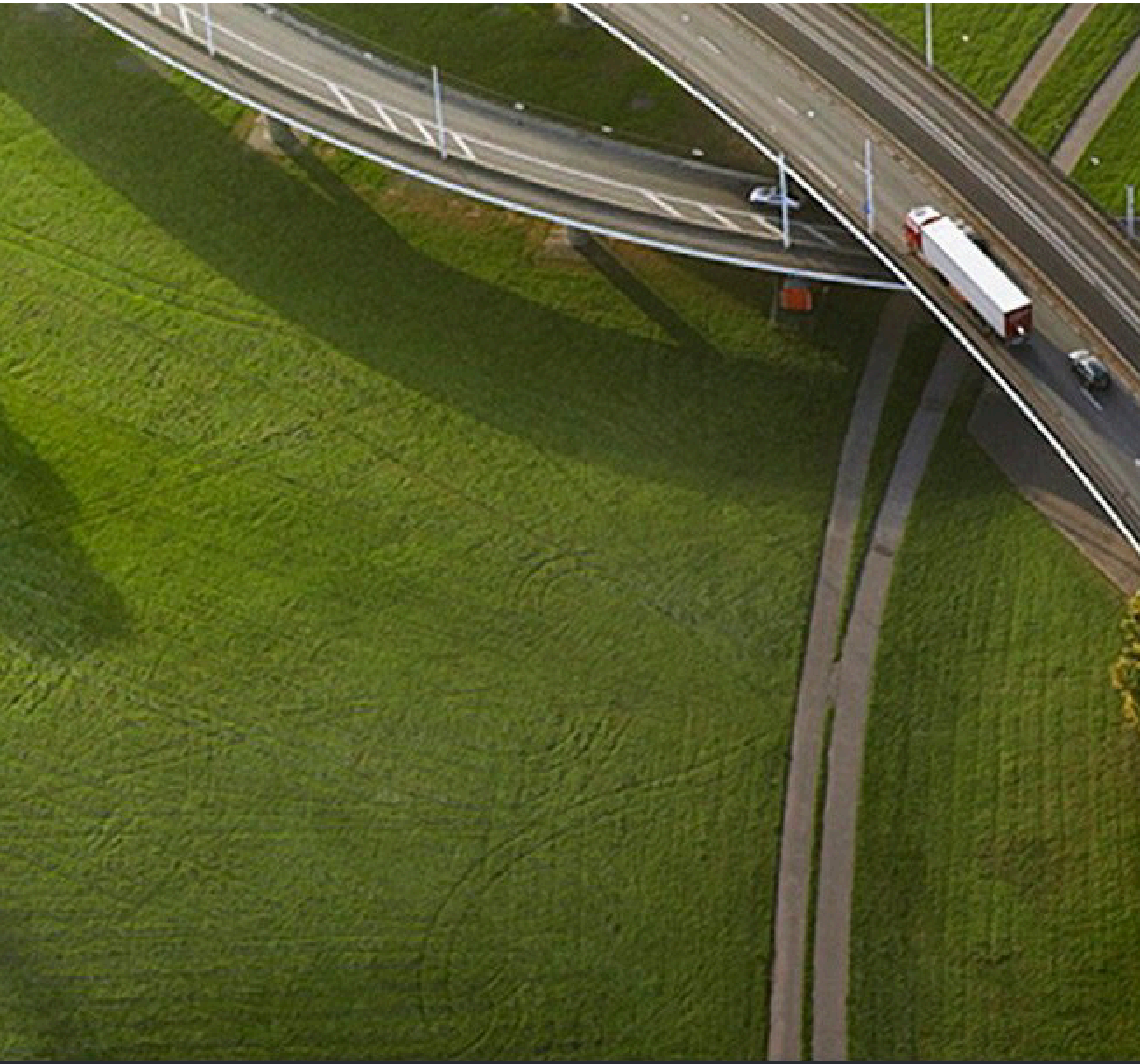

Circuit

User Guide

A31003-A4010-U102-18-7619

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.

Reference No.: A31003-A4010-U102-18-7619

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Contents

1 Circuit calls overview

You can initiate and accept voice calls with one or more participants, in direct, group conversations or Conference Bridge.

With Circuit, you can:

- Start voice calls with one or multiple participants
- Join voice calls with one or multiple participants
- Start ad-hoc or scheduled conference calls with voice, video, file sharing and instant messaging
- Be informed about the status and progress of calls
- Be informed about the presence status of participants
- Add more people to a voice call
- Transfer/move calls to other devices or other destinations
- Pull calls coming in on other devices to your preferred device
- Perform standard telephony actions like Call Hold, Resume, Reconnect, Forward and Pick up
- Place secure calls

The **Call Stage** gives you a visual overview of the call and participants, when you are engaged in an active or incoming voice call or group voice call.

Default, focus and pin view of the normal call stage on the web client and Desktop App

The figure below depicts the default view (layout) of the call stage, when you are engaged into a call on the web client or Desktop App.

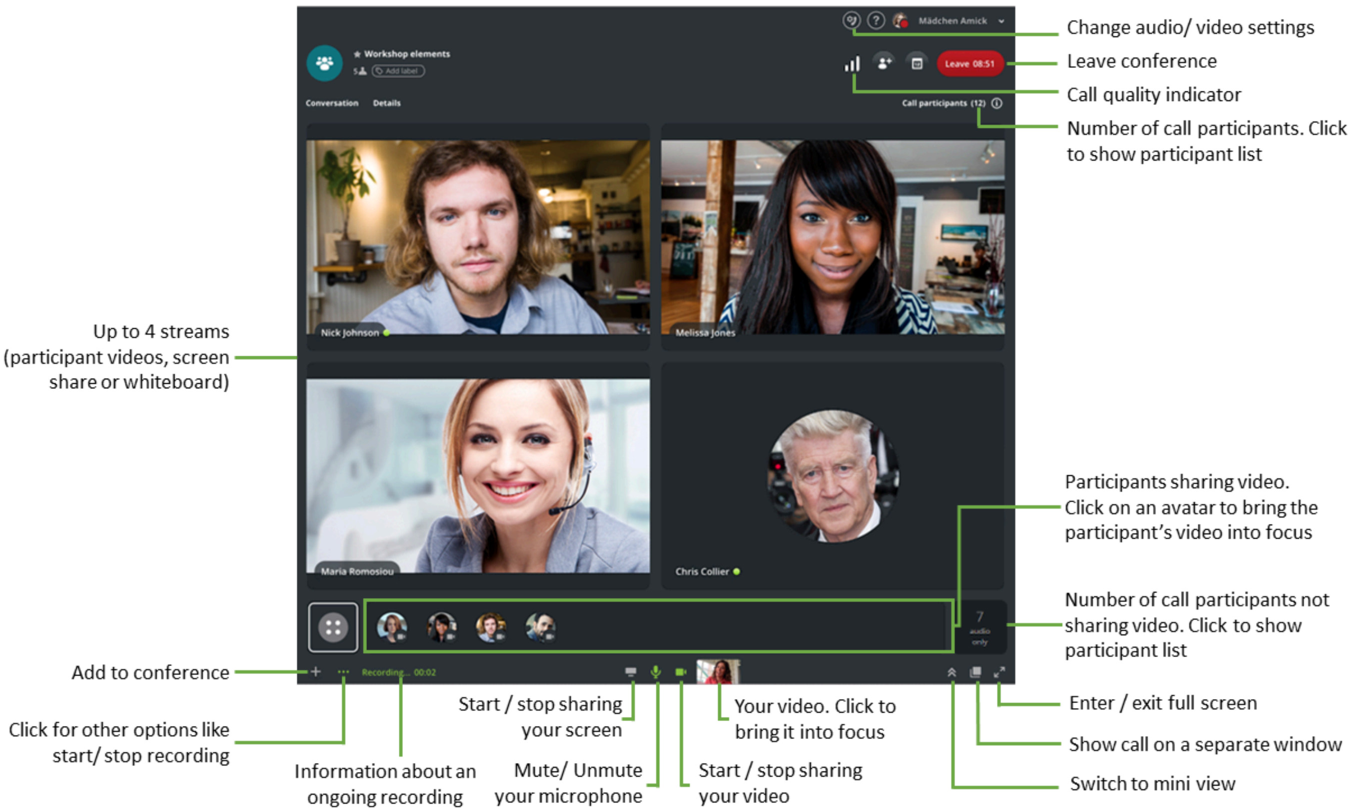


Figure 1: Default view

The figure bellow depicts the focus view (layout) of the call stage, when you are engaged into a call on the web client or Desktop App. In focus view only one item (participant, screen share or video) appears on the screen at a time.

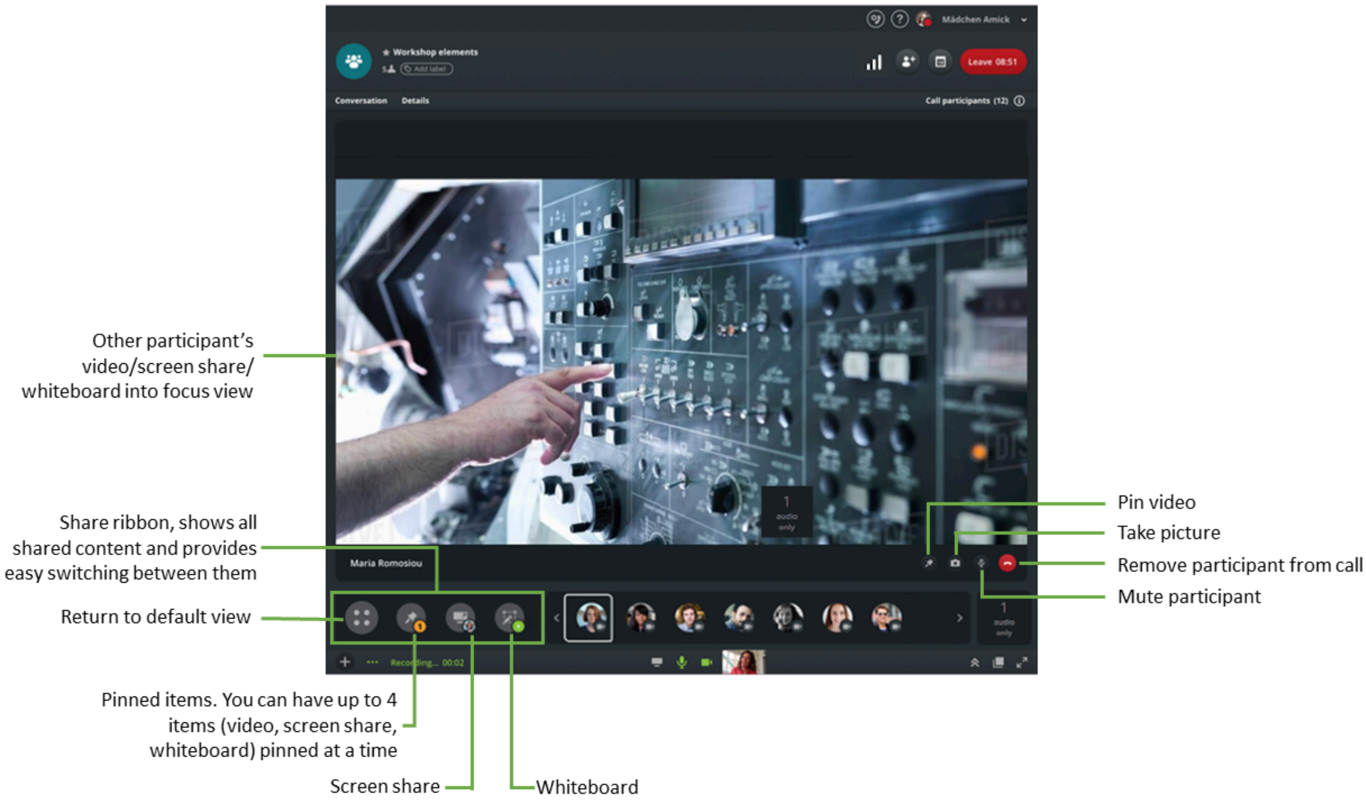


Figure 2: Focus view

The figure bellow depicts the pin view (layout) of the call stage. The pin view contains only the items that you have pinned. You can pin up to four items.

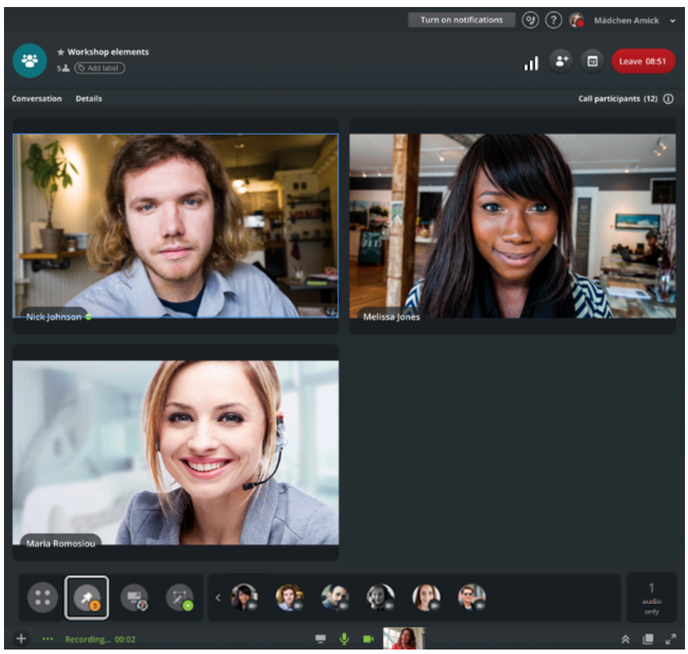


Figure 3: Pin view

Call stage on the mobile client

The following image provides more information about the call stage in the Mobile client.

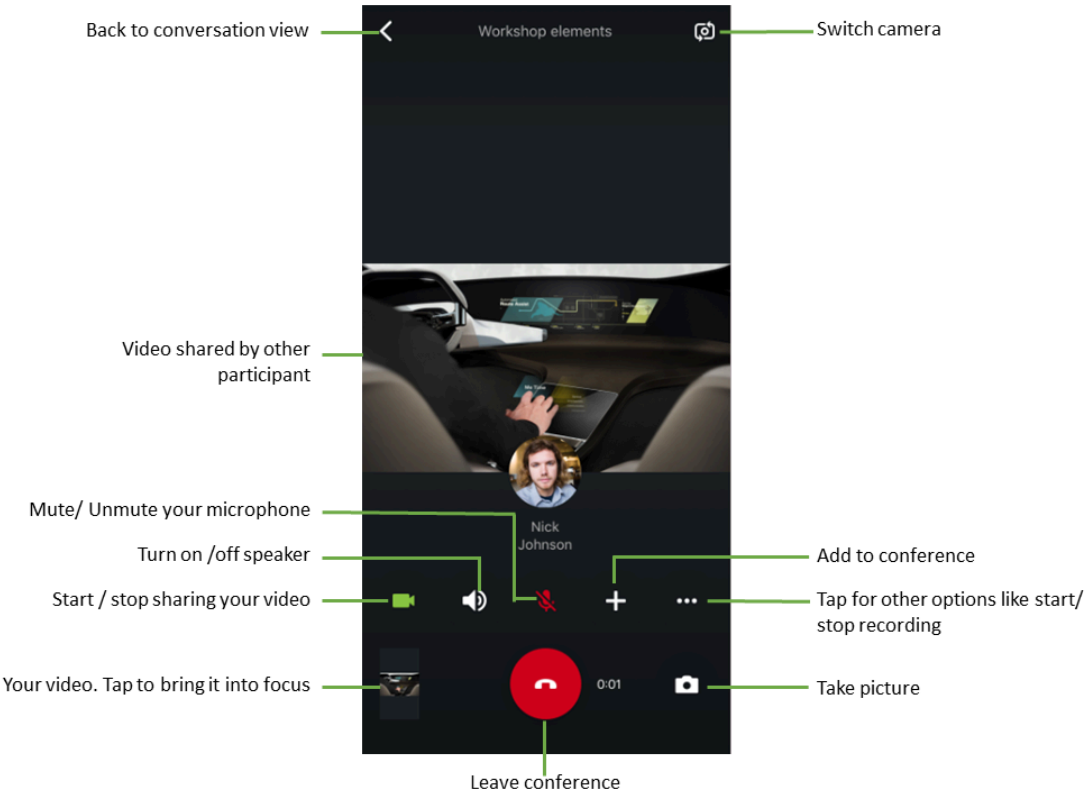


Figure 4: Mobile call stage

1.1 Making a voice call

While you are in a direct, group conversations or Conference Bridge, you can make a voice call, video call or screen share call to other participants at any time. When you start a video call or a screen share call, Circuit automatically launches a voice call (with additional video or screen sharing functionality).

Step by Step

1) Search for a person's name, conversation title, text message, participant or filename.

a) In the **Search** field, enter the first letters of the name or item you are looking for, and select a result from the selector list. The more letters you type, the more accurate the search result will be. On the web client, iOS mobile client and Desktop App you can use the **Filter by** categories to narrow and refine your search. You can filter by: **All, Conversations, Sent by, People, Members, and Files**.

OR

b) Select an existing conversation from the list in the conversation selector (pane on the left).

2) Click or tap .

   The screen changes, displaying the outgoing call status both in the conversation header and in the conversation selector. A call bar appears at the bottom of the conversation header, and you'll hear ringing until the person answers.

   On the web client and Desktop App, if you cannot hear the other person or they don't hear you, make sure that your browser's media settings are configured to allow Circuit to access your camera and microphone, as described in **Testing my camera and microphone**

3) When the called person answers, the screen changes again, displaying the ongoing active call.

   If you click on an another conversation or on a different selector and collapse the conversation selector while you are on an active call then the basic call control buttons will be displayed on top of the Circuit application. From there you can see the duration of the call, mute or umute your microphone and end the call.

4) To end the call, click or tap .

Next steps

Other useful things you can do while on a voice call

Start a conference
Join, rejoin or leave a conference
Invite someone to join a conversation or a conference
Add video or screen share to the conversation
Mute or unmute the microphone
Write a text message, share files and images
Put a call on hold
Resume a held call
Pull an incoming call to the device you are using

1.2 Answering a call during another active call

When a call comes in while you are engaged in an active call, you will see an incoming call alert on your display and you hear a ringtone. You can select to answer or decline the call as described in the following sections:

- Answering a call on a desktop computer (https://www.circuit.com/unifyportalfaqdetail?articleId=35545)
- Answering a call on a mobile device (https://www.circuit.com/unifyportalfaqdetail?articleId=142402)

If you select to answer the new incoming call on your desktop computer, you will see a pop-up warning you that the active call will be disconnected and asking you to confirm if you want to continue. Click **Yes** to answer the new incoming call and terminate the ongoing call. Click **No** to decline the new incoming call.

If you select to answer the new incoming call on your mobile device, your ongoing call will be terminated at once without asking for confirmation.

1.3 Moving an active call between Circuit devices

Calls can be seamlessly moved between Circuit devices, even if the devices are running on different platforms, e.g iOS, Android and Web PC.

Prerequisites

- You need to sign in on multiple devices with the same account in order to use the **Pull Call** feature.

After signing in on multiple devices, you can pull the active call from the active device on which you answered the call to another preferred device.

Step by Step

1) Sign in with your Circuit account on two or more devices, e.g. on a mobile device and on a PC.

2) Answer the incoming call on one device.

3) To pull the call to another device:

The conversation status **Remote call** is displayed on all inactive devices on which you signed in. Once you pull the call to one of these devices, the inactive (remote) device becomes the active device answering the incoming call.

- On the web client, click **Pull** to pull the call to this device.
- On the mobile client, open the conversation. When prompted, swipe to pull the phone call to this client and device.

NOTICE:

Once you are muted in a Circuit call and you pull the call to another device, you will remain muted until you decide to unmute.

1.4 Adding participants to an active call in a direct conversation

In Circuit when you have a direct call, you can add participants to the active call or you can add participants both to the conversation and to the call.

Depending whether you want to add someone just to an ongoing call or to the conversation and the call, you have to perform one of the following actions:

Step by Step

1) On the web client and Desktop App, to add a user to an active call without permanently adding them to the conversation, you have to perform the steps below:

a) Select the direct call to which you want to add someone and establish the call.

b) Click icon on the call action bar and then select **Add people**.

c) Enter the name of the person you want to add to the call into the **Search** box.

As you type in, a list of suggested names is displayed to select from.

> **NOTICE:**
>
> If the administrator has enabled **Conference dial out** for you, you can enter the phone number of the person you want to add to the call into the **Search** box.

d) To finish adding the person to the call, click **Start**.

Once the call is answered and the person is a Circuit user, the person's avatar is displayed on the call stage. Next to the person’s name, an orange icon is displayed to indicate that the specific person is a guest to the call.

Once the call is ended, the conversation’s window is no more shown to the guest’s screen.

2) To add a new participant to an ongoing direct call and, at the same time, permanently add them to the conversation:

a) Select the direct conversation to which you want to add someone or create a conversation.

b) When you use Desktop App, navigate to > **Add people** on the conversation header.

When you use web client, click

on the conversation header.

c) Search for the person or people that you want to add to the conversation or select the names from the **Suggestions** list.

As you type in a person’s name, a list of suggested names is displayed along with the person’s status, so that you quickly see if they are available.

d) Select the name of the person you want to add to the direct conversation and click **Start**.

As soon as you add one or more additional participants to an active call in a direct conversation, the conversation is turned into a group conversation and the call is turned into a conference.

The participant is added to the active call, their avatar is displayed on the call stage and a notification sound is played.

1.5 Adding participants to a conference in a group conversation

In Circuit, conferences are started from group conversations or Conference Bridge.

Depending whether you want to add someone just to an ongoing conference call or to the conversation and the call, you have to perform one of the following actions:

Step by Step

1) To add a new participant to an ongoing call, without permanently adding them to the conversation:

a) Start or join a conference call.

b) Click or tap the **Add to conference** icon on the call action bar and then select **Add people**.

> **NOTICE:**
>
> When you make this selection, it will suggest members of the conversation that have not joined the call yet. This allows you to ring out to them on their Circuit clients or dial out to them on their phone number rather than waiting for them to join the call.

c) Enter the name or phone number of the person you want to add to the call into the **Search** box.

As you type in, a list of suggested names is displayed to select from. You can select to ring out to the person on their Circuit clients or dial out to them on a phone number (if there is at least one phone number specified on their profile).

On the web client and Desktop App you can dial out contacts from your personal contact list of you Google or Exchange connector account, if you have configure it.

On the iOS mobile client you can also dial out contacts from you mobile device.

d) To finish adding the person to the call:

- On the web client and Desktop App, click **Add**.
- On the iOS mobile client, tap **Done**.
- On the Android mobile client, tap .

The person is ringed out on their Circuit clients or dialed out on their phone number. Once the call is answered, the person's avatar is displayed on the call stage and a notification sound is played. By default, the person joins the conference unmuted, unless otherwise configured by the administrator of the domain that the conference belongs to.

The person is not added to the conversation, if not already a member of it, and cannot see the content of the conversation or share anything with the participants while in the conference.

2) To add a new participant to an ongoing call and, at the same time, permanently add them to the conversation:

a) Start or join a conference call on the web client or Desktop App.

b) Click on the conversation header.

c) Enter the name of the person you want to add both, to the call and to the conversation or select the name from the list of recent contacts.

As you type in, a list of suggested names is displayed along with the person's status so that you quickly see if they are available.

d) Click **Add**.

The person is added to the conversation and ringed out on their Circuit client. Once the call is answered, the person's avatar is displayed on the call stage and a notification sound is played. By default, the person joins the conference unmuted, unless otherwise configured by the administrator of the domain that the conference belongs to.

1.6 Starting a conference

You can quickly start a conference with other participants while being in a group conversation or in a Conference Bridge.

Step by Step

1) Start a new group conversation or Conference Bridge, or select an existing one from the conversation selector list.

2) Click or tap to start a voice conference or to start a video conference.

The conference session starts and is made available for joining, and all participants will hear a notification sound.

On the invited participant's client, the message `Conference in progress` will be displayed under the conversation title in the conversation selector.

NOTICE:

If you are the initiator of the conference and no others have joined yet or if you are the only participant left on the conference, the message `The conference is now available for all participants to join` will be displayed until the next participant joins.

Your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. You need to unmute your microphone when you want to talk.

If you click on an another conversation or on a different selector and collapse the conversation selector while you are on an active call then the basic call control buttons will be displayed on top of the Circuit application. From there you can see the duration of the call, mute/umute your microphone and leave/end the call.

3) If you want to ring out the people rather than wait for them to join:

a) with 10 or less invited participants, click or tap **Ring all**

b) in a larger conference (more than 10 participants), the button **Ring all** will not be displayed, since ringing everyone out can cause a lot of annoyance.

If there are specific persons that you are waiting to join a conference, you can also ring out those individuals when using the Circuit web client or Desktop App. To do this, click on **Add to conference** icon on the call action bar, select **Add people**. A list of people that have not joined yet will appear. This will suggest members of the conversation that have not joined the call yet. Select the persons you want to ring out on their Circuit clients or dial out on their phone number, and click **Add**.

By default, people who answer the call join the conference unmuted, unless otherwise configured by the administrator of the domain that the conference belongs to.

4) To leave an active conference:

- On the iOS mobile client, tap .
- On any other client, click or tap **Leave**.

5) To rejoin an active conference you left:

- On the web client and Desktop App, click **Join conference**
- On the mobile client, swipe when prompted.

Next steps

NOTICE:

To ensure that the guests of a previous conference will not have access to this conference, you can generate a new conference PIN and URL, by clicking or tapping **Change details** from the **Details** > **Conference Details** (on the web client and Desktop App) or **Conversation details** > **Conference Details** (on the mobile client) screen.

The current participants of the conversation will be notified about the changes, so that they can communicate to the potential guests the new conference details (i.e. PIN and URL).

Other useful things you can do while being in a conference:

Join, rejoin or leave the conference
Invite someone to join the conference
Share your screen via the web client or Desktop App
View screen shares
Mute or unmute your microphone
Turn your video on or off
Turn incoming video on or off
Turn speaker on or off on the mobile client
Record audio, video, screen sharing
Write a text message, share files and images
Mute all participants via any client other than the Android mobile client

Accept other incoming conference participation requests

1.7 Starting a scheduled conference

Any participant of a given conversation can start a conference.

Step by Step

To start a conference at the scheduled date and time:

- select a conversation from the conversation selector list and click or tap  to start a voice conference or  to start a video conference.
- Open an email invitation containing conference details and choose one of the following:

a) Click or tap the conference link (URL) for joining online.

If you are the first participant who joined the conference and no others have joined yet, the message "`The conference is now available for all participants to join`" will be displayed until the next participant joins.

> **NOTICE:**
>
> Guests joining via URL cannot start the conference. They will be connected, but if the conference has not yet been started by any of the participants, they will see the message "`Please wait for the conference to start`". Guests will remain at this state for 4 minutes, waiting for the conference to start. After that, the message will change to "`Timed out waiting for the conference to start`".

b) Dial one of the PSTN numbers followed by the conference PIN.

> **NOTICE:**
>
> Participants and guests can start a conference by dialing one of the provided PSTN numbers, only if a corresponding Circuit conversation is not moderated.

Your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. You need to unmute your microphone when you want to talk.

Next steps

Other useful things you can do while in a conference:

Join, rejoin or leave the conference
Invite someone to join the conference
Mute or unmute the microphone

Non dial-in users can do, also, the following:

Share their screen via the web client or Desktop App
View screen shares

Turn their video on or off
Turn incoming video on or off
Turn speaker on or off on the mobile client
Record audio, video, screen sharing
Write a text message, share files and images
Mute all participants via any client other than the Android mobile client
Accept other incoming conference participation requests

1.8 Scheduling a conference

You can easily schedule a conference for a specific date and time, by copying and pasting the information about the meeting into any calendar invite.

Step by Step

1) Create a new group conversation or a Conference Bridge, or open an existing conversation:

- On the web client and Desktop App, click in the conversation header, or click **Details** > **Conference details** tab.
- On the iOS mobile client, tap , tap **Conversation details** and then tap **Conference details > Conference details**.
- On the Android mobile client, tap , tap **Conversation details** and then tap **Conference Details**.

The following meeting information is displayed: conference URL, conference PIN and the dial-in phone numbers.

> **NOTICE:**
>
> The **Conference details** are displayed in a group conversation or in a Conference Bridge and not in Communities.

2) To copy the conference details, do the following:

- On the web client and Desktop App, navigate to the **Schedule a conference** screen and click **Copy details**.
- On the iOS mobile client, tap and select **Copy details**.
- On the Android mobile client, tap and select **Copy conference details**.

The meeting information is copied. It includes the conference URL link for joining online, the dial-in phone numbers for the different countries and the conference PIN.

a) Open your calendar application and find a time slot that works for all invited participants.

b) Paste the information into a message or meeting invitation and send it to the persons you want to invite.

3) To copy the email addresses, do the following: navigate to the **Schedule a conference** screen (on your web client and Desktop App) and click **Copy email addresses**.

   The email addresses will be copied to the clipboard, so that you can paste the information into a message or meeting invitation and send it to the persons you want to invite to the conference.

4) To automatically create an email with the conference details, do the following:

   - On the web client and Desktop App, navigate to the **Schedule a conference** screen and click **Create email with details**.
   - On the iOS mobile client, from the **Dial-in number**, tap and select **Email invitation**.
   - On the Android mobile client, from the **Conference details**, tap and select **Email details**.

   The meeting information will be copied automatically to the email. It includes the conference URL link for joining online, the dial-in phone numbers for the different countries and the conference PIN.

NOTICE:

In case the conference URL link is not recognized by your email application, click **Copy details**. The meeting information with the correct URL link can now be pasted into a new message or a meeting invitation.

NOTICE:

Depending on the operating system, if the meeting information is too long, then the options **Create email with details** (web client/Desktop App), **Email details** (Android mobile client) or **Email invitation** (iOS mobile client) will not be displayed.

The options **Email details** (Android mobile client), or **Email invitation** (iOS mobile client) will also not be displayed if an email client is not configured on the mobile device.

Next steps

NOTICE:

To ensure that the guests of a previous conference will not have access to this conference, you can generate a new conference PIN and URL, by clicking or tapping **Change details** from the **Details** > **Conference Details** screen.

The current participants of the conversation will be notified about the changes, so that they can communicate to the potential guests the new conference details (i.e. PIN and URL).

1.9 Adding participants to a group conversation

A group conversation is a conversation between three or more participants. You can start a group conversation by adding more people to your direct conversation.

Prerequisites

- You can add someone to a conversation only if you are a current member of that conversation. You cannot add participants to conversations you have left or Community conversations you have not joined yourself.
- You cannot add someone to a conversation if you are an external participant in that conversation (i.e. you are in a different domain than the domain in which a conversation resides).
- When you add someone to a direct conversation, a new group conversation is created. This ensures that your original conversation remains private and cannot be viewed by anyone else.
- When you add people to a group conversation, they can view the entire conversation history.

Step by Step

1) Select the group conversation to which you want to add someone, or create a new group conversation.

2) On the web client and Desktop App:

- Click on the conversation header.
- Search for the person or people that you want to add to the conversation or select the names from the **Suggestions** list.

  As you type in a person's name, a list of suggested names is displayed along with the person's status, so that you quickly see if they are available.
- Select the name of the person you want to add to the group conversation and click **Add**. Everyone that you add will be able view the entire conversation history.

3) On the iOS mobile client:

- Tap and select **Conversation details**.
- Tap **Add participant** and type the name of the person or people you want to add to the conversation or select a name from the suggested list.
- Tap **Done**. Everyone that you add will be able view the entire conversation history.

4) On the Android mobile client:

- Tap and tap **Conversation details**.
- Tap **Add participant** and type the name of the person or people you want to add to the conversation or select a name from the suggested list.
- Tap

  . Everyone that you add will be able view the entire conversation history.

Next steps

Other useful things you can do while in a conference

Join, rejoin or leave a conference
Add video or screen share
Mute or unmute the microphone
Write a text message, share files and images
Accept other incoming conference participation requests

1.10 Guest access

The guest access feature allows you to invite someone to join a conference in a conversation as a guest user so that they can participate in a voice, video or screen sharing session.

For example, you might want to consult with someone in your company or speak with a customer. Guest users are sent a link and dial-in information (dial-in numbers and PIN) to join a conference at the specified time. For more information you may refer to “Inviting someone to join a conference” (https://www.circuit.com/unifyportalfaqdetail?articleId=55730).

Guest access is by default enabled when you start a new group conversation or when you create a new Conference Bridge.

Procedure

- To disable guest access for conferences in a conversation, open the conversation and:
  - On the web client and Desktop App, click the **Details** tab and switch the **Guest access** slider to OFF (gray).
  - On the iOS mobile client, tap , then tap **Conversation details** and switch the **Guest access** slider to OFF (gray).
  - On the Android mobile client, tap , then tap **Conversation details** and switch the **Guest access** slider to OFF (gray).

  Phone dial-in will be disabled and guests will not be able to join conferences in this conversation anymore.
- To enable guest access for conferences in a conversation, open the conversation and:
  - On the web client and Desktop App, click the **Details** tab and switch the **Guest access** slider to ON (green).
  - On the iOS mobile client, tap , then tap **Conversation details** and switch the **Guest access** slider to ON (green).
  - On the Android mobile client, tap , then tap **Conversation details** and switch the **Guest access** slider to ON (green).

  People can join conferences in the conversation using the guest link or with dial-in and PIN.

1.11 Joining a conference using the guest link

The guest access feature allows you to join conferences in conversations that you do not participate. You can join a conference in different domains that you do not have an account. You can also use the guest access even if you do not have a Circuit account.

Prerequisites

Have an invitation email containing the guest link (URL) to a Circuit conversation.

Step by Step

1) Open the invitation email and choose one of the following options:

   a) Copy the guest link to your browser.

   b) Click the guest link starting with `https://`
   The link will open in your default browser. If you are not signed-in to Circuit on your browser and Circuit Desktop App is installed on your computer, you will subsequently get the option to open the link in the Desktop App.

   c) Click the guest link starting with `circuit://`.

   The link will open in your Desktop App.

2) If your Circuit account and the conversation belong to the same system, the call window will open in your Circuit application. You can click on **Join** to join the conference. Your avatar with a guest icon on top and your full name will be displayed in the call stage.

   You will not be able to see the content of this conversation or share anything with the participants unless someone adds you to the conversation.

   A participant of the conversation can add you very easily by clicking on the **Add people to the conversation** button. The guest participants of the conference are displayed on top of the list.

3) If your Circuit account and the conversation belong to different systems or you are a non-Circuit user, the guest window will open.

   On the **Join conference as a guest** view:

   a) Type your first and last name in the respective fields.

   b) Accept the **Data Privacy Policy** and **Acceptable Use Policy**.

   c) Click **Join** to join the conference.

   Before joining the conference you can click on **test your microphone and camera** to test the sound and video.

   When you join the conference, your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. You need to unmute your microphone when you want to talk.

4) During the conference as guest you have the option to:

- Add video or screen share to the conference
- Mute or unmute your microphone
- Turn off the incoming video
- Check your audio and video settings
- Leave and rejoin the conference, and
- more.

NOTICE:

The recommended browser to join the conference is Chrome.

1.12 Inviting someone to join a conference

You can invite others to join a conference so that they can participate in a voice, video or screen sharing session. For example, you might want to consult with another Circuit user in your company or invite a customer to join as a guest user. An invitation is sent to the users and they simply click the link or use the dial-in information to join the conference at the specified time. Guest users are currently unable to send text messages or share files during a conference.

Step by Step

1) To select a group conversation or a Conference Bridge and invite someone to join it, perform the following:

- On the web client and Desktop App, click in the conversation header, or click **Details** > **Conference details** tab.
- On the iOS mobile client, tap and then tap **Conference details** > **Conference details**.
- On the Android mobile client, tap and then tap **Conference Details**.

The following information about the meeting will be displayed: conference URL, conference PIN and dial-in phone numbers.

NOTICE:

The **Conference details** are displayed in a group conversation or in a Conference Bridge and not in Communities.

---

2) To copy the conference details, do the following:

- On the web client and Desktop App, navigate to the **Schedule a conference** screen and click **Copy details**.
- On the iOS mobile client, tap and select **Copy details**.
- On the Android mobile client, tap and select **Copy conference details**.

The meeting information is copied. It includes the conference URL link for joining online, the dial-in phone numbers for the different countries and the conference PIN.

a) Open your calendar application and find a time slot that works for all invited participants.

b) Paste the information into a message or meeting invitation and send it to the person you want to invite.

3) To copy the email addresses, navigate to the **Schedule a conference** screen (on your web client and Desktop App) and click **Copy email addresses**.

a) Open your calendar application and find a time slot that works for all of your invited participants.

The email addresses will be copied to the clipboard, so that you can paste the information into a message or meeting invitation and send it to the persons you want to invite to the conference.

4) To automatically create an email with the conference details, do the following:

- On the web client and Desktop App, navigate to the **Schedule a conference** screen and click **Create email with details**.
- On the iOS mobile client, from the **Dial-in number**, tap and select **Email invitation**.
- On the Android mobile client, from the **Conference details**, tap and select **Email details**.

The meeting information will be copied automatically to the email.

NOTICE:

Depending on the operating system, if the meeting information is too long, then the **Email details** option will not be displayed.

The **Email details** option will also not be displayed, if an email client is not configured on the mobile device.

Next steps

NOTICE:

To ensure that the guests of a previous conference will not have access to this conference, you can generate a new conference PIN and URL, by clicking or tapping **Change details** from the **Details** > **Conference Details** screen.

The current participants of the conversation will be notified about the changes, so that they can communicate to the potential guests the new conference details (i.e. PIN and URL).

NOTICE:

Guests cannot join the conference if guest access is disabled for conferences in the conversation. Also, the **Conference details** will not include a PIN and dial-in phone numbers.

1.13 Joining a conference from invitation email

Circuit users may send you an invitation email to join a conference, so that you can participate in a voice, video or screen sharing session. It is enough just to click or tap the link in the invitation email and join the conference at the specified time.

Prerequisites

- In order to join a conference from your mobile device, you must install first the mobile client.

To join a conference:

Step by Step

1) Open the invitation email containing the conference details.

2) To join via the web client on your desktop computer, choose one of the following:

- Copy and paste the conference link that starts with `https://` to your web browser.
- Click the conference link that starts with `https://`.

  The link will open in your default web browser.

In case your web browser is not supported, you have to copy and paste the conference link (URL) into one of the supported web browsers.

3) To join via the Desktop App on your desktop computer, click the conference link that starts with `circuit://`.

4) To join via the mobile client, choose one of the following:

- Tap the conference link that starts with `https://`.
- Tap the conference link that starts with `circuit://`.

5) To join via voice only or in case you do not have a data connection, you can use the dial-in numbers by dialing in the number of your country and then enter the PIN.

If you are logged on to Circuit and you are also a member of the conversation that contains the conference you want to join, the link (URL) will take you directly to that conversation.

If you are not logged on to Circuit or you are not a member of the conversation that contains the conference you want to join, you will be asked to join that conference as a guest. For more information, see "Joining a conference using the guest link" (https://www.circuit.com/unifyportalfaqdetail?articleId=128840).

When you join the conference, your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. You need to unmute your microphone when you want to talk.

Next steps

In order to rejoin an active conference that you have left, do the following:

- If you are a participant of the conversation, on the web client and Desktop App click **Join Conference** or, on the mobile client, swipe again when prompted.
- In case you are using the guest link, click **Rejoin**.

NOTICE:

You can join a conference using the guest link or with dial-in and PIN only when the conversation that contains the conference has the guest access feature enabled.

1.14 Joining a conference that has started from a group conversation or Conference Bridge

In Circuit, conferences are started from the group conversations or Conference Bridge.

Prerequisites

- Only invited users can join group conversations or Conference Bridge, i.e.you must be added by another participant of the group conversation (Conference Bridge). When you join a group conversation or Conference Bridge, you can view the entire conversation history. When you add people to a direct conversation, a new group conversation is created, so that the original conversation remains private.
- When you leave a group conversation or Conference Bridge, you can still see the conversation history up until the point that you left. However, you can no longer view any updates to the conversation nor you can access all the conversation details in the conversation information pane, such as the pinned topics and conference details. To rejoin the conversation, you must be added by another participant of the group conversation.

Step by Step

1) Select the group conversation or Conference Bridge that you want to join from the conversation selector list.

You must be an invited participant of the group conversation (Conference Bridge) to be able to join.

When the conference session has been started and made available for joining, all participants will hear a notification sound.

On the invited participant's device, the message `Conference in progress` is displayed on the top left of the screen.

The number of the invited participants is displayed beneath the conversation title.

A new topic is created in the conversation referring to the conference.

2) To view the participants that have already joined the conference, before joining yourself, click or tap **Show call participants**, in the topic that is created for the call. A new window opens with a list of all the participants that have already joined the call.

On Android and iOS client, you can tap on the top right of your screen and filter the participants according to the following categories:

- **All**
- **Moderators**
- **Participants**
- **Externals**
- **Guests**

3) To join the conference, do one of the following:

On the Web client

- Click **Join Conference on the top right of your screen.**

  You can alternatively click **Join** at the bottom right of the window which shows the list of the participants.

  OR
- Dial in using the dial-in information, including the PIN, URL and country-specific numbers, by navigating to the **Details** > **Dial-in details** tab of the conversation.

On the Mobile client

- Swipe to join the conference when prompted.

  OR
- Dial in using the dial-in information, including the PIN, URL and country-specific numbers, by navigating to the **Details** > **Dial-in details** tab of the conversation.

When you join the conference, your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. You need to unmute your microphone when you want to talk.

4) To see the participants who already joined the call at any moment, click .

A list of current participants will appear on the right side of the call stage. You will also have the options of muting or dropping participants.

5) To leave an active conference, tap **Leave**.
6) To rejoin an active conference you left, do one of the following:
   - On the web client, click **Join Conference**, if you are a participant of a conversation, or **Rejoin**, if you are a guest.
   - On the mobile client, swipe again when prompted.

1.15 Is there an option to start a conference in Communities?

No. The Communities are designed for a broadcast style of communication where you usually ask whole community to discuss different topics and give ideas.

To have the real-time audio and video conferences in these conversations, we feel we would need to support broadcast style conferencing, with all conference moderation features, such as Mute all, Lock, Raise hand, etc. We are looking at introducing these features, but until then, we do not want to add real-time in Community type of conversations and end up with a bad user experience.

1.16 Recording audio, video and screen sharing

During a group conversation, you can record the audio, video and screen sharing portion of a conference. All participants of the conversation can listen to or see the recording on demand, as well as download, distribute or edit the recording locally.

Since recordings are considered a common resource of a conference, everyone who is participating in the conference has the opportunity to start, stop, resume or delete the shared copy of the recordings. In case, though, the group conversation is moderated, only moderators are allowed to start, stop, resume or delete the conference recordings.

NOTICE:

Once someone starts to record a conference, it is visible to all the participants of that conference. The participants that are joining the conference by phone will only hear a prompt.

You can always leave a conference that is being recorded, no matter who (you or someone else) has started that recording. The recording will continue unaffectedly until the conference ends or another participant stops it.

Step by Step

1) To start recording audio, video and screen share during a conference, navigate to the **Other option**s menu and select **Start recording**.

- On the web client and Desktop App, the **Other option**s menu is located in the bottom-left area of the conference view.
- On the mobile client, the **Other option**s menu is located in the bottom-right area of the conference view.

The recording status in the bottom-left (on the web client and Desktop App), bottom-middle (on the iOS mobile client) or upper-middle (on the Android mobile client) area of the conference view indicates the duration of the recording.

All participants of a conference are informed about the ongoing recording via notification. On the invited participant's device, the message `Recording conference` is displayed under the conversation title in the conversation selector. Also, a message related to the started recording appears in the upper area of the conference screen.

2) At any time during an active conference, any participant of the conference can stop or resume the recording unless the conversation is moderated. In that latter case, only moderators are allowed to stop or resume the conference recording, as follows:

a) To stop or pause recording, navigate to the **Other option**s menu and select **Stop recording**.

The recording status indicates that the recording has been paused.

b) To continue recording, navigate to the **Other option**s menu and select **Resume recording**.

Once the conference ends, the recording is stopped automatically. A recording will be processed and attached to the conversation feed, available for everyone in the group conversation to access.

NOTICE:

When a conversation is moderated, the options **Start recording**, **Stop recording** and **Resume recording**, which can be accessed via the **Other options** menu during an active conference, are only available to moderators.

1.17 Muting or unmuting the microphone

Muting and unmuting your microphone is supported during active calls only.

When you start or join a conference, your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. You need to unmute your microphone when you want to talk.

When you start or answer a direct call, your microphone is unmuted.

Step by Step

1)

To mute your microphone during a call, click or tap (**Mute**) in the call action bar.

The microphone is turned off and the other participants cannot hear you. The color of the strikethrough microphone icon in the call action bar changes to red.

2)

To unmute your microphone, click (**Unmute**) in the call action bar.

Your microphone is now working again, so the other participants can hear you. The strikethrough microphone icon changes to its normal design.

On iOS and Android mobile devices, you can mute or unmute your microphone even when you are not in Circuit or your device is locked. You need just to tap the microphone icon in the active call notification that is shown in your device's notification center and lock screen.

1.18 Muting a participant

When required, any participant in a conference (except the Guest users) can mute individual participants or all participants. In moderated conversations, a moderator can mute any participant but can be muted only by another moderator.

Procedure

- To mute an individual participant:
  - On the web client and Desktop App, hover over the participant's avatar or video and click .
  - On the mobile client, tap the participant's avatar or video and tap **Mute**.
- To mute all participants at once, follow the steps described in: Mute all participants (https://www.circuit.com/unifyportalfaqdetail?articleId=93238)

The participant is muted. A notification will show up for a few seconds in the top-middle area of their call view to let them know they were muted and the person who did that. A desktop / mobile notification will also appear on their device.

1.19 Removing a participant from a conference call

When required, any participant in a conference (except the Guest users) can remove another participant from the call. In moderated conversations, only moderators are allowed to remove a participant.

Procedure

- To remove a participant from a conference:
  - On the web client and Desktop App, hover over the participant's avatar or video in the call stage and click .
  - On the mobile client, tap the participant's avatar or video in the call stage and tap **Hang up**.

The participant is removed from the conference. A notification will show up for a few seconds in the top-middle area of their Circuit app to let them know they were removed and the person who did that. A desktop / mobile notification will also appear on their device.

1.20 Participating in a conference call by phone (i.e. PSTN dial-in)

In case you don't have a data connection, but you would like to participate in a conference call, you can still dial in to the conference using provided local dial-in number and PIN.

To join a conference:

Step by Step

1) Open the email invitation, containing the conference details.

To access conference details when you are logged on to Circuit and you are also a member of the conversation that contains the conference you want to join, do the following:

- On the web client and Desktop App, navigate to **Details** > **Conference details** in the conversation header.
- On the iOS mobile client, tap and then tap **Conference details > Conference details**.
- On the Android mobile client, tap and then **Details** > **Conference details**.

2) Dial one of the numbers listed in the email (or **Conference details** tab) and then when prompted, enter the conference PIN.

3) When you join the conference, your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. To unmute your microphone, press `*3`.

4) To get a list of all available DTMF commands push the star key (*) twice.

The following commands are available:

DTMF commands	
*3	mute or unmute your microphone

NOTICE:

You can join a conference by PSTN dial-in only when the conversation that contains the conference has the guest access feature enabled.

1.21 Pinning a participant, screen share or whiteboard during a conference (Desktop App and Web client)

During an ongoing conference call, you can pin another participant's avatar or video, your video, a screen share or the whiteboard. You can pin up to four items, and a pinned view is created with these items. You can then easily switch between the pin view, the default view, and any focus view by clicking on the icons in the share ribbon.

Step by Step

1) To pin your own video stream:
   a) Click on your video to bring it into focus view.
   b) Click on the bottom right of the video to pin it.

2) To pin a participant who is sharing video, hover over the video and click on the bottom right of the video.

3) To pin a participant who is not sharing video:
   a) Click on the bottom right of the participant's avatar, if it appears on the default view.
   b) Click to bring up the participant list, and click on the participant you want to pin.

4) To pin a screen share, hover over the screen share and click on the bottom right of the screen share.

5) To pin the whiteboard, click on the botton right corner, when the whiteboard is in view only mode.

The pinned item icon appears in the share ribbon, in the bottom of the call stage. You can pin up to four items. A counter is displayed on the pin icon showing how many items you have pinned. When you click, you bring up the view of all pinned items.

To unpin any item, click on the bottom right corner of the item.

1.22 Pinning a call participant video (mobile clients)

During an ongoing call, you can pin videos that other participants are transmitting, to view them even when the participants do not speak.

Step by Step

1) Tap on the video of a participant that appears on your screen.

2) Tap **Pin video** to pin it.

The pinned video stays always in focus, even when the participant of the video is not speaking. If you want to unpin the video, tap again on the participant's video and select **Unpin video**.

1.23 I cannot participate in Circuit group calls

When I try to join a Circuit group call, the attempt fails after about five seconds.

This behavior was observed when the following conditions are true:

1) Your computer is on a corporate network that does not allow UDP traffic to be exchanged with the Internet.
2) Circuit web client is used with Chrome and IPv6 is enabled.

At this time, the only alternative option to resolve the problem is to enable NAT routing of UDP traffic (at least selectively) between corporate network and Internet.

We are working with Google on the IPv6 issue. We expect a correction in an upcoming Chrome release, but there is no a committed date for this yet.

NOTICE:

The UDP addresses that must be reachable from the corporate network are:

- for Europe: 159.8.16.70, 159.8.16.71, 159.8.16.79, 159.8.16.80, 159.8.16.81, 159.8.16.82, 159.8.16.83, 159.8.16.84, 46.16.184.39, 168.1.196.132, 168.1.196.133, 158.177.75.85, 158.177.75.86, 158.177.75.87, 158.177.75.88, 158.177.75.89, 158.177.75.90, 158.177.75.91 and 158.177.75.92 on UDP ports 3478 – 3485
- for US: 158.85.5.38, 158.85.5.39, 158.85.5.47 and 158.85.5.48 on UDP ports 3478 – 3485

These are the addresses of the Circuit TURN servers.

For details, please refer to the Circuit Design Assessment document (https://www.circuit.com/documents/10182/113104/Circuit+Design+Assessment.pdf/53435e46-5e1b-42ce-8e6a-da6110e76f52).

1.24 Can I leave a voice or video message for another user?

This functionality is currently not available. However, the ability to leave a voice or video message for another user will be available in a future release.

1.25 What do I do if I cannot hear participants in a call (Web client)?

Please refer to **I tried to make a call but I cannot hear the called party (Web client).**

If you experience sound quality issues, refer to **How do I resolve issues with poor sound quality?**

To check the Windows microphone settings, refer to **How do I configure my audio devices for best results?**

For more information you may also refer to **Testing my camera and microphone**.

1.26 What do I do if participants in a call cannot hear me (Web client)?

Prerequisites

- If you are participating in a Circuit conversation and other participants cannot hear you, then the problem is likely caused by the microphone device or the Windows settings.

Step by Step

1) Check that the microphone or headset is plugged in correctly.
2) Ensure that the microphone is not muted.
3) To check the Windows microphone settings, refer to **How do I configure my audio devices for best results?**
4) To check the sound support in Circuit, refer to **Testing my camera and microphone**.
5) If you experience sound quality issues, refer to **How do I resolve issues with poor sound quality?**

1.27 Make a call using Mobile Breakout

Mobile Breakout allows you to make voice calls from the Circuit web client or Desktop App directly through your mobile device. This is useful if you do not have a desk phone and you use your mobile device for phone calls.

Prerequisites

- You must have the Enterprise license package.
- You must have the Circuit app installed and running on your mobile and device and be able to make GSM calls.
- You must sign in on both: a) the web client or Desktop App, and b) the mobile app.
- No telephony connector is configured for you.

You can make calls from Circuit using Mobile Breakout in any of the following ways:

Procedure

- Click on a **Phone number** in a user's profile.
- Click on any of the **Dial-in Numbers** in the **Conference details** of a group conversation, if you do not want to join from the Circuit client.
- If you have configured the Exchange connector, search for people in your Microsoft Exchange contacts and click on a phone number in the contact details.
- If you have the Circuit for Outlook installed, click on a phone number in an Outlook Contact Card.

You will get a push notification on your mobile device, giving you the option to call the number from your mobile or cancel.

NOTICE: Starting from iOS 13, the type of push notifications sent to your device has changed to comply with the latest Apple Push Notification Services guidelines. Instead of VoIP push notifications, we now use standard push notifications to signal to the device that you want to make a call using it. Standard push notifications are, however, not guaranteed to be delivered on time or at all.

NOTICE: If a telephony connector is configured for you, Mobile Breakout is not available and the call is completed through the telephony connector.

1.28 Making and receiving calls on Circuit using CallKit on your iPhone

With iOS 10, Apple introduced CallKit which allows integration into the native device calling features. This allows Circuit to provide an even better calling experience to iPhone users.

When you are not in Circuit or your device is locked, incoming Circuit calls are shown up on your device just like standard cellular calls. When a Circuit call comes in, the iPhone standard call screen appears. You can answer the call using the standard call controls, without needing to unlock your device. If you want to go to the Circuit client from the call screen, click on the Circuit icon and then you will be asked to unlock your phone.

If you leave the Circuit App while you are on a Circuit call, you can tap the active call banner to return to it just like standard cellular phone calls.

You are now, also, given more control over what to do if you receive a Circuit call while already on a cellular call or vice versa.

- If you are on a cellular call and you receive an incoming Circuit call, you are given the choice to decline the 2nd call, answer it and end the cellular call, or answer it and put the cellular call on hold.
- If you are on a Circuit call and you receive an incoming cellular call, you are given the choice to decline the 2nd call or answer it and end the Circuit call.

Every call you make using Circuit on your iPhone is shown in the phones call log. This allows you to have a complete history of the calls you make and redial a person or conference bridge directly from the phones call history.

NOTICE: If Do Not Disturb (DND) is turned on in iOS settings, incoming Circuit calls will follow the native DND settings, just like standard cellular phone calls, and they will not be shown up on your device. The DND setting will not affect your presence status in Circuit.

NOTICE: CallKit functionality is deactivated in China due to government regulations. Circuit is not offered in China but several large companies with employees in China are using

Circuit to enhance collaboration and productivity. This implies that Circuit can no longer use high priority VoIP notifications for incoming calls in China. Calling will still work but the delivery of notifications for an incoming call may be less reliable.

1.29 Using Circuit in CarPlay

Circuit is available in CarPlay. A Circuit icon shows up in CarPlay, allowing incoming Circuit notifications to be shown in the CarPlay screen, and be read to you by Siri. You have also the option to reply to read messages.

Call control is available through CarPlay with your bluetooth connection to the device.

For more information about using Circuit with Siri, refer to the following topics:

- Making Calls on Circuit using Siri on your iOS device (https://www.circuit.com/unifyportalfaqdetail?articleId=125367)
- Reading new messages on Circuit using Siri on your iOS device (https://www.circuit.com/unifyportalfaqdetail?articleId=161674)
- Sending messages on Circuit using Siri on your iOS device (https://www.circuit.com/unifyportalfaqdetail?articleId=161665)

1.30 Making calls on Circuit using Siri on your iOS device

With iOS 10 and SiriKit, you can make calls and send messages on Circuit using Siri and, thus, you are able to keep in touch with your team in hands-busy situations.

To call a person using Circuit, bring up Siri on your iOS device.

INFO:

To bring up Siri on your iOS device: press and hold the Home Button or just say `Hey Siri`, if you have enabled the *"Hey Siri"* feature on your device.

INFO:

Asking `Siri, what can you do?` will get Siri to show you examples of all the commands you can use with Siri including the Circuit ones.

Step by Step

1) To make a Circuit call to a person using Siri:

a) Bring up Siri on your device.

b) Say: `Call [Person name] using Circuit`.

Siri will start calling the person using the Circuit App.

2) To start or join a conference call using Siri:

a) Bring up Siri on your device.

b) Say: `Call [Conversation title] using Circuit`.

Siri will start a conference, if it has not yet started, or add you to the ongoing conference call using the Circuit App.

NOTICE:

You can use the first name and, optionally, the last name of a person in your voice commands.

NOTICE:

Siri cannot know the name of every person or conversation in Circuit. Circuit makes available to Siri a list of up to 100 names that Siri can use to interact with your Circuit App. These names come from the list of your favorites (people or conversations). If there are less than 100 favorites, the rest of the list is filled in with your most recent direct conversations.

Example
Similar topics:

- How can I get Siri to correctly recognize and pronounce a Circuit contact name? (https://www.circuit.com/unifyportalfaqdetail?category=15675&categoryName=&articleId=134773&structureId=11185)

1.31 How can I get Siri to correctly recognize and pronounce a Circuit contact name?

When using Circuit with Siri, Siri does not always correctly recognize and pronounce the name of the person you are trying to call or send a message to via Circuit.

To help Siri understand a "difficult" Circuit contact name, proceed as follows:

Step by Step

1) Add the Circuit contact name to the native Contacts app on your iOS device.

2) Add new fields to this contact entry for phonetic first name and / or phonetic last name.

3) Enter the phonetic pronunciation of the contact name in their respective fields.

Example

For example, you can create an iOS contact entry for `Dzmitry Stasheuski` with the following phonetic fields: `Di Mee Tree`, `Stah Shu Skee`. Then, when you say to Siri `Call Dzmitry Stasheuski using Circuit`, Siri recognises the name and starts calling the person using the Circuit App.

1.32 Switching to mini, normal or full screen view while on a call (web client and Desktop App)

While you are on a Circuit call, you can easily switch between the normal call view and a more compact one (mini view) that lets you chat or focus on other tasks within the conversation while still being able to see the call stage and call action bar. You can, also, switch to full screen view if you want to have the whole screen devoted to the call. Full screen view hides everything but the call window and conversation header.

Step by Step

1) To switch from normal or full screen view to mini view, click **Switch to mini view** .
2) To switch from mini view to normal view, choose one of the following:
   - Click **Switch to normal view** .
   - Double click anywhere on the call stage.
3) To switch from mini view to full screen view, click **Full screen** .
4) To switch from normal view to full screen view, choose one of the following:
   - Click **Full screen** .
   - Double click anywhere on the call stage.
5) To switch from full screen view to normal view, choose one of the following:
   - Click **Exit full screen** .
   - Double click anywhere on the call stage.

While you are on a call in normal or full screen view, a green dot appears next to the **Conversation** button in the conversation header once a new message arrives in the conversation. A preview of the message is, also, displayed for a few seconds.

NOTICE:

When you select **Conversations**, **Details** in the conversation header while on a call, you are automatically switched to mini view.

1.33 Show call on a separate window (web client, Desktop App)

While you are on a Circuit call, you can easily open the ongoing call in a separate window from the main Circuit application.

Step by Step

1) To open the call on a separate window, click **Show call on a separate window** .

2) To move the call window back to main Circuit application click **Move call window back to main Circuit application** .

Next steps

On the separate call window view you have the following options:

- Add video or screen share to the conversation
- Mute or unmute the microphone or the participants
- Start recording the call (not available for direct calls)
- Leave or end call

1.34 Why my microphone is muted when starting or joining a conference?

When you start or join a conference your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. This minimizes the noise and disruptions when many people join the conference and forget to mute their microphone. You need to unmute your microphone when you want to talk.

When you start or answer a direct call, your microphone is unmuted.

1.35 Can I rate the audio/video quality of a conference call?

The call quality rating feature is a way to provide feedback for the audio/video quality of the conference calls.

Prerequisites

The Circuit domain administrator has to enable the call quality rating feature through the **Administration > Conferences** tab.

Step by Step

1) On the web client, Desktop App, and mobile clients, when a conference ends, a pop-up is shown asking to rate the audio/video quality of your call by selecting one of the following options:
   a) **Poor call quality**
   b) **Fair call quality**
   c) **Good call quality**
   d) **Very good call quality**
   e) **Excellent call quality**
2) Once you select one of the options click or tap **Submit**.

NOTICE:

The frequency of the call quality rating pop-up window depends on the settings of your domain administrator.

1.36 Can I call an offline user in Circuit?

Yes, you can call a user who is offline in Circuit. If you start a direct call with a Circuit user and the user is offline then you are offered to call the user directly to the phone number.

Prerequisites

A telephony connector is configured for you and the user you want to call.

You and the user you want to call.must have a phone number assigned to their profile.

Step by Step

1) Once you click on the call button in a 1-to1 conversation and the user is offline you are offered to continue the call in the user's phone number.
2) Click on **Call phone** button on the pop-up window and you will be redirected in the Phone calls conversation of the telephony connector.

   The phone number of the user is automatically filled in the box below the Phone calls conversation header.
3) Click on **Call** button to initiate the call.

Example

NOTICE:

If both users do not have a telephony connector configured or phone numbers assigned to their profile then you are redirected to voicemail.

1.37 Adding a user to an ongoing Circuit call

In Circuit, when a direct call is established between two users, you can add other people to the call without creating a new group conversation. The new people are not part of the conversation but just of the specific call.

Prerequisites

Both participants have to enable **Upgrade direct calls to conferences** feature in **Circuit Labs** to be able to add other participants to the call.

Select the direct call to which you want to add someone and establish the call.

Step by Step

On the web client and Desktop App, to add a participant to an ongoing call without permanently adding them to the conversation:

a) Start a direct call
b) Click icon on the call action bar and then select **Add people**.
c) Enter the name or phone number of the person you want to add to the call into the **Search** box.

   As you type in, a list of suggested names is displayed to select from.

d) To finish adding the person to the call:

On the web client and Desktop App, click **Start**.

Once the call is answered, the person's avatar is displayed on the call stage. Next to the avatar an orange icon is displayed to indicate that the specific person is a guest to the call.

Once the call is ended, the conversation’s window is no more shown to the guest’ s screen.

1.38 Starting a poll during a conference

You can start a poll during a conference, so as to get the opinion of the participants on a specific topic.

Prerequisites

You have to enable **Conference poll** feature in **Circuit Labs**.

You cannot add a poll in a direct conversation.

Step by Step

1) Start or join a conference from your web client or Desktop App.
2) Click the **Add to conference** icon on the call action bar and then select **Add poll.**
3) Enter your question in the **Question** field on the pop up window.
4) Add options for the poll in the **Option** filed. To add more options click on **Add option**.
5) If you want the results of the poll to be visible before the poll is completed then select the **Show results before poll ends** checkbox.
6) Click **Start poll** to initiate the poll.
7) You may pause the poll at any time during the conference by switching the **Poll open** slider to OFF (grey).
8) To end the poll click **Stop poll**. Once you select to stop the poll you have the following options:
   a) You may select if the poll results will be shared in png format on the call summary by selecting the **Add to meeting summary** checkbox.
   b) You may export the poll results by clicking **Export**. The poll results will be automatically saved on your device in csv and png format.

Example

NOTICE:

Conference participants can start multiple polls during the conference but the polls cannot be displayed at the same time. Once the first poll is completed the next one will be displayed.

1.39 Is it possible to maximize your video during a call? (Mobile client)

While you are on a Circuit video call on your mobile device, a preview of your own video appears at the bottom of the call screen. Any time you want during the call, you can maximize your own video, and have it displayed larger on the screen.

This is particularly useful when you want to ask other participants for remote support as you can use your device to point to the problem and make your problem description even more accurate. If your device has both a front and a back camera, you can switch to the back camera, point directly to the problem and check on your screen to make sure that other participants have a clear view of it.

Step by Step

1) To maximize your video during a call, tap the preview of your personal video which is found in the bottom-left of your screen.
   Once you maximize your video any icoming videos or screen sharing will stop to reduce batery consumption and bandwidth usage.
2) To minimize your video again and bring it to the bottom of the Circuit application as it was before, tap **Return to default view**, on the top of your screen.
   Once you minimize again your video any incoming videos or screen sharing will start again.

   Your video will minimize again and its preview will be found in the bottom-left of your screen.

1.40 Displaying your name in the call summary post while a conference ends

When a conference ends, information about it and the call participants are displayed at the summary post. If you do not want your name to be shown at the summary post after a conference ends, you can hide it and you will be called an anonymous participant.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Settings**.
2) Navigate to **General** > **Privacy**.
3) To make your name visible at the call summary when the conference ends, enable **Share name** option.

   As long as you do not want to share your name at the end of a conference, disable Share name and you will be called an anonymous participant.

   Although you can activate and deactivate **Share name** option while using the web client or the Desktop App, the anonymous participants can also be seen while using a mobile client.

1.41 Call quality indicator analysis

The call quality indicator  shows the quality of the audio and video connections of Circuit client during an active call.

The indicator shows up to three bars.

- Three bars: call quality is high and all values are within the expected range.
- Two bars: call quality is medium, some values are below the expected range. Sporadic audio or video issues may happen.
- One bar: call quality is low, several values are below the expected range or packet loss is high. Audio may break and video may freeze during the call.
- No bars: call quality is poor, most indicators are below the expected range or packet loss is very high. Audio and video are likely to be unusable.

For more information on what to do when the call quality is low or poor, see What can I do when the call quality is low or poor on page 51.

If you click or tap on the call quality indicator icon you may view the detailed call statistics used to calculate the number of bars. Several values are used to determine the number of bars during the call, including:

- Send and receive packets lost: the main factor driving the quality of your connection. A large percentage of packet loss in a corporate network (WiFi or wired) is an indication of a congested network. Contact your system administrator to troubleshoot the issue. If you notice the same problem in a public network, switch to cellular data if possible. If that is not possible, use the dial-in number in the conference details screen.
- Jitter and round-trip time: these values affect call quality, but not as much as packet loss. High values indicate temporary network congestions. If the values remain high for longer periods of time, contact your system administrator to troubleshoot the issue.

NOTICE: The values used to calculate the number of bars and the detailed call statistics are updated every five seconds during a call. The values fluctuate at the start of the call, while the network is being tested. They should stabilize within thirty seconds into the call.

1.42 What can I do when the call quality is low or poor

If the call quality indicator is low (one bar) or poor (no bars) you can try the following:

- If you are using a WiFi connection, move to an area with better network connection, or switch to another network. If the problem persists, contact your system administrator to troubleshoot the network. Click or tap on the bars to show detailed call statistics that may help the system administrator diagnose the issue.
- If you are using a smartphone with data (cellular connection), move to an area with better cellular reception. For conference calls, you may also switch to the dial-in number available in the conversation details screen. Video or screenshare is not supported throiugh dial-in.

- If you are using a wired network, contact your system administrator to troubleshoot the network. Click or tap on the bars to show detailed call statistics that may help the system administrator diagnose the issue.

2 Teams overview

Teams allow people within the same group to answer each other calls, whether Circuit or phone calls (the latter is supported with ATC and OSV). If a member does not accept an incoming call, the rest of the team members will get a notification for the call.

Calls can be either Circuit calls or phone calls to the work number of each member of the team. When a call is ringing to a team member, the other members of the team are alerted on their client. The originally called member has some time to accept the call, until the rest of the members get a notification.

The user who creates the team is the owner of the team and as an owner they can change the settings of the team, add or remove members, change their role and delete the team.

2.1 How to create a team

Step by Step

1) Click on your user name and, then, click **Settings**.
2) Navigate to the **Teams** tab.
3) Click **Create a team**.
4) Type a name for the team in the **Team name** field.
5) Click **Next**.

   A new team is created with you as the owner of the team.

   To delete a team, hover over the team and click **Delete** to the right.

   To further configure the team, please refer to: How to configure a team.

2.2 How to configure a team

Team owners can configure their teams.

Step by Step

1) Click on your user name and, then, click **Settings**.
2) Navigate to the **Teams** tab.
3) Click on the team you want to configure.
4) Click next to **Notification delay timer**, to select how many seconds the call will be ringing until the rest of the team members will be notified.

   If the originally called member of the team has enabled the voicemail and the ringing duration is less than the Notification delay timer, then the call will be redirected to voicemail and the rest of the team members will not get a notification.

5) To add a new member to the team, start typing a user name in the **Add member** field and select a user from the suggestion list. Click **Add** to add the users to the team.

You can add up to 20 members in the team.

By default the new members of the team have the role of the member. You can make them owners by clicking on the role and select **Owner** from the drop-down menu.

To delete a member from the team, hover over the member and click **Remove** to the right.

2.3 How to accept or decline an invitation to join a team

Once you are invited to join a team you receive a notification for acceptance or decline.

Step by Step

1) To accept or decline an invitation to join a team you may either:
   a) Click on the invite notification in the Notifications pane

   You are redirected to the team's configuration page in the Teams tab.
   b) Click **Accept** or **Decline**

   or
   a) Click on your user name and, then, click **Settings**.
   b) Hover over the team and click **Accept** or **Decline** to the right.

   A user can participate in up to 3 teams.

2) If you want to leave a team, hover over the team in the teams list and click **Leave** to the right.

A team owner can leave the team if another team member has owner rights.

2.4 Team calls

As a member of a team, you can answer a call ringing another member of the team, using Circuit.

Prerequisites

- You are a member of a team.
- Phone call notifications are currently supported with Advanced Telephony Connector and OpenScape Voice.

Step by Step

1) When a Circuit or phone call is ringing another member of the team, you will be alerted on your client.

Apart from the name or number of the calling party, you will see information about the ringing member displayed so that you distinguish team calls from calls directed to you.

a) To pick up the call, click .

The call will stop ringing on the person that the call was originally intented and the call notification will stop on the other team members.

Once you pick up the call, you can move it between your Circuit clients, like any other normal call.

b) To ignore the call, click .

You will be no longer alerted and you will not be able to pick up that call.

2) If you picked up a call and you want to end it, click , like any other normal call.
The Circuit call will apprear in a direct conversation between you and the calling party. The Circuit call will also appear to the member that the call was originally intended in a direct conversation with the calling party.

The phone call will appear in your call log. The call log entry will include information about the calling party and that this was a redirected call.

The originally called person will see in their call log that the call has been redirected.

NOTICE: Team members that do not have a work number assigned to their Circuit account, in case of a phone call, they will not get a notification of the call.

3 Events

3.1 Creating an event

An Event is a Circuit conference that supports up to 1000 participants. number of possible participants depends on your assigned Circuit subscription. The participants can be moderators or guests.

Moderators can use the features of the event to coordinate the conference and the audience.

Prerequisites

Events must be enabled for your Circuit domain.

Step by Step

1) Click or tap the green plus icon () and select **Event**.

2) Type a title for the event.

3) Type the names or email addresses of two or more people that you want to add in the event or select their names from the list of recent contacts.

In the list of recent contacts, a green circle is shown around a person's avatar to indicate that the person is *Online/ Mobile - Online*; a red circle indicates that the person is *On a call/ Mobile - On a call* or on *Do not disturb* mode; an orange circle indicates that the person is *Away*.

As you type in a person's name, a list of suggested names is displayed to select from.

You can, also, copy and paste a list of email addresses separated by space, comma, semicolon, tab, or new line, into the **Add moderators and speakers** field. If an email address does not match any account, it will be marked in red so that you know it should be corrected or the person cannot be added to the conversation.

4) Type, optionally, a description for the event.

5) Click , to create the event.

3.2 Starting an event

An Event is a Circuit conference that supports up to 1000 participants. The number of possible participants depends on your assigned Circuit subscription. The participants can be moderators or guests.

Events can be scheduled to take place at a specific date and time. When a moderator starts a scheduled event outside of the specified time window, the event is automatically placed in test mode where the maximum number of guests allowed to participate in is limited to 10 at a time. The event stays in that mode until a moderator selects to end it.

When a moderator starts a scheduled event on schedule, the event is placed in normal mode where the limit of maximum 10 guests does not exist. A scheduled event in progress will continue to run after the scheduled end unless a moderator selects to end it before.

NOTICE:

When the event is scheduled, some extra time is added to its duration that moderators can use to get ready for the event.

Events with up to 100 participants do not need to be scheduled and have no test mode. You can just start them any time you want.

Moderators can use the features of the event to coordinate the conference and the audience.

Prerequisites

- Events must be enabled for your Circuit domain.
- You must be a participant in an event as moderator.
- At least one moderator must use the Circuit web client or Desktop App.

Step by Step

1) Select an event that you participate as a moderator from the conversation selector list. The default icon of the events is .

2) Click .

The event session starts and all the moderators will hear a notification sound and which announces that the event is available for joining.

> **NOTICE:**
>
> If you are the initiator or the first moderator who joined the event and no others have joined yet, the message `You are currently the only moderator in this event` will be displayed until the next moderator joins.

You are behind the curtain and the audience cannot see or hear you, until you click **Raise curtain**.

3) If you want to ring all moderators rather than wait for them to join:

a) click **Ring all moderators**,

b) or click the **Details** tab of the event, find the name of the moderator you want to ring, and then click **Ring**, if there are specific moderators that you are waiting to join the event.

4) You may do the following during the event:

a) To share your screen you can click on the screen share icon.

b) To mute and unmute your microphone you can click on the microphone icon.

c) To start video you can click on the video button.

Moderators and guest who are on stage can start a video. Only the active's speaker video will be transmited, if there are more than one videos in parallel.

5) To leave an active event, click **Leave**.

6) To rejoin an active event you left, click **Join event**.

7) To end an event, click the arrow beside the leave button and then click **End event**.

Next steps

The audience cannot see or hear the moderators until one of the moderators clicks **Raise curtain**. During the event moderators can click **Close Curtain** and put the audience on hold.

The Raise curtain feature allows moderators to prepare themselves before the audience is able to hear them, to put on hold the audience, to align during the event and to have an internal wrap up at the end of the event without the audience.

Moderators can check the questions, that have been sent from guests, by clicking the Questions tab of the event. A list with all the questions will be displayed and the moderators may decide, if they want to bring a guest on stage by clicking the **Invite on stage** button. They can also remove a guest from stage at any time by clicking the **Remove from stage** button.

Moderators can also mark the questions as stared, answered or discarded.

NOTICE:

Recordings are only done when the curtain is raised.If the moderator clicks Close curtain during the event, then the recording stops automatically and starts when the curtain is raised again.

NOTICE:

To ensure that the guests of a previous event will not have access to this conference, you can generate a new conference PIN and URL, by clicking **Change details** from the **Details** > **Conference Details** screen.

The current participants of the conversation will be notified about the changes, so that they can communicate to the potential guests the new conference details (i.e. PIN and URL).

3.3 Joining an event

Circuit users may invite you to join an event, so that you can participate in a voice, or screen sharing session. It is enough just to click on the link in the invitation mail and join the event at the specified time.

Prerequisites

- Events must be enabled for your Circuit domain.
- In order to join an event from your iOS or Android device, you must install first the respective mobile clients.

Step by Step

1) To join an event, open the email invitation, containing the conference details and:

- On the web client and Desktop App, click the event link (URL) provided in the email.

  In case your default browser is not supported, you have to copy and paste the event link (URL) into one of the supported browsers.
- On the iOS and Android mobile client, tap the event link (URL) provided in the email.

2) In case you are logged into Circuit and you are also a moderator of the event, the link (URL) will take you directly to that event.

3) In case you are not logged into Circuit or you are not a moderator of the event you want to join, you will be asked to join as a guest.

Enter your first and last name and accept the Data Privacy Policy and Acceptable Use Policy in order to join an event as a guest.

> **NOTICE:**
>
> You are able to join as a guest an event that runs in test mode only when the number of guests who are already attending is less than 10.

As a guest you are muted during the event but you can use the Ask a question feature to send questions to the moderators of the event, by clicking or tapping the **Ask a question** button. You can type the question on the popover window and send it to the moderators.There is also the option to send the question anonymously, by marking the box next to Ask anonymously.

Moderators check the questions and have the option to bring guests who asked a question. A popover will be displayed on your screen with the message `You are invited on stage`. You can accept or decline the invitation on stage. If you accept the invitation, your microphone is automatically unmuted, and you can speak on the event. At any time you can click or tap **Leave stage**.

4 Circuit for Outlook

In order to integrate your Microsoft Outlook (version 2010 or higher) with Circuit, a new application, called Circuit for Outlook, is available.

This application can only be installed on Windows operating system and you can download it from the Circuit web client (under **Settings** > **Extensions**).

Circuit for Outlook allows you to:

- link your Outlook meeting to a new or existing Circuit conversation by adding Circuit conference details to an Outlook meeting request
- move an email thread from Outlook to a Circuit conversation
- use the Outlook Contact Card to click on your Outlook contacts and get to a conversation with them in Circuit.

NOTICE:

When installed, Circuit for Outlook overwrites any existing Outlook Contact Card integration. This happens because Outlook supports only one Instant Messaging (IM) provider at a time. For all of your contacts (and their related Contact Cards) you will be using Circuit to place a call or send messages via Circuit. Whenever you want you can replace the existing IM provider with the Contact Card. In case you do not want to use Circuit for Outlook Contact Card functionality, you can deactivate it under the Circuit tab (in Microsoft Outlook 2010 and higher, click **File**).

For more information you may refer to the following sections:

- Installing Circuit for Outlook
- Configuring Circuit for Outlook
- Activating and using the Contact Card functionality
- Troubleshooting issues with calls that are initiated from the Contact Card
- Reporting an issue related to Circuit for Outlook
- Scheduling a meeting using your Circuit for Outlook
- Moving an email thread from Outlook to a Circuit conversation
- Uninstalling Circuit for Outlook

4.1 Installing Circuit for Outlook

In order to integrate your Microsoft Outlook with Circuit, you have first to download and install Circuit for Outlook.

Prerequisites

- This application can only be installed on Windows operating system and it is compatible with Microsoft Outlook version 2010 and higher.
- You need administration rights on the targeted system on which you want to install Circuit for Outlook.
- Any instance of Microsoft Outlook has to be closed prior to the installation of this application. Otherwise, you will need to restart your computer in order to accomplish the installation process.

- When installed, Circuit for Outlook overwrites any existing Outlook Contact Card integration. This happens because Outlook supports only one Instant Messaging (IM) provider at a time. For all of your contacts (and their related Contact Cards) you will be using Circuit to place a call or send messages via Circuit. Whenever you want you can replace the existing IM provider with the Contact Card. In case you do not want to user Circuit for Outlook Contact Card functionality, you can deactivate it under the Circuit tab (in Microsoft Outlook 2010 and higher, click **File**).

If you already have Circuit for Outlook version 1.0.061 or higher, each time there is a new version available, the automatic update will allow you to update your Circuit for Outlook. The automatic update is activated when Outlook starts and the only thing you need to do is to restart your Outlook in order for the updates to take effect.

In case you are installing Circuit for Outlook for the first time or you have already installed Circuit for Outlook version less than 1.0.061, do the following:

Step by Step

1) On the web client, click your user name and then click **Settings**.

2) Navigate to the **Extensions** tab.

3) Locate the **Microsoft Outlook integration** extension and then click **Download**.

The application will be downloaded and ready for the installation.

4) Start the `circuit4outlook.exe` and follow the on-screen instructions to install this application.

a) If Visual Studio Tools for Office (VSTO) is not already installed on your machine, it will be installed automatically now. This might take a while.

b) To ensure that the Contact Card functionality is enabled, click Launch on the installer window (if presented).

Circuit for Outlook has been installed on the targeted system.

NOTICE: When upgrading your Microsoft Outlook to a newer version (e.g. from 2010 to 2013), you have to reinstall Circuit for Outlook by following the aforementioned steps.

4.2 Configuring Circuit for Outlook

To change your configuration in Circuit for Outlook, perform the following steps.

Step by Step

1) Click **File** and then navigate to the **Circuit** tab.

The **Circuit for Outlook** window will be displayed.

2) Click **Account Info** and then:

a) Enter the email address you use to sign in to Circuit into the **Email** box.
b) Tick the **System** check box and enter the real Circuit address associated with your region (e.g., *na.yourcircuit.com* or *eu.yourcircuit.com*) into the box beneath.
c) Click **Next**.
d) Enter the password you use to sign in to Circuit into the **Circuit password** box.
e) Click **Login**.

The system verifies the information you provided.

If everything is correct, your Outlook will be successfully connected to Circuit (the option **Successfully connected to Circuit** will be ticked).

Next steps

NOTICE:

The first time you attempt to use **Add to Circuit Conversation** button (when setting an appointment in Outlook), you will be asked to configure your Circuit account information.

4.3 Using the Contact Card functionality

In case you are using Microsoft Outlook 2010 or higher, you can use the Contact Card functionality available with Circuit for Outlook. This feature allows you to click on an Outlook contact and place a call or send messages via Circuit.

Prerequisites

- The Circuit account information is set up as described in Configuring Circuit for Outlook (https://www.circuit.com/unifyportalfaqdetail?category=98648&categoryName=&articleId=98280&structureId=11185)
- Circuit for Outlook has been successfully connected to Circuit (i.e. the option **Successfully connected to Circuit** is ticked).
- You are logged on to Circuit web client using the same credentials as those provided when Configuring Circuit for Outlook (https://www.circuit.com/unifyportalfaqdetail?category=98648&categoryName=&articleId=98280&structureId=11185).

Step by Step

Go to your Microsoft Outlook and open a person’s contact card from the person’s name or email address in the header of a message or from the Outlook contact list.

a) To send messages in Circuit, either click the instant message button in the Quick Start tool bar (to right of the picture) or click the IM link (at bottom of the contact card).

If there is no direct conversation with the selected contact, a new conversation will be created and you will continue writing your messages directly in the Circuit web client.

b) To start an audio call in Circuit, click the audio call button.

A new audio call will be initiated in your Circuit web client.

> **NOTICE:**
>
> In case you are logged on to Circuit web client with Firefox, after clicking on the Contact Card to initiate a call, you have to click on the Firefox window in order to bring it in focus and complete the call. This is Firefox specific behavior (Chrome does not require this step).

c) To start a phone call in Circuit using the Circuit Telephony Connector, either click the audio call button to call the person at their work number, or click the drop-down arrow next to the call button to select a different phone number.

A new phone call will be initiated in your Circuit web client.

d) To start a video call, click the video call button in the Quick Start tool bar.

A new video call will be initiated in your Circuit web client.

Unless the user un-ticks the default setting **Enable Contact Card Integration** under **Options** during the Circuit for Outlook Setup, Circuit for Outlook overwrites any existing Outlook Contact Card integration (like Lync or Skype for Business). This happens because Outlook supports only one Instant Messaging (IM) provider at a time. For all of your contacts (and their related Contact Cards) you will be using Circuit to place a call or send messages via Circuit. Whenever you want you can replace the existing IM provider with the Contact Card. In case you do not want to use Circuit for Outlook Contact Card functionality, you can deactivate it under the Circuit tab (click **File**).

4.4 Contact Card presence status

Contact Card provides presence information about contacts.

The Circuit Contact Card application provides presence status for Outlook Contacts that are Circuit users in two distinct ways:

- On-Demand Presence

  The user can check the status of another user by opening an email or the user's contact card.
- Subscription Presence

  The Circuit for Outlook user can subscribe to get presence updates for Circuit users having direct conversations with. These users will show presence changes even without having to reopen the email or the contact card.

  Please note that there is a limit of 100 users you can subscribe for presence status.

> **NOTICE:**
>
> Microsoft Office uses the SIP address of a contact to get the contact's presence information. So, the SIP address of a contact in the Active Directory should match the Circuit username of

the contact or Microsoft Office cannot determine the contact's status.

4.5 Troubleshooting issues with calls that are initiated from the Contact Card

The Contact Card functionality allows to directly place a call via Circuit. If calls initiated from Contact Card cannot be established, then it may be that the Circuit for Outlook Connector process has not started or it is still running an old version. To troubleshoot this issue, apply the following steps.

Step by Step

1) Open Windows Task manager by pressing **Ctrl+Shift+Esc** followed by **Start Task Manager**.
2) In the Windows Task Manager window, navigate to the **Process** tab.
3) Search for the `circuitcontactcard.exe` and in case there is such a process, right-click and select **End Process**.
4) Exit the Windows Task Manager.
5) Click **Circuit for Outlook Connector** located under **All Programs** > **Unify**.
6) Restart your Microsoft Outlook.

4.6 Reporting an issue related to Circuit for Outlook

If you encountered any problems with Circuit for Outlook, please report it by sending your log files.

Step by Step

1) In Microsoft Outlook 2010 and higher:
   a) Click **File** and then navigate to the **Circuit** tab.

      The **Circuit for Outlook** window will be displayed.
   b) Click **Report**.

      An email with the attached log files will be created.
2) Alternatively, click the Circuit for Outlook icon in the Windows system tray and select **Send report information**.

   An email with the attached log files will be created.
3) You can add more details about your problem to the email and then click **Send**.

   The Circuit User Help Desk will contact you shortly after that for the follow-up.

Next steps

NOTICE:

If for any reasons you are not able to access and report an issue via Circuit for Outlook, you can still use the **Report Issue** feature in Circuit to attach and send the following reports:

- from the folder `%temp%\Unify\circuitplugin\log` select all the files

- from the folder `%temp%\Unify\circuitcontactcard\log` select all the files (for issues with the Contact Card)

- from the folder `%appdata%\Unify\circuitplugin` select all the files

- from the folder `%temp%` select all the files which name starts with "`Circuit_for_Outlook*`".

4.7 Scheduling a meeting using your Circuit for Outlook

Circuit for Outlook allows you to link your Outlook meeting to a new or existing Circuit conversation, by adding Circuit conference details to the Outlook meeting request.

To schedule a meeting, perform the following steps:

Step by Step

1) Open your Outlook and create a new Appointment or Meeting request.

> **NOTICE:**
>
> You must specify the **Subject** and the **Attendees** of your meeting.

2) Click the **Add to Circuit Conversation** button, choose one of the following options in the drop-down list:

- **Create new conversation** - to create a new conversation in Circuit
- **Use existing conversation** - to link your meeting and the existing conversation in Circuit.

3) If you select to create a new conversation:

a) On the pop-up window that opens, set the following conversation options:

- **Moderated conversation**: Leave this check box un-ticked (default) if you do not want the conversation to be moderated. Otherwise, tick it and you will become a moderator of the conversation.
- **Guest access**: Leave the check box ticked (default) if you want to allow phone dial-in and guest access to conferences started from this conversations. Un-tick the check box otherwise.

b) Click **OK**.

A new group conversation is created in Circuit having the Moderation and Guest access options turned on or off as set by the user. Meeting joining details are added to the bottom of your meeting invitation. The title of the conversation is set to the subject of your Outlook meeting request.

c) Click **Send**.

The meeting request is sent. Meeting invitees having a Circuit account are added to the Circuit conversation as participants. Any text or attachment in your Outlook meeting request is sent, as a message, to that new Circuit conversation.

4) If you select to use an existing Circuit conversation:

a) On the pop-up window that opens, choose a conversation from the list displayed.

Initially, the list contains the most recent conversations (up to 50) and displays those that are capable of holding a conference (i.e., group conversations and Conference Bridges; not Communities or direct conversations).

In case the group conversation or Conference Bridge you want to use is not among the ones listed or in case you want to narrow the number of conversations displayed, perform a search: enter all or part of a conversation title into the input field and click **Search**.

NOTICE:

You need to type at least three letters in order to perform a search.

b) Click **OK**.

c) Click **Send**.

d) On the new pop-up window, choose whether you want to add all meeting participants to this conversation:

- Click **Yes** so that the meeting request is sent and meeting invitees having a Circuit account are added to the Circuit conversation as participants, if they are not already members in this conversation. A message is also automatically posted in the selected conversation saying that a meeting has been created and at what time. The content of the meeting invite is also added to this message.
- Click **No** so that the meeting request is sent but no one from the meeting invite is added to the conversation. They will just be able to join the meeting as guests using the link or dial-in. A message is also automatically posted in the selected conversation saying that a meeting has been created and at what time. The content of the meeting invite is also added to this message.
- Click **Cancel** so that the sending of the meeting request is canceled.

NOTICE:

Participants of the Outlook meeting can be added to the Circuit conversation (new or existing) only if they are users of Circuit.

In case they are not added to the Circuit conversation and/or they are not Circuit users, they will still get a meeting invitation in their Outlook and they can join the conference as a guest (https://www.circuit.com/unifyportalfaqdetail?articleId=56207), at the specified time.

NOTICE:

In case the meeting request you are creating contains formatted text like bullets or numbering, the formatting will be only transferred to the Circuit post if you are using Microsoft Outlook

2013 or above. If you are using an older Outlook version, the meeting request will be transferred as plain text.

Your scheduled Outlook meeting will be automatically synchronized with the corresponding Circuit conversation.

Similar topics:

- Are my meetings kept up to date?
- What is the language used in my meeting invitations?

4.8 Are my meetings kept up to date?

After an Outlook meeting is linked to a Circuit Conversation, Circuit receives meeting updates from Outlook as follows:

- When the meeting organizer changes the meeting schedule (date or time) or cancels the meeting via Outlook, a meeting update or cancellation message is automatically posted to the corresponding Circuit conversation.
- When the meeting organizer adds new attendees to the meeting via Outlook and selects to add them to the corresponding Circuit conversation, those new attendees are directly added to the Circuit conversation.

  If the meeting organizer chooses not to add new attendees to the conversation or if the meeting invitation is just forwarded, new invitees are not directly added to the Circuit conversation. They can still join, though, using Guest Access or dial in. New invitees can be manually added to the Circuit conversation.

4.9 What is the language used in my meeting invitations?

Meeting invitation text is by default generated in the language of your (inviter's) Outlook.

To change this to one of the languages supported by Circuit, i.e. English, German, Spanish, French, Italian, Russian, Chinese, Brazilian Portuguese, Dutch or Catalan, perform the following steps:

Step by Step

1) Click **File** and then navigate to the **Circuit** tab.

The **Circuit for Outlook** window will be displayed.

2) From the drop-down list below the **Language for invitations** text, select the language that will be used for meeting invitations.

4.10 Moving an email thread from Outlook to a Circuit conversation

Circuit for Outlook allows you to move an existing email thread from your Outlook to a new or existing Circuit conversation.

To move your email thread, do the flowing:

Step by Step

1) Open your Outlook, and then open an existing email thread.

2) Click the button **Move to Circuit** and choose one of the following options in the drop-down list:

- **Create new conversation** - to move the email thread to a new conversation in Circuit
- **Use existing conversation** - to move your email thread to an existing conversation in Circuit.

3) If you select to create a new conversation:

a) On the pop-up window that opens, set the following conversation options:

- **Moderated conversation**: Leave this check box un-ticked (default) if you do not want the conversation to be moderated. Otherwise, tick it and you will become a moderator of the conversation.
- **Guest access**: Leave the check box ticked (default) if you want to allow phone dial-in and guest access to conferences started from this conversations. Un-tick the check box otherwise.
- **Add email participants to the conversation**: Leave the check box ticked (default) if you want all email participants having a Circuit account to be added to the Circuit conversation as participants, if they are not already members in this conversation. Un-tick the check box otherwise.

a) Click **OK**.

4) If you select to use an existing Circuit conversation:

a) On the pop-up window that opens, choose a conversation from the list displayed.

Initially, the list contains the most recent conversations (up to 50) and displays those that are capable of holding a conference (i.e., group conversations and Conference Bridges; not Communities or direct conversations).

In case the group conversation or Conference Bridge you want to use is not among the ones listed or in case you want to narrow the number of conversations displayed, perform a search: enter all or part of a conversation title into the input field and click **Search**.

NOTICE:

You need to type at least three letters in order to perform a search.

b) Click **OK**.

c) On the new pop-up window, choose whether you want to add all email participants to the conversation:

- Click **Yes** if you want all email participants having a Circuit account to be added to the Circuit conversation as participants, if they are not already members in this conversation.
- Click **No** if you do not want any email participant having a Circuit account to be added to the Circuit conversation as participant, if they are not already members in this conversation.
- Click **Cancel** to cancel the process of moving the email thread from Outlook to a Circuit conversation.

If you selected to move your email thread to a new conversation, a new conversation will be created in Circuit having the Moderation and Guest access options turned on or off as set by the user. The conversation title will be equivalent to the subject of your email thread.

The complete content of the email thread will be sent, as a message, to the new or existing Circuit conversation.

If you selected to add all email participants to the conversation, then all of them who have a Circuit account and are not already members in the conversation, will be added as participants. A new email will be also created automatically in your Outlook and:

- the subject and the attendees of that email will be equivalent to the subject and participants of your initial email thread (the one you wanted to move to the Circuit conversation)
- the body of the email will contain notification for the email participants that this email thread is moved to the conversation in Circuit.

NOTICE:

The email text is automatically generated in the default language of your Outlook. To change this, you can either: rewrite the text in your email, or send the email in one of the languages supported by Circuit, i.e. English, German, Spanish, French, Italian, Russian, Chinese, Brazilian Portuguese, Dutch or Catalan. You can do that by copying the conference details (click **Schedule** in the conversation header, or click **Details** > **Conference details** tab, navigate to the **Schedule a conference** screen and then click **Copy details**). In case the default language of your Outlook is not among aforementioned languages, the invitation mail text will be in English language.

