User Guide for Desktop Release 22.9.12

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1   About FusionWorks UC One

FusionWorks UC One is a native Windows or Mac client for Unified Communications, providing the following communication features:

- Instant Messaging and Presence
- Voice Calling (VoIP)
- Voice Calling (Desk phone)
- Video Calling
- Desktop Sharing
- Call Settings

2   Get Started

2.1   Installation

Windows

1. Double-click the installer executable file, and follow the installation instructions.
2. Launch FusionWorks UC One.

OS X

1. Double-click the disk image.
2. Copy the application into the Applications folder.
3. Launch FusionWorks UC One.

2.2   Sign In

When you first launch the application, you are prompted to sign in.

1. Enter your Fusion Connect user name and password. For this, use your "phonenumber"@megapathvoice.com and your Fusion Connect password supplied to you during provisioning. This is the same password you use to sign in to Fusion Connect Voice Manager.
2. Select whether you would like FusionWorks UC One to remember your password.
3. Select whether you would like FusionWorks UC One to sign you in automatically on subsequent launches.
4. Click Sign In.

> **NOTE:** If you choose automatic sign in, you are automatically signed in and taken to the Main window upon subsequent FusionWorks UC One launches. Otherwise, you are prese with the Sign In screen when launching the application. FusionWorks UC One remembers tab you were on at sign out, and opens that same tab at sign in.

> **NOTE:** It is possible to run several FusionWorks UC One instances at the same time, but headphone connectors and Outlook integration may not work as expected.

2.3   Main Window

When you start FusionWorks UC One for the first time, your *Contacts* list is empty. Use the *Search and Dial* field to find people and add them to your *Contacts* list. Contacts can also be added manually by clicking the Add button. Client windows can also be set to always use the *Main* window menu option. The Dial Pad is also integrated with the *Main* window.

FusionWorks UC One uses tabs for new chat sessions. The Search and Dial field allows searching for contacts as well as making calls using phone numbers. The table that follows the image below describes the key icons used in the *Main* and *Communications* windows.
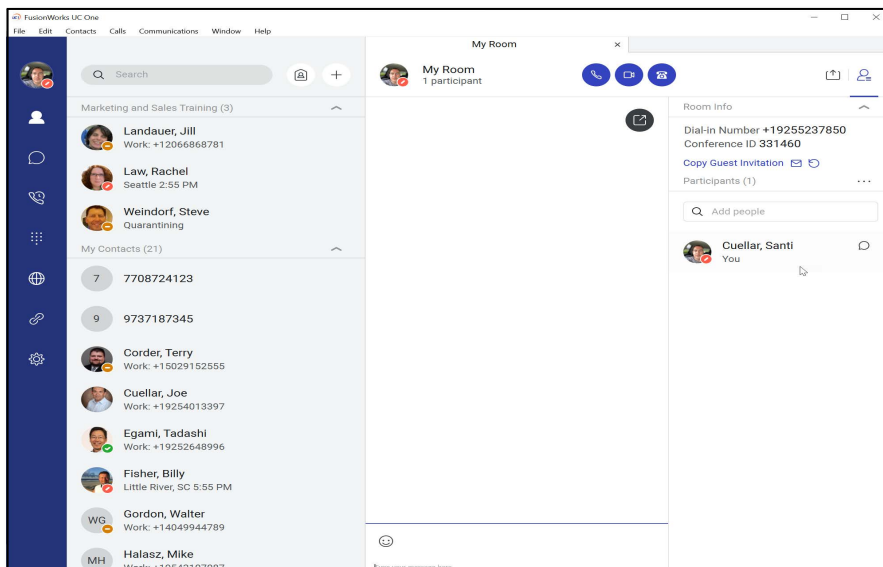
Figure 1 Main & Communications Windows

Icon	Usage
✅	**My Information** – View and update your information, presence status, avatar, and location.
🔲	**My Room** – This is your permanent communication room. Participants can dial in to your audio bridge.
+	**Add Contact** – Opens window for adding a new contact or a new group.
👤	**Contacts** – View your contact list.
📞	**Call History** – View previous calls.
💬	**Chat History** – View previous chats.
🌐	**Full Enterprise Directory** – Show all contacts of the directory.
⠿	**Dial Pad** – Opens the dial pad in the display area (main window) so you can make a call.
🔗	**Voice Manager Link** – Opens a new web browser directly to the Fusion Voice Manager, where you can manage your service for out of office or other settings.

⚙️	**Options** – Opens Options area. Use for quick access to set general preferences, audio/video equipment, and call settings like Call Forwarding.
💬	**Chat** – Start an instant message conversation with a selected contact.
📞	**Call** – Make an IP audio call to a selected contact.
☎️	**Call from Phone** – Make a Click To Dial call from your desk phone (or secondary device).
📹	**Video Call** – Make a video call to a selected client (VoIP).
⬆️	**Share** – Share either the whole screen or an individual application.
…	**Menu** – opens more communication options

Figure 2 Icons and Meanings

My Information

- Double-click the avatar to upload a picture, or use a right-click menu.

- Right-click the avatar to update your status

Presence

You can set your presence to one status indicated in the following table.

Icon	What it means
✅	The green presence icon indicates that the user is online and ready for communication.
➖	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than 10 minutes.
🔴	The red presence icon indicates that the user is busy and does not want to be disturbed.
⚫	The grey presence icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
🔴	This icon indicates that the contact is busy due to a call. This is an automated presence status.
🔴	The icon indicates that the contact is busy due to a meeting. This is an automated presence status. The *Busy – In Call* status overrides the *Busy – In Meeting* status, so this one is only seen if there is a meeting but no call.

Figure 3 Presence Icons and Meanings

FusionWorks UC One can automatically update your presence to the following:

- *Busy – In Call*   🔴 Call

- *Busy – In Meeting* (Windows only)   🔴 Meeting

- *Available (desk phone)*

- *Available (mobile)*

- *Away on mobile*   Mobile

- *Offline and busy in call*

Location
Your location is automatically determined by your public IP address. However, you can manually set the text to appear for you location and time zone using the location dialog box.

2.4   Communications View

After starting communication with one or more contacts, a new tab is displayed for chat. The call window is also integrated with the *Main* window chat tab by default. You can separate a tab onto a different *Communications* window by dragging and dropping it outside of the *Main* window. From this view, you can perform the following actions:

- Escalate a chat to include audio, video, and desktop sharing

- End an audio or video call

- Open the dial page

- Mute your microphone

- Adjust your speaker volume

- Place a call on hold

- Transfer a call

- Toggle between speaker and headset

If you are using several monitors, FusionWorks UC One opens the *Communications* window as well as notification on the same monitor as the *Main* window.

FusionWorks UC One limits the number of active communications to spare resources. The limit is 20 active communications on Windows and OS X. If the maximum is reached, the main window's top section warns user with the following message: *"The maximum amount of communication windows has been reached. Please close some to open new ones."*

If an incoming call is answered while this warning is shown, the client closes the chat session that has the longest time since its last activity.

2.5   Start Chat

Start a chat using one of the following methods:
- Double-click a contact from the *Contacts* list or search results

- Right-click one or more contacts from the *Contacts* list or search results, and click the **Chat** menu item.

- On the *Chat History* list, double-click a chat entry.

2.6   Send File

In a one-to-one chat transfer files by clicking the **Send File** button in the *Communications* window (bottom), or use the "drag and drop" method so that the files are moved to the *Communications* window.

2.7   Send Email

Right-click a contact from the *Contacts* list or search results, and select the **Email** menu option. The contact must have an email address defined for this feature.

2.8   Make Audio or Video Call

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

- Right-click one or more contacts from the *Contacts* list or search results, and select the **Call**, **Call from Phone**, or **Video** menu item.

- Enter a phone number in the Search and Dial field.

- Press ENTER to start a VoIP call.

- Click the **Call**, **Call from Phone**, or **Video** button.

- Open the Dial Pad, enter a phone number, and then click the **Call**, **Call from Phone**, or **Video** button.

- On the Call History list, double-click a call entry.

- In the Communications window, click the **Call**, **Call from Phone**, or **Video** button.

- When viewing a contact's profile, click the **Call**, **Call from Phone**, or **Video** button.

> **NOTE:** If dialing a phone number that requires additional dual-tone multi-frequency (DTMF) tones (for example, a conference bridge), you can type the numbers on your keyboard while the *Communications* window has focus, or open the Dial Pad in the *Communications* window.

2.9   Share Your Application or Desktop

Share you desktop by following these steps.

1. Click the **Start Sharing** button in the top of the Communications window (if share panel is not visible). The Share button is shown by default in My Room also. The share selector window opens.

2. Select the application to share, or the entire screen of a particular display, and click the **Start Sharing** button.

2.10 Active Communications

Active communications appear at the top of the *Contacts* list in the *Main* window. This area provides an easy view to see the people with whom you are communicating. The call is shown in the *Active Communications* are in the Main window (where the call can be fully controlled in the Desktop client). It reduces the number of Communications windows; however, a separate call window can still be opened using an *Active Communications* menu. The following is also available in this area:

▪ Double-click an active communication item to bring this tab into focus if the call window is separately shown. If the call window is integrated, you can use a menu option to show it separately.

