



UBITY UC DESKTOP – MAC EDITION USER GUIDE

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1 – GETTING STARTED

1 STARTING UBITY UC DESKTOP

Install Ubity UC Desktop

Verify the status of your extension on the Ubity web interface in **Management > Extensions > My extension**. Next to your extension you will see the UC symbol.

If the UC is not activated on your extension, please contact the administrator of your account so that he can place an email request to our technical support at support@ubity.com to activate it.

Note: The activation of UC can generate additional monthly costs.

Download the appropriate setup executable file of Ubity UC Desktop for your computer via **Install UC Software** and follow the prompts in the install wizard.



Start Ubity UC Desktop

Start Ubity UC Desktop as you would any other program. The **Ubity UC Desktop Login** dialog appears.



2 IDENTIFY YOURSELF

Once the software is downloaded and installed, and you have started it by double-clicking the Ubity UC Desktop icon, you will be asked for a username and password. These credentials are the same as the ones you use on Ubity’s web management portal, commonly referred as **Studio** (<https://studio.ubity.com>).

Username: the username used to log into the Ubity management portal

Password: the password used to log into the Ubity management portal

If you don’t yet have a password, or can’t remember your password, you will have to request a new one by clicking on the “**Recover your password**” link on **Studio**’s login page (at the address above).

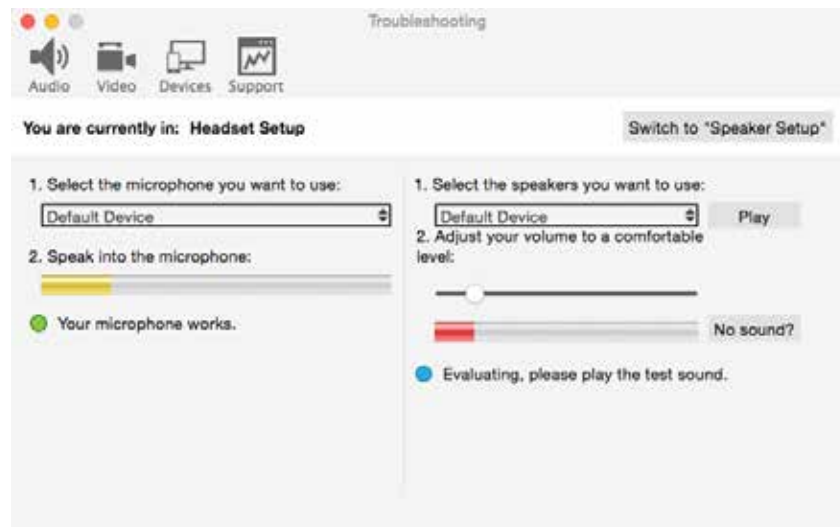
By checking the **Remember password** box, you will be automatically logged in each time you launch the software, without having to enter your username and password.



The image shows a screenshot of the Ubity UC Desktop login window. The window title is "Ubity UC Desktop". It features the Ubity logo (a green square with a white grid) at the top. Below the logo, the text reads "Welcome to Ubity UC Desktop!" followed by "Please sign in using your Ubity UC Desktop credentials". There are two input fields: the first contains the email address "cbeau@ubity.com" and the second is a password field with masked characters "*****". Below the password field, there are two checked checkboxes: "Remember login information" and "Sign in automatically". At the bottom, there are two buttons: "Sign In" and "Cancel". Below the buttons, there are two links: "Forgot your password?" and "Need help logging in?".

3 TEST YOUR EQUIPMENT

It is important to make a test call to ensure that your microphone, your headset and / or your camera work correctly. If this is not the case, you should contact an IT manager to help you set them (See “**Testing Audio Devices**”, “**Testing Audio Quality**” and “**Testing Video Quality**” on pages 46-48).



4 MAKING A FIRST CALL

Try making calls with your new phone (page 10).

Having Troubles?

Ubuty UC Desktop includes tools for helping you troubleshoot problems. From the menu, choose **Help > Troubleshooting**.

- **Audio** tab: While you are on a phone call, you can test the quality of the audio. Note that to perform a valid test, you should be on an established call (not a call attempt).
- **Video** tab: You can verify that your camera is working.
- **Devices** tab: You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to actually place a phone call.
- **Support** tab: If none of the other tabs help you solve your problem, you can create logs of your activity and send them to customer support.

5 SETTING UP NOTIFICATIONS

Ubyty UC Desktop uses OS notifications. Make sure that the notifications are set up for Ubyty UC Desktop in system preferences.

From the menu, click **Apple logo** > **System Preferences** > **Notifications**. In the notification center, choose Ubyty UC Desktop. Choose **Banner** or **Alerts** for the alert style. For details on incoming call notifications, see page 13.

6 QUITTING UBITY UC DESKTOP

To quit Ubyty UC Desktop, choose **Ubyty UC Desktop** > **Quit** or press the **Apple key + Q**.

7 CHECKING FOR UBITY UC DESKTOP UPDATES

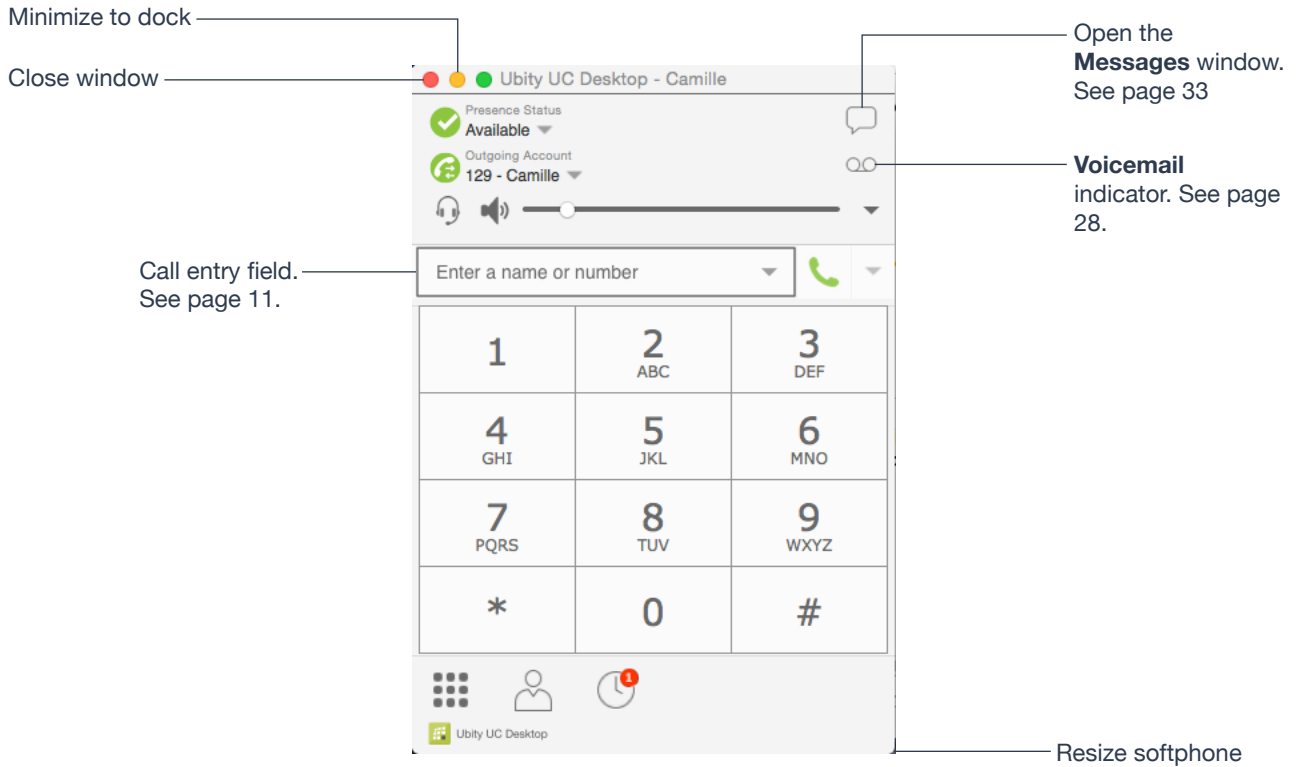
If you are in an enterprise, your system administrator should tell you about the policy for checking for and installing upgrades.

To check for updates to Ubyty UC Desktop, choose **Help** > **Check for updates**. The **Auto Update** window appears.

- If a new version of the software is available, you can download it from this window.
- If no newer version is available, this window informs you that your version is up to date.

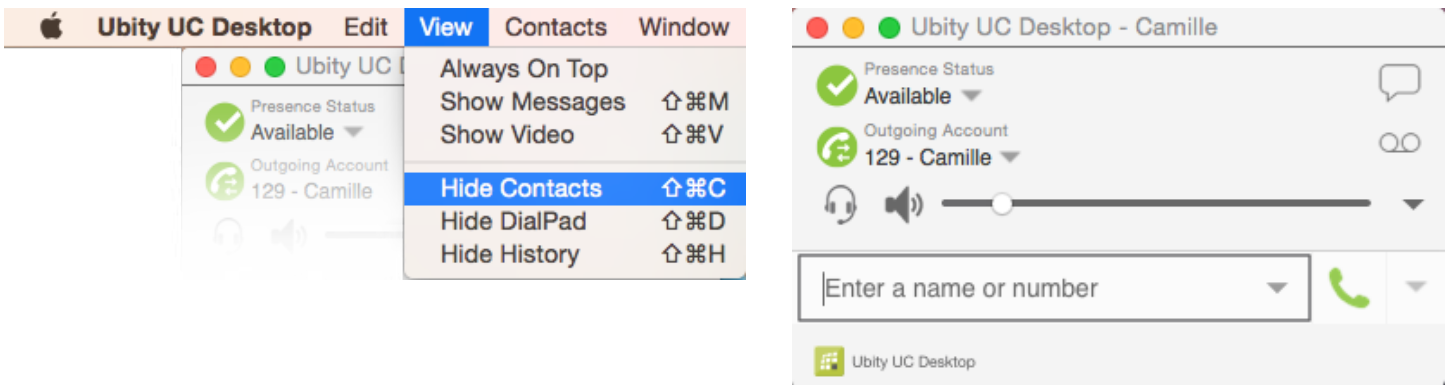
2 – MAKING PHONE CALLS

1 THE ONSCREEN SOFTPHONE

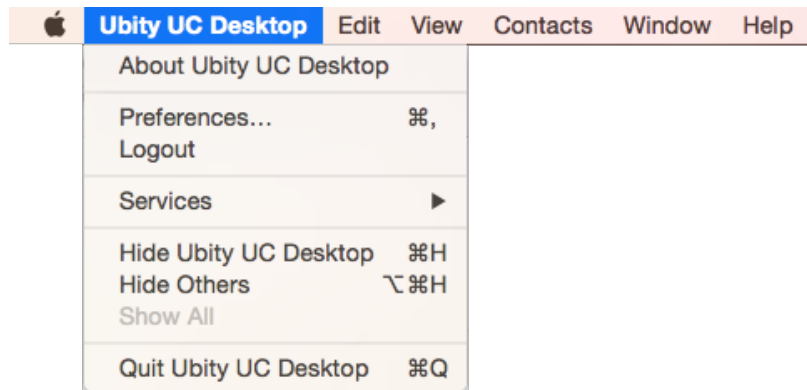


Compact View

To create this compact view, go to Ubyty UC Desktop, click **View** and hide all the resources tabs including the **Dialpad**.



2 THE UBITY UC DESKTOP MENU



The menu contains the following items that are specific to Ubity UC Desktop:

- **Ubity UC Desktop > Preferences.** See page 49.

Sign Out

To log off and minimize Ubity UC Desktop to the system tray. If you click the Ubity UC Desktop icon in the status bar, the **Login** screen appears. This menu item does not appear if you have configured Ubity UC Desktop for no login.

View

Changes how Ubity UC Desktop looks. Also lets you view the messages (see page 33).

Contacts

Lets you work with contacts.

Help

Provides access to various service-related features.