NOTICE:

In case the email thread you are moving to Circuit contains formatted text like bullets or numbering, the formatting will be only transferred to the Circuit post if you are using Microsoft Outlook 2013 or above. If you are using an older Outlook version, the email thread will be transferred as plain text.

You can choose to send that email, so that the email participants know that they would need to follow up a conversation (link provided in the email) in Circuit.

4.11 Uninstalling Circuit for Outlook

To uninstall Circuit for Outlook, use the standard procedure for uninstalling programs from your Windows computer.

Step by Step

1) Navigate to **Control Panel** > **Programs and Features**.

2) Locate the **Circuit for Outlook** program and click **Uninstall**. Then follow the on-screen instructions to uninstall this program.
3) Locate the **Circuit for Outlook Admin Package** program and click **Uninstall**. Then follow the on-screen instructions to uninstall this program.

   Circuit for Outlook will be removed from your computer.

4.12 Do I need to uninstall Circuit for Outlook when I uninstall Microsoft Outlook?

When uninstalling Microsoft Outlook, you have to also uninstall Circuit for Outlook as described in: Uninstalling Circuit for Outlook (https://www.circuit.com/unifyportalfaqdetail?articleId=98290)

5 Circuit for Outlook 365 Add-in

You can connect your Circuit account with your Office 365 account and install Outlook 365 add-in.

Outlook 365 add-in allows you to:

- link your Outlook meeting to a new or existing Circuit conversation by adding Circuit conference details to an Outlook meeting request
- move an email thread from Outlook to a new or an existing Circuit conversation

5.1 Enabling the Circuit for Outlook 365 Add-in for a domain

Domain administrators can enable the Circuit for Outlook 365 Add-in for all users in the domain as follows:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Manage applications**.

2) Click the **Apps** tab.

3) Locate the **Circuit for Outlook 365** and click **Enable**.

Users in the domain can now use the Circuit for Outlook 365 Add-in.

NOTICE:

The Circuit for Outlook 365 Add-in is either enabled or disabled for all users in the domain. As a domain administrator, you can disable the integration at any time.

On the Office 365 side, your company's Office 365 administrator can control whether the add-in can be installed to all users or some users, and whether it can be included by default, or as an option for their users.

5.2 How to install the Circuit for Outlook 365 Add-in

Your company's Office 365 administrator can deploy the Circuit for Outlook 365 add-in for you, or you can install it yourself as described below.

Prerequisites

- Your Microsoft Office and your Circuit email address must be the same.
- Your company's Office 365 administrator has to allow you to install the **Circuit for Outlook 365** add-in.
- Your Circuit domain administrator has to enable the **Circuit for Outlook 365** add-in through the **Manage applications** > **Apps** tab before you can use it.

You can install the Circuit for Outlook 365 add-in by following the steps below:

Step by Step

1) Open your inbox at outlook.office.com and sign in.
2) Open an inbox message to read.
3) Click the three dots (...) on top of the message and navigate to **Get Add-ins** at the bottom of the list.
4) Search for the **Circuit for Outlook 365** add-in.
5) Click the **Circuit for Outlook 365** add-in and then click **Add**.

   The add-in will be downloaded and ready for use. Enter your Circuit credentials and allow access to your Circuit account.

   Your Circuit credentials will be saved automatically. You will be asked to for your password again, if you sign out or change the password.

5.3 Scheduling a meeting using the Circuit for Outlook 365 Add-in

Microsoft Outlook 365 add-in allows you to link your Outlook meeting to a new or an existing Circuit conversation by adding Circuit conference details to your meeting Outlook request.You may schedule a meeting through the Circuit Outlook 365 add-in.

To schedule a meeting, perform the following steps:

Step by Step

1) Open your Office 365 calendar and log in.
2) Double click on the date you want to arrange a meeting on the calendar. The calendar window opens and you can choose the settings of your proposed meeting.
3) Click the Circuit icon on the top-right of the calendar window. The Circuit add-in opens and you can view the name of the meeting organizer on the top of it. You choose one of the options below to post your meeting request:
   - **Existing conversation** - post the meeting request in an existing conversation in Circuit.
   - **New conversation** - post the meeting request in a new conversation in Circuit
4) If you select to post the meeting information in an **Existing conversation**, follow the steps below:
   a) On add-in window that opens, choose a conversation from the list displayed.
   b) You can see the participants of the conversation on the add-in window. You can type the names and add more attendees to the meeting and to the existing conversation.
   c) Select the date, the start time and the end time of the meeting.
   d) Click **Update Conversation** to add new members to the existing conversation.

      A message with the appointment information is sent to the Circuit conversation.
   e) Click **Send** on the upper-left corner of the calendar window. An email is sent to all the email participants with the link of the Circuit conversation.

5) If you select to post the meeting information in a **New conversation**, set the following conversation options:

a) Fill in the title of the conversation.

b) **Moderated conversation**: Disable this option, if you do not want the conversation to be moderated. If you enable it, you will become a moderator of the conversation.

c) **Guess access**: Enable this option, if you want to allow phone dial-in and guest access to conference stated form this conversation.

d) Add the attendees of the meeting. As you type the name of the attendees, you can see them on the add-in window. You can un-check the name of a person invited to the meeting in case you do not want to add them to the Circuit conversation.

e) Select the date, the start time and the end time of the meeting.

f) Click **Create**. A new conversation is created in Circuit with the participants you have selected.

g) Click **Send** on the upper- left corner of the calendar window. An email is sent to all the email participants with the link of the Circuit conversation.

A new conversation is created in Circuit including all the meeting participants who have a Circuit account.

5.4 Moving an email thread from Outlook 365 to a Circuit conversation

Microsoft Outlook 365 add-in allows you to move an existing email thread from your Outlook to a new or an existing Circuit conversation.

To move your email thread, follow the steps below:

Step by Step

1) Open your Office Outlook 365, and then open an existing email thread.

2) Click the Circuit Add-in icon.

3) The Circuit add-in opens and you choose one of the options below:

- **Existing conversation** - to move your email thread to an existing conversation in Circuit.
- **New conversation** - to move the email thread to a new conversation in Circuit

4) If you select to use an existing Circuit conversation:

a) On add-in window that opens, choose a conversation from the list displayed.

b) On the add-in window, you can view the participants of the existing conversation and the participants of the email that are not yet members of the conversation. You can choose whether you want to add the extra email participants who have a Circuit account to the conversation. You check the name of the people you want to add to the conversation.

c) Click **Update Conversation**.

5) If you select to create a new conversation:

a) Set the following conversation options:

- The title of the conversation is filled in automatically with the title of the email thread. You may change it if you want.
- **Moderated conversation**: Disable this option, if you do not want the conversation to be moderated. If you enable it, you will become a moderator of the conversation.
- **Guest access**: Enable this option, if you want to allow phone dial-in and guest access to conference stated form this conversation
- **Users to be added**: All the email participants are listed in the add-in. Leave the names ticked (default) if you want all email participants having a Circuit account to be added to the Circuit conversation.Un-tick the names you do not want otherwise.

b) Click **Create**.

A new conversation is created in Circuit including all the email participants who have a Circuit account. An email is sent to all the email participants with the link of the Circuit conversation.

The complete content of the email thread will be sent as a message to the new or the existing Circuit conversation.

5.5 Are my meetings kept up to date?

After an Outlook 365 meeting is linked to a Circuit conversation, Circuit receives meeting updates from Outlook 365 as follows:

- When the meeting organizer changes the meeting schedule (date or time), a meeting update is automatically posted to the corresponding Circuit conversation.
- When the meeting organizer adds new attendees to the meeting via Outlook 365 and selects to add them to the corresponding Circuit conversation, those new attendees are directly added to the Circuit conversation.

  If the meeting organizer chooses not to add new attendees to the conversation or if the meeting invitation is just forwarded, new invitees are not directly added to the Circuit conversation. They can still join, though, using Guest Access or dial in. New invitees can be manually added to the Circuit conversation.

NOTICE: When the meeting organizer cancels the meeting via Outlook 365, no meeting cancellation is automatically posted to the corresponding Circuit conversation. You need to post a message to the Circuit conversation by yourself, if you want to inform others about the cancellation.

6 Circuit Gmail Add-on

You can connect your Circuit account with your Gmail account. With the Circuit Add-on you may quickly start a Circuit group conversation with all the email participants, start a Circuit call or a phone call and view the presence status of Circuit users.

For more information see:

- How to install Circuit Gmail Add-on
- How to schedule a conference using the Circuit Gmail Add-on
- How to start a call with a Circuit user through the Circuit Gmail Add-on
- How to change the language of the Circuit Gmail Add-on

6.1 How to install Circuit Gmail Add-on

Prerequisites

- Your Gmail and your Circuit email address must be the same.
- The Circuit domain administrator has to enable the **Circuit Gmail Add-on** through the **Manage applications** > **Apps** tab before you can use it.

You can install the Circuit Gmail Add-on from the G Suite Marketplace or by following the steps below:

Step by Step

1) Open your inbox at Gmail.com.

2) Click the plus (+) button in the side panel.

3) Search for the Circuit Gmail Add-on in the Marketplace.

4) Click **Circuit for Gmail** and then click **Install**.

Once the Circuit Gmail Add-on is installed in your account the Circuit icon will be displayed in the side panel of the Gmail main view.

5) Select an email, click the Circuit icon and, then, click **Authorize access** to give permissions to Circuit Add-on to connect with your Gmail account.

6) Click **Select a system to connect**.

7) Select one of the available systems and click **Connect**.

8) Enter your Circuit credentials and allow access to your Circuit account.

Your Circuit credentials will be saved automatically. You will be asked to for your password again, if you sign out or change the password.

6.2 How to start a group conversation using the Circuit Gmail Add-on

You may start a Circuit group conversation through Circuit Gmail Add-on with all the Circuit users of the email participants. To do that perform the following steps:

Step by Step

1) Select an email from which you want to start a Circuit conversation and click on the Circuit icon.

All the email participants are listed in the add-on. The presence status of each Circuit user is also available next to the user name.

2) The title of the conversation is filled in automatically with the title of the email thread. You may change it, if you want.

3) Set the following conversation options:

a) **Moderated conversation**: Disable this option, if you do not want the conversation to be moderated. If you enable it, you will become a moderator of the conversation.

b) **Guess access**: Enable this option, if you want to allow phone dial-in and guest access to conference stated form this conversation.

4) If you do not want to include an email participant in the conversation you may turn off the slider next to the user name.

5) Click **Create Conversation** to start a new conversation in Circuit.

A new conversation is created in Circuit including all the email participants who have a Circuit account. An email is sent to all email participants with the link of the Circuit conversation.

Once you have created a conversation you may click **View Conversation** and you will be redirected in Circuit.

6.3 How to schedule a conference using the Circuit Gmail Add-on

You may schedule a conference through the Circuit Gmail Add-on with all the Circuit users of the email participants.

Prerequisites

A Circuit conversation is created through the selected email.

To schedule a conference, perform the following steps:

Step by Step

1) Select an email from which you want to start a conversation and click on the Circuit icon.

All the email participants are listed in the add-on. The presence status of each Circuit user is also available next to the user name.

2) Click **Schedule Conference** and select the **Date**, **Start time** and **Duration** of the conference.

3) Click **Send Invitation**.

An email is sent to all the participants including the details of the scheduled conference.

You can click **View in Google Calendar** to see the scheduled conference on your Google calendar. It may take a while to display the conference in the calendar.

6.4 How to start a call with a Circuit user through the Circuit Gmail Add-on

You may start a Circuit call or a phone call with a Circuit user through the Circuit Gmail Add-on.

Prerequisites

A Circuit Telephony Connector needs to be set up and enabled to allow Circuit users to make and receive phone calls.

To start a call, perform the following steps:

Step by Step

1) Select an email from which you want to start a conversation and click on the Circuit icon.

All the email participants are listed in the add-on. The presence status of each Circuit user is also available next to the user name.

2) Select the user that you want to start a call and click on the user name. The details of the Circuit user are displayed.

3) You can either:

a) Click the green icon to start a Circuit call.

b) Click the black phone icon next to the available phone numbers to start a phone call.

You cannot start a Circuit call with non-Circuit users. You can only start a phone call, if you have stored their email address in the the Gmail contacts and it contails a phone number.

6.5 How to change the language of the Circuit Gmail Add-on

Step by Step

1) Select an email from which you want to start a conversation and click on the Circuit icon.

2) Click and, then, click **Settings**.

3) Click the selected language and select the language you want to use form the drop down menu.

7 Circuit for Google Calendar Add-on

The Circuit for Google Calendar Add-on integrates your Google Calendar with Circuit. The add-on allows you to easily schedule and join a Circuit conference directly from Google Calendar.

For more information see:

- How to install the Circuit for Google Calendar Add-on
- How to schedule a Circuit conference from Google Calendar
- How to change the language for conference invitations sent via the Circuit for Google Calendar Add-on
- How to report an issue related to the Circuit for Google Calendar Add-on
- How to uninstall the Circuit for Google Calendar Add-on.

7.1 How to install Circuit for Google Calendar Add-on

Prerequisites

- Your Google Calendar and your Circuit email address must be the same.
- The Circuit domain administrator has to enable the **Google Calendar Add-on** through the **Manage applications** > **Apps** tab before you can use it.

This functionality is currently available for selected G Suite domains only. If available, the G Suite administrator will configure it for you.

Coming soon for general availability in the G Suite Marketplace.

7.2 How to schedule a Circuit conference from Google Calendar

You can schedule a Circuit conference from Google Calendar using the Circuit for Google Calendar Add-on.

Prerequisites

- Your Google Calendar and your Circuit email address must be the same.
- The Circuit domain administrator has to enable the **Google Calendar Add-on** through the **Manage applications** > **Apps** tab before you can use it.

To schedule a Circuit conference:

Step by Step

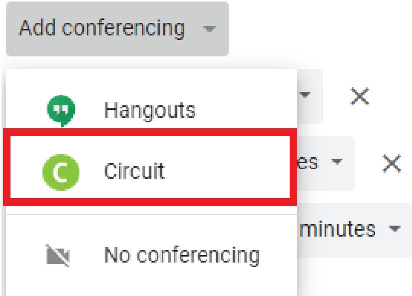
1) Open Google Calendar.

2) Click the **Create** button or select your preferred time slot for the conference.

3) Click **More Options**.

4) Enter the necessary conference details, such as title, location, and guest list.

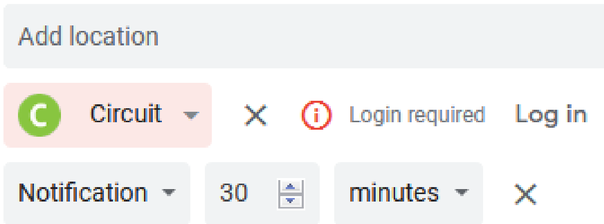
5) From the **Add conferencing** drop-down list, select **Circuit**.



When Circuit for Google Calendar Add-on is used for the first time, it will require you to log in.

To login to Circuit:

a) Beside Circuit, click **Log in**.



b) Sign in to your Circuit account.

c) Click **Allow access** to give permissions to the add-on to connect to your Circuit account.

A new group Circuit conversation is created, and a Circuit conference is scheduled. The Circuit conference details are added to the event.

6) Click **Save**.

An email invitation with the Circuit conference details is sent to guests of the Google Calendar event. Event guests who have a Circuit account are also added to the respective Circuit conversation.

Any change you make on the Google Calendar event thereafter, such as updating its title, date or time or adding new Circuit users to the event as guests, will be reflected in the Circuit conversation.

7.3 How the change the language for conference invitations sent via the Circuit for Google Calendar Add-on

The joining instructions for a Circuit conference are by default generated in English. You can change this to one of the languages supported by Circuit as follows:

Step by Step

1) Open Google Calendar.

2) Click the gear icon at the top, then click **Settings**.

3) Scroll-down the page to the **Add-ons** sections.

4) Beside Circuit, click **Settings**.
5) From the drop-down list below the **Language for invitations** text, select the language that will be used for conference invitations sent via the Circuit for Google Calendar Add-on.

7.4 How to report an issue related to the Circuit for Google Calendar Add-on

If you encountered any problems with Circuit for Google Calendar Add-on, please report it as follows:

Step by Step

1) Open Google Calendar.
2) Click the gear icon at the top, then click **Settings**.
3) Scroll-down the page to the **Add-ons** sections.
4) Beside Circuit, click **Settings**.
5) Click **Report issue**.
6) Enter a title and a description for the issue you want to report, providing as much information as you can.
7) Click **Report issue**.

7.5 How to uninstall the Circuit for Google Calendar Add-on

Step by Step

1) Open Google Calendar.
2) Click the gear icon at the top, then click **Settings**.
3) Scroll-down the page to the **Add-ons** sections.
4) Beside Circuit, click **Unistall**.

8 Circuit Meeting Room

Circuit Meeting Room is a convenient and easy to operate videoconferencing solution for meeting rooms of various sizes and configurations. It is a hardware / software product and requires connectivity to the Circuit Cloud Service and a Circuit Meeting Room subscription.

The product can be setup very easily. For normal operation, no keyboard / mouse is required.

Circuit Meeting Room hardware components

Circuit Meeting Room comprises of the following hardware components:

- Small size computer
- High-definition video camera
- Speaker phone

Recommended components are Logitech C925e (camera) and Jabra Speak 410 (speaker phone). A list of additional compatible / supported products is published at: https://wiki.unify.com/wiki/Circuit_Meeting_Room.

NOTICE:

An (HD-) video screen is not available from Unify but any suitable standard product can be used. Standard Full-HD touch screens are supported for the Circuit whiteboard feature.

NOTICE:

Circuit Meeting Room can connect up to two displays.

Circuit Meeting Room software components

Circuit Meeting Room comprises of the following software components:

- **Linux Operating System** (Pre-installed).
- **Dashboard** (Pre-installed): This is a set of setup and configuration web pages.
- **Circuit App** (Pre-installed): This is the Circuit client for the Circuit Meeting Room.

8.1 Setting up a Circuit Meeting Room

Before you begin using a Circuit Meeting Room for audio and video conferencing in a conference room, the Circuit Meeting Room should be setup. The administrator of the Circuit Meeting Room has to perform the following tasks.

Step by Step

1) Place the Circuit Meeting Room hardware components to a conference room.
2) Connect the Circuit Meeting Room device to required accessories and peripherals.

3) Install the required Circuit Meeting Room software via Dashboard.
4) Configure the Circuit Meeting Room for first use via Dashboard.

For detailed instructions, please refer to the Administration documentation of the Circuit Meeting Room (“Circuit Meeting Room, Configuration Guide “).

8.2 Adding a Circuit Meeting Room to Circuit

To have a conference with a Circuit Meeting Room, the Circuit Meeting Room should be first added to Circuit. Only Circuit domain administrators can add a Meeting Room to a Circuit domain.

Prerequisites

- The Circuit Meeting Room is connected to the Internet and turned on.
- The administrator of the Circuit Meeting Room device provided you - the Circuit domain administrator - with the Meeting Room's ID (Device ID) and - optionally - its IP address. Both of them are displayed on the Meeting Room's screen.

To add a Circuit Meeting Room to Circuit, perform the following steps:

Step by Step

1) On the web client, click your user name, and then click **Administration**.
2) Click the **Meeting Rooms** tab.
3) Click **Add Meeting Room**.
4) Enter a **Name** for the Circuit Meeting Room, its **ID** (Device ID), **Location** (optionally), choose a language and click **Add**.

   The Circuit Meeting Room is added to your Circuit domain and a registration code (valid for 24 hours) is automatically generated.
5) Optionally, click **Copy to clipboard**.

   NOTICE:

   If you have been provided with the Circuit Meeting Room’s IP address and Dashboard password, you can login to the Dashboard and easily paste the registration code from the clipboard (see also 6).
6) Provide the administrator of the Circuit Meeting Room with the registration code (via Circuit, email, phone, or any other convenient means).

   NOTICE:

   If the registration code is numeric only, you need to additionally provide the Circuit Server URL.

Next steps

Make sure the registration code is entered into the Circuit Meeting Room to start using it with your Circuit domain.

For security reasons, the registration code expires after 24h. If it was not possible to configure the device in time, you will need to generate and provide a new registration code (see also Generating a new registration code for a Circuit Meeting Room) (unifyportalfaqdetail?category=119459&categoryName=&articleId=120421&structureId=11185).

8.3 Deleting a Circuit Meeting Room from Circuit

As Circuit domain administrator, you can delete a Circuit Meeting Room from your Circuit domain. Only Circuit domain administrators can delete Meeting Rooms.

Step by Step

1) On the web client, click your user name, and then click **Administration**.

2) Click the **Meeting Rooms** tab.

3) Select the meeting room which you want to delete, and then click **Delete**.

4) When prompted to confirm that you want to delete the Meeting Room, click **Yes**.

8.4 Generating a new registration code for a Circuit Meeting Room

As Circuit domain administrator, you can generate a new registration code for a Circuit Meeting Room.

Step by Step

1) On the web client, click your user name, and then click **Administration**.

2) Click the **Meeting Rooms** tab.

3) Select the meeting room for which you want to generate a new registration code, and then click **Regenerate code**.

4) When prompted to confirm that you want to generate a new registration code, click **Regenerate code**.

A new registration code is generated.

NOTICE:

Once a new registration code is generated, the corresponding Circuit Meeting Room will be taken out of operation until the new registration code is successfully entered into the device via Dashboard.

5) Optionally, click **Copy to clipboard**.

Next steps

Provide the administrator of the Circuit Meeting Room with the new registration code (via Circuit, email, phone, or any other convenient means).

NOTICE:

If the registration code is numeric only, you need to additionally provide the Circuit Server URL.

The Circuit Meeting Room should be reconfigured with the new registration code.

8.5 What is shown on the Circuit Meeting Room's idle screen?

The idle screen appears after the Circuit Meeting Room is setup and whenever the Circuit Meeting Room is not in use.

As long as the Circuit Meeting Room is appropriately configured, its idle screen shows the following information:

- Avatar of the Circuit Meeting Room
- Name of the Circuit Meeting Room
- IP Address of the Circuit Meeting Room
- PIN required for adding the Circuit Meeting Room to a session

In case any of the following events occurs, a corresponding error message is shown on the upper part of the idle screen:

- *Unable to connect to the server.*
- *Unable to connect to the Administration Dashboard*
- *Unable to access the second display.*

In that case, the idle screen does not show a PIN.

If the configuration that is used to authenticate your Circuit Meeting Room with a certain Circuit Server is lost, the idle screen shows the following information:

- Device ID of the Circuit Meeting Room
- IP Address of the Circuit Meeting Room
- Prompt message to enter a new registration code, along with short instructions on how to do this
- Input field for the registration code

In case you enter an invalid registration code, the idle screen shows a corresponding error message.

8.6 Adding a Circuit Meeting Room to a conference call

You can add a Circuit Meeting Room to an ongoing conference call that is created in a Conference Bridge or from a group conversation.

Prerequisites

- You need to know the 4-digit PIN code that is shown on the display connected to the Circuit Meeting Room.
- You cannot add a Circuit Meeting Room into a one-to-one call.

To add a Circuit Meeting Room to a conference call, perform the following steps:

Step by Step

1) Start or join a conference from your Circuit client.
2) Click or tap the **Add to conference** icon on the call action bar and then select **Add meeting room**.
3) Enter the name of the Circuit Meeting Room you want to add to the conference, into the **Search** box.

   As you type in the Circuit Meeting Room's name, a list of suggested names is displayed to select from.

   NOTICE:

   You can add only one Circuit Meeting Room at a time.

   ---
4) Select the Circuit Meeting Room that you want to add to the conference and:
   - On the web client and Desktop App, click **Add**.
   - On the Android mobile client, tap .
5) Enter the 4-digit PIN code that matches the one shown on the Meeting Room display.

The Circuit Meeting Room is added to the conference call, it is displayed on the call stage and a notification sound is played.

The Circuit Meeting Room joins the conference call unmuted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. The microphone and speaker of the client you are inviting the Circuit Meeting Room from are automatically muted to avoid feedback.

8.7 Muting or unmuting a Circuit Meeting Room

Procedure

- If you are the person who added the Circuit Meeting Room to the ongoing conference call, you are able both to mute and to unmute the device:
  - On the web client and Desktop App, hover over the avatar of the Circuit Meeting Room in the call stage and click to mute it or to unmute it.
  - On the iOS and Android mobile client, tap on the avatar of the Circuit Meeting Room in the call stage, and then tap **Mute** or **Unmute**.
- As any other conference participant, you are able to mute a Circuit Meeting Room but not unmute it. To mute the Circuit Meeting Room:
  - On the web client and Desktop App, hover over the avatar of the Circuit Meeting Room in the call stage, and click .
  - On the iOS and Android mobile client, tap on the avatar of the Circuit Meeting Room in the call stage, and then tap **Mute**.
- If you are physically in the same room as the Circuit Meeting Room and a standard touch screen is connected to the device, tap on the call action bar that appears on the touch screen to mute the Circuit Meeting Room and to unmute it.

8.8 Starting or stopping video streams coming from a Circuit Meeting Room

During a conference call, you are able to start or stop the video stream coming from a Circuit Meeting Room if any of the following conditions are met:

Prerequisites

- You are the person who added the Circuit Meeting Room to the call

  or

You are physically in the same room as the Circuit Meeting Room and a standard touch screen is connected to it, acting both as a display and an input device.

To start or stop the video stream coming from a Circuit Meeting Room, do the following:

Procedure

- If you are the participant who added a Circuit Meeting Room to the call:
  - On the web client and Desktop App, hover over the avatar of the Circuit Meeting Room in the call stage and click to start the video stream coming for it or to stop it.
  - On the iOS mobile client, tap on the avatar of the Circuit Meeting Room in the call stage or then tap **Enable video** to start the video stream coming for it or **Disable video** to stop it.
- If you are physically in the same room as the Circuit Meeting Room and a standard touch screen is connected to the device, tap on the call action bar that appears on the touch screen to start the video stream or to stop it.

8.9 Disconnecting a Circuit Meeting Room from a conference call

As a participant in an ongoing conference call you are able to disconnect a Circuit Meeting Room from the call.

Procedure

- If you are the person who added the Circuit Meeting Room to the call:
  - On the web client and Desktop app, hover over the avatar of the Circuit Meeting Room in the call stage, click the ellipsis (...) icon, and select **Hang up**.
  - On the iOS and Android mobile client, tap on the avatar of the Circuit Meeting Room in the call stage, and then tap **Hang up**.

- As any other conference participant:
  - On the web client and Desktop App, hover over the avatar of the Circuit Meeting Room in the call stage and click .
  - On the iOS and Android mobile client, tap on the avatar of the Circuit Meeting Room in the call stage and then tap **Hang up**.
- If you are physically in the same room as the Circuit Meeting Room and a standard touch screen is connected to the device, tap on the call action bar that appears on the touch screen.

8.10 Sharing a Circuit Meeting Room with multiple domains

You can share a Circuit Meeting Room that belongs to your domain with other Circuit domains. Once shared, a Circuit Meeting Room can be added to a conference in any of the domains it is shared with, just as if it belonged to them.

You must be a Circuit domain administrator to share a Circuit Meeting Room.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.

2) Click the **Meeting Rooms** tab.

All Circuit Meeting Rooms that belong to your domain are listed in a table.

3) Click the Meeting Room you want to share.

4) Under **Meeting Room sharing** enter the IDs of the domains that you want to share the Meeting Room with.

Each ID must be entered on a separate line.

5) Click **Share**.

6) When prompted to confirm that you want to share the Meeting Room, click **Yes**.

The Meeting Room can be now added to conferences in the specified domains.

7) If you want to stop sharing the Circuit Meeting Room with a domain:

a) Locate the **Shared with domains** section.

b) Next to the domain you want to stop sharing with, click **Remove**.

c) When prompted to confirm that you want to remove the domain from the list of domains the Meeting Room is shared with, click **Yes**.

The Meeting Room can no longer be added to conferences in the specific domain.

8.11 Reporting an issue related to Circuit Meeting Room

If you encountered any problems with Circuit Meeting Room, please report it by sending your log files.

Prerequisites

- You have administration rights on the Circuit Meeting Room Administration Dashboard (or simply Dashboard).
- You are signed in to Circuit.

To collect and send the Circuit Meeting Room log files, perform the following steps.

Step by Step

1) Access the Circuit Meeting Room Administration Dashboard from a computer, smartphone or tablet that is located in the same network as the Circuit Meeting Room:

- Open a web browser and enter therein https://<ip-address>, where <ip-address> is the IP address assigned to your Circuit Meeting Room.
- In case the display connected to the Circuit Meeting Room shows the starting page of the Dashboard, you see a QR code therein. Scan this code with your Smartphone or Tablet to invoke the Dashboard without manually entering its address (URL).

2) Log on to the Dashboard:

a) On the upper right side of the screen, enter your password in the **Password** field.

b) Click **Login**.

3) Download the Circuit Meeting Room logs:

a) Go to the **Maintenance** tab.

b) Click **Download** next to **System Logs**.

4) Go to your Circuit client and report the issue.

- On the web client and Desktop App, click your user name and then click **Report Issue**.
- On the iOS mobile client, tap and then tap **Settings** > **Report issue**.
- On the Android mobile client, go to the top-left side navigation drawer and tap **Report issue**.

A new conversation with a support representative will be created and the diagnostic log files from the Circuit client will be automatically attached to that conversation.

5) Attach the Circuit Meeting Room logs you have downloaded, provide a short description of your issue and then click or tap **Send**.

When describing the issue, please indicate:

a) The approximate time the problem happened

b) How often it occurs

c) What you were doing when the issue occurred

d) Attach any screenshots that might help troubleshoot the issue.

8.12 Display layouts on Circuit Meeting Room

During a conference, the Circuit Meeting Room display can show the videos or images of up to four participants plus the video of the local conference room allowing for an improved and more engaging conference experience. It can also show any screen, application or whiteboard shared during the conference. The way participant videos / images, screen share or whiteboard are arranged on the Circuit Meeting Rooms display(s) is defined by a display layout.

There are three generic display layouts:

- **Large** (default): The active speaker / screen share / whiteboard appears larger on the display.
- **Split**: The active and most recent other speakers all appear equal size on the display.
- **Focus**: Only the active speaker / screen share / whiteboard appears on the display.

The specific layouts applied depend on the number of conference participants, whether screen share or whiteboard is in progress during the conference as well as whether the Circuit Meeting Room is configured with a single or dual display.

All available display layouts are illustrated in the following diagrams. The table below summarizes the different icons used in the diagrams.

	Participant: Video or image of the active speaker or most recent previous speaker.
	Circuit Meeting Room: Video of the local conference room as captured by the Circuit Meeting Room's camera or avatar image of the Circuit Meeting Room. **NOTICE:** This icon is only used when needing to specifically refer to the Circuit Meeting Room
	Screen share
	Whiteboard

When a Circuit Meeting Room is added to a conference, the default generic layout used is *Large*. The person who added the Circuit Meeting Room to the conference (invitee) can change its display layout to *Split* or *Focus* as described in: Changing the display layout for a Circuit Meeting Room.

Single display configuration - Large (default)

Single display configuration - Split

Single display configuration - Focus

When screen share or whiteboard is in progress, the active speaker is shown as an overlay in the bottom-corner of the display. The overlay is timed so as to not permanently hide any details of the screen share or whiteboard.

Dual display configuration - Large (default)

Dual display configuration - Split

With screen share or whiteboard, Display 1 works like a single screen with only participants (videos or images).

Dual display configuration - Focus

NOTICE:

The person who added the Circuit Meeting Room to the conference (invitee) is presented as any other participant.

When there are more participants in the conference than those appearing on Circuit Meeting Room display(s), only the active speaker and the most recent previous speakers are shown on display.

The current active speaker is highlighted in green if more than one participant is shown on display in split view or when screen share or whiteboard is shown in large view (single display).

8.13 Changing the display layout for a Circuit Meeting Room

When a Circuit Meeting Room is added to a conference, it uses a default display layout to arrange participant videos / images, the video of the local conference room and any screen share or whiteboard that is in progress during the call on its display(s). If you are the person who added the Circuit Meeting Room to the call, you can easily select a different display layout as described below.

Step by Step

On the web client and Desktop App, hover over the avatar of the Circuit Meeting Room in the call stage, click the ellipsis (...) icon and select one of the available options under **Display layouts**.

The available options are:

- **Large** (default)
- **Split**
- **Focus**

The option corresponding to the layout that is currently in use is deactivated.

8.14 Swapping content between the Circuit Meeting Room displays

If a Circuit Meeting Room is configured with dual displays, you can easily swap content between its displays at any time during a conference call.

Prerequisites

- You are the person who added the Circuit Meeting Room to the call

  or

You are physically in the same room as the Circuit Meeting Room and a standard touch screen is connected to it, acting both as a display and an input device.

To swap content between the displays, do the following:

Procedure

- If you are the person who added the Circuit Meeting Room to the call:
  - On the web client and Desktop App, hover over the avatar of the Circuit Meeting Room in the call stage, click the ellipsis (...) icon, and select **Swap**.
- If you are physically in the same room as the Circuit Meeting Room and a standard touch screen is connected to the device, tap ⇆ to the left of the call action bar that appears on the touch screen.

9 Circuit Telephony Connectors

The Circuit Telephony Connectors allow you to assign a public or a private directory number to Circuit users, so that they can make and receive phone calls in Circuit, as well as collaborate with non-Circuit users.

There are four types of Telephony Connectors:

1) Hosted Universal Telephony Connector (hUTC)
2) Premise Universal Telephony Connector (pUTC)
3) Advanced Telephony Connector (ATC)
4) OpenScape Business Connector
5) Subscriber Telephony Connector (STC)

The main difference between the two Universal Telephony Connectors, hUTC and pUTC, is the deployment model: hUTC is deployed in the Circuit Cloud, whereas pUTC is deployed on premises (as its name says, Premise Universal Telephony Connector).

Up to 150 Telephony Connectors can be deployed within the same Circuit domain.

NOTICE:

For details please refer to the End-to-end document (available to authorized partners).

Hosted Universal Telephony Connector (hUTC)

The hUTC is a an application running in the cloud that allows you to connect your SIP-based platform to Circuit using a generic SIP trunk. It requires the following:

- A static SIP trunk must be established between your voice platform and Circuit.
- Call routing on your voice platform must be configured.
- If using TLS, security certificates must be provided.

Any Unify or third-party PBX is supported as long as the SIP Trunk is configured. hUTC requires no additional equipment to be deployed at your enterprise.

The hUTC has a limited size (i.e., less than 100 users per Circuit domain) and therefore it is best suited for small and medium-sized business or for initial customer field trials. The hUTC has higher bandwidth requirements than the pUTC or the ATC, since all connections go to and from the Circuit Cloud.

Premise Universal Telephony Connector (pUTC)

The pUTC allows you to provide secure communication between the OpenScape Session Border Controller (OpenScape SBC) and Circuit, using a secure Web Socket for signaling and UDP/ DTLS for media.

Depending on your network configuration, it might be possible to maintain the media stream locally within your enterprise network. This allows direct conversations between phones connected to your voice platform and Circuit, running inside the enterprise network.

This model requires:

- A generic static SIP trunk must be established between your voice platform and Circuit.
- Call routing on your voice platform must be configured.
- An OpenScape Session Border Controller (OpenScape SBC) from Unify should be deployed on premise (hardware or VM solution) running on the supported server voice platforms

  For more information please refer to OpenScape SBC (http://www.unify.com/us/products-services/unified-communications/voice-platforms/session-border-controller.aspx).
- If using TLS, security certificates must be provided.

Any Unify or third-party PBX is supported as long as the SIP Trunk is configured.

The pUTC supports larger installations with many hundred audio ports per UTC (hardware and VM performance dependent). In contrast to the hUTC, the pUTC utilizes less bandwidth by leaving the media traffic within the company's network.

Advanced Telephony Connector (ATC)

The Advanced Telephony Connector (ATC) provides a richer set of features in comparison with the Universal Telephony Connectors. This functionality requires an additional interface to the PBX which is only supported on the Unify PBXs, OpenScape Voice and OpenScape 4000. It extends Circuit into an existing telephony environment by turning it into a softphone and enhances teamwork by allowing Circuit members to easily connect with users of the traditional global telephony network.

ATC allows simple and flexible deployment that supports scalability of traffic optimization, where multiple ATC instances can run on the single, virtual or physical machine. It is also easily maintained via the Circuit settings.

The ATC allows to:

- use One Number Service (ONS), i.e. one phone number and:
  - receive calls at the office phone number, so that no new phone number is required
  - accept an incoming call on all devices, such as web or desktop app, mobile app or desk phone
  - send ONS / office phone number as calling party
- be mobile and move your calls to your needs:
  - use Circuit clients as softphones
  - pull call from other Circuit clients or desk phone
  - push call to desk phone or alternative phone, e.g. mobile phone
  - fallback option for softphone users that are not logged in (allows to hand over to a predefined alternative number, e.g. mobile phone)
- control your calls from the Circuit client:
  - you can dial, accept, reject, do blind or warm transfers, hold/resume, alternate or merge to conference and send DTMF (i.e. Dual-tone multi-frequency signaling) for calls on your desk phone; all these are supported for calls performed: a) on the desk phone, under remote control (CTI), and b) when Circuit is used as softphone

  – you can view the call history with all phone calls; this includes calls preformed on the desk phone; lost calls are indicated for an easy call back
- have conference calls:
  – you can add people on the phone to your ongoing meetings (Meeting outcall)
  – local conference dial-ins can be defined which can provide a short dial-in number and avoid call charges beside potential costs for Internet traffic to the Circuit cloud where the conference call's mixing is executed
- use Circuit Voicemail to record telephony calls received at the office number in Circuit.

OpenScape Business Connector

The OpenScape Business Connector allows you to easily connect your OpenScape Business PBX V2 (with a Service Releases 2 or higher) to Circuit.

The OpenScape Business Connector requires no additional equipment to be deployed at your enterprise. Embedded into the OpenScape Business, this telephony connector interacts with related infrastructure provided by Unify or Service Provider partners' clouds. The feature set is thus optimized for that purpose - it provides a simplified setup and maintenance of telephony user data from the OpenScape Business Web Based Administration (WBM).

OpenScape Business connects to Circuit based on dynamic SIP trunk registration with the Circuit clouds hUTCs and its upfront load balancers. To use the hUTC as an OpenScape Business Connector, make sure that:

- A Circuit domain-specific API key is entered into your OpenScape Business system. This is needed in order to establish a SIP trunk between OpenScape Business and Circuit, and allow maintenance from the WBM.
- Call routing is configured on OpenScape Business and OpenScape Business number is linked to the Circuit user.

The OpenScape Business Connector (with OpenScape Business V2R6 FR2 and higher) allows to:

- use One Number Service (ONS), i.e. one phone number and:
  – receive calls at the office phone number, so that no new phone number is required
  – accept an incoming call on all devices, such as web or desktop app, mobile app or desk phone
  – send ONS / office phone number as calling party
- be mobile and move your calls to your needs:
  – use Circuit clients as softphones
- control your calls from the Circuit client:
  – you can dial, accept, reject, do blind or warm transfers, hold/resume, and send DTMF (i.e. Dual-tone multi-frequency signaling) for calls on your desk phone; all these are supported for calls performed: a) on the desk phone, under remote control (CTI), and b) when Circuit is used as softphone
  – you can view the call history with all phone calls while you are signed in to Circuit.

- have conference calls:
  - local conference dial-ins can be defined which can provide a short dial-in number and avoid call charges beside potential costs for Internet traffic to the Circuit cloud where the conference call's mixing is executed
- with OpenScape Business V2R7 and higher you also have the following options:
  - merge two calls to a conference
  - pull calls from other Circuit clients or deskphone
  - push call to deskphone
  - update client user settings automatically when configuration is updated in OpenScape Business system

Subscriber Telephony Connector (STC)

The Subscriber Telephony Connector (STC) provides a richer set of features and easier setup in comparison with the Universal Telephony Connectors. The STC is designed for and it is only available for ITSPs and very large enterprises in projects which include a validation of the functionality with their voice platforms.

NOTICE:

In most of the cases, the deployment of a Circuit Telephony Connector requires special configuration on the firewall. Our support team will work with your IT department to perform firewall configuration as needed.

9.1 Which Telephony Connector should I choose?

Circuit Telephony Connectors can be deployed as Hosted Universal Telephony Connector, Premise Universal Telephony Connector, Advanced Telephony Connector or OpenScape Business Connector.

All types of Telephony Connectors are available via our monthly packages “Team”, “Professional” and “Enterprise” (https://www.circuit.com/pricing). UTC and ATC are also, available, at the time-limited Field Trials. Service Provides can also request and get custom packages with the Telephony integration.

In order to best choose the most suitable deployment please read the following feature description.

Advanced Telephony Connector (ATC)

The Advanced Telephony Connector solution is the most suitable for large enterprises. It has a tight integration with Unify PBXs, for best user acceptance and consistent feature set.

Circuit registers as SIP party on the voice platform’s ONS. This latter service allows for controlling device availability and provides support for pushing or pulling a call between various devices.

ATC offers remote control (CTI) of the desk phone in the Circuit client, allowing you to dial, accept, reject, transfer, hold or resume, alternate, send DTMF, merge (conference), forward or hand over a call. You can pull a call from other

Circuit clients or the desk phone, as well as push a call to the desk phone or another phone (e.g., mobile phone).

The Advanced Telephony Connector:

- provides deep integration targeting Unify voice platforms
- works with the latest versions of OpenScape platform: OpenScape Voice (V8R1 or later) and OpenScape 4000 (V7R2 or later)
- allows using Circuit as an OpenScape platform soft client
- allows using your existing OpenScape phone number
- allows making and receiving phone calls via Circuit
- allows routing the incoming phone calls to the Circuit clients, desk phone, or your mobile phone, depending on the device status and availability
- provides device presence based on the ONS (Circuit and desk phone)
- offers the following Call Control features:
  - Dial
  - Accept, reject, drop a call
  - DTMF
  - Hold and retrieve
  - Mute/Unmute (this is only available when Circuit is used as a soft phone)
  - Blind Transfer
  - Consultation Call, Warm Transfer, Alternate
  - Accept a second call
- offers the following features to support desk phone usage with remote control (CTI/3rd Party Call Control):
  - Accept a second incoming call
  - Consultation Call, Warm Transfer, Alternate
  - Merge two calls to a conference on the PBX.
- allows moving a call to or from other Circuit clients, the desk phone, mobile phone (i.e., 3rd Party Call Control)
- allows forwarding a call (to the mobile phone or other Alternative number)
- allows all phone calls to be listed in your call history view even when you are signed out.
- offers conferencing and voicemail features.

OpenScape Business Connector

The OpenScape Business Connector solution is the most suitable for small and medium sized enterprises that already use OpenScape Business v2 for Unified Communication and Collaboration.

With the OpenScape Business Connector, a very simple connection to the Circuit cloud is available: a dynamic SIP trunk registration. This requires a Circuit domain specific API key (or Token) to be entered in the Web Based Administration (WBM) of the OpenScape Business. This API key can be obtained in self service from the Circuit domain administration so that the connector can be setup in few minutes.

The OpenScape Business Connector:

- allows for low effort Circuit Telephony setup
- makes use of Circuit Cloud Nodes (hUTC) and load on the OpenScape Business is, thus, avoided
- provides Circuit Telephony user maintenance from the OpenScape Business WBM

- allows preserving existing phone number with ONS support
- offers dual ringing via its ONS support
- allows moving calls between Circuit clients
- allows all phone calls to be listed in your call history view (on web client and Desktop App) or in your phone calls view (mobile client).
- allows making and receiving phone calls via Circuit.
- allows the incoming phone calls to be routed by OpenScape Business to Circuit, to phone devices or both
- provides device presence based on the ONS (Circuit and desk phone)
- offers the following Call Control features:
  – Dial
  – Accept, reject, drop a call
  – DTMF
  – Hold and retrieve
  – Mute/Unmute (this is only available when Circuit is used as a soft phone)
  – Blind Transfer
  – Consultation Call, Warm Transfer, Alternate
  – Accept a second call
  – Merge two calls to a conference (OpenScape Business V2R7 and higher)
  – Pull calls from other Circuit clients or deskphone (OpenScape Business V2R7 and higher)
  – Push call to deskphone (OpenScape Business V2R7 and higher)
- offers conferencing features

The OpenScape Business Connector requires no licence.

Universal Telephony Connector (UTC)

The Universal Telephony Connector solution is designed to support mainly 3rd party Voice platforms (VoIP or hybrid platforms that provide a generic SIP trunk as an interface). Its hUTC model allows low cost entry to Circuit telephony and no SIP registration on the platform.

Since it does not have solution dependency, it works with newer PBXs, as well as with the older PBXs, allowing integration with SIP gateways, third party PBX SIP trunks, or even Cloud PBX SIP trunks.

UTC is available to be deployed on premise (pUTC) or hosted in our data centre (hUTC).

The Universal Telephony Connector (hUTC or pUTC):

- targets mainly customers with a 3rd party PBX
- connects to any phone system with generic SIP trunk
- allows the use of a new Circuit number in addition to your existing PBX number
- allows making and receiving phone calls via Circuit.
- allows the incoming phone calls to be routed by PBX to Circuit, to phone devices or both (if supported by the PBX)
- offers Call Control features such as:
  – Dial
  – Accept, reject, drop a call
  – DTMF
  – Mute/Unmute

- allows moving calls between Circuit clients
- allows all phone calls to be listed in your call history view.
- offers conferencing features.

The Universal Telephony Connector solution is suitable for small and medium-sized business. The on premise version is very recommended for more that 100 users in a site so that call quality and network usage are optimized.

The on premise installation of the Universal Telephony Connector requires specific OpenScape SBC licenses.

Subscriber Telephony Connector (STC)

The Subscriber Telephony Connector (STC) solution is an alternative solution to support 3rd party voice platforms (VoIP or hybrid platforms that provide an option to register as SIP end point). It turns the users of Circuit client into SIP subscribers that register on the voice platform. The connector supports all the telephony features of a softphone.

The STC is designed for and it is only available for ITSPs and very large enterprises in projects which include a validation of the functionality with their voice platforms. While the STC can support any amount of users it, also, allows for ITSPs a lowest cost support for mass business with small customers.

The STC is designed to be setup in co-location with the voice platform (e.g. at the ITSP's Cloud PBX).

The Subscriber Telephony Connector:

- targets mainly large enterprises (franchising) with a 3rd party PBX
- connects to any phone system that supports SIP options
- allows the use of the existing PBX phone numbers
- allows making and receiving phone calls via Circuit.
- doesn’t require any routing configuration to route calls on PBX, since Circuit client registers directly on the PBX
- allows the incoming phone calls to be routed by PBX to Circuit, to phone devices or both (if supported by the PBX)
- offers the following Call Control features (if supported by the PBX):
  - Dial
  - Accept, reject, drop a call
  - DTMF
  - Mute/Unmute
  - Blind Transfer
  - Consultation Call, Warm Transfer, Alternate
  - Accept a second call
  - Merge two calls to a conference in Circuit
- allows moving calls between Circuit clients
- offers voicemail feature

9.2 Requesting the Hosted Universal Telephony Connector (hUTC)

As an administrator, you can integrate Circuit with your existing voice platform and allow users in your domain to make and receive phones calls.

Prerequisites

- A static SIP trunk must be established between Circuit and your voice platform.
- Call routing on your voice platform must be configured.
- If using TLS, security certificates must be provided to make sure that the call transmission is secure and cannot be intercepted by third parties.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.

2) Click the **Telephony** tab.

All Circuit Telephony Connectors that have been previously configured for your domain (if any), either single or in pools, are listed in a table.

3) If no telephony connector is yet configured for your domain:

a) Click the **Add telephony connector** link.

b) On the popup window that opens, click **UTC**.

A new Circuit conversation with the Unify support team is started and you can request assistance with setting up the Hosted Universal Telephony Connector.

The support team will come back with a form so that required parameters are collected and exchanged between them and you.

4) If at least one telephony connector has been configured for your domain, click the **Add telephony connector** button that is located below the connectors list.

The existing conversation with the Unify support opens and you can request assistance with setting up a new Hosted Universal Telephony Connector.

9.3 Requesting the Premise Universal Telephony Connector (pUTC)

As an administrator, you can integrate Circuit with your existing voice platform and allow users in your domain to make and receive phones calls.

Prerequisites

- An OpenScape Session Border Controller (OpenScape SBC) from Unify running on the supported server voice platform.
- A static SIP trunk must be established between Circuit and your voice platform.
- Call routing on your voice platform must be configured.
- If using TLS, security certificates must be provided to make sure that the call transmission is secure and cannot be intercepted by third parties.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Telephony** tab.

   All Circuit Telephony Connectors that have been previously configured for your domain (if any), either single or in pools, are listed in a table.
3) If no telephony connector is yet configured for your domain:
   a) Click the **Add telephony connector** link.
   b) On the popup window that opens, click **UTC**.

   A new Circuit conversation with the Unify support team is started and you can request assistance with setting up the Premise Universal Telephony Connector.

   The support team will come back with a form so that required parameters are collected and exchanged between them and you.
4) If at least one telephony connector has been configured for your domain, click the **Add telephony connector** button that is located below the connectors list.

   The existing conversation with the Unify support opens and you can request assistance with setting up a new Premise Universal Telephony Connector.

9.4 Requesting the Advanced Telephony Connector

As administrator, you can integrate Circuit with your existing voice platform and allow users in your domain to make calls and receive calls through the Circuit application, in order to collaborate with the non-Circuit users.

Prerequisites

- An OpenScape Session Border Controller (OpenScape SBC) from Unify running on supported server voice platform.
- A static SIP trunk must be established between Circuit and your voice platform.
- Call routing on your voice platform must be configured.
- If using TLS, security certificates must be provided to make sure that the call transmission is secure and cannot be intercepted by third parties.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Telephony** tab.

   All Circuit Telephony Connectors that have been previously configured for your domain (if any), either single or in pools, are listed in a table.

3) If no telephony connector is yet configured for your domain:

a) Click the **Add telephony connector** link.
b) On the popup window that opens, click **ATC**.

A new Circuit conversation with the Unify support team is started and you can request assistance with setting up the Advanced Universal Telephony Connector.

The support team will come back with a form so that required parameters are collected and exchanged between them and you.

4) If at least one telephony connector has been configured for your domain, click the **Add telephony connector** button that is located below the connectors list.

The existing conversation with the Unify support opens and you can request assistance with setting up a new Advanced Telephony Connector.

9.5 Obtaining the Circuit Telephony Connector

As soon as the customer places an order for the Circuit Universal or Advanced Telephony Connectors to be deployed on premise, the Sales Representative from Unify or the Channel Partner who received the order, will meet with the customer to proceed with the implementation.

Prerequisites

- The customer is already a Circuit customer with several active Circuit users without a Circuit Universal or Advanced Telephony Connector.
- The customer who requests the Advanced Telephony Connector already has an Unify OpenScape Voice (V8R1 or later) or Unify OpenScape 4000 (V7R2 or later).

Step by Step

1) A consultant meets with the customer to clarify:

a) Expected usage of Circuit (i.e., to determine bandwidth requirements). This will include topics like end-user behavior and usage of features that might impact bandwidth and quality of service and security-related expectations (e.g., for encryption).
b) Determine the available bandwidth and compare it to the expected QoS requirements.
c) Determine performance requirements.
d) If the customer already has an OpenScape SBC, then determine whether it can be used as Telephony Connector (pUTC or ATC).
e) Discuss with the customer their security policies and explain any required changes.
f) Determine the current software versions of OpenScape SBC (if present), OpenScape Voice or OpenScape 4000 (for customers interested in ATC) and if software upgrade is needed.
g) For customers interested in pUTC, discuss with customers' representatives and his potential 3rd party PBX service partner their integration needs.
h) Identify the required human resources needed from the customer side and available time windows.

2) A consultant decides if there is a need:

- **a)** to add a new OpenScape SBC
- **b)** for additional bandwidth (i.e., trunks or internal bandwidth)
- **c)** to upgrade the OpenScape SBC or OpenScape Solution for compatibility reasons
- **d)** to change security configurations.

3) After the meeting, a project plan is proposed, including milestones, Unify and Customer resources as well as a time plan.

4) The Sales Representative from Unify or the Channel Partner, who has received the order, prepares the offer to the customer with a project plan and an SOW that includes the following:

- **a)** a new OpenScape SBC (if required)
- **b)** additional capacity that might be required (e.g., for SIP trunks)
- **c)** update or upgrades to the OpenScape SBC or OpenScape Solution (if required)
- **d)** service work for the OpenScape SBC installation and configuration
- **e)** service work for the PBX (if it is a Unify PBX)
- **f)** offer for a mass rollout (optional)
- **g)** offer for end-user enabling or training (optional).

5) Once the customer receives the SOW:

- a) The customer orders the OpenScape SBC (if needed).
- b) Maintenance window(s) are scheduled for installs or upgrades. This requires synchronization between Circuit, SBC and PBX teams.
- c) The OpenScape SBC is installed (if needed) or upgraded to the required version.
  - SIP trunks are installed.
  - Arrangements are made for the customer to perform firewall and security configuration as needed.
- d) The ATC or pUTC Client in the OpenScape SBC is configured and:
  - The license from CLS is fetched.
  - The SIP trunks are set up, as necessary.
  - Project specific information is documented.
- e) Any necessary configuration work in the Circuit Cloud and PBX is performed.
- f) PBX is configured for seamless interworking with the Telephony Connector (Call number routing, dial information for outgoing calls, CLIP, etc).
- g) Acceptance testing is conducted and:
  - The Customer Domain Administrator must administrate first test users (in Circuit and on PBX).
  - Tests are performed to verify the pUTC or ATC functionality.

6) Acceptance criteria are met and the customer signs off.

9.6 Setting up the Circuit Universal or Advanced Telephony Connectors

The following things have to be taken into consideration when setting up the Circuit Telephony Connectors hUTC, pUTC or ATC:

- A Circuit Telephony Connector needs to be set up for the customer, either on their premise (pUTC or ATC) or in the Circuit Cloud (hUTC).
- The premise Universal Telephony Connector (pUTC) supports the integration of the OpenScape Session Border Controller (OpenScape SBC) with any Unify or third party PBX.
- In the case of the Advanced Telephony Connector (ATC), Unify's OpenScape Session Border Controller is integrated with one of the Unify PBXs, OpenScape Voice or OpenScape 4000, to offer a richer set of features in addition to those of pUTC.
- Configurations requirement are:
  - The hUTC configurations need to be made in Circuit, OpenScape SBC and the chosen, Unify or third party, PBX.
  - The pUTC configurations need to be made in Circuit, OpenScape SBC and the chosen, Unify or third party, PBX.
  - The ATC configurations need to be made in Circuit, OpenScape SBC and the chosen Unify PBX (OpenScape Voice or OpenScape 4000).

The customers' domain administrator (and PBX administrator) has to perform the following tasks:

- request the Circuit Telephony Connectors
- check for active SIP trunks in Circuit
- for ATC, configure users on PBX, so that the existing users have the OpenScape Mobile login and Auto-pilot configured
- for UTC, configure call forwarding
- configure receiving calls for the Circuit users via Call forwarding, Dual ringing with deskphone or One Number Service (ONS), if supported by the voice platform
- provide the Unify support representative with the following information:
- Domain ID

  IP/DNS for SIP trunk access to voice platform via Internet

  Security certificate if using TLS (this is recommended)
- basic setup of OpenScape SBC for which Hardware or VM needs to be provided in advance.

Additional configuration related to the Circuit Telephony Connectors is described in the following sections:

- UTC users administration: assigning a default Caller ID for outgoing Circuit phone calls
- UTC users administration: assigning a Circuit phone number and Caller ID to a user
- ATC users administration
- Configuring the Conference dial-in numbers.

For detailed instructions, please refer to the End-to-end document.

9.7 Setting up the OpenScape Business Telephony Connector

The OpenScape Business Telephony Connector allows easy integration of Circuit with the OpenScape Business (V2R6 or later). The connector can be semi-automatically configured and enabled in a few minutes. It requires your domain administrator to generate a Circuit domain specific API key (or Token) and your OpenScape Business Service partner to enter this API key into the PBX and assign phone numbers to Circuit users through the Web Based Administration (WBM) of the OpenScape Business.

To generate an API key as a domain administrator, you have to perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Telephony** tab.

   All Circuit Telephony Connectors that have been previously configured for your domain (if any), either single or in pools, are listed in a table.
3) If no telephony connector is yet configured for your domain, click **Add telephony connector**. Otherwise navigate to the **Manage settings and routing rules** area.
4) To generate a new API key for connecting your OpenScape Business system with your Circuit domain, click **Generate API key**.

   The API key for your OpenScape Business is generated.

   NOTICE:

   You may copy the API key to your clipboard, by clicking **Copy to clipboard**.
5) To view the existing API key, click **Show API key**.
6) To regenerate the API key for your OpenScape Business, click **Regenerate API key.** When prompted to confirm that you want to regenerate the API key click **Generate**.

   A new API key for your OpenScape Business is generated.

   The old API key becomes invalid and existing connections from all your OpenScape Businesses to Circuit are disabled.

Next steps

Once the API key is (re)generated, your need to communicate it to your OpenScape Business Service partner who, then, has to perform the following steps:

1) Enter the API key to the OpenScape Business system in order to (re)establish a dynamic SIP trunk between the OpenScape Business and Circuit.
2) Configure call routing on the OpenScape Business system and link OpenScape Business numbers to Circuit users.

INFO:

A detailed description of the setup within OpenScape Business can be found at the following documents:

- How to Configure the Circuit OpenScape Business Connector (PDF)

- Circuit OpenScape Business Connector Use Cases and Hints (PDF).

The description is for the EU Circuit and Telekom Circuit.

9.8 Checking the status of the Circuit Telephony Connectors

The current status of the Circuit Telephony Connectors is displayed under **Administration** > **Telephony** tab.

There is one indicator for each Telephony Connector, i.e.

- indicator for each OpenScape Business Telephony Connector.
- indicator for each Universal Telephony Connector
- indicator for each Advance Telephony Connector

  This indicator shows if the WebRTC part of the Telephony Connector can log on to Circuit. In case it can log on, the indicator is green. Otherwise, it is red. Generally, if the heartbeat on the SIP trunk fails, the indicator switches back to red. (The prerequisite is that the SIP trunk must be active.)

9.9 Suspending a telephony connector

Suspending a telephony connector will disable telephony for all users assigned to it. Only administrators can suspend a telephony connector.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Telephony** tab.

   All Circuit Telephony Connectors that have been previously configured for the domain, either single or in pools, are listed in a table.
3) Select the telephony connector that you want to suspend.
4) Locate the **Connector settings** area and switch the **Suspend** slider to on.
5) If there are no active calls on the connector, it will be immediately suspended.
6) If there are active calls, the connector will be suspended as soon as no calls are in progress. To immediately suspend the connector, click **Suspend now**.

The administrator can reinstate the telephony connector at any time.

9.10 Reinstating a suspended telephony connector

You can reinstate a telephony connector that has been suspended. Only administrators can reinstate a telephony connector.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.

2) Click the **Telephony** tab.

All Circuit Telephony Connectors that have been previously configured for the domain, either single or in pools, are listed in a table.

3) Select the telephony connector that you want to reinstate.

4) Locate the **Connector settings** area and switch the **Suspend** slider to off.

Reinstating a suspended telephony connector may take several minutes to complete.

9.11 Circuit Telephony Connectors known issues and restrictions

The following restriction is related to the PBX:

- It is not supported for the same user to have Circuit ATC and OpenScape UC functionality enabled at the same time. As for other CTI solutions, we only support some Unify applications which have been adopted and validated at the same user.

For detailed restrictions, please refer to the Administration documentation of the corresponding voice platform (OpenScape Voice or OpenScape 4000) on E-Doku.

9.12 UTC users administration: assigning a default Caller ID for outgoing Circuit phone calls

You can assign a default Caller ID to enable outgoing Circuit phone calls for all users in your domain, for whom a unique Caller ID has not been assigned.

Since people might call back users at this number, the Default caller ID should be a publicly available phone number in your company's dial plan. We recommend using an attendant number.

Step by Step

1) On the web client, click your user name, and then click **Administration**.

2) Click the **Telephony** tab.

3) In the **Default caller ID** box, type the default caller ID that you want to assign to all the users in your domain.

The default Caller ID has been assinged to the users. It is valid only for users who have not been assigned a unique Caller ID.

9.13 UTC users administration: assigning a Circuit phone number and Caller ID to a user

Once the Universal Telephony Connector is configured and active, you can assign a Circuit phone number to a user in your domain so that they are able to receive incoming phone calls through Circuit, via the voice platform.

> **NOTICE:**
>
> To display a Caller ID rather than the user's phone number during an outgoing call, you can assign a Caller ID to the user. This is typically used to allow people calling back a certain Circuit user on their office number, while a different number is used for receiving calls in Circuit from the voice platform.

Step by Step

1) On the web client, click your user name, and then click **Administration**.

2) Click the **Users** tab.

3) Select the user to whom you want to assign a Circuit phone number or caller ID.

4) In the **Phone number** box, type the phone number that you want to assign to the user. There might be a slight delay before the phone number is functional.

> **NOTICE:**
>
> It is recommended to have the Phone number in E.164 format. Any other format forwarded by PBX should be also accepted because there is no number normalization.

5) In the **Caller ID** box, type the caller ID that you want to assign to the user. The Caller ID will be displayed rather than the user’s phone number during all outgoing calls and takes precedence over the default Caller ID (if configured).

> **NOTICE:**
>
> For the ATC, the Phone number and the caller ID is the same as the ONS number on the users business card.

9.14 UTC users administration: importing users via CSV file

As an administrator you have the opportunity to create multiple Universal Telephony Connector (UTC) users by importing their data in CSV format.

Prerequisites

- Create a CSV (Comma Separated Values) file that contains data necessary for the bulk creation of the Universal Telephony Connector users.

NOTICE:

To created a valid CSV column headers, for your own convenience, place the following text string within the single row:

`email,last name,first name,Circuit phone number,Caller ID,assigned TC`

The `Circuit phone number` is mandatory for receiving calls in Circuit. To make an outgoing call in Circuit, the `Circuit phone number` might be overwritten by the user's number on the PBX, in order to allow callback on that number.

The `assigned TC` is optionally, since we can use Regular Expressions to determine the used Telephony Connector in case there are multiple telephony connectors active in your Circuit domain.

The example of one valid CSV file is shown below:

`a@a.com,Smith,John,+4989100111111,11111,,`

`b@a.com,Brown,George,+498910012222,22222,,`

`c@a.com,Black,Jim,+498910013333,33333,,`

Step by Step

1) On the web client, click your user name, and then click **Administration**.

2) Click the **Users** tab.

3) To invite multiple users, select **Invite multiple** users from the drop-down menu.

An empty text area will be displayed.

4) Copy and paste the content of the CSV file into the empty text area and then click **Invite**.

The system verifies the provided content and displays error messages in case of invalid formats.

The new users, with the assigned UTC, will be created in your domain.

9.15 ATC users administration

If you want a user in your domain to make and receive phone calls through Circuit, via your voice platform, you must assign a Telephony Connector to that user.

The Advanced Telephony Connector (ATC) provides a richer set of features in comparison with the Universal Telephony Connectors. This functionality requires an additional interface to the PBX which is only supported on the Unify PBXs, OpenScape Voice and OpenScape 4000.

Step by Step

1) On the web client, click your user name, and then click **Administration**.

2) Click the **Users** tab.

3) Select the user to whom you want to assign an ATC.

A **Manage user** screen will be displayed.

4) Fill in the following ATC related information:

a) From the **Connector** drop-down select the correct ATC.

> **NOTICE:**
>
> In case of an OpenScape 4000, it is important to select the correct ATC that has direct connection to the SoftGates vHG 3500, where users need to be registered. Otherwise, the registration will fail and users will not be able to get requested telephony features. If users have to be registered at different SoftGates or different vHG 3500 of the same SoftGate, then multiple virtual ATC configurations are feasible on one SBC appliance or Virtual Machine.

b) Fill in the **Phone number**.

> **NOTICE:**
>
> For the ATC, the user's Phone number and the caller ID is the same as the ONS number on the user's business card.

Next steps

> **NOTICE:**
>
> Detailed instructions on how to configure a SIP trunk for a specific Unify voice platform, can be found in the corresponding Administrator documentation on E-Doku.
>
> For more information regarding bulk creation of the ATC users, please refer to ATC users administration: importing users via CSV file (https://www.circuit.com/unifyportalfaqdetail?articleId=104903).

9.16 ATC users administration: importing users via CSV file

As an administrator you have the opportunity to create multiple Advanced Telephony Connector (ATC) users by importing their data in CSV format.

Prerequisites

- Create a CSV (Comma Separated Values) file that contains data necessary for the bulk creation of the Advance Telephony Connector users.

NOTICE:

To created a valid CSV column headers, for your own convenience, place the following text string within the single row:

`email,last name,first name,ONS number,Caller ID,assigned TC`

The `ONS number` and `assigned TC` are mandatory data.

The `Caller ID` is relevant to the UTC and not ATC users provisioning, and it is not used here.

The example of one valid CSV file is shown below:

```
a@a.com,Smith,John,+4989100111111,,GTC001
b@a.com,Brown,George,+498910012222,,GTC001
c@a.com,Black,Jim,+498910013333,,GTC001
```

Step by Step

1) On the web client, click your user name, and then click **Administration**.

2) Click the **Users** tab.

3) To invite multiple users, select **Invite multiple** users from the drop-down menu.

An empty text area will be displayed.

4) Copy and paste the content of the CSV file into the empty text area and then click **Invite**.

The system verifies the provided content and displays error messages in case of invalid formats.

The new users, with the assigned ATC, will be created in your domain.

9.17 Configuring the Conference dial-in numbers

A domain administrator, that has enabled the Circuit Telephony Connector(s), has the opportunity to configure one or more dial-in numbers and allow users to attend Circuit conferences via the Public Switched Telephony Network (PSTN). In this way the company's VoIP infrastructure can be used to reduce the call charges.

Smaller companies (that use hUTC) might be especially interested in the central public dial-in numbers provided by Unify (if it is available in their country), since this allows them to save capacity on their local PBX and their Internet Service Provider connection.

NOTICE:

Despite the local dial-in via SIP trunk to pUTC, all the traffic for conferences including all media traffic goes to the Circuit Cloud Media nodes.

Configurable dial-in numbers bring the following features and advantages:

- free of charge calls from customer PBX network (for internal calls)
- local dial-in (for your colleagues and external partners)
- custom bridge numbers can be easily communicated to the participants of a conference.

To configure the Conference dial-in numbers perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Administration**.

2) Click the **Conferences** tab.

You can choose to utilize the **System conference numbers** or to use **Custom conference numbers** and configure additional dial-in numbers.

3) Navigate to the **System conference numbers** area to select and use the default dial-in numbers for the conferences in your domain.

4) Navigate to **Custom conference numbers** area to configure additional dial-in numbers for the conferences in your domain.

a) Click **Add conference number** and provide the following information:

a) **Name** - the name of the custom conference number

b) **Country** - from the drop-down list select the country that corresponds to the custom conference number.

c) **Language** - from the drop-down list select one of the available languages: English, German, Spanish, French, Italian, Russian, Chinese, Brazilian Portuguese, Dutch or Catalan.

d) **Type** - from the drop-down list select one of the available types: Toll, Toll free or Local.

e) **Number** - it is recommended to have this number in E.164 format, but any other format forwarded by PBX should be also accepted since there is no number normalization.

b) Click **Add**.

The new dial-in number will be added.

The conference URL and PIN are displayed in the Circuit web, desktop and mobile clients, so that users can dial in to Circuit conferences using provided global or local dial-in numbers in combination with a PIN.

Next steps

NOTICE:

A change of local dial-in number is not advertised dynamically to the users of pre-existing conversations.

Custom dial-in numbers configured in Circuit can be automatically configured on the OpenScape Session Border Controller (OpenScape SBC) as well, if the version of the OpenScape SBC used is V9 R3.26.1 or later. For more information, please refer to: Synchronize automatically the voicemail and conference dial-in number settings to OpenScape SBC (https://www.circuit.com/unifyportalfaqdetail?articleId=148946).

If an earlier version of the OpenScape SBC is used, custom dial-in numbers must be manually configured on the OpenScape SBC.

9.18 Configuring conference dial-out

Domain administrators that have enabled Circuit Telephony Connector(s) are able to control whether users in their domain are allowed to dial-out directly to someone with a phone number and add them into a conference call in progress. By default, conference dial-out is allowed for every user in the domain. Domain administrators have the opportunity to restrict dial-out only to Circuit Telephony users or disable it at all.

Once conference dial-out is enabled, domain administrators can choose whether a prefix is to be automatically added to the dialed-out number. By default, no prefix is added. Domain administrators have the option to change this setting and specify the prefix of their choice. The company's voice platform can be then configured to have specific routing rules for calls to numbers starting with this prefix, i.e. specific rules for routing conference dial-out calls.

To configure conference dial-out to phones, proceed as follows:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Administration**.

2) Click the **Conferences** tab.

3) To enable conference dial-out, switch the **Enable dial-out** slider to ON (default).

4) If conference dial-out is enabled:

a) Control for whom this feature is enabled by choosing one of the following: **For everyone** or **Only for users with telephony functionality**.

b) Specify whether to add a prefix to the dialed out number by choosing one of the following: **No prefix** (default) or **Add prefix**.

c) If **Add prefix** is selected, enter the prefix you want to be automatically added to the dialed-out number.

Prefix must contain only the following characters: 0-9, *, and #.

5) To disable conference dial-out, switch the **Enable dial-out** slider to OFF.

9.19 Managing routing rules

As an administrator you can create one or more routing rules to route and distribute phone calls made through Circuit, based on the origin and the destination phone number.

Prerequisites

A number of Circuit Telephony Connectors have been setup and enabled to allow users in your domain make and receive phone calls through the Circuit.

The routing rules you define are taken into effect in the following cases:

- A user in your domain is not assigned to a telephony connector.
- A user in your domain dials out from a conference call.

Routing rules are displayed in a table. Each entry in this table consists of the following:

- **Origin regular expression**: The originating caller's phone number should match the pattern specified in the regular expression you provide.

> **NOTICE:**
>
> A regular expression is sequence of symbols and characters used to validate a sequence of digits to ensure it matches a predefined pattern.

- **Destination regular expression**: the called number should match the pattern specified in this regular expression you provide.
- **Application**: Indicates whether the rule applies to phone calls, dial out from a conference call, or both.
- **Connectors**: Lists all the Circuit Telephony Connectors that have been setup for your domain and can be used to route a call when the rule is applied.

A routing rule is matched when the originating caller's phone number matches the Origin regular expression and the called number matches the Destination regular expression.

There is predefined routing rule shown always at the bottom of the table. This corresponds to the default routing rule applied when none of the other rules are matched. You cannot delete this predefined rule. You can only choose between **NONE** (none of the correctors will be used and the call will fail) or **ANY** (any connector that is up will be randomly selected to route the call).

To manage routing rules, proceed as follows:

Step by Step

1) On the web client or Desktop App, click your user name and then click **Administration**.

2) Click the **Telephony** tab.

3) Navigate to **Manage settings and routing rules** area.

4) To add a new routing rule:

a) Fill in the **Origin Regular Expression** and the **Destination Regular Expression** fields.

> **NOTICE:**
>
> An empty field corresponds to any phone number.

b) Select the **Application** the rule should apply to.

c) Choose one or more of the **Connectors** each rule should use.

d) To add more rules click **Add Rule** and a new entry will be displayed.

5) To modify a routing rule, select the rule you want to edit and, then, update it as required.

6) To delete a routing rule, click **Delete** to the right of the rule.

7) To change the order of a routing rule, hover over the rule that you want to move, then select the down or up arrow and move the rule.

8) To test the routing rules you have defined:

a) Enter a phone number in the **Origin** and one in the **Destination** field.

b) Choose the application (**Phone call** or **Dial-out**).

c) Choose **Include Status**, if the status of the telephony connectors is taken into account or **Ignore status** otherwise.

d) Click **Save and Test**.

Matched rules are displayed with a green tick indicator and non-matched rules with a red-marked indicator. The first matched rule is then one that will be applied.

> **NOTICE:**
>
> Rules are ordered from highest to lowest priority by their order in the table. You can create up to 200 routing rules.

> **NOTICE:**
>
> Any change in the routing rules table is automatically saved when you click the **Save and Test** button, or when you navigate to another area within Circuit (other than the **Telephony** tab).

Example

Example

The following example describes how to create routing rules based on specific requirements.

Company X has two locations, one in City A and the second in City B. The employees in City A have direct numbers +1561923XXX while employees in City B have direct numbers +1954924XXX.

Assuming that we have the following routing requirements:

- Employees from any city calling another employee of any city should only need to dial the extension number 2XXXX. However, when employees from City A call another on City B they should use telephony connector TC1 while when employees from City B call another on City A they should use TC2 or TC3.

- Employees within City A should call each other through connector TC4.
- Employees within City B should call each other either through connector TC2 or TC5.
- Employees from any City calling the IT Help Desk at extension 29999 should use TC6.
- Employees from any City calling outside the company by dialing the exit code 8 should use any available telephony connector except TC6. If all other connectors are unavailable, TC6 should be used.

So based on these requirements the routing table could be:

Origin Regular Expression	Destination Regular Expression	Connectors
^\+1561923\d{4}$	24\d{3}	TC1
^\+1561923\d{4}$	23\d{3}	TC4
^\+1561924\d{4}$	24\d{3}	TC2, TC5
^\+1561924\d{4}$	23\d{3}	TC2, TC3
Any	29999	TC6
Any	8\d*	TC1, TC2, TC3, TC4, TC5
Any	Any	Any

NOTICE:

Application field has been omitted for simplicity.

9.20 Phone calls

The Circuit Telephony Connector allows users to establish phone calls between the Circuit client and legacy telephony devices, connected to the public switched telephony network (PSTN) via the voice platform.

Prerequisites

- When using the UTC or the OpenScape Business Telephony Connector, your domain administrator must assign a phone number to you, so that you can receive incoming Circuit phone calls.
- When using the ATC either with OpenScape Cloud or with your on premise PBX, your domain administrator must enable the telephony support for you, so that your office phone number will be used to make and receive phone calls in Circuit.

NOTICE:

The first time that you attempt to sign in to Circuit (after the Telephony Connectors have been enabled) you will be asked to read and accept the Emergency Call Disclaimer.

By accepting it, you acknowledge that you will not use Circuit to make emergency calls as it might provide incorrect location information to the emergency service provider. If you need to make an emergency call, use a land line or a mobile phone.

If you use both the web and the mobile client, you will be asked to accept this disclaimer separately on each client. Once accepted, the Emergency Call Disclaimer will not appear again, except if the mobile client is uninstalled and installed again on the device(s).

The **Call history** view (web client and desktop App), or the **Phone calls** view (mobile client), contains the logs of all the phone calls made through your work number via Circuit or desk phone. In addition, you can use this call log to directly place phone calls via Circuit to any of the contacts or numbers listed in the log.

Step by Step

1) To open the call log:

- On the web client and Desktop App, navigate to > **Call history**. It is located in the pane on the left of the Circuit application.
- On mobile client, tap the phone icon ( ) on the bottom-right of your screen. The **Phone calls** view opens.

On web client or Desktop App, the **Call history** view opens displaying the call log (history) containing the following items:

- **All** calls
- **Missed** calls and calls that could not be completed (shown in red color)
- **Dialed** numbers (Outgoing, Not answered, Failed)
- **Received** calls (Incoming, Declined)
- **Redirected** calls (forwarded or hunted)

NOTICE:

When you have a phone call with another Circuit user, the user's avatar will be displayed in the call log. If you want to send a message to another Circuit user you had a phone call, you can hover over the user's call log and click on the right of the call entry. An direct conversation opens with the person you had the phone call.

On the mobile client, the **Phone calls** view opens, displaying the call log (history) containing the following items:

- Incoming calls ( )
- Outgoing calls ( )
- Missed calls (shown in red color)
- Unanswered calls ( )
- Declined calls (!)
- Redirected calls (forwarded or hunted)

For each **Dialed** number and **Received** call the duration of the call is displayed next to the time of the call.

The call log is sorted by date and time.

2) To place Circuit phone calls directly from the call log, proceed as described in *Making a phone call to a recent contact* (https://www.circuit.com/unifyportalfaqdetail?articleId=55975).

9.21 ATC users: Setting up your Advanced Telephony Connector in Circuit

The Advanced Telephony Connector allows making outgoing phone calls and receiving incoming phone calls via the Circuit application using your work phone number.

By default, incoming phone calls will ring on all of your Circuit clients and desk phone. On no answer, after a set time, 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.

If the default option is chosen, 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.

You can also set up call forwarding if you want to redirect your phone calls to another person when you are out of the office or unavailable.

The initial setup of the Advanced Telephony Connector is done by your administrator. All additional settings of your Advanced Telephony Connector can be done by you. For more information, please refer to:

- Setting an alternative number, https://www.circuit.com/unifyportalfaqdetail?articleId=132250
- Configuring incoming call routing, https://www.circuit.com/unifyportalfaqdetail?articleId=132268
- Configuring busy settings, https://www.circuit.com/unifyportalfaqdetail?articleId=132259
- Enabling call forwarding, https://www.circuit.com/unifyportalfaqdetail?articleId=132241

- Setting the ring time before a phone call is routed to alternative number (https://www.circuit.com/unifyportalfaqdetail?articleId=139681)

9.22 Making a phone call

All Circuit Telephony Connectors allow users to make and receive phone calls through the Circuit application. To receive incoming phone calls, the domain administrator has to assign a phone number to the user in the domain.

Prerequisites

- The Circuit Telephony Connector needs to be set up and enabled to allow Circuit users to make and receive phone calls through the Circuit application.

Step by Step

1) To make a new phone call:

On the web client and Desktop App:

a) Click located on the left pane of Circuit application.

The dialpad opens and your personal phone number is displayed at the bottom left of your screen, above the dialpad.

b) Enter a name or a phone number into the box at the bottom left of the application.

As soon as you start typing, the search results are displayed in the results list.

On the web application and Desktop App you can call global or private contacts from your contact list of your Google or Exchange connector account, if you have configured it.

NOTICE:

When you start typing a phone number to make a phone call, the results will contain phone numbers corresponding only to your private Google or Exchange contacts. In order to have the previous results, check that you sign in using a private computer. the first time you log in, it will take a few minutes to see the search results.

c) Hover over an existing phone number from the ones suggested and click .

In case the phone number you entered is not listed in the search results, you can still dial this number by clicking **Call.**

You can also copy and paste a phone number followed by a comma and then any DTMF command to dial-in into a conference or to reach automatically any service in a call center.

On the iOS mobile client:

a) Tap the telephony icon( ) on the bottom-right of your screen. The **Phone calls** view opens.

b) Tap **Search** below the conversation header and enter the name or number into the text box. As soon as you start typing, the search results are displayed in the results list. Tap on number in the results list to start the phone call.

c) To just dial a number you know, tap **Dial** below the conversation header, enter the phone number you want to call using the dialpad and tap .

On the Android mobile client:

a) Tap the telephony icon ( ) on the bottom-right of your screen. The **Phone calls** view opens.

b) Tap and enter a name or phone number in the text box that appears in the conversation header. Tap on a name or number in the results list to start the phone call.

c) To just dial a number you know, tap the dialpad icon enter the phone number you want to call and tap .

If you are an ATC user and you selected to make your phone call via your desk phone or alternative number, Circuit will first make a call to this device and as soon as you answer the call, it establishes a call to the callee.

2) If you are an Advanced Circuit Telephony user, anytime you want you can choose among the **Circuit client**, **Desk phone** and **Alternative number** (if you have specified one) to make your phone calls from, as follows:

- On the web client and Desktop App, select the arrow next to the **Call** button at the bottom of the left pane, and choose your preferred option.
- On the iOS mobile client, the selected device is shown on the bottom bar of the **Phone calls** view and can be changed by tapping to the bottom-right corner**.**

Your choice will be remembered.

3) To end the call, click or tap .

Next steps

Other useful things you can do while on a phone call:

- Mute or unmute the microphone
- Place a phone call on hold or resume a held phone call (https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=123586&structureId=11185)
- Send DTMF commands (https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=123541&structureId=11185)
- Pull an ongoing phone call to another device (https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=123532&structureId=11185)

If you are an Advanced Circuit Telephony user, you can also:

- Push an ongoing phone call to desk phone or alternative device (https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=123568&structureId=11185)
- Transfer a phone call (https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=123577&structureId=11185)
- Make a second parallel call (https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=123550&structureId=11185)
- Merge two parallel calls (https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=123559&structureId=11185)

9.23 Making a phone call to an offline Circuit user

You can call a Circuit user directly on their telephone even if they are not online with Circuit by selecting the phone number from the user's profile details.

Prerequisites

- The Circuit Telephony Connector needs to be set up and enabled to allow Circuit users to make and receive phone calls through the Circuit application.

Step by Step

1) To dial the phone number directly from a user's profile details:
   a) Click or tap the name or the avatar of the person that you want to call.
   b) In the user details view, click or tap the phone number to start the phone call.

2) To end the phone call, click or tap .

9.24 Making a phone call to a recent contact

The **Call history** view (web client and Desktop App), or the **Phone calls** view (Android and iOS mobile client) displays the list of names and/or numbers of all callers or callees recently contacted via telephone numbers.

Prerequisites

- OpenScape Cloud or a Circuit Telephony Connector is set up and enabled allowing you to make and receive phone calls through the Circuit application.

Step by Step

To call a recent contact:

On the web client and Desktop App:

a) Navigate to > **Call history** located in the left pane of the Circuit application.

The **Call history** view opens, displaying the list of names and/or numbers of all callers or callees recently contacted via telephone numbers.

b) Hover over a call log (history) entry and click on it to place the call.

c) To end the call, click .

NOTICE:

On the web client and Desktop App, when a call is ended, you can alternatively click **See call history** displayed in the center of your screen to navigate to **Call history**.

On the Android and iOS mobile client:

a) Tap the phone icon ( ) on the bottom-right of your screen.

The **Phone calls** view opens, displaying the list of names and/or numbers of all callers or callees recently contacted via telephone numbers.

b) Tap the name or phone number to place the call.

c) To end the call, tap .

9.25 Receiving a phone call

All Circuit Telephony Connectors allow users to make and receive phone calls through the Circuit application. To receive incoming phone calls, the domain administrator must assign the phone numbers to the users in the domain.

Prerequisites

- The Circuit Telephony Connector needs to be set up and enabled to allow Circuit users to make and receive phone calls through the Circuit application.

Step by Step

1) When a phone call comes in on your device:

- On the web client and Desktop App, you will hear a ringtone, and the **Phone calls** view will signal the incoming call at the top left of your screen.

  NOTICE:

  If you are an Advanced Circuit Telephony user, you have the option to move the call to your desk phone or alternative number (if you have specified one).

  To answer the call, click .

  You can also see a notification message for the incoming call in the bottom right corner of your screen. You have the option to answer the incoming call or decline it.
- On the iOS Mobile client, you will hear a ringtone, signaling the incoming call. Your iOS screen shows the incoming call. To answer the call, tap the accept icon. To decline the call, tap the decline icon.
- On the Android Mobile client, you will hear a ringtone, signaling the incoming call. Your android screen shows the incoming call. To answer the call, swipe up the answer icon. To decline the call, swipe up the decline icon.

2) To end the call, click or tap .

If the originator of the call is a known user, both the name and the phone number will be displayed in the call history view (web client and Desktop app), or conversation view (mobile client).

If the originator of the call is an unknown user, only the phone number will be displayed in the call history view (web client and Desktop app), or conversation view (mobile client).

9.26 Deleting a phone call from the call history

You can delete a phone call from your call history if you want to do so for any reason.

Prerequisites

- OpenScape Cloud or a Circuit Telephony Connector is set up and enabled allowing you to make and receive phone calls through the Circuit application.

Step by Step

To delete a call log entry from your call history:

On the web client and Desktop App:

a) Navigate to > **Call history**.

The **Call history** view opens, displaying the list of names and/or numbers of all callers or callees recently contacted via telephone numbers.

b) Hover over the call log entry that you want to delete and click on the right side of the call entry.
c) When prompted to confirm, click **Yes**.

You can delete all your call history by clicking on the top of the call history view. You may select to delete all the call history or just the missed, dialed, received or redirected calls depending which tab you have selected form your call history.

On the Android and iOS mobile client:

a) Select the phone icon ( ) on the bottom-right of your screen. The call history opens.
b) On the Android mobile client, perform a long press on the call log entry that you want to delete and, then, tap **Delete**.

   On the iOS mobile client, swipe left on the call log entry that you want to delete and, then, tap the delete icon .

9.27 Placing a phone call on hold

Prerequisites

- The Circuit Telephony Connector is setup and enabled to allow Circuit users to make and receive phone calls through the Circuit application.
- You are on an ongoing phone call.

Step by Step

1) To place a phone call on hold:

- On the web client or Desktop App, click **Hold** in the phone call header.
- On the iOS mobile client, tap in the bottom-left part of the phone call view.
- On the Android mobile client, tap in the bottom-left part of the phone call view.

The other participant(s) will be placed on hold until you resume or transfer the call.

2) To resume a phone call on hold:

- On the web client or Desktop App, click **Retrieve** in the phone call header.
- On the iOS mobile client, tap in the bottom-left part of the phone call view.
- On the Android mobile client, tap in the bottom-left part of the phone call view.

9.28 Sending DTMF commands on an active phone call

Prerequisites

- The Circuit Telephony Connector is setup and enabled to allow Circuit users to make and receive phone calls through the Circuit application.
- You are on an ongoing phone call.

Sending Dual-Tone Multi-Frequency (DTMF) commands is supported during active calls only.

Step by Step

To send DTMF commands on an active phone call:

a) Click or tap the keypad icon in the phone call action bar.
b) Use the keypad or the keyboard to enter DTMF commands.

NOTICE:

You can send a DTMF command only using the keypad and not the dialpad on the left side of your screen. You use the dialpad only to make a new phone call.

9.29 Pulling an ongoing phone call from another device

Prerequisites

- The Circuit Telephony Connector is setup and enabled to allow Circuit users to make and receive phone calls through the Circuit application.
- You are signed in to multiple Circuit clients.
- You are on an ongoing phone call into a remote Circuit client or desk phone.

You can pull the active phone call from the active device on which you answered the phone call to another preferred device.

The conversation status **Remote call** is displayed on all inactive Circuit clients on which you signed in.

Step by Step

To pull the phone call:

- On the web client or Desktop App, click **Pull** in the phone call header.
- On the mobile clients, when prompted, swipe to pull the phone call to this client and device.

Your current client/device is made the active client/ device.

NOTICE:

Pulling an ongoing phone call from desk phone is only available to ATC users.

NOTICE:

Once you are muted in a call and you pull the call to another Circuit client, you will remain muted until you decide to unmute. In case you use a desk phone, you cannot keep your mute status while pulling the call to another Circuit client.

9.30 Pushing an ongoing phone call to desk phone or alternative device

Prerequisites

- The Advanced Telephony Connector or the OpenScape Business Connector is setup and enabled to allow Circuit users to make and receive phone calls through the Circuit application.

  NOTICE:

  Alternative number is not supported in OpenScape Business Connector.

- You are on an ongoing phone call.

Step by Step

To push an ongoing phone call to your desk phone or alternative device (e.g., mobile) that you have previously set through **Settings** > **Telephony** > **Alternative number**:

- On the web client or Desktop App, select the arrow next to the **Push** button and then click **Desk phone** or **Alternative number**.
- On the iOS mobile client, tap to the bottom-right corner of the phone action bar and, then, tap **Push call to Desk** or **Push call to Alternative number**.
- On the Android mobile client, tap to the bottom-right corner of the phone action bar and, then, tap **Push call to Desk** or **Push call to Alternative number**.

NOTICE:

If you have not set an alternative number, you can only push the ongoing call to desk phone.

9.31 Transferring a phone call

Prerequisites

- The Advanced Telephony Connector or the OpenScape Business Connector is setup and enabled to allow Circuit users to make and receive phone calls through the Circuit application.
- You are on an ongoing phone call.

To transfer an ongoing phone call to another number or person:

Step by Step

1) On the web client and Desktop App:

a) Click on the call action bar

b) Enter the phone number or name of the person you want to transfer the call to.

c) Click **Transfer**

2) On the iOS mobile client:

a) Tap the ellipsis (...) icon on the call action bar and select **Transfer**.

The Phone calls conversation view displays the call history, i.e. the list of names and/or numbers of all callers or callees recently contacted via telephone numbers.

b) If you see the phone number or the name of the person you want to transfer the call to listed in the call history, tap on it to transfer the call.

c) If you cannot see the phone number or the name of the person you want to transfer the call to listed in the call history, tap **Search** below the conversation header and enter the name or number into the text box. As soon as you start typing, the search results are displayed in the results list. Tap on the number in the results list to transfer the call to.

d) To just dial a phone number you know, tap **Dial** below the conversation header, enter the phone number you want to transfer the call to using the dialpad and tap .

3) On the Android mobile client:

a) Tap the ellipsis (…) icon on the call action bar and select **Transfer**.

The New call view displays the call history.

b) If you see the phone number or the name of the person you want to transfer the call to listed in the call history, tap on it to transfer the call.

c) If you cannot see the phone number or the name of the person you want to transfer the call to listed in the call history, tap and enter the name or phone number in the text box that appears in the conversation header. Tap on the name or number in the results list to transfer the call to.

d) To just dial a number you know, tap the dialpad icon , enter the phone number you want to transfer the call to and tap .

9.32 Making a second parallel phone call

Prerequisites

- The Advanced Telephony Connector or the OpenScape Business Connector is setup and enabled to allow Circuit users to make and receive phone calls through the Circuit application.
- You are on an ongoing phone call.

To make a new phone call, while already in a phone call, proceed as follows:

Step by Step

1) On the web client and Desktop App:

a) Click the icon on the call action bar.

b) Enter a phone number or the name of the person you want to call on the new **Phone calls** conversation header that appears.

c) Click **Call** when you finish typing or hover over an existing phone number from the ones suggested and click .

2) On the iOS mobile client:

a) Tap the back arrow (<) on the top left corner of your screen to exit the call view.

b) Tap the **Phone calls** conversation in the conversation selector to open it.

The Phone calls conversation view displays the call history, i.e. the list of names and/or numbers of all callers or callees recently contacted via telephone numbers.

c) If you see the phone number or the name of the person you want to call listed in the call history, tap on it to start the phone call.

d) If you cannot see the phone number or the name of the person you want to call listed in the call history, tap **Search** below the conversation header and enter the name or number into the text box. As soon as you start typing, the search results are displayed in the results list. Tap on the number in the results list to start the phone call.

e) To just dial a phone number you know, tap **Dial** below the conversation header, enter the phone number you want to call using the dialpad and tap .

3) On the Android mobile client:

a) Tap the ellipsis (…) icon on the call action bar and select **New Call**.

The New call view displays the call history.

b) If you see the phone number or the name of the person you want to call listed in the call history, tap on it to start the phone call.

c) If you cannot see the phone number or the name of the person you want to call listed in the call history, tap and enter the name or phone number in the text box that appears in the conversation header. Tap on the name or number in the results list to start the phone call.

d) To just dial a number you know, tap the dialpad icon , enter the phone number you want to call and tap .

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

9.33 Swapping between two parallel phone calls

Prerequisites

- The Advanced Telephony Connector is setup and enabled to allow Circuit users to make and receive phone calls through the Circuit application.
- You are on two parallel ongoing phone calls.

To swap between two parallel calls, proceed as follows:

Step by Step

1) On the web client and Desktop App, click **SWAP** in the phone calls conversation header corresponding to the phone call on hold.
2) On the iOS mobile client, tap in the bottom-left part of the call view, when the call on hold is shown on your device.
3) On the Android mobile client, tap the ellipsis (…) icon on the call action bar and select **Swap**.

The call on hold becomes the active call, and the active call is placed on hold.

9.34 Merging two parallel phone calls

Prerequisites

- The Advanced Telephony Connector or the OpenScape Business Connector is setup and enabled to allow Circuit users to make and receive phone calls through the Circuit application.
- You are on two ongoing parallel phone calls.

Step by Step

To merge two ongoing phone calls into one phone conference, click or tap on the phone call action bar.

The calls are merged into one, under the title **Merged call**, and the participants list is updated.

9.35 Setting an alternative number

The Advanced Telephony Connector allows making outgoing phone calls and receiving incoming phone calls via the Circuit application using your work phone number.

It allows you, also, to set the phone number of an alternative device, e.g. mobile, that be used for making and receiving phone calls through your work number. You can also move your active phone calls to or from your alternative device.

