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UC-One Desktop Application

Getting Started

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NOTE: Open this interactive PDF in Adobe Reader or Adobe Acrobat for optimal functionality.

View Online Tutorials

View the online tutorials for a general overview of the UC-One desktop application.

Olick to view additional UC-One online help docs



UC-One Desktop Application



Download and Install UC-One Desktop App

- 1. Contact your administrator for access code and login credentials
- 2. Download and install the desktop software
 - Olick to download UC-One software for Windows
 - Olick to download UC-One software for macOS
- 3. Open the UC-One desktop application 1
 - a. Enter your access code
 - b. Enable the Save login checkbox if you are using a trusted desktop 2
 - c. Enter username, password and email address in the sign-in screens as they are presented
 - d. If prompted, login to your email to verify and activate your account 3.
 Note: After the initial login, subsequent logins only require username and password.
- 4. Refer to full installation guide for more details







UC-One Desktop Application



Make a Call

- 1. Click on the Calls button 4
- 2. Dial desired phone number, extension or contact 5 and press Audio Call button 6

Note: You can search by name when making a call as well.

- 3. Your computer speaker and microphone will be used
 - a. If you experience any issues talking to other party, press *Options* button 7 and click on the *Audio/Video* tab 8 to modify output and input devices 9

Note: Upon first call, a popup will appear. Be sure to allow UC-One to access your computer's microphone.





UC-One Desktop Application



Create a Collaboration Space

Collaborate with coworkers by creating a digital collaboration "Space."

- 1. Click the Messages button 10, then click the + button 11 followed by New Space 12
- 2. Enter a Space Name 13
 - a. In the Members field, begin typing the name of your desired contact. Click on the desired contact 14 from the directory to add them to the Space.
- 3. Press the Create button 15



		13 ×
Q Search All Messages	(A) +	New Space Space Name Weekly Meeting
BW Williams, Brian		Members Q Carter < Directory (1)
CH Humphrey, Carlos		RC Carter, Ruth Webex Directory (0) ~ No matches found ~
		Cancel Create



UC-One Desktop Application



Using Your Space

You can now chat with all users in the space. Type a message at bottom **16** and press *Enter* on your keyboard. Click on the paper clip icon to add desired files to the space or send your favorite emoji **17**.

Members of the space are displayed on far right 18.

Click on files icon to view all the files associated with the space 19.



Click the messages filter 20 near upper left to view various message types.

	20			
J.	Q Search	â +	Weekly Meeting ~ 3 participants	E &
● 2 & & &	All Messages All Messages Unread Direct Messages Spaces Favorites @Mentions Flags External	æ	Today This starts the space, created by You	Participants (3) Q Add people MJ Mike Jordan You Brian Williams RC Ruth Carter



UC-One Desktop Application



Begin a New Chat

- 1. Click the + button 21 followed by New Message 22
- 2. In the To field 23, begin typing the name of your desired contact. Click on the desired contact from the directory 24.
- 3. Begin typing message at bottom and press Enter 25 to send the message

		21		22
MJ	Q Search	• •	JP Jeff Putter	000
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2	BW Williams, Brian		Directory (1)	_
C	RC Carter, Ruth		BW Williams, Brian	24
P	CH Humphrey, Carlos		No matches found	
¢3				

RC Carter, Ruth		
CH Humphrey, Carlos	6	
	Type your message here	25



UC-One Desktop Application



Initiate Meeting Using My Room

Meet with others instantly using My Room capabilities.

- 1. Click on the My Room button 26
- 2. Click on the Connect with Audio button 27 at the top this will automatically open an audio conference bridge. macOS users please note that microphone settings may need to be adjusted in the OS. [macOS Microphone Settings]
- 3. Drag and drop (available) favorites or contacts to the right side of *My Room* 28. Other desktop application users are prompted to accept meeting. Added contacts must also click *Connect with Audio*.
 - a. Mobile users are not notified/prompted to accept meeting (communicate with them via chat first and then they can access the meeting directly from their application by joining the moderator's room)
- 4. If video communication is desired, press Connect with Video button 29
- 5. To share desktop or application, click on Start Sharing button 30 to share your desktop or application
 - a. Select a screen or app to share 31. Remember to Pause or Stop Sharing once complete 32.
- 6. Add an external guest
 - a. External guests will not appear in favorites list and can't be "dragged" into meeting
 - b. Click on Copy Guest Invitation 33 to copy the link to your clipboard and send connection information to external guest (email, meeting invite, etc.)



Continue to the next page for more visual examples



UC-One Desktop Application







UC-One Desktop Application



Schedule Meeting Using My Room

Schedule meetings with others using My Room capabilities.

- 1. Click on the My Room button 26 near top left of desktop application
- 2. Click on Email icon 33 to prepopulate email with conference access information
- **3.** Communicate date and time for meeting and send to guests via email or meeting invite
- 4. When meeting starts:
 - a. Open UC-One desktop application
 - b. Click on My Room button 26
 - c. Click on Connect with Audio button 27
 - i. This automatically opens the audio conference bridge
 - d. Moderator can chat with guests
 - e. Click on the Connect with Video button 29 if you wish to commence a video conference
 - i. Displays video for five users plus one moderator
 - f. Click on the Start Sharing 30 button to begin sharing your desktop
 - i. Use controls 32 to Pause Sharing, Resume Sharing or Stop Sharing

Use Audio Conference Bridge Only

- 1. At some point prior to meeting, open desktop application
- 2. Click on *My Room* ²⁶ button
- 3. Click on the Copy Guest Invitation 33 to copy the link to your clipboard
- 4. Paste the guest link into an email
 - a. The content shows information for Audio Only. This is a dial-in number and meeting ID.
 - b. Send the dial-in number and meeting ID to desired guests (email, meeting invite, etc.)
- At time of meeting, use standard desk phone or conference phone and connect to meeting via dial-in number and meeting ID



UC-One Desktop Application



Access Call History and Voicemail

- 1. Click on Calls button 34 to view outbound, inbound and missed calls, as well as to access the dialpad 35
- 2. Click on Voicemail tab 36 within this section to access voicemail messages



Access Help

Click Help on the top menu bar from within the desktop application (or press F1). This includes several tutorials.