

Unity Browser-enabled Call Center Desktop Quick Start Guide

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Sign In

When you launch Unity for the first time, it will guide you through setting up your connection. This includes entering your login information, which will be provided by your administrator. Once configured, Unity can remember these details for your convenience, saving you from re-entering them in the future.

In some cases, Unity might also ask you to enter your Service Provider's server address. However, if your system administrator has already configured this information, the server address field will be automatically filled in (pre-populated) and the Advanced Settings section will be hidden to avoid unnecessary changes.

To login to the Unity Browser-Enabled Desktop:

- From your browser, enter the following URL: <https://spectrumdesktop.unityclient.com/>
- Press Enter. You will be brought to the login screen.
- Enter your login ID and your password.
- Click **Login**, once entered.

The Interface

Unity is split into three functional areas: Call Control, Current Call List, and Productivity Tabs. The Productivity tabs are further split into Call Logs and Voicemail.

- The Current Call List displays the status of all current calls for the logged-in user, which are controlled using the Call Control buttons.
- These call control buttons will change based on the status of the call.
- When Unity first starts it will automatically populate the Busy Lamp Field with 30 random users in your group or enterprise.

Main interface elements

- Call Control - Call Control buttons provide quick access to common telephone handling commands. Only services that are assigned to the user are displayed.
- Active Call Window - This provides a list of all current calls and their state. For example, Ringing, Active, or On Hold. The duration of the call is also displayed.
- Contacts (Busy Lamp Field) - This panel will display up to 30 monitored users, displaying their Do Not Disturb (gray), Available (green), Engaged (red), or Ringing (orange) state as icons.
- Call Logs - Displays Missed Calls, Received Calls, Dialed Calls, and Conversations. Missed Calls will include both direct inwards DID calls and Hunt Group calls.
- Voicemail - Clicking into the Voicemail tab will display a list of voice messages with the most recent at the top. Double-click an entry to play.

My Status

To activate your status, Available, Busy, Do Not Disturb, etc, click on the **My status** link and select the menu option.

To activate call forwarding, select the option **Call forward always**, then configure the number. All incoming calls to the predefined phone number, meaning the user's phone will not ring.

To activate and deactivate call forwarding, simply hover over **Call forward always** and select the option.

Contacts

The Contact Search field combines all UC with Webex and Outlook Contacts directories to create a central search repository. The UC with Webex directories include the Common Phone List (system speed dials), the reception user's own Personal Directory entries, and the Group Directory which includes all the other users in the group as well as hunt groups.

Search results will display each number for a contact as a separate line. Drag or double-click the entry to make a call or right-click to select a call action from the context menu.



Use the dropdown in the search box to select a directory, then click the **Search** button to clear it and see the default list of monitored users.








Call Logs

The Call Logs tab displays Missed, Received, and Dialed Calls in chronological order (although the sort order can be changed by clicking on the column header). The Call logs tab will show the number of missed calls since Unity was last used, as well as any missed calls received while Unity is running.

Drag or double-click an entry to make a call to that number.

Call Control

ICON	FUNCTION	DESCRIPTION
	Dial	Click this to dial a number and make a call. Right click it to redial from the last 10 numbers called.
	Answer	This button will appear when a call is ringing.

	Release/End call	This button will appear once you have a call active. Click to end the call. If you have multiple calls, click the call you want to end first.
	Hold	This button will appear during a call. Click to hold the call. If you have multiple calls, click the call you want to put on hold first.
	Retrieve	This button will appear if you have a caller on hold. Click the button to take the caller off hold.
	Voicemail	Click the Voicemail button to send an incoming call to voicemail. Click the button when you don't have a call and it will call your voicemail box.
	Transfer	Click this button to transfer a current call to a certain number. Drag and drop the call over a contact to transfer them without entering their number.
	Conference	Select two or more calls then click the Conference button to start a conference with those callers.
	Recording	Click to start, pause or resume recording.

Place and Answer Calls

Click the **Dial** button to bring up the **Dial** dialpad. Using the computer keypad enter the desired number and click the **Call** button or press Enter to make the call.

When Unity displays an inbound call, click the **Answer** icon, or double-click the call in the Active Call Window to answer the call.

Transferring a Call

- **Announced Transfer:** Answer an inbound call, then make a new call to the desired number. This will place the first caller on hold and initiate a new call. Once the new party answers, click **Transfer** and transfer the two calls together.
- **Blind Transfer:** While on an active call, dial a number or drag to/right-click the recipient, then select **Transfer**. This will send the caller directly to the destination number and disappear from your call list.
- **Warm Transfer:** Right-click the user you want to transfer the call to and select **Warm Transfer**. This will then put the original caller on hold while you talk to the other user. When ready, click the **Transfer** button.

(You can also transfer a call to someone's voicemail or mobile by right-clicking their icon and selecting the option.)

Starting a Conference Call

To start a conference call, establish the first call and call a second person.

Click the **Conference** button to create a new conference for all three of you.

To add more people to the conference simply dial or start another call then click the **Conference** button.

Ending a Conference Call

To end the conference call but continue speaking to one of the callers, simply select the person/ call you want to end, and click the **Release** button.

To end the conference call and disconnect both parties, simply hang up the phone or select both calls and select **Release**.

To leave the conference but allow the other callers to continue speaking to each other, perform an announced transfer between the two calls.

Managing Multiple Calls

To manage a particular call, first select it by clicking it in the Active Call Window. If there is only one call in the list it will be selected automatically. You can then use the call control buttons to perform different actions on the call.





Busy Lamp Field

You can monitor up to 30 users. Right-click anywhere in the list to change the view of the users, e.g. list, icons, etc.

To modify the list of users currently being monitored, right-click and select **Manage user list**. Select the users you want to add or remove by using the arrows. Your monitored users are on the right.

Monitored User States

A monitored user will always be displayed in one of four states:

	Available	The monitored user extension is on hook
	Ringing	The monitored user extension is ringing
	Engaged	The user is on the phone
	Do Not Disturb	The user has selected DND or Unavailable profile

Drag and Drop Calling

Drag a user to the Active Call Window to call them.

Drag an active call to another user to transfer/show available transfer options.

Call Pickup

This feature allows the logged-in user to answer an incoming call on behalf of a monitored user. Simply right-click a ringing user and pick up the call.

Instant Messaging

Instant Messages can be displayed in the Docked IM Window or as separate dialogue boxes for each individual IM thread. If the docked window is used, IMs can be initiated via drag and drop and new IM windows will not pop over other applications.

If a user has a small blue dot, they are available for instant messaging. Send an instant message by:

- Right-clicking their user icon and selecting **Instant Message**.
- Drag and drop the user to the docked panel on the right (this can be set up in the settings tab).
- Click **Messaging** at the top of Unity and select Start **Conversation**. Then add the people you want to instant message.

Multiple users can be selected to start an IM conversation (by holding down the CTRL key while selecting users), but they must all be online.