NEC

UC Suite Web Client User's Guide

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INTRODUCTION

Welcome to the UC Suite Web Client for the SV9100 telephone system. UC Suite provides extensive telephone functionality within one versatile application. Through this application, you have access to many of features of the SV9100 telephone system. You can access their features while sitting at your office desk, working in a conference room or traveling out of the office.

UC Suite allows you to control many of the functions on your SV9100 deskset telephone through simple PC controls. In many instances, you can complete phone conversations, transfer calls and hold multi-party conferences without ever having to touch the phone. In addition, you can see if other employees are in the office, on another call or unavailable. This information can save you valuable time when trying to connect with your co-workers.

UC Suite Web Client allows you to launch the UC Client within an Internet browser window. The browser-based client provides many of the features available with the UC Suite Desktop client. This browser-based client can be accessed from a variety of platforms such as, PCs, Macs® and Linux®.

SYSTEM REQUIREMENTS

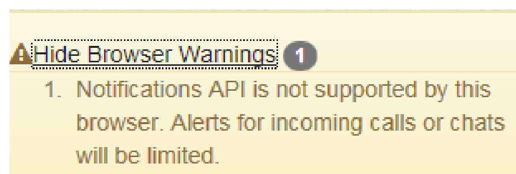
The following are the minimum requirements for using UC Suite Web Client.

- You can use Internet Explorer 11®, Google Chrome™ 41 (recommended browser), Mozilla Firefox® 37 and Apple Safari® 5.0.6 .

NOTE

If the browser you use does not support all of the application functionality, a warning message is displayed on the Login Screen. The image to the right shows an example of the warning message.

As an example, Chrome may display buttons on some pages that are not shown in Internet Explorer. In this document, screen shots are taken from both Internet Explorer and Chrome, so you may notice some slight differences in the displays.



- SV9100 system must be equipped with system software version 3.0 or higher
- UC Suite software version 3.0 or higher

LICENSING

Licensing may determine the feature set that you have available. This document provides instructions for all of the features. If you do not have some of the features presented in this document, contact your System Administrator.

Logging into the Web Client

To access the Web Client, launch the client from your web browser. For example: https://192.168.1.100/ucsuite

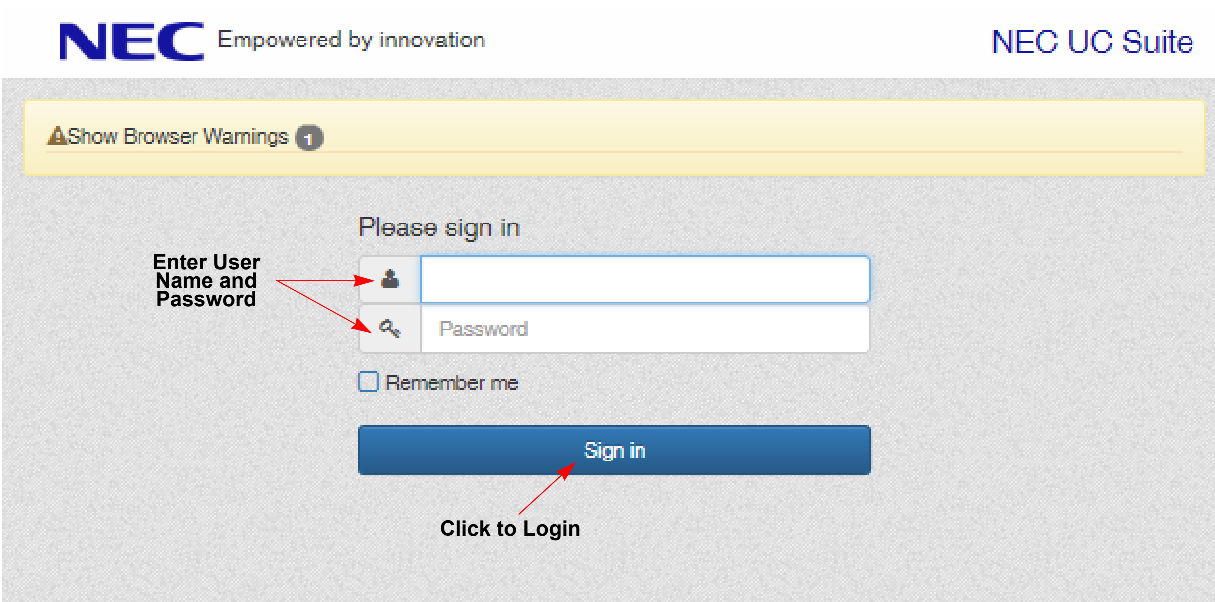
To log in:

1. When the Login screen is displayed, enter your **User name** and **Password**.

NOTE *The user name and password are assigned by your system administrator.*

2. Click **Sign in**. The UC Suite Main Control Menu is displayed. Refer to Main Control Menu on page 4.

Figure 1 Login Screen



UC Suite Screen Layout

The main page is comprised of the following sections.

❑ Main Control Menu	This area includes the Product Name, Views, Dial Control function, My Availability function and Feature Menu option.
❑ Call Park and Page Functions	This area provides access to the call park and paging functions.
❑ Search Function	The search function is used to filter the current display to quickly locate a member of your Buddy List or Contact. *Note: By default, the Search function is not displayed. Access the Settings menu to turn on the display.*
❑ Active Call Area	The active call area displays entries for each call that is being controlled by the application. This screen displays during active calls.
❑ Current View	This area displays the contents of the currently selected view, such as a Buddy List, Contacts, Call History or Chat.

Main Control Menu

You can resize your browser window to display in landscape or portrait mode. When you resize, the screen layout adjusts accordingly.

When the screen displays in landscape mode, as shown in Figure 2 UC Suite Main Menu - Landscape Mode, the Buddy List displays in three columns and the View Control selection buttons are located at the top of the screen in the Main Control Menu bar along with the Telephony and Feature Menu options.

When the screen displays in portrait mode, as shown in Figure 3 UC Suite Main Menu - Portrait Mode on page 5, the Buddy List displays in two columns and the View Control selection buttons are located at the bottom of the screen. The Telephony and Feature Menu options are displayed in the Main Control Menu bar area at the top of the screen.

NOTE

Multiple column display is the system default setting.

Figure 2 UC Suite Main Menu - Landscape Mode

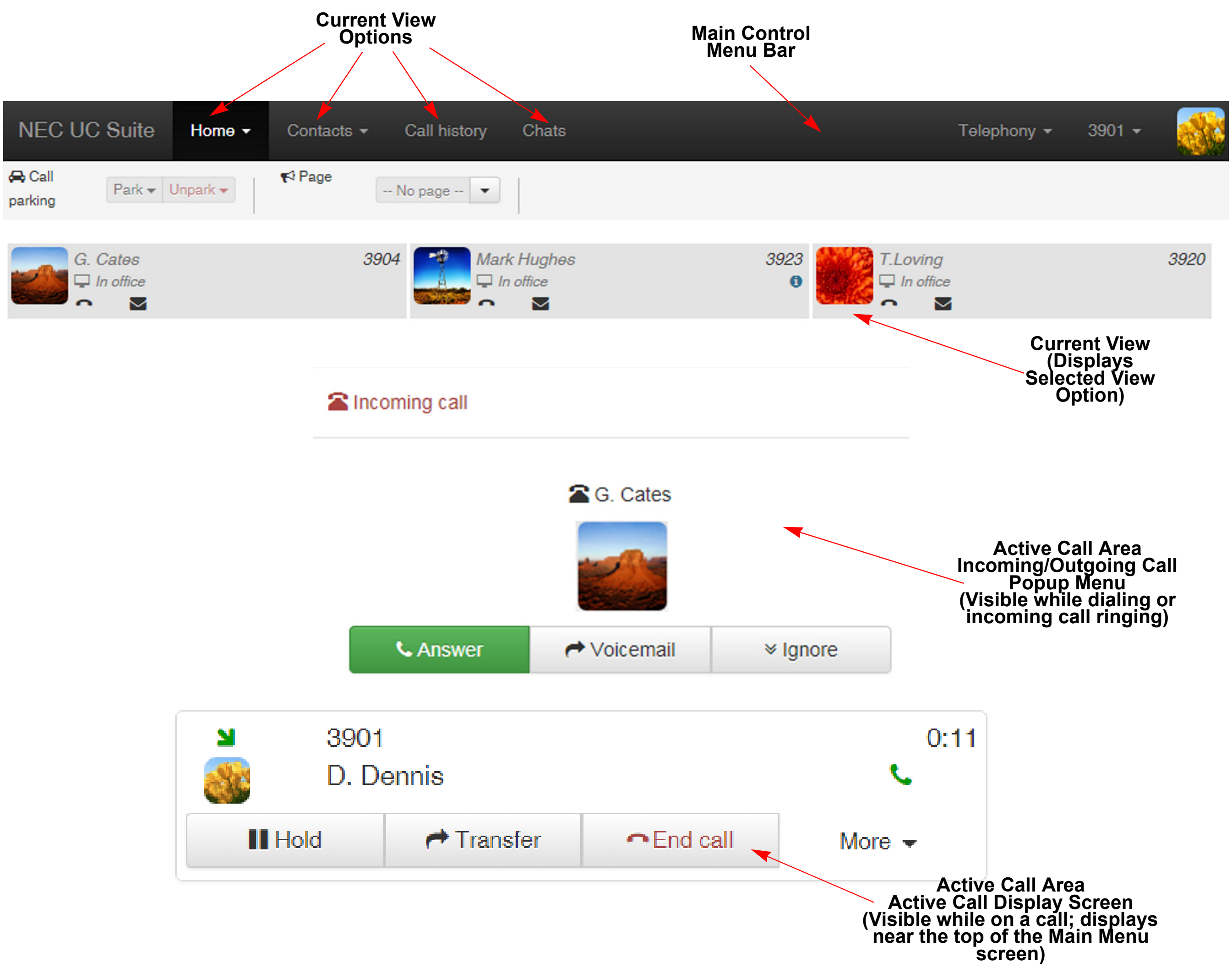
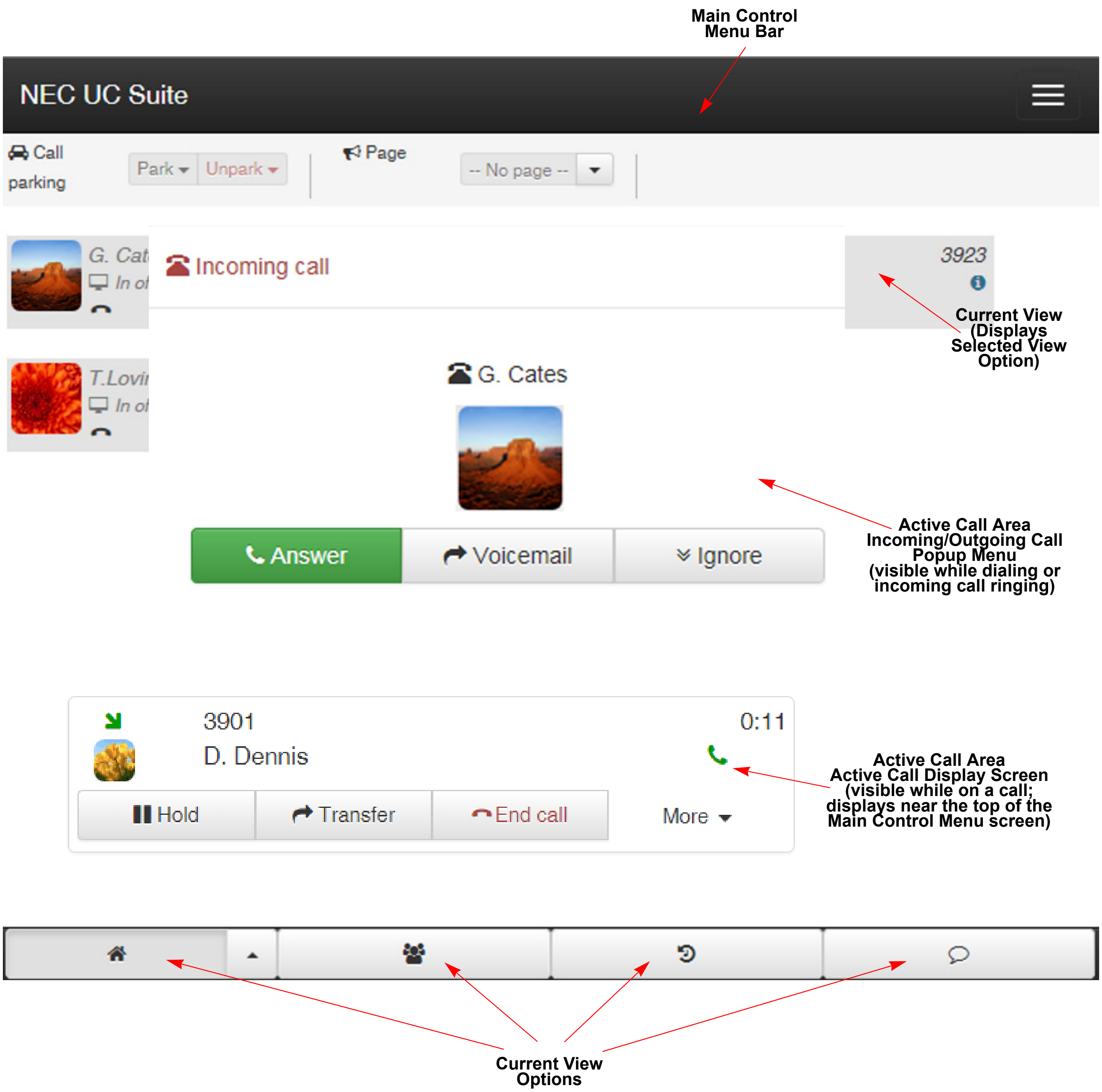


Figure 3 UC Suite Main Menu - Portrait Mode



Search Function

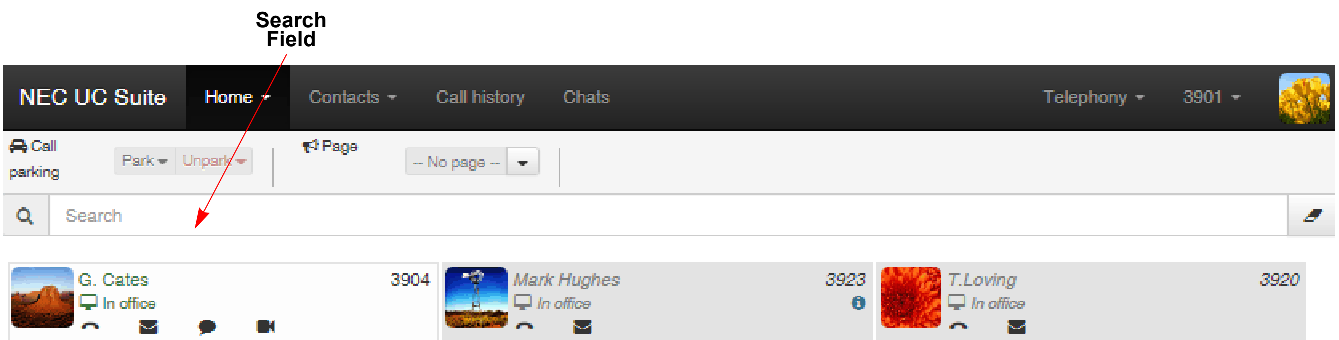
The Search function is visible within the **Home** (**Buddy List)** and **Contacts** views.

NOTE *By default, the Search function is not displayed. Access the Home page option on the Settings menu to display the search bar. Refer to* ***Showing/Hiding Filter or Search Bar on page 1-89.***

Home (Buddy List) Search

As you enter text in the **Search** field on the Home screen, the program compares the names within the Buddy List and filters the entries in your Buddy List. The names that match your search criteria are displayed. When you clear the **Search** field, all of the members in your Buddy List are redisplayed.

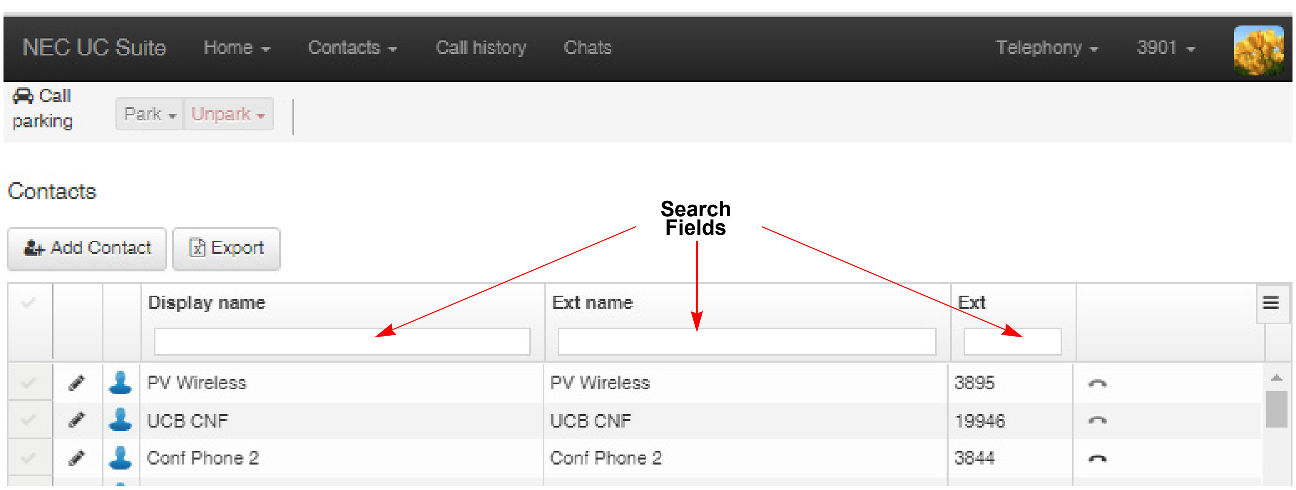
Figure 4 Home View - Search Field



Contact View Search

When you use the **Contact** View search, you can search using the **Display name**, **Ext name** (Extension Name) and **Ext** (Extension) fields in the Company directory. As you enter text in the **Search** field on the Contact screen, the program compares the names within the contact List and filters the entries in your list. The names that match your search criteria are displayed. When you clear the **Search** field, all of the members in your contact list are redisplayed.

Figure 5 Contacts View - Search Fields



Active Call Area

The **Active Call Area** displays calls that are currently active (incoming or outgoing). When an incoming call is received or when you dial an outgoing call, a popup menu displays. The popup menu provides additional call handling options such as Answer, Voicemail, Ignore, End call or Hide. Some of these options provide access to options specific to the operation you selected. For example, when you click the **Hide** when dialing an outgoing call, a popup screen displays that offers the option to end the call.

Arrows on some of the screen displays indicate whether the call is incoming or outgoing.

- Incoming Call Answered:
- Outgoing Call Answered:
- Incoming Call Unanswered:
- Outgoing Call Unanswered:

Refer to Handling Calls on page 10 for detailed call handling instructions.

Incoming Calls

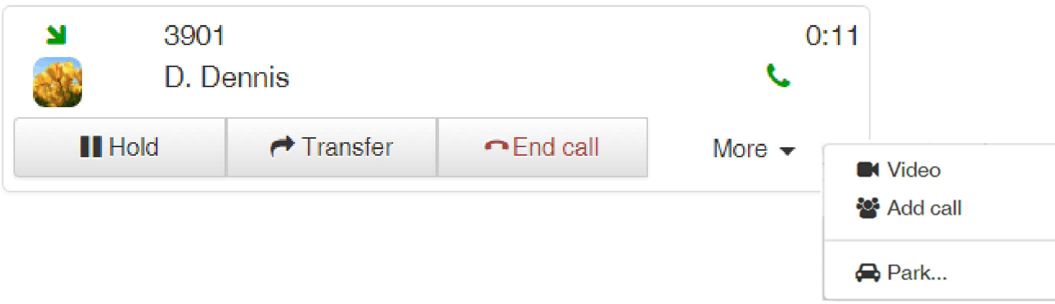
When an incoming call arrives, a popup menu is displayed similar to the one shown in Figure 6 Incoming Call Popup Screens.

Figure 6 Incoming Call Popup Screens

When you receive a call, a popup menu displays showing caller's information (if available) along with the following options:

- ❑ Answer

  When you select **Answer**, the incoming call is answered and another popup screen is displayed. This screen provides several more call handling options.

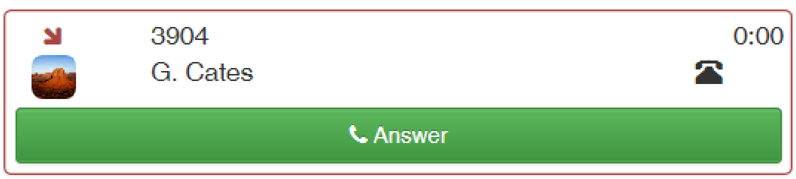


- ❑ Voicemail (if configured)

  When you select **Voicemail**, the call is transferred directly to your voice mailbox.

- ❑ Ignore

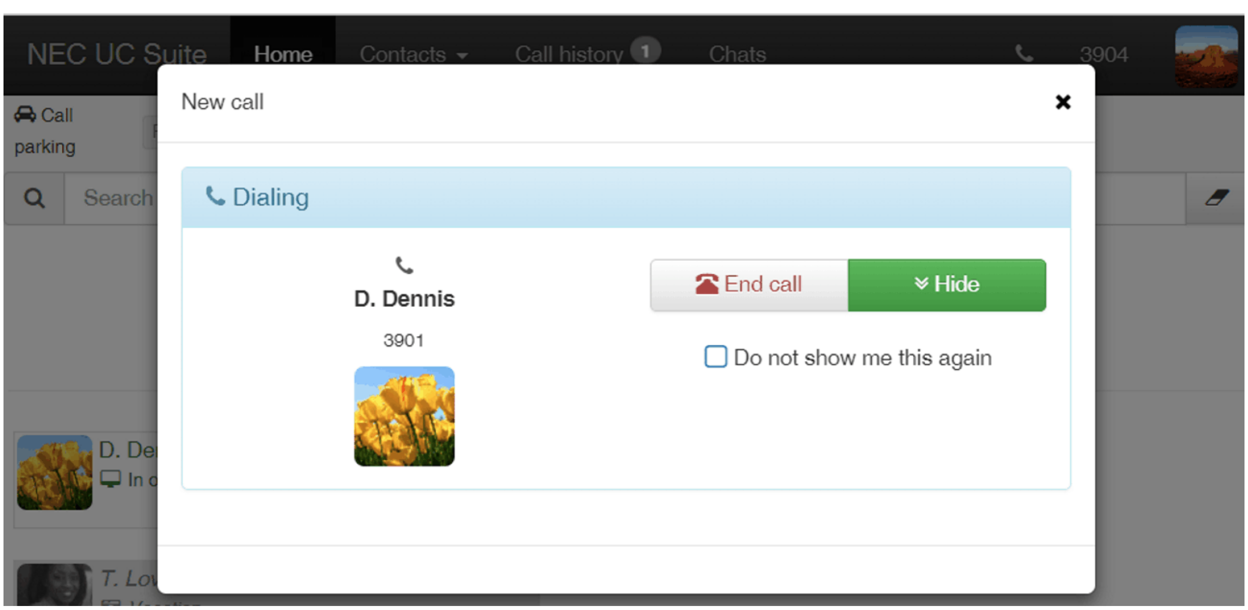
  When you select **Ignore**, another popup screen displays. This screen allows you another opportunity to answer the call before it is forwarded to your voice mailbox. If you answer the call, another the popup screen displays that provides several more call handling options, such as Hold, Transfers, End call as well as other options.



Outgoing Calls

When you initiate a new call, the New Call popup menu displays. As the call is dialing the number, the handsets flash. The telephone name/number of the called party (if available) is also provided.

Figure 7 Outgoing Call Popup Menu



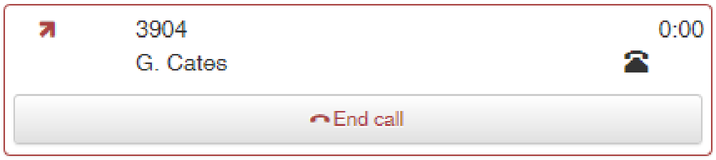
You have two call handling options:

- ❑ End call

  When you select End call, the call is terminated.

- ❑ Hide

  When you select Hide, another popup screen displays. This popup menu allows you to terminate the call by clicking the **End call** button.



If you do not want to see the New call popup menu, click the check box beside **Do not show me this again**. You will not see this popup up menu again during the current active session. If you logout, the next time you login this popup menu is displayed when you initiate a call.

Refer to Handling Calls on page 10 for detailed call handling procedures.

Handling Calls

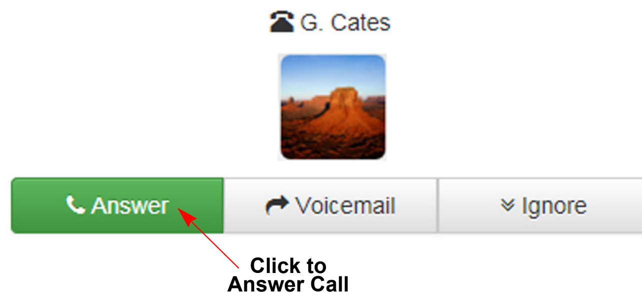
When calls are received, a popup screen is displayed indicating you have an incoming call.   You can Answer the call, send it to voice mail or Ignore it.

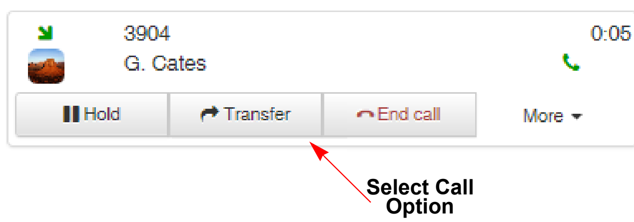
Answering a Call

To answer a call:

1. When you receive an incoming call, the Incoming/Outgoing Popup menu is displayed.

2. Click **Answer**. The Active Call screen is displayed. (Refer to Figure 6 Incoming Call Popup Screens on page 7.)

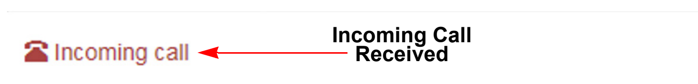




Forwarding a Call to Voice Mail

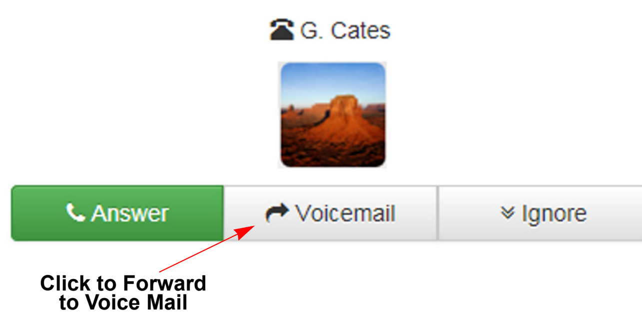
To forward a call to voice mail:

1. When you receive an incoming call, the Incoming/Outgoing Popup menu is displayed.



2. Click **Voicemail.**

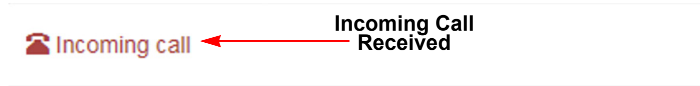
   The call is immediately forwarded to your personal voice mail box.

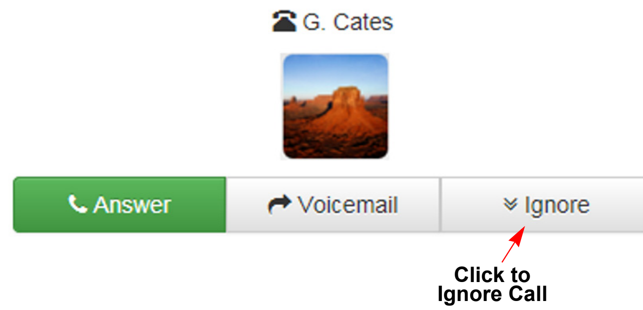


Ignoring a Call

To ignore a call:

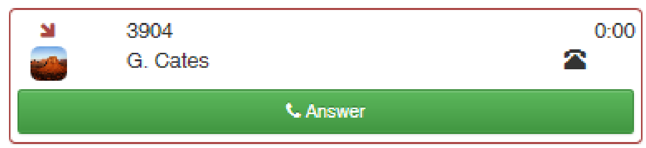
1. When you receive an incoming call, the Incoming/Outgoing Popup menu is displayed.





2. Click **Ignore**.

A screen displays, that allows you the option to Answer the call before it is forwarded to voice mail. After the call rings a preset number of times, it is forwarded to your personal voice mail box.

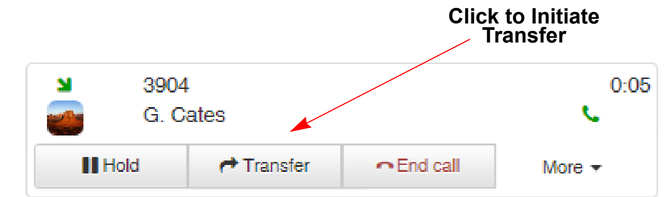


The Active Call screen provides buttons that allow you to easily transfer a call, put a call on hold, set up a conference call and end a call.

Transferring a Call

To transfer a call:

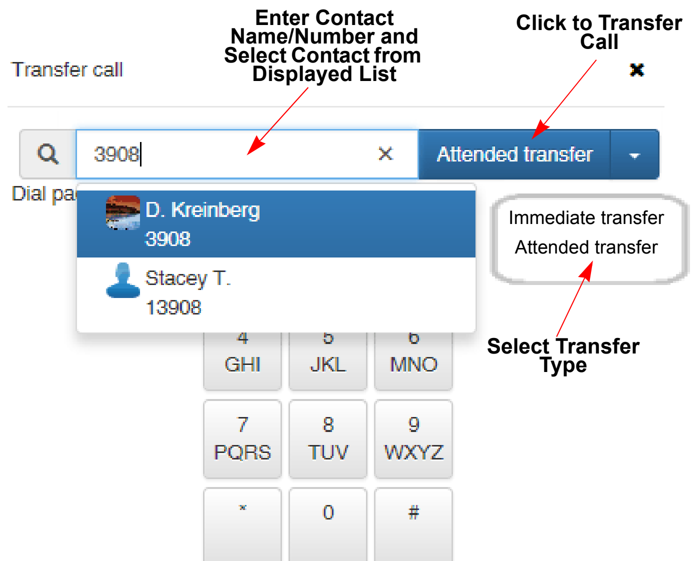
1. With an active call in progress, click **Transfer** on the Active Call screen.



2. When the Dial Control screen is displayed, enter the name or phone number where you want to transfer the call. As you type, names/numbers that meet your search criteria are displayed.

   Click the contact from the displayed list. The selected contact information is displayed in the search field.

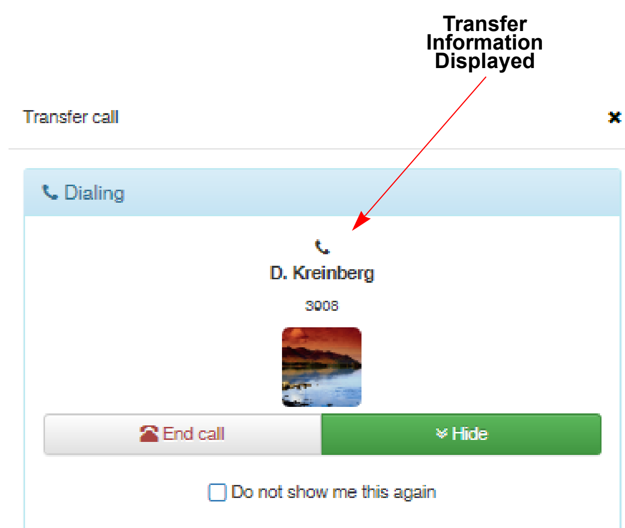
3. From the drop down menu, select the transfer type (Immediate or Attended).
   - The **Immediate transfer** option transfers the call to the called party immediately. You do not have the opportunity to announce the call when using this option.
   - The **Attended transfer** option allows you the opportunity to announce the transfer to the called party.



4. Click the **Immediate** or **Attended** button to transfer the call.

5. A screen displays, showing the details of the transfer.

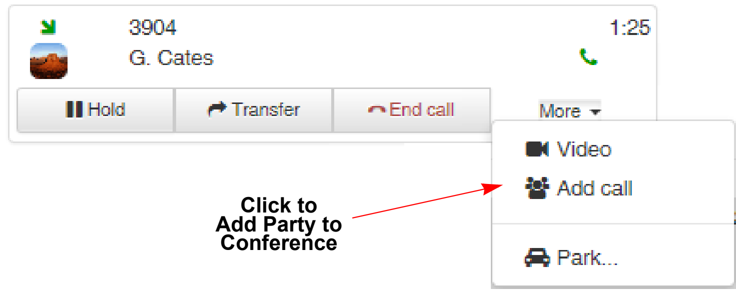
   If you selected the Attended transfer option, you can chose to end the call (**End call**) or hide the screen (**Hide**).



Initiating a Conference Call

To create a conference call:

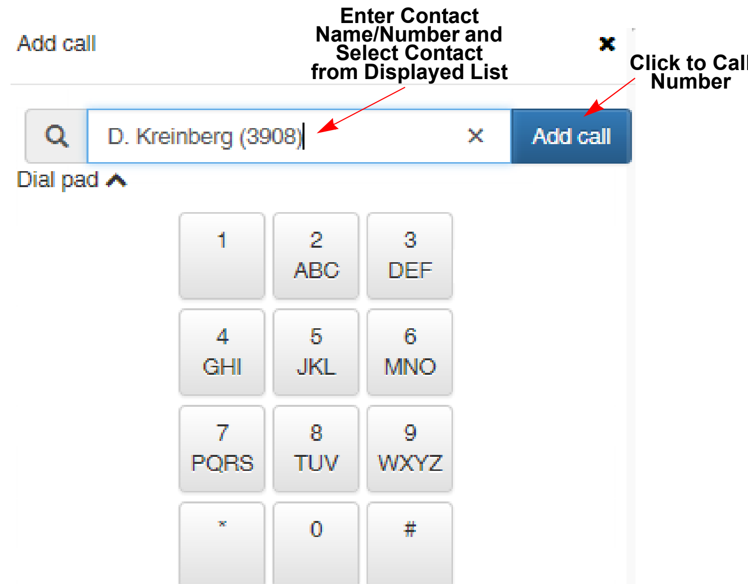
1. With an active call in progress, click the down arrow beside **More**.



2. Click **Add call**.

3. When the Add Call screen is displayed, enter the name or number of the person you want to add to the conference. As you type, names/numbers that meet your search criteria are displayed.

   Click the contact from the displayed list. The selected contact's information is displayed in the search field.



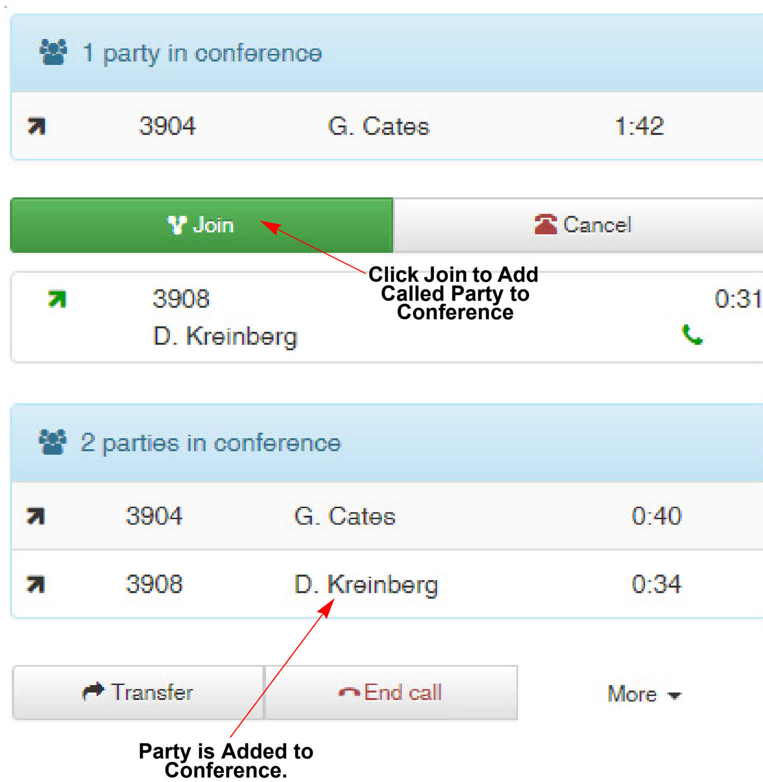
4. Click the **Add call** button to call the person you want to add to the conference.

   NOTE *A screen is displayed showing the called party's information.*

   If you wish to cancel the call, click 'Cancel'. If you chose cancel and have an established conference in progress you are reconnected to the existing conference participant(s).

5. When the called party answers, the display shows the called party's information.

   Click **Join** to add the called party to the conference.



6. A screen displays, showing the called party in the list of conference participants.

   The following options are available:

   Click **Add call** to add additional participants to the conference.

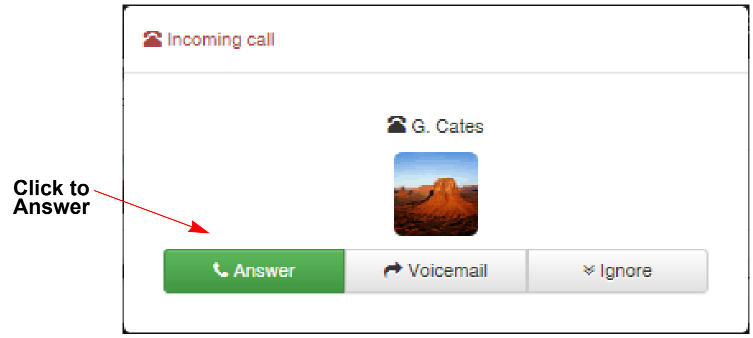
   Click **Transfer** to transfer one of the parties to another number.

   Click **End call** to terminate the conference.

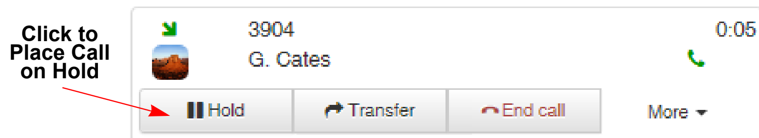
Placing a Call on Hold

To place a call on hold:

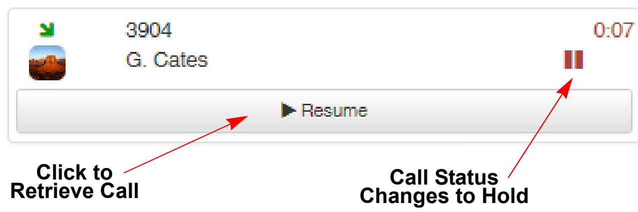
1. When the call rings, click **Answer** on the Incoming Call Popup Menu (refer to Figure 6 Incoming Call Popup Screens on page 7).



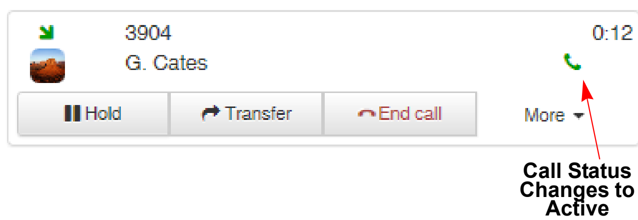
2. When the Active Call screen is displayed, click **Hold**.