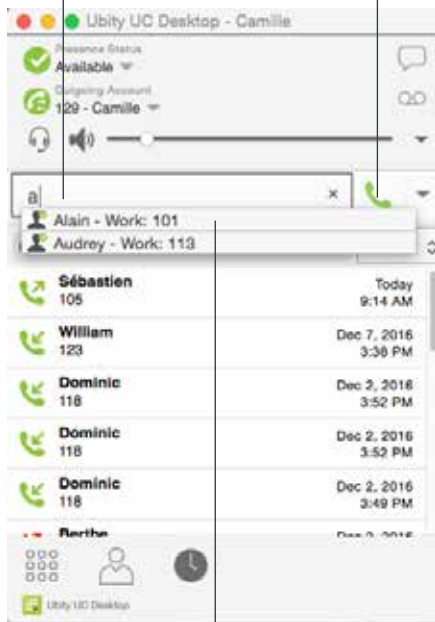
3 PLACING A CALL

Place the call as described in the table below. The outgoing call opens in its own call panel, below any other existing call panels. You will hear a ringing tone while Ubyty UC Desktop attempts to make a connection.

Option	From the...	Description
Keying	Dialpad or computer keyboard	<p>1 Enter the number or address in the call entry field using the dialpad or the computer keyboard. To turn letters to numbers, see page 12.</p> <p>As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing.</p> <p>2 Click the Call button or press Enter.</p>
Control-click a contact	Contacts tab	<p>Control-click an entry from the Contacts tab and choose Call or Video Call.</p> <p>(If the tab contains lots of entries, first search or filter the list.)</p>
Double-click a contact	Contacts tab	Contacts have a “double-click” action that either makes an audio phone call or starts an IM.
Single-click a contact	Contacts tab	Hover over the right side of the contact to reveal the click-to-call button. Click to place a call using the primary phone number for this contact.
Redial	Redial button	<ul style="list-style-type: none"> • When the call entry field is empty, click the Call button. • Or click the arrow in the call entry field and select a recent call. <p>An audio call is placed.</p>
Dialing	Dialpad	<p>1 If the dialpad is not visible, click the Phone button at the bottom.</p> <p>2 Click the numbers on the dialpad to enter the phone number.</p> <p>3 Click the Call button or press Enter.</p>
From an instant message	Messages window	Click the menu at the top of the Messages window and choose Call .

Call entry field

The **Call** icon. Clicking the down arrow gives you more call options, such as video call or conference call.



Auto complete suggestions. Ubity UC Desktop makes a call as soon as you choose the suggestion. You can change this behavior so Ubity UC Desktop does not dial until the **Call** button is pressed.



For information on working with the call, see “**Handling an Established Call**” on page 15.

Selecting the Account to Use

This information applies only if you have more than one SIP account set up and enabled.

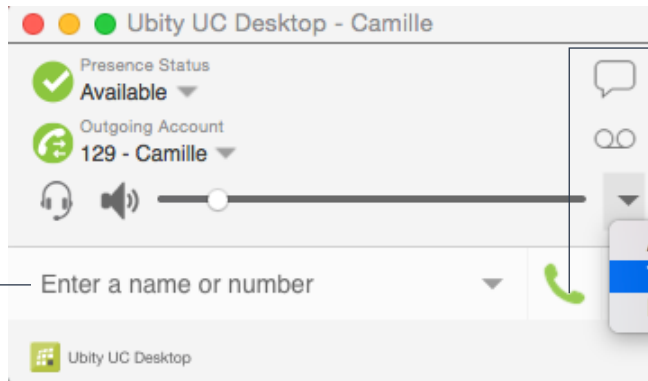
When you place a call, you can explicitly specify the account to use for that call.

The account selection options appear only if you have two or more SIP accounts that are enabled and being used for phone calls.

Letters to Numbers

You can type letters and Ubyty UC Desktop will convert the letters to numbers when placing the call :

Turn **Letters-to-numbers** on or off.



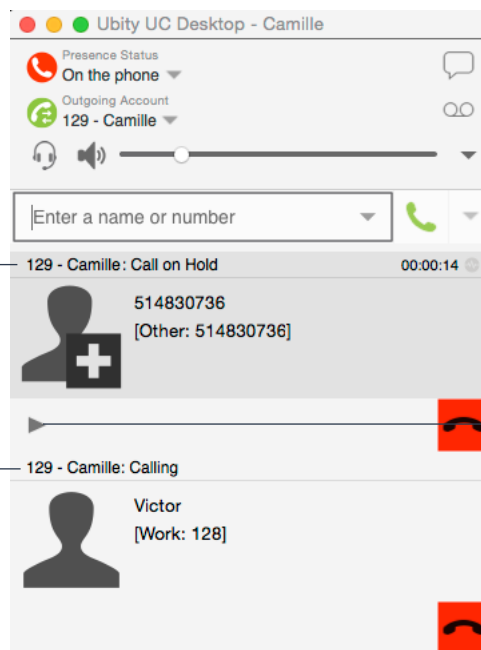
When you click **Call**, the call panel will open and the call will be placed. The call panel will show the phone number all in digits.

Type the phone number using numbers and letters, as desired

Placing another Call

You can place another call. There is no limit to the number of calls you can make, although eventually the quality of audio and video will degrade because of limitations on the computer.

Place the call in the usual way.



Existing call is automatically put on hold

New outgoing call

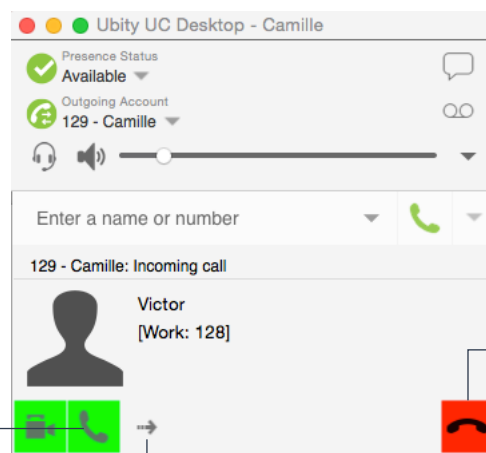
Switch between the different calls by clicking **Resume** on the desired call panel. That call becomes the active call and all other calls are on hold.

4 HANDLING INCOMING CALLS

Ubyty UC Desktop must be running to answer incoming calls. (If Ubyty UC Desktop is not running, incoming calls may be directed to voicemail; check with your VoIP service provider or system administrator.)

When Ubyty UC Desktop is in the foreground, the new call appears in its own call panel. When Ubyty UC Desktop is in the background (the focus is on other application), the incoming call notification appears in the upper-right corner. To receive notifications, make sure that you configured both system preferences on Mac OS as well as Ubyty UC Desktop's alerts preferences (page 50).

When Ubyty UC Desktop is in Foreground



Click the **Call** button. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.

Or click **Forward**; a call entry field appears. Enter the name or number to forward to and click **Forward Now**.

Or click the **End** button. There will be a busy signal. The call may be directed to voicemail (if you have this service).

When Ubyty UC Desktop is in Background

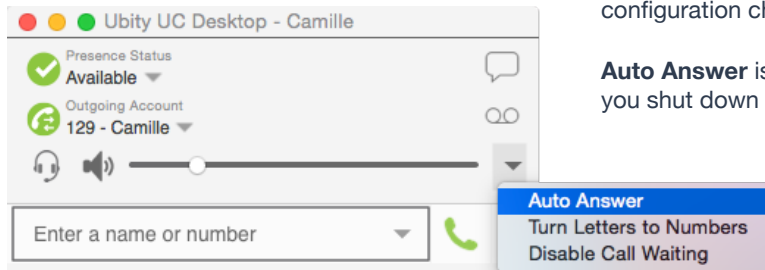


The Alert shows **Answer** and **Decline** buttons.

The notifications do not indicate whether the incoming call is an audio or video call. If the incoming call is a video call, Ubyty UC Desktop will answer with video.

Auto Answer

Turn **Auto Answer** on or to set Ubity UC Desktop to automatically answer all incoming calls.



Auto Answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose **Preferences > Calls**.

Auto Answer is automatically turned off when you shut down or log off.

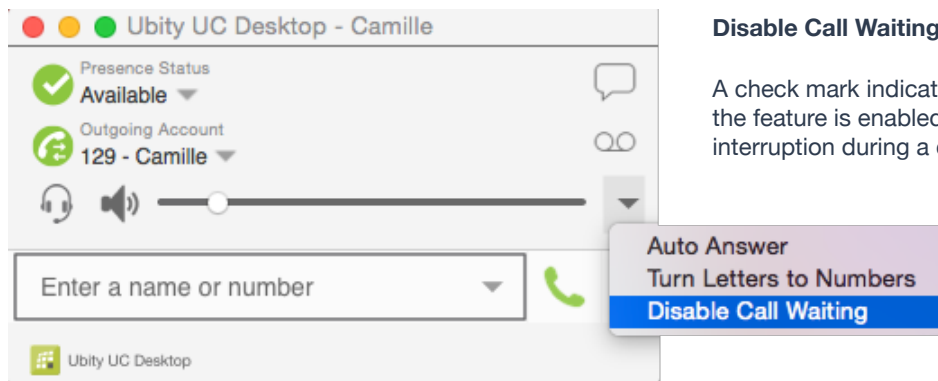
Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose **Preferences > Calls**.

Auto answer is automatically turned off when you shut down or log off.

Disabling Call Waiting

You can turn on **Disable Call Waiting**. If on, when you are on a call, any new incoming call will go straight to voicemail or will ring as busy (to the caller). In this way, you are not distracted by incoming calls.

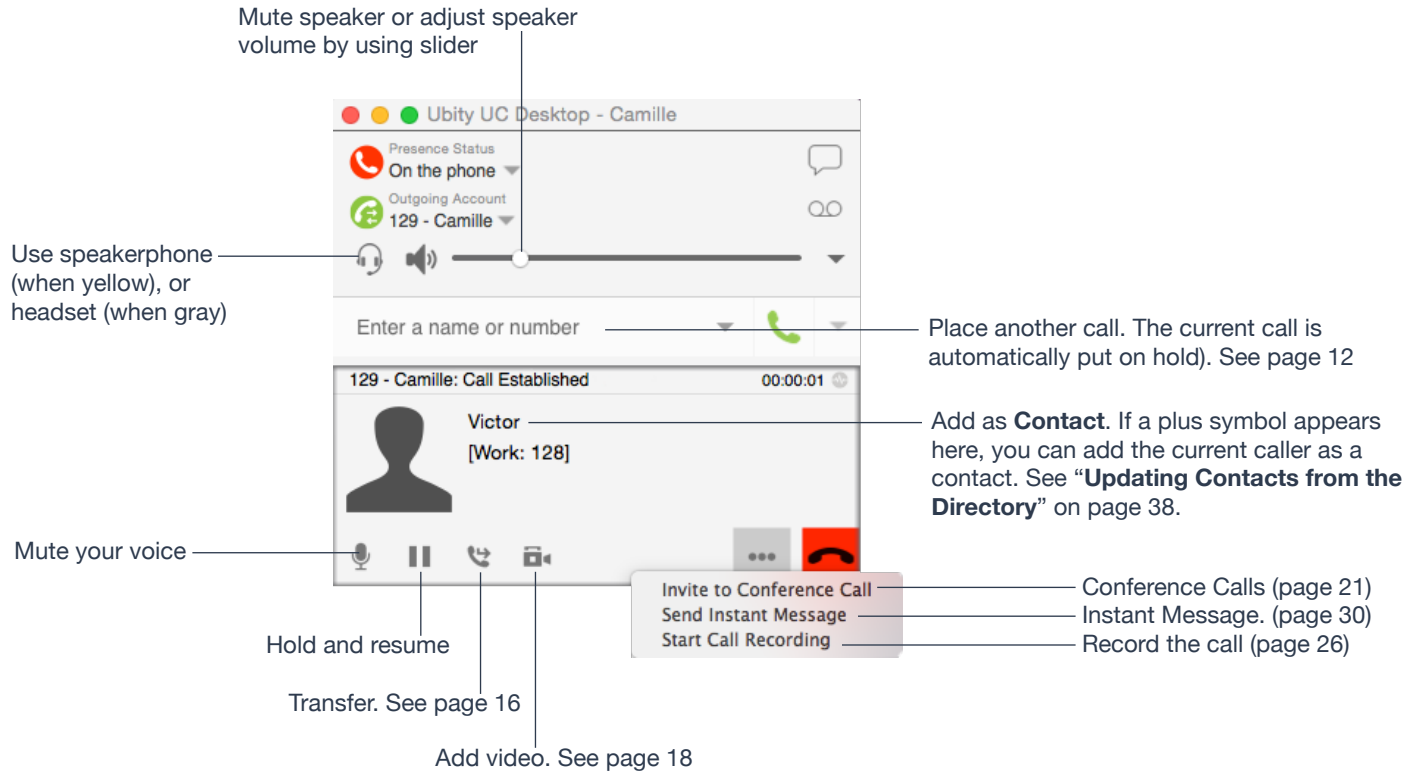
You can enable this feature even during a call, and it will take effect right away. The call will appear in the **Missed Calls** in the **History** tab.