▪ See who has sent you a chat message, but only after you accept the chat session. Before the chat session is established, the chat items are not visible in active communications but a history badge is visible.

▪ End a call.

▪ Mute the microphone.

▪ Place a call on hold.

▪ Merge two calls or transfer by dragging and dropping calls onto each other.

▪ Transfer a call.

▪ Make conference calls.

▪ Park and retrieve calls.

▪ Set audio device to headset or speaker.

▪ Conference

▪ Call Transfer

▪ Call Park

▪ Call Pull

When enabled, you can use these buttons for faster access to services. You can right-click the **More** icon (three dots) of an active Communications item to access more options. A left-click offers additional call management options for this call, and other options when available.

2.11 My Room

My Room is an always available and permanent you can use to chat with anyone that joins.

You can invite others to your room by dragging and dropping them from Contacts into My Room. You can also use the right-click menu on the **My Room** icon in the top-right corning of the *Main* window, or *My Room* information area to copy an invitation link for guest users (people without FusionWorks UC One). They can then click the link and join the meeting through a web browser. Guest users must be separately accepted for each session.

Contacts join your room by right-clicking your name on their contact list and selecting *Join Room* or by an invitation you sent.

Email My Room Invitation menu results in working links for guest users only. FusionWorks UC One users are recommended to use Copy My Room Invitation links; however, the links may not work in all applications as they were originally intended for Outlook.

You can also export the attendee list using the related participant menu available via the options icon (three dots).

In My Room calls, the owner can also see active speaker info with the Mute/Unmute icon. My Room can also be moderated, for more information on moderation, see **Section 6.14 Moderator Controls.**

2.12 Select Audio Devices

If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call.

Windows and OS X

1. Select **Options**.

2. Select **Audio/Video**.

3. Set a playback device (speakers).

4. Set a recording device (microphone).

5. Click **OK**.

If "Use default" is selected, then FusionWorks UC One uses the default device set in the operating system preferences. For Windows, if "Default Communication Device" is defined, it is selected over the "Default Device". If you are using headsets, you can also select a separate device than the headset for alerting incoming calls.

Note that on OS X it is recommended to disable "Use ambient noise reduction" in *System Preferences* to reduce echo.

3   Contacts

Contacts are the people with whom you communicate and, in most cases; you see their presence and share your presence with them. There are two types of contacts:

> *Contacts* – Actual people with whom you communicate.
> *Groups* – Containers of contacts.

There is no hard-coded limit on the number of contacts. The more contacts are added the more memory and processing is needed. The more contacts are added, the more difficult it is to find people without searching. Live search can be used instead of a very large local contact list while keeping memory and processing requirements to a minimum.

3.1   Add

When you sign in for the first time, there are no contacts on your contact list. Add a new contact at any time by selecting the *Add Contact* item from the menu or choose the **Add** button from the Main window (+ icon). In the resulting tab, you can select to add a contact, group, or other items.

In the *Add Contact* tab, enter the contact's information and then click **Save**. By default, your presence information is always shared with a new contact if an Extensible Messaging and Presence Protocol (XMPP) address is provided.

If you are accepting contacts via a buddy request, you may see the contact card after accepting the buddy request, depending on the service provider settings. When receiving a buddy request, there are two buttons for accepting and rejecting the request.

Dismissing the buddy request window only ignores the request for the duration of the login session. It reappears after the next login.

However, you can always share your presence information later by selecting Subscribe on the right-click menu for a specific contact in the contact / directory list. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

The newly added contact appears on your contact list.

Add a conference contact by clicking the same button you did for *Add Contact.* A conference contact is a special contact used for conference bridges to avoid remembering PIN codes and conference number, for example, recurring conferences. Just create a contact for the weekly conference, add a conference bridge number and PIN, and join the conference just by right-clicking the contact or choosing it and clicking the **Call** button.

Choose the *Add Group* menu option to add a new group to the contact list.

Contact card telephone number fields can also have SIP URIs (work, mobile, extension, personal, and conference bridge).

3.2   Edit

Edit a contact by selecting the contact first. After you select the contact, right-click anywhere in the area of the selected contact and a menu of options appears which allows you to either view or edit the contact profile. In *View* mode, click the **Edit** button to go to *Edit* mode. This base principle is the same for normal contacts, conference contacts, and groups.

- *Unsubscribe* removes the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. To re-establish the presence relationship, select *Subscribe*. An unsubscribed contact remains on the contact list and is always shown without an icon. Any contact that is not presence-enabled is shown in the same way.

- *Delete contact* removes thecontact from your contact list.

- *View Profile* opens the *Contact Information* dialog box where you can add, edit, or remove information. This works for both normal and conference contacts.

- For groups, choose the *Edit* menu option to rename a group.

Once done with all changes, click the **Save** button.

3.3   Filters

You can filter contacts in two ways:

1. Use the *filter* field (also called *Search & Dial*) to search by contact name. The contact list is filtered in real time as you type.

2. Alternatively, use the filter menus available by right-clicking the *Contacts* icon in the left pane to display only specific types of contacts such online. 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.

Favorite filtering works slightly differently:

- When you make a contact your favorite, the favorite group shows on top of the contact list and cannot behidden.

- When you delete all your favorite contacts, the favorite group does not show anywhere.

- When you have even one favorite marked, you see the group.

4 Presence

For each contact you have subscribed to, you can see their presence. Similarly, your contacts can see your presence on their contact list.

Presence means that your coworkers can see whether you are available to communicate, for example "I'm busy" or "I'm available."

Icon	What it means
✅	The green presence icon indicates that the user is online and ready for communication.
➖	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than 10 minutes.
🚫	The red presence icon indicates that the user is busy and does not want to be disturbed.
⚫	The grey presence icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
?	The question mark icon indicates that a subscription is pending and the contact has not yet approved sharing their presence.
🚫	This icon indicates that the contact is busy due to a call. This is an automated presence status.
🚫	The icon indicates that the contact is busy due to a meeting. This is an automated presence status. The *Busy – In Call* status overrides the *Busy – In Meeting* status, so this one is only seen if there is a meeting but no call.
✅	This icon indicates that the contact is only available on mobile FusionWorks UC One.
✅	This icon indicates that the contact is only available on a compatible desktop phone, and not FusionWorks UC One.
➖	This icon indicates that only the mobile client is online and in the Away status.
⚫	This icon indicates that the user is in a call but is not logged in to XMPP (presence and chat).

Figure 4 More Presence Icons and Meanings

The avatar is not completely in real time. Avatars are retrieved at login, when the contact is added, and when the contact comes online. Double-click the avatar to change your avatar image. A File Explorer view will open so you can upload your new image.

If you see an error message at the top of the *Main* window "XMPP Unavailable," it means that the XMPP connectivity has been lost for Chat and Presence; however, you can still make calls. Contact Fusion Connect for more assistance.

Have the Outlook calendar automatically change your presence to *Busy – In Meeting* by enabling this in the *Options → General* area.

The presence update is only triggered by appointments and meetings that are in the *Show me as busy* state.

The XMPP address of a contact cannot be changed. Instead, you must delete the old contact and create a new one.

Location in presence is done based on the IP address that the machine is using on Windows. The IP address is mapped to a physical location. Fusion Connect is working with the mapping provider to improve location accuracy. On OS X, the operating system location is utilized. You will be prompted to accept location usage. Change the location manually by clicking on the avatar (If presence controls are not already expanded) and then the location icon to go to the manual location and change the view.

Snapshot of presence status is also available in search results and *Communications* window for contacts who are not buddies. This presence status is not updated after the search is done, or after the communication session is set up.

5 Chat

5.1 Chat View

When you initiate a chat, the *Chat* tab inside the *Main* window opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a pop-up notification in the bottom right-hand corner of the screen. If you close the *Chat* tab and open it again, sent chat messages are shown in the tab as chat history.

When the chat opens, you see the contact's information at the top of the screen.

At the top of the message area, there are five links: Yesterday, Last Week, Last Month, All History, and Delete History. From these links, you can load history from your local storage and different timeframes. Depending on your history, some links may not be visible if there is no data to show.

In the text field, you can add a smiley emoticon. Smiley emoticons can also be added by manually entering the corresponding characters that represent that particular emoticon. You can send text by pressing **ENTER**.

The full set of Emojis is also supported and they are rendered as ordinary emoticons when received. Spell checking is also supported and can be disabled in *Options*.

To enter a line break in the *text* field, you can use the following key commands:

- CTRL+ENTER (command+enter on Mac)
- SHIFT+ENTER
- ALT+ENTER

Use either one of the short commands, CTRL+C or CTRL+V, or right-click the selection for a menu to copy or paste the text to or from the *Chat* tab.

5.2 File Transfer

File transfer functionality is only accessible through the *Chat* tab.

1. To open the *File Selection* dialog box, click the **Send File** button located to the side of the text field.

2. From the dialog, select the file to be sent, and then click **Open**. You can also drag and drop a file into the *Chat* tab.

3. Once the file offer is issued and during its transfer, you can cancel the transfer (at any time) by clicking **Cancel**.

4. Accept an incoming file transfer by clicking the **Accept** button.

5. Reject the file transfer offer by clicking the **Decline** button.

After the file transfer has completed, the received files can be opened or viewed in the file manager by using the *File received, click to open*, and *Show in folder* links.

