



The following guide gives a description of the most commonly used features of UC-One on your computer. It is important to note that there are various service levels of UC-One, so some of the features below may not be deployed to your line. If you're interested in upgrading your service, please contact Telesystem.

UC-One lets you make calls from anywhere using the most convenient device. If you place a 911 call from UC-One, the 911 operator may not be able to identify where you are calling from, thus this service is not recommended for emergency use.

You must download and log into the application in order to use it. This guide assumes you have already done both. If you have not, find downloads and instructions at <https://www3.telesystem.us/uc-one-activation>. If you need your system credentials, ask your system administrator or contact Telesystem.

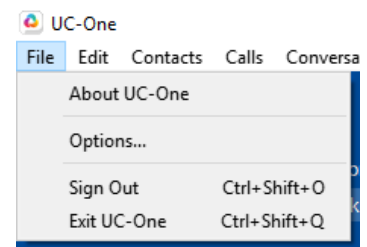
UC-One Signing In and Out

You must be signed into the UC-One desktop application to use its features.



To launch the installed application, choose the application from your start menu or click on the associated desktop icon. While running, the UC-One program may be minimized. Click on the icon in the taskbar or system tray to maximize the program.

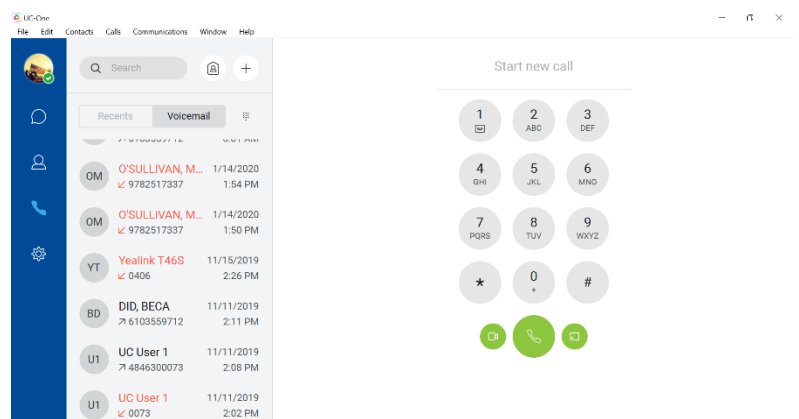
To sign out of the program, click *File* then *Sign Out* as shown to the right.





















Main Window- Getting Acquainted

The UC-One desktop sections allow you to quickly make calls, access contacts, create meetings and discussion spaces, send chats, and much more.

Some of the most common icons are introduced in the table that follows.

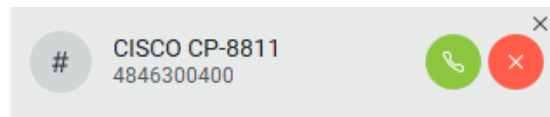




Icon	Explanation
	<p>My Information— click to view and update your profile information. Modify your <i>avatar</i>, manually input your <i>location</i> or allow your IP address to automatically show it, use the drop down to modify your <i>presence</i> status, or type in a <i>message</i> for your business contacts to view in the “What’s on your mind?” area. You may also <i>Sign Out</i> from this section.</p> <p>Presence statuses include:</p> <ul style="list-style-type: none">  Automatic - UC-One will automatically detect and change your status as appropriate.  Available- User is online and ready for communication  Away- User is online but has been idle or away from their computer for more than 10 minutes.  Busy – User is busy on a call, in a meeting, or does not want to be disturbed.  Offline- User is not logged into the UC-One client and the only available contact method is calling or leaving a chat message.
	<p>Messages Tab- view or resume previous chats, spaces, and room involvement.</p>
	<p>Contacts Tab— view and search your business directory contacts as well as any other integrated contacts. Mark contacts as favorites or allocate groups.</p>
	<p>Calls Tab- view <i>Recents</i> list of your missed, dialed, and received calls or manage your messages in the <i>Voicemails</i> section. This tab also will bring up the dialpad.</p>
	<p>Options Tab- Use for quick access to preferences and call settings such as call forwarding, going into dark mode, and more.</p>
	<p>My Room – This is your permanent collaboration space. You can invite attendees to join via webinar or audio only.</p>
	<p>Create – create a new chat, space, or contact.</p>
	<p>Call- (while looking at a contact) initiate a UC-One phone call with the selected contact.</p>
	<p>Chat- (while looking at a contact) initiate a chat conversation with the selected contact.</p>
	<p>Call from other device- (while looking at a contact) initiate a call with the selected contact that will be a ‘click-to-dial’ call (call from desk phone instead of UC-One application).</p>
	<p>Info- see all contact info for the selected contact (can also delete and import contact from the info screen).</p>
	<p>Video call- (while looking at a contact) initiate a video call with the selected contact.</p>
	<p>Email- (while looking at a contact) launch an email to the selected contact using your computer’s default email.</p>

Call Handling

Take a Call


When you receive a call to your business line or extension, UC-One will show you a notification within the application as well as a small pop-up box on the bottom right of your computer screen.