Disable Call Waiting on or off.

A check mark indicates the feature is enabled (no interruption during a call).

5 HANDLING AN ESTABLISHED CALL



Ending a Call

Click the **End call** button on the **Call panel** (the call can be active or on hold). The **Call panel** closes after a few seconds.

6 TRANSFERING A CALL

Basic (Unattended) Transfer – Transfer this Call

The call is put on hold and a call entry field appears.

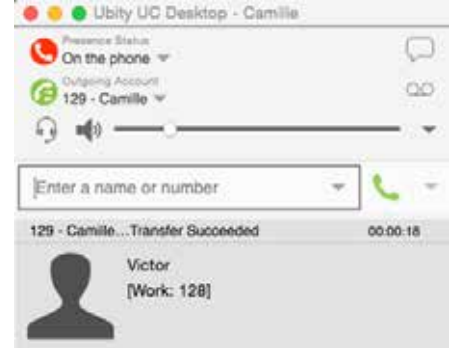


Click the **Transfer** button.



Type a name or number, or drag a contact into the field.

Then click **Transfer Now**.



The call may end immediately.

Or it may show “**calling**”, In this case, do not hang up immediately: if the other person does not answer, the call will come back to you.

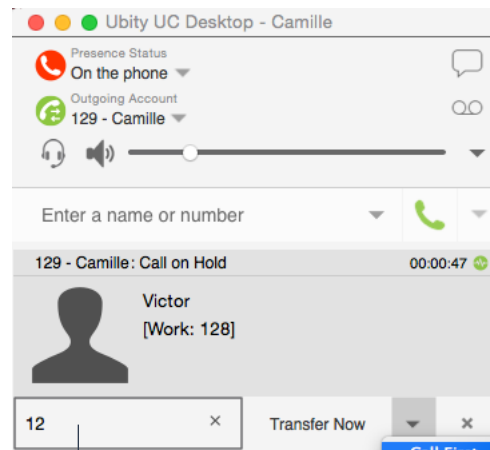
Attended Transfer – Call then Transfer

You can first speak to the target (the person you are transferring the call to), then click **Transfer Now** to complete the transfer.

The call is put on hold and a call entry field appears.



Click the **Transfer** button.



Type a name or number, or drag a contact into the field.

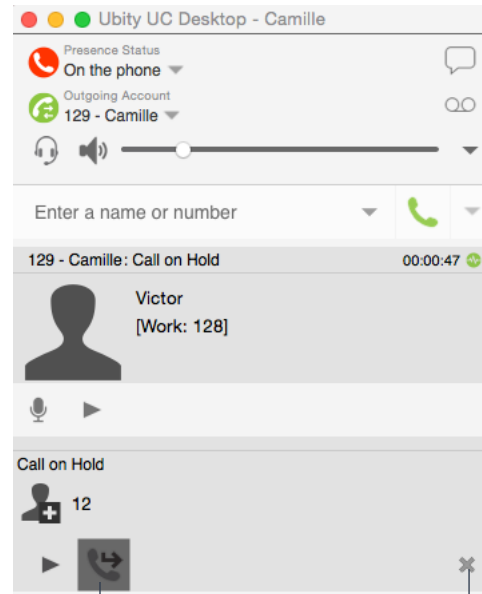
Then click the down arrow and choose **Call First**.

Or you can click the **X** to cancel the transfer request and return to the first call.

Ubyty UC Desktop phones the new person.



You can hang up the second call and return to the first call.



When the other person answers, the **Transfer Now** button is enabled.

When you are ready, click **Transfer Now**. The **Call** panel closes.

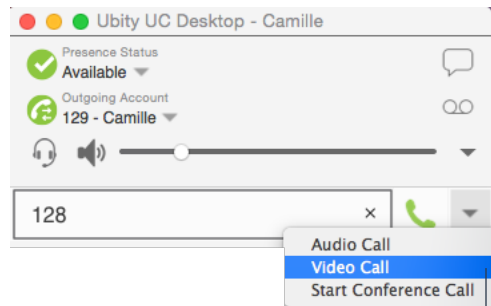
Or if the other person does not want to take the call, click **X** and return to the first call.

7 HANDLING VIDEO CALLS

Placing a Video Call

Calls made with Ubity UC Desktop will work without a video camera, but a video camera is necessary to allow other parties to see your image. Ubity UC Desktop will work with most USB video cameras.

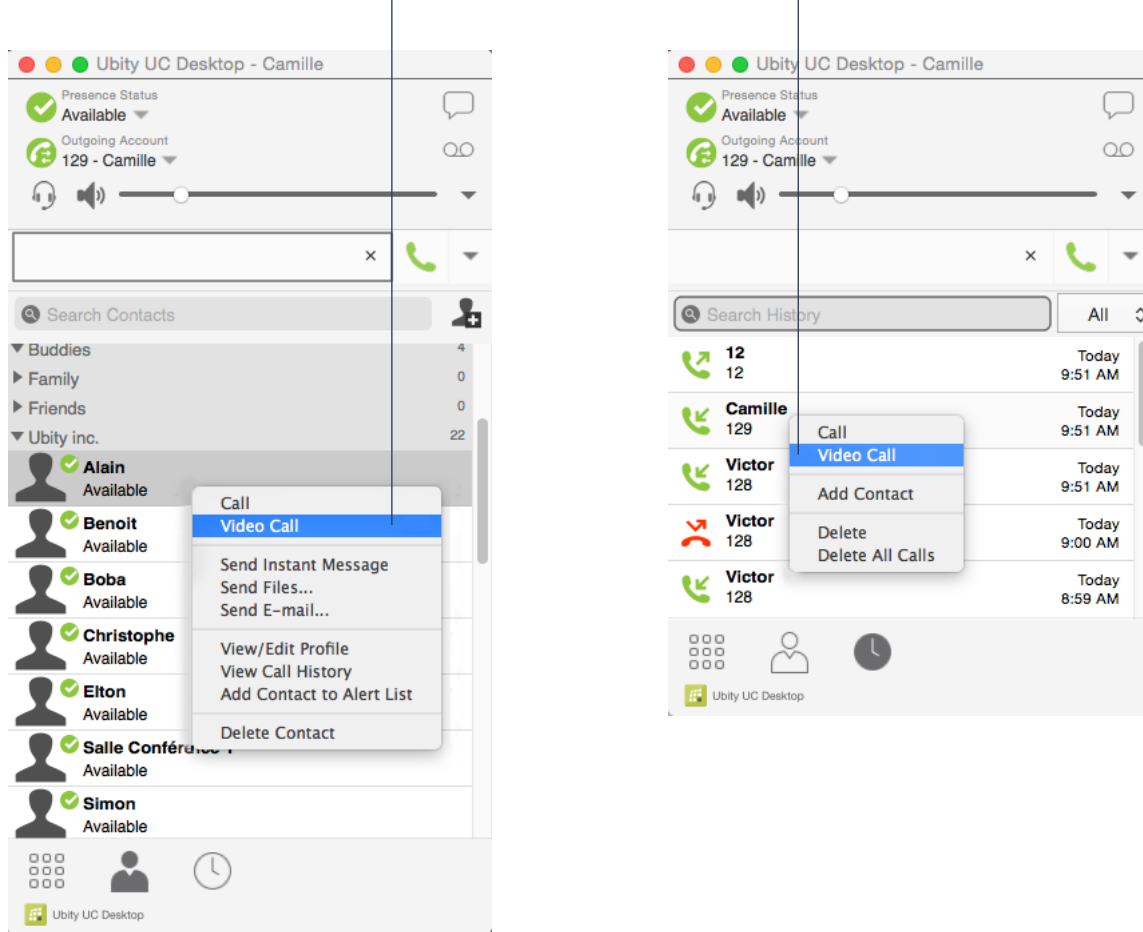
From the Dashboard



Click the down arrow and choose **Video Call**. If you mostly make video calls, you can Option-click this down arrow to reveal the "**Set Video Call as default action**" menu item.


From the Contact List or History

Ctrl-Click a contact and choose **Video Call**.




Adding Video

If you have a camera, you can add video to a call that started as an audio call.

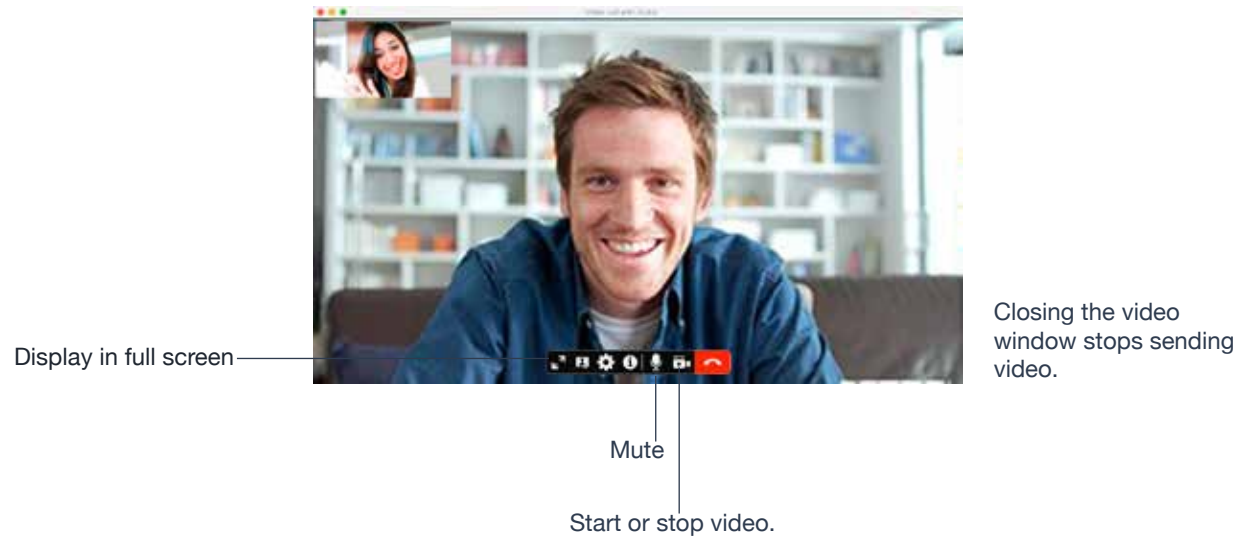
Click **Start Video** () in the **Call panel**. When you add video, the other party may (or may not) start sending their video to you.

Other Party Adds Video

If the other party starts their video, your video window automatically opens and the video is played. You can start sending your own video, if desired (and assuming you have a camera) by clicking **Start Video** () in the **Call panel**.

Pausing and Resuming Video

Click **Stop Video** in the call panel or close the video window to pause sending your video. Click **Start Video** to resume sending your video; the video window will open.



8 CONFERENCE CALLS

Starting a Conference Call

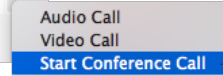
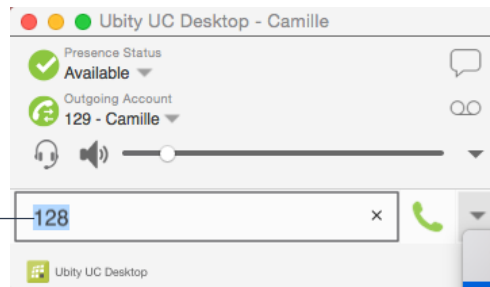
You can start a conference call by:

- making a conference call from the dashboard,
- adding participants to an existing established call, or
- having two established calls and merging them to a conference call.

