everblü UC Client

Contents

UC Client Tutorial

Log into your **everblü** portal: https://everblu.calltcs.com – *User name*: email address – *Pass word*: Password1 (case sensitive). On the rare occasion there may be a user with different credentials. Call 833-everblu if you can't access your account.
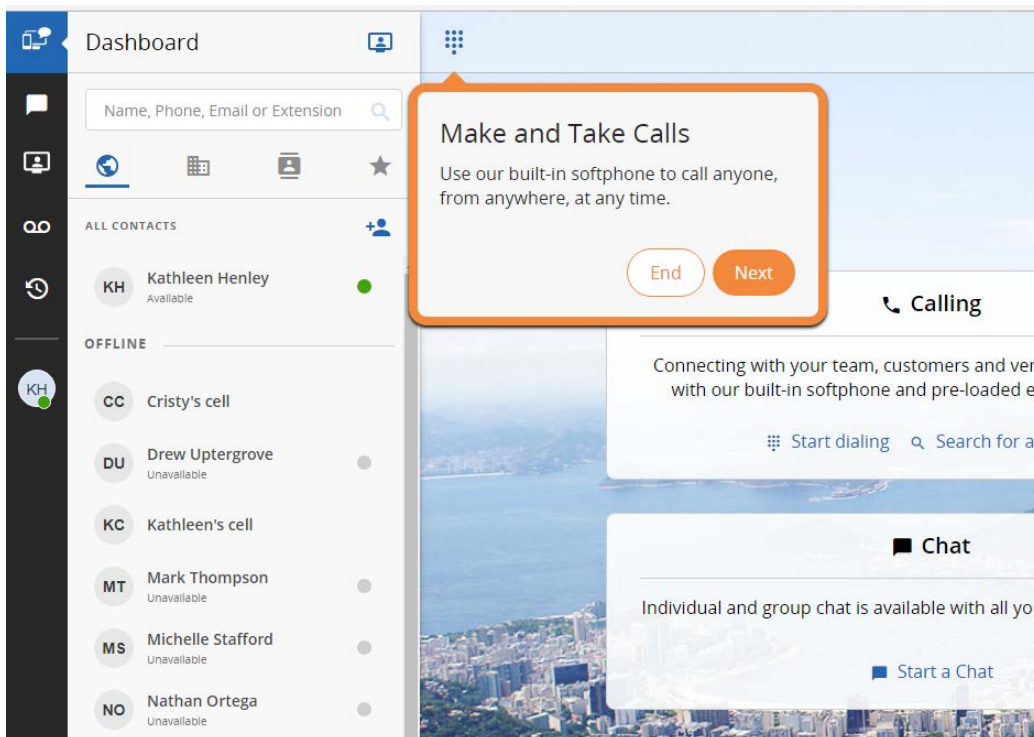
When you log into your **everblü** portal you will start your UC Client experience with a brief tutorial. If you don't feel you need the tutorial, press the Skip button.
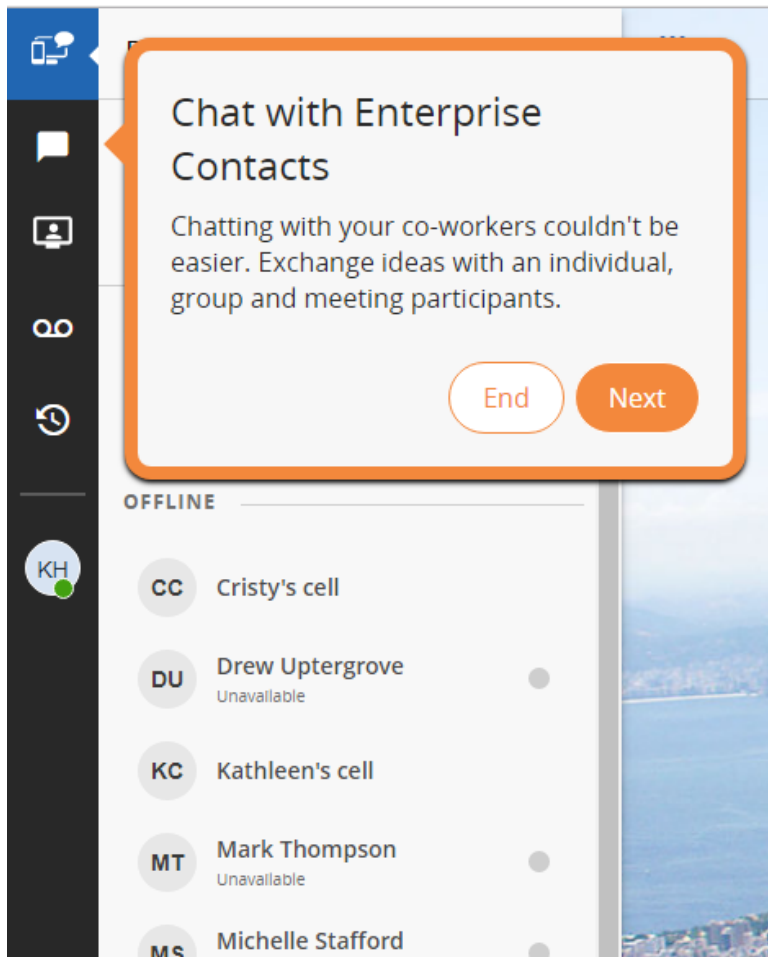
Welcome Page:
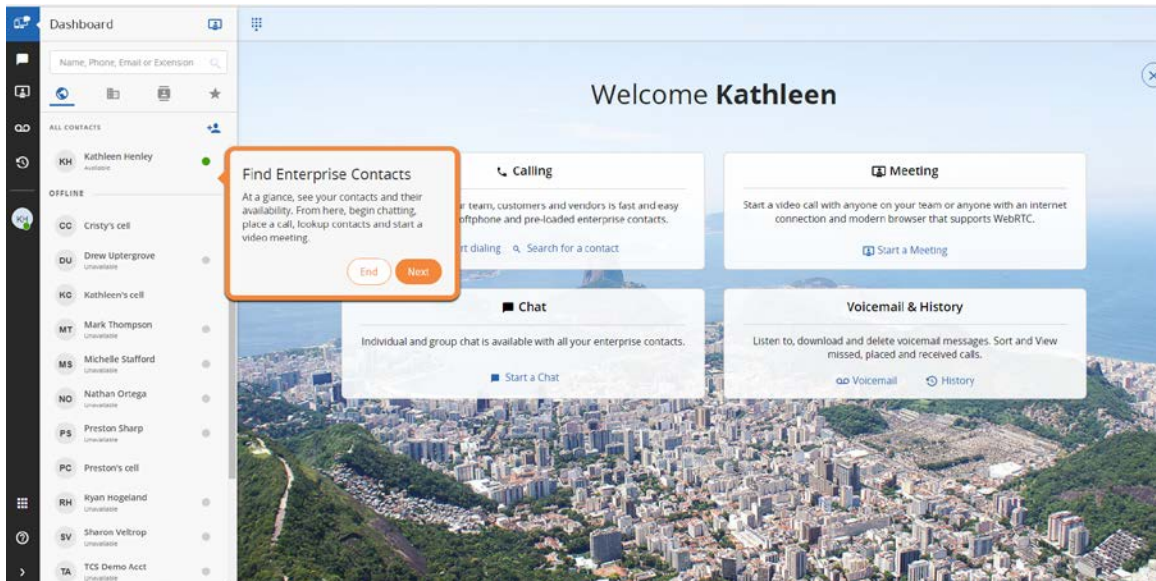
Dial Pad:

This brings up a dial pad. **To use this feature you will need a USB headset on your PC, also called a softphone**.
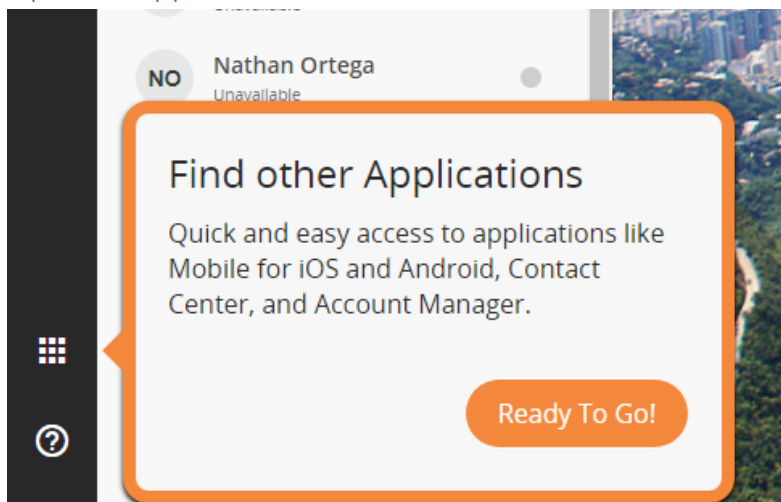
Chat:

Chat with other users in your organization.
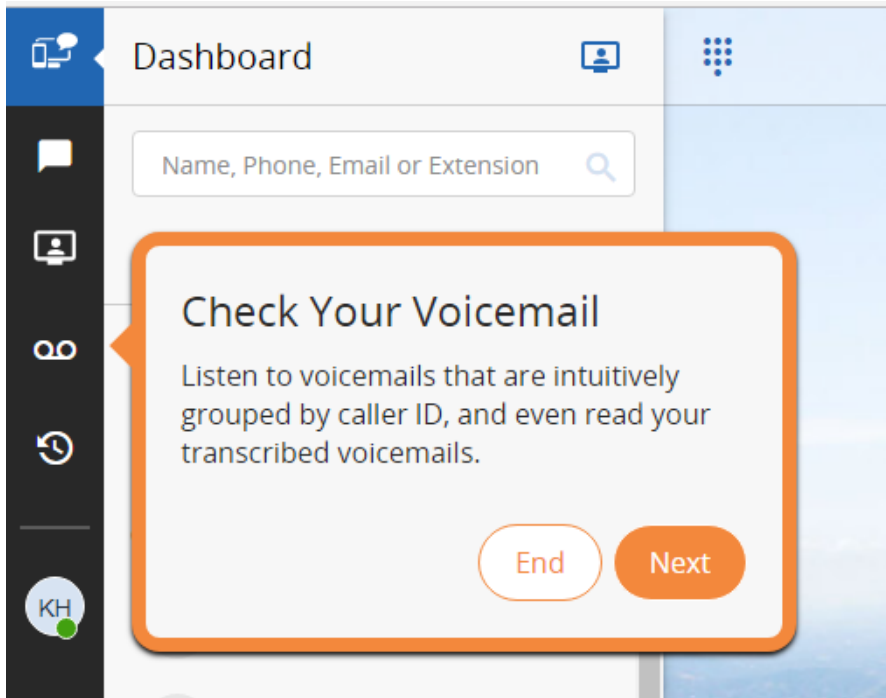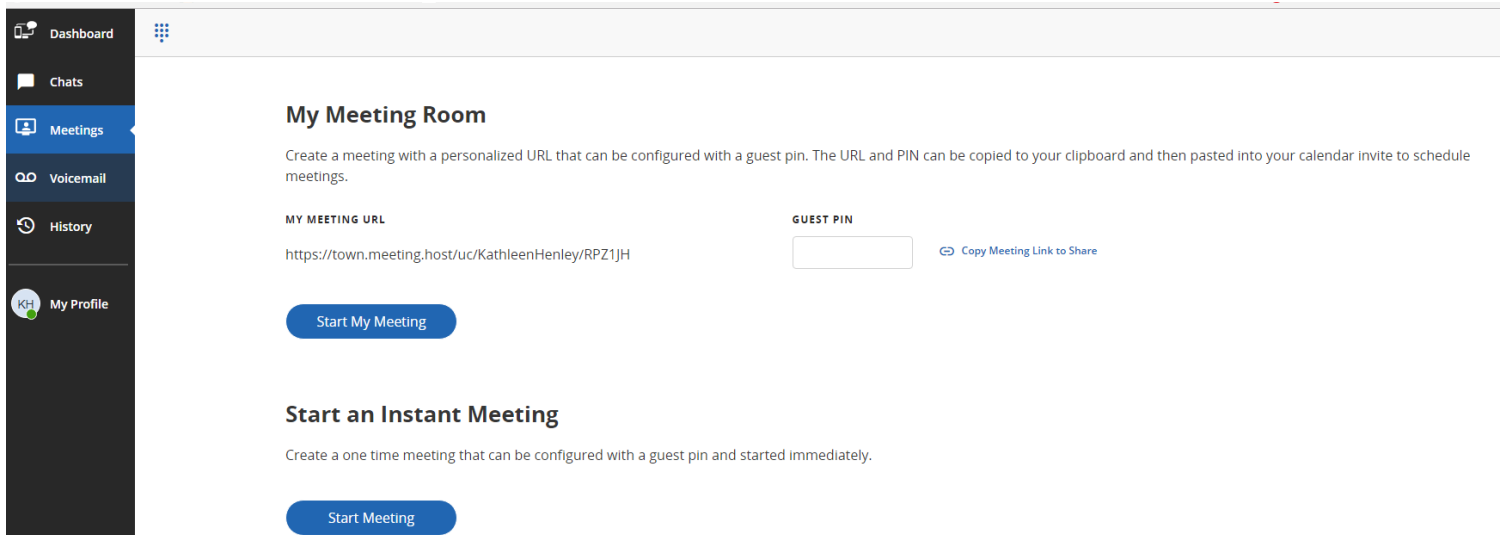

Optional Applications:

Voicemail:

Easily check your voicemail.
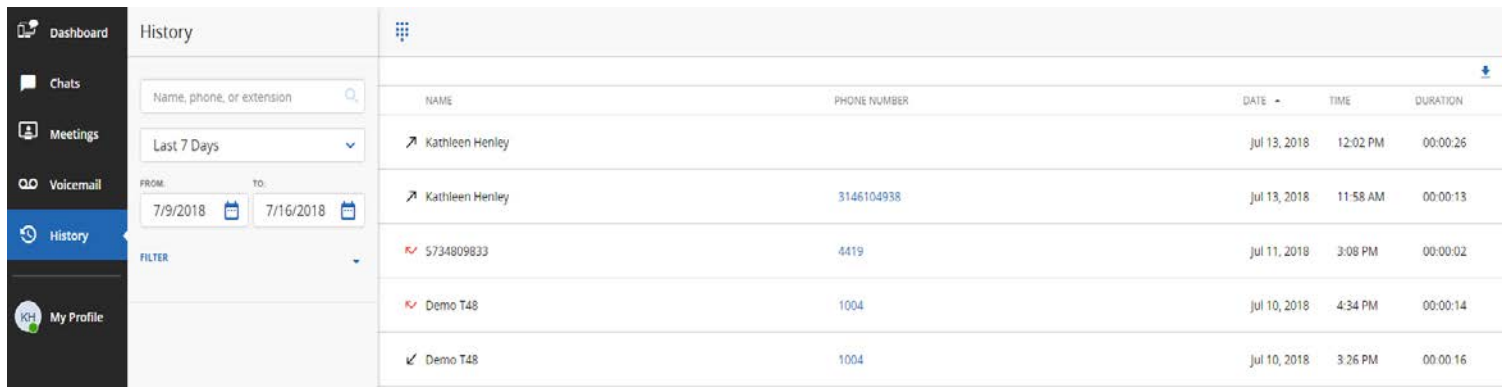
Meetings:

Schedule a meeting or set one up on the fly.

Call History:
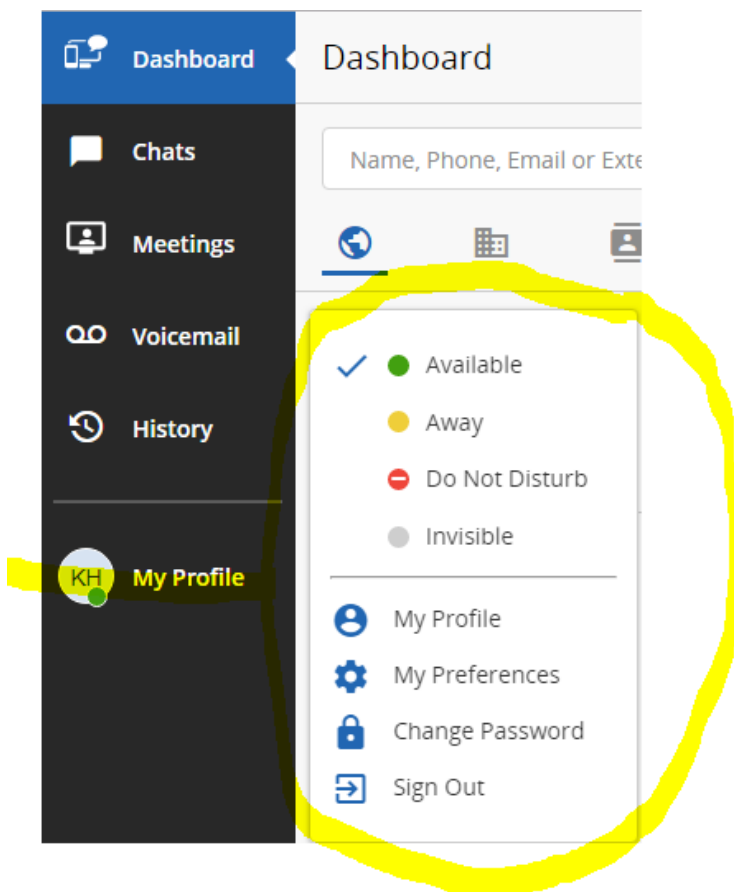
Check your call history.

