

NEC UC Suite



Welcome

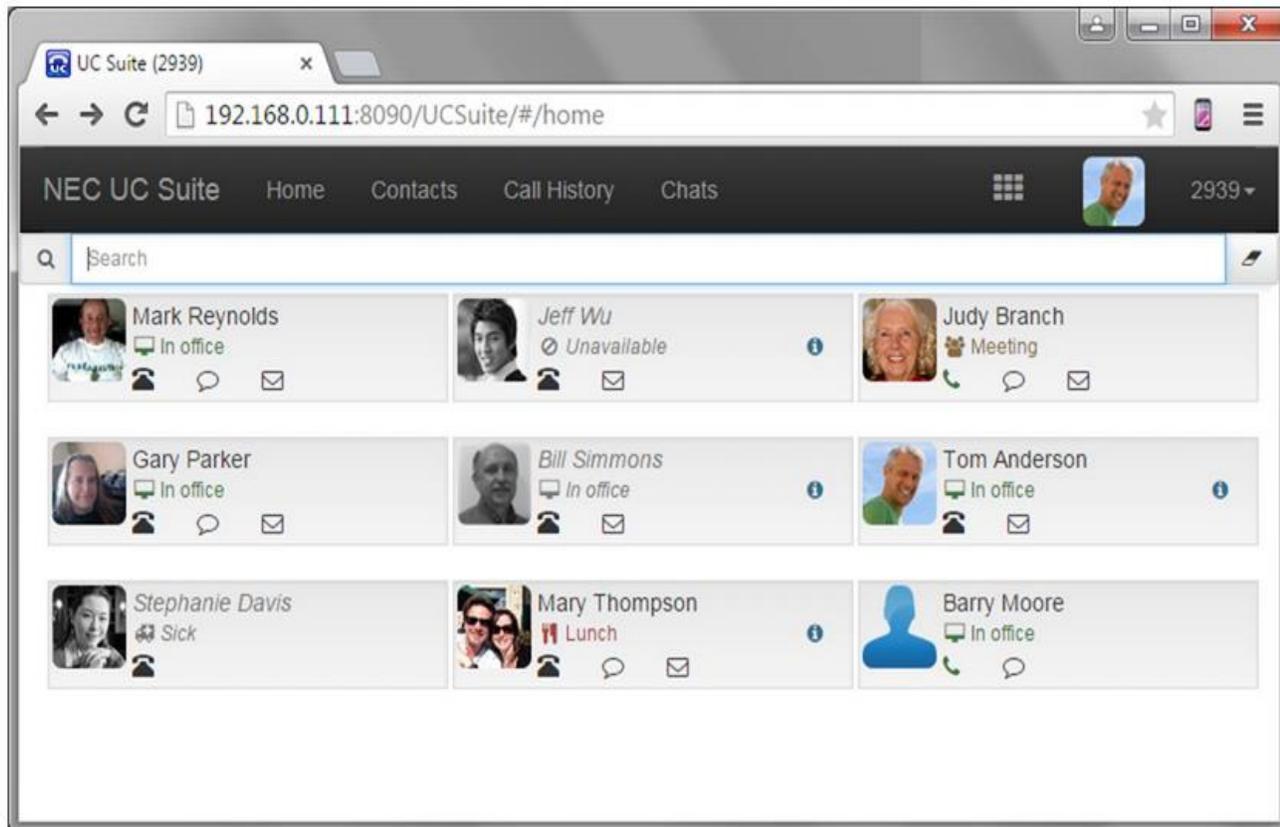
Welcome to the UC Suite for the SV9100 telephone system. The UC Suite provides extensive telephone functionality within one versatile application. Through this application, a user has access to many of the standard and enhanced features of the SV9100 telephone system, whether sitting at their office desk, working in a conference room, or traveling out of the office.

The UC Suite allows the user to control many of the functions on their SV9100 deskset telephone through simple PC controls. In many instances the user can complete phone conversations, transfer calls, and hold multi-party conferences, without ever having to touch the phone. In addition, the UC Suite provides monitoring capabilities, so that users can see if other employees are in the office, on another call, or unavailable. Having this knowledge readily available can save valuable time when trying to connect with co-workers.

UC Suite Screen Layout

The main page is comprised of the following sections.