Step by Step

1) Navigate to **Settings** > **Telephony**.
2) Locate the **Alternative number** section.

3) To set the phone of an alternative device, i.e. an alternative number:

On the web client and Desktop App:

a) Switch the **Alternative number** slider to ON (green).

b) 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.

If you have already specified an alternative number, then by clicking the number, the list displays again.

On the iOS mobile client:

a) Tap below the **Alternative number**.

The 5 most recently used alternative numbers are displayed along with the default option **None**.

b) To add a new alternative number, tap + to the upper-right corner of the Alternative number view, enter the international phone number of an alternative device, and tap **Save**.

c) To use an alternative number you have previously set, tap the corresponding number.

On the Android mobile client:

a) Tap **Alternative number**.

b) Switch the **Alternative number** slider to ON (green).

c) 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.

If you have already specified an alternative number, then by tapping the number, the input field is cleared and the list displays again.

NOTICE:

Circuit remembers up to 10 alternative numbers.

NOTICE:

We recommend to set your cell phone number as an **Alternative number** in Circuit.

The Alternative number allows you to:

a) make calls paid by your company, from your cell phone (i.e. calls over the cellular network with the native mobile phone application), home office or any other TDM device, using only your work phone number;

b) receive calls on your cell phone, in case you are not logged on your Circuit client(s) or the call is not answered neither in Circuit nor on your desk phone (typically you have one, but is not mandatory), or you have set your incoming calls to go directly to your alternative number;

c) move (push) an ongoing call received in Circuit to the alternative number, in case there are quality issues with your data connection, and vice-versa.

The alternative number is set and displayed in**Settings** > **Telephony** under the **Alternative number** section.

4) To unset your alternative number:

On the web client and Desktop App:

a) Switch the **Alternative number** slider to OFF (gray).

On the iOS mobile client:

a) Tap below the **Alternative number**.
b) Select the default option **None**.

On the Android mobile client:

a) Tap **Alternative number**.
b) Switch the **Alternative number** slider to OFF (gray).

9.36 Configuring incoming call routing

The Advanced Telephony Connector allows making outgoing phone calls and receiving incoming phone calls via the Circuit application using your work phone number.

By default, incoming phone calls will ring on all of your Circuit clients and desk phone. On no answer, after a set time, 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.

Step by Step

1) Navigate to **Settings** > **Telephony**.

2) Then:

- On the web client and Desktop App, locate the **Incoming call routing** section.
- On the iOS mobile client, tap **Incoming call routing**.
- On the Android mobile client, tap **Incoming call routing** and, then, **Send incoming calls to**.

3) Specify how incoming calls to your work number will be routed to your devices by choosing one of the following options:

- **Default routing** (this is the default option)

  Incoming calls go through the default routing sequence, as described above.
- **Desk phone**

  Incoming calls will be routed directly to your desk phone. You can still answer them on your Circuit clients.
- **Alternative number**

  Incoming calls will be routed directly to your alternative device. You can still answer them on your Circuit clients.

NOTICE:

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

9.37 Configuring busy settings

The Advanced Telephony Connector allows making outgoing phone calls and receiving incoming phone calls via the Circuit application using your work phone number.

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) Navigate to **Settings** > **Telephony**.
2) Then:

- On the web client and Desktop App, locate the **Busy setting** section.
- On the iOS mobile client, tap **Busy settings**.
- On the Android mobile client, tap **Busy settings** and, then, **Send incoming calls to**.

NOTICE:

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

3) Specify how new incoming calls will be treated while you are busy on a phone call by choosing 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 option to route your incoming calls directly to your alternative device is only available if you have specified an alternative number.

NOTICE:

The option to go to voicemail requires your telephony administrator to enable voicemail on your company's phone system.

NOTICE:

The voicemail number is administered on your voice platform (OpenScape Voice or OpenScape 4000) when the ATC is configured for you.

9.38 Enabling call forwarding (ATC)

The Advanced Telephony Connector allows making outgoing phone calls and receiving incoming phone calls via the Circuit application using your work phone number.

It allows you, also, to redirect your phone calls to a person of your choice when you are out of office or unavailable by using the Call forwarding feature

Step by Step

1) Navigate to **Settings > Telephony** on your web client, Desktop App or iOS mobile client.

2) Locate the **Call forwarding** section.

3) To enable call forwarding perform the following steps:

On the web client and Desktop App:

a) Switch the **Call forwarding** slider to ON (green).

b) Enter the name or the phone number of the person you want to forward your calls to.

As you type in, a list of suggested contacts and numbers is displayed toselect from.

Once you enable the call forwarding, the call forwarding icon () is shown in the upper right corner of Circuit. You can click this icon to quickly view your call forwarding settings, then, click Disable to disable call forwarding or click the settings link to edit the settings.

On the iOS mobile client:

a) Switch the **Call forwarding** slider to ON (green).

b) Tap below Call forwarding.

c) Enter the name or the phone number of the person you want to forward your calls to.

As you type in, a list of suggested contacts and numbers is displayed to select from.

Once you enable the call forwarding, the message **Call forwarding is enabled** is displayed in the main **Conversations** view. You can tap this message to quickly view your call forwarding settings and, then, tap **Disable** to disable call forwarding or **Edit** to change the phone number to redirect your phone calls to.

On the Android mobile client:

a) Tap **Call forwarding**.

b) Switch the **Call forwarding** slider to ON (green).

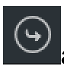
c) Enter the name or the phone number of the person you want to forward your calls to.

As you type in, a list of suggested contacts and numbers is displayed to select from.

Once you enable the call forwarding, the message **Call forwarding is enabled** is displayed in the main **Conversations** view. You can tap this message to quickly view your call forwarding settings and, then, tap **Disable** to disable call forwarding or **Edit** to change the phone number to redirect your phone calls to.

4) To disable call forwarding navigate to **Setting > Telephony** and switch the **Call forwarding** slider to OFF (gray).

On the web client and Desktop App, you can alternatively click

and the, click **Disable**.

On the mobile clients, you can alternatively tap **Call forwarding is enabled** and, then, tap **Disable**.

9.39 Enabling call forwarding (OSBiz)

The OpenScape Business Connector allows making outgoing phone calls and receiving incoming phone calls via the Circuit application using your work phone number.

It allows you, also, to redirect your phone calls to a person of your choice or to voicemail when you are out of office or unavailable by using the Call forwarding feature.

Step by Step

1) On your web client and Desktop App navigate to **Settings > Telephony**.

2) Locate the **Call forwarding** section.

3) To enable call forwarding switch the **Call forwarding** slider to ON (green) and select one of the following options:

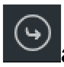
   a) If you want to forward your phone calls to a colleague, select the **Number/Name** option and enter a name or the phone number.

   b) If you want to forward your calls to the voicemail, select the **Voicemail** option. As you type in, a list of suggested contacts and numbers is displayed to select from.

   Once you enable the call forwarding, the call forwarding icon () is shown in the upper right corner of Circuit. You can click this icon to quickly view your call forwarding settings, then, click Disable to disable call forwarding or click the settings link to edit the settings.

4) To disable call forwarding navigate to **Setting > Telephony** and switch the **Call forwarding** slider to OFF (gray).

   On the web client and Desktop App, you can alternatively click

   and the, click **Disable**.

9.40 Setting the ring time before a phone call is routed to alternative number (web client and Desktop App)

The Advanced Telephony Connector allows making outgoing phone calls and receiving incoming phone calls via the Circuit application using your work phone 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 set how long your Circuit clients and desk phone should ring before a phone call is routed to alternative number.

Step by Step

1) Navigate to **Settings** > **Telephony**.

2) Locate the **Incoming call routing** section.

3) Select the drop down arrow below the **Default routing** option and choose the ring time that best suits your needs.

NOTICE:

This feature is currently available when the Advanced Telephony Connector works with the Unify PBX OpenScape Voice, version V9R2.24.5 or above. In any other case, the option to set the ring time is not shown.

9.41 How do I make myself available or unavailable for hunt group calls?

As a member of one or more hunt groups, you can easily make yourself available or unavailable to receive hunt group calls. You simply need to set your agent status to the appropriate value.

Prerequisites

- OpenScape Cloud or an Advanced Telephony Connector working with OpenScape Voice is set up and enabled allowing you to make and receive phone calls through the Circuit application.
- You are a member of a hunt group.

Overall, your agent status can be one of the following:

Agent status		**Agent status icon** (web client / Desktop App)
Available	You are available for calls to any hunt group.	
Unavailable	You are unavailable for calls to any hunt group.	
Partially unavailable	You are unavailable for calls to some but not all hunt groups.	

Your agent status is available by default.

When a hunt group call comes in on your device, the incoming call screen shows up on your display and you can hear a ringtone. Apart from the number or name of the calling party, your display shows that the call has been forwarded from the hunt group number so that you distinguish hunt group calls from calls directed to your own work number. You can choose to answer or decline the call.
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. Your overall agent status will be automatically set to fully or partially unavailable. You need to set your agent status back to available, when you are ready again for hunt group calls.

Step by Step

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

    - On the web client and Desktop App, click the agent status icon at the top of Circuit, locate the hunt group of interest, and switch the slider next to it to ON (green).
    - On the iOS mobile client, navigate to > **Agent status**, locate the hunt group of interest, and switch the slider next to it to ON (green).
    - On the Android mobile client, go to the top-left side navigation drawer, tap **Agent status**, locate the hunt group of interest, and switch the slider next to it to ON (green).

    Phone calls to the phone number of this specific hunt group will come in on your device.

    You 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 :

    - On the web client and Desktop App, click the agent status icon at the top of Circuit, and switch the top slider to ON (green).
    - On the iOS mobile client, navigate to > **Agent status**, and switch the top slider to ON (green).
    - On the Android mobile client, go to the top-left side navigation drawer, tap **Agent status**, and switch the top slider to ON (green).
    - On a Unify phone, press the first programmable sensor key to toggle the agent status from unavailable to available.

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

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

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

    - On the web client and Desktop App, click the agent status icon at the top of Circuit, locate the hunt group of interest, and switch the slider next to it to OFF (gray).
    - On the iOS mobile client, navigate to > **Agent status**, locate the hunt group of interest, and switch the slider next to it to OFF (gray).
    - On the Android mobile client, go to the top-left side navigation drawer, tap **Agent status**, 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.

    You 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:

- On the web client and Desktop App, click the agent status icon at the top of Circuit, and switch the **Available** slider to OFF (gray) or the **Partially available** slider to ON and then back to OFF again.
- On the iOS mobile client, tap , navigate to > **Agent status**, switch the **Available** slider to OFF (gray) or the **Partially available** slider to ON and then back to OFF again.
- On the Android mobile client, go to the top-left side navigation drawer, tap **Agent status**, and switch the **Available** slider to OFF (gray) or the **Partially available** slider to ON and then back to OFF again.
- On a Unify phone, press the first programmable sensor key to toggle the agent status from available to unavailable.

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

NOTICE:

If you are signed in to Circuit when you are added as a member to your first hunt group, you need to refresh your client before you are able to see and control your agent status via Circuit. Similarly, when you are removed from the last hunt group you are a member of, your agent status and the option to control it via Circuit will be removed as soon as you refresh your client.

To refresh your client, you can for example, clear the local cache or close and reopen Circuit or sign out and sign in again.

9.42 Group call pickup

As a member of a pickup group, you can answer a phone call ringing another member in the group, using Circuit.

If a second call comes into the group while the first one is already ringing, then the second call will ring the intended member but it will only alert other members once the first call has been picked up or cleared.

If you are on a call, you do not see any calls to pickup until your current call is finished.

Prerequisites

- OpenScape Cloud or an Advanced Telephony Connector working with OpenScape Voice (V9R3.33.08, V9R3.34.07 or later) is set up and enabled allowing you to make and receive phone calls through the Circuit application.
- You are a member of a pickup group.

Step by Step

1) When a phone call is ringing another member in the group, you will be visually alerted on your Circuit client and desk phone. The **Phone calls** conversation will signal the call at the top of the conversation selector (pane on the left) and conversation header on your Circuit client.

Apart from the number or name of the calling party, you will see the name of the ringing member displayed so that you distinguish pickup groups calls from calls directed to your own work number.

a) To pick up the call, click .

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

Once you pick up the call, you can move it between your Circuit clients, like any other normal call.

b) To ignore the call, click .

You will be no longer alerted on Circuit nor on your desk phone and you will be no longer able to pick up that call.

2) If you picked up a call and you want to end it, click , like any other normal call.

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

The originally called person will see in their call log that the call has been redirected to you and who the calling party was.

NOTICE:

Incoming phone calls to your own work number will still follow the routing rules you have configured.

NOTICE:

Picking up a call via Circuit is currently only available on the web client and Desktop App.

Unify phones offers an option in their menu to pick up a call. This is offered to OpenScape Cloud users, as well.

A pickup group can be setup to delay the alert at pickup group members to give the originally called person time to accept the call. If the originally called member of the pickup group has enabled the voicemail and the ringing duration is less than the delay timer, then the call will be redirected to voicemail and the rest of the pickup group members will not get a notification.

9.43 Is it possible to use Circuit as the default app for opening telephony links?

Yes. You can click a URL with the `tel` scheme, i.e. a telephone link, to dial a phone number on the Circuit Desktop App.

You need first to sign in to the Circuit Desktop App on a Windows 7 or Mac OS X computer and be configured for the Advanced Telephony Connector, which allows you to make and receive phone calls through Circuit.

When you click a telephone link, the Circuit Desktop App will open as the default calling app. The Desktop App will open the **Phone calls** conversation, where the input field is pre-filled with the phone number in the link. Just click **Call** to dial this number.

9.44 Synchronize automatically the voicemail and conference dial-in number settings to OpenScape SBC

Voicemail and conference dial-in numbers configured in Circuit for a telephony connector, can be automatically configured on the OpenScape Session Border Controller (OpenScape SBC). Each telephony connector can be configured to synchronize these numbers automatically to OpenScape SBC, without the need of a manual configuration in OpenScape SBC.

Prerequisites

This feature is currently available when the Telephony Connector works with the OpenScape SBC version V9 R3.26.1 or higher.

To set the telephony connector to synchronize the voicemail and conference dial-in numbers to OpenScape SBC, perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration.**
2) Click the T**elephony** tab. All Circuit Telephony Connectors that have been previously configured for your domain, either single or in pools, are listed in a table.
3) Select the telephony connector that is associated with the voicemail and conference dial-in numbers you want to synchronize to OpenScape SBC.
4) To enable the automatic synchronization, switch the **Synchronize settings to SBC** slider to ON.

   This option is disabled by default.

9.45 Configuring the voicemail numbers

A domain administrator, that has enabled the Circuit Telephony Connector(s), has the opportunity to configure one or more voicemail numbers for the domain.

To configure the voicemail numbers in Circuit, perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Administration**.

2) Click the **Telephony** tab.

3) Click the triangle to the left of the **Voicemail numbers** section to expand its content.

All voicemail numbers configured for the domain are listed.

4) To add a new voicemail number:

a) Click **Add voicemail number**.

b) Enter the voicemail number.

c) Click **Add**.

5) To edit a voicemail number:

a) Hover over the voicemail number that you want to edit and click **Edit**.

b) Update the voicemail number.

c) Click **Save**.

6) To delete a voicemail number:

a) Hover over the voicemail number that you want to delete and click **Delete**.

Next steps

Voicemail numbers configured in Circuit can be automatically configured on the OpenScape Session Border Controller (OpenScape SBC) as well, if the version of the OpenScape SBC used is V9 R3.26.1 or later. For more information, please refer to: Synchronize automatically the voicemail and conference dial-in number settings to OpenScape SBC (https://www.circuit.com/unifyportalfaqdetail?articleId=148946).

If an earlier version of the OpenScape SBC is used, voicemail numbers must be manually configured on the OpenScape SBC.

9.46 How to start a phone call using the hotkey dialing

You can quickly start a call by using a hotkey dialing via Circuit Desktop App. Select a phone number from anywhere on your computer and press the hotkey to be redirected in Circuit phone calls conversation.

Prerequisites

The Circuit Telephony Connector is setup and enabled to allow Circuit users to make and receive phone calls through the Circuit Desktop App.

Step by Step

1) Select a phone number from anywhere on you computer.

2) Press:

a) Ctrl + F2 on Windows Operating system.

b) Command + Option+ K on Mac Operating system.

The phone calls conversation view opens with the selected phone number prefilled.

3) To start the call click **Call**.

9.47 Name resolution of phone numbers in Circuit clients

In order to improve usability, Circuit 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:

- Phone numbers of Circuit users contain '+' followed by the country code. For example, +441234567890.
- Phone numbers in Circuit are unique across all users. Shared phone numbers cannot be resolved by Circuit.
- The PBX connected to Circuit (OSV, OSBiz, OS4000...) must be configured to send Fully Qualified Numbers to Circuit.

Any name resolution attempt is done first on Circuit users on the Circuit server. If the server can't resolve the number, the client 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 Circuit users

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

NOTICE: Only phone numbers configured in the **user profiles** are used on the name resolution.

Name resolution of non-Circuit users

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

MS Exchange	Name resolution in MS Exchange is limited to **Personal Contacts**. After connecting to MS Exchange for the first time, it might take 10 minutes for the name resolution to work.
Google Contacts	Circuit clients can resolve Google Contacts and just like with MS Exchange Contacts, when first connected, it might take up to 10 minutes for the name resolution to work.
Local Contact Lists in mobile clients	The only external service available for Circuit Mobile clients is their own local contact list. This is automatically enabled once the user gives the Circuit App permission to access the contact list.

Persistence of resolved phone numbers in the Call History

If **Call History** items are resolved to Circuit users, this information is saved on the server and is persistent across clients and client sessions (sign ins / sign outs).

If a **Call History** item could not be resolved to a Circuit 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** items differently, depending on which external service was used to resolve them.

10 Conversations overview

Business is all about relationships, and relationships start with a conversation.

Circuit allows you to start the conversation by bringing all of your communication channels and devices together into a single seamless experience.

Regardless of whether it is a voice or video call, or a text message, all your interactions are consolidated into the rich and meaningful conversations that are always accessible on any device.

Once the conversation is started, Circuit brings continuity and context to your conversations so that you can always find and keep track of the people and information that matters.

10.1 Organizing conversations

All of your interactions in Circuit are organized into three basic categories:

- **Conversations** - represent private discussions where only persons that have been added to the conversation can participate. Conversation can be either direct or a group conversation.
  - The direct conversation is a direct conversation with only two participants, i.e. you and one more participant.
  - A group conversation is a conversation between three or more participants. You can start a group conversation by adding more people to your direct conversation. In a group conversation you can add, remove and delete participants, delete yourself or leave the conversation at any time.
- **Communities** - represent open conversations that anyone in your domain can join without having to be added (as opposed to the group conversations). You can create your own Community or search and join an existing one.
- **Conference Bridge** – looks the same as any other conversation. The only difference is that it allows you to start a conference as the only participant and then later, add other participants. The participants can have also a guest access to your Conference Bridge.

In the conversation selector, the aforementioned categories are arranged in the following pre-defined groups:

- **Conversations**

  All Communities, conversations and Conference Bridges that you are actively participating in, can be found here, grouped into:

  1) **Communities**
  2) **Flagged messages**

     You can flag a message in a conversation, for follow up, so that you can respond to it later.
  3) **Conversations**

     Contain direct and group conversations, as well as Conference Bridges that you are actively participating in and you are receiving notifications on. Conversations are managed automatically by the system so that the most active conversations appear at the top and the inactive conversations appear at the bottom.

- **Archived**

  This is where all Communities, conversations and Conference Bridges that you no longer want to appear in the active conversation list can be found. You can still be a member of these conversations and participate in at any time.

Further to the above, you can organize your conversations in a way that best suits your needs using labels. You can add labels to your conversations so as to group them together in user-defined groups. Labels work much like folders but unlike them you can add more than one label to a conversation. For more information, please refer to *Organizing your conversations using labels (web client and Desktop App) (https://www.circuit.com/unifyportalfaqdetail?category=27027&categoryName=&articleId=122587&structureId=11185)* and *Organizing your conversations using labels (mobile client) (https://www.circuit.com/unifyportalfaqdetail?category=27027&categoryName=&articleId=126989&structureId=11185)*. Labels appear as menu options when you click or tap the down arrow at the top of the conversation selector.

10.2 Starting a direct conversation

A direct conversation is a conversation with only two participants, i.e. you and one more participant.

Step by Step

1) Click or tap the green plus icon () and

a) on the web client and Desktop App select **Direct**

b) on the iOS mobile client select **New direct conversation** ( )

c) on the Android mobile select **New direct conversation** ()

> **NOTICE:**
>
> To start a new direct conversation click or tap on a user's avatar (for example, in the conversation feed) and then click or tap **Start a conversation.**
>
> If you add a third person to an existing direct conversation, a new group conversation will be created. This ensures that your original conversation remains private and cannot be viewed by anyone else.

2) Type the name or email address of the person that you want to start a conversation with or select their names from the list of recent contacts.

In the list of recent contacts, a green circle is shown around a person's avatar to indicate that the person is *Online/ Mobile - Online*; a red circle indicates that the person is *On a call/ Mobile - On a call* or on *Do not disturb* mode; an orange circle indicates that the person is *Away*.

As you type in a person's name, a list of suggested names is displayed to select from.

3) Click or tap **Start** on the web client, Desktop App and iOS mobile client, or tap on the Android mobile client.

Once you start a conversation with another person, all your communication (calls, video calls, messages) with that person is maintained in a single conversation feed and only you and that person can viewed it.

10.3 Starting a group conversation

A group conversation can have multiple participants. You can start with a conversation without participants and add participants later, or add them when creating the conversation. Participants that are added later can see the full history of the conversation. In the group conversation you can add, remove, delete participants, delete yourself or leave the conversation at any time.

Step by Step

1) Click or tap the green plus icon () and
   a) on the web client and Desktop App select **Group**
   b) on the iOS mobile client select **New group conversation** ( )
   c) on the Android mobile select **New group conversation** ()
2) Type a title for the conversation.
3) Type the names or email addresses of two or more people that you want to start a conversation with or select their names from the list of recent contacts.

   In the list of recent contacts, a green circle is shown around a person's avatar to indicate that the person is *Online/ Mobile - Online*; a red circle indicates that the person is *On a call/ Mobile - On a call* or on *Do not disturb* mode; an orange circle indicates that the person is *Away*.

   As you type in a person's name, a list of suggested names is displayed to select from.

   On the web client and Desktop App, you can, also, copy and paste a list of email addresses separated by space, comma, semicolon, tab, or new line, into the **Add participant** field. If an email address does not match any account, it will be marked in red so that you know it should be corrected or the person cannot be added to the conversation.
4) On the web client and Desktop App, type, optionally, a description for the conversation.

5) Click or tap:

a) **Start a conversation** icon on the web client and Desktop App

b) **Start** on the iOS mobile client

c) on the Android mobile client

A new group conversation will be created.

NOTICE:

If you add a third person to an existing direct conversation, a new group conversation will be created. This ensures that your original conversation remains private and cannot be viewed by anyone else.

NOTICE:

If you want to start a conference with a large amount of participants you may create an event. For more information, see Creating an event.

10.4 Creating a new Community

Community is an open conversation that anyone in your domain can join without having to be added (as opposed to the group conversations). You can create your own Community where participants send messages and share files.

Step by Step

1) Click or tap the green plus icon ( ) and

a) on the web client and Desktop App select **Community**

b) on the iOS mobile client select **New community**

2) To create a new Community, click or tap **Communities** in the conversation selector and then click or tap **Create**.

NOTICE:

Currently it is not possible to create Communities on the Android mobile client. You may however create a new Community on any other client and participate in that Community via the Android mobile client.

3) Type a title and a description of your Community.

4) Type, optionally, the names or email addresses of the people that you want to invite to your Community or select their names from the list of recent contacts.

In the list of recent contacts, a green circle is shown around a person's avatar to indicate that the person is *Online/ Mobile - Online*; a red circle indicates that the person is *On a call/ Mobile - On a call* or on *Do not disturb* mode; an orange circle indicates that the person is *Away*.

As you type in a person's name, a list of suggested names is displayed to select from.

On the web client and Desktop App, you can, also, copy and paste a list of email addresses separated by space, comma, semicolon, tab, or new line, into the **Add participant** field. If an email address does not match any account, it will be marked in red so that you know it should be corrected or the person cannot be added to the conversation.

5) Type, optionally, a description for the community.
6) Click , to create the community.

A new Community is created.

10.5 Creating a Conference Bridge

A Conference Bridge provides an easy way to start or schedule a conference call, with video or screen share session.

Once it is create, Conference Bridge looks the same as any other conversation. The only difference is that it allows you to start a conference as the only participant and then later, add other participants. Those participants can have guests access to your Conference Bridge.

In case you don't add other participants, all the items on your Conference Bridge will be seen only by you, as the creator of that Bridge.

Step by Step

1) Click or tap the green plus icon () and select **Conference Bridge** on the web client, Desktop App and iOS mobile client, or **New Conference Bridge** on the Android mobile client.
2) Type a title for the Conference Bridge.
3) To create the Conference Bridge:
   - On the web client, Desktop App and iOS mobile client click **Create**
   - On the Android mobile client tap
4) To add other participants to your Conference Bridge:
   - On the web client, click on the conversation title.
   - On the iOS mobile client, tap and then tap **Add participants**.
   - On the Android mobile client, tap and then tap **Add participants**.
5) Type the name of the person that you want to add to the conversation or select the name from the list of recent contacts.

   As you type in a person's name, a list of suggested names is displayed along with the person's status so that you quickly see if they are available.

You can create as many Conference Bridges as you want, or have just one and keep reusing it.

10.6 Joining a Community

You can easily join and participate in any Community that has been started by another person.

Step by Step

1) Click or tap **Communities** in the conversation selector.

   NOTICE:

   Joining a Community via the Android mobile client is currently not supported. You may however join a Community on the web client and participate in the conversation via the Android mobile client.

   A list of all Communities available in your domain is displayed.

2) Choose the Community that you want to join, and then click **Participate in this Community**.

   The Community will be displayed in your conversation selector and you can now participate in that Community by sending messages and sharing files.

10.7 Viewing information about a conversation

You can view information about a conversation, including the list of participants, the conference dial-in information, and any recently shared files.

Step by Step

Select the conversation containing the details that you want to view, and then do the following:

- On the web client, click **Details**.
- On the iOS mobile client, tap .
- On the Android mobile client, tap .

Information about the conversation is displayed.

10.8 Changing the title of a group conversation, Conference Bridge or Community

You can change the title of a group conversation, Conference Bridge or Community, at any time, to better reflect the subject or topic that is being discussed. Changes to the title are visible to all participants of the conversation.

Step by Step

1) On the web client and Desktop App:

a) Select the group conversation, Conference Bridge or Community whose title you want to change.

b) Navigate to the **Details** tab or click ⓘ at the top right of the conversation view and then select **Details.**

c) Select the existing title, type a new title and then press `Enter` (or click anywhere in the Circuit client user interface).

2) On the iOS mobile client:

a) Select the group conversation, Conference Bridge or Community whose title you want to change.

b) Tap ⓘ and then **Conversation details**.

c) Tap **Edit**.

d) Select the existing title, type a new title and then tap **Done.**

3) On the Android mobile client:

a) Select the group conversation, Conference Bridge or Community whose title you want to change.

b) Tap ⋮ and then **Conversation details**.

c) Tap ⋮ and then **Rename conversation**.

d) Select the existing title, type a new title and then tap ✓.

10.9 Changing the avatar of a group conversation, Conference Bridge or Community

To help you easily identify a conversation, Conference Bridge or Community, you can change the avatar associated with that conversation at any time with an image of your choice. Changes to the avatar can be made by any participant in the conversation and are visible to all participants in the conversation.

Step by Step

1) On the web client and Desktop App:

a) Select the conversation, Conference Bridge or Community whose avatar you want to change.

b) Navigate to the **Details** tab or click ⓘ at the top right of the conversation view and then select **Details.**

c) Click on the existing avatar.

d) In the **Change avatar** box, a) drag and drop a picture into the box; or b) click on the box to select a picture from a folder (minimum resolution requirements are 240 x 240 pixels and the supported picture file formats are: jpeg, gif, png, bmp); or c) click the **Camera** icon below the box to take an instant picture with your camera (once your camera is active, click on the **Camera** icon once again to actually take the picture and have it pasted directly into the box;) or d) click the X button in the upper-right corner of an avatar image (if it is not the default conversation avatar) to remove it.

   e) Click **Apply** when you are finished, or **Cancel** to undo.
2) On the iOS mobile client:
   a) Select the conversation, Conference Bridge or Community whose avatar you want to change.
   b) Tap ⓘ and then **Conversation details**.
   c) Tap **Edit**.
   d) Tap on the existing avatar.
   e) In the **Set profile picture** options menu, select **Delete picture** to remove the existing avatar (if it is not the default conversation avatar) or **Take picture** to take a instant picture with your camera or **Choose picture** to choose from the existing pictures saved on your device or **Cancel** to undo.

      Any changes are instantly applied.
   f) Tap **Done** when you are finished editing the conversation details.
   g) Tap the back arrow to return to the conversation view.

On the Android mobile client, changing the avatar of a conversation, Conference Bridge or Community is currently not supported.

10.10 Changing the description of a group conversation, Conference Bridge or Community

You can change the description of a group conversation, Conference Bridge or Community, at any time, via the Circuit web client or Desktop App.

Step by Step

1) Select the group conversation, Conference Bridge or Community whose description you want to change.
2) Navigate to the **Details** tab or click ⓘ at the top of the conversation view and then select **Details**.
3) Select the existing description, if any, type a new description and then press `Enter` (or click anywhere in the Circuit client user interface).

10.11 Archiving a conversation

You can archive a conversation in Circuit (direct or group conversation, Conference Bridge or Community) in order to hide it from the active conversation list. Archived conversations are separated from your other, active conversations and displayed in a different view (**Archived**). You can still be a member of an archived conversation and participate in at any time.

Once a group conversation, Conference Bridge or Community is archived, you will no longer receive notifications for this. Active conference calls that have started from an archived group conversation or Conference Bridge are displayed at the top of the conversation selector (pane on the left) only when you are viewing your Archived conversations. When someone rings you out on a Circuit client trying to add you in such a conference call in progress, i.e. a call that has started from an archived group conversation or Conference Bridge, the active call is displayed at the top of the selector regardless of the conversation filter selected.

You can unarchive a conversation (direct or group conversation, Conference Bridge or Community) anytime you want.

Step by Step

1) To archive a conversation:

On the web client and Desktop App, choose one of the following:

- In the conversation selector, hover over the conversation that you want to archive, and click the archive icon .

  In case you accidentally archived the conversation, you can click the **Undo** link that appears above the conversation in the conversation selector immediately after you click the archive icon. After a few seconds, the link will disappear and the conversation will be archived.
- Select the conversation that you want to archive, click **Details** and, then, **Archive conversation**.

On the iOS mobile client, choose one of the following:

- In the conversation selector, swipe left on the conversation that you want to archive and, then, tap the archive icon .
- Select the conversation that you want to archive, tap , then **Conversation details** and, then, switch the **Archive conversation** slider to ON (green).

On the Android mobile client, choose one of the following:

- In the conversation selector, perform a long press on the conversation that you want to archive and, then, tap **Archive conversation**.
- Select the conversation that you want to archive, tap , then **Conversation details** and, then, switch the **Archive conversation** slider to ON (green).

2) To view your archived conversations, click or tap the down arrow at the top of the conversation selector and, then, select **Archived** or **Archived conversations**.

3) To unarchive a conversation:

On the web client and Desktop App:

- In the conversation selector, hover over the conversation that you want to unarchive and, then, tap the unarchive icon .
- Select the conversation that you want to unarchive, click **Details** and, then, **Unarchive**.

On the iOS mobile client, choose one of the following:

- In the conversation selector, swipe left on the conversation that you want to unarchive and, then, tap the unarchive icon .
- Select the conversation that you want to unarchive, tap , then **Conversation details** and, then, switch the **Archive conversation** slider to OFF (gray).

On the Android mobile client, choose one of the following:

- In the conversation selector, perform a long press on the conversation that you want to unarchive and, then, tap **Unarchive**.
- Select the conversation that you want to unarchive, tap , then **Conversation details** and, then, switch the **Archive conversation** slider to OFF (gray).

NOTICE:

When you leave a group conversation or Conference Bridge, it is automatically archived and you will not be able to interact with other participants or receive new messages in that conversation unless you are added again.

NOTICE:

Whenever there is activity in an archived direct conversation or whenever someone mentions you in an archived group conversation, Conference Bridge or Community, the conversation is automatically unarchived and shows up again in the active conversation list.

10.12 Leaving a group conversation, Conference Bridge or Community

When you leave a group conversation or Conference Bridge, the conversation is automatically archived so that you can still see the conversation history up until the point that you left. However, you can no longer view any updates to the conversation nor you can access all the conversation details in the conversation information pane, such as the pinned topics and conference details. To rejoin a group conversation or Conference Bridge you must be added by another participant of that conversation. The conversation will be, then, automatically unarchived.

When you leave a Community, you can still see the snapshot of the contents of the conversation. However, you can no longer participate by sending messages or sharing files. To rejoin the Community, just choose the Community and then click **Participate in this Community**.

Step by Step

1) Select a group conversation, Conference Bridge or Community that you want to leave, and then do the following:

- On the web client and Desktop App, click the **Details** tab.
- On the iOS mobile client, tap and, then, **Conversation details**.
- On the Android mobile client, tap and, then, **Conversation details**.

2) Click or tap **Leave conversation**.

3) When the system prompts you to confirm that you want to leave the conversation, click or tap **Leave**.

NOTICE:

To just remove a conversation from your active conversation list but still be a member, you can archive it.

NOTICE: If you do not want to have access to a conversation anymore, you can delete yourself from it. It will also be removed from your conversation list.

If you do not find the **Leave conversation** option, the chances are:

- The conversation is a direct conversation.
- You are currently the only member of the conversation.
- The conversation resides in your domain and you are currently the only person from your domain participating in this.
- The conversation is moderated and you are currently the only moderator participating in this.

In all these cases, you are not allowed to leave the conversation.

10.13 Moderating a conversation

In cases where the conversation topic is confidential and you need to keep the sensitive information within a closed group of people, use the Moderated conversation feature. It allows you to control who participates in a conversation.

Prerequisites

- Any group conversation can be moderated by one or more participants.
- Any participant of a conversation (except the Guest users) can become a moderator of the conversation.
- When a group conversation is moderated, only moderators can add, remove or delete other people, start, stop, resume or delete conference recordings, and change the conversation title or avatar.

- Adding a new or removing an existing moderator requires you to be a moderator of the conversation.
- Any moderator of the conversation can turn off moderation.

Step by Step

1) To moderate an unmoderated conversation:

- On the web client and Desktop app, click the **Details** tab and switch the **Moderated conversation** slider to ON (green).

  Alternatively, navigate to ⓘ > **Details** > **Show more** and switch the **Moderated conversation** slider to ON (green).
- On the iOS mobile client, tap ⓘ, then tap **Conversation details** and switch the **Moderated conversation** slider to ON (green).
- On the Android mobile client, tap ⋮, then tap **Conversation details** and switch the **Moderated conversation** slider to ON (green).

You are now a moderator of the conversation. In order to inform other participants that the conversation is moderated, the word “moderated” is displayed beneath the conversation title. Also, a system message is automatically posted to the conversation to inform about the new moderator.

2) To add a new moderator:

- On the web client and Desktop app, click the **Details** tab, select the drop-down arrow adjacent to the name of the participant you want to add as moderator, and click **Assign as moderator**.

  Alternatively, navigate to ⓘ > **Participants**, hover over the name of the participant you want to add as a moderator and click **Assign as moderator**.
- On the iOS mobile client, tap ⓘ, then tap **Conversation details** > **Participants**, swipe left on the name of the participant you want to add as moderator, and tap **Assign as moderator**.

The participant becomes one of the moderators for that conversation. A system message is automatically posted to the conversation to inform about the new moderator.

3) To remove a moderator:

- On the web client and Desktop app, click the **Details** tab, select the drop-down arrow adjacent to the name of the participant you want to remove as moderator, and click **Remove as moderator**.

  Alternatively, navigate to ⓘ > **Participants**, hover over the name of the participant you want to remove as moderator, and click **Remove as moderator**.
- On the iOS mobile client, tap ⓘ, then tap **Conversation details** > **Participants**, swipe left on the name of the participant you want to remove as moderator, and tap **Remove as moderator**.

The participant is no more a moderator for that conversation. A system message is automatically posted to the conversation to inform about the removed moderator.

Next steps

- If you, as a moderator, no longer want this conversation to be moderated, make sure that the **Moderated conversation** switch is OFF.

  Moderation is then turned off. The word “moderated” is no longer displayed beneath the conversation title. A system message is automatically posted to the conversation to inform participants that the conversation is no longer being moderated.

> **NOTICE:** To end an active conference that has been moderated by you, click the down arrow next to the **Leave** button (upper-right corner of the conference view) and select the option **End conference** from the drop-down list. Every other participant will be, then, disconnected from the conference.

10.14 What happens when the last moderator is deleted or suspended in a moderated conversation?

A moderated conversation has always to have at least one participant who is the moderator of the conversation.

When the user, who is the last moderator in a moderated conversation, is suspended or deleted, then, the conversation has no moderators. In such a case, the first participant of the conversation who opens the conversation will be asked to become the moderator of the conversation via a pop-up message.

The user has the option to accept or decline this request. If the user clicks on **Yes**, then, this user will become the moderator of the conversation. If the user clicks on **No**, then, this message will be displayed to the next participant who opens the conversation, until one user becomes the moderator of the conversation.

> **NOTICE:**
>
> This option is not available for external users.

10.15 Favorites

Favorites help you to store the most frequently used conversations and Spaces in one place.

Step by Step

1) To access the Favorites panel, click or tap the Favorites icon .

   On the web client and Desktop App, the Favorites icon appears in the left sidebar of the Circuit application.

   On the mobile clients, the Favorites icon appears in the bottom of the Circuit application.

2) Be default, when you access the Favorites panel, you will see a listing of your favorite conversations.
   a) To see a listing of your favorite Spaces, click **Spaces** in the top of the panel.
   b) To return to the default view of your favorite conversations, click **Conversations** in the top of the panel.
3) To add a conversation or a Space to Favorites:
   - On the web client and Desktop App, click the star icon to the left of the conversation or Space title.
   - On the iOS mobile client, swipe left on the conversation or Space.
   - On the Android mobile client, long press on the targeted conversation or Space and then tap **Add to Favorites**.

   The selected item is added as the last item to the Favorites panel.

   In addition, all favorites on the web client and Desktop App are marked with the grey star icon to the left of the title.
4) By default, Favorites are managed automatically by the system, so that the conversation or Space you favorited last appears as the last item in the panel.

   To change the order of your Favorites:
   a) navigate to the Favorites panel and click **Edit**
   b) drag and drop the items to the position of your preference
   c) click **Done** to confirm a new order of your Favorites.
5) To open a conversation or Space from favorites into a separate window double click the title.

   The conversation or Space opens in its own window and is brought into focus, so you can directly contribute to it.
6) To remove a conversation or Space from Favorites:
   a) navigate to the Favorites panel and click **Edit**.
   b) drag and drop the conversation or Space to the recycle bin located at the bottom of the Favorites panel.
   c) click **Done**.

   The conversation or Space is going to be removed from the Favorites panel.
7) By clicking on a conversation or Space in Favorites, you will be redirected to the corresponding conversation or Space.

When you receive a new message in one of your marked as favorite conversations, a green circle indicator with the number of unread messages will appear in the avatar of the conversation.

10.16 Viewing information about a user

You can view information about another user by clicking or tapping their name or avatar in the conversation feed, conversation third column or flagged messages. You can then start a new conversation with the user or view an existing conversation.

Step by Step

To view information about a user do the following:

- On the web client, in the flagged messages, conversation feed or third column, click the name or avatar of the user whose information you want to view and then click Details.
- On the iOS mobile client, in the flagged messages, conversation feed or third column, tap the name or avatar of the user whose information you want to view and then tap .
- On the Android mobile client, tap the name or the avatar of the user whose information you want to view and then tap .

Information about the user is displayed, including their company information, phone number and email address.

NOTICE:

By clicking on your own name or avatar the **My Profile** view will open.

10.17 Inviting someone to join Circuit from the conversation screen

To have a conversation with someone in Circuit, you must first invite that person to join your Circuit domain. Only administrators can invite users to a Circuit domain.

Prerequisites

- Only administrators can invite users to a Circuit domain.

Step by Step

To invite someone to join Circuit, start a new conversation and do one of the following:

- In the list of recent contacts, click **Invite users** and type the first name, last name and email address of the people who you want to invite to Circuit, and then click **Invite**.
- Click on the conversation header and then click **Invite user**.

10.18 Adding a participant to a direct conversation

When you add a participant to a direct conversation, a new group conversation is started. This ensures that your original conversation remains private and cannot be viewed by anyone else.

Step by Step

1) Select the direct conversation to which you want to add a participant, and then do the following:
   - On the web client and Desktop App, click on the conversation header.
   - On the iOS mobile client, tap , and, then, **Conversation details** > **Add participant**.
   - On the Android mobile client, tap and, then, **Conversation details** > **Add participant**.
2) Type the name of the person that you want to add to the conversation or select the name from the list of recent contacts.

   As you type in a person's name, a list of suggested names is displayed along with the person's status so that you quickly see if they are available.
3) To start the conversation, do the following:
   - On the web client and Desktop App, click **Start**.
   - On the iOS mobile client, tap **Start.**
   - On the Android mobile client, tap .

10.19 Adding a participant to a group conversation or Conference Bridge

When you add a participant to a group conversation or Conference Bridge they can view the entire conversation history.

Step by Step

1) Select the group conversation or Conference Bridge to which you want to add a participant and then do the following:
   - On the web client and Desktop App, click on the conversation header.
   - On the iOS mobile client, tap , and, then, **Conversation details** > **Add participant**.
   - On the Android mobile client, tap and, then, **Conversation details** > **Add participant**.
2) Type the name of the person that you want to add to the conversation or select the name from the list of recent contacts.

   As you type in a person's name, a list of suggested names is displayed along with the person's status so that you quickly see if they are available.

3) To finish adding a participant:

- On the web client, click **Add**.
- On the iOS mobile client, tap **Done** and, then, **Add participant**.
- On the Android mobile client, tap ✓.

10.20 Mute all participants

During large conferences, the background sound coming from the unmuted participants' microphones could cause a lot of noise. In order to maintain your conferences and keep them more quiet, use the **Mute all participant** button.

Prerequisites

- When required, any participant in a conference (except the Guest users) can mute all other participants of that conference.

Step by Step

To mute all participants of an ongoing conference, navigate to the **Other options** menu and select **Mute all participants**.

- On the web client and Desktop App, the **Other options** menu is located in the lower-left corner of the conference view.
- On the iOS and Android client, the **Other options** menu is located in the lower-right corner of the conference view.

The microphones of all the participants will be immediately muted (i.e. the red microphone icon, in the call action bar, switches from normal to strikethrough).

Even participants that join the conference after you have clicked on Mute all participants, will be automatically muted.

In addition, on the web client and Desktop App, the **Mute all participants** button will be changed to **All participants muted**.

NOTICE:

If one of the muted participants wants to talk, he has to unmute his microphone, by clicking the red, strikethrough microphone icon.

10.21 Removing a participant from a group conversation

You can remove a participant who is no longer active in your group conversation or Conference Bridge. When you remove a participant, they can still see the conversation history up until the point that they were removed. However, they can no longer view any updates to the conversation nor they can access all the conversation details in the conversation information pane, such as the pinned topics and conference details. To rejoin the conversation or Conference Bridge, the person must be added by another participant.

Step by Step

1) Select the group conversation or Conference Bridge from which you want to remove a participant, and then do the following:

   - On the web client and Desktop App, navigate to the conversation **Details** tab and select **Participants**. Select the drop-down arrow adjacent to the name of the participant you want to remove and click **Remove** from the drop-down list.

     Alternatively, navigate to > **Participants**. Hover over the name of the participant you want to remove, and then click **Remove**.
   - On the iOS mobile client, tap . Swipe the name of the participant you want to remove to the left, and then tap **Remove**.
   - On the Android mobile client, tap , then **Conversation details** > **Participants**, and then tap the X button to the right of the name of the participant you want to remove.

2) To add the participant back into the group conversation or Conference Bridge, do the following:

   - On the web client and Desktop App, click on the conversation header, enter the name of the person or select their name from the **Suggestions** list, and click **Add participant**.

     Alternatively, navigate to > **Participants**. Hover over the name of the participant you want to add back to the conversation and then click **Add participant**.
   - On the iOS mobile client, tap **Add participant**, and then type the name of the person or select their name from the list of recent contacts.
   - On the Android mobile client, tap , then **Conversation details** > **Participants**, and then tap **Previous** to the right of the name of the participant you want to add back into group conversation or Conference Bridge. Finally, on the pop-up box, tap **Add.**

     Alternatively, you add a participant back to the conversation by tapping , then **Conversation details** > **Add participant**, then typing the name of the person you want to add back to the conversation or selecting their name from the suggested list and tapping .

   Once added back into the group conversation or Conference Bridge, the person can view the entire conversation history, including all updates that occurred between when they were removed and when they rejoined, and all converation details.

10.22 Can I delete a conversation?

Conversations are all shared collaborative spaces where you and other people meet, chat, exchange ideas, and share information. Deleting a conversation would take away the collaborative space not only from you but from every other participant as well, and this is not allowed by design. However, you can edit or delete messages you posted within a conversation.

If you no longer want to participate in a group conversation, you can delete yourself from it. The conversation will not be deleted and will remain available for the other participants. Whatever you have posted until the time you are deleted will remain in the conversation although you are no longer a member of it.

10.23 Can I archive a conversation?

Yes, you can archive a direct or group conversation, Conference Bridge or Community in order to hide it from the active conversation list. Archived conversations are separated from your other conversations and displayed in a different view (**Archived**). You can still be a member of an archived conversation and participate in at any time.

For more information, please refer to: Archiving a conversation (https://www.circuit.com/unifyportalfaqdetail?category=27027&categoryName=&articleId=36501&structureId=11185).

10.24 How do I copy and paste between conversations?

On your Windows system, select the text that you want to copy and paste and then complete the action using the right mouse key or by pressing **Ctrl+C** and **Ctrl+V** on your keyboard.

10.25 How do I move to the top or bottom of a conversation?

You can quickly move to the top or bottom of a conversation as follows:

- To move to the top of the conversation feed, press **Home** on your keyboard.
- To move to the bottom of the conversation feed, press **End** on your keyboard.

10.26 Why can I remove or delete participants from a conversation or Conference Bridge?

Social moderation is at the core of Circuit. Rather than having top-down moderators, every participant owns the conversation. This means that any participant can add, remove and delete other participants or rename the conversation or Conference Bridge.

If anyone gets removed or deleted from a group conversation by mistake, they can easily be added back into the conversation by another participant. Once added back into the group conversation, the person can view the entire conversation history, including all updates that occurred between when they were removed or deleted and when they rejoined.

10.27 Why can’t I have multiple direct conversations with the same person?

Conversations in Circuit are just that - conversations rather than email exchanges. When people have an ongoing conversation with one person, they are more likely to go off topic and discuss other things. This leads to more valuable conversations and builds better relationships. Circuit is all about better communication.

10.28 What is the maximum number of participants I can add to a conversation?

There is no maximum number of participants you can add at one time in a conversation.

In total, you can add up to 1500 participants to a conversation in total. Former participants are counted in this number.

10.29 Organizing your conversations using labels (web client and Desktop App)

You can organize your conversations using labels so that you can group and find them easily. Labels work like folders, but you can add more than one label to a conversation. You can create up to 250 labels.

Step by Step

1) To add a label to a conversation:

a) Open a conversation.

b) Click **Add label** beneath the conversation title.

c) Enter the name of the label that you want to add.

   Existing labels are suggested as you type.

d) Press `Enter`(or click anywhere in the Circuit client user interface) when you finish typing or choose an existing label from the ones suggested.

   If you enter a not already existing name, a new label is created.

The label is added to the conversation.

2) To remove a label from a conversation:

a) Open an existing conversation.

b) Hover over the name of an existing label, which is displayed beneath the conversation title, and click in the upper-right corner.

The label is removed from the conversation.

Labels are displayed below the conversation title. If you add more labels than can fit within the area, a small gray circle with a number in it will appear to the left of **Add label**. The number indicates the number of the non-shown labels. Click the circle to see the list of additional labels.

See also:

- Managing your conversation labels (web client and Desktop App) (https://www.circuit.com/unifyportalfaqdetail?category=15677&categoryName=&articleId=122605&structureId=11185)
- Searching for a labeled conversation (https://www.circuit.com/unifyportalfaqdetail?category=15681&categoryName=&articleId=122596&structureId=11185)

10.30 Organizing your conversations using labels (mobile client)

You can organize your conversations using labels so that you can group and find them easily. Labels work like folders, but you can add more than one label to a conversation. You can create up to 250 labels.

Step by Step

1) To view your conversation labels:

On the iOS mobile client, choose one of the following options:

- Open a conversation, tap and then tap **Conversation details** > **Labels**.
- Open a conversation, tap , then tap **Conversation details** and then tap on any label that is already added to the conversation (displayed in the conversation header).

On the Android mobile client, choose one of the following options:

- Open a conversation, tap and then tap **Conversation details** > **Labels**.
- Open a conversation, tap , then tap **Conversation details** and then tap on any label that is already added to the conversation (displayed in the conversation header).

The **Labels** view opens displaying all the labels you have previously setup.

Labels that are already added to the selected conversation are displayed first in the list, in the order they have been added. They have a green check mark (iOS) or ticked check box (Android) shown next to each one. Labels that are not yet added to the conversation follow in the list. These are listed in alphabetical order.

2) To add a label to a conversation:

On the iOS mobile client

a) Navigate to the **Labels** view, as described above.
b) Tap on the name of the label that you want to add.

A green checkmark is shown next to the label. The label is added to the conversation.

On the Android mobile client

a) Navigate to the **Labels** view, as described above.
b) Tap on the check box next to the label that you want to add.

The check box next to the label is showed as ticked. The label is added to the conversation.

3) To remove a label from a conversation:

On the iOS mobile client

a) Navigate to the **Labels** view, as described above.
b) Tap on the name of the label that you want to remove.

The green checkmark is not shown anymore next to the name of the label. The label is removed from the conversation.

On the Android mobile client

a) Navigate to the **Labels** view, as described above.
b) Tap on the check box next to the label that you want to remove.

The check box next to the label is not ticked anymore. The label is removed from the conversation.

See also:

- Managing your conversation labels (mobile client)

10.31 Collaborating with people from other domains

You can communicate and collaborate with people from other Circuit domains. Similarly to what you do with people from your domain, you can have a conversation with them to virtually meet, chat, exchange ideas, and share information.

Prerequisites

- You can only have a conversation with externals that are registered in a Circuit domain belonging to the same system as yours, e.g., *eu.yourcircuit.com* or *na.yourcircuit.com*.
- For security and privacy reasons you can only search for people from other Circuit domains by name, once you have had a conversation with them. Otherwise, you have to enter their Circuit username, usually their corporate email address, in order to find and add them to a conversation (direct, group conversation or Conference Bridge).
- You cannot add people from other domains to a Community.

Step by Step

1) To start a conversation with a person from another domain:

a) Click or tap the green plus icon (⊕) and select **Conversation** on the web client, Desktop App and iOS mobile client, or **New conversation** on the Android mobile client:

b) Type the name of the person(s) that you want to start a conversation with, or select the names from the list of recent contacts.

In the list of recent contacts, a green circle is shown around a person's avatar to indicate that the person is *Online/ Mobile - Online*; a red circle indicates that the person is *On a call/ Mobile - On a call* or on *Do not disturb* mode; an orange circle indicates that the person is *Away*.

NOTICE:

If you want to start a conversation with a person from another domain that you never had a conversation with before, you need to type their Circuit username; this is, usually, their corporate email address.

As you type in, a list of suggested names is displayed to select from.

c) In case you are creating a group conversation, type, optionally, a title for the conversation.

d) To finish creating the conversation, click or tap **Start** on the web client, Desktop App and iOS mobile client, or tap ✓ on the Android mobile client:

NOTICE:

To start a new direct conversation, you can click or tap on a user's avatar (for example, in a conversation feed) and then click or tap **Start a conversation.**

---

2) To add a person from another domain to an existing conversation, proceed as you would do with people from your domain, except the first time you are contacting the person where you need to use their Circuit username.

For more information, please refer to: *Adding a participant to a direct conversation*, https://www.circuit.com/unifyportalfaqdetail?articleId=35521 and *Adding a participant to a group conversation or Conference Bridge,* https://www.circuit.com/unifyportalfaqdetail?articleId=37218.

NOTICE:

People from other domains have the word **External** appended to their names.

10.32 Using Circuit contact links

Circuit contact links provides a fast and easy way for people to get in touch with each other on Circuit.

You can add your Circuit contact links to your webpage or email signature to prompt other people reach you on Circuit:

1) Add your Circuit username, usually your corporate email address, to the end of the url:

`<URL of the system where your Circuit domain is registered to>/#/email/`

Then add it to your webpage or email signature to prompt other people to have a direct conversation with you on Circuit.

2) Add your phone number to the end of:

`<URL of the system where your Circuit domain is registered to>/#/phone?number=`

Then add it to your webpage or email signature to prompt other people to reach you on phone using Circuit.

For example, if your domain is registered to `https://eu.yourcircuit.com`, your Circuit username is `john.smith@example.com` and your phone number is `+49-89-636-48018`, your Circuit contact links are as follows:

- `https://eu.yourcircuit.com/#/email/john.smith@example.com`
- `https://eu.yourcircuit.com/#/phone?number=+498963648018`

  or

  `https://eu.yourcircuit.com/#/phone?number=00498963648018`

Click or tap a Circuit link like `https://eu.yourcircuit.com/#/email/john.smith@example.com` to open the Circuit web client on your desktop computer or the Circuit app on your mobile device directly to the direct conversation with that person. If such a conversation does not exist, you can start it by clicking **Start**. Once the conversation is started, you can have calls with voice, video, and screen sharing and exchange instant messages with the contacted person.

Click or tap a Circuit link like `https://eu.yourcircuit.com/#/phone?number=00498963648018` to open the Circuit web or mobile client to the **Phone calls** conversation, where the input field is pre-filled with the person's phone number. Click **Call** to call the person.

NOTICE:

This requires that a Circuit Telephony Connector is set up and enabled to allow you to make and receive phone calls through the Circuit application. If not, you see a message that `You do not have access to the conversation or the conversation does not exist`.

If you do not have an account on that system (in our example, on `https://eu.yourcircuit.com`) you are asked to create one.

NOTICE:

If `circuit` is used as the protocol identifier for the URL of the system where your Circuit domain is registered to, the Circuit contact links will look like:

```
circuit://eu.yourcircuit.com/#/email/
john.smith@example.com
```

and

```
circuit://eu.yourcircuit.com/#/phone?
number=00498963648018
```

Clicking the links will launch the Desktop App instead of the web client on your desktop computer. On your mobile device, tapping the links will launch the Circuit app.

10.33 Filtering your conversations

When you open Circuit, the conversations selector by default lists all conversations you are actively participating in and you are receiving notifications on. You can change this view of listed conversations using filters. Make your filter selection via the conversation selector and view the list of conversations that are matched.

Step by Step

1) To view your archived conversations, click or tap the down arrow at the top of the conversation selector and, then, select **Archived** or **Archived conversations**.
2) To view only your direct or group conversations, click or tap the down arrow at the top of the conversation selector and, then, click on **direct** to view all your direct conversations or in **Group** to view your group conversations.
3) To view your conversations with a particular label, click or tap the down arrow at the top of the conversation selector and, then, select the label that you want to filter by.

   The conversation selector is updated to display all your direct and group conversations, Conference Bridges and Communities (archived or not) that have this label.
4) To return to the default view of all your active conversations, click or tap the down arrow at the top of the conversation selector and, then, select **Conversations**.

   On the web client and Desktop App, you can alternatively click the back button at the top of the conversation selector.

   NOTICE:

   The back button appears with a green dot, i.e. , once a new message arrives in a conversation that is not in the current view of listed conversations.

   The conversation selector is updated to display all conversations you are actively participating in and you are receiving notifications on. On the web client and Desktop the list includes direct and group conversations, as well as Conference Bridges. On the mobile client, the list includes also Communities.

10.34 How do I find the URL of a specific conversation?

You can find the URL of a specific conversation. To do that, first select the conversation and then:

- On the web client, copy the URL from the web browser address bar. You can also click the link icon and select **Copy link to this conversation**.
- On the Desktop App, right-click anywhere in the conversation feed and, then, select **Copy link to this conversation**. You can also click the link icon and select **Copy link to this conversation**.
- On the mobile client, tap the timestamp link associated with a post in the conversation feed and, then, select **Copy link to this conversation**.

The link to the conversation is copied to your clipboard which you can then paste to Circuit, email or other application in order to direct colleagues to that specific conversation.

10.35 How can I check my voicemail?

When you receive a voicemail for an unanswered Circuit call, a message with the voicemail attached is automatically posted to the direct conversation you have with the person who called you. The title of the message is `Voice message` and it is displayed under the conversation title in the conversation selector.

You can also receive a voicemail for an unanswered call to your work number.

NOTICE:

Being able to receive voicemails for unanswered phone calls to your work number requires that a Circuit Telephony Connector is configured for you and active. If you are using the Advanced Telephony Connector, it is additionally required that your company's phone system is configured to route phone calls to Circuit voicemail.

Step by Step

1) To check your voicemail for an unanswered Circuit call (web client, Desktop App, mobile client):

- Select the direct conversation that contains the voicemail.
- To listen to the voicemail, locate the voicemail message that you want to check and click or tap .
- To download the voicemail locally, click **Download**.

NOTICE:

The option to download a voicemail is currently only available on the web client and Desktop App.

The downloaded file is in mp4 format.

- To delete the voicemail, click or tap the ellipsis (…) icon and select **Delete**

2) To check your voicemails for an unanswered phone call to your work number:

On the web client and Desktop App

- Navigate to > **Voicemails** in the left side of Circuit application.

  The voicemails are shown in the center of your screen and are divided into two categories:

  – **All** (unread messages are highlighted)

  Unheard (the voicemails you haven't heard yet)
- To listen to the voicemail, hover over the message you want to hear and click .

  The downloaded file is in mp4 format.

  NOTICE:

  To access voicemails by phone calls on a mobile client, navigate to phone icon ( ). **Phone calls** view opens.
- To download the voicemail locally, click the download icon on the right side of the voicemail.

  NOTICE:

  The option to download a voicemail is currently only available on the web client and Desktop App.

  The downloaded file is in mp4 format.
- To delete the voicemail:

  – On the web client and Desktop App, hover over the call log and click the delete icon on the right side of the voicemail.

  On the iOS mobile client, tap the empty space at the right of the voicemail, then tap the ellipsis (…) icon and select **Delete**.

  On the Android mobile client, tap the ellipsis (…) icon and select **Delete**.

  NOTICE:

  While you are listening to the voicemail on the web client or Desktop App, you are able to adjust the volume of the playback sound by using the volume bar .

  NOTICE:

  In case you receive a voicemail by an unanswered phone call from another Circuit user and you use a web client or Desktop App, you can open a direct conversation. Hover over the voicemail and click on the message icon. When you click on the phone icon on the right of the voicemail, you can call the user back.

10.36 How can I upload a file for voicemail greeting?

You can upload a file for a personal voicemail greeting using your web client or Desktop App.

Step by Step

1) Navigate to **Settings > Voicemail**.

2) Make sure the **Voicemail** slider to is set to ON (green).

3) Click **New greeting**.

4) On the pop-up window, enter a name for the greeting.

5) Click **Upload file for your voicemail greeting**.

6) Select the file that you want to upload and click **Upload**.

- The supported file formats are mp3, mp4, m4a and wav.
- The file size must be up to 3 MB.
- The duration of the recording must be up to 30 seconds.

7) If you want to listen to the recording, click ▶.

8) If you want to upload a new file, click **Upload new file**.

9) Click **Save**.

10.37 Collapse or expand the pane on the left (web client and Desktop App)

When you open Circuit, the pane on the left which includes the notifications, conversations, favorites, meetings and phone calls selectors, is expanded by default, displaying the conversation selector. You can easily expand and collapse each selector at any moment, for example when you are sharing your screen and you do not want other participants to see your conversations. No matter what is the selector you chose on the left and whether it is expanded or collapsed, the main view of Circuit does not change. When for example you read a message in a conversation, you can in the same time open the phone calls view. The conversation will remain open in the main view of Circuit and the phone calls selector will be shown on the left pane.

Step by Step

1) To collapse the pane on the left, click on the icon of the active selector. While in:
   a) the conversation selector, click the conversation icon in the pane on the left.
   b) the notifications selector, click the notifications icon in the pane on the left.
   c) the favorites selector, click the favorites icon in the pane on the left.
   d) the meetings selector, click the meetings icon in the pane on the left.
   e) the phone calls selector, click the icon in the pane on the left.
2) To expand the pane on the left click on any of the notifications, conversations, favorites, meetings or phone calls icons.

NOTICE:

The conversation icon appears with a green dot, i.e. , once a new message arrives in a conversation that is not currently visible.

NOTICE:

The phone call icon appears with a green dot, i.e. , once a call is not answered.

When the selector is collapsed and you are in an active call, the call will be displayed in the header of Circuit application.

When the selector is collapsed, you will receive only desktop notifications for an incoming call.

10.38 Share from Circuit to other applications from your mobile device

You can share files, photos and videos form Circuit to other applications on your mobile device.

Step by Step

1) Open a conversation in Circuit that has a file, a photo or a video attached.
2) Tap on the file, photo or video that you want to share and tap the share button.
3) On the native share menu of the device select the application you want to share the image, file or video.

NOTICE:

This feature is not yet supported in Android.

10.39 Call summary post in a conversation

When a call starts, a new topic is automatically posted to the conversation providing summary information about the call. The information includes:

- The title of the conversation, if any.
- A timer that shows the call duration.
- In case of group conversations, the list of participants who have already joined the call.

You can write comments or add files under the call symmary post. You can also like or flag the call summary post.

When the calls ends, the call summary post is updated to include the following information:

- The title of the conversation, if any.
- The hour the call started.
- The duration of the call.
- The number of call participants and their names.

  If you have disabled **Show name**, your name will not be displayed in the list of the participants at the end of the call. You will be characterized as anonymous participant instead.

  In case there are any participants that have disabled **Show name**, when the call ends, the call summary will include the number of anonymous call participants.
- The recording of the call, if the call was recorded.
- The attachment of the Whiteboard, if a board started during the call, in a png format.

You can easily remove specific attachments from the call summary post, if needed.

10.40 How to view the topic list in a conversation

You can view all the topics of a conversation grouped in a list. To do that perform the following steps:

Step by Step

1) On the web client, Desktop App and mobile clients, select a conversation and, then, click or tap at the top right of the conversation view.

The topics of the conversation are displayed in chronological order form the most recent topic to the oldest. The most recent event is displayed at the top of the conversation view.

2) You can click or tap on each topic to focus on it. Once you click on it you will view only that topic with it’s replies, if any.

To navigate back to the topic list click .

Example

Each topic includes the name of the user who last answered in the topic, the date and the timestamp.

If the topic has no other replies, then, only the topic title is displayed in the topic list view.

If a topic does not have a title then it is not included in the topic list.

On web client and Desktop App you have the option to flag each topic.

10.41 How can I view the conversation information pane?

Conversation information pane includes details about direct and group conversation, communities and the pinned topics.

Step by Step

1) On the web client and Desktop App, select a conversation and then click .

   The information pane will be displayed including the respective information of the conversation or the community and the pinned topics.

2) In a group conversation click on **Details > Show more** to copy the conference URL, view the dial-in numbers and the PIN for the dial-in numbers.

   You may click on **Schedule a conference** to view or copy the conference details.

3) In the pinned topics area all the pinned topics of the conversation are displayed. If you click on a topic you will be redirect on the specific topic in the conversation.

   If you want to unpin a topic from the information pane then hover on the topic and, then, click **Unpin**.

10.42 How can I pin a topic?

You can pin an important topic in a conversation. Pinned topics are displayed in the conversation information pane and can be viewed by all the participants of the conversation.

Step by Step

1) Select a conversation and then click at the top right of the conversation view.

   Topics of the conversation that have a title are displayed.

   > **INFO:** Topics without a title are not shown thus you cannot pin them.

2) Locate the topic you want to pin and click .

The pin icon becomes orange to indicate that the topic has been pinned.

You can pin up to 10 topics in a conversation that you participate. Any participant can pin a topic for the conversation. In moderated conversations, only moderators can pin topics.

3) To unpin a pinned topic, click the pin icon one more time.

Alternatively, navigate to > **Pinned topics**, hover over the preferred topic and click **Unpin**.

10.43 Opening a conversation into a separate window

With the Circuit Desktop App, you can open each conversation into a separate window so you can view and engage in several conversations at the same time.

Prerequisites

- You are using the Circuit Desktop App.

Step by Step

1) To open a conversation into a separate window, do one of the following:

- Double click the conversation title in the conversation selector (pane on the left).
- Click the conversation title in the conversation selector. Then, click the ellipsis (…) icon in the conversation header and select **Show in separate window**.

The conversation opens in its own window and is brought into focus, so you can directly contribute to it.

2) To close the separate window, click X in its upper-right corner.

Next steps

In the separate conversation window you can view the conversation history and respond. You can also see a set of options available to you via the conversation header, allowing you to:

- Start a voice call or conference
- If you are on a call started from this conversation:
  - Leave or end the call
  - Mute or unmute your microphone
- Add or remove a label to or from the conversation
- Add or remove the conversation to or from Favorites
- Edit the conversation title

When a conversation is open into a separate window, you can still open it and contribute to it via the main Circuit application.

10.44 How to disable data deletion in a conversation

The messages and files of all users are retained in Circuit by default. If data retention feature is enabled in your domain, then user messages and attached files will be deleted after a pre-configured period of time, in conversations that don't have participants under legal hold. You have the option to disable the data deletion in a conversation, and as a result this conversation will not be affected by the data retention policy.

Prerequisites

Data retention feature has to be enabled on your domain by Circuit operations or Managed Services.

To disable the data deletion in a conversation perform the following steps:

Step by Step

1) On the web client and Desktop App, select a conversation and then click

The information pane will be displayed.

2) Switch the **Data deletion** slider to OFF (grey).

Once you disable data deletion, the conversation data will not be affected by the data retention policy.

If a conversation has one member under legal hold, then data deletion is turned off and the data deletion option is disabled for all users.

Only the user who turned off data deletion can turn it on again. In a moderated conversation, any moderator can turn on data deletion. If the conversation is not moderated then any user can turn off data deletion option.

If the user who turned off data deletion leaves the conversation or the account is deactivated, then in a non-moderated conversation any user can turn it on again. If the conversation is moderated, then only a moderator can turn it on again.

10.45 Can I view the participants of a conference before joining?

When a call starts, a new topic is created and a call summary post is shared in the conversation including the details of the call. You can see a list of the participants that have already joined the call before joining.

Step by Step

Click or tap **Show call participants**, in the topic that is created for the call. A new window opens with a list of all the participants that have already joined the call.

On Android and iOS client, you can click on the top right of your screen and filter the participants according to the following categories:

- **All**
- **Moderators**
- **Participants**

- **Externals**
- **Guests**

10.46 Deleting a participant from a group conversation or Conference Bridge

You can delete a participant who is added by mistake in your group conversation. When you delete a participant, they can no longer view the conversation in the conversation list, or view any of the conversation history. When you delete a participant, their posts and any files shared in the conversation are not deleted and remain visible for other participants of the conversation. You can also delete yourself from a conversation, unless you are the last person from your domain participating in the conversation. In that case you cannot delete yourself.To rejoin the conversation, the person must be added by another participant of that conversation.

Step by Step

1) Select the group conversation from which you want to delete a participant or yourself, and then follow the steps below:

On the web client and Desktop App

- Navigate to the conversation **Details** tab, select **Participants**.
- Select the drop-down arrow adjacent to the name of the participant you want to delete and click **Delete**.
- When the system prompts you to confirm that you want to delete the participant, click **Yes**.

A system message is automatically posted to the conversation, to inform other participants about the deletion. A notification message, located at the notification selector, informs the deleted person about the person who made the delete action and gives the chance to click the message and start a direct conversation with the specific person.

NOTICE:

Although you can delete a participant using only the web client or the Desktop App, the deleted person will also be notified in mobile clients.

2) To add the participant back into a group conversation, follow the steps below:

- On the web client and Desktop App, click on the conversation header, enter the name of the person or select their name from the **Suggestions** list, and click **Add**.

  A system message is automatically posted to the conversation to inform about the new participant.

Once added back into the group conversation or Conference Bridge, the person can view the entire conversation history, including all updates that occurred between the time they were deleted and the time they rejoined, and all conversation details.

10.47 What is the difference between deleting and removing a participant from a group conversation?

It is not the same when you delete participants or you remove them from a group conversation.

Deleted participants can no longer access the conversation and the conversation is no longer listed in their conversation list. They can neither view the conversation history even up to the time they were deleted. On the other hand, when you remove participants from a conversation or a Conference Bridge, they can still view the conversation in their conversation list and the conversation history up until the point that they were removed.

In both cases, you can leave a conversation or delete yourself from it, unless you are the only person from your domain participating in the conversation. Deleted or removed participants can rejoin the conversation, if they are added back by another participant. Once added back, they can view the entire conversation history including all updates that happened between the point they where removed or deleted and the point they rejoined.

10.48 Adding an incoming webhook in a conversation

You can create an incoming webhook in a conversation to allow external apps to post messages to a Circuit conversation to notify participants about certain events. Messages can be posted on your behalf or on behalf of a bot user.

Prerequisites

The Circuit domain administrator has to enable the **Incoming Webhooks** integration through the **Manage applications > Apps** tab.

Step by Step

1) On the web client and Desktop App, select a conversation and then navigate to ⓘ > **Apps**.
2) Click **Add new app**.
3) In the **Add incoming webhook** window, do the following:
   a) Enter a name for the incoming webhook.
   b) If the domain administrator has created and enabled bots for incoming webhooks, you can select a bot from the drop-down list to appear as the author of the messages. If no bot is selected, messages will be posted on your behalf.

      The option to select a bot is hidden if no bot is enabled on the domain.
   c) Click **Create**.
4) In the **Incoming webhook URL** window, click **Copy to clipboard** and, then, click **Close**.

   Copy this URL to the external app that will be posting the messages.

   If you want to copy again the webhook URL, hover over the app and click **Edit > Copy**.

Example

Below you may find examples on the format you can add content in the external app:

```
{ "text" : "This is my main text with a https://
www.google.com link to Google"}
```

Basic formatting:

```
{ "text": "*bold* `code` _italic_"}
```

10.49 Editing an incoming webhook in a conversation

Step by Step

1) On the web client and Desktop App, select a conversation and click > **Apps.**
2) In the list of apps, hover over the app you want to make changes and click **Edit**.
3) To edit the name of the app start typing on the name field.
4) To generate a new URL for this app click **Regenerate**.
5) Click **Save**.

Example

To delete the app, in the list of apps, hover over the app you want to delete and click **Remove**.

11 Headset Integration overview

You can control Circuit calls directly from a wide range of headsets, handsets and external audio devices. To enable Headset extensions navigate to **Settings > Extensions**.

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

The following vendors are currently supported:

- Jabra (https://www.circuit.com/unifyportalfaqdetail?articleId=112718)
- Plantronics (https://www.circuit.com/unifyportalfaqdetail?category=112613&categoryName=&articleId=115017&structureId=11185)
- Sennheiser (https://www.circuit.com/unifyportalfaqdetail?articleId=136444)
- JPL (https://www.circuit.com/unifyportalfaqdetail?articleId=158106)
- Logitech (https://www.circuit.com/unifyportalfaqdetail?articleId=184332)
- Plathosys
- Gigaset ION

11.1 Jabra devices

The new Circuit Headset Integration provides Call Control functionality with the following Jabra devices:

NOTICE:

You can not use Jabra call control in two applications simultaneously. For example, if you connect the same Jabra device in Circuit and in Skype for Business or in Circuit web client and Desktop App, the call will drop unexpectedly.

Product	Web Client via USB	Web Client - Call Control Support	Mobile Client / Connectivity Type	Mobile Client - Call Control Support
Jabra PanaCast 50	yes	yes		
Jabra Evolve2 85	yes	yes		
Jabra Evolve2 75	yes	yes		
Jabra Evolve2 65	yes	yes		
Jabra Evolve2 40	yes	yes		
Jabra Evolve2 30	yes	yes		
Jabra Evolve 80	yes	yes	yes / via 3,5 mm Jack	no
Jabra Evolve 20	yes	yes		
Jabra Evolve 75e	yes	yes	yes / via BT	no

Product	Web Client via USB	Web Client - Call Control Support	Mobile Client / Connectivity Type	Mobile Client - Call Control Support
Jabra Evolve 75	yes	yes	yes / via BT	no
Jabra Evolve 65	yes	yes	yes / via BT	no
Jabra Evolve 40	yes	yes	yes / via 3,5 mm Jack	no
Jabra Evolve 30	yes	yes		
Jabra Biz 2400 II CC	yes	yes		
Jabra Biz 2400 II	yes	yes		
Jabra Biz 2400	yes	yes		
Jabra Biz 2300	yes	yes		
Jabra Motion UC+	yes	yes	yes / via BT	yes
Jabra Motion UC	yes	yes	yes / via BT	no
Jabra Speak 750	yes	yes		
Jabra Speak 410	yes	yes		
Jabra Speak 510	yes	yes	yes / via BT	no
Jabra Speak 710	yes	yes	yes / via BT	yes
Jabra Speak 810 UC	yes	no	yes / via BT	no
Jabra PRO 9470	yes	yes		
Jabra PRO 9465	yes	yes		
Jabra PRO 9460	yes	yes		
Jabra PRO 9450	yes	yes		
Jabra PRO 930	yes	yes		
Jabra Engage 65	yes	yes		
Jabra Engage 75	yes	yes		
Jabra Engage 55	yes / via DECT Dongle	yes		

For more information about the setup of the Jabra headset integration you may refer to the following topic:

- Setting up the Jabra headset integration (https://www.circuit.com/unifyportalfaqdetail?category=112613&categoryName=&articleId=118283&structureId=11185)

11.2 Setting up the Jabra headset integration

The Jabra headset integration allows you to control your Circuit calls from a range of Jabra headsets or external audio devices. On the web client and Desktop App, the integration is available as part of the *Circuit Headset Integration by Unify* Chrome extension, which you can easily install from your Circuit client.

Prerequisites

- The Circuit domain administrator has to enable the feature through the **Manage applications** > **Extensions** tab.
- You have to install the *Circuit by Unify* Chrome extension on your computer in order to setup and use the Jabra headset integration feature with the Circuit web client on Chrome or the Circuit Desktop App.

To setup the Jabra headset integration, perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Settings**.

2) Navigate to the **Extensions** tab.

3) Locate the **Jabra** extension.

If the *Circuit Headset Integration by Unify* Chrome extension is not yet installed, an **Install** button will appear next to the Jabra extension. Otherwise, a **Connect** button will appear.

4) Install the *Circuit Headset Integration by Unify* Chrome extension, if not yet installed, as follows:

a) Click **Install** next to the Jabra extension.
b) On the pop-up window, click **Proceed**.
c) Give permission on Circuit to manage your apps, extensions and themes, by clicking **Allow**.
d) Circuit automatically redirects you to Chrome web store on the *Circuit Headset Integration by Unify* Chrome extension.
e) Click **Add to Chrome** to add the extension on your computer.
f) On the pop-up window, click **Add app**.

The Chrome extension is installed on your computer.

g) Go back to your Circuit web client or Desktop App.

5) Click **Connect** next to the Jabra extension.

The Jabra extension is connected.

6) To adjust and manage your Jabra headsets and external audio devices click **Audio/Video** or .

11.3 Plantronics devices

The new Circuit Headset Integration provides Call Control functionality with the following Plantronics devices:

Plantronics	Web Client and Desktop App/ Audio & Call Control	Mobile Client / Connectivity Type	Mobile Client iOS 10/ Call Control via bluetooth
Blackwire 7225	yes		
Blackwire 725 stereo	yes		
Blackwire 710/720 mono/ stereo	yes	yes / via BT	yes
Blackwire 5210/5220 mono/ stereo	yes	yes / via 3,5 mm Jack	
Blackwire 510/520 mono/ stereo	yes		
Blackwire 3215/3225 mono/ stereo	yes	yes / via 3,5 mm Jack	
Blackwire 315/325 mono/ stereo	yes	yes / via 3,5 mm Jack	
Blackwire 3210/3220 mono/ stereo	yes		
Blackwire 310/320 mono/ stereo	yes		
EncorePro 715/725 USB mono/stereo	yes		
EncorePro 515/525 USB mono/stereo	yes		
EncorePro 500 Series + DA80 USB Adapter	yes		
EncorePro 700 Series + DA80 USB Adapter	yes		
Voyager 8200 UC	yes	yes / via BT	yes
Voyager 4300 Office	yes		
Voyager 6200 UC	yes	yes / via BT	yes
Voyager Focus 2	yes		
Voyager Focus UC	yes	yes / via BT	yes
Voyager 5200 UC	yes	yes / via BT	yes
Voyager 3200 UC	yes	yes / via BT	yes
Savi 700 Series	yes	yes / via BT	yes
Savi W8200 Series	yes		
Calisto 5300 Series	yes		
Calisto 3200	yes		
Calisto 610 UC	yes		
Calisto 620 UC	yes	yes / via BT	yes

Plantronics	Web Client and Desktop App/ Audio & Call Control	Mobile Client / Connectivity Type	Mobile Client iOS 10/ Call Control via bluetooth
Sync 20	yes		

NOTICE: Audio and Call control is supported on Circuit Web client using Chrome and Firefox and on Windows and MacOS Desktop application via USB.

NOTICE:

You can use your Plantronics audio devices with Circuit and other Softphones supported by Plantronics HUB software desktop client (including Skype, OCS, Lync or Skype for Business).

11.4 Installing Plantronics headsets integration

Prerequisites

- The Circuit domain administrator has to enable the feature through the **Manage applications** > **Extensions** tab.

To install the Plantronics headset integration, perform the following steps:

Step by Step

1) On the web client and Desktop App, click on your user name and then click on **Settings**.

2) Navigate to the **Extensions** tab.

3) Locate the Plantronics extension and click on **Plantronics Hub**.

4) Circuit redirects you to Plantronics web site.

5) Click on **Windows** or **macOS**, according to what operating system you are using, to download the Plantronics Hub for you desktop.

6) On Windows operating system run the `PlantronicsHubInstaller.exe` file.

On Mac operating system run the `PlantronicsHubInstaller.dmg` file.

7) Click on **Install.**

8) When the installation of Plantronics Hub is completed, navigate back to Plantronics extension and click on **Connect**.

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

NOTICE:

If you are installing the Plantronics extension in your Firefox browser, you have to add the certificate manually to your browser. For more information regarding the settings you may refer to How to enable Plantronics extension in Firefox.

11.5 How to enable Plantronics extention in Firefox

If you are installing the Plantronics extension in your Firefox browser, you have to add the certificate manually to your browser.

Prerequisites

You have to install the Plantronics Hub application on your computer. For more information regarding the installation you may refer to Installing Plantronics headsets integration

Step by Step

1) Navigate to the Firefox menu and click on **Options**.
2) Click on **Advance > Certificates**.
3) Click on **View Certificates**.
4) On the pop up window click on **Servers** tab and then click on **Add Exception**.
5) On the location field enter the local host URL `https://127.0.0.1:32018` and click on **Get Certificate**.
6) Click on **Confirm Security Exception** and then click on **OK**.
7) Navigate back to Circuit in **Settings > Extensions** and on the Plantronics extension and click on **Connect**.

11.6 Sennheiser devices

The new Circuit Headset Integration provides Call Control functionality with the following Sennheiser devices:

NOTICE:

You cannot use Sennheiser call control in two applications simultaneously. For example, if you connect the same Sennheiser device in Circuit and in Skype for Business or in Circuit web client and Desktop App, the call will drop unexpectedly.

Sennheiser	Web Client and Desktop App/ Audio & Call Control	iOS Mobile Client / Connectivity Type	Mobile Client iOS 10/ Call Control via bluetooth
Epos ADAPT 460	yes		
Epos ADAPT 200 Series	yes		
Epos Expand 80	yes		
Epos IMPACT D30	yes		

Sennheiser	Web Client and Desktop App/ Audio & Call Control	iOS Mobile Client / Connectivity Type	Mobile Client iOS 10/ Call Control via bluetooth
Epos IMPACT D10	yes		
SC 30 USB CTRL	yes		
SC 60 USB CTRL	yes		
SC 40 USB CTRL	yes		
SC 70 USB CTRL	yes		
SC 135 USB	yes	yes / via 3,5 mm Jack	
SC 165 USB	yes	yes / via 3,5 mm Jack	
SC 130 USB	yes		
SC 160 USB	yes		
SC 660 ANC	yes		
SDW 5016	yes		
SDW 5036	yes		
SDW 5066	yes		
SP 30 +	yes		yes
SP 30 +	yes		yes
SC 45 / 75 USB CTRL	yes	yes / via 3,5 mm Jack	no
SC 230 II USB CTRL	yes		
SC 260 II USB CTRL	yes		
SC 630 USB CTRL	yes		
SC 660 USB CTRL	yes		
SC 230 / 260 incl. USB-ED CC 01	yes		
SC 630 / 660 incl. USB-ED CC 01	yes		
SC 635 / 665 USB	yes	yes / via 3,5 mm Jack	
DW Office	yes		
DW Pro 1 / 2	yes		
SD Office	yes		
SD Pro 1 / 2	yes		
SDW 5016	yes		
D 10 USB	yes		
Presence UC	yes	yes / via BT	yes

Sennheiser	Web Client and Desktop App/ Audio & Call Control	iOS Mobile Client / Connectivity Type	Mobile Client iOS 10/ Call Control via bluetooth
MB Pro 1 / 2	yes	yes / via BT	yes
MB 660 UC (via USB cable)	yes		
MB 660 UC (via BT dongle)	yes	yes / via BT	yes
SP 10	yes		
SP 20	yes	yes / via 3,5 mm Jack	no
SP 220	yes	yes / via 3,5 mm Jack	no
Team Connect Wireless	yes	yes / via 3,5 mm Jack	no

For more information about the setup of the Sennheiser headset integration you may refer to the following topic:

- Setting up the Sennheiser headset integration (https://www.circuit.com/unifyportalfaqdetail?articleId=137118)

11.7 Setting up the Sennheiser headset integration

The Sennheiser headset integration allows you to control your Circuit calls from a range of Sennheiser headsets or external audio devices. On the web client and Desktop App, the integration is available as part of the *Circuit Headset Integration by Unify* Chrome extension, which you can easily install from your Circuit client.

Prerequisites

- The Circuit domain administrator has to enable the feature through the **Manage applications** > **Extensions** tab.
- You have to install the *Circuit by Unify* Chrome extension on your computer in order to setup and use the Sennheiser headset integration feature with the Circuit web client on Chrome or the Circuit Desktop App.

To setup the Sennheiser headset integration, perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Settings**.
2) Navigate to the **Extensions** tab.
3) Locate the **Sennheiser** extension.

   If the *Circuit Headset Integration by Unify* Chrome extension is not yet installed, an **Install** button will appear next to the Sennheiser extension. Otherwise, a **Connect** button will appear.

4) Install the *Circuit Headset Integration by Unify* Chrome extension, if not yet installed, as follows:
   a) Click **Install** next to the Sennheiser extension.
   b) On the pop-up window, click **Proceed**.
   c) Give permission on Circuit to manage your apps, extensions and themes, by clicking **Allow**.
   d) Circuit automatically redirects you to Chrome web store on the *Circuit Headset Integration by Unify* Chrome extension.
   e) Click **Add to Chrome** to add the extension on your computer.
   f) On the pop-up window, click **Add app**.

      The Chrome extension is installed on your computer.
   g) Go back to your Circuit web client or Desktop App.

5) Click **Connect** next to the Sennheiser extension.

   The Sennheiser extension is connected.

6) To adjust and manage your Sennheiser headsets and external audio devices click **Audio/Video** or .

11.8 JPL devices

The new Circuit Headset Integration provides Call Control functionality with the following JPL devices:

NOTICE:

You can not use JPL call control in two applications simultaneously. For example, if you connect the same JPL device in Circuit and in Skype for Business or in Circuit web client and Desktop App, the call will drop unexpectedly.

Product	Device Name in Circuit	Web Client via USB	Mobile Client / Connect Type	Mobile Client - Call Control Support
JPL-Element-X500	JPL X-500U	yes	no	no
All headsets compatible with BL-054MS bottom lead	BL-054MS	yes	no	no
All headsets compatible with BL-053 bottom lead	BL-053	yes	no	no
JPL 400M	400M	yes	no	no
JPL 400B	400B	yes	no	no

For more information about the setup of the JPL headset integration you may refer to the following topic:

- Setting up the JPL headset integration (https://www.circuit.com/unifyportalfaqdetail?articleId=159328)

11.9 Setting up the JPL headset integration

The JPL headset integration allows you to control your Circuit calls from a range of JPL headsets or external audio devices. On the web client and Desktop App, the integration is available as part of the *Circuit Headset Integration by Unify* Chrome extension, which you can easily install from your Circuit client.

Prerequisites

- The Circuit domain administrator has to enable the feature through the **Manage applications** > **Extensions** tab.
- You have to install the *Circuit by Unify* Chrome extension on your computer in order to setup and use the JPL headset integration feature with the Circuit web client on Chrome or the Circuit Desktop App.

To setup the JPL headset integration, perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Settings**.

2) Navigate to the **Extensions** tab.

3) Locate the **JPL** extension.

If the *Circuit Headset Integration by Unify* Chrome extension is not yet installed, an **Install** button will appear next to the JPL extension. Otherwise, a **Connect** button will appear.

4) Install the *Circuit Headset Integration by Unify* Chrome extension, if not yet installed, as follows:

a) Click **Install** next to the JPL extension.
b) On the pop-up window, click **Proceed**.
c) Give permission on Circuit to manage your apps, extensions and themes, by clicking **Allow**.
d) Circuit automatically redirects you to Chrome web store on the *Circuit Headset Integration by Unify* Chrome extension.
e) Click **Add to Chrome** to add the extension on your computer.
f) On the pop-up window, click **Add app**.

The Chrome extension is installed on your computer.

g) Go back to your Circuit web client or Desktop App.

5) Click **Connect** next to the JPL extension.

The JPL extension is connected.

6) To adjust and manage your JPL headsets and external audio devices click **Audio/Video** or .

11.10 Logitech devices

The new Circuit Headset Integration provides Call Control functionality with the following Logitech devices:

NOTICE:

You can not use Logitech call control in two applications simultaneously. For example, if you connect the same Logitech device in Circuit and in Skype for Business or in Circuit web client and Desktop App, the call will drop unexpectedly.

Product	Web Client via USB	Web Client - Call Control Support	Mobile Client / Connectivi Type	Mobile Client - Call Control Support
Logitech Zone Wireless	yes	yes	yes/ BT	no
Logitech Zone Wired	yes	yes	no	no
Logitech H650E Mono/ Stereo	yes	yes	no	no
Logitech H820E Mono/Dual	yes	yes	no	no
Logitech H570E Mono/ Stereo	yes	yes	no	no

For more information about the setup of the Logitech headset integration, refer to the following topic:

- Setting up the Logitech headset integration

11.11 Setting up the Logitech headset integration

The Logitech headset integration allows you to control your Circuit calls from a range of Logitech headsets or external audio devices. On the web client and Desktop App, the integration is available as part of the *Circuit Headset Integration by Unify* Chrome extension, which you can easily install from your Circuit client.

Prerequisites

- The Circuit domain administrator must enable the feature through the **Manage applications** > **Extensions** tab.
- Install the *Circuit by Unify* Chrome extension on your computer in order to setup and use the Logitech headset integration feature with the Circuit web client on Chrome or the Circuit Desktop App.

To setup the Logitech headset integration, perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Settings**.
2) Navigate to the **Extensions** tab.
3) Locate the **Logitech** extension.

   If the *Circuit Headset Integration by Unify* Chrome extension is not yet installed, an **Install** button will appear next to the Logitech extension. Otherwise, a **Connect** button appears.

4) Install the *Circuit Headset Integration by Unify* Chrome extension, if not yet installed, by following the steps below:

a) Click **Install** next to the Logitech extension.

b) On the pop-up window, click **Proceed**.

c) Give permission on Circuit to manage your apps, extensions and themes, by clicking **Allow**.

d) Circuit automatically redirects you to Chrome web store on the *Circuit Headset Integration by Unify* Chrome extension.

e) Click **Add to Chrome** to add the extension on your computer.

f) On the pop-up window, click **Add app**.

The Chrome extension is installed on your computer.

g) Go back to your Circuit web client or Desktop App.

5) Click **Connect** next to the Logitech extension.

The Logitech extension is connected.

6) To adjust and manage your Logitech headsets and external audio devices click **Audio/Video** or .

11.12 Plathosys devices

The new Circuit Headset Integration provides Call Control functionality with the following Plathosys devices:

NOTICE:

You can not use Plathosys call control in two applications simultaneously. For example, if you connect the same Plathosys device in Circuit and in Skype for Business or in Circuit web client and Desktop App, the call will drop unexpectedly.

Product	Web Client via USB	Web Client - Call Control Support	Mobile Client / Connectivi Type	Mobile Client - Call Control Support
Plathosys CT-220 PRO	yes	yes	no	no
Plathosys CT-400 PRO	yes	yes	no	no

For more information about the setup of the Plathosys handset integration, refer to the following topic:

- Setting up the Plathosys handset integration

11.13 Setting up the Plathosys handset integration

The Plathosys handset integration allows you to control your Circuit calls from a range of Plathosys handsets or external audio devices. On the web client and Desktop App, the integration is available as part of the *Circuit Headset*

Integration by Unify Chrome extension, which you can easily install from your Circuit client.

Prerequisites

- The Circuit domain administrator must enable the feature through the **Manage applications** > **Extensions** tab.
- Install the *Circuit by Unify* Chrome extension on your computer in order to setup and use the Plathosys handset integration feature with the Circuit web client on Chrome or the Circuit Desktop App.

To setup the Plathosys handset integration, perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Settings**.

2) Navigate to the **Extensions** tab.

3) Locate the **Plathosys** extension.

If the *Circuit Headset Integration by Unify* Chrome extension is not yet installed, an **Install** button will appear next to the Plathosys handset extension. Otherwise, a **Connect** or **Disconnect** button appears.

4) Install the *Circuit Headset Integration by Unify* Chrome extension, if not yet installed, by following the steps below:

a) Click **Install** next to the Plathosys extension.

b) On the pop-up window, click **Proceed**.

c) Give permission on Circuit to manage your apps, extensions and themes, by clicking **Allow**.

d) Circuit automatically redirects you to Chrome web store on the *Circuit Headset Integration by Unify* Chrome extension.

e) Click **Add to Chrome** to add the extension on your computer.

f) On the pop-up window, click **Add app**.

The Chrome extension is installed on your computer.

g) Go back to your Circuit web client or Desktop App.

5) Click **Connect** next to the Plathosys extension.

The Plathosys extension is connected.

6) To adjust and manage your Plathosys handsets and external audio devices click **Audio/Video** or .

11.14 Gigaset ION devices

The new Circuit Headset Integration provides Call Control functionality with the following Gigaset ION devices:

Product	Web Client via USB	Web Client - Call Control Support	Mobile Client / Connectivi Type	Mobile Client - Call Control Support
Gigaset Ion Handset	yes	yes		

For more information about the setup of the Gigaset ION handset integration, refer to the following topic:

- Setting up the Gigaset ION handset integration

11.15 Setting up the Gigaset ION handset integration

The Gigaset ION handset integration allows you to control your Circuit calls from a range of Gigaset ION handsets or external audio devices. On the web client and Desktop App, the integration is available as part of the *Circuit Headset Integration by Unify* Chrome extension, which you can easily install from your Circuit client.

Prerequisites

- The Circuit domain administrator must enable the feature through the **Manage applications** > **Extensions** tab.
- Install the *Circuit by Unify* Chrome extension on your computer in order to setup and use the Gigaset ION handset integration feature with the Circuit web client on Chrome or the Circuit Desktop App.

To setup the Gigaset ION handset integration, perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Settings**.

2) Navigate to the **Extensions** tab.

3) Locate the **Gigaset ION** extension.

