

# Circuit – User Guide

Circuit Version 1.2.5201

Last update Feb 5<sup>th</sup>, 2019 – latest version is available [here](#)



# Disclaimer

The information provided in this document covers general information and feature descriptions about Circuit. Actual use may be different from what is described, and depends on the user's Circuit license package. Circuit will also change as a result of solution development.

The information is based on best available sources at the time of publishing and we are not liable for any errors or omissions in this material.

Please report any comments, corrections, or additions to [solution.marketing@atos.net](mailto:solution.marketing@atos.net).

# Circuit User Guide

## Guidance

**Audience:** All Circuit users, sales people, partners and customers

**Purpose:** A deeper understanding of Circuit and its features to show the opportunities and the value.

- Guidance for new Circuit users as well as for existing ones
- Showing an overview of all available features and their values to the user

Content of this presentation would typically be for self study – similar to a solution handbook.

**Agenda:** Three categories with sub-topics – Getting Started, Basic Setup and Working with Circuit

- Categories are based on the Circuit user path
- Possible to enter a specific sub-topic via hyperlinks and then go back to the overview again – simple handling

# What's new in version 1.2.5201?

- **Zoom screen share:** When viewing a screen share on the Desktop App, you can now zoom in to see more details
- **Delete Call Journal:** You can now delete entries in the telephony call journal
- **Hotkey Dialling:** Select a phone number from anywhere on your computer and press the hotkey to be redirected in Circuit phone calls conversation.
- **Move Active Speaker Video:** The small active speaker video shown over the screen shares can now be moved in case it is blocking the view of something important
- **OpenScape Business Telephony Connector:** Allows easy integration of Circuit with the OpenScape Business (V2R6 or later)
- **Circuit Labs:**
  - **Improved text contrast ratio:** Support for accessibility standard text ratios
  - **In context sidebar and topic pinning:** Enable the new contextual sidebar and topic pinning
  - **New ringtones:** You can select from 14 different ringtones to use in the Circuit client for any incoming calls

# Content

More Questions?

Please visit <https://www.circuit.com/support>  
or contact us <https://www.circuit.com/unifyportalcontactus>

## Getting Started

- What is Circuit
- First steps – registration & edit your profile
- Circuit on mobile
- Circuit at a glance (web client & Desktop App, iOS, Android)
- Searching for assistance (help, learning marks, what's new and starting tour)

## Basic Setup

- Profile settings (presence, out of office notification, general settings, security)
- Test your video and audio & Circuit voicemail
- Telephony settings
- Tool extensions (Circuit Desktop App, Microsoft Exchange, Circuit for Outlook, Box, Google Drive, Syncplicity, Jabra, Plantronics, Sennheiser, Embrava presence light integration)
- Circuit labs
- Organize your conversations (labeling, favorites, pin topics, archive and leave conversations)

## Working with Circuit

- Conversation types
- Starting conversations
- Conversation details
- Having conversations (chatting, file sharing, flagging, like, mentions, availability notification)
- Contextual search
- Voice & video calls (screen sharing, whiteboard, recording, remote screen control, pop out call stage, moving calls)
- Plan a meeting (Outlook calendar)
- Guest access
- External phone calls
- Conference bridge
- Outlook integrations





# Getting Started

1. What is Circuit
2. First steps – registration & edit your profile
3. Circuit on mobile
4. Circuit at a glance (web client & Desktop App, iOS, Android)
5. Searching for assistance (help, learning marks, what's new and starting tour)



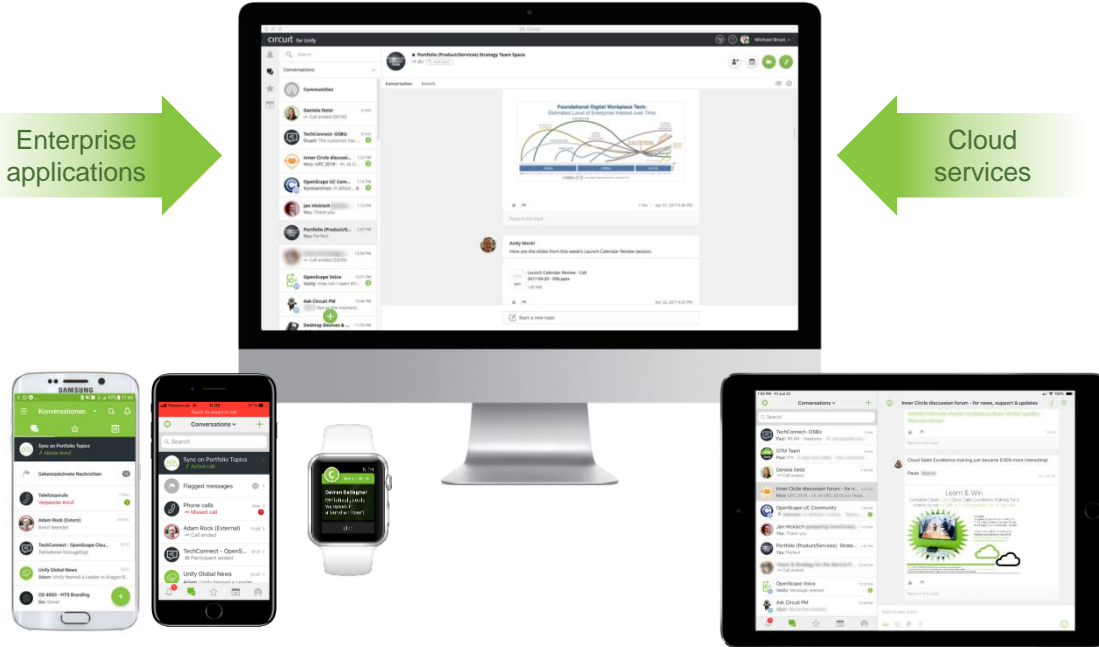
# What is Circuit?

Circuit is the **intelligent smart enterprise collaboration solution** for the digital workplace – today and in the future.

Circuit **improves teamwork** by combining audio, video, messaging, screen and content sharing in to a single experience.

Enterprise applications

Cloud services



# Why Circuit?

## Context centric communication

Consistent user experience  
Persistent content storage & history  
Powerful contextual search

## Everything together

Social capabilities  
Seamless mobility  
Investment protection

## Always on and up-to-date

Continuously innovation / development  
Bi-directional SDKs and APIs





# First steps

## Registration

### Free Circuit version

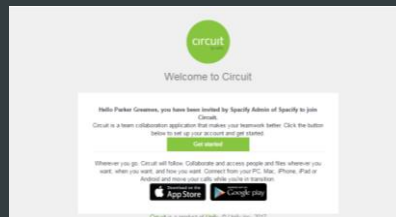
Register via Circuit website or download the Circuit app and sign up: <https://www.circuit.com/register>

*Sign in with country, name, company name, email address, telephone number, password and accept terms and conditions*

### Invitation from admin

Circuit package depends on the Circuit package of the admin

*Sign in with name, password and accept terms and conditions*



### Paid Circuit versions

Register yourself with your email address and follow the next steps: <https://www.circuit.com/pricing>

#### Operating system



Windows  
(minimum 7)



Apple Mac OS X  
(minimum 10.6 Snow Leopard)

#### Supported browser (recommendation: Chrome)



Chrome  
(latest version)



Firefox  
(latest version)



Internet Explorer  
(minimum 11)

#### Mobile requirements



Android  
(minimum V5)



iOS  
(minimum iPhone 4s / iPad 2 with latest major iOS version)

# First steps

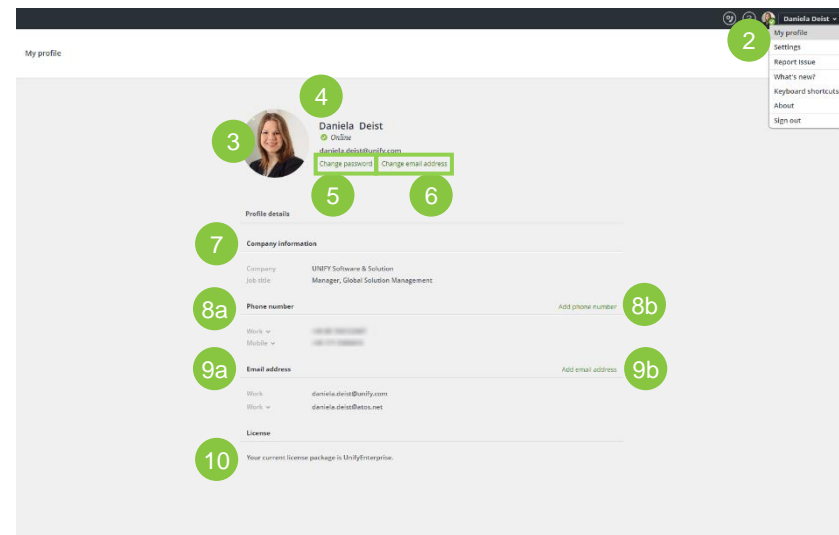
## Profile settings

Before start using Circuit enroll your own profile.