Profile options:

Click on My Profile to change your presence. The presence setting only applies to your UC Client, they do not follow through to your desk phone if you have one.
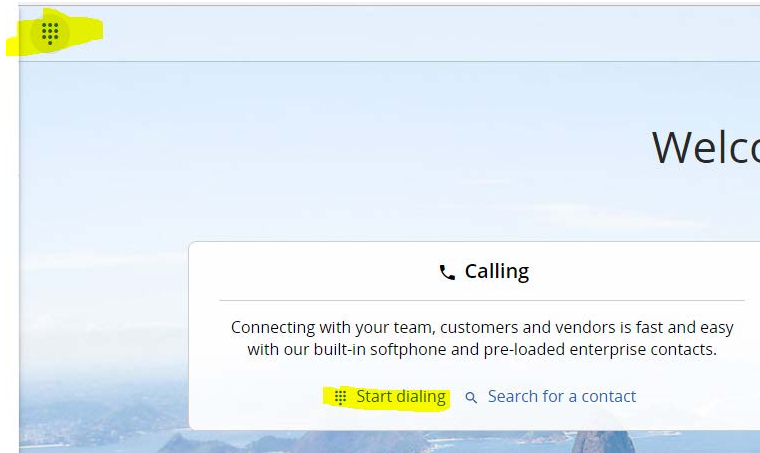
UC Client Usage

Calling:

There are two ways to initiate a phone call (*remember, this is via computer and you MUST have a USB headset of some sort plugged into your computer*).

1. From your Dashboard, click the "Start dialing" link. This will open up a key pad (there is also a keypad at the top left of your screen that you can open to dial a number).

2. From the Dashboard, click the Search for a contact link. This will allow you to start typing the name of the person you'd like to call. As you start typing letters, the number of contacts dwindles until you have the person you wish to call easily viewable. Click the dot to the right of the person's name to see your options of how you'd like to call (whatever numbers are associated with this person will display – cell phone, desk phone, etc). NOTE: You'll see that you can also start a meeting or a chat with this person by following these steps.
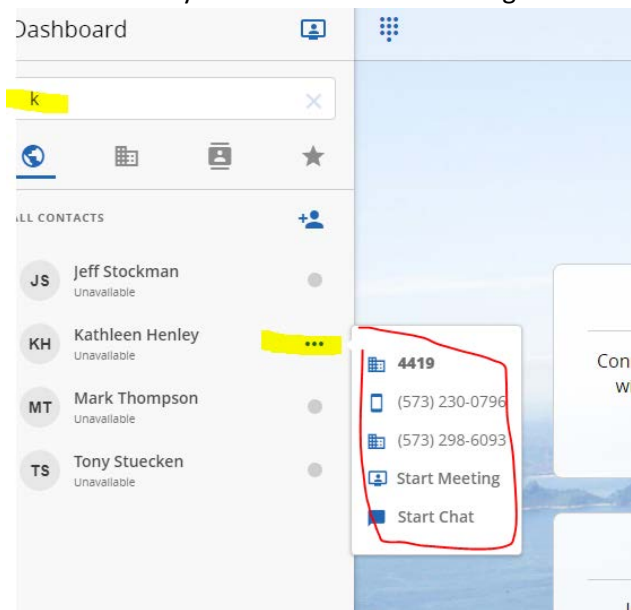

Once you're in a call there are things you can do (again – this is via your computer that has a USB headset connected – you won't use your desk phone with this functionality).

In order: Mute; Hold; Transfer; Hang up

Transfer the call:

When you click the Transfer button a window opens that allows you to search for the person or dial the extension if you already know it. If you change your mind and don't want to transfer simply hit the Cancel button and X out of the screen to return to your Dashboard.
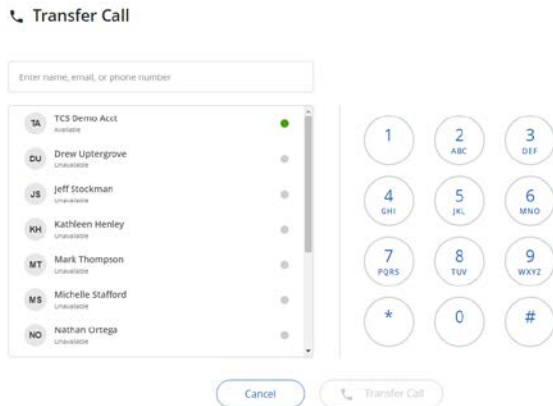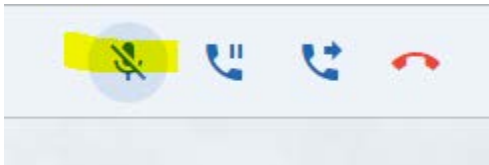

Place the call on hold:

Simply click the hold button. You will see to the left side of the screen that the call has been placed on hold. Click the hold button a second time to retrieve the call.
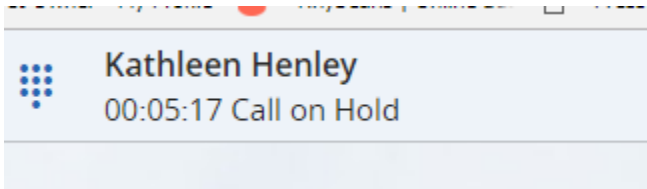
Mute the call:

Press the Mute button. A backslash will appear on the microphone indicating that the mute button has been pressed. Press the button again to unmute.
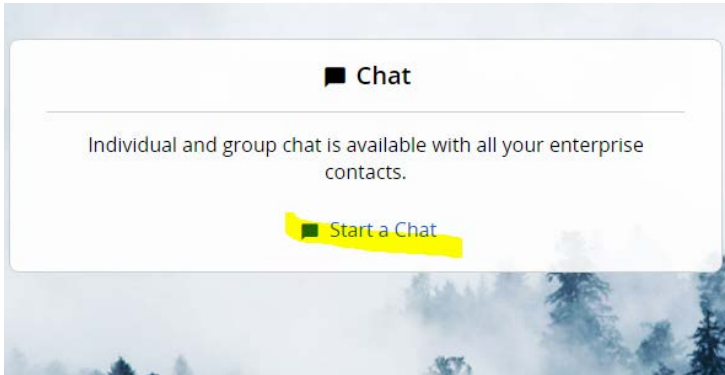

Hang up the call:

Press the red handset button to end the call. A message will briefly display that the call has ended.

Chat:

Click the Start a chat link from your Dashboard.

All users available to chat will have a green button displayed to the right of their name and it will indicate available or unavailable underneath their name. Click the name and select Start Chat.

Type your message in the box at the bottom and hit the enter key on your keyboard to send it. Your chats will display in the center of the page.

Voicemail & History:

Voicemail & History

Listen to, download and delete voicemail messages. Sort and View missed, placed and received calls.
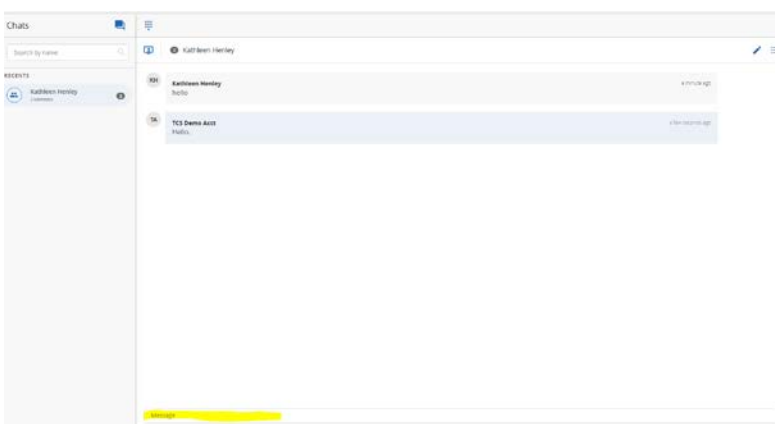
ᏍᏬ Voicemail   🕘 History

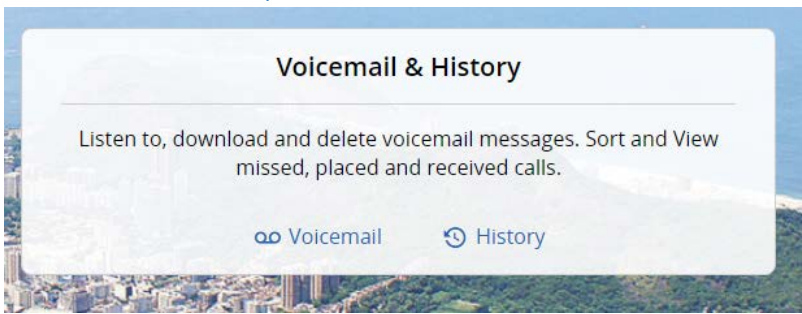Click the Voicemail link to listen to your messages. If you have none, the screen will be blank. If you have a message, click the .wav file to listen to it.
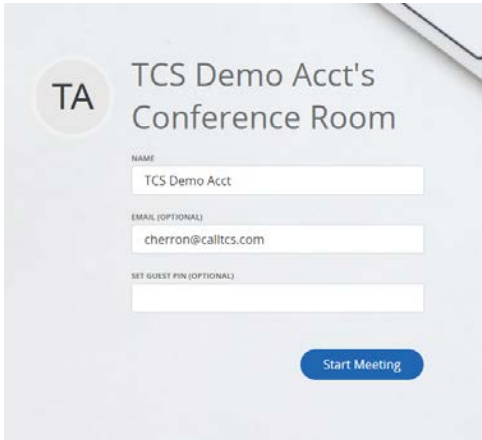
To view your history, click the history button. You can filter by name, phone, extension. You can select the last 7 days, 14 days, last month, or customize the time frame you wish to view.