If the *Circuit Headset Integration by Unify* Chrome extension is not yet installed, an **Install** button will appear next to the Gigaset ION extension. Otherwise, a **Connect** button appears.

4) Install the *Circuit Headset Integration by Unify* Chrome extension, if not yet installed, by following the steps below:

a) Click **Install** next to the Gigaset ION extension.

b) On the pop-up window, click **Proceed**.

c) Give permission on Circuit to manage your apps, extensions and themes, by clicking **Allow**.

d) Circuit automatically redirects you to Chrome web store on the *Circuit Headset Integration by Unify* Chrome extension.

e) Click **Add to Chrome** to add the extension on your computer.

f) On the pop-up window, click **Add app**.

The Chrome extension is installed on your computer.

g) Go back to your Circuit web client or Desktop App.

5) Click **Connect** next to the Gigaset ION extension.

The Gigaset ION extension is connected.

6) To adjust and manage your Gigaset ION handset and external audio devices click **Audio/Video** or .

11.16 Embrava Blynclight devices

The Embrava Blynclight series display your availability, by using visual indication, for your colleagues based on your presence status with the following devices:

- Blynclight Standard
- Blynclight Plus
- Blynclight Mini
- Blynclight Wireless

Your availability and the visual indication on Embrava Blynclight devices are mapped as follows:

Availability	Light Color	Flashing
Online	Green	No
Incoming call	Green	Yes
Away	Yellow	No
Do not disturb/ On a call	Red	No
On a call with video	Red	Yes
Offline	No light	No

11.17 Kuando Busylight devices

The Kuando Busylight devices can be used as a visual indicator based on your presence status with the following devices:

- Kuando Busylight UC Alpha
- Kuando Busylight UC Omega

NOTICE: The onboard audible Kuando ring notification is not supported.

Your availability and the visual indication on Kuando Busylight devices are mapped as follows:

Availability	Light Color	Flashing
Online	Green	No
Incoming call	Green	Yes
Away	Yellow	No
Do not disturb/ On a call	Red	No
On a call with video	Red	Yes
Offline	No light	No

11.18 Setting up the Kuando integration

The Kuando integration allows you to inform your colleagues immediately when you are on a call, busy, online or offline, by using a visual indicator. It also can be used as a phone ring light and a speaker for your calls.

Prerequisites

The Circuit domain administrator has to enable the feature through the **Manage applications** > **Extensions** tab.

To enable the Kuando integration, perform the following steps:

Step by Step

1) On the web client and Desktop App, click on your user name and then click on Settings.

2) Navigate to the **Extensions** tab.

3) Locate the **Kuando** extension.

If the *Circuit Headset Integration by Unify* Chrome extension is not yet installed, an **Install** button will appear next to the Kuando extension. Otherwise, a **Connect** button will appear.

4) Install the *Circuit Headset Integration by Unify* Chrome extension, if not yet installed, as follows:

a) Click **Install** next to the Kuando extension.

b) On the pop-up window, click **Proceed**.

c) Give permission on Circuit to manage your apps, extensions and themes, by clicking **Allow**.

d) Circuit automatically redirects you to Chrome web store on the *Circuit Headset Integration by Unify* Chrome extension.

e) Click **Add to Chrome** to add the extension on your computer.

f) On the pop-up window, click **Add app**.

The Chrome extension is installed on your computer.

g) Go back to your Circuit web client or Desktop App.

5) Click **Connect** next to the Kuando integration.

The Jabra extension is connected.

12 Messaging overview

You can easily exchange messages with others while in a conversation. You can add attachments, emojis and emoticons, insert hyperlinks, and apply formatting to your messages, including bold, italics, and highlighting.

As you write a new message, a draft is automatically saved and appears at the top of the conversation selector so you can quickly pick up where you left off.

Messages are grouped together in topics. They are displayed in threaded mode where replies to a message are shown beneath the original message.

12.1 Sending a message

You can easily send a message to other participants while in a conversation. You can send a message to start a new topic or to reply to an existing one.

Step by Step

1) Start a new conversation or select an existing one.

2) To start a new topic:

On the web client and Desktop App:

a) Click **Start a new topic** to the bottom of the conversation view.

b) Type a title for the topic in the **Topic title** field.

c) Type your message describing the topic in the next input field.

If you want to take advantage of the full height of the conversation feed while writing the message, click at the bottom-right of the editing area.

To return to the default view, click at the bottom-right of the editing area.

d) Click **Send** or press `Ctrl+Enter`.

On the iOS mobile client:

a) Tap .

b) Type a title for the topic in the **Topic title** field.

c) Type your message describing the topic in the **Topic description** field.

d) Tap .

On the Android mobile client:

a) Tap .

b) Type your message describing the topic in the input field.

c) Tap .

3) To reply to a topic:
   a) Find the topic you want to reply to.
   b) Click or tap **Reply to this topic** that is located at the bottom of the topic.
   c) Type your message in the input field.

      If you want to take advantage of the full height of the conversation feed while writing the message, click to enable the rich-text editor. Click at the bottom-right of the conversation feed to enlarge the editing area. To return to the default view, click at the bottom-right of the editing area.
   d) Then:
      a) On the web client and Desktop App, press **Enter**.
      b) On the iOS mobile client, tap .
      c) On the Android mobile client, tap .

12.2 Formatting a message (web client and Desktop App)

You can use the rich-text editor to apply special formatting to your message, including bold, italics, highlighting, bulleted lists, and numbered lists.

The rich text editor is by default available when you start a new topic or when you edit a message. When you reply to a topic, you need to click for the rich-text editor to appear.

Step by Step

1) Create a new message or edit an existing message.
2) If you reply to a topic, click .
3) Select the text that you want to format, and then do the following:
   - To apply bold formatting, click B .

     Alternatively, press `Ctrl+B` on Windows or `COMMAND+B` on Mac.
   - To apply italic formatting, click *I* .

     Alternatively, press `Ctrl+I` on Windows or `COMMAND+I` on Mac.
   - To apply underline formatting, press `Ctrl+U` on Windows or `COMMAND+U` on Mac.
   - To apply highlighting, click .
   - To insert a bulleted list, click .
   - To insert a numbered list, click .

NOTICE:

The first time that you click the list icon, bullets are applied. Clicking the list icon a second time applies numbering.

Numbering values cannot be changed. Number lists will always start with number 1.

12.3 Adding a title to a topic

You can add a title to a topic in order to give participants an idea of what the topic is about.

Step by Step

1) To add a title to a new topic:
   a) Start a new topic.
   b) On the Android mobile client, tap .
   c) In the **Topic title** field, type a title for your topic.

2) To add a title to an existing topic:
   a) Select the starting message of the topic and click or tap **Edit**.
   b) On the Android mobile client, tap .
   c) In the **Topic title** field, type a title for your topic.

12.4 Adding a hyperlink to a message

You can include a hyperlink in your messages.

Step by Step

1) Create a new message or edit an existing message.

2) Type the hyperlink that you want to include in your message.

   As soon as the hyperlink is recognized by Circuit, it will turn to green color, indicating it is a hyperlink.

   On the web client and Desktop App, a link preview will be also displayed. You can keep it in order to help other people understand what to expect before following the link or remove it before sending your message. You can also remove the link and keep only its preview.

   When you post your message, anyone reading it will be able to click or tap on the link and or the link preview.

12.5 Adding emojis and emoticons to a message

You can bring color to your conversations by adding vibrant and expressive emojis and emoticons to your messages. You can use a unique set of standard emojis and emoticons to enhance your messages as well as to better express yourself.

Step by Step

1) Create a new message or edit an existing message.

2) Click or tap .

3) Click or tap the emoji or emoticon, from the available categories, that you want to add to your message.

12.6 Adding an attachment to a message (web client and Desktop App)

You can add an attachment to a message with the following ways:

- Click the paper clip icon next to the message box to browse and select a file from your local computer.
- Drag and drop a file into the message box.

A message can have a maximum of 10 attachments.

Step by Step

1) Create a new message or edit an existing message.
2) To add an attachment, do one of the following:
   - Click the paper clip icon next to the message box, browse for and select the file(s) that you want to attach, and click **Open**.
   - Copy an image to clipboard and paste it directly into the message box.
   - On your computer, browse to the files you want to attach, drag those files and drop them into the message box within Circuit.

   A preview of the attachment(s) is displayed.
3) To remove an attachment before sending the message, click in the upper-right corner of the attachment.

   To remove all the attachments at once before sending the message, click **X** in the upper-right corner of the attachments preview area.
4) To send the message with the attachment(s) to the conversation:
   - Click **Send** or press `Ctrl+Enter` if you are creating the message in rich-text mode.
   - Press **Enter** if you are creating the message in non-rich-text mode.
   - Click **Save** or press `Ctrl+Enter` if you are editing an existing message.

   The attachment is sent to the conversation.

NOTICE:

Currently, the size of the attached file is by default limited to 1GB.

Example
The following file formats (types) are not supported, i.e. cannot be uploaded as attachment:

ade	isp	mdz	psc1
adp	its	msc	psc2
app	js	msh	pst
asp	jse	msh1	reg

bas	ksh	msh1xml	scf
bat	lnk	msh2	scr
cer	mad	msh2xml	sct
chm	maf	mshxml	shb
cmd	mag	msi	shs
cnt	mam	msp	tmp
com	maq	mst	url
cpl	mar	ops	vb
crt	mas	osd	vbe
csh	mat	pcd	vbp
der	mau	pif	vbs
exe	mav	plg	vsmacros
fxp	maw	prf	vsw
gadget	mda	prg	ws
hlp	mdb	ps1	wsc
hpj	mde	ps1xml	wsf
hta	mdt	ps2	wsh
inf	mdw	ps2xml	xnk
ins			

12.7 Adding an attachment to a message (iOS mobile client)

You can add an attachment to a message with the following ways:

- Tap the paper clip icon below the message box to take a new camera shot or select a file from your local device.
- Drag and drop images and files from another app. This works on devices supporting iOS multitasking, e.g. on iPAD with iOS 11 or later.
- Share to Circuit a file from another application on your device that allows content sharing (like Photos). For more information you may refer to Share to Circuit from your mobile device (https://www.circuit.com/unifyportalfaqdetail?category=15673&categoryName=&articleId=128332&structureId=11185).

A message can have a maximum of 10 attachments.

Step by Step

1) To add an attachment:

a) Create a new message or edit an existing message.

b) Tap the paper clip icon below the message box.

c) Select the file that you want to attach:

- Tap **Camera** to use your device's camera to take a new photo or video camera shot. When you are satisfied with the shot, tap **Use Photo** or **Use Video**.
- Tap **Photo and video library** to pick a photo or video from your device's library. When you finish selecting files, tap **Done**.
- Tap **Document** to pick a document from iCloud Drive or other apps such as Google Drive and Dropbox.

d) When you are attaching a photo, choose one of the following options for the photo resolution: **Original**, **Large**, **Medium** or **Small**.

On devices supporting iOS multitasking, you can alternatively drag text, images and files from (and to) another app as follows:

a) Run Circuit and the app that you want to drag content from in multitasking split screen.

b) Drag text, images or files from the other app and drop them into a message box within Circuit.

You can drag and drop multiple items at the same time.

The text is appended to the message, while images and files are added as attachments to the message.

c) When you are attaching a photo, choose one of the following options for the photo resolution: **Original**, **Large**, **Medium** or **Small**.

A preview of the attachment(s) is displayed.

2) To remove an attachment before sending the message, tap the attachment and then tap in the upper-left corner of the attachment.

3) To send the message with the attachment(s) to the conversation, tap .

When a Bluetooth keyboard is attached to your device you can alternatively press **Enter** on your keyboard.

12.8 Adding an attachment to a message (Android mobile client)

You can add an attachment to a message with the following ways:

- Attach a file to a message you are already creating or editing in Circuit.
- Share to Circuit a file from another application on your device that allows content sharing (like Gallery). For more information you may refer to Share to Circuit from your mobile device (https://www.circuit.com/unifyportalfaqdetail?category=15673&categoryName=&articleId=128332&structureId=11185).

A message can have a maximum of 10 attachments.

To attach a file to a message you are already creating or editing in Circuit:

Step by Step

1) Create a new message or edit an existing message.
2) To add an attachment to the message:
   a) Tap the paper clip icon below the message box.
   b) Browse for and select the file from your local device that you want to attach.

   A preview of the attachment(s) is displayed.
3) To remove an attachment before sending the message, tap the attachment and then tap in the upper-right corner of the attachment.
4) To send the message with the attachment(s) to the conversation, tap .

12.9 How do I mention someone in a message?

To mention (i.e. refer to) a participant of a conversation, do the following:

Step by Step

1) Create a new message or edit an existing message.
2) Type your text as you normally do and when you want to mention someone, just type `@persons’s_username`. For example: "*Do you agree @Paul?*"

   As you type in a person’s name, a list of suggested names (i.e. participants of the corresponding conversation) is displayed.
3) Select the participant you want to mention.
4) When you are ready, send your message.

   The person’s name is marked up and clickable/tapabble, so that you can navigate to the **User’s details** page.

Whenever you mention someone, that person will be notified via the Notification panel (https://www.circuit.com/unifyportalfaqdetail?articleId=109625). From that panel they can navigate to the message where their name has been mentioned and follow up the conversation.

Example

NOTICE:

You cannot mention suspended and deleted conversation participants.

12.10 Notifications and mentions

Whenever someone mentions you, i.e. posts a message that contains `@your_username`, you will be notified via the Notification selector.

Step by Step

1) Whenever there is a new message with the reference to your name, the green circle with the number of unread messages will appear on the bell icon .

2) To access the Notification selector click or tap .

- On the web client and Desktop App, the Notification selector is located in the pane on the left of the Circuit application.
- On the iOS mobile client, Notification selector is located in the top of the Circuit application.
- On the Android mobile client, Notification selector is located in the top of the Circuit application.

Green line on the left border of the message indicates that message has not been read yet.

NOTICE:

Messages are managed automatically by the system so that the most recent messages appear at the top of the Notification panel.

3) By clicking or tapping on a message in the Navigation panel, you will be redirected to that message in the conversation feed.

4) To remove the unread notification from your messages, open the Navigation panel and click or tap **Set all read**.

All messages will be set as read.

12.11 Meetings Notification

The Meetings selector displays and notifies you for your scheduled meetings for today. Meetings selector is located in the pane on the left of the Circuit application.

Prerequisites

- On the web client and Desktop App you have to configure the Microsoft Exchange or Google account.
- On the mobile clients you have to give permission on Circuit to have access to the calendar of the device.
- Meetings will be displayed in the Meetings panel of Circuit, if they contain a link to a Circuit conversation within the subject or the body of the meeting.

Step by Step

To access the Meetings selector:

a) On the web client, Desktop App, click meetings icon , in the pane on the left of the Circuit application

b) On the iOS mobile client, tap meetings icon , in the bottom of the Circuit application.

c) On the Android mobile client, tap , is located in the bottom of the Circuit application

A countdown appears on the meeting item 15 minutes before the staring time of the meeting and a green dot appears on the Meetings icon. The countdown is switched to **Now**, when the meeting is planned to start.

By clicking or tapping the meeting item, the user is directed to the corresponding conversation. If the user is not a member of the linked conversation then the meeting is flagged as Guest and the user joins the meeting using the guest link.

NOTICE: Meetings notification feature is currently only available with the Chrome browser web client. It will be available for the other supported browsers in the future.

12.12 Sharing files from your Box account (web client and Desktop App)

You can easily share files from your existing Box account with other Circuit users. Shared files use a public URL that can be accessed by anyone. The link to your Box account is always kept up to date to reflect the latest version of the shared files. Extra storage is not required as the files are only stored in the Box account and not transferred to Circuit.

Prerequisites

- You must connect to the Box account containing the files that you want to share (Settings > Extensions).

Step by Step

1) Create a new message or edit an existing message.
2) Click , and then click **Share from box**.
3) Select the files from your Box account that you want to share, and then click **Share**.
4) To remove a shared Box file before sending the message, click in the upper-right corner of the file. The file is automatically unshared and cannot be accessed any longer by its public URL.

12.13 Sharing files from your OneDrive account (web client and Desktop App)

You can easily share links to files from your existing OneDrive account with other Circuit users. The link to your OneDrive account is always kept up to date to reflect the latest version of the shared files. Extra storage is not required as the files are only stored in the OneDrive account and not transferred to Circuit.

Step by Step

1) Create a new message or edit an existing message.

2) Click , and then click **Share form**

3) Select the files from your OneDrive account that you want to share, and then click **Share**. You can select up to 10 files at one time to share.

4) To remove the OneDrive link before sending the message, click in the upper-right corner of the file. The file is automatically unshared and cannot be accessed any longer by its public URL.

Files will be shared in view mode only and depending on your account, personal or business, the view scope may differ.

- The link from personal OneDrive accounts is public and the file can be accessed whether you are signed in to your account or not.
- The link from OneDrive for business account is private and only people within your organization have access to the file. To view the file you have to sign in to your OneDrive for Business account, if you are not signed in.

NOTICE:

When sharing links of OneDrive files, a share link is created by Circuit and the user can open it in view mode. Only users with additional rights will be automatically forwarded to the edit mode.

12.14 Editing or deleting a message

You can edit or delete a message that you have already sent. Edited and deleted messages retain their location in the conversation feed and the time stamp from when they were originally posted.

Step by Step

1) Locate the message that you want to edit or delete.

2) To edit the message, click or tap the ellipsis (...) icon, and then select **Edit**.

Update the message as required, and then:

- On the web client and Desktop App, if you want to take advantage of the full height of the conversation feed while editing the message, click at the bottom-right of the editing area. To return to the default view, click at the bottom-right of the editing area.

Click **Save** or press `Ctrl-Enter`.

- On the iOS mobile client, tap .
- On the Android mobile client, **tap** .

The text `(edited)` is appended to the end of the message to indicate that the message has been edited.

3) To delete the message, click or tap the ellipsis (...) icon, and then select **Delete**. Confirm that you want to delete the message.

The text `(Message deleted)` is displayed to indicate that the message has been deleted. However, all comments from other participants are retained.

12.15 Liking a message

Each message can be liked by any participant of the conversation, including the author of the message. Once a message has at least one like, the number of likes for that message will be displayed. You can also unlike a message that you have previously liked.

Step by Step

Locate the message that you like and click or tap .

The icon becomes orange and the number of likes for that message is increased by one.

NOTICE:

You can see who liked the message by clicking or tapping on the number of likes or the word **likes**.

Next steps

To unlike a message that you have previously liked, click or tap the icon one more time. The number of likes will be decreased by one.

12.16 Flagging a message for follow up

You can flag a message for follow up so that you can respond to it later.

Step by Step

1) Locate the message that you want to flag for follow up, and click or tap .

The flag icon becomes orange to indicate that the message has been flagged.

2) To clear the flag, click or tap the flag icon one more time.

12.17 Viewing your flagged messages

You can view the messages that you have flagged for follow up.

Step by Step

1) To view all your flagged messages:

a) Make sure the conversation selector lists all conversations you are actively participating in and you are receiving notifications on (default). If not, click or tap the down arrow at the top of the conversation selector and, then, select **Conversations**.

b) Click or tap **Flagged messages** in the conversation selector.

2) To view your flagged messages in archived conversations:

a) Click the down arrow at the top of the conversation selector and, then, select **Archived**.

The conversation selector is updated to display all archived conversations.

b) Click **Flagged messages** in the conversation selector.

3) To view your flagged messages in conversations with a particular label:

a) Click the down arrow at the top of the conversation selector and, then, select the label that you want to filter your conversations by.

The conversation selector is updated to display all conversations that have this label.

b) Click **Flagged messages** in the conversation selector.

NOTICE:

Viewing flagged messages in archived conversations or conversations with a particular label is currently only available on the web client and Desktop App.

12.18 Are there different ways to send a message?

Yes. On the web client and Desktop App there are two different ways to send a new message you are writing in rich-text mode:

1) Click **Send**

or

2) Press `Ctrl+Enter`.

There are also two different ways to send an existing message you are editing:

1) Click **Save**

or

2) Press `Ctrl+Enter`.

NOTICE:

When you select to reply to a topic, you are automatically placed in non-rich-text mode.

When you are writing a message in non-rich-text mode, pressing `Enter` is the only way to post your message. Tapping `Ctrl+Enter` inserts a line break.

On the iOS mobile client there are two different ways to send you message when a Bluetooth keyboard is attached to your device:

1) Press `Enter` on your keyboard.

   or

2) Tap .

When no Bluetooth keyboard is attached to your device, tapping is the only way to post your message. Tapping `Enter` inserts a line break.

12.19 Can I copy and paste a file into a message?

You can only copy and paste an image file into a message using the web client or Desktop App.

In any other case you need to use the attach file feature to browse for and select the file that you want to insert into a message. On the web client and Desktop App you can also drag and drop the file into the input field. On your mobile device you can use the share to Circuit feature to share files with your teammates in Circuit from other applications that allow content sharing.

12.20 Can I view my flagged messages in a conversation?

Yes. Click or tap **Flagged Messages** in the conversation selector. Hover over the flagged message, and then click **Show in conversation**. You are taken to the location in the conversation where the flagged message appears.

12.21 How can I change the size of an emoticon?

The size of an emoticon is determined when it is added to a message. If you add the emoticon with some text, then the emoticon will be the same size of the text. If you add an emoticon on its own, then it will be larger.

12.22 How can I find the latest message in a conversation?

When you return to a conversation that you had previously viewed, the system automatically takes you to the last location you were in the conversation. If there are new messages, **New messages** appears at the bottom of the conversation feed to enable you to quickly view the latest message in the conversation.

12.23 How do I insert a line break in a message?

Step by Step

To insert a line break in a message:

- On the web client and Desktop App, press `Enter` or `Shift+Enter` if you are writing the message in rich-text mode. Otherwise, press `Shift+Enter`.
- On the mobile client, tap `Enter`.

> **NOTICE:**
>
> If a Bluetooth keyboard is attached to your iOS device, press Shift+Enter to insert a line break in a message.

12.24 How do I find the URL of a specific message?

You can find the URL of a particular message via the copy link button or the timestamp link associated with the post.

- To copy the URL of a message in the Web Client or the Desktop App, right click anywhere on the message and select **Copy link to this message**.

  You can also click on the copy link button and select **Copy link to this message**.
- To copy the URL of a message in the mobile client, tap on the timestamp link and choose **Copy link to this message**.

The link to the post is copied to your clipboard, You can then paste this link to Circuit, email or other application in order to direct colleagues to that specific message in the conversation feed.

12.25 Share to Circuit from your mobile device

You can share files, photos and links with your teammates in Circuit from other applications on your mobile device that allows content sharing. Circuit appears as an option in the system-wide share menu of your iOS or Android device. This makes it possible for you to share content from any application that uses the native share menu to Circuit.

Prerequisites

Signed in to Circuit mobile client

Allow Circuit to have access to your device data.

Step by Step

1) Open an application on your device that has uses the native share menu.

   For example, Photos on iOS and Gallery on Android.

2) Select the file, photo or go to the URL that you want to share and tap the share button.

3) Enable Unify Circuit on your iOS, in case it is not include in the share menu:

a) Swipe left in the share menu and tap **More**.
b) Tap the toggle switch next to **Unify Circuit**.
c) Optional you can move **Unify Circuit** to the top of the list.
d) Tap **Done**.

4) To share the selected content:

On your iOS device:

a) Tap **Unify Circuit**.

A preview of the shared content is displayed.

b) Type your message.
c) Tap **Share**.
d) Select a conversation to send the shared content along with your message to.
e) Tap .

On your Android device:

a) Tap Share to Circuit.
b) Select a conversation to send the shared content to.
c) Type your message.
d) Tap .

The message with the shared content is sent to Circuit, starting a new topic in the selected convertation.

12.26 Reading new messages on Circuit using Siri on your iOS device

With iOS 10 and SiriKit, you can listen to new messages on Circuit using Siri, so you are able to keep in touch with your team in hands-busy situations.

To read new messages, bring up Siri on your iOS device.

INFO:

To bring up Siri on your iOS device: press and hold the Home Button or just say `Hey Siri`, if you have enabled the *"Hey Siri"* feature on your device.

INFO:

Asking `Siri, what can you do?` will get Siri to show you examples of all the commands you can use with Siri including the Circuit ones.

Step by Step

1) To read new messages from a specific person using Siri:

a) Bring up Siri on your device.
b) Say: `Read my unread Circuit messages from [Person name].`

2) To read all unread messages using Siri:

a) Bring up Siri on your device.

b) Say: `Read all my unread Circuit messages`.

Reading messages is done per thread. So Siri will treat each thread as a separete conversation. This will allow you to reply to a specific thread.

NOTICE:

You can use the first name and, optionally, the last name of a person in your voice commands.

NOTICE:

Siri cannot know the name of every person or conversation in Circuit. Circuit makes available to Siri a list of up to 100 names that Siri can use to interact with your Circuit App. These names come from the list of your favorites (people or conversations). If there are less than 100 favorites, the rest of the list is filled in with your most recent direct conversations.

Example
Similar topics:

- How can I get Siri to correctly recognize and pronounce a Circuit contact name? (https://www.circuit.com/unifyportalfaqdetail?category=15675&categoryName=&articleId=134773&structureId=11185)

12.27 Sending messages on Circuit using Siri on your iOS device

With iOS 10 and SiriKit, you can send messages on Circuit using Siri, so you are able to keep in touch with your team in hands-busy situations.

To send a message, bring up Siri on your iOS device.

INFO:

To bring up Siri on your iOS device: press and hold the Home Button or just say `Hey Siri`, if you have enabled the *"Hey Siri"* feature on your device.

INFO:

Asking `Siri, what can you do?` will get Siri to show you examples of all the commands you can use with Siri including the Circuit ones.

Step by Step

1) To send a message to a person using Siri:

a) Bring up Siri on your device.

b) Say: `Send [Person name] a Circuit message`.

c) Siri asks you: `What do you want to say to [Person name]?`

d) Say your message.

e) Siri brings up a preview of your message and asks you: `Ready to send it?`

f) If the message looks good, say `Send` so that Siri sends your message; otherwise tap on the message to correct it.

The message is sent to the direct conversation you have with the person the same way it is sent when you type a message on Circuit. If the conversation does not already exist, it will be first created.

2) To send a message to a conversation using Siri:

a) Bring up Siri on your device.

b) Say: `Send a message using Circuit to [Conversation title] saying [Message].`

c) Siri brings up a preview of your message and asks you: `Ready to send it?`

d) If the message looks good, say `Send` so that Siri sends your message; otherwise tap on the message to correct it.

The message is sent to the conversation the same way it is sent when you type a message on Circuit.

NOTICE:

You can use the first name and, optionally, the last name of a person in your voice commands.

NOTICE:

Siri cannot know the name of every person or conversation in Circuit. Circuit makes available to Siri a list of up to 100 names that Siri can use to interact with your Circuit App. These names come from the list of your favorites (people or conversations). If there are less than 100 favorites, the rest of the list is filled in with your most recent direct conversations.

Example
Similar topics:

- How can I get Siri to correctly recognize and pronounce a Circuit contact name? (https://www.circuit.com/unifyportalfaqdetail?category=15675&categoryName=&articleId=134773&structureId=11185)

12.28 Previewing a PDF attachment in a message (web client, Desktop App)

When a pdf file is attached to a conversation, a preview of the attachment is displayed on the screen. You have the option to preview the attached pdf file without downloading it.

Step by Step

On the web client and Desktop App, hover over the attached pdf file and click . The file is shown on your screen and you have the following options:

- Scroll in the document to read it.
- Click at the top left side of the screen or at the top right of the screen to exit pdf view and return to the conversation view.
- Select the left or right arrow at the top of the page to move between the document's pages.

  Alternatively, you can write the number of the page and press enter to navigate to the specific page.
- Click at the top of the screen and type the word or words that you want to search in the **search** box.
  - Press enter.
  - You can see the number of the words that matches the search item at the top of your screen. Use the arrow buttons to navigate through the results.

    Successful search results are highlighted so that you can easily navigate through the document.
- Click at the top right side of the screen to download the pdf document locally at your computer.
- Click at the top right side of the page to view the file in full screen.

  Press **Esc** to exit full screen and return to the previous pdf view.
- Click to zoom in.

  Each time you click the zoom in button, the screen will increase until it reaches the maximum zoom level.
- Click to zoom out.

  Each time you click the zoom out button, the screen will decrease until it reaches the original zoom level.
- Navigate to the three dots in the upper right corner of the screen. You can choose one of the following:
  - **Rotate clockwise**
  - **Rotate counterclockwise**
  - **Text selection tool**
  - **Hand tool**

12.29 Previewing a PDF attachment in a message (mobile client)

When a pdf file is attached to a conversation, you have the option to preview the file without downloading it. Tap the pdf document which is attached in a conversation.

Procedure

- On the Android mobile client, the document opens and the sidebar is also shown on your screen. Tap to close the sidebar. Choose one of the following:
  - Tap the back arrow at the top left corner of your screen to exit the pdf view and return to the conversation view.
  - Scroll in the document to read it.
  - Tap at the top of the screen to open the **search** box. Type the word or words that you want to search in the box.

    Use the right arrow to navigate to the next result, or the left arrow to navigate to the previous result.
  - Navigate to > to view the page thumbnails. Tap a thumbnail and navigate quickly to the specific page.
  - Navigate to > to view the table of contents of the document. Tap a title shown at the left side of the screen and navigate quickly to the specific section.
  - See the number of document’s pages at the top of the screen.
  - In the **search** field, enter the number of the page you want to find and navigate to the specific page.
  - Tap to zoom in.

    Each time you tap the zoom in button, the screen will increase until it reaches the maximum zoom level.
  - Tap to zoom out.

    Each time you tap the zoom out button, the screen will decrease until it reaches the original zoom level.
  - Tap in the upper right corner of the screen. Choose one of the following:
    – **Go to First Page**
    – **Go to Last Page**
    – **Rotate Clockwise**
    – **Rotate Counterclockwise**
    – **Vertical Scrolling**
    – **Horizontal Scrolling**
    – **Document properties**

- On the iOS mobile client, the document opens and you have the following options:
  - Scroll in the document to read it.
  - Tap **Done** at the top left corner of your screen to return to the conversation view.
  - Tap at the top right corner of your screen to share the document with other applications.

12.30 How to zoom in and out on an image

You can zoom in and out on an image that you preview on Circuit application.

Step by Step

1) Click on an image attached to a message to preview it.

2) Click to zoom in on the image.

Each time you click the zoom in button, the image will increase until it reaches the maximum zoom level.

3) Click to zoom out form the image.

Each time you click the zoom out button, the screen will dencrease until it reaches the original zoom level.

4) Click (Fit to screen) to resize the image on it’s original size.

13 Presence overview

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

Presence / Availability status		Description
	Online	The person is online and available to contact.
	Mobile - Online	The person is online and available to contact on a mobile client.
	On a call	The person is online and on a call.
	Mobile - On a call	The person is online on a mobile client only, and on a call.
	Away	The person appears away and is probably not available.
	Mobile - Away	The person is signed in only to a mobile client, appears away and is probably not available.
	Do not disturb	The person does not want to be disrupted and therefore has enabled **Snooze notifications** for a specific period of time or for the entire day, or Circuit has automatically snoozed notifications for that person while they are sharing their screen.
	Offline	The person is not signed in.

You can see your presence status:

- On the web client and Desktop App, in the upper-right corner of Circuit, on the bottom-right corner of your avatar image.
- On the iOS mobile client, tap to see your presence status below your name.
- On the Android mobile client, tap the top-left side navigation drawer to see your presence status below your name.

You can see the presence status of other people in the following ways:

1) In the conversation selector and in Favorites, a green circle is shown around a person's avatar to indicate that the person is *Online/ Mobile - Online*; a red circle indicates that the person is *On a call/ Mobile - On a call* or on *Do not disturb* mode; an orange circle indicates that the person is *Away*.

2) Click or tap a person's name or avatar (for example, in the conversation feed) to see the user details, including their presence status.

3) To see the presence status of other people in a group conversation, Conference Bridge or Community:

- On the web client and Desktop app, navigate to the conversation **Details** tab, select **Participants**.

  Alternatively, navigate to at the top right of the conversation view and then select **Participants**.

  The presence status in the information pane can have one of the following colors:

  : *Online*

  : *Do not disturb* or *On a call*

  : *Away*

  : *Offline*

- On the Android mobile client, tap the action overflow, then **Conversation details** > **Participants** and see their presence icon to the left of the participants' name.

- On the iOS mobile client, tap ,then **Conversation details > Participants** and see their presence icon to the left of the participants' name.

For more information you may refer to "How do I change my presence status?" (https://www.circuit.com/unifyportalfaqdetail?articleId=36023)

13.1 How do I change my presence status?

The following options are available for your presence status:

- When you are online and available to contact on the web client / Desktop App, your status is automatically set to **Online**.
- When:
  - you are online and available to contact on the mobile client only, or
  - you are also signed in to the web client/ Desktop App but you appear away on them,

  your status is automatically set to **Mobile - Online**
- When you are on a call, your status is automatically set to **On a call**. If you are signed in only to the mobile client, your status is automatically set to **Mobile - On a call**.
- When:
  - you are signed in only to the web client but there is no interaction with Circuit for 40 minutes, or
  - you are signed in only to the Desktop App but either there is no interaction with your computer for 5 minutes or your computer is locked, or
  - you are signed in to more than one clients at the same time, but you appear away on all of them,

  your status automatically changes to **Away**.

- When you are signed in only to the mobile client but push notifications cannot be delivered to your Circuit app, your status is automatically set to **Mobile - Away**.
- When you are in snooze mode, your presence status automatically changes to **Do not disturb**.

  To manually change your presence status to *"Do not disturb*", select **Snooze notifications** from your own presence icon and choose the amount of time you want to temporarily silence your desktop, mobile and audio notifications.
- When you sign out of Circuit on all clients/devices, your status automatically changes to **Offline**.

NOTICE:

As availability makes a big difference in how you can communicate and respect another person’s time, by default, your presence status is always shown in Circuit. However, there is an option to opt out of sharing your presence with other Circuit users (https://www.circuit.com/unifyportalfaqdetail?articleId=99345).

For more information about the presence status you may refer to Presence overview (https://www.circuit.com/unifyportalfaqdetail?articleId=38181)

13.2 When does my presence status change to “online”, “on a call”, “away” or “offline”?

Circuit automatically updates your presence status when you are online, on a call, away, offline or when you are sharing your screen.

You are **Online** as soon as you sign in to the Circuit web client or Desktop App.

You are **Mobile - Online** when you are signed in to the mobile client only, or when - in addition to the mobile client - you are also signed in to the web client / Desktop App but you appear away on them.

You are **On a call** or **Mobile - On a call** as soon as you get on a call. When you are sharing your screen during the call, your presence status automatically changes to **Do not disturb**. When you stop sharing your screen during the call, your presence status automatically changes to "On a call" / "Mobile - On a call". When the call is over, your presence status automatically changes to "Online" or "Mobile - Online".

Away means you are signed in to Circuit and:

- when using the web client, there is no interaction with Circuit for 40 minutes,
- when using the Circuit Desktop App, there is no interaction with your computer for 5 minutes or your computer is locked.

If you are signed in to more than one clients at the same time, your status changes to **Away** when you appear away on all of them.

You are **Mobile - Away** when you are signed in to the mobile client only, but push notifications cannot be delivered to your Circuit app.

As soon as you start interacting again with the Circuit client, or on the computer that the Desktop App is running on, your presence status changes to **Online** again.

If you are not signed in to any Circuit client, your status will be shown as **Offline**.

You can manually change your presence status to **Do not disturb** by selecting **Snooze notifications** from your presence icon to temporarily disable all desktop, mobile and audio notifications for a specific period of time or for the entire day.

The presence icon next to a contact´s name shows their presence availability status:

Presence / Availability status		Description
	Online	The person is online and available to contact.
	Mobile - Online	The person is online and available to contact on a mobile client.
	On a call	The person is online and on a call.
	Mobile - On a call	The person is online on a mobile client only, and on a call.
	Away	The person appears away and is probably not available.
	Mobile - Away	The person is signed in only to a mobile client, appears away and is probably not available.
	Do not disturb	The person does not want to be disrupted and therefore has enabled **Snooze notifications** for a specific period of time or for the entire day, or Circuit has automatically snoozed notifications for that person while they are sharing their screen.
	Offline	The person is not signed in.

13.3 What influence does my presence status have on my calls (incoming/outgoing)?

If you are "Online" or "Mobile - Online", you can make and receive calls.

If you enable **Snooze notifications** or you start sharing your screen, which changes your presence status to "Do not disturb",incoming calls are silent without desktop, mobile (push) and audio notifications.

You can still answer calls if you want to.

If you are not signed in to any Circuit client (you are "Offline") you will not receive Circuit incoming calls or be able to make Circuit outgoing calls.

13.4 Does my presence status change when I am on a call?

When on a Circuit call, your presence is shown as to "Online" (Green) with the text "On a call" or "Mobile - On a call".

13.5 Can I set status message, such as an "Out of Office"?

An `Out of office` status message appears automatically in Circuit after you turn on the "Out of Office" reply in Outlook, so that other people can see you are not in the office before they try to reach you. The `Out of office` status message appears to people who are on the same Microsoft Exchange server as you and are currently connected via Circuit to their Exchange account. They can see it in your profile, next to your presence icon and at the top of the **User details** section, as well as in the header of the direct conversation they have with you, next to your presence icon. They can also see the automatic reply message you have set in Outlook, by navigating to your Circuit profile and clicking **Show details**.

If you do not use Outlook, you can still let other people know what you are doing, if you are on vacation, busy, etc. By providing a free text as your custom status message, you can broadcast that information to others, so that they know why you might not respond quickly or at all for some time.

Step by Step

1) To enter your custom status message, do the following:

a) On the web client and Desktop App, click the presence icon next to your user name.

b) On the iOS client, tap and then navigate to **My status**.

c) On the Android mobile client, go to the top-left side navigation drawer and navigate to **My status**.

2) Then:

a) On the web client, Desktop App and iOS mobile client type a message in the **Status message** field.

b) On the Android mobile client, tap **My status** and type a message in the **Status message** field.

Your status message automatically changes. Other people can immediately see your new status message by clicking or tapping your name or avatar.

You can also see how your status message is displayed to others, by visiting the preview pane under **Settings** > **General** > **Privacy** on the web client and Desktop App.

NOTICE:

In case you have opted out of sharing your presence with other Circuit user, your status message will not be displayed to them.

NOTICE:

In case you have turned on the "Out of Office" reply in Outlook and you have also set a custom status message, both status messages can appear in Circuit. People who are on the same Microsoft Exchange server as you and are currently connected via Circuit to their Exchange account will see your custom status message displayed next to your presence icon and the automatic `Out of office` message displayed at the top of the **User details** section in your profile. All other people will only see your custom status message.

13.6 Presence opt out

There is an option to opt out of sharing your presence with other Circuit users.

Prerequisites

- By default, the first time you sign in to Circuit, you will be opted in.

Step by Step

1) To opt out of sharing your presence, perform the following steps:

- On the web client and Desktop App, in the upper-right corner of the header, select the arrow beside your name and then click **Settings**.
- On the iOS client, tap and then **Settings**.
- On the Android mobile client, go to the top-left side navigation drawer and tap **Settings**.

2) In the **Settings** view:

- On the web client and Desktop App, go to **General** > **Privacy**.
- On the iOS client, navigate to **Share my presence** option.
- On the Android mobile client, navigate to **Share my presence** option.

3) To hide your presence from other users, disable **Share my presence** option.

As long as you do not share your presence, the option **Show my city and region** will be disabled and your location information will be cleared.

On the web client and Desktop App the preview pane in the lower part of the dialog box shows how your data is displayed to others.

The result of your opt-out of presence status is that:

- regardless of the Circuit client you used to opt out, your presence will remain hidden on all clients, from all other Circuit users
- your presence status icon will be hidden from all other users, even in case you are offline
- your status message will be erased and you will need to reset it.

On the other hand, you will be allowed to continue using Circuit normally, which means that you will:

- act as you are online in Circuit, able to send and receive messages
- be able to answer a call, call back or participate in a conference
- be able to continue using Circuit features, such as snooze notifications, flag messages, etc.

NOTICE:

At any time, you can choose to opt in and share your presence status and location information.

13.7 Can I get notified when a specific person becomes available?

Yes. You may set an availability notification for a person who is currently “On a call” / “Mobile - On a call”, “Away”, “Offline” or on a “Do not disturb” mode, so that you get notified when this person comes online. The notification is displayed as a pop-up on your desktop, informing you that the person is now available, and signaled with an audio sound.

Step by Step

1) Click or tap the name or the avatar of the person for whom you want to get notified when they become available.
The person’s profile details are displayed.

2) To set an availability notification for this specific person:

- On the web client and Desktop App, click the bell icon ( ) to the left of the person’s presence icon in the conversation header, and then click **Set Notification**.
- On the mobile client, navigate to > **Conversation details**. Switch the **Status notification** slider to ON (green).

The availability notification is set. You will get notified when the selected person comes online.

3) To un-set the availability notification for this specific person:

- On the web client and Desktop App, click the dark gray bell icon ( ) to the left of the person's presence icon in the conversation header, and then click **Set Notification.**
- On the mobile client, navigate to > **Conversation details**. Switch the **Status notification** slider to OFF (gray).

The availability notification is un-set. You will not get notified when the specific person becomes available.

NOTICE:

You cannot set an availability notification for a person who is already online (and not on a call).

13.8 Setting up the Embrava integration

The Embrava integration allows you to inform your colleagues immediately when you're on a call, busy, online or offline, by using a visual indicator.

Prerequisites

The Circuit domain administrator has to enable the feature through the **Manage applications** > **Extensions** tab.

To enable the Embrava integration, perform the following steps:

Step by Step

1) On the web client and Desktop App, click on your user name and then click on **Settings**.

2) Navigate to the **Extensions** tab.

3) Locate the **Embrava** extension.

If the *Circuit Headset Integration by Unify* Chrome extension is not yet installed, an **Install** button will appear next to the Embrava extension. Otherwise, a **Connect** button will appear.

4) Install the *Circuit Headset Integration by Unify* Chrome extension, if not yet installed, as follows:

a) Click **Install** next to the Embrava extension.

b) On the pop-up window, click **Proceed**.

c) Give permission on Circuit to manage your apps, extensions and themes, by clicking **Allow**.

d) Circuit automatically redirects you to Chrome web store on the *Circuit Headset Integration by Unify* Chrome extension.

e) Click **Add to Chrome** to add the extension on your computer.

f) On the pop-up window, click **Add app**.

The Chrome extension is installed on your computer.

g) Go back to your Circuit web client or Desktop App.

5) Click **Connect** next to the Embrava integration.

The Jabra extension is connected.

13.9 Embrava Blynclight devices

The Embrava Blynclight series display your availability, by using visual indication, for your colleagues based on your presence status with the following devices:

- Blynclight Standard
- Blynclight Plus
- Blynclight Mini
- Blynclight Wireless

Your availability and the visual indication on Embrava Blynclight devices are mapped as follows:

Availability	Light Color	Flashing
Online	Green	No
Incoming call	Green	Yes
Away	Yellow	No
Do not disturb/ On a call	Red	No
On a call with video	Red	Yes
Offline	No light	No

13.10 In meeting presence status

You can see if a Circuit user is booked in a meeting on their calendar before trying to reach them. An `In Meeting` status message will automatically appear next to their name when you are connected via Circuit with the Exchange or Google connector and the other user is on the same mail server as you. `In Meeting` will only be shown when a person's status is busy on their calendar, but not for tentative meetings or `Out of office` status.

On the web client and Desktop App you have to configure the Microsoft Exchange or Google account.

On the web client and Desktop App, you can see a person's `In Meeting` status message:

- In the header of a direct the conversation, next to a user's presence icon.
- In the **Details** tab of a 1-to1 conversation.

  A message is displayed above the **User details** section to indicate that the person has a meeting.

  The end time of the meeting is also displayed.

- In a group conversation, navigate to **Details** tab. Click on a participant's name to open the user's profile.

  A message is displayed above the **User details** section to indicate that the person has a meeting.

  The end time of the meeting is also displayed.

  NOTICE:

  The person's presence status icon does not change in Circuit based on their calendar status. What does change is the text next to the icon. If a person's Circuit presence status is *Online, Offline* or *Away,* the presence status changes to `In Meeting` only in the header of the direct conversation and the presence icon remains the same.

  NOTICE: In case you are not connected to Microsoft Exchange or Google, or the person you are looking for is not on the same mail server as you, then the presence message will not change.

14 Screen sharing overview

Screen sharing allows you to share your desktop or specific applications/files with other members of a conversation. You can start and end a screen share during an active call as many times as you want and at any time.

Screen share participants are viewing the shared content in real-time. Depending mainly on the network conditions, there might be a very small delay (up to 5 seconds) between what appears on your screen and what a participant sees on theirs. The shared content is automatically refreshed on the participant's screen with a rate of 3-5 frames per second. When you are sharing live video or animated presentations, you should expect that video or animations may not be smoothly presented on the others' side.

14.1 Sharing your screen (web client and Desktop App)

You can share your screen during an active call at any time.

Prerequisites

- You cannot share your screen while a moderator is sharing.

Step by Step

1) To enable screen share in an active call, click the **Screen share** icon  from the call action bar.

This brings up a dialog box that displays, as thumbnails, the screens and application windows on your computer which are available for sharing. If you are using Circuit with Google Chrome, the dialog box displays, also, your browser's tabs.

> **NOTICE:**
>
> Only application windows that are owned by a specific process running on your operating system are displayed in the screen sharing dialog box. Modal dialogs (i.e., windows for which there is not a separate process, like dialog boxes or popup menus) are not displayed.
>
> Application windows that are owned by a specific process running on your computer are listed in the Task Manager in your Microsoft Windows or in Activity Monitor in your Apple Mac OS X system

2) Choose what you would like to share:

a) Select the thumbnail of the whole screen, specific application or Chrome tab you wish to share.
b) When you select to share the whole screen via your Desktop App, optionally, un-tick the default setting **Enable mouse pointer**.
c) Click **Share**.

The call participants can now see the shared screen. They will also see in their share ribbon the screen share icon and your avatar on the bottom right corner of the screen share icon. When you are sharing the whole screen, participants can see every application and or window that is currently displayed in your selected screen. When you are sharing an application, only the selected application will be displayed to other call participants. Similarly, when you are sharing a Chrome tab, only that tab will be displayed.

If you are using the Desktop App, a screen share toolbar is displayed on top of your screen, from where you can stop the screen sharing, mute the call and, if a remote control session of your screen is active, stop it. The toolbar can be moved anywhere in your screen.

NOTICE:

When you are sharing an application and you open a new window from within the application, the new window cannot be viewed by call participants. Neither modal windows nor context menus are visible to them.

In case the new window opens a new process in your operating system, you need to select it in the screen sharing dialog box in order to share it with call participants.

As initiator of the screen sharing session, you will see a thumbnail of the shared screen displayed next to the Screen share icon on the call action bar.

When you are sharing your screen using Circuit with Google Chrome, a notification message informs you that your screen is now being shared. To hide this message, click **Hide** in the notification popup.

When you are sharing the whole screen via your Desktop App, unless you un-tick the default setting **Enable mouse pointer**, participants, on any client, can click or perform a long press on the screen to draw attention to the specific points. Clicks and long presses are shown to all conference participants alongside their names.

NOTICE:

All desktop, mobile (push) and audio notifications are automatically disabled (snoozed) when screen sharing is active. When you stop sharing your screen, notifications are automatically enabled again, and a corresponding message is displayed.

3) To change the screen you wish to share, hover with the mouse pointer over the thumbnail of the shared screen. A tooltip will be displayed. Click on the thumbnail of the shared screen to open the dialog box showing the screens available for sharing. Select a screen you wish to share; optionally un-tick the setting **Enable mouse pointer** (this setting is only available when you are sharing your screen via your Desktop App); click **Share**.

4) To enable / disable the mouse pointer while a screen is being shared:

a) To enable the mouse pointer, click  on the call action bar, and then **Enable mouse pointer**.

Participant's mouse clicks on the shared screen are shown to all conference participants (alongside their names).

b) To disable the mouse pointer, click  on the call action bar, and then **Disable mouse pointer**.
Participant's mouse clicks on the shared screen are no longer shown to the conference participants.

NOTICE:

Enabling / disabling the mouse pointer is only possible when screen sharing is initiated from the Desktop App and only by the initiator.

---

5) To stop sharing your screen:

- click the Screen share icon on the call action bar or on the screen share toolbar, if you are using the Desktop App, or
- (if you are using Circuit with Google Chrome) click **Stop sharing** in the notification popup, or

Next steps

As a participant in a screen share, you can toggle between Full Screen view and Normal view. To change to Full Screen view, hover with the mouse pointer over the screen share avatar and click the **Maximize** icon. To return to Normal view mode, hover with the mouse pointer over the Full Screen view and click anywhere on it.

NOTICE:

Your view of the shared screen is automatically scaled to fit your screen. However, when the shared screen resolution is quite low, the view is scaled up to a certain point before loosing quality. That is why the shared screen may not always fit your screen, leaving a lot of empty space around it.

14.2 Sharing your screen (iOS mobile client)

You can share your entire screen during an active call at any time.

Step by Step

1) To enable screen share in an active call:
   a) Tap the ellipsis (…) icon in the call action bar and select **Start screen sharing**.
   b) In the dialogue box that pops-up to inform you that Circuit will start capturing everything displayed on your screen, tap **Start broadcast**.

   The call participants can now see the shared screen.

   As initiator of the screen sharing session, you will see a thumbnail of the shared screen displayed to the bottom-left corner of the call view.

2) To stop sharing your screen, tap the ellipsis (…) icon in the call action bar and select **Stop screen sharing** or tab on the red bar on top of the screen.

Next steps

All desktop, mobile (push) and audio notifications are automatically disabled (snoozed) when screen sharing is active. When you stop sharing your screen, notifications are automatically enabled again.

NOTICE:

If you are not a moderator, you cannot share your screen while a moderator is sharing.

14.3 Sharing your screen (Android mobile client)

You can share your entire screen during an active call at any time.

Step by Step

1) To enable screen share in an active call:
   a) Tap the ellipsis (…) icon in the call action bar and select **Start screen sharing**.
   b) In the dialogue box that pops-up to inform you that Circuit will start capturing everything displayed on your screen, tap **Start now**.

   NOTICE:

   If you check the **Don’t show again** box, this dialogue will never appear again and Circuit will immediately start capturing your screen without providing you the option to cancel.

   The call participants can now see the shared screen.

   As initiator of the screen sharing session, you will see a thumbnail of the shared screen displayed to the bottom-left corner of the call view.

2) To stop sharing your screen, tap the ellipsis (…) icon in the call action bar and select **Stop screen sharing**.

Next steps

All desktop, mobile (push) and audio notifications are automatically disabled (snoozed) when screen sharing is active. When you stop sharing your screen, notifications are automatically enabled again.

NOTICE:

You cannot share your screen while a moderator is sharing.

14.4 How do I install the Circuit screen share extension in Google Chrome?

This extension is required for connecting with your Exchange connector, headsets integration, open conference links in the same window, changing the WebRTC routing policy when you are using Circuit with Google Chrome.

Step by Step

1) Navigate to **Settings > Extensions**.

2) Locate the **Circuit Chrome** extension and then, click **Install**.

3) On the pop-up window, click **Add extension**.

Example

After installation, the extension will be automatically updated by Google Chrome.

NOTICE:

Once the **Circuit Chrome** extension is installed and enabled, it is no more listed under **Settings > Extensions**.

14.5 How do I share a PowerPoint / ppt file in presentation mode (Web client)?

This is done easily with 3 steps:

Step by Step

1) Launch your PowerPoint presentation in presentation mode.

2) Switch back to Circuit in Chrome (Alt + Tab).

3) Start a conversation, select Screen Sharing and choose the PowerPoint application in presentation mode (not edit mode).

PowerPoint Presentation mode is just another application that can be shared on your screen.

14.6 How do I start a screen share from an existing video conference?

You can start a screen share during an active voice or video call as follows:

- On the web client and Desktop App, click  in the call action bar.
- On the Android mobile client, tap the ellipsis (…) icon in the call action bar and select **Start screen sharing**.

14.7 Is it possible to share both video and screen at the same time during a call?

In Circuit, both video and screen sharing are possible during a call at the same time. This is only available on the Circuit web client and Desktop App.

If video is active, simply start screen sharing and Circuit will automatically display the screen share next to the video, or vice-versa. To bring the video or the screen share on focus, click on it. To exit the focus view click .

In full screen view, the active speaker’s video is shown as an overlay in the lower-left corner of the call screen. If the video is blocking the view of something important, you can easily move it to a different corner; just hover over the video and click the arrow pointing to the corner you want the video to move.

14.8 Why don’t I see all my applications in the list of available apps when sharing my screen (Web client)?

Currently, the Chrome API we are using to support screen sharing in Circuit (when Circuit is used with Chrome) shows the list of apps that are not minimized. Minimized apps will not show in the list.

To work around this you just need to maximize the application you want to share, go back to Circuit (without minimizing the app) and then you will see it available in the list.

Alternatively, you can just share the whole screen and then whichever app you have in view will be shared until you close the screen share session.

14.9 Requesting remote control of a shared screen

When participating in a screen sharing session, you can request remote control of the shared screen from the initiator. If the initiator accepts your request, you both have mouse and keyboard control over the screen and can stop remote control at any time.

Prerequisites

- You have the Professional or Enterprise license package.
- You are a participant in a direct or a group call.
- A participant is sharing their whole screen.
- A participant is sharing their screen via Circuit Desktop App.
- You are viewing the shared screen via Circuit web client or Desktop App.

You can request remote control of the shared screen as follows:

Step by Step

1) Click (**Request remote control**) to the bottom-left area of the call view.
2) A request for remote control is sent to the initiator of the screen sharing session. They can allow or decline the request.
3) If the initiator accepts the request, you take shared mouse and keyboard control over the shared screen.

   The color of the remote control icon to the bottom-left bar of the call view changes to green and a notification shows up for a few seconds in the top-middle area of the call view to let you know that you are now controlling the initiator's screen.

   By default, the screen share zoom controls are hidden. If you want to show them, use the keyboard shortcut `Alt + W` on Windows or `Option + W` on Mac. Use the same keyboard shortcut to hide the zoom controls again.

> **NOTICE:** If a remote control session is active in a group call, then the rest of the participants cannot request for a remote control of the screen. Thus, the Request remote control button is not visible.

Next steps

You or the screen share initiator can stop remote control at any time by choosing one of the following:

- Click to the bottom-left part of the call view.
- Use the stop remote control keyboard shortcut that is `Ctrl + Alt + 8` on Windows and `Command + Option + 8` on Mac.

14.10 Giving remote control of your shared screen

When sharing your whole screen, you can receive a remote control request from another participant. You can accept or decline it. If you allow remote control, the controller has mouse and keyboard control over your screen and can stop remote control at any time.

Prerequisites

- You are a participant in a direct or a group call.
- You are sharing the contents of your whole screen.
- You are sharing the contents of your screen via Circuit Desktop App.
- A participant has requested to take control of your screen.

Once a participant requests remote control, a popup window will be shown in Circuit. If Circuit is not in focus at the moment, a desktop notification will also appear on your desktop for a few seconds, from which you can directly accept or decline the request.

Procedure

- To allow remote control, click **Allow** on the popup window or in the desktop notification, if visible.

  The other participant is now able to control your screen.

  A green remote control icon () appears to the bottom-left bar of the call view and a notification pops up in the top-middle area of the call view to let you know that your screen is currently being controlled.

- To decline remote control, click **Decline** on the popup window or in the desktop notification, if visible.

  If you do not accept or decline the request, it will remain active and no other participant will have an otpion to send a request for remote control of your screen.

Next steps

You or the remote controller of your screen can stop remote control at any time by choosing one of the following:

- Click to the bottom-left part of the call view.
- Use the stop remote control keyboard shortcut that is `Ctrl + Alt + 8` on Windows and `Command + Option + 8` on Mac.

14.11 How to zoom in and out on a screen share

You can zoom in and out on a screen share.

Prerequisites

You are viewing the screen share via the Desktop App.

You can zoom in and out on a screen share as follows:

Step by Step

1) Click (Zoom in) to the top-right area of the active screen share view.

   Each time you click the zoom in button, the screen will increase until it reaches the maximum zoom level.

2) Click (Zoom out) to the top-right area of the active screen share view.

   Each time you click the zoom out button, the screen will dencrease until it reaches the original zoom level.

3) Click (Fit to screen) to resize the screen share on it's original size.

14.12 Taking a picture from screen share

You can take a picture from a screen share session.

Prerequisites

You are in a call with an active screen share on focus view.

Step by Step

1) Click on the bottom right of the screen share to take a picture.
2) Click to download the picture.
3) Click to send the picture to the conversation as an attachment.
4) Click to start a whiteboard with the picture in the background.

14.13 Taking a picture from screen share (mobile clients)

You can take a picture from a screen share session.

Prerequisites

You are in a call with an active screen share on focus view.

Step by Step

1) Tap at the bottom right part of the call screen.
   A preview of the picture will be displayed in the center of the screen.
2) Tap below the picture preview to delete the picture.
3) Tap below the picture preview to send the picture to the conversation as an attachment.
4) Tap below the picture preview to start a whiteboard with the picture in the background.

15 Searching overview

Circuit allows you to quickly search through all your conversations to help you find the information that you need, including the people, files, and specific words that are referenced in your conversations

Successful search results are highlighted so that you can easily navigate through the conversations to find the one that you want.

15.1 Performing a search (web client and Desktop App)

You can search through all your conversations to find the information that you need, including people, files and specific words that are referenced in your conversation.

The Search box is located in the pane on the left and it’s always on top of the notifications, conversations, favorites and meetings selectors. The search though is performed only in your conversations. So, when, for example, you are in favorites and you start a search, you will get only conversation results.

Step by Step

1) In the **Search** box, type the word or words that you want to find.

When performing a search consider the following:

- The more letters you type in the search field, the more accurate your search results will be.
- Search terms are case insensitive and wildcard letters cannot be used. The search term is always compared with the beginning of a word.

  For example, if you type the word "and", all words that start with those letters will be returned, such as "Andrew" or "Andromeda", but no words that contain "and" in the middle like "grand" or "stand".

Conversations that contain the search term are displayed in the conversation selector pane on the left. When you select a conversation containing the search term, it is displayed in the conversation feed on the right.

2) To refine your search, filter options are appearing as search scopes below the search input field. Apply filters to the search term by selecting one of the following filter options:

- **Conversations** - Select this option to only search within conversation titles. If a conversation still has its default title (i.e. the name(s) of the participants) it will not be returned in the search results.
- **Sent by** - Select this option to only search for messages posted by certain people.
- **People** - Search for persons who are registered in your Circuit domain or for externals (i.e., persons registered in another Circuit domain) with whom you previously had a conversation. Also, for Microsoft Exchange

contacts (works only if Circuit is connected to your Microsoft Exchange account).

NOTICE:

You can only search for externals that are registered in a Circuit domain belonging to the same system as yours, e.g., *eu.yourcircuit.com* or *na.yourcircuit.com*.

- **Members** - Search for persons, who participated in one of your conversations.
- **Files** - Search for file name and the content within the file.
- **Labels** - when the search term matches any of conversation labels, those labels are listed under the **Labels** scope option. Select a label from the list to search for conversations with the particular label.

NOTICE:

If no filter is selected, the option **All** will be applied by default. Select this option to search all conversations.

If special keywords or their beginning is entered, the additional time related options are listed below the scope selector. As soon as they appear you can select one of the listed options to apply the suggested filter.

The keywords and their function:

Keyword	Function
today	Between 00:00 and now local client's time.
yesterday	Midnight to midnight of the day before.
this week this month this year	Monday to current local time. Beginning of first day of the month to current local time. Beginning of first day of the year to current local time.
last week last month last year	Monday to Sunday of the previous week. First day to end of the last day of the past month. First day to the end of last day of the past calendar year.
Monday, Tuesday,..., Sunday	Current or last matching day of the week. Maximum 6 days ago.
January, February,..., December	Month of the calendar, either current one or previous.

Keyword	Function
2014	Year by number, beginning 2013 to current year

3) With a selected filter option for the first search term, you can enter another search term with filter options to find within the results of the first search. This adding may be repeated. The combination of time related scope options is reduced to sensible ones to avoid contradictions.

   After the selection of a scope option, you can change the option by clicking on the icon to the right of the search entry.

   A narrowed search definition can be deleted by selecting the option and pressing the delete key on the keyboard.

   Conversations that contain the search term are displayed in the conversation selector pane. For more information about the search results you may refer to **Search results**.

4) You may also refine your search, based on the direct and Group conversations filters. First, click or tap the down arrow at the top of the conversation selector and, then, click on **direct** or **Group** conversations. When you start searching the search will apply only to the selected filter.

5) To delete the search term and cancel the search, click the **X** in the search field.

15.2 Performing a search (mobile client)

You can search through all your conversations to find the information that you need, including people, files and specific words that are referenced in your conversation.

Step by Step

1) To enter the search mode do the following:
   - On the iOS mobile client, tap the Search box.
   - On the Android mobile client, tap

   The screen layout will change and a search box will appear. A filter selector will also appear.

2) In the **Search** box, type the word or words that you want to find. When performing a search consider the following:

   - The more letters you type in the search field, the more accurate your search results will be.
   - Search terms are case insensitive and wildcard letters cannot be used. The search term is always compared with the beginning of a word.

     For example, if you type the word "and", all words that start with those letters will be returned, such as "Andrew" or "Andromeda", but no words that contain "and" in the middle like "grand" or "stand".

   Filter options are appearing as search scopes below the search input field, to refine your search. Apply filters to the search term by selecting one of the following options:

   - **All** - Select this option to search all conversations.
   - **Conversations** - Search for a conversation based on its title.
   - **People** - Search for persons who are registered in your Circuit domain or for externals (i.e., persons registered in another Circuit domain) with whom you previously had a conversation. Search for them by name, email address or employee number (user ID given by company, if available).

     NOTICE:

     You can only search for externals that are registered in a Circuit domain belonging to the same system as yours, e.g., *eu.yourcircuit.com* or *na.yourcircuit.com*.

   - **Files** - Search for file name and the content within the file.
   - **Labels** - When the search term matches any of conversation labels, those labels are listed under the **Labels** scope option. Select a label from the list to search for conversations with the particular label.

   Conversations that contain the search term are displayed in the conversation selector pane. For more information about the search results you may refer to **Search results**.

3) Tap one of the conversations in the selector pane to open the conversation or a name to select a conversation.

   The findings are highlighted.

4) If multiple search results are found in a selected conversation, you can use the search result navigation bar to cycle through them.

5) To delete the search term, tap the **X** in the search field.

6) To cancel the search tap **Cancel**.

15.3 Search results

The search results are dipslayed as follows in web client, Desktop App and mobile clients:

Step by Step

1) The conversation pane lists those conversations the search term was found in. Select the conversation you want to look into.

2) Per standard, all search results are listed in the conversation selector (pane on the left), according to the selected conversation filter.

Option	Description
Conversations	All conversations and people
Archived	Archived conversations
direct	direct conversations
Group	Group conversations
<Label name>	Conversations with the label *<Label name>,* whether archived or not.

3) According to the conversation filter you have selected the search results are displayed under the following categories:
   - The filter you have applied.
   - Communities
   - Start a new conversation

     This section contains search results from contacts that you have not started a direct conversation. Under the user name you can see the department or the job title of the person, and by clicking on the contact you navigate to the user's details.
   - Microsoft Exchange contacts
4) If multiple search results are found in a selected conversation, you can use the search result navigation bar above the conversation feed to cycle through them.
5) To cancel the search, select the **X** in the search field.
6) When restarting the search, the last five search definitions are listed below the search box for easy re-use.

Currently, when you are performing a search in all your conversations, conversations that contain the search term(s) are prioritized and listed based on their last update time (from the most recently updated to the oldest one).

In addition to the above search results sorting there is the **Enhanced sorting of search results** feature. Conversations that contain the search term are prioritized and listed in the following order:

One search term (entry)

1) direct conversations with people whose name, email address or employee number (if available) contains the search term;
2) Group conversations having a title that contains the search term;
3) Group conversations with people whose name, email address or employee number contains the search term;
4) Conversations including a message or file (with name or content) that contains the search term;
5) Joined communities having a title or including a message or including a file that contains the search term;
6) Archived conversations having a title or including a message or including a file that contains the search term;

7) Non-joined communities having a title or including a message or including a file that contains the search term;

8) Non-started direct conversations with people whose name, email address or employee number contains the search term, i.e. people that you do not have yet a direct conversation with whose name, email address or employee number contains the search term.

Two or more search terms (entries)

1) direct conversations where:

- **a)** at least one of the search terms appears in the name, email address or employee number of the person with whom you have a direct conversation;
- **b)** every other search term appears in a message or file within the conversation.

2) Group conversations where:

- **a)** at least one of the search terms appears in the conversation title;
- **b)** every other search term appears in a member (their name, email address or employee number), message or file within the conversation.

3) Group conversations where every search term appears in a member's name, email address or employee number;

4) Group conversations where:

- **a)** at least one of the search terms appears in a member's name, email address or employee number;
- **b)** every other search term appears in a message or file within the conversation.

5) Group conversations where every search term appears in a message or file within the conversation;

6) Joined communities where every search term appears in the community title or in a message or file within the community;

7) Archived conversations where every search term appears in the conversation title or in a message or file within the conversation;

8) Non-joined communities where every search term appears in the community title or in a message or file within the community.

Within each group, conversations are further sorted based on their last update time.

15.4 Searching for a labeled conversation

You can search for conversations with a particular label in the following two ways:

Step by Step

1) Searching for a label’s name in the global **Search** input field:

a) Enter all or part of a label name into the **Search** box.

As you type in, a list of suggested search scope options appears below the search input field. Labels that match the search term you have entered (if any) are displayed under the **Labels** scope option.

b) Select the label you are searching for.

2) Selecting a label in the **Labels** view:

a) Navigate to **Settings** > **Labels**.

All the labels you have previously setup are displayed in alphabetical order.

b) Click on the name of a label.

The **Search** box is automatically filled-in with the value: *Label: <label name>* and a search by label is performed.

NOTICE:

This way of searching for conversations with a particular label is only available on the Circuit web client and Desktop App.

The conversation pane is updated to show only conversations with the selected label. Select the conversation you would like to look into.

15.5 Details on search in files

For proper search in files the files have to be indexed. Per standard, the search for file content should be successful after 10 minutes, but under coincidence of adverse conditions it may take 40 minutes after upload.

A wide range of file formats is supported by file search:

File Formats
Microsoft Word
Microsoft Excel
Microsoft Powerpoint
Microsoft Visio
Microsoft Project
Office Open XML Spreadsheets
Office Open XML Presentation
Office Open XML Wordprocessing
Office Open XML
PDF
Postscript
XML , XHTML
Plain text
HTM, HTML
RTF
OASIS OpenDocument text, text-master (OpenOffice, LibreOffice)
OASIS OpenDocument spreadsheet

File Formats
OASIS OpenDocument presentation
Lotus 1-2-3
Lotus wordpro
Lotus freeelance

For more information regarding the formats (types) that are not supported, i.e. cannot be uploaded as attachments, please refer to Adding an attachment to a message (web client). (https://www.circuit.com/unifyportalfaqdetail?articleId=35461)

15.6 Searching for people with a certain tag in their profile (web client and Desktop App)

You can search for people with a certain profile tag in three ways.

Prerequisites

- Your Circuit domain administrator has to enable **Profile tags** for your domain.

Step by Step

1) Search for people with a certain tag via the global **Search** box:

a) Enter all or part of a profile tag into the **Search** box.

As you type in, a list of suggested search scope options appears below the search input field.

b) Refine your search by selecting the **People** scope option.

2) Search for people with a certain tag from a user's profile view:

a) Click on the name or avatar of a person in a conversation feed to see their profile tags.

b) Click on a profile tag.

The global **Search** box is automatically filled in with the value: `People: <tag name>` and a search by tag is performed.

3) Search for people based on your profile tags:

a) Click on your user name in the upper-right corner of Circuit, and then click **My profile**.

b) Click on a profile tag.

The global **Search** box is automatically filled in with the value: `People: <tag name>` and a search by tag is performed.

The selector pane is updated to show all people with the certain tag appearing in their profile. Select the person you would like to view.

15.7 Searching for people with a certain tag in their profile (mobile client)

You can search for people with a certain profile tag in three ways.

Prerequisites

Your Circuit domain administrator has to enable **Profile tags** for your domain.

Step by Step

1) Search for people with a certain tag via the global **Search**:

a) Tap the **Search** box on the iOS mobile client or on the Android mobile client.

b) Enter all or part of a profile tag into the **Search** box.

As you type in, a list of suggested search scope options appears below the input field.

c) Refine your search by selecting the **People** scope option.

2) Search for people with a certain tag from a user's profile view:

a) Tap on the name or avatar of a person in a conversation feed to see their profile tags.

b) Tap on a profile tag.

The global **Search** box is automatically filled in with the value: `People: <tag name>` and a search by tag is performed.

3) Search for people based on your profile tags:

a) Tap on the iOS mobile or go to the top-left side navigation drawer on the Android mobile client, and tap the topmost area containing your picture.

b) Tap on a profile tag.

The global **Search** box is automatically filled in with the value: `People: <tag name>` and a search by tag is performed.

The selector pane is updated to show all people with the certain tag appearing in their profile. Select the person you would like to view.

16 Spaces

16.1 Getting started with Spaces as a user

- Joining an open Space from the Spaces directory
- Joining an open Space from the search results
- Joining a closed Space
- Viewing the Spaces directory
- Searching for a Space in the Space directory
- Adding a participant to a Space
- Leaving a Space
- Space topics
- Searching in Spaces
- Tags
- Labels
- Favorites

16.1.1 Joining an open Space from the Spaces directory

You can join an open Space instantly from the Spaces directory list.

Step by Step

1) Click the Spaces icon and then click **Spaces directory**.

A list with all the available Spaces is displayed.

2) Select the open Space that you want to join and click **Join** in the Spaces directory.

The Space is displayed on the list of your joined Spaces in the Spaces selector.

NOTICE:

You can view the content of an open Space before joining. You can also read all content but not interact with it until you join.

16.1.2 Joining an open Space from the search results

You can join an open Space instantly from the search results.

Step by Step

1) Perform a search, as described in: Performing a search in Spaces.

2) Select an open Space from the search results.

The Space content is displayed.

3) Click **Join Space** under the Space name.

You can view the content of an open Space before joining. You can also read all content but not interact with it until you join.

16.1.3 Joining a closed Space

If you want to join a closed Space, you have to request access. The moderator can accept or decline your request.

Step by Step

1) Click the Spaces icon and then click **Spaces directory**.

   A list with all the available Spaces is displayed. Closed Spaces can be identified by the icon.
2) Select the closed Space you want to join and click **Join**.
3) Type a message on the pop-up window to provide a reason why you want to join the Space and click **Confirm**.

Your request is sent to the moderators of the Space. Moderators receive a notification in the Notifications tab of your request. You will be notified when your request is processed.

16.1.4 Viewing the Spaces directory

You can view and browse through all available Spaces in your domain.

Step by Step

1) Click the Spaces icon and then click **Spaces directory**.

   A list with all the available Spaces is displayed. The Spaces with the latest activity are listed first.
2) You can change the view type either to grid by clicking or to list by clicking .
3) You can change the sorting of the Spaces by clicking **Sort by** and selecting one of the available options.

16.1.5 Searching for a Space in the Space directory

You can search for a specific Space in the Space directory.

Step by Step

1) Click the Spaces icon and then click **Spaces directory**.

   A list with all the available Spaces is displayed.

2) Click the search icon on the top of the Space directory list.
3) Start typing your search term.

   As you type all Spaces matching the search term in the title, description or tags are displayed.

To navigate back to the Spaces list, click next to the search box.

16.1.6 Adding a participant to a Space

When you add a participant to a Space they can view the entire history.

Step by Step

1) Select the Space to which you want to add a participant and then click
2) Type the name of the person that you want to add to the Space or select the name from the list of recent contacts.

   As you type in a person's name, a list of suggested names is displayed.
3) Click **Add.**

Participants that cannot be added to the Space are shown grayed out. Hover over the information icon to view the reason. Chances are:

- The person has no Spaces license
- The person is already a participant of the Space
- The person is external, and externals are not allowed to join the Space.

16.1.7 Leaving a Space

You can leave a Space at any time, unless you are the Space owner.

If you are the Space owner you need to first transfer your role as owner to a Space moderator before you can leave it. For more information, please refer to: Changing the owner of a Space.

When you leave a Space, the Space is no longer listed in the Space selector (pane on the left) and you are no longer able to interact with it unless you join again.

Step by Step

1) Select the Space you want leave and navigate to **News** > .
2) Click **Leave Space**.
3) On the pop-up window that opens, click **Leave** to confirm.

16.1.8 Space topics

16.1.8.1 Posting a new topic in a Space

Step by Step

1) Select a Space that you want to post a new topic to and click on the **News** tab.

2) Type a title for the new topic on the title field.

3) Write your message.

4) Click **Send**.

Your new topic is listed first in the **News** tab. To view the entire content of the topic you have to click on its title.

The topics of the Space are listed in chronological order from the most recent topic to the oldest.

16.1.8.2 Replying to a topic in a Space

Step by Step

1) Select the topic that you want to reply to and click on it to view its content.

2) Click **Reply to this topic**.

3) Enter your message.

4) Click **Send**.

16.1.8.3 Formatting a message in a Space

You can apply special formatting to messages you write in a Space using a rich text editor. In addition to standard text formatting options like bold and italics, the editor gives you the option to insert links and attach pictures, emojis and videos to your messages.

The rich text editor is available when you create or edit a message within a Space. It is also available to Space moderators when they add or edit a welcome message for a Space.

Step by Step

1) Create a new or edit an existing message.

2) Select the text that you want to format or place the cursor where you want to type.
3) Use the formatting tools to style your message:
   - **Bold**: apply bold formatting

     Alternatively, press `Ctrl+B` on Windows or `COMMAND+B` on Mac.
   - **Italics**: apply italics formatting

     Alternatively, press `Ctrl+I` on Windows or `COMMAND+I` on Mac.
   - **Underline**: apply underline formatting

     Alternatively, press `Ctrl+U` on Windows or `COMMAND+U` on Mac.
   - **Strikethrough**: apply strikethrough formatting

     Alternatively, press `Ctrl+S` on Windows or `COMMAND+S` on Mac.
   - **Highlight**: apply highlight formatting
   - **Paragraph format**: apply paragraph formatting

     After clicking the align text icon, you can select one of the following options: **Normal**, **Heading 1**, **Heading 2**, **Heading 3**, **Code**.
   - **Quote**: insert a quote
   - **Align**: align text

     After clicking the paragraph format icon, you can select one of the following options: **Align left**, **Align center**, **Align right**, **Align justify**.
   - **Bullet and numbered lists**: insert a bulleted or numbered list

     The first time that you click the list icon, bullets are applied. Clicking the icon for a second time applies numbering. Numbering values cannot be changed. Number lists always start with number 1.
   - **Insert link**: insert a link

     After clicking the link icon, a pop-up appears where you need to enter the URL and a text for the link and then click **Insert**.
   - **Insert image**: insert an image

     After clicking the insert image icon, a pop-up appears where you need to drop an image or click to open the file upload dialog. Alternatively, you can click the **URL** tab on the pop-up, insert a URL in the input field, and then click **Insert**.
   - **Insert video**: insert a video

     After clicking the insert video icon, a pop-up appears where you need to paste a video URL in the input field and click **Insert**. Alternatively, you can click the **Upload video** tab on the pop-up and then drop a video or click to open the file upload dialog.

- **Insert table**: insert a table

  After clicking the insert table icon, a pop-up appears where you can select the number of rows and columns.
- **Emoji**: insert an emoji

  After clicking the emoji icon, a pop-up appears where you need to click the emoji or emoticon, from the available categories, that you want to insert to your message.
- **Attach files**: attach files

  On the file upload dialog that opens, you need to locate the files you want to attach and click **Open**.
- **Undo**: undo your last action
- **Redo**: redo your last action

The following tools are not available when you reply or edit a reply to a topic in a Space:

- Paragraph format
- Align
- Insert image
- Insert video
- Insert table
- Insert horizontal line

The attach file tool is not available to Space moderators when they add or edit a welcome message.

16.1.8.4 Pinning a topic in a Space

Space moderators can pin an important topic in a Space. The pinned topics are displayed in the Space information pane and can be viewed by all the Space participants.

Step by Step

1) Click the Spaces icon and select a Space.

2) Locate the topic you want to pin in the **News** tab and click .

The pin icon becomes orange to indicate that the topic has been pinned.

Moderators can pin up to 10 topics in a Space.

3) To unpin the topic, click the pin icon one more time.

Alternatively, navigate to **News >** **> Pinned topics**, hover over the preferred topic and click **Unpin**.

16.1.8.5 Liking a message in a Space

Each message can be liked by any participant of the Space, including the author of the message. Once a message has at least one like, the number of likes for that message will be displayed.

Step by Step

1) Click the Spaces icon .
2) Click on a topic title in the **News** tab.
3) Click on the message you like.

   The icon becomes orange and the number of likes for that message is increased by one.

> **NOTICE:**
>
> You can see who liked the message by clicking or tapping on the number of likes or the word likes.

To unlike a message that you have previously liked, click the icon one more time. The number of likes will be decreased by one.

16.1.8.6 Viewing or downloading files shared in a Space

You can view and download any file shared in a Space.

Step by Step

1) Select a Space and click the **Content** tab.

   All shared files are listed in chronological order.
2) To download the file, click on it and then click **Download**.

   You can preview an image file by clicking on it. You can also preview pdf files by clicking on the **Preview** option.
3) To view the message in which this file is attached to click on it and then click **Show in Space**.

16.1.8.7 Searching for a file shared in a Space

Step by Step

1) Select a Space and click the **Content** tab.

   All shared files are listed in chronological order.
2) Click the search icon on the top of the tab.
3) Start typing the name of the file. #

   As you type all files with the relevant name, extension or matching content will be displayed.

To navigate back to the list of all shared files click next to the search box.

NOTICE:

You can also search by extension, for example .pdf, which displays all files matching this extension.

16.1.9 Questions in Spaces

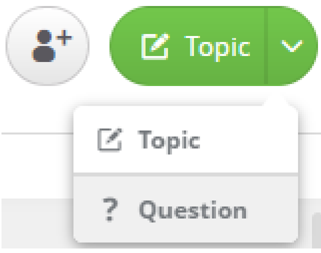
16.1.9.1 Posting a question to a Space (web client and Desktop App)

You can post a question to a Space to get help from others.

Step by Step

1) Open the Space you want to post a question to.

2) From the drop-down list next to in the **News** tab, select **? Question**.



3) Type a title for your question on the title field.

4) Write your question.

5) Click **Send**.

Your question is listed first in the **News** tab. To view the entire content of the question, click on its title.

When you receive replies to your question, mark those that helped you the most as good answer(s).

16.1.9.2 Marking a good answer to a question

When you have posted a question to a Space, you can mark one or more replies as good answers.

Marking a good answer indicates that the answer helped you solve the problem, provides an opportunity to recognize the author of the answer, and helps others who come across the same question.

Marking a good answer gives the answer a green check mark. It also gives the question a green question mark to show others the question has been solved. The question mark appears to the left of the question title just over the bottom right corner of your avatar image.

Space participants can check if an answer to a question is good from any Circuit client. On the Circuit web client and Desktop app, good answers appear in a separate section below the question so they can be easily found.

Only the author of the question and the moderators of the Space containing the question can mark a good answer. This can be done using either the Circuit web client or Desktop App.

Procedure

- To mark an answer to your question as good, locate the answer and click the gray check mark on the upper-right corner of the answer.
  The check mark turns green. A copy of the answer appears above the answers so others can quickly find it.
- To unmark an answer to your question as good, locate the answer and click the green check mark on the upper-right corner of the answer.

  NOTICE: When the author of a good answer updates its content, the answer is automatically unmarked and you, the author of the question, will be notified via the Notification panel.

  The check mark turns gray. A copy of the answer is no longer displayed.

16.1.10 Searching in Spaces

- Performing a search in Spaces

16.1.10.1 Performing a search in Spaces

You can search through all the Spaces to find the information that you need, including files, specific words and tags that are referenced in a Space.

Step by Step

1) Click the Spaces icon .

2) In the **Search** box located on the top of the Space selector, type the word or words that you want to find. When performing a search consider the following:

   - The more letters you type in the search field, the more accurate your search results will be.
   - Search terms are case insensitive and wildcard letters cannot be used. The search term is always compared with the beginning of a word.

   For example, if you type the word "and", all words that start with those letters will be returned, such as "Andrew" or "Andromeda", but no words that contain "and" in the middle like "grand" or "stand".

   Spaces that contain the search term are displayed in the Spaces selector.
3) To refine your search, filter options are appearing as search scopes below the search input field. Apply filters to the search term by selecting one of the following filter options:

   - **Spaces**: Select this option to only search within Space titles.
   - **Topic by**: Select this option to only search for messages posted by certain people.
   - **Files**: Search for a file name and content within the file.
   - **Tags**: Select this option to search for Spaces and messages with this tag assigned.
   - **Labels**: when the search term matches any of the labels you have set up, those labels are listed under the **Labels** scope option. Select a label from the list to search for Spaces with the particular label.
4) With a selected filter option for the first search term, you can enter another search term with filter options to find within the results of the first search.

   After the selection of a scope option, you can change the option by clicking on the icon to the right of the search entry.

   A narrowed search definition can be deleted by selecting the option and pressing the delete key on the keyboard.
5) To delete the search term and cancel the search, click the **X** in the search field.

16.1.11 Tags in Spaces

Tags provide a way to organize and group related Spaces or messages together and to let people know what a Space or message is about. Tags make it also easier for people to find the Spaces and messages they are interested in.

Space tagging

Space moderators can easily add one or more tags to a Space when they create it or at a later point in time. They can also remove tags from a Space if they are no longer relevant to that Space.

Message tagging

All Space participants can easily add and remove tags to their topics while they are typing in their message (in the form of hashtags, i.e. `#Circuit`) or at any point of time via the tags section below a topic.

They can also add and remove tags from their replies in the form of hashtags.

Space participants can also add and remove tags from topics posted by others via the tags section below a topic. Whenever someone adds or removes a tag from another person's topic, the topic author will be notified via the Notification panel.

Searching by tag

Everyone viewing the Space will be able to see the tags added to it and to Space messages. They can also search for Spaces and messages with a certain tag.

16.1.11.1 Viewing the tags that have been added to a Space

If you have access to a Space, you can see all tags that have been added to it.

Just click **News** > ; space tags will be displayed in the Details section of the information pane (pane on the right).

If you are the moderator of the Space, you can also see the Space tags through the **Settings** tab.

16.1.11.2 Adding tags in your topics and replies as hashtags

A hashtag is a tag with the `#` (hash) sign in front of it.

You can easily add hashtags in your topics or replies to topics while you are typing in your message.

Step by Step

1) Create a new message or edit an existing message.
2) Type your text as you normally do and when you want to add a hashtag just type `#` followed by the word you want to turn into a hashtag and, then, press `Space` or `Enter`. For example: "`Great #collaboration tool!`".

   NOTICE:

   If you do not press `Space` or `Enter`, the word can not be turned into hashtag.

   The hashtag is added to the message and shows up as a link.

   In case your message starts a new topic, the hashtag name is automatically added to the list of tags appearing below the topic.
3) When you are ready, send your message.

Everyone viewing the message can click on a hashtag to perform a search by tag.

16.1.11.3 Adding or removing tags from topics via the tags section

Every topic in a Space can have one or more tags.

Topic tags appear below the topic, in the tags section, or within its description as hashtags. They are visible to everyone who has access to the Space, and they are clickable so that you can perform a search by tag.

When you add a hashtag (tag preceded by #) in a topic description, the tag appears automatically into the tags section below the topic. You can also add or remove tags from your topic at any point of time via the tags section.

As a Space participant, you can also add or remove tags from topics posted by others via the tags section. Whenever you add or remove a tag from another person's topic, that person will be notified via the Notification panel. From that panel they can navigate to the topic where the tag has been added to or removed from and follow up.

Procedure

- To add a tag to a topic via the tags section:
  a) Locate the topic you want to tag.
  b) Enter the name of the tag in the **Add tag** field that appears below the topic.
  c) Press `Enter` or `Tab` or click anywhere in the Circuit client user interface when you finish typing.

  The tag is added to the topic.
- To remove a tag from a topic:
  a) Locate the topic you want to remove a tag from.
  b) In the tags section below the topic, hover over the tag you want to remove and click **X** in the upper-right corner.

  The tag is removed from the topic.

16.1.11.4 Searching for Spaces and messages with a certain tag

You can search for Spaces and messages with a certain tag in the following ways:

Step by Step

1) Searching for Spaces and messages with a certain tag via the global **Search** box:

a) Click the Spaces icon .

b) Enter all or part of a tag into the **Search** box.

As you type in, a list of suggested search scope options appears below the search input field.

c) Refine your search by selecting the **Tags** scope option.

2) Searching a tag from the Space details view:

a) Open a Space with the tag you are interested in.

b) Navigate to **News** > .

The information pane is expanded and all tags that have been added to the Space are displayed in the Details area.

c) Click on a tag name.

The global **Search** box is automatically filled-in with the value: `Tags: <tag name>` and a search by tag is performed.

3) Searching a tag from the topic view:

a) Open a topic with the tag or hashtag you are interested in.

b) Click on the tag name.

The global **Search** box is automatically filled-in with the value: `Tags: <tag name>` and a search by tag is performed.

The selector pane is updated to show only Spaces with the certain tag assigned to them or to their messages. Select the Space you would like to look into.

16.1.12 Labels

Labels provide a way to organize the conversation and Spaces you participate in so that you can group, filter and find them easily. Labels are visible only to you, so the labels you add to conversations and Spaces cannot be seen by others.

Labels work like folders, but you can add more than one label to a conversation or Space. You can create up to 250 labels.

16.1.12.1 Adding or removing labels from a Space

You can organize the Spaces you participate in using labels so that you can group and find them easily.

Step by Step

1) To add a label to a Space:

a) Click the Spaces icon .

b) Select the Space you want to add a label to.

c) Enter the name of the label in the **Add label** field beneath the Space title.

Existing labels are suggested as you type.

d) Press `Enter` or `Tab` or click anywhere in the Circuit client user interface when you finish typing or choose an existing label from the ones suggested.

The label is added to the Space.

2) To remove a label from a Space:
   a) Click the Spaces icon .
   b) Select the Space you want to remove a label from.
   c) Hover over the label you want to remove, which is displayed beneath the Space title, and click X in the upper-right corner.

   The label is removed from the Space.

Labels are displayed below the Space title. Although you can add many labels to a Space, only a subset of them is visible. If there are more labels that can fit on your screen, the additional labels are indicated by a circle with a number; on click, the additional labels will be shown.

16.1.12.2 Filtering your Spaces

When you open Circuit and click the Spaces icon , the Space selector (pane on the left) by default lists all Spaces you are participating in. You can change this view of listed Spaces using filters. Make your filter selection and view the list of Spaces that are matched.

Step by Step

1) To view the Spaces you moderate, click the down arrow at the top of the Space selector and select **My moderated Spaces**.
2) To view your Spaces with a particular label, click the down arrow at the top of the Space selector and, then, select the label that you want to filter by.

   The Space selector is updated to display all your Spaces that have this label.
3) To return to the default view of all your Spaces:
   - Click the back arrow at the top of the Space selector, or
   - Click the down arrow at the top of the Space selector and select **Spaces**.

   NOTICE:

   The back arrow appears with a green dot, i.e. , once a new message arrives in a Space that is not in the current view of listed Spaces.

   The Space selector is updated to display all Spaces you are participating in.

16.1.12.3 Searching for a labeled Space

You can search for Spaces with a particular label in the following two ways:

Step by Step

1) Searching for a label's name via global **Search**:

a) Click the Spaces icon .

b) Enter all or part of a label name into the **Search** box.

As you type in, a list of suggested search scope options appears below the search input field. Labels that match the search term you have entered (if any) are displayed under the **Labels** scope option.

c) Select the label you are searching for.

2) Selecting a label in the **Labels** view:

a) Click the Spaces icon .

b) Navigate to **Settings** > **Labels**.

All the labels you have previously setup are displayed in alphabetical order.

c) Click on the name of a label.

The **Search** box is automatically filled-in with the value: *Label: <label name>* and a search by label is performed.

The Space selector is updated to show only Spaces with the selected label. Select the Space you would like to look into.

16.1.12.4 Managing labels

You can set up your own labels to organize your conversations and Spaces. You can create new labels, edit or delete existing ones. You can have up to 250 labels at a time.

Labels are defined and used globally, this means they can be used for both Spaces and conversations. You can use labels to find your Spaces or conversations in the dedicated tab for each.

Step by Step

1) To view your labels:

a) Click your user name in the upper right corner of Circuit.

b) Navigate to **Settings** > **Labels**.

The **Labels** view opens displaying all the labels you have previously set up in alphabetical order.

If you have set up at least one label, you can alternatively go to the Labels view as follows: click the down arrow that appears at the top of the conversation or Space selector and then, in the Labels area, click **Edit**.

2) To create a new label via the **Labels** view:

a) Navigate to **Settings** > **Labels**.
b) Click **Create new label**.
c) Enter a name for the label.
d) Click **Create**.

The label is added to the list of available labels.

NOTICE:

The maximum length of each label name is 50 characters.

---

3) To create a new label via the conversation header:

a) Open a conversation.
b) Enter a name for the label in the **Add label** field beneath the conversation title.
c) Press `Enter` or `Tab` or click anywhere in the Circuit client user interface when you finish typing.

If you enter a not already existing name, a new label is created and added to the list of available labels. The label is, also, added to the selected conversation.

4) To create a new label via the Space header:

a) Click the Spaces icon and select a Space.
b) Enter a name for the label in the **Add label** field beneath the Space title.
c) Press `Enter` or `Tab` or click anywhere in the Circuit client user interface when you finish typing.

If you enter a not already existing name, a new label is created and added to the list of available labels. The label is, also, added to the selected Space.

5) To edit a label:

a) Navigate to **Settings** > **Labels**.
b) Hover over the name of the label that you want to edit and click **Edit**.
c) Update the name of the label.
d) Click **Save**.

The name of the label is updated.

6) To delete a label:

a) Navigate to **Settings** > **Labels**.
b) Hover over the name of the label that you want to delete and click **Delete**.
c) Confirm that you want to delete the label by clicking **Yes**.

The label is deleted and removed from all the conversations and Spaces that are using it.

7) To search for a label:

a) Navigate to **Settings** > **Labels**.
b) Click and type the name of the label that you want to find.

Labels that contain the search term are displayed beneath the search box.

16.1.13 Favorites

Favorites help you to store the most frequently used conversations and Spaces in one place.

Step by Step

1) To access the Favorites panel, click or tap the Favorites icon ★.

On the web client and Desktop App, the Favorites icon appears in the left sidebar of the Circuit application.

On the mobile clients, the Favorites icon appears in the bottom of the Circuit application.

2) Be default, when you access the Favorites panel, you will see a listing of your favorite conversations.

a) To see a listing of your favorite Spaces, click **Spaces** in the top of the panel.

b) To return to the default view of your favorite conversations, click **Conversations** in the top of the panel.

3) To add a conversation or a Space to Favorites:

- On the web client and Desktop App, click the star icon to the left of the conversation or Space title.
- On the iOS mobile client, swipe left on the conversation or Space.
- On the Android mobile client, long press on the targeted conversation or Space and then tap **Add to Favorites**.

The selected item is added as the last item to the Favorites panel.

In addition, all favorites on the web client and Desktop App are marked with the grey star icon to the left of the title.

4) By default, Favorites are managed automatically by the system, so that the conversation or Space you favorited last appears as the last item in the panel.

To change the order of your Favorites:

a) navigate to the Favorites panel and click **Edit**

b) drag and drop the items to the position of your preference

c) click **Done** to confirm a new order of your Favorites.

5) To open a conversation or Space from favorites into a separate window double click the title.

The conversation or Space opens in its own window and is brought into focus, so you can directly contribute to it.

6) To remove a conversation or Space from Favorites:

a) navigate to the Favorites panel and click **Edit**.

b) drag and drop the conversation or Space to the recycle bin located at the bottom of the Favorites panel.

c) click **Done**.

The conversation or Space is going to be removed from the Favorites panel.

7) By clicking on a conversation or Space in Favorites, you will be redirected to the corresponding conversation or Space.

When you receive a new message in one of your marked as favorite conversations, a green circle indicator with the number of unread messages will appear in the avatar of the conversation.

