



ServiceMark Telecom

**SV9100 Web Unified Communication
Instructions**
Holden R-III School District

Web Client Unified Communications Overview

NEC UC Suite Home Contacts Call history Chats

Agent Ready 4

(323) 823-0842 0:32

Transfer Add call Hold End call

Jenny 311 Meeting

Dave 318 In office

Patrick 307 Out of office

Ryan 306 In Home Office

Steve 314 Running Service Calls

Bruce 311 Out of office

Marty 318 Out of office

Rebecca 307 In office

Shelby 306 Vacation

My Availability

Status In office History Scheduled

Note In office Vacation Travel Meeting Lunch Out of office In Virtual office Running Service Calls

Annotations:

- Tabs at the bottom control which screen you see, from Contacts, to Chats or Call log
- Easily Park and Unpark Calls
- When a call is received an **Answer Box** will show you call information as well as the ability to Transfer, Conference, Hold or Hang up
- See if your coworkers are **On the phone (Green Phone)**, **Call Forwarded (Black Arrow)**, or **Available (Black Phone Hung up)** with the symbols next to their name
- Click the **Hung up Telephone to Call**, **Envelope to Email**, or the **Talk bubble to Instant Message** anyone with a Profile Picture in color
- If Employees are out of office, or **do not** have UC open their pictures are **gray**
- Customize with your **Profile Picture, Name** and your **Presence** so your Co-Workers know if you're available

Getting Started

How to Launch UC

- Click on the  icon on your desktop or toolbar

Logging into UC

- Once UC is launched sign in with your username: ***Your Extension #***
And your Password: ***Your Extension #***
- Click Sign in



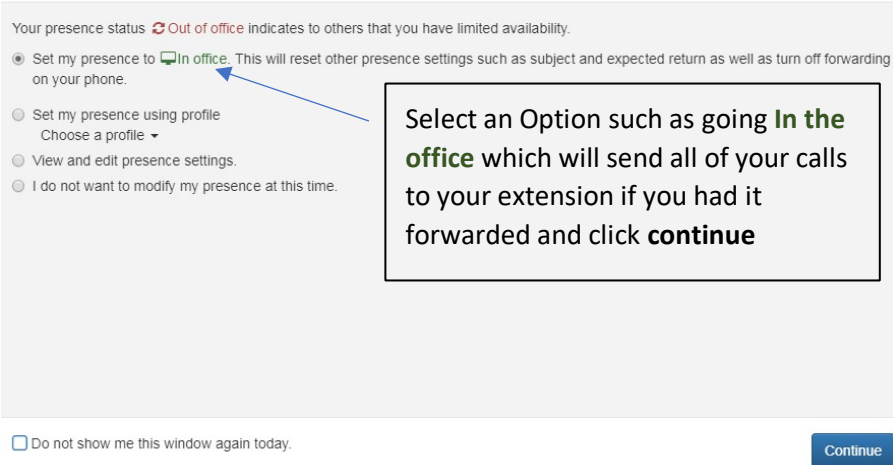
Please sign in


Remember me


Changing your presence at sign in: (This only applies if you were not set to In the Office at sign out)

- When you sign in you'll see this screen

Presence shows limited availability




Your presence status  **Out of office** indicates to others that you have limited availability.

- Set my presence to  **In office**. This will reset other presence settings such as subject and expected return as well as turn off forwarding on your phone.
- Set my presence using profile
Choose a profile ▾
- View and edit presence settings.
- I do not want to modify my presence at this time.

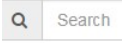
Do not show me this window again today.

Select an Option such as going **In the office** which will send all of your calls to your extension if you had it forwarded and click **continue**

To Sign out for the day

- Click on your extension in the upper right-hand corner 
- Select **Sign out** from the list
- It will ask you if you want to change your presence to out of the office • Click Sign out and then click the X in the upper right-hand corner

To Search for a Co-Worker








- On the  Search Toolbar above your Co-workers type in your Co-worker's name to find them on your list

Basic Call Handling with UC

You can tell if your Co-Worker has UC open if their picture is in color or grayed out.

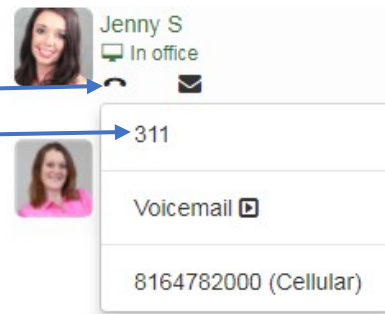


The main 3 icons you can see on your co-worker are:

 The Phone Icon	<ul style="list-style-type: none"> This Icon lets you click to call their extension, alternate number if listed, or leave a vm This Icon can also change to show their phone status: <ul style="list-style-type: none">  This Co-Worker is on the phone  or their phone is ringing  This Co-Worker is in Do Not Disturb  This Co-Worker has their calls forwarded
 The Email Icon	<ul style="list-style-type: none"> If you are an outlook user you can click this icon to open up a new email to a Co-Worker
 The Chat Icon	<ul style="list-style-type: none"> This Icon lets you open up a chat with your Co-worker This will only be available if your Co-Worker has the UC Program open

To Call a Co-Worker using UC:


- Click the Black Telephone Icon
- Click on their extension
- Your phone will go off hook via speaker and start dialing





While on a Call you will get an Answer box that looks like this:



While you are on a Call you will have the following options:

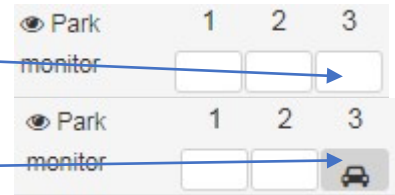
	<ul style="list-style-type: none"> You can place a caller on Hold by clicking this icon To resume a call on hold click the resume button
---	--





