



Unify Phone for Web

OpenScape Voice
OpenScape 4000

User Guide

A31003-F9910-U105-07-7619

Atos

Provide feedback to further optimize this document to edoku@atos.net

As reseller please address further presales related questions to the responsible presales organization at Unify or at your distributor. For specific technical inquiries you may use the support knowledgebase, raise - if a software support contract is in place - a ticket via our partner portal or contact your distributor.

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO9001 and ISO14001 standards and are certified by an external certification company.



Copyright © Unify Software and Solutions GmbH & Co. KG 23/02/2023
All rights reserved.

Reference No.: A31003-F9910-U105-07-7619

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.
An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Availability and technical specifications are subject to change without notice.

Unify, OpenScape, OpenStage and HiPath are registered trademarks of Unify Software and Solutions GmbH & Co. KG. All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.

atos.net

Contents

1 Overview.....	5
1.1 Unify Phone.....	5
1.2 Prerequisites.....	5
1.3 Supported browsers.....	6
2 Accessing Unify Phone.....	7
2.1 Signing in.....	7
2.2 Signing out.....	8
3 Calls.....	9
3.1 Making a call from the keypad.....	9
3.2 Making a call from the call history.....	10
3.3 Receiving a call.....	10
3.4 Actions during an active call.....	11
3.5 Sending DTMF commands on an active call.....	13
3.6 Placing a call on hold.....	13
3.7 Pushing an ongoing call to desk phone or alternative number.....	13
3.8 Transferring a call.....	14
3.8.1 Transferring a call without consultation (blind transfer).....	14
3.8.2 Transferring a call with consultation.....	15
3.9 Making a second parallel call.....	15
3.10 Receiving a call during another active call.....	16
3.11 Viewing all current calls.....	17
3.12 Swapping between two parallel calls.....	18
3.13 Merging two parallel calls.....	18
3.14 Pulling an ongoing call from another device.....	19
3.15 Remote call control of desk phone.....	19
3.16 Name resolution of phone numbers.....	20
3.17 Working as an agent in hunt/ACD groups.....	20
3.18 Receiving a pickup group call.....	22
4 Call history.....	24
4.1 Deleting the call history.....	24
4.2 Deleting an entry from the call history.....	25
5 Voicemail.....	26
5.1 Listening to voice messages.....	26
6 Presence.....	27
6.1 Setting your presence status.....	27
7 Settings.....	28
7.1 Changing the language settings.....	28
7.2 Connecting to your Microsoft Exchange account.....	29
7.3 Installing the Unify Phone Edge extension.....	29
7.4 Installing the Unify Phone Chrome extension.....	30
7.5 Enabling call forwarding.....	30
7.6 Disabling call forwarding.....	30
7.7 Setting an alternative number.....	31
7.8 Activating your voicemail.....	31
7.9 Changing the ring time before a call is routed to voicemail.....	31
7.10 Configuring incoming call routing.....	32
7.11 Changing the ring time before a call is routed to alternative number.....	33

7.12 Configuring busy settings.....	33
7.13 Downloading the call history.....	34
7.14 Configuring the audio devices.....	34
7.15 Headset integration.....	35
7.15.1 Jabra devices.....	35
7.15.2 Enabling Jabra headset integration.....	36
7.15.3 Plantronics devices.....	36
7.15.4 Enabling Plantronics headset integration.....	37
7.16 Making yourself available for hunt/ ACD group calls.....	38
7.16.1 Making yourself available for hunt group calls (OpenScape Voice).....	38
7.16.2 Making yourself available for ACD group calls (OpenScape 4000).....	40
8 Unify Phone Progressive Web App (PWA).....	42
8.1 Installing Unify Phone as PWA.....	42
8.1.1 Installing Unify Phone as PWA via Settings.....	42
8.1.2 Installing Unify Phone as PWA via Chrome.....	42
8.1.3 Installing Unify Phone as PWA via Microsoft Edge.....	43
8.2 Configuring the Unify Office PWA to auto start.....	43
8.3 Making phone calls via telephone links with the Unify Phone PWA.....	44
8.3.1 Making a call from a telephone link on Windows.....	44
8.3.2 Making a call from a telephone link on MacOS.....	44
9 Service and support.....	46
9.1 Accessing user documentation.....	46
9.2 Reporting an issue.....	46
9.3 Viewing the What's New.....	47
9.4 Viewing the terms and conditions.....	47

1 Overview

This guide describes how to make use of the Unify Phone web app when working with an OpenScape Voice or OpenScape 4000 communication system.

The document contains general descriptions of the technical options, which may not always be available in individual cases.

If a particular function on Unify Phone is not available to you as described, this may be due to one of the following reasons:

- The function is not configured for you. Please contact your administrator.
- Your communication system does not feature this function. Please contact your sales partner for information on how to upgrade.

1.1 Unify Phone

Unify Phone is a telephony connector for Unify Video. It allows you to make and receive phone calls on your business phone number in Unify Video.

With Unify Phone you can easily:

- Make call
- Answer, decline or drop a call
- Send DTMF commands in a call
- Hold and retrieve
- Mute/ Unmute
- Transfer call
- Pull call from other Unify Phone clients or desk phone
- Push call to desk phone or alternative number
- Make or answer a second call
- Swap calls (alternate)
- Merge two calls into a conference
- Call forwarding
- Alternative number (One Number Service)
- Call routing
- Voicemail
- Remote call control of desk phone (Computer Telephony Integration - CTI): hold and retrieve, end call, swap calls, transfer, merge into conference

1.2 Prerequisites

- You have a Unify Video account.

Overview

Supported browsers

- You are a subscriber of one of the following communication systems:
 - OpenScape Voice V10R2.14.0 (with all the available hotfixes installed) or later
 - OpenScape 4000 V10R1 (with all the available hotfixes installed) or later
- Your communication system has been set up to integrate with Unify Video via Unify Phone.
- The necessary licenses have been assigned to you on both Unify Video and your communication system.
- Your Unify Video administrator has enabled cross-launch for you, so you are able to launch:
 - Unify Phone from Unify Video and
 - Unify Video (desktop app only) from Unify Phone.

The Unify Video app and the Unify Phone app are tightly integrated.

- You have both the Unify Video app and the Unify Phone app open on your computer and you have signed in to both of them, so you are able to make and receive phone calls in Unify Video.

1.3 Supported browsers

Unify Phone web app supports the following browsers:

- Google Chrome (version 88 or newer)
- Microsoft Edge (version 88 or newer)
- Mozilla Firefox (version 78 or newer)



2 Accessing Unify Phone

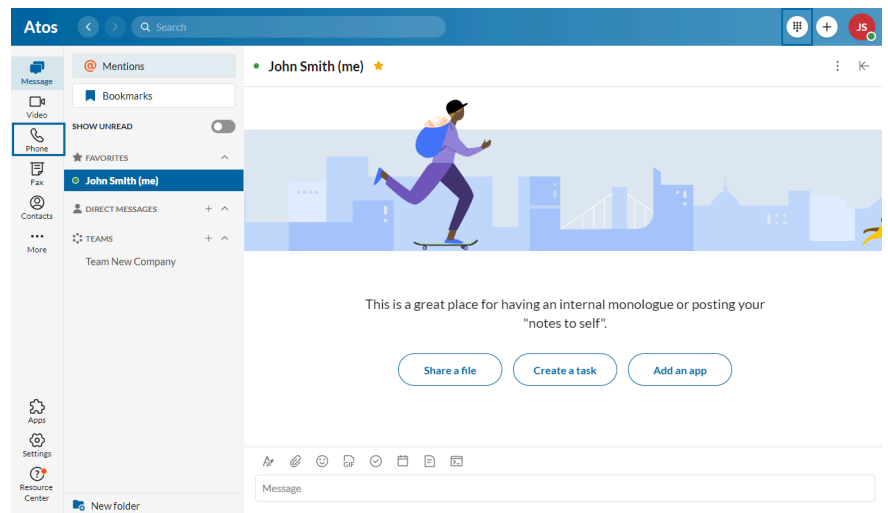
2.1 Signing in

You can sign in to Unify Phone using your Unify Video account credentials.