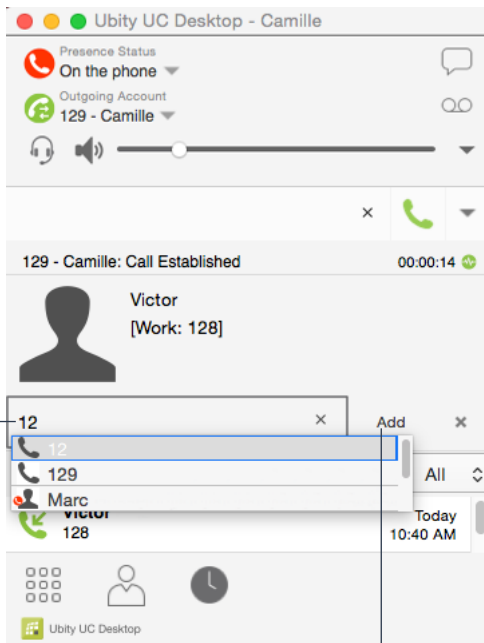
From the Dashboard

Enter the number or address by typing.

Or select from the redial list, or drag a contact or history item.

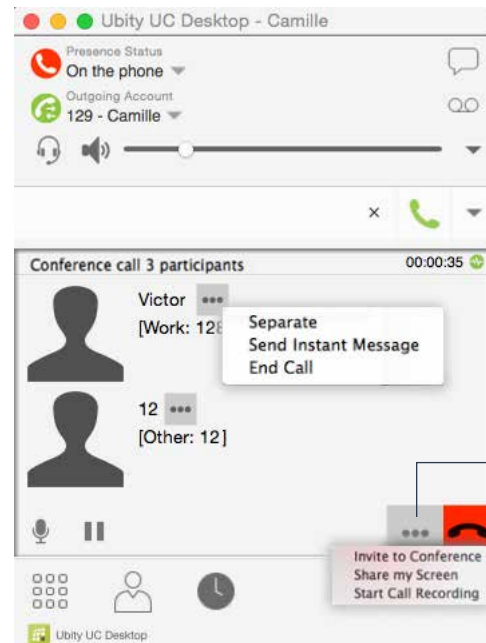


Then choose **Start Conference Call**.



Type a name or number.

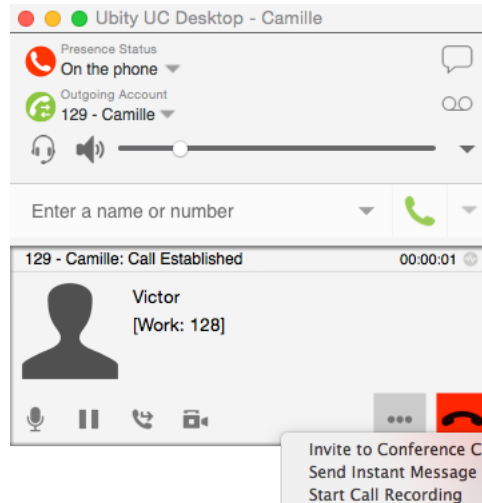
Click **Add**.



You can add more participants from here.

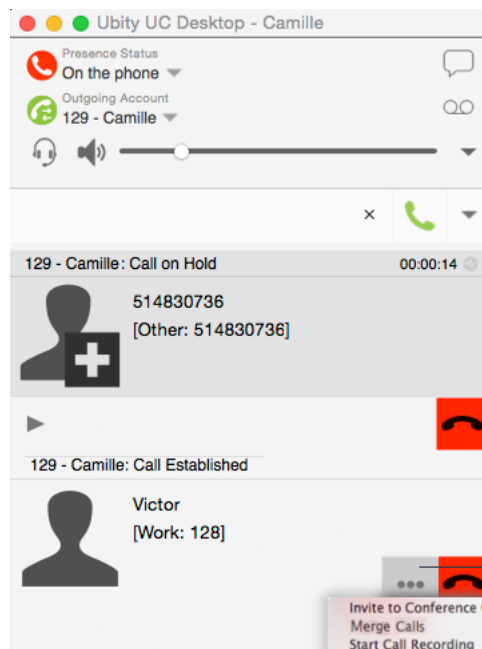
From an Existing Call

From One Established Call



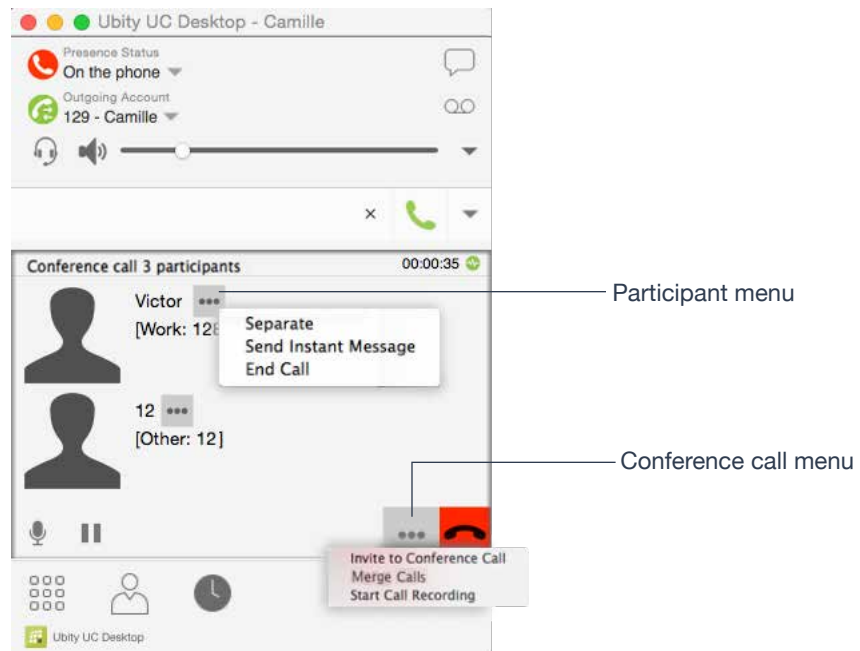
You can start a conference from here.

From Two Established Calls



You can start the conference from here.

Managing the Conference



Adding More Participants

You can add more participants to an existing conference in any of these ways:

- Ctrl-click on a contact and choose **Add to Conference Call**.
- In the conference call panel, click **Invite to Conference Call**, enter a name and then click **Add**.
- Add in a separate call that is not part of the conference call: In the call panel for the individual call, click the down arrow and choose **Merge Calls**. This call is added to the conference call.

Recording a Conference Call

Click the **More** (three dots) button to reveal the **Start Call Recording** menu. See page 26 for more details.

Sending an Instant Message

Click the down arrow beside a participant name and choose **Send Instant Message**.

Removing a Participant

To remove one call from the conference, click the down arrow beside a participant name and choose **Separate**. The call becomes a separate call.

Ending the Conference

To hang up on everyone, click the **End** button.

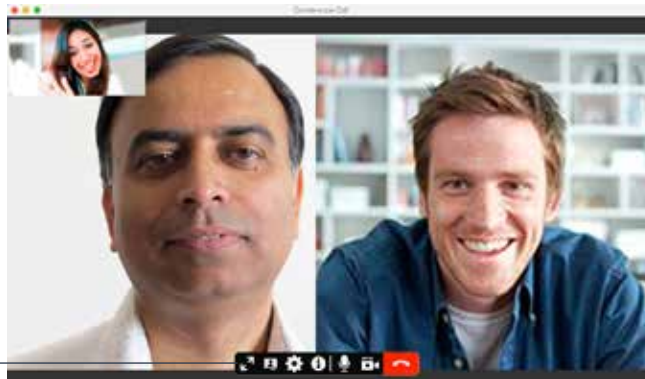
Suspending the Conference

To suspend the conference, click the **Hold** button. All participants are put on hold.

If you need to speak to one participant separately, put the conference on hold, separate the one participant from the conference, take that person off hold. When done, merge the participant back into the call.

Video Conference Calls

During a conference, “**Video**” appears beside each person.



Display in full screen

Mute

Closing the video window stops sending video.

When you mute during a video call, you may also want to click **Stop Video** to stop the video feed.

Starting a Conference with Video

When you start a conference from established calls, video is included if at least one of the calls already includes video. Video is sent to all the participants.

When you start a conference from scratch, video is not included. You can open your video window and choose to add video at any time. Video is sent to all the participants.

How Video Is Shared

The conference host (the person who starts the conference) serves as the host for other video. Whatever the conference host is receiving will automatically be sent to the other parties.

If the conference host pauses or stops video, other participants will no longer receive video.

9 CALL RECORDING

You can record the audio portion of a one-to-one call or a conference call. The recording will be saved as a **WAV** file on your computer.

The indicator appears.

Click to start recording

The dialog notifies where the recording is saved.

Recording name: Victor-20161221-113711.wav
Saved in: /Users/c/Documents/Ubity/
 Don't show this dialog again
Open Folder OK

Recording will end when the call ends.

To stop recording but continue with the call, click the square button beside the indicator, or click **More** and **Stop Call Recording**.

Files Created when Recording Conference Calls

Multiple files might be created depending on how and when you start recording.

If you start recording a conference call from the beginning, the recording will continue until the conference call ends. One file will be created.

If you separate a participant from a recorded conference call and eventually have a one-to-one call, the recording will continue until the one-to-one call ends. Two files will be created: one for the conference call, and the other for the one-to-one call.

If you are already recording individual calls, the following will apply:

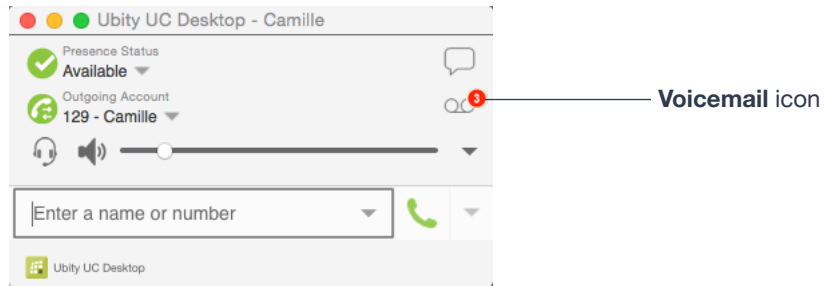
- After merging individual calls to form a conference, all the individual recordings will be stopped and a new recording will be created for the newly formed conference.

- After merging individual calls to an existing conference call, all the individual recordings will be stopped. If the conference call is being recorded before merge, the recording of the existing conference call will continue.

For example, if you record two individual calls and merge them, three files will be created: one for the conference call, two for individual calls before merge.

10 VOICEMAIL

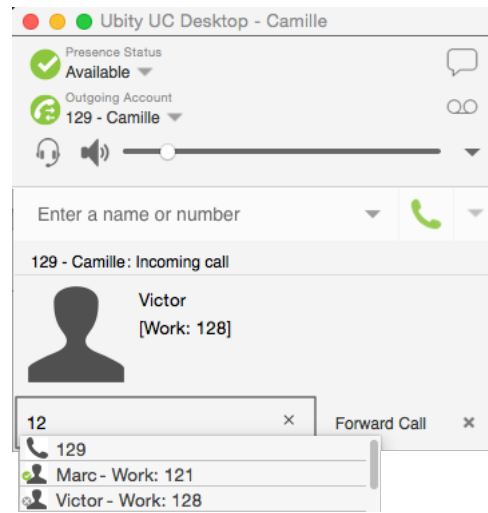
If your service includes voicemail and you have set up voicemail options, then when you have voicemail messages, the voicemail icon appears at the top of the phone (the icon may include a number). You can click the icon to automatically connect to voicemail and listen to your messages.



11 FORWARDING CALLS



Click to forward call.



