UC-One Trio Desktop Guide

Quick Reference Guide
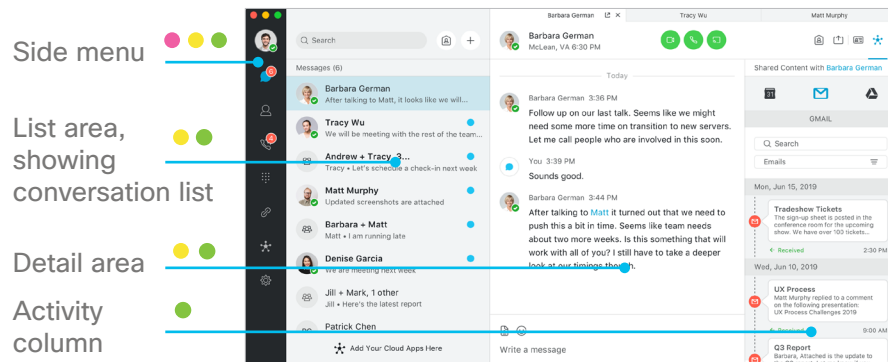
Use our handy coloured dots to see what's included in each UC-One Trio product:
- 🔴 Softphone only
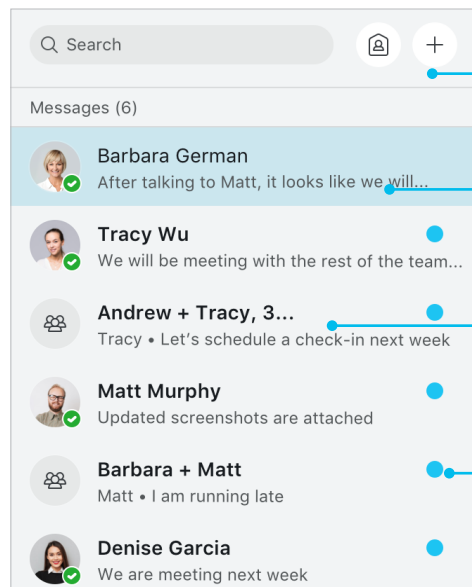- 🟡 Softphone + IM&P
- 🟢 Softphone + Collaboration

RED SKY ™
UNIFIED COMMUNICATIONS

Application overview

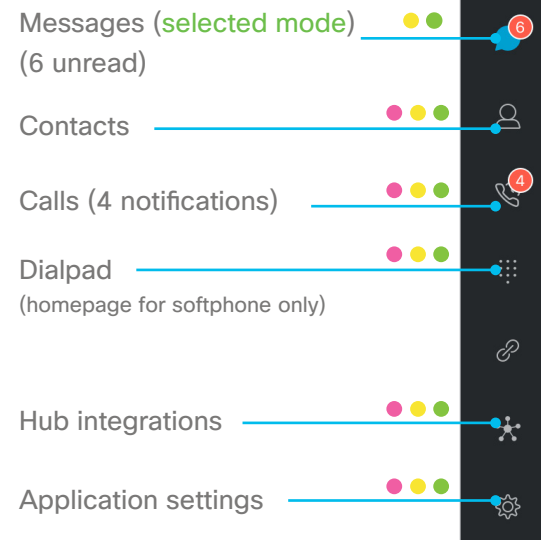Download and run the executable file, then sign in. The application has four main areas:

Side menu

List area, showing conversation list

Detail area

Activity column

The list area 🟡 🟢

Displays the list of messages/contacts/calls (whatever you chose from side menu):

Controls area for adding new items, searching through items, or filtering items

The selected item opens in the detail column

List area shows the whole list, search results, or filtered list

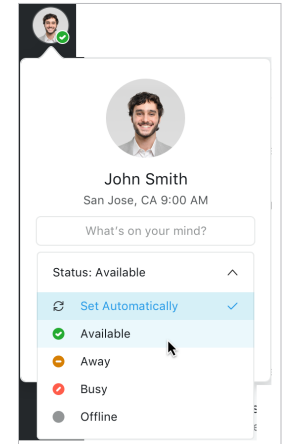Icons and overlays that show item status, eg. presence, unread conversations

The side menu

Navigate between menu options here:

Click your avatar to see your profile, change your presence, or sign out

Messages (selected mode) 🟡 🟢 (6 unread)

Contacts 🔴 🟡 🟢

Calls (4 notifications) 🔴 🟡 🟢

Dialpad 🔴 🟡 🟢 (homepage for softphone only)

Hub integrations 🔴 🟡 🟢

Application settings 🔴 🟡 🟢

John Smith
San Jose, CA 9:00 AM

What's on your mind?