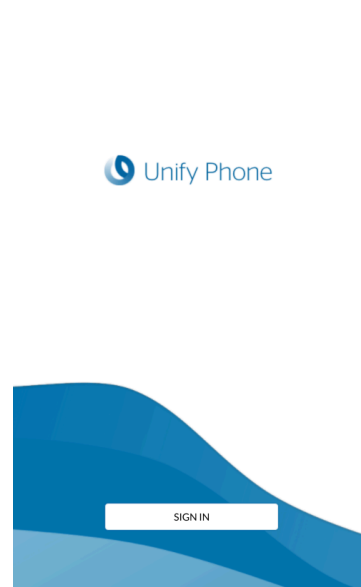
Step by Step

1) Open Unify Phone with any of the following ways:

- a) Go to the Unify Video app and click  at the top right or  in the left-hand navigation bar.



- b) Open a web browser and enter the address (URL) of the Unify Phone app: <https://phoneapp.unify.com>.
 - c) Open the [Unify Phone PWA](#), if it is installed on your device.
- The Unify Phone app opens prompting you to sign in.



Accessing Unify Phone

Signing out

- 2) Click **Sign In**.
- 3) Enter the email address associated with your Unify Video account and click **Next**.
- 4) Enter the email address or phone number associated with your Unify Video account and click **Next**.
- 5) Enter the password and click **Sign In**.
- 6) Click **Authorize** to allow both Unify Phone app and Unify Video to access your account information.

2.2 Signing out

To sign out at any time:

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the Unify Phone app.
- 2) Select **Sign out** from the drop-down menu.

3 Calls

With Unify Phone you can easily make and receive phone calls, view your current calls and manage them as you need.

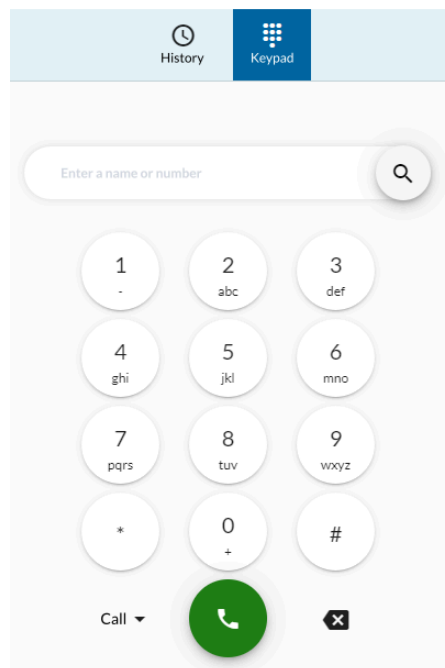
As an **OpenScape Voice subscriber**, you can make or receive up to two calls at a time on a Unify Phone client (web or mobile). Only one call can be active at a time on a client. Others can be either incoming calls or calls on hold. If you are already handling two calls on a client, any additional incoming calls be sent to other destinations, such as your desk phone. You can be in more than two phone calls simultaneously on Unify Phone, but not all on the same client. For example, you can be on two phone calls on the web app, and on another one on the mobile app.

As an **OpenScape 4000 subscriber**, you can make or receive up to two calls in total on Unify Phone. Only one call can be active at a time on a client. Others can be either incoming calls or calls on hold. If you are already handling two calls on Unify Phone (either both on the same client or on different clients), any additional incoming calls will be sent to other destinations, such as your desk phone.

You can view all current calls on your work number, even those that are in progress on another device (remote calls).

If a desk phone has been assigned to you on your OpenScape system, you can view and control ongoing calls on your desk phone from within the Unify Phone app.

3.1 Making a call from the keypad



Step by Step

- 1) Open Unify Phone.

Calls

Making a call from the call history

- 2) If a desk phone has been assigned to you on your OpenScape system or you have set an alternative number in [Settings](#) (e.g. mobile), you can select between **Unify Phone** (default), **Desk phone** or **Alternative number** to initiate your call from, as follows:
 - a) Click **Call** ▾ next to the call button and select your preferred option.
Your selection will be remembered.
- 3) Make a call in one of the following two ways:
 - a) Use the on-screen keypad to enter a number and click the call button.
 - b) Type the name or number you want to call and when you finish typing:
 - Press `Enter` or
 - Select an item from the suggestion list.

3.2 Making a call from the call history

Step by Step

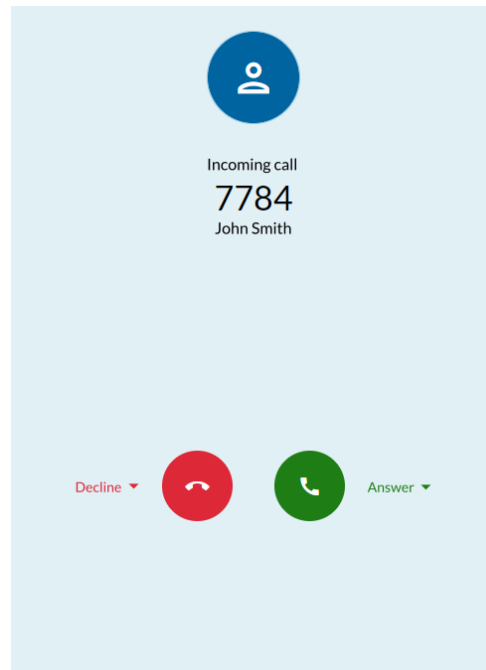
- 1) Open Unify Phone.
- 2) Click **History** 🕒 at the top of the app.
- 3) Hover over the call history entry you are interested in and click 📞 to the right of the entry.

3.3 Receiving a call



You can easily receive phone calls through Unify Phone. When a call comes in, you will see the incoming call alert on your display and you will get an audio notification.

You can select to answer or decline the call or send the call to voicemail (if voicemail is enabled for you).

If you have a desk phone or you have set an alternative number in [Settings](#) (e.g. mobile), you will also get the option to answer the call from the respective device.



Procedure

- To answer the call, click .
- To decline the call, click .
- To send the call to voicemail, select **Decline** > **Voicemail**.
- To answer the call from your desk phone, select **Answer** > **Desk phone**.
- To answer the call from your alternative phone, select **Answer** > **Alternative number**.

NOTICE:

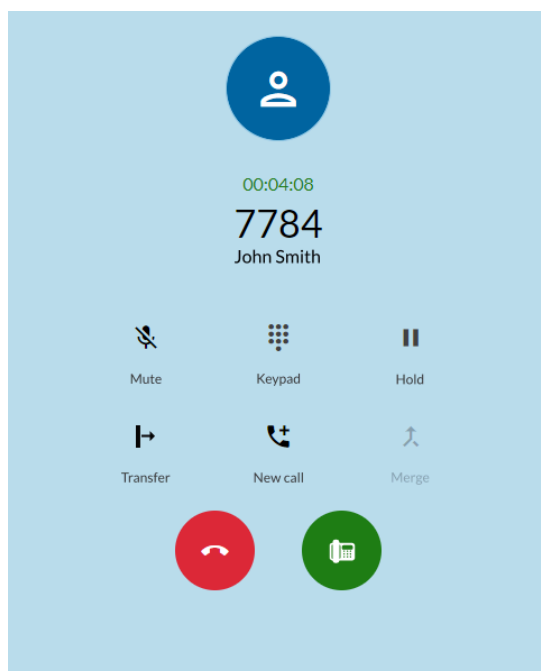
The **Answer** drop-down list is visible if a desk phone has been assigned to you on your OpenScape system or if you have set an alternative number in Settings.