1. Click on your name to open the menu
2. Select “My profile”
3. **Edit** your **profile picture** by clicking on the avatar and choose a picture from your storage or take a new one
4. **Change** your **name**
5. **Change** your **password**
6. **Change** your **email address**
7. Company information: Share your **company** and **job title**
8. **Phone number**
  - a) Share your phone number
  - b) Add another phone number
9. **Email address**
  - a) Share your email address
  - b) Add another email address
10. View your current **Circuit license package**



Link to your circuit profile: <https://eu.yourcircuit.com/#/email/XXX>  
(XXX = your Circuit User name (email))



# Circuit on mobile

## Download Circuit app for Android or iOS

To use Circuit on your tablet or mobile make sure you have our app installed.

1. Open Google Play store or Apple App Store
2. **Search** for “Circuit Unify”
3. **Install** the app

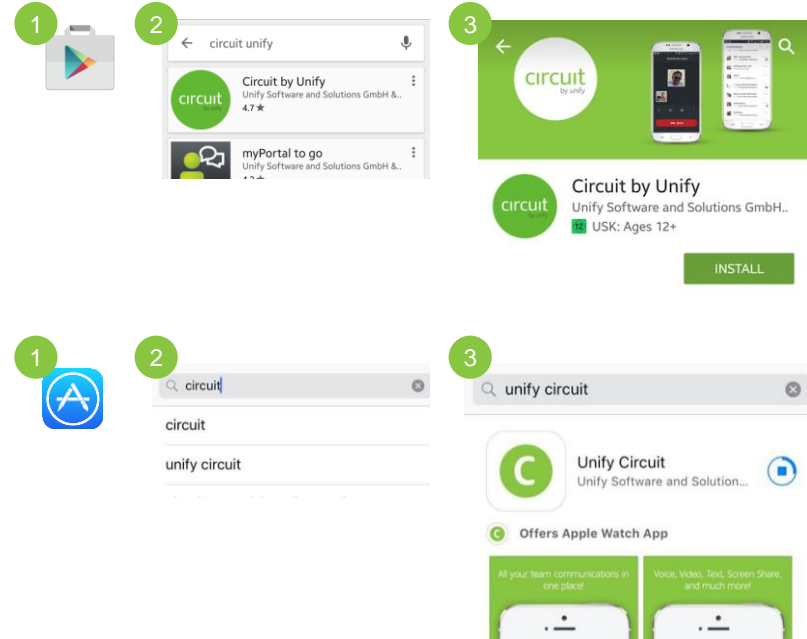


### Grant access to mobile device services

During the installation (Android) or at the first start (iOS) you will be asked to grant Circuit access to some features of your mobile device.

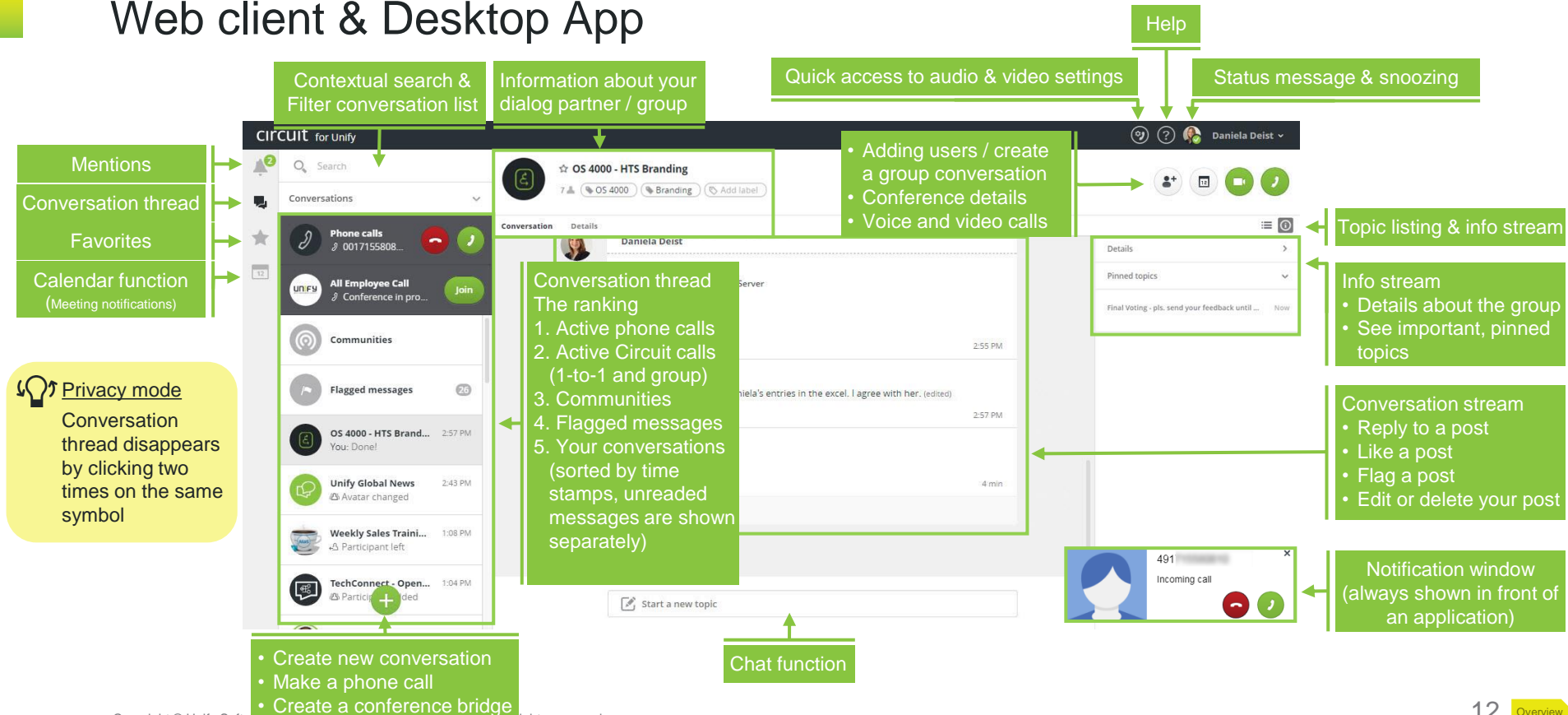
Please accept or allow all of them.

For your personal security, you can disable sharing of your location and notifications from within the Circuit app.