- **To answer the call, click** .
 - *If you were already on one call and answer a second, the other call will go on hold automatically.*
- **To reject the call, click** .
 - *If this is the only device logged into your business line, the call will go to your voicemail box. If you have other devices logged in such as a desk phone or cell application, those other devices will continue to ring.*

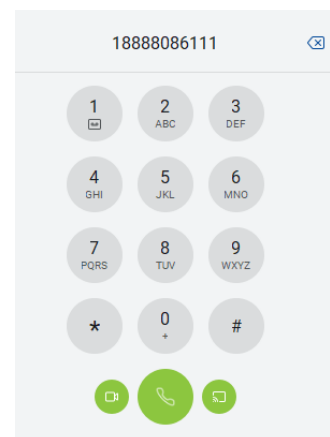
Make a call

Call Using Contacts:

- Select the Contacts  tab.
- Type in a search term to find the appropriate contact.
- Double-click to initiate a call from UC One or right-click to choose to initiate a call from UC-One or another device.

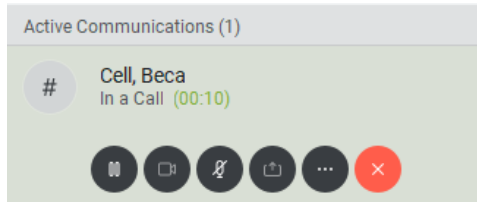
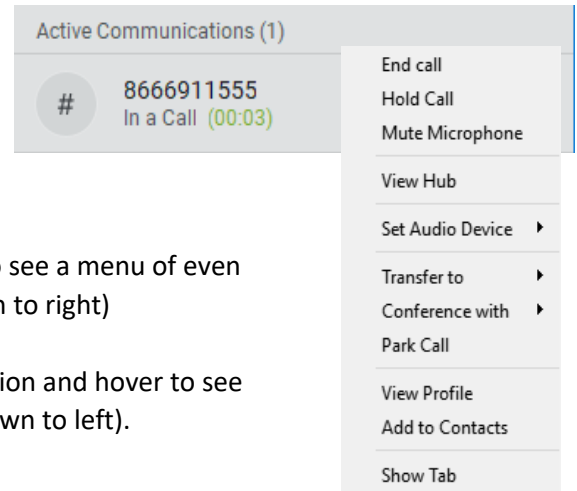
Call Using Dial Pad:

- Select the Calls  tab then click the dial pad icon  launch the keypad.
- Input the phone number.
- Click  to send a video call, click  to send a call through the application, or click  to initiate the call through a different device.




Active Call Controls

While on one or more active calls, the caller name and call timer will appear.




Right-click on the active call to see a menu of even more available options (shown to right)
or
Click once on the communication and hover to see icons of available options (shown to left).


End call

To hang up the call, click  or right-click then choose *end call*.


Hold Call

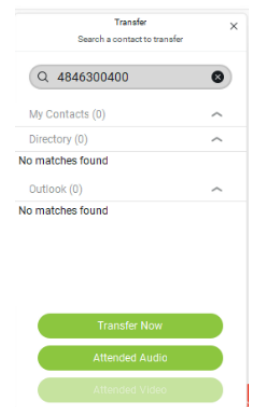
To place the current caller on hold on your line, click  or right-click then choose *hold call*.

Mute



To place the selected call on mute so that you can hear your caller, but they cannot hear you, click  or right-click then choose *mute*.

Transfer

- To transfer the selected call, either:
 - Click on the call then click 
 - Choose *Transfer*
 - Search for or input the destination you wish to transfer to
 - Choose *Transfer Now* to perform a direct (blind) transfer -OR- choose *Attended Transfer* to perform an announced transfer
 - Right-click
 - Choose *Transfer*
 - Choose *New* (or choose one of the other calls you already have on your line)
 - Type in a contact name or number to search or call
 - Choose *Transfer Now* to perform a direct (blind) transfer OR choose *Attended Transfer* to perform an announced transfer




Conference

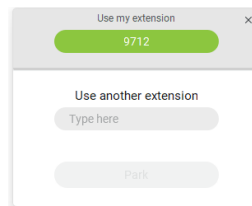
- To conference additional parties to the selected call:
 - Click on the call then click 
 - Choose *Conference*
 - Search for or input the destination you wish to join the call
 - Click *Call*
 - When the third-party answers, you will be speaking with them privately. Click  to join them into the call.

Please note that if you initiated the conference call and disconnect first, the call will end for all parties on the call.

Park

To park a live call:

- Click on the call then click 
- Choose *Park Call*
- In the pop-up box, click on your extension to use it or enter a new one to park the call upon.




More about call park:

A parked call is shared out to all the other phones in your business, so it can be retrieved from any phone set. Calls may be parked on any valid extension.

A parked call is visible on your desktop in the Active Communications area so that you can easily retrieve it, but only for the duration of the call park announcement. After the announcement is over, the parked call disappears from the Active Communications area (since the triggering call is disconnected). After the call disappears from the Active Communications area, the user must remember the extension to which the call has been parked to retrieve it using the Main window menu (or feature access code), unless the call was parked to the one's "own" extension. If the call is not retrieved after a certain time, then the server will recall the parked call back to the user that parked it.

