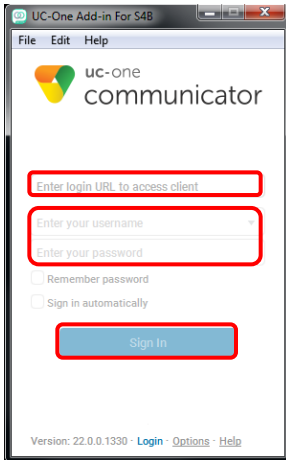


# Hosted UC Communicator

## Desktop Quick Reference Guide

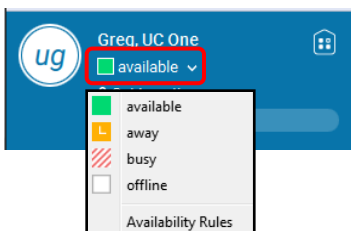
### Logging in to Hosted UC:



- 1) Enter the device configuration address (Uniform Resource Identifier [URI]) provided by Hawaiian Telcom.
- 2) Enter your BroadWorks user name and password.
- 3) Select whether you would like the app to remember your password.
- 4) Select whether you would like the app to sign you in automatically on subsequent launches.
- 5) Tap **Sign In**.

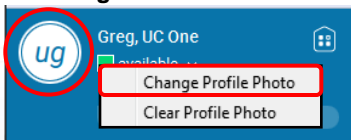
**Note 1:** If you select automatic sign in, you are signed in automatically and taken to the Contacts list upon subsequent app launches. Otherwise, you are presented with the Sign In screen.

### Presence Status



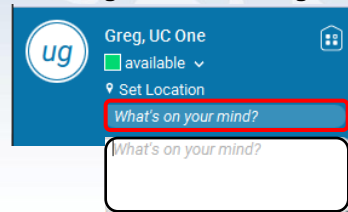
- 1) Under your user name, tap on the presence dropdown.
- 2) Select a presence status.

### To change Avatar Picture:



- 1) Right click on the Profile picture circle.
- 2) Select **Change Profile Photo**.
- 3) A new window will open up for you to choose a picture from your computer.

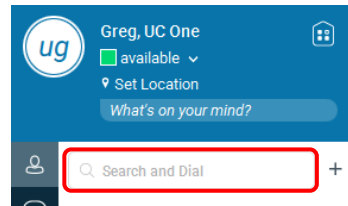
### To change Profile message:



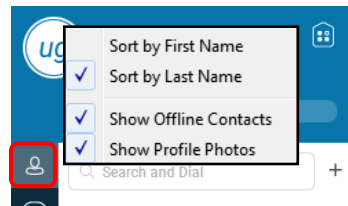
- 1) Tap on the **What's on your mind?** box.
- 2) Type your Profile message.
- 3) Press **Enter** on your keyboard or click anywhere in the desktop application.

### Contacts Tab

You can filter contacts in two ways:

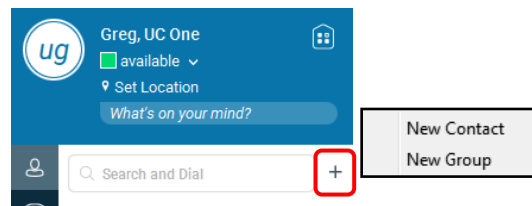


- Use the *filter* field to search by contact name. The contact list is filtered in real time as you type.



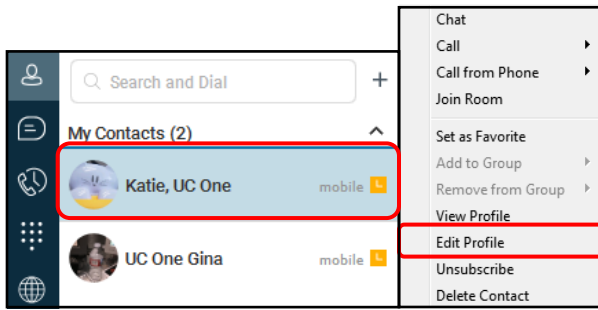
- Alternatively, use the filter menus available by right-clicking the *Contacts* icon in the left pane to display only specific types of contacts such as online contacts (native desktop only). You can also sort contacts based on first or last name or choose whether to display the contact's avatar and availability status in the contact list.

