Mac Client Quick Reference Guide

The UC Mac client enables a Mac to deliver voice services normally offered by a desktop phone. The client also delivers a friendly user interface for services such as directory access, instant messaging, and video calls.

Making a Call

Option 1 - Quick Acces

- Enter the name or number of the user
- Click the icon or hit **return** on the keyboard

Option 2 - Double Click Contact

- Double click on the contact's name

*Note: Call is the client's default behavior but this may be changed in **Preferences***

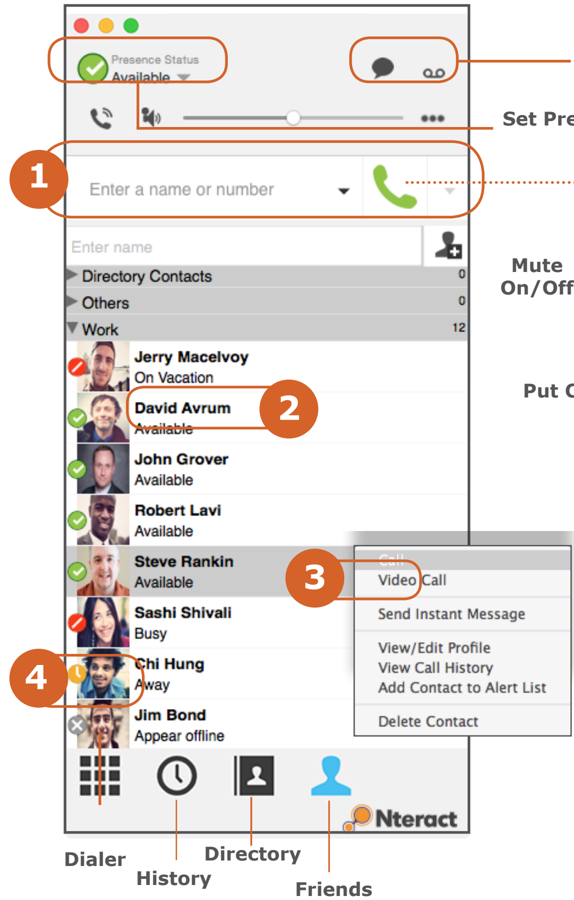
Option 3: Right-Click on Contact

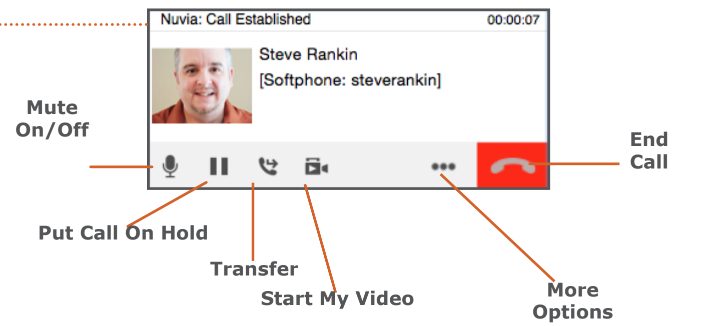
- Select the contact tab from the bottom menu
- Search for a contact
- Right click the on the contact's name and then select **Call**

Option 4: The Dialer

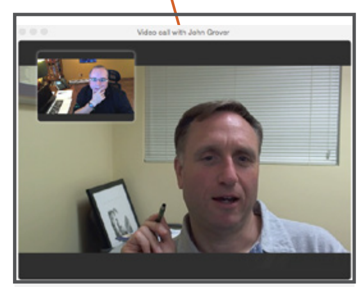
- Select the **Dialer** icon from the bottom menu
- The dialpad will appear
- Enter the name or number of the user
- Click the icon or hit **return** on the keyboard

*Note: The client's default behavior is to start all calls as audio only but this can be modified to attempt video by default in **Preferences > Call***





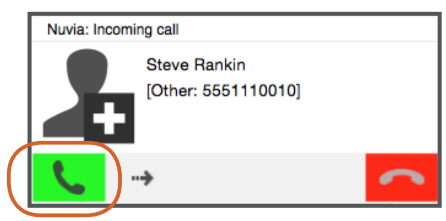
- Invite to Conference Call
- Sent Instant Message
- Start Call Recording



Answering Calls

- When alerted to an incoming call click the green phone icon to answer

*Note: Additional notification options are available in **Preferences > Alerts***



Call Grabber

Seamlessly move live calls between GENCom clients or connected devices.