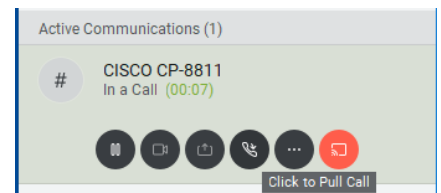
To retrieve a parked call:

- Select the Dial Pad  tab to launch the keypad.
- Input *88 followed by the extension which the call is parked on.

Call Pull

If you are on a call on a different device (for example, your desk phone), the active call will show in your desktop UC-One application as shown to the right.

To continue the call on your desktop application without interruption to the call, click the *call pull* button.



Other Live Call Options

While on a live call, you may also choose the following from the menu shown after right-clicking on the active call:

- **Set Audio Device**- choose which audio device to use for the call.
- **View Profile**- view the caller information (name, number) and save to your directory if not already an existing entry.
- **Add to Contacts**- saves the caller information to our contacts.

Messages Tab

If enabled, the Messages tab consolidates all your direct and group chat conversations in one place, allowing you to pick up where you left off or begin a new conversation.


Messages Overview

UC Chat and Meet are both enabled on your account, you will see up-to three types of Messages in this tab:

- **Direct Messages**- People can get in touch with you in UC-One by sending messages directly to you. When you do, that conversation remains between the two of you. You can't add other people to the conversation later. This is also known as “chat” or “instant message”.
- **Spaces**- You can create a permanent space to allow a group to consistently communicate with each other. This is called a Space. It is especially useful for teams that have common and continual communication with each other.
- **My Room**- always available, permanent room you can use to communicate with anyone that joins the room. The moderator and attendee communication can be a mix of voice, video, and screen sharing.

The history of all types of messages appears in the Message tab. Click on a historical communication to pick up where you left off.



To begin a new Space or Direct Message:

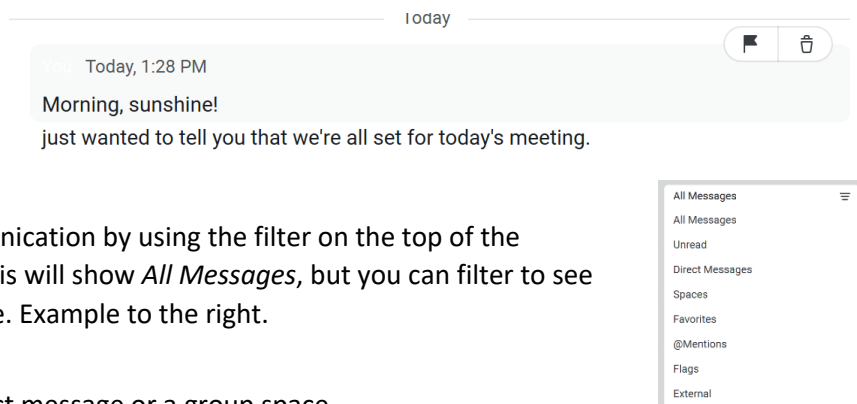
- Click the add button  on the top
- Choose *New Message* or *New Space*
- Start typing the user's name in the universal search box that appears on the right and select the one you wish to send a message. You can add more than one contact if you wish to have a group join.
- Enter the message in your chat bar then hit enter.

You can also initiate a direct message from any other place in UC-One that shows the user contact.




Options available while chatting include:

All your historical chats and spaces will show in the Messages section on the right. Here are some pointers:

- **Bold** messages indicate something is unread in your Messages list.
- **Delete** or **flag** the message for follow up by hovering over the message and choosing the associated option (see example to the right).
- **Filter** to certain types of communication by using the filter on the top of the Messages section. By default, this will show *All Messages*, but you can filter to see only *Unread* messages and more. Example to the right.
-  **Attach a file** either to a direct message or a group space.
- Insert an **emoticon**  to add some lighthearted pictures to your communication.



Chat Options Cont.

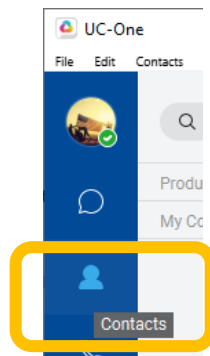
-  **Share your screen** with the group.
-  **Review all files** added to a group space
-  **Review the current participant list** for a group space and add new participants.
- Use an **@ mention** to draw a certain group space participant's attention to your comment.

UC-One SMS Messages

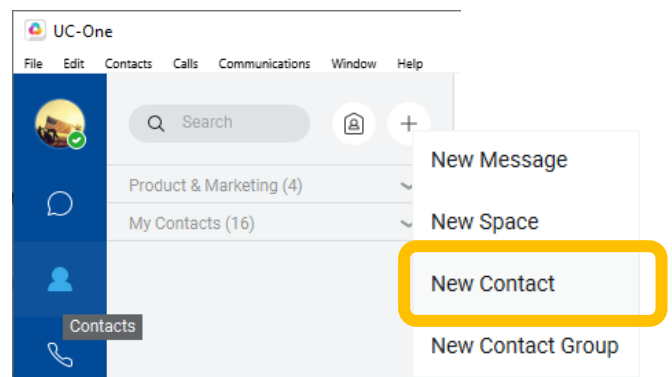
If the SMS UC package is enabled, the UC-One desktop application can send and receive SMS (text) messages in a similar manner to normal Chat conversations. **The key to sending a new SMS message is that the contact must be created with the IM Address completed properly.** Please see below for basic instructions on adding a contact and sending an SMS to a created contact.