In error situations, partially received files are not deleted automatically.

5.3   Group Chat

Start a group chat by "multi-selecting" and right-clicking the *Main* window contact list. More people can be added later to the chat by "drag and drop". Only the owner can add more participants.

A group chat works the same way as a one-to-one chat in a tabbed view. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact or a contact that is not on a device that supports group chat. This does not affect the group chat in any way.

A group chat history is saved both in My Room and in ad hoc chat rooms and is available to view later in the *Messages* tab of the *Main* window.

In the *text* field, the contacts' names appear in different colors to easily distinguish between who is writing. Only the newest chat room messages are stored on the server. One-to-one chat messages are only saved locally. When the optional *Message History* feature is enabled by your service provider, messages sent from your other devices are also shown.

Deleting a chat room is not supported.

Chat rooms can be moderated by the owner. Use the right-click menu options to remove a participant from your chat room. If needed, the removed participant can join later. The removal also applies to desktop share sessions.

Typing notifications are not supported in group chats.

6   Audio and Video Calls

The following table describes additional Communications window icons, and explains what you can do with them for voice and video calls.

Icon	What You Can Do
🎥	Add or remove video from the call.
🎤	Mute your microphone by clicking the mute button.
⏸	Put the call on hold. Note that if you hold the call, the other party cannot "unhold." This freezes a video call to the last frame of the video feed. In both voice and video calls, this is communicated to all parties by a notification appearing in the middle of the screen.
…	Use this icon to access the Call Options menu.

Figure 4 Audio/Video Icons and Functions

In the Options menu, you can do the following:

- Transfer a call to a third party

- Put the call on hold. Note that if you hold the call, the other party cannot "unhold." This freezes a video call to the last frame of the video feed. In both voice and video calls, this is communicated to all parties by a notification appearing in the middle of the screen.

- Adjust the volume using the volume bar. Drag it to the far left to mute your speakers.

- Enter additional digits using the dial pad at any time during the call (for example, to insert a conference number). The dial pad is not movable.

- Toggle between audio headset and speakers.

- Add participants to the call.

As an alternative, in general available Feature Access Codes (FACs) for call management work during calls. For instance, *55 for direct transfer to voicemail, but the ongoing call must be put on hold and a new call must be made to the FAC "number." Using DTMF for the same purpose does not work.

When establishing a call to a contact, you can choose several ways to call. Right-click the contact you want to call and select the Call menu item. Choose the number to call from a right-click menu. There can be several phone numbers associated with a single contact, and thus available in a menu. Work phone is the default and top-most number. Mobile and other numbers are shown beneath it. This set up applies to the transfer and conference windows. However, in certain cases, the transfer/conference default number can differ from other call options in other menus.

The default call type can be selected using accessibility menus (*Calls → Dialing* service.) This controls the default call type when using call buttons.

Dial a number of SIP URI of format user@domain or sip:user@domain in the combined Search and Dial field to make a call. Once you type your numbers, FusionWorks UC One searches for contacts on both the local list and enterprise directory.

Choose your video size from the *Options → Audio/Video* section. Your selection is used by default for future video calls. The available sizes are automatically presented based on your camera.
You cannot have two simultaneous calls with the same person.

FusionWorks UC One does not add video to an audio call without end-user consent. This also applies to blind video call transfer cases where audio-only music on hold is used; this may result in the transferred call being reduced to audio.

You can also see a secure call icon when an encrypted call is taking place.

> **NOTE:** There is sleep prevention during calls.

6.1   Call From Computer

Select a contact form your *Contacts* list to start communication and click the desired communication button. To communicate with someone who is not on your contact list, type a phone number in the *Search and Dial* field.

6.2   Call From Phone

In the row of communication buttons, the second option is Call form Phone. When you click this button, the desk phone instantly starts ringing and the call is established from your desk phone.

For remote calls initiated using FusionWorks UC One, you can also have mid-call controls such as hold/ resume, transfer, and add participant.

Automatic *Busy – In Call* presence also works with the Call from Phone feature.

6.3   Answer Call

When someone is calling you, you see a pop-up notification on your screen. You can choose to answer, silence the incoming call, and then open a chat session with the caller, reject the call, or silence the incoming call by closing the pop-up notification window. If you silence the call, the ringtone is silenced but the caller does not see anything on their end. You can answer or reject the call after silencing it only if you have chosen the chat option. If you close the incoming call pop-up notification to silence an incoming

call, then you do not have an option to answer or reject it any more. When choosing the chat option, chat is only enabled after the call has been answered or rejected.

If you reject the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

When someone is calling you with a video, you see the same pop-up notification; however, the options are answer with video, answer as voice only, silence and chat, reject, or silence (by closing the pop-up window). If you decide to answer as voice only, the call is voice only.

6.4   Contact Name Lookup for Incoming Calls

FusionWorks UC One performs a local contact search for incoming calls. If the number matches one of the contacts on the FusionWorks UC One contact list, the name is shown on the incoming call screen along with the alert. Both the display name and phone number are shown when available.
If there is no match to a local contact, FusionWorks UC One looks for a match in the Enterprise Directory and other available directories, and if a match is found, the available information is shown for the incoming call. If there is no match in the Enterprise Directory, the display name is taken from the available information in the incoming call.

Whenever you retrieve your call logs/history, FusionWorks UC One does a lookup in the local contacts and populates the name if a match is found.

6.5   Missed Call or Communication

When you have one or more missed calls or other types of communications, there is a notification on the left-hand side of the navigation pane in the Main window. Clicking the icon takes you to the missed communication in the *Communications History* view.

6.6   Full Screen in Video Call

Full screen mode can be activated by clicking the **Full Screen** button or by double-clicking anywhere on a video.

Exiting full screen mode is done by pressing the **Esc** key (on both Windows and OS X) or by double-clicking the window. Exiting full screen makes the video call go back to its original state (even if there was resizing of the window previously before going full screen).

In a full-size window, you can see a similar *Options* menu at the top. It has the same functionality as it does in the normal view. When you move the mouse, the top bar and lower communication buttons appear on top of the video.

6.7   Multiparty Sessions

You can have many participants in a call, either in a *My Room* or in an ad hoc multiparty call. Add more participants by dragging and dropping them on to the *Communications* window or by selecting the Conference menu item via the *Communications* window menu button. By choosing the menu item, you can also add participants with just a telephone number.

In contrast to using *My Room*, which uses your permanent chat and collaboration rooms and conference bridge, you can start ad hoc multiparty sessions by either selecting multiple contacts on the contact list and starting a chat, by calling them, or by expanding a one-to-one session into a multiparty session by dragging and dropping a contact into the *Communications* window. In an ad hoc session, the room used is a temporary one that is deleted once the session ends (that is, when the last participant leaves). Voice conferencing does not use a bridge but instead uses the N-Way Calling supplementary service in a sequential fashion. FusionWorks UC One dials out to all participants and takes everyone off hold after the last attendee answers.

If the XMPP service is not available, then ad hoc multiparty calls are not available.

6.8   Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. The existing call is put on hold and you can change between these two calls by using the **Hold** and **Unhold** buttons.

6.9   Call Transfer

Blind call transfer is available in the *Communications* window; choose the Transfer Call menu item to transfer the call to someone else. Attended call transfer is also available in the same window, first call someone to check if the called party can take the incoming call and then transfer the incoming call to the desired called party. You can also search for the transferred-to party.

6.10 Message Waiting Indication and Visual Voicemail (Preview)

The Message Waiting Indication (MWI) service allows you to receive a notification for a waiting voice mail or video mail. By clicking on the message icon in the upper part of the Main window, FusionWorks UC One calls the predefined mailbox number to allow the user to listen to the voice mail or view the video mail. With this view, you only have two history tabs: one for calls and another for chat.

It is also possible to call voice mail from the dialer by long pressing the "1" icon in the dialer.

6.11 Call Park and Retrieve

Call Park is particularly suited for shared environments where one person can answer the call, park it, do something else for a while and continue the call from another device or let somebody else continue the call.

Transfer an ongoing VoIP call to a Call Park server and then retrieve it when needed. An ongoing call can be parked against your own number or another number (an extension). Call Retrieval works in the same way, the parked call can be retrieved from your own number (an extension) or another number (an extension) to provide flexibility for who is picking up the parked call.

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 calls the parking user.

6.12 Call Pull

Call Pull allows you to pull an ongoing call from one of your devices to another one where the Call Pull feature is used. Call Pull can also be used with FACs, in this case, *11. User interface support has been added to the Desktop so that an end user does not have to remember FACs.

6.13 Call Recording Controls

You can use call recording controls in this release (native Desktop only). Depending on your service provider's configuration, call recording can be initiated when a call starts or dynamically during a call (and start, stop, pause controls may be available). Additionally, there is an audio indication that call recording is ongoing as well as a visual indication.

Feature Access Codes can also be used to control call recording when enabled in the configuration. Recorded calls are accessed outside of FusionWorks UC One; that is, you cannot view them using the client. Call recording behavior is one of the following (this cannot be controlled in the client but in the self-provisioning portal):

- Always – recording indication (icon) in the *Communications* window as well as the *Active Communications* UI.

