COMMUNICATOR

Quick Reference Guide Template
UC-One Soft Client (Desktop or Mobile)

Installation on a Phone

1. Go to Google Play or the Apple App Store.
2. Search for "UC-One 2015" and then select "UC-One 2015".
3. Select "Get" or "Install".
4. Start the UC-One Communicator application.
5. If you are using the reference client, provide the device configuration address:

   https://ws1-tor.broadconnect.ca
6. The client also asks for a user name and password. For this, use your BroadWorks login credentials.

Installation on a Desktop

1. The Desktop client is available at:

   https://www.broadconnect.ca/downloads
2. Double-click on **WINDOWS** or **MAC** and then follow the installation instructions.
3. Start the UCOne Communicator (BTBC) application.
4. Provide the Xtended Services Platform (Xsp) configuration address:

   https://ws1-tor.broadconnect.ca
5. The client also asks for a user name and password. For this, use your BroadWorks login credentials.

Start and Sign In

If you have enabled automatic login (*Sign-in automatically*), then after the client starts, you automatically go to your *Contact List*. If you have not enabled automatic login, then click **OK** in the *Sign-in* window. The previously-used user name is automatically remembered. The password can be automatically remembered as well.

User Interface Layout of the Desktop Client
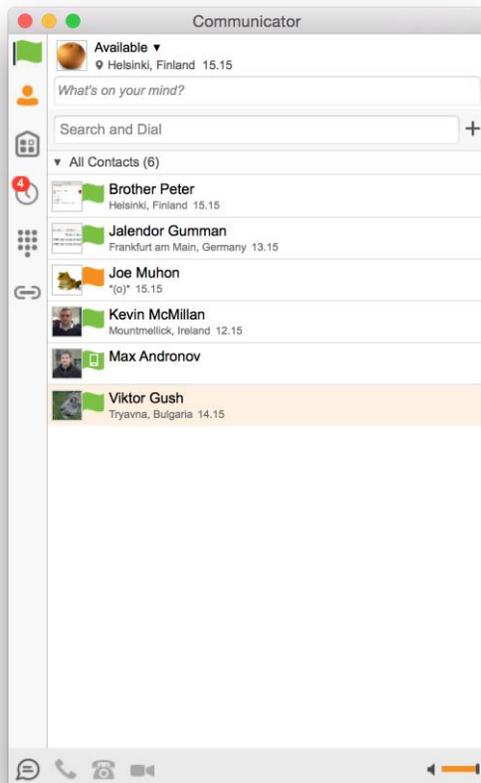
Important Icons

Click this left-pane icon to change your presence, including your avatar. You can also see your detailed presence.

Click this left-pane icon to view your contacts. Right-click also provides filters.

My Room is your permanent communication room. Participants can dial in to your audio bridge.

Click on *History* view in the left pane to look at previous chats and calls. You can easily start communications here.

Show all contacts in the full enterprise directory, when enabled.

Use the dial pad to send DTMF tones, such as conference PINs.

Add a contact to the Contact List, which also appears in the search results.

Start a chat session.

Make a call using the Desktop client (VoIP call).

Make a call using your desk phone.

Make a video call.

When you start the client for the first time, your contact list is empty. You can use the search field to find people and then directly add them from the search results to populate your Contact List. You can also manually add contacts using the **Add Contact** button.

User Interface Layout of the Android Client
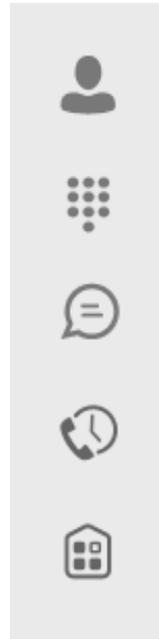
The **Contacts** tab displays your buddies, local, and directory contacts. You can add, edit, and delete buddies, or search for contacts in the enterprise directory.

The **Call** tab displays the dial pad. From the dial pad, you can call any given number. A long press on "1" on the numeric pad calls your voice mail.

The **Chat** tab shows chat messages. You can exchange chat messages with other users.

The **Call History** tab shows your call history. You can filter between all calls and missed calls.

My Room is your permanent communication room. Participants can dial in to your audio bridge.

Making Audio and Video Calls

You can make audio and video calls from the:

- Contact list
- Contact card
- Call history
- Dialer

Android

Desktop

During a call you can:

- Adjust the volume.
- Provide (DTMF) tones.
- Mute the microphone.
- Adjust volume.
- Put a call on hold or e.g. transfer via menu button on bottom right.

Adjust Desktop Client Microphone and Loudspeaker Settings

In the desktop client, to choose an audio device, you choose *Preferences* in the main menu (under BroadSoft logo in Windows and on the Main menu on a Mac).

You can also select a different default audio device in Windows using the Control Panel. On Mac, it is in the System preferences for "Sound".