

How to Install

Desktop

1. Download the desktop client, available at <https://www.fusionconnect.com/support/fusionworks-ucone>
2. Select the Windows or Mac UC-One executable (.exe) file, follow the instructions in the setup window, and click Install
3. When the Installation is complete, click Next and then click Finish to launch UC-One
4. The FusionWorks UC-One Communicator window will open. Enter your Access Code, then enter your Username and Password
5. If desired, check the box(es) to Remember password and Sign in automatically
6. Click Sign In

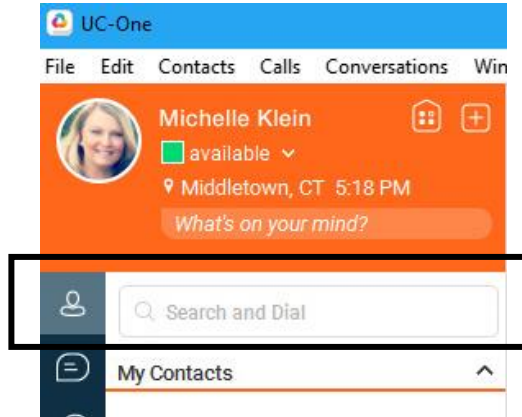
Smartphone

1. Go to Apple Store or the Google Play Store:
 - a. iOS: [Apple Store](#)
 - b. Android: [Google Play Store](#)
2. Download and Install the app
3. Launch the app
4. The FusionWorks UC-One Communicator window will open. Enter your Access Code, then enter your Username and Password
5. Click Sign In

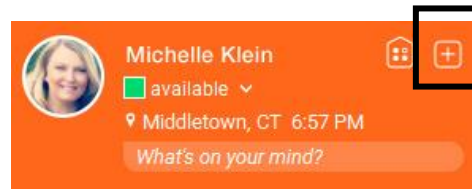
User Interface Layout: Desktop Client & Icons

When you open the FusionWorks UC-One Communicator for the first time, it defaults to your Contact list. The list will be empty. Use of the following methods to add contacts:

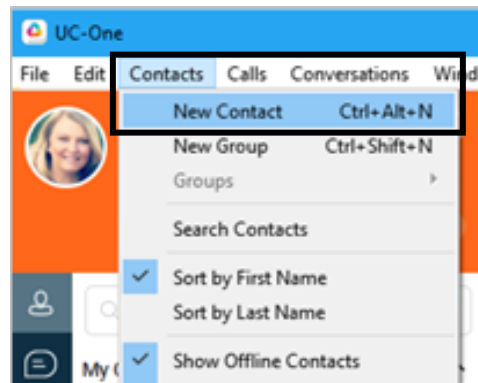
- A. Use the **Search and Dial** field to find people and add them to your Contacts



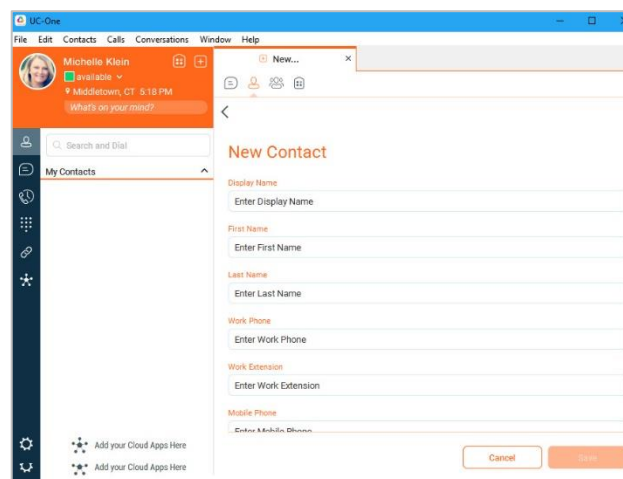
- B. Hit the + sign next to your name and click on the Contact icon



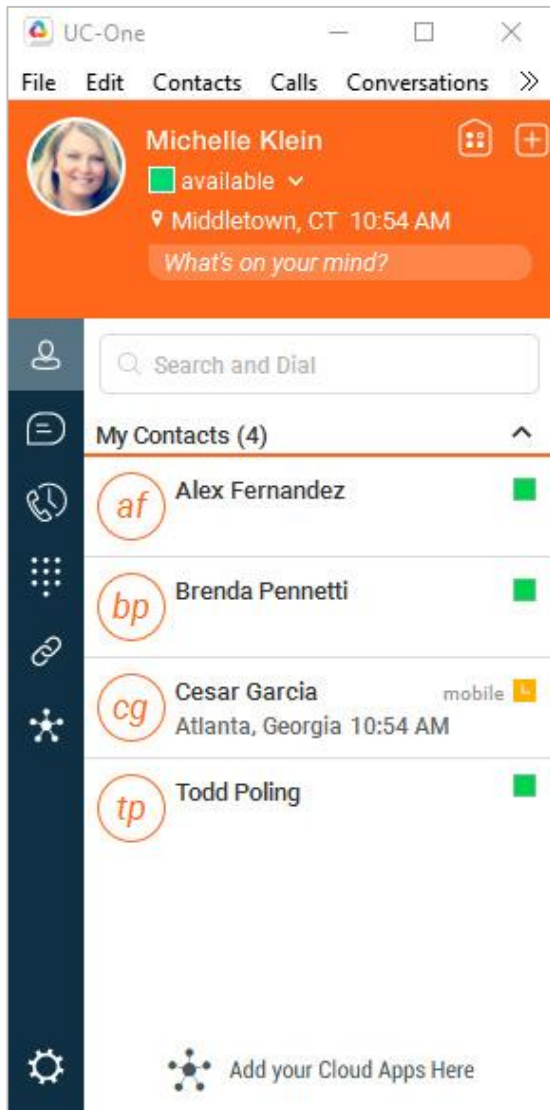
- C. In the Toolbar, click Contacts > New Contacts (or Ctrl + Alt + N). Enter the contact details in the New Contact window that appears



