

# NEC

## Browser Based UC Client

### Quick Reference Guide



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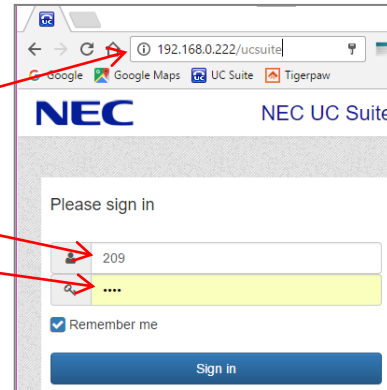
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**Logging on to UC Suite**

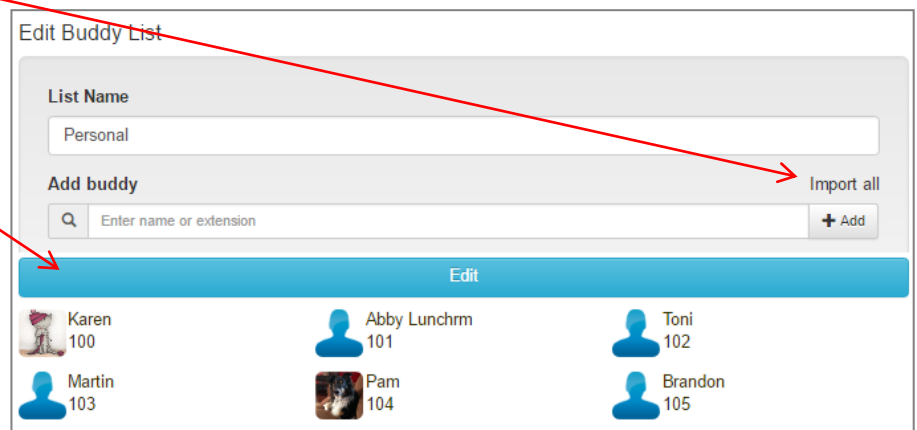
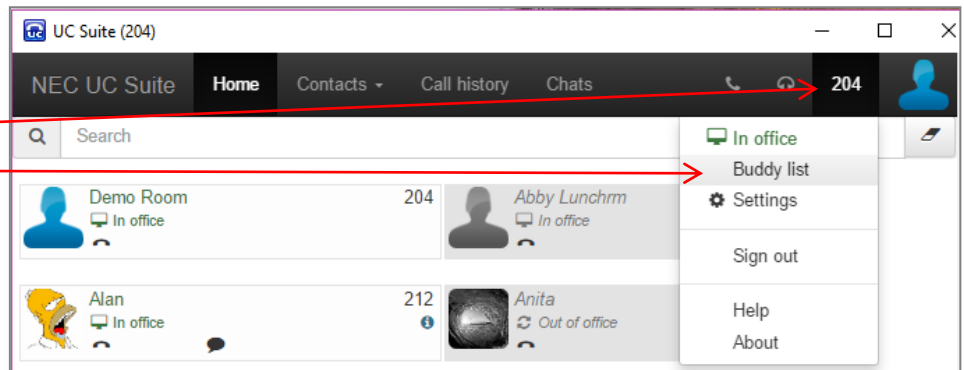
- Open **Web Browser**
- Enter **IP Address:** \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_ /ucsuite
- For your **User Name** , Enter **your Extension**
- For your **Security Code** , Enter **9155**
- Click  **Remember me**
- Click **Sign in**