### Add Contact:



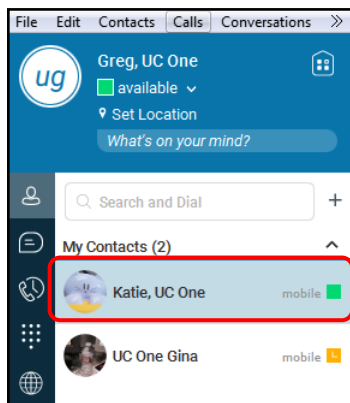
- 1) Tap the **Plus** icon.
- 2) Select **New Contact** or **New Group**.
- 3) Enter information.
- 4) Tap **Add Contact** icon.

## Edit Contact:

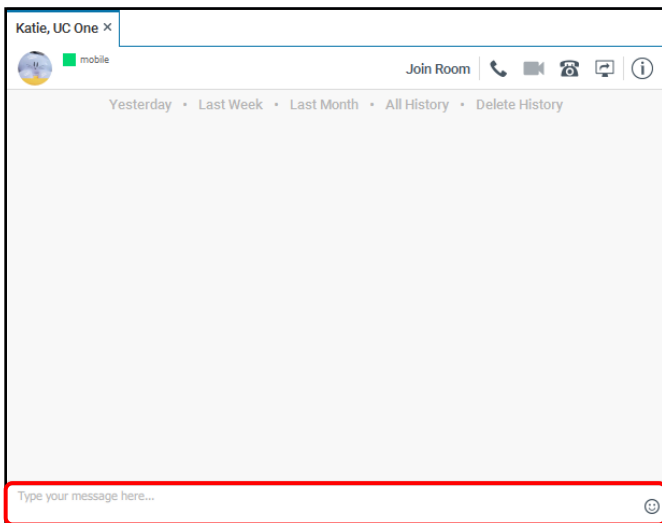


- 1) Select a Contact.
- 2) Right-click anywhere in the area of the contact.
- 3) Select **Edit Profile** in the options menu.

## Chat Tab

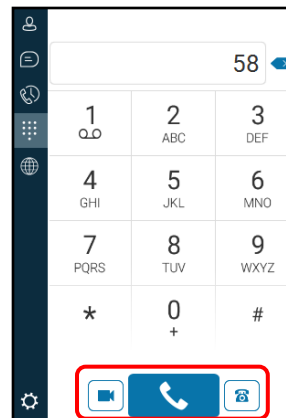
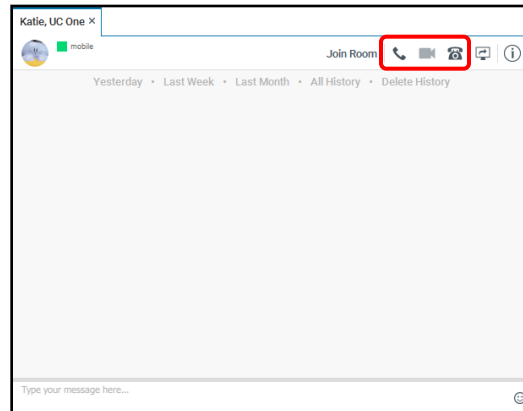
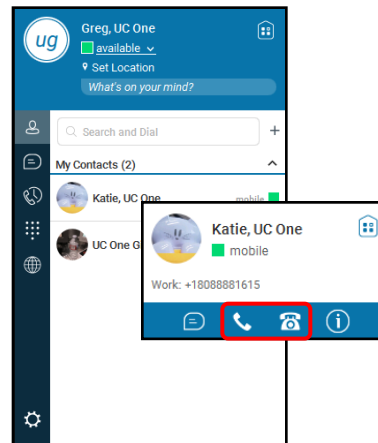


- 1) Double-left click on a contact to open chat screen.











- 2) Enter message in text box.
- 3) Press **Enter** to send.