To add a contact:

1. Select the **Contacts** tab



2. Click the **+ Add** button then select **New Contact**



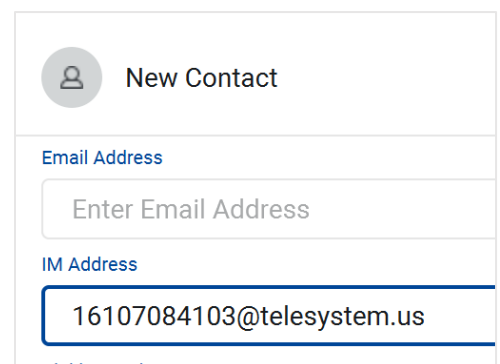
3. Input the contact information, being sure to include the IM address field.


The IM Address field must follow this format:

1 + phone number + @telesystem.us

For example, if the cell phone number is 6107084103, the IM address field must be 16107084103@telesystem.us as shown to the right.

4. **Save** the new contact.

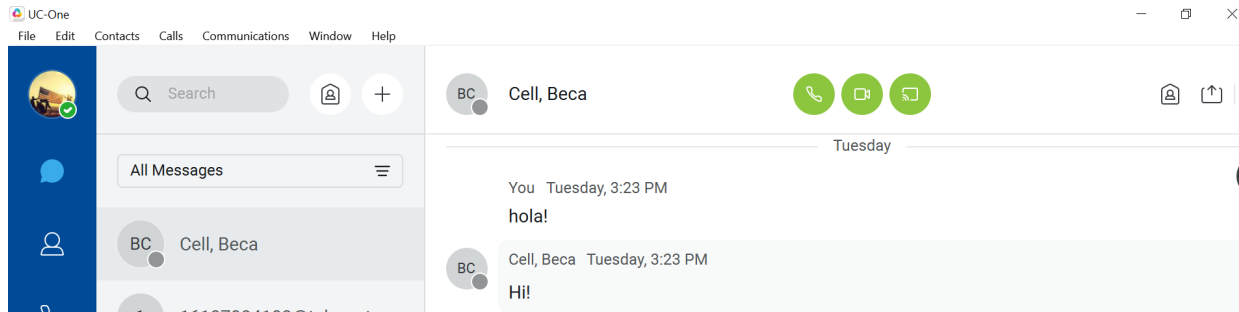


 New Contact
Email Address
<input type="text" value="Enter Email Address"/>
IM Address
<input type="text" value="16107084103@telesystem.us"/>
Dial-In Number
<input type="text"/>

To send a new SMS message:

1. Select the **Contacts** tab
2. **Search** for the contact
3. **Right click** on the contact then choose **Chat**
4. **Send** a chat from the chat screen as normal

Like all recent chat conversations, you can pick up where you left off in the UC-One **Chat** tab.

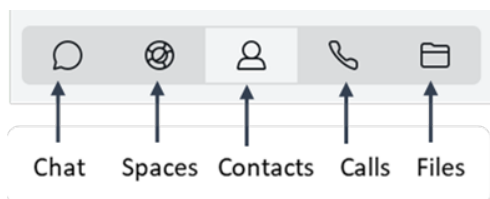


Contacts Tab

Use the universal search at the top of the contacts tab to search for contacts, messages, or content within your UC-One history.




You can home in on specific results by clicking on one of the available search types. For example, if you are searching for a contact, click on the contact header.





All relevant entries for the search will appear below.

Calls Tab

 The calls tab allows you to manage recent phone calls and messages and access the dial pad.

Recents shows the most recent call history across all of your devices. Missed calls appear in red text. Select a call to see its details or call back.

Voicemail select the Voicemail tab to manage voicemails left on your account.

- If new messages are received, a red dot will appear on the Voicemail tab header  and a red dot with a number will appear in the tab icon .
- **Bold** messages are unheard

- Messages are saved in your account across all devices. If the message is deleted from your desktop application, it will also be deleted from your mobile application and desk phone.
- Deleting the message from the application will not delete any email copies of the voicemail (if set up).
- Messages are retained for 30 days.
- To record or re-record your own voicemail greeting, Select the *Dialpad* - input your own extension or phone number – send the call – enter your PIN when prompted.

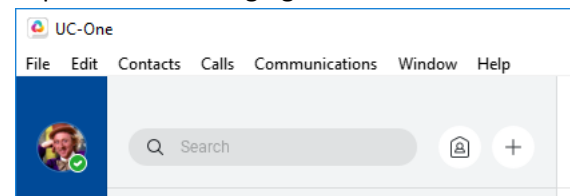


Dialpad exposes the dialer in the right pane and may be used to send a voice or video call to a number or extension of your choice.