Main Control Menu	This area includes the Product Name, Views, Dial feature, My Status function, and Feature menu option.
Search Function	Allows the user to filter the current display to quickly locate an entry.
Active Call Area	The active call area displays entries for each call that is being controlled by the application. This is a collapsible panel that is not visible when there are no active calls.
Current View	This area displays the contents of the currently selected View, such as a Buddy List, Contacts, Call History, or Chat.



Main Control Menu

The following active elements are included in the Main Control Area:

- The **Views** control determines the content of the main display portion of the window. The available views are Home (Buddy Lists), Contacts, Call History, and Chats.
- The **Dial** control allows the user to initiate dialing of a designated number.
- The **My Availability** control allows the user to set their Presence status and update their Photo.
- The **Feature** selection provides access to additional functionality, including editing Buddy Lists, Settings, Sign Out, Help, and About.

Search Function

The **Search** function is visible within the Buddy List and Contacts views. Within the Buddy List the text entered within the Search field will be compared to the names within the Buddy List and filter down the entries to only the matching names. Clearing the Search field will re-display all of the entries.

Within the Contacts view, the **Search** function allows searches on the Full Name, Extension Name, and Extension fields

Active Call Area

The Active Call Area displays the calls that are currently active on the user's deskset phone. When an inbound call arrives, a pop-up menu shows the caller information (if available) along with the options to Answer, Ignore, or Send to Voicemail (if configured).

For each active call, an entry in the Active Call Area displays the following information:

- Whether the call is Inbound or Outbound
- The telephone number of the called/calling party (if available)
- The duration of the call
- Available call control functions (Transfer, Conference, Hold, End Call)

Current View

The main display area shows the currently selected view: Buddy List, Contacts, Call History, or Chat.

As the browser window is resized, the content of this area will be adjusted to the appropriate size and layout.

- The **Buddy List** displays the set of users that have been chosen to monitor. Each entry indicates the state of the user's telephone and their current Presence state. The BLF button also allows the user to quickly dial any available number for the selected contact and initiate a chat session if that user is running the UC Desktop client or send an email if the e-mail functionality has been enabled. Each user maintains their own Personal Buddy list. Users that have acquired the attendant level settings can define and view multiple Buddy Lists that are shared among all attendant level users.
- The **Contacts** selection allows access to the Company, Business, and Personal directories. The Company and Business directories are shared directories among all UC Client users, while the Personal directory is a private directory for each user.
- The **Call History** displays a log of all call activity for the associated phone. The call history can be sorted by Inbound/Outbound, Time/Date, Number, and Name.
- The **Chats** selection displays the active chat sessions for the user. Each UC client can establish a two-party chat session with any other active UC client. Each user can have multiple chat sessions active with different UC users.

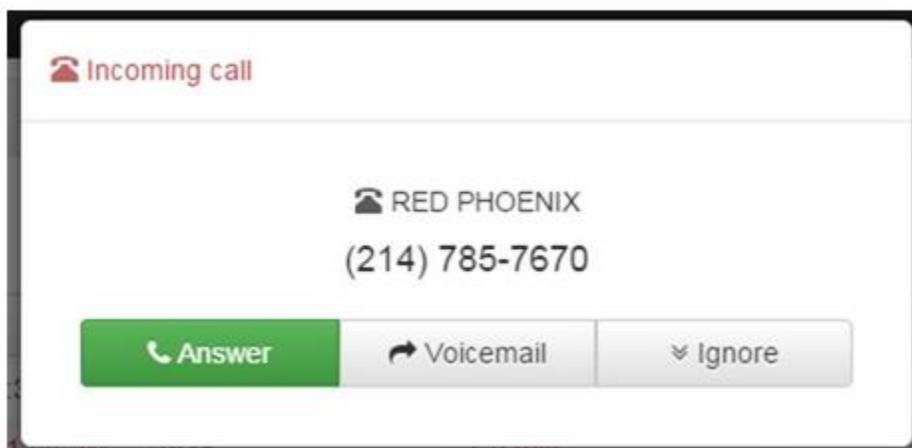
Basic Call Handling

The **UC Suite** provides convenient access to all of the functions required for normal call handling. Once a user becomes familiar with the **UC Suite** user interface, calls can be easily handled without even touching the telephone set. Almost all of the basic features, such as answering calls, originating transfers, and placing calls, can be accomplished by using the mouse, keyboard, or a combination of both mouse and keyboard input. This flexibility allows the user to manage call activity in whatever manner is most comfortable for their environment.

The basic call handling operations that can be accomplished with the **UC Suite** are described in the following sections.