- Always with pause/resume – recording indication (icon) in the *Communications* window as well as in the *Active Communications* UI (only pause/resume menus available).

- Never – no indicators or menu options present.

6.14 Moderator Controls

You can control the functionality available to participants if you are the owner of the session in My Room. You can do the following:

- Dismiss one or more participants. This ends all sessions (group chat, audio, video, and share) when the participant is using FusionWorks UC One.

- Mute one or more participants.

- Lock or unlock the room (when locked, no additional participants can join).

- See active talker indication.

- See full audio participant list.

- Choose who can join without separate authorization (moderated My Room):

  o Require only guests to request access

  o Require everyone to request access

  o Allow everyone to join automatically

To invoke the features, you can use the right-click menus or you can click on the moderator control icons of a participant. Note that most features are not available via icons. To dismiss or mute all participants or lock the room, use the right-click menus available for your own icon at the top of the participant list.

If you are not the owner, you can only see the XMPP (chat) participant list or the full participant list along with mobile participants.

6.15 Forced Logout

Depending on your service provider settings, you may see a pop-up saying that you have been logged out due to another instance of the client logging in.

This feature allows FusionWorks UC One to track similar online client instances and only allow one of them to be online at the same time. When FusionWorks UC One notifies the client to log out, all connections are terminated and client returns to the login window.

6.16 Headset Support

You can control incoming and ongoing calls from a compatible headset. The feature set supported is answer/hang up as well as mute/unmute. Volume control operations are not reflected in the FusionWorks UC One UI. The following is a list of tested example devices, although other devices should also work:

- Plantronics Voyager Edge UC

- Plantronics Savi 700 series

- Plantronics Blackwire C3xx, C4xx, C5xx, and C7xx

- Plantronics Calisto 620

- Plantronics Voyager Legend UC

- Logitech H570e Mono

- Logitech BCC950

- Logitech Conference Cam Connect

- Jabra Biz 2300/2400

- Jabra Speak 510

- Jabra Pro 930 (wireless)

- Sennheiser SC 230/260

- Sennheiser SP 20

- Sennheiser MB Pro1 UC

6.17 Presence Rules and Silent Alerting

You can combine call processing with presence statuses. For instance, the "Busy" status can be combined with Call Forwarding so that when the "Busy" presence status is used, calls are forwarded. It does not matter how the presence status is invoked, via automation or manually.

All presence statuses can have presence rules:

- Available

- Busy

- Away

- Offline

The following call processing services can be used:

- Silent alerting

- Call forwarding to number

- No rules

If presence rules are used, all your client devices should have this service enabled to avoid side effects. Silent Alerting is supported whenever an incoming call has that feature enabled. Silent alerting can only be enabled via presence rules in FusionWorks UC One but various settings can also be altered via web provisioning.

6.18 Hide Communications Window Notifications and Tones

FusionWorks UC One notifications and tones in the *Communications* window can be hidden.

7   Application or Desktop Share

To share your desktop or individual application:

1. In the Communications tab, click the **Start Share** button. This does not yet start the "share."

2. Select to share your entire display **or** one of your open applications, and click **Start Sharing**.

3. The share widget appears to let you control share settings. **Preview** shows you what participants are seeing, and Pause pauses the sharing.

4. To stop sharing, click the **Stop** icon.

While sharing, all other communications mechanisms are available. Participants cannot hide a share without closing the Communications window. Video call is also available while sharing.

Desktop sharing works the same way in both My Room and in ad hoc sessions. For participants without FusionWorks UC One, use the separate Desktop Share Invitation link, if available, by right-clicking the **My Room** button. Share selector is not dynamically updated while the selector is open and minimized applications are not available in the list of applications to share.

As a participant, you can also zoom in and out during the share. As the share owner, incoming message toasters are suppressed during share, but the missed message badge is incremented and the incoming message sound is played when enabled.

If you are first in a video call and then start share, your own video is not shown due to limited space available, but you can make it visible using the *Main* window menu in the bottom right-hand corner by selecting "Show Own Video."

If you are using dual monitors, you can choose which monitor to share. You can check the primary monitor in the operating system settings.

You can also remove desktop share participants. They are also removed from the group chat at the same time. If needed, the removed participants can join later.

Depending on your service provider settings, you may have to provide desktop share credentials manually.

In addition, participants can share when enabled by the service provider by clicking on the *Share* button; however, the room owner can prevent this at any time. Only one person can share at any one time in a session. Only one share at a time is supported if you have sessions with many users at the same time. Share passing is only supported in My Room.

Participants do not have to take any action to accept the share invitation. It is automatically accepted. The same also applies to share passing. That is, the owner does not have to take action for the participant to start sharing.

When video and share are used at the same time, the different views cannot be resized. Instead, the primary view can be selected from the bottom of the window via thumbnails.

8   My Room

My Room is your permanent chat room, where you can combine desktop share, conference, and chat with one or many people (both with and without FusionWorks UC One).

Open **My Room** by clicking the icon on the top right-hand side of the *Main* window. Or use the main navigation bar *Conversations → My Room.*

There are several ways to add participants:

1. "Drag and drop" from Contacts or Search Results
2. Send an invitation to FusionWorks UC One contacts and Guests (people without FusionWorks UC One)

Invitations can be sent from main navigation *Conversations → My Room Invitations,* or from within *My Room* at the top right using the email icon.

Participants can join your room by right-clicking your name on their contact list and choosing the *Join Room* menu option. Once people have joined the chat room, they can click on the **Call** button of that window to join the conference. The room owner can also share their desktop.

Participants can also share the desktop but only the owner can add more participants. This applies to both *My Room* and ad hoc sessions.

Invitation Links
Select *Copy Guest Link* to copy an invitation link to the operating system clipboard. Paste this link, for instance, to a meeting invitation email to allow FusionWorks UC One participants to join the conference in one click from, for example, Outlook, or Office applications. Note that some applications may not recognize the FusionWorks UC One (btbc:) link.

You can also copy the My Room Invitation to the default email client (this text does not contain the FusionWorks UC One link) and go to the My Room preferences via a right-click menu option.

The link has two parts: one for FusionWorks UC One users and another one for users with some other client. Depending on your service provider settings, the invitation can also contain a link to the desktop sharing session. The invitation always contains a dial-in number and PIN for users who do not have FusionWorks UC One. The desktop share link, when available, allows anyone to join a desktop share session from a standard web browser. In addition, the FusionWorks UC One group chat session is supported with the web collaboration session. For guest user links, see the next section.

The **My Room** info area indicates the conference bridge details of your My Room. You can also export the attendee list using the related participant menu available via the options icon (three dots).

More Information
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. Any other multiparty communications, such as

selecting multiple contacts, and right-clicking for a conference call, or dragging and dropping for a one-to-one chat, is done using ad hoc rooms. Ad hoc rooms are deleted once the session is over.

All My Room sessions start as chats but call and/or share can be added to the session while in progress. File transfer and video conferencing are not supported in My Room or ad hoc sessions.

You can also define that all users or only guest users need to be authorized to access My Room or that all users can automatically join.

For more information on desktop sharing, see **Section 7 Application or Desktop Share.** Desktop sharing works the same way for both *My Room* and the ad hoc sessions.

8.1   Guest Client

Guest Client allows users outside of your company to join your **full** My Room session. To acquire the Guest Client, have the participant use their Internet access to go to Google Chrome Web Store, search for Fusion Connect, and select the FusionWorks UC One Guest Client Share plugin.

Generate separate invitations for guest users using My Room right-click menu items as described in the previous section. My Room invitations are generated using separate menu items and are intended for FusionWorks UC One users.

Guest users can join a session with audio in the web browser by requesting a callback using the provided dial-in number and conference PIN as well as use group chat and sharing inside the web browser. However, guest clients do not have private chat possibility and they can see the chat history of messages that occurred after they joined the session.

The invitations persist until reset via a separate right-click menu item. Individually accept each joining guest participant. Not doing this in a predefined period of time results in the invitation becoming obsolete and guests not being able to use the link to join.

After dismissing a guest user from share and chat, the audio/video portion can remain.

The following OS and browser combinations are supported:

- Latest Chrome on Windows (Windows 7, Windows 8 [Classic], and Windows 8.1 [Classic])

- OS X (10.8, 10.9, and 10.10)

9 Search

FusionWorks UC One supports a search of the enterprise directory as well as the personal directory, enterprise common directory, and group common directory. This takes place in the same *Search* field that is used for both a local and presence-enabled contact list search. The various directories have different purposes with the enterprise directory having the most data, and not all directories may be used in all deployments. All search results are combined into one common set of results.

Personal directory, enterprise common, and group common directories cannot be modified from the client side. Only read access is provided. A snapshot of the presence status of the contact in the results list is shown, but this presence is not updated after the search operation.

Personal directory provides your own special contacts that are not in the enterprise directory, for instance, partner company's numbers while group common contains, for example, the group's contacts such as favorite pizza taxi.

FusionWorks UC One automatically searches the local contacts and presence-enabled contact list in addition to the enterprise and other directories at the same time. As soon as there are results from the enterprise and other directories, these results are shown on a separate list in the Main window. Additionally, there may be other search result groups from other search sources such as LDAP or Outlook.