My Room

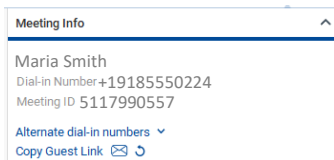
My Room is an always available, permanent room you can use to communicate with both internal and external persons that join your room. Many of the features within *My Room* overlap that of *Spaces* and *Messaging* above.


Click the **My Room**  icon within the application to join your room.



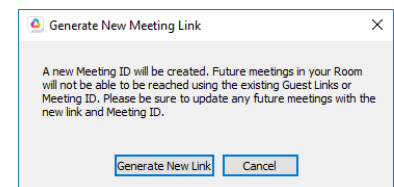
Invite/add others to your room:

- For other users in your enterprise that have UC-One:
 - Drag and drop the contact from the *Contacts* list into the *My Room* tab
 - Alternately, the user can look you up in their contact list, right click, then choose *Join Room* to join the room themselves or hover over the contact and click on their *My Room* button.
- For guests or users that do not have UC-One:
 - Send your meeting information to external users. The meeting info shows in the top right of the UC-One screen. Click [Copy Guest Invitation](#) to copy the link and paste into an email. Alternately, click  to send an email via Outlook with all meeting information included (URL and Dial In phone number).



When the *My Room* tab is open, it will display your meeting information. This meeting information will remain the same unless you click  to generate a new meeting link.

IMPORTANT: upon generating a new meeting link, the old link will become inactive. Therefore, any future meeting attendees must be given the new link.



While moderating a My Room meeting, the top right toolbar will allow you to:



Connect to the meeting via audio through the UC-One client.



Connect to the meeting with video.



Connect to the meeting via audio through a different device.







Share PC screen or a specific application during the meeting.



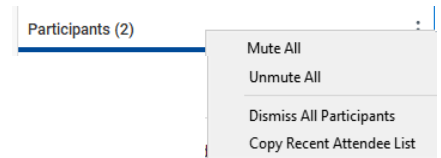
View the current participant list

If you have connected via audio through the UC-One client during a meeting the call control box will allow you to:

-  End a call
-  Hold
-  Mute
-  Uplift into a video call (if available)

Other moderator controls may be accessed by clicking the  More link in the Participants pane:

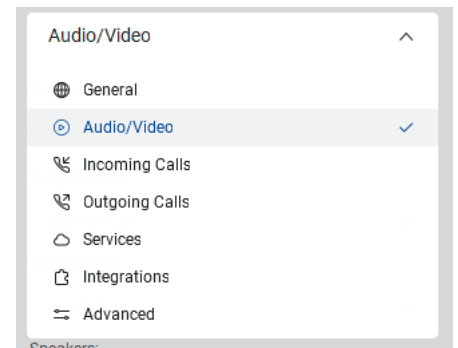
- **Mute All** participants in the room
- **Unmute all** participants in the room
- **Dismiss all** participants in the room
- **Copy Attendee** List for the current room roster



Options Tab

Access many additional features and settings by navigating to the Options  tab.

The tab's sections may be accessed by clicking the drop-down arrow to the right of the heading name.



General- access basic language, login, notification, and accessibility settings.
Enable or disable dark mode appearance for the application.

Audio/Video- modify all audio and visual settings.

Incoming Calls- manage incoming call settings such as do not disturb and other forwarding.

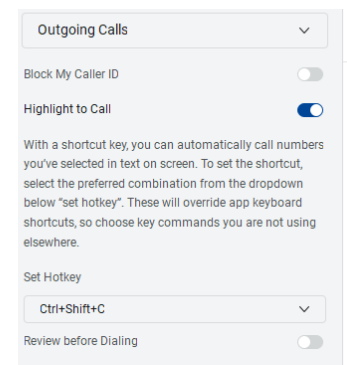
Outgoing Calls- manage caller ID settings and enable the popular *highlight to call* feature. The highlight to call feature allows you to highlight a phone number on your computer screen in most programs then use a hotkey to dial through the app.

Services- manage default services in this section and log in and out of call center.

Team Telephony is often one feature that is important to understand. Any users you've configured on your handset as BLF buttons will be a part of your team telephony group. The UC-One application monitors their status and alerts you to changes in their line should you choose to keep these settings enabled.

