Quick Reference Guide for **FusionWorks UC One**

Installation

Desktop
1. Download the desktop client: https://www.fusionconnect.com/support/fusionworks-ucone
2. Double-click the installer executable (.exe) file and follow the installation instructions.
3. Launch FusionWorks UC One.

Smartphone
1. Go to Google Play or the Apple App Store
2. Search for "FusionWorks UC One" and then select "FusionWorks UC One" for the appropriate platform.
3. Select "Download and Installation"
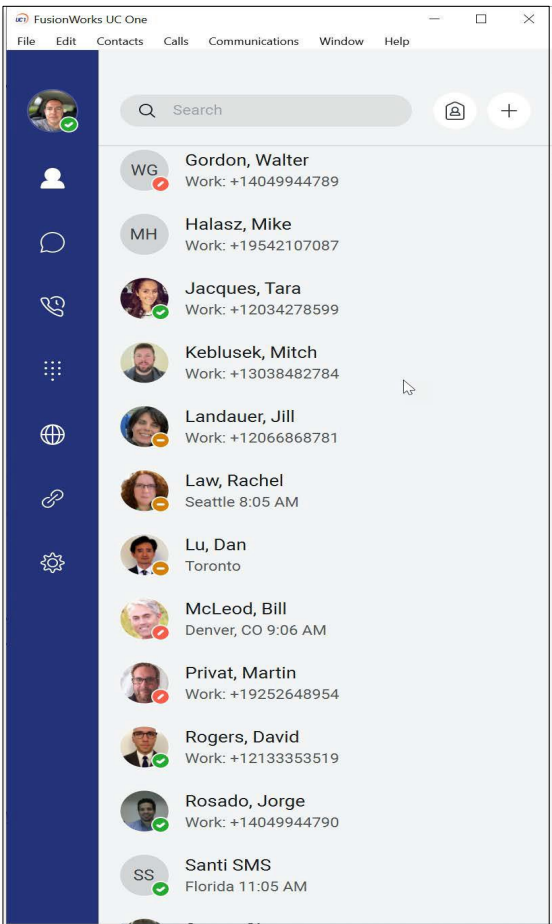4. Launch FusionWorks UC One.

Sign In
When you first launch the application you are prompted to sign in.
1. Enter your Fusion Connect user name and password supplied to you during provisioning. Note: this is the same password you use to sign in to Fusion Connect Voice Manager.
2. Select whether you would like FusionWorks UC One to remember your password.
3. Select whether you would like FusionWorks UC One to sign you in automatically on subsequent launches.
4. Click **Sign In**.

Note: Automatic sign in takes you directly to your Contact list when FusionWorks UC One launches. If you do not choose automatic sign in, the Sign In screen is presented upon launch.

fusion.Works UC ONE

User Interface Layout: Desktop Client & Icons

When you open FusionWorks UC One for the first time, it defaults to your Contact list. The list will be empty. Use the **Search and Dial** field to find people and add them to your Contacts. Or, add contacts manually by clicking the **Add Contact** button.

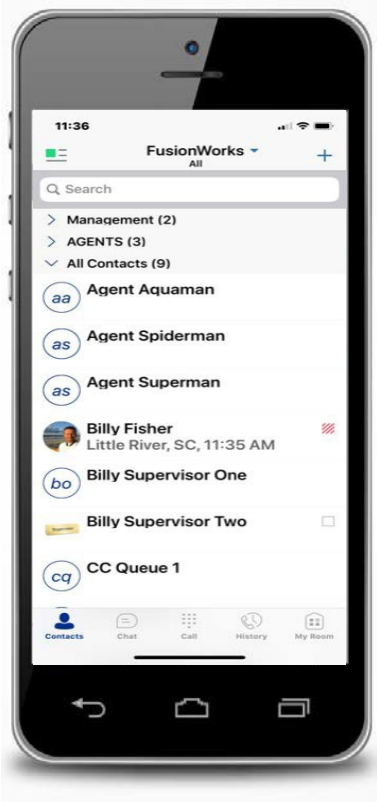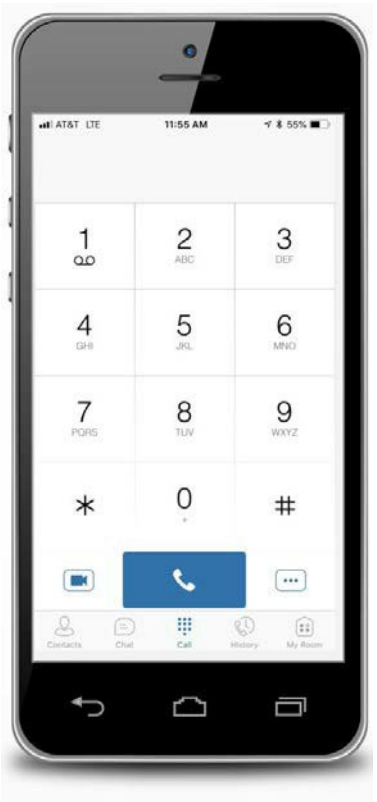| *Contact Screen*	*Icon*	*Usage*
	🏠	**My Room** – Your permanent communication room. Participants can dial in to your audio bridge.
	+	**Add Contact** – Opens window for adding a new contact or a new group.
	👤	**Contacts** – View your contact list.
	📞	**Call History** – View previous calls (All and Missed Calls).
	💬	**Chat History** – View previous chats.
	🌐	**Full Enterprise Directory** – Show all contacts of the directory.
	⠿	**Dial Pad** – Opens the dial pad in the display area (main window) so you can make a call.
	🔗	**Voice Manager Link** – Opens a new web browser directly to the Fusion Voice Manager, where you can manage your service for out of office or other settings.
	⚙	**Options** – Opens Options area. Use for quick access to set general preferences, audio/video equipment, and call settings like 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.