Answering Incoming Calls

When a call is received at the user's desktop phone, the Web Client will display a pop-up window to notify the user of the incoming call. The following image shows an example of an incoming call.



The incoming call notification window shows the inbound Caller ID and Caller Name (if available). This window also gives the options to Answer the call, Ignore the call, or send the call to Voicemail. The Voicemail option is only available if the user has successfully defined the voicemail integration settings.

If the user selects the **Answer** option, the call is answered and the Incoming Call window is closed.

If the user selects the **Ignore** option, the Incoming Call window is closed, but the call will continue to ring on the extension until the call rolls to voicemail or the caller hangs up.

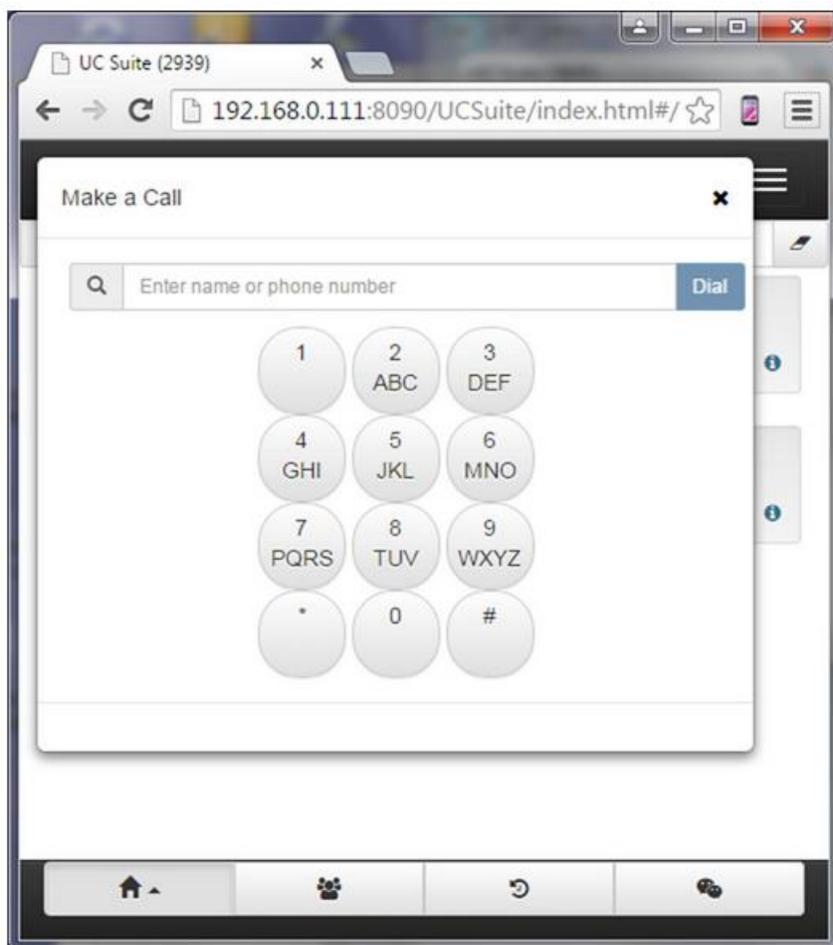
When the user selects the **Voicemail** option, the call is immediately transferred to the user's voicemail box and the Incoming Call window is closed.

Placing Outbound Calls

The user can initiate an outbound call from many areas within the UC client, including the Dial control, Buddy List, Contacts view, and Call History view.

Dial Control

The Dial Control will allow the user to initiate a new call. The following image shows the menu that is presented when the user selects the Dial option.



The **Dial** control presents a dial pad and data entry field to specify the number to be dialed. Each of the buttons can be clicked to enter the corresponding number into the data entry field.

With the cursor positioned in the data entry field, the user can type either a name or number. As the user enters a name, the Web Client will search the contact list for any matching entries and present a drop-down list of the matching contacts. The user can select one of the options in the drop-down list to quickly enter the associated number.

Pressing the **Dial** button will initiate a call to the number that has been entered into the data entry field.

Buddy List

Within a Buddy List, the user can access telephone numbers associated with an entry by clicking on the telephone icon.



This action will bring up a list of telephone numbers that are associated with this contact. Selecting one of the numbers in the list will initiate a call to that number.