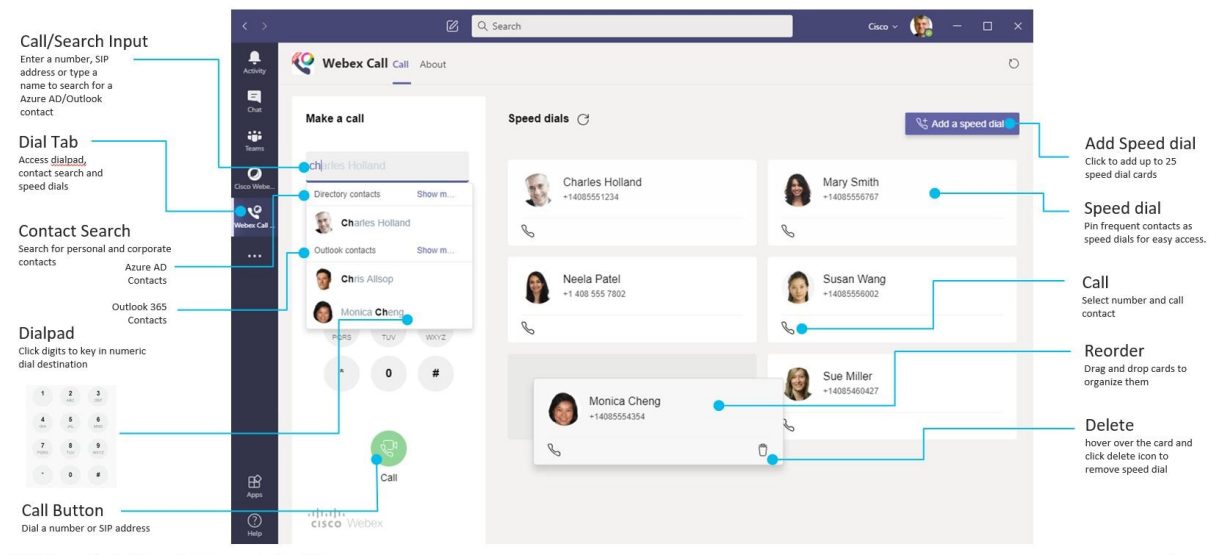
Integrations- manage any notable integrations. In particular, you can enable Outlook Contact search as an especially useful feature if you use Microsoft Outlook to store your external contacts.

Advanced- the Telesystem support team may ask for you to send them specific call logs as part of their troubleshooting process. Should that be necessary, this section will allow you to download and send those logs to them.



Other Features: Microsoft Teams Add-In

Other Features associated with UC-One include the MS Teams Desktop add-in. Enhance your Microsoft Teams experience by installing an Add-In that lets you launch the UC-One Softphone application for voice and video calls from Microsoft Teams.



For Microsoft Teams Users – Easily make calls with Microsoft Teams

Call using a dial pad or turn a chat conversation into a call using Microsoft Teams for Windows or Mac. Call your Azure directory and Outlook contacts and add these contacts as speed dials. See the steps below for more information. Instructions on making a call using the dialpad or from a 1-to-1 chat are below.

First Time Users – Permissions

When you first use this app (or sign out of Microsoft Teams) you're asked to grant permission to search contacts and interact with Microsoft Teams. Configuration steps and recommended settings are found at the end of this guide.

For Administrators – Configure Webex Teams Calling for Microsoft Teams

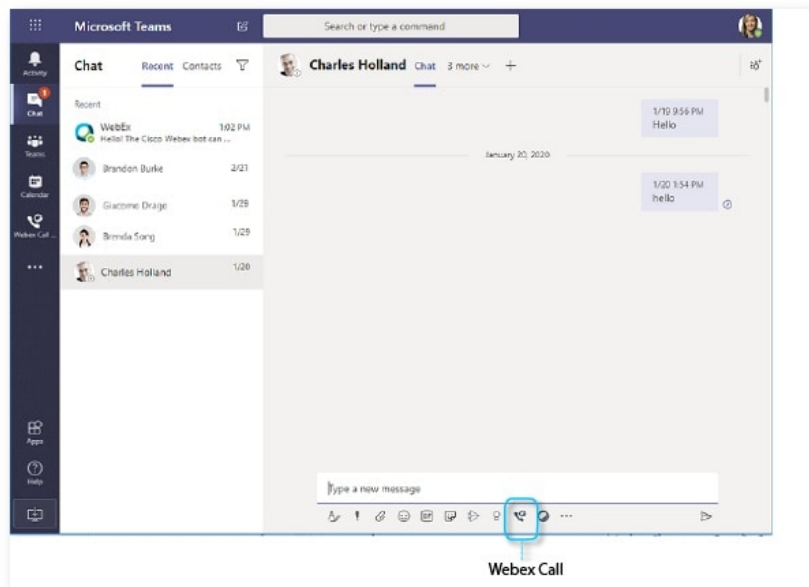
Refer to the configuration guide for UC-One Add-in for Microsoft Teams to help with the initial setup for the client configuration. Configuration steps and recommended settings are found at the end of this guide.

