

AiTech

Revolutionize the way your business communicates.



AiTech

UC-One - End User Training



What is UC-One?

UC-One meets the needs of today's business users, providing advanced Unified Communications and Collaboration (UCC) such as instant messaging and presence, video collaboration, desktop and file sharing, multi-party conferencing, mobile applications and more.



Installation

Installation on a Phone

1. Go to Google Play or the Apple App Store.
2. Search for “UC One” and then select the most recent version “2015”.
3. Select “Download and installation”.
4. Start the BroadTouch Business Communicator (BTBC) application.
5. Enter the device configuration address: <https://bwsip.com>
6. The client also asks for a user name and password. For this, use your Web Portal login credentials. (Make sure to add @bwsip.net to the end of the name).

Installation on a Desktop

1. The Desktop client is available at: <http://bwsip.com/btbc>
2. Double-click on *btbc.win-21.xxx.exe* and then follow the installation instructions.
3. Start the Business Communicator (BTBC) application.
4. Provide the configuration address: <https://bwsip.com>
5. The client also asks for a user name and password. For this, use your Web Portal login credentials. (Make sure to add @bwsip.net to the end of the name).



Login Procedure

Please contact an AiTech service professional directly for a refresher on how to gain access to UC-One



Add a Contact

Click the Global Directory icon

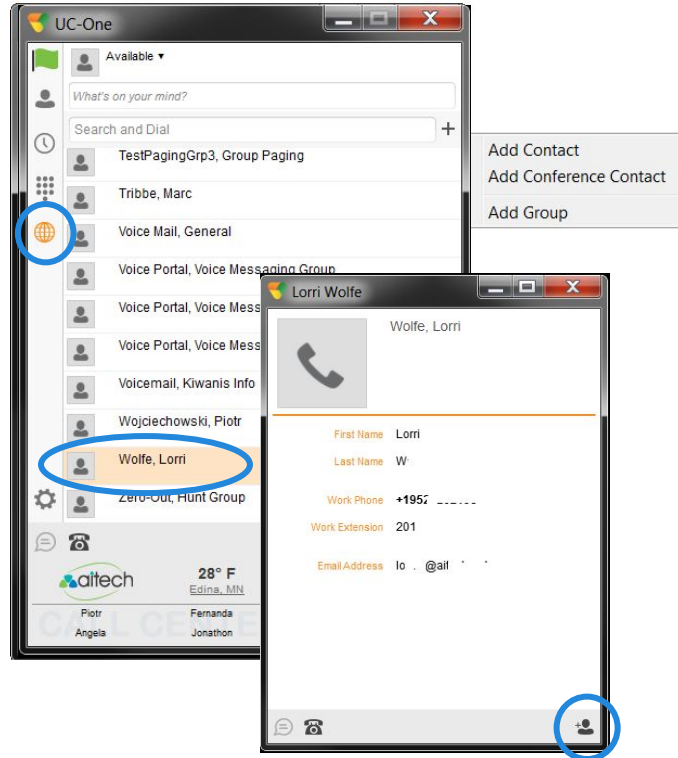
Find / Highlight the Contact to Add

Click the + symbol

Choose “Add Contact”

Click on “Add Contact” Icon (lower right)

Once the desired contact has approved the connection, he/she will be added to your Contacts Pane



