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Unified Communications (UC) Quick Start

INSTALLATION

Desktop
TO INSTALL managedIP UC ON YOUR DESKTOP

1. Go to https://support.tdsmanagedip.com/uc.html
3. Under Getting Started, select **Download** and follow instructions.
4. Launch managedIP UC and login.

> **NOTE:** Your login credentials for managedIP UC are the same as your managedIP Hosted Web Portal username and password.

5. Click **Sign In**.
6. Acknowledge E911 Disclosure, Click **OK**.

Mobile
TO INSTALL managedIP UC ON YOUR MOBILE DEVICE:

1. Go to Google Play or the Apple App Store.
2. Search "TDS managedIP UC" and **Select**.
3. Select **Download** and follow the instructions.
4. Launch managedIP UC and login.

5. Click **Sign In**.
6. Acknowledge E911 Disclosure, Click **OK**.
7. Select **Call Settings**.
8. Enable **Call Through Service** by configuring:
   - *Anywhere & This Phone Number (Android)*
   - *Anywhere & iPhone Number (iPhone)*

Logging In
TO LOGIN TO managedIP UC:

1. Launch the application.
2. Go to the Sign-in window and Click **OK**.

> **NOTE:** Automatic login can be enabled to Sign-in automatically and arrive at your Contact List. The username most recently used is automatically remembered. In addition, you can enable managedIP UC to remember your password.

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USER INTERFACE - DESKTOP

When you start the client for the first time, your contact list is empty. You can use the search and dial field to find people and then directly add them from the search results to populate your Contact List. You can also manually add contacts using the Add Contact button. Learn what each icon means in the right key below.
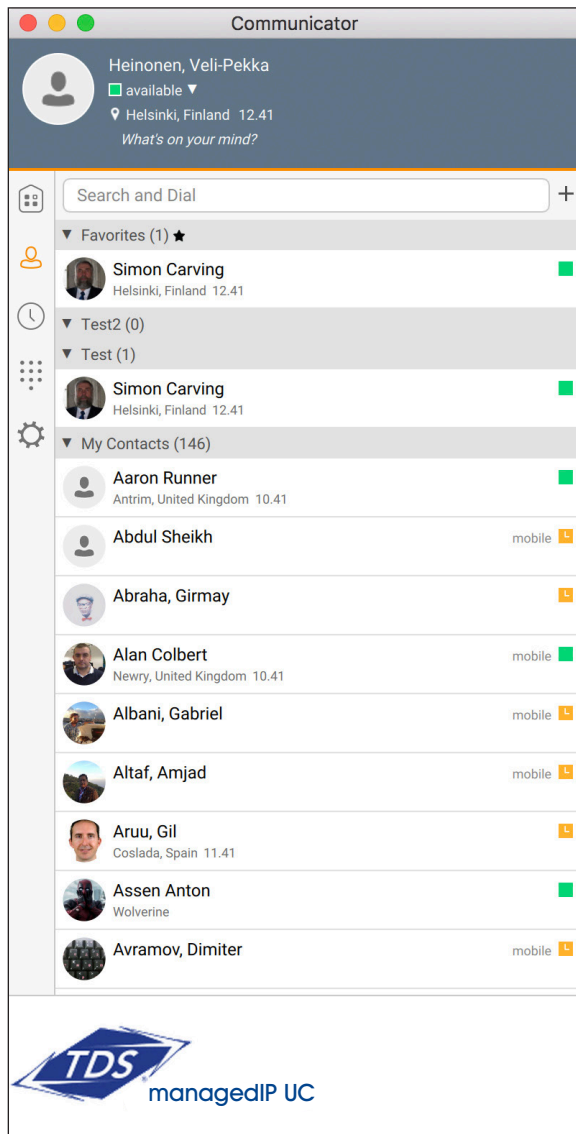

Icon	Usage
■	**My Information** – View and update your information, for example, your presence, avatar, and location.
👤	**Contacts** – View your contacts.
⊞	**My Room** – This is your permanent communication room. Participants can dial in to your audio bridge.
🕐	**Communications History** – View previous chats and calls.
🌐	**Full Enterprise Directory** – Show all contacts of the directory.
⠿	**Dial Pad** – Make calls (it is integrated with the *Main* window).
⚙	**Preferences** – Use for quick access to preferences and call settings such as Call Forwarding.
🗩	**Chat** – Start an instant message conversation with a selected contact.
📞	**Call** – Make an IP audio call to a selected contact.
☎	**Call from Phone** – Make a Click To Dial call from your desk phone (or secondary device).
🎥	**Video Call** – Make a video call to a selected client (VoIP).
🖵	**Share** – Share either the whole screen or an individual application.
≡	**Menu** – Open communications options.
+	**Add** – Add a contact, group, or conference.