Contacts

Within the Contacts view, each row includes a set of function icons that are applicable to the selected entry. Contacts that have associated telephone numbers will display a telephone icon. Clicking on this icon will open a popup menu listing all of the numbers defined for this contact. To dial, select the destination number and click on the Dial button.

Call History

Within the Call History view, the Number column displays the inbound/outbound number for the associated call record. This number can be selected to initiate a call to that destination.

Managing Active Calls

All active calls are displayed on a collapsible section near the top of the client screen. The Active Calls area allows the user to perform several actions on an active call. The following image shows an example of an active call.



The Active Call entry indicates whether the call was inbound or outbound and the caller/calling name and number, if available. The call duration is also displayed on the right side of the entry.

Selecting the **Transfer** or **Add Call** (Conference) function will pop up a menu control that will guide the user through the Transfer or Conference process.

The **Transfer** function includes options for **Immediate Transfer**, **Attended Transfer**, and **Click Transfer**.

Click Transfer provides a convenient shortcut mode that will support a one-click transfer from within a Buddy List entry. When **Click Transfer** is the selected transfer option, a click icon will appear next to the extension within the Buddy List. The following image shows a Buddy List entry that includes the **Click Transfer** icon.



With an active call, clicking on the **Click Transfer** option next to the Extension will send the active call to the selected destination.

Selecting the **Hold** function will place the active call on hold and display a Resume function to reconnect to the held call.

The **End Call** function will terminate the active call.

Managing Presence

The main page is comprised of the following sections.

Managing Presence States

The **UC Suite** includes a powerful Presence utility that allows users to alert other employees of their current status and view the current status of other employees. This functionality can help an office run more efficiently by sharing the activity or location of all co-workers. Rather than transferring a call to the desk of an employee that is out of the office, the user can now make a more intelligent decision when handling the call. Also, if trying to schedule a meeting, the user can quickly see who is in the office or when some critical members will be returning from lunch.

Viewing Presence status

The Buddy List entry displays the current Presence state for each user. If a blue Info icon appears within an entry, this user has included additional Presence state details.



Clicking on the Info button will open a popup that shows the additional Presence information.

Setting your Presence status

A user updates their Presence status by selecting the **My Availability** function. The following image shows an example of the My Availability settings menu.

The screenshot shows the 'My Availability' settings interface. At the top, the title 'My Availability' is displayed. Below this, the 'Status' section features a dropdown menu currently set to 'In office', with 'History' and 'Scheduled' as other visible options. The 'Notes' section includes a text input field with the placeholder text 'Additional information to display'. The 'Additional information' section has a checked checkbox and three input fields labeled 'Subject:', 'Location:', and 'Expected return:'. Finally, the 'Incoming call handling for x2939' section shows a dropdown menu set to 'Do not forward'.

The **Status** control provides a drop-down list of all of the available Presence states.

The **History** shows the most recent states that the user has selected and provides a quick option for setting presence details.

The **Additional information** area can be expanded to access controls that allow the user to specify a **Location** and an **Expected return date and time**. These are optional fields that can provided more detailed information that will be shared with the other UC users.

The **Incoming call handling** area allows the user to change their phone settings with their Presence status. Options for call handling include **Forward**, **Forward – Both Ring**, and **Do Not Disturb**.

Scheduling Presence changes

The UC Suite allows a user to schedule Presence changes to occur at a future time and date. This can be beneficial if you have several consecutive meetings and need your Presence status to change when you are not in the office.

The Presence Scheduler is accessed within the **My Availability** menu. Selecting the Scheduled option will open a popup menu that allows the user to add a new Presence schedule event. The following image shows an example of the menu for scheduling a Presence change event.

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The image shows a dialog box titled "Add a scheduled presence event" with a close button (x) in the top right corner. Below the title bar, there are two input fields. The first field is labeled "Event start" and contains the text "Jun 5, 2015 5:00 PM" followed by a right-pointing chevron. The second field is labeled "Event finish" and contains the text "Jun 5, 2015 6:00 PM" followed by a right-pointing chevron. At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

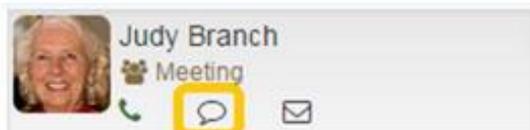
Opening the **Event Start** control allows the user to specify the start date and time for this Presence event. The user also selects the Presence state for this event, and specify any additional details, such as Location and call handling instructions.