**Note:** If this is the first time you are logging in, it will take you through the set up process

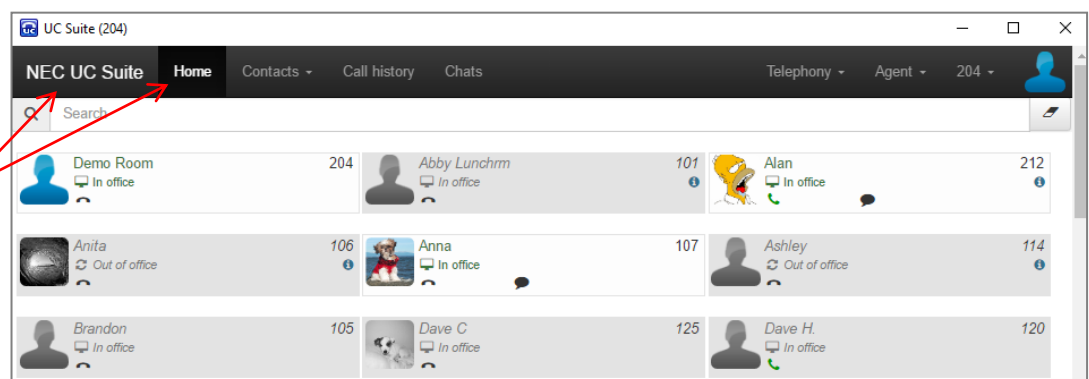
**Setting up a Buddy List**

- Log in to UC Suite
- Click on your **Extension/Name**
- Click **Buddy List**
- Enter your **List Name**
- Enter the **Name of Extension** you'd like to add to your Buddy List or click **Import All** to important all the extensions on the phone system
- If importing all, Click **Edit** and remove the extension you don't want listed
- Then **Click Save**

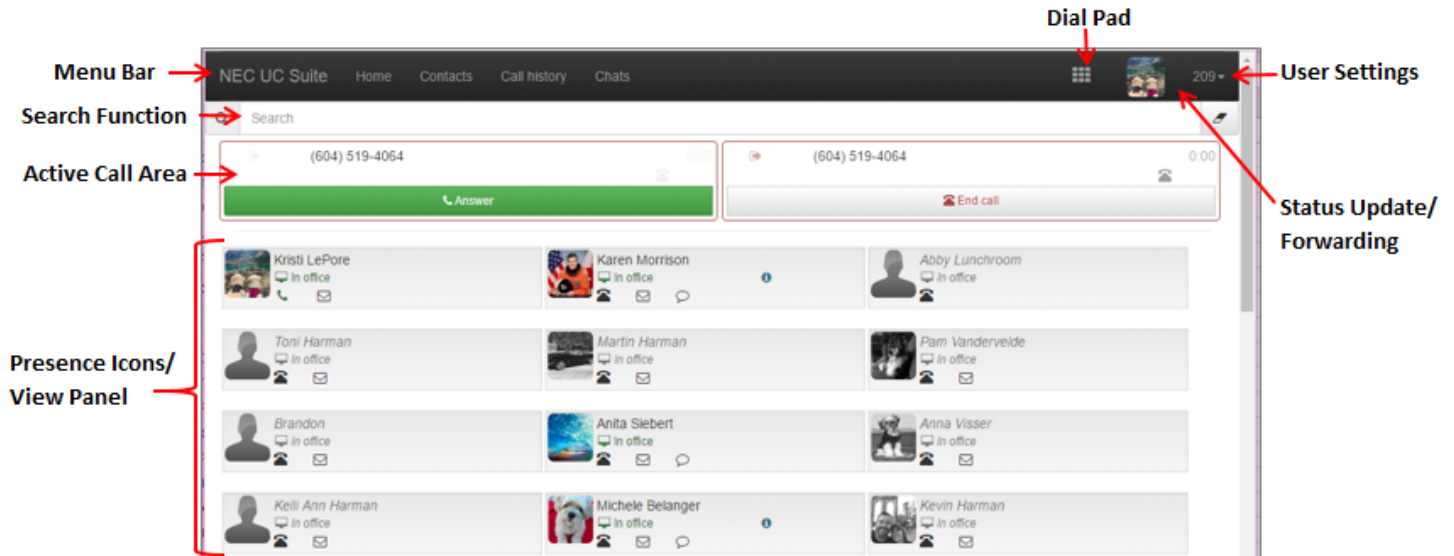


**Accessing your Buddy List**

- Once you have your Buddy List set up, you can access your list simply by clicking on the **NEC UC Suite** or **Home** tab