Only options that are available to you are listed in the **Answer** drop-down.

3.4 Actions during an active call




While on an active call, you can see the name or number of the person you are on a call with on the call screen, the duration of the call and a set of call controls.

Calls



The following table summarizes the call controls and their functions.


Icon	Action	Description
	Keypad	Open a keypad to enter DTMF (dual tone multi-frequency) digits
	Mute / Unmute	Mute or unmute your microphone
	Hold / Retrieve	Place the call on hold or retrieve the call
	Transfer	Transfer the call to another number
	New call	Make a new separate call ¹
	Merge	Merge two parallel calls to bring them into a conference ²
	End call	End the call

Icon	Action	Description
	Push to desk phone	Push the call to desk phone ³
	Push to alternative number	Push the call to alternative number ⁴
	Pull	Pull a remote call ⁵

3.5 Sending DTMF commands on an active call

During an active call, you can send Dual-Tone Multi-Frequency (DTMF) commands.



Step by Step

- 1) Click  **Keypad** on the call controls.
- 2) Use the on-screen keypad or the keyboard to enter DTMF commands.

3.6 Placing a call on hold

While on an active call, you can place the call on hold so that you can perform another task like making or answering another call.

Procedure

- To place a call on hold, click  **Hold** on the call controls.
The other party will be placed on hold until you retrieve or transfer the call.
- To return to the call, click  **Hold** again on the call controls.

3.7 Pushing an ongoing call to desk phone or alternative number

You can push an active call from the Unify Phone app to your desk phone or alternative number.

¹ Available when you are on a single call

² Activated when you are on two separate calls

³ Available when a desk phone has been assigned to you on your OpenScape system

⁴ Available when you have set an alternative number in Settings

⁵ Available when you are on an ongoing call into a remote Unify Phone client or desk phone and you haven't reached the maximum call limit on your web app.



Calls

Transferring a call

Prerequisites

- A desk phone has been assigned to you on your OpenScape system or you have set an alternative number in [Settings](#) (e.g. mobile).
- You are on an ongoing call on the Unify Phone app.

Procedure

- To push the call to desk phone, click  or select **Push > Desk phone** on the call controls.
- To push the call to alternative number, click  or select **Push > Alternative number** on the call controls.

NOTICE:

The **Push** drop-down list is visible if both a desk phone has been assigned to you on your OpenScape system and you have set an alternative number in Settings.

3.8 Transferring a call



You can transfer an active call to another person with or without consultation.

3.8.1 Transferring a call without consultation (blind transfer)

You can transfer a call to another person without speaking to them first.

While on an active call:

Step by Step

- 1) Click  **Transfer** on the call controls.
- 2) Enter the name or number you want to transfer the call to.
As you type in, a list of suggested contacts is displayed.
- 3) When you finish typing, do one of the following:
 - Press `Enter`.
 - Select a contact from the list.
 - Select **Dial**.
This option is only available when you enter a number.
 - Click  **Transfer**.




The call is transferred and you are disconnected from the call.

3.8.2 Transferring a call with consultation

You can speak with the person you want to transfer the call to before actually transferring the call.

While on an active call:

Step by Step



- 1) Click  **New call** on the call controls.
- 2) Enter the name or number you want to transfer the call to.
As you type in, a list of suggested contacts is displayed.
- 3) When you finish typing, do one of the following:
 - Press `Enter`.
 - Select a contact from the list.
 - Select **Dial**.
This option is only available when you enter a number.
 - Click  **Call**.
- 4) The first call is put automatically on hold so you can talk privately with the third party.
The first call's information appears at the top of the call screen, including the word `Holding` so that you know the call is on hold. The second call appears at the bottom of the call screen and is currently the active call.
- 5) To transfer the call, click  **Transfer** on the call controls.

The call is transferred and you are disconnected.

3.9 Making a second parallel call

You can make a new call, while already in a call.

Step by Step

- 1) Click  **New call** on the call controls.
- 2) Enter the name or number you want to call.
- 3) When you finish typing, do one of the following:
 - Press `Enter`.
 - Select a contact from the list.
 - Select **Dial**.
This option is only available when you enter a number.
 - Click  **Call**.

The first call is put automatically on hold and the second one is initiated.

Calls

Receiving a call during another active call

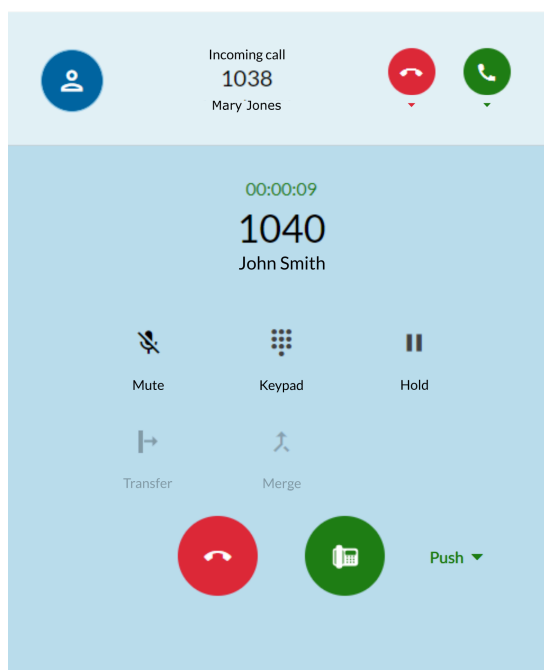
The first call's information appears at the top of the call screen, including the word **Holding** so that you know the call is on hold. The second call appears at the bottom of the call screen.

3.10 Receiving a call during another active call





When a call comes in while you are engaged in an active call, you will see the incoming call alert on your display and you will get an audio notification. The call appears at the top of the call screen.


You can select to answer or decline the call or send the call to voicemail (if voicemail is enabled for you).

If you have set an alternative phone in [Settings](#) (e.g. mobile), you will also get the option to answer the call from the respective device.



Procedure

- To answer the call, click .
- To decline the call, click .
- To send the call to voicemail:
 - a) Click the down arrow below .
 - b) From the **Send to** drop-down list that opens, select **Voicemail**.
- To answer the call from your desk phone:
 - a) Click the down arrow below .
 - b) From the **Answer with** drop-down list that opens, select **Desk phone**.

- To answer the call from your alternative phone:
 - Click the down arrow below .
 - From the **Answer with** drop-down list that opens, select **Alternative number**.

NOTICE:

The **Answer with** drop-down list is visible if a desk phone has been assigned to you on your OpenScape system or if you have set an alternative number in Settings.

Only options that are available to you are listed in the **Answer with** drop-down.

When you answer the second call, the first call is put automatically on hold. The first call's information appears at the top of the call screen, including the word *Holding* so that you know the call is on hold. The second call appears at the bottom of the call screen and is currently the active call.


3.11 Viewing all current calls

The call screen displays the list of all active, incoming, or held calls, including calls that are in progress on another device (remote calls).