16.2 Getting starting with Spaces as a Space owner or moderator

- Creating a Space
- Welcome message
- Adding or removing tags from a Space
- Adding multiple participants to a Space at once
- Space settings
- Spaces administration

16.2.1 Creating a Space

You can create Spaces to build networks of people, share experiences and expertise and keep each other informed.

Prerequisites

You must have **Space creation rights** to create new Spaces. Without these rights the green plus icon will not be available in Spaces selector.

Step by Step

1) Click the Spaces icon and then click the green plus icon.

2) Add a name for the new Space and optionally a description for the Space.

3) Add tags separated by a comma, tab or enter. Each tag can be only used once per Space, duplicates are ignored.

4) Click **Start.**

Each new Space is created using the default Space access rights as set by your domain administrator. Open and closed Spaces must have unique names. Space moderators can change the access rights in the Space **Settings** tab.

16.2.2 Welcome message

- Editing or deleting the welcome message
- Adding a welcome message

16.2.2.1 Editing or deleting the welcome message

You can edit or delete the welcome message in a Space that you moderate.

Step by Step

1) Select the Space.

2) Click **Edit** under the welcome message in the **News** tab.

3) Edit the welcome message using the rich text editor.
4) Click **Save** to publish the updates or **Delete** if you want to delete the welcome message.

16.2.2.2 Adding a welcome message

You can customize the look and feel of your Space by adding a welcome message in the Spaces that you moderate. Welcome messages have all the rich text and media capabilities that topics have.

Step by Step

1) Select the Space that you want to add a welcome message.
2) Click **Add welcome message** in the **News** tab.
3) Create your welcome message using the rich text editor.
4) If you want all Space participants to view the welcome message, select the **Visible to all** check box. If this option is not selected, only moderators can view the welcome message.
5) Click **Save.**

The welcome message can only be added, edited or deleted by the moderators of the Space.

> **NOTICE:**
>
> The welcome box has a fixed maximum height to be displayed in the News tab. If you create a welcome box which exceeds this height, users will view a **Show more** option, which will open the full welcome box in a separate window.

16.2.3 Adding or removing tags from a Space

You can add tags to Spaces you moderate to better organize them and to make searching and filtering much easier.

You can add tags when you create a Space or afterwards. As a Space moderator, you can also remove tags from a Space if they are no longer relevant to that Space.

A tag can be used only per Space.

Procedure

- To add a tag to Space during creation:
  a) Click the Spaces icon  and then click the green plus icon.
  b) Add a name for the new Space and optionally a description for the Space.
  c) Add tags separated by comma, tab or enter.
  d) Click **Start**.

  A new Space is created that have the tags you specified.

- To add a tag to Space after creation:
  a) Select the Space you want to tag and click the **Settings** tab.
  b) Enter the name of the tag in the **Add tag** field.
  c) Press `Enter` or `Tab` or click anywhere in the Circuit client user interface when you finish typing.
  d) Repeat steps b) and c) to add as many tags as you want.
  e) Click **Save**.

  The tag is added to the Space.
- To remove a tag from a Space:
  a) Select the Space you want to tag and click the **Settings** tab.
  b) Hover over the tag you want to remove and click X in the upper-right corner.
  c) Repeat step b) to remove as many tags as you want.
  d) Click **Save**.

  The tag is removed from the Space.

16.2.4 Adding multiple participants to a Space at once

You can add multiple participants at once to a Space that you moderate using a CSV file.

Step by Step

1) Setup the CSV file:
  a) Create a comma-separated value (CSV) data file with only one column and no column header.
  b) Fill-in the column with the email addresses of all the people you want to add to a Space.
  c) Save the file for later use.

2) Click the Spaces icon .

3) Navigate to **Participants** > **Import** and click **Upload file**.

If an import is already in progress, the option to upload a file is disabled. Wait for the running import to complete and try to upload the file afterwards.

4) On the pop-up window that opens, click **Choose file**.

5) In the file selector, select the CSV file you have setup in step 1 and, then, select **Open**.

After Circuit validates the file, the import is initiated. Depending on the size of the CSV file, it may take some time to complete.

6) Check the status of the import operation in the **Import status** area.

The import operation can have one of the following possible statuses:

- `Import has been scheduled.`
- `<file name> imported successfully.`
- `Import from <file name> completed partially successfully. Check the result file for more information.`
- `Unsupported file structure. Please update the file and try again.`
- `Import failed. Please try again.`
- `Import was interrupted due to a maintenance activity. You have to reinitiate the import procedure.`

NOTICE:

The import operation runs asynchronously in the background, so you do not have to wait for it. Once it completes, you will be notified via the Notification tab. Just click on the notification and you will be directed to **Participants** > **Import**.

7) Once the import is completed, download the CSV file with the results from the **Import results** area.

Apart from the option to download the CSV file, in this area you will see information about the person who initiated the import and the time the import has been completed.

The results file is structured as 5 columns, as described below:

Column header	Description
#CODE	The result code for each person in the imported CSV file: • `PARTICIPANT_ADDED`: The person has been added to the Space • `ALREADY_MEMBER`: The person is already a participant of the Space • `USER_DOES_NOT_EXIT`: A user with this email address does not exist • `INTERNAL_ONLY`: The person is external, and externals are not allowed to join the Space • `ERROR`: Unexpected error
LINE	The line number of the imported CSV file
EMAIL	The email address used for the import

Column header	Description
ORIGINAL LINE	Data in the respective line of the imported CSV file
EXCEPTION	Information about the exception, if any, in the import process.

16.2.5 Space settings

- Changing the role or removing a participant from a Space
- Accepting or declining a join request to a Space
- Changing the owner of a Space
- Changing the access rights to a Space
- Changing the default role of new Space participants
- Disabling a Space
- Data retention policy

16.2.5.1 Changing the role or removing a participant from a Space

By default, when people are joining a Space they have the role specified by a Space moderator. You can change this role for a specific participant or remove the participant as follows:

Step by Step

1) Navigate to the Space **Participants** tab.

2) To change the role of a specific participant, click the arrow icon next to their name and select one of the available options:

- **Author**: a participant who can create new topics and reply to topics in the Space.
- **Contributor**: a participant who can only reply to topics in the Space.
- **Reader**: a participant who can only view the content of the Space.
- **Moderator**: a participant who can manage the settings and participants of the Space.

3) To remove a specific participant from the Space, click the arrow icon next to their name and select **Remove**.

Participant is removed from the Space. Access to the content of the Space will be no longer possible until the participant is added again.

If you have Spaces administration rights, you can change the default role of new participants of any Space through the **Spaces administration** > **Management** tab.

16.2.5.2 Accepting or declining a join request to a Space

Space moderators can accept or decline requests to join a Space.

Step by Step

1) Open the Space and navigate to **Participants** > **Requests**.

   All join requests are displayed.
2) If you want to accept the join request, click **Accept** next to the person's name.
3) If you want to decline the join request, click **Decline** next to the person's name. On the pop-up window, you may provide a reason for declining the join request.

Participants will receive a notification for the acceptance or decline of the request. In case of declining, participants will view any reason you have provided.

If you have Spaces administration rights, you can manage the join requests of any Space through the **Spaces administration** > **Management** tab.

16.2.5.3 Changing the owner of a Space

Each Space has an owner. By default the owner is the person who has created the Space. You can change this role in the Spaces that you moderate.

Step by Step

1) Navigate to the Space **Settings** tab.
2) Click on the name of the owner in the **Owner** area.
3) Select one of the available user names from the list.

   You can assign the owner role only to Space moderators.
4) Click **Save**.

Only one moderator can by the Space owner.

16.2.5.4 Changing the access rights to a Space

Space moderators decide who can view or join a Space by changing the access rights. The default Space access rights are defined by your domain administrator, but moderators can change them after Space creation.

Step by Step

1) Navigate to the Space **Settings** tab.
2) Select one of the available options in the **Access rights** area:
   - **Open**: The Space is shown in the Spaces directory and all Circuit users can view and join the Space directly. Open Spaces are also shown in the search results by name, tags or description even when the users have not joined them.
   - **Closed**: The Space is shown in the Spaces directory and all Circuit users have to request access in order to join the Space. Closed Spaces are also shown in the search results by name, tags or description even when the users have not joined them.

   - **Secret**: The Space is not shown in the Spaces directory and only participants added by the moderators can access this Space. Secret Spaces are not shown in the search results.
3) If you have selected the Space to be **Open**, you can allow participants in your domain to add other people by enabling the **Allow participants in your domain to add other people**.
4) Optionally, you can allow Circuit users from other Circuit domains to join your Space by enabling the **Allow access to external Circuit users**. When this option is enabled, moderators can add external Circuit users.

NOTICE:

This option is only available if a Space administrator has enabled the **Allow access to external Circuit users** through **Spaces administration** > **Settings**.

16.2.5.5 Changing the default role of new Space participants

As a Space moderator you can define the default role that new participants will have when joining the Space. Existing participants are not affected by this setting.

Step by Step

1) Navigate to the Space **Settings** tab.
2) Select one of the available options in the **Default role** area:
   - **Author**: a participant who can create new topics and reply to topics in the Space.
   - **Contributor**: a participant who can only reply to topics in the Space.
   - **Reader**: a participant who can only view the content of the Space.
3) Click **Save**.

You can change this setting later.

16.2.5.6 Disabling a Space

As a moderator or Space administrator you can disable a Space.

When a Space is disabled, moderators can view all tabs but they cannot do any action in the News, Participants and Content tabs. They can only edit the Space Settings.

Other participants are informed that the Space has been disabled by a moderator. They can only view general information about the Space when they navigate to **News** > .

Step by Step

1) Navigate to the Space **Settings** tab.
2) Click **Disabled** in the Status area.

You can enable the Space again by clicking **Enable** from the same menu.

If you have Spaces administration rights, you can disable any Space through the **Spaces administration** > **Management** tab.

16.2.5.7 Data retention policy

The data of all users are retained in Circuit by default. You can request by Circuit Operations or Managed Services to set up data retention feature on your domain to retain these data for a specific period of time.

Once the data retention feature is set up on your domain, conversations and Spaces will be deleted after the pre-configured period of time. The setting will apply to all data, unless they are under legal hold, and these data cannot be retrieved in the future.

The data retention policy works as follows:

- **Conversations**: deleted when the last activity in the conversation is older than the data retention period.
- **Spaces**: deleted when the last activity in the Space is older than the data retention period.

In the **Support conversation** the data retention policy is applied differently: the data retention policy should not be set for the system domain where the Support conversation is part of.

The Circuit data retention policy is in compliance with privacy regulations and relevant standards for where we are making Circuit available.

16.2.6 Spaces administration

- Assigning Space administration rights to a user
- Enabling Space creation rights for all Circuit users
- Assigning Space creation rights to a Circuit user
- Selecting the default space access rights for new Spaces
- Enabling invite rights for external users

16.2.6.1 Assigning Space administration rights to a user

As an administrator of a Circuit domain you can assign Spaces administration rights to users.

Step by Step

1) On the web client and Desktop App, click on your user name and then click **Administration**.
2) Click the **Users** tab and click on the user you want to assign Space administration rights.
3) Select the **Space administrator** check box.
4) Click **Save**.

16.2.6.2 Enabling Space creation rights for all Circuit users

As an administrator of a Circuit domain you can assign Space creation rights to all Circuit users.

Step by Step

1) On the web client and Desktop App, click on your user name and then click **Spaces administration** > **Settings**.

2) Select the **Space creation allowed for internal users** check box in the Space creation rights area.

3) Click **Save**.

NOTICE:

It can take up to 24 hours before the creation button is available to the users. Additionally, they might have to refresh the client to make the change visible after this period.

16.2.6.3 Assigning Space creation rights to a Circuit user

As an administrator of a Circuit domain you can assign Space creation rights to a specific user.

Step by Step

1) On the web client and Desktop App, click on your user name and then click **Administration**.

2) Click the **Users** tab and click on the user you want to assign Space creation rights.

3) Select the **Space creator** check box.

4) Click **Save**.

NOTICE:

If the **Space creation allowed for internal users** is selected in the Spaces administration page, then this option is disabled.

16.2.6.4 Selecting the default space access rights for new Spaces

As an administrator of a Circuit domain you can specify the default Space access rights for new Spaces. You can change this setting later.

Step by Step

1) On the web client and Desktop App, click on your user name and then click **Spaces administration** > **Settings**.

2) Select one of the available options in the **Default access type** area:

- **Open**: The Space is shown in the Spaces directory and all Circuit users can view and join the Space directly. Open Spaces are also shown in the search results by name, tags or description even when the users have not joined them.
- **Closed**: The Space is shown in the Spaces directory and all Circuit users have to request access in order to join the Space. Closed Spaces are also shown in the search results by name, tags or description even when the users have not joined them.
- **Secret**: The Space is not shown in the Spaces directory and only participants added by the moderators can access this Space. Secret Spaces are not shown in the search results.

3) Click **Save**.

Space moderators can change this setting after creating a Space.

16.2.6.5 Enabling invite rights for external users

As an administrator of a Circuit domain you can specify if moderators can enable the invite external Circuit users option.

Step by Step

1) On the web client and Desktop App, click on your user name and then click **Spaces administration** > **Settings**.
2) Select the **Allow invite rights for external users** check box in the **Invite rights** area.
3) Click **Save**.

17 System requirements

17.1 What are the system requirements?

Ensure that your system meets the following requirements before using the latest version of Circuit.

Web client requirements	
Operating system	• Microsoft Windows (7 or later) • Apple Mac OS X (10.6 Snow Leopard or later)
Standard system	• Intel Core i3 or equivalent processor • MacBook Air (2012)
High-end system	• Intel Core i5 or equivalent processor • MacBook Pro (2012) or MacBook Air (2013) or later
Browser	• Chrome (latest version) • Firefox (latest version) • Microsoft Edge (79 or later)
Video	Video camera (USB or integrated) with or without a microphone
Audio	Regular peripherals (microphone and speaker or headset). There are no hardware limitations in terms of sound cards external or integrated on the motherboard.

Desktop App requirements	
Operating system	• Microsoft Windows (7 or later) • Apple Mac OS X (10.6 Snow Leopard or later)
Windows version	• 64-bit

Mobile client requirements	
Mobile phone	• iPhone 4S or later with the latest major iOS version.. Backward compatibility with the previous major iOS version is maintained for some time to allow updating the device. • Android Marshmallow (i.e. version 6.0) or later
Tablet	• iPad 2 or later with the latest major iOS version. Backward compatibility with the previous major iOS version is maintained for some time to allow updating the device. • Android Marshmallow (i.e. version 6.0) or later

NOTICE:

To use Circuit on your mobile devices, you have to download the **Circuit by Unify** Application from the Google Play (Android devices) or Apple store (iOS devices).

You cannot access Circuit through your mobile device native web browser or Chrome, since they are not compatible with Circuit.

For details, please refer to the Circuit Design Assessment (https://www.circuit.com/documents/10182/113104/Circuit+Design+Assessment.pdf/53435e46-5e1b-42ce-8e6a-da6110e76f52).

17.2 Which mobile devices are supported?

To use Circuit on your mobile device, you have to download the **Circuit by Unify** Application from Google Play (Android devices) or Apple Store (iOS devices).

NOTICE:

You cannot access Circuit through your mobile device native web browser or Chrome, since they are not compatible with Circuit.

The following mobile devices support Circuit:

- iPhone or iPad devices running the latest major iOS version.

  Backward compatibility with the previous major iOS version is maintained for some time to allow updating the devices.
- Android phones or tablets running Marshmallow (i.e. version 6.0) or later.

  Please go the Google Play Store, check if your Android device is compatible with the latest version of **Circuit by Unify** App and download it.

  NOTICE:

  Rooted devices (i.e. devices with a root /superuser access enabled) are blocked on some systems by the service provider for security reasons.

17.3 Are Bluetooth devices supported?

Yes, you can use a Bluetooth headset for audio transmission. For information on how to connect your Bluetooth device to a computer or mobile device, refer to the documentation for your Bluetooth device.

17.4 What features are available on Android devices?

The latest version of the Circuit by Unify App is available to download in Google Play and it includes the following features:

- Conversations (direct and group)
- Communities
- Basic conversation management (adding people)
- Mute and unmute conversations
- Moderating conversations
- Conversations synchronized with other Circuit clients
- Commenting and replying
- Plain text messaging
- Emoticons (send and preview)
- Share images and videos
- Editing messages
- Flagging messages
- Deleting messages
- Select and Translate text in messages (only for Android 6)
- Preview images and attachments directly from the conversation feed
- Audio and video calls
- direct and group calls
- Joining active calls
- Active speaker dynamic calls stage
- Mute or unmute your microphone
- Moving calls between Circuit devices
- Access to conference details
- Dial in to the conference using PSTN number
- Search
- Viewing a screen share
- Presence status
- View users’ profiles
- Snooze notifications
- Manage data with Wi-Fi only calling options
- Circuit notifications visible within the Android notifications area
- Bluetooth support.

We will be releasing a new version of Circuit for Android mobile devices every two weeks, so that the following features will be supported soon:

- Signing up to Circuit
- New conversations threads
- First use and onboarding experience
- Change password
- Favorites
- Landscape mode (for the key screens, e.g. call stage)
- Search scope
- Guest access
- Conference Bridge
- Joining and creating Communities
- Location information
- Test call

- Circuit Telephony Connectors.

17.5 Are there any special network requirements?

Circuit works over any network connection provided that you can access https://na.yourcircuit.com or https://eu.yourcircuit.com. For best results, we recommend the following:

- **Corporate LAN** – When using Circuit over a wired corporate LAN connection, ensure that you have adequate bandwidth for all users. Video conversations require more bandwidth than voice conversations. Circuit must also be able to traverse the corporate firewall. If you encounter firewall issues, our support team will work with your IT department to resolve these issues.
- **Residential broadband** – Circuit works well over a residential broadband connection, such as cable or DSL. Connections to the home router can be via a wired Ethernet or Wi-Fi.
- **Wi-Fi and VoWLAN** – Circuit works well over any home Wi-FI or VoLAN (Voice over Wireless LAN) connection. However, there must be adequate bandwidth for the connection and the conversations on the wireless network and the Internet connection. When a large number of users will be using wireless LAN, such as in a campus environment, it is recommended that voWLAN be implemented to ensure an optimal user experience.
- **Mobile networks** – Circuit can run over the mobile device carrier 3G/4G/LTE connection (subject to the carrier policy and billing).However, users should be aware that extensive use of Circuit over mobile networks can significantly increase their data usage.
- **PSTN dial-in** – You can dial in to Circuit using residential phones. However, if you are using a VoIP connection, the voice quality might be degraded due to multiple transcodings.
- **VPN** – Circuit can be used by remote workers over a corporate VPN. However, this has the following disadvantages:

  – The conversation bandwidth must be transported over the corporate WAN connection.
  – The media streams must be encrypted and decrypted by the VPN software, which requires additional CPU processing and can cause delays, which can degrade the voice and video quality of conversations.

  We recommend that remote workers disconnect their VPN and use Circuit directly over a broadband connection.

  For more network requirements, please refer to the Circuit Design Assessment document.

17.6 What audio devices do you recommend for Circuit?

Circuit requires a microphone and a speaker or headset for voice conversations. For best results, we recommend using the following audio devices:

- **USB headset** – For best results, we recommend a high-quality USB headset with a noise-cancelling microphone. Several companies produce professional quality USB headsets with integrated noise-canceling microphones. Wired versions that connect via USB cables provide the best sound quality as the connection is digital and ensures sound isolation. A noise-canceling microphone blocks out external noises for other participants. Wireless versions are also available that provide a transmitter, which is plugged into the USB socket and transmits to and from the headset over Bluetooth.

- **Bluetooth headset** – Many computers and mobile devices now come with integrated Bluetooth support, which makes it possible to use Circuit with any Bluetooth device, including headsets and car audio systems.
- **Analog headset** – Many analog headsets are now available with integrated microphones. These headsets connect via a 3.5 mm jack with separate controls for the sound and microphone and provide the best results when using Circuit on a mobile device.
- **Built-in speakers and microphone** – Using Circuit with a computer’s built-in speakers and microphone is the least preferred option because the microphone does not adequately isolate your voice from other noises in the room. In addition, other participants might hear an echo due to the microphone playing back the audio through the speakers.

17.7 What video devices do you recommend for Circuit?

Circuit requires a webcam for video conversations. For best results, we recommend using the following video devices:

- **External webcam** – External webcams are available from several vendors. A basic HD 720p webcam with 3 megapixels should be sufficient. All webcams have built-in microphones that can be used with Circuit. However, a headset microphone will provide better quality than a webcam microphone.
- **Built-in webcam** – Many laptop computers come with built-in webcams that provide good quality. However, when a laptop is used in a docking station with an external monitor, the laptop screen will likely be closed and the webcam will not be available for use. In this case, you can use an eternal webcam.

17.8 How do I configure my audio/video devices for best results?

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

Step by Step

1) To configure the default audio device on your Windows system, do the following:

a) Right-click the speaker icon in the system tray and click **Playback devices.**

b) Go to the **Playback** tab. The selected **Default Device** has the green checkmark.

c) If the device isn’t already set as the default device, select it and then click **Set Default.**

2) In Circuit you can set the audio/video devices you want to use for voice or video communication (e.g., your headset) and a possibly separate audio device you want to ring when you get a call (e.g., speakers).

a) On the web client or Desktop App, click your user name and then click **Settings** > **Audio/Video**.

b) Under **Audio output** area, choose the device you want to use for calls in Circuit (e.g., your headset).

c) Under **Ringing output** area, choose the device you want to play back ring tones from Circuit (e.g., your speakers).

d) Under **Microphone** area, choose the device you want to use for calls in Circuit (e.g., your headset).

e) Under **Camera** area, choose the device you want to use for video calls in Circuit.

NOTICE:

The **Audio output** and **Ringing output** options are only available in Chrome browser and Desktop App.

NOTICE:

You can quickly check and change your audio output. For details please refer to How do I quick access audio and video settings?

3) You can test out your audio and video settings in Circuit before making that important call. For details please refer to Testing my camera and microphone (https://www.circuit.com/unifyportalfaqdetail?articleId=36087).

17.9 Which browsers are supported?

Circuit uses the WebRTC protocol for the real-time communication sessions (e.g. voice, video and screen sharing). This protocol is currently supported by the following browsers:

- Chrome (latest version)
- Firefox (latest version)
- Microsoft Edge (79 or later)

We plan to expand Circuit into more browsers, as soon as they enhance their support for WebRTC.

It is recommended that you always use the latest version of the web browsers. All the browsers can be configured to automatically install updates, when it is detected that a newer version is available.

17.10 How does Circuit connect to the cloud?

Circuit relies on a secure web browser connection to connect to the cloud via an enterprise Hypertext Transfer Protocol (HTTP) proxy.

17.11 How does Circuit communicate through a firewall?

Circuit always uses a secure path for communication between users. If firewall issues are encountered, our support team will work with your IT department to resolve these issues.

17.12 What are the bandwidth requirements on my network?

Circuit uses bandwidth very efficiently for voice, video, and data. The typical bandwidth consumption per user on your network should be as follows:

- **Audio** – Variable. Limited to 64 Kbps
- **Video** – Variable. Limited to 512 Kbps
- **Screen share** – Variable. Limited to 512 Kbps (static content uses less)

- **Minimum bandwidth (inbound and outbound) –** 512 Kbps
- **Recommended bandwidth (inbound and outbound)** – 1 Mbps

For group video calls with more than two participants, there is always one audio stream that requires 64 Kbps of bandwidth. Since the number of video streams is equal to the number of participants, the bandwidth requirement is as follows:

512 Kbps * N + 64 Kbps (where N = the number of participants)

On average, a group video call with 4 participants has a bandwidth usage of approximately 2 Mbps.

- Outbound from the participant in all situations = 2.6 Mbps
- Inbound to the participant with 5 participants = 3.2 Mbps
- Inbound to the participant with 10 participants = 4.5 Mbps

If you are using mobile internet connectivity, ensure that you are in a zone with coverage that is using a 3G or 4G connection.

For details, please refer to the Circuit Design Assessment (https://www.circuit.com/documents/10182/113104/Circuit+Design+Assessment.pdf/53435e46-5e1b-42ce-8e6a-da6110e76f52).

17.13 Circuit Desktop App

Circuit Desktop App provides an excellent way to access Circuit on your desktop computer without having to open one more tab in your browser. It supports all the features of Circuit on the web and more: the app can launch automatically when your system starts, allows screen share initiators to enable the mouse pointer for viewers to draw attention to specific points, run from the system tray (notification area) on Windows.

Prerequisites

Circuit Desktop App can be installed on Microsoft Windows (7 or later, 64-bit version) or Apple Mac OS X (10.6 Snow Leopard or later).

Procedure

- To download and install the Circuit Desktop App:
  a) On the web client, click your user name and navigate to **Settings** > **Extensions**.
  b) Locate the **Circuit Desktop App** extension.
  c) Click **Download** and wait for the file to download.
  d) Double-click the downloaded file (`CircuitSetup.exe`) and follow the on-screen instructions to install the Circuit Desktop App.

     Circuit will launch automatically once it is installed. You need to read the End-User License Agreement and agree with its terms before you start using the app.
- To uninstall the Circuit Desktop App:
  - On your Windows system
  a) Navigate to **Control Panel** > **Programs** > **Programs and Features**.
  b) Locate the **Circuit <version number>** program and click **Uninstall**.
  c) Follow the on-screen instructions to uninstall the Circuit app on Windows.

  - On your Mac OS system
  a) Go to the **Finder** in OS X.
  b) Navigate to the **Applications** folder and select the Circuit Desktop App.
  c) Either drag the app icon to the **Trash** or right-click and select **Move to Trash**.
  d) Right-click on the Trash can and select **Empty Trash**.

  Circuit Desktop App will be removed from your computer.

Next steps

Other useful things to know:

- Desktop App has a menu bar with **File**, **Edit**, **View**, **Window** and **Help** menus.

- Circuit Desktop App on Windows runs in the system tray so that you continue to receive notifications from Circuit even if you close the app window by clicking **X** in its upper-right corner.

  NOTICE:

  If you close the app window by clicking **X** in its upper-right corner while you are on a call, your call will be disconnected.

  When clicking the Circuit icon in the system tray, a context menu appears with the following options:

  – **Open**: Opens the Circuit Desktop App window
  – **Check for updates...**: Checks for new, uninstalled updates
  – **Settings**: Opens the Settings dialog
  – **About**: Opens the About dialog
  – **Exit**: Exits the Circuit Desktop App and removes Circuit from the system tray.

  [other]:

  When the Circuit Desktop App detects and downloads an update after an automatic check for updates, a popup notification appears in the system tray and the option **Check for updates...** in the context menu turns into **Update Circuit...** Select this option to restart the Circuit Desktop App and install the update.

  Double-clicking the Circuit icon in the system tray opens the Circuit Desktop App window.

17.14 Circuit Desktop App automatic updates

Circuit Desktop App regularly checks for updates and downloads them automatically. When finished, the update is either automatically installed, when you are not using the app, or you are notified that an update is ready to install via:

1) a green square that appears around your name, in the upper-right corner of the app;
2) a pop-up notification in the system tray, if you are using the Desktop App on Windows and the app runs in the system tray.

The green square around your name remains until the Desktop App updates to the new version. The pop-up notification in the system tray goes away after a short period of time.

You can proceed with the update, by doing one of the following:

- Navigate to the upper-right corner of the app, select the arrow beside your name and then click **Update Circuit**.
- Click the Circuit icon in the system tray and select **Update Circuit...**

The Circuit Desktop App will be automatically restarted for the changes to take effect and updated to its new version.

NOTICE:

If you do not perform the update within an hour after its automatic download, you will be remind to do so via a pop-up notification in the system tray, which only appears if you are using the Desktop App on Windows and the app runs in the system tray, and a pop-up notification that appears in the top-middle area of your app. You can click **Install** in this latter notification to restart the Desktop App and begin the installation process or **Postpone** to be reminded again after one hour.

17.15 Circuit Desktop App manual updates

You can manually check for updates of the Circuit Desktop App at any moment, without having to wait for the automatic update, as follows:

Step by Step

1) Open the Circuit Desktop App.

2) Click **Help** > **Check for updates...** on the menu bar.

If you are using Circuit Desktop App on Windows and the app runs in the system tray, you can alternatively check for updates by clicking the Circuit icon in the tray and selecting **Check for updates...**

3) On the pop-up window that opens:

- If no update is available, you see a message that you have the latest version. Close the window by clicking **X** in its upper-right corner.
- If an update is available, you see a message that a new version is being downloaded and that this may take a few minutes. Wait for it to download and then click **Update Circuit**. Then, click **Restart** for the changes to take effect.

NOTICE: On Mac computers running macOS Big Sur 11 or later, the Circuit Desktop App is not automatically launched after clicking **Restart**. Instead, you have to manually start the app.

17.16 Hands-free operation with Realwear HMT-1

Circuit supports the Realwear HMT-1 device (model T1100G) for hands-free operation, running Realwear software version 10.5 or newer.

Please contact Realwear to order the device and for post-sale support.

Once you have the device, download the Circuit for Realwear APK from the Extensions tab in your web client or Desktop App (**Settings** > **Extensions**). This requires you to have a Circuit Expert license.

Follow the instructions in the user manual to install and operate Circuit on that device.

Support for the Realwear HMT-1 device requires a Circuit Expert license.

18 Video calling overview

You can start video calls with one or more participants, in direct, group conversations or Conference Bridge.

With Circuit, you can:

- Start video calls with one or multiple participants
- Join video calls with one or multiple participants
- Add more people to a video call
- Add video to an active voice call

The **Call Stage** gives you a visual overview of the call and participants, when you are engaged in an active or incoming video or group video call.

18.1 Answering a call on a desktop computer

When a call comes in on your desktop device, you will see an **Incoming call** alert on your display and hear a ringtone. Depending on the type of the call, different alerts may be displayed, signalling an incoming voice or video call.

Procedure

- To answer a call with voice only, click .
- To answer a call with voice and video, click .
- To decline (reject) a call, click .

NOTICE:

The option to answer a call with voice and video is only available in case of an incoming video call. You can always answer a call with voice only and turn your video on afterwards.

If Circuit is not in focus when the call comes in, a desktop notification will pop up on your display. Clicking everywhere in the notification will bring Circuit in focus and direct you to the conversation that the call has started from.

In case you are using the Circuit Desktop App on Windows or the Circuit web client with Google Chrome, you can answer or decline the incoming call directly from the notification:

- To answer the call with voice only:
  - If you are using the Circuit web client with Google Chrome, click **Answer** in the desktop notification.
  - If you are using the Circuit Desktop App on Windows, click in the desktop notification.

- To decline (reject) the call:
  - If you are using the Circuit web client with Google Chrome, click **Decline** in the desktop notification.
  - If you are using the Circuit Desktop App on Windows, click in the desktop notification.

In case you are using the Circuit Desktop App on Mac or the Circuit web client with a browser other than Google Chrome, you can not answer or decline a call directly from the notification.

18.2 Answering a call on a mobile device

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

On iPhone and iPad mobile devices, the incoming call screen displays the caller name at the top and **Accept** / **Decline** icons at the bottom, if your device is unlocked, or a **slide to answer** button, otherwise.

On Android mobile devices, the incoming call screen displays the caller name at the top and **Accept / Decline** icons at the bottom.

Procedure

- To answer a call:
  - On iPhone and iPad mobile devices, tap the **Accept** icon if you are using the device. If the device is locked, swipe the **slide to answer** button to the left and, then, tap the Circuit icon.
  - On Android mobile devices, swipe up the **Accept** icon.

  Answering a call will launch Circuit, if it is not already launched.

  You can answer the call with voice only. You can always turn your video on after the call is answered.
- To decline (reject) a call:
  - On iPhone and iPad mobile devices, tap the **Decline** icon if you are using the device. If the device is locked, press the lock/wake button twice.
  - On Android mobile devices, swipe up the **Decline** icon.

18.3 Starting a video call

Step by Step

1) Select the conversation with the contact you are looking for, or search for a contact or group by entering the name into the **Search** field. If you have not started a conversation with the contact or contacts you want to have a video call with, follow the steps as described in **Starting a conversation** or **Starting a group conversation**.

2) Click or tap .

The screen changes, displaying the outgoing call status, and you'll hear ringing until the called party answers or declines the call, or until your device signals that the called party is busy or unavailable.

If you placed the video call via the web client and you cannot hear and see the other person or they cannot see or hear you, make sure your Chrome browser's media settings are configured to allow Circuit to access your camera and microphone, as described in **Testing my camera and microphone?**

3) If the called person answers, the screen changes again, displaying the active call.

4) To end the call, click or tap .

Next steps

Other useful things you can do while on a call

Joining or leaving a conference
Starting a conversation
Starting a group conversation

18.4 Starting a group video call

Step by Step

1) Select the conversation with the contacts you are looking for, or search for it by entering a name into the **Search** field. If you have not started a conversation with the contacts you want to have a video call with, follow the steps as described in **Starting a group conversation**.

2) In the group conversation header, click or tap .

The group video call (video conference) session starts and is made available for joining, and all participants will hear a notification sound.

On the participant's client, the message `Conference in progress` will be displayed under the conversation title in the conversation selector.

NOTICE:

If you are the initiator of the video conference and no others have joined yet or if you are the only participant left on the conference, the message `The conference is now available for all participants to join` will be displayed until the next participant joins.

Your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. You need to unmute your microphone when you want to talk.

3) If you want to dial out the people rather than wait for them to join:

a) with 10 or less invited participants, click or tap **Ring all**

b) in a larger conference (more than 10 participants), the button **Ring all** will not be displayed, since dialing everyone out can cause a lot of annoyance.

If there are specific persons that you are waiting to join a conference, you can also ring out those individuals. To do this, click on **Add to conference** icon on the call action bar, select **Add people**. This will suggest members of the conversation that have not joined the call yet. Select the persons you want to ring out on their Circuit clients or dial out on their phone number, and click **Add**.

By default, people who answer the call join the conference unmuted, unless otherwise configured by the administrator of the domain that the conference belongs to.

4) If other participants join, the message `Active conference`is displayed under the conversation title in the conversation selector, their avatar is shown on the call stage and a notification sound is played.

5) To leave an active conference:

- On the iOS mobile client, tap .
- On any other client, click or tap **Leave**.

18.5 Joining a group voice or video call

You can join an active group voice or video call or rejoin a call you left earlier. When a call comes in while you are engaged in another call, the **Incoming Call** alert appears on top of the active call in the conversation selector, and you will hear a ringtone. Depending on the type of call, different alerts may be displayed.

Step by Step

1) In the conversation selector:

a) Click or tap to answer as a voice call or to answer as a video call.

OR

b) Select the incoming call alert. In the conversation header click or tap or .

The Call Stage displays all call members, each with their current status. Your microphone is automatically muted by default, unless otherwise configured by the administrator of the domain that the conference belongs to. You need to unmute your microphone when you want to talk.

2) To end the call, click or tap or **Leave**, respectively.

18.6 How many users can enable their video in a conference call?

All participants in a conference call can share their video in Circuit. However, to provide optimum performance, reduce bandwidth, and make best use of screen real estate, Circuit tailors the number of concurrent video streams to the devices used:

- For desktop Web clients, Circuit supports 3 simultaneous video streams which automatically reallocate to follow the active speakers and the most recent other speakers.
- For mobile clients, Circuit currently supports receiving one video stream which automatically switches to show the active speaker.

A Circuit conference hosted in *eu.yourcircuit.com* can have up to 300 audio users out of which a maximum of 50 can be PSTN dial-in audio users.

A Circuit conference hosted in *na.yourcircuit.com* can have up to 200 audio users out of which a maximum of 10 can be PSTN dial-in audio users.

18.7 How do I add an additional person to an “in progress” video conference?

Please refer to:

Calling > **Adding participants to a conference**
Calling > **Adding participants to an active call in a direct conversation**
Calling > **Adding participants to an active call in a group conversation**

18.8 What do I do if participants in a video call cannot see me (Web client)?

Prerequisites

- Circuit conversations use video connections both for video and screen sharing. Bad video and screen sharing can result in pixilation, which if bad enough makes the video impossible to view.
- If the participants in a video conversation cannot see your video at all, then your webcam may not be correctly configured.
- If you cannot see the video of other participants, it could be that their webcam is not properly configured.

Step by Step

To check your webcam, first access the Circuit **Settings** > **Audio/Video** page described in **Testing my camera and microphone**.

If no video appears or if you experience video quality issues, then check the Windows settings for the webcam, and consider other possible causes described in **How do I resolve issues with poor video quality?**

If there is more than one webcam, for instance a built-in one and an external one, make sure the correct one is selected.

18.9 Is it possible to bring a participant's video into focus during a conference?

Yes. Any time you want during a conference, you can bring a participant's video into focus by simply clicking on the video itself or by clicking on the participant's avatar in the share ribbon. This will result in having only the video displayed in the call stage.

To return from the focus view:

Step by Step

1) Switch to normal view, if not already there.

2) Click  or click on the video itself.

19 Whiteboard overview

Whiteboard allows you to work together with other call participants by being able to type notes, draw, or import images on a blank page during an active call. More than one participants can draw on the whiteboard at once.

A whiteboard can be added to a call, viewed, corroboratively edited, and removed.

19.1 Adding, editing or removing a whiteboard during an active call in a direct conversation (web client and Desktop App)

During an active call in a direct conversation, any call participant can add, edit or remove a whiteboard at any time via their Circuit web client or Desktop App.

Step by Step

1) To add a whiteboard to the active call, click the **Add to conference** icon  on the call action bar and then select **Add whiteboard**.
The whiteboard is added to the active call and displayed on the call stage. Unless the other participant shares their video or screen at that time, you can view the whiteboard in edit mode, which means that a set of tools are displayed to the left of the whiteboard and are available to you to edit it.
2) If the whiteboard is in view only mode, i.e. no whiteboard tools are displayed to the left of the whiteboard, click on the whiteboard.

   This will put the whiteboard in edit mode. It will, also, put the whiteboard into focus, where the whiteboard is displayed in the call stage in a larger size compared to a screen share or video, if any, in the call. In full screen view, only the whiteboard and whiteboard tools are displayed in the call stage.

NOTICE:

The whiteboard can enter edit mode, only when you are viewing the call stage in normal or full screen view.

3) Use the following tools to edit the whiteboard:
   a) **Select**: select and move objects that you have added
   b) **Pencil**: create a free draw
   c) **Arrow**: create arrows
   d) **Line**: create straight lines
   e) **Rectangle**: create rectangles
   f) **Ellipse**: create ellipse
   g) **Text**: type text
   h) **Image**: insert image
   i) **Undo**: undo your last action
   j) **Other options** > **Set background**: insert background image
   k) **Other options** > **Clear whiteboard**: clear the content that has been added to the whiteboard.

   When you select the Pencil, Arrow, Line, Rectangle, Ellipse or Text tool you can subsequently select a color for the object you are about to add from a list of available colors.

   All changes you make on the whiteboard are shown to the other call participant alongside your name.
4) To remove the whiteboard from the active call:
   a) Click **Other options** to the bottom-left area of the call view, and select **Remove whiteboard**.
   b) On the pop-up window that opens, click **Yes** to confirm that you really want to remove the whiteboard from the call.

19.2 Adding, editing or removing a whiteboard during a conference in a group conversation (web client and Desktop App)

During an conference, any call participant can add, edit or remove a whiteboard at any time via their Circuit web client or Desktop App.

Guests can view and edit, but not add or remove a whiteboard.

Step by Step

1) To add a whiteboard to the active call, click the **Add to conference** icon on the call action bar and then select **Add whiteboard**.

   The whiteboard is added to the active call and displayed on the call stage.

   It is in edit mode, with the whiteboard tools displayed to the left of the whiteboard and available to you to edit it.

   Also the whiteboard button appears in the share ribbon at the bottom of the call stage.

2) To start editing, click on a whiteboard tool when the whiteboard is in edit mode. If no tool is visible, click on the whiteboard itself or on the whiteboard icon in the share robbon to bring the whiteboard in edit mode.

When the whiteboard is in edit mode, it is put into focus, where only the whiteboard and whiteboard tools are displayed in the call stage.

> **NOTICE:**
>
> The whiteboard can enter edit mode, if you are viewing the call stage in normal or full screen view.

3) Use the following tools to edit the whiteboard:

a) **Select**: select and move objects that you have added
b) **Pencil**: create a free draw
c) **Arrow**: create arrows
d) **Line**: create straight lines
e) **Rectangle**: create rectangles
f) **Ellipse**: create ellipse
g) **Text**: type text
h) **Image**: insert image
i) **Undo**: undo your last action
j) **Other options** > **Set background**: insert background image
k) **Other options** > **Clear whiteboard**: clear the content that has been added to the whiteboard.

When you select the Pencil, Arrow, Line, Rectangle, Ellipse or Text tool you can subsequently select a color for the object you are about to add from a list of available colors.

All changes you make on the whiteboard are shown to all call participants alongside your name.

4) To put the whiteboard in view-only mode and return from the focus view:

a) If you are viewing the call stage in mini or full screen view, switch to normal view.
b) Click below the whiteboard.

5) To remove the whiteboard from the conference:

a) Click on the **Add to conference** icon on the call action bar and select **Remove whiteboard**.
b) On the pop-up window that opens, click **Yes** to confirm that you really want to remove the whiteboard from the call.

6) In case there is an active whiteboard when the conference is ended and all the participants leave the call, the whiteboard is saved automatically. A new post is created in the conversation having the whiteboard attached in png format so that everyone in the conversation can access it.

19.3 Switching between whiteboard, screen share and video during a call

While on a call, you can easily switch between a whiteboard, a screen share or a video stream that have been added to the call.

Step by Step

1) On the Circuit web client and Desktop App, whiteboard, screen share and videos can be displayed at the same time in the call stage. Clicking on any of these items, will bring the selected item into focus which means that only this item will be displayed. The other items will be displayed as icons in the share ribbon.

a) To focus on an different item, click its icon on the ribbon.

- For the screenshare, click . The avatar of the person's screen appears on the bottom right corner of the icon.
- For the whiteboard, click .
- For a user's video, click on the respective icon, for example

b) To exit the focus view and view up to 4 items equally sized again, click .

2) On the mobile clients, whiteboard and screen share / video cannot be both displayed at the same time. While you are viewing any of them, you can switch to the other by taping the button located at the top of the call view. Depending on what you are currently viewing, the button is used to:

- **Show whiteboard**
- **Show screen share**
- **Show video**

19.4 Adding, editing or removing a whiteboard during a call (iOS mobile client)

During a call, you can add, edit or remove a whiteboard at any time via the Circuit app on your iOS device.

Step by Step

1) To add a whiteboard to the active call, tap the **Add to conference** icon on the call action bar and then select **Add whiteboard**.

The whiteboard is added to the active call and displayed on the call stage. A set of tools are displayed at the top of the call view and available to you to edit it. The tools are arranged into two toolbars.

2) Use the following tools to edit the whiteboard:

a) **Pencil**: create a free draw

b) **Line**: create straight lines

c) **Rectangle**: create rectangles

d) **Ellipse**: create ellipse

e) **Text**: type text

After typing a text, make sure you tap **Done** so that the text appears on the whiteboard.

f) **Image** > **Add image**: insert image

g) **Image** > **Set background**: insert background image

h) **Weight and color selector**: select from a list of available options the line weight and color to be used when drawing free draws, lines, rectangles and ellipses

The weight and color selector icon changes according to the selected options.

i) **Clear whiteboard**: clear the content that has been added to the whiteboard

j) **Undo**: undo your last action

The second toolbar is scrollable, so if you do not see all tools you need, swipe the toolbar to see the missing part.

All changes you make on the whiteboard are shown to all call participants alongside your name.

3) To navigate or zoom into the whiteboard:

a) If you are whiteboard tools are displayed, make sure that the **Swipe left or right** tool is selected.

b) Swipe left or right on the whiteboard to see different parts of it.

c) Zoom in or out on the whiteboard to see more or less details.

4) To have the whiteboard tools hidden and put the whiteboard in view-only mode, tap the back arrow in the upper-left corner.

5) To have the whiteboard tools visible again, tap the ellipsis (…) icon on the call action bar and select **Edit whiteboard**.

6) To remove the whiteboard from the conference:

a) While the whiteboard is visible, tap the ellipsis (…) icon on the call action bar and select **Remove whiteboard**.

b) On the pop-up window that opens, tap **OK** to confirm that you really want to remove the whiteboard from the call.

7) If another participant shares their video or screen and the whiteboard is not visible, tap the **Show whiteboard** button located at the top of the call view to switch to the whiteboard.

8) In case there is an active whiteboard when the call is ended and all the participants leave the call, the whiteboard is saved automatically. A new post is created in the conversation having the whiteboard attached in png format so that everyone in the conversation can access it.

19.5 Adding, editing or removing a whiteboard during a call (Android mobile client)

During a call, you can add, edit or remove a whiteboard at any time via the Circuit app on your Android device.

Step by Step

1) To add a whiteboard to the active call, tap the **Add to conference** icon on the call action bar and then select **Add whiteboard**.

   The whiteboard is added to the active call.

   If no other participant shares their video or screen at that time, you can view the whiteboard displayed on the call stage. A set of tools are also displayed at the left of the call view and are available to you to edit it.

2) If at the time the whiteboard is added to the call, another participant shares their video or screen, the whiteboard is not visible. Tap the **Show whiteboard** button located at the top of the call view to switch to the whiteboard.

3) To have the toolbar with the whiteboard tools displayed, if not already, tap the **Add to conference** icon on the call action bar and then select **Edit whiteboard**.

4) Use the following tools to edit the whiteboard:

a) **Pencil**: create a free draw

b) **Line**: create straight lines

c) **Rectangle**: create rectangles

d) **Ellipse**: create ellipse

e) **Text**: type text

Make sure you tap the check icon so that the text appears on the whiteboard.

f) **Image** > **Add image**: insert image

g) **Image** > **Set background image**: insert background image

h) **Weight and color selector**: select from a list of available options the line weight and color to be used when drawing free draws, lines, rectangles and ellipses

The weight and color selector icon changes according to the selected options.

i) **Clear whiteboard**: clear the content that has been added to the whiteboard

j) **Undo**: undo your last action

The toolbar is scrollable, so if you do not see all tools you need swipe the toolbar to see the missing part.

You can also collapse and restore the toolbar by using the and buttons to the bottom of it. When the toolbar is collapsed, you can still view the last selected drawing tool.

All changes you make on the whiteboard are shown to all call participants alongside your name.

5) To navigate to the whiteboard:

a) If the whiteboard tools are displayed, make sure that the **Swipe left or right** tool is selected.

b) Swipe left or right on the whiteboard to see different parts of it.

6) To close the toolbar, tap to the bottom of it.

7) To remove the whiteboard from the conference:

a) Tap the **Add to conference** icon on the call action bar and then select **Remove whiteboard**.

b) On the pop-up window that opens, tap **OK** to confirm that you really want to remove the whiteboard from the call.

8) In case there is an active whiteboard when the call is ended and all the participants leave the call, the whiteboard is saved automatically. A new post is created in the conversation having the whiteboard attached in png format so that everyone in the conversation can access it.

20 Administration overview

To use Circuit, an administrator must first create a Circuit domain. Once the domain is created, the administrator can invite others to join and manage users in the domain. The domain administrator can also assign administrator rights to other users.

If required, an administrator can request the Circuit Telephony Connectors that integrate Circuit with their existing voice platform and allow users in the domain to make and receive phone calls in Circuit, and collaborate with non-Circuit users.

20.1 Creating a Circuit domain

You can create a Circuit domain for your company by signing up for a free Circuit package. Once the domain is created, you can invite other people to join.

You also have the option to upgrade to the paid subscription plans at any time you want. https://www.circuit.com/pricing.

Step by Step

1) On the Circuit website (https://www.circuit.com/pricing), click **Get Free**.

2) Populate you account information, i.e.

a) Select your **Country** from the drop-down menu.

b) Type in your **First Name**, **Last Name**, **Company Name**, **Email Address** and **Telephone Number**.

c) Provide the **Account Password**.

3) Agree to the **End User License Agreement**, **Terms of Service**, **Data Privacy Statement**, **Acceptable Use Policy** and **Support Forum Rules**.

4) Click **Create Account**.

A confirmation email with further instructions will be sent to your email address.

20.2 Viewing the domain status

You can view the status of your Circuit domain, including information about the available packages and license usage.

Step by Step

1) On the web client, click your user name and then click **Administration**.

2) Click the **Domain** tab.

The following information is displayed:

- **Tenant ID** – displays the domain id.
- **Main contact** – displays the name of the person who created the domain. Click the person’s name to see the user details.
- **Available packages** – displays your current plan, i.e. whether you have a free or paid subscription package.
- **Licenses** – displays the license usage, including the number of remaining and used licenses.

20.3 Inviting a user

To have a conversation with someone in Circuit, you must first invite the person to join your Circuit domain. Only administrators can invite users to a Circuit domain.

You can invite people to join Circuit from the new conversation screen, the people picker or the drop-down menu.

Step by Step

1) On the web client, click your user name, and then click **Administration**.
2) Click the **Users** tab.
3) To invite an individual user, select **Invite user** from the drop-down menu. Type the first name, last name, and email address of the user that you want to invite and then click **Invite**.
4) To invite multiple users, select **Invite multiple users** from the drop-down menu. Enter the email addresses of the users that you want to invite, and then click **Invite**. Each email address must be separated by a row, space, comma, or semicolon.

20.4 Suspending a user

You can suspend a user to temporarily block their access to the Circuit domain. Only administrators can suspend users.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Users** tab.
3) Select the user who you want to suspend, and then click **Suspend user**.

Suspending a user does not delete any data of the user; it just stops user from being able to sign in to Circuit and access the Circuit domain.

Suspended users still use a Circuit license.

The administrator can unsuspend the user to re-enable access at any time.

20.5 Reinstating a suspended user

You can reinstate a user who has been suspended from the Circuit domain. Only administrators can reinstate users.

Step by Step

1) On the web client, click your user name, and then click **Administration**.
2) Click the **Users** tab.
3) Select the suspended user whom you want to reinstate, and then click **Reinstate user**.

20.6 Deleting a user

You can delete a user from the Circuit domain. Only administrators can delete users.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Users** tab.
3) Select the user whom you want to delete, and then click **Delete user**.
4) When prompted to confirm that you want to delete the user, click **Yes**.

Deleting a user will stop the user from being able to sign in and will also remove the user’s profile information and picture. The only information kept in the profile is the user's name.

The user's status is set to "The user was deactivated".

Deleting a user does not delete the messages posted by that user or remove the user’s name from their posts.

Once deleted, the user no longer uses a Circuit license.

20.7 Resending an invitation

You can resend an invitation to a user if they have not yet signed up or the link in the original email is no longer valid. Only administrators can resend an invitation.

Step by Step

1) On the web client, click your user name, and then click **Administration**.
2) Click the **Users** tab.
3) Select the user to whom you want to resend the invitation, and then click **Resend invite**.

20.8 Changing the email address of a user

If you send an invitation to the wrong email address, you can change the email address of the user. Only administrators can change the email address of a user.

Step by Step

1) On the web client, click your user name, and then click **Administration**.
2) Click the **Users** tab.
3) Select the user whose email address you want to change, and then click **Change email address**.
4) Type the new email address of the user, and then click **Change and reinvite**.

The current invitation is invalidated and a new invitation is sent to the updated email address.

20.9 Assigning administrator rights to another user

You can assign administrator rights to another user so that they can also manage the Circuit domain. You must already be an administrator to assign administrator rights to another user.

Step by Step

1) On the web client, click your user name, and then click **Administration**.
2) Click the **Users** tab.
3) Select the user to whom you want to assign administrator rights, and then select the **Administrator** check box.

20.10 Assigning partner administrator rights to a user

In case your company is a Circuit partner or reseller, you can assign partner administrator rights to a user in your domain so that they can manage the domains of your company's customers on their behalf. You must be an administrator to assign partner administrator rights to a user.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Users** tab.
3) Select the user to whom you want to assign partner administrator rights, and then select the **Partner administrator** check box.

   The check box is only visible when your Circuit domain belongs to a Circuit partner or reseller.

20.11 Enabling partner administration for your domain

If your company has purchased Circuit via partner or reseller, you can enable partner administration for your domain. This will allow your partner or reseller to administrate your domain on behalf of your company. You can also select all support requests from users in your domain to be delivered to that partner, if the partner provides this kind of support to its customers.

You must be an administrator to enable partner administration for your domain.

Step by Step

1) On the web client and Desktop App, click your user name and then select **Administration** > **Domain**.

2) Locate the **Domain administration settings** area.

3) Switch the **Administration by partner <partner name>** slider to ON (green).

`<partner name>` is the name of the partner you purchased Circuit from.

Your Circuit partner is now able to administer your domain on behalf of your company.

4) If your partner provides support via email to their customers, select who will be contacted for support when users in your domain report an issue. Choose between the following options:

- **Circuit support via conversation** (default)
- **Partner support via email at <email address>**, where `<email address> is` the email address provided by partner (if any).

This setting is only shown when your partner enables support via email.

5) To disable partner administration, switch the **Administration by partner <partner name>** slider to OFF (gray).

Your partner will be notified that that it can no longer administrate your domain.

20.12 Administrating a Circuit domain on behalf of a customer

As a partner administrator, you can manage the administration settings of all the Circuit domains owned by your company's customers. This requires that your customer domain administrators have enabled partner administration for their domains.

Step by Step

1) On the web client and Desktop App, click your user name and then select **Partner administration**.

All the Circuit domains that are owned by your company's customers are displayed in a table. Each entry in the table corresponds to a single customer's domain and consists of the following:

- **Name**: the name of the customer's domain
- **ID**: the ID of the customer's domain
- **Contact**: the main contact of the customer.

2) Select the domain that you want to administer on behalf of a customer.

   You can only select a domain for which partner administration has been enabled.

   The administration menu for the selected domain opens. The name of the selected domain is shown just above the administration menu, next to **Partner administration**.

3) Navigate to available tabs (like **Domain**, **Users**, **Conferences**, etc) and make the necessary changes to the domain configuration on behalf of your customer.

   The administration options that are available to you, as partner administrator, are exactly the same as if you were registered to your customer's domain with administrator rights.

4) To return to the view of all the Circuit domains that are owned by your company's customers, choose one of the following:

   - Click **Partner administration** above the administration menu.
   - Click your user name and then select **Partner administration**.

20.13 Is Circuit only available in certain countries?

Circuit is currently available as a Software as a Service (SaaS) offering for paid subscriptions in the following countries:

Europe:

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Monaco
- Netherlands
- Norway
- Poland
- Portugal
- Romania

- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom

Latin America:

- Argentina
- Brazil
- Chile
- Colombia
- Costa Rica
- El Salvador
- Guadeloupe
- Guatemala
- Martinique
- Mayotte
- Mexico
- Nicaragua
- Panama

North America

- United States of America

Asia - Pacific

- Australia
- New Zealand
- Reunion

In case you would like to subscribe, but your country is not among the ones listed above, please contact us to make a special agreement.

20.14 How can I view the list of users in my domain?

Domain administrators can view the list of users in their domain by signing in to the web client, clicking **Administration** and then clicking the **Users** tab.

Users can view the list of users in their domain by opening the default Community for their company, and then clicking **Details**.

20.15 Can I access two different domains from the same client application?

Yes. However, you must sign in to each domain using a different email address and password because each email address can only be associated with one domain.

20.16 Will other users in my company automatically be added to my domain?

No. Other users in your company are not automatically added when you create a Circuit domain. You must invite the other users in your company to join.

20.17 When signing up for Circuit, do I need to accept the terms and conditions?

Yes, you must agree to the terms and conditions in the following documents to use Circuit:

- Terms of Service (http://www.unify.com/uk/Home/Internet/web/uk/misc/tac/terms_of_use.aspx?tac=1)
- Data Privacy Policy (http://www.unify.com/uk/Home/Internet/web/uk/misc/tac/privacy_policy.aspx?tac=1)
- Acceptable Use Policy (http://www.unify.com/uk/Home/Internet/web/uk/misc/tac/use_policy.aspx?tac=1)
- Support Forum Rules (http://www.unify.com/uk/Home/Internet/web/uk/misc/tac/forum_rules.aspx?tac=1)
- Data Processing Agreement (Europe only) (http://www.unify.com/uk/Home/Internet/web/uk/misc/tac/data_processing.aspx?tac=1)

20.18 What do I do if I didn’t receive a confirmation email?

After registering for a free package, a confirmation email will be sent to the email address that you specified during the sign-up process.

Ensure that your confirmation email was not accidently moved to the Spam or Junk email folder. If you still can’t find the email, it is possible that you accidently entered the wrong email address and must sign up again.

If you still don’t receive a confirmation email after signing up a second time, please contact the Circuit User Help Desk.

20.19 What do I do if I receive a message indicating that Circuit is unavailable?

Please create a service request from the Circuit website or contact the Circuit User Help Desk.

20.20 What do I do if I receive a message indicating that I already have a Circuit account?

You can only use the same email address to sign up once. If you have already signed up for Circuit, sign in using your email address and password.

20.21 What do I do if I receive a message indicating that my email address is invalid?

When creating a Circuit domain, please make sure that you provide a valid email address in the following format: name@company.com.

If the problem persists please contact the Circuit User Help Desk.

20.22 What do I do if I receive a message indicating that the link in my confirmation email is invalid?

The link in the confirmation email that you receive when you sign up for Circuit expires after a few hours for security reasons. If this occurs, please sign up again.

20.23 How to enable the call quality rating feature for Circuit users

You can enable the call quality rating feature for the users in your domain, so as to get feedback regarding audio/video quality of a conference call.

Step by Step

1) On the web client and Desktop App click on your user name and then click **Administration.**

2) Click the Conferences tab and navigate to the **Call quality rating** area.

3) Switch the slider **Display the call quality rating pop-up after calls** to ON (green).

4) Set the percentage of displaying the call quality rating window, by selecting a value from the **Display percentage** field.

20.24 Can I select which dial-in numbers will appear in the conference invtitations?

You can configure the dial-in numbers that will appear in the conference invitations of your domain. Also you have the option to flag dial-in numbers f as frequently used numbers, so that these numbers will appear first in the conference invitations.

Step by Step

1) On the web client and Desktop App, click your user name and then click **Administration**.

2) Click the Conferences tab and navigate to **Systems conference numbers** area.

3) Tick each dial-in number check box, to select which number will appear in the conference invitations.

4) Hover on the dial-in number that you want to flag as frequently used and click . Once you flag the number, it will appear in the **Frequently used dial-in numbers** section of the conference invitation.

You can click on **Preview invitation** to check the conference invitation.

20.25 Muting participants when joining a conference in the domain

Administrators can set if people or Circuit Meetings Rooms will join conferences in the domain muted so as to prevent unnecessary noise and disruption.

Step by Step

1) On the web client and Desktop App, click your user name and then select **Administration.**

2) Select the **Conferences** tab.

3) Under **Mute on join settings**, check or uncheck the following:

- **Automatically mute participants when joining a conference**: People who start or join a conference in the domain will be automatically muted. They need to unmute their microphone when they want to talk.
- **Automatically mute participants who are called out from a conference**: People who are added to an ongoing conference in the domain, when someone from the conference rings them out on their Circuit client or dials them out on their phone, will be automatically muted. They need to unmute their microphone when they want to talk.
- **Automatically mute Circuit Meeting Rooms when added to a conference**: Circuit Meeting Rooms that are added to an ongoing conference in the domain will be automatically muted. They can be unmuted at any time by the person who added them to the conference.

By default, only the first option is checked.

20.26 Setting a support email address for users in customer domains

In case your company is a Circuit partner or reseller, you can set an email address for your Circuit customers to contact your company for support. When users in a customer domain report an issue, support requests will be delivered to this email address rather than being sent to the Circuit support conversation, if it is configured as such by customer domain administrators.

You can also select all support requests from users in your domain to be delivered to this email address, as well.

You must be an administrator to set a support email address.

Step by Step

1) On the web client and Desktop App, click your user name and then select **Administration** > **Domain**.

2) Locate the **Customer domain administration settings** area.

3) Switch the **Provide support to customers via email** slider to ON (green).

4) Type the email address in the input field.

5) Select who will be contacted for support when users in your domain report an issue. Choose between the following options:

- **Circuit support via conversation** (default)
- **Your company via email at the support email address**.

This setting is only shown when the **Provide support to customers via email** slider is set to ON.

6) To disable support via email, switch the **Provide support to customers via email** slider to OFF (gray).

Support requests from users in your and your customer domains will be sent to Circuit support via conversation.

20.27 Mass deployment of Circuit Desktop App via Microsoft Installer

Circuit provides two distinct Microsoft Installation (MSI) packages for IT administrators to install the Circuit Desktop App for multiple Windows users or machines. For individual or small-scale deployments, the EXE installation package can be used instead.

The MSI packages are using different deployment and update mechanisms as explained below.

Per-user MSI

The per-user MSI adds the Circuit installer machine-wide, rather than individually installing the Circuit Desktop App. The installer will only add the Circuit Desktop App if it was never installed for the user currently logged in to the machine.

Who is this MSI for

The per-user MSI is best for companies where employees work from their own machine or device and want the Circuit Desktop App to update automatically.

What to consider

- Circuit Desktop App will be installed under the `%LOCALAPPDATA%` folder.

  While the installer is installed machine-wide, the app is not.
- Every user maintains their own version of the Circuit Desktop App.
- Automatic updates are downloaded and installed for each user separately.
- There is no maintenance; The Circuit Desktop App will keep itself up-to-date and secure.
- The Circuit Desktop App will be installed upon user login.
- Uninstalling the MSI installer will not remove the Circuit Desktop App from user accounts.

Use the installer

1) Download the per-user Microsoft Installer package:

a) Sign-in on the Circuit web client or Desktop App, as domain administrator.
b) Click your user name and navigate to **Manage applications** > **Plug-ins**.
c) Locate the **Circuit for desktop** application.
d) From the **Package** drop-down list, select **Windows (per-user MSI)**.
e) Click **Download** to the right of the application description.

2) Roll-out the installer.
3) Next time users sign-in on their Windows computer, the Circuit Desktop App will be installed and the Circuit Desktop App icon will appear on their Desktop and Start Menu.

Per-machine MSI

The per-machine MSI installs Circuit Desktop App machine-wide, either to Program Files or to a location of your choice. It can be used by multiple users on one machine, keeping their profiles separately under `%ROAMINGAPPDATA%`. With the per-machine installation option, automatic updates are disabled.

Who is this MSI for

The per-machine MSI is best for companies where multiple employees use the same machine, e.g. terminal servers, certain VDI environments, and/or need to control which version of Circuit Desktop App they use.

What to consider

- With only a single installation on a machine, a smaller hard drive footprint at scale is achieved.
- All user-related data is stored in %ROAMINGAPPDATA%.
- IT maintenance is required to keep the Circuit Desktop App up-to-date and secure.

Use the installer

1) Download the per-machine Microsoft Installer package:
   a) Sign-in on the Circuit web client or Desktop App, as domain administrator.
   b) Click your user name and navigate to **Manage applications** > **Plug-ins**.
   c) Locate the **Circuit for desktop** application
   d) From the **Package** drop-down list, select **Windows (per-machine MSI)**.
   e) Click **Download** to the right of the application description.
2) Roll out the installer.

The Circuit Desktop App icon will appear on the Desktop and Start Menu.

20.28 Zapier integration for Circuit

Circuit offers a Zapier integration. Once enabled, this integration allows you to create zaps (automated workflows) to automatically send data and messages between Circuit and any other of the 1000+ apps supported on Zapier.

Some examples of such workflows are:

- Get Circuit messages for new Jira issues
- Get Circuit messages for new Typeform entries
- Get Circuit messages for new Salesforce opportunities
- Get Circuit messages for new Twitter direct messages
- Get Circuit messages for new emails
- Get Circuit messages for new emails from a given sender, or to a given label (Gmail)
- Get Circuit messages when a Google sheet is updated

And many more use cases.

You can find ready-made templates on our Zapier page: https://zapier.com/apps/circuit/integrations

20.29 Enabling the Zapier integration for Circuit

The Zapier integration allows users in the domain to share content they have access to in Circuit to other SaaS (Software-as-a-Service) apps and pull content from other SaaS apps to publish it to Circuit. Circuit is not responsible of what these apps can do with said data.

As a domain administrator you can enable the Zapier integration in your domain as follows:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Manage applications**.

2) Click the **Apps** tab.

3) Locate the Zapier integration and click **Enable**.

Users in the domain can now visit zapier.com and create their zaps.

NOTICE:

Currently, the Zapier integration for Circuit is either enabled or disabled for all users in the domain. As a domain administrator, you can disable the integration at any time, effectively ending all traffic to or from Zapier.

At Zapier level, you cannot control which SaaS apps your users get or send content to. All existing and upcoming Zapier integrations would be available to your users.

20.30 Custom Apps overview

You can create apps that use the Circuit APIs for integrating with Circuit. Circuit uses OAuth 2.0 for authentication and authorization and supports most common OAuth 2.0 scenarios.

The types of Custom Apps you can create are:

- Bot apps
- Client-side Web apps
- Server-side Web apps
- Incoming webhook bots

A bot is a server-side app designed to interact with Circuit users via conversation. For a bot you need a client credentials Custom App. The client credentials grant type provides an application a way to access its own service account. In this way, bot applications can be added as participants in conversations.

A client-side app is a web app that Circuit users can sign into and use. For a client-side JavaScript Web app you need an Implicit Custom App. The implicit grant type is used for client-side web applications, where the client secret confidentiality is not guaranteed.

A server-side app is an app that Circuit users can authorize to act on their behalf. For a server-side Web App, you need an Authorization Code Custom App. The authorization code grant type is optimized for server-side applications, where source code is not publicly exposed, and Client secret confidentiality can be maintained.

An incoming webhook bot is a bot user that can post messages received via an incoming webhook.

For more information about building an app with the Circuit APIs and the available OAuth scenarios, see http://developers.circuit.com.

20.31 Adding a bot app in a domain

A bot is a server-side app designed to interact with Circuit users via conversation and is built using Circuit APIs.

Prerequisites

- You are the administrator of the domain or a user with developer read/write access rights.
- There bot app limit has not been reached. You can see the limit and the already created apps in **Manage Apps** tab.

As a domain administrator, you can add a bot app in the domain and create the bot user associated with it. Circuit uses OAuth 2.0 for authentication and authorization and supports most common OAuth 2.0 scenarios.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Manage applications**.
2) Click the **Custom Apps** tab.
3) Click **Create**.
4) In the window that pops up, click on the arrow in the **Bot** frame for client credentials.

   NOTICE:

   If the maximum number of bots has been reached, the option to create a bot app is disabled.

5) In the **Create Bot** window enter necessary information for **Bot name**, **Description**, **Bot email address**, **Scopes**, and **Time to live**.

   In **Scopes** you can specify the various permission levels the app can request. The default value is `All`.

   Time to live is the maximum time that the access token remains valid. The default value is `Forever`.
6) When you finish entering information, click **Add**.

Next steps

After creation, a screen appears with the **Client ID**, the unique identifier of the app that should be provided to the application developer.

This screen contains also the **Client secret**, the secret key for the app.The client secret is securely stored in server side and cannot be revealed.

NOTICE:

The client secret appears the first time in this screen. If you go back to the app list and return later to this screen, the client secret is not shown.

20.32 Adding a client-side app in a domain

A client-side app is a web app that Circuit users can sign into and use, and is built using Circuit APIs.

Prerequisites

- You are the administrator of the domain or a user with developer read/write access rights.
- There bot app limit has not been reached. You can see the limit and the already created apps in **Custom Apps** tab.

As a domain administrator, you can add a client-side app in the domain and create the credentials associated with it. Circuit uses OAuth 2.0 for authentication and authorization and supports most common OAuth 2.0 scenarios.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Manage applications**.
2) Click the **Custom Apps** tab.
3) Click **Create**.
4) In the window that pops up, click on the arrow in the **Client-side app** frame for implicit credentials.

NOTICE:

If the maximum number of apps has been reached, the option to create a client-side app is disabled.

---

5) In the **Create client-side app** window enter necessary information for **App name**, **Description**, **Author name**, **Redirect URIs**, **Scopes**, and **Time to live**.

   In **Redirect URIs** you can specify one or more URLs for your app. Multiple URLs must be separated with commas. HTTPS is mandatory.

   In **Scopes** you can specify the various permission levels the app can request. The default value is `All`.

   Time to live is the maximum time that the access token remains valid. The default value is `Forever`.

6) When you finish entering information, click **Add**.

Next steps

After creation, a screen appears with the **Client ID**, the unique identifier of the app that should be provided to the application developer.

20.33 Adding a server-side app in a domain

A server-side app is an app that Circuit users can authorize to act on their behalf and is built using Circuit APIs.

Prerequisites

- You are the administrator of the domain or a user with developer read/write access rights.
- There bot app limit has not been reached. You can see the limit and the already created apps in **Custom Apps** tab.

As a domain administrator, you can add a server-side app in the domain and create the credentials associated with it. Circuit uses OAuth 2.0 for authentication and authorization and supports most common OAuth 2.0 scenarios.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Manage applications**.
2) Click the **Custom Apps** tab.
3) Click **Create**.
4) In the window that pops up, click on the arrow in the **Server-side app** frame for authorization code credentials.

   NOTICE:

   If the maximum number of apps has been reached, the option to create a client-side app is disabled.

5) In the **Create server-side app** window enter the necessary information for **App name**, **Description**, **Author name**, **Redirect URIs**, **Scopes**, and **Time to live**.

   In **Redirect URIs** you can specify one or more URLs for your app. Multiple URLs must be separated with commas. HTTPS is mandatory.

   In **Scopes** you can specify the various permission levels the app can request. The default value is `All`.

   Time to live is the maximum time that the access token remains valid. The default value is `Forever`.
6) When you finish entering information, click **Add**.

Next steps

After creation, a screen appears with the **Client ID**, the unique identifier of the app that should be provided to the application developer.

This screen contains also the **Client secret**, the secret key for the app.The client secret is securely stored in server side and cannot be revealed.

> **NOTICE:**
>
> The client secret appears the first time in this screen. If you go back to the app list and return later to this screen, the client secret is not shown.

20.34 Adding an incoming webhook bot in a domain

An incoming webhook bot is a bot user that can post messages received via an incoming webhook.

Prerequisites

- You are the administrator of the domain or a user with developer read/write access rights.
- The bot app limit has not been reached. You can see the limit and the already created apps in the **Manage applications > Apps** tab.

As a domain administrator, you can add an incoming webhook bot in the domain. Users in the domain will be then able to connect the bot to an incoming webhook they configure for posting messages to a Circuit conversation so that the bot will appear as the author of the messages.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Manage applications**.
2) Click the **Custom Apps** tab.
3) Click **Create**.

4) In the window that pops up, click on the arrow in the **Incoming webhook bot** frame.

> **NOTICE:**
>
> If the maximum number of bots has been reached, the option to create an incoming webhook bot is disabled.

5) In the **Create Bot** window enter necessary information for **Bot name** and **Description**.
6) When you finish entering information, click **Add**.

Next steps

After creation, a screen appears showing a default avatar for the bot. You can click on the avatar to add your custom avatar image.

20.35 Enabling/disabling a Custom App

As a domain administrator, you can enable or disable a Custom App at any moment.

Prerequisites

- You are the administrator of the domain or a user with developer read/write access rights.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Manage applications**.
2) Click the **Custom Apps** tab.
3) In the list of apps, click the entry corresponding to the app you want to enable/disable.
4) Depending on the state of the app, click **Disable**, to disable it or click **Enable** to enable it.

> **NOTICE:**
>
> When you click **Disable**, a pop-up window appears, asking you to confirm that you want to suspend the app. Click **Disable** again. This window doesn’t appear when enabling an app.

20.36 Regenerating a client secret for an Custom App

As a domain administrator, you can regenerate the client secret of a Custom App at any moment. This should be done if you believe that the key is no longer secret.

Prerequisites

- You are the administrator of the domain or a user with developer read/write access rights.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Manage applications**.
2) Click the **Custom Apps** tab.
3) In the list of apps, click the entry corresponding to the app you want to regenerate the client secret.

> **NOTICE:**
>
> You can regenerate the client secret only for authorization code and client credentials grant types. No client secret is given for implicit grant type.

4) In **Client secret**, click **Regenerate** to generate a new client secret.

   A pop-up window appears asking to confirm that you want to generate a new client secret. Click **Generate**.
5) The new client secret appear in a window. Click **Copy to Clipboard** to copy the client secret and click **Close** to close the window.

Next steps

The client secret appears in the **Manage application access** screen. Copy the client secret, because if you go back to the application list and return back to the app, the client secret will not appear; only the **Regenerate** button will be shown.

20.37 Deleting a Custom App from a domain

As a domain administrator, you can delete an Custom app from the domain.

Prerequisites

- You are the administrator of the domain or a user with developer read/write access rights.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Manage applications**.
2) Click the **Custom Apps** tab.
3) In the list of apps, click the entry corresponding to the app you want to delete.
4) Click **Delete**, to delete the app.

> **NOTICE:**
>
> When you click **Delete**, a pop-up window appears, asking you to confirm that you want to delete the app. Click **Delete** again to delete the app.

20.38 How to view domain statistics

You can view and export specific statistics for your domain activity. These statistics files include information such as the accounts created or deleted in a given period, the status of accounts, and adoption of Circuit by users.

Step by Step

1) On the web client and Desktop App click on your user name and then click **Administration.**
2) Click the **Statistics** tab.
3) In the **Statistics type** field, select any of the available statistics.
4) In the **Time period** field, select the time period you want to export statistics for.
5) Click **Open file** to view the statistics file, or click **Download file** to download the statistics file locally.

The pdf file under the **Manage statistics** section contains extensive information for each available statistic, along with example images.

20.39 How to disable Apps and Plug-ins downloding by users in your domain

Manage the Apps and Plug-ins that your users can access. The users in your domain will no longer be able to download the Apps and Plug-ins in their Circuit client via the Settings menu.

Step by Step

1) On the web client or Desktop App, click your user name.
2) Navigate to **Manage applications** > **Plug-ins**.
3) Switch the **Self manage** to ON (green).

20.40 Creating a broadcast message

You can send a broadcast message to all users of a Circuit domain. Only administrators can create a broadcast message.

To create a new broadcast message, follow the steps below:

Step by Step

1) On the web client or Desktop App, click your user name in the upper right corner of the screen, and then click **Administration**.
2) Click the **Broadcast** tab.

3) Click **Create broadcast** to create a new broadcast message.

   A new window opens where you can create the new message for the users. Fill in the following information:

   - Type the message in the **Message** box.
   - Enter start date and time.
   - Enter end date and time.

4) Click **Create** to create the new broadcast message.

The new broadcast message is now displayed on the top of the users' screens.

In case you have created more than one broadcast messages, the users can see all of them on the top of the screen, displayed the one under the other.

20.41 Deleting a broadcast message

You can delete a broadcast message as not to be shown to users of a Circuit domain. Only administrators can delete a broadcast message.

To delete a broadcast message, follow the steps below:

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administrator**.
2) Click **Broadcast** tab.

   You can see all the broadcast messages.

3) Hover over the message you want to delete and click **Delete**.
4) When prompted to confirm that you want to delete the broadcast message, click **Yes**.

Once deleted, the broadcast message will no longer be displayed on the users' screens.

20.42 Editing a broadcast message

You can edit a broadcast message shown to all users of a Circuit domain. Only administrators can edit a broadcast message.

To edit a broadcast message, follow the steps below:

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administrator**.
2) Click **Broadcast** tab.

   You can see all the broadcast messages.

3) Hover over the message you want to edit and click **Edit**.

4) Fill in the following information in **Edit broadcast** window
   - Type the text into the **Message** box.
   - Enter the start date and time.
   - Enter the end date and time.
5) Click **Save** for the changes to take effect.

The updated broadcast message is now shown on users' screens.

20.43 Enabling incoming webhooks for your domain

As a domain administrator you can enable the incoming webhooks integration in your domain as follows:

Step by Step

1) On the web client and Desktop App, click your user name and then click **Manage applications.**
2) Click the **Apps** tab.
3) Locate the **Incoming webhooks** integration and click **Enable**.

Example

Users in your domain can view the **Apps** option in the information pane and add new apps in a conversation.

20.44 How to allow users in your domain change their default WebRTC routing policy

You may allow users in your domain to change the default WebRTC routing policy.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click on the **Conferences** tab and navigate to **WebRTC routing policy** area.
3) Enable **Allow users to change the default WebRTC routing policy** by switching the slider to ON (green).

20.45 Disabling screen sharing for users in the domain

In Circuit, you can share your screen with others during calls.

Domain administrators can disable screen sharing for users in the domain if this is required by company policy. After that, users in the domain will be no longer able to share their screen but they will still be able to view a screen shared by others, for example externals for whom screen sharing is enabled.

The setting applies to all users in the domain and for all the screen sharing sessions they participate into, even for screen sharing sessions in other domains.

Prerequisites

- You are the administrator of the domain.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Features** tab.
3) Locate the **Screen sharing** area and switch the **Enable screen sharing** slider to OFF (gray).

   The option to screen share is no longer available to users in the domain.
4) To enable screen sharing again, switch the **Enable screen sharing** slider to ON (green).

20.46 Disabling file sharing for users in the domain

In Circuit, you can share files with others in conversations.

Domain administrators can disable file sharing for users in the domain if they don't want them to share any file types. The setting applies to all users in the domain and for all the conversations they participate into, even for conversations in other domains.

Prerequisites

- You are the administrator of the domain.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Features** tab.
3) Locate the **File sharing** area and switch the **Enable file sharing** slider to OFF (gray).

   The option to attach a file to a message is no longer available to users in the domain. People from other domains are not affected by the setting.
4) To enable file sharing again, switch the **Enable file sharing** slider to ON (green).

20.47 Disabling remote control

In Circuit, you can take control of another participant’s screen during calls.

Domain administrators can disable remote control for users in the domain if this is required by company policy. After that, users in the domain will be no longer able to request remote control of a screen shared by others or give control of their screen to another call participant.

Domain administrators are also able to prevent externals from taking control of a screen shared by a user in the domain, while allowing it for domain users.

Prerequisites

- You are the administrator of the domain.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.

2) Click the **Features** tab.

3) To prevent externals from taking control of a screen shared by a user in the domain, while allowing it for domain users:

   a) Make sure the **Enable remote control** slider under the **Remote control** area is switched to ON (green).

   b) Un-tick the **External users can request remote control** checkbox.

   The option to request remote control of a screen share initiated by a domain user will be still available to externals (as for domain users), but their requests will be automatically declined. The screen share initiator will be not even notified about those requests.

4) To disable remote control for users in the domain, switch the **Enable remote control** slider to OFF (gray).

The option to request or give remote control of a shared screen will be no longer available to users in the domain.

5) To enable remote control again for users in the domain, switch the **Enable remote control** slider to ON (green).

Users in the domain will be able to request or give remote control of a shared screen.

6) To allow externals, in addition to domain users, to request remote control again:

   a) Make sure the **Enable remote control** slider under the **Remote control** area is switched to ON (green).

   b) Tick the **External users can request remote control** checkbox.

20.48 Disabling profile tags in Circuit

Profile tags provide a way to describe your areas of knowledge, expertise and interests and make it easier for others to find you based on these.

As a domain administrator you can disable profile tags in a domain, if this is required by company policy. After that, domain users can no longer view or manage tags in their profile, view tags in others' profiles or search for people with a certain tag.

Prerequisites

- You are an administrator of the domain.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.

2) Click the **Features** tab.
3) Locate the **Profile tags** area and switch the **Enable profile tags** slider to OFF (gray).

   The profile tags section is no longer visible to users in the domain and they cannot search for people with a certain tag in their profile.
4) To enable profile tags again, switch the **Enable profile tags** slider to ON (green).

20.49 Compliance Officer overview

The Compliance Officer is a very special and powerful role for the domain. It is the person that can export data of the whole domain or data related to users of the domain. As the compliance officer, you are also able to delete messages posted by any user if they are considered unsuitable. To do this you need to be added as a member in the conversation.

Due to the fact that this role has access to personal data, it is recommended that it is not assigned to an active Circuit user and it is not used every day.

In order to get the compliance officer role assigned, the owner of the domain must raise a service request stating which account the role should be assigned to.

20.50 How can the Compliance Officer export user's data?

The Compliance Officer has the right to export data either of the whole domain or of an individual user of the domain.

Prerequisites

A service request must have been raised, by the owner of the domain, in order to get a compliance officer assigned.

If you are a Compliance Officer and you want to export user data follow the steps below:

Step by Step

1) On the web client and Desktop App, click your user name on the upper- right corner.
2) As a compliance officer, click **Compliance**.

   In case you are both an administrator and a compliance officer, navigate to **Administration > Compliance** tab.
3) Navigate to **User data** at **Legal data export** section.
4) Click **Select** to choose the user whose data you want to export.
5) In the **Search** field, enter the first letters of the name you are looking for and select a result from the selector list. The more letters you type, the more accurate the search will be. You can alternatively click a name under the **Select user** list.

   You can export data for one user at a time only.

6) When you select a person from the list, click **OK**.

   If you want to exit the search window, click **Cancel**.

7) Check the data you want to export for the specific user. You can check more than one different options.
8) Click **Export**.

A new conversation is created in the conversation list where you will find the data you requested when the export process is completed.

20.51 How can the Compliance Officer export domain’s data?

The Compliance Officer has the right to export data of the whole domain.

Prerequisites

A service request must have been raised, by the owner of the domain, in order to get a compliance officer assigned.

If you are a Compliance Officer and you want to export domain data follow the steps below:

Step by Step

1) On the web client and Desktop App, click your user name on the upper- right corner.
2) As a compliance officer, click **Compliance**.

   In case you are both an administrator and a compliance officer, navigate to **Administration > Compliance** tab

3) Navigate to **Domain data** at **Legal data export** section.
4) Check the data you want to export for the domain. You can check more than one different options.
5) Click **Export**.

A new conversation is created in the conversation list where you will find the data you requested when the export process is completed.

20.52 Enabling anonymous participants for users in the domain

In Circuit you can view the name of the call participants at the summary post when a call is ended.

Domain administrators can enable anonymous participants for users in the domain. After that, each user of the domain can decide whether they want their name to appear in the call summary post after the end of a conference or if they want it to be hidden instead. In this case hey will be characterized as anonymous participants. By default this option is disabled.

Prerequisites

- You are the administrator of the domain.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Features** tab.
3) Locate the **Anonymous participants in call summaries** area and switch the **Enable anonymous participants** slider to ON (green).The users of your domain will have the choice to hide their names of the summary post at the end of a call.
4) If you want the names of the call participants to be displayed in the call summary post after a conference is ended, locate the Anonymous participants in call summaries area and switch the **Enable anonymous participants** slider to OFF (gray). The users of the domain will not have the choice to make their names unvisible at the call summary post when a conference ends.

21 The Provisioning Agent

The Provisioning Agent allows integration of your provisioning source with Circuit, so that you can share information about users and groups between these two systems.

With the Provisioning Agent you can create, edit or delete your users and users' groups, add or remove users from the groups. The Provisioning Agent supports the LDAP Active Directory, LDAP ApacheDS, and LDAP DirX types.

For more information you may refer to the following sections:

- Downloading the Provisioning Agent from Circuit
- Installing and starting the Provisioning Agent
- Configuring the Provisioning Agent
- Setting the Synchronization Schedule
- On-demand Synchronization
- Customizing the Provisioning attribute mappings
- Importing data on the Provisioning Agent
- Exporting the Provisioned Users
- Edit Proxy Settings
- Status of the Provisioning Agent

21.1 Downloading the Provisioning Agent from Circuit

In order to integrate your provisioning source with Circuit, you have first to download and install the Provisioning Agent.

Prerequisites

- Login to Circuit web client as Administrator.

Step by Step

1) On the web client, click your user name.
2) Navigate to **Manage applications** > **Plug-ins**.
3) Under the Administrator Tool area click **Download**.

   The application will be downloaded locally on your computer and will be ready for installation.

21.2 Installing and starting the Provisioning Agent

Once the Provisioning Agent application is downloaded, you can proceed with the installation.

Prerequisites

- Download the Provisioning Agent Application. For more information see "Downloading the Provisioning agent from Circuit".

Step by Step

1) Copy the downloaded files to the targeted system (e.g. computer on which you want to install the Provisioning Agent).

2) Unzip the downloaded file and click the `startup.bat` (on Windows machine) or `startup.sh` (on Linux machine).

   The Provisioning Agent will be up and running on the targeted system.

3) Open a web browser and navigate to the URI where the Agent was started (e.g. http://localhost:8080).

21.3 Configuring the Provisioning Agent

To configure the Provisioning Agent, perform the following steps:

Prerequisites

- Connect to the targeted system (i.e. computer where the Provisioning Agent is installed) to access the Provisioning Agent interface.

Step by Step

1) Navigate to **Configuration** tab.
2) Select **File-Based** option, if your provisioning source is a CSV file:
   a) File in CSV format - the path of the file that contains the user records
   b) File delimiter - the delimiter used in the CSV file to separate record values
   c) Filter - an optional filter that can be used to qualify records based on certain criteria
3) Select **LDAP-Based** option, if your provisioning source is an LDAP server and fill in the following information:
   a) **Username** - username that is used to connect to the LDAP server
   b) **Password** - user password that is used to connect to the LDAP server
   c) **URL** - LDAP server URL
   d) **Query** - allows to specify the queries (e.g. `CN=testUser`, `DC=crunchers`, `DC=com)`
   e) **Filter** - an optional filter that can be used to qualify records based on certain criteria
4) Click **Next**.

21.4 Setting the Synchronization Schedule

This setting allows defining the synchronization frequency, i.e. how often the synchronization will occur.

Prerequisites

- Connect to the targeted system (i.e. computer where the Provisioning Agent is installed) to access the Provisioning Agent interface.

Step by Step

1) Navigate to **Synchronization** tab.
2) Click on **Schedule**.

3) From the drop down menu select one of the following options for the synchronization frequency:

a) **Minute** - synchronization will occur every minute

b) **Hour** - synchronization will occur once per hour.

Set the start time by selecting it from the drop down list.

c) **Day** - synchronization will occur once per day.

Set the start time by selecting the hour and minutes from the drop down lists.

d) **Week** - synchronization will occur once per week.

Set the start time by selecting day, hour and minutes from the drop down lists.

e) **Month** - synchronization will occur once per month.

Set the start time by selecting the month, date, hour and minutes from the drop down lists.

f) **Year** - synchronization will occur once per year.

Set the start time by selecting the date, month, hour and minutes from the drop down lists.

4) Click **Save** to save your settings for the synchronization schedule.

21.5 On-demand Synchronization

This feature allows to manually trigger the synchronization. On-demand Synchronization can also be triggered at any point to ensure that all entries are in sync with Circuit.

Prerequisites

- Connect to the targeted system (i.e. computer where the Provisioning Agent is installed) to access the Provisioning Agent interface.

Step by Step

1) Navigate to **Synchronization** tab.

2) Click on **On-Demand**.

3) Click on **Synchronize**.

All Circuit users that are created or modified after the update of the attribute mappings will inherit latest provided values of the corresponding attributes.

21.6 Customizing the Provisioning attribute mappings

To customize the Provisioning attribute mappings that will be used by the Provisioning Agent when synchronizing the Provisioning entries with Circuit, perform the following steps:

Prerequisites

- Connect to the targeted system (i.e. computer where the Provisioning Agent is installed) to access the Provisioning Agent interface.
- Stop the Provisioning Agent before modifying any attribute mappings.

Step by Step

1) Navigate to the directory where the Provisioning Agent has been installed and find the `application.properties` file.
2) Open the `application.properties` file and modify the existing entries by adding the corresponding Provisioning attribute(s).

   The following entries are provided:

```
circuit.directoryUserId=
circuit.firstName=
circuit.lastName=
circuit.company=
circuit.department=
circuit.jobTitle=
circuit.locale=
circuit.emailAddress=
circuit.emailSecondaryAddress=
circuit.workPhoneNumber=
circuit.workSecondaryPhoneNumber=
circuit.mobilePhoneNumber=
circuit.countryCode=
```

> **NOTICE:**
>
> If the provisioning source is a CSV file, there are no default values.

   For example, to set the job title (i.e. `circuit.jobTitle`) to be synchronized with the attribute called `position`, modify the particular line as follows:

```
circuit.jobTitle=position
```

> **NOTICE:**
>
> In case you have not modified the `application.properties` file, the following fields will get the default values: `directoryUserId`, `firstName`,

`lastName` and `email`. These default values depend on the provisioning source variant that is being used, i.e.

- for LDAP Active Directory the default mapping will be:

```
circuit.directoryUserId=objectGUID
circuit.firstName=givenName
circuit.lastName=sn
circuit.email=mail
```

- for LDAP ApacheDS the default mapping will be:

```
circuit.directoryUserId=entryUUID
circuit.firstName=givenName
circuit.lastName=sn
circuit.email=mail
```

- for LDAP DirX the default mapping will be:

```
circuit.directoryUserId=single-sign-on
circuit.firstName=givenName
circuit.lastName=sn
circuit.email=rfc822Mailbox
```

So, for example if an LDAP Active Directory server is used, the `directoryUserId` will be mapped to the `objectGUID` attribute. You can still override this default mapping by providing different attribute field (e.g. `internalIdentifier`): `circuit.directoryUserId=internalIdentifier`

3) Once modifications are completed, save the `application.properties` file and start the Provisioning Agent.

NOTICE:

It is not mandatory to change any of the default attribute mappings. However, all Circuit users created or modified after the update of the attribute mappings, shall inherit latest provided values of the corresponding attributes. For more information see “On-demand Provisioning Synchronization”.

21.7 Importing data on the Provisioning Agent

This option allows you to import users data on Circuit by uploading a CSV file in the Provisioning Agent.

Prerequisites

- Connect to the targeted system (i.e. computer where the Provisioning Agent is installed) to access the Provisioning Agent interface.

Step by Step

1) Navigate to **User** tab.
2) Click on **Import data.**
3) Add the CSV file with users data and click on **Upload**.

21.8 Exporting the Provisioned Users

This option allows you to export your Provisioned users.

Prerequisites

- Connect to the targeted system (i.e. computer where the Provisioning Agent is installed) to access the Provisioning Agent interface.

Step by Step

1) Navigate to **User** tab.
2) Click on **Export data.**
3) Click on **CSV-File**.

   You will export all users data already provisioned on Circuit.

21.9 Edit Proxy Settings

Prerequisites

- Connect to the targeted system (i.e. computer where the Provisioning Agent is installed) to access the Provisioning Agent interface.

Step by Step

1) Navigate to **Proxy** tab.
2) Fill in the following information in the Proxy Settings:
   a) IP of the proxy server required to access Circuit
   b) Port of the proxy server required to access Circuit
3) Click on **Save**.

22 Privacy and security

22.1 Is data of my organization secure (in Circuit)?

In Circuit, data of your organization is secure. Circuit is a public multi-tenant cloud offering. All data access is controlled via Access Control Lists, and strict enforcement ensures tenant data isolation, i.e. other organizations have no access to your organization's internal data.

22.2 Is my data secure (in Circuit)?

In Circuit your data is secure. Circuit is a public multi-tenant cloud offering. All data access is controlled via Access Control Lists, and strict enforcement ensures tenant data isolation, i.e. only you can see your data. Your colleagues can see only those parts of your data that you explicitly share with them.

22.3 How is my stored user data being secured?

While in transmission your data is always encrypted through communication protocols used by Circuit. User data and conversations stored within Circuit are not encrypted in order to provide a consistent user experience for searching conversations.

However, access to your user data is restricted to your user account. Make sure you use a strong password, do not share passwords, and change passwords frequently. If you encrypt your files, those are not accessible to the search engine or by any other user / support personnel.

Of course, your sensitive user account data like passwords are encrypted.

22.4 Is my communication with other Circuit users secure?

Yes, your conversations with other users are always encrypted and secure within Circuit.

22.5 Can I delete files and conversation items?

You can edit and delete messages that you have posted in a conversation. This includes deleting files you may have uploaded. Those messages are marked as edited or deleted so the context of any replies is not lost. However, entire conversation streams cannot be deleted.

If you no longer want to be part of a group conversation or Conference Bridge, nor to have access to it, see the conversation history or receive new messages, you can delete yourself from the conversation.

If you just no longer want a conversation to appear in the active conversation list, you can alternatively archive it.

If you just no longer want to be part of a group conversation, Conference Bridge or Community, but you want to keep a copy of the conversation, you can “leave” the conversation by clicking or tapping on the conversation details. When you leave a conversation, it is automatically archived so that you'll keep a frozen copy of the conversation state when you left. This is similar to real world conversations where you retain that memory of the conversation you were a part of.

After leaving a group conversation, Conference Bridge or Community, you will no longer receive any updates.

You cannot leave or delete a direct conversation but you can archive it.