Make a Call Using the Chat Tab in MS Teams

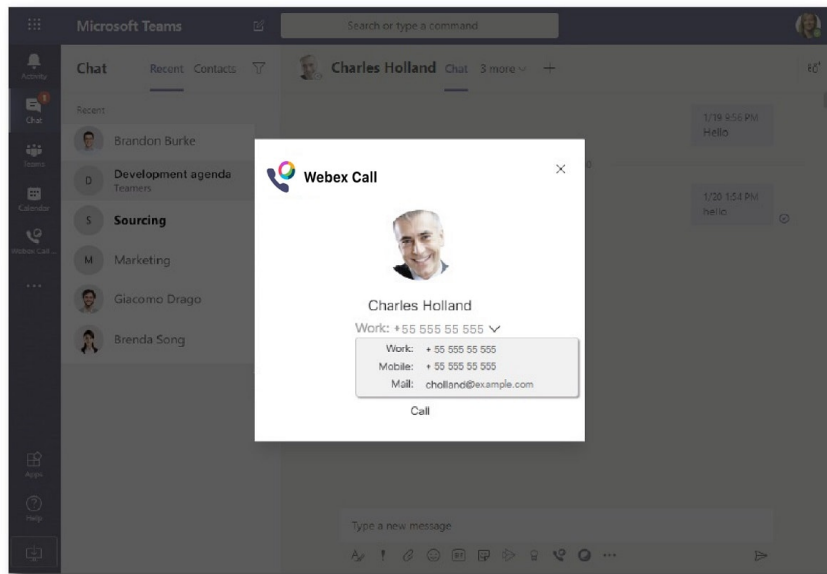
Before you begin

Make sure your administrator or your team space owner has installed the Webex Calling app in Microsoft Teams. If it's installed, you'll see the Webex Call icon in the app bar. Also make sure you have UC-One running and logged in on the computer you are using.

1. When you're chatting with someone, click **Webex Call** at the bottom of the window.



2. Select the default number under the contact to get more calling options in the drop-down menu.



3. Click **Call**. The UC-One app will open in a new window and begin attempting to connect your call.

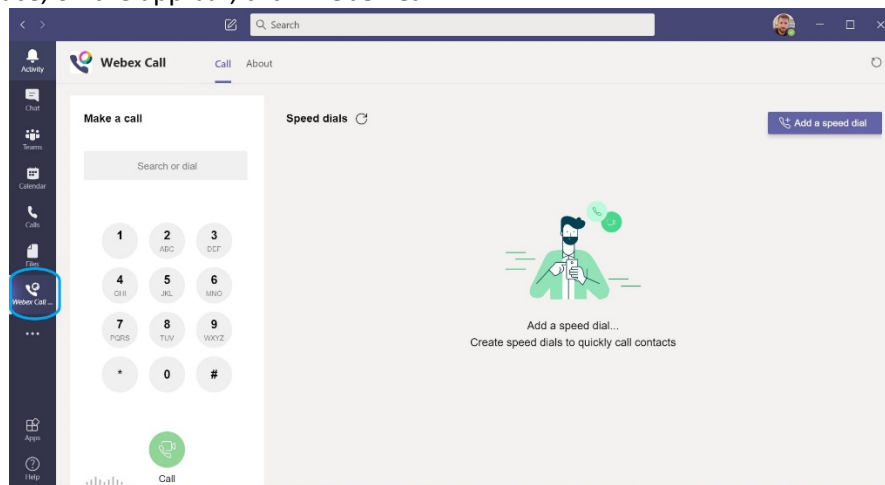
Make a Call Using the MS Teams Dial Pad

You can make a call to a number, Azure directory or Outlook contact using the UC-One Add-in for Microsoft Teams using the Webex Call dial pad.

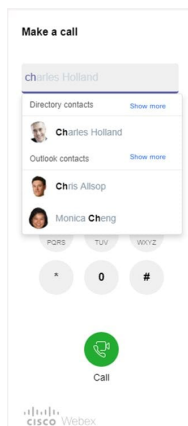
Before you begin

Make sure your administrator or your team space owner has installed the Webex Call app in Microsoft Teams. Also make sure you have UC-One running and logged in on the computer you are using.

1. In the team space, on the app bar, click **Webex Call**.



2. Start typing a name or telephone number of the person you want to call. If you type a name, it will search your Azure directory as well as your personal Outlook contacts.

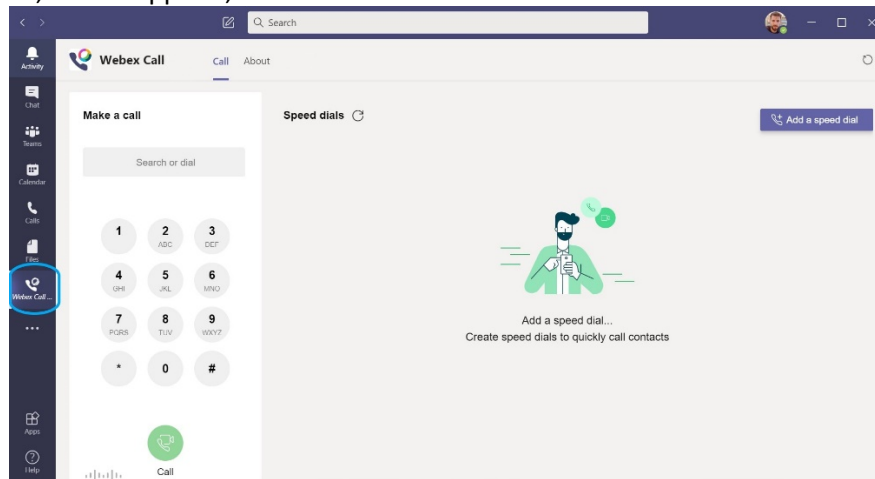


3. Click on the suggested contact you want to call.
4. Click **Call**. The UC-One app will open in a new window and begin attempting to connect your call.