**Browser Based UC Client Outline**

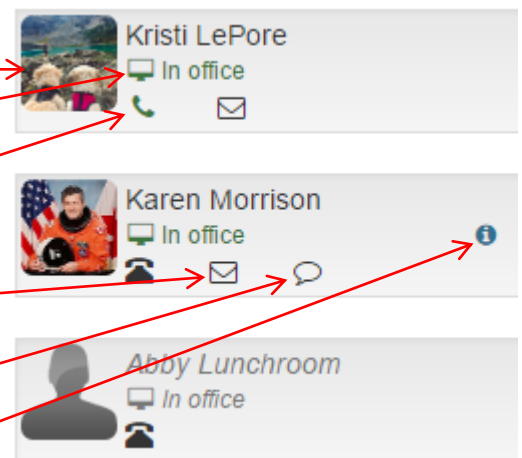


**Button Inquiry**

<b>Menu Bar</b>	Gives access to your home screen, Contacts, Call History, Dial Pad, User Setting
<b>Search Function</b>	Allows the user to filter the current display to quickly locate an entry
<b>Active Call Area</b>	Display incoming and outgoing calls to your extension
<b>Presence Icons/View Panel</b>	This area displays the contents of the currently selected View, such as a Buddy List, Contacts, Call History, or Chat
<b>Dial Control</b>	The Dial Control will allow the user to initiate a new call.
<b>User Settings</b>	Access to Sign Out, Change Display options, Notification options, Chats options
<b>Status Update/Fwd'ing Options</b>	Gives you access to update your Status, forward your phone, update your profile pictures, and more.

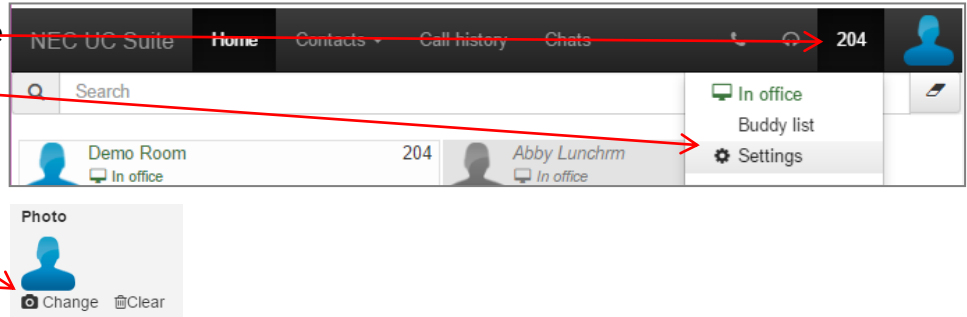
**Icon Description**

- **Profile Picture** - if in color, it means they are logged in to UC Suite, if greyed out, they are not logged in
- **User Status** - will change depending of user updates
- **Phone Icon** – Will show icon if they are on the phone or icon if the phone is idle. When clicked it will display a list of contact number (must be entered by employee or administrator)
- **Email** - you can click on this to email the user
- **Chat Availability** - Icon will appear if they are available to chat
- **i Icon** – Will appear if there is addition information available (ie. Forwarding setting, presence notes, call information etc..)



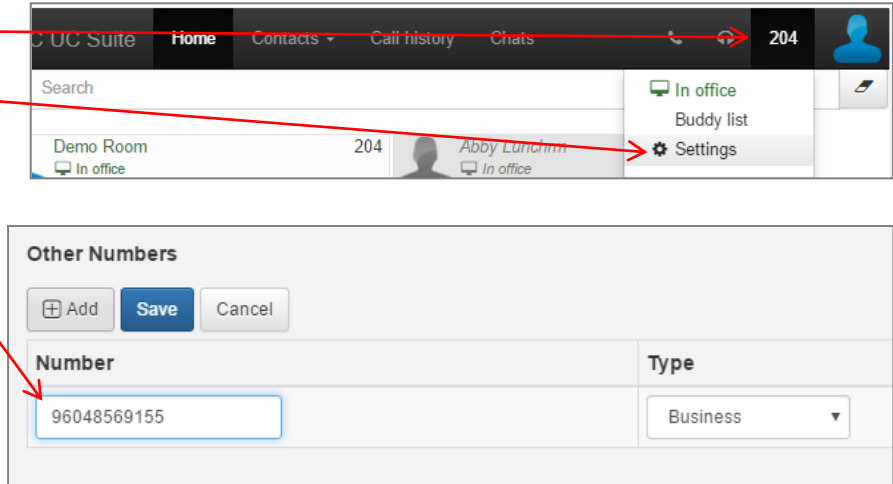
**Setting a Profile Picture**

- Click on your **Extension/Name**
- Click **Settings**
- Click **Personal Profile**
- Click **Change**
- **Upload Photo**
- Click **Save**