If your organization is removed from the system, all data associated with it (conversations, files, etc.) is deleted from our data center.

22.6 Who owns the data that I store as part of Circuit?

You are the owner. You and your organization are responsible for the content of all visual, written or audible communications, files, documents, videos, recordings, and any other material ("User Content") used in connection with your end-user account(s), and for your interactions with other users.

Please check out the current Circuit Acceptable Use Policy / Terms of Use for details.

22.7 What happens to my data after my account has been removed from Circuit?

Data that is allocated to conversations is kept so that other users still have records of the conversations they had with you. Other data from your user account is being deleted.

22.8 What security management practices are in place?

Unify is committed to ISO 27001 to manage security within its organization. Security management practices are being established that follow best practices. We rely on services of global service providers that have strong security management practices in place. 3rd party audits are performed regularly to assure that security management practices are effective.

22.9 How long does Circuit retain data and will users have access to them?

The messages and files of all users are retained in Circuit by default. You can request by Circuit Operations or Managed Services to set up data retention feature on your domain to retain these data for a specific period of time.

Once the data retention feature is set up on your domain, user messages and attached files will be deleted after the pre-configured period of time. The setting will apply to all data and these data cannot be retrieved in the future.

The data retention policy works as follows for each case:

- **Single posts**: deleted when the time difference exceeds the data retention period.
- **Post with comments**: each comment is set to outdated when the time difference exceeds the data retention period.
- **Attachments**: deleted accordingly to the deletion of the post they are attached to.
- **Conversations**: deleted when all the posts are deleted.
- **System items**: deleted when the time difference exceeds the data retention period.
- **Call summary**: deleted when the time difference exceeds the data retention period.
- **Call history**: the call log is deleted.

In the following conversations data retention policy is applied differently:

- **Support conversation**: the data retention policy should not be set for the system domain where the Support conversation is part of.
- **Domain default open conversation**: the data retention policy is applied to this conversation but only the items are deleted. The conversation remains even if it is empty.
- **Telephony configuration conversation**: the data retention policy is not applied to this conversation.

The Circuit data retention policy is in compliance with privacy regulations and relevant standards for where we are making Circuit available. Please refer to Terms of Service and Data Privacy Policy in the section When signing up for Circuit, do I need to accept the terms and conditions? (https://www.circuit.com/unifyportalfaqdetail?articleId=48955)

22.10 Which user password restrictions do I need to consider?

To keep your account safe, your password must contain:

- A minimum of 8 characters
- At least 1 upper case alphabetic character
- At least 1 lower case alphabetic character
- At least 1 numeric character
- At least 1 non-alphanumeric character

For security reasons, your password cannot:

- Match one of your last 8 passwords
- Contain spaces between characters
- Contain 3 or more repeated characters
- Contain your first name, last name, or email address

22.11 What security protocols are implemented with Circuit?

Circuit uses WebRTC audio and video media for calls which are always encrypted using DTLS-SRTP.

For a detailed description of the security architecture for WebRTC please visit:

http://tools.ietf.org/html/draft-ietf-rtcweb-security-arch-10#section-5.5.

Regarding file transfer, all the browser-to-Circuit interface elements are running over a secure HTML5 WebSockets interface, established via HTTPS.

22.12 Are uploads to a conversation scanned for viruses?

Yes. In Circuit uploaded files are scanned for virus infections. The file upload to a conversation is rejected if an infected file is found.

22.13 How can I manage devices and external applications that have access to my Circuit account?

You can manage the signed in devices and applications to your Circuit account and protect your account against unauthorized access.

Step by Step

1) To manage the devices that are currently signed in to your Circuit account, perform the following steps:

a) On the web client and Desktop App, click your user name and then click **Settings**.

b) Navigate to the **Security** tab.

c) On the **Manage device access** area you can click on **Revoke access from all devices**. This will sign out all existing sessions, except from the one you are using, and ensure that access to Circuit on all devices is blocked until you sign in again.

d) On the **Current sessions** area you can check the current devices and the details of the devices, that you have signed in and are currently active.

e) On the **Trusted devices** area you can check all the trusted devices that you have signed in, but currently are inactive.

Desktop App and mobile clients are marked as trusted automatically. In the web client you have to select the **This is a private computer** check box in the login page, to be marked as trusted device.

You can check the details of each device and the last date that you have signed in.

f) Click on **Revoke access** next to each session, to sign out from a specific device.

2) To manage the external applications that you have granted access to your Circuit account, perform the following steps:

a) On the web client and Desktop App, click your user name and then click **Settings**.

b) Navigate to the **Security** tab.

c) On the **Connected apps** area you can check all the external applications that you have access to your Circuit account.

In each application you can check the date that you have granted access and the permission rights you have granted to the application.

You may have granted the following permission rights for your Circuit account:

- Have full access to your Circuit account

- Initiate and answer calls for you

- View your conversations and messages

- Search for other persons in your Circuit domain

- View your profile information

d) Click on **Revoke access** next to each application, to remove permission rights to the application.

22.14 What support for Mobile Device Management (MDM) does Circuit offer?

Circuit is delivered to iOS and Android device users through the Apple App Store and Google Play Store. Thus, there is no need for any MDM solution to be used to distribute and deploy the application and therefore this option is not supported and not planned for Circuit mobile apps.

Most MDM solutions do allow the operator to control which applications are available to be installed from the mobile application stores. This will allow customers to control if Circuit can be installed or not on user's devices.

There are no configuration options required to setup the Circuit mobile apps; all a user has to do is enter their username and password. If a customer wants, they can integrate Circuit with their own authentication service for a single sign on experience for the users.

22.15 What is the Unify's approach to data protection laws?

At Unify we have a long heritage of keeping our customers data safe. We are trusted the world over to provide secure, reliable communications and collaboration solutions.

For more information to help you understand in easy terms how we use your data across our platforms, services and day to day operations please follow the link to our data protection page: https://unify.com/en/data-protection. On this page, you can also find out about our commitment to the General Data Protection Regulation, or GDPR as it often known. The GDPR regulates the handling of personal data of European Citizens and residents irrespective of their location and therefore has implications for the handling of personal data globally.

22.16 How does Circuit handle my Google credentials and data?

Circuit does not store any of your data located in the Google Cloud Storage. Conversely, the Google Cloud Storage service does not obtain personal data from Circuit.

When you authenticate on the Google Cloud Storage service within Circuit, you authenticate directly against the third party service. Circuit does not process nor store your Google account credentials. The Google Cloud Storage service returns to Circuit an access token which is stored in Circuit alongside your user data. This Access Token can be revoked by you at any time from your user account management console on the Google Cloud Storage service platform.

When you use the integration to browse your cloud Drive, Circuit does not store nor caches the file list of your drive. When you share a file from your Drive using the integration, Circuit does not download, nor read or index the file. However, Circuit uses the API (if necessary) to make the file public and shares that link and the filename in the Circuit message. You may edit your message to remove the name and link to your file at any time.

22.17 Zapier integration for Circuit - Data security and performance

The Zapier integration for Circuit is built on top of the Circuit API and SDK and the same OAuth2 security system apply

Using the Zapier integration, users in the domain can automate tasks that they could otherwise perform manually (post in a conversation they have access to, get notified of new messages in a conversation they are a member of, create new conversation with other users on the domain, etc) but they cannot perform any action they would not be allowed to do within Circuit using the Circuit web client or Desktop App.

The API and SDK follow a strict traffic shaping definition and, if users in the domain use the Zapier integration to push too much content to Circuit, the integration can be suspended on your domain

For that reason, enabling this integration comes at no risk for your domain.

23 Cloud platform migration

23.1 What is the timeline for the migration of Circuit to the Google Cloud Platform?

The migrations will take place in Q1 of 2019. The migration schedule will be provided to you approximately two (2) weeks prior to the transition. You will be provided with IP address information to allow you to prepare your network access to the new Cloud environment.

23.2 Where are the data centers once we transition Circuit to the Google Cloud Platform?

There will be two (2) separate and independent Cloud systems serving the European and US based customers. The customer data will only reside in the Cloud system that is hosting your tenancy. Each Cloud system has been designed to leverage redundant data centers. For additional information on the data center locations, please refer to the corresponding IOP (Information on Processing).

23.3 What architectural changes and improvements will be incorporated once you migrate Circuit to the Google Cloud Platform?

From day one of the transition to Google Cloud Platform (GCP), each Cloud deployment will operate in a redundant data center model. This design approach will lower service downtime associated to major and minor software upgrades and improves the overall service uptime in the event of disaster recovery. The GCP architecture is scalable and supports fast expansion and growth for expanding customer environments.

23.4 What additional security measures will be implemented once you migrate Circuit to the Google Cloud Platform?

From day one of the transition to Google Cloud Platform (GCP), customer data is encrypted both “at-rest” and “in-transit”.

23.5 How will you ensure there is a secure transfer of confidential information / no data loss at the time of the transition to the Google Cloud Platform?

Google has tools and procedures that will be utilized by Unify during the transition.

23.6 What are the IaaS services that we will use from Google?

Google Compute Engine, Google Virtual Private Cloud Networking and Google Cloud Storage.

23.7 With the use of Google Cloud Platform, to which extent does the GDPR have an impact on the protection of my personal data?

European Data Protection Regulation came into force on May 25th, 2018.
The GDPR not only applies to organizations located within the EU but also applies to organizations located outside of the EU if they offer goods or services to, or monitor the behavior of, EU data subjects. It applies to all companies processing and holding the personal data of data subjects residing in the European Union, regardless of the company's location.

23.8 Which entity does my company have a contractual relationship with?

The entity having a contractual relationship with your company for the use of Circuit remains Unify. Unify remains your direct contact for requests related to the retention/deletion of personal data, data protection breach notification, etc...

23.9 How will the customer data be deleted from the exiting data centers?

Hard disk drives will be reformatted in all bare metal servers utilized in the exiting data center.

23.10 How do I ensure my users can connect to Circuit after the migration to Google Could Platform?(Americas system)

New IP addresses for Circuit Servers

If your Circuit domain is configured on the Americas system (connect to https://na.yourcircuit.com), take into account the following.

If the IP addresses have been white-listed in proxies or firewalls they have to be updated in the corresponding systems.

Find a list of addresses below:

na.yourcircuit.com	35.244.135.245
turn-na-01.yourcircuit.com	35.226.209.202
turn-na-02.yourcircuit.com	35.225.221.102
turn-na-03.yourcircuit.com	35.224.183.221
turn-na-04.yourcircuit.com	35.226.200.186
turn-na-05.yourcircuit.com	35.231.96.196
turn-na-06.yourcircuit.com	35.185.76.244
turn-na-07.yourcircuit.com	35.229.97.168

turn-na-08.yourcircuit.com	35.196.56.159

New Endpoints for Advanced Telephony Connector (ATC) and on premise Universal Telephony Connector (pUTC)

If on premise Telephony Connectors are used, then firewall changes might be required depending on the existing local security concept. Telephony Connectors will connect to the systems stated in New IP addresses for Circuit Server section.

Depending on your configuration it might be required to restart the SBC which hosts the telephony connector in order to restore your telephony functionality. This is necessary if the SBC does not receive the update of the DNS-entry within two hours after the migration as we will update the DNS entry for na.yourcircuit.com used by the telephony connectors to communicate with Circuit.

New Endpoints for hosted Universal Telephony Connectors (hUTC)

After the migration to Google Cloud Platform the current Endpoints 158.85.5.55/158.85.5.56 used to connect your PBX with Circuit hUTC's will remain functional until March 15th.

As a manual decommissioning in the old system is required on our side please contact our Support in order to coordinate the cut-over from the current to the new endpoint. You can contact Support by either Report Issue in Circuit or by phone (https://www.circuit.com/unifyportalcontactus)

Find a list of current and New IP addresses below:

DNS	Current IP	New IP
utc1.na.yourcircuit.com	158.85.5.55	35.238.63.132
utc0.na.yourcircuit.com	158.85.5.56	35.237.178.126

New Endpoints for OpenScape Business Systems

After the migration to the Google Cloud Platform the current Endpoints 158.85.5.53/158.85.5.54 for OpenScape Business systems will stay in service until March 15th. After this date OpenScape Business systems have to be connected to the new IP addresses. This can be achieved by running the OpenScape Business wizard again to connect to Circuit. By doing so the new IP addresses will be fetched automatically.

NOTICE: If your configuration required changes in your Firewall these will have to be updated.

Find a list of current and New IP addresses below:

Current IP	New IP	
158.85.5.53	35.222.85.63	OpenScape Business Loadbalancer
158.85.5.54	35.231.244.59	OpenScape Business Loadbalancer

23.11 How do I ensure my users can connect to Circuit after the migration to Google Cloud Platform?(Europe system)

New IP addresses for Circuit Servers

If your Circuit domain is configured on the Europe system (connect to https://eu.yourcircuit.com), take into account the following changes.

If the IP addresses have been whitelisted in proxies or firewalls or routed within your network, they have to be updated in the corresponding systems.

Find a list of addresses below:

eu.yourcircuit.com	35.241.13.179
turn-eu-01.yourcircuit.com	35.198.160.164
turn-eu-02.yourcircuit.com	35.234.82.84
turn-eu-03.yourcircuit.com	35.198.137.40
turn-eu-04.yourcircuit.com	35.234.82.159
turn-eu-05.yourcircuit.com	35.198.189.97
turn-eu-06.yourcircuit.com	35.242.194.78
turn-eu-07.yourcircuit.com	35.198.112.32
turn-eu-08.yourcircuit.com	35.242.217.69
turn-eu-09.yourcircuit.com	35.242.229.76
turn-eu-10.yourcircuit.com	35.242.255.241
turn-eu-11.yourcircuit.com	35.190.203.114
turn-eu-12.yourcircuit.com	104.155.77.211
turn-eu-13.yourcircuit.com	35.241.224.150
turn-eu-14.yourcircuit.com	35.189.247.129
turn-eu-15.yourcircuit.com	35.241.195.61
turn-eu-16.yourcircuit.com	35.241.156.20
turn-eu-17.yourcircuit.com	35.195.199.111
turn-eu-18.yourcircuit.com	35.233.25.53
turn-eu-19.yourcircuit.com	35.241.169.19
turn-eu-20.yourcircuit.com	104.199.5.211
turn-eu-21.yourcircuit.com	35.198.175.241
turn-eu-22.yourcircuit.com	35.234.92.152
turn-eu-23.yourcircuit.com	35.242.253.238
turn-eu-24.yourcircuit.com	35.198.183.80
turn-eu-25.yourcircuit.com	35.234.108.245
turn-eu-26.yourcircuit.com	35.198.174.156
turn-eu-27.yourcircuit.com	35.198.163.227
turn-eu-28.yourcircuit.com	35.242.253.193

turn-eu-29.yourcircuit.com	35.198.78.135
turn-eu-30.yourcircuit.com	35.198.133.173
turn-eu-31.yourcircuit.com	35.195.130.118
turn-eu-32.yourcircuit.com	35.205.51.150
turn-eu-33.yourcircuit.com	35.240.73.25
turn-eu-34.yourcircuit.com	35.195.97.239
turn-eu-35.yourcircuit.com	35.241.200.104
turn-eu-36.yourcircuit.com	104.155.39.171
turn-eu-37.yourcircuit.com	35.187.124.92
turn-eu-38.yourcircuit.com	35.205.45.229
turn-eu-39.yourcircuit.com	35.205.218.125
turn-eu-40.yourcircuit.com	104.155.101.65
turn-eu-41.yourcircuit.com	35.197.185.191
turn-eu-42.yourcircuit.com	35.189.16.215
turn-eu-43.yourcircuit.com	35.189.56.248
turn-eu-44.yourcircuit.com	35.189.25.133

New Endpoints for Advanced Telephony Connector (ATC) and on premise Universal Telephony Connector (pUTC)

If on premise Telephony Connectors are used, then firewall changes might be required depending on the existing local security concept. Telephony Connectors will connect to the systems stated in New IP addresses for Circuit Server section.

Depending on your configuration it might be required to restart the SBC which hosts the telephony connector in order to restore your telephony functionality. This is necessary if the SBC does not receive the update of the DNS-entry within two hours after the migration as we will update the DNS entry for eu.yourcircuit.com used by the telephony connectors to communicate with Circuit.

New Endpoints for hosted Universal Telephony Connectors (hUTC)

After the migration to Google Cloud Platform the current Endpoints 159.8.16.87/159.8.16.88 used to connect your PBX with Circuit hUTC's will remain functional until April 13th 07:00 UTC.

As a manual decommissioning in the old system is required on our side please contact our Support in order to coordinate the cut-over from the current to the new endpoint. You can contact Support by either Report Issue in Circuit or by phone.

Find a list of current and New IP addresses below:

DNS	Current IP Address	New IP Address
utc1.eu.yourcircuit.com	159.8.16.87	35.198.133.61
utc0.eu.yourcircuit.com	159.8.16.88	35.195.66.89

New Endpoints for OpenScape Business Systems

After the migration to the Google Cloud Platform the current Endpoints 46.16.184.41/46.16.184.46 for OpenScape Business systems will stay in service until March 15th. After this date OpenScape Business systems have to be connected to the new IP addresses. This can be achieved by running the OpenScape Business wizard again to connect to Circuit. By doing so the new IP addresses will be fetched automatically.

NOTICE:

If your configuration required changes in your Firewall these will have to be updated.

Find a list of current and New IP addresses below:

Current IP Address	Current Ports	New IP Address	New Ports	
46.16.184.41	21418 (TCP)	35.246.135.106	65060 (TCP)	OpenScape Business Loadbalancer
			65061 (TLS)	
46.16.184.46	10000-49999	34.76.3.39	10000-20000	OpenScape Business UTC
158.177.97.30	0000-49999	35.246.129.43	10000-20000	OpenScape Business UTC
N/A	N/A	35.233.23.114	10000-20000	OpenScape Business UTC
N/A	N/A	35.198.129.132	10000-20000	OpenScape Business UTC
N/A	N/A	34.77.77.239	10000-20000	OpenScape Business UTC
N/A	N/A	35.246.191.177	10000-20000	OpenScape Business UTC

23.12 Brexit and your Data

The following information is only relevant to organizations located in the United Kingdom of Great Britain and Northern Ireland (UK-GB&NI) and British Overseas Territories (BOT).

Atos and it’s global entities (inclusive of Unify) operate binding corporate rules (BCR’s), that ensure the highest standards of data protection. GDPR is observed globally and will continue to operate as our standard for protection of your data, irrespective of Brexit. Any data held within Circuit or OpenScape Cloud, will continue to be hosted in the prevailing authority where it is currently located; either the E.U. or United States of America.

All contracts will continue to operate and be enforced irrespective of the form of Brexit that occurs.

24 Settings overview

Use the **Settings** menu to configure your Circuit program settings.

The Settings menu on the web client and Desktop App

To open the **Settings** menu on the web client or Desktop App, click your name in the upper right corner and select **Settings**.

- Use the **General** tab in the **Settings** view to:
  - Change your **Privacy** settings (show/hide your presence, location information and your profile details to externals).
  - Change the **Language** in which the program is displayed.
  - Set whether your name will be visible in the call summary post after the call is ended.
  - Change the **Accessibility** setting (make the keyboard focus visible or not).
  - **Local cache** (clear the conversation data from your local cache) (available on the Desktop App only).
  - Set whether Circuit will launch automatically when your systems starts (**Start up**) (available on the Desktop App only).
- Use the **Notifications** tab to:
  - Set your desktop, mobile and audio notifications.
- Use the **Audio/Video** tab to:
  - **Test audio and video** - Test the audio and video configuration and connection quality of your devices.
- Use the **Voicemail** tab to:
  - Set whether or not unanswered calls will go to voicemail.
- Use the **Labels** tab to:
  - View and manage labels to organize your conversations.
- Use the **Telephony** tab to:
  - Get informed about the type of the Circuit Telephony Connector you have been configured for (Advanced Telephony Connector or Universal Telephony Connector) and its status.
  - View and/or change settings regarding the telephony support.

> **NOTICE:**
>
> This tab is visible once a Circuit Telephony Connector is configured for your Circuit domain allowing you to make and receive phone calls through Circuit.

- Use the **Security** tab to:
  - Manage the signed in devices and third-party applications that are connected to your Circuit account and protect your account against unauthorized access.

- Use the **Extensions** tab to:
  - Install the Circuit Chrome Extension.
  - Connect to your Box account to share files with other Circuit users.
  - Connect to your Google Drive account to share files with other Circuit users.
  - Connect to your Microsoft Exchange account so as to access contacts and calendar.
  - Download the Circuit for Outlook that integrates your Microsoft Outlook with Circuit.
  - Download the Circuit Desktop App (available on the web client only).
  - Install and connect to the Jabra Headset Integration (available on the web client and Desktop App).
  - Install and connect to the Plantronics Headset Integration (available on the web client and Desktop App).
- Use the **Circuit Labs** tab to:
  - Try out new, experimental Circuit features.

To close the **Settings** view, click the **X** button in the upper-right corner.

The Settings menu on the Mobile client

To open the **Settings** menu:

- on the iOS client, tap and then **Settings**
- on the Android mobile client, go to the top-left side navigation drawer and tap **Settings**.

The following things can be set up on your mobile client:

- Configure your privacy settings (show/hide your presence and/or location information).
- **Clear local cache** to clear the locally stored conversation data from your device cache.
- **Enable video in Wi-Fi only** to allow video communication traffic via your Wi-Fi connection only.
- Set your mobile **Notifications** for new messages you receive in Circuit.
- Enable or disable the **Jabra device integration** (on the Android mobile client only).
- Change your **Password**.
- Try out **Circuit Labs** features
  - Try out new, experimental Circuit features.
- **Diagnostics** (on the iOS mobile client only)
  - Start an **Audio test call** to check your audio and video device configuration and connection quality.
- **Voicemail**:
  - Set whether or not unanswered calls will go to voicemail.

    This setting applies to all Circuit internal audio and video calls.

    If you are a Universal Telephony Connector (UTC), the setting applies also to phone calls.

    If you are an Advanced Telephony Connector (ATC) user and your company's phone system has been configured to route your phone calls to Circuit voicemail, when the call is not answered, the setting affects these calls to.

  – If the voicemail setting is on, set the ringing duration of Circuit calls before moving to voicemail.

    This setting applies also to phone calls, in case you are a UTC user.

- **Telephony**:
  – View and/or change settings regarding telephony support.

> **NOTICE:**
>
> This option is visible once a Circuit Telephony Connector is configured for your Circuit domain allowing you to make and receive phone calls through Circuit.

To close the **Settings** view, tap the back arrow in the upper-right corner, and then:

- on the iOS mobile client, tap **X** in the upper-left corner
- on the Android mobile client, swipe to the left to close the navigation drawer.

24.1 Circuit overview

Circuit is a Software as a Service (SaaS) offering that improves teamwork by bringing voice, video, screen sharing, messaging, and file sharing into a single application with one unified view. For more information, visit https://www.circuit.com/learn.

24.2 Signing in to Circuit

You must sign in using the email address and password associated with your account.

Step by Step

1) Select your region. The options are as follows:
- Americas (https://na.yourcircuit.com/login?region=americas)
- Europe (https://eu.yourcircuit.com/login?region=europe)
- Asia Pacific (https://eu.yourcircuit.com/login?region=apac)

2) In the **Email** box, type the email address associated with your account.

3) In the **Password** box, type your password. To show your password, click or tap .

If you can’t remember your password, click or tap **Forgot password?** Type the email address associated with your account, and then click or tap **Send email**. An email with a link to reset your password will be sent to you.

4) If you are using the web client and want to ensure that you are not signed out after an extended period of inactivity, select the **This is a private computer** check box.

5) Click or tap **Sign in**.

24.3 Signing out of Circuit

Step by Step

To sign out, do the following:

- On the web client, click your user name, and then click **Sign out**.
- On the iOS mobile client, tap ⚙, and then tap **Sign out**.
- On the Android mobile client, tap the top-left side navigation drawer and then tap **Sign out.**

24.4 How do I stay signed in to Circuit?

If you are using the web client and want to ensure that you are not signed out after an extended period of inactivity, select the **This is a private computer** check box.

However, you might be disconnected if you reset your password or clear the cache. If you automatically get disconnected after 24 hours, check with your IT department or Internet provider. If this occurs, simply sign in again.

24.5 How do I get invited to join a Circuit domain?

Contact your domain administrator and request an invite to join the Circuit domain for your company.

24.6 How do I get removed from a Circuit domain?

Contact your domain administrator and ask to be deleted from the Circuit domain for your company.

24.7 What do I do if I didn’t receive my invitation?

Ensure that your invitation email was not accidently moved to the Spam or Junk email folder. If you still can’t find it, contact your domain administrator and ask to be reinvited to join the Circuit domain for your company.

24.8 How do I join an existing Circuit domain?

To join an existing Circuit domain, you need to get an invitation email.

NOTICE:

You cannot join an existing Circuit domain by clicking **Sign up** or **Get free** on the Circuit website (www.circuit.com). These options are solely for creating new Circuit domains.

If you have not yet received an invitation email to join an existing Circuit domain, contact the owner or an administrator of the domain and ask them to send you an invite.

Once you receive the invitation email, you need to set up your account as follows:

Step by Step

1) Open the invitation email and click the **Get started** button.

2) On the sign up page:

a) Enter your first name, last name and create a password.

b) Select **I agree to the Data Privacy Policy, the Acceptable Use Policy, and the Support Forum Rules**.

c) Click **Join Circuit domain**.

Your account is set up and you are now able to enjoy chat, voice, video, screen share, and file sharing with you teammates in Circuit.

You can join as many Circuit domains as you like. Just make sure you use a different email address for each domain, because each email address can only be associated with one domain.

24.9 What do I do if I have mistakenly created a Circuit domain for my company instead of joining an existing one?

If you have mistakenly created a new Circuit domain for your company instead of joining an existing one, you can contact Circuit support (support.circuit@atos.net) and ask them to delete it. You can additionally ask them to move your user accounts to the existing domain before the deletion.

24.10 How do I allow Circuit to use my microphone and camera on Chrome?

The first time you attempt to use Circuit in Chrome, you will be asked to allow Circuit to use your microphone and camera.

Step by Step

1) In the prompt that appears click **Allow** to allow Circuit to access your microphone and camera.

Circuit will be allowed to use these devices.

2) If you accidentally clicked **Block** (in the prompt that appeared), your Circuit communication that involves microphone and camera will not work.

To edit your microphone and camera permissions and allow Circuit to access these devices again, perform one of the following actions:

a) When your communication in Circuit requires microphone or camera, a video camera icon will be displayed at the end of your browser's address bar.

   Click the camera icon and then, in the pop-up window:

   a) choose the option **Always allow https://eu.yourcircuit.com to access your microphone** (i.e. **Always allow https://eu.yourcircuit.com to access your camera**)

   b) check the devices being used for your microphone and camera to ensure that Circuit works correctly.

b) Fix you microphone and camera permissions in Chrome, by removing Circuit from the blocked lists.

   You can do this by navigating to **Chrome menu** > **Settings** > **Show advanced settings** > **Privacy** > **Content settings** and then under **Microphone** (or **Camera**) section:

   a) choose **Ask when a site requires access to your microphone (recommended)** (i.e. **Ask when a site requires access to your camera (recommended)**)

   b) click **Manage exception**.

   Look for https://eu.yourcircuit.com on the list under **Hostname pattern** and if the **Behavior** is not **Allow**, click **X** to remove it from the list.

   For more information, refer to the Chrome support page: https://support.google.com/chrome/answer/2693767?hl=en.

Once you have given Circuit permission to access your microphone and camera, the setting is saved and you will not be asked again.

24.11 Contacts overview

Circuit aggregates your contact lists from multiple devices and from different services.

Circuit reduces your effort of managing your contacts to a minimum and always keeps your contact information up-to-date. Your Circuit contact list aggregates your contacts from e. g. your corporate directory (LDAP), your mobile phone, and your Microsoft Exchange (email/calendar) contacts, etc.

Use the **Search** box to quickly find a contact name or other information in the conversation streams you are involved in. The search starts as soon as you enter the first letter into the **Search** box. The more letters you type, the more accurate will the search result be.

For more information about searching for contacts, please refer to the corresponding topics in the *Searching* and *Conversations* sections.

24.12 Configuring your user profile (Web client and Desktop App)

You can configure your profile at any time to change your picture, user name, email address, password, phone number, company name, job position and add or remove profile tags.

Step by Step

1) You can access your profile:
- from the upper-right corner of the header by selecting the arrow beside your name, and then clicking **My profile**
- from the conversation feed (click your name or avatar)
- from the **Flagged messages** section (click your name or avatar)
- from the comment view (click your name or avatar).

2) In the **My profile** dialog box, update your profile information. You can change your picture, user name, email address, password, phone number, company name, and job position as well as add one or more profile tags to describe your interests, expertise and areas of knowledge.

3) Please enter your phone number as an international number including “+”, country code, area code, and your local phone number.

Example: +49 1234 56789

4) When you are done updating your profile information, close the dialog box to save your changes.

24.13 Configuring your user profile (Mobile client)

You can configure your profile at any time to change your picture, user name, email address, phone number, company name, and job position.

Procedure

- On the iOS mobile client:
  a) Tap , then tap the topmost area containing your picture, name, status and location information.
  b) Tap **Edit**.
  c) Update your profile information as required.

     You can change your picture, user name, email address, phone number, company name, and job position.
  d) Tap **Done** to save your changes or **Cancel** to undo, then tap the back arrow to return to the settings menu.
  e) To return to the **Conversations** view, tap **X**.

- On the Android mobile client:
  a) Go to the top-left side navigation drawer, then tap the topmost area containing your picture, name, and status.
  b) Tap .
  c) Update your profile information as required.

     You can change your picture, email address, phone number, company name, and job position
  d) Tap to save your changes or **X** to undo, then tap the back arrow to return to the navigation drawer.
  e) To close the navigation drawer and return to the **Conversations** view, swipe to the left or tap anywhere off of the navigation drawer.

NOTICE:

Please enter your phone number as an international number including “+”, country code, area code, and your local phone number.

Example: +49 1234 56789

24.14 How can I change my name?

Step by Step

To change your name in your Circuit profile, do the following:

- On the Web client, click your name in the upper right corner, select **My profile** from the drop-down menu, and left-click on your name to change it. You can change your first name and then your surname separately.
- On the iOS Mobile client, tap , then tap your name, then **Edit** and then tap your first name or surname to change it. You can change your first name and then your surname separately. Tap **Done** when you are finished. Changing your name via the Android mobile client is currently not supported

24.15 How can I add my phone number to my profile (Web client)?

You can configure your profile at any time to change your picture, user name, email address, password, phone number, company name, and job position.

Step by Step

1) In the upper-right corner of the header, select the arrow beside your name, and then click **My profile**.

2) In the **My profile** dialog box, enter your phone number as an international number including “+”, country code, area code, and your local phone number.

Example: +49 1234 56789

3) When you are done updating your profile information, close the dialog box to save your changes.

24.16 Why would I add my phone number to my profile (Web client)?

Adding a phone number to your user profile is useful, especially if someone needs to reach you urgently, but you are offline from Circuit.

Other users can click on the phone number stored in your user profile and call you directly, e.g. on your cell phone, even if you are offline from Circuit.

24.17 Changing your password (Web client)

Your Circuit password is stored in your user profile, which contains all your personal information and is used to identify you to other Circuit users.

You can change your password or other information in your profile at any time. To change or reset your password, proceed as follows:

Step by Step

1) In the upper-right corner of the header, select the arrow beside your name, and then click **My profile**.

2) In the **My profile** dialog box, click **Change password**.

3) In the **Old password** field, enter your old password.

4) In the **New password** field, enter a new password. To keep your account safe, your password must contain:

- A minimum of 8 characters
- At least 1 upper case alphabetic character
- At least 1 lower case alphabetic character
- At least 1 numeric character
- At least 1 non-alphanumeric character

For security reasons, your password cannot:

- Match one of your last 8 passwords
- Contain spaces between characters
- Contain 3 or more repeated characters
- Contain your first name, last name, or email address

5) Click **Save**.

24.18 Changing your password (Mobile client)

Your Circuit password is part of your user profile stored in the **Settings** menu. Your user profile contains all your personal information and is used to identify you to other Circuit users.

You can change your password or other information belonging to your profile at any time.

Step by Step

1) To change your password, proceed as follows:
   - On the iOS client, tap in the upper-left corner of the header.
   - On the Android mobile client, go to the top-left side navigation drawer.
2) Tap **Settings** and then choose **Change password** option.
   a) In the **Old password** field, enter your old password.
   b) In the **New password** field, enter a new password. To keep your account safe, your password must contain a minimum of 8 characters, including 1 upper case alphabetic character, 1 lower case alphabetic character, 1 numeric character and 1 non-alphanumeric character.
3) To save your password:
   - On the iOS client, tap **Save** in the upper-right corner
   - On the Android mobile client, tap the tick in the upper-right-corner.
4) To go back to the **Settings** view, tap the **Back** arrow in the upper-left corner.

24.19 Changing the language (Web client)

Circuit currently supports the following languages: English, German, Spanish, French, Italian, Russian, Chinese, Brazilian Portuguese, Dutch and Catalan. You can change the language at any time.

Step by Step

1) In the upper-right corner of the header, select the arrow beside your name, and then click **Settings**.
2) On the **General** tab, scroll down to **Language** and select the language you want to use.

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

24.20 Changing the language (Mobile client)

Circuit mobile client is currently available in the following languages: English, German, Spanish, French, Italian, Russian, Chinese, Brazilian Portuguese, Dutch and Catalan. You can change the language at any time via the native operating system settings.

Step by Step

1) Tap the **Settings** icon on your device’s start page.
2) In the **Settings** view:
   - On the iOS mobile client, tap **General** > **Language & Region** > **iPhone Language** and select the language you want to use.
   - On the Android mobile client, tap **Language and input** > **Language** and select the language you want to use.
3) To save your settings:
   - On the iOS mobile client, tap **Done**.
   - On the Android mobile client, go back to the **Settings** menu.
4) Exit the **Settings** menu and return to Circuit.

24.21 Displaying your location information (web client and Desktop App)

You can show your location (city and region) to other Circuit users or choose to not display this information for privacy reasons.

Step by Step

1) In the upper-right corner of the header, select the arrow beside your name, and then click **Settings**.
2) In the **Settings** view, go to **General** > **Privacy**.

   To make your location information visible to other users, enable **Show my city and region** by ticking the check box.

   The preview pane in the lower part of the dialog box shows how your data is displayed to others.
3) Changes are saved automatically by closing the dialog box. To close the dialog box, click the **X** button in the upper-right corner.

Next steps

Your approximate location is only displayed when it can be determined by Circuit.

If you sign in to Circuit on more than one client and only one Circuit client determines your location, then all clients will display this location. In case where the web client and a mobile client determines your location at the same time, the location determined by the mobile client is the one displayed.

If your location can only be determined based on IP address then it is not displayed as this could be the location of your ISP rather than your location.

If you enable the Wi-Fi connection on your PC/device this can often help getting a more accurate location result. For information on how to improve the accuracy of your location, see *How can I improve the accuracy of my location information? (https://www.circuit.com/unifyportalfaqdetail?articleId=35973)*.

NOTICE:

The location is not displayed when you are using the Desktop App, a Remote Desktop connection, VMWare or Citrix Thin Clients, unless you are signed in, at the same time, on a Circuit client that can determine your location.

24.22 Displaying your location information (Mobile client)

You can show your location (city and region) to other Circuit users or choose not to display this information for privacy reasons.

Step by Step

1) Tap on iOS or the top-left side navigation drawer on Android and then **Settings**.
2) To make your location information visible to other users, enable **Show my city and region** by switching the slider to ON (green).
3) To close the **Settings** view, tap the back arrow in the upper-left corner.

4) To return to the **Conversations** view tap **X** on iOS or swipe to the left on Android.

Next steps

Your approximate location is only displayed when it can be determined by Circuit. If your location can only be determined based on IP address then it is not displayed as this could be the location of your ISP rather than your location.

If you enable the Wi-Fi connection on your PC/device this can often help getting a more accurate location result. For information on how to improve the accuracy of your location, see the corresponding *Circuit FAQs*.

24.23 Changing your profile picture (Web client and Desktop App)

Step by Step

1) To add or change your picture, click your user name and then click **My profile**.
2) Click on your avatar to edit your profile picture.
3) In the **Change Profile Picture** box
   - Drag and drop a picture into the box

     OR
   - Click on the box to select a picture from a folder

     Minimum resolution requirements are 240 x 240 pixels.

     Supported picture file formats are: jpeg, gif, png, bmp.

     OR
   - Click on the **Camera** icon below the box to take an instant picture with your camera. Once your camera is active, click on the **Camera** icon once again to actually take the picture and have it pasted directly into the box.
   - Click **Save** when you are finished, or **Cancel** to undo.
   - To leave the **My profile** view, click **X**.

24.24 Changing your profile picture (Mobile client)

To add or change your profile picture, proceed as follows:

Procedure

- On the iOS mobile client:
  a) Tap , then tap the topmost area containing your picture, name, status and location information.
  b) Tap **Edit**, then tap on the thumbnail image.
  c) In the **Set profile picture** options menu, select **Take picture** to take a instant picture with your camera or **Choose picture** to choose from the existing pictures saved on your device.
  d) Tap **Done** to save your changes or **Cancel** to undo, then tap the back arrow to return to the settings menu.
  e) To return to the **Conversations** view, tap **X**.

- On the Android mobile client:
  a) Go to the top-left side navigation drawer, then tap the topmost area containing your picture, name, and status.
  b) Tap ✎, then tap on the thumbnail image.
  c) In the **Set profile picture** options menu, select **Take picture** to take a instant picture with your camera or **Choose picture** to choose from the existing pictures saved on your device.
  d) Tap ✓ to save your changes or **X** to undo, then tap the back arrow to return to the navigation drawer.
  e) To close the navigation drawer and return to the **Conversations** view, swipe to the left or tap anywhere off of the navigation drawer.

NOTICE:

The profile picture must have a minimum resolution of 240 x 240 pixels. The supported picture file formats are: jpeg, gif, png, bmp.

24.25 Adding or removing tags from your profile

You can add tags to your profile to describe your areas of knowledge and expertise and your interests with which you want to be discovered by others. You can also remove tags from your profile if you no longer want to have them listed.

You can add or remove profile tags using either the Circuit web client or the Desktop App. Everyone viewing your profile will be able to see the tags you have added from any Circuit client.

Prerequisites

- Your Circuit domain administrator has to enable **Profile tags** for your domain.

Step by Step

1) In the upper-right corner of Circuit, click your user name and then click **My profile**.

2) Locate the **Profile tags** section.

3) Enter a tag you want to add to your profile:

- If the tag describes an area of knowledge, enter it in the **Add ask me about** field.
- If the tag describes an area of expertise, enter it in the **Add expertise** field.
- If the tag describes an interest, enter it in the **Add interest** field.

4) Press `Enter`, Comma (`,`), `Tab` or click anywhere in the Circuit client user interface when you finish typing.

5) Repeat steps 3 and 4 to add as many profile tags as you want.

6) If you want to remove a tag from your profile, hover over the tag and click **X** that appears in its upper-right corner.

Next steps

You can click on a profile tag to search for people who also have this tag, i.e. people who share the same areas of knowledge, expertise or interests with you.

Everyone viewing your profile will also be able to see and click or tap on the tags that you have added.

24.26 Spell checking in Circuit

Circuit can perform a spell checking in your texts. Depending on the Circuit client you are using spell checking may differ.

Web client: the spell checking of the browser applies and it is not controlled at all by Circuit.

Desktop App: the spell checking is only supported in English. However on Windows 8+ and Mac the spell checking of the operating system applies. To enable the spell checking in Desktop App click on your name then navigate to **Settings > General** and set the **Spellcheker** slider to ON (green).

Mobile clients: the spell checking of the mobile operating system applies in the language of the device.

24.27 Notifications

Notifications keep you informed about important activity within Circuit. They are divided into the following categories:

- **Notifications within Circuit**

  These notifications are received while you are actively using Circuit. Whenever someone mentions you, i.e. posts a message that contains `@your_username`, you will be notified within Circuit via the Notification panel. From the Notification panel you can navigate to the message where your name has been mentioned or you can mark all mentions as read.
- **Desktop notifications**

  These notifications are displayed as text on your desktop and they automatically disappear after a short amount of time. They can keep you informed about:

  – All new messages
  – Direct messages, i.e. messages in direct conversations
  – Mentions
  – Favorites, i.e. messages in favorite conversations
  – Incoming calls, video calls and screen sharing calls
  – When someone muted you, removed you or deleted you from a conference and the person who did that
  – Changes in a person's availability status, in particular: a) Your availability status changes from "Do not disturb" to "Online" after the snooze notification time, which you had previously set, expires; b) The availability

status of a person for whom you set an availability notification changes to "Online".

Desktop notifications are delivered even when you are not using Circuit.

If you are using Desktop App on a Windows 10 computer, your Circuit notifications can be stored in the Action Center of your computer. So, if you missed anything, you can open the center up and review them.

- **Mobile notifications**

  These notifications (also called push notifications) are messages that pop-up on your mobile device. They can keep you informed about the same events that can trigger a desktop notification.

  Mobile notifications do not require Circuit app to always run on your mobile device. You can get notified about events happening within Circuit even if your Circuit app is closed or inactivated. While Circuit app is open and you are active on it, mobile push notifications are kept silent. But when you are busy or on the go, and Circuit app is closed or inactivated, you will be notified about new messages or events that are important to you.

  NOTICE:

  Once signed out of Circuit on your mobile device, you will no longer receive mobile notifications from Circuit on this device.

  NOTICE:

  The first time push notifications run on iOS, your Circuit client will ask you to enable them on your mobile device.

- **Visual notifications**

  These notifications are badges, dots or blinking that appear on the Circuit app icon to alert you for pending notifications. A badge automatically appears when a new notification is received while you are not using Circuit, and disappears when you open the app.

– *Red dot on the Circuit icon on Windows*

  The Circuit icon in the Windows taskbar or system tray displays a red dot when you have pending desktop notifications for new messages. Hover over the Circuit icon to view the number of unseen notifications.

  NOTICE:

  Badges are displayed only when you have the setting **Use small icons** (on Windows 7) or **Use small taskbar buttons** (on Windows 8 or later) un-ticked (default).

– *Blinking task bar icon on Windows*

  The Circuit icon is blinking when you have pending desktop notifications for new messages.

– *Badge in Circuit icon on Mac*

  The Circuit icon displays a badge with a counter when you have pending mobile notifications for new messages. The counter indicates the number of these notifications.

– *Bouncing Circuit icon on Mac*

  The Circuit icon is bouncing when you have pending desktop notifications for new messages.

– *Badge the Circuit app icon on iOS*

  The Circuit icon displays a red dot with a counter when you have pending mobile notifications for new messages. The counter indicates the number of these notifications.

– *Badge the Circuit app icon on Android*

  The Circuit icon displays a red dot with a counter when you have unread messages. The counter indicates the number of conversations with unread messages.

• **Audio notifications**

  These notifications are sounds played when events occur within Circuit. These include events that can trigger a desktop notification but also Circuit system events, e.g., app loaded; call started / ended / disconnected; conference started; participant joined or left a call; call to other person(s) went unanswered, etc.

You can set your desktop, mobile or audio notifications (https://www.circuit.com/unifyportalfaqdetail?articleId=56258) via the Settings menu, or you can temporarily disable them by activating **Snooze notifications** (https://www.circuit.com/unifyportalfaqdetail?articleId=56268).

NOTICE:

Notifications for changes in a person's availability status are always delivered, even when notifications are snoozed.

24.28 Setting your desktop, mobile and audio notifications (web client and Desktop App)

You can set your desktop and mobile notifications for new messages you receive in Circuit and your audio notifications for events that occur within Circuit.

Step by Step

1) On the web client and Desktop App, click your user name and then select **Settings.**
2) Select the **Notifications** tab.
3) Under **Desktop notifications**, select the type of messages that you want to receive notifications about on your desktop.

   The options you have are:

   - **All messages**: You will be notified for any new message you receive in Circuit.
   - **Direct messages**: You will be notified when you receive a direct message, i.e. a message in a direct conversation.
   - **Mentions**: You will be notified when someone mentions you.
   - **Favorites**: You will be notified when you receive a message in a favorite conversation.

   Tick the check box before an item to either select or deselect that option.

   Ticking the check box before **All messages** means that you want to get notifications for all messages so the other options are automatically selected. The options **Direct messages**, **Mentions** and **Favorites** can be only controlled when the **All messages** check box is un-ticked.
4) Under **Mobile notifications**, select the type of messages that you want to receive notifications about on your mobile.

   You have the same options as in the case of desktop notifications.
5) Under **Audio notifications**, tick or un-tick the following:

   a) **Message notifications**: A sound is played when a notification for new messages is received.

      NOTICE:

      This option is not available when using Circuit on a Windows 10 or Mac computer. In that case, the audio settings for message notifications are controlled by the operating system.

   b) **Incoming calls, video calls and screen sharing**: A sound is played when you get incoming calls, video calls and screen sharing calls.

   c) **Circuit system sound**: A sound is played in case of Circuit system events (e.g., app started, conference started).

6) Under **Visual notifications**, tick or un-tick the following:

On Windows

a) **Red indication in Circuit taskbar and system tray**: A red dot is displayed in Circuit icon when a notification for new messages is received.

b) **Circuit task bar icon blinking**: The Circuit task bar icon is blinking when a notification for new messages is received.

By deafult the red indication in Circuit icon will be enabled and the blinking disabled. You may enable both.

On Mac

a) **Badge in Circuit icon**: A badge with a counter is displayed in Circuit taskbar icon when a notification for new messages is received.

b) **Circuit icon bouncing**: Circuit icon is bouncing when a notification for new message is received.

By default the badge in Circuit icon will be enabled and the bouncing disabled. You may enable both.

24.29 Setting your mobile notifications (mobile client)

You can set your mobile notifications for new messages you receive in Circuit.

You can do that via the web client and Desktop App as described in "Setting your desktop, mobile and audio notifications (web client and Desktop App)" (https://www.circuit.com/unifyportalfaqdetail?articleId=56258) or via the mobile client as described below:

Step by Step

1) Navigate to **Settings**:

- On the iOS mobile client, tap  and then **Settings**.
- On the Android mobile client, go to the top-left side navigation drawer and tap **Settings**.

2) Tap **Notifications**.

3) Set the type of messages that you want to receive notifications about on your mobile.

The options you have are:

- **All messages**: You will be notified for any new message you receive in Circuit.
- **Direct messages**: You will be notified when you receive a direct message, i.e. a message in a direct conversation.
- **Mentions**: You will be notified when someone mentions you.
- **Favorites**: You will be notified when you receive a message in a favorite conversation.

The options **Direct messages**, **Mentions** and **Favorites** are only visible when the **All messages** slider is set to OFF (gray).

a) Switch the **All messages** slider to ON (green) if you want to be notified for any new message you receive in Circuit. Otherwise, switch the slider to OFF (gray).

b) When the slider is set to OFF, tap **Direct messages**, **Mentions** or **Favorites** on the iOS mobile client, or on the check box next to them on the Android mobile client, to either select or deselect that option.

24.30 Snoozing your desktop, mobile and audio notifications

You can temporarily snooze (turn off) all your desktop, mobile and audio notifications for a specific period of time so that you can focus on the task at hand. You can resume notifications at any time.

Step by Step

1) To snooze your notifications, do the following:

- On the web client and Desktop App, click the presence icon next to your user name.
- On the iOS client, tap and then set the **Snooze notifications** slider to ON (green).
- On the Android mobile client, go to the top-left side navigation drawer and then tap **Snooze notifications**.

> **NOTICE:**
>
> This switch on the mobile clients turns off all notifications except for call related notifications (incoming audio call, incoming video call and incoming screen sharing call).

2) Select the length of time that you want to turn off all your notifications. The available options are:

- 1 hour
- 2 hours
- 4 hours
- Today (turns off all notifications for the entire day).
- Unlimited

Your presence status automatically changes to **Do not disturb**.

3) To resume notifications, do the following:

- On the web client and Desktop App, click the presence icon again and select **Resume**.

  The message **Notifications resumed** is displayed.

- On the iOS client, tap and set the **Snooze notifications** slider to OFF.
- On the Android client, go to the top-left side navigation drawer, tap **Snooze notifications** and select **Off**.

You are now receiving notifications again.

NOTICE:

Notifications for the following changes in a person's availability status are always delivered, even when notifications are snoozed: a) Your availability status changes from "Do not disturb" to "Online" after the snooze notification time, which you had previously set, expires. b) The availability status of a person for whom you set an availability notification changes to "Online".

24.31 Enabling the Circuit notification service on my Android device

Mobile or push notifications can keep you informed about important activity within Circuit. While Circuit app is open and you are active on it, push notifications are kept silent. But when you are busy or on the go, and Circuit app is closed or moved to the background, push notifications will show up on your device to notify you about new messages or events that are important to you.

If push notifications from Circuit are delayed or not appear at all on your Android device, you can enable the Circuit notification service to have your system prioritize notifications from Circuit.

When the Circuit notification service is enabled, a sticky notification appears in the notification drawer of your device with title **Circuit notification service** and description **Tap for more details**. If you tap on the sticky notification, Circuit opens to the Settings screen. The sticky notification is shown when Circuit is not in the foreground and you can dismiss it if you want.

Prerequisites

- Turn on the **Circuit notification service** feature in **Circuit Labs**.

Procedure

- To enable the Circuit notification service:
  a) On Circuit, go to the top-left side navigation drawer and tap **Settings**.
  b) Switch the **Circuit notification service** slider to ON (green).
- To dismiss the sticky notification about the Circuit notification service:
  a) On your Android device, go to the App notifications settings.
  b) Disable the **FCMHeartbeatService**.

  This will only disable the sticky notification. The service will continue running.

- To disable the Circuit notification service:
  a) On Circuit, go to the top-left side navigation drawer and tap **Settings**.
  b) Switch the **Circuit notification service** slider to OFF (gray).

24.32 Connecting to your Box account (web client)

You can connect to your existing Box account to easily share files with other Circuit users. The link to your Box account is always kept up to date to reflect the latest version of the shared files. Shared files use a public URL that can be accessed by anyone.

Prerequisites

The Circuit domain administrator has to enable the feature through the **Manage Application > Apps** tab.

Step by Step

1) On the web client, click your user name, and then click **Settings**.
2) Click the **Extensions** tab.
3) Locate the Box extension, and then click **Connect**.
4) Enter the credentials for your Box account, and then click **Authorize**.
5) To complete the connection process, click **Grant access to Box**. You can now share files from your Box account with other Circuit users.
6) You can diconnect from your Box account at any time by clicking **Disconnect**.

24.33 Connecting to your Microsoft Exchange account (web client and Desktop App)

You can connect to your company's Microsoft Exchange account (either Exchange On Premise or Office 365 Exchange Online) so that you can see upcoming Circuit meetings in your client, use your global and private exchange contacts when making outgoing phone calls and see if your exchange contacts who are on the same mail server as you are booked for a meeting or out of office.

Prerequisites

- The Circuit domain administrator has to enable the feature through the **Manage applications** > **Extensions** tab.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Settings**.
2) Click the **Extensions** tab.
3) Locate the Microsoft Exchange extension, and then click **Connect**.

4) Select an **Authentication method** from the drop-down menu:
   - Username and password
   - Windows authentication
   - Office 365 Exchange

   NOTICE:

   In case that Windows authentication is selected, you need to be authenticated on your Windows system with the same account and domain as used for your Microsoft Exchange account's mailbox.

5) If you select to use Office 365 Exchange authentication, select a **Microsoft Cloud** system from the drop-down list.

   The following Office 365 systems are currently supported:
   - Global
   - Germany

   IMPORTANT: This option requires your Office 365 Administrator's consent to grant permission to Microsoft Exchange extension to connect to Circuit. Otherwise, a popup dialog window will appear informing you that you can't access this application.

6) Enter the credentials for your Microsoft Exchange account, and then click **Connect**.
7) To edit your connection settings, click **Edit connection settings**.
8) You can disconnect from your Microsoft Exchange account at any time by clicking **Disconnect**.

Example

The following restrictions are related to the connectivity of Circuit Microsoft Exchange extension with your company's Microsoft Exchange Server:

- If your computer is not on a corporate network and the Exchange Server is not accessible outside of the corporate network, Microsoft Exchange extension will not be able to connect to your company's Exchange Server.
- If your computer is not on a corporate network and the Integrated Windows Authentication servers are not accessible outside of the corporate network the Windows Authentication method will fail. In this case you may use the Username and Password authentication method.
- If the Microsoft Exchange domain is not listed in the browser's Local intranet or Trusted sites list, the Windows Authentication method may fail.

24.34 Connecting to your Microsoft Exchange account (Android mobile client)

You can connect to your company's Microsoft Exchange account (either Exchange Online or Office 365) so that you can see upcoming Circuit meetings in your client, use your global and private exchange contacts when making outgoing phone calls and see if your exchange contacts who are on the same mail server as you are booked for a meeting or out of office.

Prerequisites

- The Circuit domain administrator has to enable the feature through the **Manage applications** > **Extensions** tab.

Step by Step

1) Go to the top-left side navigation drawer and tap **Settings**.
2) Switch the **Exchange Online** slider to ON (green).
3) Enter the credentials for your Microsoft Exchange account.
4) You can disconnect from your Microsoft Exchange account at any time by switching the **Exchange Online** slider to OFF (gray).

24.35 Connecting to your Google account

You can connect to your existing Google account to see upcoming meetings in Circuit client, use your global and private Google contacts when making outgoing calls and see if your Google contacts who are on the same mail server as you are booked for a meeting.

Prerequisites

The Circuit domain administrator has to enable the feature through the **Manage applications** > **Extensions** tab.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Settings**.
2) Click the **Extensions** tab.
3) Locate the Google extension, and then click **Connect**.
4) Enter the email address and password of your Google account, and then click Sign in.
5) To complete the connection process, you have to grant permission to Google in order to have access to your Circuit account.
6) You can disconnect from your Google account at any time by clicking **Disconnect**.

24.36 Connecting to your OneDrive account

You can connect to your existing OneDrive account to easily share links to files with other Circuit users. The link to your OneDrive account is always kept up to date to reflect the latest version of the shared files.

Prerequisites

You have to enable **OneDrive** feature in **Circuit Labs**.

The Circuit domain administrator has to enable the feature through the **Manage Application > Apps** tab.

Step by Step

1) On the web client, click your user name, and then click **Settings**.
2) Click the **Extensions** tab.
3) Locate the OneDrive extension, and then click **Connect**.
4) Enter the email address and password of your OneDrive account, and then click **Sign in**.
5) To complete the connection process, you have to grant permission to OneDrive in order to have access to your Circuit account.
6) You can disconnect from your OneDrive account at any time by clicking **Disconnect**.

24.37 Circuit web client updates

When there is an update of the Circuit web client, it is either automatically installed, when you are not signed in, or you are notified about the pending update via a green square appearing around your name, in the upper-right corner of Circuit.

To proceed with the update, navigate to the upper-right corner of Circuit, select the arrow beside your name and then **Update Circuit.**

The update will take place.

24.38 Circuit Labs

Circuit Labs allow you to try out new, experimental features that are considered to be released in the future.

Step by Step

1) To turn on a feature in Circuit Labs perform the following:
   - On the web client, navigate to **Settings** > **Circuit Labs**.
   - On the iOS mobile client, tap and then **Settings** > **Circuit Labs**.
   - On the Android mobile client, go to the top-left side navigation drawer and then tap **Settings** > **Circuit Labs**.

   All experimental features will be displayed.
2) Turn on the feature you would like to try and close the **Settings** window.

   The corresponding feature is enabled and available for you to use it.

> **NOTICE:**
>
> Turning on a Circuit Labs feature only affects the associated client (web or mobile).
>
> All Circuit Labs features will be turned off if you clear your cache.

24.39 Which Chrome Extensions for Circuit are officially supported?

There is only one officially supported Chrome extension, which is used for the screen share. This extension is normally installed the first time you try to share your screen.

There are other, unofficial Chrome Extensions that you can use for Circuit, but have in mind that they are not supported by Unify.

If you are having issues with any of these unofficial extensions, you can navigate to **Chrome** > **Extensions** and disable any extension that is causing problems.

NOTICE:

The Chrome Extensions, that are official supported for Circuit, are the ones named *Circuit by Unify*.

24.40 Viewing the terms and conditions

You can view terms and conditions at any time from within the Circuit application.

Step by Step

1) To view the terms and conditions, do the following:

- On the web client, click your user name, and then click the **About** tab.
- On the iOS client, tap , and then tap **Legal information**.
- On the Android mobile client, tap the top-left side navigation drawer and then tap **Legal information**.

2) Select one of the following:

- Data Privacy Policy
- Acceptable Use Policy
- Support Forum Rules
- License Agreement
- Terms of Service
- Data Processing Agreement

24.41 Can I customize the view on my screen?

No, the Circuit user interface is currently not customizable. This may be available in a future release.

24.42 Can I preview a photo (.jpg) before uploading to a conversation?

Yes. You can preview an image before uploading within a conversation stream. Please note that the file name must not contain spaces for now.

24.43 How do I get a visual notification for incoming calls or messages?

Circuit uses the Chrome toast notification feature. On first use of Circuit you will be asked to allow toast notifications. For information on how to change the notification settings, please refer to https://support.google.com/chrome/answer/3220216?hl=en.

24.44 Why is my location not displayed when I have it enabled in the privacy settings?

Within Circuit, your location is only displayed when it can be determined.

If your location can only be determined based on IP address, then it is not displayed as this is often very inaccurate and could be the location of your ISP rather than your location.

If you enable the Wi-Fi connection on your PC/device this can often help in getting a more accurate location result.

NOTICE:

The location is not displayed when you are using the Desktop App, a Remote Desktop connection, VMWare or Citrix Thin Clients, unless you are signed in, at the same time, on a Circuit client that can determine your location.

24.45 I tried to make a call, but I cannot hear the called party (Web client)

Prerequisites

- If you are participating in a Circuit conversation and you cannot hear anything, then the problem is likely caused by the sound device itself or the Windows settings.

Step by Step

1) Check that the speakers or headset are plugged in correctly. If you cannot hear any of the system sounds, that would indicate the speakers.

2) If you can hear system sounds, but not any sounds from Circuit, please check the Windows sound mixer, by clicking the **speaker** icon in the system tray and selecting **Mixer**.

3) Ensure that Chrome is not muted.

4) If you can hear system sounds including the beeps from Circuit notifications, but not the voice from conversations, please contact the Circuit User Help Desk.

5) To check the sound settings, refer to **How do I configure my audio devices for best results?** and to **How do I allow Circuit to use my microphone and camera on Chrome?**

6) To check the sound support in Circuit, refer to **Testing my camera and microphone**.

24.46 Clearing your local Circuit cache

Step by Step

To clear the Circuit data cache on your device, do the following:

- On the web client, activate the checkbox **This is a private computer**.

  After signing in, click your user name in the upper right corner, select **Settings** > **General**, and click **Clear local cache**.
- On the iOS mobile client, tap ⚙. Scroll down and tap **Clear local cache**.
- On the Android mobile client, tap the top-left side navigation drawer and then **Settings** > **Clear local cache**. Tap **CLEAR** to confirm.

24.47 How can I adjust the volume on my Circuit client?

Please use the volume settings on your device to adjust the volume for Circuit tones and audio conversations.

24.48 Testing my camera and microphone

To ensure that your microphone and camera are functioning properly for an important conference call, use the Test call feature. It allows you to perform a test End-to-end call and check the connection to our servers, as well as the setup of your devices. Based on the results you can for example, decide to use video conferencing or continue with audio-only conference (only if the connection quality is poor).

Prerequisites

- When using the Circuit web client for the first time, Chrome will request permission to access your camera and microphone (for details please refer to **How do I allow Circuit to use my microphone and camera on Chrome?** (www.circuit.com/unifyportalfaqdetail?articleId=48742)).

Step by Step

1) To test whether your speaker, camera and microphone are working properly when using Circuit, do the following:

- On the web client or Desktop App, click your user name and then click **Settings**.
- On the iOS mobile client, tap ⚙, **Settings** and then **Diagnostics**.

2) Click **Audio/Video** (on the web client or Desktop App) and then:

a) under **Audio output** area, choose one of the audio devices from the drop-down list where you want the audio from Circuit voice conversations to be played. For more information, see **How do I configure my audio devices for best results?** (www.circuit.com/unifyportalfaqdetail?articleId=48885)

b) under **Ringing output** area, choose one of the audio devices from the drop-down list that you want to ring when you get a call. For more information, see **How do I configure my audio devices for best results?** (www.circuit.com/unifyportalfaqdetail?articleId=48885)

c) under **Microphone** area, choose one of the audio devices from the drop-down list.
d) under **Camera** area, choose one of the video devices from the drop-down list.
e) under **Testing your connection** area (on the web client or Desktop App) or under **Diagnostics** (on the iOS mobile client):

- click or tap **Audio test call** to start an audio test call.

  After the beep, speak into your microphone to record a short audio message that will be played back through the selected sound device.
- click or tap **Video test call** to start a video test call.

  After the beep, record a short video message that will be played back to you.

> **NOTICE:**
>
> You can quickly check and change your audio output, microphone and camera device by clicking on the  at the top of your Circuit application. You have to click **Save** for the changes to take effect. You can also be redirected to **Settings** > **Audio/Video** by clicking on **More Options**.

3) If your microphone or camera is not working, check your browser settings, as described in **How do I allow Circuit to use my microphone and camera on Chrome?** (www.circuit.com/unifyportalfaqdetail?articleId=48742) and perform the tests again.

Next steps

> **NOTICE:**
>
> The guest users are also given the opportunity to test their audio and video before joining the call, by clicking **test your microphone and camera** from the **Join conference** screen.

24.49 Automatic Gain Control

Automatic Gain Control (AGC) allows to automatically adjust the sensitivity of your microphone based on the volume of the input it is receiving.

This normally helps give a good conference experience with all participants being heard at a similar volume level. However, if you work in a noisy environment where there is background noise (e.g. other people speaking), this can cause background sounds to be amplified via your unmuted microphone. If you do work in this sort of environment you may want to turn off this feature.

> **NOTICE:**
>
> The option **Turn on automatic gain control** is checked by default, so that you can get a better experience in conferences where participants speak at different volumes.

24.50 I forgot my password, what do I do?

If you can't remember your password, do the following:

Step by Step

1) Go to your Circuit website (e.g. https://eu.yourcircuit.com). On the sign-in page click or tap **Forgot password?**.
2) Type the email address associated with your account, and then click or tap **Send email**.

An email with a link to reset your password will be sent to you.

24.51 My password is invalid, what do I do?

If you can't remember your password or if you are getting an error message during sign-in saying that your password is invalid, request a new password as described in *I forgot my password, what do I do?*

24.52 How do I reset my password?

If you can't remember your password or if you are getting an error message during sign-in saying that your password is invalid, request a new password as described in *I forgot my password, what do I do?*

24.53 How can I translate my conversations in Circuit (Web Client)?

While Circuit does not offer a translation service itself, Google Chrome can identify and translate the text displayed on the web page into the default language that Chrome is set to. To see how to translate a page to your preferred language, refer to https://support.google.com/chrome/answer/173424?hl=en-GB&ref_topic=3434349

Step by Step

1) To translate the text in a conversation into a preferred target language:
   a) Right-click on the text in the conversation and select **Translate to ...** (where **...** stands for the browser language automatically detected by Chrome). If your preferred target language is not offered in the context menu, restart Chrome.

      OR
   b) Click the **Translate** icon in the Chrome address bar and select **Options**.

2) If you enable the **Always translate** checkbox, the conversation text will always be automatically displayed in your preferred target language.

   While the translation of the web service is not 100% accurate, it's probably good enough to break down language barriers you may encounter working in a global business.

   NOTICE:

   For performing the translation your conversation content is transferred to a Google server. Do not use this service if this poses a security or data confidentiality issue with your company.

   https://support.google.com/chrome/answer/3220216?hl=en

24.54 Managing labels

You can set up your own labels to organize your conversations and Spaces. You can create new labels, edit or delete existing ones. You can have up to 250 labels at a time.

Labels are defined and used globally, this means they can be used for both Spaces and conversations. You can use labels to find your Spaces or conversations in the dedicated tab for each.

Step by Step

1) To view your labels:
   a) Click your user name in the upper right corner of Circuit.
   b) Navigate to **Settings** > **Labels**.

   The **Labels** view opens displaying all the labels you have previously set up in alphabetical order.

   If you have set up at least one label, you can alternatively go to the Labels view as follows: click the down arrow that appears at the top of the conversation or Space selector and then, in the Labels area, click **Edit**.
2) To create a new label via the **Labels** view:
   a) Navigate to **Settings** > **Labels**.
   b) Click **Create new label**.
   c) Enter a name for the label.
   d) Click **Create**.

   The label is added to the list of available labels.

   NOTICE:

   The maximum length of each label name is 50 characters.

3) To create a new label via the conversation header:
   a) Open a conversation.
   b) Enter a name for the label in the **Add label** field beneath the conversation title.
   c) Press `Enter` or `Tab` or click anywhere in the Circuit client user interface when you finish typing.

   If you enter a not already existing name, a new label is created and added to the list of available labels. The label is, also, added to the selected conversation.
4) To create a new label via the Space header:
   a) Click the Spaces icon and select a Space.
   b) Enter a name for the label in the **Add label** field beneath the Space title.
   c) Press `Enter` or `Tab` or click anywhere in the Circuit client user interface when you finish typing.

   If you enter a not already existing name, a new label is created and added to the list of available labels. The label is, also, added to the selected Space.
5) To edit a label:
   a) Navigate to **Settings** > **Labels**.
   b) Hover over the name of the label that you want to edit and click **Edit**.
   c) Update the name of the label.
   d) Click **Save**.

   The name of the label is updated.
6) To delete a label:
   a) Navigate to **Settings** > **Labels**.
   b) Hover over the name of the label that you want to delete and click **Delete**.
   c) Confirm that you want to delete the label by clicking **Yes**.

   The label is deleted and removed from all the conversations and Spaces that are using it.
7) To search for a label:
   a) Navigate to **Settings** > **Labels**.
   b) Click and type the name of the label that you want to find.

   Labels that contain the search term are displayed beneath the search box.

24.55 Managing your conversation labels (mobile client)

You can set up your own labels to organize your conversations. You can create up to 250 labels.

Step by Step

To create a new label:

On the iOS mobile client

a) Navigate to the **Labels** view.
b) Tap + to the upper-right corner of the Labels view.
c) Enter a name for the label.
d) Tap **Save**.

On the Android mobile client

a) Navigate to the **Labels** view.
b) Enter a name for the label in the input field.
c) Tap ⊕.

The label is added to the list of available labels. In addition, it is added to the selected conversation.

NOTICE:

Editing or deleting existing labels is only possible via the Circuit web client or Desktop App. For more information please refer to *Managing your conversation labels (web client and Desktop App) (https://www.circuit.com/unifyportalfaqdetail?category=15677&categoryName=&articleId=122605&structureId=11185)*.

For more information about navigating to the **Labels** view, please refer to *Organizing your conversations using labels (mobile client)* (https://www.circuit.com/unifyportalfaqdetail?category=27027&categoryName=&articleId=126989&structureId=11185).

24.56 What accessibility features are available in Circuit?

Circuit includes accessibility features that make it easier for people with disabilities to efficiently and effectively communicate and collaborate with their teammates.

The following accessibility features are available in Circuit:

Circuit Web Client and Desktop App

- **Screen reader support**: blind or visually impaired users rely on assistive technology such as screen readers to use their computers and follow the content on the screen. Circuit web client and Desktop App have been tested with screen readers such as JAWS and NVDA.
- **Keyboard-operable interface**: enables expert users who prefer keyboard commands and people with motor or vision impairment who have difficulty in using a mouse to easily interact and navigate within Circuit and have direct access to all main Circuit functions using keyboard shortcuts. For more information about the keyboard shortcuts in Circuit, please refer to:
  - Keyboard shortcuts for Windows in Circuit (https://www.circuit.com/unifyportalfaqdetail?articleId=144490)
  - Keyboard shortcuts for Mac in Circuit (https://www.circuit.com/unifyportalfaqdetail?articleId=144499)

  Keyboard shortcuts can be used to automate tasks in JAWS.

- **Visible keyboard focus**: keyboard-only users and people with attention limitations need a clear focus indicator so that they can navigate easily through the interactive elements of Circuit (buttons, links, input fields, etc.). On the Circuit web client and Desktop App keyboard focus becomes visible when the accessibility setting *Visible keyboard Indicator* is enabled.
- **High contrast text**: people with vision impairment and people with little or no color perception need more color contrast to make text easier to read on their device. On the Circuit web client and Desktop App, the contrast ratio between the text and its background complies with the Web Content Accessibility Guidelines (WCAG) 2.0, Level AAA, so that the text can be read by people with moderately low vision (who do not use contrast-enhancing assistive technology). Furthermore, a horizontal line under a tab title or a vertical line to the right of a tab icon makes easier for people to distinguish the active tab from the inactive ones.

Circuit supports the WCAG, Level A standard.

Circuit iOS mobile client

- **VoiceOver support**: Circuit iOS mobile client works with the built-in screen reader VoiceOver.
- **Dynamic Types and support**: people with vision impairment may increase the preferred font size for readability. Circuit iOS mobile client responds to text size changes, which are made through the Settings app on their iOS device, and updates accordingly its user interface.
- **High contrast support**: Circuit iOS mobile client respond to increase contrast setting, which is made through the Settings app on their iOS device, and updates accordingly its user interface.

24.57 How do I enable the visual keyboard indicator in Circuit?

Make the keyboard focus visible on your Circuit web client or Desktop App as follows:

Step by Step

1) Click your user name and navigate to **Settings > General**.
2) Locate the **Accessibility** area.
3) Tick the **Visual keyboard indicator** check box.

   A coloured frame is displayed around the element on focus.

24.58 How can I activate my voicemail?

You can specify whether or not your unanswered calls will go to voicemail. To do that perform the following steps for each client.

Step by Step

1) On the web client and Desktop App:
   a) Navigate to **Settings** > **Voicemail**.
   b) Switch the **Voicemail** slider to ON (green).
   c) Set the ringing duration of the Circuit call from the drop down menu.

2) On the iOS mobile client:

a) Tap and then **Settings** > **Voicemail**.
b) Switch the **Voicemail** slider to ON (green).
c) Tap **Active after** to set the ringing duration of the Circuit call.

3) On the Android mobile client:

a) Go to the top-left side navigation drawer and, and then tap **Settings** > **Voicemail**.
b) Switch the **Voicemail** slider to ON (green).
c) Tap **Active after** to set the ringing duration of the Circuit call.

The voicemail is activated and will apply to all Circuit calls.

If you have a telephony integration configured in Circuit, then the voicemail can be used for those calls too.

NOTICE: If you are using the Advanced Telephony Connector, the PBX has to be configured to route phone calls to Circuit voicemail.

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

This timer will not affect the phone calls, only Circuit calls.

In case you want the caller to hear the greeting without having the option to leave a message, you can enable the **Greeting only** mode. Please refer to: *How can I enable Greeting only mode for my voicemail? (https://www.circuit.com/unifyportalfaqdetail?category=15677&categoryName=&articleId=170896&structureId=11185)*

24.59 How can I set up or change my voicemail greeting (web client, Desktop App)?

Your voicemail is setup with a default greeting, but if you want, you can set your personal voicemail greeting. Record or upload one or more personal voicemail greetings and select the one that you want callers to hear.

Procedure

- To record a new greeting:

a) Navigate to **Settings** > **Voicemail**.
b) Make sure the **Voicemail** slider to is set to ON (green).
c) Click **New greeting**.
d) On the pop-up window, enter a name for the greeting.
e) Click the record button .
f) Speak your message and click to stop the recording or the recoding will automatically stop after 30 seconds.
g) If you want to listen to the recording, click .
h) If you want to record a new message, click **New recording**.
i) Click **Save**.

- To upload a new greeting:
  a) Navigate to **Settings** > **Voicemail**.
  b) Make sure the **Voicemail** slider to is set to ON (green).
  c) Click **New greeting**.
  d) On the pop-up window, enter a name for the greeting.
  e) Click **Upload file for your voicemail greeting**.
  f) Select the file that you want to upload and click **Upload**.
     – The supported file formats are mp3, mp4, m4a and wav.
     – The file size must be up to 3 MB.
     – The duration of the recording must be up to 30 seconds.
  g) If you want to listen to the recording, click .
  h) If you want to upload a new file, click **Upload new file**.
  i) Click **Save**.
- To listen, download, edit, delete or activate/deactivate the greeting only mode for a greeting that you have already recorded or uploaded:
  a) Navigate to **Settings** > **Voicemail**.
  b) Make sure the **Voicemail** slider to is set to ON (green).
  c) In the **Voicemail greetings** area, hover over the personal greeting you want to manage and choose one of the following:
  - To listen to the greeting, click .
  - To download the greeting, click .
  - To edit the greeting, click .
  - To delete the greeting, click .
  - To activate the "Greeting only" mode, click .

    If you activate the "Greeting only" mode, callers are not able to leave you a message once they have listened to the greeting. The line disconnects immediately after the greeting.
  - To deactivate the "Greeting only" mode, click .

    If you deactivate the "Greeting only" mode, callers are able to leave you a message once they have listened to the greeting.
- To use a greeting that you already recorded or uploaded or switch back to the default greeting:
  a) Navigate to **Settings** > **Voicemail**.
  b) Make sure the **Voicemail** slider to is set to ON (green).
  c) In the **Voicemail greetings** area, select the radio button next to the greeting you want callers to hear.

24.60 How can I set up or change my voicemail greeting (iOS mobile client)?

Your voicemail is setup with a default greeting, but if you want, you can set your personal voicemail greeting. Record or upload one or more personal voicemail greetings and select the one that you want callers to hear.

You can record a greeting from any Circuit client but you can upload a greeting only from your web client or Desktop App.

Procedure

- To record a new greeting:
  a) Tap > **Settings** > **Voicemail**.
  b) Make sure the **Voicemail** slider to is set to ON (green).
  c) Tap **Voicemail greeting**.
  d) In the **Voicemail greeting** view, tap the plus (**+**) button on the top right corner of your screen.
  e) In the **Custom greeting** view, enter a name for the greeting.
  f) Tap the record button .
  g) Speak your message and tap to stop the recording or the recoding will automatically stop after 30 seconds.
  h) Choose what you want to do with the recording:
     – To listen to the recording, tap .
     – To record a new message, tap **Delete greeting** and go to step 6 above.
     – To set the recording as your personal greeting, switch the **Set as my personal greeting** slider to ON (green).
     – To activate the "Greeting only" mode, switch the **Greeting only** slider to ON (green).

       If you activate the "Greeting only" mode, callers are not able to leave you a message once they have listened to the greeting. The line disconnects immediately after the greeting.
  i) Tap **Save Settings**.

- To manage a greeting that you have already recorded:
  a) Tap ⚙ > **Settings** > **Voicemail**.
  b) Make sure the **Voicemail** slider to is set to ON (green).
  c) Tap **Voicemail greeting**.
  d) In the **Voicemail greeting** view, tap the personal greeting you want to manage and then:
     – To rename the greeting, enter a new greeting name.
     – To set the recording as your personal greeting, switch the **Set as my personal greeting** slider to ON (green).
     – To unset the greeting your personal greeting and switch back to the default greeting, switch the **Set as my personal greeting** slider to OFF (gray).
     – To activate the "Greeting only" mode, switch the **Greeting only** slider to ON (green).
     – To deactivate the "Greeting only" mode, switch the **Greeting only** slider to OFF (gray).
     – To listen to the greeting, tap ▶.
     – To delete the greeting, tap **Delete Greeting**.
  e) Tap **Save Settings**.
- To use a greeting that you already recorded or uploaded or switch back to the default greeting:
  a) Tap ⚙ > **Settings** > **Voicemail**.
  b) Make sure the **Voicemail** slider to is set to ON (green).
  c) Tap **Voicemail greeting**.
  d) Tap the greeting you want callers to hear.
  e) Switch the **Set as my personal greeting** slider to ON (green).
  f) Tap **Save Settings**.

24.61 How can I set up or change my voicemail greeting (Android mobile client)?

Your voicemail is setup with a default greeting, but if you want, you can set your personal voicemail greeting. Record or upload one or more personal voicemail greetings and select the one that you want callers to hear.

You can record a greeting from any Circuit client but you can upload a greeting only from your web client or Desktop App.

Procedure

- To record a new greeting:
  a) Go to the top-left side navigation drawer and tap **Settings** > **Voicemail**.
  b) Make sure the **Voicemail** slider to is set to ON (green).
  c) Tap **Voicemail greeting**.
  d) In the **Voicemail greeting** view, tap the plus (**+**) button on the top right corner of your screen.
  e) In the **Custom greeting** view, enter a name for the greeting.
  f) Tap the record button .
  g) Speak your message and tap to stop the recording or the recoding will automatically stop after 30 seconds.
  h) Choose what you want to do with the recording:
     - To listen to the recording, tap .
     - To record a new message, tap **Record new greeting**.
     - To set the recording as your personal greeting, switch the **Set as my personal greeting** slider to ON (green).
     - To activate the "Greeting only" mode, switch the **Greeting only** slider to ON (green).

       If you activate the "Greeting only" mode, callers are not able to leave you a message once they have listened to the greeting. The line disconnects immediately after the greeting.
  i) Tap **Save**.
  j) Tap the back arrow (<) on the top left corner of your screen to exit the Custom greeting view.
  k) Tap the back arrow (<) on the top left corner of your screen to exit the Voicemail greeting view.

- To manage a greeting that you have already recorded or uploaded:
  a) Go to the top-left side navigation drawer and tap **Settings** > **Voicemail**.
  b) Make sure the **Voicemail** slider to is set to ON (green).
  c) Tap **Voicemail greeting**.
  d) In the **Voicemail greeting** view, tap the personal greeting you want to manage and then:
     – To rename the greeting, enter a new greeting name.
     – To set the recording as your personal greeting, switch the **Set as my personal greeting** slider to ON (green).
     – To unset the greeting your personal greeting and switch back to the default greeting, switch the **Set as my personal greeting** slider to OFF (gray).
     – To activate the "Greeting only" mode, switch the **Greeting only** slider to ON (green).
     – To deactivate the "Greeting only" mode, switch the **Greeting only** slider to OFF (gray).
     – To listen to the greeting, tap ▶.
     – To download the greeting, tap the three dots in the upper right corner of the screen and select **Download greeting**.
     – To delete the greeting, tap the three dots in the upper right corner of the screen and select **Delete greeting**.
  e) Tap the back arrow (<) on the top left corner of your screen to exit the Custom greeting view.
  f) Tap the back arrow (<) on the top left corner of your screen to exit the Voicemail greeting view.
- To use a greeting that you already recorded or uploaded or switch back to the default greeting:
  a) Go to the top-left side navigation drawer and tap **Settings** > **Voicemail**.
  b) Make sure the **Voicemail** slider to is set to ON (green).
  c) Tap **Voicemail greeting**.
  d) Tap the greeting you want callers to hear.
  e) Switch the **Set as my personal greeting** slider to ON (green).
  f) Tap the back arrow (<) on the top left corner of your screen to exit the Custom greeting view.
  g) Tap the back arrow (<) on the top left corner of your screen to exit the Voicemail greeting view.

24.62 How can I enable the "Greeting only" mode for my voicemail?

When you cannot answer your phone calls, you can specify to send your unanswered calls to your voicemail. If you select to use your own personal greeting instead of the default one, you can have your voicemail in **Greeting only** mode. In this mode, callers are not able to leave you a message once they have listened to the greeting. The line disconnects immediately after the greeting.

To activate the **Greeting only** mode follow the steps below:

Step by Step

1) On the web client and Desktop App:
   a) Navigate to **Settings** > **Voicemail**.
   b) Make sure the **Voicemail** slider to is set to ON (green).
   c) In the **Voicemail greetings** area, select the radio button next to the personal voicemail greeting you want callers to hear.
   d) Hover over the greeting and click to activate the "Greeting only" mode.

2) On the mobile client:
   a) Tap on the iOS mobile client or go to the top-left side navigation drawer on the Android mobile client.
   b) Tap **Settings** > **Voicemail**.
   c) Make sure the **Voicemail** slider to is set to ON (green).
   d) Tap **Voicemail greeting**.
   e) Tap the personal voicemail greeting you want callers to hear.
   f) In the **Custom greeting** view, switch the **Set as my personal greeting** slider to ON (green).
   g) Switch the **Greeting only** slider to ON (green).
   h) On the iOS mobile client tap **Save Settings**.
   i) On the Android mobile client, tap the back arrow (<) on the top left corner of your screen to save the settings and exit the Custom greeting view.
   j) Tap the back arrow (<) on the top left corner of your screen to exit the Voicemail greeting view.

Since the caller cannot leave a message, it is highly recommended to provide a personal voicemail greeting and explain the reason why you cannot answer the call.

24.63 How can I upload a file for voicemail greeting?

You can upload a file for a personal voicemail greeting using your web client or Desktop App.

Step by Step

1) Navigate to **Settings > Voicemail**.

2) Make sure the **Voicemail** slider to is set to ON (green).

3) Click **New greeting**.

4) On the pop-up window, enter a name for the greeting.

5) Click **Upload file for your voicemail greeting**.

6) Select the file that you want to upload and click **Upload**.

- The supported file formats are mp3, mp4, m4a and wav.
- The file size must be up to 3 MB.
- The duration of the recording must be up to 30 seconds.

7) If you want to listen to the recording, click .

8) If you want to upload a new file, click **Upload new file**.

9) Click **Save**.

24.64 How do I set the Circuit Desktop App to launch automatically on startup?

The first time you exit the Circuit Desktop App by:

- clicking **X** in the upper-right corner of the app window on your Mac

  or
- clicking **X** in the upper-right corner of the app window on your Windows and then, clicking the Circuit icon in the system tray and selecting **Exit**,

you are asked whether you want Circuit to launch automatically when your system starts. Click **Yes** or **No** according to your preference.

You can always change this as follows:

Step by Step

1) Open the Circuit Desktop App.
2) Click your user name and navigate to **Settings** > **General**.
3) Locate the **Circuit Desktop Application** area.
4) Tick or un-tick the **Launch Circuit automatically when your system starts** check box as needed.

24.65 Sharing your profile with externals

You can choose if you want to share your profile details, location and presence status with people external to your domain.

Step by Step

1) On the web client or Desktop App click on your user name and then click on Setting.
2) In the **Settings** view, navigate to **General** > **Privacy**.
3) To share your profile details, location and presence status, enable **Share my profile with externals,** by ticking the check box.

   Disabling this option will return an empty profile page, including only your name, email address and profile picture, and will hide your department, role, location and presence status when your name is searched by external users.

24.66 Keyboard Shortcuts for Windows in Circuit

You can use keyboard shortcuts to navigate in Circuit and have direct access to all main Circuit functions.

You need first to enable keyboard shortcuts before you can use them. Click your user name, go to **Settings** > **General** > **Accessibility** and turn on the option **Keyboard shortcuts**. Once enabled, you can view the list with the basic keyboard shortcuts in Circuit, by clicking on your name and then **Keyboard shortcuts**.

The following list describes all the available keyboard shortcuts in Circuit:

Description	Shortcut
Global	
Show keyboard shortcuts	Alt + K
New conversation	Alt + O
New conference bridge	Alt + P
New phone call	Alt + U
Open search	Ctrl + Shift + F
Open settings	Alt + I
Close/Remove focus	Esc
Navigate through the main Circuit areas	Shift + Alt +T
Navigation	
Open notifications	Ctrl + Shift + 1
Open conversations	Ctrl + Shift + 2
Open favorites	Ctrl + Shift + 3
Open meetings	Ctrl + Shift + 4
Open flagged messages	Ctrl + Shift + 5
Open archived conversations	Ctrl + Shift + 6
Open communities	Ctrl + Shift + 7
Open Spaces	Ctrl + Shift + 8
Previous list item	Up arrow key
Next list item	Down arrow key
Previous tab	Shift + Tab
Next tab	Tab
Notifications	
Set all notifications as read	Shift + Alt + R
Conversations	
New topic	Crtl + Alt + T
Archive conversation	Ctrl +Alt +A
Post topic	Ctrl + Enter
Start new line	Shift + Enter
Bold (when rich-text editor is enabled)	Ctrl + B
Italic (when rich-text editor is enabled)	Crtl + I
Underline (when rich-text editor is enabled)	Ctrl + U
Calls	
Answer incoming call	Ctrl + Alt + 1

Description	Shortcut
Decline incoming call	Ctrl + Alt + 2
Start audio call	Ctrl + Alt + 3
Start video call	Ctrl + Alt + 4
Start/Stop video in an active call	Ctrl + Alt + 6
Start/Stop screen share in an active call	Ctrl + Alt + 7
Stop remote control	Ctrl + Alt + 8
Hotkey dialing (only in Desktop App)	Ctrl + F2
Mute/Unmute audio	Ctrl + M
Mute all participants	Ctrl + Alt + 9
Stop/Leave call	Ctrl + Alt + 0
Toggle full active call screen	Alt + Enter
Switch to mini view/ Switch to normal view	Alt + M
Show call in a separate window/ Move call window back to main Circuit application	Alt + C
Show/hide zoom controls	Alt + W
Support	
Open log file management	Alt + Ctrl + Shift + L
Report Issue on the selected conversation	Alt + Ctrl + Shift + R

24.67 Keyboard Shortcuts for Mac in Circuit

You can use keyboard shortcuts to navigate in Circuit and have direct access to all main Circuit functions.

You need first to enable keyboard shortcuts before you can use them. Click your user name, go to **Settings** > **General** > **Accessibility** and turn on the option **Keyboard shortcuts**. Once enabled, you can view the list with the basic keyboard shortcuts in Circuit, by clicking on your name and then **Keyboard shortcuts**.

The following list describes all the available keyboard shortcuts in Circuit

Description	Shortcut
Global	
Show keyboard shortcuts	Command + Shift + K
New conversation	Command + Shift + O
New conference bridge	Command + Shift + P
New phone call	Command + Shift + U

Description	Shortcut
Open search	Command + Shift + S
Open settings	Command + Shift + I
Close focus	Esc
Navigate through the main Circuit areas	Shift + Option + T
Navigation	
Open notifications	Command + Shift + 1
Open conversations	Command + Shift + 2
Open favorites	Command + Shift + 3
Open meetings	Command + Shift + 4
Open flagged messages	Command + Shift + 5
Open archived conversations	Command + Shift + 6
Open communities	Command + Shift + 7
Open Spaces	Command + Shift + 8
Previous list item	Up arrow key
Next list item	Down arrow key
Previous tab	Shift + Tab
Next tab	Tab
Notifications shortcuts	
Set all notifications as read	Shift + Option + R
Conversations shortcuts	
New topic	Command + Shift + T
Archive conversation	Command + Option + A
Post topic	Ctrl + Enter
Start new line	Shift + Enter
Bold (when rich-text editor is enabled)	Command + B
Italic (when rich-text editor is enabled)	Command + I
Underline (when rich-text editor is enabled)	Command + U
Calls shortcuts	
Answer incoming call	Command + Option + 1
Decline incoming call	Command + Option + 2
Start audio call	Command + Option + 3
Start video call	Command + Option + 4
Start/ Stop video in an active call	Command + Option + 6
Start/ Stop screen share in an active call	Command + Option + 7

Description	Shortcut
Stop remote control	Command + Option + 8
Hotkey dialing (only in Desktop App)	Command + Option+ K
Mute/ Unmute audio	Shift + Option + M
Mute all participants	Command + Option + 9
Stop/ Leave call	Command + Option + 0
Toggle full active call screen	Command + Shift + Enter
Switch to mini view/ Switch to normal view	Command + Shift + M
Show call in a separate window/ Move call window back to main Circuit application	Command + Shift + C
Show/hide zoom controls	Option + W
Support	
Open log file management	Alt + Command + Shift + L
Report Issue on the selected conversation	Alt + Command + Shift + R

24.68 How do I set the Circuit Desktop App to launch minimized?

When the Circuit Desktop App starts, by default it is shown on the desktop. You can set the Circuit Desktop App to launch minimized to the taskbar and system tray, as follows:

Step by Step

1) Sign in to the Circuit Desktop App.

2) Click your user name and navigate to **Settings** > **General**.

3) Locate the **Circuit Desktop Application** area.

4) Tick the **Launch Circuit minimized** check box.

When you no longer want the Circuit Desktop App to automatically start minimized, un-tick this check-box.

24.69 How do I disable GPU hardware acceleration in Cicuit?

You can disable GPU hardware acceleration for your Circuit Desktop App, anytime you want. Disabling the hardware acceleration will run the app in software rendering mode, and this could impact its performance. But there might be times when you may need to disable hardware acceleration, for example if screen share does not look well on a computer with two graphic adapters.

Step by Step

1) Sign in to the Circuit Desktop App.

2) Click your user name and navigate to **Settings** > **General**.

3) Locate the **Circuit Desktop Application** area.
4) Tick the **Disable GPU hardware acceleration (restarts Circuit)** check box.
   When you want to re-enable GPU hardware acceleration, un-tick this check-box.

24.70 Creating a zap between Circuit and another app on Zapier – Getting started

The Zapier integration must be enabled for your domain by your Circuit domain administrator and you need to have a Zapier account.

Prerequisites

The Circuit domain administrator has to enable the feature through the **Manage Application > Apps** tab.

Step by Step

1) Navigate to zapier.com and sign in to your Zapier account.
2) Click **Make a zap**.
3) Select **Circuit** as a *trigger*, if you want to start a workflow based on something taking place in Circuit, or as an *action*, if you want to send content from another app to Circuit, and then connect to Circuit with your account credentials.
4) When prompted, click **Allow access** to allow access to your Circuit account to Zapier.

NOTICE:

Every action performed in Circuit by your Zaps will be performed on your behalf.

NOTICE:

If you are getting a connection error, please check with your domain administrator whether this integration is enabled in your domain.

24.71 How do I enable the active call widget on my Android device?

Circuit can show a floating, draggable widget when you are leaving the in-call screen on your Android device. The widget looks like a bubble and it shows the conversation avatar. Tapping it will open a menu with the following call control options:

- Get back to call
- Mute or unmute your microphone
- Turn speaker on or off
- End call.

There are two different ways to enable the active call widget on your Android device:

- The first time you participate in a call, you will be prompted to give permission to Circuit to draw over other apps. On the pop-up window, tap **Enable**. Then, on the **Apps that can draw over other apps** screen, switch the **Permit drawing over other apps** slider to ON.
- Navigate to **Settings** and switch the **Active call widget** to ON (green). If you have not yet allowed Circuit to draw over other apps, you need to do so. Just switch the **Permit drawing over other apps** slider to ON on the **Apps that can draw over other apps** screen that appears.

You can disable the active call widget at any moment by navigating to **Settings** and switching the **Active call widget** to OFF (gray).

24.72 How to change the Circuit ringtone for incoming calls

You can select between the 14 available ringtones for your Circuit incoming calls.

Procedure

- On the web client and Desktop App:
  a) Click on your name and then click **Settings.**
  b) Click the **Audio/Video** tab and navigate to **Ringtones** area.
  c) Select one of the available ringtones from the drop-down list and click on it.

  Once you click on the ringtone, you will listen to a preview of it. To stop the playback click

- On the iOS mobile client:
  a) Tap in the upper-left corner of the header and then **Settings.**
  b) Tap **Ringtones**.
  c) Select one of the available ringtones.

  Once you tap a ringtone, you will listen to a preview of it. To stop the playback, tap again the ringtone.

- On the Android mobile client:
  a) Go to the top-left navigation drawer and tap **Settings.**
  b) Tap **Ringtones**.
  c) Select one of the available ringtones.

  Once you tap a ringtone, you will listen to a preview of it. To stop the playback, tap again the ringtone.

24.73 How do I quick access audio and video settings?

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

In Circuit you can quickly set the audio/video devices you want to use for voice or video communication. To have quick access to audio/video settings follow the steps below:

Step by Step

1) On the web client or Desktop App, click at the top right area of the Circuit view. You will see only the available devices.
2) Under **Audio devices** area, choose the device you want to use for calls in Circuit. **When you select a device, you choose both the microphone and the speaker of the same device. The selected device is checked.**
3) Under **Camera** area, choose the device you want to use for video calls in Circuit.
4) Click **Save** for changes to take effect.

Example

In case you want to use different devices for audio input/output, navigate to > **More options** and customize your choices. You can choose a different audio device and a different microphone. For details please refer to **How do I configure my audio/video device for best results?**

After customizing the audio/video settings, when you navigate to you can no longer see neither the chosen, nor the available devices. You have the following options:

- To see the list of the available devices, navigate to > × next to **Custom settings**.