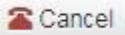
 Transfer	Clicking the transfer button will bring up a dial pad where you can type a name or number you wish to transfer to. You can then choose to do an attended transfer (Where you announce the call) or an immediate transfer (Where the call is immediately transferred)
 End call	Clicking this will end the call for both parties
More ▾	This has the two options of Parking a call or adding a call (Conference Calling)

To Park a Call

- Click on an open space in the park Monitor
- The call will now be parked there. Hovering over the number above it will tell you call information and click on the car will pick the call back up

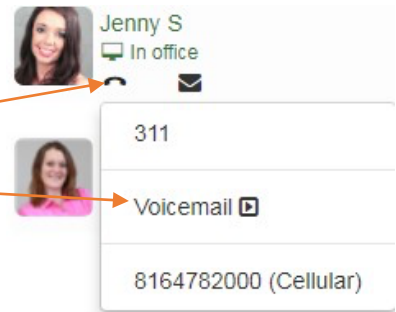


To Conference Call

- While on line with the caller select the **More ▾** Icon in the call box and select  Add call
- Type in the name or phone number of the person you wish to add and click **Add call** (4 is not required for dialing outside numbers)
- When call is connected you can click Join to add parties together or cancel to stop release the party  

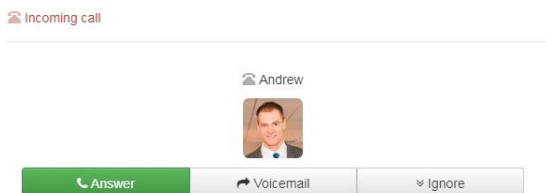
To send a Caller to a Co-Workers Voice Mail

- While on line with the caller click your co-worker's telephone icon
- Select Voice Mail
- Caller will route directly to VM and no more action is needed



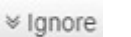


To Answer a Call



When your phone rings an answer box will pop up with the caller ID of the caller that looks like this





You can select the following option:

 Answer	Clicking this will answer the call and send it to your speakerphone if you are not a headset user. Lift the handset to speak on that
 Voicemail	Clicking this will send the caller straight to voicemail
 Ignore	Ignoring the call will turn off the alert on UC of your ringing phone. The call will continue to ring your phone until it goes to voice mail




To Place a Call with UC

- From the upper toolbar click the  Call Dial pad
- Type in the name if it's a saved contact or extension, or the outside phone number you wish to call (Dialing 4 is not required)
- Click  and the phone will go off hook to speaker (If you are not a headset user) and start dialing

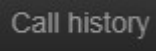


To Initiate a Chat (Your Co-Worker must have the client open)


- Click on the  in your coworker's box
- Type your message
- You can see earlier conversations from your co-worker by clicking [Show earlier messages](#)  from inside the chat

To Initiate a Group Chat- Advanced and Premium licenses only (Your Co-Worker must have the client open)

- Click on the  Chats button at the top
- Type the name of the extensions you want to add
- Once you've added all parties click the Blue  Chat button
- Type your message
- You can see earlier conversations from your co-worker by clicking [Show earlier messages](#)  from inside the chat

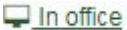

To View your call History









- Click on  Call history in the top menu
- All call history will populate showing you: **Missed calls (In Red)**, **Inbound calls** , and **Outbound Calls** 
- Clicking a telephone number will call it back

- Clicking  Export will allow you to export your call history to a csv file ****You will only see caller ID for calls that rang your extension**

Setting your Presence

This will tell your co-workers if your available and your phone how you would like you calls delivered

- Click on your status 
- Under status select a presence state 
- Add any notes or additional information you would like your co-workers to be able to see if desired
- Under Mode: Select how you would like your calls to ring
 - **Do Not forward:** means your calls will ring your extension (Covered later in this guide)
 - **Forward calls and ring extension** is for Mobile extension or an extension
 - **Do Not Disturb** will not ring phone and send all calls to vm
- Click Update to save your changes. (Remember you can always change your presence back to **In office**, **Do not forward** to undo any forwarding to your phone)

-  In office
-  Vacation
-  Travel
-  Meeting
-  Lunch
-  Out of office
-  In Home Office
-  In Virtual office
-  Running Service Calls


Personalizing UC and Features

To add a Personal Contact

- Select Contacts in the Top Menu

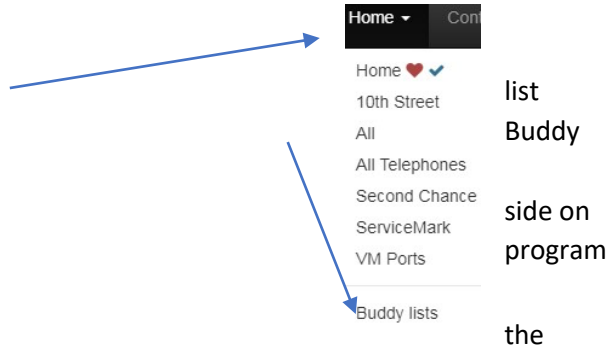


- In the right corner click on the click the blue pin
 - Select Personal from that list
 - Click Add contact
 - Fill in as much information as you'd like such as name contact info and email and click save
 - Once you are done adding click Done
- You can now click the phone number on these contacts to call them or open up your dial pad


 and type their name to call them

To Select a Buddy List

- Click Home and select a Buddy
- You can edit your personal list by clicking Buddy Lists
- Place the Heart on the left-hand the Buddy list you Want your to load to
- Edit a personal buddy list with pencil icon



Change your Profile Picture

- Click on your Extension Number dropdown menu in upper Right Corner
- Select Settings
- Click on Personal Information
- Click on  below picture and find picture on computer
- Click Save