Search results are displayed differently depending on the results of the contact list and directory search:

- If LDAP search (Corporate directory) or Outlook search are enabled, there are more result groups.

- If there are no results for a certain search source (for example, local contacts, Outlook, LDAP, or MegaPath Telephony Directory), then that group is different in the UI.

The enterprise directory searches all available fields for the search string. By default, it waits for 1.5 seconds before it sends the search request to the server to minimize unnecessary load on the server.

Search results show the phone number to better distinguish between similar results. ToolTips are also provided for search results.

Outlook integration (search and calendar integration) on Windows requires one of the following versions installed on the desktop:

- Outlook 2010

- Outlook 2013

- Outlook 2016

Outlook search also works when several Outlook accounts are in use, but only one account is used at a time (default selected, which can be changed in Outlook).

Additionally, other related considerations are as follows:

- The client searches for contacts and calendar entries in the default Outlook account. The account is set to the default via *File → Info (left pane) → Account Settings → Account Settings → Data Files.* Select an account and mark it as "Set as Default". After making this change, sign out and sign back in to the client and it now searches that account for contacts and calendar entries.

- The client searches the Outlook contacts only on the local machine (that is, the *Outlook Address Book*). There is no Exchange server lookup performed. In addition, all directories in Outlook are searched for contacts, even deleted folders. The Contacts directory can also have multiple levels of subfolders.

Every minute, FusionWorks UC One reads Outlook appointments. If there is an appointment running at the current time, then the presence is shown as *Busy – In Meeting.* Overlapping appointments are also handled. Following are some examples of FusionWorks UC One operation with Outlook when time is 9:10 A.M.

- There is meeting "A" 9 A.M. through 10 A.M. Presence is shown as *Busy – In Meeting*.

- Presence is explicitly changed to *Available* at 9:15 A.M. Presence is shown as *Available*.

- In the next minute, FusionWorks UC One again reads the appointments and sees that "A" meeting is running; however, the presence was already explicitly marked as *Available* and presence is not shown as *Busy – In Meeting* but *Available*.

- There is an overlapping meeting "B" 9:30 A.M. through 10:30 A.M. Presence is shown as *Busy – In Meeting* when the time is 9:30 A.M.

When deleting a meeting that is currently ongoing in Outlook, the presence status remains as *Busy – In Meeting* until the next time Outlook appointments are checked (once every minute) and after that, presence is shown as *Available*. This change may be instantaneous or it may take a minute depending on how close the timer is to being triggered.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All day meetings do not trigger a presence change to *Busy – In Meeting*.

10 Full Enterprise Directory

FusionWorks UC One allows for browsing of an entire enterprise directory. Click the **Directory** button on the left-hand side of the navigation pane.

11 Communications History

The third and fourth icons from the top in the *Main* window on the left-hand side of the navigation pane displays your Chat and Call history respectively.

Double-clicking a conversation on the chat tab list opens it in a new window, while double-clicking a call history item calls that number. Clicking a visual voice mail downloads the message so you can play it.

FusionWorks UC One 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. Each call has a separate entry in the list.

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. Look at individual chats by double-clicking the contact in the contact list or click the chat history icon in the left pane.

Double-click on a name in the list to call back directly (this calls back the same way you previously spoke, for example, if you were in a video call, double-clicking starts a new video call). Double-clicking an incoming call item in the *Calls* tab makes a call.

To clear the missed chat indicator, you must open the missed chat.

The *Communication History* missed communications badges can be cleared by using the right-click menu from the **Communication History** button on the left pane (native Desktop only). The menu provides options to mark "All as viewed", "Chats as viewed", "Voicemails as viewed", and "Calls as viewed".

12 Voice Manager

Click the Fusion Voice Manager icon to open a new web browser window containing the Voice Manager access screen. Click the Open Voice Manager button.

For information on using Fusion Voice Manager, please visit the Fusion Support at www.fusionconnect.com/support.

13 Outlook Add-In

13.1 Introduction

The **Outlook Add-in** for FusionWorks UC One provides integration between FusionWorks UC One Desktop and Microsoft Outlook and Microsoft Skype for Business (S4B).

With this add-in, you can have Microsoft Outlook display FusionWorks UC One contact presence and invoke FusionWorks UC One functions like Chat, Call from Computer, Call from Phone, and Video Call from within Outlook.

Depending upon your settings, Presence, Chat, and SIP Calls are executed from either FusionWorks UC One or Skype for Business.

13.2 Supported Platforms

The following platforms are supported:

- Microsoft Outlook 2010 (32 and 64-bit), Microsoft Outlook 2013 (32 and 64-bit), and Microsoft Outlook 2016 (32 and 64-bit). See the following note for exceptions.

- Microsoft Windows 7 SP1, Microsoft Windows 8, Microsoft Windows 8.1, and Microsoft Windows 10

- FusionWorks UC One Release 20.2.0.x or higher officially supported version.

> **NOTE:** The current version of this add-in cannot be used if you have Microsoft Office Communicator or Skype installed. You must uninstall these products if you want to use this add-in. Skype for Business can be used at the same time.

The following third-party components must be installed for the add-in to function correctly:

- Microsoft .NET Framework 4 Client Profile

- Microsoft Visual Studio Tools for Office (VSTO) 2010 Runtime

These components are downloaded and installed by the installer if they are not found. They should not be uninstalled, as the add-in cannot functional correctly. Additionally, for Outlook 2016 and the Outlook Add-in (OL2016 Add-in), there are further considerations as follows:

- The Outlook Add-in can only be installed by an administrator.

- If an administrator installs for all users and a normal user starts using the OL2016 Add-in, FusionWorks UC One needs to start before Outlook.

- For logging to work normally, FusionWorks UC One needs to start before Outlook.

- Every logging level change requires a restart of both FusionWorks UC One and Outlook for changes to take effect. This should be quite rarely needed.

- If Outlook is closed while FusionWorks UC One is running, FusionWorks UC One needs to be restarted as well for the Outlook UI to behave as expected.

- FusionWorks UC One lists connected components as extensions, if connected is NO or if component version number is something other than 10.2.1.29, or both presence GW and add-in are not listed, an error has occurred. Component is visible under *Options → Add-ins → UI*, which displays registered and working add-ins on top, below stopped or non-working ones.

- If both are listed and show connected is YES, but the Outlook UI does not work, restart both apps.

- For Outlook upgrade requirements, see **Section 13.5 Installation.**

- For Outlook 2010, all contacts must be updated to have a SIP address. For Outlook 2013/2016, the following applies:

  o The SIP address does not need to be entered for the contacts, as long as there is an email address that matches the Outlook contact. The same value is looked for in the SIP address field, but it is probably more practical to have it in the email address.

  o The Outlook Add-in allows you to choose which number to call.

> **NOTE:** FusionWorks UC One must be installed with administrator privileges in *C:\Program Files* OR the *C:\Program Files (x86)* folder.

13.3 Log Files

Log files for the Add-in are located in the FusionWorks UC One log directory. You can open the folder via *Options --> Advanced by clicking on the Show logs button. Outlook Add-in logging is turned on when FusionWorks UC One logging is enabled.*

13.4 Windows Registry Entries

The following table lists all the registry entries added or modified by the installer.

Path	Key	Comment
HKEY_CURRENT_USER\SOFTWARE \FusionConnect\FusionWorks UC One	wnd	Keeps Outlook applications window reference.
HKEY_CURRENT_USER\Software \FusionConnect\OutlookPlugin	LoggingLevel	Logging level for Outlook plugin components. Its value as per *FusionWorks* → *Advanced* logging selection as follows: Basic logging on: 0x00000003 Detailed logging on: 0x00000005

		Both off: 0x00000000
HKEY_CURRENT_USER\Software \FusionConnect \ InstalledBrandedBTBC Can also exist in HKEY_LOCAL_ MACHINE (even under Wow6432Node	Example, OutlookPluginPath, CompanyName, ProductName	These keys affect where the plugin is searched for when starting and where log files are written.
HKEY_LOCAL_MACHINE\Software\ Microsoft\Office\Outlook\Addins\ FusionWorks UC One Add-in for Outloc	LoadBehavior	0x00000003, based on this value Outlook loads the add-in dll.
HKEY_LOCAL_MACHINE\Software\ Microsoft\Office\Outlook\Addins\ FusionWorks UC One Add-in for Outloc	Description	FusionWorks UC One Add-in for Outlook.
HKEY_LOCAL_MACHINE\Software\ Microsoft\Office\Outlook\Addins\ FusionWorks UC One Add-in for Outloc	FriendlyName	FusionWorks UC One Add-in.
HKEY_LOCAL_MACHINE\Software\ Microsoft\Office\Outlook\Addins\ FusionWorks UC One Add-in for Outloc	Manifest	$INSTDIR\plugins\Outlook$nO utlookBitness\UC-Outlook-addin.vsto|vstolocal
HKEY_CURRENT_USER\Software\I M Providers	DefaultIMApp	FusionWorks UC One
HKEY_CURRENT_USER\Software\I M Providers\FusionWorks UC One	UpAndRunning	0x00000002
HKEY_LOCAL_MACHINE\SOFTWARE\I M Providers\FusionWorks UC One	FriendlyName	BroadsoftIMApp
HKEY_LOCAL_MACHINE\SOFTWARE\I M Providers\FusionWorks UC One	GUID	{E3D1613A-93B2-4237-B4B8-B50595462C25}
HKEY_LOCAL_MACHINE\SOFTWARE\I M Providers\FusionWorks UC One	ProcessName	presencegw.exe
HKCU\Software\IM Providers\DefaultIMApp	UC-One Application name	Needs to be taken by FusionWorks UC One to be able to call. For example PSTN numbers from Outlook.