Each call in the list includes the following information and functions:

- Phone number and name of the caller/ callee
The name is only displayed when it can be resolved (e.g. from contacts)
- Call status (e.g. *Incoming call*, *Holding*) or, in case of an active call on your local client, the call duration
- Call controls

Besides the call controls listed in section [Actions during an active call](#) on page 11, you would also see the following call control:

Icon	Action	Description
	Swap	Swap two separate calls ⁶

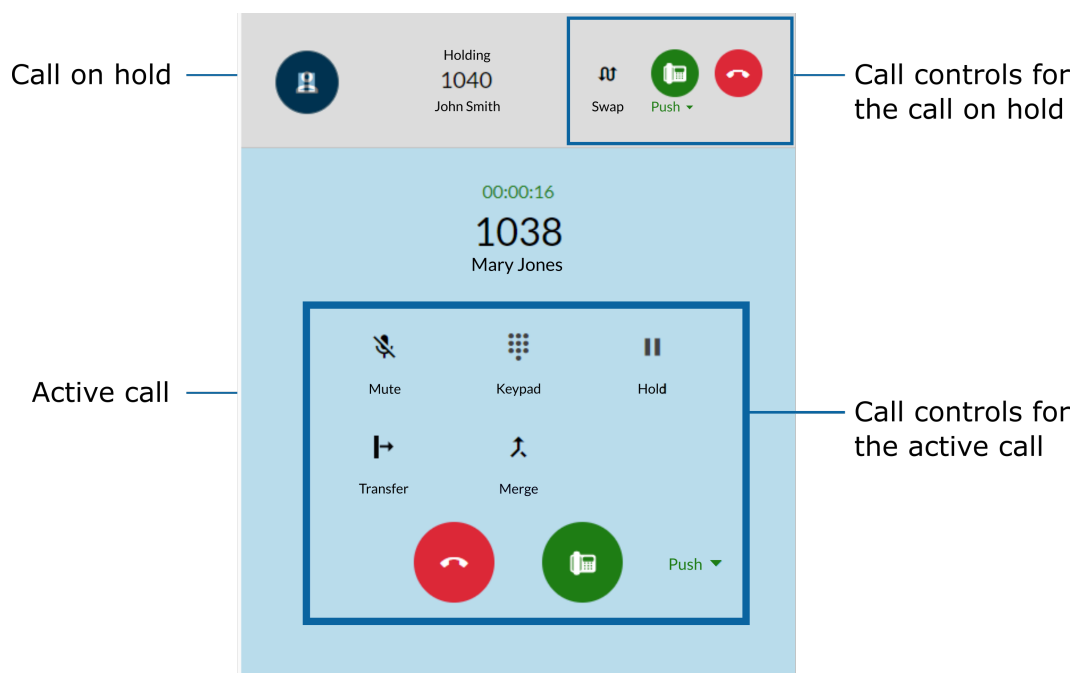
Available call controls depend on the status of the calls on your work number and the telephony settings configured for you.

The following figure shows an active call and a call on hold.

⁶ Available when you are on two separate calls

Calls

Swapping between two parallel calls



3.12 Swapping between two parallel calls

You can swap between an active call and a call on hold. When you do this, the currently active call is placed on hold and the call on hold becomes the active call.

To swap between two parallel calls:

Procedure

- Click **Swap** on the call controls available for the call on hold.

3.13 Merging two parallel calls

When you are on two calls at the same time, you can merge them into a conference:

Procedure

- Click **Merge** on the call controls.

The calls are merged into one under the title **Conference** and you can see the names or numbers of the conference participants on the call screen.

3.14 Pulling an ongoing call from another device

You can move an active call from the device on which you answered the call to another preferred device. For example, you can move the call from your mobile app or desk phone to your web app.

The text `Remote call` is displayed next to the status of the call on all inactive devices on which you signed in.

Prerequisites

- You are on an ongoing call into a remote Unify Phone client or desk phone.

To pull the call on the web app:

Step by Step

- 1) Open the Unify Phone web app.
- 2) Click **Pull** on the call controls.

3.15 Remote call control of desk phone

You can manage a call that is currently in progress on your desk phone.

In the call screen, you will see the text `Remote call` displayed next to the status of the call and a set of call controls. Only options that are available to you are displayed.





You can hold/ retrieve the remote call, end the call, transfer the call, swap between two parallel calls on your desk phone or merge into a conference. You can also pull a remote call to your web app.

Prerequisites

- You are on an ongoing call on your desk phone.

1) On your web app, locate the remote call in the call list.

2) Do one of the following:

- Click **Hold** to hold / retrieve the call.
- Click  to end the call.
- Click  **Transfer** to send the call to another person.
- Click  **Swap** to swap between two calls on your desk phone (e.g. swap between a call on hold and an active call).
- Click  **Merge** to merge parallel calls on your desk phone to bring them into conference.
- Click **Pull** to retrieve the call into your web app.

3.16 Name resolution of phone numbers

Unify Phone searches for users or contacts by their phone number and attempts to add naming information to them. This action is referred here as name resolution.

A phone number can be resolved to a name only if it is associated with only one user. It is required that your communication system has been configured to send Fully Qualified Numbers to Unify Phone.

Any name resolution attempt is done first on Unify Phone users. If the number cannot be resolved, your Unify Phone app will attempt to resolve the name through external services. If 2 (or more) external services are connected and they both resolve to a name, there is no specific priority which name will be used.

Name resolution of Unify Phone users

When resolving a phone number displayed on a Unify Phone client, Unify Phone searches the phone numbers of all Unify Phone users that belong to the same tenant.

Name resolution of non-Unify Phone users

By default, Unify Phone can only resolve phone numbers that belong to Unify Phone users. If you need to resolve names of non-Unify Phone users, you must integrate with external services. The following external services are supported for name resolution:

Microsoft Exchange

Name resolution in Microsoft Exchange is limited to **Private contacts**. After connecting to Microsoft Exchange for the first time, it might take a while for the name resolution to work.

Persistence of resolved phone numbers in the call history

If call history entries items are resolved to Unify Phone users, this information is persistent across clients and client sessions (sign ins / sign outs).

If a call history item could not be resolved to a Unify Phone user, the clients will attempt to resolve it through the external services. However, this information is not persistent. This means that different clients may display the same call history entries differently, depending on which external service was used to resolve them.

3.17 Working as an agent in hunt/ACD groups

NOTICE:

In case of OpenScape Voice, the agents are members of hunt groups.

In case of OpenScape 4000, the agents are members of ACD (Automatic Call Distribution) groups.

Hunt/ ACD groups allow a group of people to answer incoming calls to a single phone number. Hunt/ ACD group calls are distributed to members of the group in an ordered manner according to the rules specified by the administrator of the communication system.

If you are a member of a hunt/ ACD group, you will be able to receive calls to the hunt/ ACD group number. You will still be able to receive direct calls to your own work number, when it is different from the hunt/ ACD group number.

As an **OpenScape Voice subscriber**, receiving hunt group calls requires that:

- You are a member of at least one hunt group.
- Your agent status is set to available for all hunt groups or for a specific one.

As an **OpenScape 4000 subscriber**, receiving ACD group calls requires that:


- You are a member of an ACD group.

NOTICE: An OpenScape 4000 subscriber can be part of only one ACD group at a time.

- Your agent status is set to available.

When a hunt/ ACD group call comes in on your device, the incoming call screen shows up on your display and you can hear a ringtone.

When a hunt group call comes in for an OpenScape Voice subscriber, the incoming call screen shows the following information:

- The number or name of the calling party
- The text  **Forwarded from**, followed by the pilot number/ display name of the hunt group that the call has been forwarded from.

NOTICE: This allows you to difference between a hunt group call and a regular incoming call.

- A desktop notification showing the pilot number/ display name of the hunt group

When an ACD group call comes in for an OpenScape 4000 subscriber, the incoming call screen shows the number or name of the calling party.

You can choose to answer or decline a hunt/ ACD group call that comes in on your device.

In case of OpenScape Voice, if you do not answer a hunt group call within a set time, the call goes to the next hunt party.

3.18 Receiving a pickup group call

Pickup groups allow a group of people to answer calls on behalf of other members of the group. When a call comes in for one of the pickup group members, all the members of the group will be notified on their Unify Phone client.

As a member of a pickup group, you can answer a phone call ringing another member of the group, using Unify Phone. You will still be able to receive direct calls to your own work number.


Receiving pickup group calls requires that:

- You are a member of a pickup group.

NOTICE: You can only be part of one pickup group.