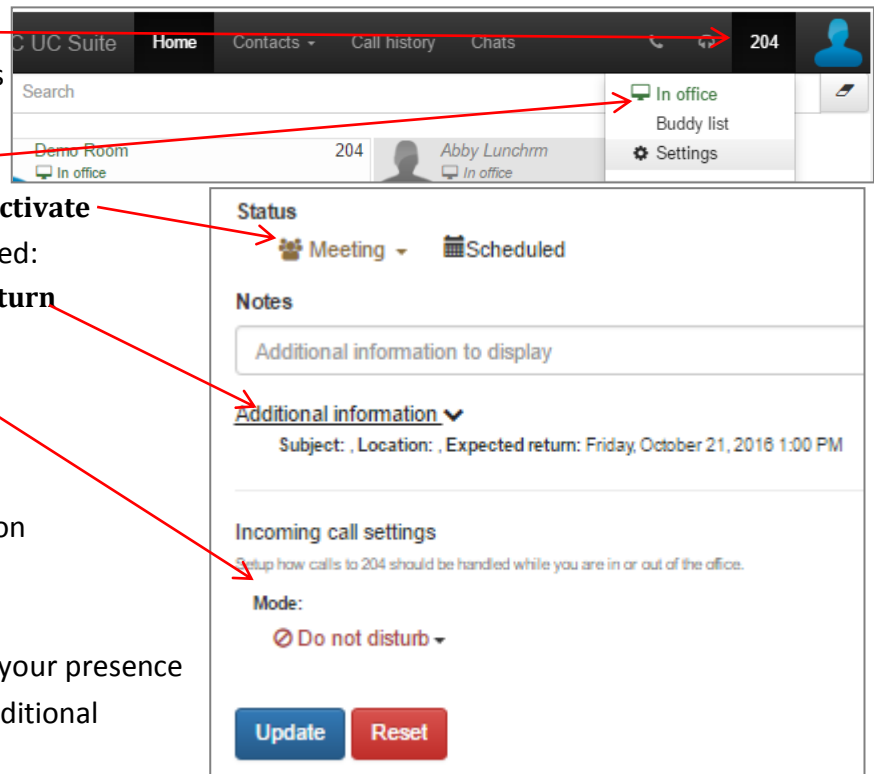
**Adding Alternate Numbers for your Extension**

- Click on your **Extension/Name**
- Click **Settings**
- Click **Personal Profile**
- Under Other Numbers, click **Edit**
- Enter **9 + your phone number**
- Choose the **Number Type**
- Click **Add**
- Click **Save**
- This will allow staff to call & transfer calls to that phone number through their computer screen (see intercom calling/transferring a call for these instructions)



**Managing Presence Settings**


- Click on your **Extension/Name**
- It will show you what your Presence is set to
- Click on the **current status**
- **Choose the Status** you would like to activate
- **Fill in** additional information if required:
  - **Location/Expected time of return**
- Choose **Incoming Call Settings**:
  - Do not update
  - Do not forward
  - Forward calls
  - Forward calls and ring extension
  - Do not forward
- Click **Update**
- This will show staff when the click on your presence button what your status is and any additional information you've entered.