Figure 4 Registry Entries

13.5 Installation

The Outlook Add-in installation is integrated with the FusionWorks UC One installation. There is a check box in the installer to enable the Outlook Add-in installation. If Outlook is upgraded, the Outlook Add-in must be re-installed, since the Add-in uses different files depending on the Outlook version.

The Outlook Add-in installation requires administrator rights to the computer for all Outlook versions.

13.6 Features

13.6.1 Presence in Outlook

The Outlook Add-in displays the presence of a contact in Outlook. Presence information is retrieved from FusionWorks UC One and is displayed as an icon next to the contact in emails and calendar appointments. The following is an example of an email with the *To*, *From*, and *Cc* fields showing presence for various contacts.

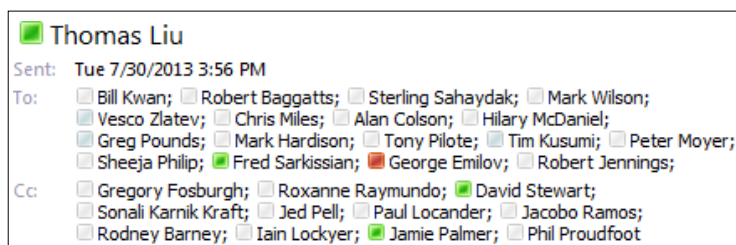*Figure 6 Presence Displayed in Outlook*

A contact's presence can be Available, Away, Busy, or Offline as shown in the following figure.

Figure 7 Presence Values in Outlook

NOTE: You must be signed in to FusionWorks UC One for the presence to be displayed. Additionally, presence is only shown for contacts who have a valid SIP address and are in your *Contacts* list in FusionWorks UC One.

13.6.2 Contact Actions in Outlook

> **NOTE:** Outlook Plugin UX has changed in 22.9 clients to not use right-click context menus but rather hovering and buttons on Outlook's contact card. Call option are applicable to all contacts as long as they have a valid number. Chat options are available for contacts with the proper information entered in the IM field of the Outlook Contact Card as explained below.

These   contact actions are also available on an Outlook contact card as shown in the following figure 9. You can chat with or call a contact by clicking on the chat or call icon on the MS Outlook conatct card. I

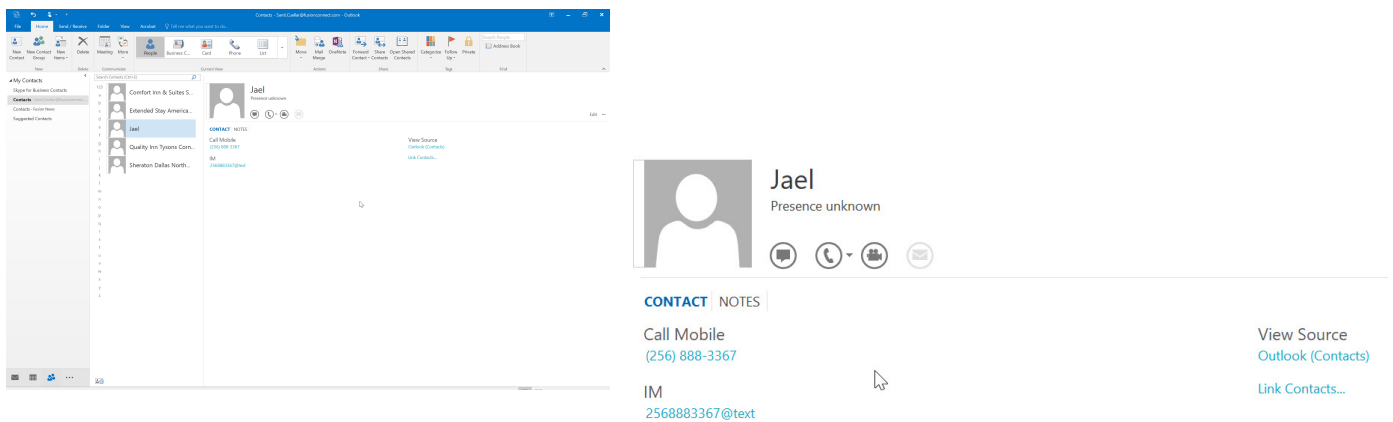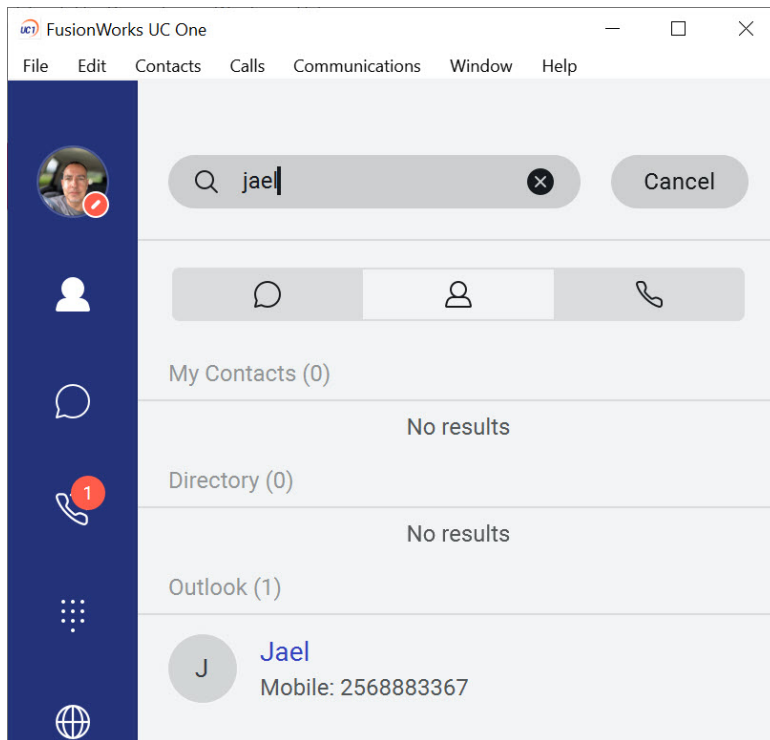*Figure 9 Contact Card in Outlook*

Figure 10 the Outlook Contact appears in the contact search results of the UC1 Client

13.6.3 Uninstall Outlook Add-in for FusionWorks UC One Uninstall is done jointly with uninstallation of FusionWorks UC One.

14 FusionWorks UC One Add-In for Microsoft Skype for Business

FusionWorks UC One supports integrating with Microsoft Skype for Business (S4B) (native Desktop only). The intended main use case is using FusionWorks UC One for non-S4B calls such as calls to mobile while presence, chat, and S4B-to-S4B calls still take place via S4B. In Release 22.2.0 and later, a custom menu is available on the S4B side used to make PSTN calls.

Existing S4B integration with, for example, SharePoint, Office 365, and Internet Explorer can be used so that calls can be made from those applications.

Usual FusionWorks UC One Call Control features such as hang up, mute, transfer, conference, and Call Park are supported. FusionWorks UC One call logs and call settings are also available in this configuration.

FusionWorks UC One also updates phone presence on the S4B side.

15 Options

Options provide access to available settings for FusionWorks UC One. Follow these steps to access

Options. **Windows and OS X**

1. Click the **Options** icon in the Main window left pane (bottom) or use the top navigation bar *File → Options*

2. Selected the desired section from the drop down menu. Sections are General, Audio/Video, Incoming Calls, Outgoing Calls, Extensions, and Advanced.

15.1 General

Language
Select your language then click **OK** or **Apply** and the change takes effect immediately.

Login
Enable or disable automatic login when starting the application and control the remember password feature as well as enable the *Update Password* feature.

Notifications
Usually there is a confirmation pop-up notification each time you remove a contact or chat history record. By selecting one or all of the check boxes, you can disable the confirmations when deleting information. You can also control whether there is always a pop-up notification for publishing location information. Typically, this is shown at login.

You can also select whether to receive a notification before ending communication or holding a call.

Accessibility
Enable pop-up errors allows FusionWorks UC One error pop-ups to be shown in addition to the usual error text shown at the top of the *Main* window.

Enable ToolTips is enabled by default. For accessibility, screen reader/Voice over reads all ToolTips, which may be frequent and hence disturbing. For this reason in accessibility cases, it is recommended to disable ToolTips.

You can also enable spell checking and auto-capitalization.

15.2 Audio/Video
15.2.1 Audio

Headset
Here you can specify the output and input devices used for the headset when toggling between headset and speakers.

Output Device (Device Playback)
Choose a headset, PC-integrated speakers, or external speakers for audio output. Your external playback device is selected by default (if you have none connected).

Input Device (Voice Recording)
Choose a headset microphone, PC-integrated microphone, or external microphone for voice during calls. You external recording device is selected by default (if you have one connected). You can also choose automatic gain control and test your recording device.