When a pickup group call comes in on your device, the incoming call screen shows up on your display and you can hear a ringtone.

In case of a pickup group call, the incoming call screen shows the following information:

- The number or name of the calling party
- The text  **Call for**, followed by the display name of the called party and the pickup group number.

NOTICE: This allows you to difference between a pickup group call and a regular incoming call.

In case of a pickup group call when Unify Phone is not in focus mode, you will receive a desktop notification, showing the following information:

- The display name of the calling party
- The text **Call for** followed by the name of the called party and the pickup group number

You can choose to answer or ignore a pickup group call that comes in on your device. If you do not answer a pickup group call within a set time, the notification on your incoming call screen is cleared.

If you are already on a call, you will still be notified when a pickup group call comes in on your device. In this case:

- You can keep the active call in your Unify Phone client and choose to answer the pickup group call using the desk phone or alternative number, if they are configured for you.


or

- You can push your active call to desk phone or alternative number, and answer the pickup group call using the Unify Phone client.


Once you have picked up the call, you can move it between your Unify Phone clients, like a regular call.

Procedure

Step by Step

- 1)** If you want to pickup a group call for one of the members of the group, click  **Answer** on the incoming call screen or on the desktop notification.


The call will stop ringing or alerting other pickup group members.

- 2)** If you want to end the call you have picked up, click  on your Unify Phone client.

The call will disappear from your call control and a new call log entry will be created on your call history.

The call log entry will include information about the calling party and the name of the pickup group member that the call was originally intended for.

The originally called pickup group member will also see a call log entry in call history showing that the call has been redirected to you and who the calling party was.

- 3)** If you want to ignore a pickup group call that comes in on your device, click  **Ignore** on the incoming call screen or on the desktop notification.

You will no longer be alerted on your Unify Phone client and you will no longer be able to pickup that call.

If another member of the group picks up the call, you will no longer be alerted on your Unify Phone client and no call log entry will be created on your call history.

The originally called pickup group member will see in their call log who the call has been redirected to and who the calling party was.

4 Call history




Call history is the list of all your incoming and outgoing calls. You can use it to call your contacts again or to respond to a missed call.

To view the call history, click **History**  at the top of the Unify Phone app.

- The **All** tab displays the list of all your incoming and outgoing calls.
- The **Missed** tab displays only the list of all incoming calls that were not answered.

Identification of calls

The entries in the call history are identified as follows:

Symbol	Description
	Incoming call, not missed
	Incoming call, missed
	Outgoing call

New calls in the call history are indicated by a vertical red line to the left of the call entry.

Call details

Further information about calls is listed in the call history:

- Avatar of the caller/ callee
- Phone number of the caller/ callee
- Name of the caller/ callee



The name is only displayed when it can be resolved (e.g. from contacts)

- Call type
- Date and time of the call
- Call duration (only for the answered calls)

4.1 Deleting the call history

If you want to delete your full call history, follow the steps below:



Step by Step

- 1) Click **History**  at the top of the app.
- 2) Select **All** or **Missed**.
- 3) Click  on the top of the call history view.
- 4) Click **Yes** to confirm that you want to delete the call history.

4.2 Deleting an entry from the call history

If you want to delete a call entry from the call history, follow the steps below:

Step by Step

- 1) Click **History**  at the top of the app.
- 2) Select **All** to view all calls or **Missed** to view only the calls you didn't answer.
- 3) Hover over the call entry you want to delete and click  to the right of the entry.
- 4) Click **Yes** to confirm that you want the call entry.


Voicemail

Listening to voice messages

5 Voicemail


You can access voicemail messages via Unify Phone.

5.1 Listening to voice messages

When voicemail is enabled for you on your OpenScape system, the voicemail icon  appears at the top of your Unify Phone app. The icon appears with a red dot when you receive a new voice message (currently only available on OpenScape Voice).

To listen to your voice messages:

Step by Step

- 1)** Click the voicemail icon at the top of the app to call your voicemail box.
- 2)** If prompted, enter the number of the voicemail box.
- 3)** Listen to messages received.
- 4)** End the call by clicking .

6 Presence

Your presence status lets people know if you are available for communication or not.

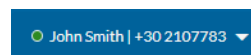
The presence or availability statuses in Unify Phone are described in the following table:

Presence / Availability status	Description	How this status gets set
● Available	You are online and available to contact.	It is set automatically based on your activity or you can set your status to Available anytime you want.
● On a call	You are online and on a call (either phone call or Unify Video call) or in a Unify Video meeting.	It is set automatically when you are on a phone call or in a meeting.
⊖ Do not disturb	You do not want to be disrupted. Any incoming calls will be silent.	You can set your status to Do not disturb anytime you want.
● Offline	You are offline or inactive (for 15 minutes or more), or logged out of the app.	It is set automatically based on your activity.
● Invisible	You want to appear as if you were offline.	You can set your status to Invisible anytime you want.

Your present status in Unify Phone is synchronized with your presence status in Unify Video and OpenScape communication system. This means, for example, that when you are on a call on your desk phone or in Unify Phone or when you join a meeting in Unify Video, your presence status will change to *On a call* (Busy) on all clients and devices: Unify Phone, Unify Video and desk phone.

6.1 Setting your presence status

You can see your presence status in the top-right corner of the Unify Phone app in front of your name.



To set your presence status:

Step by Step

- 1) Click the down arrow next to your name.
- 2) Select one of the presence statuses from the list of options:
 - Available
 - Do not disturb
 - Invisible

NOTICE: If you are on a call, the available options are *On a call*, *Do not disturb*, and *Invisible*.

Settings

Changing the language settings

7 Settings

Use the Settings menu to configure the Unify Phone settings.

To open the **Settings** menu, click the ellipsis (...) icon in the top right corner of the app and select **Settings**.

- Use the **General** tab to:
 - Change the **Language** in which the program is displayed.
 - Connect to your **Microsoft Exchange** Online account to access contacts.
 - Install the **Unify Phone PWA**.
 - Install the Unify Phone Chrome or Edge extension, depending on your browser.
- Use the **Telephony** tab to:
 - Enable or disable **Call forwarding**.
 - Specify an **Alternative number**.
 - Activate your **Voicemail**.
 - Define the **Incoming call routing**.
 - Configure **Busy settings**.
 - Download your **Call history**.
- Use the **Audio** tab to:
 - Configure the Audio/ Ringing output and your microphone.
 - Enable **Headset integration** for headsets and external audio devices.

7.1 Changing the language settings

Unify Phone currently supports the following languages: English, German, French, Spanish, Italian, Dutch and Catalan.

By default, the language in the app is the same as the language you have set in Unify Video. If you didn't set your preferred language in Unify Video, the language is automatically detected from your browser's settings.

You can change the language setting for your Unify Phone web app at any time.

Step by Step

- 1)** Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2)** In the **Language** section of the **General** tab, select the language you want to use.

The language will change automatically to the one that you have selected.

7.2 Connecting to your Microsoft Exchange account

You can connect to your company's Microsoft Exchange Online account to use your private Exchange contacts for phone calls.

Exchange contacts are shown with the Microsoft Exchange icon at the top right corner of their avatar.

Prerequisites

A Microsoft Tenant administrator from your company must grant admin consent for the Unify Phone app on their tenant.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Locate the Microsoft Exchange extension, and click **Connect**.
- 3) When prompted, sign in to your Microsoft Exchange Online account.

After successful connection, you can see that the Microsoft Exchange status is **Connected**.

You can disconnect from your Microsoft Exchange Online account at any time by clicking **Disconnect** and then, on the pop-up window, selecting the account you want to sign out from.

7.3 Installing the Unify Phone Edge extension

You can install the Unify Phone Edge extension to keep Unify Phone in the same browser tab, when it is launched from another app.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **General** tab.
- 3) Locate the **Unify Phone Edge extension** section.
- 4) Click **Install**.
- 5) The **Edge Add-ons** page opens in the Microsoft Edge browser. Click **Get** to install the Unify Phone Edge extension.