NAME	PHONE NUMBER	DATE ▲	TIME	DURATION
↗ Cristy Herron	4419	Jul 31, 2018	9:10 AM	00:06:55
↗ Cristy Herron	4419	Jul 25, 2018	12:12 PM	00:00:37
↗ Cristy Herron	4419	Jul 25, 2018	12:12 PM	00:00:24
↗ Cristy Herron	4419	Jul 25, 2018	12:11 PM	00:00:47

History shows you the phone number dialed, the date, the time, and the duration of each call.

Meeting:

From your Dashboard, click the Start Meeting link. This opens a new window and brings you to your conference room.

You can set a PIN for your guests if you'd like (recommended), but it isn't required. Click the Start Meeting button.

You'll get a pop up asking if you want to allow the use of the microphone and camera.

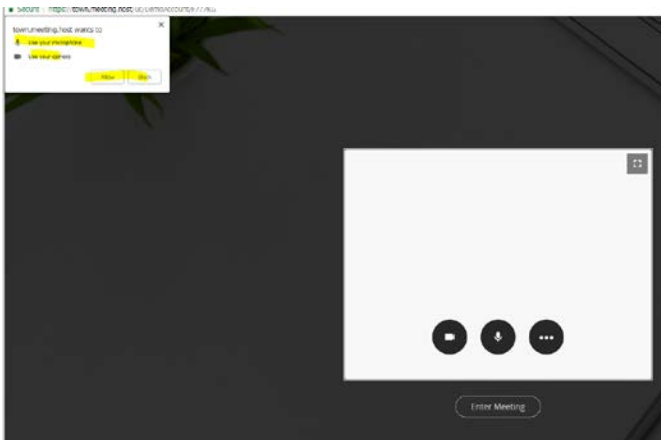You can have four people in a meeting. At the top of your screen you will see basics:

You'll see who the host is.

You'll be able to hide/unhide the black box and 'add person' option by clicking/unclicking the blue box.

The black box is a video of you if you've allowed the use of your camera.

The person icon allows you to add people to the meeting. (if you've already got 4 people in attendance you won't be able to add more).

You'll be able to see the number of participants.

You'll see how long the meeting is lasting.

You'll be able to end the meeting.

When you hover over your screen, a box of options will appear at the bottom of the screen:
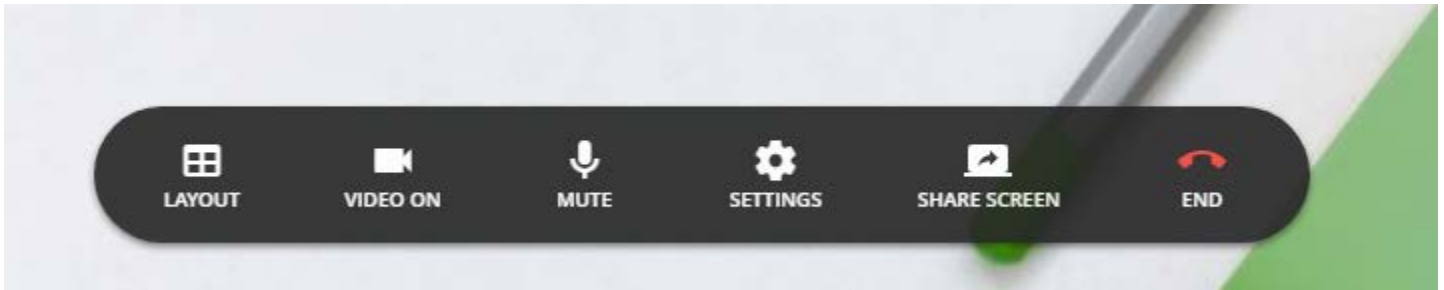
Clicking the layout button allows you to arrange the video boxes.
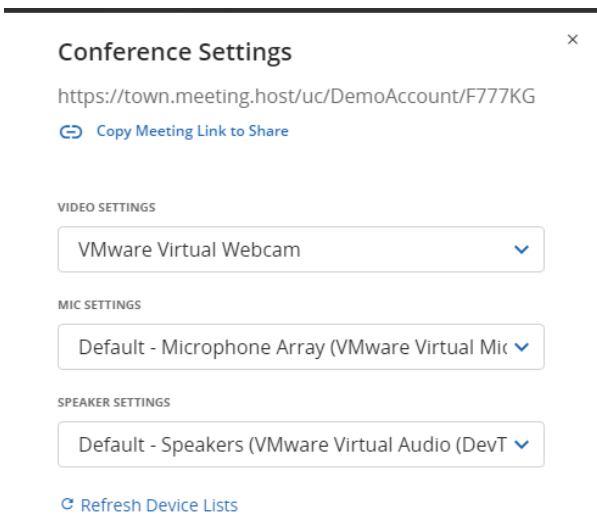
You can turn the video off by clicking the "video on" button.