## Placing Audio/Video Calls



Make an audio or video call using one of the following methods:

- Choose a contact from the contact list and click on the headset icon  for an audio call or the video icon  for a video call.
- From search results, open a contact card and click on the headset icon  for an audio call or the video icon  to perform a video call.
- Open the dial pad, enter a phone number, and click the Call  or Video  button.
- On the *Chat* screen, click the headset icon  for an audio call or the video icon  for a video call.

**More/Options Tab:**

In the *Options* menu, there are the following options:



- Transfer a call to a third party.
- Put the call on hold.
- Conference
- Hide or show your own video.

**In Call Features for Voice Calls:**



- Mute
- End Call
- Keypad
- Sharing
- Add Video
- New Call
- More Options
- Volume
- Chat

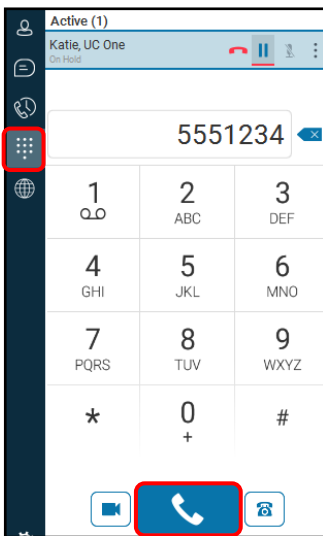
**In Call Features for Video Calls:**



- Hold
- Mute
- End Call
- Speaker
- Park Call
- Keypad
- More Options
- Voice Only
- Transfer

**To start a New Call:**

- 1) While on an active call, click on the **Pause** button.
- 2) In the *Dialer*, dial a new number or select a contact, then click the **Phone icon** to place the new call.
  - You can also swap the two calls or merge it into a conference.



**To place a Conference Call:**

- 1) While on an active call, click the **More** tab.
- 2) Click **Conference**.



- 3) Search for a Contact in your Directory or dial a number.
- 4) Once you select a Contact or dial a number, click on **Add**.
- 5) Once the contact answers, the conference will be initiated.



**Performing a Consultative Transfer:**

- 1) While on an active call, click the **More** tab.
- 2) Select **Transfer** in the dropdown.
- 3) Search for a Contact in your Directory or dial a number.
- 4) Once you select a Contact or dial a number, click on **Attended Audio**.
- 5) It will then call the Contact, once the Contact answers and accepts the transfer, click **Complete Transfer**.
- 6) The transfer will be complete.



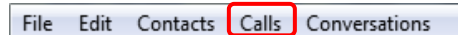
**Performing a Blind Transfer:**

- 1) While on an active call, click the **More** tab.
- 2) Select **Transfer** in the dropdown.
- 3) Search for a Contact in your Directory or dial a number.
- 4) Once you select a Contact or dial a number, click on **Transfer Now**.
- 5) The call will be transferred.



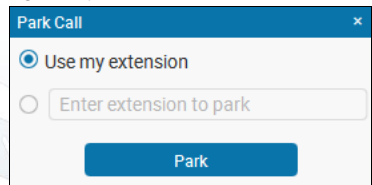
**Call Pull:**

- 1) Click on the *Calls* tab on the top of the *Communication* window.
- 2) Click on **Pull Call**.
- 3) The call will be moved from your mobile to the desktop client.



**To Park a Call:**

- 1) While on an active call, click on the **More** tab.
- 2) Select **Park Call** in the dropdown.
- 3) Select whether to park the call against your extension or use another extension to park the call. (*Recommended to park against your own extension*)
- 4) Click **Park** to complete.

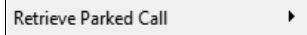


## To Retrieve a Parked Call:

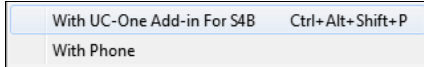
- 1) Click the *Calls* tab.



- 2) Select **Retrieve Parked Call**.



- 3) Choose to retrieve *With Communicator* or *With Phone*.

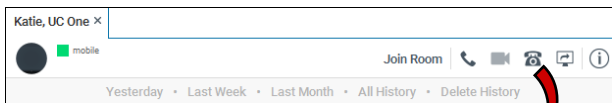


- 4) In the new *Communications* window, enter the extension where the call was parked.

## Application or Desktop Sharing

To share your desktop or individual application:

- 1) In the *Communications* window, click the **Start Share** button. This does not yet start the “share”.