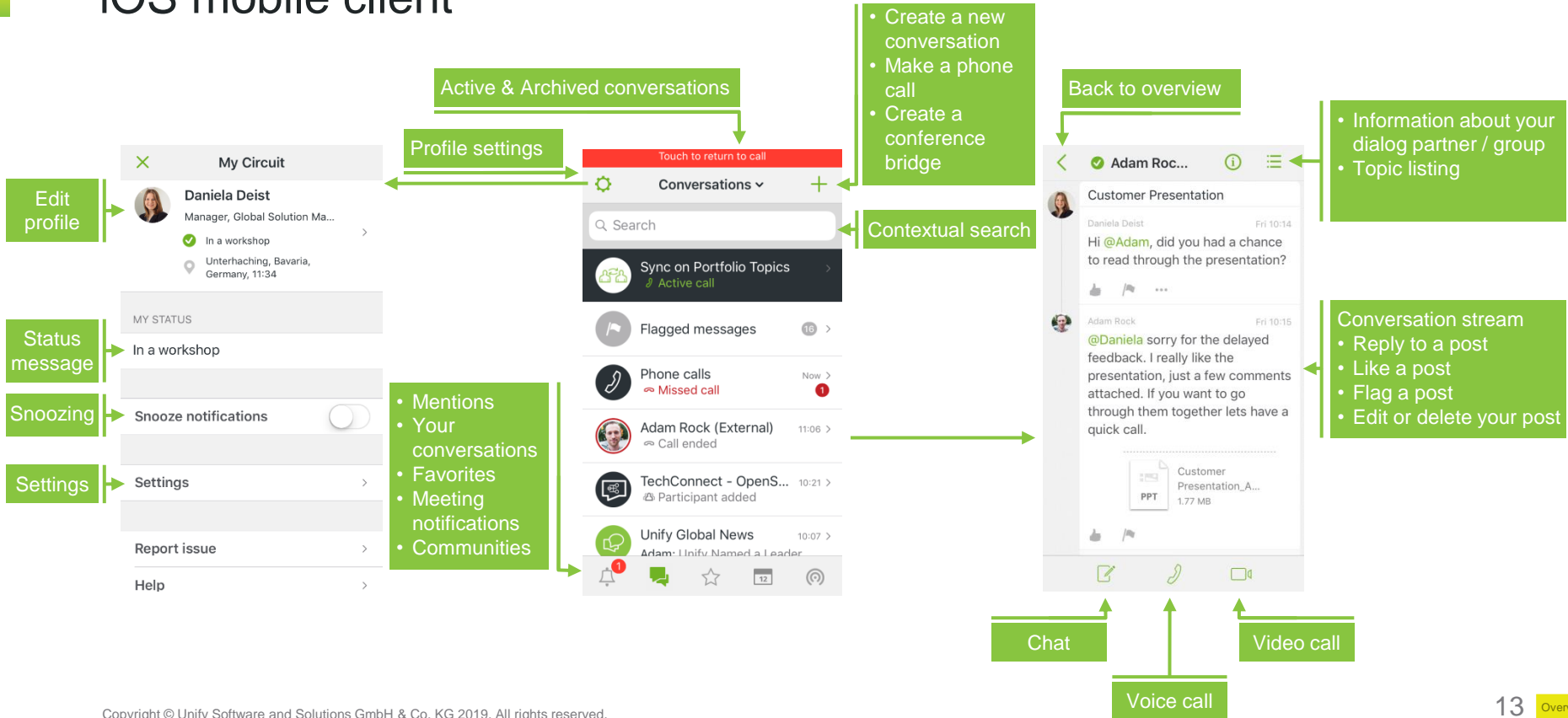
# Circuit at a glance

## Web client & Desktop App



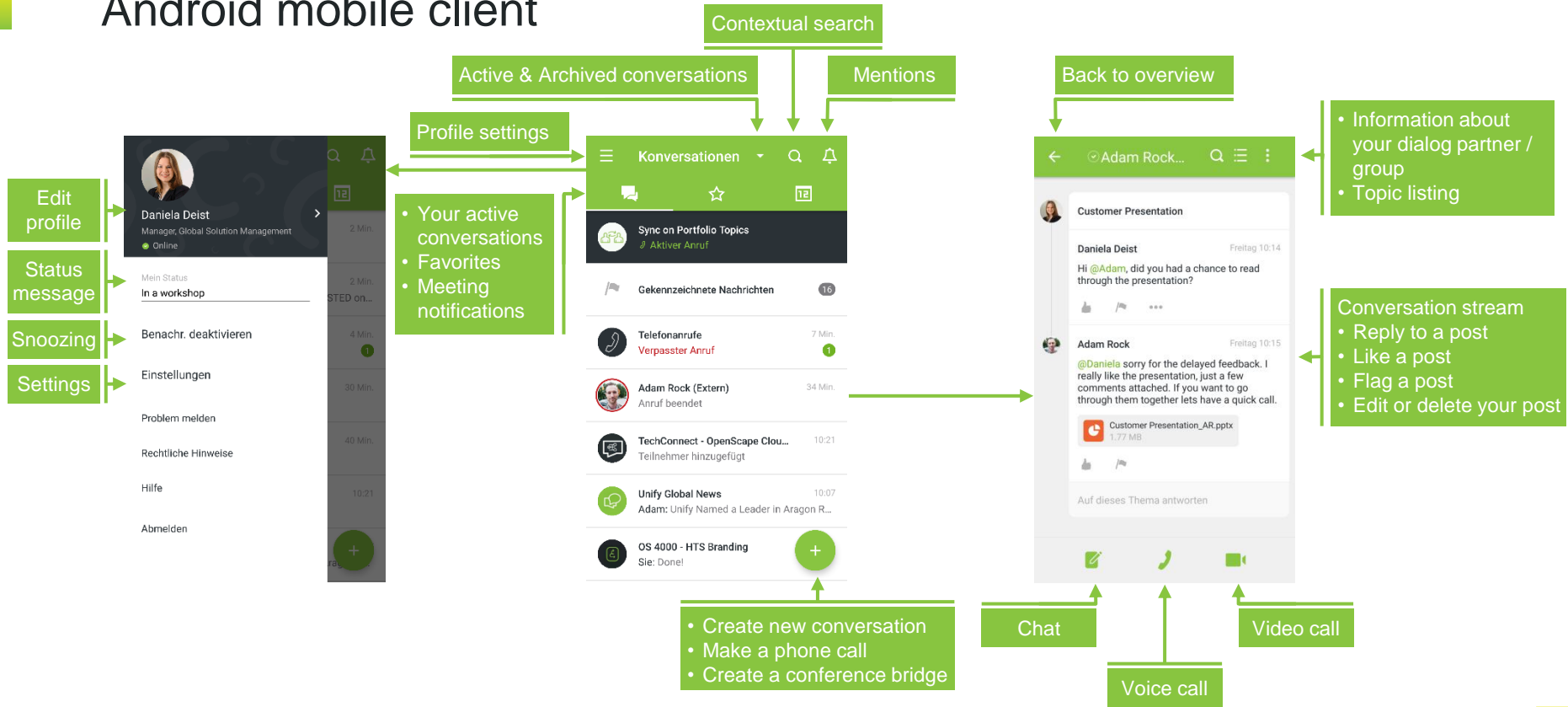
# Circuit at a glance

## iOS mobile client



# Circuit at a glance

## Android mobile client




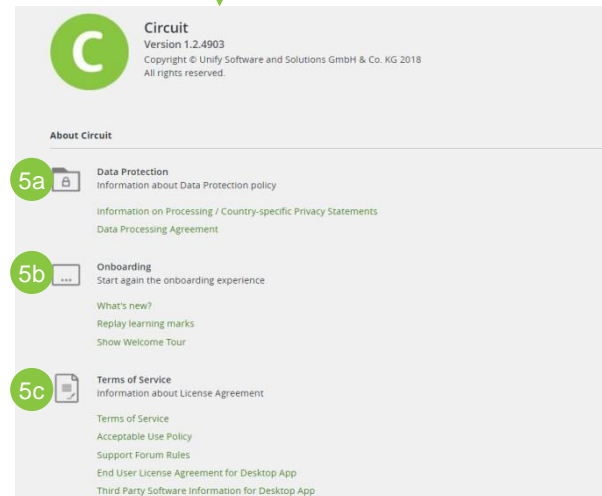
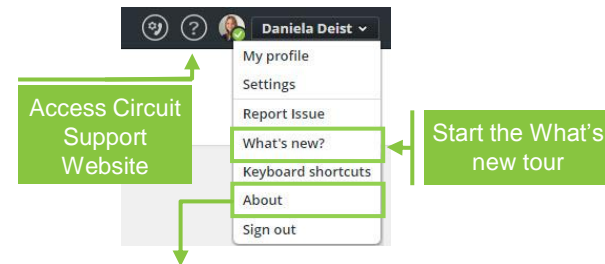


# Searching for assistance

## Help, learning marks, what's new and starting tour

To make your start with Circuit easier it is possible to see a welcome and what's new tour, to use the learning marks as a guidance again and finally to visit our Circuit support website with one click.

1.  Click on the question mark to open the **Circuit support website**
2. Click on your name to open the menu of your personal settings
3. Select “What’s new” and directly start with your **what’s new tour**
4. Select “About”
5. In this overview you can enter information about
  - a) **Data Protection Policy**
  - b) **Onboarding**
    - (1) **What’s new tour** – shows the new features which were launched with the last sprint
    - (2) **Learning marks** – these little texts appear while you use Circuit and help to understand Circuit and its features better
    - (3) **Welcome tour** – here you can replay your Circuit Welcome Tour, the first time this was shown immediately after your Circuit registration
  - c) **Terms of Services**





# Basic Setup

1. Profile settings (presence, out of office notification, general settings, security)
2. Test your video and audio & Circuit voicemail
3. Telephony settings
4. Tool extensions (Circuit Desktop App, Microsoft Exchange, Circuit for Outlook, Box, Google Drive, Syncplicity, Jabra, Plantronics, Sennheiser, Embrava presence light integration)
5. Circuit labs
6. Organize your conversations (labeling, favorites, pin topics, archive and leave conversations)

# Personal settings

## Presence status

The screenshot shows a contact card for Adam Rock (External) with a status of 'On a call' and location 'Unterhaching, Bavaria, Germany, 3:29 PM'. A green callout box points to the status icon, stating: 'Location and activity (on a call, in a meeting) based status. If you are only signed in to your mobile client, it shows your status as "mobile"'. To the right, a dropdown menu for 'My status' is open, showing options for 'Status message', 'Snooze notifications' (with a sub-note: 'Snoozing turns off all notifications.'), and time intervals: '1 hour', '2 hours', '4 hours', and 'Today'.

- ✓ **Online:** The person is online and available to contact.
- ✓ **Mobile – Online:** The person is online and available to contact on the mobile client.
- **On a call:** The person is online and on a call.
- **Mobile - On a call:** The person is online on the mobile client only, and on a call.
- ⌚ **Away:** The person appears away and is probably not available when Circuit has been inactive for a while. As soon as the person starts interacting within Circuit the presence status becomes "online" again.
- ⊖ **Do not disturb:** The person does not want to be disrupted and therefore has enabled Snooze notifications (=temporarily disable all notifications) for a specific period of time or Circuit has automatically snoozed notifications for the person while sharing their screen.
- **Offline:** The person is not signed in.

Snooze your status and inform users about your personal status



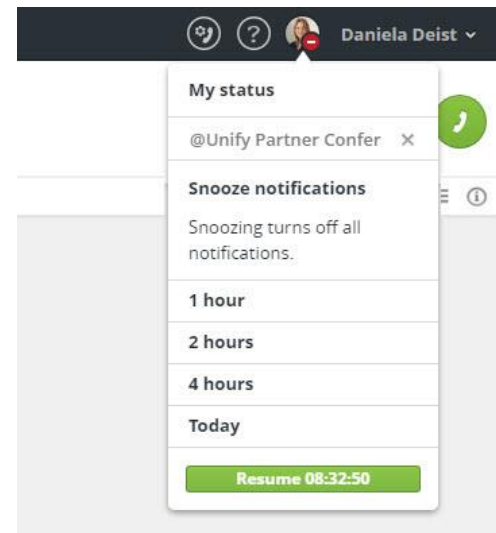
Circuit automatically updates your presence status when you are available, offline, or away.