- *Dial *25* from GENCom Desktop Client to grab a live call
- Calls can be moved back and forth multiple times.

Note: Available on wired, Wi-Fi or 3G/4G data networks. Only calls answered or originated via Nuvia VoIP clients/devices can be grabbed; includes desktop VoIP phone, GENCom Desktop Client and GENCom Mobile Clients

Skyway West Business Internet Services
Sales: 1 877 771 1077 ext 2
www.skywayuc.com

Using the Global Directory

The Global Directory is located at the bottom of the client

- Click the **Directory** icon
- Enter a name or part of a name in the search field and click **Search** button. Matching contacts will appear below the search box.
- Select a match from the choices listed or enter more letters to refine the search
- Once a user has been selected, right click their name –a dialog box will appear with multiple actions such as call, IM, E-mail, etc
- Double clicking the user's name will either call or IM the contact (*call is the client's default behavior but this may be changed in **Preferences***)

Adding Personal Contacts (Friends)

Note: Adding Personal Contacts makes the client more functional as it creates a quick way to check the availability (presence) of co-workers and quickly connect. To view a contact's presence, they must first be added as a Personal Contact (Friends)

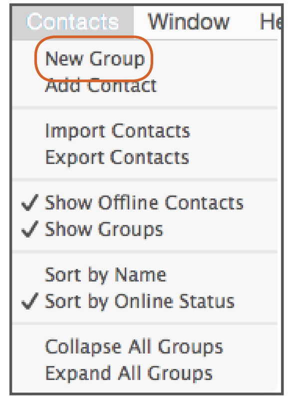
- As directed above, search for a contact, select the contact and right click on the contact's name
- A dialog box will appear, select **Add Contact**
- The contact's detail's will appear
- You may edit this information, add the user to a group or select a custom ring tone
- Select **Show Availability** to be sure you can see the user's presence status
- Click **OK**

Deleting Personal Contacts

- Click the **Contacts** icon
- Select the contact you are wish to remove
- Right-click the contact then select **Delete Contact**

Organizing Your Personal Contacts

Create New Contact Group



- From the top menu click **Contacts**
- Click **New Group**
- Enter new group name
- Click **OK**

OR

- Right-click on a any group and choose **Add Group**

Edit/Delete Contact Group

- Right-click on the group you wish to edit or delete
- Choose the appropriate menu option

Add Contacts to a Goup

- Right-click on the user you want to add to a group
- Click **View/Edit Profile**
- Choose the group fom the **Group** dropdown menu
- Click **OK**

OR

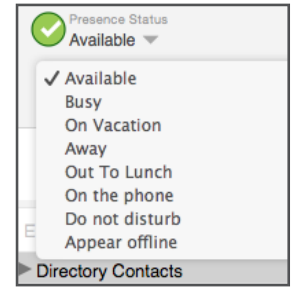
- Click on the **Contacts** icon
- Drag and drop the selected users into a group

OR

- Right-click on a group
- Choose Add Contact to Group

Manually Setting Your Presence

The system can detect certain activities (e.g being on the phone) and adjust your presence. Additionally, you can set your presence manually to alert co-workers to your status.



- To set your Presence Status, click on the down arrow in the client's top header bar
- The dropdown menu will show all the current predefined status OR choose a different status
- Choose a new status (to reset to automatic status choose Available)

Viewing Other Users' Presence

Note: To view another contact's presence, they must first be added as a Personal Contact (Friends)

- Select the **Contacts icon**
- The user's presence icon can be found to the left of their name. It will also be displayed in text under their name. If a custom note has been added it will display in this text.

Sending Instant Messages (IM)

Note: The client's default behavior when double clicking a contact is to place a call. This can be altered via Preferences, Miscellaneous

- From the contact list, right-click the contact's name and then select **Send Instant Message** (a new IM window will open)

OR

- From the contact list, hover over the contact's name and then select the **IM** icon (a new IM window will open)

OR

- Click the **IM** icon at the top of the client (a new IM window will open)
- Click the **New Conversation** button
- Add a recipient

Call History/Call Logs

Users can access their Call History from the clock icon at the bottom of the client window. There are three types of calls that are logged: Incoming, Outgoing, and Missed.