After the installation, the Unify Phone Edge extension is available in browser's extensions list.

If you have the Unify Phone PWA running and try to open Unify Phone in Microsoft Edge, the Unify Phone PWA will be automatically closed.

If Unify Phone is open in Microsoft Edge, and you try to open the Unify Phone PWA from your computer's start menu, the Unify Phone web client will be automatically closed.

Settings

Installing the Unify Phone Chrome extension

7.4 Installing the Unify Phone Chrome extension

You can install Unify Phone Chrome extension to keep Unify Phone in the same browser tab, when it is launched from another app.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **General** tab.
- 3) Locate the **Unify Phone Chrome extension** section.
- 4) Click **Install**.
- 5) The **Chrome web store** page opens in the Chrome browser. Click **Add to Chrome** to install the Unify Phone Edge extension.
- 6) Confirm the installation by clicking **Add extension**.

After the installation, the Unify Phone Chrome extension is available in browser's extensions list.

If you have the Unify Phone PWA running, and try to open Unify Phone in Google Chrome, the Unify Phone PWA will be automatically closed.


If Unify Phone is open in Google Chrome, and try to open the Unify Phone PWA from your computer's start menu, the Unify Phone web client will be automatically closed.

7.5 Enabling call forwarding

You can redirect your phone calls to a person of your choice when you are out of office or unavailable by using **Call forwarding**.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Telephony** tab.
- 3) Switch the **Call forwarding** slider to ON (blue) to enable call forwarding.
- 4) Enter your colleague's phone number in the input field.


When you enable call forwarding, the call forwarding icon () is shown in the upper right corner of the Unify Phone app.

7.6 Disabling call forwarding

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Telephony** tab.

- 3) Switch the **Call forwarding** slider to OFF (grey) to disable call forwarding.

Alternatively, you can click  in the upper right corner of the Unify Phone app and select **Disable**.

7.7 Setting an alternative number

You can set the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. You also use the alternative number to control the routing of your calls between your devices.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Telephony** tab.
- 3) Switch the **Alternative number** slider to ON (blue).
- 4) Type the phone number of an alternative device in the input field or select one from the suggestions list.

The list displays the most recently set alternative numbers (up to 5) and is updated as you type in.

7.8 Activating your voicemail

You can specify whether or not your unanswered calls will go to voicemail.

Prerequisites

Your telephony administrator has enabled voicemail on your company's communication system.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Telephony** tab.
- 3) Switch the **Voicemail** slider to ON (blue).
- 4) Set the ringing duration of the call from the drop down menu.

The minimum ringing duration is 5 seconds and the maximum is 30 seconds.

The voicemail is activated.

7.9 Changing the ring time before a call is routed to voicemail

When you have activated your voicemail, you can adjust the number of seconds an incoming call should ring before it is sent to voicemail.

Settings

Configuring incoming call routing

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Telephony** tab.
- 3) Under the **Voicemail** section, click the **Active after** drop-down list and select a ring time.

The minimum ringing duration is 5 seconds and the maximum is 30 seconds.

7.10 Configuring incoming call routing

By default, incoming phone calls will ring on all of your Unify Phone clients and desk phone. On no answer they will be routed to your alternative device, if you have specified one.

You can change this default setting and have all incoming phone calls be routed directly to your desk phone or alternative device, if you know, for example, that you will be on this phone for a certain period of time.

Follow the steps listed below to configure **Incoming call routing**:

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Telephony** tab.
- 3) Under the **Incoming call routing** section, choose one of the following options:

- **Default routing**

Incoming calls will ring on all your Unify Phone clients and desk phone. On no answer, they will be routed to your alternative device, if you have specified one.

- **Desk phone**

Incoming calls will be routed directly to your desk phone.

- **Alternative number**

Incoming calls will be routed directly to your alternative device.

- **Voicemail**

Incoming calls will be routed directly to your voicemail.

NOTICE: Outgoing calls are possible via all your Unify Phone clients or desk phone.

The option to send your incoming calls directly to your alternative device is only available if you have specified an alternative number.

The option to send your incoming calls directly to voicemail requires you to enable voicemail in settings

Changing the ring time before a call is routed to alternative number

and your telephony administrator to enable voicemail on your company's communication system.

7.11 Changing the ring time before a call is routed to alternative number

When you have set your incoming calls to go through the default routing sequence and you have set an alternative number, you can further adjust how long your Unify Phone clients and desk phone should ring before a phone call is routed to alternative number.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Telephony** tab.
- 3) Locate the **Incoming call routing** section.
- 4) Select the drop down arrow below the **Default routing** option and choose the ring time that best suits your needs.

7.12 Configuring busy settings

When you have set your incoming calls to go through the default routing sequence, you can further specify how new incoming calls will be treated while you are busy on a phone call. You can have these calls continue default routing, get a busy signal, go to your voicemail or alternative number, if you have specified one.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Telephony** tab.

Settings

Downloading the call history

3) Under the **Busy settings** section, choose one of the following options:

- **Default routing**
New incoming calls will continue default routing.
- **Busy signal**
New incoming calls will get a busy signal.
- **Alternative number**
New incoming calls will go to your alternative number.
- **Voicemail.**
New incoming calls will go to voicemail.

NOTICE: The **Busy settings** section is visible when the **Default routing** is selected as the preferred option for **Incoming call routing**.

The option to send your new incoming calls directly to your alternative device is only available if you have specified an alternative number.

The option to send your new incoming calls directly to voicemail requires you to enable voicemail in settings and your telephony administrator to enable voicemail on your company's communication system.

7.13 Downloading the call history

You can download the call history associated with your Unify Phone account.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Telephony** tab.
- 3) Locate the **Call history** section.
- 4) Click **Download**.

7.14 Configuring the audio devices

All sounds that come from Unify Phone by default go through the audio device as configured on your computer.

You can select the desired devices for audio output, ringing output and microphone.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Audio** tab.

- 3) Under **Audio output**, choose the device you want to use for calls in Unify Phone (e.g., your headset).
- 4) Under **Ringing output**, choose the device you want to play back ring tones from Unify Phone (e.g., your speakers).
- 5) Under **Microphone**, choose the device you want to use for calls in Unify Phone (e.g., your headset).

NOTICE:

The **Audio output** and **Ringing output** options are available in Chrome and Edge browsers and the PWA.

7.15 Headset integration

You can control Unify Phone calls directly from a range of headsets, handsets and external audio devices.

You can answer, mute, unmute or end a call through your device's control buttons.

The following vendors are currently supported:

- Jabra
<https://partnerdialog.unify.com/index.php/partner/Jabra>
- Plantronics
<https://partnerdialog.unify.com/index.php/partner/poly>

NOTICE: Headset integrations for Jabra and Plantronics are only available in Chrome and Edge browsers and the PWA.

7.15.1 Jabra devices

Unify Phone provides call control functionality with the following Jabra devices:

- Jabra Evolve2 85
- Jabra Evolve2 65
- Jabra Evolve2 40
- Jabra Evolve2 30
- Jabra Evolve 2 75
- Jabra Evolve 2 Buds
- Jabra Evolve 80
- Jabra Evolve 20
- Jabra Evolve 75e
- Jabra Evolve 75
- Jabra Evolve 65
- Jabra Evolve 40
- Jabra Evolve 30

- Jabra Biz 2400 II CC
- Jabra Biz 2400 II
- Jabra Biz 2400
- Jabra Biz 2300
- Jabra Motion UC+
- Jabra Motion UC
- Jabra Speak 750
- Jabra Speak 410
- Jabra Speak 510
- Jabra Speak 710
- Jabra Speak 810 UC
- Jabra PRO 9470
- Jabra PRO 9465
- Jabra PRO 9460
- Jabra PRO 9450
- Jabra PRO 930
- Jabra Engage 65
- Jabra Engage 75

NOTICE: Call control is supported when you are using the Unify Phone web app with Google Chrome or Microsoft Edge.