# Personal settings

## Personal status

If you are working on a specific project or participating in an event you can share this with everybody.

1. Click on your profile picture / presence status (👤)
2. Enter your **status message**  
e.g @Unify Partner Conference  
*Every user can see your personal status*
3. To clean your personal status just delete your status message or click on the “x”
4. **Snooze** your messages if needed (*optional*) so you will not get interrupted from anybody and see the time how long you will not receive notifications
5. **Resume** notifications when you are ready



# Personal settings

## Out of Office notifications

As everybody someday goes on vacation of course you want to inform the others so that they expect delayed responses and know at what date you will be back in the office.

With the Microsoft Exchange Connector (see slide 30) your Outlook Out of Office notification will be copied into your Circuit profile and the status automatically turns into “Out of Office”.

### Workarounds

1. Connect Circuit with **Microsoft Exchange** and activate your **Out of Office notice** in Outlook. This will automatically be copied into your Circuit profile and your status will set to “Out of Office”
2. Edit your profile information in Circuit
  - a) **Change your profile picture** (by clicking on it)
  - b) Add a notice **after your last name** by clicking on it  
e.g. “ - OoO returning March 27<sup>th</sup>”



If you edit your Circuit profile information anybody can see this information directly e.g. if you are searched or if you are mentioned in a group conversation.

**1**

**2a**

**2b**

# Personal settings

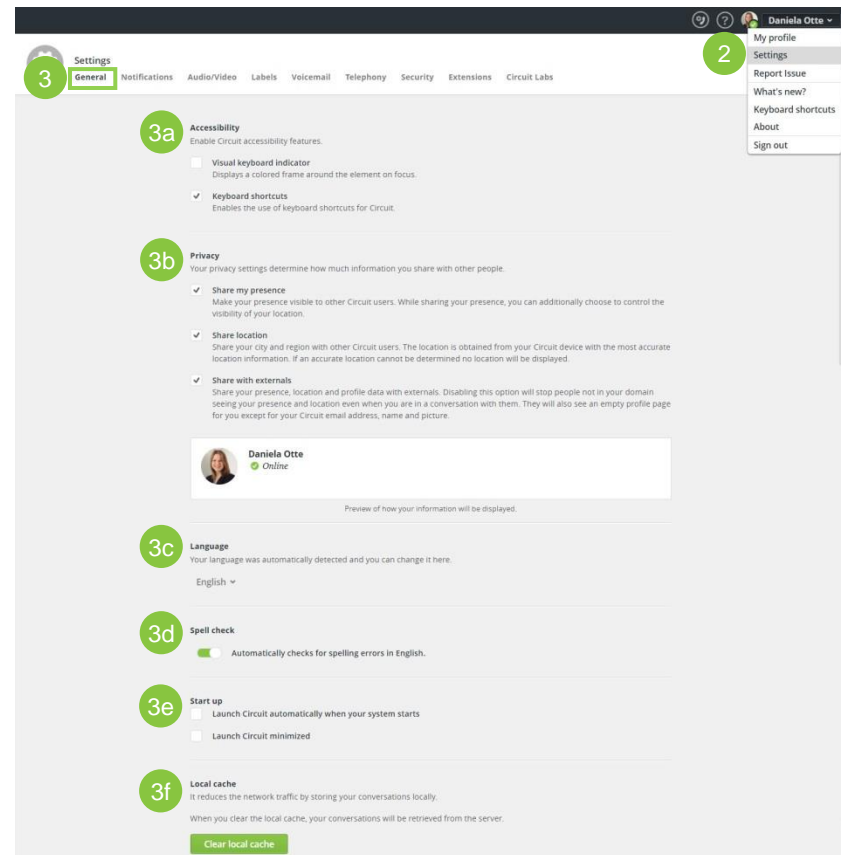
## General

You can set up some personal settings.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “General” tab
  - a) **Accessibility** – modifying color and contrast for people with limited visual faculty and enable keyboard shortcuts
  - b) **Privacy** – decide if users can see your presence and location; you can choose different privacy options for internals and externals
  - c) **Language** – select your language
  - d) **Spell check** – activate spell check if you like
  - e) **Start up** – launch Circuit automatically or minimized (only possible with Circuit Desktop App)
  - f) **Local Cache** – to reduce network traffic (only possible with Circuit Desktop App)



We have added a short description to all setting options for a better and easier handling and understanding.



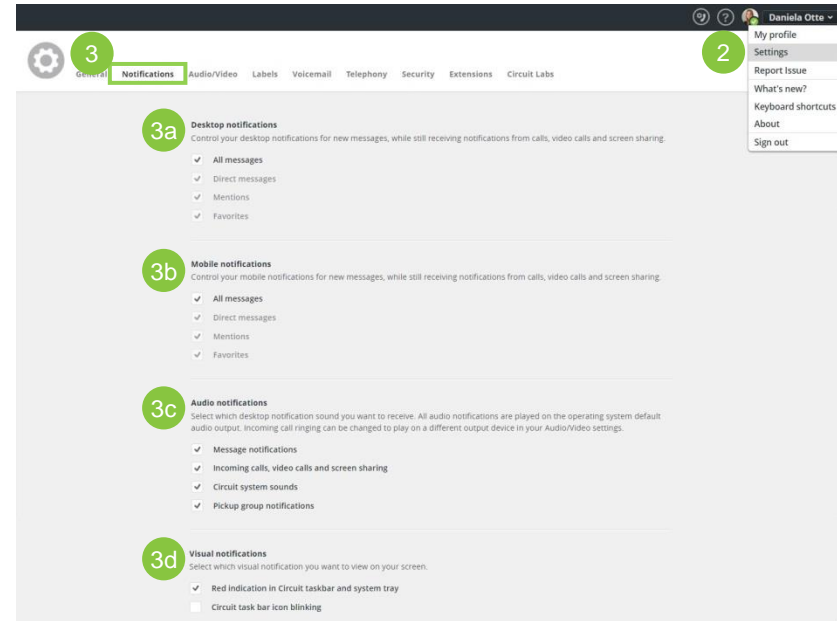


# Personal settings

## Notifications

You can set up some personal settings.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Notifications” tab
  - a) **Desktop notifications** – decide if you want to receive notifications for all messages, for specific message types (direct, mentions, favorites) or for non of them
  - b) **Mobile notifications** – decide if you want to receive notifications for all messages, for specific message types (direct, mentions, favorites) or for non of them
  - c) **Audio notifications** – turn on or off for message notifications, incoming calls, video calls and screen sharing, Circuit system sounds and Pickup group notifications
  - d) **Visual notifications** – if you like you can see new Circuit notifications directly in your task bar

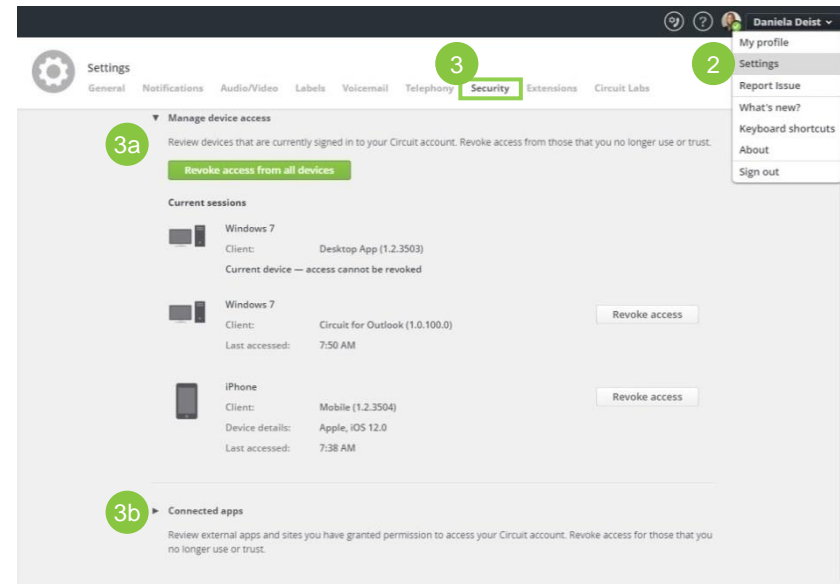


# Personal settings

## Security

Within enterprises security is highly important so here are some personal security settings which you can do by yourself.