3 – MESSAGING

1 INSTANT MESSAGING

Sending an IM

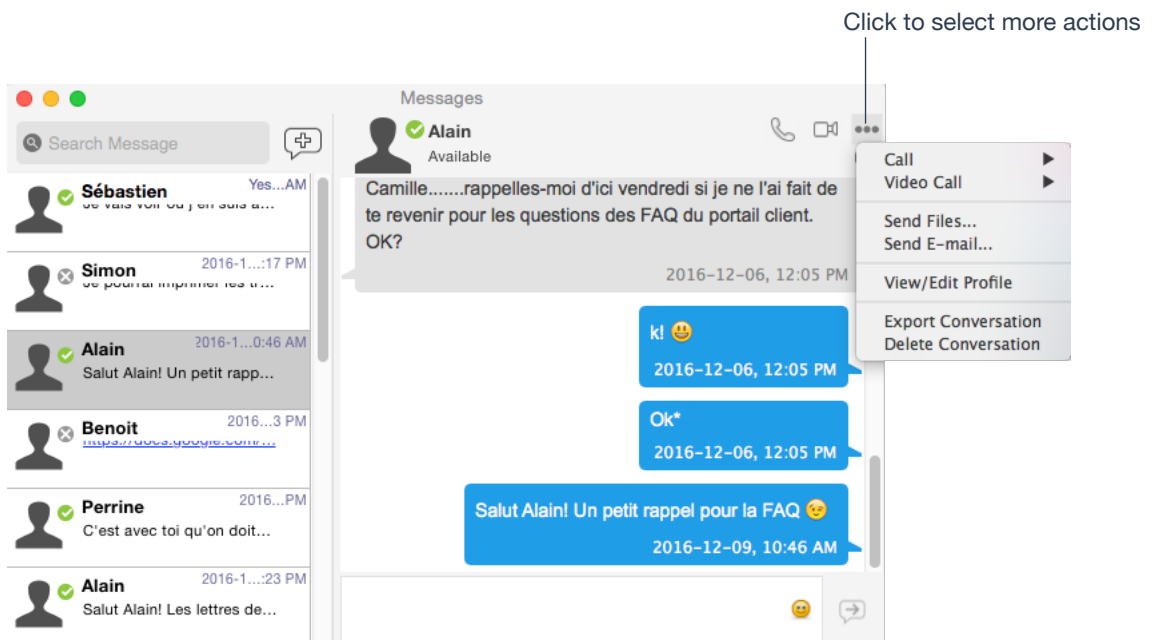
1 You can send an IM to a contact who is in your company and is using Ubity UC Desktop or Mobile.

From the Contacts tab	Ctrl-click on the contact and choose Send IM . The contact must have a softphone address. Or click on the IM icon that appears to the right of the contact name.
An active phone call	If the person is a contact, choose Send Instant Message from the call panel menu.
An active conference call	If the participant is a contact, choose Send Instant Message from the participant menu.
From the Messages window	Click the New Conversation icon beside the Search field, and type a number or name.

2 Type the message. Include emoticons and formatting (**Ctrl+B**, **Ctrl+I**, **Ctrl+U**), as desired.

To insert a return in the message, press **Ctrl+Enter**.

3 Click the **Send** icon or press **Enter**.



Receiving an IM

When an IM is received, either the IM window or a notification pops up. (To control which window appears, from the menu choose **Ubity UC Desktop > Preferences > Alerts & Sounds**)

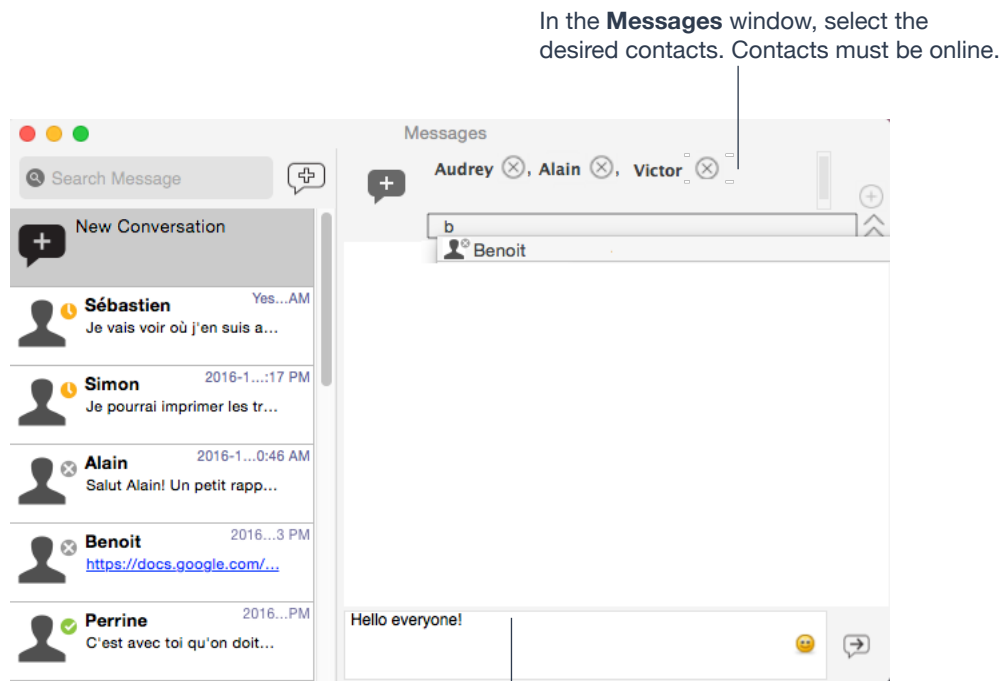
2 GROUP CHAT (CONFERENCE IM)

Group chat allows you to exchange instant messages with a group of people in the same session.

Group chat differs from a broadcast IM in that all parties see everyone's messages, and the messages each party sends are seen by everyone else. In a broadcast IM, each recipient can reply to the IM, but only the person who sent the broadcast IM will see these replies; the other recipients will not see these replies.

There is no limit to the number of participants in a group chat.

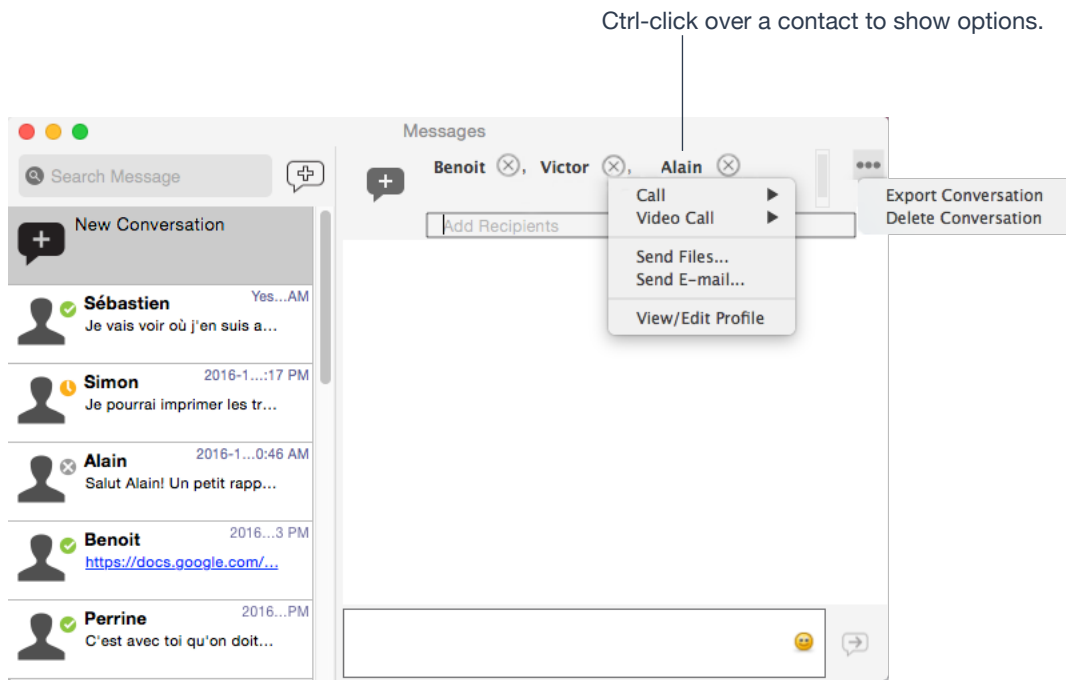
Starting a Group Chat



Type an invitation message and click **Send**.

Once a chat is started (first message has been sent), you cannot add or remove participants.

Managing a Group Chat



Leaving a Group Chat

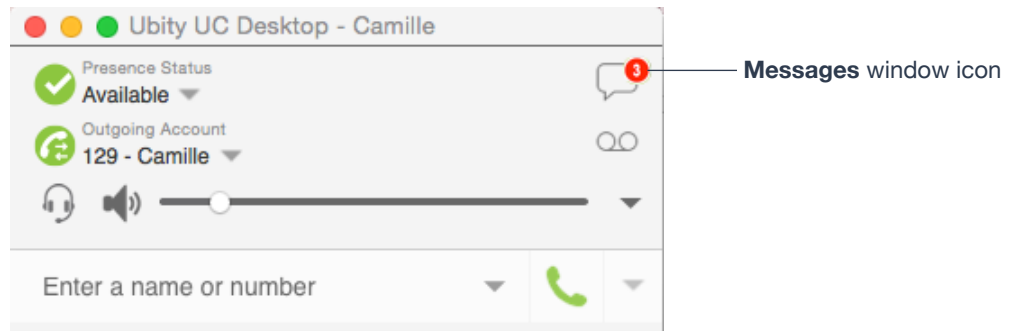
Exiting Ubity UC Desktop lets you leave all the active group chat sessions. The session continues with the remaining participants. Once you leave a group chat, you will not be able to rejoin the session. The thread in the **Messages** window becomes inactive (grayed out); you can read chat history, but cannot participate or download unread messages.

Deleting a group chat session on the **Messages** window also lets you leave the session, but you will lose chat history.

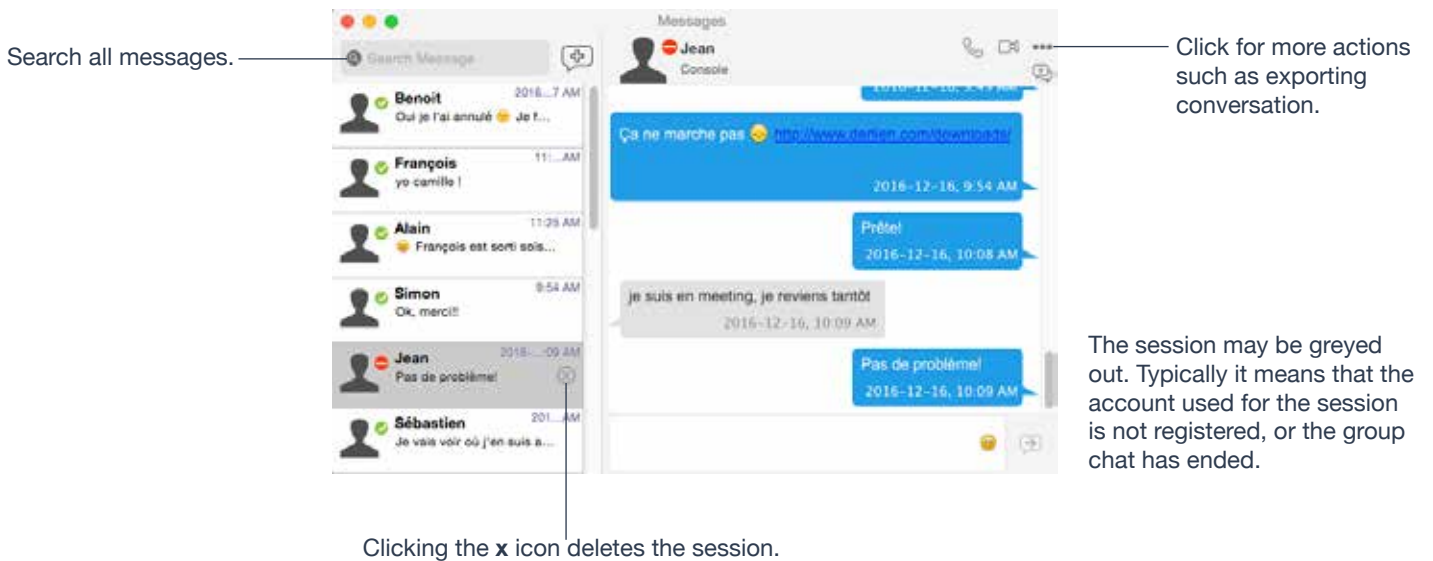
3 VIEWING MESSAGES

To view your recent IM activity for any contact, group chat session, or chat room session, perform one of these actions:

- Click the **Messages** window icon:



- Click **Shift + Command + M**.
- On the menu bar, choose **View > Show Messages**.