The contact screen shows a FusionWorks UC One window with a Search field and the following contacts:

- Gordon, Walter — Work: +14049944789
- Halasz, Mike — Work: +19542107087
- Jacques, Tara — Work: +12034278599
- Keblusek, Mitch — Work: +13038482784
- Landauer, Jill — Work: +12066868781
- Law, Rachel — Seattle 8:05 AM
- Lu, Dan — Toronto
- McLeod, Bill — Denver, CO 9:06 AM
- Privat, Martin — Work: +19252648954
- Rogers, David — Work: +12133353519
- Rosado, Jorge — Work: +14049944790
- Santi SMS — Florida 11:05 AM

User Interface Layout: iPhone Client & Icons

| Contact Screen	Dial Pad	Icon	Usage
			Contacts – View your local contact list and search entire directory.
			Chat History – View previous chats.
			Dial Pad – Opens the dial pad so you can make a call.
			Call History – View previous calls (All and Missed Calls).
			My Room – Your permanent communication room. Participants can dial in to your audio bridge.
			Video Call – Start a video call
			Call – Start an audio call
			More Options – Pull Call or Retrieve Call

Make Audio and Video Calls

Audio and video calls can be made from several places within FusionWorks UC One:
› Contact list
› Contact card
› Dial Pad
› Call History

An Active Call

Desktop
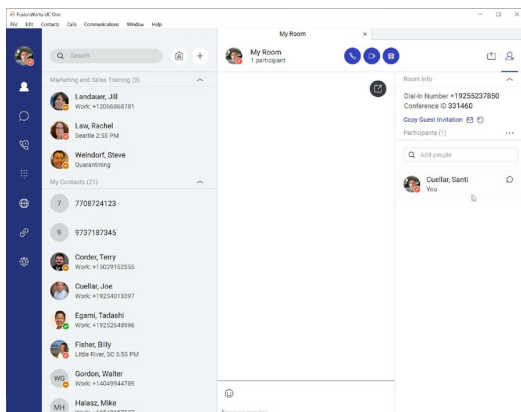
During a call you can:
› Adjust the volume
› Enter conference access codes (if needed)
› Mute the microphone
› Put a call on Hold
› Transfer a Call
› Move to a Video Call
› Bring in other callers to create a Conference Call
› Share your screen

Smartphone

During a call you can:
› Mute the microphone
› Place call on Hold
› Put call on Speaker
› Enter conference access codes (if needed)
› Move to a Video call
› Place a second call
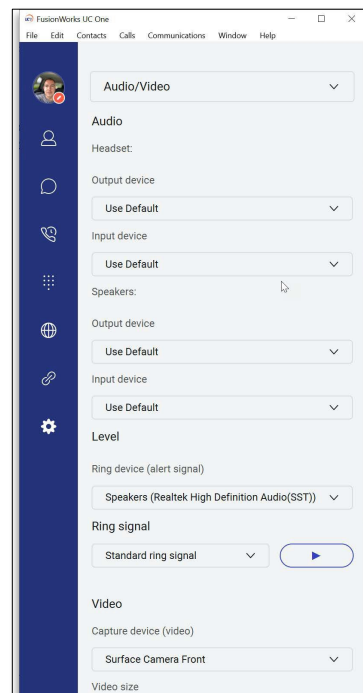
Select Audio Device on Desktop

If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call.