  The available devices are now shown on your screen where you can make your choices.
- To access advanced audio/ video settings, navigate to > **Custom settings**. For details please refer to **How do I configure my audio/video device for best results?**

24.74 How to change your default WebRTC routing policy

You can configure how the audio and video traffic is routed and how much local address information is exposed by changing the default WebRTC routing policy.

Prerequisites

Before changing the default WebRTC routing policy, you have to contact your system administrator. The administrator will provide information on which of the available options you should select.

You have to install the Circuit by Unify Chrome extension on your computer.

Step by Step

1) On the web client and Desktop App, click on your name and then click Settings.
2) Click on the **Audio/Video** tab and navigate to the **WebRTC routing policy** area.
3) Click on **Grant permission** to allow Circuit make changes in your webRTC routing policy.
4) Click on **WebRTC routing policy** to select on of the available options.

Example

For more information, you may refer to "Internet Draft for WebRTC IP Address Handling Requirements".

25 Technical issues overview

If you need support with technical issues, check our FAQs or search through the support resources on the website. If you still can’t find the answer that you need, please contact a member of the Circuit User Help Desk for assistance.

25.1 Why can’t I sign in using my web client?

Try clearing your Google Chrome browser cache and try again. If you receive a message indicating that your password might be incorrect or you forgot your password, then reset your password and try again.

25.2 Why can’t I sign in using my mobile client?

Try signing in to your account using the web client. If that is successful, uninstall and reinstall the application on your mobile device. If you still can’t sign in, please open a service request or contact the Circuit User Help Desk.

25.3 Why can’t I see messages in the conversation feed?

On occasion, messages in the conversation feed seem to disappear. This is a known issue and we are working on a solution. If you experience this issue, please clear your cache and restart Google Chrome.

25.4 What do I do if Circuit is using too much memory?

On occasion, the web client consumes a lot of memory. This is a known issue and we are working on a solution. If you experience this issue, please clear your cache and restart Google Chrome.

25.5 Why do I see a notification for "network quality issues" while on a call?

The notification for "network quality issues" appears when the quality and performance of your network connection can adversely impact the quality of your call.

While you are on a call, Circuit collects call quality metrics every 5 seconds. A call quality indicator ( ) is displayed at the top right view of the call stage.

A notification pops up when one or more metrics exceed their threshold 3 consecutive times. The call quality metrics collected and their specified threshold are shown in the following table

Call quality metric	Threshold
Jitter	50ms

Call quality metric	Threshold
Network round-trip time (RTT)	300ms
Send and receive packet lost	5% of the packets that are lost

Please refer to "How do I resolve connectivity issues" (https://www.circuit.com/unifyportalfaqdetail?articleId=49165) for suggestions about what you can do to improve your network and call quality.

The call quality indicator statistics can by useful for the IT department to diagnose the problem. For more information, refer to Call quality indicator analysis on page 51.

25.6 How do I resolve connectivity issues?

Network quality affects the audio/ video quality of your call to a great extent.

Circuit measures the quality and performance of your network connection while you are one a call and pops up a notification in case of poor network quality. The notification appears in the top-middle area of the call view and provides you with the following options:

- Turn off incoming video, if you are on a video call
- Switch to dial-in, if you are on an audio conference on your Circuit mobile client
- Dismiss the notification.

You can do the following to improve your network and call quality:

- If you are using a Wi-Fi connection, check the signal strength and move to a location with a better signal or switch to a wired LAN connection. If using Wi-Fi from a mobile device, consider switching to the mobile network.
- Ensure that other Internet traffic, such as file downloads or streaming services, are not using the same connection.
- Ensure that your computer is not engaged in other CPU intensive operations.
- If you are on a video call, consider turning off incoming video as follows:
  - If the notification for "network quality issues" is shown, click **Turn off** on your web client and Desktop App or swipe the notification on your mobile client.
  - Alternatively or otherwise, click or tap the ellipsis (…) icon in the call action bar and select **Turn off incoming video**.
- If you are on a audio conference on your Circuit mobile client, consider switching to dial-in as follows:
  - If the notification for "network quality issues" is shown, swipe the notification.
  - Alternatively or otherwise:
    1) Tap the ellipsis (…) icon in the call action bar and select **Dial-in**.
    2) Tap **OK** to confirm.
    3) Select a number from the list of dial-in numbers on the pop-up that appears.

- Ensure that your connection supports sufficient bandwidth. In a corporate LAN environment, the network must be adequately sized according to anticipated Circuit use. This will require the involvement of your IT department.

25.7 How do I resolve issues with poor sound quality?

There are several factors that can result in poor sound quality when using Circuit.

- **Background noise** – When using Circuit in an office environment, try to find a quiet location and keep the microphone away from other sources of noise.
- **Echo** – An echo can be introduced by any of the participants in a conversation and is typically caused by external speakers and the microphone when the speaker volume is too high. To resolve this issue, lower the speaker volume or move the speakers and microphone further apart from each other.
- **Distorted sounds** – Distorted sounds are typically caused by the quality of the connection and bandwidth issues. For more information, see "How do I resolve connectivity issues?"
- **Poor network quality** – Poor network quality can adversely impact the audio quality of your call. For more information, see "How do I resolve connectivity issues?" (https://www.circuit.com/unifyportalfaqdetail?articleId=49165)

For best results, use a high-quality headset with a noise cancelling microphone. If you still experience sound quality issues, you can mute your microphone when listening and unmute your microphone when speaking. Circuit also allows any participant in a conversation to mute another participant.

25.8 How do I resolve issues with poor video quality?

There are several factors that can result in poor video quality when using Circuit.

- **Webcam** – Most webcams that support HD 720p should be sufficient for Circuit. However, some older models might not provide optimal resolution. If necessary, upgrade to a better model.
- **Bad lighting** – Like any camera, the best picture quality is achieved on a webcam by lighting the user's face. The picture will not be clear if the room is dark or there is a bright light, such as a window or lamp, behind the user. If possible, position the webcam so that your face is lit from the front.
- **Too many USB devices** – If there are too many USB devices connected to your computer, there might be contention issue between these devices and the webcam that results in poor video quality. If possible, disconnect any USB devices that are not being used and connect the webcam directly to a computer port rather than a USB hub.
- **Insufficient power** - If you are using a laptop in power saving mode, the CPU may be limited causing insufficient processing power for video processing. If possible, switch to AC power. If there are other applications running, ensure that they are not overloading the CPU or using significant bandwidth.
- **Poor network quality** – Poor network quality can adversely impact the video quality of your call. For more information, see "How do I resolve

connectivity issues?" (https://www.circuit.com/unifyportalfaqdetail?articleId=49165)

25.9 How do I resolve issues with calls being dropped on the iOS mobile client?

If the calls on your iOS mobile client are being dropped or you are losing the speech path, this may be caused by the iOS feature called Wi-Fi Assist.

This feature allows to make a switch-over form Wi-Fi to cellular data, and vise versa (switch to cellular data when the Wi-Fi signal is weak).

To avoid issues, please navigate to **Settings** > **Cellular**, all the way down to the bottom of the screen and disable the option **Wi-Fi Assist**. By doing this, you may also save your battery, since any change in the network connection triggers a reconnection to the Circuit Back-end.

25.10 How can I improve the accuracy of my location information?

A number of data sources are used to determine your location, including information from the network and the device that you are using.

To protect your privacy, we only show your approximate location (city or town) rather than your exact location. If your approximate location cannot be determined, then your location information is not displayed.

To improve the accuracy of your location information, you can do the following:

- **Enable your wireless network** - The location of many Wi-Fi access points is known. We can leverage this information to better determine your location. This is particularly useful for desktop and laptop computers, which typically don't have GPS services. You don't need to be connected to the Internet using Wi-Fi. You simply need to enable Wi-Fi on your device.
- **Disconnect from the VPN** - Your location is determined based on your IP address. Since VPN services often route traffic through a central hub, the information that we get from the network about your location might not be accurate enough to be displayed.
- **Leave the office** - As with VPN services, corporate networks often route Internet traffic through a central proxy. The IP address that is retrieved is often the proxy rather than your actual IP address. In most cases, we can detect this and won’t display your location.
- **Use your mobile device** - Mobile devices have many features that allow them to accurately determine location. Ensure that your location services are enabled so that we can use this information.

If you don’t want your location to be shared with others, you can simply turn this option off in the settings.

25.11 What do I do if I am experiencing noticeable cut lines or "tearing" of the screen image while using Circuit on Windows?

If you are using Circuit on a computer that is running Windows Vista or a later Windows operating system, you may experience noticeable cut lines or "tearing" of the screen image when you are switching between your Circuit client and other application window(s), or when moving or resizing an application window that you are sharing in Circuit. This is known as screen tearing.

Screen tearing is a visual artifact in video display where a display device shows information from multiple frames in a single screen draw. It occurs because screen drawing is not synchronized to the refresh rate of the display device.

To reduce or eliminate the problem, if your computer system meets the hardware and software requirements to run *Windows Aero*, set your display to use Windows Aero. Otherwise, set the display to *PC Only* or *Extended*.

If the problem persists, make sure that the display is configured to a refresh rate that is supported by all display devices.

For more information, please refer to the Microsoft support page: https://support.microsoft.com/en-us/help/972194/noticeable-cut-lines-or-tearing-of-the-screen-image-on-one-of-the-monitors-of-a-duplicated-set .

NOTICE:

Switching to a Windows Aero theme reduces also the problem that other participants may experience when you are sharing your screen, where the shared content appears to blink.

25.12 Why don't I see the unread message count in the title bar of my Circuit Desktop App on Windows?

If you are using the Circuit Desktop App on Windows, you may not be able to see the unread messages count in the apps' title bar. This occurs because Windows Aero is not enabled on your computer.

If your computer meets the hardware and software requirements to run Windows Aero:

Step by Step

1) Set your display to use Windows Aero.

2) Close the Desktop App.

Make sure the Desktop App is not running in the system tray. If it is still running, click the Circuit icon in the system tray and select **Exit**.

3) Start the Desktop App.

Once connected, Circuit Desktop App will show the unread message count in the left area of the title bar.

25.13 Why are push notifications not working for my Circuit Android app?

Certain Android devices may have problems receiving push notifications when the Circuit App is closed. This problem is not universal and depends on the device you are using.

Performing a Force Stop on the application (**App Settings** > **Force Stop**), terminates the application and all system services that have been associated to that application, including the service responsible for Push Notifications. If this is ever done then you will stop receiving notification and will have to open the application again.

Removing the application from the Recent Applications list should not stop all processes but we have found that for some devices this does happen. As with the force stop if you find this happening then try not to remove the application from the recents carousel. Some devices do have an auto-start option that can be used to stop this happening (see below).

If you are still seeing issues with getting notifications you may need to set your device to auto-start the Circuit App. The instructions provided below are examples from some devices. The exact steps may differ, depending on your device model. In such a case, we recommend that you check the documentation of your device and/or ask the manufacturer if any questions remain.

If you are still experiencing delayed or missing notifications on your Android device, you can enable the Circuit notification service to have your system prioritize notifications from Circuit. For more information, please refer to: Enabling the Circuit notification service on my Android device on page 359.

Huawei

Open **System settings**, then tap **Advanced Settings** > **Battery Manager** > **Protected apps**. Switch the Circuit slider to ON, to keep it running after the screen is turned off.

Lenovo

Open **Settings** and select **Power Manager**, then **Background app management**. Enable **Allow auto-start** for the Circuit App.

OnePlus

Open **Settings** and tap **Apps**, the gear icon, and then **Apps Auto-launch**. Find Circuit and enable it to auto-launch.

Oppo

Open **Security Center** and select **Privacy Permissions** > **Startup Manager**. Allow Circuit App to start in the background.

Samsung

If you are using the Circuit App on a Samsung device, you need to take a few steps:

- Open **Settings**, then tap **Apps**, then the three dots in the upper right corner. Tap **Special Access** > **Optimize battery usage**. Tap on the drop-down menu that says **Apps not optimized**, switch it to all apps, and then switch off battery optimization for the Circuit App.

- On **Settings** > **Battery** disable battery optimization for the Circuit App, and check to make sure the **Restrict background data** setting is disabled.

Vivo

Open **i Manager**, tap **App Manager**, then **AutoStart manager**, and allow Circuit App to auto-start in the background.

Xiaomi

Open **Settings** and select **Permissions** > **AutoStart**. Make sure Circuit is enabled.

25.14 I cannot make or receive Circuit calls on my dual-SIM iPhone XS, XS Max or XR

iPhone XS, iPhone XS Max, iPhone XR, and later feature dual SIM with a nano-SIM and an eSIM. When both the nano-SIM and the eSIM are activated on the device and Wi-Fi is turned off, the following behavior could be observed:

- For outgoing Circuit calls: as soon as the called party answers your call, the call drops.
- For incoming Circuit calls: after answering the call, no audio connection is established.

The issue is reproducible with eSIM cellular plan from specific carriers e.g. Telekom (Germany) - not with all carriers.

For the time being, you can try one of the following to work around the issue:

- Turn on the Wi-Fi

  or
- Turn off LTE on the eSIM

The issue is currently being investigated by the WebRTC project team. As soon as a solution becomes available we will provide relevant updates.

26 Media offloading for Virtual Desktop Infrastructure integrations

For certain Virtual Desktop Infrastructure environments (commonly referred to as VDI), where users are on local computers and do their work on a remote Virtual Desktop, Circuit offers an optional media offloading solution.

As a pre-requisite for this, the local computer used must have network connectivity to:

- other endpoint for direct calls
- Circuit Media Server for conference calls
- Telephony Connector for phone calls

Deploying the optional Circuit VDI media offloading solution requires the installation of the *Circuit VDI Client* on the Virtual Desktop, and the *Circuit VDI Client Chrome app* and *Circuit VDI plugin* on the local computer. This client, app and plugin allow the use of local audio and video devices with the Circuit client running on the Virtual Desktop. Media streams do not need to go through the remote machine and this results in good voice and video quality, no latency added, less bandwidth requirements and better scalability.

Once you connect your audio and video device to your local computer, access your Virtual Desktop and sign in to your Circuit on the Virtual Desktop, you can work and collaborate with other users as if you were using your Circuit client on your local computer.

For more information please refer to the following topics:

- Supported Virtual Desktop media offloading environments (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122203&structureId=11185)
- Downloading the optional Circuit VDI media offloading Installation Package from Circuit (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122221&structureId=11185)
- Installing the Circuit VDI Client on the Virtual Desktop (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122176&structureId=11185)
- Installing the Circuit VDI Client Chrome app and Circuit VDI plugin on the Terminal Client (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122230&structureId=11185)
- Activating the optional VDI media offloading solution in Circuit (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122212&structureId=11185)
- Participating in calls when you use Circuit in a VDI media offloading solution (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122194&structureId=11185).

26.1 Supported Virtual Desktop media offloading environments

The following table lists the VDI vendors and their products with which the optional Circuit VDI media offloading solution has been tested.

Vendor	Product	Local Computer (Terminal Client)	Remote Server	Protocol
VMware	VMware Horizon	VMware Horizon Client (v4.0 or later)	VMware Horizon View (version 6.0 or later)	PCoIP
Citrix	XenDesktop	Citrix Receiver (v4.5 or later for Windows)	XenDesktop (v7.6 or later)	ICA

Circuit VDI media offloading prerequisites

To run the optional Circuit VDI media offloading solution, the Virtual Desktop (deployed on a Remote Server) and the Local Computer (Terminal Client) must meet the requirements outlined below.

Virtual Desktops:

- Must be configured with Microsoft Windows 7 or 10.
- Must have the Circuit Virtual Desktop Infrastructure (VDI) Client (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122176&structureId=11185) installed.

  Depending on the VDI solution adopted, you need to choose between:

  - *Circuit Virtual Desktop Infrastructure (VDI) Client for VMWare Horizon Client*, and
  - *Circuit Virtual Desktop Infrastructure (VDI) Citrix for Windows*.

Local computers (Terminal Clients):

- Must have network connectivity to:
  - other endpoint for direct calls
  - Circuit Media Server for conference calls
  - Telephony Connector for phone calls (if applicable).
- Must be running:
  - Microsoft Windows and VMWare Horizon Client, or
  - Microsoft Windows and Citrix Receiver.
- Must have the Chrome Web Browser installed.
- Must have the Circuit VDI Client Chrome app installed.
- Must have the Circuit Virtual Desktop Infrastructure (VDI) plugin (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122230&structureId=11185) for the specific platform installed:

Platform	Circuit VDI plugin
Microsoft Windows platforms running the VMware Horizon Client	Circuit VDI plugin for the VMWare Horizon Client
Microsoft Windows platforms running the Citrix Receiver	Circuit VDI Citrix plugin

26.2 Downloading the Circuit VDI media offloading Installation Package from Circuit

In order to use the optional Circuit VDI media offloading solution, you have first to enable the Circuit Virtual Desktop Integration and download the Circuit VDI media offloading Installation Package. The package contains the installation files for the Circuit VDI Client and the Circuit VDI plugin.

Prerequisites

- You are logged on to Circuit web client or Desktop App as Administrator.

To download the Circuit VDI Installation Package from Circuit, perform the following steps:

Step by Step

1) On the web client or Desktop App, click your user name.

2) Navigate to **Manage applications** > **Plug-ins**.

3) Locate the **Circuit Virtual Desktop Integration**, select one of the following installation packages depending on your virtualization system, and click **Download**:

- VMware Windows
- Citrix Windows

The installation package `Circuit-VDI-VMWare-Windows.zip` or `Circuit-VDI-Citrix-Windows.zip` is downloaded.

26.3 Installing the Circuit VDI Client on the Virtual Desktop

Once the Circuit VDI Installation package is downloaded, you can proceed with the installation of the Circuit VDI Client on your users' Virtual Desktop(s).

Prerequisites

- You need administrators rights on the targeted Virtual Desktop(s) on which you want to install the Circuit VDI Client.
- Download the Circuit VDI Installation Package. For more information see "Downloading the Circuit VDI Installation Package from Circuit" (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122221&structureId=11185).

To install the Circuit VDI Client on the Virtual Desktop, perform the following steps:

Step by Step

1) Copy the downloaded installation package to the targeted Virtual Desktop(s).

2) Unzip the downloaded file and click `circuit-vdi-vmware-app.msi` for VMware Windows platforms or `circuit-vdi-citrix-app.msi` for Citrix Windows platforms.

3) Follow the on-screen instructions to install the Circuit VDI client.

The Circuit VDI Client has been installed on the Virtual Desktop(s).

Next steps

To uninstall the Circuit VDI Client:

1) Navigate to **Control Panel** > **Programs** > **Program and Features**.
2) Locate the application and click **Uninstall**.
3) Follow the on-screen instructions to uninstall the Circuit VDI Client.

26.4 Installing the Circuit VDI Client Chrome app and Circuit VDI plugin on the Terminal Client

Once the Circuit VDI Installation package is downloaded, you can proceed with the installation of the Circuit VDI Client Chrome app and the Circuit VDI plugin on your users' Terminal Client(s).

Prerequisites

- You need administrators rights on the Terminal Client(s).
- Chrome Web Browser is installed on the Terminal Client(s).
- Download the Circuit VDI Installation Package. For more information see "Downloading the Circuit VDI Installation Package from Circuit" (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122221&structureId=11185).

To install the Circuit VDI Client Chrome app and plugin on the Terminal client, perform the following steps:

Step by Step

1) Install the Circuit VDI Client app from the Chrome Web Store on the Terminal Client(s) in the Google Chrome default profile. The Chrome Web Store link to this app is: https://chrome.google.com/webstore/detail/circuit-vdi-client/cliniljachahdjkfpejlhmhibedandnd.

   You can use the following command to identify the Google Chrome default profile:

   `chrome --profile-directory="Default"`
2) Copy the downloaded installation package to the targeted systems (e.g., Terminal Clients on which you want to install the Circuit VDI plugin).
3) Unzip the downloaded file and click `circuit-vdi-vmware-plugin.msi` for VMware Windows platforms or `circuit-vdi-citrix-plugin.msi` for Citrix Windows platforms.
4) Follow the on-screen instructions to install the Circuit VDI plugin.

   The Circuit VDI Client Chrome app and Circuit VDI plugin have been installed on the Terminal Client(s).

Next steps

To uninstall the Circuit VDI Client Chrome app:

1) Open Chrome.
2) In a new tab, open `chrome://apps`.
3) Right click the app and select **Remove from Chrome**.
4) A message will appear asking if you want to remove the app. Click **Remove**.

To uninstall the Circuit VDI plugin:

1) Navigate to **Control Panel** > **Programs** > **Programs and Features**.
2) Locate the application and click **Uninstall**.
3) Follow the on-screen instructions to uninstall the Circuit VDI plugin.

26.5 Activating the VDI media offloading solution in Circuit

Once the VDI media offloading solution is prepared by your administrator, you need as a user to activate the Virtual Desktop media offloading solution on your Circuit client (which is running on your Virtual Desktop) in order to use your local audio and video devices for your Circuit calls.

Prerequisites

- The Circuit domain administrator for your company enabled the Circuit Virtual Desktop Integration through the **Manage applications** > **Extensions** tab.
- Circuit VDI Client (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122176&structureId=11185) is installed on your Virtual Desktop.
- Circuit VDI Client Chrome app and Circuit VDI plugin (https://www.circuit.com/unifyportalfaqdetail?category=118035&categoryName=&articleId=122230&structureId=11185) are installed on your local computer.
- You are successfully connected to your Virtual Desktop.
- You are logged on to Circuit through the Circuit web client or Desktop App on your Virtual Desktop.

Step by Step

1) To activate the VDI media offloading solution, click your user name, go to **Settings** > **General** > **Circuit Virtual Desktop Integration** and turn on the option **Allows Circuit to run in a virtual desktop environment**.

   The Virtual Desktop Integration feature is activated; the Circuit client refreshes; Circuit connects to your Circuit VDI Client Chrome app and can use the audio and video devices that are connected to your local computer for Circuit calls.
2) To review the local audio and video devices that are used for calls when Circuit runs in Virtual Desktop Integration mode, click your user name and go to **Settings** > **Audio/Video**. You can change the audio and video settings as follows:

   - Under the **Audio output** area choose the local audio device that you want to use for audio calls in Circuit (e.g., your headset).
   - Under the **Ringing output** area choose the local audio device that you want to play back ring tones from Circuit (e.g., your speakers).
   - Under the **Microphone** area choose the local audio device from the drop down list.

- Under the **Camera** area choose one of the local video devices from the drop-down list.

NOTICE:

You can quickly check and change your audio output, microphone and camera device by clicking on the at the top of your Circuit application. You have to click **Save** for the changes to take effect. You can also be redirected to **Settings** > **Audio/Video** by clicking on **More Options**.

You are, now, able to start and join audio, video and screen share calls with one or multiple participants.

Next steps

To return from the Virtual Desktop media offloading solution mode, click your user name, go to **Settings** > **General** > **Circuit Virtual Desktop Integration**, and turn off the option **Allows Circuit to run in a virtual desktop environment**.

26.6 Participating in calls when you use Circuit in a VDI media offloading solution

When you use Circuit in a VDI media offloading solution, you are able to start and join audio, video and screen share calls with one or multiple participants as if you were using Circuit in a non-VDI mode.

While on a call, though, the Call Stage on your Virtual Desktop displays only the avatars of the call members. Voice, video and screen share streams coming from other meeting participants are delivered to you over the Circuit VDI Client Chrome app that runs on your local computer. Screen share and video streams are displayed locally on a separate application window that opens automatically in case video or screen sharing is activated. Once video or screen sharing is deactivated or the call finishes, the window closes automatically.

Once you connect your audio and video device to your local computer, access your Virtual Desktop and sign in to your Circuit on the Virtual Desktop, you can work and collaborate with other users as if you were using your Circuit client on your local computer.

NOTICE:

If for any reason you closed the separate local window while on a video or screen share call, click on the **Screen share** or **Video** button in the call action bar on your Virtual Desktop to reopen it.

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27 What is OpenScape Cloud?

OpenScape Cloud is a Unified Communications as a Service (UCaaS) offering that combines people, content, and communications into a single portable application helping you express the way you work.

OpenScape Cloud is based on the leading enterprise social collaboration platform Circuit and the enterprise-grade voice communication platform OpenScape Voice. The solutions are seamlessly integrated together and available through the cloud, delivering a high quality user experience with voice plus team collaboration in a single application operating on any device. With OpenScape Cloud you can have Circuit with a voice platform without the need to setup and maintain a PBX on premise.

For more information, visit: http://www.unify.com/us/products-services/unified-communications/voice-platforms/openscape-cloud/

27.1 How to request OpenScape Cloud?

If you want to make use of OpenScape Cloud in a Circuit domain, please contact a Sales Representative (https://www.circuit.com/unifyportalcontactus) or a Partner (https://www.unify.com/us/partners/find-partner.aspx) and request the product packages that best meet your business needs.

Our Sales Representative or Partner will fill out a specific "Order and Quotation form" providing the details of your Circuit domain - if you already have one - and defining the requested product packages that your domain should have after the order is processed. They will sign the form and send it to our Shared Service Centre (SSC) for manual processing.

27.2 How to set up OpenScape Cloud

Setting up OpenScape Cloud for a Circuit domain, requires your Circuit domain to provide the necessary configuration data. This should cover the following:

- **Internet Telephony Service Providers that support SIP**

  To allow OpenScape Cloud users to reach and be reachable from the public telephone network, a connection to an Internet Telephony Service Provider (ITSPs) must be established

  Domain administrators need to exchange a few information with the provider that is necessary to setup the connection. Once the necessary information is obtained, OpenScape Cloud can be configured either by domain administrators in self-service via Circuit - for a supported ITSP - or by our Shared Service Centre (SSC) upon request. The ITSP must also configure their side for the connection to be established.

  To learn more about the information to be exchanged with the provider, and how to configure the connection on OpenScape Cloud side in self-service via Circuit, please refer to: "Adding or editing an Internet Telephony Service

Provider in self-service" (https://www.circuit.com/unifyportalfaqdetail?articleId=157375).

To see the complete list of ITSPs certified for OpenScape, please refer to "Which Internet Telephony Service Providers does OpenScape Cloud support?" (https://www.circuit.com/unifyportalfaqdetail?articleId=157384).

- **Sites served by OpenScape Cloud**

  OpenScape Cloud can address the voice and social collaboration needs of organizations with single or multiple sites.

  Each site has unique public and/or private phone numbers that when assigned to users, the users become members of the site.

  Domain administrators can define in self-service via Circuit the numbers of a site and the way site users can dial each other, users in other sites or users in the public network, as described in: Adding a new site.
- **OpenScape Cloud users**

  Following the configuration of ITSPs and sites for your domain, domain administrators can assign phone numbers to their Circuit domain users as described in: Assigning a phone number to a user. This will make that users members of a site.

  NOTICE:

  With OpenScape Cloud, Circuit is turned into a softphone allowing you to call anyone connected to the traditional global telephony network. For users who want have a traditional phone experience, desk phones can be registered and used with OpenScape Cloud. For a complete list of supported phones, please refer to "What SIP phones can I use with OpenScape Cloud?" (https://www.circuit.com/unifyportalfaqdetail?articleId=140828).

OpenScape Cloud can be entirely configured via Circuit in self-service. Once configuration data is submitted, provisioning is automatic.

Configuration data would be also collected in Excel file obtained from the Sales Representative responsible for you. Provisioning will be then performed upon return of the filled-in spreadsheets by our Shared Service Centre (SSC) using semi-automated tools.

Once OpenScape Cloud is configured, you can update its configuration via Circuit or you can request any changes by submitting a service request in a Circuit a conversation. You can download the Service Request from Circuit Portal or obtained it from Circuit User Help Desk.

27.3 Internet Telephony Service Providers overview

OpenScape Cloud supports connection to Internet Telephony Service Providers (ITSPs) to allow users to reach and be reachable from the public telephone network. The public phone numbers that are available for assignment to site users are obtained from an ITSP.

OpenScape Cloud connects to ITSPs through SIP. Domain administrators need to exchange a few information with the provider that is necessary to setup the connection. Once the necessary information is obtained, OpenScape Cloud can be setup either by domain administrators in self-service via Circuit - for a supported ITSP - or by our Shared Service Centre (SSC) upon request to the Sales Representative responsible for you. The ITSP must also configure their side for the connection to be established.

To learn more about the information to be exchanged with the provider, and how to configure the connection on OpenScape Cloud side in self-service via Circuit, please refer to: "Adding or editing an Internet Telephony Service Provider in self-service" (https://www.circuit.com/unifyportalfaqdetail?articleId=157375).

To see the complete list of ITSPs certified for OpenScape, please refer to "Which Internet Telephony Service Providers does OpenScape Cloud support?" (https://www.circuit.com/unifyportalfaqdetail?articleId=157384).

NOTICE:

Some of the listed ITSPs can be configured in self-service via Circuit. Once a domain administrator submits configuration data for a provider, provisioning is automatic. For the rest of the ITSPs, you need to contact the Sales Representative responsible for you and collect configuration data in Excel file obtained from them. Provisioning is performed by our Shared Service Centre (SSC) upon return of the filled-in spreadsheet.

27.4 Which Internet Telephony Service Providers (ITSPs) does OpenScape Cloud support?

OpenScape Cloud currently supports the following Internet Telephony Service Providers that support SIP:

ITSP Name	Countries	Minimum number of users per Circuit domain and trunk
BCOM	Netherlands	5
BICS	Europe	25
Colt Telecom	Europe	25
Deutsche Telekom	Germany	5
Ecotel	Germany	5
Gamma	United Kingdom	5 [1] / 25 [2]
GlobalConnect	Europe	5
GBC Networks Oy	Finland	5
GTT (formerly Interoute)	Global	5
IP Austria	Europe	5
IP Directions	France	5 [1] / 25 [2]
NTS Direct	United States	5

ITSP Name	Countries	Minimum number of users per Circuit domain and trunk
Plusnet/ QSC	Germany	5
Sunrise	Switzerland	5
TalkTalk	United Kingdom	25
TWT	Italy	5 [1] / 25 [2]
Voiceflex	United Kingdom	5
VoipVoice	Italy	5 [1] / 25 [2]
Voxbone	Global	5
X2COM	Belgium	5

[1] Minimum number of users per Circuit domain and trunk, in case the partner or reseller shares the SIP trunk with multiple domains

[2] Minimum number of users per Circuit domain and trunk, in case the customer gets their own SIP trunk

NOTICE:

Some of the listed ITSPs can be configured in self-service via Circuit. Once a domain administrator submits configuration data for a provider, provisioning is automatic. For the rest of the ITSPs, you need to contact the Sales Representative responsible for you and collect configuration data in an Excel file obtained from them. Provisioning is performed by our Shared Service Centre (SSC) upon return of the filled-in spreadsheet.

If you have number ranges from an Internet Telephony Service Provider that is not currently supported, you can request to move your number ranges to one of the supported providers.

NOTICE:

The list with the supported Internet Telephony Service Providers will expand in the future. If a specific provider is not included in the list, contact with Unify Sales or Circuit Reseller representative to clarify if this provider is planned to be supported or can be offered individually.

27.5 Adding or editing an Internet Telephony Service Provider in self-service

You can configure one or more Internet Telephony Service Providers (ITSPs) on OpenScape Cloud to allow users in a domain to reach and be reachable from the public telephone network.

Prerequisites

- You are a domain administrator.

To add or edit an Internet Telephony Service Provider perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name in the upper right corner and, then, click **Administration**.

If you are administrating the domain on behalf of a customer, click Partner administration instead of Administration, and select the domain you want to administer.

2) Click the **Cloud telephony** tab.

3) Navigate to **Manage Settings > Internet Telephony Service Providers**.

All Internet Telephony Service Providers configured in the domain are listed.

4) Click **Add provider** or select one from the list.

A configuration page for the ITSP appears.

5) From the **Internet Telephony Service Provider** drop-down list, select the ITSP you want to connect the OpenScape Cloud system with.

The list includes only ITSP that have been certified to work with OpenScape Cloud and can be configured via Circuit in self-service.
If a specific provider is not included in the list, please refer to "Which Internet Telephony Service Providers (ITSPs) does OpenScape Cloud support?" (https://www.circuit.com/unifyportalfaqdetail?articleId=157384) to check if the specific provider is supported so that you can contact your Sales Representative and request its manual provisioning by our Shared Service Centre (SSC).

6) Enter a custom name for the ITSP in the **Custom provider name** field.

Custom provider name must be unique.

7) From the **Language** drop-down list, select the language for any announcements played to people calling in via this ITSP.

The default language is English.

8) Obtain the necessary information from the selected ITSP in order to establish a successful SIP connection with this provider. The required SIP connection parameters are displayed in the **Information obtained from Internet Telephony Service Provider** section and can include:

- **Realm**: Zone or domain for SIP authentication.
- **Username**: User name for SIP authentication.
- **Password**: Password for SIP authentication.
- **Signalling address type**: Address type of the provider's SIP server. It can be one of the following: DNS-SRV, FQDN, IP.
- **Provider address**: SIP server address of the provider.
- **Provider port**: SIP port of the provider.

  SIP port is available to edit when the selected signalling address type is either FQDN or IP.

- **Transport protocol**: The transport protocol used for the SIP signalling. It can be one of the following: UDP, TCP, TLS.

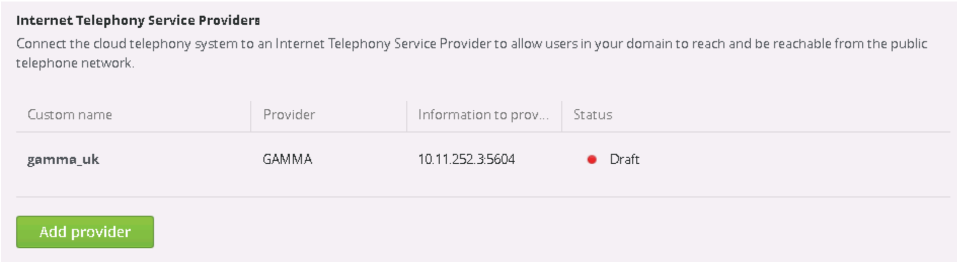
The parameters Realm, Username and Password are only needed, and thus displayed, for some providers.

9) If the selected ITSP requires you to provide some SIP connection parameters to them before they do:

a) Click **Save as draft**.

The configuration of the ITSP is saved in draft status and OpenScape Cloud reserves an IP address and port to connect to the ITSP.

The ITSP configuration is shown in the list of Internet Telephony Service Providers along with the reserved IP address and port.



b) Provide the reserved IP address and port to the ITSP.

c) When ready, click the list entry corresponding to that ITSP to continue the configuration.

10) Enter the SIP connection parameters you obtained from the ITSP, in the **Information obtained from Internet Telephony Service Provider** section.

When you select a provider from the Internet Telephony Service Provider drop-down list, some of the corresponding parameters are pre-filled, fully or partially, with default values. These pre-configured values have been tested and verified by OpenScape Cloud. If you decide to change some of them, please make sure you only enter values that match the information obtained from the provider.

11) Click **Save**.

The configuration of the ITSP is saved in complete status.

Next steps

For the connection to the ITSP to be established, the provider needs to configure the endpoint on their side, as well, with the IP address and port communicated by you.

You can, now, proceed to configure one or more sites with public numbers obtained from this provider. For more information please refer to: "Adding a new site" (https://www.circuit.com/unifyportalfaqdetail?articleId=138120).

If you want to delete a configured ITSP, hover over the list entry corresponding to the provider and, then, click **Delete** to the right of the entry.

Futher information

- You can assign a configured ITSP to one or more sites. Best practice is to use one provider connection for multiple sites instead of having an individual connection per site.

- The maximum number of ITSP configurations you can save as draft depends on the current number of configured sites and it is calculated by the following formula: `<maximum number of draft ITSP configurations> = <number of configured sites> + 1`.
- You are allowed to save an ITSP configuration as draft only when a) you select a provider and enter a custom provider name, b) the draft limit has not be reached, and c) it is required by the ITSP.
- You are allowed to save the configuration of an ITSP as complete only when you fill-in at least the required fields (highlighted with red asterisks).
- Deleting an ITSP configuration requires that no sites are associated with it.

27.6 Assigning a phone number to a user

Once the OpenScape Cloud is configured and active, you can, as an administrator, assign a phone number to a user in your domain so that they are able to make and receive phone calls through Circuit.

You can also set whether the user has a supported desk phone that can be used with OpenScape Cloud. For further guidance, watch our YouTube video.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Users** tab.
3) Select the user to whom you want to assign a phone number.
4) Locate the **Cloud telephony** section.
5) Click **Select** next to **Phone number** and select a phone number from the list displayed.
6) From the drop-down list next to **Call permissions** select the call permission that will be assigned to the user:
   - **International** - allows calls to international numbers.
   - **National** - allows calls to phone numbers within the country as it is identified by the country code in the phone number.
   - **Local** - allows calls only to the area as it is identified by the area code in the phone number.
   - **Office** (internal only) - allows calls only to private numbers.
   - **Premium** - allows unrestricted calls.
7) If the user has a supported desk phone that can be used with OpenScape Cloud, from the **Desk phone** drop-down list, select whether a **Unify phone** or a **Third party phone** shall be assigned to the user.
8) Click **Save**.

The user is able to make and receive phone calls on their assigned phone number. The first time that the user will attempt to sign in to Circuit (after being configured for telephony through Circuit) they will be asked to read and accept the Emergency Call Disclaimer. The phone calls view will be displayed on the left sidebar of the screen. Also, they can navigate to **Settings** > **Telephony** to find the phone number assigned to them.

If you have assigned a desk phone to the user, a new **Desk phone settings** section will be shown to you displaying the settings to apply to the phone so that it can be used with OpenScape Cloud.

For Unify phones, the settings include the `Deployment PIN` and `Security PIN`. The deployment `Status` of the phone is also displayed; this it can be either *Deployed* or *Not deployed*.

For Third party phones, the settings include:

- `SIP server address`
- `SIP server port`
- `Transport protocol`
- `User ID`. This is usually identical to the phone number assigned to the user who will be using the phone, excluding the plus sign ("+").
- User-specific `Password` for SIP digest authentication.
- `Certificate` for establishing a secure TLS connection to OpenScape Cloud.

These settings, despite they are displayed under “Desk phone”, can be used to configure other third party SIP devices as well, like Terminal Adapters to connect e.g. a fax device.

If you have assigned a Unify phone to the user, the user will be also able to view the desk phone settings by navigating to **Settings** > **Telephony** on their Circuit client.

Next steps

You can now proceed to configure the phone for OpenScape Cloud on behalf of the user. Unify phones would be also configured by the users themselves. For detailed configuration instructions, please visit the following article and click on any phone in the list: What SIP phones can I use with OpenScape Cloud? (https://www.circuit.com/unifyportalfaqdetail?articleId=140828)

If you want to unassign the phone number from the user, click **Unassign**. This will also result in unregistering the user’s phone from OpenScape Cloud, if they have one. Any existing connection of the device to OpenScape Cloud / Circuit will be disabled.

27.7 Assigning a desk phone to a user

As an administrator, you can set whether a user in your domain has a desk phone that can be used with OpenScape Cloud.

You can assign a phone number and a desk phone to a user at the same time, as described in: Assigning a phone number to a user (https://www.circuit.com/unifyportalfaqdetail?articleId=134294).

You can also assign a desk phone to a user who has been assigned a phone number before, as described below. For further guidance, watch our YouTube video.

Step by Step

1) On the web client and Desktop App, click your user name, and then click **Administration**.
2) Click the **Users** tab.

3) Select the user that you want to assign a desk phone to.
4) Locate the **Cloud telephony** section.
5) From the **Desk phone** drop-down list, select whether a **Unify phone** or a **Third party phone** shall be assigned to the user.
6) Click **Save**.

The user is now assigned a desk phone. A new **Desk phone settings** section will appear, displaying the settings to apply to the phone so that it can be used with OpenScape Cloud.

For Unify phones, the settings include the `Deployment PIN` and `Security PIN`. The deployment `Status` of the phone is also displayed; this can be either *Deployed* or *Not deployed*.

For Third party phones, the settings include:

- `SIP server address`
- `SIP server port`
- `Transport protocol`
- `User ID`. This is usually identical to the phone number assigned to the user who will be using the phone, excluding the plus sign "+".
- User-specific `Password` for SIP digest authentication.
- `Certificate` for establishing a secure TLS connection to OpenScape Cloud.

These settings, despite they are displayed under “Desk phone”, can be used to configure other third party SIP devices as well, like Terminal Adapters to connect e.g. a fax device.

If you have assigned a Unify phone to the user, the user will be also able to view these settings by navigating to **Settings** > **Telephony** on their Circuit client.

Next steps

You can now proceed to configure the phone for OpenScape Cloud. Unify phones would be also configured by the users themselves. For detailed configuration instructions, please visit the following article and click on any phone in the list: What SIP phones can I use with OpenScape Cloud? (https://www.circuit.com/unifyportalfaqdetail?articleId=140828)

If you want to unassign the desk phone from the user:

1) From the **Desk phone** drop-down list, select **None**.
2) Click **Save**.

The user’s desk phone will be unregistered from OpenScape Cloud and any existing connection of the device to OpenScape Cloud / Circuit will be disabled.

The user will be no longer able to make and receive calls through their desk phone. However, they will be still able to make and receive phone calls on their assigned phone number through Circuit.

27.8 Sites overview

OpenScape Cloud can address the voice and social collaboration needs of organizations with single or multiple sites.

Each site has a unique name and unique public and/or private numbers that when assigned to users, the users become members of the site.

Public numbers are international phone numbers conforming to the E.164 recommendation. They are limited to a maximum of 15 digits, excluding the international call prefix, and contain the following components:

- Country code (1 to 3 digits)
- Area code (1 to 5 digits)
- Subscriber code (1 to 12 digits)
- Public extension or Subscriber number (1 to 7 digits).

Public numbers are used in international public telecommunication and they are obtained from an Internet Telephony Service Provider (ITSP) that supports SIP.

Private numbers are shorter diable numbers, limited to a maximum of 9 digits, and contain the following components:

- Site prefix (3 to 6 digits)
- Extension prefix (optional)
- (Private) Extension or Extension number (1 to 7 digits).

The site prefix is an internal prefix for a site. The extension prefix allows the addition of one or more digits to an extension. The extension prefix and number have to also be 1 to 7 digits in total.

Public and private numbers are assigned to a site individually or in ranges.

The site can have a *Default phone number* that must be one of the public numbers assigned to it (this requires that at least one public number has been specified) or to any other site in the domain. The default phone number appears as the calling number for calls made by cloud telephony users who are only assigned with a private number.

NOTICE:

In case cloud telephony users are assigned with a public number, this public number appears as the caller ID for their outgoing calls.

An *External line prefix* can be set for a site, which users from this site would dial in order to gain access to an external line.

External phone calls are classified as: *International*, *National*, *Local*, *Office* (internal only), and *Premium*. The default call permissions assigned to the users of a site is *International*.

Domain administrators can set how phone numbers of incoming calls from other sites are displayed, i.e. whether the public or the private number of the incoming call will be displayed on the Circuit client.

27.9 Adding a new site

As an administrator, you can add a new site for your company which will be served by OpenScape Cloud.

Step by Step

1) On the web client and Desktop App, click your user name in the upper right corner and, then, click **Administration**.

2) Click the **Cloud telephony** tab.

3) Navigate to **Manage Settings > Sites**.

All previously added sites are displayed in table.

4) Click **Add site**.

A configuration page for the site appears.

5) Enter a name for the site in the **Site name** field.

Site name must be 2 to 64 characters long.

6) From the drop-down list under the **Language** area, select the default language to be used for system announcements on the phone and for Unify phone user interface.

Site language is used if no user language is set on Circuit.

7) From the drop-down list next to **Intersite calls**, choose how phone numbers of incoming calls from other sites are displayed, i.e. whether the public or the private number of the incoming call will be displayed on the Circuit client.

8) Enter the country code for the site in the **Country code** field.

Country code must be 1 to 3 digits long.

9) If you have obtained public numbers from an Internet Telephony Service Provider (ITSP) to configure the site with, select that provider from the drop-down list next to **ITSP**.

The drop-down list includes all ITSPs configured in your domain.

10) Under the **Public number ranges (DID ranges)** area, enter the ranges of public numbers obtained from the selected Internet Telephony Service Provider and owned by your company. For every public number range you enter here, private extensions are automatically set to the last digits of the public numbers.

Public numbers must be divided into groups of digits the same way they have been divided by the provider.

a) To add the first public number range, i.e., the first entry in the Public number ranges (DID ranges) table, fill-in the **Area code**, **Subscriber code**, and Range-**From** fields. Fill-in, additionally, the Range-**To** field, if you want to add a range of numbers within that subscriber code, or leave it empty if you want to add an individual number.

Area code must be 1 to 5 digits long. Subscriber code must be 1 to 12 digits long. Range-From and Range-To (i.e., Subscriber number) must be 1 to 7 digits long each.

b) To add a new public number range, click **Add public number range**.

A new empty entry will appar for you to fill-in.

NOTICE:

For every entry you add in the **Public number ranges (DID ranges)** table, a new entry is automatically added at the top of the **Private numbers** table. The range of actual extensions in this latter entry is set to the last digits of the public numbers in its paired Public number ranges (DID ranges) table entry and cannot be edited.

When you edit the values of the Range-From / Range-To fields in a DID range, the values of the Range-From / Range-To fields in the paired Private numbers table entry are automatically updated to the same values.

When you delete a DID range, its paired entry in the Private numbers table is automatically deleted.

---

11) Enter the default phone number of the site in the **Default phone number** field or select one from the suggestions list.

The default phone number must be a public number assigned to the site (this requires that at least one public number has been specified) or to any other site in the domain. In case a public number has not yet been specified for any of the sites in the domain, the **Default phone number** field can be left blank.

12) From the drop-down list next to **Call permissions**, select the default call permission that will be assigned to cloud telephony users in this site:

- **International** (default) - allows calls to international numbers.
- **National** - allows calls to phone numbers within the country as it is identified by the Country code.
- **Local** - allows calls only to area codes defined in the public numbers table.
- **Office** (internal only) - allows calls only to private numbers.
- **Premium** - allows unrestricted calls.

This setting applies when no call permission has been individually assigned to a cloud telephony user.

13) Enter the code that users from this site would dial in order to gain access to an external line, to the **External line prefix** field.

The default value is `0`.

14) Under the **Private numbers** area, specify the private numbers that can be used for phone calls within the site or between sites:

a) Enter a prefix for the site in the **Site prefix** field.

Site prefix (3 to 4 digits) is filled-in with a default value (123). You can change it to your preferred value only when adding a new site. After saving the site configuration settings, the site prefix cannot be edited.

b) For each entry that is automatically populated from the Public number ranges (DID ranges) table, if any, fill-in an **Extension prefix** if you want to add one or more digits to the actual extensions to distinguish numbers in one range from the other.

c) To fill in a new private number range, fill-in the Range-**From** field. Fill-in, additionally, the Range-**To** field, if you want to add a range of extensions, or leave it empty if you want to add an individual number. Furthermore, fill-in the **Extension prefix** if you want to distinguish numbers in one range from the other.

d) To add a new private number range, click **Add private number range**.

   A new empty entry will appear for you to fill-in.

15) If you want to add public numbers and have them associated with custom private extensions (instead of extensions matching the last digits of DIDs) enter them under the **Single public numbers (Single DIDs)** area.

a) To add the first single public number, fill-in the **Area code**, **Subscriber number**, and **Private extension** fields.

   Private extension must match an extension defined under Private numbers.

b) To add a new single public number, click **Add single public number**.

   A new empty entry will appear for you to fill-in.

16) Click **Save**.

You are allowed to save the site configuration once you fill-in at least the required fields (highlighted with red asterisks).

The site is now added to your list.

Restrictions

- Site name must be unique within a domain.
- Public numbers must be up to 15 digits long.
- Private numbers must be up to 9 digits long.
- There must be no overlapping public numbers within a site or across sites in a domain or across sites in different domains.
- There must be no overlapping private numbers within a site or across sites in a domain.
- You cannot associate a single public number with a private extension that is currently assigned to an executive-assistant group member. You need first to reconfigure the executive-assistant without this extension before you can make the association.

Next steps

You can assign phone numbers defined for this site to your Circuit domain users as described in: Assigning a phone number to a user. This will make that users members of the site. All users belonging to a site have a common way of dialing each other, users in other sites or users in the public telephone network.

The maximum number of concurrent calls that site users can make to or receive from the public telephone network depends on the ordered channels at the selected ITSP.

27.10 Editing or deleting a site

As an administrator, you can edit or delete a site that you have previously added. You can delete more than one site at a time.

Prerequisites

Deleting a site requires that no users are assigned to a phone number that is included in the site dial plan. Otherwise, you need to manually unassign these numbers via **Administration** > **Users** before the site can be deleted.

Step by Step

1) On the web client and Desktop App, click your user name and then click **Administration**.

2) Click the **Cloud telephony** tab.

3) Navigate to **Manage Settings > Sites**.

All previously added sites are displayed in a table. Each entry in the table contains the site name, the Internet Telephony Service Provider (ITSP) configured to connect site users to the public telephone network, the default phone number and number of users assigned to the site.

4) To edit a site:

a) Click the table entry corresponding to the site you want to edit.

b) Update the site configuration settings as required.

c) Click **Save**.

> **NOTICE:**
>
> Currently, you can update the following configuration settings: Site name, Language, Intersite calls, ITSP, Default phone number, Call permissions and External line prefix. You can also add new or delete existing public or private number ranges.

5) To delete an individual site, choose one of the following:

- Hover over the table entry corresponding to the site you want to delete and, then, click **Delete** to the right of the entry.
- Tick the check box at the beginning of the table entry corresponding to the site you want to delete and, then, click **Delete selected** to the upper-right corner of the table

6) To delete more than one sites a time, tick the check box at the beginning of each table entry corresponding to the sites you want to delete and, then, click **Delete selected** to the upper-right corner of the table.

If you want to delete all the sites at once, you can alternatively tick the **Select all** check box to the upper-left corner of the table and, then, click **Delete selected**.

27.11 How cloud telephony users can call other users in the domain?

Cloud telephony users can call other users in the domain by dialing their public or private number.

In the latter case, intrasite calls are made by dialing at least the extension of the called person (including the extension prefix, if any). Intersite (site-to-site) calls are made by dialing the prefix of the site where the called person is located at, followed by the called person’s extension (prefix and number).

27.12 What SIP phones can I use with OpenScape Cloud?

OpenScape Cloud supports the following SIP phones. Click on any phone in the list for detailed configuration instructions. The list is regularly updated so please check back often to see the latest devices you can use with OpenScape Cloud.

Unify SIP Desk Phones

- **OpenScape CP Desk Phone Device (SIP) family** (recommended): CP100, CP200, CP205, CP400, CP600 and CP600E (https://www.circuit.com/unifyportalfaqdetail?articleId=141273)
- **OpenScape Desk Phone IP family (SIP)**: IP35G, IP55, IP35eco
- **OpenStage Phone Family (SIP)**: OS15, OS15G, OS20, OS20G, OS20E, OS40, OS40G, OS40US, OS60, OS60G, OS80

Please note that the OpenStage Phone Family phones (SIP) are End of Life (EoL). They will continue to work with OpenScape Cloud for some time but will no longer receive updates and Unify will not focus on their test or support. It is recommended to replace them with a CP desk phone to keep up with all the new features.

You can contact Unify or a Partner to learn how to order a supported Unify SIP phone.

Unify SIP Dect Phones

- OpenScape Cordless IP V2 with the supported handsets:
  OpenScape DECT Phones S5, SL5, OpenStage SL4 professional, OpenStage M3 family (https://www.circuit.com/unifyportalfaqdetail?category=132584&categoryName=&articleId=163047&structureId=11185)

You can contact Unify or a Partner to learn how to order a supported Unify SIP phone.

3rd party SIP phones and VoIP gateways

- Ascom Myco v10.1.0 VoWiFi (https://www.circuit.com/unifyportalfaqdetail?articleId=152364) and compatible phones
- Cisco CP-8861-3PCC and compatible phones (https://www.circuit.com/unifyportalfaqdetail?articleId=153826)
- Konftel 300IPx and compatible phones (https://www.circuit.com/unifyportalfaqdetail?articleId=169897)
- Snom D715, D765 (https://www.circuit.com/unifyportalfaqdetail?articleId=152000) and compatible phones
- Polycom SoundPoint IP 321 (https://www.circuit.com/unifyportalfaqdetail?articleId=148730), VVX 150/250/350/450 (https://www.circuit.com/unifyportalfaqdetail?articleId=178238) and compatible phones
- Yealink T42G (https://www.circuit.com/unifyportalfaqdetail?articleId=153160), CP920/CP960 (https://www.circuit.com/unifyportalfaqdetail?articleId=158171) and compatible phones

- Mediatrix S7, C711 & 4102S (https://www.circuit.com/unifyportalfaqdetail?articleId=152382) as Analog Terminal Adapter (including T.38 fax) and compatible devices
- Gigaset N670/N870 IP PRO (https://www.circuit.com/unifyportalfaqdetail?articleId=178000) with the supported handsets from Gigaset.

Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

We recommend 3rd party devices if Unify does not have a suitable device offer. Usage of 3rd Party devices you already have may save investments in new devices if these are covering the need.

27.13 How to configure a Unify desk phone for use with OpenScape Cloud?

Supported model(s):

- **OpenScape CP Desk Phone Device (SIP) family** (recommended): CP100, CP200, CP205, CP400, CP600 and CP600E
- **Desk Phone IP family (SIP)**: IP35G, IP55, IP35eco

End of Life (EoL) model(s):

- **OpenStage Phone Family (SIP)**: OS15, OS15G, OS20, OS20G, OS20E, OS40, OS40G, OS40US, OS60, OS60G, OS80

Firmware version: OpenScape CP desk phones should have a bind of V1R4. OpenStage and Desk Phone IP phones should have a bind higher than V3R5.7.

Despite EoL, the OpenStage Phone Family phones (SIP) will continue to work with OpenScape Cloud for some time but will no longer receive updates and Unify will not focus on their test or support. It is recommended to replace them with a CP desk phone to keep up with all the new features.

Prerequisites

- A Circuit domain administrator has assigned a phone number and desk phone to the user who will be using the phone.
- You got a deployment PIN and a Security PIN through Circuit.

  Domain administrators can find the Deployment PIN and Security PIN required for configuration by navigating to **Administration** > **Cloud telephony** on their Circuit web client or Desktop App and then selecting the user who will be using the phone.

  The user who will be using the phone can find the Deployment PIN and Security PIN required for configuration by navigating to **Settings** > **Telephony** on their Circuit web client or Desktop App.

  In both cases, the PINs are displayed in the **Desk phone settings** section, visible only after a phone number and a phone has been assigned to a user on OpenScape Cloud.

- The phone is either new or restored to the factory defaults.

  If the phone has residual settings from previous configuration, an administrator or Unify partner should perform a factory reset.
- DHCP is available and the firewall is configured to allow the phone to connect to the Global Redirection Server, OpenScape Cloud and pool.ntp.org as time service.

You can easily and in a few minutes configure the phone for use with OpenScape Cloud, as described below. For further guidance, watch our YouTube video.

Step by Step

1) Connect the phone to the network and power source.

2) Wait for the phone to connect to the Unify Cloud.

This may take a few seconds while an error message is shown on the display.

3) Enter the Deployment PIN when prompted and press the **OK** button.

NOTICE:

If the prompt to enter the Deployment PIN disappears from the phone display, perform a soft restart on the phone as follows: a) press the keys `1`, `4` and `7` at the same time on the phone keypad; b) Enter the administrator password: `123456`. When the phone restarts, the prompt to enter the Deployment PIN will be displayed and remain on the display waiting for your input.

The administration password of the phone will change as part of the phone configuration process.

The phone connects to the OpenScape Deployment Service (DLS), which configures and updates the phone from remote via a secure connection immediately and whenever updates or configuration changes are made available.

4) Enter the Security PIN when prompted and press the **OK** button.

5) Wait for the phone to be configured with the appropriate cloud connection parameters, device profiles and security certificates, and then restarted and updated.

This may take a few seconds while error message might be shown on the display.

Validation

You can verify that the phone is successfully registered to OpenScape Cloud as follows:

- The phone’s idle screen displays the extension number.
- Place a call from and to the phone and make sure that the call is established.

If the phone is not successfully registered, please check your settings and network connection.

Further information

A user can have only one desk phone configured for use with OpenScape Cloud at a time.

The phone needs to have a recent firmware. Please contact your Service partner or Unify Service team if you need support or additional information.

27.14 Where do I find the Deployment PIN and Security PIN required to set up a Unify phone for use with OpenScape Cloud?

Domain administrators can find the Deployment PIN and Security PIN required for configuration by navigating to **Administration** > **Cloud telephony** on their Circuit web client or Desktop App and then selecting the user who will be using the phone.

The user who will be using the phone can find the PINs required for configuration by navigating to **Settings** > **Telephony** on their Circuit web client or Desktop App.

In both cases, the PINs are displayed in the **Desk phone settings** section, visible only after a phone number and a desk phone has been assigned to a user on OpenScape Cloud.

The PINs are no longer displayed once the desk phone is configured with them.

For security reasons the PINs are valid only for one registration.

For further guidance, watch our YouTube video.

27.15 How do I regenerate the Deployment PIN and Security PIN for a Unify phone?

Once a Unify phone is assigned to a user, the device must be configured with a Deployment PIN and a Security PIN in order for the user of the phone to be able to make and receive phone calls through it. The PINs can be found and regenerated at any time via Circuit.

Once the new PINs are generated, the old PINs will become invalid. This will disable any existing connection of the desk phone to OpenScape / Circuit. The phone must be configured with the new PINs in order for the user of the phone to be able to make and receive phone calls through it.

Step by Step

1) Sign-in to Circuit.

2) On the web client and Desktop App, click your user name and then.

- If you are a domain administrator, navigate to **Administration** > **Cloud telephony**, and select the user of the phone.
- If you are the user of the phone, navigate to **Settings** > **Telephony**.

3) Locate the **Desk phone setting** section.

4) Click **Regenerate PINs**.

5) When prompted to confirm that you want to regenerate the PINs, click **Yes**.

A new Deployment PIN and a new Security PIN are generated and displayed in the **Desk phone settings** section.

Next steps

Make sure to configure the phone with the new PINs as described in:
How to configure a Unify phone for use with OpenScape Cloud (https://www.circuit.com/unifyportalfaqdetail?articleId=141273).

For further guidance, watch our YouTube video.

27.16 How do I find my phone number?

You can find the phone number assigned to you on OpenScape Cloud or other PBX integrated with Circuit as follows:

Step by Step

1) Sign-in to Circuit.
2) Navigate to **Settings** > **Telephony**.
3) Your phone number is displayed.

NOTICE:

The **Settings** > **Telephony** menu is only visible once OpenScape Cloud or a Circuit Telephony Connector is configured for your Circuit domain allowing you to make and receive phone calls through Circuit.

The first time that you attempt to sign in to Circuit (after being configured for telephony through Circuit) you will be asked to read and accept the Emergency Call Disclaimer. The phone calls view will be displayed in the left sidebar of your screen. When you click the phone calls tab, the dialpad opens and your personal phone number is displayed at the bottom left of your screen above the dialpad.

27.17 Working as hunt group member

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

If an administrator has added you as a member of a hunt group, you will be able to receive calls to the hunt group number. You will still be able to receive direct calls to your own work number, when it is different from the hunt group number.

Being able to receive hunt group calls requires that:

- OpenScape Cloud or an Advanced Telephony Connector working with OpenScape Voice is set up and enabled allowing you to make and receive phone calls through the Circuit application.

- You are a member of a hunt group.
- Your agent status is set to available (default).

When a hunt group call comes in on your device, the incoming call screen shows up on your display and you can hear a ringtone. Apart from the number or name of the calling party, your display shows that the call has been forwarded from the hunt group number so that you distinguish hunt group calls from calls directed to your own work number. You can choose to answer or decline them. If you do not answer a hunt group call within a set time during a longest idle, linear or circular hunting, your agent status is automatically set to unavailable or busy and you have to set yourself back to available when you are. You can change your agent status at any moment as described in: *How do I make myself available or unavailable for hunt group calls? (https://www.circuit.com/unifyportalfaqdetail?articleId=138073).* If you do not answer a hunt group call within a set time, hunting resumes with the next hunt party.

By default, hunt group calls that are delivered to you will ring on your Circuit clients and desk phone (if available). They will never ring your alterative number, if you have specified one, unless you set that incoming calls will be directly routed to your alternative device.

Your call forwarding and voicemail settings have no effect on hunt group calls distributed to you, unless you serve as a master for the hunt group.

INFO:

It might be recommendable to setup other members of the hunt groups as "favourites" so that their presence status can give you some indication before leaving or having a break.

If your phone number is used as the pilot number of a hunt group, you will serve as a master of the hunt group. As such, you will be able to:

- Switch between *business hours* and *out of office hours* in order to keep callers from waiting in a queue that cannot be served.

  This switch can be made at any time by enabling call forwarding and setting the phone number to forward calls to (e.g., the phone number of another service, user or voicemail) via your Circuit client or Unify desk phone.

  For more information about how to enable call forwarding, please refer to: *Enabling call forwarding* (https://www.circuit.com/unifyportalfaqdetail?articleId=132241).
- Use your Circuit voicemail, if no hunt group members are signed in or available to answer hunt group calls. Calls reaching voicemail can be answered with a custom recorded prompt and voicemail can be recorded.

  For more information about your voicemail settings, please refer to the following topics:

  – *How can I activate my voicemail? (https://www.circuit.com/unifyportalfaqdetail?articleId=130697)*
  – *How can I change my voicemail greeting? (https://www.circuit.com/unifyportalfaqdetail?articleId=132328)*
  – *How can I upload a file for voicemail greeting? (https://www.circuit.com/unifyportalfaqdetail?articleId=136100)*
  – *How can I enable the Greeting only mode for my voicemail? (https://www.circuit.com/unifyportalfaqdetail?category=15677&categoryName=&articleId=170896&structureId=11185)*

- See, in your call log, information about callers who did not leave a voicemail message so that you can call them back.

27.18 How to add or edit a hunt group

Hunt groups allow a group of people to answer incoming calls to a single phone number. If a member is busy or does not accept an incoming call, the call is automatically routed to another member of the hunt group.

Domain administrators can configure hunt groups on OpenScape Cloud in self-service, as follows:

Step by Step

1) On the web client and Desktop App, click your user name in the upper right corner and, then, click **Administration**.

If you are administrating the domain on behalf of a customer, click **Partner administration** instead of *Administration*, and select the domain you want to administer.

2) Click the **Cloud telephony** tab.

3) Navigate to **Call groups** > **Hunt groups**.

All hunt groups configured in the domain are listed.

4) Click **Add hunt group** or select a hunt group from the list.

5) Enter a descriptive name for the hunt group in the **Hunt group name** field.

This name will be presented to hunt group members when they receive hunt group calls. The name must be 1 to 30 characters long and unique within the domain.

6) Click **Select** next to **Pilot number** and select the phone number to be used as the hunt group pilot.

This field is editable only when adding a hunt group.

The suggested phone numbers are listed with an indication whether they are assigned to a cloud telephony user or not. If you select a number that is assigned to a cloud telephony user, that user becomes a member of the hunt group and is the first one to receive hunt group calls. If you select an unassigned phone number, then this serves as re-directing calls to hunt group members. In that latter case, no license is consumed for the pilot.

7) Select the **Type** of hunting to be performed:

- **Longest idle**: Calls are distributed to the hunt group member that has been idle the longest.
- **Linear**: Calls are always distributed to the first hunt group member, unless this member is busy, then the second, third, etc., in succession. Call hunting stops at the last member of the group.
- **Circular**: Calls are distributed to hunt group members in circular order. The hunting starts always from the member that follows the one who received the last call. If the first call is delivered to member 1, the second call was go first to hunt group member 2, regardless of whether the member 1 is busy or not, and so on. When the end of the hunt group is reached, the hunting starts over again at the member 1.

- **Parallel**: All available members of the hunt group are simultaneously alerted whenever a new call arrives at the hunt group.

8) Enter the number of calls that can be placed in a queue when all members in the hunt group are busy or unavailable, in the **Maximum calls in queue** field.

This can be an integer from `0` to `250`. The default value is `0` which means that queuing of calls is disabled. A value 1 or greater means that queuing is enabled.

9) If queuing is enabled, you can specify further settings as follows:

a) Enter the **Maximum time in queue**, i.e. the maximum time in minutes a call can wait in queue.

This can be an integer from `1` to `60`.

If the *Maximum time in queue* expires, the call is immediately moved to the *Overflow destination*. If there is no *Overflow destination* configured, the caller gets a busy signal.

Having a queue requires that all hunt group members have the OpenScape Cloud Team, Professional or Enterprise license package assigned to them. If a hunt group member has the OpenScape Cloud Essentials license package assigned, then queues cannot be used.

b) Move the **Announce position in queue** slider to ON (green), if you would like callers to know their position in the queue of calls yet to be connected.

By default, the slider is set to OFF (gray).

10) Enter a phone number to be used as a destination to which unanswered incoming calls are sent when hunting passes the last group member and either queuing is not allowed or the queue is full or the call has been queued for too long, in the **Overflow destination** field.

The phone number can be an internal or external number and contain only the following characters: `0`-`9`, `*`, and `+`. External numbers must be entered in Global Number Format (GNF) including the plus sign ("+"), e.g.: `+49123456789`.

You can use as overflow destination the phone number of a cloud telephony user who has Circuit voicemail enabled so that overflow calls can be answered by that user or redirected to voicemail. Calls reaching voicemail can be answered with a custom recorded prompt and voicemail can be recorded. Callers not leaving a voicemail can be found in that user’s call log and called back.

The overflow destination setting has no effect if the pilot number of the hunt group is assigned to a cloud telephony user and that user has Circuit voicemail enabled. In that case, unanswered calls will be routed to user’s voicemail.

11) Select the **No answer time**, i.e. the number of seconds a call should ring a hunt group member before moving to the next member in the group.

The no answer timer will not start if there are no members available or the call is currently distributed. In this case, the call will be queued, sent to the

Overflow destination, or get a busy signal, all according to the hunt group configuration.

If the hunting type is Longest idle, Linear, or Circular and the *No answer time* expires, the status of a hunt group member is automatically set to busy / unavailable.

If the hunting type is Parallel and the *No answer time* expires, the call is immediately moved to the *Overflow destination*. If there is no *Overflow destination* configured, the call gets a busy signal. There is no possibility to move the call into queue if the *No answer time* expires.

12) Specify the **Queue Announcement**, i.e. the music or messages to be played to callers while they are waiting in queue. You can either:

- accept the **Default** queue announcement or
- select to use a custom queue announcement, as follows:

a) Click **Upload an audio file** to configure a custom queue announcement for the first time.

After setting the custom queue announcement for the first time you may change it by clicking **Upload a new audio file**.

b) On the pop-up window that opens, click **Upload new file** to upload a custom audio file.

The supported file format is wav with the following details: RIFF (little-endian) data, WAVE audio, Microsoft PCM, 16 bit, mono 8000 Hz (i.e. 128kbps Bit rate).

Once uploaded, you can hear the audio file by clicking the play button.

c) Click **OK**.

If you switch back to the default, any custom queue announcement will be deleted.

13) Add members to the hunt group as follows:

a) If the pilot number selected for the hunt group is a phone number assigned to a cloud telephony user, that user is automatically added as the first member of the group.

You cannot remove that user or change their position in the group.

b) To add a new member to the group, click **Add member**, select a user from the list of cloud telephony users displayed, and click **OK**.

A hunt group can have a maximum of 32 members. Cloud telephony users who have the OpenScape Cloud Essentials license package should not be added as members in a hunt group if a queue shall be used.

The new member is added to the bottom of the list.

c) To change the position of a member in the hunt group, hover over the member and select the up or down arrow that appears to the right to move the position up or down in the member list.

The position of the member in the hunt group specifies the order in which the member will be rung during hunting. This only applies to Linear and Circular type of hunting.

d) To remove a member from the hunt group, hover over the member and click **Remove** to the right.

14) Click **Save**.

The option to save the hunt group configuration is enabled once you fill-in the required fields (highlighted with a red asterisk).

Summary

The following table summarizes how an incoming call to the pilot number is treated when all hunt groups members are busy on a call or not available for hunt group calls:

Queue set?	Overflow set?	Incoming call is...		
		Routed to overflow	Placed in queue	Cleared as busy
NO	YES	X		
	NO			X
YES	YES		X	
	NO		X	

The following table summarizes how an incoming call to the pilot number is treated if all available members have been given the opportunity to answer the call, based on the No Answer Time, and the last available member does not answer:

Queue set?	Overflow set?	Hunting type	Incoming call is...			
			Ringing last available member	Routed to overflow	Placed in queue	Cleared as busy
NO	YES	Longest idle / Linear / Circular	X			
		Parallel		X		
	NO	Longest idle / Linear / Circular	X			
		Parallel				X
YES	YES	Longest idle / Linear / Circular			X	
		Parallel		X		
	NO	Longest idle / Linear / Circular			X	
		Parallel				X

The maximum number of hunt groups that can be configured in a domain depends on the current number of cloud telephony user subscriptions and it is calculated by the following formula:

`<maximum number of hunt groups> = <current number of cloud telephony user subscriptions> + 5`

27.19 How to add or edit a pick up group

Pick up groups allow people within the same group to answer each other calls. If a member is busy or does not accept an incoming call, the rest of the pickup group members will get a notification for the call.

Calls are initiated to the work number of each member of the pickup group. When a phone call is ringing to a member in the group, the other members of the group are visually alerted on your Circuit client and desk phone. The originally called member has some time to accept the call, until the rest of the members get a visual notification.

Domain administrators can configure hunt groups on OpenScape Cloud in self-service, as described below. For further guidance, watch our YouTube configuration video.

Step by Step

1) On the web client and Desktop App, click your user name in the upper right corner and, then, click **Administration**.

If you are administrating the domain on behalf of a customer, click **Partner administration** instead of *Administration*, and select the domain you want to administer.

2) Click the **Cloud telephony** tab.

3) Navigate to **Call groups** > **Pickup groups**.

All pickup groups configured in the domain are listed.

4) Click **Add pick group** or select a pickup group from the list.

5) Enter a descriptive name for the pickup group in the **Pickup group name** field.

6) Click next to Notification delay timer, to select how many seconds the call will be ringing until the rest of the pickup group members will be notified.

If the originally called member of the pickup group has enabled the voicemail and the ringing duration is less than the Notification delay timer, then the call will be redirected to voicemail and the rest of the pickup group members will not get a notification.

7) To add a new member to the group, click **Add member**, select a user from the list of cloud telephony users displayed, and click **OK**. The new member is added to the bottom of the list. The name and the assigned phone number of the member are displayed on the list.

To delete a member from the pickup group, hover over the member and click **Delete** to the right.

8) Click **Save**.

The option to save the pickup group configuration is enabled once you fill-in the required fields (highlighted with a red asterisk).

27.20 Automated Attendant overview

OpenScape Cloud allows you to have one or multiple automated attendants configured for your company.

Automated attendants can answer incoming calls to a phone number belonging to a company site (office location) and upon request transfer the call to the right person, department or business unit without the need of a human operator. Calls can be transferred to extensions in the specific company site, in different sites or anywhere in your company. This depends on the numbering plan of the site - if some or all sites have been set up to share the same site code, then extensions can be used site-spanning. A phone number can be optionally defined for an operator who can assist callers when needed.

For the caller it is important to understand if they have reached the right party, so it is recommended to record your own greeting prompt with your company's name. When an automated attendant answers an incoming call, callers can hear a preconfigured default greeting or your custom company greeting. After the greeting the caller will hear the menu options either to dial an extension or to reach an operator. The prompt language can be any of the languages supported by Circuit, i.e. English, German, Spanish, French, Italian, Russian, Chinese, Brazilian Portuguese, Dutch or Catalan. This applies to the default greeting and further prompts guiding the caller.

Callers do not need to listen to prompts or greetings. Once the call is established, they can directly enter the extension they want to reach or push zero to reach the operator. They can also use a dial string that contains the desired extension. The extensions that callers can enter can be of defined length or variable length. The latter requires callers to push pound (#) after entering the desired extension. Therefore, it is recommended to use extensions of variable length only in case you have more than one fixed extension length.

An automated attendant can be used instead of a human operator or in combination. Users with only private numbers can have in their signature and business card a phone number like +1 234 56789 x 11111 or a hyperlink like '\\tel: +1 234 56789 ,, 11111' with +1 234 56789 being accepted by the automated attendant and 11111 being the user's extension.

27.21 How to add or edit an Automated Attendant

Automated attendant can answer incoming call for a site and upon request transfer the call to users of that site.

To add or edit an automated attendant perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name in the upper right corner and, then, click **Administration**.

If you are administrating the domain on behalf of a customer, click Partner administration instead of Administration, and select the domain you want to administer.

2) Click the **Cloud telephony** tab.

3) Navigate to **Site settings > Auto attendants**.

   All automated attendants configured in the domain are listed.

4) Click on **Add automated attendant** or select one from the list.

5) Enter a descriptive name for the automated attendant in the **Automated attendant name** field.

6) Click Select next to **Site** field to select the site that you want to assign the automated attendant.

7) Click **Select** next to **Automated attendant number** field to select an available phone number form the list. Once you select phone number click on **OK**.

8) Select a language for the automated attendant in the **Language** field.

   The default language is English.

9) Enter a phone number next to **Operator number** field.

   The phone number can be an international number or a number of a user that belongs to the same site. This field is optional.

   By entering a value in this field, once a call is established, the caller will have the option to reach a human operator by pressing zero. An operator can assist a caller who is not aware of the extension they want to reach.

10) Select the length of the extension next to **Extension length** field.

   If you leave the default value, which is Variable, then the automated attendant will inform the caller that they have to press # after entering the extension number.

27.22 Automated Attendant greeting and system prompts - workaround configuration of menus

OpenScape Cloud allows you to have one or multiple instances of an automated attendant configured for your company. Multiple instances can serve multiple languages and/or multiple company sites.

By default, an automated attendant is configured to play default audio files for greeting and other system prompts. When an automated attendant answers an incoming call, callers can hear the greeting prompt and can be transferred, via voice prompts, directly to a specific extension.

Greeting prompt

The default greeting prompt is `'Welcome to Circuit Auto Attendant'` and it is available in any of the languages supported by Circuit, i.e. English, German, Spanish, French, Italian, Russian, Chinese, Brazilian Portuguese, Dutch or Catalan.

It is recommended, though, to record and use your custom greeting prompt with your company's name so that callers can easily understand if they reached the right party.

Typically, the custom greeting prompt includes a company greeting and information about the opening hours. The audio file is recommended to be in WAV format with PCM 16 bit, 48 kHz mono so that callers can get the best audio quality. You would alternatively record the custom greeting prompt in AAC, MP3, MP4 or M4A format with 16KHz sampling or above, but this would impact the audio quality perceived by the callers due to transcodings and sampling rate adoptions required. The file size must be up to 3 MB and the duration of the recording must be up to 30 seconds. Make sure to start the recording with one second of silence.

Please note that, so far, only one custom greeting prompt can be recorded for all instances of an automated attendant.

System prompts

Several system prompts are available in any of the supported languages and played when callers reach the automated attendant.

An example prompt is `'Please enter the extension and push '#' or push '0' to reach the operator. To delete your entry push '*''`. This is played when the automated attendant is configured to use extensions of variable length, which requires callers to push '#' after entering an extension, and give callers the option to get to an operator. The prompt is slightly different when the automated attendant is configured to use extensions of fixed length or when no operator is enabled. If the caller does nothing, the prompt is replayed.

Further prompts are played in case, for example, an extension number is only partially entered or when the extension is busy.

Using greeting and system prompts

You can make use of the automated attendant greeting and system prompts for the workaround configuration of menus, as follows:

- Generate the required extensions, e.g. pilot numbers of hunt groups.
- Record and use a custom greeting prompt that would include the company greeting and information about the menu options, for example:

  `’Welcome to XYZ company. Enter 500 to reach the sales team, 600 to reach the administration team, 700 to reach the support team.’`

27.23 How to set a custom company greeting for an Automated Attendant

Each automated attendant has a custom company greeting by default. It is recommended, though, to record and use your custom greeting prompt with your company's name so that callers can easily understand if they reached the right party.

To set a custom company greeting perform the following steps:

Step by Step

1) On the web client and Desktop App, click your user name in the upper right corner and, then, click **Administration**.

2) Click the **Cloud telephony** tab.

3) Navigate to **Site settings > Auto attendants**.

4) Click **Add automated attendant** and navigate to **Company greeting** section.

The default company greeting is selected.

5) Click **Set the company greeting** to configure a custom company greeting for the first time.

After setting the company greeting for the first time you may change it by clicking **Edit the company greeting.**

6) On the popup window you can either:

a) click on the red button to record a custom company greeting up to 30 seconds. You can hear your recording by clicking the play button. Click on the red button to stop the recording. If you want to hear your recording you can click the play button. Once you complete your recording click **Save**.

If you click New recording the first record will be deleted and you will be offered to start a new recording.

b) or click **Upload file** to upload an already recorded message and click on **Save**.

The following restrictions apply regarding the audio file:

- The supported file formats are WAV, AAC, MP3, MP4 and M4A.
- The file size must be up to 3 MB.
- The duration of the recording must be up to 30 seconds.

The audio file is recommended to be in WAV format with PCM 16 bit, 48 kHz mono so that callers can get the best audio quality. You would alternatively record the custom greeting prompt in AAC, MP3, MP4 or M4A format with 16KHz sampling or above, but this would impact the audio quality perceived by the callers due to transcodings and sampling rate adoptions required.

27.24 Executive-assistant groups

OpenScape Cloud supports the configuration and use of executive-assistant groups to allow executives to streamline their calling processes with the support of assistants. Assistants control and manage phone calls for their executives, providing their support with a high degree of flexibility.

Executives and assistant may sit at different locations, far away from each other, and still communicate without any restriction or loss of functionality.

Incoming calls for an executive are visually signaled on all members' desk phones. The executive and the assistant can specify if the incoming calls should be also acoustically signalled on the assistant's desk phone.

Executive-assistant groups configured on OpenScape Cloud require the use of OpenScape CP600/CP600E desk phones. The group can consist of 1 assistant and 1-3 executives.

Basic Features

Executive-assistant groups on OpenScape Cloud allows the following:

- The assistant can remotely activate or deactivate call forwarding for the executive.
- If call forwarding is activated, all incoming calls for the executive are forwarded to their assistant.
- Incoming calls for the executive are signaled (visually and/or acoustically) at the assistant's desk phone.

- An incoming call for the executive is usually answered by the assistant and then transferred to the executive.
- The assistant sees the status (idle, busy, ringing, or hold) of the executive's phone at all times. This makes it possible for the assistant to react in different ways depending on the executive's preferences.
- If the executive is busy, the assistant can put a call on hold until the executive is ready to take it.

27.25 How to add an executive-assistant group

Executive-assistant groups allow executives to streamline their calling processes with the support of assistants. Assistant control and manage phone calls for their executives, providing their support with a high degree of flexibility.

Prerequisites

- Every member of an executive-assistant group must have a phone number and a Unify desk phone assigned to them on OpenScape Cloud.
- Every member of an executive-assistant group must have an OpenScape CP600/CP600E desk phone configured for them and registered on OpenScape Cloud.

Domain administrators can configure executive-assistant groups on OpenScape Cloud in self-service, as follows:

Step by Step

1) On the web client and Desktop App, click your user name in the upper right corner and, then, click **Administration**.

If you are administrating the domain on behalf of a customer, click **Partner administration** instead of *Administration*, and select the domain you want to administer.

2) Click the **Cloud telephony** tab.

3) Navigate to **Call groups** > **Executive-assistant groups**.

All executive-assistant groups configured in the domain are listed.

4) Click **Add executive-assistant group**.

A configuration page for the groups appears.

5) Enter a name for the group in the **Executive-assistant group name** field.

The name can contain only latin letters, numbers, hyphens ("-") and underscores ("_"). It must be 1 to 24 characters long.

6) Click **Select** next to **Assistant**, select the phone number of the assistant, and click **OK** to confirm.

An executive-assistant group can have only one assistant.

7) Add executives to the executive-assistant group as follows:

a) To add an executive to the group, click **Add executive**, select a user from the list of cloud telephony users displayed, and click **OK**.

An executive-assistant group can have a maximum of 3 executives.

The executive is added to the bottom of the list.

b) To remove an executive from the group, hover over the executive and click **Remove** to the right.

8) Click **Save**.

The option to save the executive-assistant group configuration is enabled once you fill-in the required fields (highlighted with a red asterisk).

The configuration page for the executive-assistant group closes and the group appears in the list of **Executive-assistant groups**.

A number of keys are automatically configured on all members's desk phones, as presented in the following tables:

Table 1: Keys configured on the executives' desk phones (Executive #1 in a group with 1 assistant and 3 executives, as an example)

<table>
<tr><th>Key label</th><th colspan="2">Description</th></tr>
<tr><td>Primary line</td><td>Primary line of the person who is using the device (executive #1, in this example)</td><td rowspan="4">It is used to:
• Show status of the destination associated with the key (idle, busy, or ringing)
• Pick up a ringing call
• Initiate a call by pressing the applicable key
• Initiate a consultation call</td></tr>
<tr><td>{Assistant}</td><td>Primary line of the assistant</td></tr>
<tr><td>{Executive #2}</td><td>Primary line of the executive #2</td></tr>
<tr><td>{Executive #3}</td><td>Primary line of the executive #3</td></tr>
<tr><td>RT on</td><td colspan="2">Activate ring transfer.
Once activated, incoming calls for the executive #1 are forwarded to and ring on the assistant's desk phone.</td></tr>
<tr><td>RT off</td><td colspan="2">Deactivate ring transfer.
Once deactivated, incoming calls for the executive #1 are not forwarded to and they do not ring on the assistant's desk phone. They are only visually signalled.</td></tr>
</table>

Table 2: Keys configured on the assistant's desk phone (assistant of 3 executives, as an example)

<table>
<tr><th>Key label</th><th colspan="2">Description</th></tr>
<tr><td>Primary line</td><td>Primary line of the person who is using the device (assistant, in this example)</td><td rowspan="4">It is used to:
• Show status of the destination associated with the key (idle, busy, or ringing)
• Pick up a ringing call
• Initiate a call by pressing the applicable key
• Initiate a consultation call</td></tr>
<tr><td>{Executive #1}</td><td>Primary line of the executive #1</td></tr>
<tr><td>{Executive #2}</td><td>Primary line of the executive #2</td></tr>
<tr><td>{Executive #3}</td><td>Primary line of the executive #3</td></tr>
<tr><td>RT on {Executive #1}</td><td colspan="2">Activate ring transfer for executive #1.
Once activated, incoming calls for the executive #1 are forwarded to and ring on the assistant's desk phone.</td></tr>
<tr><td>RT off {Executive #1}</td><td colspan="2">Deactivate ring transfer for executive #1.
Once deactivated, incoming calls for the executive #1 are not forwarded to and they do ring on the assistant's desk phone. They are only visually signalled.</td></tr>
<tr><td>RT on {Executive #2}</td><td colspan="2">Activate ring transfer for executive #1.
Once activated, incoming calls for the executive #1 are forwarded to and ring on the assistant's desk phone.</td></tr>
<tr><td>RT off {Executive #2}</td><td colspan="2">Deactivate ring transfer for executive #2.
Once deactivated, incoming calls for the executive #2 are not forwarded to and they do ring on the assistant's desk phone. They are only visually signalled.</td></tr>
<tr><td>RT on {Executive #3}</td><td colspan="2">Activate ring transfer for executive #3.
Once activated, incoming calls for the executive #1 are forwarded to and ring on the assistant's desk phone.</td></tr>
<tr><td>RT off {Executive #3}</td><td colspan="2">Deactivate ring transfer for executive #3.
Once deactivated, incoming calls for the executive #1 are not forwarded to and they do ring on the assistant's desk phone. They are only visually signalled.</td></tr>
</table>

The configuration status of the executive-assistant group is `Creation in progress` as it may take a few minutes before the configured keys appear on the devices of the executive(s) and the assistant. Devices will reboot automatically.

The creation operation runs asynchronously in the background so you do not have to wait for it. Once it completes, the status of the executive-assistant group changes to `Completed.`

Further information

- A cloud telephony user can belong to only one executive-assistant group at a time.
- You cannot edit an executive-assistant group. You must instead delete the executive-assistant group and then create a new one.

27.26 How to delete an executive-assistant group

As a domain administrator, you can delete an executive-assistant group created on OpenScape Cloud. You can delete more than one executive-assistant groups at a time.

Step by Step

1) On the web client and Desktop App, click your user name and then click **Administration**.

If you are administrating the domain on behalf of a customer, click **Partner administration** instead of *Administration*, and select the domain you want to administer.

2) Click the **Cloud telephony** tab.

3) Navigate to **Call groups** > **Executive-assistant groups**.

All executive-assistant groups configured in the domain are listed in a table.

4) To delete an individual executive-assistant group, choose one of the following:

- Hover over the table entry corresponding to the group you want to delete and, then, click **Delete** to the right of the entry.
- Tick the check box at the beginning of the table entry corresponding to the group you want to delete and, then, click **Delete selected** to the upper-right corner of the table.

5) To delete more than one executive-assistant groups at a time, tick the check box at the beginning of each table entry corresponding to the groups you want to delete and, then, click **Delete selected** to the upper-right corner of the table.

The status of the selected executive-assistant groups is `Deletion in progress` as it may take a few minutes before the configured keys disappear from the devices of the executive(s) and the assistant. Devices will reboot automatically.

The deletion operation runs asynchronously in the background so you do not have to wait for it. Once it completes, the deleted executive-assistant groups are removed from the list.

27.27 What are the minimum requirements for a SIP device to connect to OpenScape Cloud?

Unify operates OpenScape Cloud and provides a generic configuration of its solution so that a 3rd party device can be connected. Support from Unify for 3rd party devices is restricted to allowing them to connect to OpenScape Cloud. If you have issues when setting up a 3rd party device, including its connection to

OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Exceptions might apply if Unify agreed to indirect channel partners or device vendors to help with validation. This page is published for this purpose. Unify supports partners with a test list and procedure description and special system access on demand – connectivity tests should not be performed with Unify's productive cloud systems.

In order for a device (SIP phone or VoIP gateway) to connect to and be used with OpenScape Cloud, the following requirements must be met at a minimum:

1) The device must support and be configured to use **SRTP only** (Secure Real-time Transport Protocol) for all media streams [single "m=" line in the SDP (Session Description Protocol)].

2) The device must support and be configured to use the **SDES** (Security DEScriptions) key management protocol for SRTP.

3) The device must be configured to use SIP (Session Initiation Protocol) over TLS (Transport Layer Security). **TLS v1.2** is required.

4) The device must support and be configured to enable **HTTP Digest authentication**.

The digest authentication credentials are unique for each OpenScape Cloud user.

5) The device must support and be configured to use **wildcard** type of **TLS certificates** and allow a TLS connection only if the certificate is trusted (**trusted certificates**). Additionally, it is highly recommended that the device is configured to perform **common name validation**.

6) The device should support entering the **FQDN** (Fully Qualified Domain Name) of the **SIP server** and **SIP registrar server**. Connection to DNS is, thus, needed. Connection to DHCP is also needed, if DCHP is available on the network. If not, the device must be manually configured with a static IP address, netmask and default gateway address.

If entering the FQDN of the SIP server and SIP registrar server is not possible, then the *IP address* of the SIP server must be entered while configuring the device, but the *common name validation* of the trusted certificate must be disabled.

7) The device must be configured with an IP v4 address.

8) The device should be configured to refresh the registration every 3600 seconds at the latest, i.e. **Registration expiry time** = 3600 sec.

If local firewall or NAT devices cut idle connections to OpenScape Cloud, a smaller time interval might be required but please select the largest possible. For more network requirements, please refer to the Circuit Design Assessment (https://www.circuit.com/documents/10182/113104/Circuit+Design+Assessment.pdf/53435e46-5e1b-42ce-8e6a-da6110e76f52).

9) The device should support and be configured to use the following **codecs**: G.711 (a-law, u-law), G.722 and Opus, if possible. Also, G.711 and T.38 for Mediatrix.

G.711 (a-law, u-law), G.722 and Opus are preferred because they are used end-to-end with both our soft phones and desk phones. Thus, no transcoding is required and there is no degradation in voice quality.

Other codecs could be used only for calls to or from the TDM (Time Division Multiplexing) network.

10) The device must be configured to use an **NTP** (Network Time Protocol) **server** such as pool.ntp.org or europe.pool.ntp.org.

An NTP server is required as the device must synchronize time so that it can securely connect to OpenScape Cloud.

11) It is recommended that daylight saving is enabled on the device.

27.28 How to configure Ascom Myco V10.1.0 VoWiFi for use with OpenScape Cloud

Ascom Myco is a smartphone for nurses, caregivers and clinicians. Its Wi-Fi version is designed to be part of a Voice over Wi-Fi (VoWiFi) system providing wireless IP-telephony, messaging, and alarm functions to enterprise LANs.

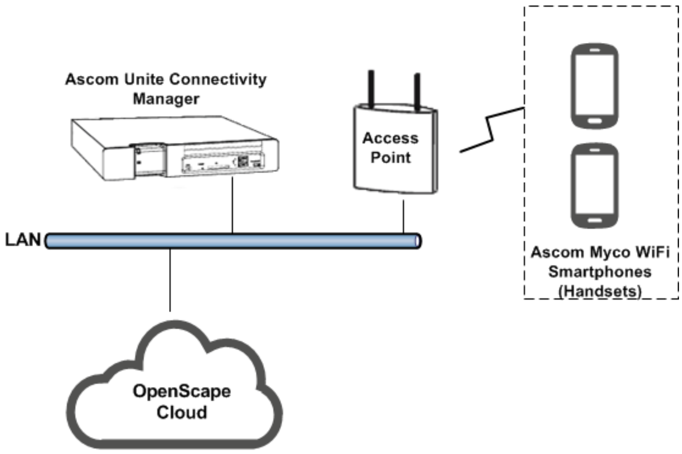


Figure 5: Ascom Myco and OpenScape Cloud reference configuration

The Ascom Myco WiFi Smartphones, referred to as "handsets", connect to the enterprise LAN via Access Points, as depicted in the figure above. The handsets can be configured using the Device Manager, an application that runs in the Unite Connectivity Manager (Unite CM), the core software platform in the Ascom system.

This guide describes how to access and configure an Ascom Myco WiFi Smartphone for use with OpenScape Cloud via the Device Manager. The Access Point and Unite CM configuration is out of scope of this guide.

Tested model: Ascom Myco V10.1.0 VoWiFi.

The handset has been tested with OpenScape Cloud with the following software: SIP App v2.2, WiFi version 4.3.j.

The instructions provided below are likely valid for other software versions or compatible handsets but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- The Wi-Fi network is available and working.
- The Ascom Unite CM box is connected to the Local Area Network and you know its IP address.
- The MAC address of the handset has been added to the wireless Access Point.
- The handset has been setup after a factory reset and can be discovered by the Device Manager in Unite CM.
- The software of the handset has been upgraded to the most recent version.
- A Circuit domain administrator has assigned a phone number and desk phone to the user who will be using the handset.
- Make sure you have the following SIP information
  – `User ID`: this is usually identical to the phone number assigned to the user who will be using the handset.
  – User-specific `password` for SIP digest authentication.
  – `SIP server address` and `port`.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the user who will be using the phone.

To configure the device for use with OpenScape Cloud, perform the following steps:

Step by Step

1) Access the Unite Connectivity Manager:

a) Open a web browser on a computer located in the same network as the Unite CM, and enter its IP address in the address field: `http://Unite_CM_ip_address`

b) Enter the required credentials in the **User name** and **Password** fields.

The default credentials are:

- User name: `admin`
- Password: `changeme`

c) Click **Log in**.

The start page of the Unite CM will be shown.

2) Click **Device Manager**.

The Ascom Device Manager application will open to the **Devices** tab, showing all devices discovered.

3) Do the following to install the `RootCA.pem` certificate on the Myco handset you want to register to OpenScape Cloud:

a) Right click on the handset in the list and select **Manage Certificates...**.

The **Manage Certificates** window will open to the **Trust list** tab.

b) Click **Browse** next to **Trusted certificate**.

c) On the File Upload dialog that opens, locate and select the `RootCA.pem` certificate you obtained from a Circuit domain administrator and stored on your local computer, and click **Open**.

A Confirm Certificate window opens showing the details of the certificate.

d) Import the certificate to the handset by clicking **Yes**.

e) Go to the **Application certificates** tab in the **Manage Certificates** window.

f) Repeat sub-steps b - d.

g) Click **Close**.

4) Click the **Numbers** tab of the Device Manager.