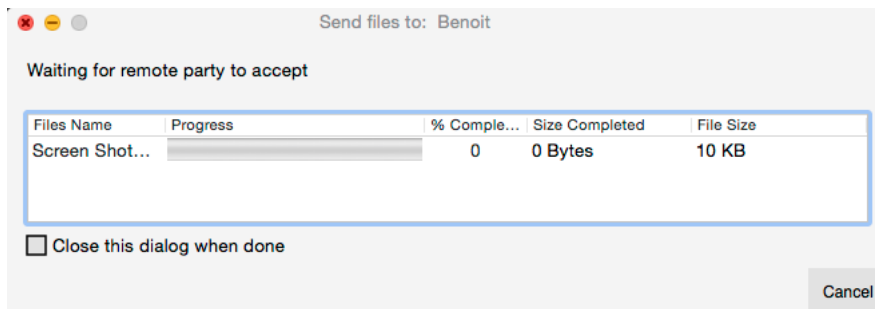
The session may be greyed out. Typically it means that the account used for the session is not registered, or the group chat has ended.

4 SENDING AND RECEIVING FILES

Sending Files

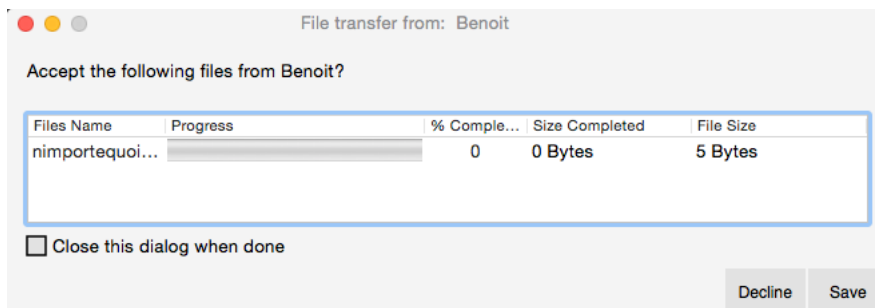
Choose one of these actions :

- 1 Control-click a contact and choose **Send Files** ; a standard **Open dialog** box opens.
- 2 Select the files to send and click **Open**. The Send Files dialog appears with a “**waiting**” message. If you want, you can cancel the send before the other person retrieves the files by clicking **Cancel**.



Receiving Files

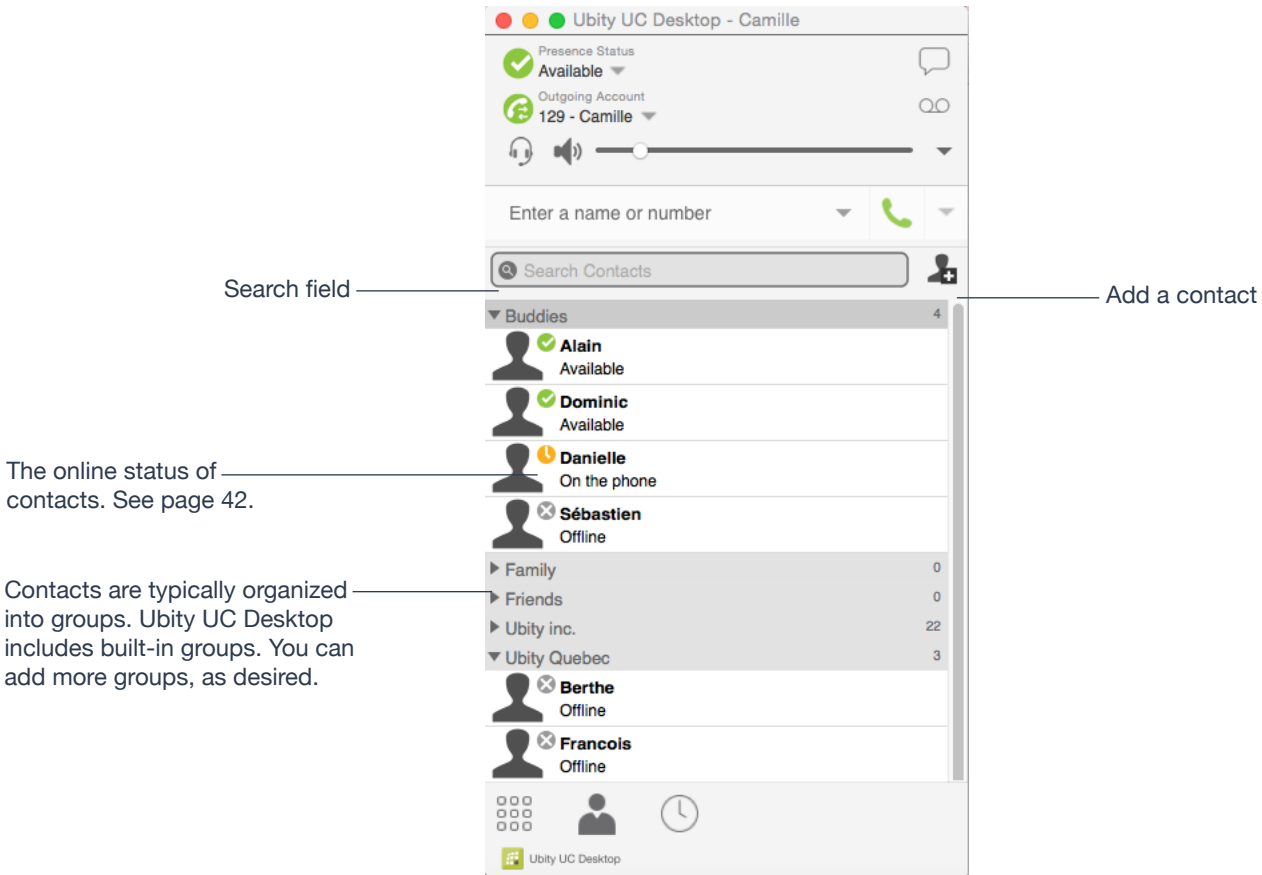
The following dialog appears, to allow you to save the file.



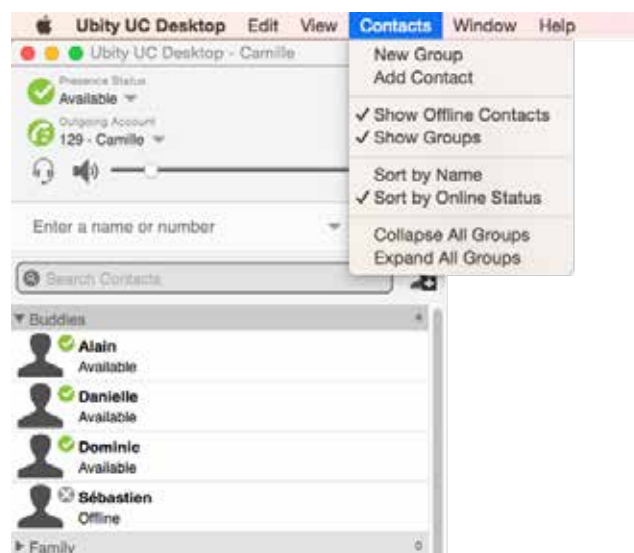
4 — CONTACTS

The **Contacts** tab displays your contacts. Each contact is shown with presence information and icons for single-click phoning and IMing.

If the **Contacts** tab is not showing, go to the menu bar and choose **View > Show Contacts**.



You can change the detail and layout of the contact list: from the menu bar choose **Contacts** and set the desired options.



1 ADDING A CONTACT


Adding a Contact Using an Existing Address

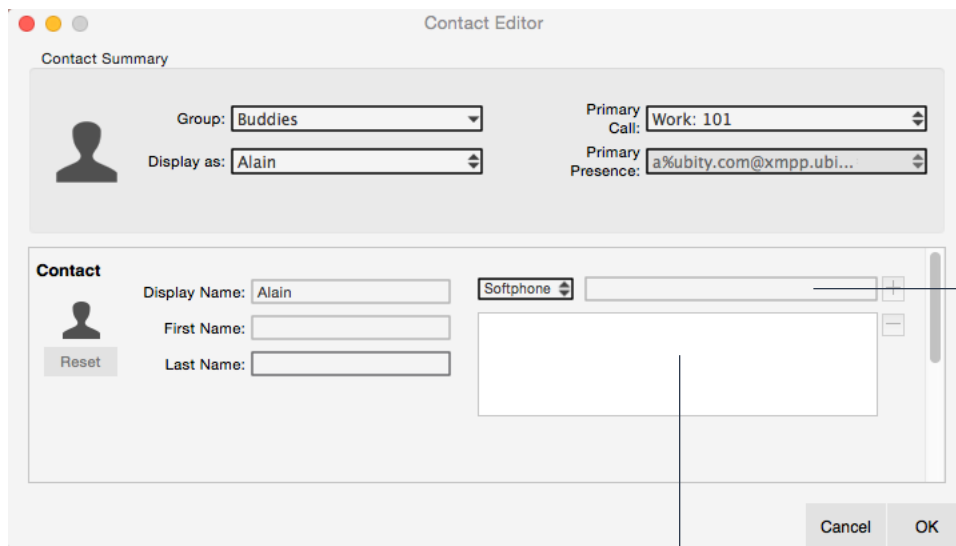
You can add a contact by capturing existing information:

- If you are on a phone call with a person who is not a contact, click the **Add to Contacts** icon in the **Call panel**.
- On the **History** tab, select an entry that is not a contact. Control-click and choose **Add Contact**. The **Contact Profile** dialog appears. Complete the dialog as desired and press **OK**.

If the contact method is **Softphone** or **Instant Message**, an online status request is sent to this person. See “**Sharing Online Status**” on page 41.

Manually Adding a Contact

Click , or control-click a group and choose **Add Contact to Group**. The **Contact dialog** appears.



To enter a phone number, select the type, enter the number, and click +.

The new number appears in the list

Contact Summary

Field	Description
Contact Summary	
Group	Click to show the list of groups. Check each group this contact should belong to.
Primary call	If the contact has more than one number, select the primary number. This number will be used with single-click calling.
Primary presence	If the contact has more than one number, select the primary number. This number will be used with single-click calling and double-click calling.

Other Sections

Field	Description
Display name (required)	The display name for this source of information.
First name, Last name	<p>This field appears only the contact has more than one Softphone number or Instant Message address. The primary presence is used as follows:</p> <ul style="list-style-type: none"> • The presence icon on the contact list shows the online status for this address. • The single-click action for instant messaging uses this address. <p>You can still send IMs to this person at their other addresses, but you must right-click and choose from the context menu.</p>

Other Sections

Display Name (required)	The display name for this source of information. For example, the display name from the XMPP contact list.
First Name, Last Name	Optional.

Updating Contacts from the Directory

If you have created a contact created from directory, you can control-click the contact and choose **Update from Directory** in order to bring the latest directory information (if any) into the contact. Any key data you had added or changed in the contact may be overwritten by the update. Non-key data (such as the display name) will not be removed.

Changing Contact Information

To change the information for a contact, Ctrl-click the contact and choose **Edit Profile**. The **Contact dialog** appears (see page 40).

Merging and Splitting Contacts

You can drag one or more contacts to a contact. The dialog appears confirming that you want to merge contacts.

Deleting a Contact

- To delete one or more contacts, select them, Ctrl-click, and choose **Delete** or **Delete Selected Items**. The contacts are removed from this group. If a contact belongs to several groups, it is removed from all groups.

2 MANAGING GROUPS

Ubyty UC Desktop has built-in groups. A contact must belong to at least one group.

Adding, Deleting or Renaming Groups

Select any group, Ctrl-click, and choose the appropriate menu item.

3 USING CONTACTS

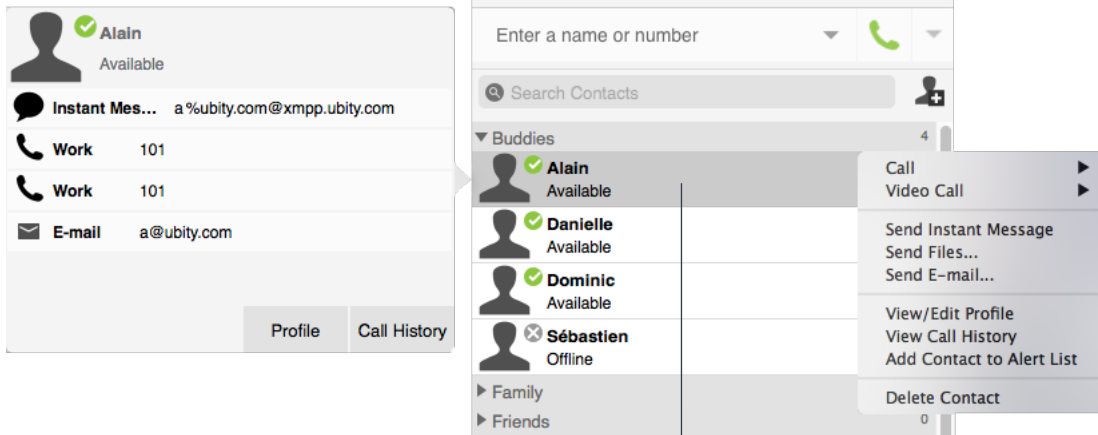
In the **Contacts** tab, you can :

- Double-click a contact to phone or IM (depending on how double-clicking is configured in **Preferences > General**).
- Click a contact to view the flyout
- Control-click to show the menu, or
- Hover over a contact to reveal icons for single-click phoning or IMing.