Basic Instructions
1. In top navigation bar, click **Calls**
2. In the drop down menu, select **Audio Device**
3. In the fly-out menu, select **Headset** or **Speakers**

Advanced Instructions for More Audio/Video Settings
1. In the top navigation bar, click **File**
2. In the drop down menu, select **Options**
3. Click on **Audio/Video** to open those settings
4. Under Audio, select the **Output** and **Input** devices you use for your headset and speakers

Using your desktop's operating system, you can select a default audio device. With Windows, go to Control Panel. With Mac, go to the System preferences for Sound.
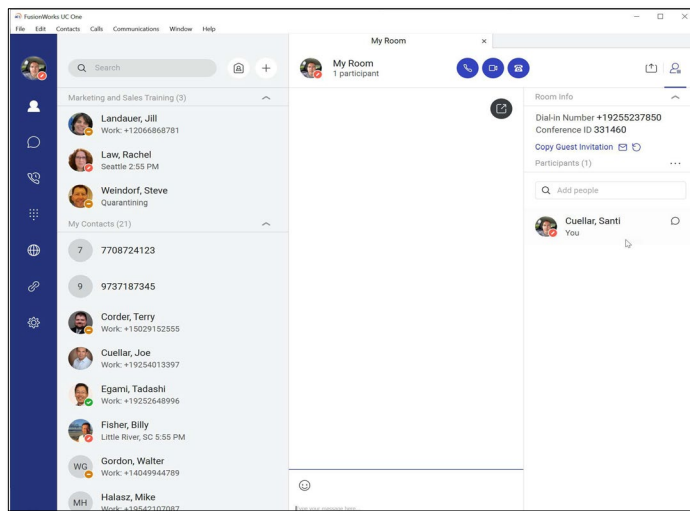
My Room

My Room is an always-available virtual room you can use to chat or call with one or more people who join the room. From My Room it is easy to turn your chat into a conference call, video call, and screen share experience.

In My Room, there is **Room Info** consisting of a dial-in number with conference ID, and an option to email an invitation containing a link to your room for guests outside your organization.

Join someone else's Room by right-clicking their name on your Contact list, and selecting **Join Room**.

Desktop

Invite others to your room by:

> Drag and Drop from Contacts into My Room

> Right-click **My Room** icon and select **New Invitation** for people within your organization (people who also have FusionWorks UC One)

> Right-click **My Room** icon and select **Email Guest Link** for people outside your organization (without FusionWorks UC One). Guests click the hyperlink in the email and join your meeting through a web-browser. As guests attempt to enter My Room, you receive a notification and must **Accept** each guest session.

Smartphone
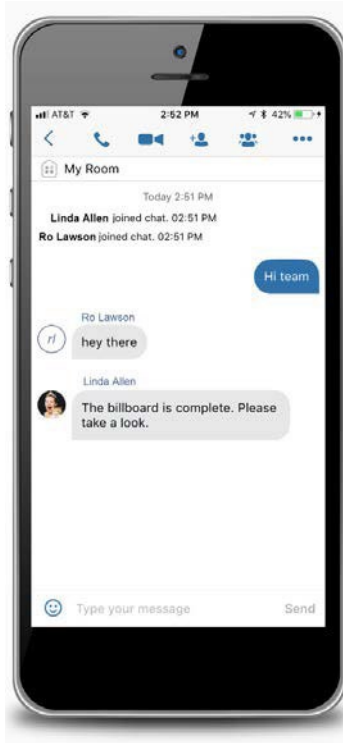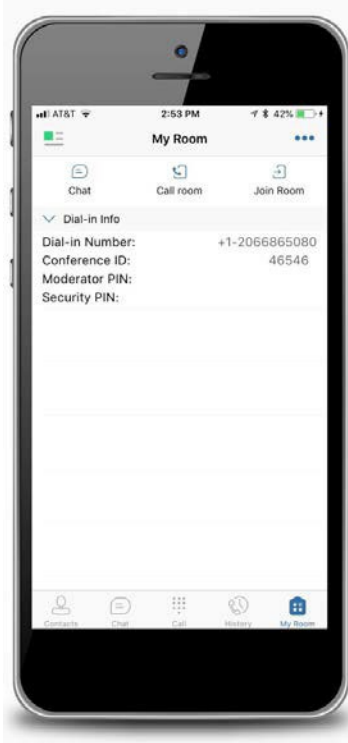
Invite others to your room by:
1. Tap **My Room** icon
2. Tap **Chat** icon
3. Select from your Contacts and tap **Done**

Chat window opens and your contacts join your room.