3. While the call is on hold, a screen is displayed that shows the call status as on hold. The call timer resets to show the amount of time the call has been holding.
4. To retrieve the call, click **Resume**.



The call status changes to indicate an active call and the call timer continues.



NOTE — *When the call returns to active status, the timer shows the total call time.*

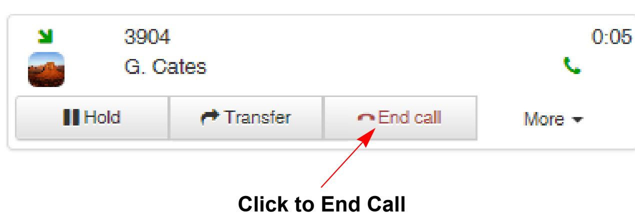
Active Call Time + Hold Call Time(s)

Ending a Call

You can end a call while dialing or when the call is active.

To end a call:

1. On the Active Call screen, click **End Call**.



The Active Call screen is no longer displayed in your current view.

Parking Calls (Attendant Only)

This is an Attendant level feature that allows an attendant to monitor and interact with a set of Park orbits. .

NOTE

*Refer to **Changing Telephony Settings on page 1-96**, to modify the Call Park settings.*

You can modify the following settings to show or hide the call park controls and specify the Call Park Orbits you want to monitors. These settings are located on the **Telephony** tab in the Settings menu.

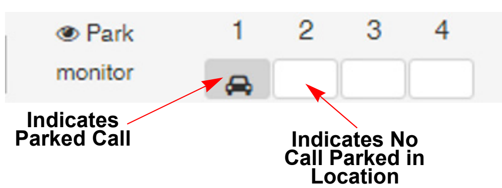
- Enable/Disable Park Controls; default = Off (disabled)
- Enable/Disable Park Orbiting Function
- Specify the Park Orbits to be Monitored
- Enable a Valet button. This button automatically parks the active call in the next available Park location; default = Off (disabled)

Understanding Call Park Zones

When Show Call Park monitor is enabled, a Park Zone monitoring area displays (refer to Figure 8 Park Zones).

- When the park zone is empty, it indicates the zone is not in use.
- When the park zone is filled ( ), it indicates a call is currently parked in that specific location.

Figure 8 Park Zones



Parking a Call

You can park an active call to one of the available call park locations.

To park a call:

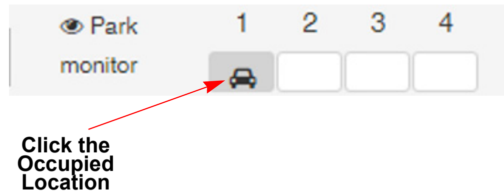
While on an active call, click on an empty **Call Park Location**.

Retrieving a Parked Call

You can easily retrieve your call from the parked location.

To retrieve a call:

Click the icon in the occupied **Call Park Location**.



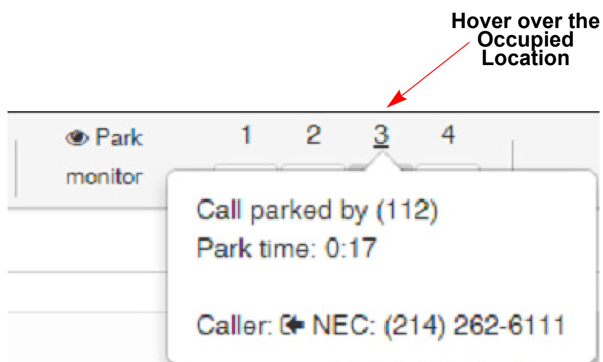
Viewing Details about a Parked Call

While the call is occupying the park zone, you can view the available details about the call. The information includes:

- ❑ user who parked the call
- ❑ caller ID
- ❑ length of time the call has been parked

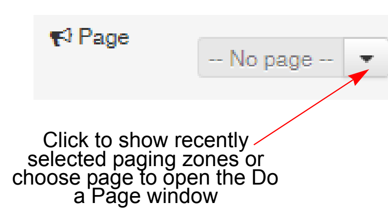
To view the details of the call:

With your mouse or pointing device, hover over the Park Orbit number.



Paging

The **Page** icon, located in the Active Call of the screen allows you to select the paging zone(s) and initiate a page to an internal, external, or combined paging zone. Paging can also be initiated from the Telephony menu. Refer to Paging on page 42 for a detailed explanation for initiating and selecting zones.



Current View

The main display area shows the currently selected view. The views include:

- Buddy List — Displays the set of users you chose to monitor.

  Each entry indicates the state of the user's telephone and their current Presence status.

  Note: A gray shaded Buddy List label indicates the user is not signed into UC Suite.

  The BLF button ( ) allows you to quickly dial any available number for the selected contact.

  You can also initiate a chat session with other users who are logged into UC Client.

  If the email functionality is enabled, you can click to send an email.

  Note: You maintain your own Personal Buddy List.

  If you are an Attendant Level user, you can define and view multiple Buddy Lists that are shared among all Attendant Level users.

- Contacts Selection — Allows you access to the Company, Business and Personal directories.

  Note: The Company and Business directories are shared directories among all UC Client users, while the Personal directory is a private directory for each individual user.

- Call History — Displays a log of all call activity for the associated phone. The call history can be sorted by Inbound/Outbound, Time/Date, Number and Name.

- Chats Selection — Displays your active chat sessions.

  Note: Each UC Suite Client user can establish a two-party chat session with any other active UC Suite Client user. Each user can have multiple active chat sessions with different UC Client users.

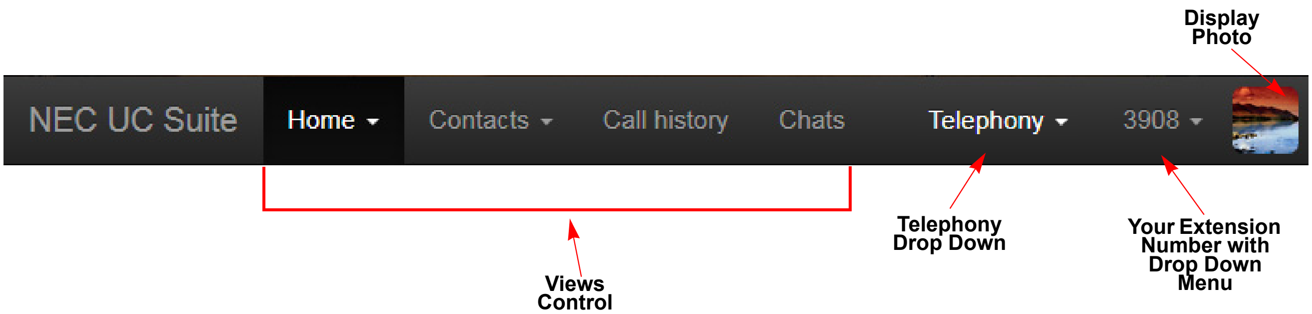
NOTE

As the browser window resizes, the selected content of this area adjusts to the appropriate size and layout.

Main Menu Bar

The Main Menu Bar is located at the top of the Main Control Menu. This menu bar provides access to the other menus and functions provided by the UC Suite Web Client.

Figure 9 Main Menu Bar



The following features and control options are available from the Main Menu bar:

Views Control

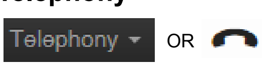
Allows you to select the content you want to view on the main display portion of the window.

The available views are:

- Home (Buddy Lists)
- Contacts
- Call History
- Chats

Note: If viewing in portrait mode or on different devices, Views Control selections may display at the bottom of the screen rather than at the top in the Main Menu bar. (Refer to Figure 10 Views Control Options on page 20.)

Telephony



This drop down provides access to the following functions:

- Dial
  This function allows you to use the dial pad to enter telephone numbers or search for contacts by name or number. You can access this option by clicking the handset icon in the Main Menu bar.
- Page
  This function allows you to initiate a page.
- Toggle Answer-mode
  This function allows you to toggle between answering or dialing with your headset or handset/speaker. *A headset key must be assigned on your phone for this feature to be operational.*
- Set System night-mode
  This function allows you to change the system to night mode (only available for attendant level users).

*Note: Depending on the device, browser display or view mode (landscape or portrait), either the word **Telephony** or the handset icon is displayed in the Main Menu bar.*

Feature Selection Menus

3901 ▾ OR 3901

This drop down menu provides access to options that you can customize, such as your Buddy list, your presence status and Web Client settings. You can also exit the program, access online help and view the UC Suite version from this menu.

The options that are available from the drop down menu include:

❍ Status (Presence)
Your current presence status is displayed. If you click your status, the **Presence** screen is displayed.

❍ Buddy lists
This selection accesses your Buddy List. If you are an attendant level user, you can add new Buddy Lists or edit existing lists. If you are a non-attendant user, your personal Buddy List is displayed and you can edit your list.

❍ Settings
This selection accesses the Settings menu where you can customize your personal settings.

❍ Sign Out
This selection logs you out of the UC Suite Web Client.

❍ Help
This selection accesses Web Client help information.

❍ About
This selection displays the UC Suite version number.

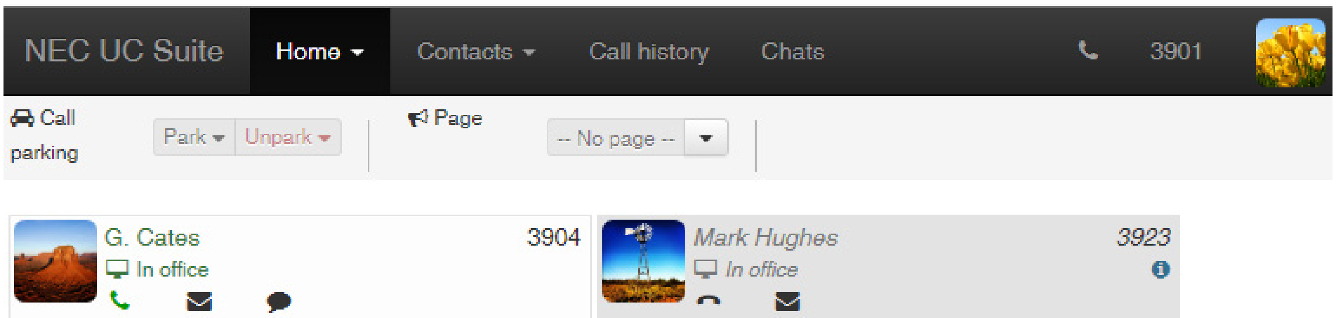
Note: Depending on the device, browser display or view mode (landscape or portrait), either your extension number with a down arrow your extension number without an arrow is displayed in the Main Menu bar.

Views Control Options

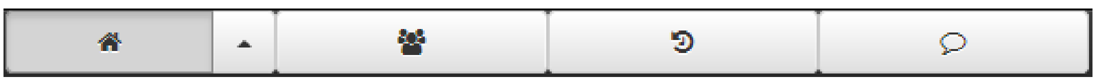
Views Control allows you to select the view you want to display (Home, Contacts, Call history or Chats). Depending on the how you display the Main Control menu (landscape or portrait), these controls are displayed on either the top or the bottom of the Main Menu screen.

Figure 10 Views Control Options

Landscape Mode



Portrait Mode

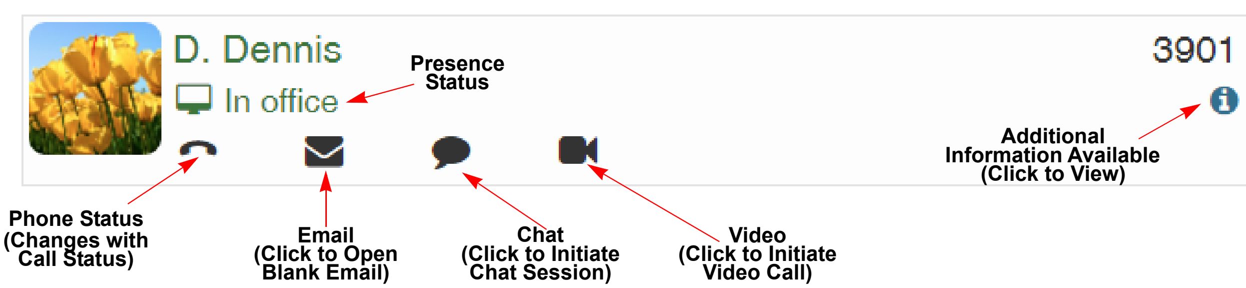


Home View (Buddy Lists)

The **Home** selection displays your Buddy Lists. If you do not have a Buddy List set up, this area is blank.

If you have an active Buddy List, the members in your list are displayed. You can view the presence status of the members in your list as well as make calls, send emails or initiate chat sessions by clicking the appropriate icons displayed on the member's contact. Figure 11 Buddy List Label Icons shows some of the icons that are displayed on the member's label. For a more detailed discussion regarding Buddy List labels, refer to Understanding Buddy List Labels on page 64.

Figure 11 Buddy List Label Icons



To view more information associated with the member, click on the photo on the Buddy List label. A screen is displayed that shows the member's presence status and any additional information the member entered regarding their status. You can also click the appropriate icon to call or email the member or initiate a chat session or video call.

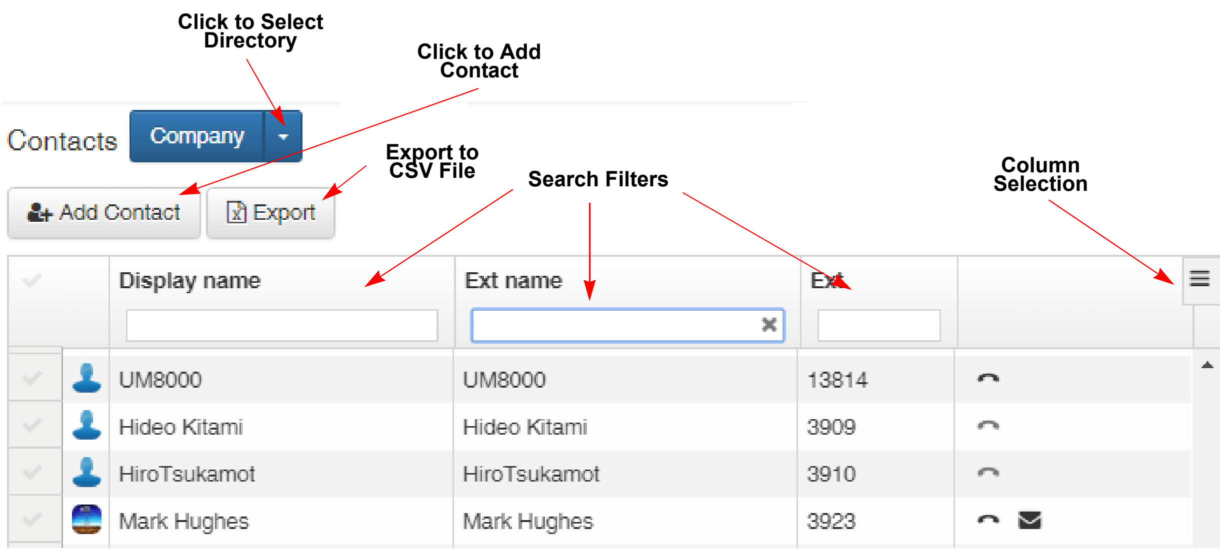
Contacts

The **Contacts** view replicates the Directory window in the UC Client. You can view the Company, Business and Personal directories. The columns display the contact's photo (if available), their name (**Display name**), the name assigned to their extension (**Ext name)** and their extension number (**Ext**). You can click on the appropriate icon to edit a contact, view their Presence status, call a number, open your email client to compose an email or start a chat session.

You can also modify the view by selecting the columns you want to display. The information can be exported to a CSV file where you can format and print it. (Refer to Selecting Columns to Show or Hide on page 22.)

This screen may behave differently and the display may differ depending on whether you are an Attendant Level user or Non-Attendant Level user.

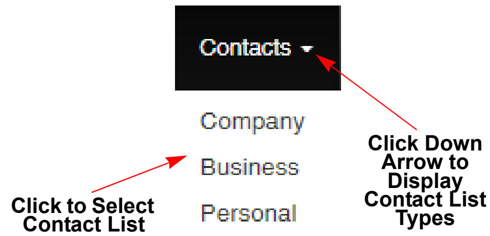
Figure 12 Contacts View



Accessing Contact Lists

To access a contact list:

1. Click the down arrow located beside **Contacts** from the Main Menu.
2. When the drop down menu is displayed, select the contact list type (**Company**, **Business** or **Personal**).



Selecting Columns to Show or Hide

You can select the columns that you want to show/hide using **Column Selection**.

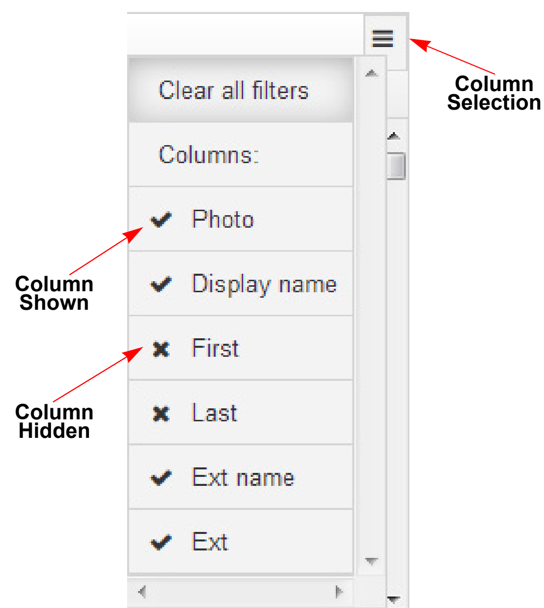
To make column selections:

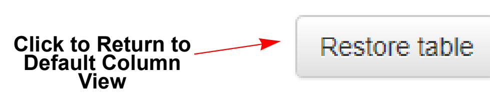
1. Access the Contact list (refer to Accessing Contact Lists). and select **Company**.
2. Click the **Column Selection** icon, located on the right top corner of the screen. Refer to Figure 12 Contacts View on page 21.

NOTE

When you select this icon and click one of the columns, a Restore table button is added to the upper left of the screen (next to the Export button). Use this button to return the columns to their previous setting.

3. A list of columns is displayed. By default, all columns are displayed. Click the column heading to hide it from the view. You can click it again to show the column. A check mark beside the column heading indicates it displays, an X indicates the column is hidden.
4. If you want to return to the previous view, click the **Restore table** button.



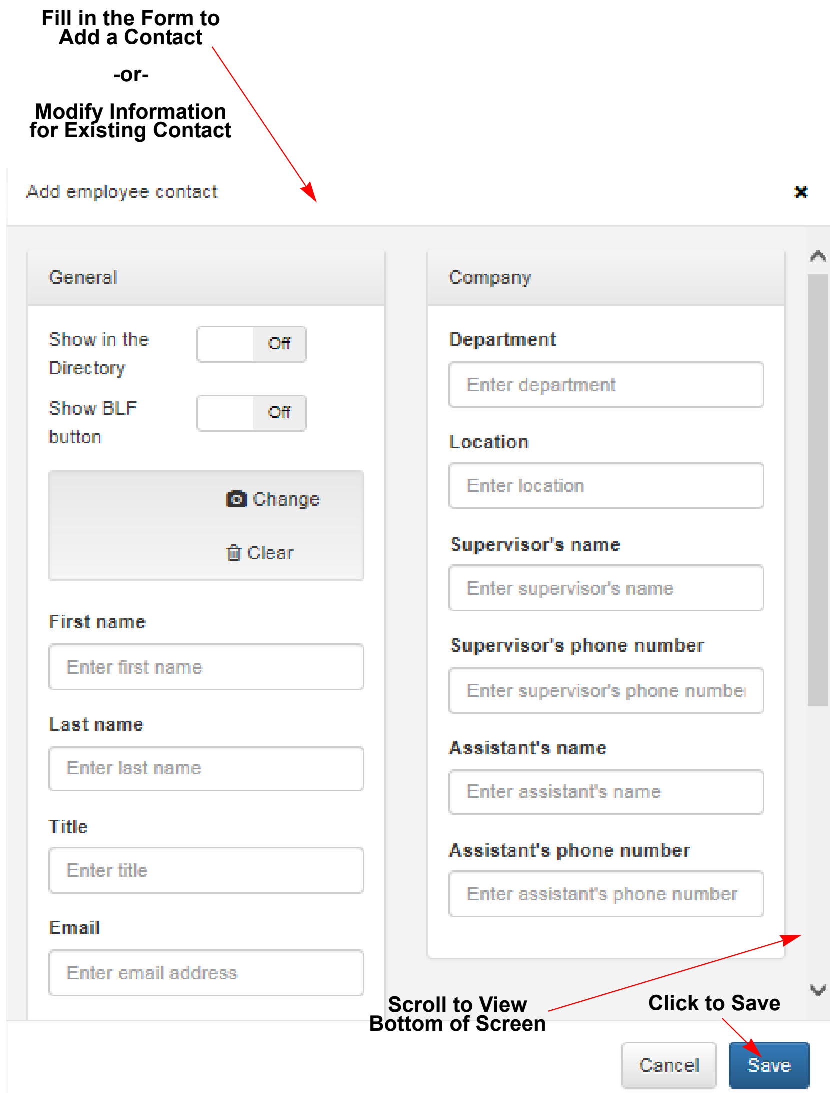


Adding a Contact to the Company Directory (Attendant User)

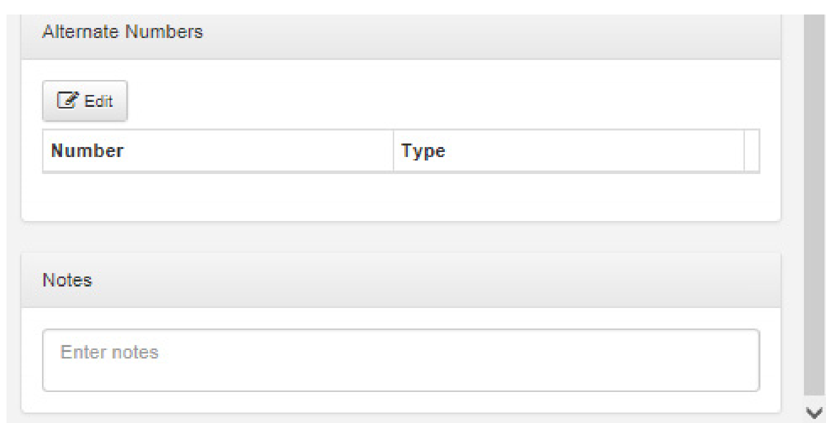
As an Attendant Level user, not only can you enter the contact’s personal information, you can also set whether the contact shows in the directory and if a BLF button shows on their contact label.

To add a contact:

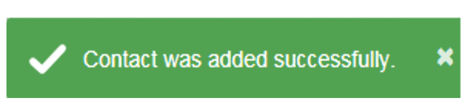
1. Click **Contacts** on the Main Menu screen to access the Contacts view.
2. Select the **Company** Contact list.
3. On the Contacts screen, click the **Add Contact** button. Refer to Accessing Contact Lists on page 22.
4. When the **Add employee contact** screen is displayed, fill in the appropriate information. (Use the scroll bar on the right of the screen to view all of the form.)



5. Click **Save**.



A confirmation message is displayed.



Editing Your Contact Information in the Company Directory (Attendant)

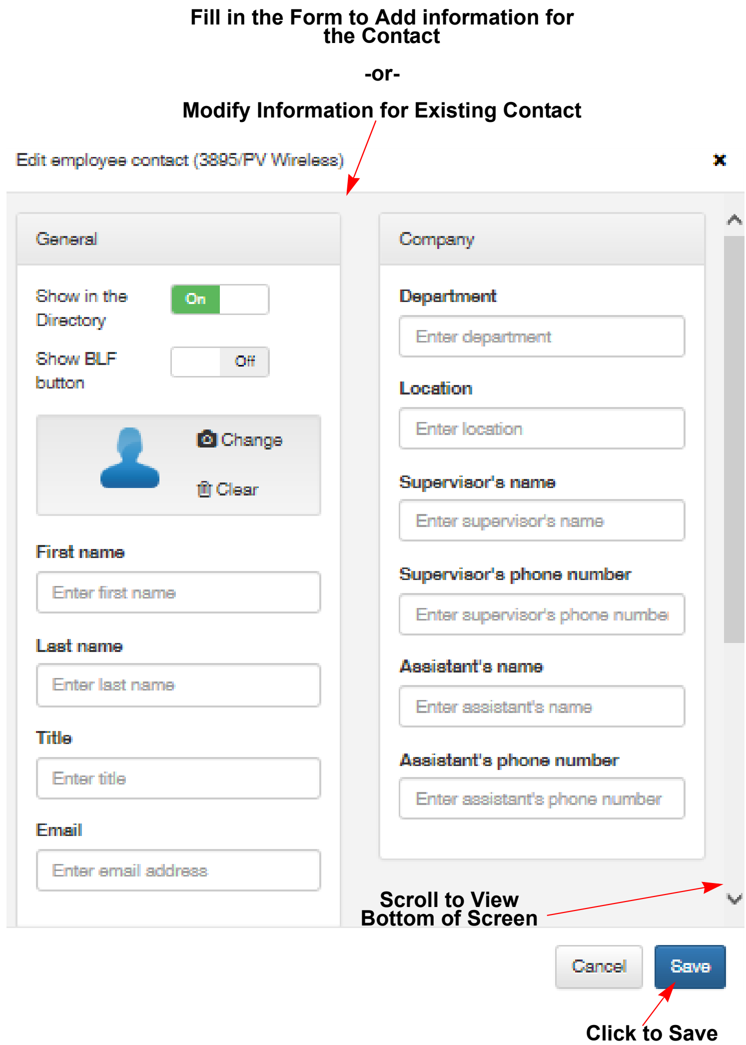
You can edit contact information in the Company Directory.

To edit a contact:

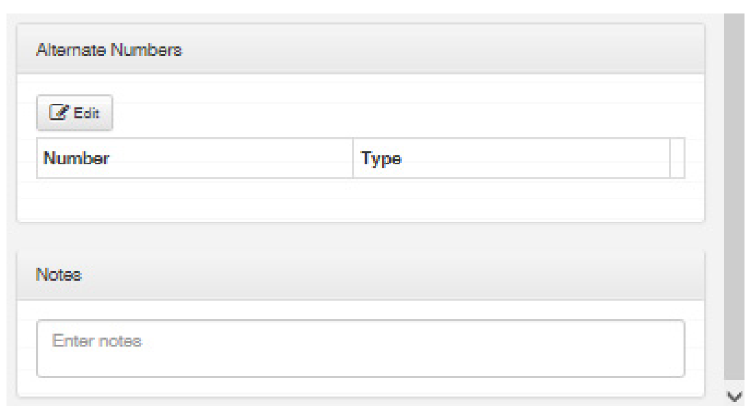
1. Click **Contacts** on the Main Menu screen to access the Contacts view.

1. On the Contacts screen, click . Refer to Figure 12 Contacts View.

2. When the **Edit employee contact** screen is displayed, modify the appropriate information. (Use the scroll bar on the right of the screen to view all of the form.)



3. Click **Save**.

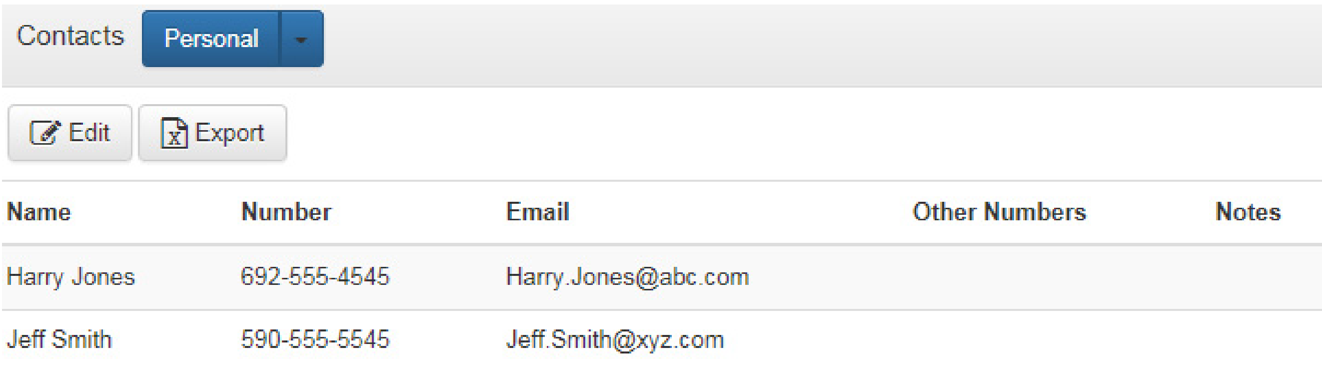


A confirmation message is displayed.

Adding/Removing a Contact to/from a Business/Personal Directory

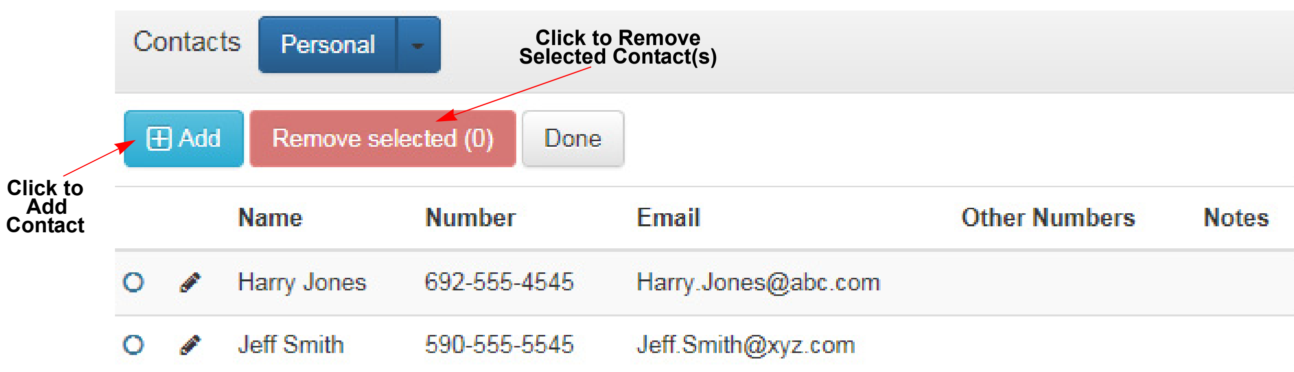
If you are viewing the Business or Personal directory, your display is similar to the one shown in Figure 13 Business/Personal Directory View. The contacts in these directories can be contacts outside of the company.

Figure 13 Business/Personal Directory View



When you click **Edit** on the Directory view, the following screen is displayed. You can add a new contact or remove an existing contact using this screen.

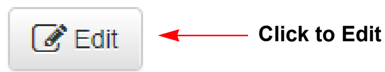
Figure 14 Adding/Deleting Contacts



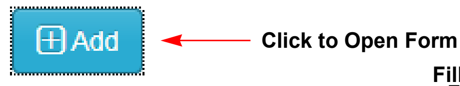
Adding a Contact

To add a new contact:

1. On the Contacts Business/Personal Directory view, click **Edit**. Refer to Figure 13 Business/Personal Directory View on page 25.



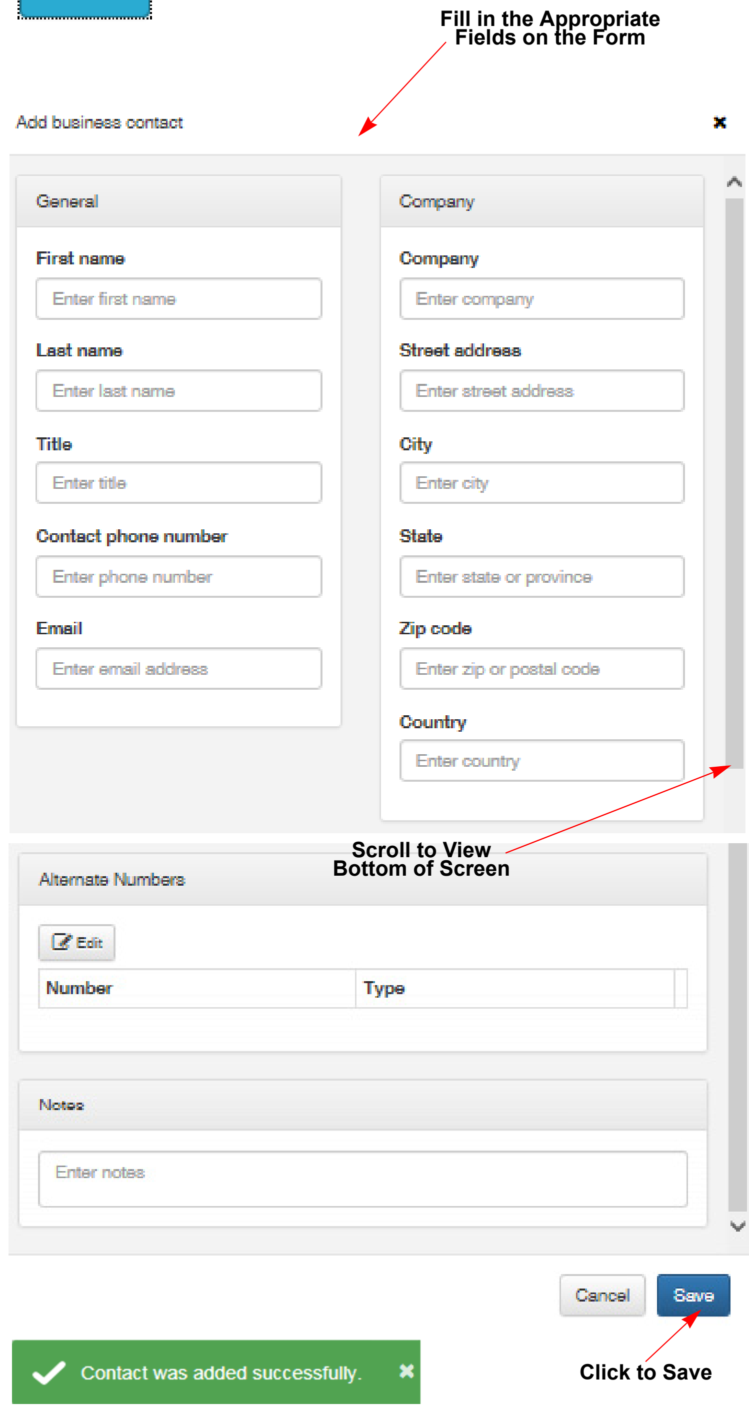
2. When the screen is displayed, click **+Add**. Refer to Figure 14 Adding/ Deleting Contacts on page 25.



3. When the **Add personal contact** form is displayed, fill in the desired fields with the contact’s information. To access all of the fields on the form, use the scroll bar on the right side of the screen.

4. Click **Save**.

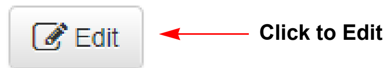
A confirmation screen is displayed.



Removing Contacts

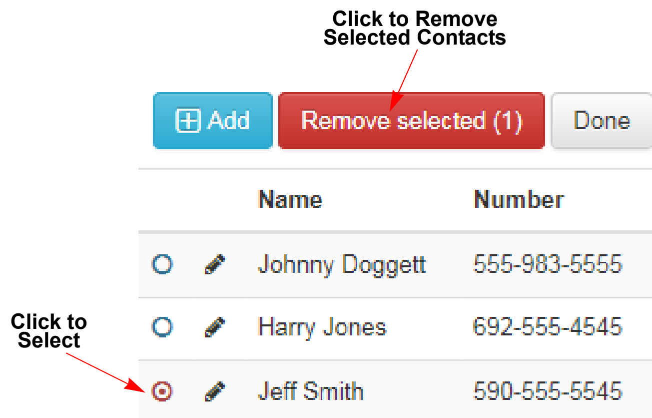
To remove existing contacts:

1. On the Contacts Business/Personal Directory view, click **Edit**. Refer to Figure 13 Business/ Personal Directory View on page 25.

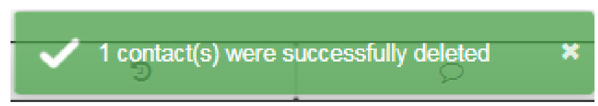


2. When the screen is displayed, click the button beside the contact you want to remove.
3. Click **Remove selected**.

NOTE — *The number of contacts you selected for removal are listed inside the parentheses.*



A confirmation message is displayed.



Exporting Contact Information

The **Export** function allows you to save a copy of the selected database to a CSV (comma separated values) file. You can use this file to export to another program, such as Microsoft Excel®, for formatting and printing. The exported information is similar to the example below.

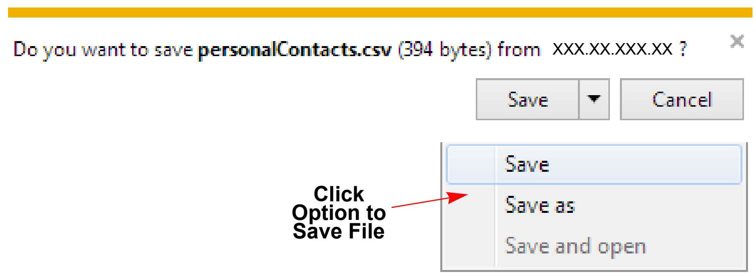
Figure 15 Export Contact CSV File Example

A	B	C	D	E	F	G	H	I	J	K	L	M
FirstName	LastName	Number	Title	Email	Alternatel	Location	Street	City	State	PostalCoc	Country	Notes
Harry	Jones	692-555-4	Engineer	Harry.Jones@abc.com			43 Smith S	Irving	TX	75039	USA	
Jeff	Smith	590-555-5	Manager	Jeff.Smith@xyz.com			5345 Mag	Mansfielc	TX	75039	USA	

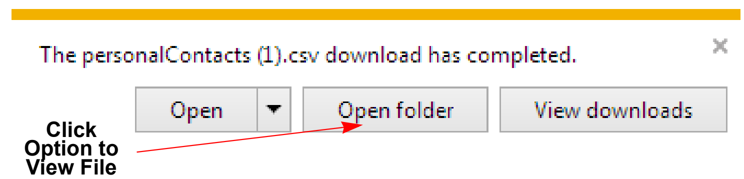
To export the database:

1. On the Contacts Business/Personal Directory view, click **Export**. Refer to Figure 13 Business/Personal Directory View on page 25.

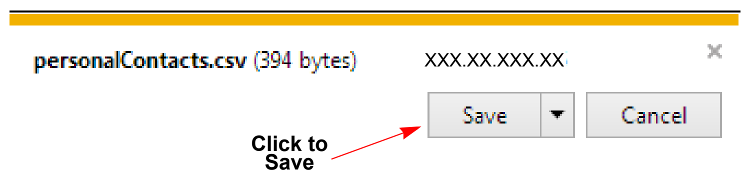
2. A message is displayed prompting you to save the file. Chose either **Save** or **Save as**.



If you chose the **Save** option, a message displays to confirm the file download is complete. Chose the option you want to use.



If you chose the **Save as** option, you are prompted to browse a location to save your file.