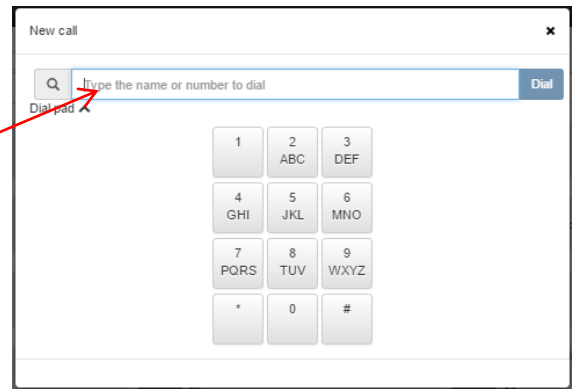


**Making/Receiving Calls**

- **Making Outbound calls:** You can initiate an outbound call from many areas within the UC client, including the Dial control, Buddy List, Contacts view, and Call History view.

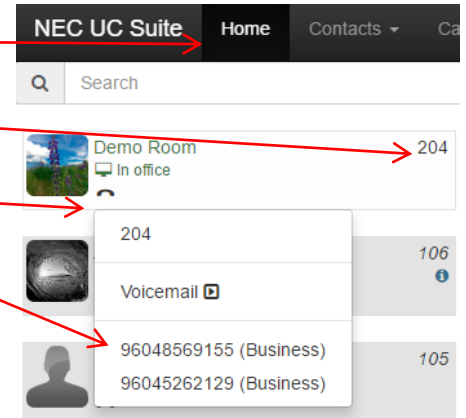
- **Dial Control:**

- Click 
- You'll have the keypad pop up
- Using your **keyboard**, enter **9** plus the **number** you'd like to call or
- If you're calling an employee, key in the name
- Press **Enter** key



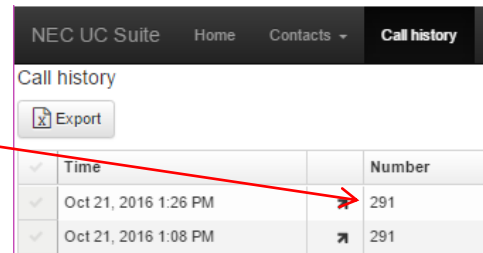
- **Buddy List**

- From the **Home** screen,
  - **Find** the **employee** you'd like to call, **Click** on the **extension** to call that extension or
  - Click the **Phone Icon**
  - Choose the **Number** you'd like to call
- (Note: alternate numbers will only appear if the employee (or administrator) has set them up in their preference (see Adding Alternate Numbers for your Extension for instructions))



- **Call History**

- From your **Call history** screen,
- Click on the **Number** you'd like to call

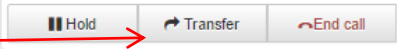


- **Answering Incoming Calls:** When a call is received at the user's desktop phone, the Web Client will display a pop-up window to notify the user of the incoming call. The following image shows an example of an incoming call.

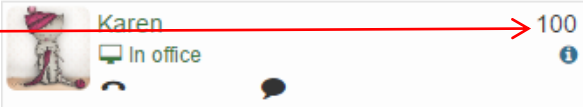
- Click **Answer** to answer the call (this will answer it over speaker phone)
- Click **Voicemail** and this will send the call directly to your voicemail
- Click **Ignore** and that will silence the ringing for you but not the caller

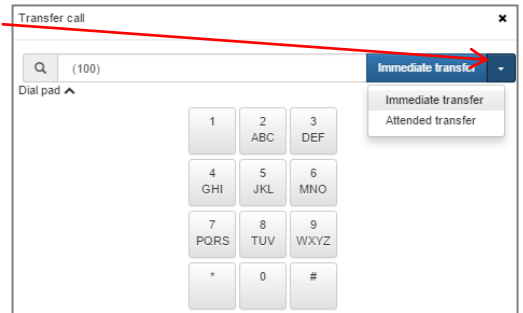


**Transfer a Call to an Extension/Cell Phone/VMail**

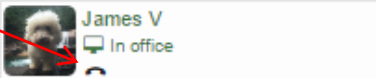
- With an active call, click the **transfer key** 
- Enter the **extension number / Name / or 9 followed by the phone number**
- Click **Enter**

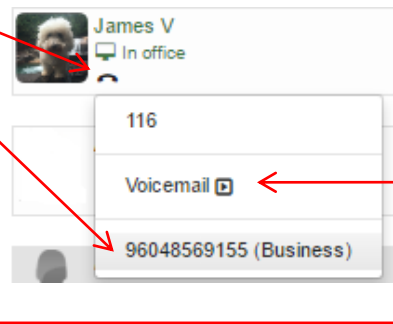
**OR** to transfer using your buddy list:

- With the active call, **click on the employees extension** 
- Choose if you would like it to be an **immediate transfer** (doesn't allow you to announce the call first) or Click the **drop down** and choose **Attended transfer** (allows you to announce the call to the employee first)



**OR** if an employee has their alternate numbers saved in their profile, you can transfer calls to their alternate number (see Adding Alternate Numbers for your Extension for instructions)


- With the active call, **click on the employees phone icon** 
- Choose the **number** you would like to transfer the call to
- Choose if you would like it to be an **immediate transfer** or **Attended transfer**
- Click **Enter**



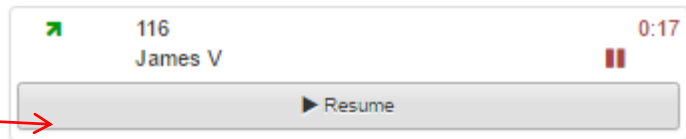
**OR** to send a caller directly to voicemail:

- With the active call, **click on the employees phone icon**
- Then Click **Voicemail** 


**Holding a Call**

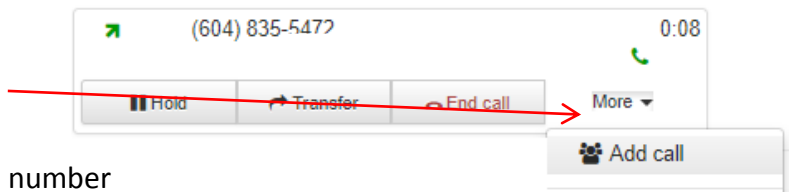
- With the active call, click 

**To Retrieve:** Click **Resume** 



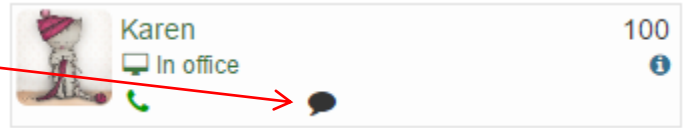
**Conference Calling**

- With the active call,
- From the Home Page, click More
- Then Click 
- Enter an extension number OR 9 + phone number
- Click Enter to Complete call



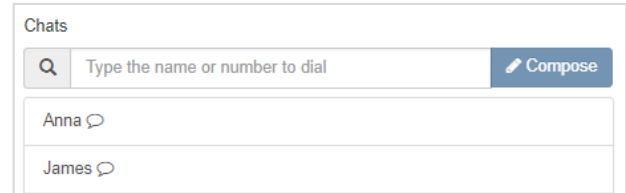
**Chat**

- From your Home screen, you'll see which employees are logged in to UC Suite and available to Chat
- Click the **Chat icon**
- Type message, then click **enter** on keyboard
- To review old Chats, click the Chats tab and select the chat history you would like to open



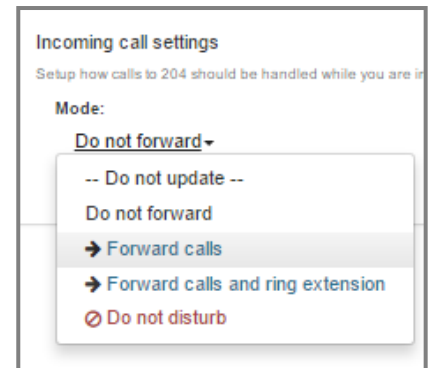
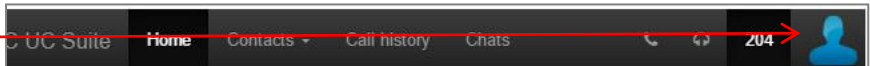
**OR**

- From your Menu Bar, Click **Chats**
- Key in the name of the person you'd like to chat with, then click enter (or Compose)
- Or click on a previous conversation to re-open it