Opening the **Event End** control allows the user to specify the end date and time for this Presence event. The user can also optionally specify the Presence state and call handling instructions that should be applied at the end of this event.

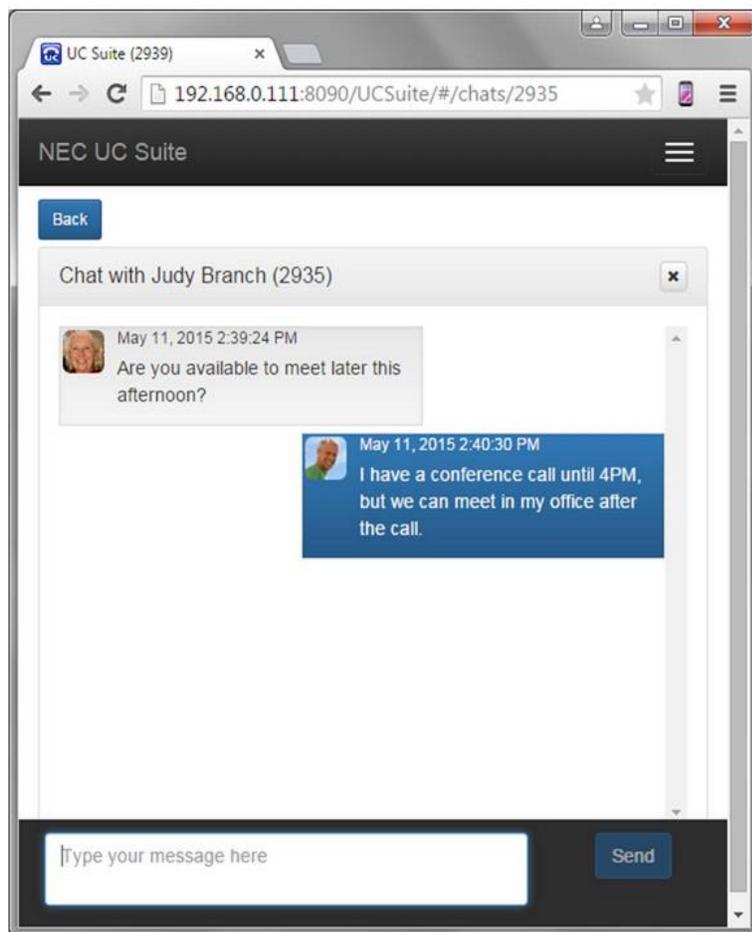
Chatting with other Users

The UC Suite provides an effective method for co-workers to communicate through the application. The **Chat** function allows users to converse through on-screen text messages when it may be inconvenient to have a phone conversation. A **Chat** session can be held between any users that have their permission set to use the **Chat** feature. Chat sessions can be setup between two users or multiple users can participate in a group chat.

The Buddy List entry indicates which users are currently available to participate in a **Chat** session. A **Chat** icon is displayed within the entry for those users that are available.



Clicking on the **Chat** icon will open up the Chat dialog to initiate a Chat session with the other user. The following image shows an example of the Chat menu.



The Chat form displays the messages that have been sent by both parties in the Chat conversation.

The data entry box at the bottom of the form is used to enter the message text to be sent to the other user. After the message is entered, clicking on the **Send** button will deliver the message. By default, pressing the Enter key will also perform the **Send** operation.

Selecting the **Chats** option on the UC Suite main menu displays a list of previous Chat sessions and allows the user to create a new Chat session. To initiate a **Group Chat**, the user can specify multiple names or extensions by selecting them individually using the search field. Then, clicking the **Chat** button will create the **Group Chat** session. The following image shows an example where the user has selected two participants (Dave and Gail) to join them in a **Group Chat** session



E-Mail Access

Within a Buddy List, the user can also send an e-mail to a designated user.



Clicking on the E-Mail icon will open a new e-mail message within the user's default e-mail client.

The E-mail icon is only shown for user's that have entered their e-mail address within the Company Directory.