3. A CSV file is created. Refer to Figure 15 Export Contact CSV File Example on page 27.)

Searching the Company Contact List

The **Search** field is used to filter the contact list to find a specific entry. There are three search filters (Name, Ext Name and Ext). Refer to Figure 12 Contacts View on page 21 for the location of the filters on the screen.

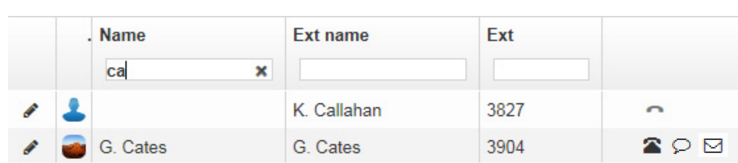
To search the contacts:

1. In the search field, enter your search criteria.

   Name and **Ext name** - enter part of all of the name

   Ext - enter part or all of the extension number

   As you type, contacts that match your criteria are displayed.

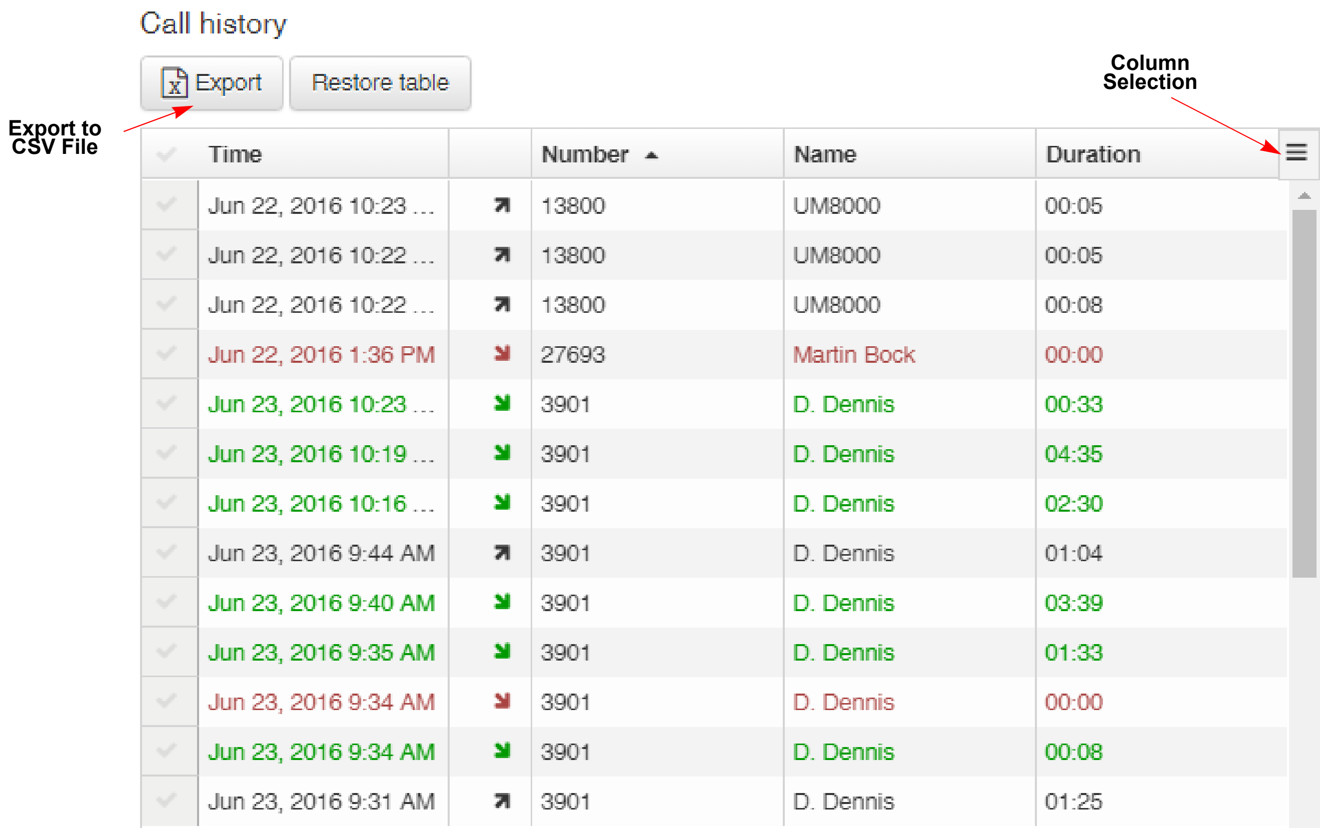


2. Click the appropriate icon to edit the contact or to call, email or chat with the selected contact.

Call History

The **Call History** view replicates the Call Log window within the UC Suite client. You can view the call history and manage the log records. You can also export the call log to a CSV (comma separated value) file.

Figure 16 Call History View



The information provided for each call includes:

- Time - date and time the call is received
- Type of call
  - - Incoming, unanswered call
  - - Incoming, answered call
  - - Outgoing call
- Number - the caller’s extension or telephone number
- Name - caller’s name
- Answered - indicates if the call was answered
- Duration - length of the call
- Line - line number where the call was received (not shown by default, you need to select this column to view it)

Managing Call History Records

You can customize the look of the call history record by sorting the columns, rearranging the order of the columns and showing/hiding columns.

Sorting/Resizing Columns

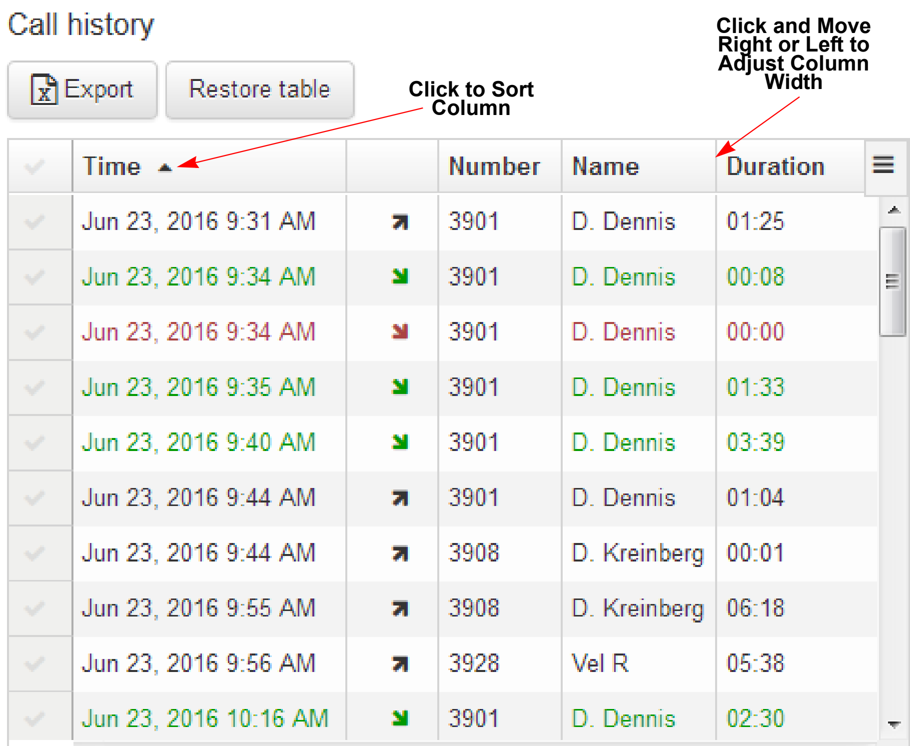
You can sort each of the columns in the call history report and you can adjust the width of columns.

To sort or adjust the width of a column:

1. Sort the column by clicking the column title. The column is sorted in ascending or descending order.

   For example if you click the Time column, it sorts in ascending date/time order. If you click again, it sorts in descending date/time order.

2. Adjust the column width by placing the cursor on the line between the column. When you see the icon, click and move the column to the desired width.

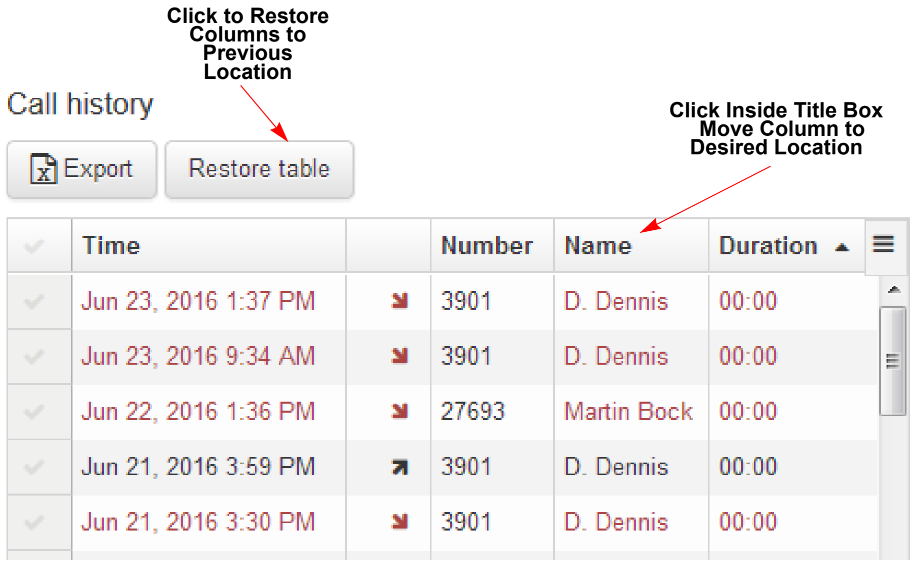


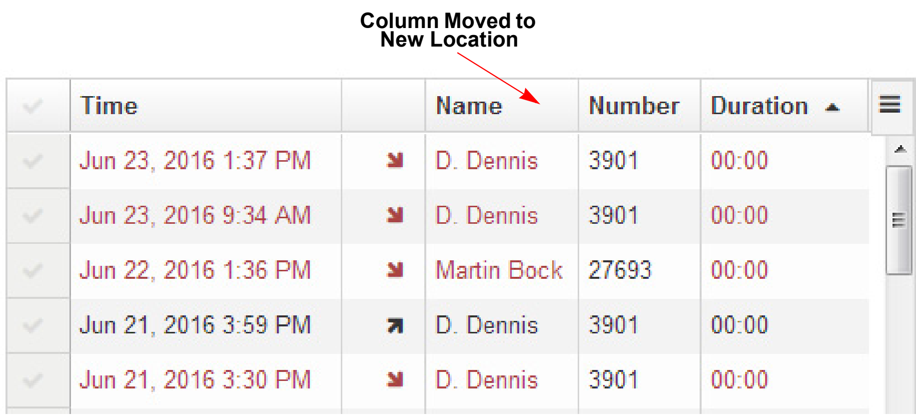
Rearranging Column Order

You can rearrange the order of the columns.

To rearrange the order:

1. Click inside the column title box.
2. Slide the column to the desired location.
3. If you want to restore the columns to their previous location(s), click **Restore table**.

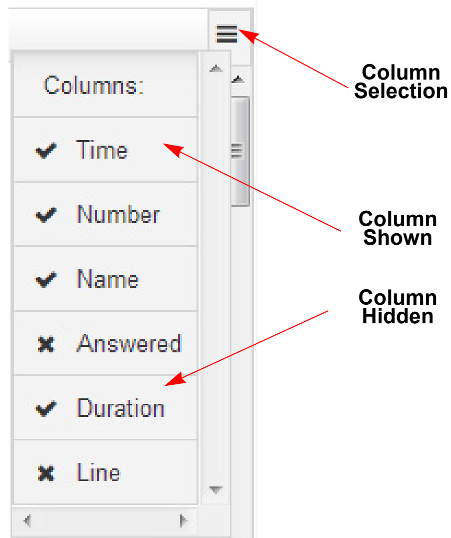




Selecting Columns to Show or Hide

You can select the columns you want to show/hide using **Column Selection**.

To make column selections:



1. On the Call History screen, click the **Column Selection** icon, located on the right top corner of the screen. Refer to Figure 16 Call History View.

   NOTE — *When you select this icon and click one of the columns, a Restore table button is added to the upper left of the screen (next to the Export button). Use this button to return the columns to their previous setting.*

2. A list of columns is displayed. By default, all columns are displayed except the Line column. Click the column title to hide it from the view. You can click it again to show the column.

   A check mark beside the column title indicates it displays, an X indicates the column is hidden.

3. If you want to return the previous view, click the **Restore table** button.

Removing Records

You can remove individual or all call history records for your own phone number.

To remove call records:

1. Click the grayed check mark(s) in the first column of the table.

   If you want to remove individual records, click the check mark beside the record.

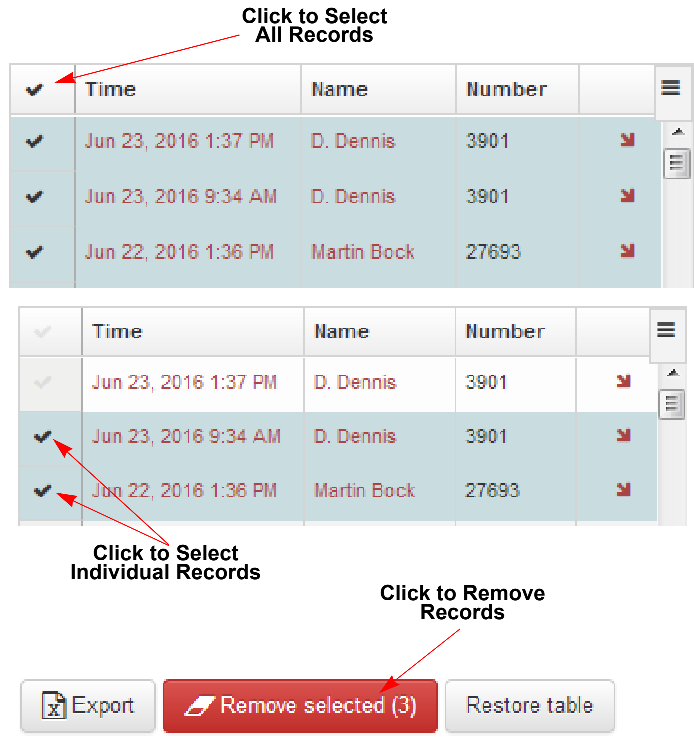
   If you want to remove ALL records, click the first check mark beside the column titles.

   NOTE — *If you want to uncheck the records, click the check mark(s) again.*

   When you select the desired record(s), the **Remove selected** button is displayed.

   NOTE — *The number of contacts you selected for removal are listed inside the parentheses.*

2. Click **Remove selected**.



Exporting Call History Information

The **Export** function allows you to save a copy of the selected Call History database to a CSV (comma separated values) file. You can use this file to export to another program, such as Microsoft Excel, for formatting and printing. The exported information is similar to the example below.

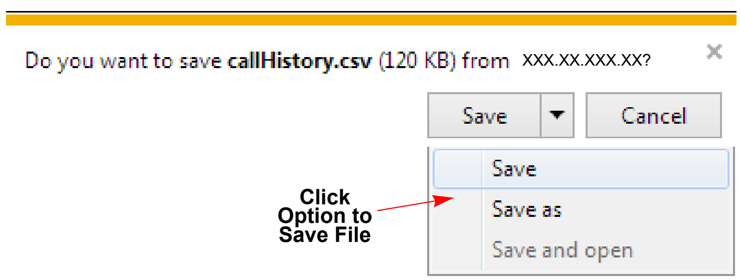
Figure 17 Export Call History CSV File Example

A	B	C	D	E	F
CallTime	Number	Name	Status	Duration	Line
9/17/2015 15:52	3918	M. Delzer	Answered	0:19	
9/17/2015 13:11	3918	M. Delzer	Answered	9:32	
9/17/2015 12:41	(469) 261-8678		Outgoing	3:45	25
9/17/2015 12:22	(469) 261-8678		Missed	0:00	25
9/17/2015 9:05	(214) 653-3595		Outgoing	0:15	25
9/17/2015 8:23	(516) 775-8300		Outgoing	1:13	25
9/17/2015 8:03	(214) 653-3595		Outgoing	0:50	25
9/17/2015 7:53	(469) 261-8678		Answered	3:07	25
9/17/2015 7:45	(469) 261-8678		Answered	0:42	25
9/17/2015 7:44	(469) 261-8678		Answered	0:40	25
9/17/2015 7:35	(469) 261-8678		Answered	4:46	25

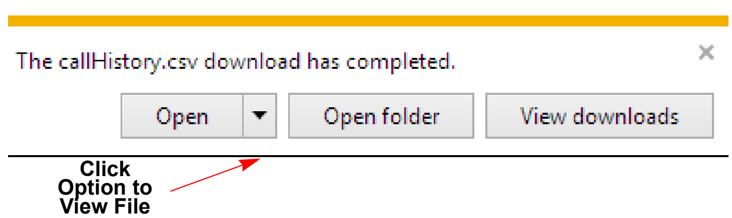
To export the database:

1. On the Call History screen, click **Export**. Refer to Figure 16 Call History View on page 29.

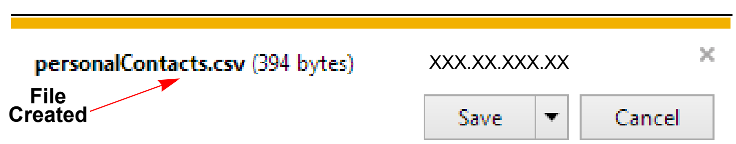
2. A message is displayed prompting you to save the file. Chose either **Save** or **Save as**.



If you chose the **Save** option, a message displays to confirm the file download is complete. Chose the option you want to use.



If you chose the **Save as** option, you are prompted to browse a location to save your file. Click **Save**.



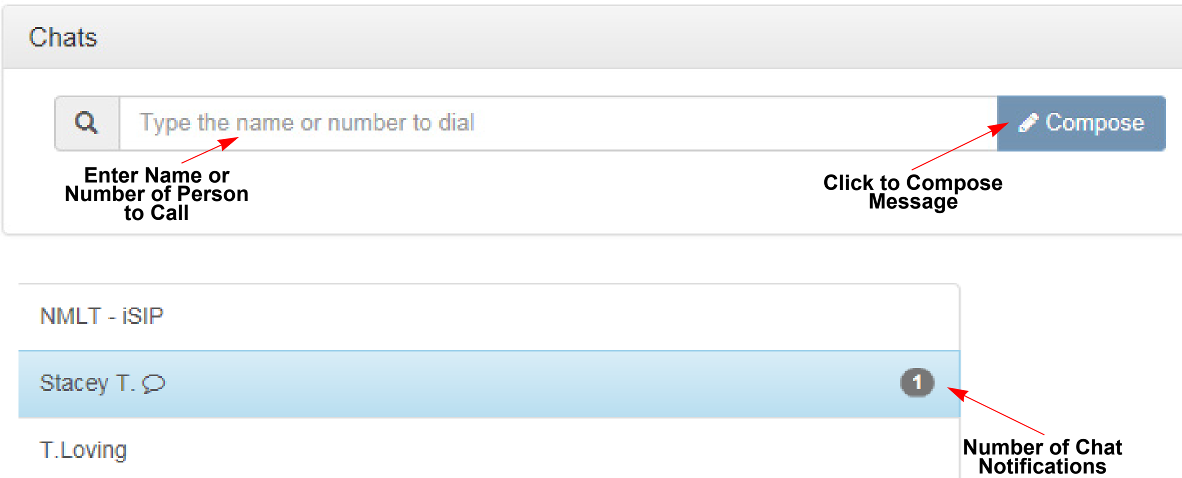
Refer to Figure 17 Export Call History CSV File Example.

Chats View

The **Chats** view allows you to access and manage your chat sessions. When you have an active chat session, the Chat selector on the Main Menu displays a number that represents the number of chat notifications.

The **Chat** icon ( ) appears in the contact's Buddy List label when they are available to participate in an Instant Message (IM) session

Figure 18 Chats View



Each chat message includes a photo of the sender (if available) and the date and time the messages were sent.

Click **X** or the **Close chat** button at the top of the Chat window to close the chat session.

Accessing Contacts for Chat Sessions

You can access your contact to initiate a chat session using one of the following methods:

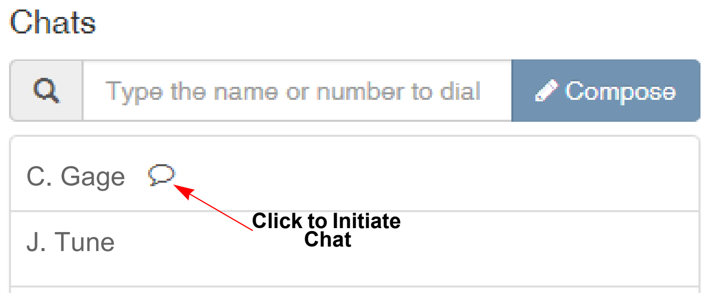
- Click **Chats** on the Main Menu bar to initiate a chat session, the Chats screen is displayed. Refer to Figure 9 Main Menu Bar.
- Click on your Buddy List member label or the individual contact in the Company Directory in the Contacts View.

NOTE *You can only chat with UC Suite active (logged in) users.*

Participating in Chat Session from the Main Menu Bar

To open and participate in an active chat session:

1. Click Chats on the Main Menu bar. Refer to Figure 9 Main Menu Bar on page 18.

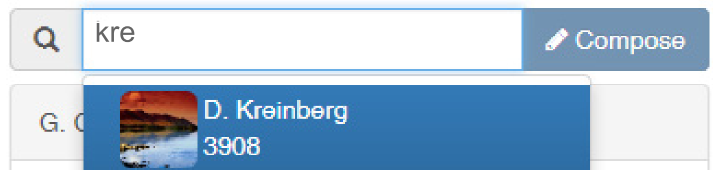


2. When the Chats screen is displayed, you can click on the chat icon beside the name of the person listed in the drop down.

   Or, type the name or number of the person with whom you want to chat in the Search field.

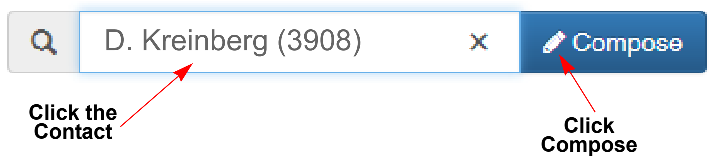
   As you type, a drop down menu is displayed. Click on the contact with whom you want to chat.

   The name of the selected contact is displayed.

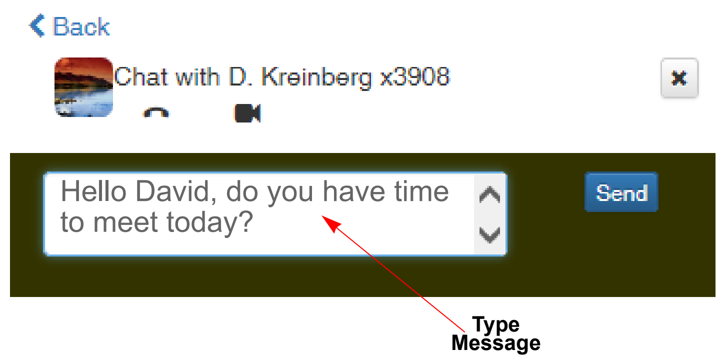


3. Click **Compose**.

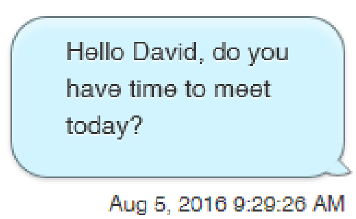
   A chat screen is displayed.



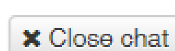
4. Type your message in the text field and click **Send** (or **Enter** if you have changed your settings to allow Enter as a shortcut).



   The text messages are displayed with the date and time the message was sent.



5. Click **Close chat** to end your session.



Participating in Chat Session from Buddy List or Contact List

To open and participate in an active chat session:

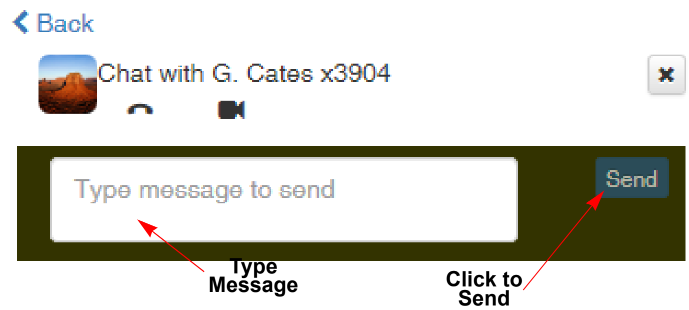
1. Click on the Buddy List member or Contact list contact with whom you want to chat.

   The Chat screen is displayed.

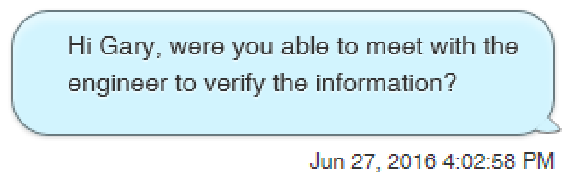
Member from Buddy List

Contact from Contact List

2. Type your message in the text field and click **Send** (or **Enter** if you have changed your settings to allow Enter as a shortcut).

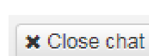


   The text messages are displayed with the date and time when the message was sent.



   A notification message is also displayed when incoming chat messages are received. The example to the right is the message that Gary (the recipient of the message) receives.

3. Click **Close chat** to end your session.

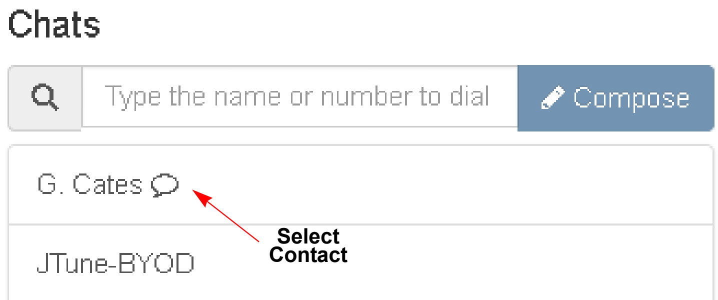


Managing Text Messages from Previous Chat Sessions

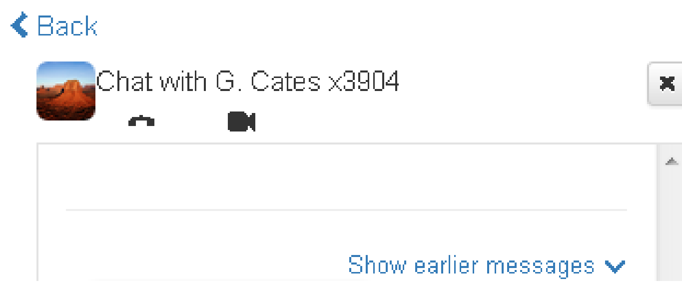
You can select from a list of previous chat sessions to view text messages. The messages are displayed by date and time in ascending order. You can chose to show/hide messages from earlier chat sessions or you can delete individual messages.

To hide/show or delete text messages from earlier sessions:

1. Click **Chats** on the Main Menu bar. Refer to Figure 9 Main Menu Bar.
2. When the Chats screen is displayed, click the contact from the list to view previous chat sessions.



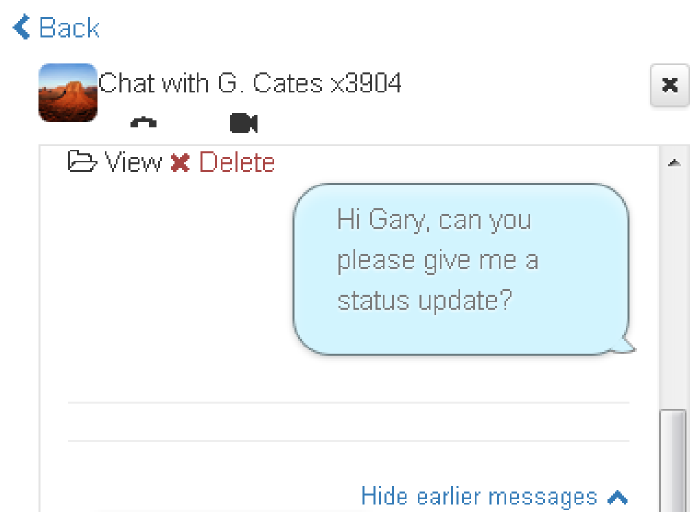
3. When the session is displayed, click **Show earlier messages**.



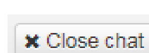
4. To view a message, click **View**.

   To delete a message, click **Delete**.

   To hide the messages, click **Hide earlier messages**.



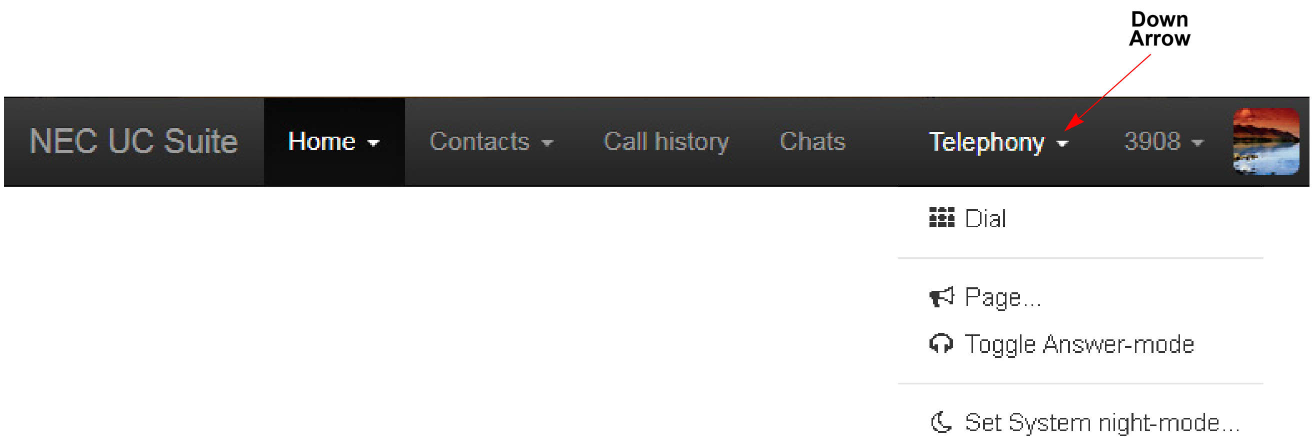
5. To end the session, click **Close chat**.



TELEPHONY OPTIONS

This selection is a drop down menu, which is accessed by clicking the down arrow beside **Telephony** or the icon.

Figure 19 Dial Control Options



Dial Control

When selected, this option displays a dial pad, which you can use to enter a telephone number or contact name.

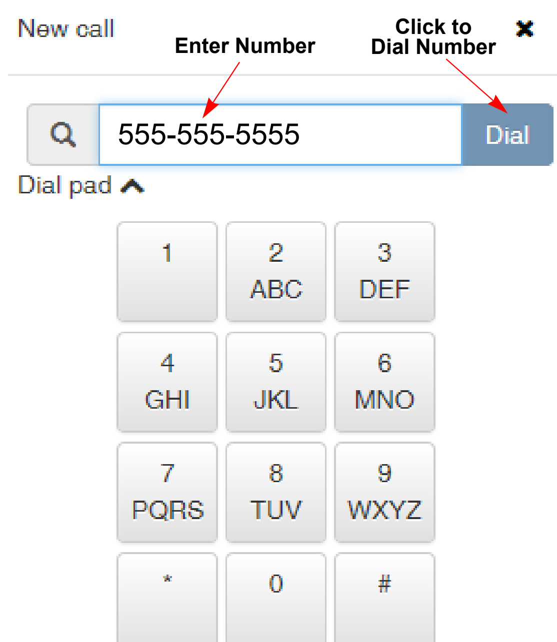
To display the dial pad, click on the grid icon (Dial).

Dialing a Number or Entering a Contact Name with the Dial Pad

You can dial the number using one of the following methods:

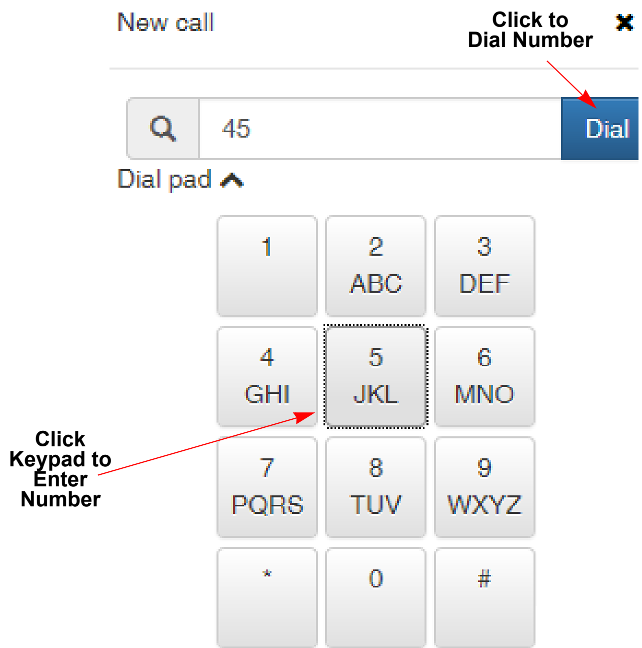
❑ Enter the phone number in the search field.

To dial the number, click the **Dial** button.



❑ Click the buttons on the dial pad to enter the phone number. The numbers are displayed in the search field as you type.

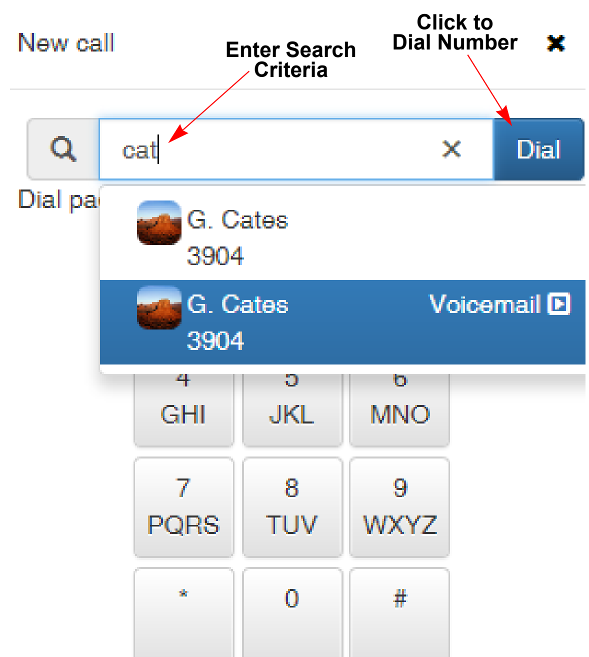
To dial the number, click the **Dial** button.



❑ Type all or part of the name in the search field. The Web Client searches the contact list and presents a drop down list of the matching contacts.

Click the contact you want to call from the list. The selected contact is listed in the search field.

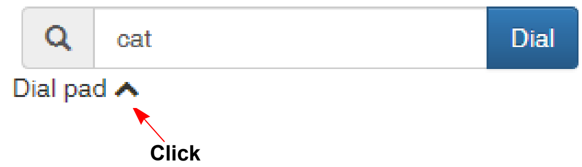
To dial the contact, click the **Dial** button.



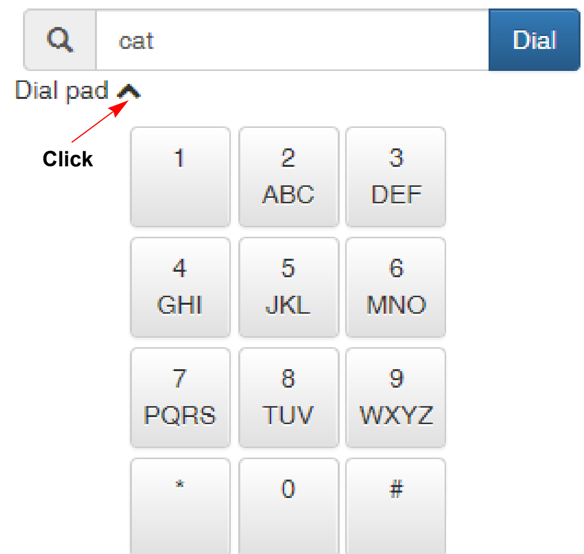
Hiding/Showing the Dial Pad

You can chose to show or hide the dial keys.

- ❑ To hide the dial keys, click the caret beside **Dial pad**. The dial keys are no longer visible.



- ❑ To show the dial keys, click the caret beside **Dial pad**. The dial keys are visible.



Paging

The Paging function allows you to initiate paging to specified pre-defined Internal, External and Combined Zones. Typically, you only need to use a few paging zone options. This function provides a drop down list of the recent paging destinations from which you can chose. These options provide a shortcut for using the paging operation.

NOTE *To display the Page Zone menu, turn the 'Show Page control in toolbar' option to On, in Settings\Telephony.* *Refer to **Changing Telephony Settings on page 1-96.***

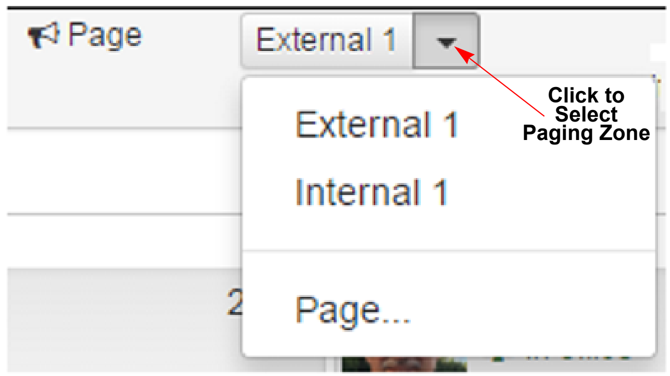
Accessing Paging

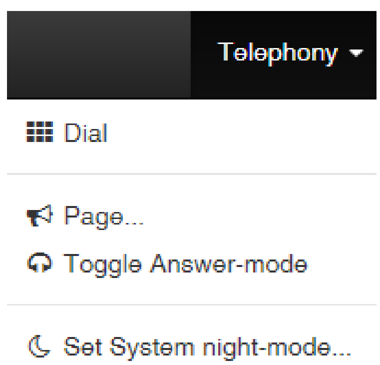
To access the Page function:

1. Click the drop down menu beside the Page icon on the Main Menu.
2. Select one of the previously chosen paging zones from the drop down.

   --OR--

   Choose **Page** to open the **Perform a Page** screen.





Assigning Paging Zones

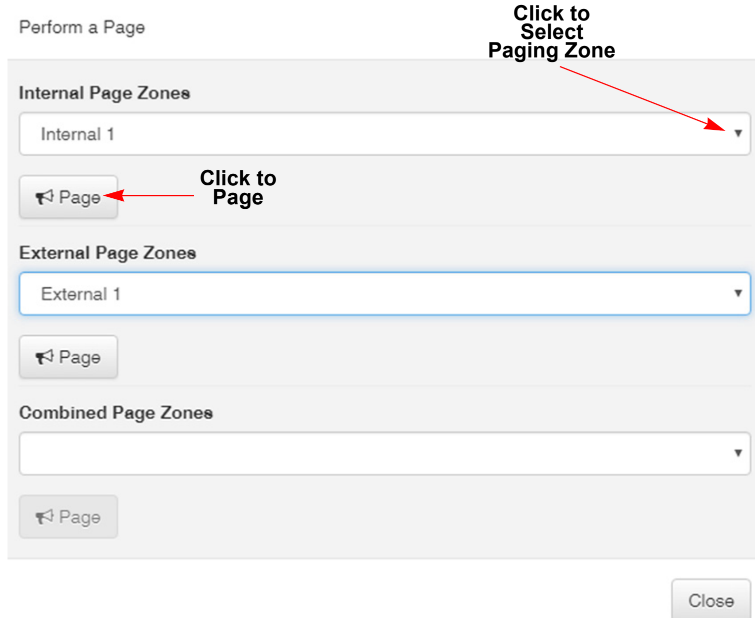
1. Access the Perform a Page screen. Refer to Assigning Paging Zones on page 1-43.