Speakers
Here you can specify what are the output and input devices used for speakers when toggling between the headset and speakers.

Ring Device (Alert Signal)
Select the audio device that is played when you receive an incoming call.

Ring Signal
You can select your own ring signal. The same signal is used for both voice and video calls.

You can also select an icon to play a tone for incoming messages. To disable the tone, uncheck the icon. Select a sound event and then click **Play** to hear the sound.

15.2.2 Video

Capture Device (Video)
Select a camera that you want to use for video calls. Your external web cam is selected by default (if you have one connected).

Video Size
Select one of the available sizes. Note, however, that higher sizes require more bandwidth and a more capable central processing unit (CPU).

Click **Test Call** to make a test call to test voice quality.

15.3 Incoming Calls

For the list of available call management services for incoming calls, see **Section 17 – Call Settings**.

15.4 Outgoing Calls

For the list of available call management services for outgoing calls, see **Section 17 – Call Settings**.

15.5 Extensions

Select how incoming add-in requests are handled, whether they are automatically accepted or not or if incoming requests are allowed at all.

Depending on your service provider configuration, you can also manage extensions using the FusionWorks UC One Application Programming Interface (API), which is used by third-party applications such as the Outlook Add-in or compatible headsets. You can allow such third-party applications to obtain information from FusionWorks UC One and enable or disable confirmation pop-up notifications when third-party applications request information from FusionWorks UC One. You can also choose default behavior to always reject or accept requests from third-party applications and allow or reject individual third-party applications.

The following logic applies for accepting application requests:

- Every new first-party application is allowed to connect without user interaction.
- Every new third-party application opens a dialog asking for permission to connect. Your response is remembered (both negative and positive responses).

15.6 Advanced

The *Advanced* view contains two different subsections:

- Troubleshooting
- Proxy

Troubleshooting
Logging is used for troubleshooting. You may be asked to turn on logging and then send a log file directory contents. You can choose basic logging or more detailed logging to be enabled. Detailed logging may consume memory resources so it is not recommended to have it enabled for a long period of time.

You can also clear the logs and open the logging folder as well as enable and disable Google Analytics.

Proxy
Select how to handle HTTP proxies. By default, the system settings are used but you can also choose not to use an HTTP proxy or to use the FusionWorks UC One (client) proxy settings.

16 Call Settings

FusionWorks UC One supports the following service management features allowing supplementary services to be managed using the *Options* and *Incoming Calls and Outgoing Calls* view available in the *Main* window left pane by selecting the appropriate sub-view in the drop-down:

- Incoming calls
  - Do Not Disturb
  - Call Forwarding
  - Simultaneous Ring
  - Remote Office
  - Call Waiting
  - Fusion Anywhere

You can also use the *Calls* navigation in the Main Navigation bar.

16.1 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and are sent to voice mail. Enable this service by enabling the service icon.

16.2 Forward Calls

Enter a number to which your calls should be forwarded. Different variants of Call Forwarding are supported, such as forwarding always, forwarding when busy, and forwarding when you cannot answer or when you are unreachable. In addition, you can specify the number of rings before Call Forwarding is triggered.

16.3 Simultaneous Ring

Add up to ten additional numbers that you would like to ring in addition to your primary number when you receive a call. In addition, specify whether you want answer confirmations and if you would like to receive calls when already on another call.

16.4 Remote Office

This service allows the user of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office by clicking the service icon and specifying a phone number to be used as the Remote Office number.

16.5 FusionWorks UC One Anywhere

Fusion Anywhere simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone may ring simultaneously.

Experience voice call continuity with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service via the *Add Number* field. Use the *Alert all locations simultaneously* check box to activate parallel ringing. Click on the "+" icon to see more options.

The *Do Not Divert Calls / Do Not Forward* check box prevents a call from ending up as a voice mail, which can be problematic in, for example, conference call situations.

Select *Answer Confirmation* to receive a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.

Select the *Call Control* check box to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

17 Sign Out

Signing out of FusionWorks UC One sets your status to "Offline" for your contacts and displays the *Sign In*

screen. ## 17.1 Sign Out of FusionWorks UC One

To sign out, follow these steps.

Windows

1. Select **File** from the main menu.
2. Select **Sign Out**.

OS X

1. Select **Actions** from the main menu.
2. Select **Sign Out**.

17.2 Exit Application

To exit the application completely, follow these steps.

Windows and OS X
Close the *Sign In* window.

Windows

1. Select **File** from the main menu.
2. Select **Exit FusionWorks UC One**.

OS X

1. Select **FusionWorks UC One** from the main menu.
2. Select **Quit FusionWorks UC One**.

> **NOTE:** Closing the *Main* window (not the *Sign In* window) does not exit the application but rather minimizes the application to the system tray (Dock). This allows you to continue to receive calls and messages without having the *Contacts* list window appearing on the desktop.

18 Multi-Device Support

FusionWorks UC One supports users with multiple devices, according to the XMPP specifications. This is comprised of several features:

- Chat invitations sent to a user are received on all devices. Once a particular device has been used to answer the chat invitation, subsequent incoming messages only go to that device.

- One can retrieve one's own presence notifications when another client updates the user's presence. The client stores this information and updates its own presence so that it is the same as the higher priority status it received, (that is, when the received status update is manual). If the received presence update is not manual, it does not react to the received update; it only notes it.

- Accepting a sharing presence invitation in one client is also recognized by another client, and both clients start receiving presence updates.

- Last sent and received messages are available on all devices when the optional message history feature is in use. All devices should use that feature at the same time to avoid duplicate messages.

- Missed chat badges are synchronized across all own devices when this preview feature is enabled.

- A new presence subscription made in one client is recognized in another. If the contact declines the "invitation", there are presence notifications from the server to all of the user's clients indicating that the subscription was terminated and this information is shown to the user. If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.

- Removing a contact from the contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

If a user has many devices, each device has the same status when shown to the end user. In addition, the contacts on the contact list always see the same status with updates shown in the following priority order:

- *Busy*

- *Online*

- *Away*

- *Offline*

This means, for example, that if one client publishes a *Busy* status and another client publishes another status, contacts see the user as *Busy*. Compatible devices such as desk phones are able to show presence in the same way.

19 Installation

The installer supports a number of options on Windows (native Desktop only) as follows:

- Agree to the license agreement.

- Run when system starts (can be changed later in *Options*).

- Install Outlook Add-in.

- Install S4B integration

- Modify Windows registry to enable S4B dial pad.

- Create a desktop icon.

- Select destination folder for installation.

- Select the name of the software in the *Program* menu.

- Launch the client after installation.

When installer has been run on an end user's behalf by an administrator, the "Run program when system starts" option cannot be changed by that end user.

If you disable startup, for example, in the Task Manager's *Startup list* (on Windows 8 and 10) or from *msconfig.exe* on Windows 7, the change is not reflected in *Options*. The check box remains checked and grey even though the client is not actually started automatically when the system starts.

When FusionWorks UC One is installed for the first time, you can choose the language if many languages are supported in the installer. The default language is the language of the operating system; if that cannot be found, English is used as the fallback.

20 Uninstallation

The uninstallation procedure is different for Windows and OS X.

20.1 Windows

Uninstallation is performed by launching the Windows uninstaller via the Start menu or by using the Windows "Remove programs" view inside the Control Panel. Windows uninstallation does not require you to select any options. The language used for the Windows Start menu string "Uninstall" is taken from the language chosen when installing the client. This string cannot be changed after installation.

All files are deleted at uninstallation, except for the following files:

- Registry entries
- Account files are only deleted when explicitly allowed by the end user on Windows.

20.2 OS X

Uninstalling is performed by simply dragging the application folder from the *Applications* directory to the trash can; however, account files are not deleted. If you want to remove account files, they must be manually deleted. These are the file locations for the account directories. The following locations apply for all account directories:

For branded clients:
/Users/<USERNAME>/Library/Application Support/<company_name>/<application_name>

For the reference client:
/Users/<USERNAME>/Library/Application Support/BroadSoft/FusionWorks UC One

21 System Requirements

System requirements are as follows on native Desktop:

- Operating system: Mac OS 10.11 El Capitan, Mac OS 10.12 Sierra, Mac OS 10.13 High Sierra, Windows 7 SP1, Windows 8/8.1, or Windows 10 (Classical view only).
- The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web cam is required.

Minimum system requirements for respective operating systems need to be fulfilled, with the following additions:

- A minimum of 2 GB random access memory (RAM) is required.
- A minimum 1.5 GHz CPU is recommended. A dual core CPU is recommended for video calls at a minimum.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

For high definition (HD) video, the following is recommended:

- HD camera
- HD resolution support in display
- Quad Core x86 or equivalent at a minimum
- 4 GB RAM

VDI environments are not supported.

22 Appendix A: Keyboard Shortcuts for Desktop

The following table lists the currently supported keyboard shortcuts (native Desktop only). You can use these keyboard shortcuts to quickly perform frequently used actions. The characters used are lower case. The shortcuts are also indicated in the accessibility menus.