5) Right click on the handset in the list and select **Edit parameters...**.

The **Edit parameters for <number>** window will open, where `<number>` is the number associated with the handset.

6) From the configuration tree in the left pane, navigate to **Telephony** > **Ascom VoIP** and make the following settings in the right pane:

a) Set **SIP Transport** to **TLS**.

b) Set **Trusted TLS certificate** to **RootCA.pem**.

c) In the **Primary SIP proxy** field, enter the SIP server address you obtained from a Circuit domain administrator.

d) In the **Listening port** field, enter the SIP port of the OpenScape Cloud SIP Server you obtained from a Circuit domain administrator.

e) In the **Endpoint ID** field, enter the User ID you obtained from a Circuit domain administrator.

f) In the **Password** field, enter the user-specific password for SIP digest authentication you obtained from a Circuit domain administrator.

g) In the **VoIP phone number** field, enter the User ID again.

h) Set **Secure RTP mode Proxy** to **AES_CM_128_HMAC_SHA1_80**.

i) Set **Secure audio negotiation** to **Optional encryption**.

7) From the configuration tree in the left pane navigate to **Display** > **Owner ID/ name** and make the following setting in the right pane:

a) Enter the name you want to appear on the handset's lock and charging screens.

It is recommended that you enter the full name of the user who will be using the handset as: `First Name <space> Last name`

8) From the configuration tree in the left pane navigate to **Time & Date** and make the following settings in the right pane:

a) Leave the ***Use 24-hour format** field to the default value **Yes**.

b) Leave the ***Choose date format** field to the default value **Regional**.

c) Leave the **Automatic date & time** and **Automatic time zone** fields to the default value **Enable**.

d) In the **NTP server address** field, enter the address of an NTP Server.

Make sure the date and time is set correctly on the handset, otherwise a secure connection to OpenScape Cloud could not be established.

9) Click **OK**.

The handset is now configured for use with OpenScape Cloud.

Validation

You can verify that the device is successfully registered to OpenScape Cloud as follows:

- If the device is not successfully registered, a warning message will appear on the screen mentioning that no phone calls can be made.
- Place a phone call from and to the device and make sure that the call is established.

If the device is not successfully registered, please check your settings and network connection.

Further information

The following functionality has been tested: Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, do warm transfer, consult, merge calls/conference, send DTMF (i.e. Dual-tone multifrequency signaling), hold and resume a call, show SIP display name on the device.Please understand that some of the features the device might offer with other platforms might not be offered with OpenScape Cloud.

27.29 How to configure Cisco CP-8861-3PCC for use with OpenScape Cloud

Tested model: Cisco CP-8861-3PCC.

The phone has been tested with OpenScape Cloud with the following firmware: UC Software 4.0.13.1445 | BootROM Software 5.0.13.0801.

The instructions provided below are likely valid for other firmware versions or compatible devices but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- A Circuit domain administrator has assigned a phone number to the user who will be using the phone.
- Make sure you have the following SIP information:
  - SIP user name: this is usually identical to the phone number assigned to the user who will be using the phone.
  - User-specific password for SIP digest authentication.
  - SIP server address and port.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to Administration > Cloud telephony and then select the user who will be using the phone.

To configure the phone for use with OpenScape Cloud, perform the following steps:

Step by Step

1) Connect the phone to the network and power source.

2) Reset the phone to its factory defaults, if it has residual settings from previous configurations:

a) Press the settings button on the device and navigate to Device Administration.

b) Press the Factory reset option.

Or alternatively you can reset the phone as follows:

c) Power off the device and wait for 5 seconds.

d) Press and hold # and plug in the phone

e) When the Headset and Speaker buttons are lit, release # and enter the following key: 123456789*0#

f) The light for the Headset button turns off after you press the 1 key. After you enter the key sequence, the Mute button lights.

g) The phone resets.

3) Add an IP to the phone:

a) Press the settings button on the device and navigate to Network Configuration.

b) Select the option IPv4 address settings and under the connection type select DHCP or Static IP. I f you select the Static IP option you have to enter the preferred IP Address, Subnet Mask and IP Gateway.

c) Once you finished press the Set button.

4) Set a password for the device:

a) Press the settings button on the device and navigate to Device administration.

b) Select the option Set password and add a password that you will use to login in the device or in the web interface.

5) Access the Cisco Web Configuration Utility of the phone by opening a Web browser on your local computer and entering the phone's IP address: `http://phone's_ip_address`. Then login as **Admin**.

6) Navigate to **Voice> System** and make sure that the following settings are configured:

a) In the **Enable Web Server** field the option **yes** is selected.

b) In the **Enable Protocol** field the option **Http** is selected.

c) In **User password** field, the user password you have defined is filled in.

d) In the **Admin password** field, the administrator password you have defined is filled in.

e) In the **Connection type** field the option **DHCP** is selected.

f) In the **Static IP, Gateway, Net Mask, Primary DNS** the respective information you have entered in the device is filled in.

7) Navigate to **Voice> SIP> RTP Parameters** and make the following settings:

a) In the **SIP User Agent Name** field enter a name that will be displayed on the device.

b) In the **SIP Reg User Agent Name** field enter the phone number that will be registered to the device.

8) Navigate to **Voice > Provisioning> Settings** and make the following settings:

a) In the **Custom CA Rule** field enter the URL where that certificate is currently stored.

For example:

http://<http_server_address>/RootCA.pem, if the certificate is stored to an HTTP server directory, or

ftp://<ftp_server_address>/RootCA.pem, if the certificate is stored to an FTP server directory.

If the certificate is not currently stored to an HTTP or FTP server, you can start Microsoft IIS or 3CDaemon on a computer located in the same network as the phone and place the certificate into its root directory.

9) Navigate to **Voice> Phone> General** and make the following settings:

a) In the Station Name enter the phone number that is registered to the device.Enter the phone number as an international number including "+", country code, area code, and your local phone number.

Example: +49123456789

b) In the **Station Display Name** enter a name that will be displayed on the device.

10) Navigate to **Voice> Phone> Supplementary Services** and make the following setting:

a) Select the option **Yes** in the **Secure Call Serv** field.

11) Navigate to **Voice> Ext 1> SIP Settings** and make the following settings:

a) In the **SIP Transport** field select the option TLS.

b) In the **SIP Port** field select the enter the port value.

12) Navigate to **Voice> Ext 1> Proxy and Registration** and make the following setting:

a) In the **Proxy** field enter the SIP server address. The proxy had to be configured with the DNS name, otherwise if you add an IP the encryption and the connection will fail.

13) Navigate to **Voice> Ext 1> Subscriber information** and make the following settings:

a) In the **Display Name** field enter a name that will be displayed on the device. It is recommended to enter your first name and last name in this field.

b) In the **Password** field enter the password of the subscriber.

c) In the **Reversed Auth Realm** enter the value **Unify**.

d) n the **User ID** enter the phone number that is registered to the device.

14) 1Navigate to **Voice> User > Supplementary Services** and make the following settings:

a) In the **Secure Call Settings** field select the option yes.

Validation

You can verify that the phone is successfully registered to OpenScape Cloud as follows:

- A green light indication will be shown in the device.
- Place a call from and to the phone and make sure that the call is established.

If the phone is not successfully registered, please check your settings and network connection.

Further information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, do warm transfer, consult, alternate, merge calls/conference, send DTMF (i.e. Dual-tone multifrequency signaling), hold and resume a call, show SIP display name on the phone.
- The following functionality has been tested with Circuit client in remote call control: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer call, alternate, consult, and hold and resume a call via Circuit.

Please understand that some of the features the phone device might offer with other platforms might not be offered with OpenScape Cloud (for example, Message Waiting Indication - MWI or Pickup).

Support from Unify for 3rd party devices is restricted to allowing them to connect to OpenScape Cloud.

27.30 How to configure Konftel 300IPx for use with OpenScape Cloud

Tested model(s): Konftel 300IPx.

The conference phone has been tested with OpenScape Cloud with the following firmware: 2.7.28.

The instructions provided below are likely valid for other firmware versions or compatible devices but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- A Circuit domain administrator has assigned a phone number and desk phone to the user who will be using the phone.

- Make sure you have the following SIP information:
  - `User ID`: this is usually identical to the phone number assigned to the user who will be using the phone.
  - User-specific `password` for SIP digest authentication.
  - SIP realm.
  - `SIP server address` and `port`.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the user who will be using the phone.

To configure the phone for use with OpenScape Cloud, perform the following steps:

Step by Step

1) Connect the phone to the network and power source.

2) Reset the phone to its factory defaults, if it has residual settings from previous configurations:

a) Press **MENU** on the phone (top center key with gear icon), and select **SYSTEM** > **FACTORY RESET**.

b) When prompted, enter the administrative PIN code and press **OK**.

The default PIN code is: `1234`

c) Confirm that you really want to reset the settings to default by pressing **OK** again.

d) When the factory reset is completed, you are prompted to enter information to register an account. Press **MENU** on the phone to return to the idle screen.

3) If DHCP is used in the network, the phone will automatically get an IP address from the network's DHCP function. Check the IP address of the phone, as follows:

a) Press **MENU** on the phone, and select **STATUS** > **NETWORK**.

b) Find the phone's network address under the heading **IP ADDRESS**.

4) If DHCP is not used in the network, assign an IP address to the phone:

a) Press **MENU** on the phone, and select **SETTINGS** > **ADVANCED**.

b) When prompted, enter the administrative PIN code and press **OK**.

c) Select **NETWORK** > **IP** > **STATIC IP**.

d) Enter values for the **IP ADDRESS**.

e) Enter **HOSTNAME**. Please ensure that it is unique.

The default value is `kt300IPx`.

f) Enter **DOMAIN** (optional).

g) Enter **NETMASK**.

h) Enter **GATEWAY**.

i) Enter **DNS 1**.

j) Enter **DNS 2** (optional).

The display shows `DONE`.

5) Log on to the Konftel 300IPx web server:
   a) Open a web browser on a computer located in the same network as the conference phone, and enter the phone’s IP address in the address field.
   b) From the **Profile** drop-down list, select **Admin** and enter the PIN code.
   c) Click **Login**.
6) Upgrade the firmware to the most recent version:
   a) Navigate to **Settings** > **Provisioning**.
   b) Click **Check Now**.
   c) Compare the current version with the latest available version online.
   d) If you want to upgrade, select the version you want from the list and click **Upgrade**.

      Downloading and installing the new version may take a few minutes.

      When the upgrade is completed, the following message appears in the web browser: `Upgrade Complete. The unit will be rebooted`. Shortly after you will hear the Konftel signature tone which indicates that the phone has started.
7) Navigate to **Settings** > **Time & Region** and make the following settings:
   a) Under **Time**, make sure **Enable NTP** is set to **On**.
   b) From the drop-down list next to **Timezone**, select the UTC time zone for the phone.
   c) In the **NTP Server** field, enter the address of an NTP Server.
   d) Under **Region**, select the country where the phone is deployed.
   e) Under **Daylight saving**, set **Enable DST** to **Yes**, if DST (Daylight Saving Time or Summer Time) is used in the country where the phone is deployed, or **No** otherwise.
   f) When daylight saving is in use, from the drop-down list next to **DST Timezone**, select the offset from UTC time.
   g) Make sure **DST Mode** is set to **Automatic**.
   h) Click **Save**.

   The phone reboots with the new settings.

8) Navigate to **Settings** > **SIP** and make the following settings:

a) Under **Account 1**, set **Enable account** to **Yes**.

b) In the **Account name** field, enter the name you want to appear on the phone display.

It is recommended that you enter the full name of the user who will be using the phone as `First Name <space> Last name`.

c) In the **User** field, enter the User ID you obtained from a Circuit domain administrator.

d) In the **Registrar** field, enter the SIP server address and port you obtained from a Circuit domain administrator separated by a colon (`<SIP server address>:<SIP server port>`).

e) In the **Realm** field, enter: `Unify`

f) In the **Authentication name** field, enter the User ID again.

g) In the **Password** field, enter the user-specific password for SIP digest authentication you obtained from a Circuit domain administrator.

h) In the **Registration interval** field, enter the time interval, in seconds, between each registration renewal to the SIP server. You can leave this field to the default value `1800`.

i) Make sure that **Enable keep-alive** is set to **Yes**.

j) Under **Transport**, set **Protocol** to **TLS**.

k) Leave the **Local TLS Port** field to the default value `65061`.

l) Under **TLS settings**, from the drop-down list next to **Method**, select **TLSv1.2**.

m) Set **Verify server** to **On**.

n) Click **Browse**, next to **Root certificate**.

o) On the File Upload dialog that opens, locate and select the `RootCA.pem` certificate you obtained from a Circuit domain administrator and stored on your local computer, and click **Open**.

p) Click **Save**.

NOTICE:

When you apply changes to the configuration, the phone responds by showing: `REGISTERING`. If registration is successful, the selected account name will appear at the bottom of the phone display next to a shaded square.

9) Navigate to **Settings** > **Media** and make the following settings:

a) Under **Security**, set **SRTP** as **Mandatory**.

b) Make sure **Security signalling** is set to **TLS**.

c) Under **DTMF**, make sure **DTMF Signalling** is set to **RFC 2833**.

d) Under **Advance**d, leave the **First RTP Port** field to the default value `4000`.

e) Click **Save**.

The phone is now configured for use with OpenScape Cloud.

Validation

You can verify that the phone is successfully registered to OpenScape Cloud as follows:

- The phone's idle screen displays a shaded square.

- Place a call from and to the phone and make sure that the call is established.

If the phone is not successfully registered, please check your settings and network connection.

Further information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, merge calls/conference, send DTMF (i.e. Dual-tone multifrequency signaling), hold and resume a call, show SIP display name on the phone.
- The following functionality has been tested with Circuit client in remote call: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer call, consult, and hold and resume a call via Circuit.

Please understand that some of the features the phone device might offer with other platforms might not be offered with OpenScape Cloud.

27.31 How to configure Polycom SoundPoint IP 321 for use with OpenScape Cloud

Tested model(s): Polycom SoundPoint IP 321.

The phone has been tested with OpenScape Cloud with the following firmware: UC Software 4.0.13.1445 | BootROM Software 5.0.13.0801.

The instructions provided below are likely valid for other firmware versions or compatible devices but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- A Circuit domain administrator has assigned a phone number and desk phone to the user who will be using the phone.
- Make sure you have the following SIP information:
  - `User ID`: this is usually identical to the phone number assigned to the user who will be using the phone.
  - User-specific `password` for SIP digest authentication.
  - `SIP server address` and `port`.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the user who will be using the phone.

To configure the phone for use with OpenScape Cloud, perform the following steps:

Step by Step

1) Connect the phone to the network and power source.

2) Reset the phone to its factory defaults, if it has residual settings from previous configurations:

a) Press the **Menu** key on the phone, and select **Settings** > **Advanced**.

b) When prompted, enter the administrative password, and press the **Enter** soft key.

The default administrative password is: `456`

c) Select **Admin Settings** > **Reset to Defaults** > **Reset to Factory**.

3) Add an IP to the phone:

a) Press the **Menu** key on the phone, and select **Settings** > **Advanced**.

b) When prompted, enter the administrative password, and press the **Enter** soft key.

c) Select **Admin Settings** > **Network Configuration** > **Ethernet menu**.

d) Enter the preferred **IP Address**, **Subnet Mask** and **IP Gateway** (recommended) or enable the **DHCP** option.

4) If DHCP is enabled and working as expected, get the IP address of the phone:

a) Press the **Menu** key on the phone, and select **Status** > **Network** > **TCP/IP Parameters**.

5) Access the Polycom Web Configuration Utility of the phone by opening a Web browser on your local computer and entering the phone's IP address: `http://phone's_ip_address`. Then login as **Admin**.

6) Navigate to **Settings** > **SIP** > **Server 1** and make the following settings:

a) In the **Address** field, enter the SIP server address you obtained from a Circuit domain administrator.

b) In the **Port** field, enter the SIP port.

c) From the drop-down list next to **Transport**, select **TLS**.

d) Click **Save**.

7) Navigate to **Settings** > **Lines** > **Line 1** and make the following settings:

a) In the **Display Name** field, enter the name you want to appear on the phone display.

It is recommended that you enter the full name of the user who will be using the phone as `First Name <space> Last name`.

b) In the **Address** and **Authentication User ID** fields, enter the User ID you obtained from a Circuit domain administrator.

c) In the **Authentication Password** field, enter the user-specific password for SIP digest authentication.

d) Click **Save**.

8) Navigate to **Settings** > **Network** > **TLS** > **Certificate Configuration** and do the following to install the `RootCA.pem` certificate on the phone:

a) In the **Platform CA 1** field, enter the URL where the certificate is currently stored:

For example:

`http://<http_server_address>/RootCA.pem`, if the certificate is stored to an HTTP server directory, or

`ftp://<ftp_server_address>/RootCA.pem`, if the certificate is stored to an FTP server directory.

If the certificate is not currently stored to an HTTP or FTP server, you can start Microsoft IIS or 3CDaemon on a computer located in the same network as the phone and place the certificate into its root directory.

b) Click **Install**.

c) Click **Save**.

9) Navigate to **Settings** > **Network** > **TLS** > **TLS Applications** and make the following settings:

a) From the second drop-down list next to **SIP**, select **TLS 1.2**.

b) Leave all other drop-down lists to their default values.

c) Make sure that the **SIP** check box next to **Common Name Validation** is un-ticked.

> **NOTICE:**
>
> The tested firmware version does not support wildcard certificates, since it cannot validate the Common Name field.

d) Click **Save**.

10) Create a configuration file to enforce SRTP media on outbound calls:

a) Copy the following text and save it to a new text file with extension `.cfg` on your local computer:

```
<?xml version="1.0" standalone="yes"?
><localcfg><sec.srtp.offer sec.srtp.offer="1">
 </sec.srtp.offer></localcfg>
```

11) Go back to the Polycom Web Configuration Utility, navigate to **Utilities** > **Import & Export Configuration** and do the following to import the configuration:

a) In the **Import Configuration** section, click **Choose File**.

b) On the File Upload dialog that opens, locate and select the `.cfg` file you have created, and click **Open**.

c) Click **Import**.

12) The phone may reboot automatically. If it does not, reboot manually the phone by selecting **Utilities** > **Reboot Phone** and clicking **Yes** to confirm.

Once rebooted, the phone is configured for use with OpenScape Cloud.

Validation

You can verify that the phone is successfully registered to OpenScape Cloud as follows:

- The phone's idle screen displays a black phone icon.
- Place a call from and to the phone and make sure that the call is established.

If the phone is not successfully registered, please check your settings and network connection.

NOTICE:

Video calls are not supported.

Further information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, do warm transfer, consult, merge calls/conference, send DTMF (i.e. Dual-tone multifrequency signaling), hold and resume a call, show SIP display name on the phone.
- The following functionality has been tested with Circuit client in remote call: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer call, consult, and hold and resume a call via Circuit.

Please understand that some of the features the phone device might offer with other platforms might not be offered with OpenScape Cloud (for example, Message Waiting Indication - MWI).

27.32 How to configure Polycom VVX 150/250/350/450 for use with OpenScape Cloud

Tested model(s): Polycom VVX 150/250/350/450.

The phones has been tested with OpenScape Cloud with the following firmware: UC Software 5.8.0.13851 | BootROM Software 5.9.5.14816.

The instructions provided below are likely valid for other firmware versions or compatible devices but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- A Circuit domain administrator has assigned a phone number and desk phone to the user who will be using the phone.

- Make sure you have the following SIP information:
  - `User ID`: this is usually identical to the phone number assigned to the user who will be using the phone.
  - User-specific `password` for SIP digest authentication.
  - SIP `Realm`.
  - `SIP server address` and `port`.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the user who will be using the phone.

To configure the phone for use with OpenScape Cloud, perform the following steps:

Step by Step

1) Connect the phone to the network and power source.

2) Reset the phone to its factory defaults, if it has residual settings from previous configurations:

a) Press the **Menu** key on the phone, and select **Settings** > **Advanced**.

b) When prompted, enter the administrative password, and press the **Enter** soft key.

The default administrative password is: `456`

c) Select **Admin Settings** > **Reset to Defaults** > **Reset to Factory**.

3) Add an IP to the phone:

a) Press the **Menu** key on the phone, and select **Settings** > **Advanced**.

b) When prompted, enter the administrative password, and press the **Enter** soft key.

c) Select **Admin Settings** > **Network Configuration** > **Ethernet** > **IPv4 Config**.

d) Enter the preferred **IP Addr**, **Sub Mask** and **IPv4 Gateway** (recommended) or enable the **DHCP** option.

4) If DHCP is enabled and working as expected, get the IP address of the phone:

a) Press the **Menu** key on the phone, and select **Settings** > **Status** > **Network** > **TCP/IP Parameters**.

5) Access the Polycom Web Configuration Utility of the phone by opening a Web browser on your local computer and entering the phone's IP address: `http://phone's_ip_address`. Then login as **Admin**.

6) Navigate to **Settings** > **SIP** > **Server 1** and make the following settings:

a) In the **Address** field, enter the SIP server address you obtained from a Circuit domain administrator.

b) In the **Port** field, enter the SIP port.

c) From the drop-down list next to **Transport**, select **TLS**.

d) Click **Save**.

7) Navigate to **Settings** > **Lines** and make the following settings:

a) In the **Line 1** section, in the **Display Name** field, enter the name you want to appear on the phone display.

It is recommended that you enter the full name of the user who will be using the phone as `First Name <space> Last name`.

b) In the **Address** field, enter the User ID you obtained from a Circuit domain administrator.

c) In the **Authentication** section, in the **Domain** field, enter the SIP Realm you obtained from a Circuit domain administrator.

d) In the **User ID** field, enter the User ID you obtained from a Circuit domain administrator.

e) In the **Password** field, enter the user-specific password for SIP digest authentication.

f) Click **Save**.

8) Navigate to **Settings** > **Network** > **TLS** > **Certificate Configuration** and do the following to install the `RootCA.pem` certificate on the phone:

a) In the **Platform CA 1** field, enter the URL where the certificate is currently stored:

For example:

`http://<http_server_address>/RootCA.pem`, if the certificate is stored to an HTTP server directory, or

`ftp://<ftp_server_address>/RootCA.pem`, if the certificate is stored to an FTP server directory.

If the certificate is not currently stored to an HTTP or FTP server, you can start Microsoft IIS or 3CDaemon on a computer located in the same network as the phone and place the certificate into its root directory.

b) Click **Install**.

c) Click **Save**.

9) Navigate to **Settings** > **Network** > **TLS** > **TLS Applications** and make the following settings:

a) From the second drop-down list next to **SIP**, select **TLS 1.2**.

b) Leave all other drop-down lists to their default values.

c) Make sure that the **SIP** check box next to **Common Name Validation** is un-ticked.

NOTICE:

The tested firmware version does not support wildcard certificates, since it cannot validate the Common Name field.

d) Click **Save**.
Changing the Common Name Validation settings requires a phone reboot.

10) Create a configuration file to enforce SRTP media on outbound calls:

a) Copy the following text and save it to a new text file with extension `.cfg` on your local computer:

```
<?xml version="1.0" standalone="yes"?
><localcfg><sec.srtp.offer sec.srtp.offer="1">
 </sec.srtp.offer></localcfg>
```

11) Go back to the Polycom Web Configuration Utility, navigate to **Utilities** > **Import & Export Configuration** and do the following to import the configuration:

a) In the **Import Configuration** section, click **Choose File**.
b) On the File Upload dialog that opens, locate and select the `.cfg` file you have created, and click **Open**.
c) Click **Import**.

12) The phone may reboot automatically. If it does not, reboot manually the phone by selecting **Utilities** > **Reboot Phone** and clicking **Yes** to confirm.

Once rebooted, the phone is configured for use with OpenScape Cloud.

Validation

You can verify that the phone is successfully registered to OpenScape Cloud as follows:

- The phone’s idle screen displays an icon with handset and check mark.
- Place a call from and to the phone and make sure that the call is established.

If the phone is not successfully registered, please check your settings and network connection.

NOTICE:

Video calls are not supported.

Further information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, do warm transfer, consult, merge calls/conference, send DTMF (i.e. Dual-tone multifrequency signaling), hold and resume a call, show SIP display name on the phone, long duration calls, toggle between calls.
- The following functionality has been tested with Circuit client in remote call: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer call, consult, hold and resume a call via Circuit, hunt groups.

If the device with the tested firmware version is added to a pickup group it does not support signaling of calls to be picked up from a team member. A call pickup is though possible by dialing the feature access code `*7`.

Please understand that some of the features the phone device might offer with other platforms might not be offered with OpenScape Cloud (for example, Message Waiting Indication - MWI).

27.33 How to configure Snom D715 and D765 for use with OpenScape Cloud

Tested model(s): Snom D715 and D765.

The phones have been tested with OpenScape Cloud with the following firmware:

- D715 -> snom715-SIP 8.9.3.80
- D765 -> snomD765-SIP 8.9.3.88

The instructions provided below are likely valid for other firmware versions or compatible devices but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- A Circuit domain administrator has assigned a phone number and desk phone to the user who will be using the phone.
- Make sure you have the following SIP information:
  – `User ID`: this is usually identical to the phone number assigned to the user who will be using the phone.
  – User-specific `password` for SIP digest authentication.
  – `SIP server address` and `port`.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the user who will be using the phone.

To configure the phone for use with OpenScape Cloud, perform the following steps:

Step by Step

1) Connect the phone to the network and power source.

2) Reset the phone to its factory defaults, if it has residual settings from previous configurations:

a) Press **Settin** on D715 or the key with the gear icon on D765 and select **5 Maintenance** > **3 Reset Values**.

b) When prompted, enter the admin mode password and press ✔.

The default admin mode password is: `0000`

c) Wait for the idle screen to reappear.

3) If DHCP is used in the network, the phone will automatically get an IP address from the network’s DHCP function. The IP address will appear for a few seconds on the display. Note it down for future use.

4) If DHCP is not used in the network or the phone cannot discover an DCHP server in the subnet:

a) You will be asked: `Are you using DHCP?`

b) Press **X** and enter the IP address, netmask, IP gateway and DNS server manually.

5) You will be prompted to select a language. Make a selection and press ✔.

6) You will be prompted to select a time zone.

a) If needed, press **<...>** to show all time zones.

b) Make a selection and press ✔.

7) You will be prompted to select a tone scheme. Make a selection and press ✔.

8) The phone display shows the welcome screen. Press any key to log on.

9) Access the web interface of the phone by opening a web browser on a computer located in the same network as the phone, and entering the phone's IP address in the address field: `http://phone's_ip_address`

> **NOTICE:**
>
> You can check the phone's IP address by pressing **Settin** on D715 or the key with the gear icon on D765 and selecting **6 Information** > **2 System Info**.

10) Upgrade the firmware to the most recent version:

a) Navigate to **Setup** > **Software Update**.

b) In the **Firmware** field, enter the http URL which is pointing to the firmware version you want to run on the phone.

If the firmware version you want to install is not currently stored to an HTTP server, you can start such a server (e.g., Microsoft IIS) on a computer located in the same network as the phone, and place the firmware into its root directory.

c) Click **Load**.

Updating to the new version may take a few minutes.

d) If asked wether to reboot, press ✔.

The phone reboots with the new firmware.

11) Navigate to **Setup** > **Identity 1**.

12) Under the **Login** tab make the following settings:

a) Set **Identity active** to **on**.

b) In the **Displayname** field, enter the name you want to appear on the phone display.

It is recommended that you enter the full name of the user who will be using the phone as `First Name <space> Last name`.

c) In the **Account** field, enter the User ID you obtained from a Circuit domain administrator.

d) In the **Password** field, enter the user-specific password for SIP digest authentication you obtained from a Circuit domain administrator.

e) In the **Registrar** field, enter the SIP server address and port you obtained from a Circuit domain administrator.

f) In the **Outbound Proxy** field, enter the SIP server address and port you obtained from a Circuit domain administrator, followed by `;transport=TLS`.

`SIP_server_IP_or_FQDN:SIP_port;transport=TLS`

g) In the **Authentication Username** field, enter the User ID again.

h) Click **Apply**.

13) Go to the **SIP** tab and make the following setting:

a) In the **Proposed Expiry** field, enter `60` as the proposed expiry time of the registration in seconds for line 1.

b) Click **Apply**.

14) Optionally, go to the **NAT** tab and make the following setting:

a) In the **Keepalive interval (seconds)** field, enter the number of seconds after which a new keepalive message will be sent out to the registrar port in order to have the port stay open and the phone remain reachable, e.g. `180`.

b) Click **Apply**.

15) Go to the **RTP** tab and make the following settings:

a) Set **RTP Encryption** to **on** (default).

b) Set **SRTP Auth-tag** to **AES-80**.

c) From the drop-down list next to **RTP/SAVP**, select **mandatory**.

d) From the drop-down list next to **Media Transport Offer**, select **UDP** (default).

e) From the drop-down list next to **Media Transport Offer Setup**, select **any**.

f) Click **Apply**.

16) Navigate to **Setup** > **Advanced**.

17) Go to the **SIP/RTP** tab and make the following settings:

a) In the **SIP session Timer (s)** field, enter `3600` (default).

b) In the **Retry interval after failed registration (s)** field, enter the number of seconds the phone should attempt to reregister when the initial registration has failed, e.g. `5`.

c) Click **Apply**.

18) If DCHP is not used, go to the **Network** tab and make the following settings:

a) Locate the **Time** area.

b) In the **NTP Time Server** field, enter the address of an NTP Server.

c) In the **NTP Refresh Time (sec)** field, enter `3600` as the number of seconds after which the phone again contacts the NTP server to refresh the time.

d) From the drop-down list next to **Timezone**, select the UTC time zone for the phone.

e) Click **Apply**.

19) Navigate to **Setup** > **Certificates**.

20) Go to the **Custom Certificates** tab and do the following to install the `RootCA.pem` certificate on the phone:

a) Locate the **Add Custom Certificate (DER-Format)** area.

b) Click **Browse** for D765 or **Choose File** for D715.

c) On the File Upload dialog that opens, locate and select the `RootCA.pem` certificate you obtained from a Circuit domain administrator and stored on your local computer, and click **Open**.

d) Click **Load**.

21) Click **Save** to the top of the web interface to permanently store the changes.

The phone is now configured for use with OpenScape Cloud.

Validation

You can verify that the phone is successfully registered to OpenScape Cloud as follows:

- Navigate to **Status** > **System Information** and check the registration status under **SIP Identity Status**. The `Identity 1 Status` should be `OK`.
- The phone's idle screen displays a green handset symbol and the registered account (identity).
- Place a call from and to the phone and make sure that the call is established.

If the phone is not successfully registered, please check your settings and network connection.

Further information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, do warm transfer, consult, merge calls/conference, send DTMF (i.e. Dual-tone multifrequency signaling), hold and resume a call, show SIP display name on the phone.
- The following functionality has been tested with Circuit client in remote call: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer call, consult, and hold and resume a call via Circuit.

Please understand that some of the features the phone device might offer with other platforms might not be offered with OpenScape Cloud.

27.34 How to configure Yealink T42G for use with OpenScape Cloud

Tested model: Yealink T42G.

The phone has been tested with OpenScape Cloud with the following software and hardware versions:

- Software version 29.83.0.50
- Hardware version 29.0.0.0.0.0.0

Please note that the Yealink model T42G is End-Of-Life as described in the official web-page of Yealink. For more information about the device please refer to the EOL Products section at the official site.

The instructions provided below are likely valid for other software versions or compatible devices but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- A Circuit domain administrator has assigned a phone number and desk phone to the user who will be using the phone.

- Make sure you have the following SIP information:
  - `User ID`: this is usually identical to the phone number assigned to the user who will be using the phone.
  - User-specific `password` for SIP digest authentication.
  - `SIP server address` and `port`.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.
- It is recommended that you perform a factory reset of your device, if the device has already been used in the past. This way, you can make sure that you have a smooth process of configuring your device without implications.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the user who will be using the phone.

To configure the phone for use with OpenScape Cloud, perform the following steps:

Step by Step

1) Connect the phone to the network and power source.

2) When you power on the phone, the systems boots up and starts the following process:

a) The phone performs an automatic initialization.
b) The phone’s screen displays the message "Initializing...please wait".
c) The device attempts to contact a DHCP server in your network to obtain valid IPv4 network settings (e.g. IP address, subnet mask, default gateway address and DNS address) by default.
d) Wait until the DHCP server is configured and accept a network IP address.

3) If DHCP is not used in the network or the phone cannot discover an DCHP server in the subnet you have to configure your network settings manually. To configure the IP address via your phone’s user interface do the following:

a) Press **Menu** > **Settings** > **Advanced Settings**.
b) In the password field enter `admin`.
c) From there press **Network** > **WAN Port**.
d) Press the left arrow, right arrow or **Switch** key to select **IPv4** or **IPv4 & IPv6** from the **IP Mode** field (IPv6 only is not currently supported).
e) Press **Save** to enable the change.

To configure a static IPv4 adrdress via the phone’s user interface do the following according to your configuration:

f) Follow steps a) to c).
g) Press the down arrow key to select **IPv4** and press **Enter**.
h) Press the down arrow key to select **Static IPv4 Client** and press **Enter**.
i) Enter the desired values in the IP Address, Prefix, Default Gateway, Primary DNS and Secondary DNS fields respectively.
j) Press **Save**.

4) To access the main web interface of the Yealink phone:
   a) Open a web browser on computer located in the same network as the phone.
   b) Enter the phone's IP address in the address field of your browser: `http://phone's_ip_address`. The device's web page will open.
   c) Type `admin` in both the **Username** and **Password** fields.
   d) Click **Confirm**.

5) To reset the phone to its factory settings, reboot it or upgrade the phone's firmware through the web interface:
   a) Navigate to **Settings** > **Upgrade** from the main interface.
   b) Press **Reset** to reset the phone or **Reboot** to reboot the device.

NOTICE:

You might wait a few seconds till the **Reset** or **Reboot** process is finished. Then you will be prompted again to the initial login screen. To login, type again `admin` to both the **Username** and **Password** fields, unless you changed the credentials manually.

   c) To upgrade the firmware select the relevant file by pressing **Choose File** and then press **Upgrade**.

NOTICE:

If you want to reset the phone to its factory settings through the phone's user interface you have to navigate to **Menu** > **Settings** > **Advanced Settings** > **Reset to Factory** on your LCD screen, using the password `admin` and then press the **Enter** soft key.

6) Navigate to the **Status** tab to see useful information about the phone:

7) You will be prompted to a screen with useful information about the status of the phone. Check if all information in this page is correct and if not, modify it accordingly.
   a) Make sure the **Firmware Version** is the latest one, e.g: 29.71.0.60 or later.
   b) Check if the **Hardware Version** is correct.
   c) Check the IP information like the **WAN IP Address**, **Port Type** and **Gateway** port number.
   d) Justify that the **Link Status** is *Connected.*
   e) At the **Account Statu**s section you can see three account fields, e.g. **Account1, Account2 and Account3** as well as their status.

8) Next, navigate to **Account** > **Register.**

a) Choose Account1.

b) Set Line Active to **Enabled**.

c) In the **Label** field enter a label for the device.

The Label is displayed on the phone like the keyset lines.

d) In the **Display Name** field, enter the name you want to appear on the phone display.

It is recommended that you enter the full name of the user who will be using the phone as `First Name <space> Last name`.

e) In the **Register** field, enter the SIP server address and port you obtained from a Circuit domain administrator.

f) In the **User Name** field, enter the User ID you obtained from a Circuit domain administrator.

g) In the **Password** field, enter the user-specific password for SIP digest authentication you obtained from a Circuit domain administrator.

h) In the **Transport** field select **TLS** from the drop down menu.

i) In the **SIP Server 1** section, in the **Server Host** field enter the server host credential and port address that you obtained from a Circuit domain administrator.

The server host credential can also be your DNS name or IP of the OpenScape Cloud's SIP server.

j) Click **Confirm**.

9) Navigate to **Account** > **Advanced** to choose the preferred language, e.g. English.

a) On the **RTP Encryption(SRTP)** field, select **Force SRTP** from the drop down menu.

b) Click **Confirm**.

10) Navigate to **Settings** > **Preference** to choose the preferred language, e.g. English and click **Confirm**.

11) Navigate to **Settings** > **Time & Date** to add the time zone, time and date format and enter information about the **Primary server** and click **Confirm**.

NOTICE:

The primary server usually refers to node A of a cluster of nodes.

12) Navigate to **Security** > **Trusted Certificates** to:

a) Check the information about the trusted certificates as the IP number they are issued to, who issued them, and the certificates’ expiration date.

b) It is recommended to select **Enable** in the **Only Accept Trusted Certificates** option.

c) Disable the option **Common Name Validation**.

d) Choose one of the available options, e.g. **All Certificates,** at the field **CA Certificates**

e) Import Trusted Certificates, if needed, by clicking **Choose File** and opening a file from your computer. Then click **Upload** to upload it.

f) Click **Confirm** to save changes.

NOTICE:

When you make a change to any of the aforementioned fields a Warning message will pop-up asking you to restart the machine. Click **OK** for the changes to take place. Wait a few seconds and you will be prompted again at the login screen.To login, type again `admin` to both the **Username** and **Password** fields, unless you changed the credentials manually.

The phone is now configured for use with OpenScape Cloud.

Validation

You can verify that the phone is successfully registered to OpenScape Cloud either from the web interface or the device’s screen, as follows:

- At the web interface, navigate to **Status** and check the section **Account Status**. The Account1 should have its indication **Registered**.
- At the device, you should be able to see solid black phone icon on the phone’s LCD screen which indicates that the device is successfully registered.
- Place a call from and to the phone and make sure that the call is established.

If the phone is not successfully registered, please check your settings and network connection.

Further information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, attended transfer, consult transfer, merge calls/conference, send DTMF (i.e. Dual-tone multifrequency signaling), hold and resume a call and show SIP display name are supported by the phone.
- The following functionality has been tested with Circuit client in remote call: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer call, consult, and hold and resume a call via Circuit.

Please understand that some of the features the phone device might offer with other platforms, like for example MWI notifications, might not be offered with OpenScape Cloud.

27.35 How to configure Yealink CP920/CP960 for use with OpenScape Cloud

Tested models: Yealink CP920, Yealink CP960.

The phones have been tested with OpenScape Cloud with the following software and hardware versions.

For Yealink CP920:

- Software version 78.84.0.26
- Hardware version 78.0.0.0.0.0.0

For Yealink CP960:

- Software version 73.83.0.44
- Hardware version 73.0.0.9.0.0.0

Both Yealink CP920 and Yealink CP960 are conference type phones but their main difference is, apart from the design and display, their operating system since CP960 is running on Android operating system.

The instructions provided below are likely valid for other software versions or compatible devices but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- A Circuit domain administrator has assigned a phone number and desk phone to the user who will be using the phone.
- Make sure you have the following SIP information:
  - `User ID`: this is usually identical to the phone number assigned to the user who will be using the phone.
  - User-specific `password` for SIP digest authentication.
  - `SIP server address` and `port`.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.
- It is recommended that you perform a factory reset of your device, if the device has already been used in the past. This way, you can make sure that you have a smooth process of configuring your device without implications.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the user who will be using the phone.

To configure the phone for use with OpenScape Cloud, perform the following steps:

IMPORTANT:

The Yealink CP960 is an Android phone so both its web and device interfaces will look different from Yealink CP920. However, the configuration options are identical and the same steps need to be followed.

Step by Step

1) Connect the phone to the network and power source.

2) When you power on the phone, the systems boots up and starts the following process:

a) The phone performs an automatic initialization.

b) The phone's screen displays the message "Initializing...please wait".

c) The device attempts to contact a DHCP server in your network to obtain valid IPv4 network settings (e.g. IP address, subnet mask, default gateway address and DNS address) by default.

d) Wait until the DHCP server is configured and accept a network IP address.

3) If DHCP is not used in the network or the phone cannot discover an DCHP server in the subnet you have to configure your network settings manually. To configure the IP address via your phone's user interface do the following:

a) Press **Menu** > **Settings** > **Advanced Settings**.

NOTICE:

The CP960 device does not have the **Menu** option. You can directly access **Settings** > **Advanced Settings** from the Home screen.

b) In the password field enter `admin`.

c) From there press **Network** > **WAN Port**.

d) Press the left arrow, right arrow or **Switch** key on your CP920 device or tap on the drop-down menu on your CP960 device to select **IPv4** or **IPv4 & IPv6** from the **IP Mode** field (IPv6 only is not currently supported).

e) Press **Save** to enable the change.

To configure a static IPv4 address via the phone's user interface do the following according to your configuration:.

f) Follow steps a) to c).

g) Press the down arrow key to select **IPv4** and press **Enter**.

h) Press the down arrow key to select **Static IPv4 Client** and press **Enter**.

i) Enter the desired values in the IP Address, Prefix, Default Gateway, Primary DNS and Secondary DNS fields respectively.

j) Press **Save**.

4) To access the main web interface of the Yealink phone:

a) Open a web browser on computer located in the same network as the phone.

b) Enter the phone's IP address in the address field of your browser: `http://phone's_ip_address`. The device's web page will open.

c) Type `admin` in both the **Username** and **Password** fields.

d) Click **Confirm**.

5) To reset the phone to its factory settings, reboot it or upgrade the phone's firmware through the web interface:

a) Navigate to **Settings** > **Upgrade** from the main interface.

b) Press **Reset to Factory** to reset the device.

NOTICE:

You might wait a few seconds till the **Reset** process is finished. Then you will be prompted again to the initial login screen. To login, type again `admin` to both the **Username** and **Password** fields, unless you changed the credentials manually.

c) To upgrade the firmware select the relevant file by pressing **Choose File** and then press **Upload**.

NOTICE:

If you want to reset the phone to its factory settings through the phone's user interface for Yealink CP920 you have to navigate to **Menu** > **Settings** > **Advanced Settings** > **Reset to Factory** on your LCD screen, using the password `admin` and then press the **Enter** soft key or for Yealink CP960 navigate to **Settings** > **Advance Settings** enter the password and tap **Reset Config**

6) Navigate to the **Status** tab to see useful information about the phone:

7) You will be prompted to a screen with useful information about the status of the phone. Check if all information in this page is correct and if not, modify it accordingly.

a) Make sure the **Firmware Version** is the latest one.
b) Check if the **Hardware Version** is correct.
c) Check the IP information like the **WAN IP Address**, **Port Type** and **Gateway** port number.
d) At the **Account Statu**s section make sure that you see the indication Registered.

8) Next, navigate to **Account** > **Register.**

a) Choose Account1.
b) Set **Line Active** to **Enabled**.
c) In the **Label** field, enter the name you wish to be displayed on your phone device's LCD screen.
d) In the **Display Name** field, enter the name to be displayed for your account (e.g. **First name** = conference phone, **Last name** = room and/or site)

NOTICE:

The **Labe**l value has priority over the **Display Name** value, so if you have entered different values in these sections, then the one to be displayed will be the **Label** value.

e) In the **Register Name** field, enter the SIP server address you obtained from a Circuit domain administrator.
f) In the **User Name** field, enter the User ID you obtained from a Circuit domain administrator.
g) In the **Password** field, enter the user-specific password for SIP digest authentication you obtained from a Circuit domain administrator.
h) In the **Transport** field select **TLS** from the drop down menu.
i) In the **SIP Server 1** section, in the **Server Host** field enter the server host credential and port address that you obtained from a Circuit domain administrator.

   The server host credential can also be your DNS name or IP of the OpenScape Cloud's SIP server.
j) Click **Confirm**.

9) Navigate to **Account** > **Advanced** to choose the preferred language, e.g. English.
   a) On the **RTP Encryption (SRTP)** field, select **Compulsory** from the drop down menu.
   b) Click **Confirm**.

10) Navigate to **Settings** > **Time & Date** to add the time zone, time and date format and enter information about the **Primary server** and click **Confirm**.

11) Navigate to **Security** > **Trusted Certificates** to:
   a) Check the information about the trusted certificates as the IP number they are issued to, who issued them, and the certificates' expiration date.
   b) It is recommended to select **Enable** in the **Only Accept Trusted Certificates** option.
   c) Disable the option **Common Name Validation**.
   d) Choose one of the available options, e.g. **All Certificates,** at the field **CA Certificates**
   e) Import Trusted Certificates, if needed, by clicking **Browse** and opening a file from your computer. Then click **Upload** to upload it.
   f) Click **Confirm** to save changes.

NOTICE:

When you make a change to any of the aforementioned fields a Warning message will pop-up asking you to restart the device. Click **OK** for the changes to take place. Wait a few seconds and you will be prompted again at the login screen.To login, type again `admin` to both the **Username** and **Password** fields, unless you changed the credentials manually.

The phone is now configured for use with OpenScape Cloud.

Validation

You can verify that the phone is successfully registered to OpenScape Cloud either from the web interface or the device's screen, as follows:

- If the phone fails to register you will see a message on your phone's LCD screen the indication *No Service*.
- Place a call from and to the phone and make sure that the call is established.

If the phone is not successfully registered, please check your settings and network connection.

Further information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, attended transfer, consult transfer, merge calls/conference, toggle between calls, send DTMF (i.e. Dual-tone multifrequency signaling), hold and resume a call, show SIP display name, use hunt groups (restricted support), pickup (restricted support), are supported by the phone.

> **NOTICE:**
>
> Third-party devices cannot support the *make busy* feature toggle button, thus the hunt group feature support is restricted. The pickup feature is restricted because the programming of BLF pickup code on third-party devices is not supported.

> **NOTICE:**
>
> A DSS key can be added for a visual indication during pickup calls. CP920 will use the DSS key in order to handle the call.On CP960 the call pickup feature is fully supported.

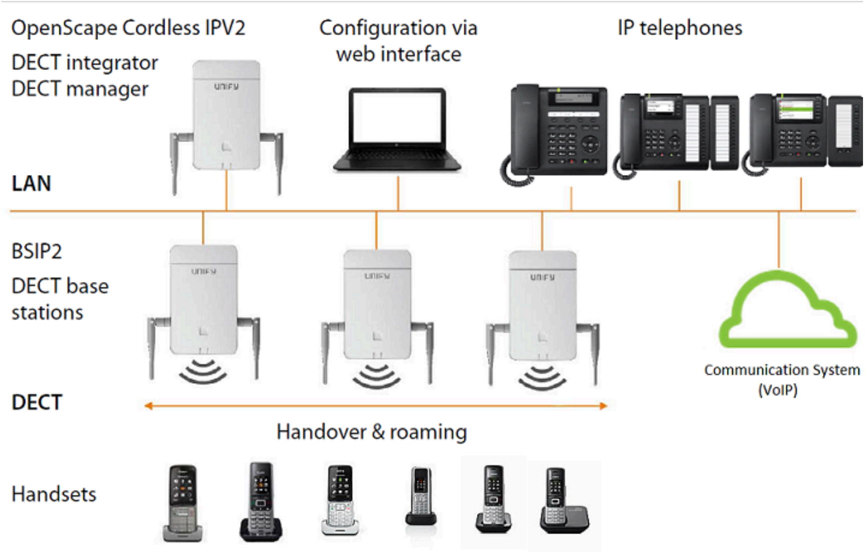
- The following functionality has been tested with Circuit client in remote call control: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer call, consult, and hold and resume a call via Circuit.

Please understand that some of the features the phone device might offer with other platforms, like for example MWI notifications, might not be offered with OpenScape Cloud

27.36 How to configure OpenScape Cordless IP V2 for use with OpenScape Cloud

OpenScape Cordless IP V2 is a DECT multicell system for connecting DECT base stations to a VoIP Communication System. It combines the options of IP telephony with the use of DECT phones.

The OpenScape Cordless IP V2 solution consists of a DECT integrator and manager (in small installations located in the same device), DECT base stations and handsets. The instructions given for the base station can also apply to manager.



Tested model: OpenScape Cordless IP V2

Cordless IP has been Solution tested with OpenScape Cloud with its firmware: V2R1.14.0 (SL4 F/W 53 and SL5 F/W 63.2). Unify ensures compatibility with new software versions performing periodic solutions tests. The newest released software version is recommended.

It is recommended that the Cordless IP solution is installed either by Unify or by certificated Unify partners.

Prerequisites

- The Wi-Fi network is available and working.
- A computer is connected to the local network, having a standard web browser, so as to configure the telephone system via the base station's web interface.
- The OpenScape Cordless IP V2 base station is connected to the Local Area Network and system administrator knows its IP address.
- Users who will be using a handset connected to OpenScape Cordless IP V2 base station are assigned a phone number and desk phone via Circuit by an OpenScape Cloud tenant administrator.

  Make sure you have the following SIP information:
- – SIP digest authentication credentials for every user who will be using a handset connected to the base station, i.e. SIP `User ID` and `password` of each endpoint entry.
  – `SIP server address` and `port`.

  SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the users who will be using the handsets.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.
- Make sure you have another necessary certificate and its private key. This is not used for the connection to OpenScape Cloud, but between the handsets and the base. As a system administrator you can e.g. create a server certificate and a private key using the following command in a Linux server: `openssl req -newkey rsa:2048 -nodes -keyout key.pem -x509 -days 365 -out server.pem.` Alternatively you can obtain

a shared certificate and key from our onboarding team contacting to the following e-mail: OSC-Provisioning@atos.net.

- Make sure you have a CLM and a CLA running with the necessary licenses available and assigned to the Cordless IP solution.

To configure the OpenScape Cordless IP V2 for use with OpenScape Cloud, perform the following steps:

Step by Step

1) Connect the OpenScape Cordless IP V2 to the network and power source.

2) Log on to Cordless IP V2 web interface:

a) Open a web browser on computer located in the same network as the base station and enter its IP address in the address field: `http://base station's_ip_address`. The base station's web page will open.

b) Enter the required credentials in the **User name** and **Password** fields.

The default credentials are:

- User name: `admin`
- Password: `admin`

c) Click **Login**.

3) Reset the device to its factory defaults, if it has residual settings from previous configurations:

a) Navigate to **SETTINGS** > **System** > **Reboot and reset**.

b) Select the preferred device to reset from the list.

c) Click **Reset to** and wait the device to reset to factory settings.

If you cannot perform a software reset, follow the instructions of the device's manual to perform a hardware reset.

4) If you want to configure the IP address manually via your base station's web interface do the following:

a) Navigate to **SETTINGS** > **Network** > **IP/LAN**.

b) From the **Network Type** drop-down list, select **IPv4.**

c) In the **IP address type** field, select **Static**.

d) Enter values in the **IP address.**

e) Enter **Subnet Mask.**

f) Enter **Standard gateway.**

g) Enter **Preferred DNS.**

h) Click **Set**.

5) Do the following steps to install the `RootCA.pem` certificate on the device you want to register to OpenScape Cloud:

a) Navigate to **SETTINGS** > **System** > **Security**.

b) Click **Browse** next to **Import local certificate.**

c) On the File Upload dialog that opens, locate and select the `RootCA.pem` certificate you obtained from a Circuit domain administrator and stored on your local computer, and click **Open**.

d) Import the certificate to the base station.

6) Do the following steps to install a server and a private key certificate on the OpenScape Cordless IP V2:

a) Navigate to **SETTINGS** > **Telephony** > **VoIP**.

b) Click **Browse** next to **Certificate.**

c) On the File Upload dialog that opens, locate and select the `server.pem` certificate your administrator created and stored on your local computer, and click **Open**.

The server certificate is imported to the base station.

d) Click **Browse** next to **Private key.**

e) On the File Upload dialog that opens, locate and select the `key.pem` certificate your administrator created and stored on your local computer, and click **Open**.

The private key is imported to the base station.

7) To configure the telephony server profiles:

a) Navigate to **SETTINGS** > **Provider or PBX profiles.**.

b) Click on next to the server profile you want to change.

c) In the **Domain** and the **Proxy server address** field, enter the SIP server address you obtained from a Circuit domain administrator.

d) In the **Proxy server port** field, enter the SIP port of the SIP Server you obtained from a Circuit domain administrator.

e) Set **Transport protocol** to **TLS**.

f) Set **SRTP options** section to **Secure Real Time Protocol**.

g) Click **Set**.

8) To register a handset device to the base station, do the following steps:

a) Navigate to **SETTINGS** > **Mobile devices** > **Administrator**.

b) Click + Add to create a new phone subscriber.

c) In the **RegStatus** field, select **to Register.**

d) In the **Authentication Code (PIN)** field, enter a code manually or generate one by clicking on **Generate random PIN** button. The PIN you entered will be used with the DECT network.

e) In the **Authentication name** field, enter the User ID you obtained from a Circuit domain administrator for each entry.

f) In the **Authentication password** field, enter the SIP authentication password you obtained from a Circuit domain administrator for each entry.

g) In the **Username** field, enter the User ID again.

h) In the **Display Name** field, enter the name you want to appear on the handset display.

It is recommended that you enter the full name of the user who will be using the handset as `First Name <space> Last name`.

i) in the **VoIP provider** section, select a configured VoIP PBX/ provider from the list.

j) Click **Register now.**

k) Click **Set.**

9) Configure a handset to connect to the base station:

a) Power on the handset device.
b) Press the right arrow of the home button.
c) Select **Settings** > **OK**.
d) Press **Registration** > **OK**.
e) Press **Register Handset** > **OK**.
f) Select the default base **(Base 1)** for the connection and click **OK.**
g) Insert the **PIN** you entered while configuring the base station to manage the communication between the base station and the handset, and press **OK**.
h) Wait for the handset to register.

The OpenScape Cordless IP V2 is now configured for use with OpenScape Cloud.

Validation

You can verify that OpenScape Cordless IP V2 is successfully registered to OpenScape Cloud from the web interface, as follows:

- Navigate to **SETTINGS** > **Mobile devices** > **Administrator** and check the status of the connection in the **SIP** column. The base stations' column that is configured should be checked.

You can verify that the handsets are successfully registered to OpenScape Cordless IP V2 base station from the web interface as follows:

- Navigate to **SETTINGS** > **Mobile devices** > **Administrator** and check the registration status of the handsets you have previously configured in the **DECT** column. The status should be `Registered`.

If a base station or a handset is not successfully registered, please check the settings and network connection.

Further Information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, send DTMF, hold and resume a call, show SIP display name on the phone, handle a call without reply, hunt groups, long duration calls, toggle between calls.
- The following functionality has been tested with Circuit client in remote call: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer calls, consult, and hold and resume a call via Circuit.

27.37 How to configure Yealink T58v/T19PE2 for use with OpenScape Cloud

Tested models: Yealink T58v, Yealink T19PE2.

The phones have been tested with OpenScape Cloud with the following software and hardware versions.

For Yealink T58v:

- Software version 58.83.0.42
- Hardware version 58.2.3.0.0.0.0

For Yealink T19PE2:

- Software version 53.84.0.26
- Hardware version 53.0.0.224.0.0.0

Both Yealink T58v and Yealink T19PE2 are desk phones but their main difference is, apart from the design and display, their operating system since T58v is running on an Android operating system.

The instructions provided below are likely valid for other software versions or compatible devices but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- A Circuit domain administrator has assigned a phone number and desk phone to the user who will be using the phone.
- Make sure you have the following SIP information:
  - `User ID`: this is usually identical to the phone number assigned to the user who will be using the phone.
  - User-specific `password` for SIP digest authentication.
  - `SIP server address` and `port`.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.
- It is recommended that you perform a factory reset of your device, if the device has already been used in the past. This way, you can make sure that you have a smooth process of configuring your device without implications.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the user who will be using the phone.

To configure the phone for use with OpenScape Cloud, perform the following steps:

IMPORTANT:

The Yealink T58v is an Android phone so both its web and device interfaces will look different from Yealink T19PE2. However, the configuration options are identical and the same steps need to be followed.

Step by Step

1) Connect the phone to the network and power source.

2) When you power on the phone, the systems boots up and starts the following process:

a) The phone performs an automatic initialization.

b) The phone’s screen displays the message "Initializing...please wait".

c) The device attempts to contact a DHCP server in your network to obtain valid IPv4 network settings (e.g. IP address, subnet mask, default gateway address and DNS address) by default.

d) Wait until the DHCP server is configured and has accepted a network IP address.

3) If DHCP is not used in the network or the phone cannot discover an DCHP server in the subnet you have to configure your network settings manually. To configure the IP address via your phone’s user interface do the following:

a) Press **Menu** > **Settings** > **Advanced Settings**.

> **NOTICE:**
>
> The T58v device does not have the **Menu** option. You can directly access **Settings** > **Advanced Settings** from the Home screen.

b) In the password field enter `admin`.

c) From there press **Network** > **WAN Port**.

d) Press the left arrow, right arrow or **Switch** key on your T19PE2 device or tap on the drop-down menu on your T58v device to select **IPv4** from the **IP Mode** field.

e) Press **Save** to enable the change.

4) To configure a static IPv4 via the phone’s user interface do the following according to your configuration:

a) Follow steps 3.a) to 3.c).

> **NOTICE:** The following steps refer to the T19PE2 device but are identical for both devices. However, since T58v is an Android device, instead of pressing a key just tap on your screen the corresponding option.

b) Press the down arrow key to select **IPv4** and press **Enter**.

c) Press the down arrow key to select **Static IPv4 Client** and press **Enter**.

d) Enter the desired values in the IP Address, Prefix, Default Gateway, Primary DNS and Secondary DNS fields respectively.

e) Press **Save**.

5) To access the main web interface of the Yealink phone:

a) Open a web browser on computer located in the same network as the phone.

b) Enter the phone’s IP address in the address field of your browser: `http://phone's_ip_address`. The device’s web page will open.

c) Type `admin` in both the **Username** and **Password** fields.

d) Click **Confirm** for T19PE2 or **Login** for T58v.

6) To reset the phone to its factory settings, reboot it or upgrade the phone's firmware through the web interface:
   a) Navigate to **Settings** > **Upgrade** from the main interface.
   b) Press **Reset to Factory** to reset the device.

   NOTICE:

   You might wait a few seconds till the **Reset** process is finished. Then you will be prompted again to the initial login screen. To login, type again `admin` to both the **Username** and **Password** fields, unless you changed the credentials manually.

   ---

   c) To upgrade the firmware click **Browse...** select the relevant file and then press **Upload**.

   NOTICE:

   If you want to reset the phone to its factory settings through the phone's user interface for Yealink T19PE2 you have to navigate to **Menu** > **Settings** > **Advanced Settings** > **Reset to Factory** on your LCD screen, using the password `admin` and then press the **Enter** soft key or for Yealink T58v navigate to **Settings** > **Advance Settings** enter the password and tap **Reset Config**

   ---

7) Navigate to **Account** > **Advanced** to choose the preferred language, e.g. English.
   a) On the **RTP Encryption (SRTP)** field, select **Compulsory** from the drop down menu.
   b) Click **Confirm**.
8) Navigate to the **Status** tab to see useful information about the phone. You will be prompted to a screen with useful information about the status of the phone. Check if all the information in this page is correct and if not, modify it accordingly.
   a) Make sure the **Firmware Version** is the latest one.
   b) Check the IP information like the **WAN IP Address**, **Port Type** and **Gateway** port number.
   c) At the **Account Statu**s section make sure that you see the indication Registered.
9) Navigate to **Settings** > **Time & Date** to add the time zone, time and date format and enter information about the **Primary server** and click **Confirm**.

   NOTICE:

   Make sure that the options **DHCP Time** and **Manual Time** are set to **Disabled**.

   ---

10) Navigate to **Security** > **Trusted Certificates**.

a) Check the information about the trusted certificates as the IP number they are issued to, who issued them, and the certificates' expiration date.

b) It is recommended to select **Enable** in the **Only Accept Trusted Certificates** option.

c) it is recommended to select Enable in the **Common Name Validation** option for T19PE2 or select **ON** for T58v.

d) Choose one of the available options, e.g. **All Certificates,** at the field **CA Certificates**

e) Import Trusted Certificates, if needed, by clicking **Browse** and opening a file from your computer. Then click **Upload** to upload it.

NOTICE:

You first need to download the latest certificate from the Circuit administration page in the Desk phone settings area.

f) Click **Confirm** to save changes.

11) Next, navigate to **Account** > **Register**.

a) Choose Account1.

b) Set **Line Active** to **Enabled** in T19PE2 or **ON** in T58v.

c) In the **Label** field, enter the name you wish to be displayed on your phone device's LCD screen.

d) In the **Display Name** field, enter the name to be displayed for your account. It is recommended to enter your First and Last name.

NOTICE:

The **Labe**l value has priority over the **Display Name** value, so if you have entered different values in these sections, then the one to be displayed will be the **Label** value.

e) In the **Register Name** field, enter your Phone number.

f) In the **User Name** field, enter the User ID you obtained as Circuit administrator in the users' telephone configuration area.

g) In the **Password** field, enter the user-specific password for SIP digest authentication you obtained as Circuit administrator in the users' telephone configuration area.

h) In the **Transport** field select **TLS** from the drop down menu.

i) In the **SIP Server 1** section, in the **Server Host** field enter the SIP server address credential and next to it, in the **Port** field, enter the SIP server Port address you obtained from your administrator to the users' telephone configuration area.

The server host credential can also be your DNS name.

j) Click **Confirm**.

NOTICE:

If you enter wrong credentials, e.g wrong DA (Digest Authentication), then you will be blocked for 300s from the system, for security reasons. In this case you need to disable the SIP registration of the device with the faulty credentials and wait until you can retry with the correct ones. It is recommended that you double-check the data that you enter.

The phone is now configured for use with OpenScape Cloud.

Validation

You can verify that the phone is successfully registered to OpenScape Cloud either from the web interface or the device's screen, as follows:

- If the phone fails to register you will see a message on your phone's LCD screen the indication *No Service*.
- Place a call from and to the phone and make sure that the call is established.

If the phone is not successfully registered, please check your settings and network connection.

Further information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, attended transfer, consult transfer, merge calls/conference, toggle between calls, send DTMF (i.e. Dual-tone multifrequency signaling), hold and resume a call, show SIP display name, use hunt groups (restricted support), pickup (restricted support), are supported by the phone.

  NOTICE:

  Third-party devices cannot support the *make busy* feature toggle button, thus the hunt group feature support is restricted. The pickup feature is restricted because the programming of BLF pickup code on third-party devices is not supported.

  NOTICE:

  A DSS key can be added in T58v for a visual indication on the phone's display during pickup calls. In a pickup call, only the calling and called parties' names will be displayed. The T19PE2 device does not support a DSSKey.

  NOTICE:

  The number of registrations is limited. It is not recommended to have multiple phone's DSSKeys monitoring the same user.

- The following functionality has been tested with Circuit client in remote call control: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer call, consult, and hold and resume a call via Circuit.

Please understand that some of the features the phone device might offer with other platforms, like for example MWI notifications, might not be offered with OpenScape Cloud

27.38 How to configure Mediatrix S7, C711 & 4102S as Analog Terminal Adapter for use with OpenScape Cloud

Tested model(s): Mediatrix S7, C711 & 4102S.

The Mediatrix units have been tested with OpenScape Cloud with the following firmware: Dgw 2.0.41.762.

The instructions provided below are likely valid for other firmware versions but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- The Mediatrix unit is connected to the network and powered on.
- Analog phones or fax machines are connected to FXS ports.
- System date and time is configured on the Mediatrix unit.
- Make sure you have the following information about the Mediatrix unit:
  - IP address of the Mediatrix unit LAN Interface. The default one is: `192.168.0.10`
  - FXS port numbers used.
- Users who will be using an analog device connected to the Mediatrix unit are assigned a phone number and desk phone via Circuit by a domain administrator.
- Make sure you have the following SIP information:
  - SIP server address.
  - SIP realm.
  - SIP digest authentication credentials for every user who will be using an analog device connected to the unit, i.e. SIP `User ID` and `password` of each endpoint entry.

    The SIP User ID is usually identical to the phone number assigned to the user.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.

SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the user who will be using an analog device connected to the Mediatrix unit.

To configure the Mediatrix unit for use with OpenScape Cloud, perform the following steps. For further guidance, watch our YouTube video.

Step by Step

1) Log on to the Mediatrix unit Web Interface:

a) Open a web browser on a computer located in the same network as the Mediatrix unit, and enter the IP address of the Mediatrix unit in the address field.

b) Enter the user name `public` and leave the password field empty, for the default credentials.

You can alternatively use `admin` as user name and `administrator` as password. Both accounts have administrator rights.

c) Click **Login**.

2) Configure the Default Gateway:

a) Navigate to **SIP** > **Gateways**.

b) In the **Gateway Configuration** table, leave the **Type** drop-down list to its default value **Trunk**.

c) In the **Port** field, enter `5060` as the listening port the gateway will be using for unsecure SIP traffic.

d) In the **Secure port** field, enter `65061` as the listening port the gateway will be using for secure SIP traffic.

e) Click **Apply**.

3) Configure the Default Servers:

a) Navigate to **SIP** > **Servers**.

b) In the **Default Servers** table, in the **Registrar Host** and **Proxy Host** fields, enter the SIP server address you obtained from a Circuit domain administrator.

c) In the **Keep Alive** table, from the **Keep Alive Method** drop-down list, select **SIP OPTIONS**.

d) In the **Keep Alive Interval (s)** field, enter the interval in seconds at which SIP Keep Alive requests are sent to verify the server status, e.g. `30`.

e) From the **Keep Alive Destination** drop-down list, select **First SIP Destination**.

f) Click **Apply**.

NOTICE:

When you apply changes to the configuration, the Mediatrix unit validates them and if a service must be restarted, a message with a **restart required services** link appears at the top of the page. Click the link to restart them.

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4) Configure the SIP Transport parameters:

a) Navigate to **SIP** > **Transport**.

b) In the **General Configuration** table, from the **Add SIP Transport in Registration** drop-down list, select **Enable**.

c) From the **Add SIP Transport in Contact Header** drop-down list, select **Enable**.

d) In the **Persistent Base Port** field, enter the base port the unit will be using to establish persistent connections with SIP servers, e.g. `16000`.

e) In the **Fallback Interval** field, enter the interval in seconds before the unit retries to establish a persistent connection, e.g. `15`.

f) From the **TLS Certificate Trust Level** drop-down list, select **Locally Trusted**.

g) In the **TCP Connect Timeout** field, enter the maximum time, in seconds, the unit should try to establish a TCP connection to SIP servers, e.g. `189`.

h) In the **Protocol Configuration** table, from the **TLS** drop-down list, select **Enable**.

i) Click **Apply**.

5) Register the necessary endpoints to all gateways:

a) Navigate to **SIP** > **Registrations**.

b) In the **Endpoints Registration** table, in the **User Name** and **Friendly Name** fields, enter the User ID you obtained from a Circuit domain administrator for each endpoint needing registration.

c) From the **Register** drop-down list, select **Enable**.

d) From the **Messaging** drop-down list, select **Disable**.

e) From the **Gateway Name** drop-down list, select **all**.

f) Click **Apply & Refresh**.

6) Configure the endpoint authentication:

a) Navigate to **SIP** > **Authentication**.

b) Click **Edit All Entries** at the bottom of the page.

You can alternatively click the pencil icon at the end of a row to edit the corresponding single authentication entry.

c) From the **Criteria** drop-down list, select **Endpoint** for all endpoints requiring authentication.

d) From the **Endpoint** drop-down list, select the FXS port for each entry.

e) From the **Validate Realm** drop-down list, select **Enable**.

f) In the **Realm** field, enter the SIP realm you obtained from a Circuit domain administrator, i.e.: `Unify`

g) In the **User Name** field, enter the User ID you obtained from a Circuit domain administrator for each entry.

h) In the **Password** field, enter the SIP authentication password you obtained from a Circuit domain administrator for each entry.

i) Click **Apply & Refresh registration**.

7) Configure the interoperability parameters:

a) Navigate to **SIP** > **Interop**.

b) In the **Behavior on T.38 INVITE Not Accepted** table, from all the drop-down lists (**406**, **415**, **488**, and **606**), select **Re-INVITE For Clear Channel Only**.

c) In the **SIP Interop** table, from the **Secure Header** drop-down list, select **Enable**.

d) From the **Default Username Value** drop-down list, select **Anonymous**.

e) From the **OPTIONS Method Support** drop-down list, select **Always 200 OK**.

f) Leave the **Ignore OPTIONS on no Usuable Endpoints** drop-down list to the default value **Disable**.

g) Leave the **SIP URI User Parameter Value** field blank.

h) From the **Behavior on Machine Detection** drop-down list, select **RE-INVITE on Fax T38 Only**.

i) From the **Registration Contact Matching** drop-down list, select **Strict**.

j) In the **Transmission Timeout** field, enter the time, in seconds, to wait for a response or an acknowledgement before considering a transaction timed out, e.g. `32`. Acceptable values are from `1` to `32` seconds.

k) In the **SDP Interop** table, from the **Answer Codec Negotiation** drop-down list, select **All Common - Local Priority**.

l) From the **Enforce Offer Answer Model** drop-down list, select **Disable**.

m) From the **Allow Audio and Image Negotiation** drop-down list, select **Disable offer**.

n) From the **Allow Multiple Active Media in Answer** drop-down list, select **Enable**.

o) In the to **TLS Interop** table, from the **Certificate Validation** drop-down list, select **Trusted certificate**.

p) In the **Misc Interop** table, from the **Escape Pound (#) in SIP URI Username** drop-down list, select **Enable**.

q) Click **Apply**.

8) Enable the G.711, G.729 and T.38 codecs as follows:

a) Navigate to **Media** > **Codecs**.

b) In the **Select Endpoint** drop-down list, make sure that **Default** is selected.

c) In the **Codec** table, locate the entries for the **G.711 a-Law** and **G.711 u-Law**, and from the **Voice** and **Data** drop-down lists select **Enable**.

d) Locate the entry for the **G.729** codec, and from the **Voice** drop-down list select **Enable**.

e) Locate the entry for the **T.38** codec, and from the **Data** drop-down list select **Enable**.

f) In the **Generic Voice Activity Detection (VAD) table,** from the **Enable (G.711 and G.726)** drop-down list, select **Conservative** (recommended).

g) Click **Apply**.

9) Configure the security parameters:

a) Navigate to **Media** > **Security**.
b) In the **Select endpoint** drop-down list, make sure that **Default** is selected.
c) From the **Mode** drop-down list, select **Secure**.
d) From the **Key Management Protocol** drop-down list, select **SDES**.
e) From the **Encryption** drop-down list, select **AES_CM_128**.
f) From the **T.38** drop-down list, select **Yes**.
g) Click **Apply**.

10) Configure parameters that apply to all codecs:

a) Navigate to **Media** > **Misc**.
b) In the **Select Endpoint** drop-down list, make sure that **Default** is selected.
c) In the **DTMF Transport** table, from the **Transport Method** drop-down list, select **Out-of-Band using RTP**.
d) In the **Payload Type** field, enter `96` or `101` as the actual RTP dynamic payload type used.
e) In the **Machine Detection** table, from the **CNG Tone Detection**, **CED Tone Detection** and **V.21 Modulation Detection** drop-down lists, select **Enable**.
f) From the **Behavior On CED Tone Detection** drop-down list, select **Fax mode**.
g) In the **Base Ports** table, in the **RTP** field, enter the default RTP base port `5004`.
h) In the **SRTP** field, enter the default SRTP base port `5004`.
i) In the **T.38** field, enter the default T.38 base port `6004`.
j) Click **Apply**.

11) Configure the DTMF maps:

a) Navigate to **Telephony** > **DTMF Maps**.
b) In the **DTMF Map** drop-down list, make sure that **Allowed** is selected.
c) In the **Allowed DTMF Map** table, locate the entries for the DTMF Maps `*x.T`, `#x.T` and `x.T`. and from the **Enable** drop-down list, select **Enable.**
d) From the **Apply To** drop-down list, select **Unit**.
e) Click **Apply**.

12) Install the `RootCA.pem` certificate:

a) Navigate to **Management** > **Certificates**.
b) In the **Certificate Import Through Web Browser** table, from the drop-down list **Type** select **Other**.
c) Click **Browse**.
d) On the File Upload dialog that opens, locate and select the `RootCA.pem` certificate you obtained from a Circuit domain administrator and stored on your local computer, and click **Open**.
e) Click **Import**.
f) Click **Apply**.

You can see the newly imported certificate added into the **Other Certificates** table.

The Mediatrix unit is now configured for OpenScape Cloud and the analog devices connected to the unit can be used with OpenScape Cloud.

Validation

You can verify that the Metriatrix unit is successfully registered to OpenScape Cloud as follows:

- Navigate to **SIP** > **Servers** and check the state of the connection to the OpenScape Cloud SIP Server in the **TLS Persistent Connection Status** table. The state should be `Up`.

You can verify that the endpoints are successfully registered to OpenScape Cloud as follows:

- Navigate to **SIP** > **Registrations** and check the registration status of the endpoints you have previously configured in the **Endpoints Registration Status** table. The status should be `Registered`.
- Place a call from and to an analog device connected to the Mediatrix unit and make sure that the call is established.

If the Mediatrix unit or an endpoint is not successfully registered, please check the settings, cabling and network connection.

INFO:

Video calls are not supported.

Further information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, hold and retrieve a call.
- Send and receive FAX. This applies only to FAX machines.

27.39 How to configure Gigaset N670/N870 IP PRO for use with OpenScape Cloud

Tested model(s):

- Gigaset DECT Series N670 IP PRO with the supported DECT handsets, e.g. SL750H PRO or R650H PRO
- Gigaset DECT Series N870 IP PRO with the supported DECT handsets, e.g. SL750H PRO or R650H PRO

The devices have been tested with OpenScape Cloud with the following firmware versions:

- Gigaset N670 IP PRO → V2.24.0
- Gigaset N870 IP PRO → V2.26.0

The instructions provided below are likely valid for other firmware versions and devices but Unify will not validate it.

A 3rd party device configuration should be done by your ICT service partner or company administrator. Support from Unify for 3rd party devices is restricted to provide a generic configuration of OpenScape Cloud so that a device can be connected, and to operate the Cloud solution. If you have issues when setting up a 3rd party device, including its connection to OpenScape Cloud, or with its features and functions, please contact your 3rd party device supplier.

Prerequisites

- The Wi-Fi network is available and working.
- A computer is connected to the local network, having a standard web browser, so as to configure the telephone system via the base station's web interface.
- The Gigaset N670/ N870 IP PRO base station is connected to the Local Area Network and system administrator knows its IP address.
- Users who will be using a handset connected to Gigaset N670/ N870 IP PRO base station are assigned a phone number and desk phone via Circuit by an OpenScape Cloud tenant administrator.
- Make sure you have the following SIP information:
  – SIP digest authentication credentials for every user who will be using a handset connected to the base station, i.e. SIP `User ID` and `password` of each endpoint entry.
  – `SIP server address` and `port`.

  SIP information and certificate is obtained in self service from Circuit domain administrators who need to navigate to **Administration** > **Cloud telephony** and then select the users who will be using the handsets.
- Make sure you have the necessary certificate for establishing a secure TLS connection to OpenScape Cloud: `RootCA.pem`.
- Make sure you have another necessary certificate and its private key. This is not used for the connection to OpenScape Cloud, but between the handsets and the base. As a system administrator you can e.g. create a server certificate and a private key using the following command in a Linux server: `openssl req -newkey rsa:2048 -nodes -keyout key.pem -x509 -days 365 -out server.pem`. Alternatively you can obtain a shared certificate and key from our onboarding team contacting to the following e-mail: OSC-Provisioning@atos.net.
- Make sure you have a CLM and a CLA running with the necessary licenses available and assigned to the Gigaset N670/ N870 IP PRO solution.

To configure Gigaset N670/ N870 IP PRO for use with OpenScape Cloud, perform the following steps:

Step by Step

1) Connect the Gigaset N670 or N870 IP PRO DECT base station to the network and power source.

2) Log on to Gigaset N670/ N870 IP PRO web interface:

a) Open a web browser on computer located in the same network as the base station and enter its IP address in the address field: `http://base station's_ip_address`. The base station's web page will open.

b) Enter the required credentials in the **User name** and **Password** fields.

The default credentials are:

- User name: `admin`
- Password: `admin`

c) Click **Login**.

3) Reset the device to its factory defaults, if it has residual settings from previous configurations:

   a) Navigate to **SETTINGS** > **System** > **Reboot and reset**.
   b) Select the preferred device to reset from the list.
   c) Click **Reset to** and wait the device to reset to factory settings.

   If you cannot perform a software reset, follow the instructions of the device's manual to perform a hardware reset.

4) If you want to configure the IP address manually via your base station's web interface do the following:

   a) Navigate to **SETTINGS** > **Network** > **IP/LAN**.
   b) From the **Network Type** drop-down list, select **IPv4.**
   c) In the **IP address type** field, select **Static**.
   d) Enter values in the **IP address.**
   e) Enter **Subnet Mask.**
   f) Enter **Standard gateway.**
   g) Enter **Preferred DNS.**
   h) Click **Set**.

5) Do the following steps to install the `RootCA.pem` certificate on the base station you want to register to OpenScape Cloud:

   a) Navigate to **SETTINGS** > **System** > **Security** .
   b) Click **Browse** next to **Import local certificate.**
   c) On the File Upload dialog that opens, locate and select the `RootCA.pem` certificate you obtained from a Circuit domain administrator and stored on your local computer, and click **Open**.
   d) Import the certificate to the base station.

6) Do the following steps to install a server and a private key certificate on the Gigaset N670/ N870 IP PRO:

   a) Navigate to **SETTINGS** > **Telephony** > **VoIP**.
   b) Click **Browse** next to **Certificate.**
   c) On the File Upload dialog that opens, locate and select the `server.pem` certificate your administrator created and stored on your local computer, and click **Open**.

      The server certificate is imported to the base station.
   d) Click **Browse** next to **Private key.**
   e) On the File Upload dialog that opens, locate and select the `key.pem` certificate your administrator created and stored on your local computer, and click **Open**.

      The private key is imported to the base station.

7) To configure the telephony server profiles:

   a) Navigate to **SETTINGS** > **Provider or PBX profiles**.
   b) Click on  next to the server profile you want to change.
   c) In the **Domain** and the **Proxy server address** field, enter the SIP server address you obtained from a Circuit domain administrator.
   d) In the **Proxy server port** field, enter the SIP port of the SIP Server you obtained from a Circuit domain administrator.
   e) Set **Transport protocol** to **TLS**.
   f) Set **SRTP options** section to **Secure Real Time Protocol**.
   g) Click **Set**.

8) To register a handset device to the base station, do the following steps:

a) Navigate to **SETTINGS** > **Mobile devices** > **Administrator**.

b) Click + Add to create a new phone subscriber.

c) In the **RegStatus** field, select **to Register.**

d) In the **Authentication Code (PIN)** field, enter a code manually or generate one by clicking on **Generate random PIN** button. The PIN you entered will be used with the DECT network.

e) In the **Authentication name** field, enter the User ID you obtained from a Circuit domain administrator for each entry.

f) In the **Authentication password** field, enter the SIP authentication password you obtained from a Circuit domain administrator for each entry.

g) In the **Username** field, enter the User ID again.

h) In the **Display Name** field, enter the name you want to appear on the handset display.

It is recommended that you enter the full name of the user who will be using the handset as `First Name <space> Last name`.

i) in the **VoIP provider** section, select a configured VoIP PBX/ provider from the list.

j) Click **Register now.**

k) Click **Set.**

9) Configure a handset to connect to the base station:

a) Power on the handset device.

b) Press the right arrow of the home button.

c) Select **Settings** > **OK**.

d) Press **Registration** > **OK**.

e) Press **Register Handset** > **OK**.

f) Select the default base **(Base 1)** for the connection and click **OK**.

g) Insert the **PIN** you entered while configuring the base station to manage the communication between the base station and the handset, and press **OK**.

h) Wait for the handset to register.

The Gigaset N670/ N870 IP PRO is now configured for use with OpenScape Cloud.

Validation

You can verify that the Gigaset N670/ N870 IP PRO is successfully registered to OpenScape Cloud from the web interface, as follows:

- Navigate to **SETTINGS** > **Mobile devices** > **Administrator** and check the status of the connection in the **SIP** column. The base stations' column that is configured should be checked.

You can verify that the handsets are successfully registered to the Gigaset N670/ N870 IP PRO base station from the web interface as follows:

- Navigate to **SETTINGS** > **Mobile devices** > **Administrator** and check the registration status of the handsets you have previously configured in the **DECT** column. The status should be `Registered`.

If a base station or a handset is not successfully registered, please check the settings and network connection.

Further Information

The following functionality has been tested:

- Answer incoming call, reject incoming call, accept call, dial a number, do blind transfer, consultation call and warm transfer, merge calls/conference, send DTMF, hold and resume a call, show SIP display name on the phone, hunt groups, long duration calls, toggle between calls.
- The following functionality has been tested with Circuit client in remote call: move call between phone and Circuit client(s), i.e. pull call from phone to Circuit client and push call from Circuit client to phone, answer incoming call, make a call, merge calls, transfer calls, consult, and hold and resume a call via Circuit.

28 Billing and payment

28.1 What types of credit cards can I use?

For a paid subscription the following types of credit cards can be used as payment: Visa, American Express and MasterCard

28.2 Can I use a different payment method than what is available online?

Currently, only the payment methods shown online are supported.

Please contact a sales representative if you have further questions.

Please refer to *How do I contact a sales representative?*.

28.3 What is a CVV or CSC code?

The Card Verification Value (CVV) or Credit Card Security Code (CSC) is the three or four digit number located either on the front or back of your credit or debit card.

28.4 How will I be notified of my invoices?

Each time an invoice is created you will receive an email notification which includes an attached copy of the invoice to the billing contact email address associated with your Circuit plan.

28.5 Can I view my bills online?

Yes. Sign in to Circuit (must be a Circuit domain administrator for your company), go to **Administration** and then click **Manage Plan**.

Enter your Circuit email address, click continue then enter your Circuit password.

Click **My Plan** then click **View Bills**.

28.6 Who do I contact for billing questions?

Check the FAQ and Forum on the Circuit Support Portal (https://www.circuit.com/support) or contact the Circuit User Help Desk.

Please also see:

Subscriptions > **How do I contact a sales representative?**

Service and support > **How do I create a service request on the website?**

28.7 How do I update my billing address and contact information?

In order to update your billing information:

Step by Step

1) Sign in to Circuit (must be a Circuit domain administrator for your company), go to **Administration** and then click **Manage Plan**.
2) Enter your Circuit email address, click **Continue** and then enter your Circuit password.
3) Click **My Plan** to view current Billing address information.
4) Make changes then click **Submit**.

   An online confirmation will be displayed stating that your changes are successful.

28.8 To whom do the invoices go and how are they sent?

Invoices are sent via email to the billing contact email address indicated in your Circuit plan.

28.9 How do I update my credit card expiration date?

In order to update:

Step by Step

1) Sign in to Circuit (must be a Circuit domain administrator for your company), go to **Administration** and then click **Manage Plan**.
2) Enter your Circuit email address, click **Continue** and then enter your Circuit password.
3) Click **My Plan** and hen click **Payment Method** to view your default credit card.
4) Click **Edit** to update expiration month and year and then click **Submit**.

   An online confirmation will be displayed stating that your changes are successful.

28.10 Why is my credit card being charged for a Circuit subscription?

You have subscribed to a paid subscription for Circuit which includes monthly payment terms. This leads to your credit card being automatically charged every month.

28.11 How do I change my current Payment Method?

In order to update your payment method:

Step by Step

1) Sign in to Circuit (must be a Circuit domain administrator for your company), go to **Administration** and then click **Manage Plan**.
2) Enter your Circuit email address, click **Continue** and then enter your Circuit password.
3) Click **My Plan** and hen click **Payment Method** to view current Payment method information.
4) Make changes then click **Submit**.

   An online confirmation will be displayed stating that your changes are successful.

29 Subscriptions

29.1 How do I contact a sales representative?

To contact a sales representative:

Step by Step

1) Visit the Circuit website (https://www.circuit.com).

2) Select your region by clicking on the small globe at the top-right side of the page.

3) Click **Pricing**, at the top-left side of the page.

Scroll all the way down to the bottom of the page to find a section called **We’re here to help you**. It contains the phone number of **Circuit Sales**.

Dial that number for further support.

29.2 What do I do if I placed an order online but never received an order confirmation or a delivery confirmation?

Your email confirmation may have gotten caught in a spam filter. Please check the spam folder of your email account.

If you cannot find our email confirmation in the spam folder of your email account, please contact a sales representative for support or contact the Circuit User Help Desk.

Please refer to **How do I contact a sales representative?** and to **Reporting an issue.**

29.3 When I try to buy a Circuit subscription I get a message that the registration is delayed

You will receive this message if there is an issue with the registration information you provided (e.g. company name, contact information, address). Your registration information will be reviewed and once this review is completed, you will be notified via email on how to proceed with your order.

29.4 Can I subscribe to Circuit if I am not running a business?

Yes. However, Circuit is a Software as a Service (SaaS) offering that aims at improving business communication and introduce a new way to work and collaborate for companies / businesses.

When you sign up for Circuit (i.e. a Circuit Tenancy) you must provide a first name, last name, company name and email address, etc.

As part of the process you also need to agree to the Terms of Service (ToS), the Data Privacy Statement (DPS), the Acceptable Use Policy (AUP) and the Support Forum Rules (SFR). If you are located in Europe you also must agree to the Data Processing Agreement (DPA).

If you do not accept these terms and conditions, you cannot proceed with the sign-up process for Circuit.

29.5 How do I make changes to my subscription plan?

In order to make changes (e.g. add more users) to your subscription plan:

Step by Step

1) Visit the Circuit website (www.circuit.com), select **Pricing** at the top of the page and then select the targeted package.

> **NOTICE:**
>
> If you are already using Circuit (i.e. Circuit domain administrator for your company) go to **Administration** and then click **Manage Packages**.

2) Enter your Circuit email address, click **Continue** and then enter your Circuit password.

3) Simply indicate the number of users you want to purchase, accept terms and then click **Submit Subscription Change Order**.

An online confirmation will be displayed stating that your subscription change order is being processed followed shortly by an order confirmation email.

A delivery confirmation email arrives once your Circuit subscription is ready for you to start using it.

29.6 How do I unsubscribe from my Circuit plan?

Please contact a sales representative for support.

Please refer to **Subscriptions** > **How do I contact a sales representative?**

29.7 How do I update my account address and contact information?

In order to update your account:

Step by Step

1) Sign in to Circuit (must be a Circuit domain administrator for your company), go to **Administration** and then click **Manage Plan**.

2) Enter your Circuit email address, click **Continue** and then enter your Circuit password.

3) Click **My Plan** to view current Account address information.

4) Make changes then click **Submit**.

An online confirmation will be displayed stating that your changes are successful.

29.8 How do I reduce the number of users in my Circuit subscription plan?

Please contact a sales representative for support.

Please refer to **Subscriptions** > **How do I contact a sales representative?**

29.9 Does my annual term start over each time I add new users?

No. Adding new users to your Circuit domain does not affect the annual term of your Circuit subscription plan.

29.10 How can I request more storage for my Circuit?

Please contact a sales representative for support.

For more information you may refer to How do I contact a sales representative? (https://www.yourcircuit.com/unifyportalfaqdetail?articleTitle=d103066)

30 Service and support overview

Online support is available on the Circuit website (www.Circuit.com/support)

It includes:

- Support forum
- Online Help information and FAQ
- Instructional troubleshooting videos (in English only).

Service requests

If you have an issue or want to give us feedback:

- on the Circuit web client and Desktop App refer to Reporting an issue (https://www.circuit.com/unifyportalfaqdetail?articleId=36559)
- on the mobile client see **Send feedback**, under Settings overview (https://www.circuit.com/unifyportalfaqdetail?articleId=36675).

Circuit User Help Desk

Available 24 hours a day 7 days a week.

In the United States, call **+1 408 492 2573** anytime.

In Europe, call **+44 1908 8 17503** (for English support) anytime or **+49 (0) 897 007 11147** (for German support) from 8:00 A.M. to 6:00 P.M. CET - Monday to Friday.

30.1 Reporting an issue

You can report an issue to the Circuit User Help Desk.

Step by Step

1) To report an issue directly from Circuit, do the following:

- On the web client and Desktop App, click your user name and then click **Report Issue**.
- On the iOS mobile client, tap and then tap **Settings** > **Report issue**.
- On the Android mobile client, go to the top-left side navigation drawer and tap **Report issue**.

A new conversation with a support representative will be created and the diagnostic log files will be automatically attached to that conversation.

If your domain is administrated and supported by a Circuit partner or reseller, an email with the attached log files will be created.

2) If you encountered any problems with starting the Circuit mobile client (e.g. no login to Circuit is possible), perform the following steps to collect your log files:

- On the iOS mobile client, access the log files via iTunes:

  a) Connect your device to the computer and wait for iTunes to start and recognize the device.
  b) From iTunes, click on the device name to navigate to the device screen.
  c) Go to the toolbar and click **Apps**.
  d) Scroll down to the bottom of the screen, where the **File Sharing** section is.
  e) Search for Circuit and then click on it.
  f) On the right pane called **Documents**, locate the folders **Logs** and **CRLogs**.
  g) Click **Save to...** to store the logs locally on your computer.
- On the Android mobile client, go to the Circuit login page and perform a long press on the round Circuit logo.

  a) Your phone will vibrate and a pop-up displaying the location of your log files will briefly appear at the bottom of your screen.
  b) Use File manager or similar Android application (vendors provide different applications for managing files, such as File Explorer, Downloads, etc.) to access the log files stored in one of the following locations:

  - `internal_storage/Circuit`

  - `external_storage/Circuit`
  c) Send the log files directly from your mobile phone (via the mail client) or download them first to your computer (e.g. via the USB cable) and then send. The mail address where the logs will be sent must be provided by the Circuit User Help Desk

3) Provide a short description of your issue and then click or tap **Send**.

When describing the issue, please indicate:

a) The approximate time the problem happened
b) How often it occurs
c) What you were doing when the issue occurred
d) Attach any screenshots that might help troubleshoot the issue.

Please find below two examples of problem description:
Good example

At 13:23 the user Alice starts a new conversation with the user Bob. Alice sends the message “Testing” to Bob, but Bob can't see it.”
Bad example

“A user starts a conversation with another user, but the other user cannot see it.”

Diagnostic log files will be automatically attached to the conversation.

Next steps

NOTICE:

For issues related to the User Interface, please attach a screenshot to your report.

For issues related to Circuit for Outlook, please refer to Reporting an issue related to Circuit for Outlook (https://www.circuit.com/unifyportalfaqdetail?articleId=100354).

For issues related to Circuit Meeting Room, please refer to Reporting an issue related to Circuit Meeting Room (www.circuit.com/unifyportalfaqdetail?articleId=160277).

30.2 How do I get notified of upcoming planned maintenance?

Circuit undergoes maintenance regularly so that it keeps working efficiently, effectively and securely. Maintenance windows are planned over weekends, when activity in Circuit is at its lowest in order to cause minimal disruption.

You will receive a notification of upcoming planned maintenance a configurable number of days, 30 minutes and 5 minutes before the maintenance is scheduled to start. The notification will show up at the top of Circuit and include information about the period of time the maintenance will take place.

30.3 How can I view the terms and conditions?

You can view terms and conditions when signing up for Circuit or access them any time from within the Circuit application.

- In the web client, click **Settings** and then **About**.
- In the mobile client, tap slidebar menu and then tap **Legal information**.

30.4 Can I print the terms and conditions?

Yes, simply click the link for the document that you want to print and then use the print function in your browser to print the document.

30.5 Who can I contact about the terms and conditions?

If you have any questions regarding the terms and conditions for Circuit, please do the following:

- If you are a user, please contact your domain administrator.
- If you are a domain administrator, please contact the Circuit User Help Desk.

30.6 What service levels are in place for Circuit?

Please refer to the Service Level Agreement (SLA), which is an annex to the Terms of Service document. This document can be accessed and printed at any time from within the Circuit application.

For more information please refer to How can I view the terms and conditions? https://www.circuit.com/unifyportalfaqdetail?articleId=49091.

30.7 Where can I find the Service Level Agreement?

The Service Level Agreement (SLA) is an annex to the Terms of Service document, which can be accessed and printed at any time from within the Circuit application.

For more information please refer to How can I view the terms and conditions? https://www.circuit.com/unifyportalfaqdetail?articleId=49091.

30.8 How do you protect against service outages?

In the event of a service outage, we have a fully redundant system (including geographic replication) in our data center that can be restored from a backed up image.

30.9 How do I create a service request from the website?

To create a service request on the Circuit website:

1) Visit the support page on the Circuit website (www.circuit.com/support).
2) Sign in using the email address and password for your account.
3) Click **Tickets**.
4) On the **Ticket management** page, click **Create ticket**.
5) Enter the required information, and then click **Create ticket**.

30.10 Do I need to delete the log files after I report an issue?

No, there is no need to delete the log files that are sent when you report an issue. The existing log files will be automatically deleted when new log files are created.

30.11 How to Contact us?

Example

Please click the following link for contact information. https://www.circuit.com/unifyportalcontactus