2. Select the Page Zone you want to use for paging in the corresponding drop down (Internal, External or Combined).

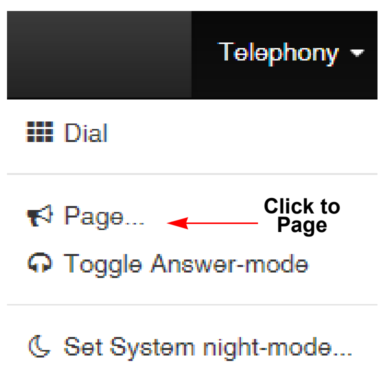
3. When the desired zone is shown, click the **Page** button to initiate the page.

   For example, if you want to page Internal Zone 1:

   Choose **Internal 1** from the **Internal Page Zones** drop down menu, then click the **Page** button under the **Internal Page Zones** field.



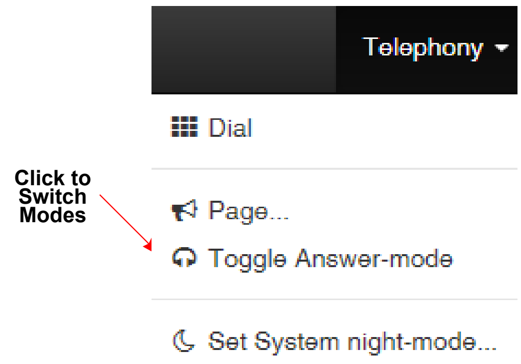
Alternatively, you can click the **Page** icon, located on the Telephony drop down menu.



Toggle Answer-Mode

This option allows you to toggle between answering with your headset or your telephone handset.

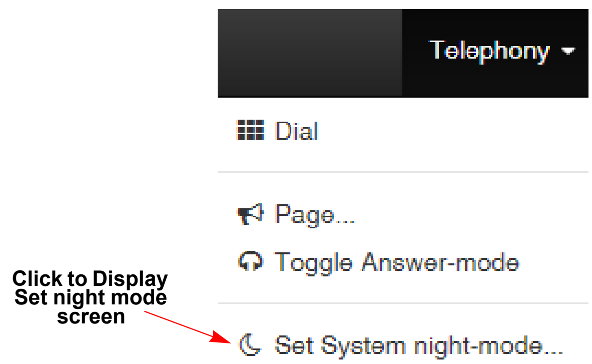
To switch modes, click **Toggle Answer-mode** on the Telephony drop down menu. The mode switches from handset to headset or headset to handset.



Set System Night Mode (Attendant Only)

This option allows you to change system Night Mode.

NOTE — *This option is only available for Attendant Level users.*

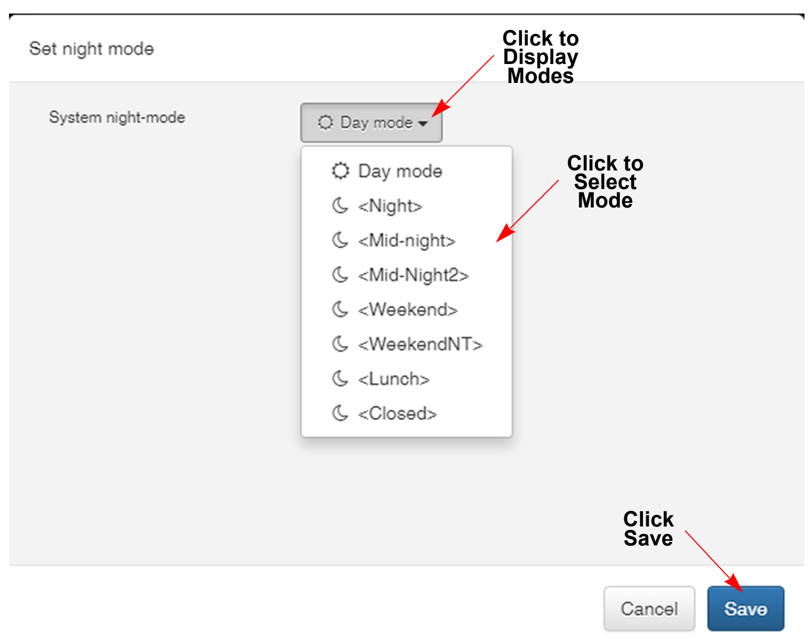


To set to night mode:

1. Click **Set System night-mode** on the Telephony menu.

2. On the **Set night mode** screen, select the night mode you want to use from the drop down list.

NOTE — *Night modes are defined in system programming by the System Administrator.*

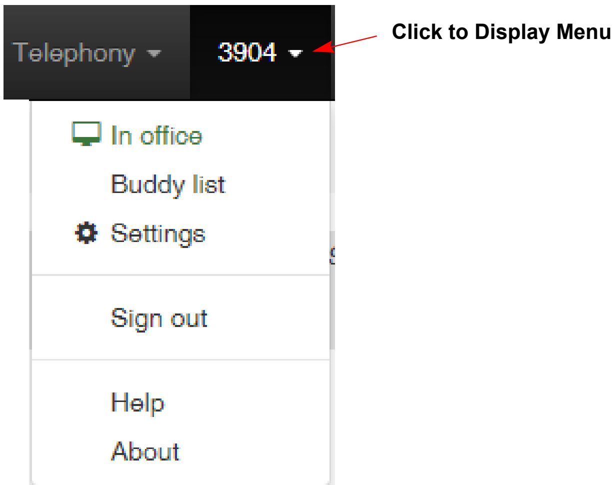


3. Click **Save**.

Feature Selection Main Menu Bar Options

This selection is a drop down menu, which is accessed by clicking on the down arrow beside your extension number on the Main Menu bar. This drop down menu provides access to several features and Web Client operational functions.

Figure 20 Feature Selection Drop Down Menu



The following options are available from this menu:

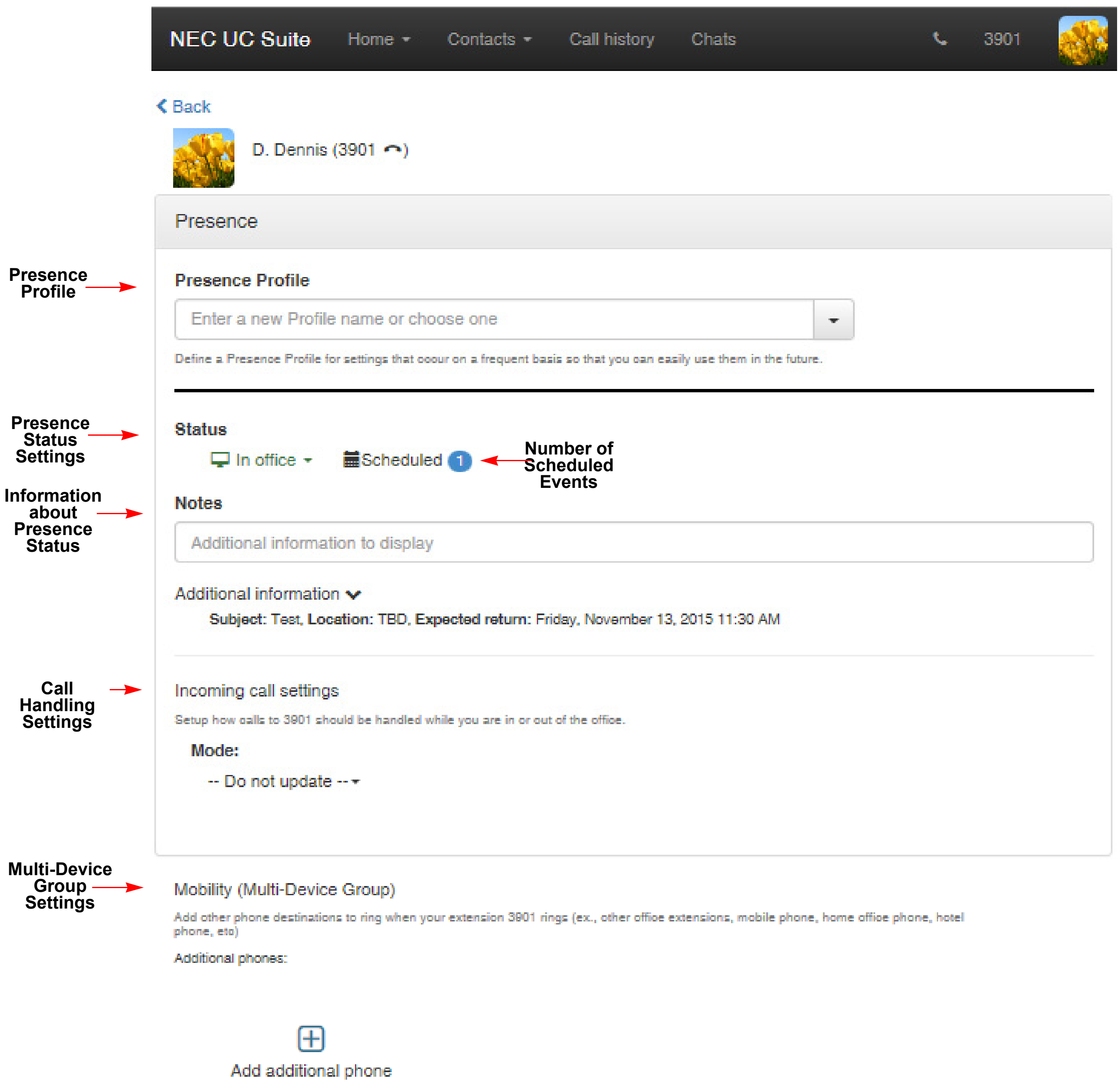
- Presence Status - indicates your current status and allows you to assign and modify your Presence settings and events and call forwarding options.
- Buddy lists - allows Non-Attendant users to view and modify personal Buddy lists and Attendant users to add, view and modify personal and shared Buddy lists.
- Settings - allows you to customize some of the Web Client features.
- Sign out - exists the Web Client session.
- Help - displays online help information.
- About - displays the currently installed version of UC Suite.

Presence

Your current presence status is displayed on the drop down menu available with your extension number. When you click your current status on the drop down menu, the Presence screen is displayed. You can use the settings on this screen to change your status, set presence profiles, provide additional information about your current status, to indicate how you want incoming calls handled (call forwarding, do not disturb, etc.) and assign multi-device group ringing.

You can view, modify, add and delete your status settings using this screen. If assigned to a Multi-Device Group, you can designate multiple devices to ring simultaneously when you receive calls. If Multi-Device Groups are not assigned, this section of the screen is not displayed.

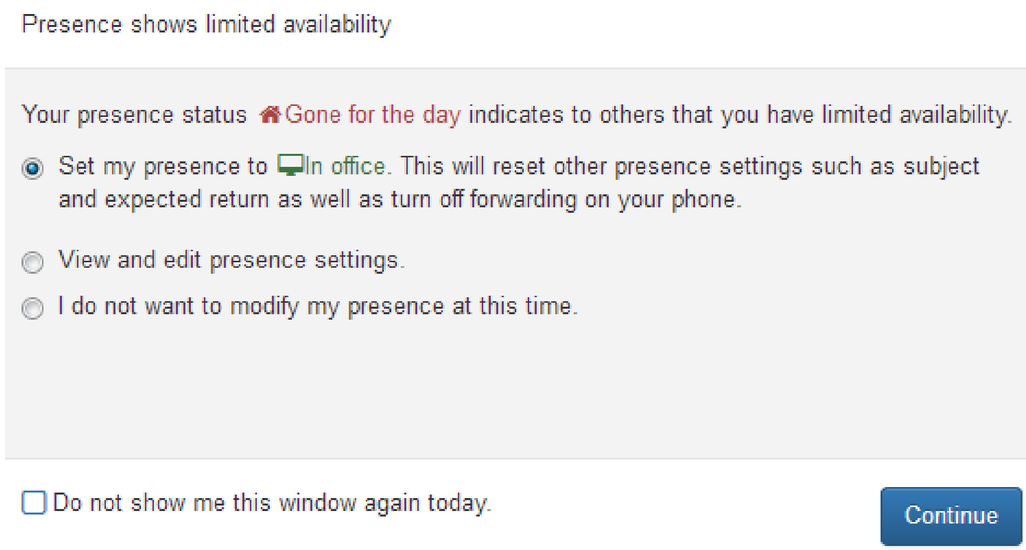
Figure 21 Presence Screen



Limited Availability Notifications

If this is your first time to login (by default your presence is **Unknown**) or your status is set to something other than In office at the time you login, a message is displayed that indicates your presence setting indicates limited availability (refer to Figure 22 Presence Messages - Limited Availability).

Figure 22 Presence Messages - Limited Availability



There are three options on this screen. Select one of the following options and click **Continue**.

- Set my presence to In office.
  Selecting this option resets the current presence setting to In office and turns off call forwarding (if it was set).
- View and edit presence settings.
  Selecting this option opens the Presence screen (refer to Figure 21 Presence Screen on page 46). There are additional presence settings available on this screen that you can choose.
- I do not want to modify my presence at this time.
  Selecting this option leaves the presence at the current setting.

If you do not want to see this screen again today (or during this current session), click **Do not show me this window again today**.

Click the **Continue** button to access the Main Menu screen.

Accessing the Presence Screen

This screen is accessed from the drop down menu on the Main Menu bar.

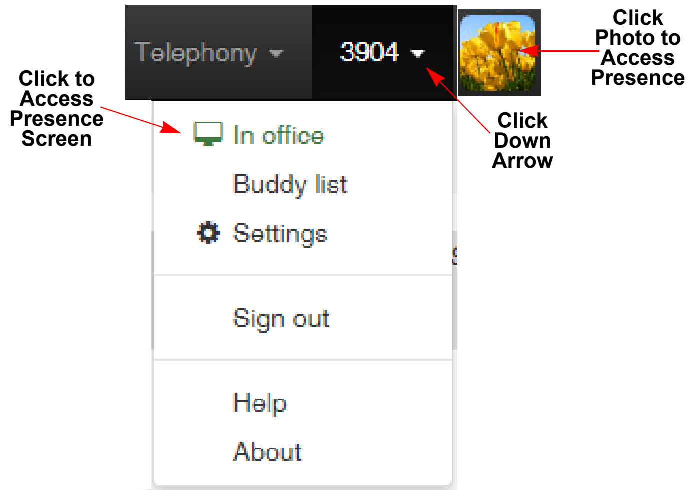
To access this screen:

1. Click the down arrow in the top menu bar.
2. When the menu is displayed, click on your status indication (in this example **In office**). (Refer to Figure 21 Presence Screen on page 46.)

   --OR--

   Click the photo.

   The Presence screen is displayed.

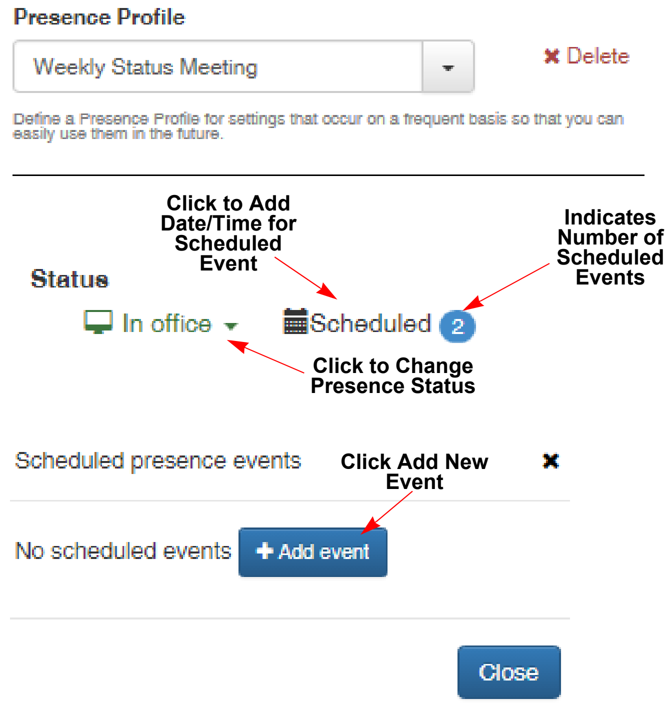


Understanding the Presence Screen

The status screen allows you add new events as well as view, modify and events as well as, modify and delete events.

1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).
2. On the **Presence** screen, click **Presence Profile** if you want to define a profile for future use or press **Scheduled** to set up the details of your event.

   If you do not have any scheduled events, the screen indicates no events have been setup. Click the **Add Event** button to define an event.



   If you have previously scheduled events, they display on the **Scheduled presence events** screen.

   You can add a new event by clicking the **Add Event** button and modify or delete existing events on this screen using one of the following icons.

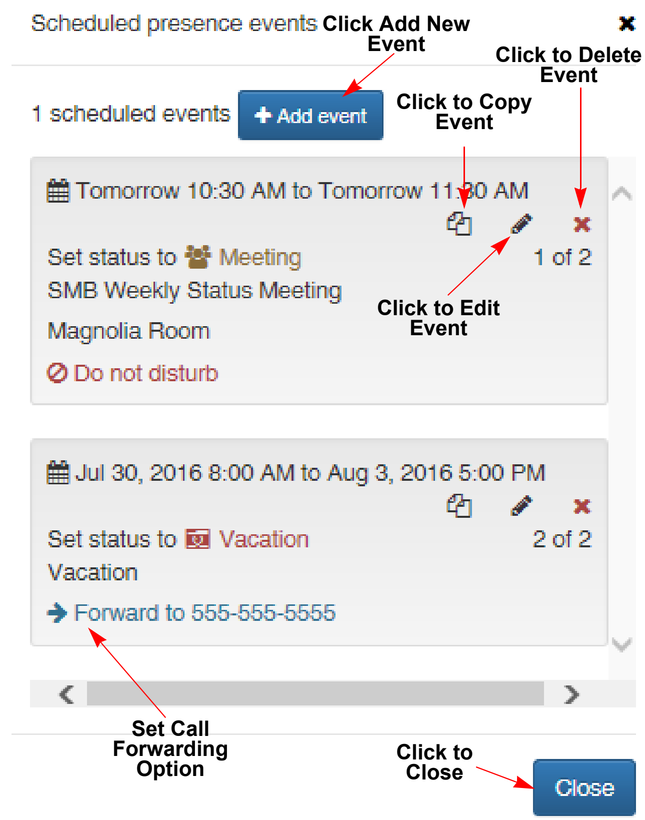
   To copy an event click . When the event is saved, a new event is created.

   To modify an existing event, click . When the event is saved, the existing event is overwritten.

   To delete an event, click .

   To add a new event, click + Add event.

   To set your presence status, click the presence icon beside **Set status to** and select the desired status from the drop down menu.



3. Click **Close**.

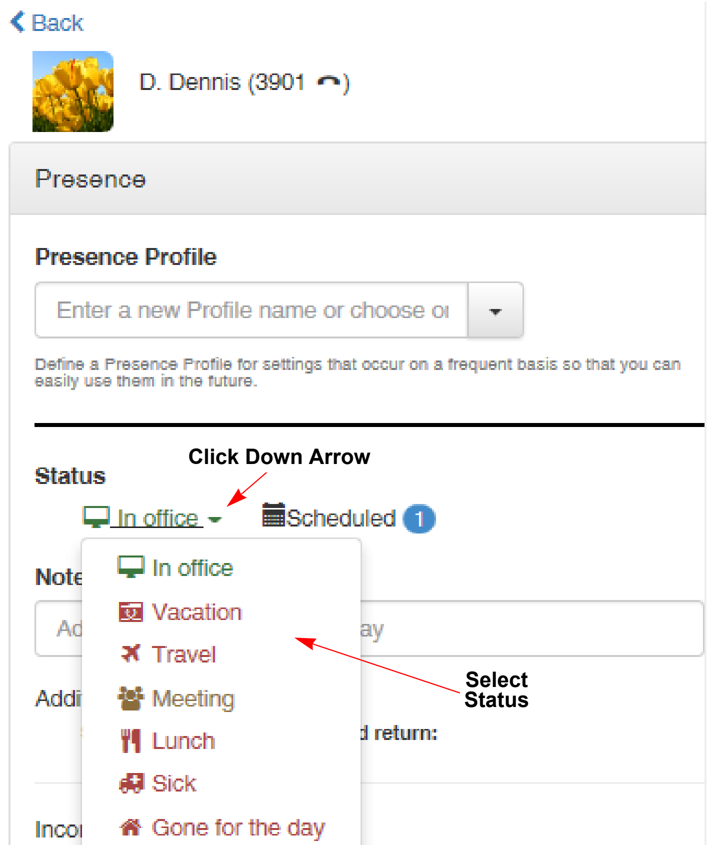
Managing Your Presence Status

Changing Your Presence Status

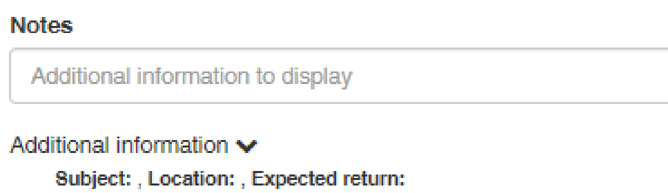
To change your presence status:

1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).
2. On the **Presence** screen, click the down arrow beside your current status.

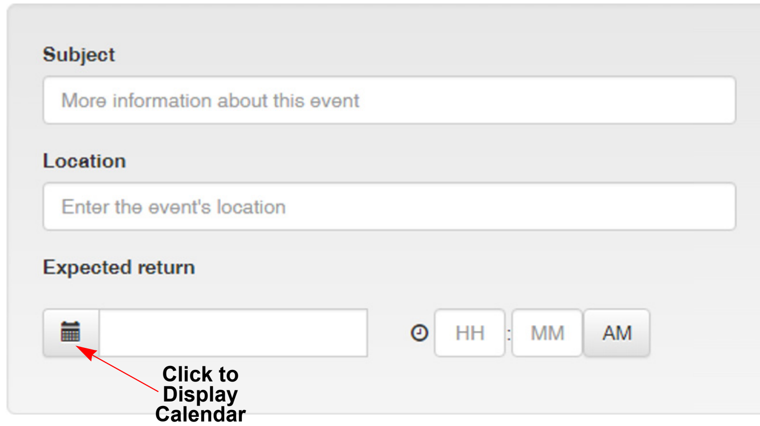
   Click the appropriate presence. The status change is displayed.



3. If you want to add a note that displays with your presence status, type the information in the **Notes** field.
4. If your presence status requires a date and time and you want to include subject and location information, click the down arrow beside **Additional Information** to access the settings.



5. You can enter the **Subject**, **Location** and **Expected return** date and time that is associated with the presence you selected.



Click Update to save the changes.

If you want to cancel the changes you made, click Reset.

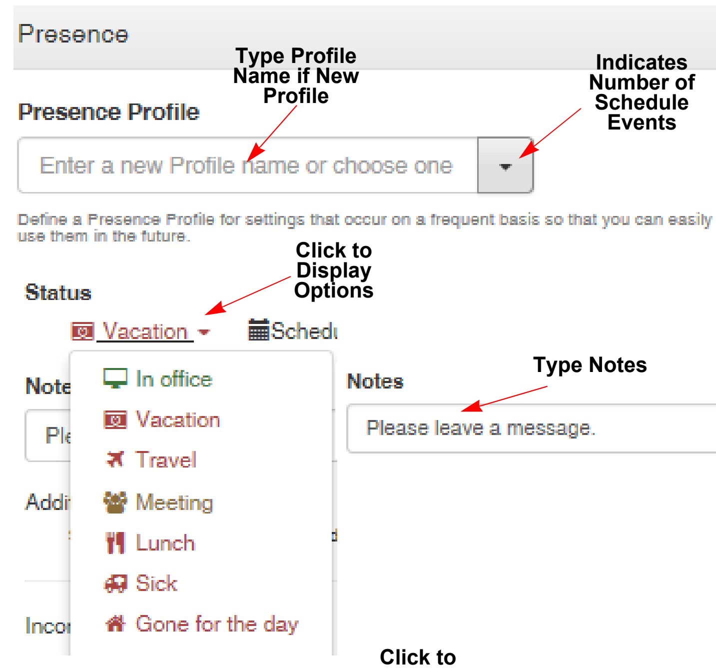
A message is displayed at the bottom of the screen confirming the status change.

Defining Presence Profiles

The status screen also allows you to set up presence profiles. These profiles are used for events (such as weekly events) that occur on a frequent basis. A presence profile can be reused when needed.

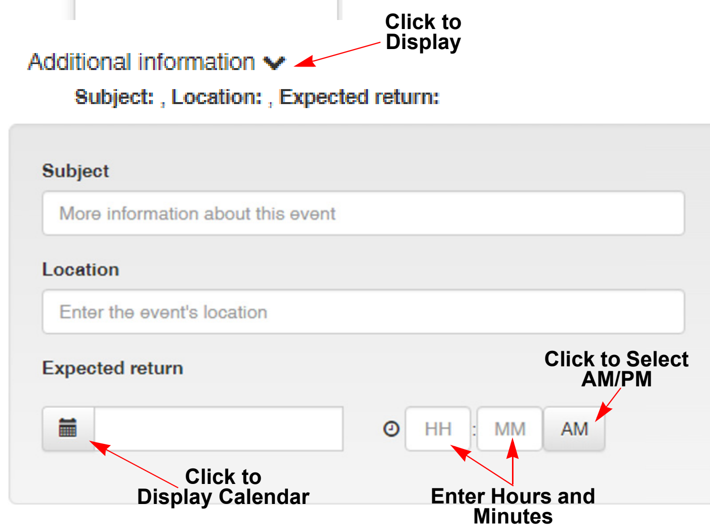
To define a presence profile:

1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).
2. On the **Presence** screen, click **Presence Profile**.
3. Type the profile name in the **Presence Profile** field.
4. Under **Status**, click the down arrow beside the currently displayed status and select your status option from the list.
5. If you have information you want displayed with your current presence status, type them in the **Notes** field.



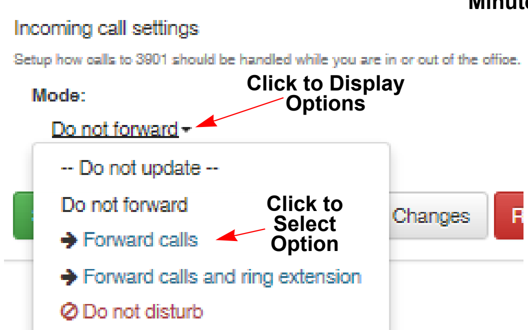
6. Click the arrow beside **Additional Information** to add the following information:
   - **Subject** - enter a description of the event.
   - **Location** - enter the location for the event.
   - **Expected return** - select date and time.

   Click the calendar icon ( ) to display the calendar and make your date selection or enter the date in the field.

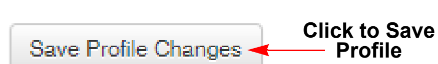


7. In the **Incoming call settings** section, click the down arrow beside th Call Forward setting (default: Do not forward) to display the call forwarding options. Click the option to select it. The following options are available.

   - Do not update
   - Do not forward calls
   - Forward calls
   - Forward calls and ring extension
   - Do not disturb



8. Click **Save Profile Changes** to save the profile.

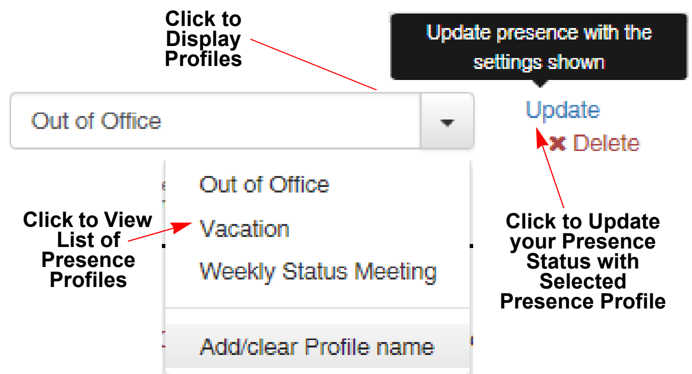


Using an Existing Presence Profile

You can use an existing presence profile without making any changes and update your status using the selected Presence Profile.

1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).
2. On the **Presence** screen, click the down arrow beside the **Presence Profile**.
3. Click the down arrow and select the profile you want to use.

   The details of the event are displayed.

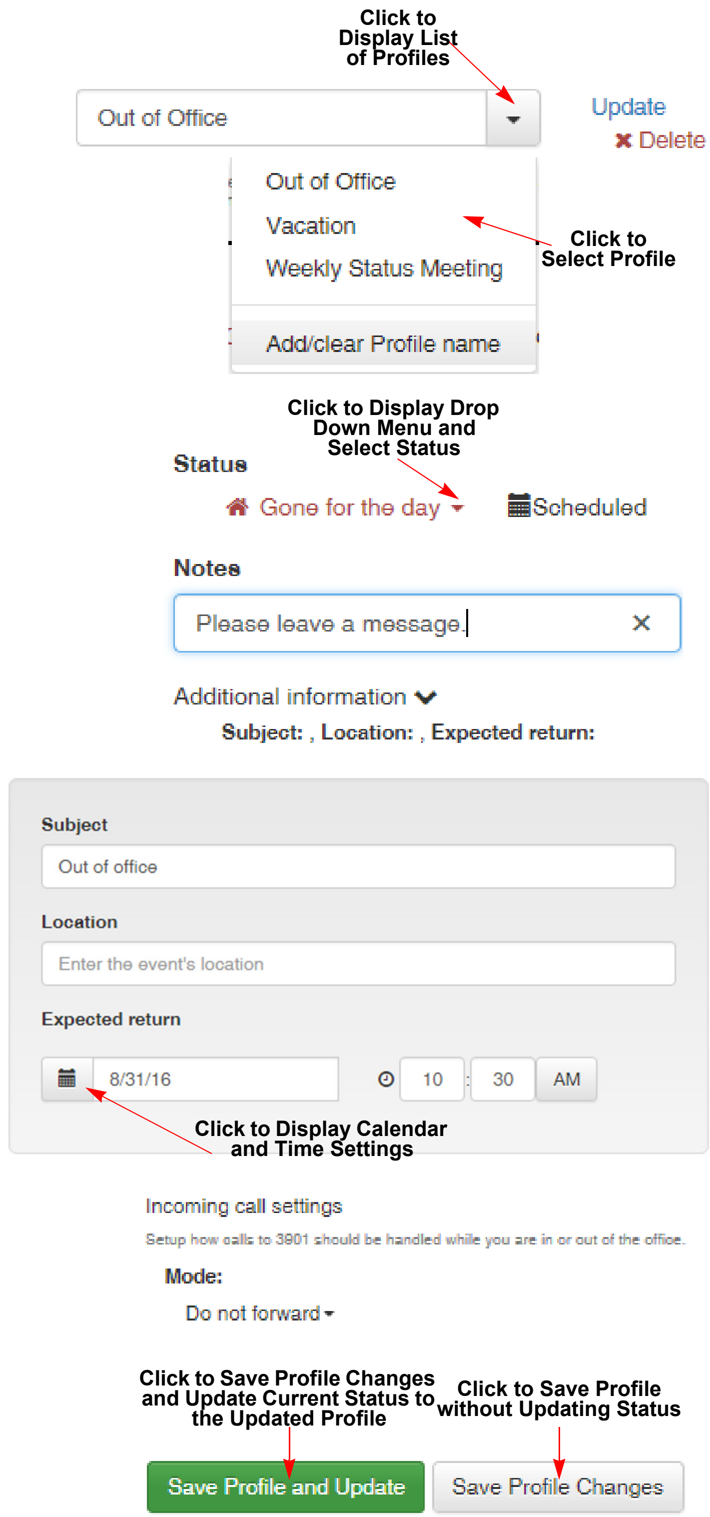


4. Click **Update** beside the Presence Profile field or click the **Update** button to update your presence status with the settings that are shown in the profile.

Changing Existing Profile Settings

You can change the information for an existing profile and save those changes for future use.

1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).



1. On the **Presence** screen, click the down arrow beside the **Presence Profile** to display a list of available profiles.

   The details of the event are displayed.

2. To change the **Status**, click the down arrow beside the current status setting and select a different status from the drop down menu.

3. Type a note in the **Notes** field if you want to display additional information about your current status.

4. Click the caret beside **Additional Information**.

5. Type a **Subject** and **Location** if you want to include this information in the Status Profile.

6. To change the date and/or time, click the calendar icon ( ) to display the calendar and clock setting. Select an **Expected return** date.

7. Type the time in the clock setting field (hours and minutes). Click AM/PM to toggle between those settings.

8. Click the down arrow beside the displayed mode. When the drop down menu displays, click a mode to select it.

9. Click **Save Profile and Update** or **Save Profile Changes**..

NOTE

Any changes you make to the event are saved as part of the profile and display the next time you use the profile.

Scheduling Events

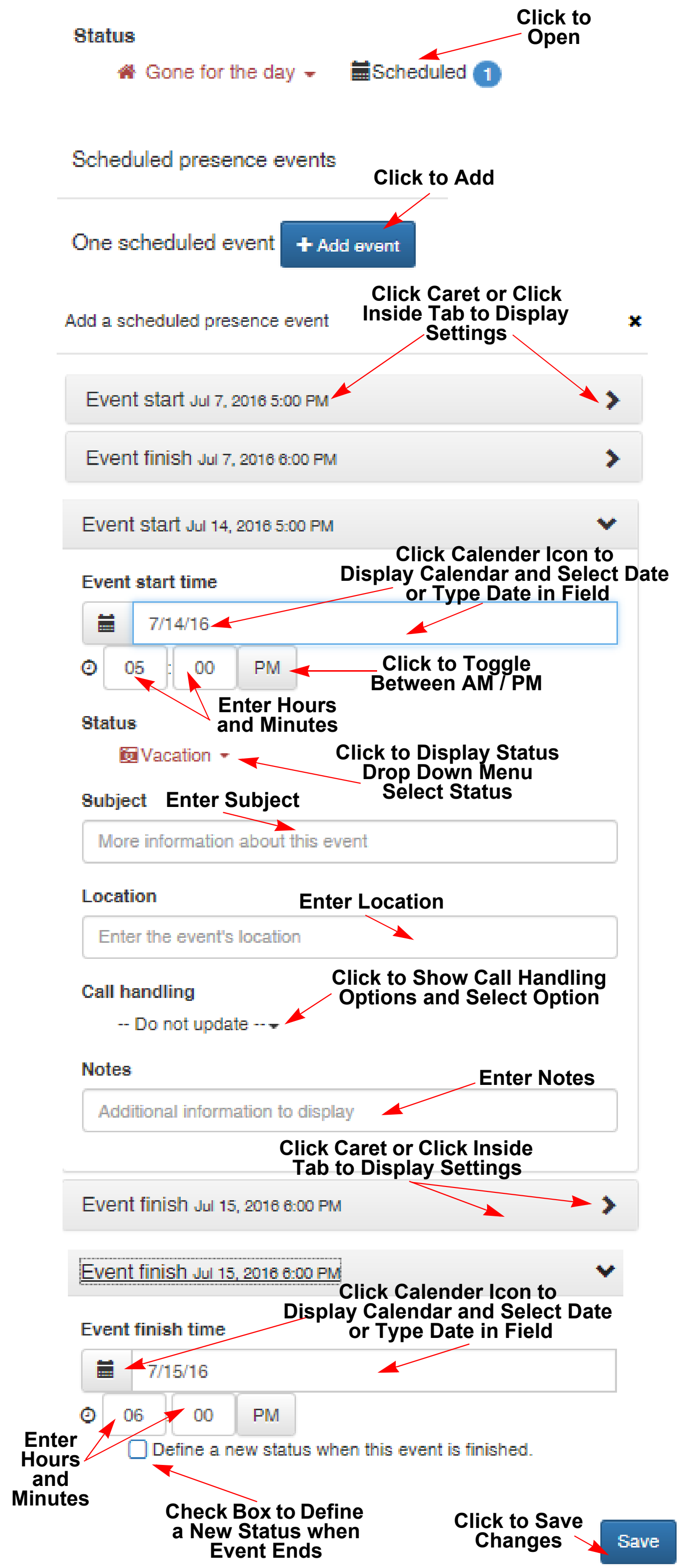
The **Scheduled** selection allows you to schedule an event and view events that you have already scheduled.

Adding an Event

To schedule an event:

1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).
2. On the **Presence** screen, click **Scheduled**.
3. On the **Scheduled presence events** screen, click **Add event**. The **Add a scheduled presence event** screen is displayed.
4. To set the **Event start** date and time and associated event information, click the caret or inside the tab. When the **Event start time** screen is displayed, you can add any of the following information for the start of the event:
   - **Event start time** - use the calendar and the clock to set the start date and time for the event.
   - **Status** - click the down arrow to list the available presence status options. Click the appropriate option. The selected status is displayed.
   - **Subject** - enter a description of the event.
   - **Location** - enter the location for the event.
   - **Call handling** - set how your calls are handled during the event. The following options are available.

     - Do not update
     - Do not forward calls
     - Forward calls
     - Forward calls and ring extension
     - Do not disturb
   - **Notes** - enter additional information about the event.
5. To set the **Event finish** date and time, click the caret or inside the tab. When the **Event finish time** screen is displayed, add the following information for the finish of the event:
   - **Event finish time** - use the calendar and the clock to set the ending date and time for the event.
   - **Define a new status when this event is finished** - if you want to change your presence when the event ends, click the check box. Click **Unknown** to display the presence status list and select the appropriate status. If you want to change how your calls are handled, click **Do not update** to display the list and select the desired call handling option.
6. Click **Save**.

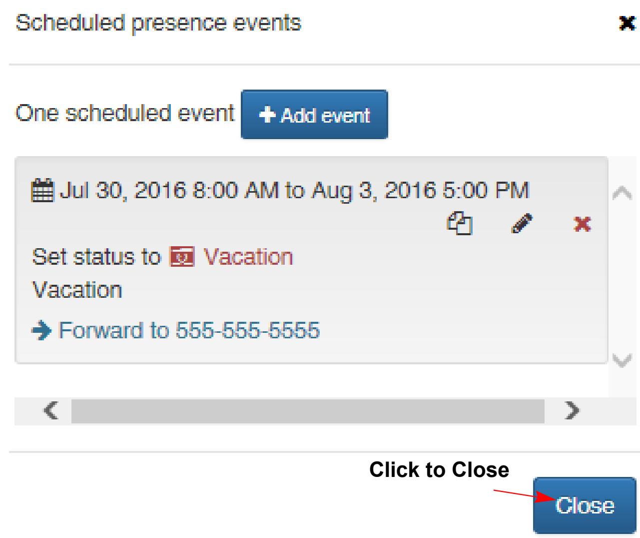


Viewing Scheduled Events

To view, a scheduled event:

1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).
2. On the **Presence** screen, click **Scheduled**. A list of your scheduled events is displayed.

The **Scheduled presence events** screen is displayed, showing details of the events you have scheduled.