You can watch the contact's online status, if the contact has a softphone address.

See page 42 for the meaning of the online status icons.

See "Sharing Online Status" on page 41 for information on obtaining online status information.



Hover to reveal icons:



Click to send an IM using the primary presence address for this contact.

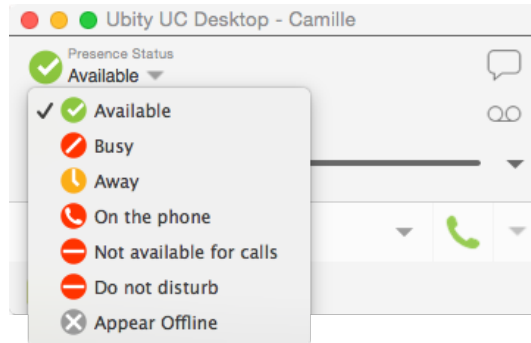
Click to call using the primary phone number.

4 SHARING ONLINE STATUS

Setting your Online Status

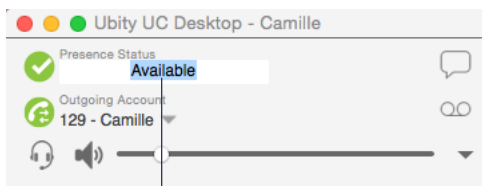
Changing your Status

Click the down arrow beside the online status indicator on Ubyty UC Desktop, and select the desired value.

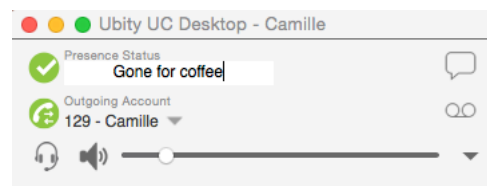


Setting up Status Indicators

You can create a custom status indicator: click the down arrow beside the status indicator, and double-click on one of the existing indicators; type your custom status.




Create a custom status indicator by clicking over your status.



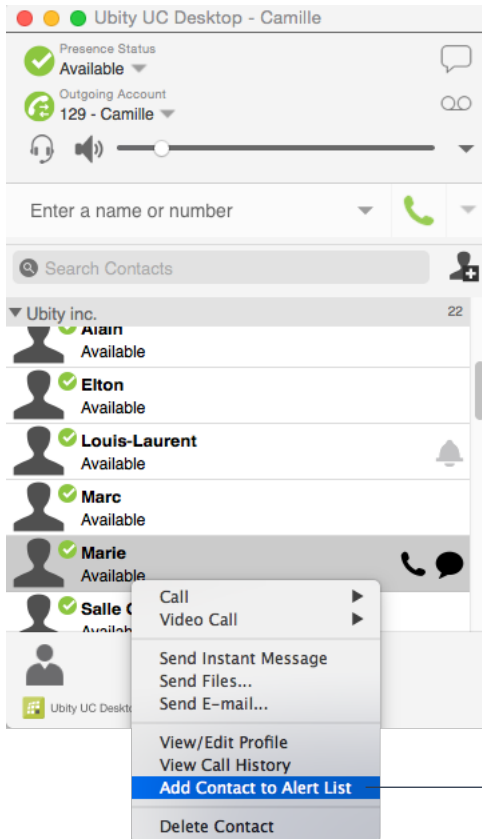
Status Indicators

Indicator	Meaning for your Status	Meaning for Others' Status
 Available	<p>Either:</p> <ul style="list-style-type: none"> You have set your status to this value. Ubyty UC Desktop has determined that you are logged on but not on the phone or idle. <p>When you have this status, Ubyty UC Desktop will automatically detect when you are Idle or On the phone, and change the status to match.</p>	You can contact this person.
 Busy	You have set your status to this value. Ubyty UC Desktop will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
 Away	You have set your status to this value. Ubyty UC Desktop will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
 On the phone	<p>Either:</p> <ul style="list-style-type: none"> You have set your status to this value. In this case, Ubyty UC Desktop will never automatically switch you out of this status; you must switch yourself. You started a phone call when your status was “Available”. When your call finishes, your status reverts to “Available”. 	You can contact this person.
 Do not disturb	You have set your status to this value. Ubyty UC Desktop will never automatically switch you out of this status; you must switch yourself.	You cannot contact this person.
 Not available for calls	You have set your status to this value. Ubyty UC Desktop will never automatically switch you out of this status; you must switch yourself.	You cannot contact this person.
 Idle	<p>You have not moved or clicked the mouse or pressed a keyboard key for the Idle period.</p> <p>As soon as you click the mouse or keyboard, your status changes to “Available”.</p>	You can contact this person.

Indicator	Meaning for your Status	Meaning for Others' Status
 Appear offline	<p>You have set your status to this value. The other person sees you as offline, even though you are actually online. The other person cannot tell the difference between this status and you really being offline.</p>	<p>The contact is either not logged on or does not want to share online status.</p>
No icon	<p>Not applicable</p>	<p>You are not watching the other person's status.</p>

5 ADDING CONTACTS TO THE ALERT LIST (BUDDY POUNCE)

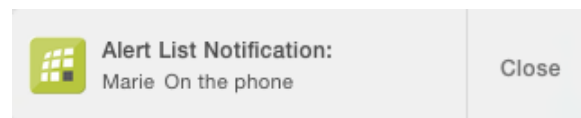
You can add a contact to the **Alert List** in order to request to be notified when the online status of a contact changes.



The **Alert List** icon appears beside the contact.

In the contact list, control-click the selected contact or contacts and choose **Add to Alert List**.

When the contact's status changes, an alert appears:



1 HISTORY TAB

From the menu bar, choose **View > Show History**.

Down arrow: Incoming call that was answered

Red: Incoming missed call

Up arrow: Outgoing call, either attempted or established

Call Status	Contact Name	Phone Number	Date and Time
Answered	Dominic	118	Dec 2, 2016 3:49 PM
Missed	Berthe	202	Dec 2, 2016 3:37 PM
Missed	Berthe	202	Dec 2, 2016 9:33 AM
Missed	Audrey	113	Dec 1, 2016 1:00 PM
Outgoing	Audrey	113	Dec 1, 2016 12:59 PM

Managing the List of Calls

You can Ctrlclick on an entry in a list to:

- Delete the call.
- Delete all entries in this list.
- Edit the profile if the entry is a contact.
- Add as contact. The **Contact dialog** appears. See “**Updating Contacts from the Directory**” on page 38.

Phoning from History

You can:

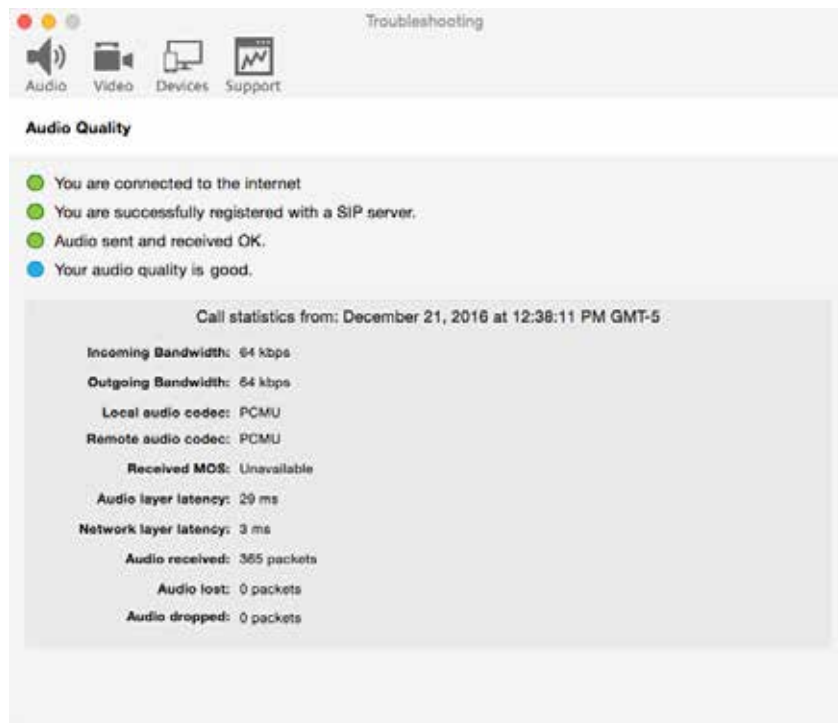
- Ctrl-click on an entry and select **Call** or **Video Call** to place a call to this person, using the contact method that was used for this call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see page 21.

6 – TROUBLESHOOTING

Choose **Help > Troubleshooting** to display the **Troubleshooting** window.

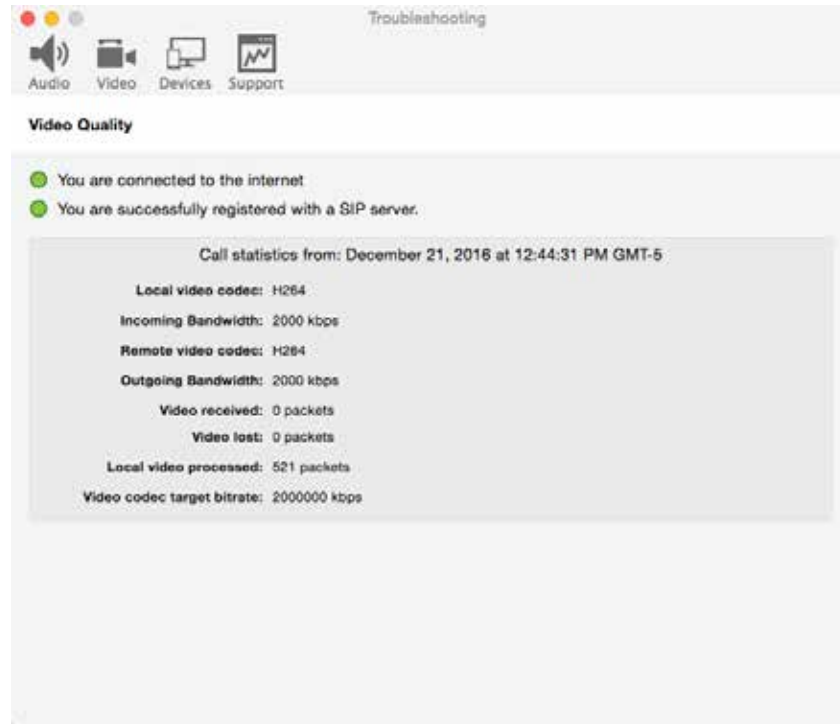
1 TESTING AUDIO QUALITY

While you are on a phone call, you can test the quality of the audio. Note that to perform a valid test, you should be on an established call (not a call attempt).