Status: Available

- Set Automatically ✓
- Available
- Away
- Busy
- Offline

The detail area 🟡 🟢

Displays the contents and controls of the selected item:

Communication options

Related activity

Active conversation

Hover avatar to see contact card

Details depend on side menu option, eg. for chat it is message history

Write message
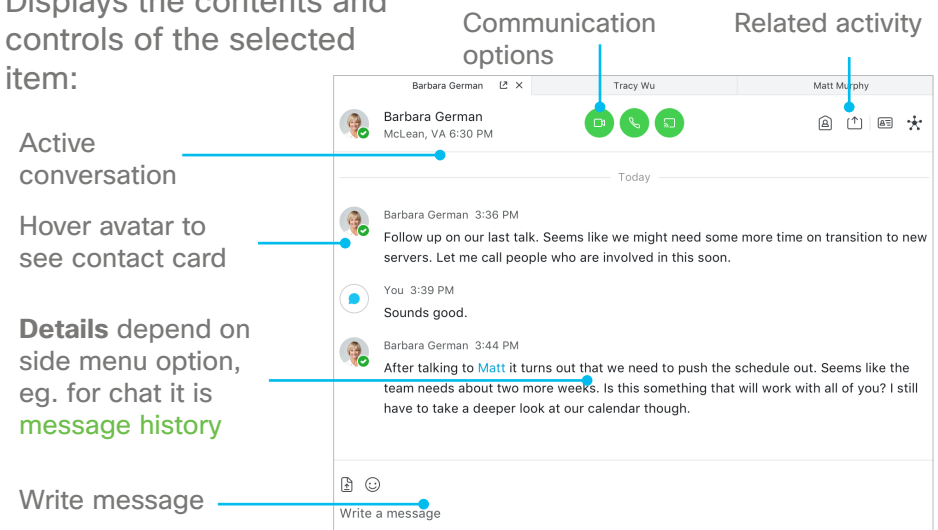
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Contacts ● ● ●

Select the Contacts icon on the side menu to manage your contacts:

Search   Add

Contacts

Contact list

Selected contact

Contact details

Presence overlays

Contact card on hover

Start communicating from contact card or from contact details header

Shortcut menu to manage selected contact

Barbara German
Available
McLean, VA 6:30 PM

Join Room

Chat
Audio Call
Video Call
Call from Other Device
Join Room
Invite to Room
Email

View Hub

Remove from Favorites
Add to Group
Remove from Group
View Profile
Edit Profile
Unsubscribe
Delete Contact

Barbara German
McLean, VA 6:30 PM

Calls ● ● ●

Select the Calls icon on the side menu to make calls, check call history, and manage voicemail:

Open voicemails

Call state

Calls

Call history

Recents 3   Voicemail 1

KC Kathleen Carter   Today
    8885551212   3:30 PM

KC Kathleen Carter   Today
    8885551212   2:00 PM

    Tracy Wu   3/24/19
    4153335790   3:00 PM

Start new call

Open Dialpad

Voicemail list

Voicemail controls

Recents   Voicemail

KC Kathleen Carter   Urgent
    Today, 3:30 PM • 00:24 Confidential
    8885551212