7.15.2 Enabling Jabra headset integration

Step by Step

- 1)** Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2)** Select the **Audio** tab.
- 3)** Locate the **Jabra** section, under **Headset integration**.
- 4)** Switch the **Jabra** slider to ON (blue) to enable the Jabra headset integration.
- 5)** Click the **Pair device** button and select the Jabra device connected to your computer.

The Jabra device is connected to Unify Phone.

If no Jabra devices are connected or paired, the message "No device connected or paired" is displayed in the **Jabra** section and the **Pair device** button is displayed.

The first Jabra device connected to your computer is selected automatically.

7.15.3 Plantronics devices

Unify Phone provides call control functionality with the following Plantronics devices:

- Blackwire 7225
- Blackwire 725 stereo
- Blackwire 710/720 mono/ stereo
- Blackwire 5210/5220 mono/ stereo
- Blackwire 510/520 mono/ stereo
- Blackwire 3215/3225 mono/ stereo
- Blackwire 315/325 mono/ stereo
- Blackwire 3210/3220 mono/ stereo
- Blackwire 310/320 mono/ stereo
- EncorePro 715/725 USB mono/stereo
- EncorePro 515/525 USB mono/stereo
- EncorePro 500 Series + DA80 USB Adapter
- EncorePro 700 Series + DA80 USB Adapter
- Voyager 8200 UC
- Voyager 6200 UC
- Voyager Focus UC
- Voyager Focus UC 2
- Voyager 4300 UC
- Voyager 5200 UC
- Voyager 3200 UC
- Savi 700 Series
- Calisto 610 UC
- Calisto 620 UC
- Poly Sync Family 10/20/40/60

NOTICE: Call control is supported when you are using the Unify Phone web app with Google Chrome or Microsoft Edge.

7.15.4 Enabling Plantronics headset integration

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 2) Select the **Audio** tab.
- 3) Locate the **Plantronics** section, under **Headset integration**.
- 4) To enable the Plantronics headset integration switch the **Plantronics** slider to ON (blue).
- 5) Click on **Plantronics Hub**.
- 6) You will be redirected to the Plantronics web site.
- 7) Download the Plantronics Hub software by clicking on **Windows** or **Mac**, according the operating system you are using.
- 8) Install the Plantronics Hub software on your computer:
 - a) On Windows operating system run the PlantronicsHubInstaller.exe file.
 - b) On Mac operating system run the PlantronicsHubInstaller.dmg file.

Settings

Making yourself available for hunt/ ACD group calls

- 9) When the installation of the Plantronics Hub software is completed, navigate back to **Unify Phone > Settings > Audio > Plantronics** and click **Connect**.

You can manage your Plantronics devices through the Plantronics Hub software that is downloaded locally to your computer.

If no Plantronics devices are connected to your computer, the message "No Plantronics headset found" is displayed in the **Plantronics** section.

7.16 Making yourself available for hunt/ ACD group calls

You can easily make yourself available or unavailable to receive hunt/ ACD group calls. You simply need to set your agent status to the appropriate value.

As an **OpenScape Voice subscriber**, you can be a member of multiple hunt groups at a time. You can see the list of all the hunt groups that you are a member of under **Agent status**. You can make yourself available or unavailable for hunt group calls to all the hunt groups at once or to an individual hunt group.

As an **OpenScape 4000 subscriber**, you can only be part of one ACD group at a time. You can only make yourself available or unavailable for calls to the ACD group that you are a member of.




7.16.1 Making yourself available for hunt group calls (OpenScape Voice)

Prerequisites:

- You are a member of at least one hunt group.

You can see your agent status at the top of the Unify Phone app.

The agent statuses are described in the following table:

Agent status	Description
 Unavailable	You are unavailable for calls to any hunt group.
 Partially unavailable	You are unavailable for calls to some but not all hunt groups.
 Available	You are available for calls to any hunt group.

Your agent status is available by default. If you do not answer a hunt group call that is ringing you during a longest idle, linear or circular hunting, your status for this group will be set to unavailable. As a result, your agent status will be automatically set (if not already) to Partially unavailable or Unavailable, depending on whether you are still available for calls to other hunt groups you are a member of. You need to set your agent status back to available, when you are ready again for hunt group calls.

Procedure

1) To make yourself available for calls to an individual hunt group:

a) Click the agent status icon at the top of the Unify Phone app.

A pop-up window opens displaying the list of hunt groups you are a member of.

b) Locate the hunt group of interest, and switch the slider next to it to ON (green).

You will be able to receive calls to the phone number of this specific hunt group.

Your agent status is updated (if not already) to **Partially unavailable** or **Available**, depending on whether you are still unavailable for calls to at least one hunt group.

2) To make yourself available for calls to any hunt group at once:

a) Click the agent status icon at the top of the Unify Phone app.

A pop-up window opens displaying the list of hunt groups you are a member of.

b) Switch the general agent status slider to ON (green).

You will be able to receive calls on the phone number of any hunt group you are a member of.

Your agent status is updated to **Available**.

3) To make yourself unavailable for calls to an individual hunt group:

a) Click the agent status icon at the top of the Unify Phone app.

A pop-up window opens displaying the list of hunt groups you are a member of.

b) Locate the hunt group of interest, and switch the slider next to it to OFF (gray).

Phone calls to the phone number of this specific hunt group will not come in on your device.

Your agent status is updated (if not already) to **Partially unavailable** or **Unavailable**, depending on whether you are still available for calls to other hunt groups you are a member of.

4) To make yourself unavailable for calls to any hunt group at once:

a) Click the agent status icon at the top of the Unify Phone app.

A pop-up window opens displaying the list of hunt groups you are a member of.

b) Switch the **Available** slider to OFF (gray) or switch the **Partially unavailable** slider to ON (green) and then back to OFF (gray) again.

Phone calls to the phone number of any hunt group you are a member of will not come in on your device.

Your agent status is updated to **Unavailable**.

Your agent status does not affect the delivery of normal phone calls to your own number. So even when you are unavailable for hunt group calls, you can still receive direct calls to your work number

7.16.2 Making yourself available for ACD group calls (OpenScape 4000)

Prerequisites

- You are configured as an agent.
- You are a member of an ACD group.
- You are logged on as an agent.

As a member of an ACD group, you can easily make yourself available or unavailable for ACD group calls. You simply need to set your agent status to the appropriate value.

The agent statuses are described in the following table:

Agent status	Description
Unavailable	You are unavailable for calls to the ACD group. The agent slider is switched to OFF (grey).
Available	You are available for calls to the ACD group. The agent slider is switched to ON (green).
Working after call	You are unavailable for calls to the ACD group. The agent slider is switched to OFF (grey).

Your agent status is unavailable by default if you log on manually, from your desk phone.

Your agent status is set to available by default if auto-log on is configured.

When the service out feature is configured, if you do not answer until a predefined timer expires, your status will be set to unavailable. You need to set your agent status back to available, when you are ready to receive ACD group calls again.

Step by Step


1) If auto-log on is not configured, do the following to log on as an agent:

- a) On your desk phone, press the **ACD log key** and enter the **Agent ID**.

NOTICE: This option is not available for SIP devices.


- b) On your desk phone, enter the **ACD log on code**, followed by the **Agent ID**.

2) To make yourself available for ACD group calls, you need to:

- a) Click the  icon in the top right of your app.
- b) Switch the slider to ON (green) to make yourself available to receive ACD group calls.

Phone calls to the phone number of the ACD group you are a member of will come in on your device.

Your agent status is updated (if not already) to **Available**.