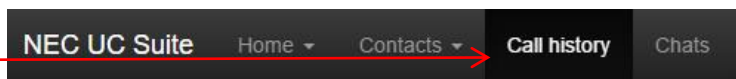
**Forwarding your Phone/Setting Do Not Disturb**

- Click on your **Profile Picture**
- Under Incoming **Call Settings**, Choose the **Mode** you would like to set your phone to:
  - Do Not Forward** – Sets the phone to only ring at your extension
  - Forward Calls** – Allows you to forward your phone to another extension or external phone number (note: you must put a 9 in front of an external phone number)
  - Forward calls and ring extension** – Rings both your extension and the phone number you've entered (note: you must put a 9 in front of an external phone number)
  - Do not disturb** – Sends calls directly to your voicemail
- Click **Update** to update your settings OR click **Reset** to cancel
- Click **Home** to return to Main page

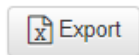


**Redial/Caller ID**

- From your toolbar, click **Call history**
- Click on the Number you would like to call to initiate call



Call history

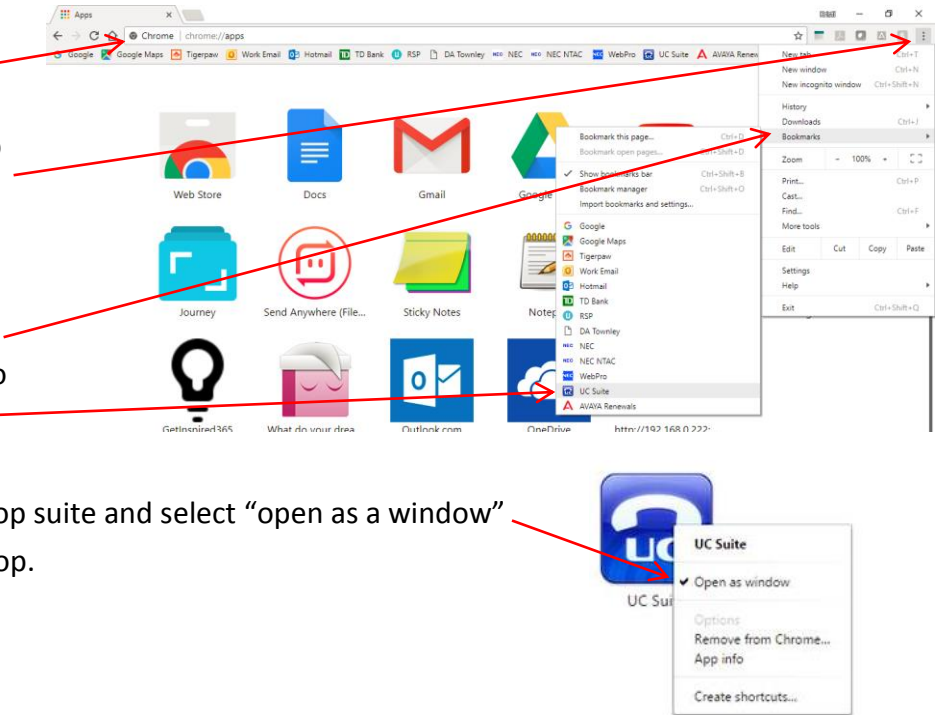


✓	Time	Number	Name	Duration
✓	Jul 14, 2017 3:13 PM	150	Peter V	00:00
✓	Jul 14, 2017 1:23 PM	150	Peter V	01:56
✓	Jul 14, 2017 10:10 AM	118	Gary	00:00
✓	Jul 18, 2017 2:31 PM	116	James	00:00



**Creating a Shortcut to UC Suite on your Desktop**

- Open Chrome, log in to the UC Suite
- Save the URL as a Bookmark
- In Chrome enter this url:  
chrome:apps
- Then click on the 3 dots in the top right hand corner to open the menu.
- Select bookmarks and then when you see your newly created bookmark for UCSuite drag it onto the blank white space of the screen.
- Right click the new icon for Desktop suite and select “open as a window”
- Then drag that icon to your desktop.