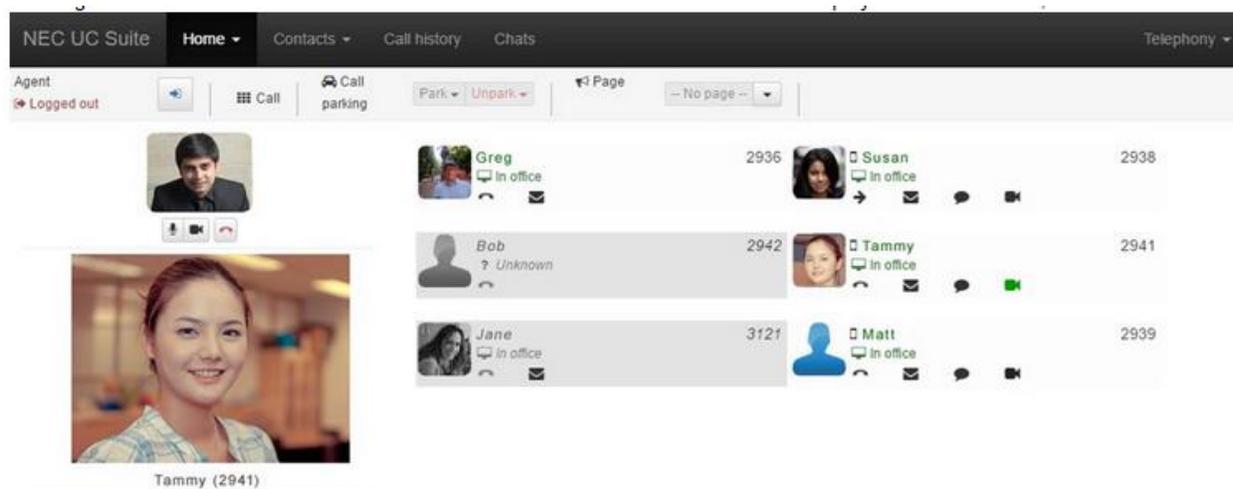
Video

The UC Suite provides video conference capabilities. Video option availability depends on the following:

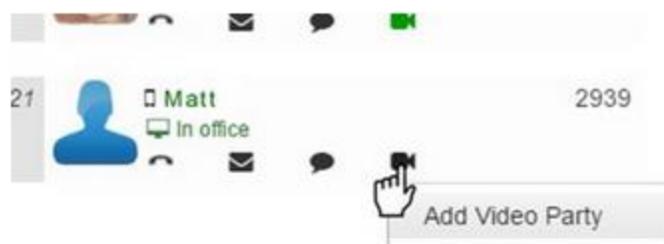
- User must have an Advanced or Premium license
- The browser used must support WebRTC (Currently Firefox or Chrome)
- The feature must be enabled in UC Suite/Settings/Video
- If you have video enabled, a video icon will display with your information:



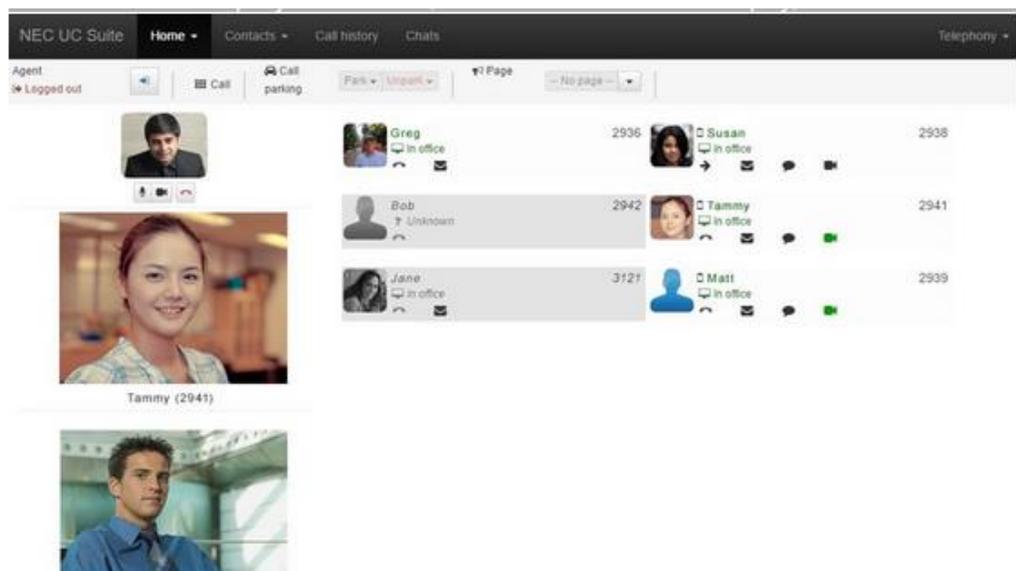
Clicking on a user's black video icon initiates a video call. When connected the call displays as shown below, with the caller's video shown in the top of the left column and the called party's video displayed beneath it. The called party's video icon changes to green.



