tab

- Proxy Settings - Select how to handle HTTP proxies. By default, the "No Proxy" setting should be used.

Preferences - Add-ins Tab

- Outlook – Enable searching of Outlook contacts and calendars.

Call Settings

The client supports the following service management features, allowing supplementary services to be viewed or updated. You can access these from either the Call Settings button on the Calls tab, or you will see them listed individually, in a slightly different order, in the Calls tab.

- Call Director
- Remote Office
- Forwarding Calls
    - No Answer
    - Always
    - Not Reachable
    - Busy
- Do Not Disturb
- Hide Number
- Simultaneous Ring Personal

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Call Director	This service allows Users to enable their mobile phones to behave as if the phones were an extension of their telephone number. Locations and numbers assigned to a mobile, can be added and activated/deactivated at any time. Likewise when click-to-dial is enabled, the User can choose to notify all devices or just the primary device. Once added the following can be set: • Diversion Inhibitor – this prevents the call ending up as a voicemail on the mobile phone. • Answer Confirmation – provides a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voicemail since the call will be ended without going to voicemail if the answer confirmation is not provided. • Call Control - enables the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).
Remote Office	This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone. Enable Remote Office and specify a phone number to be used as the Remote Office number.
Forwarding Calls	By selecting a different Call Forward option, you can enter a number to forward your calls to against the following criteria: • Call Forward No Answer • Call Forward Always • Call Forward Not Reachable • Call Forward Busy
Do Not Disturb	When you activate this service, all calls are blocked and sent to voicemail, where voicemail is available.
Hide Number	You can hide or display your number when calling or communicating with other parties or contacts. To hide your number, set to "Enable". To show your number, set to "Disable".
Simultaneous Ring Personal	This feature allows you to set up to ten phone numbers that would ring in addition to the primary phone number when you receive a call.

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Call Centre Agent Login

The application supports Call Centre ACD where agents login into the ACD queue directly from the client. Call Centre Agents using the application can now have the following functionality:

- View assigned Call Centres
- Join Call Centre queues (dependant on settings – see below)
- Leave Call Centre queues (dependant on settings – see below)
- Set Automatic Call Distribution (ACD) status for each assigned Call Centre

This functionality is available to users by selecting 'Queues' from the Desktop menu. If the Call Centre Agent Settings on the Business Portal are configured to allow agents to join or leave the Call Centre, this option will be available to the User via the Desktop client. Users will also have the ability to change their ACD (Automatic Call Distribution) state.

Selecting **Queues** from the menu button opens the Queues dialogue box:
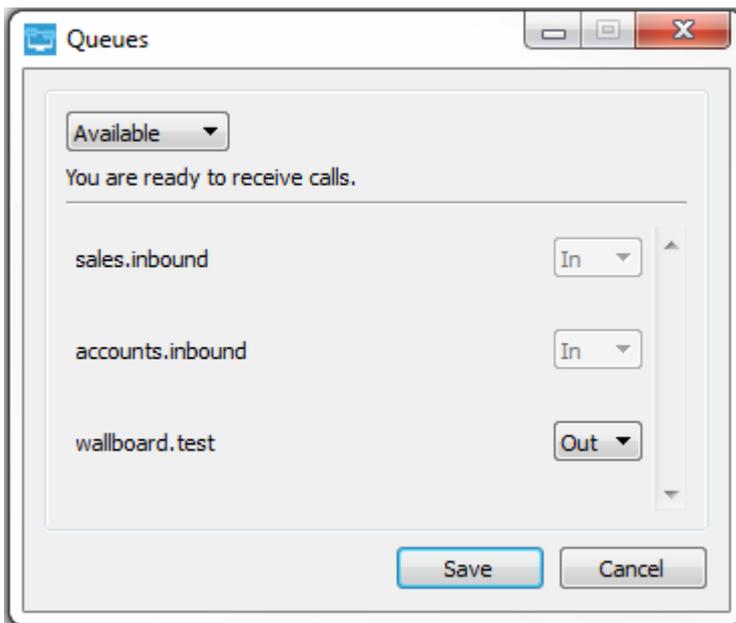
This gives the ability to change the current ACD state by selecting from the drop-down list (Available, Wrap-up, etc.), and also to join or leave a particular Call Centre (configuration dependent).

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Multi Device

Office UC provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices. Before the session is accepted, messages are sent to all devices, and once answered, the chat messages go to the device that has sent a reply message.
- Retrieving one's own presence notifications, when another client updates the User's presence. The client updates its own status based on the information it receives from the server.
- Accepting a shared presence invitation in one client is also recognised by another client, and both clients start receiving presence updates.
- A new presence subscription made in one client is recognised in another. If the contact blocks the invitation, there are presence notifications from the server to all of the User's clients indicating that the subscription was terminated, and this information is shown to the User. If the client receives two presence authorisation requests from two or more devices for the same user, it only shows one request to the User.
- Removing a contact from a *Contacts* list in one device is recognised in another client, and the *Contacts* list is updated (that is, the contact is removed) in the other client as well.

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