    00:08   00:24

KC Kathleen Carter
    9/24/19, 4:12 PM • 00:09

    Tracy Wu
    9/24/19, 2:00 PM • 01:30

In-call controls ● ● ●

Video call

Mute/unmute

Camera on/off

Hold/resume

Share

Start Recording

Pull Call

Transfer

Conference with

Park Call

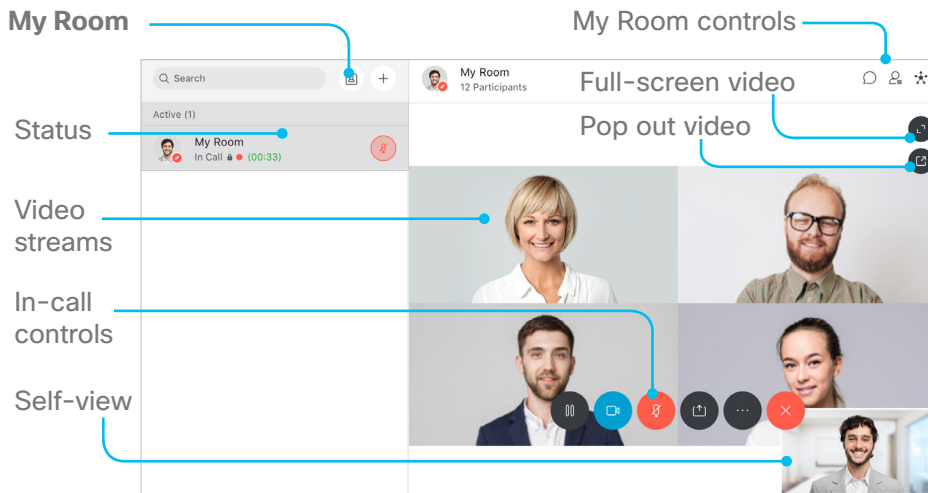Dialpad

Audio Device

'More' menu

'More'

End call

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Meetings ●

Select the My Room icon to start a meeting in your room:

My Room

My Room controls

Full-screen video

Pop out video

Status

Video streams

In-call controls

Self-view

My Room controls

Screen share

Meeting info (Particiants tab)

Dial-in details

Hub tab

Invite guests

Meeting Info

John Smith
Dial-in Number +18885551212
Meeting ID 204047038

Alternate Dial-in Numbers ⌄
Copy Guest Invitation ✉ ↺

Participants (selected)

Invite

Sharing

Muted

Participants (12)

Add people

John Smith
You

AJ   Amy Johnson

Barbara German

Jill Edwards

Select the screen or application you want to share.

MacBook Pro 15"   Wide viewing angle & high...

Sharing controls

Sharing with
My Room

⏸ ↑ 👁 Stop

The bridge from the cloud to wherever you need to be

This week at Cisco

Messaging ● ●

Select the Chat icon to see one to one and group conversations:

Tabbed conversations

Barbara German   Tracy Wu   Matt Murphy

Chat

Barbara German
McLean, VA 6:30 PM

Shared Content with Barbara German

GMAIL

Messages (6)

Barbara German
After talking with Matt, it looks like we will...

Tracy Wu
We will be meeting with the rest of the team...

Andrew + Tracy, 3...
Tracy • Let's schedule a check-in next week

Matt Murphy
Updated screenshots are attached

Barbara + Matt
Matt • I am running late

Denise Garcia
We are meeting next week

Jill + Mark, 1 other
Jill • Here's the latest report

Patrick Chen

Add Your Cloud Apps Here

Write a message

Today

Barbara German 3:36 PM
Follow up on our last talk. Seems like we might need some more time on transition to new servers. Let me call people who are involved in this soon.

You 3:39 PM
Sounds good.

Barbara German 3:44 PM
After talking to Matt it turned out that we need to push this a bit in time. Seems like team needs about two more weeks. Is this something that will work with all of you? I still have to take a deeper look at our timings though.

Search

Emails

Mon, Jun 15, 2019

Tradeshow Tickets
The sign-up sheet is posted in the conference room for the upcoming show. We have over 100 tickets...
← Received   2:30 PM

Wed, Jun 10, 2019

UX Process
Matt Murphy replied to a comment on the following presentation: UX Process Challenges 2019
← Received   9:00 AM

Q3 Report
Barbara, Attached is the update to the Q3 report. Let me know if you...

Unread chat

1:1 chat

Group chat

Compose message

● **Activity column**

Type your message

Insert emoticon

Send file

Contact card

Share screen

● Open My Room

Write a message

Shared Content with Barbara German

● Hub (selected)