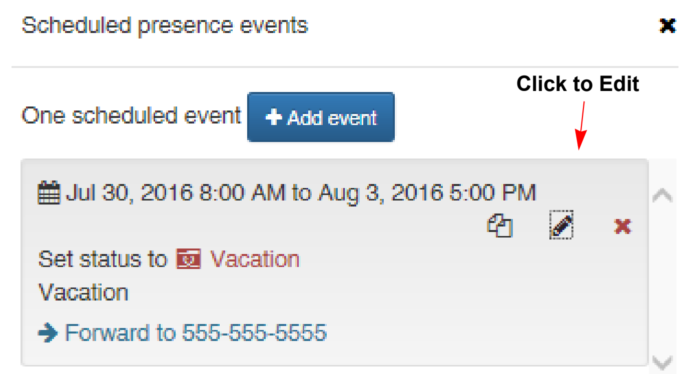
3. Click **Close** to exit.

Modifying Details of Scheduled Events

To change details of a scheduled event:

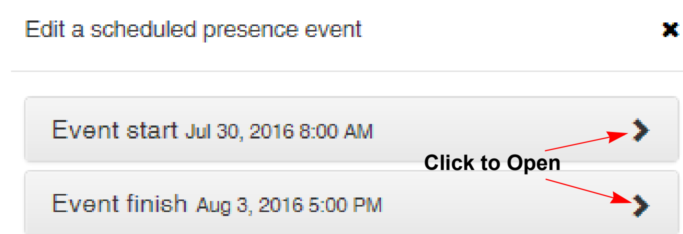
1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).
2. On the **Presence** screen, click **Scheduled**. A list of your scheduled events is displayed.

3. Click .

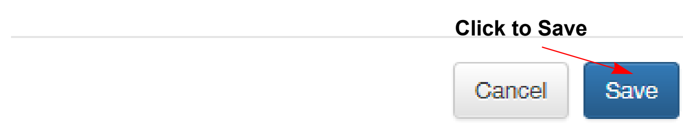


4. When the **Edit a scheduled presence event** screen is displayed, click the caret to open the **Even start** or **Event finish** detail screens.

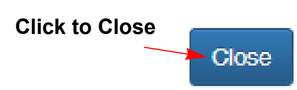
   Make the necessary changes.



5. Click **Save**.



6. Click **Close** to exit.



Removing a Scheduled Events

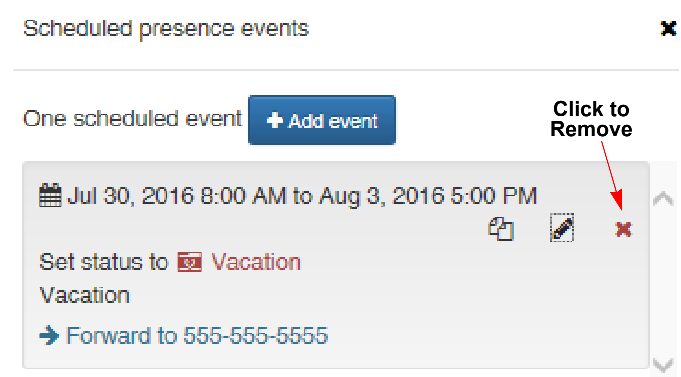
To delete a scheduled event:

1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).

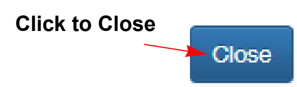
2. On the **Presence** screen, click **Scheduled**. A list of your scheduled events is displayed.

3. Click  .

NOTE — ***You will not be asked if you want to remove this item.*** *Use only when you are sure you want to delete the event.*



4. Click **Close** to exit.



Managing Mobility (Multi-Device Group)

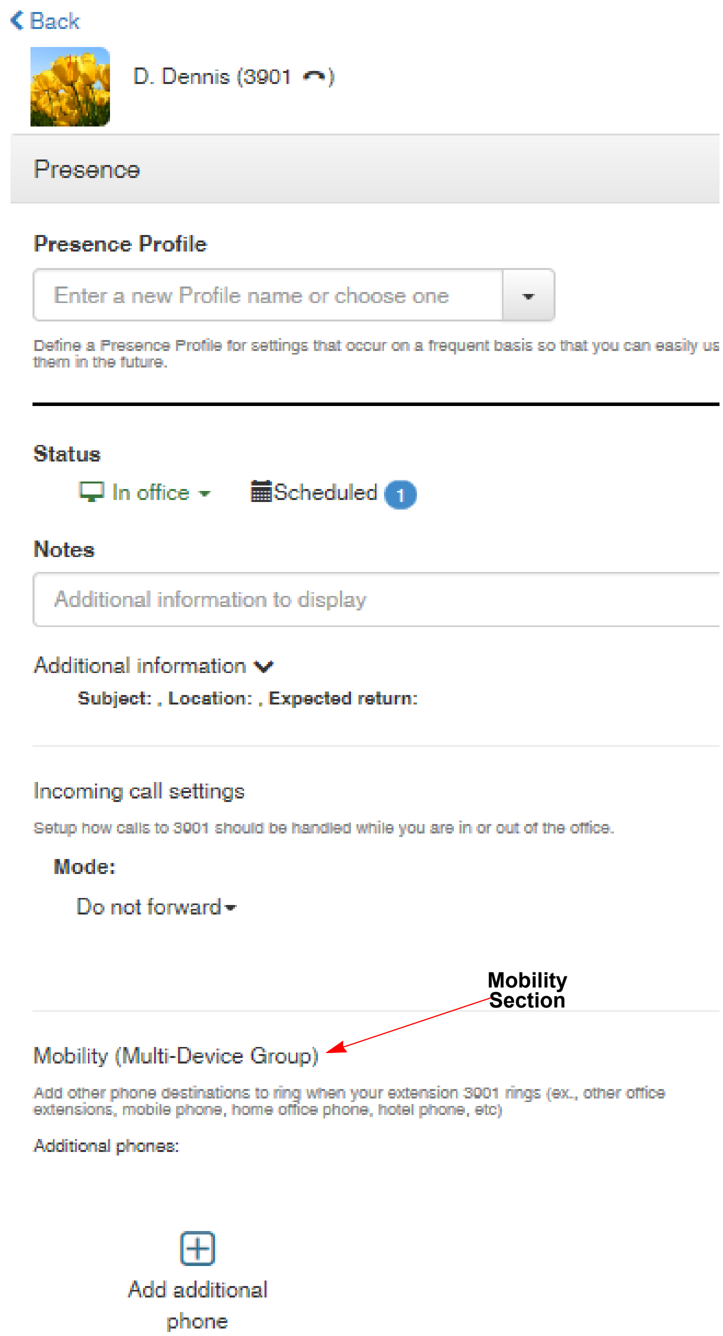
Multi-Device Group allows you to assign other phone destinations to ring at the same time your extension rings. For example, you can designate other phones numbers such as your mobile phone, home phone, hotel phone, etc.to ring when you receive a call.

NOTE — *If Mobility (Multi-Device Group is not displayed on your screen, you have not been setup. Please contact your local System Administrator.*

Accessing Mobility (Multi-Device Group)

To access the mobility settings:

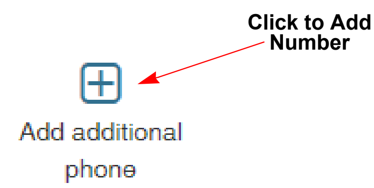
1. Open the **Presence** screen (refer to Accessing the Presence Screen on page 1-48).
2. On the **Presence** screen, locate the **Mobility (Multi-Device Group)** heading.



Adding Additional Phone Numbers

To add additional phones that ring when you receive a call to your extension:

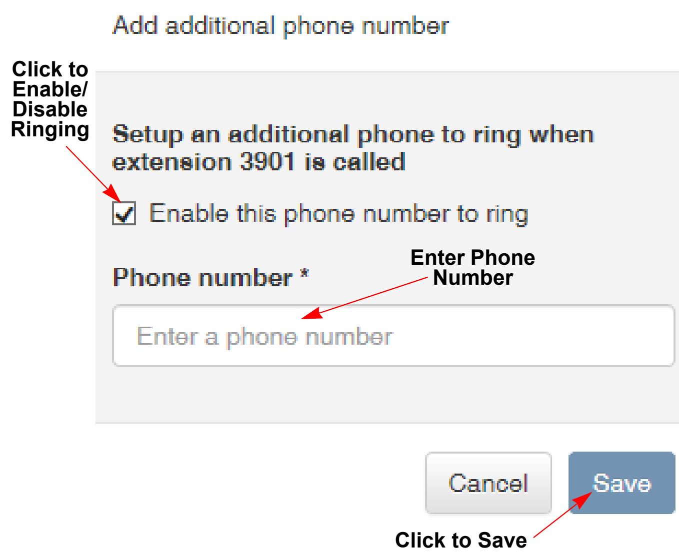
1. Locate the **Mobility (Multi-Device Group)** heading on the **Presence** screen, refer to Accessing Mobility (Multi-Device Group) on page 1-59
2. Click (, located above the **Add additional phone** heading.



3. When the **Add additional phone number** screen is displayed, enter the **Phone number** and click **Save**.

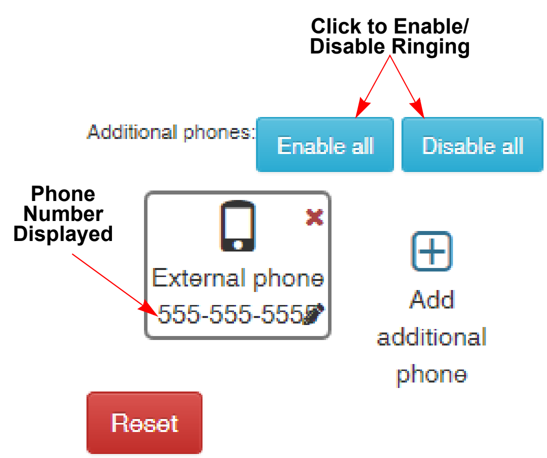
   If you do not want this number to ring when you receive a call at your extension, click inside the check box to remove the check mark. Click the check box again to enable the phone the ring.

   NOTE — *When the check box is selected, the phone number is temporarily disabled.*



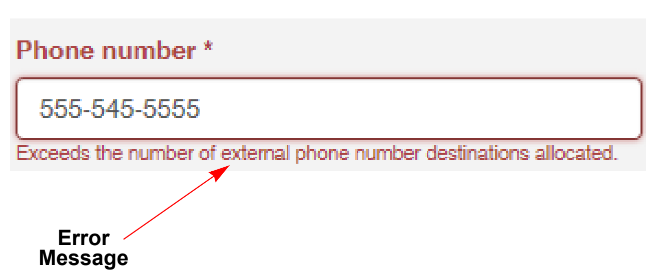
4. The phone number you entered is displayed.

   NOTE — *You can set all of the listed phones to ring when you receive a call at your extension by clicking the **Enable all** button. If you want to disable all the listed numbers from ringing, click **Disable all**.*



If you attempt to add more external numbers than are allocated, you will receive an error message.

NOTE — *The number of external numbers allocated to you is defined in System Programming by the System Administrator.*

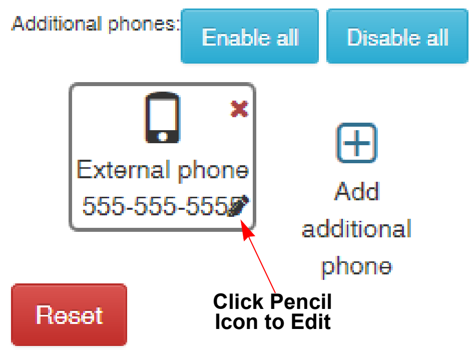


Editing Phone Numbers in your Multi-Device Group

You can edit numbers that you have previously added to your Multi-Device Group

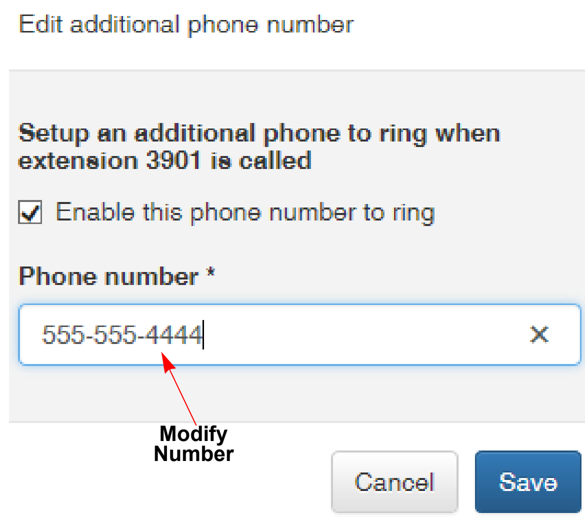
To edit the phone number:

1. Locate the **Mobility (Multi-Device Group)** heading on the **Presence** screen, refer to Accessing Mobility (Multi-Device Group) on page 1-59.



2. Click ( ), beside the phone number you want to modify.

3. When the **Edit additional phone number** screen is displayed, edit the phone number and click **Save**.



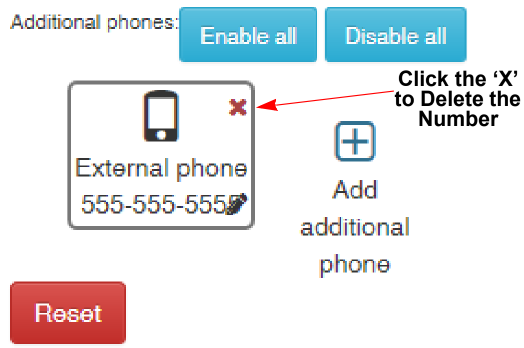
Deleting Individual Phone Numbers from your Multi-Device Group

You can delete individual phone numbers from your Multi-Device Group.

To delete a phone number:

1. Locate the **Mobility (Multi-Device Group)** heading on the **Presence** screen, refer to Accessing Mobility (Multi-Device Group) on page 1-59.
2. Click (✖) in the box where the phone number is displayed.

NOTE *You **will not be asked to confirm** before the number is deleted. Use only when you are sure you want to delete the number.*



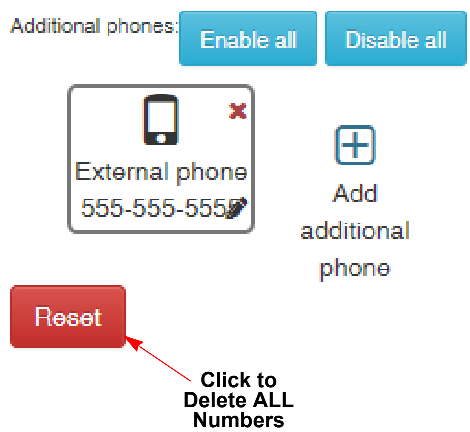
Deleting All Phone Numbers from your Multi-Device Group

You can delete all of the phone numbers at one time from your Multi-Device Group.

To delete all of the phone numbers:

1. Locate the **Mobility (Multi-Device Group)** heading on the **Presence** screen, refer to Accessing Mobility (Multi-Device Group) on page 1-59.
2. Click the **Reset** button..

NOTE *You **will not be asked to confirm** before the numbers are deleted. Use only when you are sure you want to delete the numbers.*



Buddy Lists

Understanding Buddy Lists

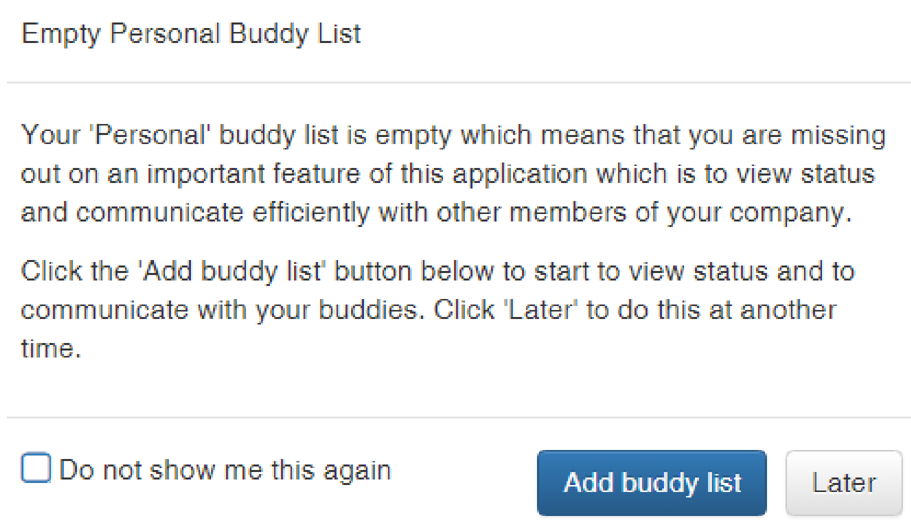
A Buddy List is a group of contacts you chose to add to your list. You can communicate with and monitor the status of the members in a Buddy List. If you are a Non-Attendant Level user, you can only view and modify your Personal Buddy List. If you are an Attendant Level user, you can create new lists, view and modify your personal Buddy List as well as all shared Buddy Lists.

IMPORTANT — *Only contacts that exist in the Company directory can be added to Buddy Lists.*

Until you set up your personal Buddy List, the window shown in Figure 23 Empty Personal Buddy List Message on page 63 appears each time you login to the Web Client. Once you add members to your personal Buddy List, this message is no longer displayed.

If you want to add members to your Buddy List for first time, click the **Add buddy list** button. If you do not want to add members to your list at this time, click **Later**.

Figure 23 Empty Personal Buddy List Message

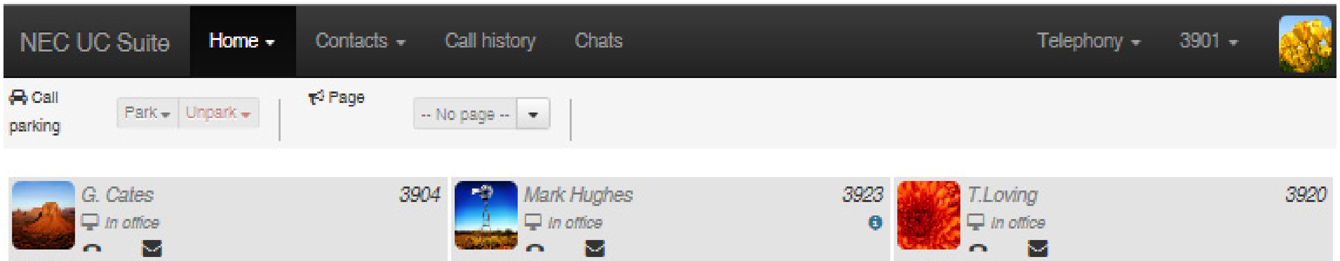


You can perform the following functions for Buddy Lists. If you are an Attendant Level user, you can perform these functions for your personal list as well as shared lists. If you are a Non-Attendant Level user, you can perform these functions for your personal list.

- Assign a name to list(s)
- Add members to list(s)
- Edit list(s)

When you set up your Personal Buddy List, it displays on the Main Menu when you select the **Home** view.

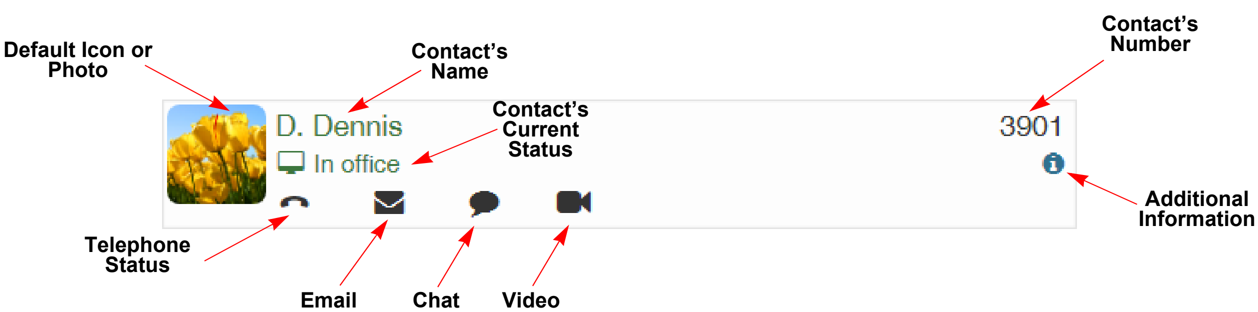
Figure 24 Buddy List Display (Home View)



Understanding Buddy List Labels

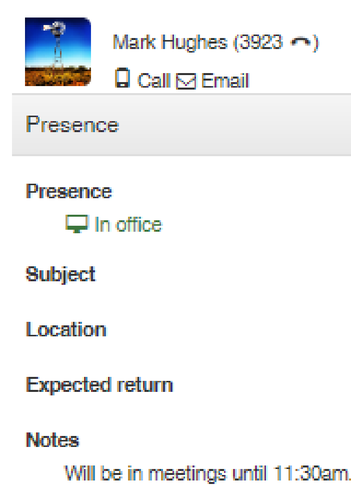
The Buddy List label provides important information about the availability and status of the contact. In the example below, several icons are displayed on the label that provide additional information or access to features. Note that not all labels display all of the icons; some of the features such as email, chat and video require additional setup.

Figure 25 Buddy List Label (Home View)



The label information includes:

- **Photo** - the default icon or a personalized photo is displayed.
- **Contact's Name** - the name of contact. Hover over the Contact's name with your mouse to show additional information about the contact.
- **Contact's Number** - the primary number associated with the contact.
- **Current Status** - indicates the contact's current status. If you click the status, additional information is displayed.
- **Information Icon** ( ) - when you click or hover over this icon, additional information about the contact's status is displayed.



When you click the Information Icon:

- **Telephone Numbers** ( ) - when you click this icon, a list of additional phone numbers, associated with the contact, is displayed. You can click on the number to dial it. The Voicemail option allows you to transfer a call to another user's mailbox.

NOTE

The Voicemail option allows you to easily transfer a caller to another user's mailbox or you can simply use this option to quickly dial another user's mailbox and leave a message.

Software version 4.0 or higher is required for this option to be available.

- **Email** - when you click this icon, a new email messages opens in your default email client.

NOTE

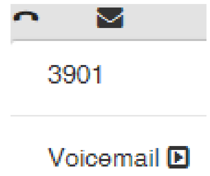
The Email icon is only displayed if the email address is entered for the associated contact in the Company Directory.

- **Chat** ( ) - when you click this icon, a Chat dialog opens so you can initiate a chat with the selected contact.
- **Video** ( ) - click to initiate a video request to the selected contact.

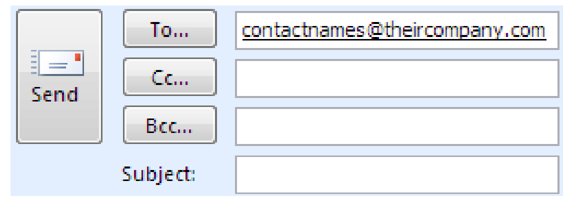
NOTE

Software version 4.1 or higher is required for Video to be available. Refer to your System Administrator if this option is not available.

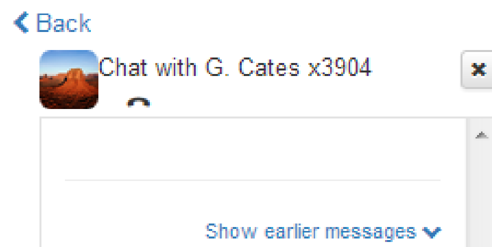
Click to dial phone number:



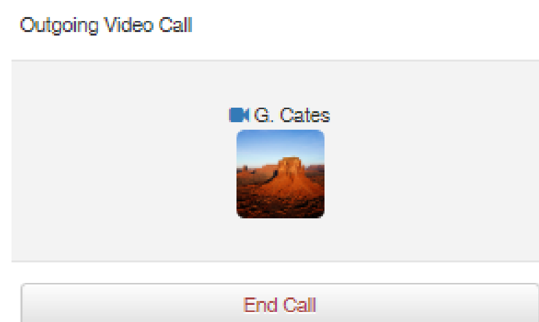
Email contact :



Chat Dialog:



Video Call:



Accessing the Buddy List

You can access your Buddy List to add or modify existing members using more than one method. The method(s) you use depends on whether you are an Attendant Level User or Non-Attendant User.

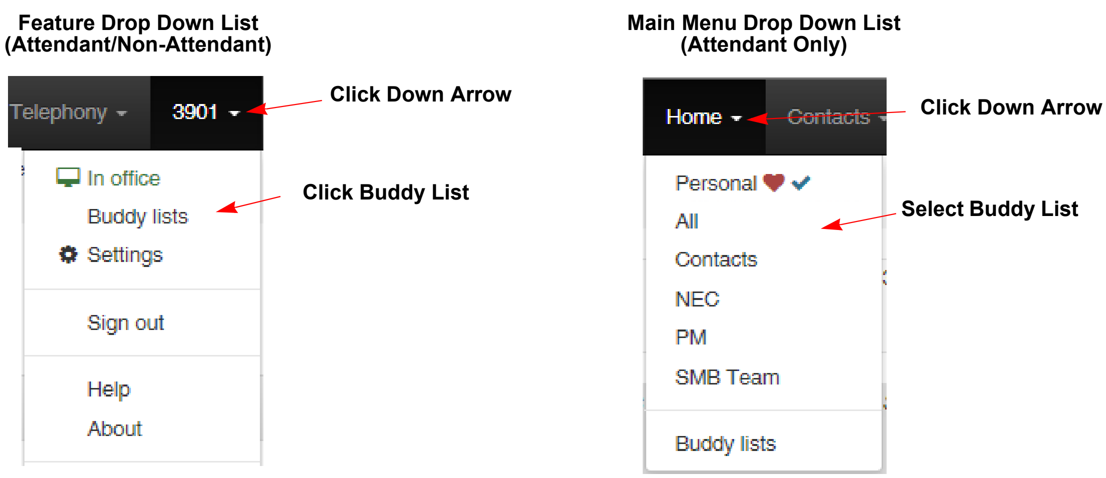
To access your Buddy List:

1. Click **Buddy list** on the Feature List drop down menu. (Attendant/Non-Attendant)

   --OR--

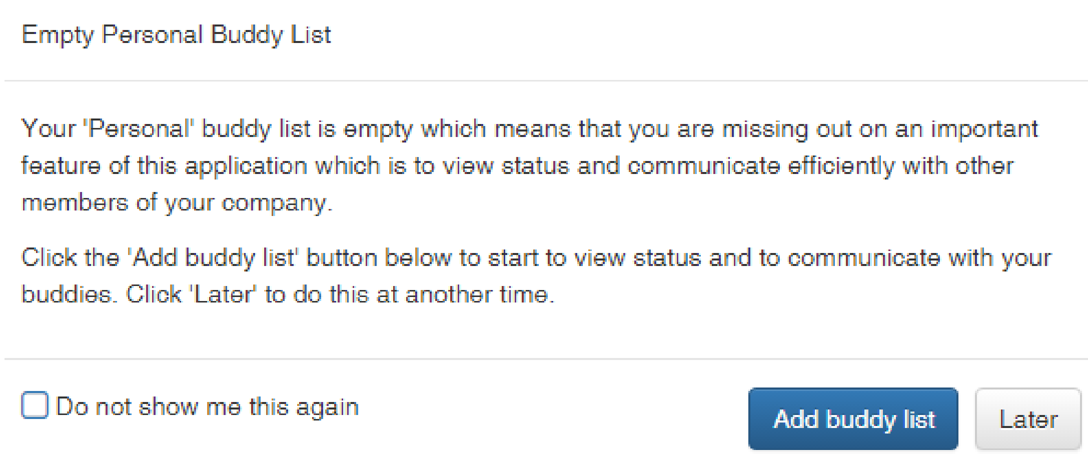
   Click **Home** on the Main Menu bar. (Attendant Only)

Figure 26 Access Buddy List from Drop Down Menu (Attendant/Non-Attendant)



2. If you have not set up a Buddy List, you can click **Add buddy list** on the **Empty Personal Buddy List** message screen.

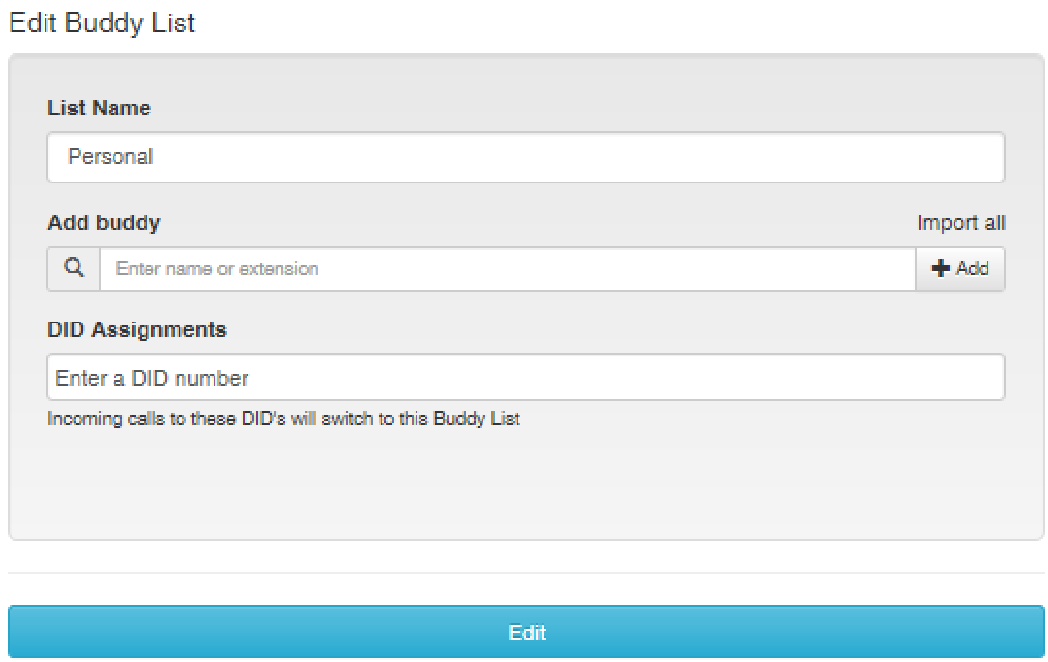
Figure 27 Access Buddy List from Empty Personal Buddy List Message Screen (Non-Attendant)



3. When the Edit Buddy List screen displays:

   - enter the name of your personal Buddy List (or leave it at the default name - Personal).
   - add members to your Buddy List by typing the name or extension number in the **Add buddy**. As you type, a list is displayed. Click the desired contact and click the **+Add** button.
   - enter a DID number in the **DID Assignments** field if you want incoming calls to switch to this Buddy List.

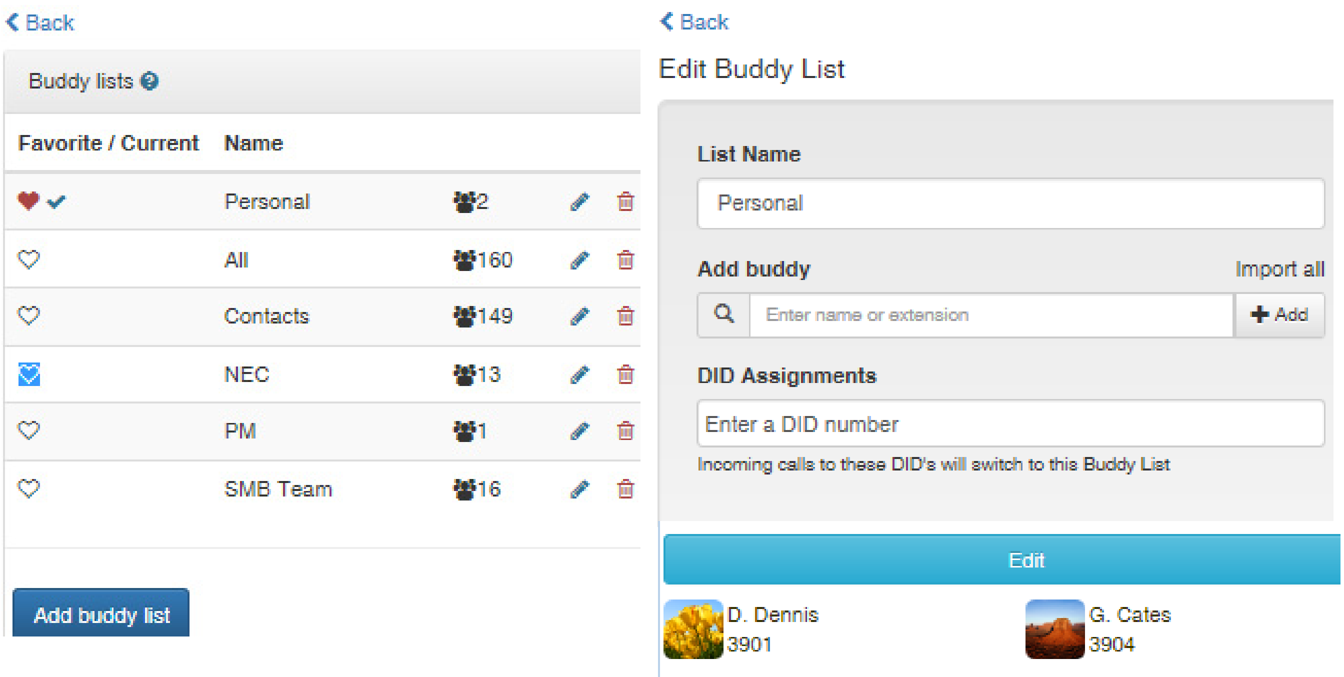
Figure 28 Attendant/Non-Attendant Level User Add Buddy List Screen



If you have an existing Buddy List, the Edit Buddy List screen is displayed. The screen that is displayed depends on whether you are an Attendant Level or Non-Attendant Level user.

Figure 29 Attendant/Non-Attendant Level User Edit Buddy List Screen

Attendant Level | **Attendant/Non-Attendant Level**



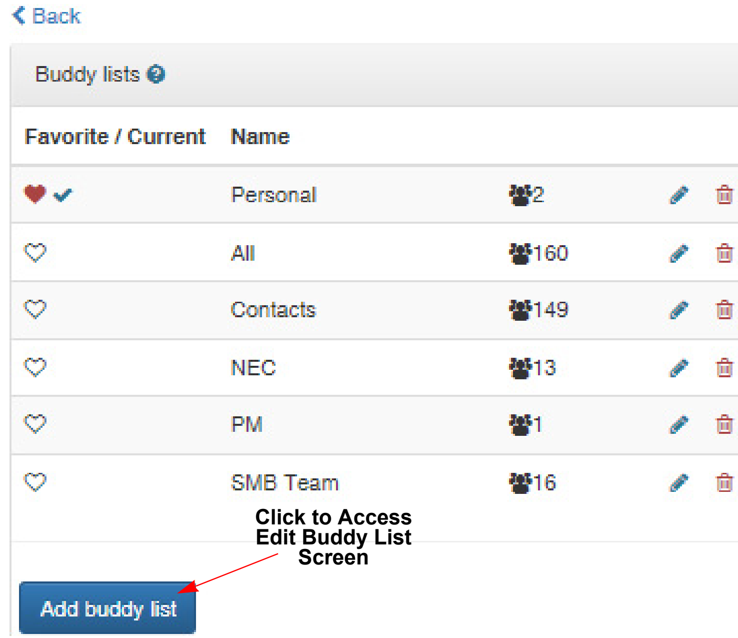
Creating Buddy Lists (Attendant User)

If you are an Attendant Level user, you can create new lists. These lists can be shared by others who use UC Suite.

To create a new list:

1. Access the Buddy lists screen (refer to Accessing the Buddy List on page 66).

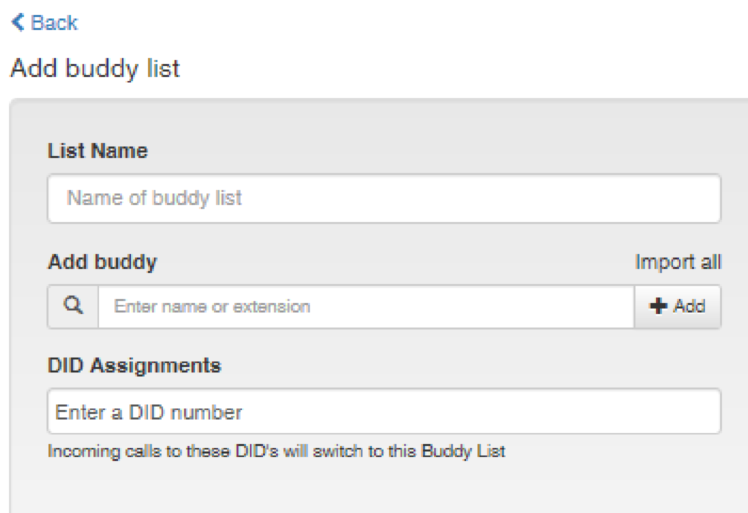
2. Click **Add buddy list** on the Buddy lists screen.



3. On the Add Buddy List screen, type the name of the new list in the **List Name** field.

4. Add the members to the list by typing the name or extension number in the **Add Buddy** field and clicking the **+Add** button. Refer to Adding Members to a Buddy List (Attendant User) on page 72.

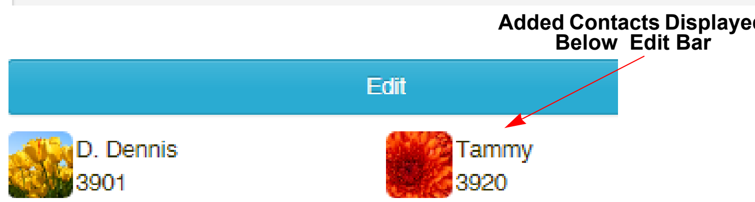
5. If you want incoming calls to switch to a specified 'contact-sensitive' Buddy List, enter the DID number in the **DID Assignments** field.



NOTE

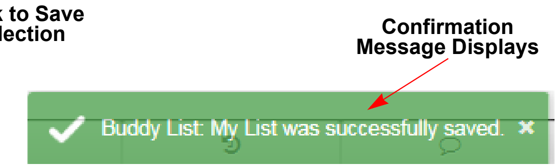
When a call to a DID number is received, the Buddy List automatically switches to the list assigned the DID number entered in this field.

As contacts are added to the list, the associated Buddy List Label displays below the Edit bar.



6. Click **Save**.

A confirmation message is displayed.