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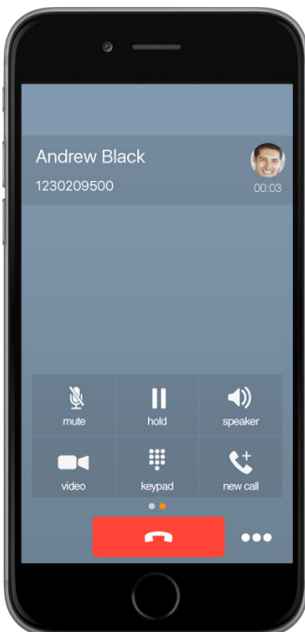## Unified Communications (UC) Quick Start

USER INTERFACE - MOBILE
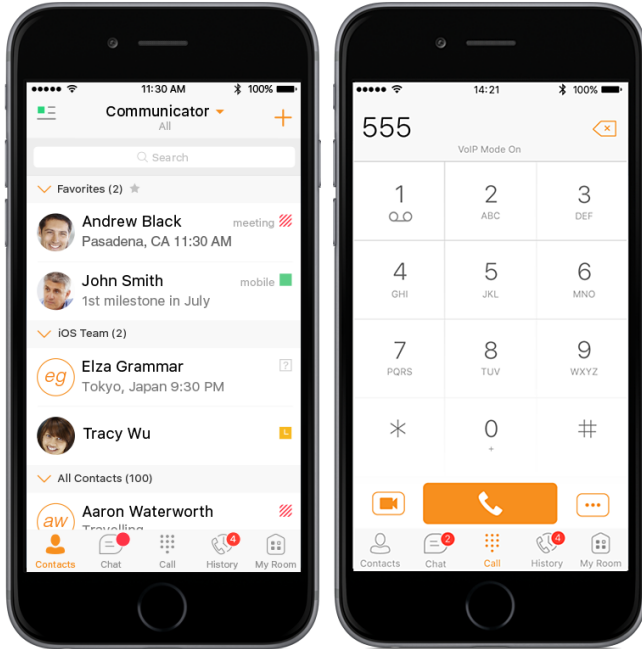
| Icon	Description
	Contacts – View your contact list and local contacts or search for directory contacts.
	Chat – View Chat History.
	Call – Make calls.
	History – View incoming, outgoing, and missed calls.
	My Room – Join My Room.

Audio and Video Calls

YOU CAN MAKE AUDIO AND VIDEO CALLS FROM:

- Contact List
- Contact Card
- Call History
- Dialer

User Interface - Desktop

DURING A CALL YOU CAN:

- Adjust the volume
- Chat
- Mute the microphone
- Desktop share
- Put a call on hold
- Transfer
- Conference
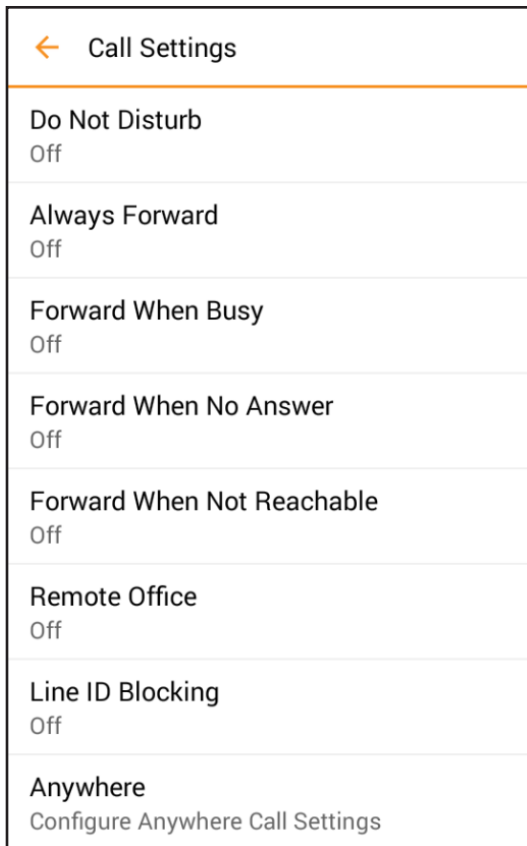- Call park
- Add video
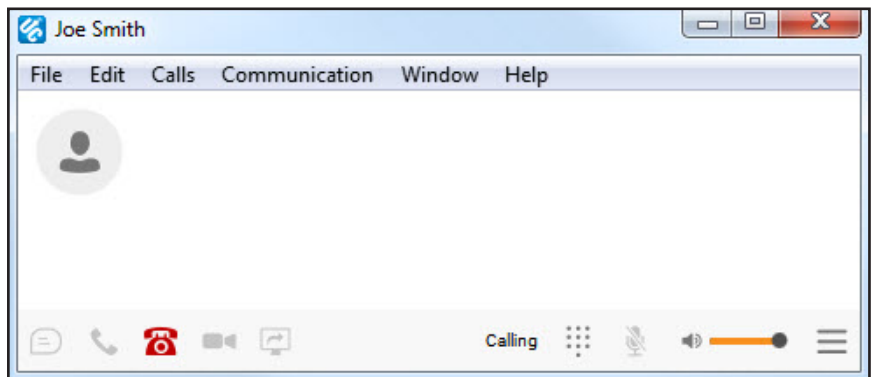
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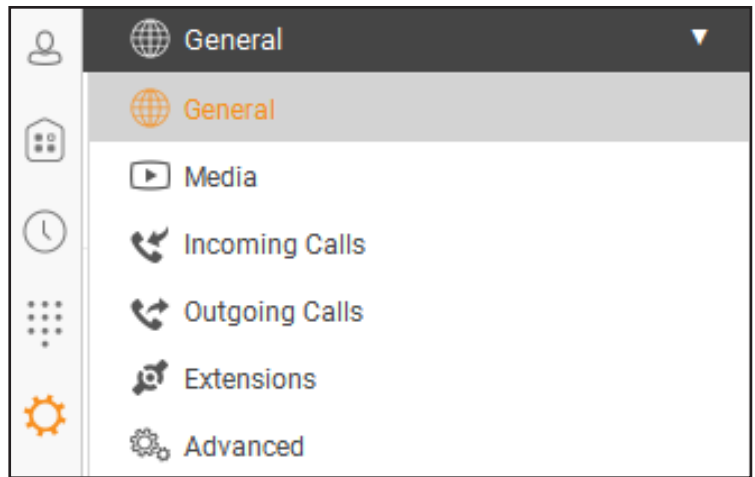## Unified Communications (UC) Quick Start

CONFIGURE CALLING FEATURES - MOBILE

- Call Forwarding
- Simultaneous Ring
- Anywhere
- Do Not Disturb

CONFIGURE PREFERENCES - DESKTOP

- Sign In
- Audio
- Video
- Call Settings
- Outlook Integration

← Call Settings
Do Not Disturb   Off
Always Forward   Off
Forward When Busy   Off
Forward When No Answer   Off
Forward When Not Reachable   Off
Remote Office   Off
Line ID Blocking   Off
Anywhere   Configure Anywhere Call Settings

General
General
Media
Incoming Calls
Outgoing Calls
Extensions
Advanced

PRESENCE ICON + DESCRIPTION

Icon	What it means
available	The green availability icon indicates that the user is online and is ready for communication.
mobile	The green availability icon indicates that the user is online on the Communicator mobile client and is ready for communication. The icon is accompanied by the text "mobile".
away	The yellow availability icon indicates that the user is online on their Communicator client but has been idle or away from their computer for more than 10 minutes.
offline	The grey availability icon indicates that the user is offline in a call and the only available contact method is calling or leaving a chat message.
pending	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their availability.
busy	The red availability icon indicates that the user is busy and does not want to be disturbed.
call	This icon indicates that the contact is busy due to a call. This is an automated availability status.
meeting	This icon indicates that the contact is busy due to a meeting. This is an automated availability status. The *Busy – In Call* status overrides the *Busy – In Meeting* status so this icon is only seen when there is a meeting but no call.