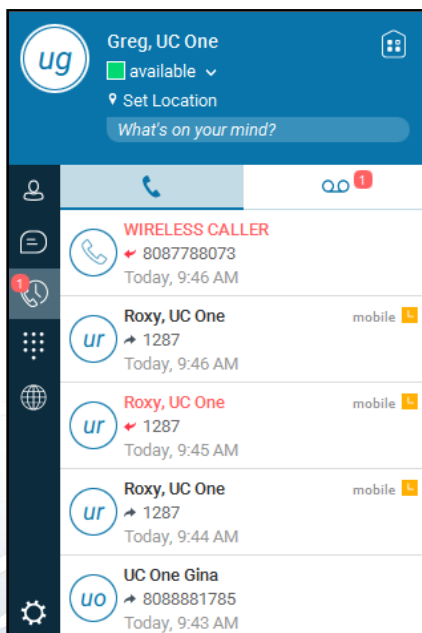


- 2) A new *Communications* window will appear.
- 3) Select either to share your entire display or one of your open applications and click **Start Sharing**. On Chrome, click the **Start Share** button again to select the application and screen to share.

The share widget appears to let you control share settings such as **Preview** that shows you what participants are seeing and **Pause** that pauses sharing.

- 4) To stop sharing, click the **Stop** icon. While sharing, all other communications mechanisms are also available except for video calling and file transfer. Participants cannot hide a share without closing the *Communications* window. Video call is also available while sharing.

## Communication History



Hosted UC saves a call history for placed, received, and missed calls. The call history makes it easy for you to redial and call back when you have missed a call or you want to easily dial a contact with whom you have recently spoken to. Each call has a separate entry in the list.

- **Left Arrow** – Incoming
- **Right Arrow** – Outgoing
- **Red Text**– Missed

Chat history for group chats, both in My Room and in instant group chat, are stored locally on the desktop client, just like in one-to-one chat, but only for the time the user is joined into the session.

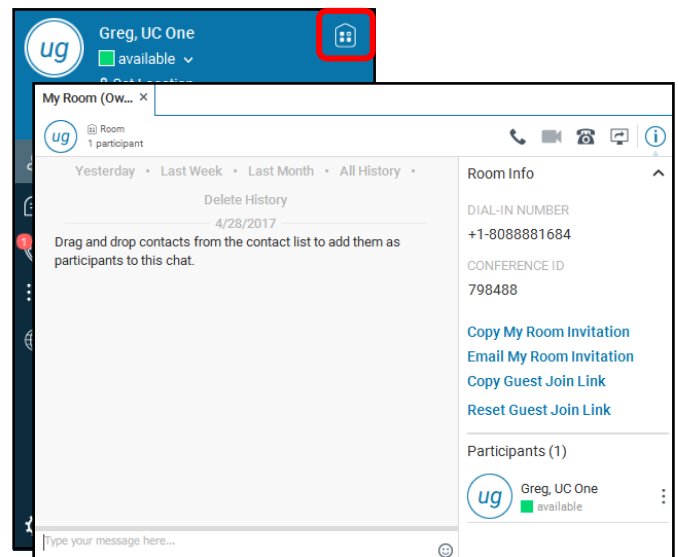
Missed Calls, Chats, or Visual Voicemail are shown as badges on the *History* tab. Once you click on the *History* tab. The badge will show on the service that has the missed communication or on the Visual Voicemail.

Once the Call, Chat, and Visual Voicemail has been viewed or accessed, the badge will be cleared.

Missed communication badges can be cleared by using the right-click menu on the *History* tab icon.

## My Room

My Room uses your permanent chat room, permanent collaboration room and conference bridge (audio or video). My Room is the only way to use the permanent rooms.



*My Room* is started by clicking on the **My Room** icon on the top right-hand side of the main interface. *My Room* is started automatically using your permanent chat room.

To start an audio conference, tap on the **Phone** icon on the top right-hand corner

Add more participants by dragging and dropping them in to the *Communications* window (or tab in Chrome) or the Conference menu, or they can join your room by right-clicking your name on their contact list and choosing the *Join Room* menu option.