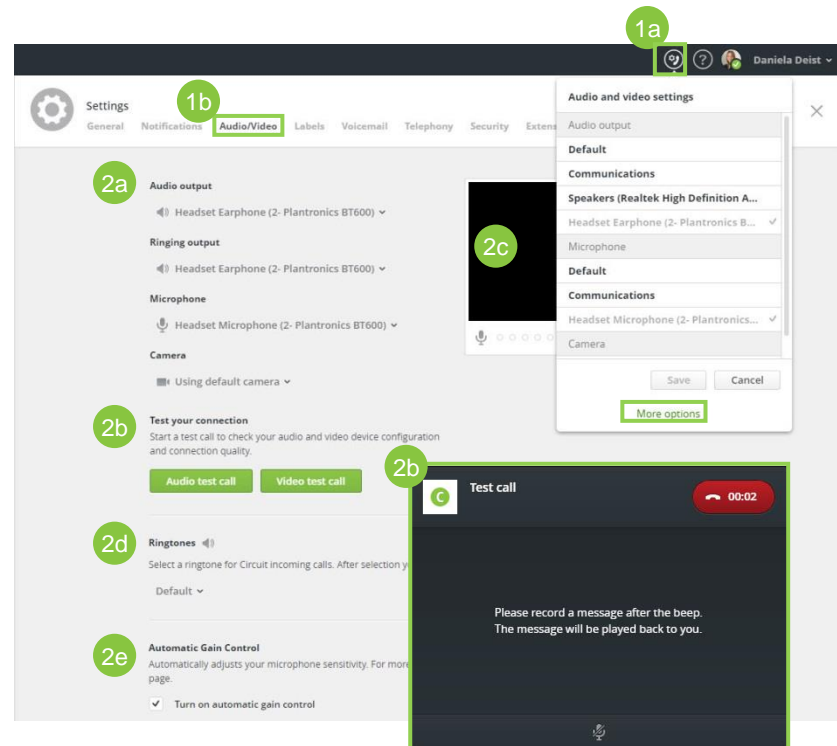
1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Security” tab
  - a) **Manage device access** – this allows you to sign out from all your devices - separately or altogether - to avoid malpractice
  - b) **Connected apps** – a list of all your external apps and sites is provided so you have an overview and easily can revoke access if you do not use an app or site anymore



# Audio and video settings

You can easily modify your audio and video settings.

1. See / change your audio and video settings
  - a) Click on the **phone setting symbol** (📞) left to your name and presence status and click “more options”
  - b) Select “Settings” and enter the “**Audio/Video**” tab
2. The following settings are available
  - a) Select **the ringing and audio output, microphone and camera** you would like to use
  - b) Check your settings with an **audio or video test call**
  - c) See your video if activated
  - d) Select your **ringtone**
  - e) Turn on **automatic gain control** to give a good conference experience with all participants being heard at a similar volume level



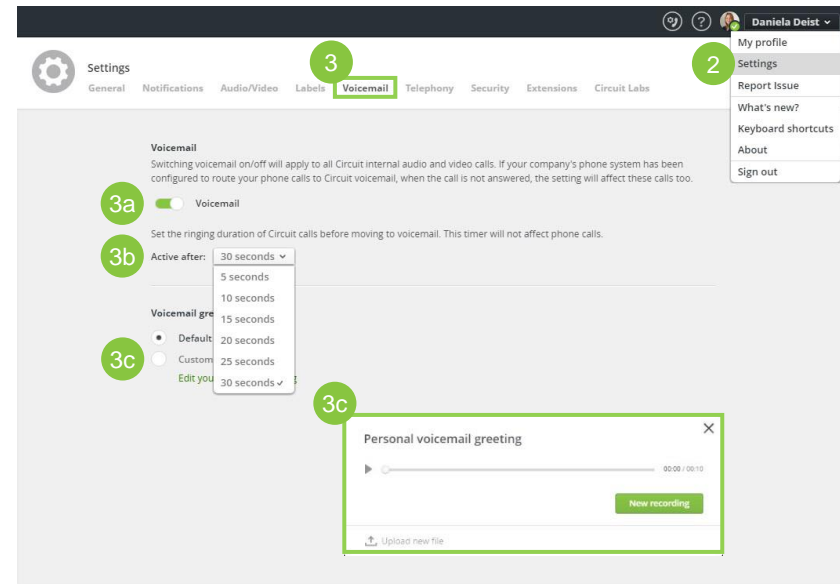
# Circuit voicemail

You can activate and customize a voicemail for you incoming Circuit calls.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Voicemail” tab
  - a) **Activate** your voicemail for Circuit calls
  - b) Set up a **time** when your Circuit calls should be routed to the voicemail
  - c) **Customize your voicemail greeting** by recording a new one or upload an existing one



Voice messages are shown in the specific 1-to-1 conversation as a recording and you can directly listen to and/or download them.



# Telephony settings

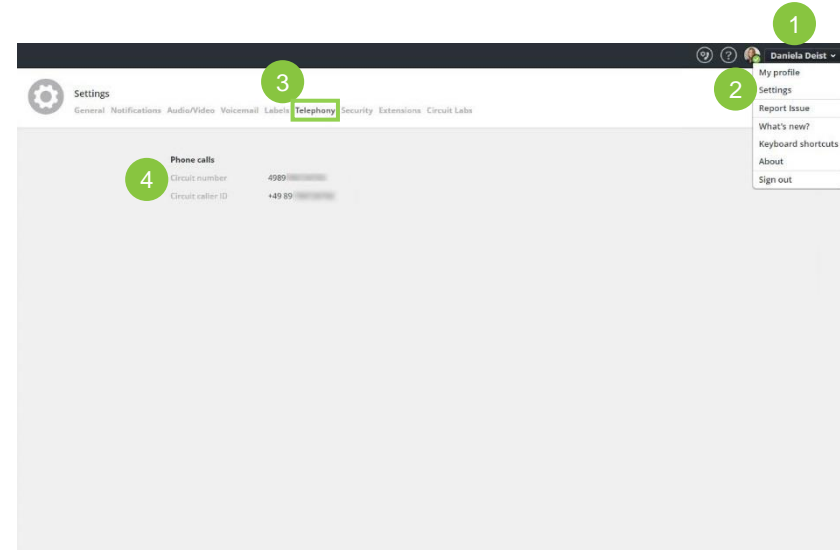
## Using the Universal Telephony Connector for external calls

View the settings regarding the telephony support.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “**Telephony**” tab (note: these settings are for calls with your normal telephone number so the tab is visible once a Circuit Telephony Connector is configured for your Circuit domain allowing you to make and receive phone calls through Circuit)
4. Phone Calls
  - a) Circuit number – is preconfigured
  - b) Circuit caller ID – is preconfigured




You will still receive your voicemail via your currently used telephone system.



# Telephony settings

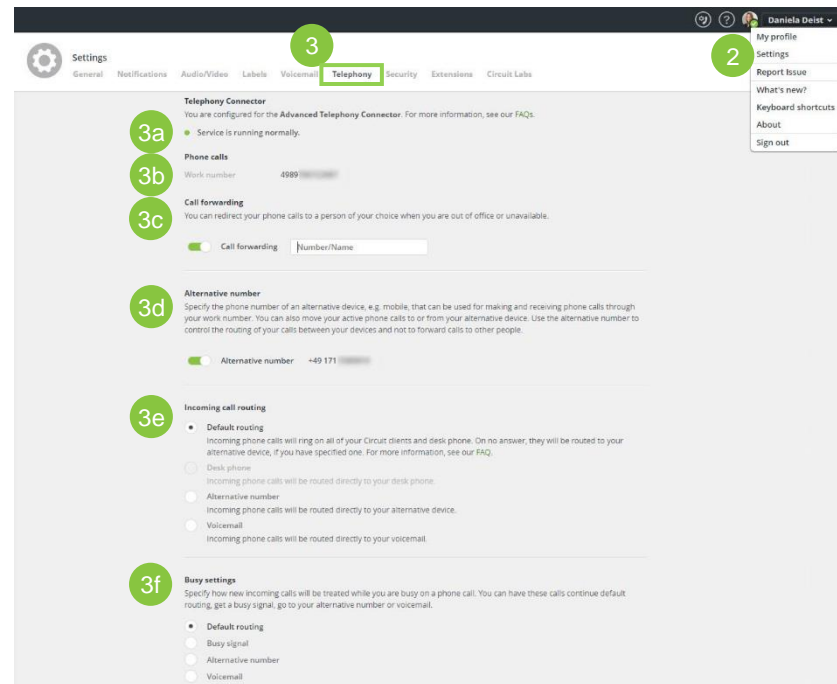
## Using the Advanced Telephony Connector for external calls

View and / or change settings regarding the telephony support.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “**Telephony**” tab (note: the tab is visible once a Circuit Telephony Connector is configured for your Circuit domain allowing you to make and receive phone calls through Circuit)
  - a) **Status** – showing if your telephone service is running
  - b) **Phone calls** – your work number is preconfigured
  - c) **Call forwarding** – redirect your phone calls to a person or a phone number (if activated this icon  is shown next to your name)
  - d) **Alternative number** – transfer your calls to any other telephone number (used numbers are shown) \*
  - e) **Incoming call routing** – decide where to route your incoming calls (parallel ringing is possible)
  - f) **Busy settings** (no matter if via Circuit or phone calls) – decide how to treat new calls while you are on another phone call