Both B and C steps above will display the New Contact screen where you can enter your contact's details



Contact Screen



Icon Usage

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.
	Chat History – View previous chats.
	Call History – View previous calls (All and Missed Calls).
	Dial Pad – Opens the dial pad in the display area (main window) so you can make a call.
	www.fusionconnect.com – Visit the Fusion Connect website
	Hub Service - Allows integration into Office 365, Gmail G Suite and other applications
	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.
	Participant List – See a list of members in your room
	Hub - Allows integration into Office 365, Gmail G Suite and other applications

User Interface Layout: iPhone Client & Icons

<i>Contact Screen</i>	<i>Dial Pad</i>	<i>Icon</i>	<i>Usage</i>
			Video Call – Make a video call to a selected client (VoIP).
			Call – Start an audio call
			More Options – Pull Call or Retrieve Call

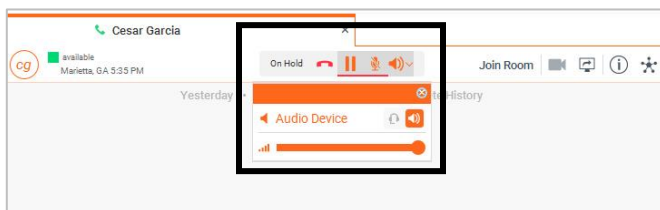
Make Audio and Video Calls

Audio and video calls can be made from several places within FusionWorks Communicator:

- > Contact list
- > Contact card
- > Dial Pad
- > Call History

An Active Call

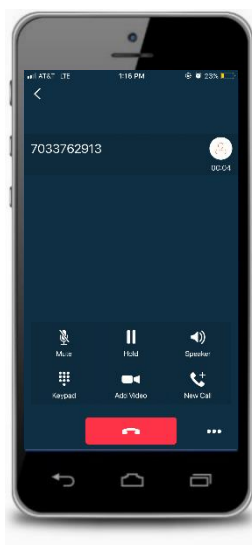
Desktop



During a call you can:

- > Adjust the volume
- > 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

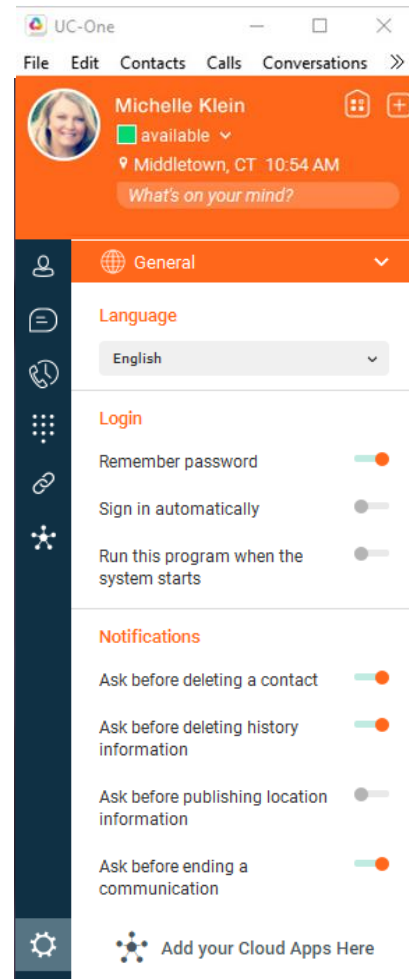
If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call.

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.

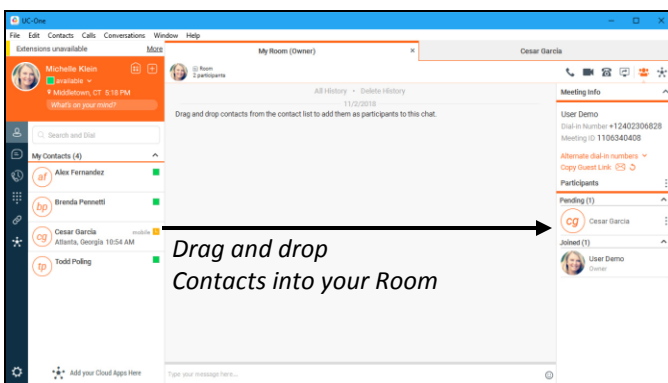
My Room

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**.

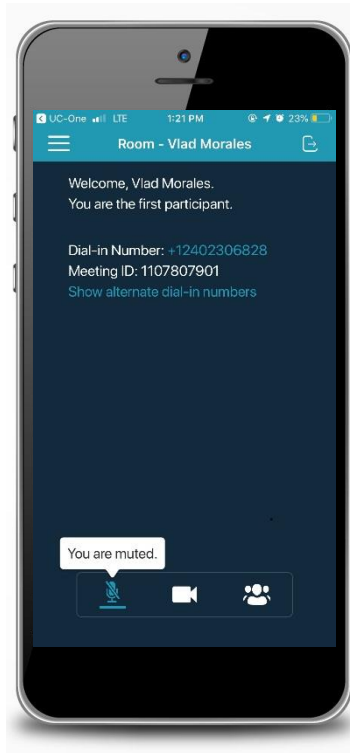
Desktop



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-1 Communicator)
- > Right-click My Room icon and select Email Guest Link for people outside your organization (without FusionWorks UC-1 Communicator). 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
4. **Contacts** and
5. Tap **Done**

Chat window opens and your contacts join your room.