To add another party to a video call, click their video icon

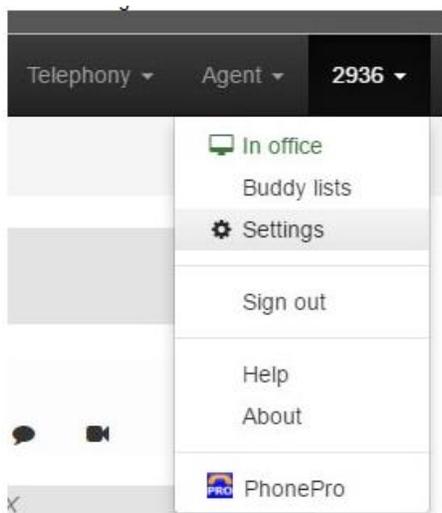


When the new called party is connected, their video is added to the display, and their video icon turns green.



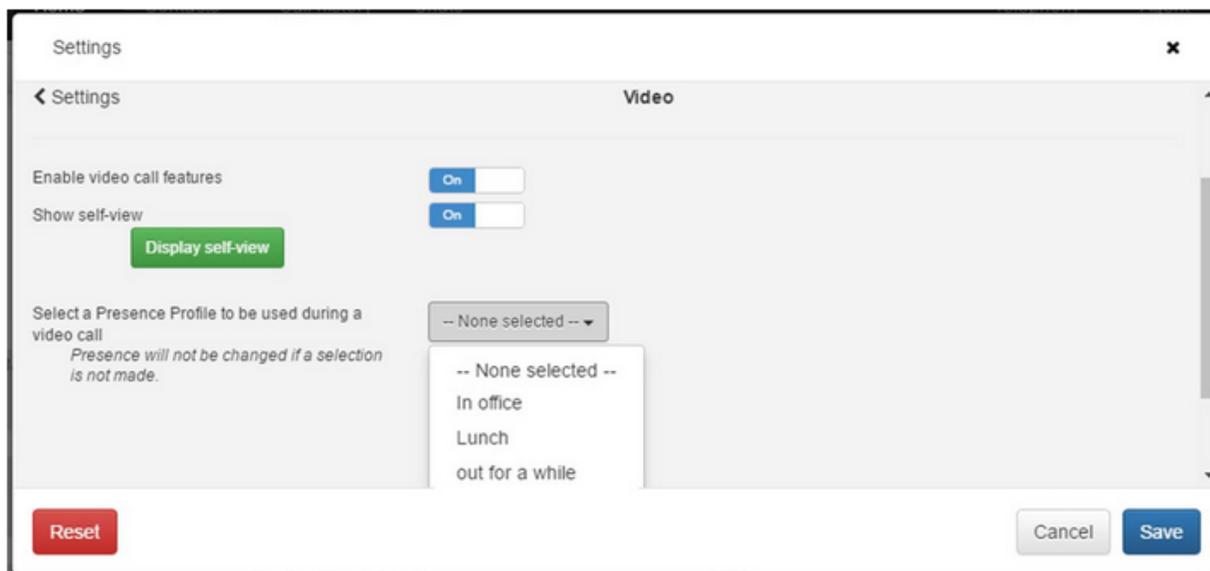
Video Settings

Video settings are in the UC Suite Extension drop-down menu.



The options available are:

- Enable video call features on/off switch - enable or disable video call features.
- Show self-view on/off switch - When turned on, this displays the calling party's video in their own browser.
- Display self-view button- Pressing this button opens a view from your own camera.
- Select a Presence Profile drop-down list - Allows the calling party to select a presence profile to be used during the video call.



UC Web Conference

To initiate a UC Web Conference, select the Video Call option within the Telephony menu. Video Call

Video call type

Video chat UC Web Conference

Enter UC Web Conference login information ^

User name * Password *

Tom

Remember

Invite users

Stephanie 2940 x

In office

Invite

Cancel Start

From this menu select the UC Web Conference option. Enter the User name and Password that have been assigned to create a new UC Web Conference.

Use the Invite button to add other active UC users to the invitation list. Each user will be sent a Chat message with a link to join the conference.

When the invitation list is complete, click on the Start button to start the web conference. The web conference will be created in a separate browser window.



Video feeds for other invitees will be added as they join the conference.