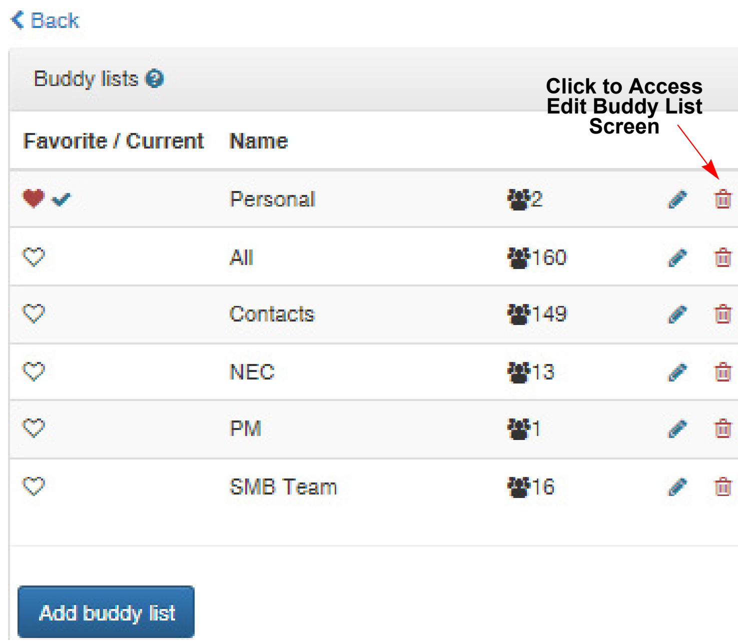


Removing Buddy Lists (Attendant User)

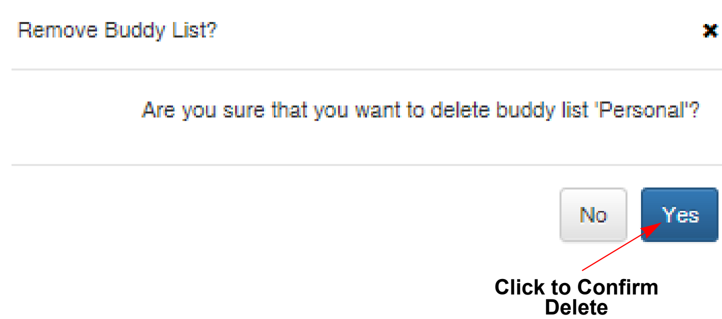
An Attendant Level User can easily remove an entire Buddy List.

To remove a list:

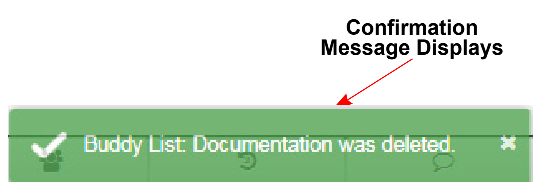
1. Access the Buddy lists screen (refer to Accessing the Buddy List on page 66).
2. On the Buddy lists screen, click .



3. A screen is displayed asking you to confirm that you want to delete the list. Click **Yes**.



A confirmation message is displayed.



Selecting a Buddy List as Your Favorite (Attendant User)

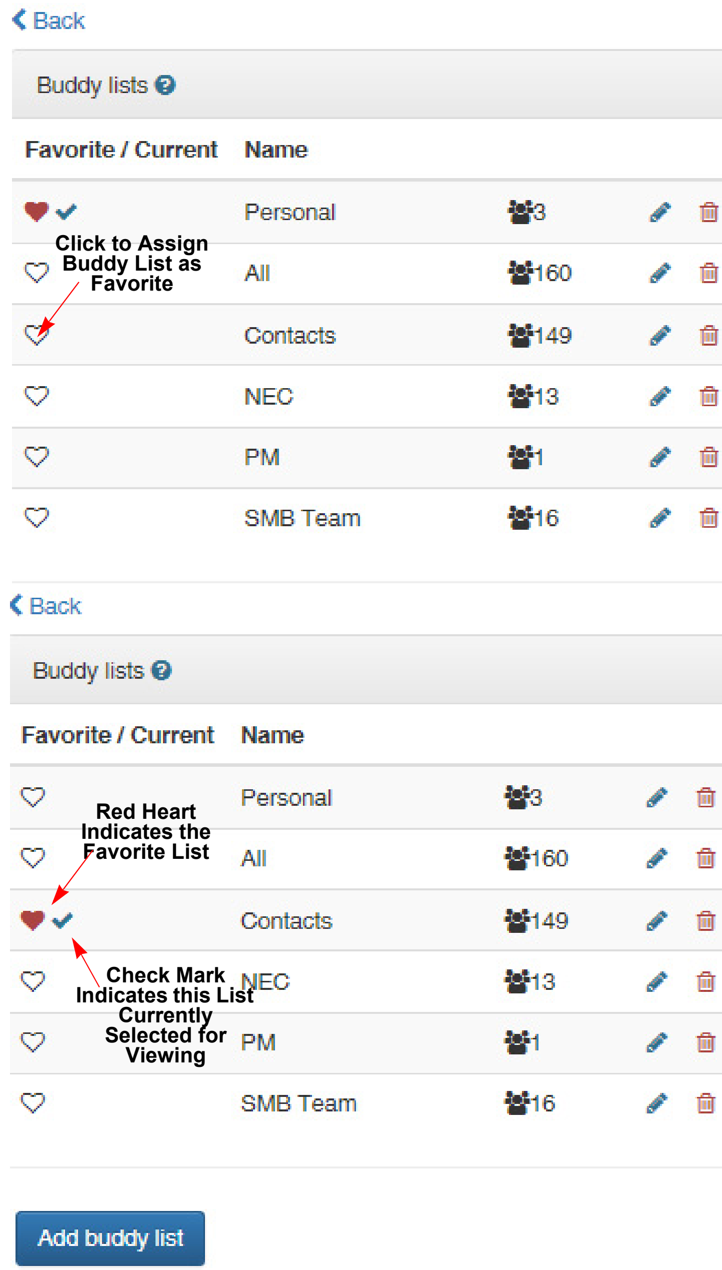
An Attendant Level User can select one of the lists as a favorite. The ‘favorite’ list is the default list that displays in the Home view.

To select a list as your favorite:

Click the empty heart icon ( ) next to the Buddy List you want as your favorite.

The Buddy Lists opens. The next time you access the Buddy Lists, a red heart ( ) appears beside the selected list.

NOTE — *A check mark beside the heart icon indicates the Buddy List is currently selected for viewing.*

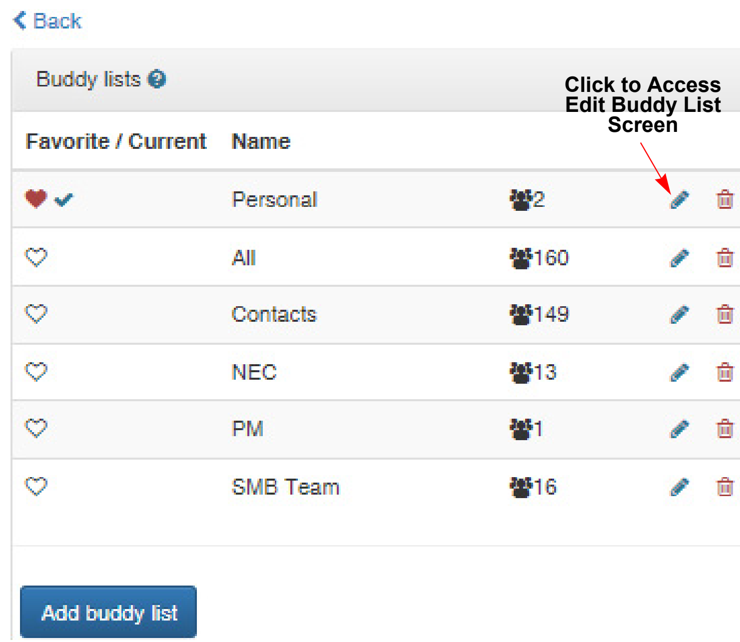


Adding Members to a Buddy List (Attendant User)

If you are an Attendant user, you can add members to your personal Buddy List as well as all shared Buddy Lists.

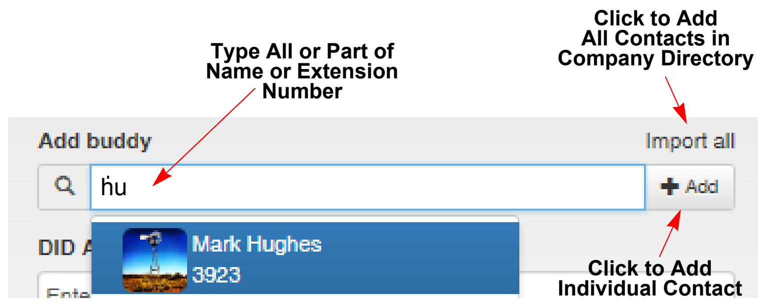
To add members to a list:

1. Access the Buddy List you want to modify by clicking .



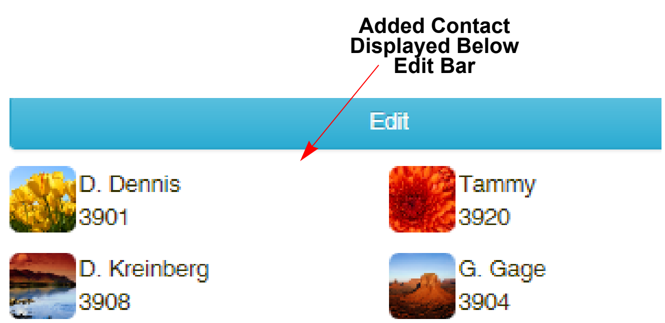
2. On the Edit Buddy List screen, type part or all of the name or extension number in the **Add buddy** field. A list of names/numbers that meet your criteria is displayed.

   If you want to add a DID number, enter it in the **DID Assignments** field. (Refer to Creating Buddy Lists (Attendant User) on page 1-69 for a detailed explanation.)



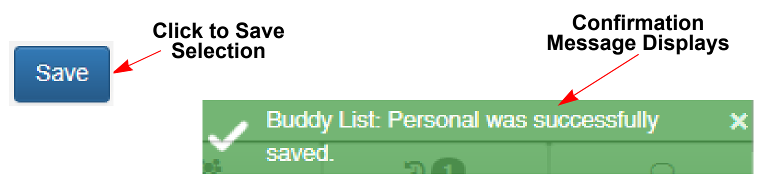
3. Click the contact you want to add to your list. The name/number is displayed in the **Add buddy** field.
4. Click **+Add**.

   NOTE *If you want to add ALL of the contacts from the Company directory to your Buddy List, click Import all.*



5. Repeat steps 3 and 4 until you have added all of the contacts you want to include in your list. The contacts you added are displayed below the **Edit** bar.
6. Click **Save**.

   A confirmation message is displayed.



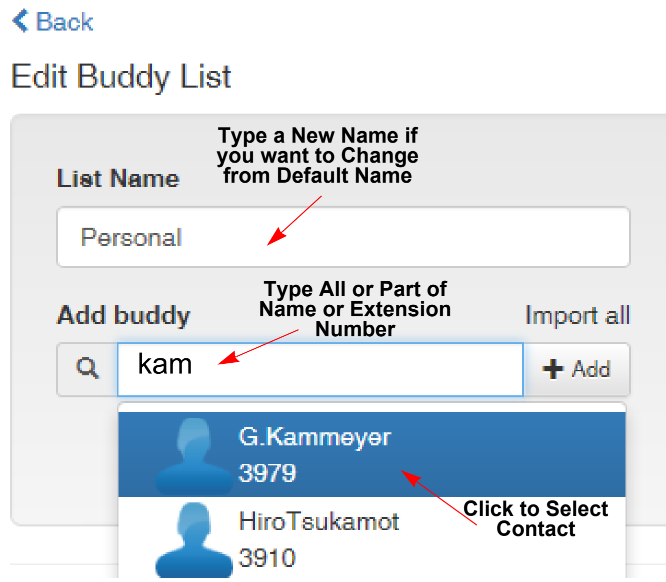
Adding Members to a Buddy List (Non-Attendant User)

If you are a Non-Attendant Level user, you can change the name of your personal Buddy List as well as add members.

To change the name of your list and add members:

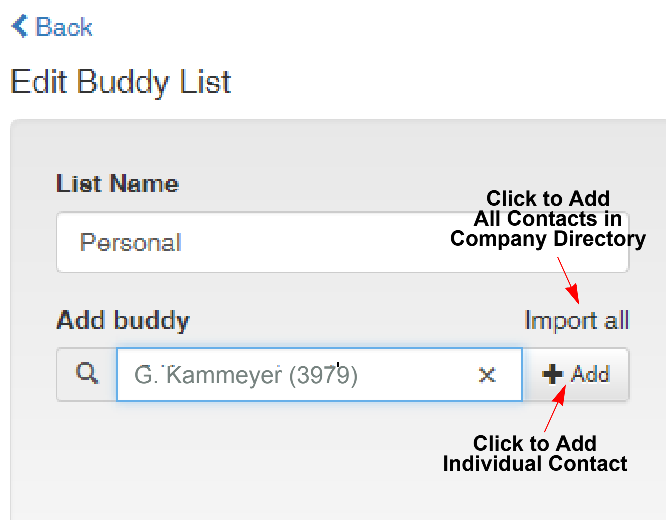
1. Access you Buddy List (refer to Accessing the Buddy List on page 66).
2. If you want to change the name of your individual Buddy List, type a new list name in the **List Name** field.
3. To add a member to your list, type part or all of the name or extension number in the **Add buddy** field. A list of names or numbers that meet your criteria is displayed.
4. Click the contact you want to add to your list.

   The name/number is displayed in the **Add buddy** field.



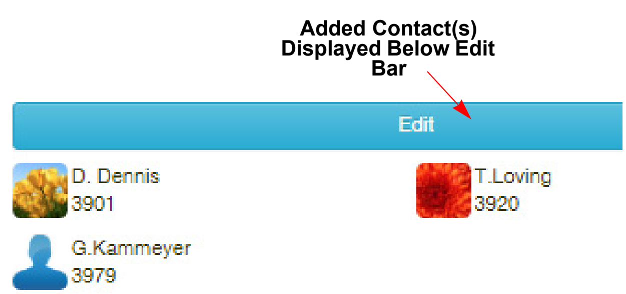
5. Click **+Add**.

   NOTE *If you want to add ALL of the contacts from the Company directory to your Buddy List, click Import all.*



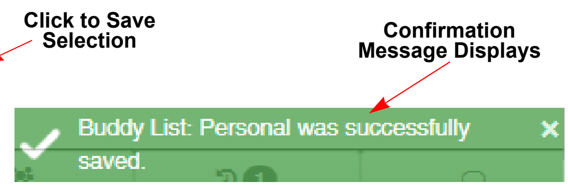
6. Repeat steps 3 to 5 until you have added all of the individual members to your list.

   Added contacts are displayed below the Edit bar.



7. Click **Save**.

   A confirmation message is displayed.

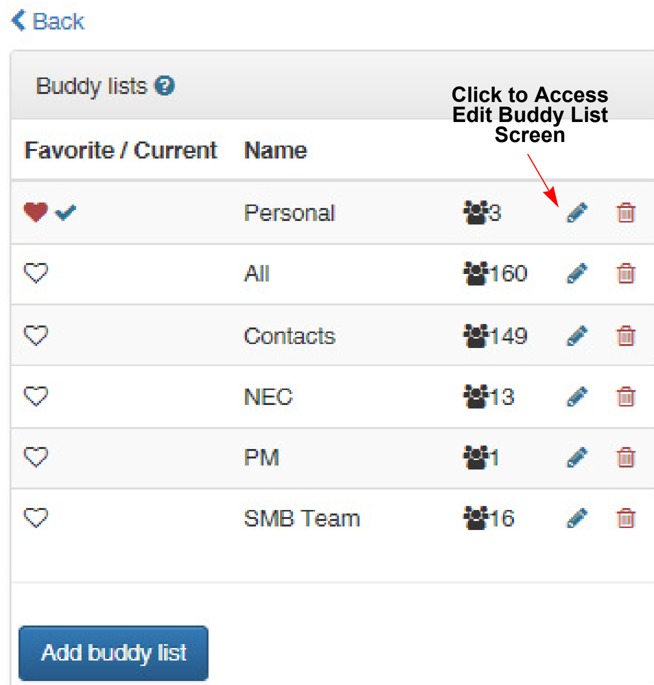


Deleting Members from Buddy Lists (Attendant User)

If you are an Attendant Level user, you can delete members from your personal Buddy List as well as Shared Buddy Lists.

To delete members in a list:

1. Access the Buddy List you want to delete (refer to Accessing the Buddy List on page 66).
2. On the Buddy lists screen, click beside the Buddy List you want to modify.



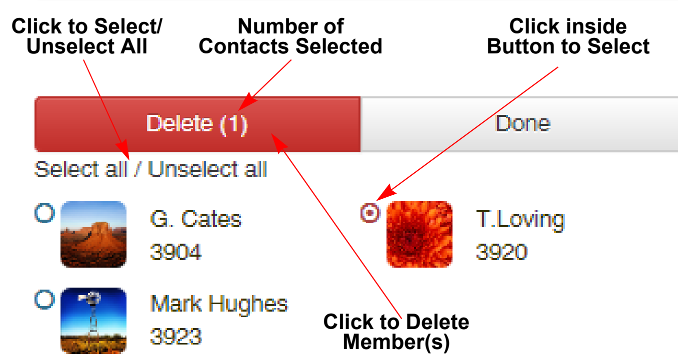
3. On the Edit Buddy List screen, click **Edit**.

4. When the Edit screen is displayed, click the button beside individual member(s) you want to delete.

   If you want to delete all of the members, click **Select all**.

   NOTE — *The number of contacts you select is listed beside the Delete button in parentheses.*

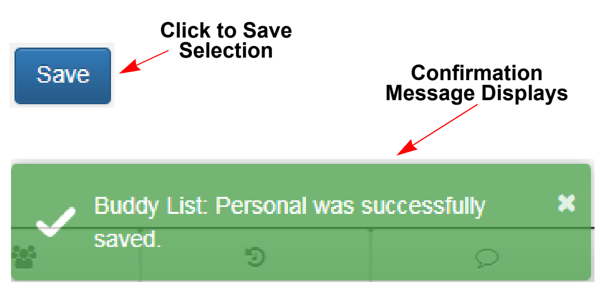
   If you want to undo your selections, click the button beside the individual member or click **Unselect all**.



5. Click **Delete**.
6. Click **Save**.

   A confirmation message is displayed.

   NOTE — *If you click Done, your members are not deleted.*



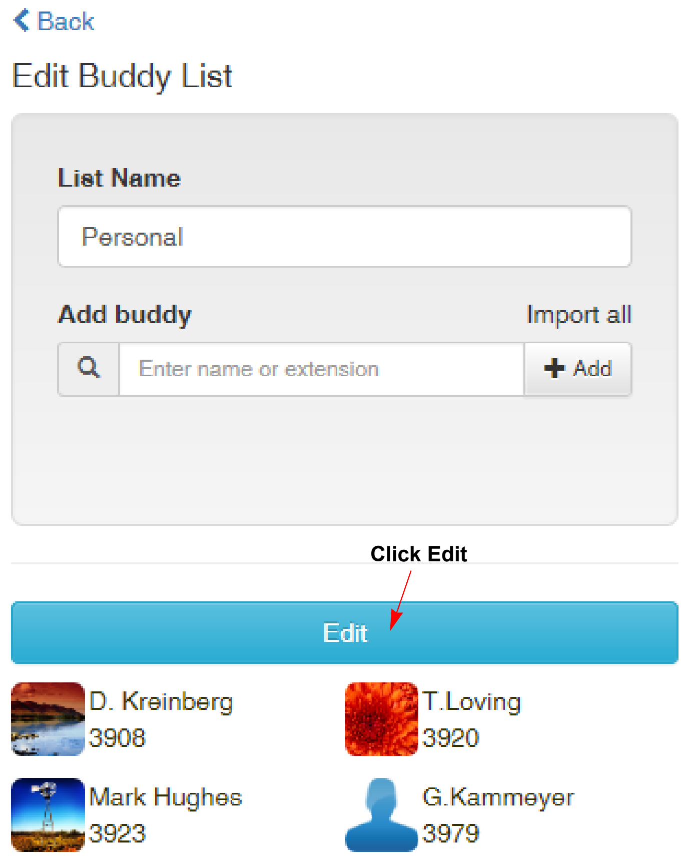
Deleting Members from Buddy Lists (Attendant/Non-Attendant User)

You can delete members from your personal Buddy List.

To delete members from the list:

1. Access the Buddy List you want to modify (refer to Accessing the Buddy List on page 66).

2. On the Edit Buddy List screen, click **Edit**.

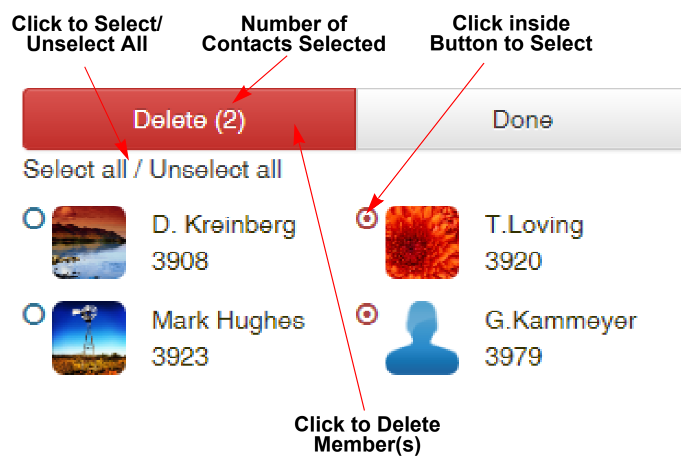


3. The lower portion of the screen changes to allow you select individual members you want to delete. To select, click the button beside member(s).

   If you want to delete all of the members, click **Select all**.

   NOTE — *The number of members you select is listed beside Delete in parentheses.*

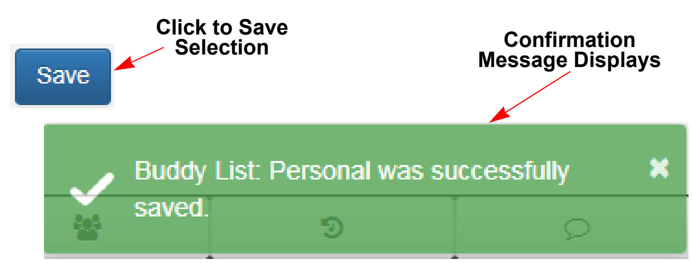
   If you want to undo your selections, click the button beside the individual member or click **Unselect all**.



4. Click **Delete**.

5. Click **Save**.

   A confirmation message is displayed.



   IMPORTANT — *If you click Done, your members are not deleted.*

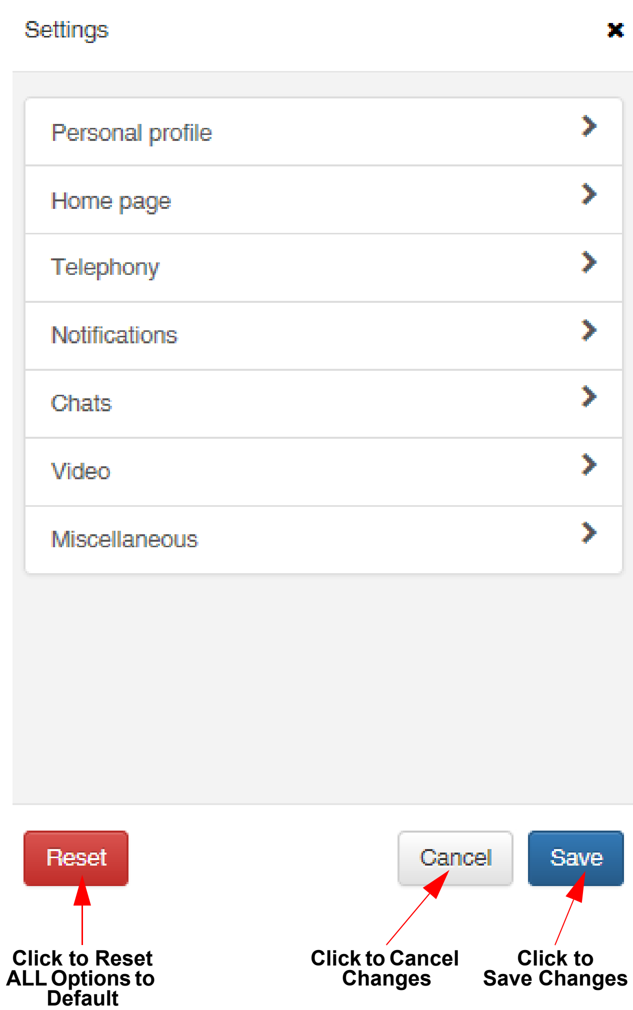
Settings Option

The Settings option allows you to modify your personal profile, change some of the display options, enable/disable audio notifications for chats and incoming calls, visual notifications for presence status changes for other users, select how UC Suite makes and receives calls to your business telephone, enable/disable video call features, enable/disable status update prompt on sign-out, show/hide the progress or dialed calls, show/hide internal contacts and enable/disable email client.

The following options are available from the Settings Options menu.

- Personal profile
- Home page
- Telephony
- Notifications
- Chats
- Video
- Miscellaneous

Figure 30 Setting Options Menu



Accessing Settings Options Screen

This screen is accessed from the drop down menu on the Main Control menu.

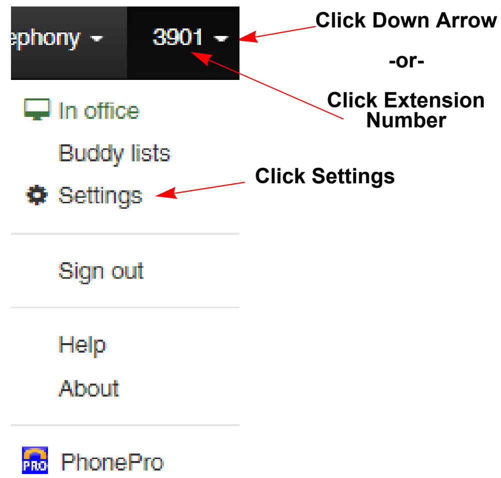
To access this screen:

1. On the Main Menu Bar, click the down arrow in the top menu bar beside the extension number.

   -OR-

   Click the extension number.

2. When the menu is displayed, select **Settings**.

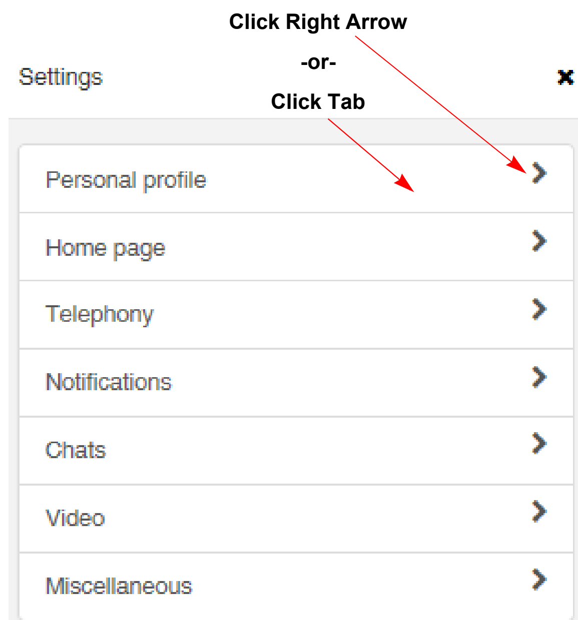


3. When the **Settings Options** screen is displayed, click the caret beside the option you want open.

   -OR-

   Click the tab.

   The selected setting options screen is displayed.



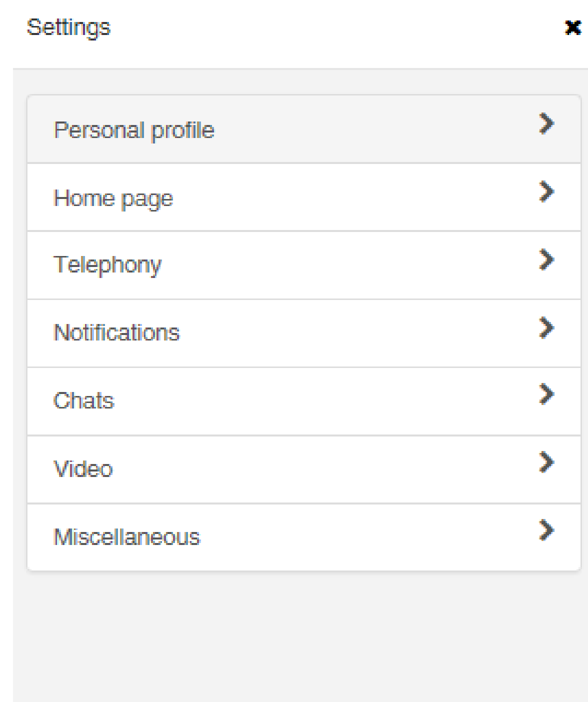
Resetting All Settings to Default

The Reset button on the Settings menu, resets **ALL** options in every tab back to their default settings.

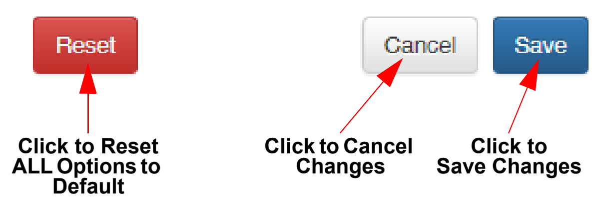
CAUTION *Use this option cautiously. Any preferences you previously set are lost when you click **Reset**.*

To reset all options:

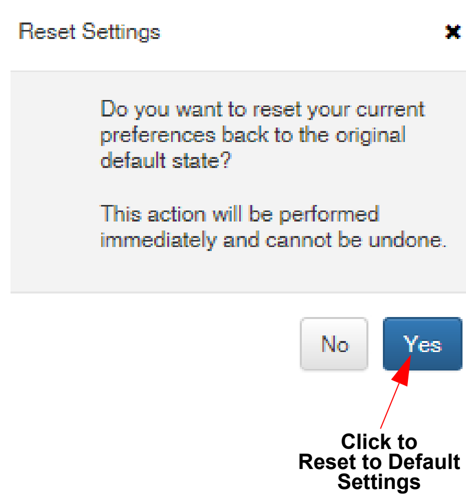
1. Access the **Settings** menu. Refer to Accessing Settings Options Screen on page 1-77.



2. Click **Reset**.



3. When the **Reset Settings** confirmation prompt displays, click **Yes**.



Resetting Individual Settings Screen Options to Default

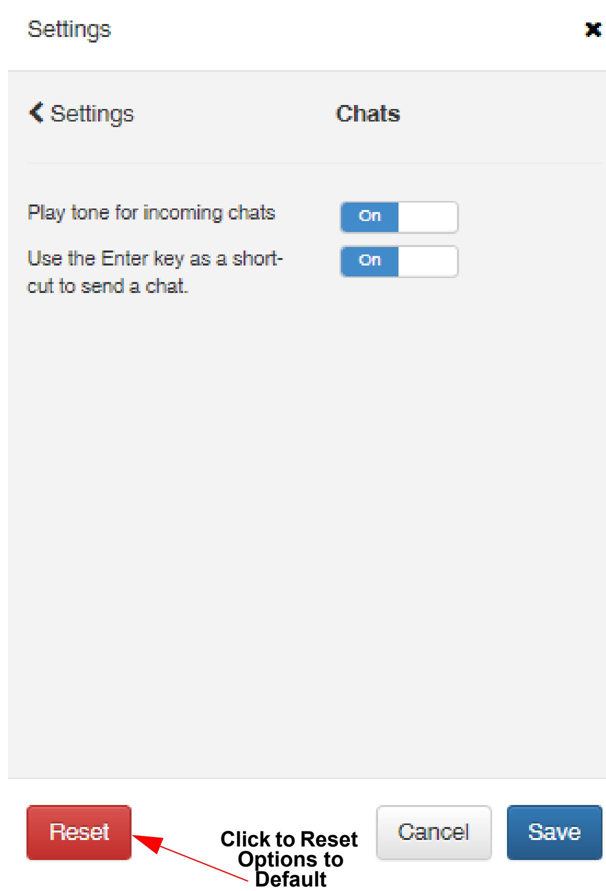
The Reset button on the individual settings screens reset the options for an individual screen back to its default settings.

CAUTION

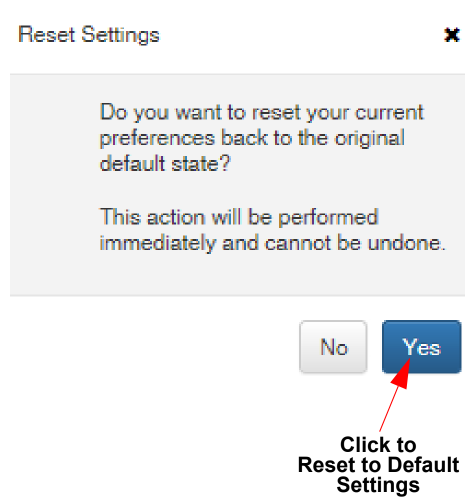
*Use this option cautiously. Any preferences you previously set for this setting screen are lost when you click **Reset**.*

To reset options for an individual tab:

1. Access the **Settings** menu. Refer to Accessing Settings Options Screen on page 1-77.
2. Click the tab you want to open. In this example, the **Chats** screen is opened.



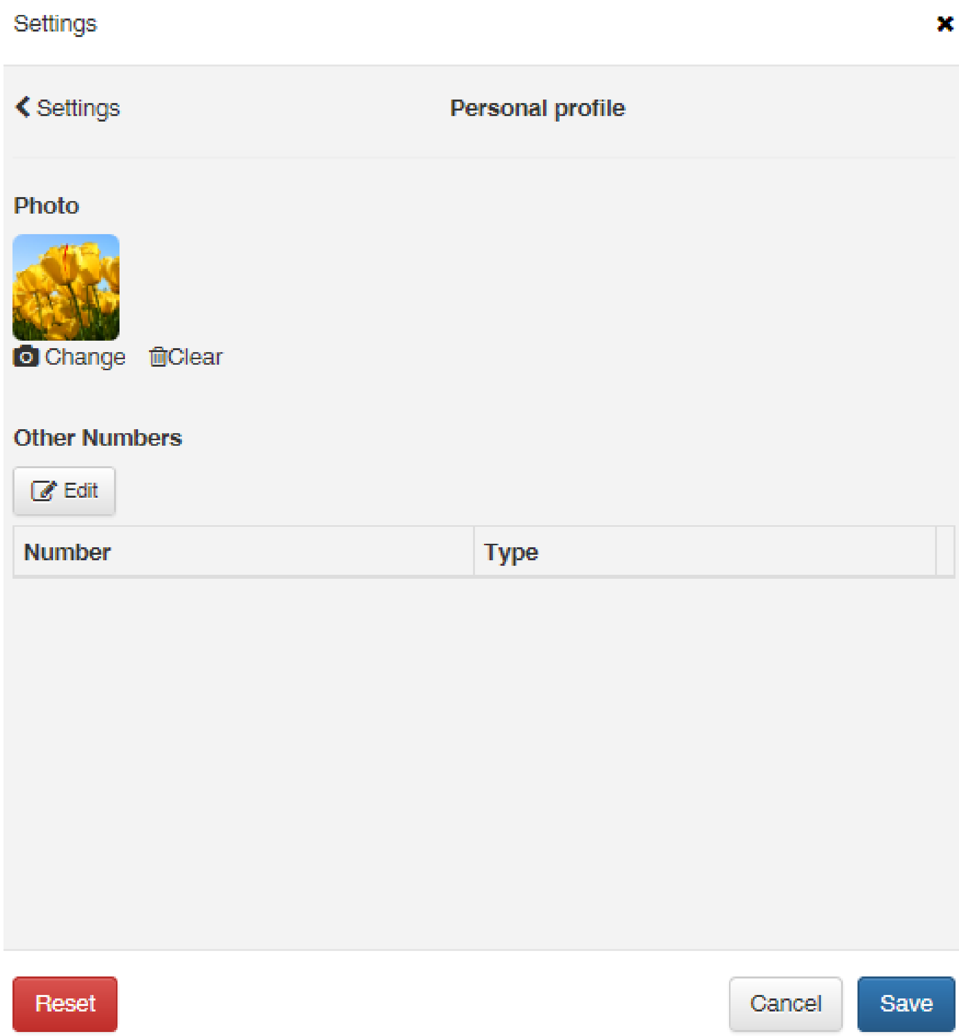
3. Click **Reset**.
4. When the **Reset Settings** confirmation prompt displays, click **Yes**.



Changing Personal Profile Settings

The selections in this section allow you to change your display photo and add alternate contact numbers.

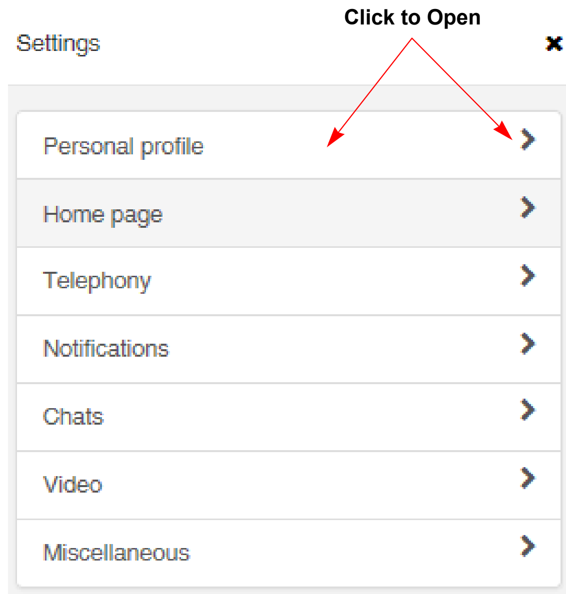
Figure 31 Settings - Personal Profile Screen



Accessing Personal Profile Settings

To access the Personal profile selection.

1. Open the **Settings** screen (refer to Accessing Settings Options Screen on page 1-77).



Click on the Personal profile selection.

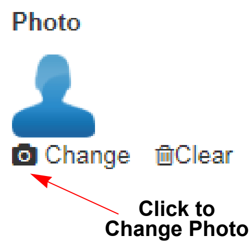
Updating the Photo

By default, the  silhouette is displayed. You can personalize what displays with your contact information by uploading your own photo.

Changing the Photo

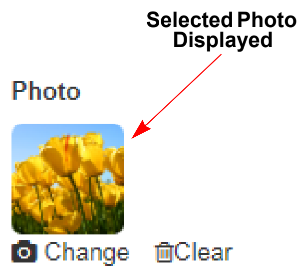
To change the photo:

1. Access the **Personal profile** selection (refer to Accessing Personal Profile Settings on page 1-81).



2. Click **Change** (located under the photo).

   Browse and select the photo you want to upload and click **Open**.

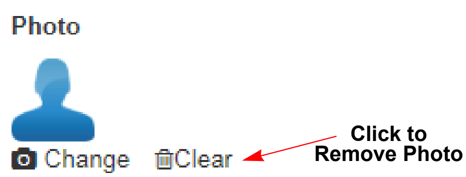


   The selected photo is displayed.

Removing the Photo

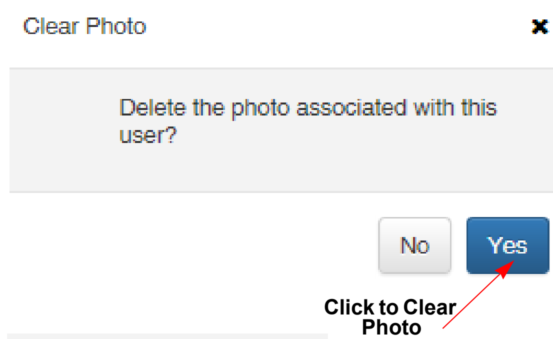
To remove a photo:

1. Access the **Personal profile** selection (refer to Accessing Personal Profile Settings on page 1-81).

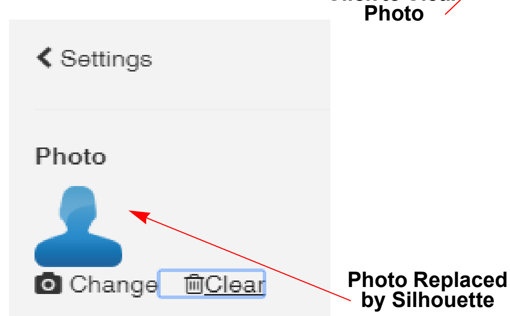


2. Click **Clear**.

3. You are prompted to confirm that you want to clear the photo. Click **Yes**.



   The default  silhouette replaces the photo.