**Using UC Suite in Outlook**

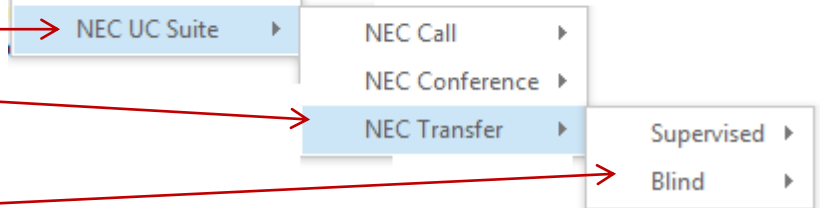
**Calling out from Outlook**

- From your outlook Contacts, search the contact you’d like to call
- Right click contact’s name
- Click Call
- Choose number you’d like to call



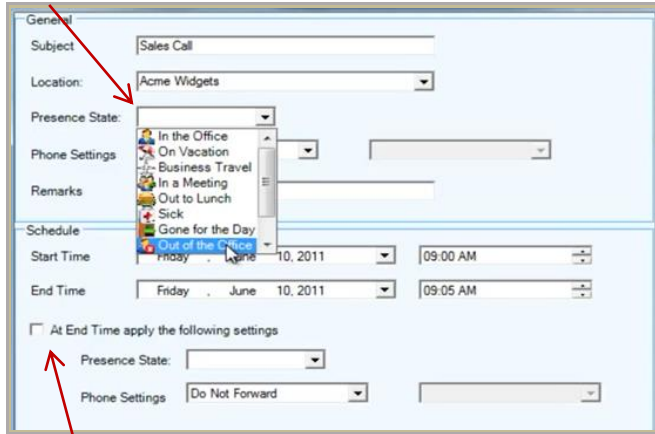
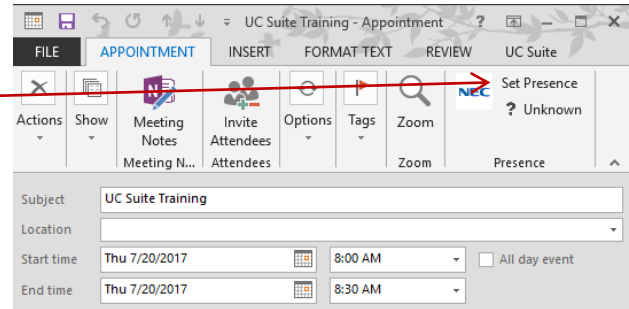
**Transferring a call from Outlook**

- With an activate call, search the outlook contact you’d like to transfer to
- Right click contact’s name
- Click NEC UC Suite
- Click NEC Transfer
- Choose Supervised (you would like to announce the call to the employee before it’s transferred) or Blind (you do NOT need to announce the call to the employee first)
- Choose the number you would like to transfer to
- Announce Call (if Supervised)
- Hang Up



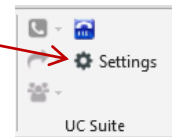
**Creating an Calendar Event**

- Create a new calendar event
- Click **Set Presence**
- **Choose the Presence** you would like activated
- **Choose Phone Settings** (forward to Vm or Cell)



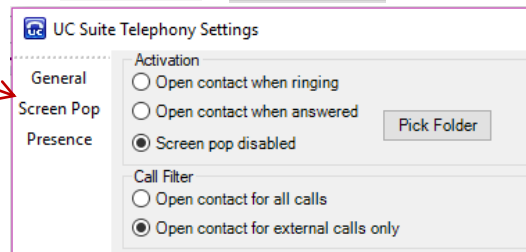
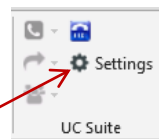
- **Choose what presence** you'd like activated at the end of the meeting time
- Click **Ok** when Finished

Note: If you would always like your calendar events to choose this setting, Click Settings, then click Presence and choose the presence you'd like



**Choosing Screen Pop Settings**

- From your Outlook, open your Contacts
- In the top right of your screen, click **Settings**
- Click **Screen Pop**
- Choose preferred Settings
- Click **Ok**



**Using the Highlight and Dial Feature**

- When you're on a website, email, or another page that displays a phone number, you can highlight the number, then press **Ctrl + F1** and the system will dial the number.