Shortcut for Windows	Shortcut for Mac	What it does
CTRL-Q	Cmd-Q	This quits the application.
Alt+F4	Cmd-W	This closes the selected window (except for a contact card and the *About* window).
CTRL+C	Cmd-C	This copies selected text from FusionWorks UC One to the clipboard.
CTRL+V	Cmd-V	This pastes text from the clipboard to the location selected using the cursor in FusionWorks UC One.
CTRL-X	Cmd-X	This cuts the selected text to clipboard.
Enter	Enter	When in the *Communications* window, this sends a chat message (if the *Chat* view is visible). When in the contact list, this opens a chat with the selected contact. When in the *Communications History*, this opens a communications session with the contact or address related to the selected item. This opens a chat if the item was chat and a call if the item was a call.
-,	Cmd-,	This opens *Options*.
F1	Cmd-?	This opens *Help*.
CTRL+A	Cmd-A	This selects all text in the *Chat* view.
-	Cmd-H	This hides FusionWorks UC One.
-	Alt-Cmd-H	This hides other windows other than FW UC One
CTRL-N	Cmd-N	This opens the *Add Contact* window.
Shift-CTRL-N	Shift-Cmd-N	This opens the *Add Group* window.
CTRL -1	Cmd-1	When a contact is selected, this opens a chat session with the contact.
CTRL -2	Cmd-2	When a contact is selected, this calls the contact with audio.
CTRL -3	Cmd-3	When a contact is selected, this calls the contact using call from phone.
CTRL -4	Cmd-4	When a contact is selected, this calls the contact with video.
CTRL -5	Cmd-5	When a contact is selected, this joins their room.
CTRL -6	Cmd-6	When a contact is selected, this opens an email-sending window using the default email client.

CTRL -I	Cmd-I	When a contact is selected, this opens the contact card for the contact.
Shift-CTRL-F	Shift-Cmd-F	When a contact is selected, this makes the contact a favorite.
CTRL-delete	Cmd-delete	This deletes the selected contact.
CTRL-arrow down	Cmd-arrow down	This decreases the volume.
CTRL-arrow up	Cmd-arrow up	This increases the volume.
CTRL-space	CTRL-space	This mutes the client (while in a call).
CTRL-D	Cmd-D	This turns on the Do Not Disturb service.
CTRL-P	Cmd-P	This pulls an ongoing call from your other device to FusionWorks UC One.
Alt-shift- CTRL-P	Alt-shift-Cmd-P	This retrieves your parked call.
-	Alt-Cmd-2	This calls your voice mail with audio.
-	Alt-Cmd-3	This calls your voice mail with audio using call from phone.
-	Alt-Cmd-4	This calls your voice mail with video.
Shift-CTRL-R	Shift-Cmd-R	This opens your My Room.
CTRL-M	Cmd-M	This minimizes the window on OS X. On Windows, it only is used for the *Team Telephony* window.
CTRL-T	Cmd-T	This enables always on top.
-	Shift-Cmd-M	This opens the *Main* window.
Shift-CTRL-C	Shift-Cmd-C	This opens contacts.
Shift-CTRL-F2	Shift-Cmd-F2	This opens call history.
Shift-CTRL-F1	Shift-Cmd-F1	This opens chat history.
Shift-CTRL-F3	Shift-Cmd-F3	This opens visual voice mail.
Shift-CTRL-D	Shift-Cmd-D	This opens the dial pad view.
Shift-CTRL-W	Shift-Cmd-W	This opens the web button view.

Figure 12 Desktop Shortcuts

23 Appendix B: Configure USB Headsets

This section provides more information on configuring USB devices to function with FusionWorks UC One. Note that some headset manufacturers have built their own add-ins for FusionWorks UC One, for instance, Jabra on Windows. In this case, the standard HID Add-Ins cannot be used at the same time. You can enable and disable add-ins in the *Options → Extensions* view.

In general on Windows, if "Default Communication Device" is defined in Windows settings, it is selected over the "Default Device" by FusionWorks UC One for calls when several audio devices are available (for example, USB headset and the integrated audio device on the PC). However, when using headsets, you can select a separate device than the headset for alerting incoming calls.

The following examples provide more information on how to define a default communications device when a USB headset is available on the PC.

It is recommended to select "Use Default" in the *Audio/Video* section of FusionWorks UC One *Options* for both input and output devices (as shown in the following figure).
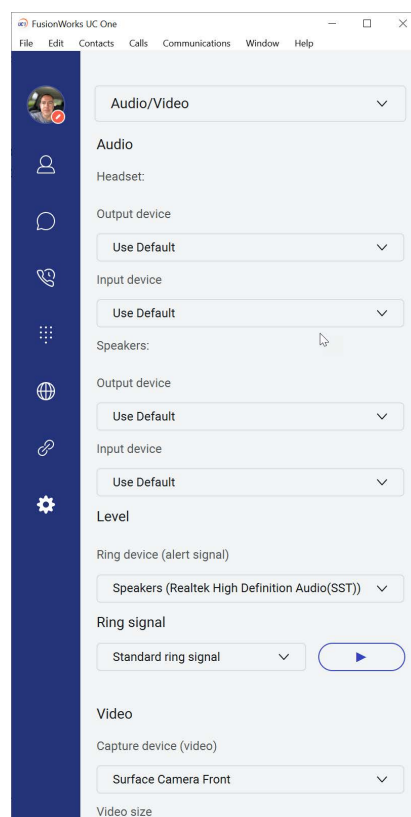

Figure 13 Options → Audio/Video Settings

1. To define the default communications device, make sure that the Sound settings in Windows pertaining to "Recording" and "Playback" devices are correctly configured. From the **Sound** applet, select the **Playback** tab.

Figure 14 Playback Tab

2. Click **Headset Earphone** to highlight the device and click on the drop-down arrow next to **Set Default** button.

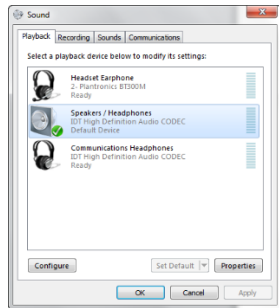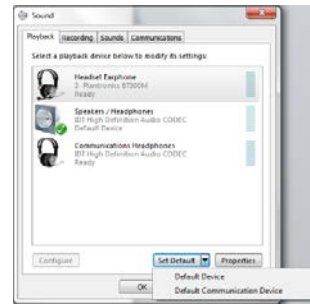*Figure 15 Playback Tab Set Default*

3. Select **Default Communication Device**. The following screen is displayed.

Figure 16 Playback Tab

4. Click the **Recording** tab.

Figure 17 Recording Tab

5. Click **Headset Microphone**, which represents the connected Plantronics BT300M device, and click the drop-down arrow next to the **Set Default** button.

Figure 17 Recording Tab Set Default

6. Select **Default Communication Device**.
7. Click **OK** to save the changes. The *Sound* window is dismissed and your device is now ready to be used by FusionWorks UC One.
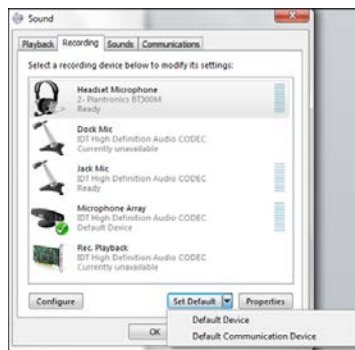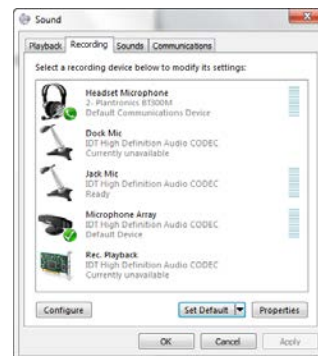

Figure 18 Recording Tab

24 Appendix C: Third-Party Software and Copyright

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Based on a C implementation of the Blowfish algorithm by Paul Kocher UUID - RFC4412
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SQLCipher

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EmojiOne

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25 Appendix D: Acronyms and Abbreviations

This section lists the acronyms and abbreviations found in this document. The acronyms and abbreviations are listed in alphabetical order along with their meanings.

Acronym	Meaning
ACB	Automatic Callback
ACD	Automatic Call Distribution
APR	Application Programming Interface
CPU	Central Processing Unit
DND	Do Not Disturb
DTMF	Dual-Tone Multi-Frequency
ECACS	Emergency Call Address Change Service
EULA	End-User License Agreement
FAC	Feature Access Code
FAQ	Frequently Asked Question
FIPS	Federal Information Processing Standard
FMC	Fixed-mobile Convergence
GUI	Graphical User Interface
GW	Gateway
HD	High Definition
HID	Human Interface Device
IM	Instant Message
IM&P	Instant Messaging and Presence
IP	Internet Protocol
LDAP	Lightweight Directory Access Protocol
LGPL	Lesser General Public License
MWI	Message Waiting Indication
PIV	Personal Identity Verification
RAM	Random Access Memory
S4B	Skype for Business
SIP	Session Initiation Protocol
SSO	Single Sign-On
UC	Unified Communications
UI	User Interface

URL	Uniform Resource Locator
UVS	Broadworks Video Server
VDI	Virtual Desktop Infrastructure
VoIP	Voice over IP
WebRTC	Web Real-Time Communication
XMPP	Extensible Messaging and Presence Protocol
Xsi	Xtended Services

Figure 19 Abbreviations Table