- 3)** To make yourself unavailable for ACD group calls, you need to:
- Click the  icon in the top right of your app.
 - Switch the slider to OFF (grey) to make yourself unavailable to receive ACD group calls.

Phone calls to the phone number of the ACD group you are a member of will not come in on your device.

- 4)** If the **working after call** feature is configured for your agent, your status will automatically switch to unavailable, at the end of an ACD call. When the working after call timer expires, your status will be switched back to available.
- 5)** To log off as an agent, do the following:
- On your desk phone, press the **ACD log key**.
 - On your desk phone, enter the **ACD log off code**.

Your agent status does not affect the delivery of normal phone calls to your own number. So, even when you are unavailable for ACD group calls, you can still receive direct calls to your work number

8 Unify Phone Progressive Web App (PWA)

Unify Phone PWA provides an excellent way to access Unify Phone on your desktop computer without having to open one more browser tab or window. It supports all the features of Unify Phone on a browser and more:

- You can pin the app to taskbar for easy access.
- You can create a desktop shortcut.
- You can set the app to launch automatically when your system starts.

Unify Phone PWA is supported on Google Chrome and Microsoft Edge browsers.

8.1 Installing Unify Phone as PWA

You can install Unify Phone as a Progressive Web App through:

- The Unify Phone's **Settings** menu, when Unify Phone is open on your Google Chrome or Microsoft Edge browser
- The Google Chrome address bar
- The Microsoft Edge address bar

8.1.1 Installing Unify Phone as PWA via Settings

You can install Unify Phone as PWA from the web client's **Settings** menu.

Step by Step

- 1) Open Unify Phone on Google Chrome or Microsoft Edge.
- 2) Click the ellipsis (...) icon in the top right of the app and select **Settings** from the drop-down menu.
- 3) Select the **General** tab.
- 4) Locate the **Unify Phone Progressive Web App (PWA)** section.
- 5) Click **Install**.
- 6) Confirm the installation by clicking **Install**.

The browser tab with the Unify Phone closes and the Unify Phone PWA is displayed.


Unify Phone is listed in your computer's start menu.

8.1.2 Installing Unify Phone as PWA via Chrome

You can install Unify Phone as PWA from the Google Chrome address bar.

Step by Step

- 1) On your computer, open Google Chrome.

- 2) Open Unify Phone.
- 3) Click  at the top right of the address bar.
- 4) Follow the onscreen instructions to install the PWA.


The browser tab with the Unify Phone web client closes and the Unify Phone PWA is displayed.

Unify Phone is listed in your computer's start menu.

8.1.3 Installing Unify Phone as PWA via Microsoft Edge

You can install Unify Phone as PWA from the Microsoft Edge address bar.

Step by Step

- 1) On your computer, open Microsoft Edge.
- 2) Open Unify Phone.
- 3) Click  at the top right of the address bar.
- 4) Follow the onscreen instructions to install the PWA.

The browser tab with the Unify Phone web client closes and the Unify Phone PWA is displayed.

After the installation finishes, you can give the following permissions to Unify Phone Progressive Web App:

- Pin to taskbar
- Pin to Window's start menu
- Create a Desktop shortcut
- Auto-start on device login

8.2 Configuring the Unify Office PWA to auto start

You can configure the Unify Phone PWA to launch automatically when your system starts.

Prerequisites

Install the Unify Phone extension for Google Chrome or Microsoft Edge:

- [Installing the Unify Phone Chrome extension](#) on page 30
- [Installing the Unify Phone Edge extension](#) on page 29

Step by Step

- 1) Open Google Chrome or Microsoft Edge on your computer.
- 2) Open the **Apps** view on your browser:
 - On Chrome type `chrome://apps` in the address bar and press **Enter**.
 - On Edge type `edge://apps` in the address bar and press **Enter**.

Unify Phone Progressive Web App (PWA)

Making phone calls via telephone links with the Unify Phone PWA

- 3) Locate the **Unify Phone** app .
- 4) Press the `Ctrl` key on your keyboard and right-click on the **Unify Phone** app.
- 5) Select **Start app when you sign in**.

8.3 Making phone calls via telephone links with the Unify Phone PWA

With the Unify Phone PWA, you can easily make phone calls when you click on a URL with the tel scheme, i.e. a telephone link, or when you enter `tel:` followed by the phone number of the person you want to call in your browser's address bar (Chrome or Edge).

8.3.1 Making a call from a telephone link on Windows

Step by Step

- 1) To make a call from a telephone link on Windows, do one of the following:
 - Click a telephone link.
 - Open Google Chrome or Microsoft Edge, type `tel:` followed by the phone number you want to call in the address bar and press Enter.
E.g., `tel: +100`
- 2) Choose the app you want to use to make the call by clicking **Pick an app**.
- 3) From the list of available apps, select **Unify Phone** and click **OK**.
- 4) When prompted, click **Allow** to allow the Unify Phone PWA to use telephone links.

After the first time you use the Unify Phone PWA to make a call from a telephone link, the app will open as the default calling app.

8.3.2 Making a call from a telephone link on MacOS

Step by Step

- 1) To make a call from a telephone link on MacOS, do one of the following:
 - Click a telephone link.
 - Open Google Chrome or Microsoft Edge, type `tel:` followed by the phone number you want to call in the address bar and press Enter.
E.g., `tel: +100`

- 2) Configure your system to make calls using Unify Phone PWA:
 - a) Open the **FaceTime** app.
 - a) Open the **Preferences** menu.
 - a) In the **Default for calls** section, select **Unify Phone**.
- 3) Choose the app you want to use to make the call by clicking **Pick an app**.
- 4) From the list of available apps, select **Unify Phone** and click **OK**.
- 5) When prompted, click **Allow** to allow the Unify Phone PWA to use telephone links.

After the first time you use the Unify Phone PWA to make a call from a telephone link, the app will open as the default calling app.

9 Service and support

User documentation

You can access user documentation from the Unify Phone app. For more information, please refer to section [Accessing user documentation](#) on page 46.

Online support is available on the Unify Video website

<https://unify.com/unifyvideo>

This includes:

- Knowledge base - FAQs
- Support portal login

Service requests

If you have an issue or want to give us feedback, please refer to section [Reporting an issue](#) on page 46.

9.1 Accessing user documentation

You can access the following user documentation from the Unify Phone web app:

- Unify Phone for Web, user guide (this document)
- Unify Phone for Android, user guide
- Unify Phone for iOS, user guide.

Documentation is available in the following formats: PDF and HTML.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app.
- 2) Select **Help** from the drop-down menu.
- 3) Locate the guide you want to open, then click **Open HTML** or **Open PDF** according to your preference.

9.2 Reporting an issue

If you are experiencing an issue with Unify Phone, you can report it from within the app.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app.
- 2) Select **Report issue** from the drop-down menu.
Your default email client opens with a pre-populated message.

- 3) Provide a short description of the issue in the subject line and a detailed description of the issue in the email body.
When describing the issue, please indicate:
 - a) The approximate time the problem happened
 - b) How often the issue occurs
 - c) What you were doing when the issue occurred
 - d) Attach any screenshots that might help troubleshoot the issue
 - e) Attach the log files from your Unify Phone client (with name starting with "wcans").
The log files have been downloaded to the default download folder of your computer.
- 4) Click **Send**.

9.3 Viewing the What's New

You can learn about the most important features and changes in Unify Phone from within the Unify Phone app.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app.
- 2) Select **What's new** from the drop-down menu.
- 3) If there are more than one What's new items, click **Next** or **Previous** to navigate through them.

9.4 Viewing the terms and conditions

You can view terms and conditions any time you want from within the Unify Phone app.

Step by Step

- 1) Click the ellipsis (...) icon in the top right of the app.
- 2) Select **About** from the drop-down menu.