Application Screen

Presence Indicator

Contacts

Call/Chat History

Dial Pad

Global Directory



Available



Available on Mobile



DND



Busy / On a call



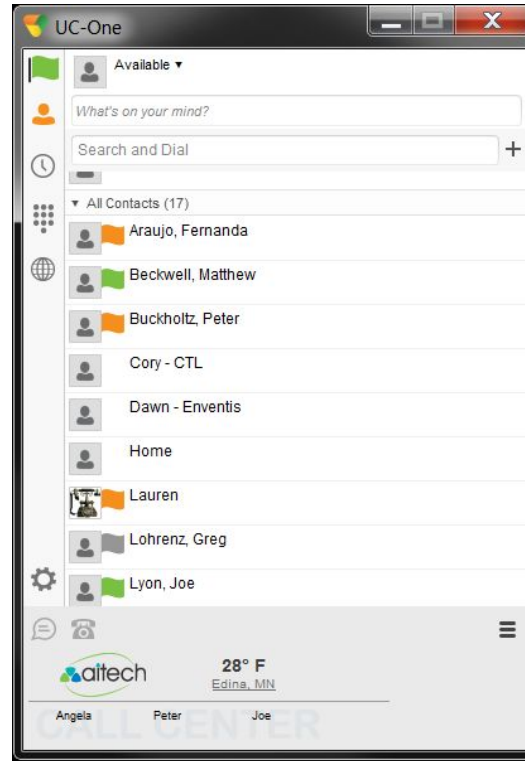
Away



In a meeting



Offline



Shows all contacts with whom you have established monitor/chat privileges

Shows all possible contacts within your Enterprise

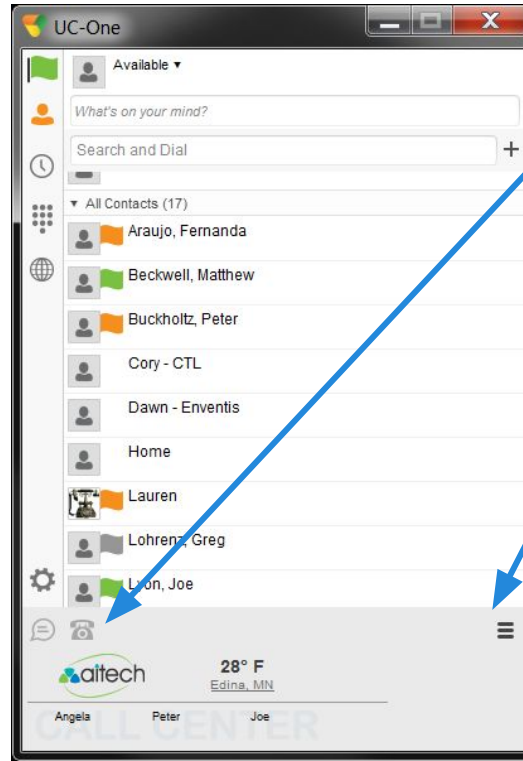


Application Screen

Sets most common Call Features

- DND
- Call Forwarding
- Remote Office
- Simultaneous Ring

Call Control
Click to Chat



Click to Dial

Highlight a contact, press
Click to Dial and your
device will call that
contact

Options / Preferences

- Basic Presentation Pref
- Integration with Outlook



Call History

Watch Face shows Call (and chat) history of your desk phone or mobile phone as an extension of your desk



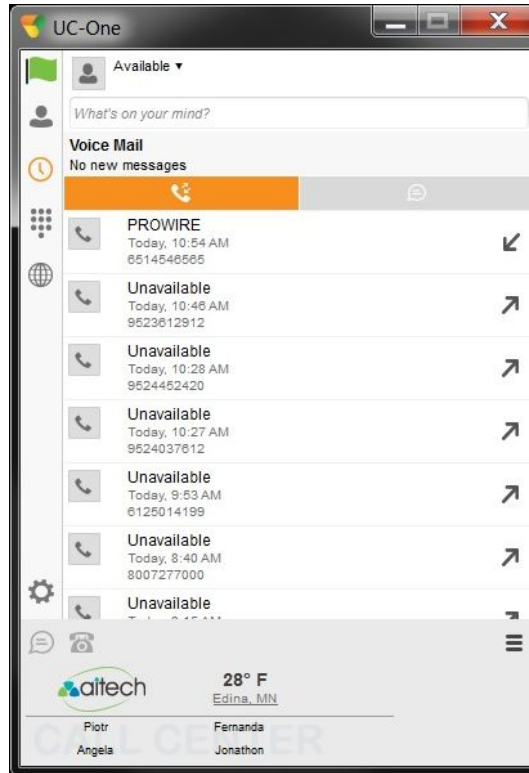
Inbound Call



Outbound Call



Missed Call



Chat History

Watch Face shows Chat (and call) history

Each line shows last chat received

Double-click an entry to show full conversation

