

**Status Dropdown** ▼  
Set your status / Change preferences / Exit

**Select My Organization / Federated for Search**  
Select your site or Federated Sites to search

**Call control**  
Access your calls / swap between active calls

**Contacts Status**  
Is the contact available to communicate?

**Contacts Message of the day**  
Your contact's message of the day

**Contacts location**  
Where is your contact?

**Search**  
View your last Search results

**Call History**  
Search your call history

**Contact List**  
Access your contact lists

**Voice mail**  
Be notified of any voicemails

**Preferences**  
Set your preferences, Call Forwarding, etc.

**Quick Set Preferences**  
Access your quick profiles (set in preferences)

**Missed Calls**  
View your missed calls

**Do Not Disturb**  
Check if your phone is set to Do Not Disturb

**Soft phones**  
See the status of your soft phone

**Search**  
Enter text to search or numbers to dial

**Contact List management**  
Manage the current list of contacts

**Dial a contact**  
Hover over a contact and icons will appear for calling, IM'ing or more information

**Send an Instant Message**  
Click to send and Instant message



## Double Click UC Client Icon

### Logging in

1. Enter your **username**
2. Enter your **password**
3. Click **Remember me** if desired.
4. Click **Sign in**.

### Presence Status

Your presence automatic reflects what you are doing (**Online**) or you can manually choose from one of the following by clicking on the **status drop down** that appears by your name at the top of the UC Client ▼

- Online
- Away
- Be Right Back
- Busy
- Out To Lunch
- Out Of Office
- In a Meeting
- Appear Offline

**Add Contact to a List**

**Type your Message**  
Type your message & then press enter or send

**Change Font size and color of font**

**Create a Group Chat**

**View Conversation History**  
Click to search previously sent messages

**Create Instant Collaboration Meeting**

**Access Dial Pad when on Softphone**  
Navigate menus / redial / directory / volume

**Select which Contact Lists to Display**  
Use "Shift" & "Ctrl" keys to select which contact lists to display

**Conference Bridges**  
Select Conference Bridges to join

**Current Conversation**  
Your conversation in Green, others in white

**Other Client Views**  
Change under Preferences and Display

## Forward your phone to voicemail (first time)

1. From the **UC Client** click on Preferences 
2. Click **Preferences**.
3. Click the forwarding **arrow**  at the top of the screen.
4. Click **create forwarding now**.
5. Enter the **name** “*voice mail*” and click the **search**  icon.
6. Select how long you want it to ring before going to voicemail.
7. Click **OK**. - Click **Save**.

## Time based call forwards

UNIVERGE 3C allows you to decide the times/days a call forward is valid.

1. From the **UC Client** click on Preferences 
2. Click **Preferences**.
3. Click the forwarding **arrow**  at the top of the screen.
4. Click **Modify** on the call forward profile you want to change.
5. Click the “**right**” arrow 
6. Select the days and times you want this forwarding active.
7. Click the “**right**” arrow 
8. Select the **dates** you want the call forwards active for.

## Dual ring

By default all of your 3C extensions ring, but you can also have it ring external numbers as well.

1. From the **UC Client** click on preferences 
2. Click **Preferences**.
3. Click the forwarding **arrow**  at the top of the screen.
4. Click **Modify** on the call forward profile you want to change.
5. Click **New Destination**.
6. Enter the number you wish it to ring in +61392621111 format.
7. Set the **duration** to “immediately”.
8. Ensure you click **continue to off the call** so your 3C phones continue to ring.

## Forward based on my status

UNIVERGE 3C allows you to set call forwards based on your status.

1. From the **UC Client** click on Preferences 
2. Click **Preferences**.
3. Click the forwarding **arrow**  at the top of the screen.
4. Click **Modify** on the call forward profile you want to change.
5. Click **Presence**.
6. Click **Only forward when your presence is**.
7. Choose the presence states you want.
8. Click **Save**.

## Preferences

The preference screen gives you access to a wide range of settings and features that allow you customise your communications experience.

1. From the **UC Client** click on Preferences 
2. Click **Preferences**.

## Setting Location or Message of Day

1. In the **preferences** dialog, click **My Profile**.
2. Enter your **location**.

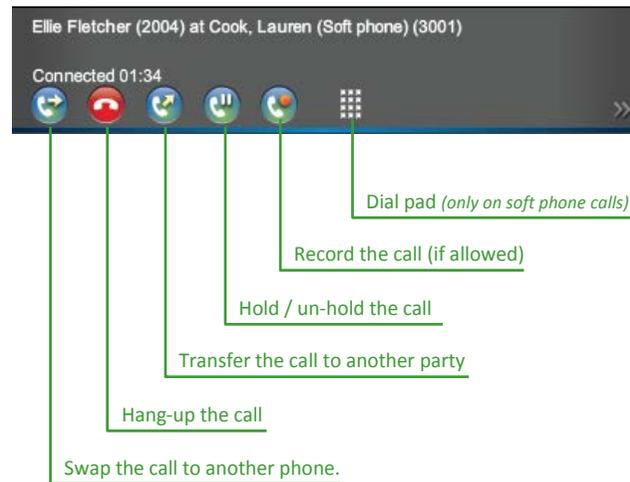
## Changing your active phone settings

UNIVERGE 3C allows you to choose which of your phones you can answer a call on (**active**). Note you will always be able to initiate a call regardless of this setting.

1. From the **UC Client** click on Preferences 
2. Click **Preferences**.
3. Click the **phone**  icon.
4. Choose the phones you want to be **Active**.
5. Choose the phone you want to be the **default**.
6. Click **Save**.

## Call Control

When on a call you will see a strip like the following appear in the UC Client.



## Call waiting

By default UNIVERGE 3C allows for you to handle 4 concurrent calls. You will hear a tone to tell you that you have a call waiting, you will also get a separate call control strip for each call.

## Add a contact to your list

1. Enter part of the person's name in the **search** box and hit enter.
2. Click the **Add contact to contact list** button.
3. Choose the list you want to add the contact too.

## Create a new contact list

1. Click on any contact list.
2. Click the **contact list management** button 
3. Select **Add List**.

## Quick Set Profiles

Quick set profiles allow you to quickly set your presence and presence notes, and which phones are active.

1. From the **UC Client** click on Preferences 
2. Click **Preferences**.
3. Click **Quick Set Profiles**.
4. Click **Create New**.
5. Enter a **Name**.
6. **Choose your presence** status from the list.
7. **Enter a presence note** if desired
8. Select the devices that you want to ring (**active**)
9. Click **save**.

You can now choose the quick profile  straight from the home screen.

## UC Client Ring Tone

When someone calls you the UC Client will notify you of the incoming call (regardless of which devices are ringing).

1. From the **UC Client** click on Preferences 
1. Click **Preferences**.
2. Click **Alerts**.
3. Choose an “**Audible Call Notification**” from the list, or choose your own from your music collection.

## Exiting the UC Client

1. From the UC Client click the status drop down 
2. Select **Exit**.

## Getting Help

1. From the UC Client click the status drop down 
2. Select **Help**.