Your received voicemails are stored in the phone calls conversation in Circuit

\*Enter your OpenScape Xpressions number to use your Xpressions voicemail





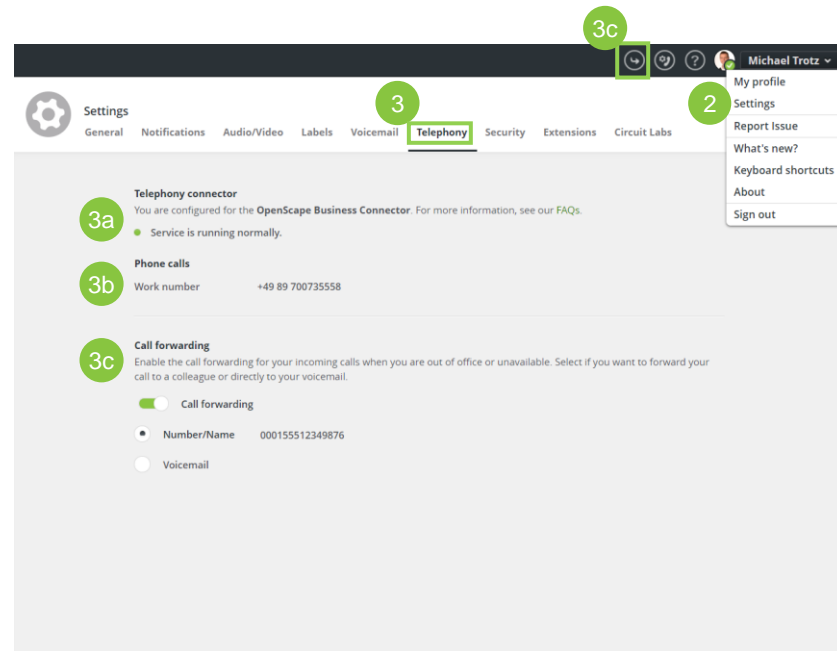
# Telephony settings

## Using the OpenScape Business Telephony Connector for external calls

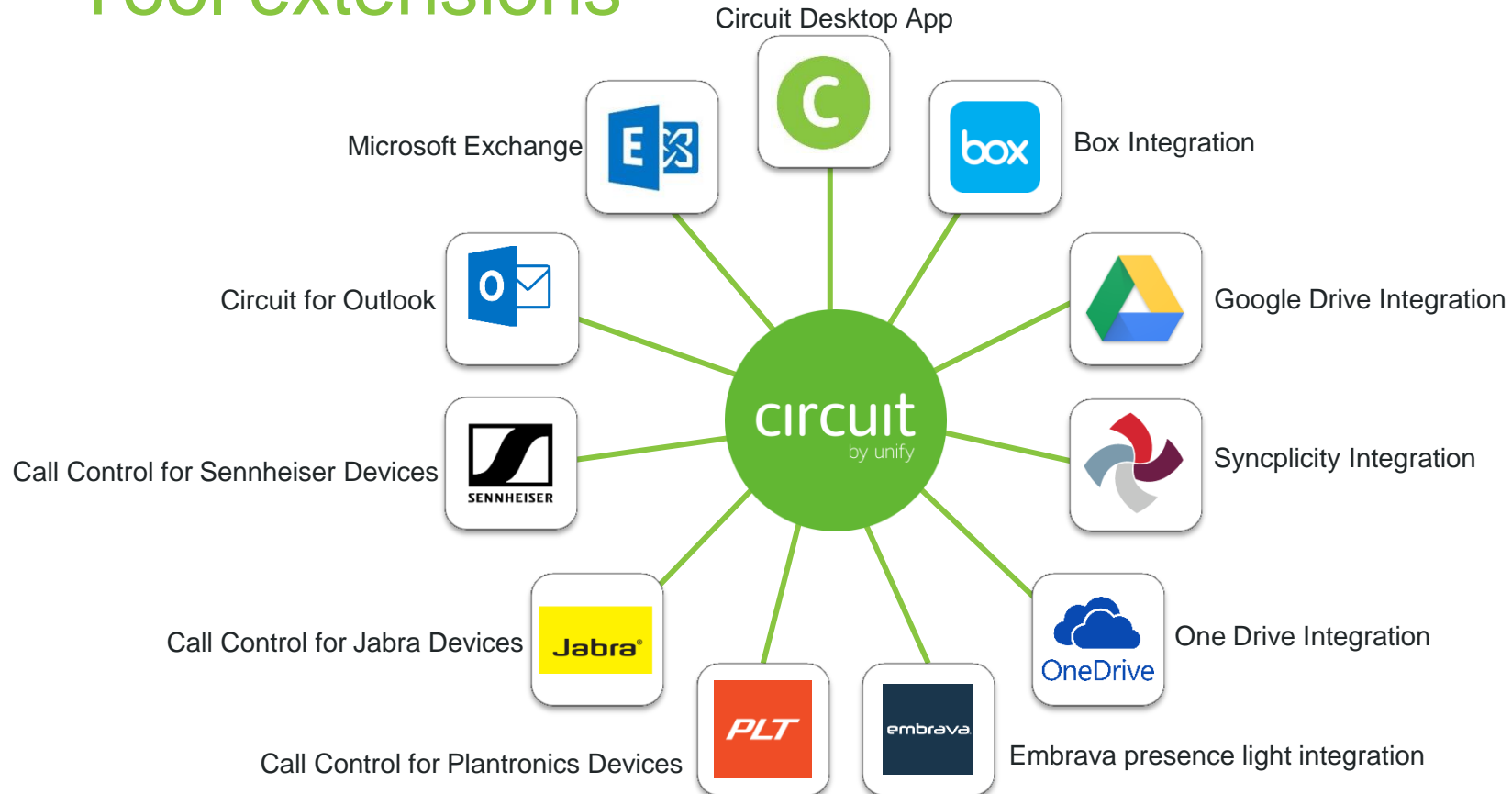
View and / or change settings regarding the telephony support.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “**Telephony**” tab (note: the tab is visible once a Circuit Telephony Connector is configured for your Circuit domain allowing you to make and receive phone calls through Circuit)
  - a) **Status** – showing if your telephone service is running
  - b) **Phone calls** – your work number is preconfigured
  - c) **Call forwarding** – activate Call Forwarding by a click on the slider
    - redirect your phone calls to a person or phone number
    - redirect your phone calls to OpenScape Business Voicemail \*
    - Indication about an activated Call Forwarding can be seen in the Circuit Application Header

\* Click on the radio button to active Call Forwarding to OpenScape Business Voicemail. Please note, this requires an OpenScape Business Voicemail license



# Tool extensions



# Tool extensions

## Circuit Desktop App

Run Circuit as a native application in your desktop environment.

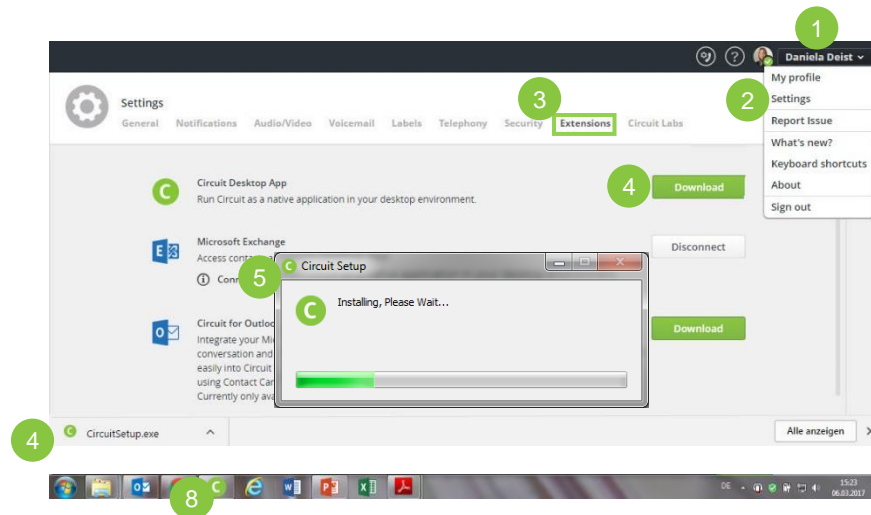
1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “**Extensions**” tab
4. Once **downloaded** click on the file on the bottom of your chrome browser and **open** it
5. The **install process** starts automatically
6. After the installation the Circuit Desktop App will be opened – please agree to the terms and conditions
7. **Login** with your data and start working
8. You can now access Circuit via your **Windows taskbar**



Currently the following features are different from the web client

Available on top

- Spellchecker
- Start Circuit App automatically
- Clear local cache



# Tool extensions

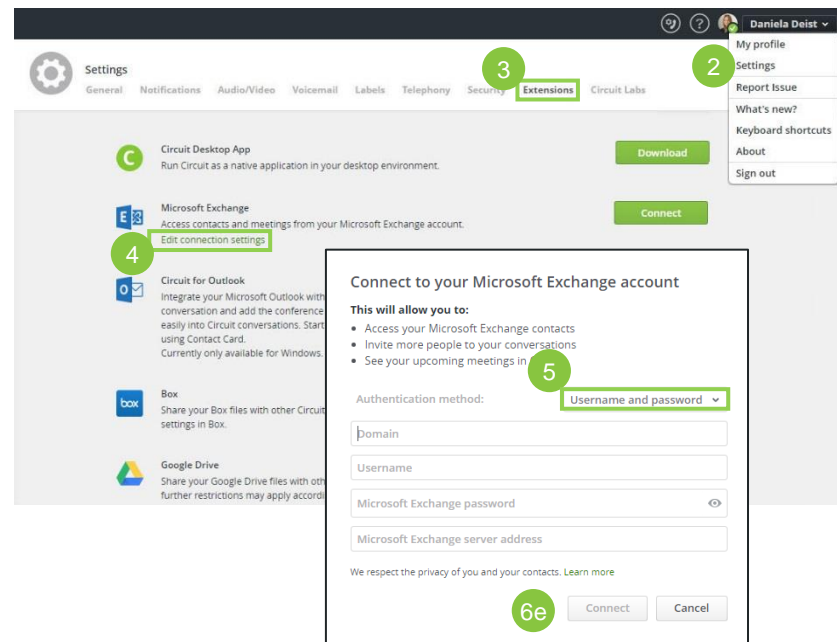
## Microsoft Exchange – Authentication with username and password

Search for your Microsoft Exchange contacts and see your Microsoft Exchange meetings within Circuit.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “**Extensions**” tab
4. Configure the Microsoft Exchange settings by clicking on “**Edit connection settings**”
5. Chose Authentication Method: **Username and password**
6. Provide your
  - a) Domain
  - b) Username
  - c) Microsoft Exchange password
  - d) Microsoft Exchange server
  - e) Click on “**Connect**”



A re-connection is required if the password has been changed.