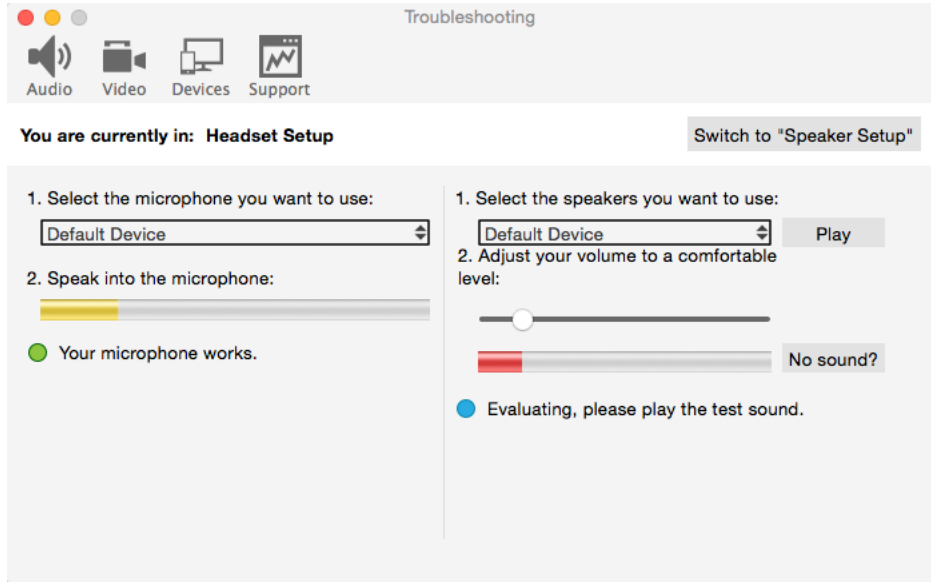
2 TESTING VIDEO QUALITY

While you are on a video call, you can test the quality of the video. Note that to perform a valid test, you should be on an established call (not a call attempt).



3 TESTING AUDIO DEVICES

You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to actually place a phone call.



7 – CONFIGURING PREFERENCES

From the menu bar, choose **Ubity UC Desktop > Preferences**. The **Preferences window** appears. These tabs (except for the Accounts tab) let you control the way that you work with Ubity UC Desktop.

1 PREFERENCES – APPLICATION



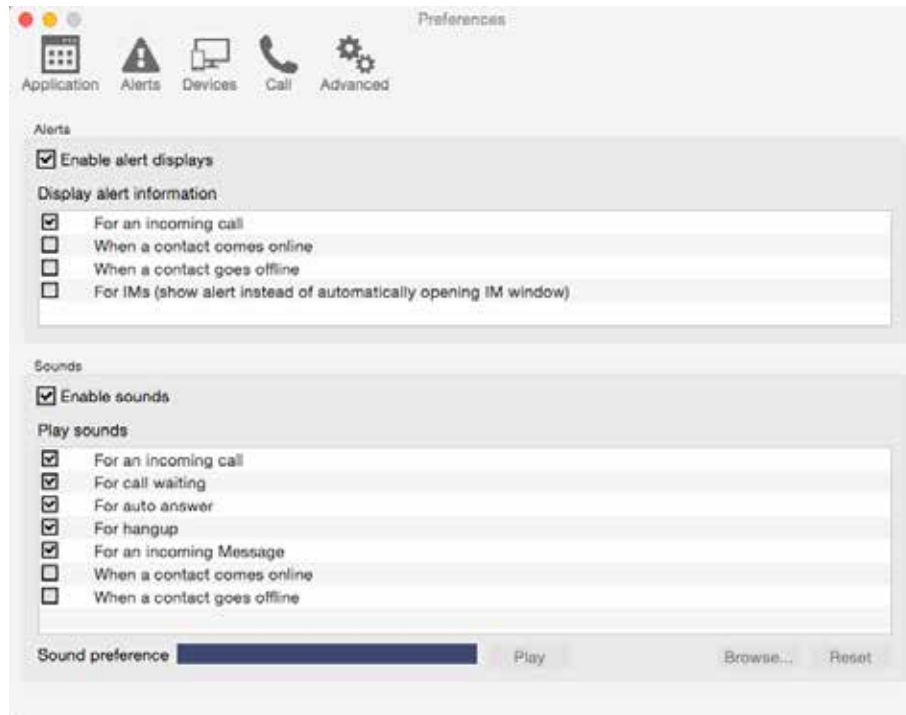
This panel lets you set your preferences for general GUI behavior and lets you set up for login.

Default Actions

This feature lets you control the action performed for two buttons:

- The green **Call** button at the top of the phone. For example, you can configure the button so that it makes a video call instead of an audio call.
- The **Transfer** button. For example, you can configure the button so that it initiates unattended (transfer now) transfer instead of an attended (call first) transfer.

2 PREFERENCES – ALERTS & SOUNDS



This panel lets you control the alert box and lets you assign sounds.

Enable Alert Displays

- You can control whether notifications are displayed in different situations. To receive notifications, notifications must also be set up to use either **Banners** or **Alerts** under OS's system preferences. When “**Enable alert displays**” is on, Ubity UC Desktop shows either a banner or an alert for selected situations.
- There are two choices on how you are alerted to an incoming IM: either with a small notification pop-up or with the **Messages** window itself. To be alerted with the **Messages** window instead of notifications, “**For an Incoming Message**” must be turned off.

Assigning Sounds

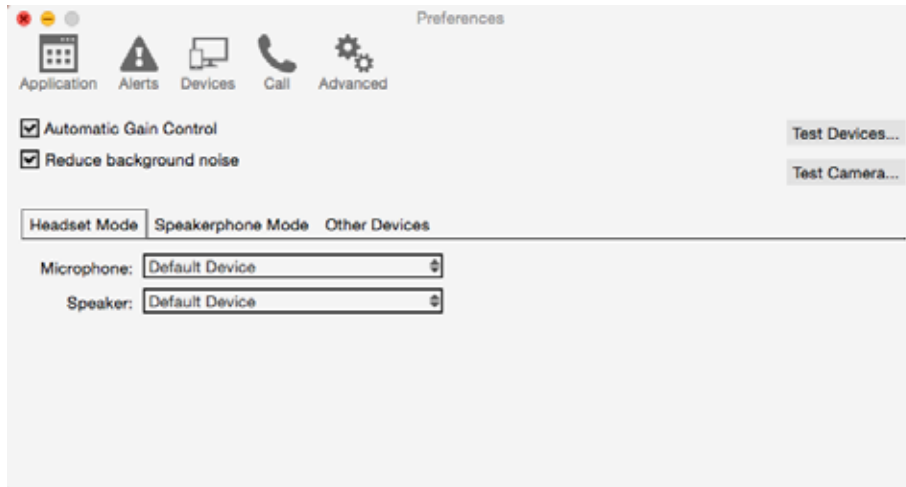
You can assign specific sounds to a variety of actions or “events”.

1 Select the **Enable sounds** check box and select the check boxes for each desired event, or clear the **Enable sounds** check box to disable all sounds.

2 If enabling sounds, you can change the sound for each event: select the individual event. The value in **Sound preference** will change. Select the desired sound.

You can import sounds; these will be added to the list of sounds you can choose from when assigning a sound to an event.

3 PREFERENCES – DEVICES



Ubuty UC Desktop automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

If you override a selection, it will apply the next time you start Ubuty UC Desktop, unless the device is no longer available, in which case Ubuty UC Desktop will again select the device to use.

Field	Description
Automatic gain control	On to automatically adjust the audio gain.
Reduce background noise	Automatically attempts to remove background noise. Typically on for the speakerphone.
Test Devices	For information on the Test Devices button, see “ Application Hot Keys ” on page 57.
Test Camera	Click to check if Ubuty UC Desktop can use your camera. The video window opens, and shows a message.

Field	Description
Headset Mode	
Microphone, Speaker	<p>Change these fields only if you want to override the devices that Ubity UC Desktop automatically selected. In both these fields, select the headset you are using.</p> <p>The headset is the device that is usually used for the Speaker (the sound you hear) and Microphone (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed.</p> <p>Therefore, unless you will always be using Ubity UC Desktop in Speakerphone mode, you must make a selection here.</p> <p>Select the headset in both the Speaker device field and Microphone device field.</p>
Speakerphone Mode	
Speaker Microphone	<p>Same as headset mode, but for the device to use when speakerphone is one (on the toolbar).</p> <p>Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad will be disabled.</p> <p>You can set different devices for the Speaker and Microphone: for example, you can set the speaker to the speakerphone and set the microphone to your headset.</p>
Reduce echos	<p>Turning this feature on improves sound quality. This feature is typically on.</p>
Other Device	
Ring On	<p>The device where you want to hear the phone ringing.</p> <p>Change this field only if you want to override the devices that Ubity UC Desktop automatically selected.</p>

Field	Description
Camera	<p>This field appears only on versions of Ubity UC Desktop that include Video functionality.</p> <p>Change this field only if you want to override the devices that Ubity UC Desktop automatically selected. Select the camera model.</p>
Max Resolution	<p>Leave at standard, or change the size as follows :</p> <ul style="list-style-type: none"> • Set it to high if you have a good camera and a computer with a fast CPU. You will know that you have set the size too large if : <p>Your computer slows down (the video is using too much CPU) or the video shows black areas or is slow or jerky.</p> • Typically set it to low only in special situations, for example, when using Wi-Fi in a hotel. You will know that you have set the size too small if the video is fuzzy.

4 PREFERENCES – CALLS

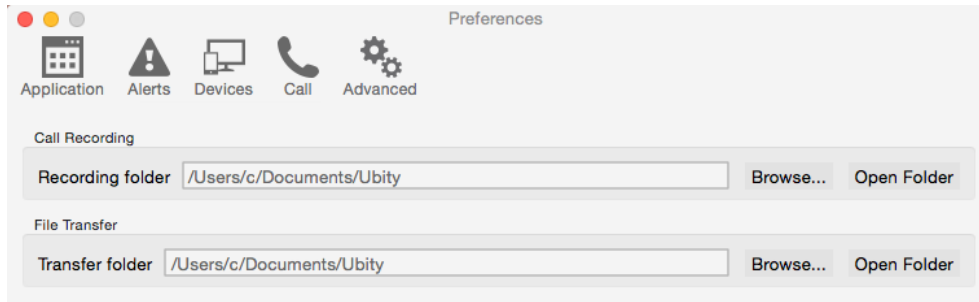
These settings let you configure how you want auto answer to handle incoming calls, when **Auto Answer** is enabled. (To enable **Auto Answer**, see page 14).



Field	Description
Answer Calls	These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. (To enable Auto Answer , see page 14)

Field	Description
<p>DTMF</p>	<p>You may need to change the DTMF configuration if you cannot interact with interactive voice response systems (auto attendants, voice-activated menus, and so on).</p> <p>Contact your VoIP service provider or your system administrator for the correct setting.</p> <p>In-band means that Ubity UC Desktop will encode the DTMF signals in the audio stream as regular sound. Typically, DTMF is not sent in-band; in-band is only used in specific situations.</p> <p>One scenario in which it might be advisable to send in-band is if you own your gateways and:</p> <ul style="list-style-type: none"> • One or more of these gateways does not support RFC 2833 or does not handle it well, and • Your gateway is using codes that reproduce DTMF tones well. <p>In this case, sending in-band will ensure that DTMF tones get through (because the DTMF tones will bypass the gateway) and that they reproduce accurately at the receiving end.</p>
<p>RTP</p>	<p>This timer controls how calls are disconnected when Ubity UC Desktop determines that there is a problem with the call and the other party has probably disappeared (assuming that you have not yourself detected the problem and hung up manually).</p> <ul style="list-style-type: none"> • Typically, the timer is enabled. It is recommended that you not disable it. You can change the length of the timer, but do not set it to less than 30 seconds.
<p>Preserve bandwidth</p>	<p>When this feature is on, Ubity UC Desktop stops sending audio when you are not talking.</p> <p>When this feature is off, Ubity UC Desktop always sends audio, which uses more bandwidth but may result in better call quality.</p> <p>Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.</p>

5 PREFERENCES – ADVANCED



Field	Description
Recording folder	The folder where files for recording of phone calls will be saved.
File transfer folder	The folder where received files will be saved.

8 – APPLICATION HOT KEYS

Function	Keyboard Shortcut
Making or answering a call	
Answer an incoming call	Ctrl + N
Decline an incoming call	Ctrl + D
Redial the last dialed number	Ctrl + R or Ctrl + R then Enter
End the call End the conference call (hang up on all participants)	Ctrl + E
During a call	
Mute your voice during a call	Ctrl + M
Hold or resume the call when the focus is on this call panel	Ctrl + H
Transfer an established call when the focus is on this call panel	Ctrl + T
Opening a window	
Open the Messages window	Shift + Apple key + M
Open the Preferences window	Apple key + , (comma)
Open the Test Devices window	Ctrl + 9
Open the Video window	Shift + Apple key + V
Text Handling	
Select all	Apple key + A
Copy text	Apple key + C
Paste text	Apple key + V
Cut text	Apple key + X
Hiding	
Hide Ubity UC Desktop	Apple key + H
Exiting	
Quit Ubity UC Desktop	Apple key + Q