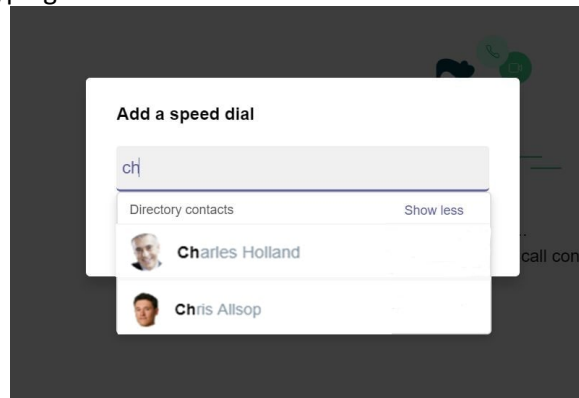
Speed Dials for Webex Teams Calling in MS Teams

Add and manage up to 25 contacts as speed dials from your Azure directory and Outlook contacts, so you can call your most frequent contacts quickly and easily with your UC-One Add-in for Microsoft Teams. The Webex Calling app will save your speed dials to your Microsoft 365 profile. The indicator next to the speed dial title will indicate when speed dials are being saved to the Microsoft cloud.

1. In the team space, on the app bar, click **Webex Call**.



2. Click **Add a speed dial**.
3. Search for the contact by typing their name.



The search results show both Directory and Outlook contacts.

4. Click on the contact, then click **Add**.
5. Manage your speed dials in the following ways:
 - a. **Arrange your speed dials on the screen** – Click and drag your speed dials to change the order of how they appear on the screen.
 - b. **Remove a speed dial** – Click on the trash can icon to delete a speed dial.

Configuration for UC-One Add-In on Microsoft Teams

Before you begin

- Verify that users have activated accounts for UC-One and they should be successfully able to utilize the UC-One app for making calls.
- Make sure your users have the UC-One desktop app installed and are logged in.
- Make sure you have Administrator rights for Microsoft Teams
- Make sure users' phone numbers are updated in the Azure Active Directory

Administrator- Setting up Permissions

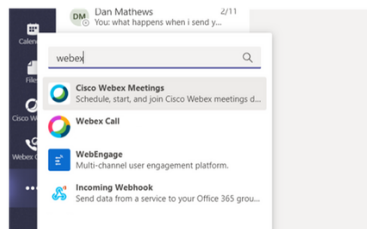
Go to Microsoft Teams Admin Center.

- From the menu on the left, click **Teams Apps > Manage Apps**.
- In the search box, search for **Webex Call**, and in the search results, click on the app name.
- Toggle on the app status to **Allowed**.
- From the menu on the left, go to **Teams apps > Setup policies**.
- Select the policy for your organization.
- Click **Add > Add Apps**, then search for Webex Call and click **Add**. Click **Add** at the bottom of the screen to confirm.
- Click **Save**.
- It can take up to 24 hours for changes in Microsoft Teams to take effect.

User- Settings

Make sure your administrator or your team space owner has installed the **Webex Call** app in Microsoft Teams. If it's installed, you'll see the Webex Call icon in the left panel/bar or if you select the three dots in the left panel/bar and search for Webex Call.

Clicking ●●● allows tabs to be added to left bar

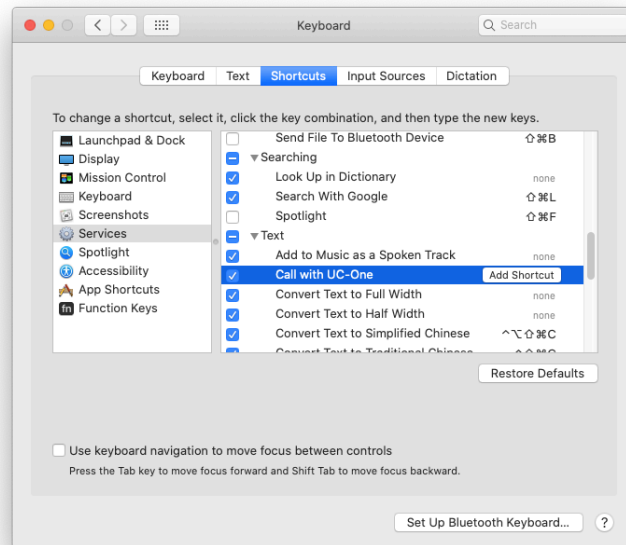


Windows Users

For Windows, when you make the first call, you may have to set UC-One as the default calling app after you click the phone number of the person you want to call. Make sure you select the **“Always use this app”** checkbox.

Mac OS X Users

Click on **Microsoft Teams** in the menu bar and go to **Services > Services Preferences...** Under **Services** locate the **“Call with UC-One”** check box and enable it. Then close out of the preferences.



UC-One Settings/Options

The following settings in UC-One are recommended for the user:

- Under **Options > General**: Enable auto-starting UC-One by selecting “run program when system starts” and “save login” options.
- Under **Calls** menu, select “**Dialing Service**” to set default calling type – audio or video or call from phone.
- Under **Outgoing Calls**, disable “Review before Dialing” to allow the call to automatically send if desired.