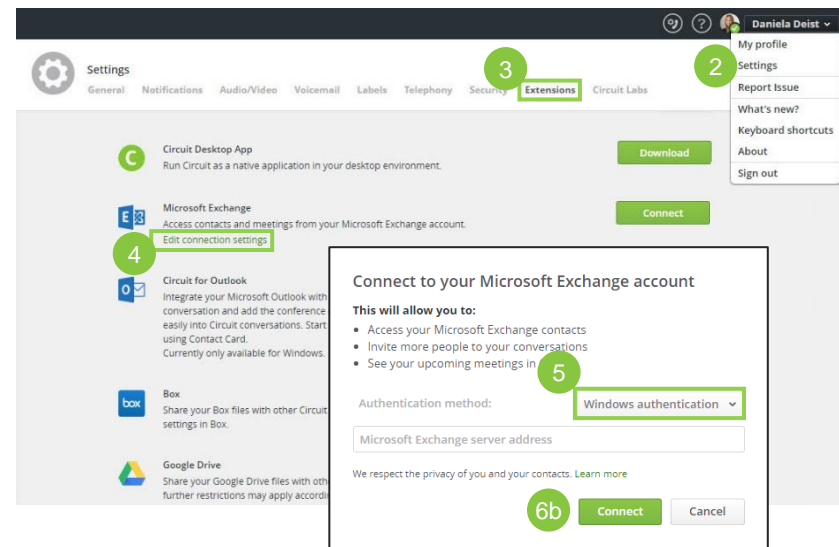


# Tool extensions

## Microsoft Exchange – Windows authentication

Search for your Microsoft Exchange contacts and see your Microsoft Exchange meetings within Circuit.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “**Extensions**” tab
4. Configure the Microsoft Exchange settings by clicking on “**Edit connection settings**”
5. Chose Authentication Method: **Windows authentication**
6. Provide your
  - a) Microsoft Exchange server
  - b) Click on “**Connect**”

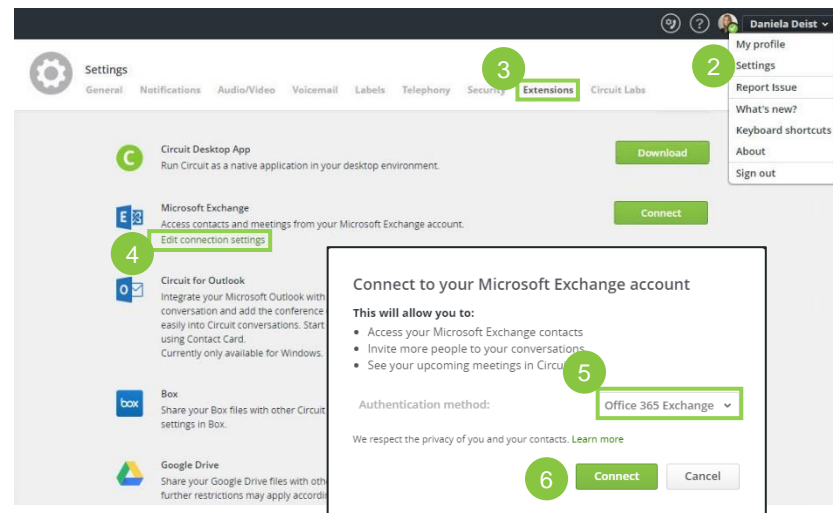


# Tool extensions

## Microsoft Exchange – 365 Office Exchange

Search for your Microsoft Exchange contacts and see your Microsoft Exchange meetings within Circuit.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “**Extensions**” tab
4. Configure the Microsoft Exchange settings by clicking on “**Edit connection settings**”
5. Chose Authentication Method: **365 Office Exchange**
6. Click on “**Connect**”



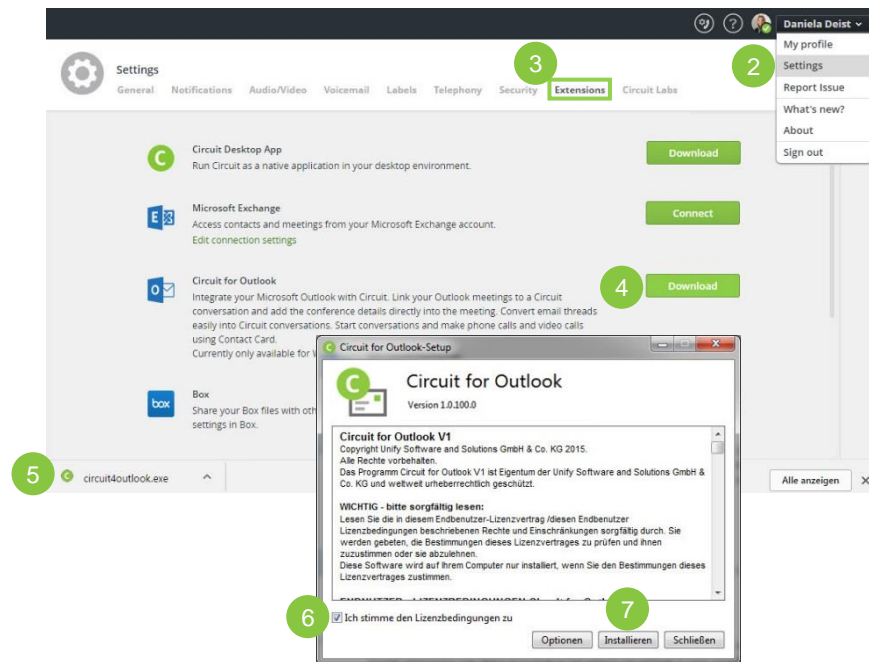


# Tool extensions

## Circuit for Outlook – part 1

Link your Microsoft Outlook meetings with Circuit and post the meeting directly in the conversation or convert emails to Circuit to continue the dialog in Circuit.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “**Extensions**” tab
4. Then you need to download and install the **Microsoft Outlook Integration plugin** by clicking on “**Download**”
5. Once downloaded click on the file on the bottom of your chrome browser to install the plugin.
6. Accept the license terms
7. Install the plugin and restart your PC

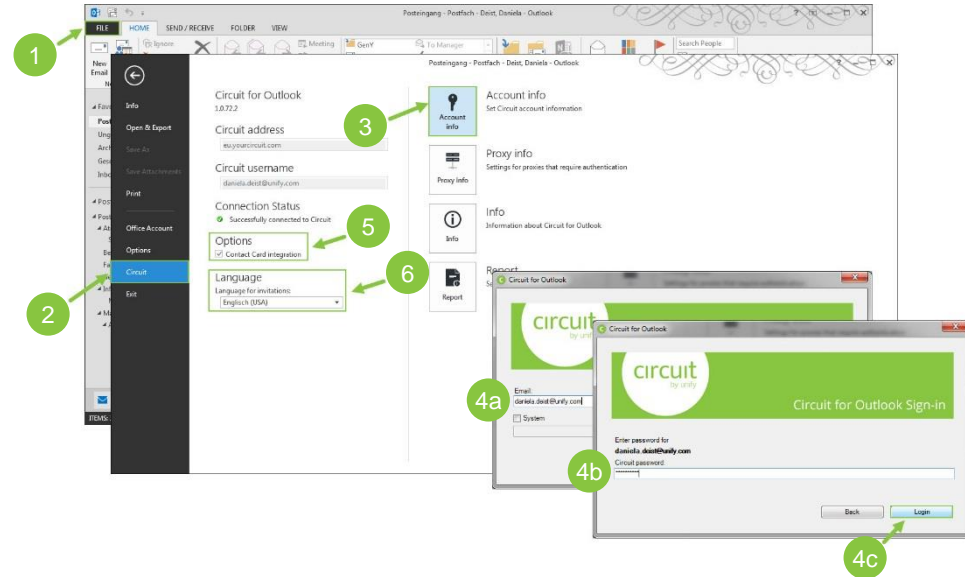


# Tool extensions

## Circuit for Outlook – part 2a (Outlook >=2010)

Open up your Microsoft Outlook

1. Click on **“File”** at the main menu (top left)
2. Search the rubric **“Circuit”**
3. Then you need to click on **“Account Info”**
4. Provide your
  - a) Circuit username (email address)
  - b) Password: your Circuit password
  - c) Click **“Login”**
5. Check **“Options”** and **enable** for the Contact Card Integration
6. Check **“Language”** and decide which language you want to use for Circuit calendar invitations