You can mute the meeting.
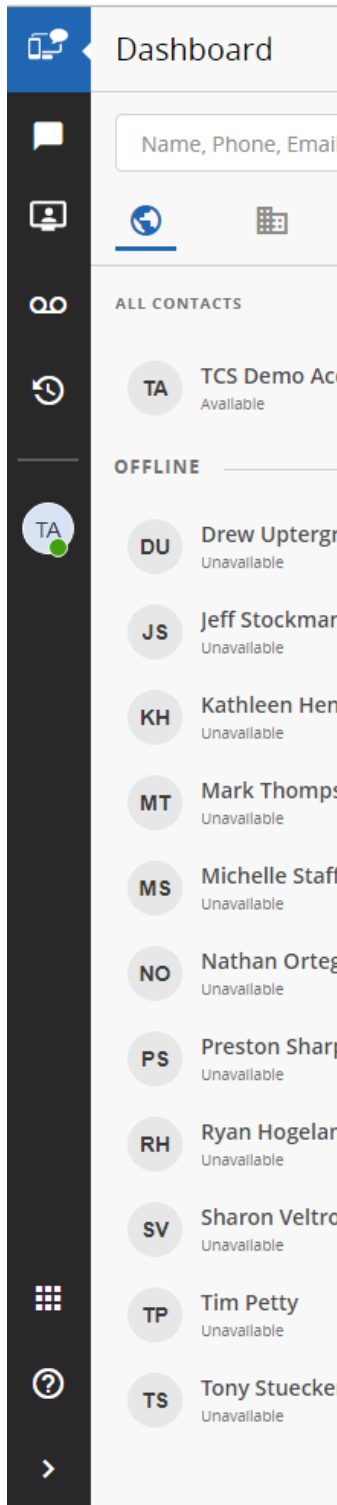
You can change your settings.

You can share your screen. (Note: the first time you share your screen you will be prompted to add a plug in.)

Lastly, you can end your meeting by clicking the red hang up button, or by clicking the End Meeting button in the top right corner.

Side Bar Menu:

The side bar allows you to maneuver through the portal with ease.

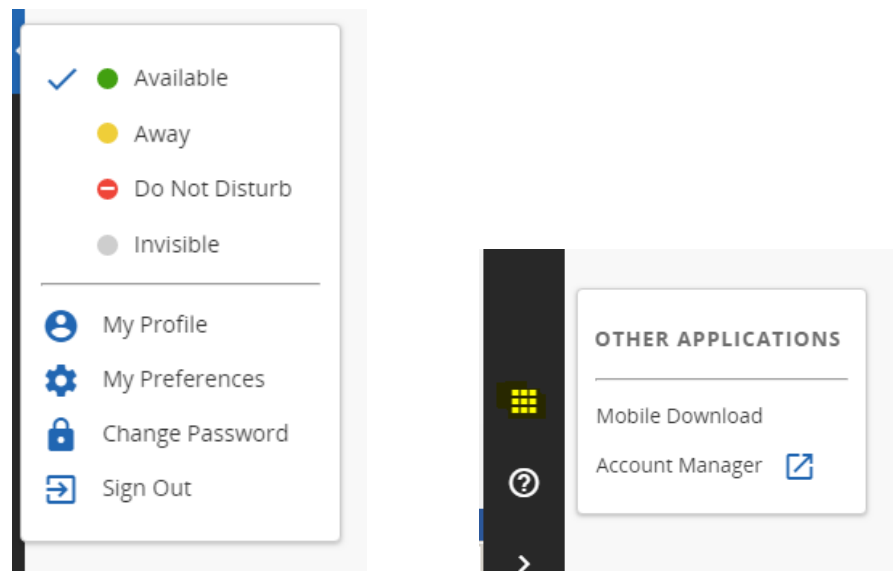Dashboard: The first button takes you back to your Dashboard (the home page when you first log in)

Chat: This brings you to your chat history and allows you to start a chat.

Meeting Room: This brings you directly to your meeting room.

Voicemail: Manage your voicemail from here.

History: View your call history.

You: This button with initials on it is your identity. You can set your status, view your profile, set your preference, change your password, or sign out.

This button takes you to other applications. It gets you to the Account Manager (your **everblü** web portal) (see above screen shot)

Help button: This takes you back to your dashboard

The arrow expands the Menu Bar so you can say the name of each icon.

everblü UC Client is very easy to use, but if you have issues or need a little extra help please contact customer service at CSD@calltcs.com or call us at **833-everblü** (833-383-7258)