Adding Other Numbers

The **Other Numbers** selection allows you to add/edit a list of alternate numbers that you can associate with your personal information.

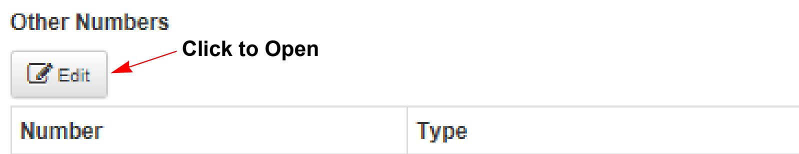
Accessing the Other Numbers Input Screen

To access Other Numbers:

4. Access the **Personal profile** selection (refer to Accessing Personal Profile Settings on page 1-81).

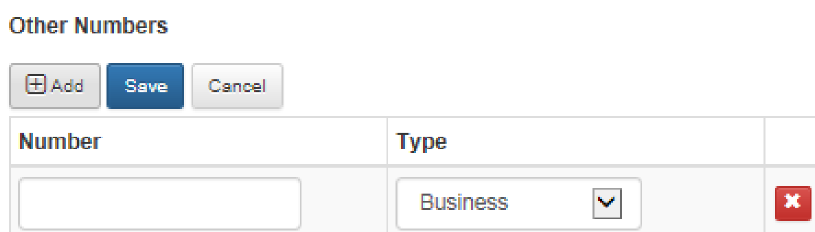
5. Under the **Other Numbers** heading, click **Edit**.

Open Input Screen:



The input screen is displayed.

Input Numbers:

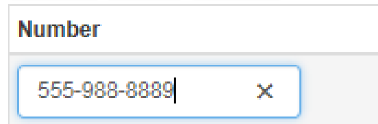


Adding Alternate Contact Numbers

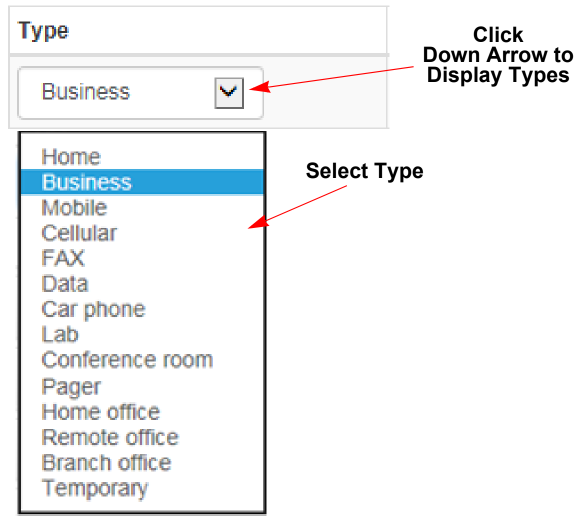
To add a number:

1. Access the **Other Numbers Input** screen, refer to Accessing the Other Numbers Input Screen on page 1-83.

2. In the **Number** field, type the phone number.

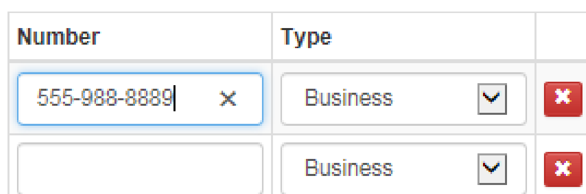


3. Select the **Type** by clicking the down arrow. When the list is displayed, click the type you assign to the number.



4. If you want to add another number, click **Add**. A new entry line is displayed.

   Enter the **Number** and **Type**.

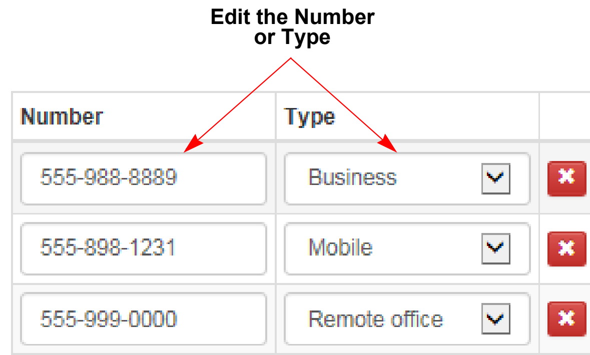


5. Click **Save**.

Editing an Existing Number

To edit an existing number:

1. Access the **Other Numbers Input** screen, refer to Accessing the Other Numbers Input Screen on page 1-83.
2. Make the changes to the **Number** and/or **Type**.



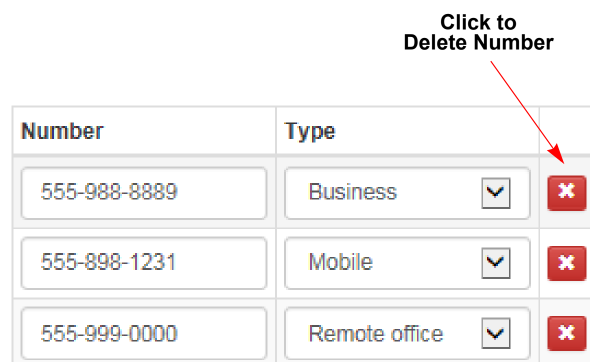
3. Click **Save**.

Deleting a Number

To delete a number:

1. Access the Other Numbers Input Screen, refer to Accessing the Other Numbers Input Screen on page 1-83.
2. Click  .

   The number is deleted.



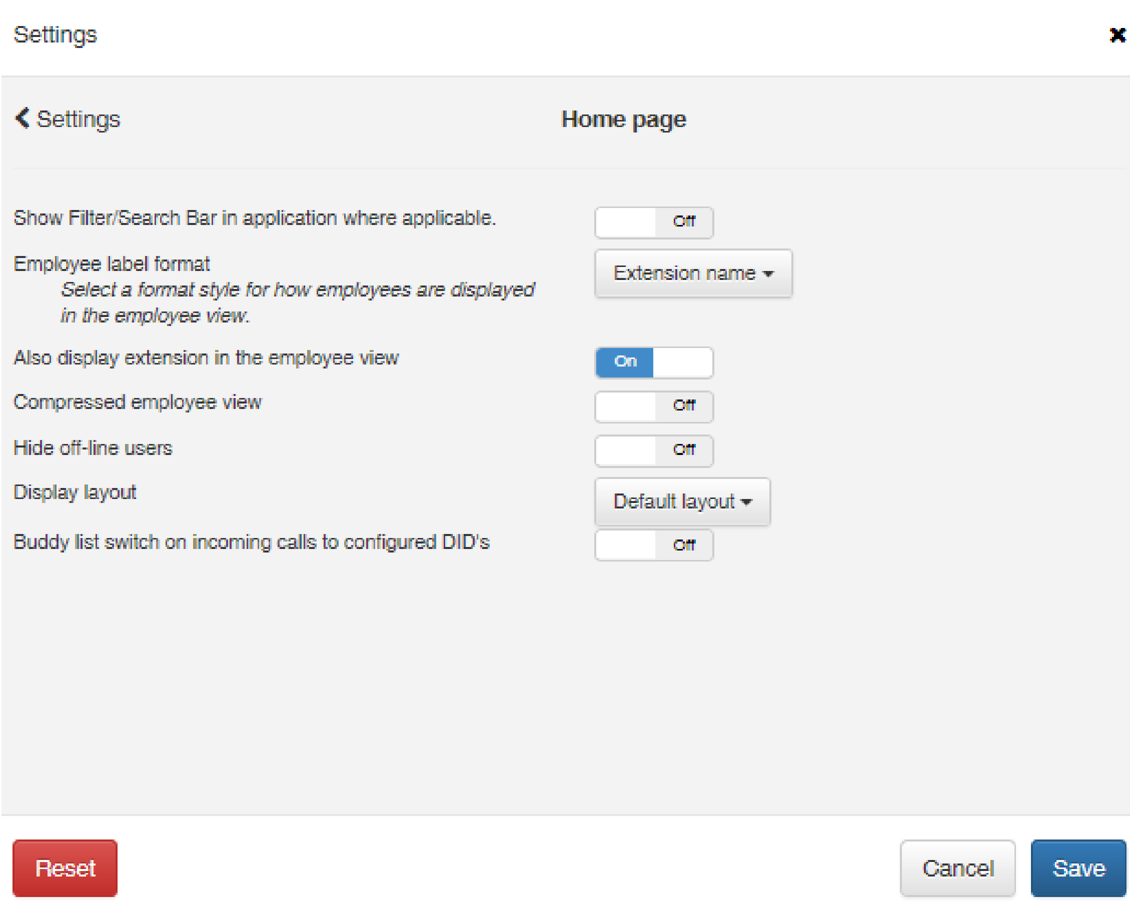
Changing Home Page Settings

The selections in this section allow you to show/hide the Search bar on the Main Menu screen, controls whether the email integration function is enabled within Buddy List entries and allows you to adjust how our personal Home Page is displayed. If you are an Attendant Level user, you can turn on the option that switches the currently displayed Buddy List to a Buddy List that is associated with a DID number when incoming calls are received to the specified DID number.

NOTE

*The **Buddy list switch on incoming calls to configured DID's** option is an Attendant Level option and does not display on a Non-Attendant user's Home page screen.*

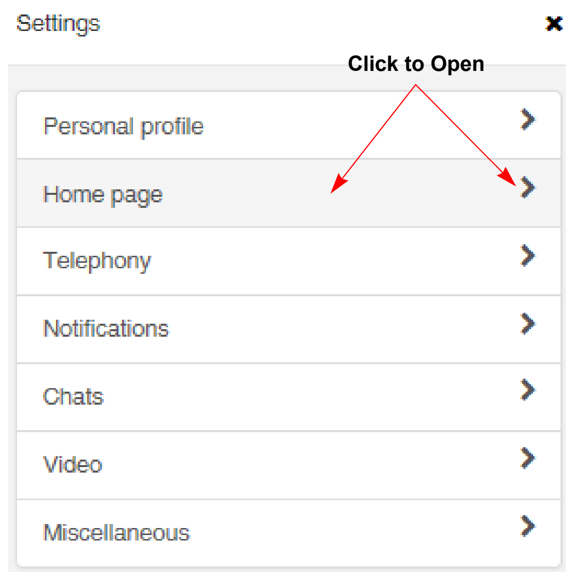
Figure 32 Settings - Home Page Settings Screen



Accessing Home Page Settings

To access the Home page settings:

1. Open the **Settings** screen (refer to Accessing Settings Options Screen on page 1-77).



Click on the Home page selection.

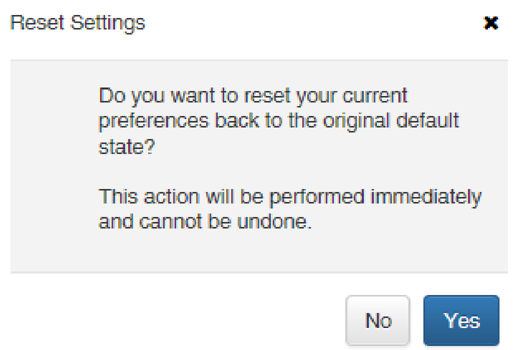
Resetting Options to Default Settings Screen

The Reset button on the **Home page** menu, resets any options you changed to their default settings.

To reset the options:

1. Click **Reset**.

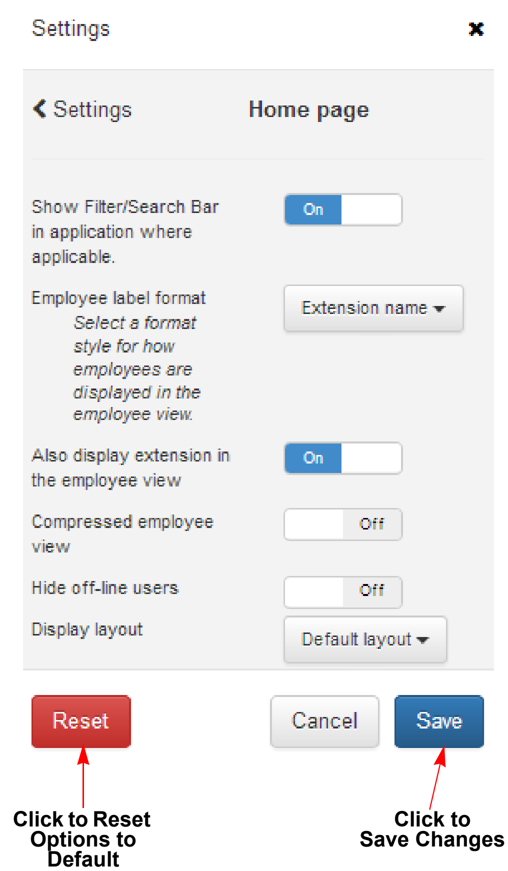
   A message is displayed asking you to confirm.



2. Click **Yes**.

3. Click **Save**.

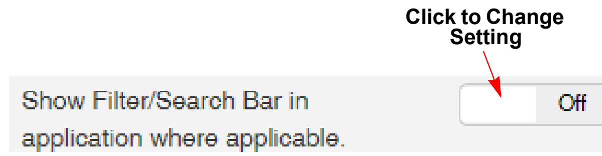
IMPORTANT — *Once you press Save, any settings you changed are lost.*



Showing/Hiding Filter or Search Bar

The **Filter/Search Bar** setting allows you to show or hide the bar on the Main Menu.

1. Access **Home page** Settings (refer to Accessing Home Page Settings on page 1-87.



2. Locate **Show Filter/Search Bar in application where applicable** option.

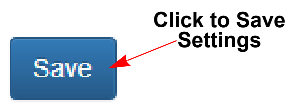
   Click inside the **On/Off** box to show or hide the Filter/Search Bar.

   On - shows the Filter/Search bar

   Off - does not show the Filter/Search bar

   NOTE — *By default, this option is set to Off.*

3. Click **Save**.



Search Bar Display Example

Changing Employee Label Format

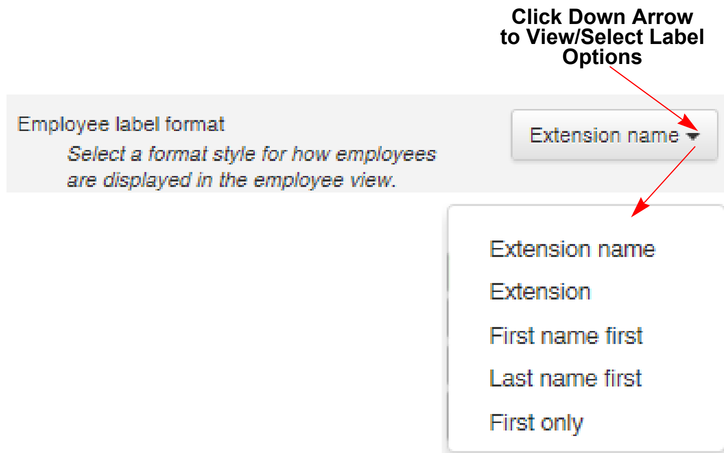
The **Employee label format** setting allows you to specify the label content used within the entries in your Buddy Lists.

To select the label option:

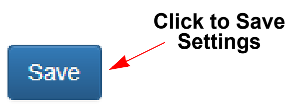
1. Access **Home page** Settings (refer to Accessing Home Page Settings on page 1-87).
2. Locate **Employee label format**.
3. Click the down arrow, located on the pull down menu, to display the options.
4. Click the desired option.

NOTE — *By default, this option is set to Extension Name.*

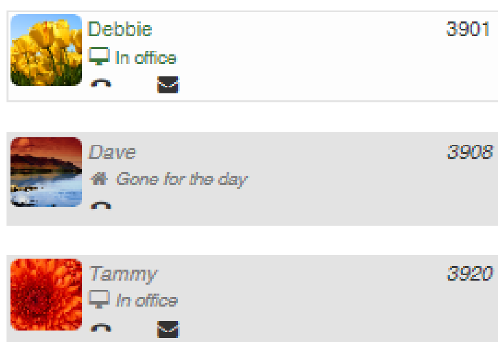
NOTE — *The selected option only displays if the information is recorded in the employee's contact profile.*



5. Click **Save**.



Label Format Example (in this example, "First only" is the selected option; first name only displays)

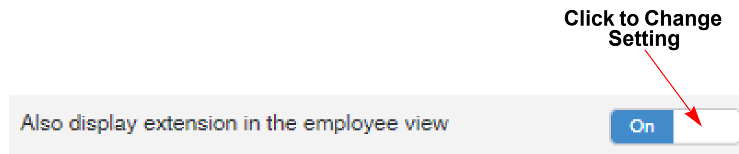


Showing/Hiding Extension Number in Employee View

The **Display extension number** setting allows your to display the extension number on the Employee label.

To change the setting:

1. Access **Home page** Settings (refer to Accessing Home Page Settings on page 1-87).



2. Locate **Also display extension in the employee view**.
3. Click inside the **On/Off** box.

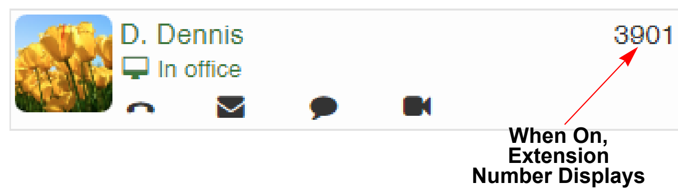
   On - shows the extension number on the Employee label.

   Off - does not show the extension number on the Employee label.

   NOTE — *By default, this option is set to On.*

4. Click **Save**.

Extension Number Display Example



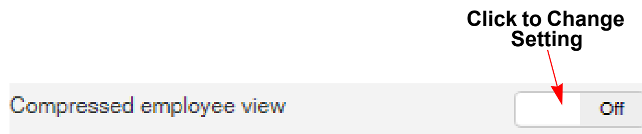
Enabling/Disabling Compressed Employee View

The **Compressed employee view** removes the names of the Presence states. This mode also shows the contents of the Presence Notes for each user who used that field.

When you set this field to On, only two lines of text are displayed. This compressed option allows more Buddy List entries to be displayed in the available space.

To change the setting:

1. Access **Home page** Settings (refer to Accessing Home Page Settings on page 1-87).



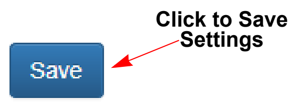
2. Locate **Compressed employee view**.
3. Click inside the **On/Off** box.

   On - enables the compressed view.

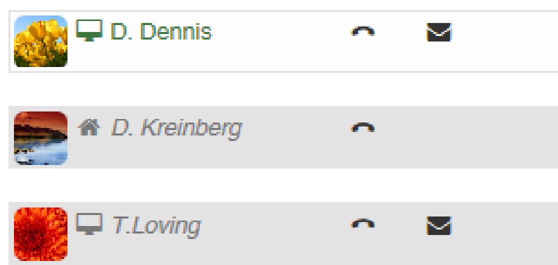
   Off - disables the compressed view.

NOTE — *By default, this option is set to Off.*

4. Click **Save**.



Compressed View Example



Hiding/Showing Off-Line Users

The **Hide off-line users** option controls whether your Buddy List panel includes entries that *do not* currently have an active UC Client session open.
To change the setting:

1. Access **Home page** Settings (refer to Accessing Home Page Settings on page 1-87).

2. Locate **Hide off-line users**.
3. Click inside the **On/Off** box to select your option.

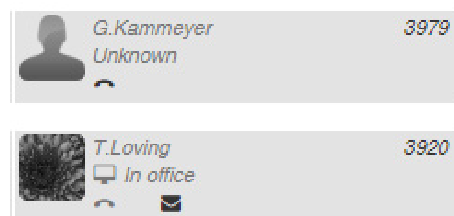
   On - users who are not online are not displayed in the Buddy List.

   Off - all selected users are shown, even if they are not logged into UC Suite. Their Buddy List Label is gray.

   NOTE — *By default, this option is set to Off. When set to Off, all selected users are shown, even if they are not active.*

4. Click **Save**.

Users Not Logged into UC Suite Example

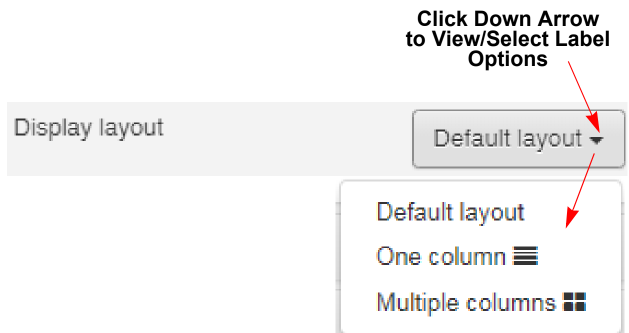


Selecting Column Layout for Display

The **Display layout** option allows you to select the column layout. The one column option displays your Buddy List labels in a single row. The multiple columns

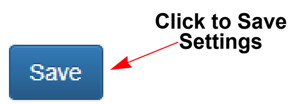
To select the display layout:

1. Access **Home page** Settings (refer to Accessing Home Page Settings on page 1-87).
2. Locate the **Display layout** option.
3. Click the down arrow to display the layout options.
4. Click the desired option.

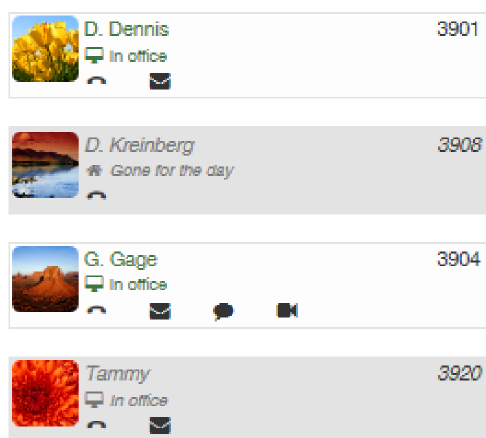


NOTE *By default, this option is set to Single column for Standard users and Multiple columns for Advanced/ Premium users.*

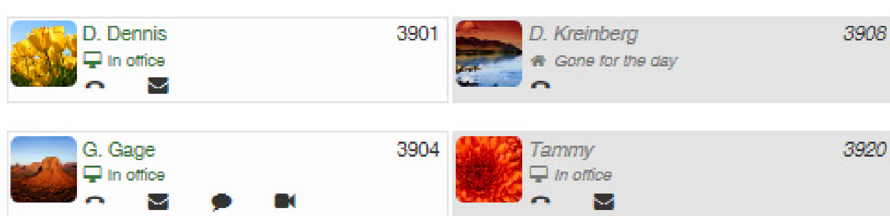
5. Click **Save**.



Single Column Layout Example



Multiple Column Layout Example



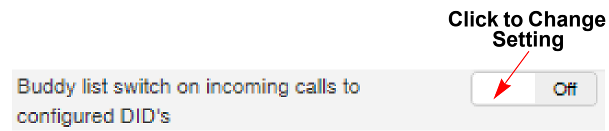
Switching Buddy List on incoming Calls to DID (Attendant Only)

The **Buddy list switch on incoming calls to configured DID's** is an Attendant Level option. When set to 'On', incoming calls to a specific DID number, which has been assigned to a Buddy List, automatically switches the display to the associated Buddy List.

NOTE *Refer to **Creating Buddy Lists (Attendant User) on page 1-69** for instructions for assigning a DID number to a Buddy List.*

To select the display layout:

1. Access **Home page** Settings (refer to Accessing Home Page Settings on page 1-87).
2. Locate the **Buddy list switch on incoming calls to configured DID's** option.
3. Click inside the **On/Off** box to select your option.

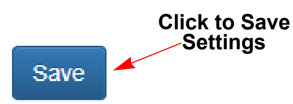


On - incoming calls to the DID number switches the display to the associated Buddy List.

Off - incoming calls do not switch the Buddy List.

NOTE *By default, this option is set to Off.*

Click **Save**.

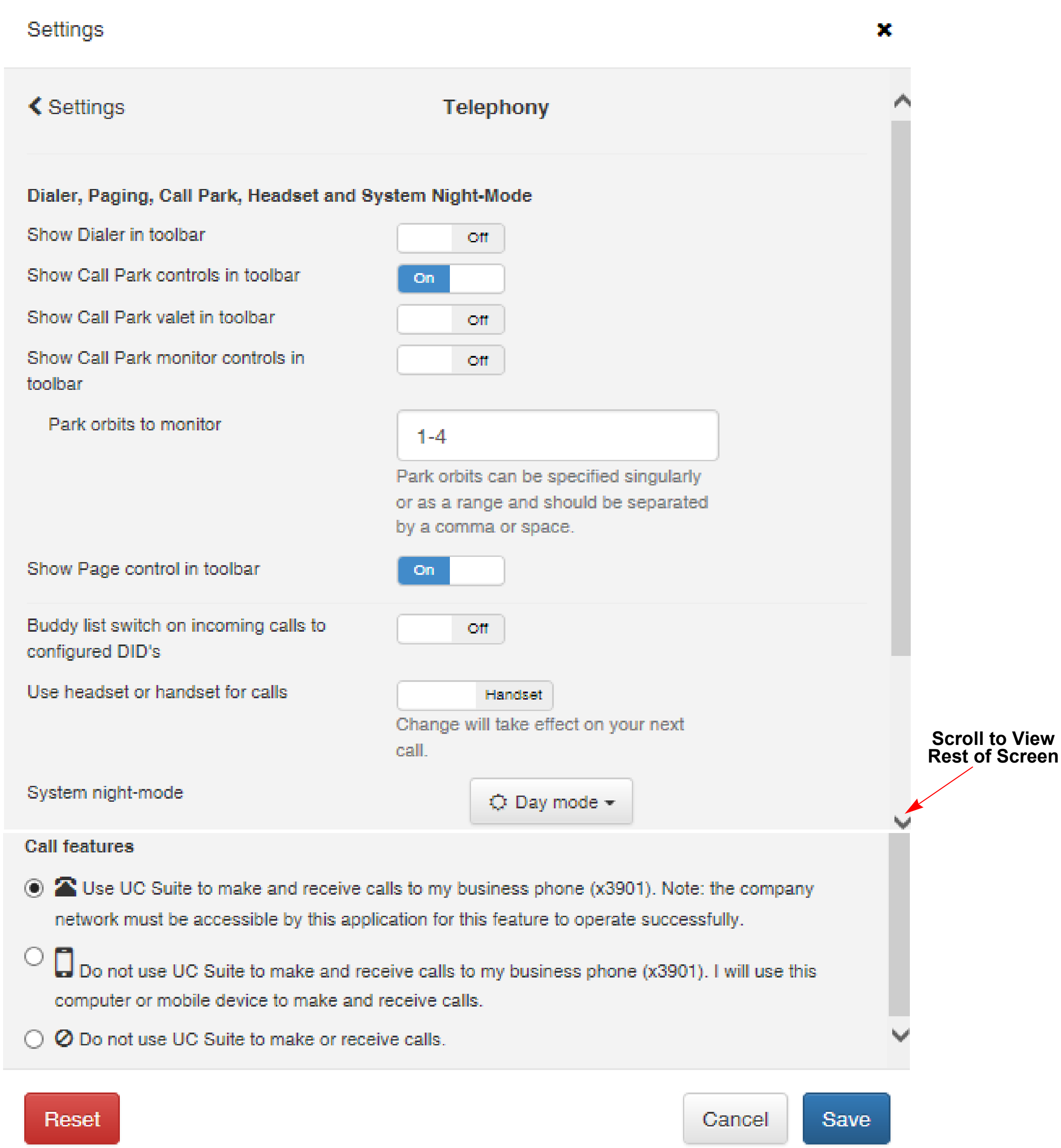


Changing Telephony Settings

The settings in this section allow you to hide or show the dialer, paging controls and call park valet and controls in toolbar. You can also indicate whether to use the headset or handset for call and set system night-mode as well as designate if you will use UC Suite to make and receive calls to your business phone.

NOTE — *Some of the options are Attendant Level options or require licensing and do not display on a Non-Attendant or non-licensed user's Telephony page screen.*

Figure 33 Settings - Telephony Screen

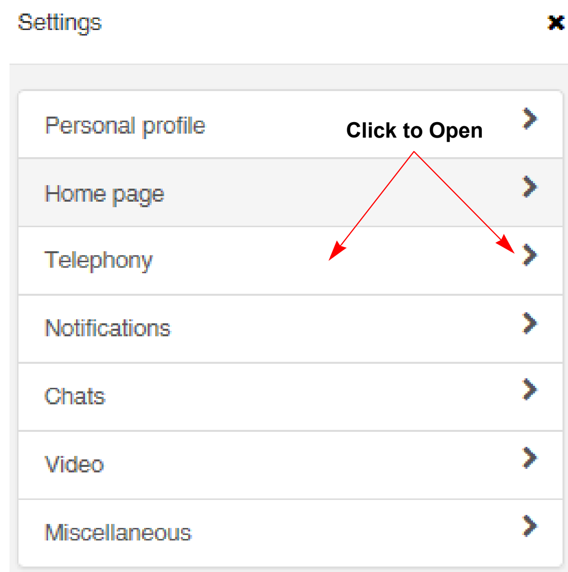


Accessing Telephony Settings

To access the Telephony settings:

1. Open the **Settings** screen (refer to Accessing Settings Options Screen on page 1-77).

   Click on the Telephony selection.



Showing/Hiding Dialer in Toolbar

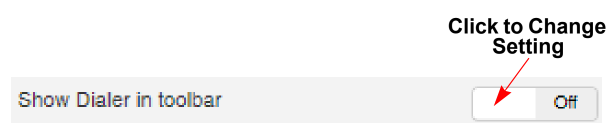
This option allows the Attendant to show or hide the dialer icon. If you turn the dialer 'On', the dialer icon displays in the toolbar on the Main Menu screen. When you click the dialer icon, the keypad displays.

To show/hide the dialer:

1. Access **Telephony** settings (refer to Accessing Telephony Settings on page 1-97).
2. Locate the **Show Dialer in toolbar** option.
3. Click inside the **On/Off** box to select your option.

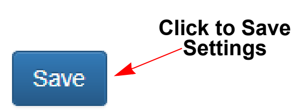
   On - dialer displays on the toolbar

   Off - dialer does not display in the toolbar.



NOTE *By default, this option is set to Off.*

4. Click **Save**.



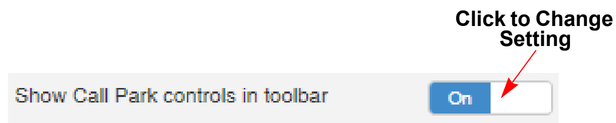
Dialer Display Example

Showing/Hiding Call Park Controls in Toolbar

This option allows you to show or hide the call park controls in the toolbar.

To show/hide the call park control:

1. Access **Telephony** settings (refer to Accessing Telephony Settings on page 1-97).
2. Locate the **Show Call Park controls in toolbar** option.



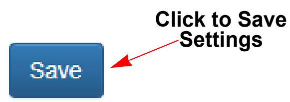
3. Click inside the **On/Off** box to select your option.

   On - control displays on the toolbar

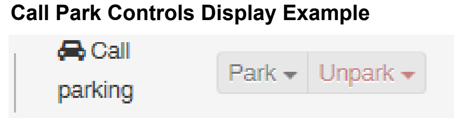
   Off - control does not display in the toolbar.

NOTE *By default, this option is set to On.*

4. Click **Save**.



Call Park Controls Display Example

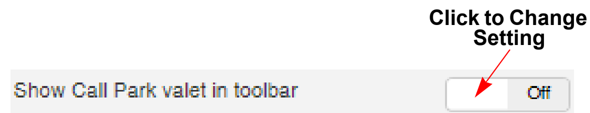


Showing/Hiding Call Park Valet in Toolbar (Attendant/Licensed Option)

This option allows you to show or hide the call park valet button in the toolbar. This option is available to an Attendant and/or requires licensing.

To show/hide the call park valet button:

1. Access **Telephony** settings (refer to Accessing Telephony Settings on page 1-97).



2. Locate the **Show Call Park valet in toolbar** option.
3. Click inside the **On/Off** box to select your option.

   On - valet displays on the toolbar

   Off - valet does not display in the toolbar.

NOTE *By default, this option is set to Off.*

4. Click **Save**.

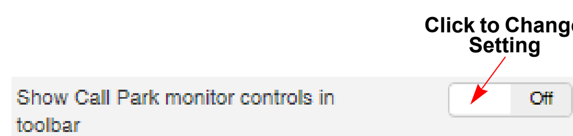
Call Park Valet Button Example

Showing/Hiding Call Park Monitor Controls in Toolbar (Attendant/Licensed Option)

This option allows you to show or hide the call park monitor controls in the toolbar. This option is available to an Attendant and/or requires licensing.

To show/hide the call park monitor controls:

1. Access **Telephony** settings (refer to Accessing Telephony Settings on page 1-97).



2. Locate the **Show Call Park monitor controls in toolbar** option.
3. Click inside the **On/Off** box to select your option.

   On - monitor controls display on the toolbar

   Off - monitor controls do not display in the toolbar.

NOTE *By default, this option is set to Off.*

4. Click **Save**.

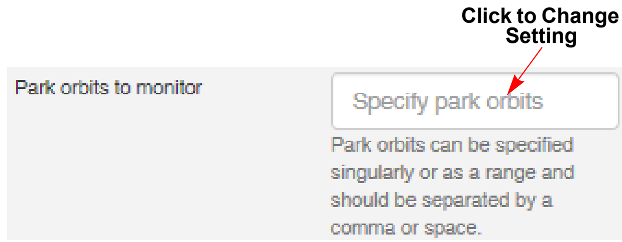
Call Park Monitor Controls Example

Assigning Park Orbits in Toolbar (Attendant/Licensed Option)

This option allows you to specify the park orbits that you want to monitor. This option is available to an Attendant and/or requires licensing.

To enter the park orbits:

1. Access **Telephony** settings (refer to Accessing Telephony Settings on page 1-97).



2. Locate the **Park orbits to monitor** option.

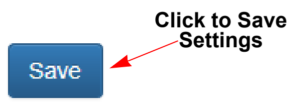
3. Click inside blank box and enter the park orbits.

   You can enter a range of consecutive numbers (e.g., 1-4, 1-6, etc.) or you can enter random numbers. The random or singular numbers must be separated by a comma (e.g., 1, 6, 8, 9).

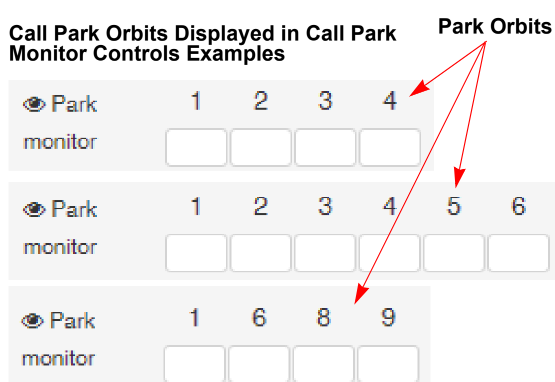
   The Call Park Orbit Examples (shown to the right) indicate how the orbits are displayed in the toolbar. Refer to Showing/Hiding Call Park Monitor Controls in Toolbar (Attendant/Licensed Option) on page 1-99 for instructions for showing the call park monitor controls in the toolbar.

   NOTE *By default, this option is blank.*

4. Click **Save**.



Call Park Orbits Displayed in Call Park Monitor Controls Examples

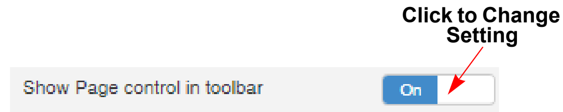


Showing/Hiding Page Control in Toolbar (Attendant/Licensed Option)

This option allows you to show or hide the call park monitor controls in the toolbar. This option is available to an Attendant and/or requires licensing.

To show/hide the call park monitor controls:

1. Access **Telephony** settings (refer to Accessing Telephony Settings on page 1-97).



2. Locate the **Show Page control in toolbar** option.
3. Click inside the **On/Off** box to select your option.

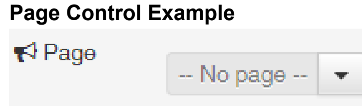
   On - page control displays in the toolbar

   Off - page control does not display in the toolbar.

NOTE *By default, this option is set to On.*

4. Click **Save**.

Page Control Example



Assigning Buddy List to Switch on Incoming DID Calls (Attendant/Licensed Option)

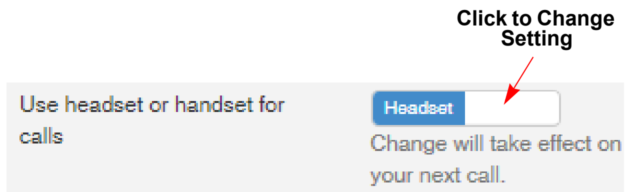
(Refer to Assigning Buddy List to Switch on Incoming DID Calls (Attendant/Licensed Option) on page 1-101 for detailed information.)

Selecting Headset or Handset for Calls

This option allows you to select if you are using a headset or the handset on your telephone for answering and placing calls.

To select headset/handset:

1. Access **Telephony** settings (refer to Accessing Telephony Settings on page 1-97).
2. Locate the **Use headset or handset for calls** option.



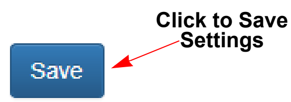
3. Click inside the box to select your option.

   Headset - uses your headset for calls

   Handset - uses your telephone handset for calls

   NOTE *By default, this option is set to Headset.*

4. Click **Save**.



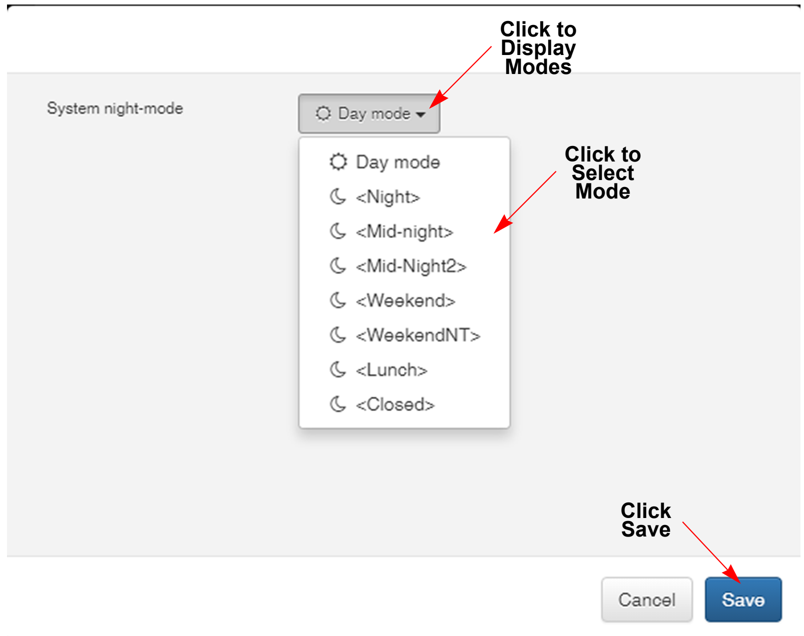
   NOTE *The change takes effect the next time you receive or place a call.*

Setting System Night Mode (Attendant/Licensed Option)

This option allows you to select if you are using a headset or the handset on your telephone for answering and placing calls. This option is available to an Attendant and/or requires licensing.

To select System Night Mode:

1. Access **Telephony** settings (refer to Accessing Telephony Settings on page 1-97).
2. Locate the **System night-mode** option.
3. Click the down arrow to display the modes.
4. On the **System night-mode** screen, select the night mode you want to use from the drop down list



NOTE

Night modes are defined in system programming by the System Administrator.

By default, this option is set to Day mode.

5. Click **Save**

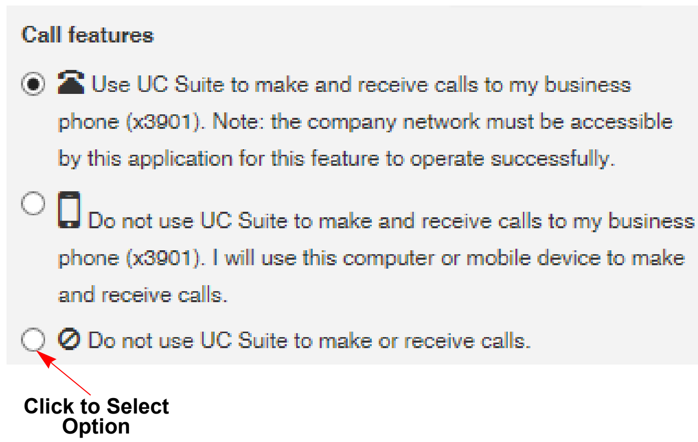
Setting Call Features

This options allow you to set how calls (incoming/outgoing) are handled..

NOTE — *You can still use other UC Suite features (e.g., chat or email) even if you chose not to have UC Suite handle your incoming/outgoing calls.*

To select how you want your calls handled:

1. Access **Telephony** settings (refer to Accessing Telephony Settings on page 1-97).
2. Locate the **Call features** option.
3. Select the option that indicates how you want your incoming/outgoing calls handled.



NOTE — *By default, this option is set to 'Use UC Suite to make and receive calls to my business phone'.*

- **Use UC Suite to make and receive calls to my business phone**

  This option indicates UC Suite handles your incoming and outgoing calls to your business phone.

  Note that your company network must be available.
- **Do not use UC Suite to make and receive calls to my business phone**

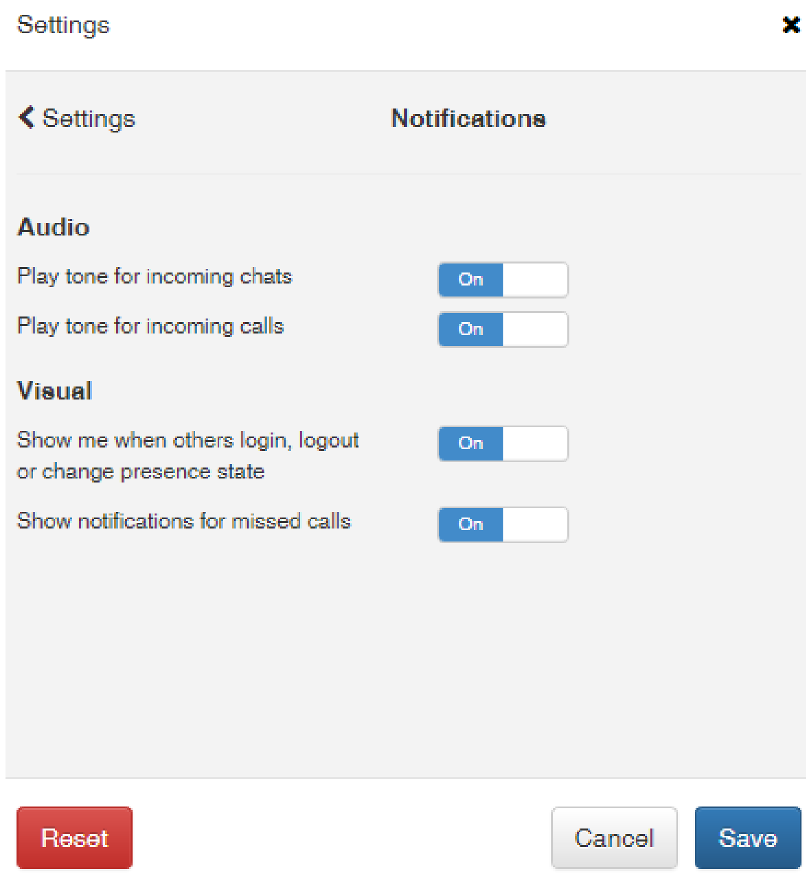
  This option indicates you UC Suite uses a mobile device or computer to handle incoming and outgoing calls rather than your business phone.
- **Do not use UC Suite to make or receive calls**

  This option indicates UC Suite is not used to handle incoming or outgoing calls to any device

Changing Notifications Settings

The settings in this section allow you to enable/disable audio and visual notifications for incoming chats/ calls and presence changes.

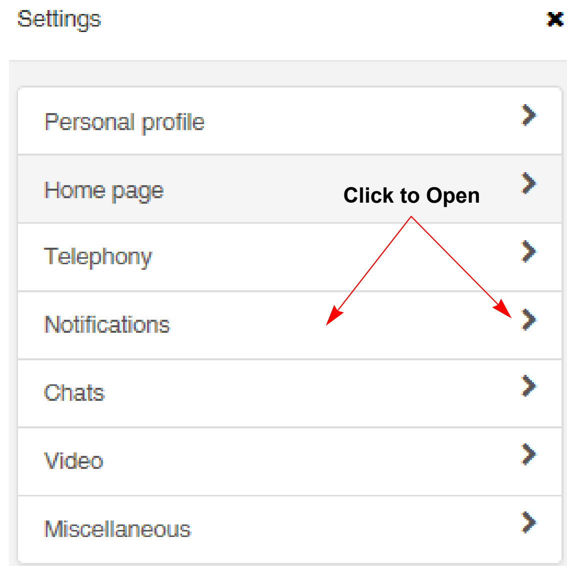
Figure 34 Settings - Notifications Screen



Accessing Notifications Settings

To access the Notification settings:

1. Open the **Settings** screen (refer to Accessing Settings Options Screen on page 1-77).



2. Click on the **Notifications** selection.

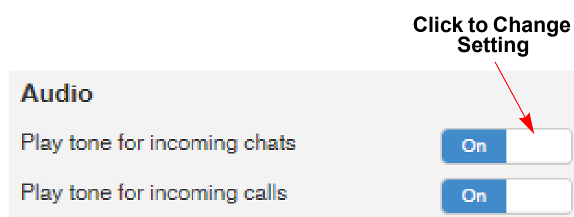
Changing Audio Settings

Incoming Chats/Incoming Calls

You can set a tone to play to notify you of incoming chats or calls.

The change the setting:

1. Access **Notifications** settings (refer to Accessing Notifications Settings).
2. Locate **Audio** section.



3. Click inside the **On/Off** box beside the **Play tone for incoming chats**.

   NOTE — *This setting also appears in the Chats settings. If you change it here, the change is reflected in the Chats section.*

   Click inside the **On/Off** box beside the **Play tone for incoming calls**.

   On - tone plays for incoming chats/calls

   Off - tone does not play for incoming chats/calls

   NOTE — *By default, these options are set to On for incoming chats and calls.*

4. Click **Save**.

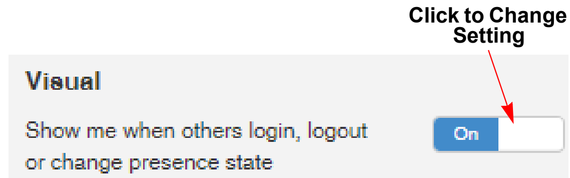
Changing Visual Notifications

Showing/Hiding Presence State of Other Users

You can set a visual notification to popup when other users log in, log out or make other changes to their presences status.

To change the setting:

1. Access **Notifications** settings (refer to Accessing Notifications Settings on page 1-106).



2. Locate **Visual** section.

   Click inside the **On/Off** box beside the **Show me when others login, logout or change presence state**.

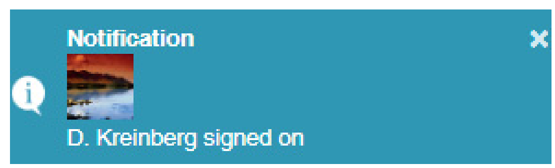
   On - visual notification displays when other users change their presence status

   Off - visual notification does not display when other users change their presence status

   NOTE *By default, this option is set to On.*

3. Click **Save**.

Notification Example



Showing/Hiding Notifications for Missed Calls

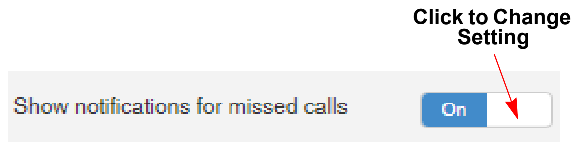
You can set a visual notification to popup when you have missed calls.

To change the setting:

1. Access **Notifications** settings (refer to Accessing Notifications Settings on page 1-106).

2. Locate **Visual** section.

   Click inside the **On/Off** box beside the **Show notifications for missed calls**.

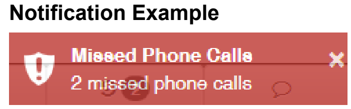
   On - visual notification for missed calls display

   Off - visual notification for missed calls do not display

   NOTE *By default, this option is set to On.*

3. Click **Save**.

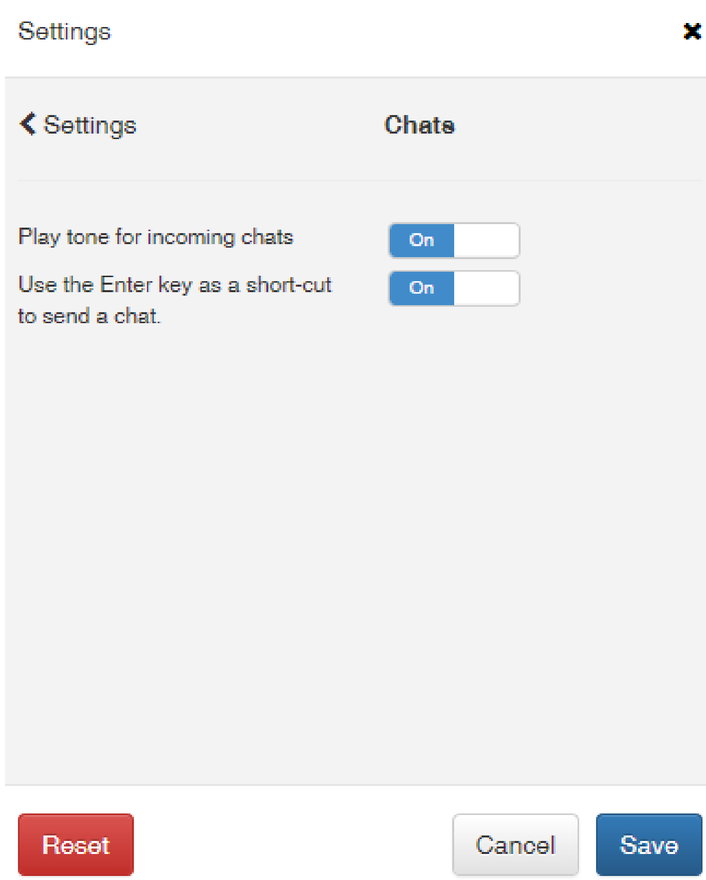
Notification Example



Changing Chats Settings

The settings in this section allow you to enable/disable audio notification for incoming chats. You can also enable the Enter key as a shortcut key for sending chats.

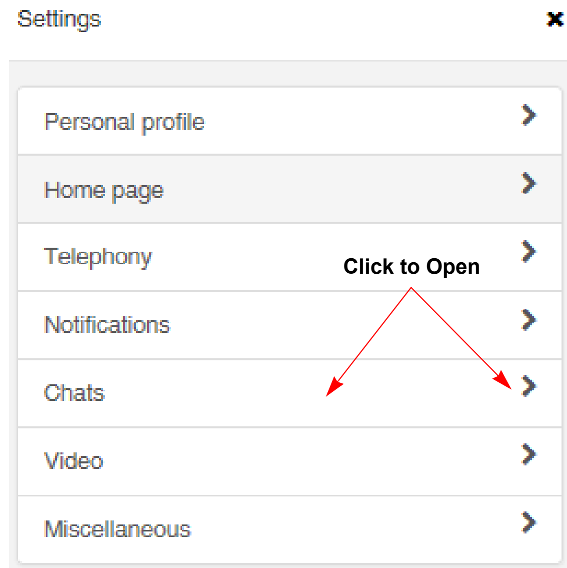
Figure 35 Settings - Chats Screen



Accessing Chats Settings

To access the Chat settings:

1. Open the **Settings** screen (refer to Accessing Settings Options Screen on page 1-77).



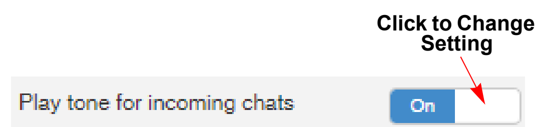
2. Click on the **Chats** selection.

Changing Tone Settings

This selection allows you to specify whether you want to play a tone when incoming chats are received.

To change the tone setting:

1. Access **Chats** Settings (refer to Accessing Chats Settings on page 1-110).



2. Click inside the **On/Off** box beside the **Play tone for incoming chats**.

NOTE *This setting also appears in the Notifications settings. If you change it here, the change is reflected in the Notifications section.*

On - tone plays for incoming chats

Off - tone does not play for incoming chats

NOTE *By default, this option is set to On.*

3. Click **Save**.

Assigning Enter Key as a Short-Cut Key

You can set the Enter key as a short-cut key when sending chats.

To enable the Enter key as a short-cut key:

1. Access **Chats** Settings (refer to Accessing Chats Settings on page 1-110).

   Click inside the **On/Off** box beside **Use the Enter key as a short-cut to send a chat**.

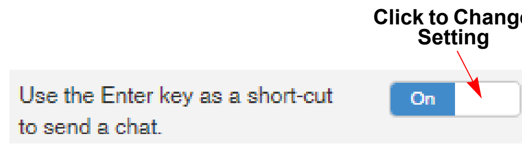
   On - Enter key is used as short-cut

   Off - Enter key is not used as short-cut.

   NOTE

   By default, this option is set to On.

   When set to Off, you must click the 'Send' button to deliver the message.

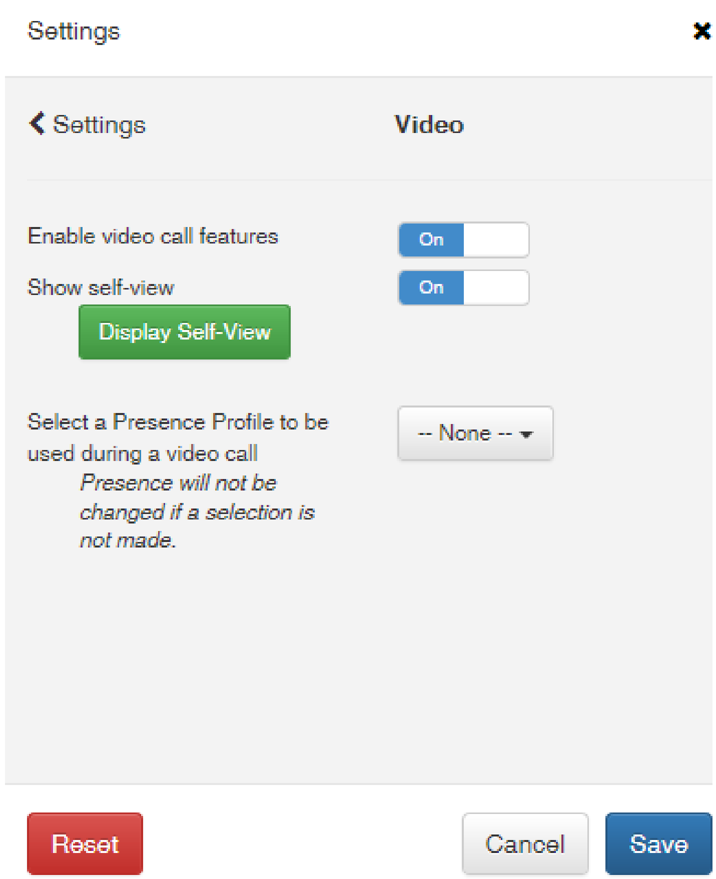


2. Click **Save**.

Changing Video Settings

The settings in this section enables the video feature, allow users to see their ‘self picture’ and automatically enables a designated Presence Profile when you are on a video call.

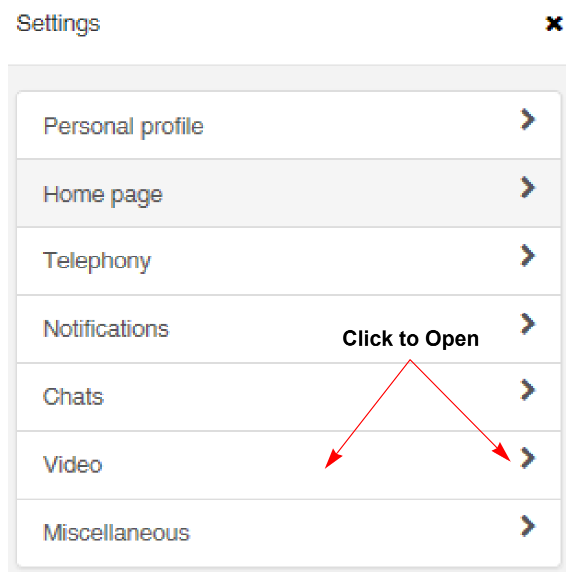
Figure 36 Settings - Video Screen



Accessing Video Settings

To access the Video settings:

1. Open the **Settings** screen (refer to Accessing Settings Options Screen on page 1-77).



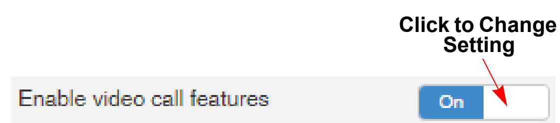
2. Click on the **Video** selection.

Enabling/Disabling Video Call Features

This selection allows you to specify whether you want to enable/disable video call features.

To change the video setting:

1. Access **Video** Settings (refer to Accessing Video Settings on page 1-113).



2. Click inside the **On/Off** box beside the **Enable video call features**.

   On - the Web Client automatically attempts to acquire a video feature license

   NOTE — *If the client cannot locate a license, this feature is not enabled.*

   Off - the Web Client does not attempt to acquire a video feature license

   NOTE — *By default, this option is set to On.*

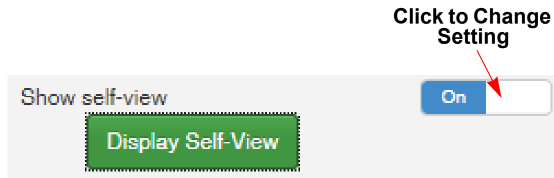
3. Click **Save**.

Showing/Hiding your Self-View

This selection allows you to show your image as displayed by your video device. You can turn of this option so your video image is not displayed.

To show/hide the your self-view:

1. Access **Video** Settings (refer to Accessing Video Settings on page 1-113).



2. Click inside the **On/Off** box beside the **Show self-view**.

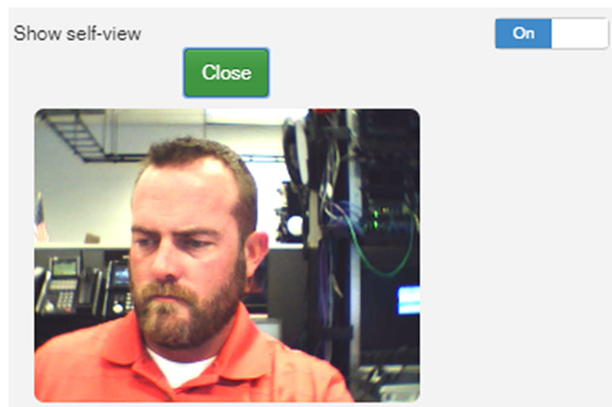
   On - your image is displayed using the video device

   Off - your image is not displayed

NOTE *By default, this option is set to On.*

3. If you want to see how your image displays on your video device, click the **Display Self-View** button.

Self-View Display Example



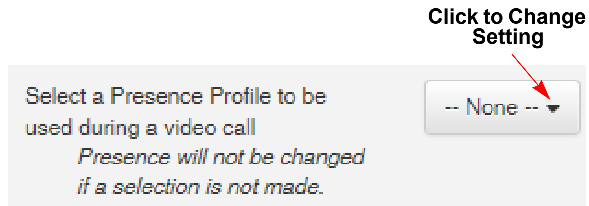
4. Click **Save**.

Selecting a Presence Profile Used During Video Call

You can select a presence status profile that automatically displays while you are on a video call.

To select a profile:

1. Access **Video** Settings (refer to Accessing Video Settings on page 1-113).

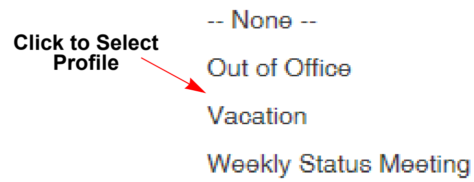


2. Click the down arrow beside the **Select a Presence Profile to be used during video call**.

   Select the profile you want to use from the displayed options.

   When a profile is selected, it displays while you are on the video call.

   When you complete the video call, your profile reverts to the previous setting.



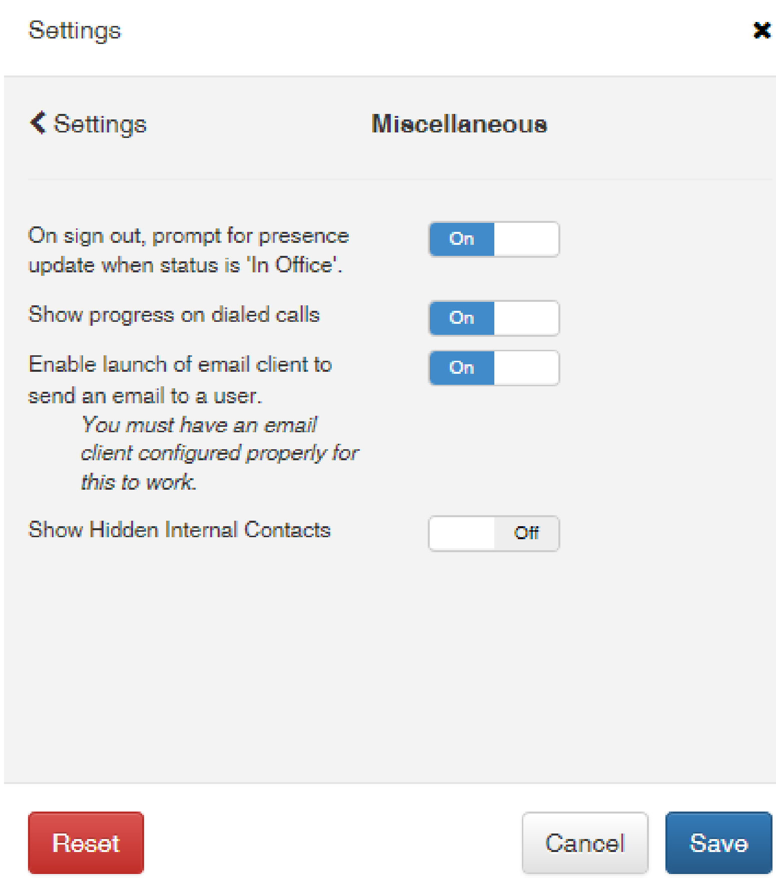
NOTE — *Profiles are system-defined. By default, this option is set to None.*

3. **Save**.

Changing Miscellaneous Settings

The selections in this section you to specify a prompt be displayed when you sign out that requests a presence update, show the progress of dialed calls, enable the launch of the email client and show hidden internal contacts.

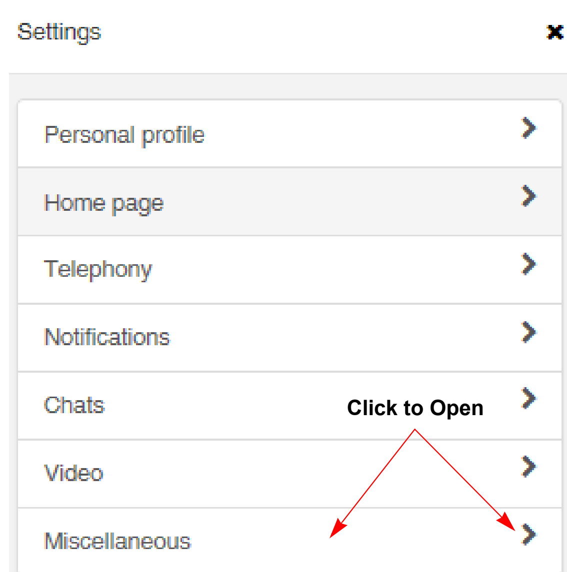
Figure 37 Settings - Home Page Screen



Accessing Miscellaneous Settings

1. Open the **Settings** screen (refer to Accessing Settings Options Screen on page 1-77).

2. Click on the **Miscellaneous** selection.

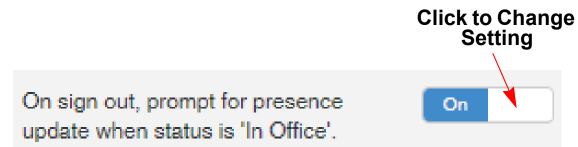


Showing/Hiding Presence Prompt on Sign Out Setting

The **Presence Prompt** setting allows you to show or hide a message that appears when you sign out and your current status is set to ‘In Office’. This message serves as a reminder to check your status and gives you the opportunity to make necessary changes.

To change the setting:

1. Access **Miscellaneous** Settings (refer to Accessing Miscellaneous Settings on page 1-116.

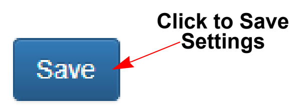


   Click inside the **On/Off** box to show or hide the **On sign out, prompt for presence update when status is ‘In Office’**.

   On - shows the presence prompt when you sign out

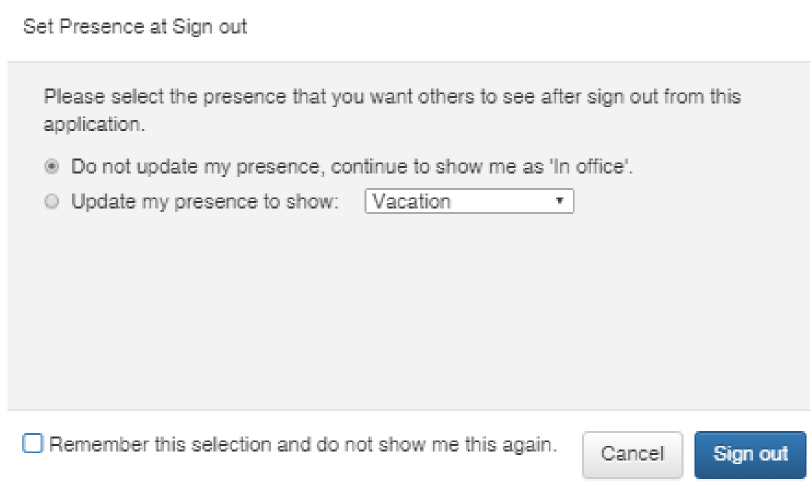
   Off - does not show the presence prompt when you sign out

   NOTE *By default, this option is set to On.*



2. Click **Save**.

Set Presence at Sign Out Example

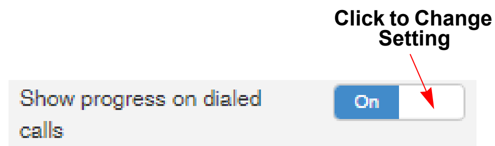


Showing/Hiding Progress on Dialed Calls

This option displays a screen when you a dial a call. The screen indicates your call is dialing the number.

To show or hide the progress:

1. Access **Miscellaneous** Settings (refer to Accessing Miscellaneous Settings on page 1-116.



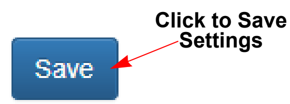
2. Locate **Show progress on dialed calls**.
3. Click inside the **On/Off** box.

   On - shows progress when calls are dialed

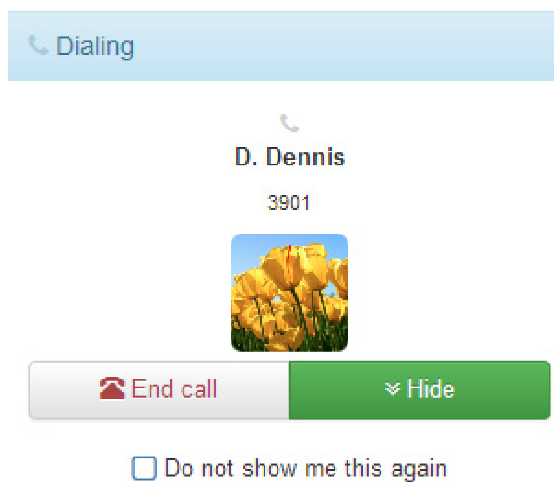
   Off - does not show progress when calls are dialed

NOTE *By default, this option is set to 'On'.*

4. Click **Save**.



Dialing Progress Example

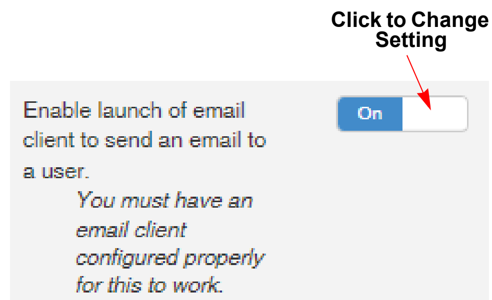


Enabling/Disabling Email Client Setting

The **Enable launch of email client** setting controls whether the email integration function is enabled within the Buddy List entries. When enabled, you can click on the mail icon to open your email client.

To enable/disable the email client setting:

1. Access **Miscellaneous** Settings (refer to Accessing Miscellaneous Settings on page 1-116.



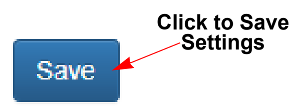
2. Locate **Email launch of email client to send an email to a user**.
3. Click inside the **On/Off** box.

NOTE *The email client must be correctly configured for this option to be available.*

On - enable the email to launch

Off - disable the email to launch.

NOTE *By default, this option is set to On.*



4. Click **Save**.

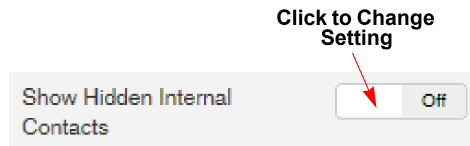
Email Example

Showing/Hiding Hidden Internal Contacts (Attendant Only)

This option allows the Attendant to show or hide hidden contacts that have been hidden in the directory. When set to 'On', hidden contacts are displayed in the directory. When set to 'Off', hidden contacts are not displayed.

NOTE *The contacts are hidden on the 'Edit Employee Contact' screen using the 'Show in the Directory' option. If set to Off, the contact is hidden in the Company directory.*

To show or hide the contacts:

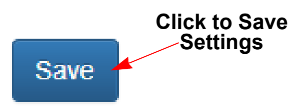


1. Access **Miscellaneous** Settings (refer to Accessing Miscellaneous Settings on page 1-116.
2. Locate **Show Hidden Internal Contacts**.
3. Click inside the **On/Off** box.

   On - internal contacts are shown in the Company directory

   Off - internal contacts are not shown in the Company directory

   NOTE *By default, this option is set to Off.*



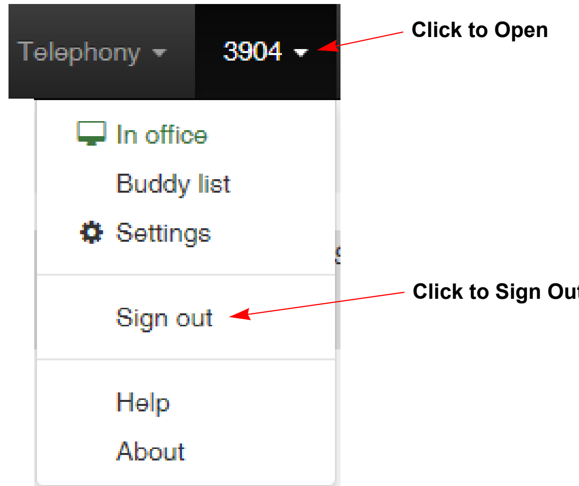
4. Click **Save**.

Sign Out

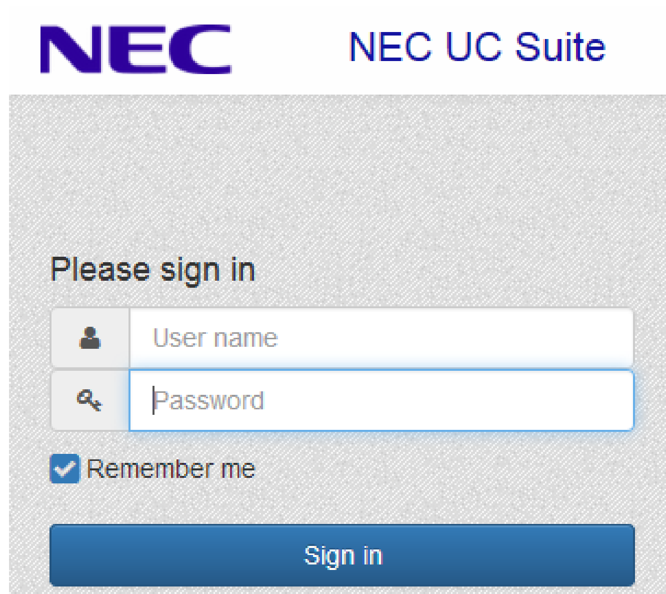
This option exits the Web Client session and returns the login screen.

To exit the session:

1. On the Main Menu bar, click extension number or down arrow beside the extension number to open the Call Feature menu.
2. When the menu is displayed, select **Sign out**.



The display returns to the Login screen.

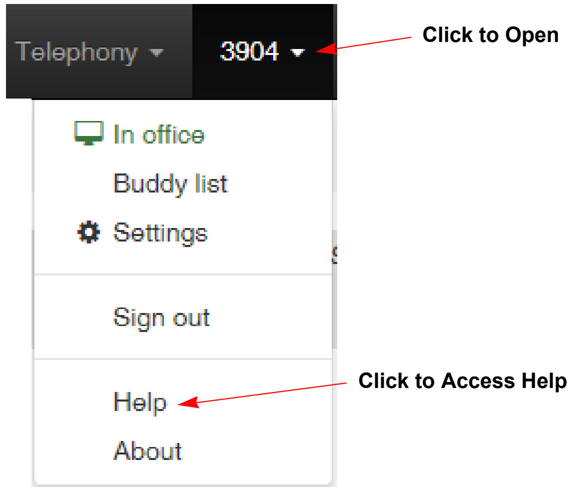


Help

This option provides access to help information.

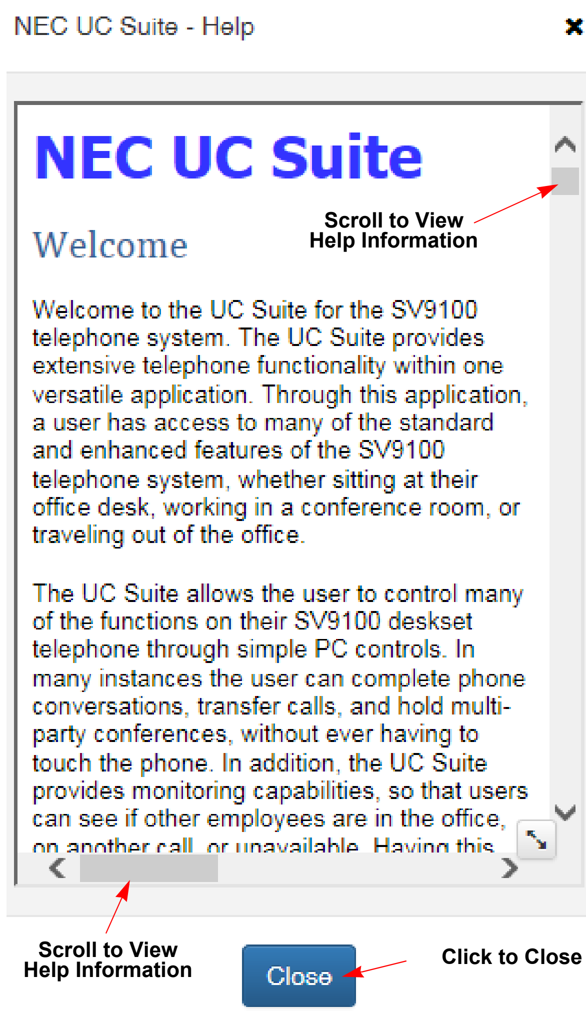
To access Help:

1. Click the down arrow or the extension number in the Main Menu bar.



2. When the menu is displayed, click **Help**.

3. When the Help screen is displayed, use the right and bottom scroll bars to view the information.

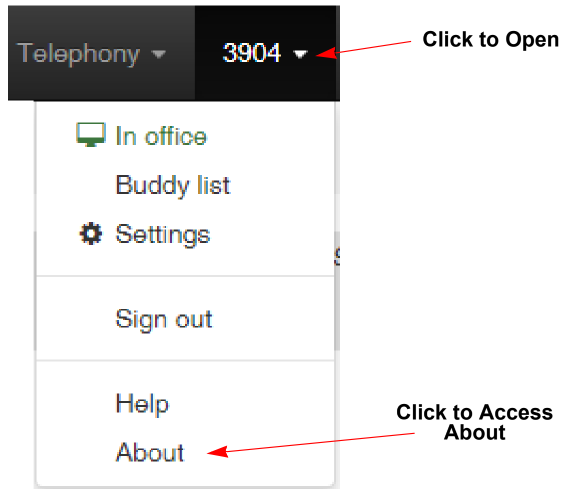


4. When you want to return to the Main Menu screen, click **Close**.

About

This option displays the installed version of UC Suite.

1. Click the down arrow or the extension number in the Main Menu bar.

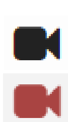


2. When the menu is displayed, select **About**.

3. The version screen is displayed. To return to the Main Menu screen, click **Ok**.

Icons Used in Web Client

UC Suite Web client uses a number icons. This section lists the icons and how they are used.

Icon	Icon Name	Description
	**Active Call/Off-Hook** **Incoming Call**	A non-flashing icon indicates the phone is engaged on an active call. A flashing icon indicates an incoming call.
	**Idle/On-Hook**	Indicates the phone is on-hook and not in use.
	**Unregistered Phone**	Indicates a device is not registered for the associated number.
	**Call Forward**	Indicates the phone is set to call forward.
	**Do Not Disturb**	Indicates the phone is set to Do Not Disturb.
	**Chat**	Indicates the contact is registered to chat.
	**Email**	Indicates the contact is registered to access email.
	**Incoming/Call**	This icon (green down arrow) is used in the Call History report and Active Call area to indicate an incoming call that was answered. This icon (red down arrow) is used in the Call History report and Active Call area to indicate an incoming call that was unanswered.
	**Outgoing Call**	This icon is used in the Call History report to indicate an outgoing call was placed.
	**Edit**	Indicates you can edit the associated item.
	**Video Call**	This icon is used in the Active Call area to indicate you can make and receive video calls. This icon is used in the Call History report to indicate a video call was placed. If the video icon is red, it indicates the video call was not answered.