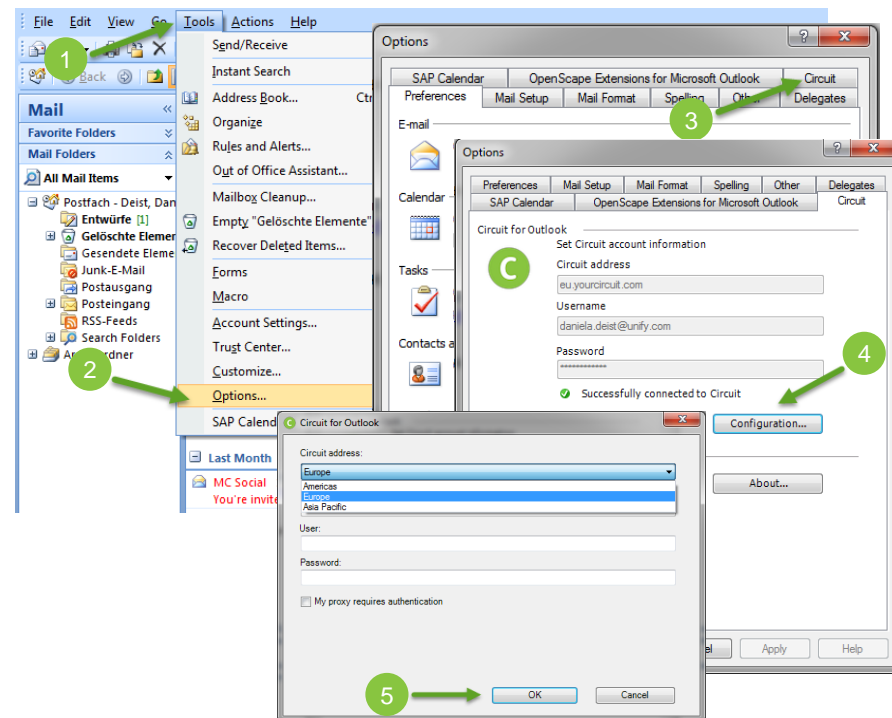


# Tool extensions

## Circuit for Outlook – part 2b (Outlook =2007)

Open up your Microsoft Outlook

1. Click on “**Tools**” at the main menu
2. Search the rubric “**Options**”
3. Then you need to select “**Circuit**” (top left)
4. Click on “**Configuration**”
5. Provide your
  - a) Pick your Circuit server location
  - b) User: Circuit username (email address)
  - c) Password: your Circuit password
  - d) Click “**OK**” and **apply** the settings

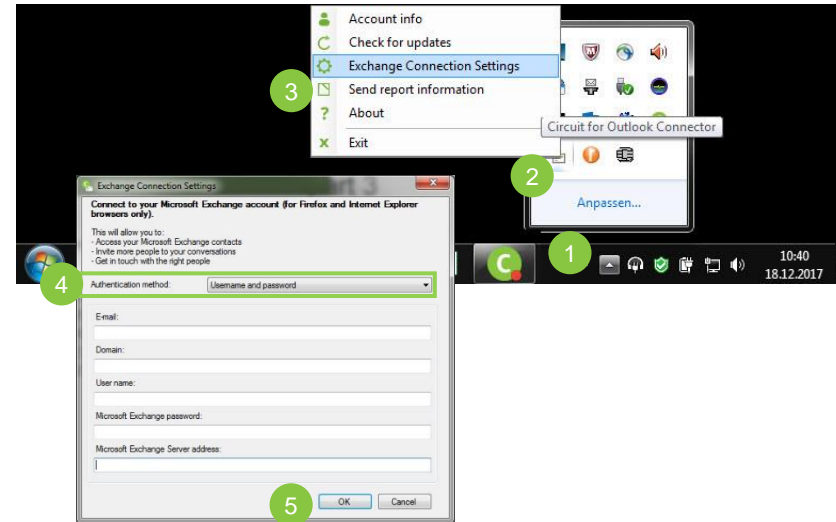


# Tool extensions

## Circuit for Outlook – part 3

Open up your Windows Desktop

1. Click on “**Show Hidden Icons**” on the lower right corner of you desktop
2. Make a right mouse click on the **Circuit for Outlook Connector** icon
3. Select “**Exchange Connection Settings**”
4. Select you authentication method (same as for Microsoft Exchange connection)
5. Provide all the required information and click “**OK**”

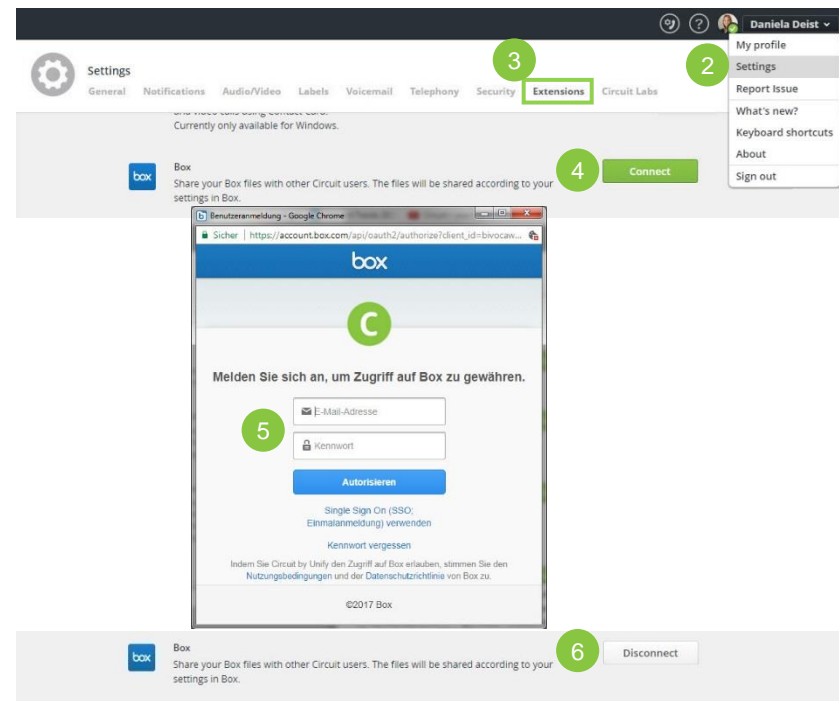


# Tool extensions

## Box Integration

If you have a Box account you can connect Circuit with Box and share your Box documents with other Circuit user.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for **Box** and click on **connect**
5. Enter your **Box login name and password**, grant access to your Box documents and establish the connection
6. You can see in your settings that you are connected with Box and can disconnect your account whenever you want by clicking disconnect

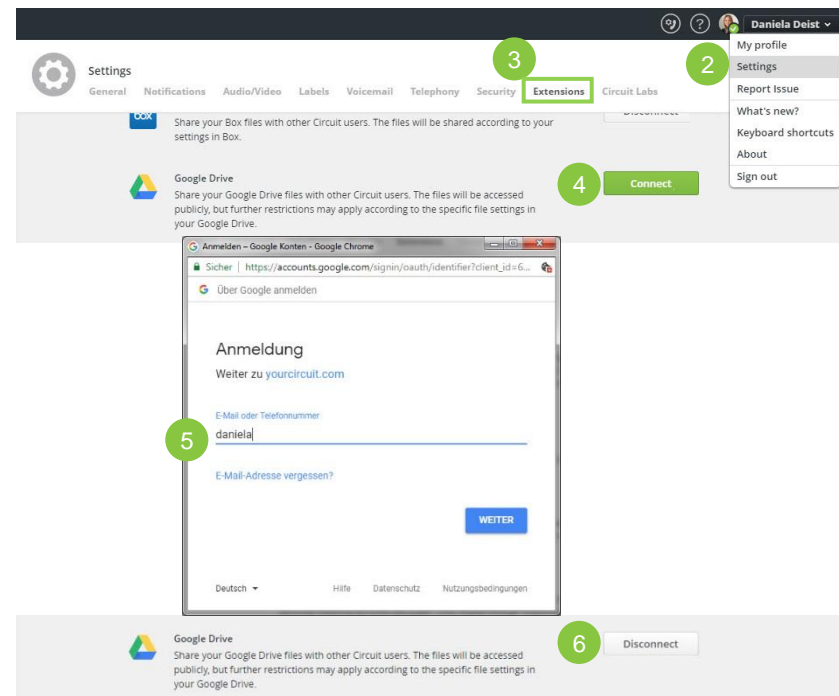


# Tool extensions

## Google Drive Integration

If you have a Google account you can connect Circuit with Google Drive and share your documents with other Circuit user.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for **Google Drive** and click on **connect**
5. Enter your **Google login name and password**, grant access to your Google Account and establish the connection
6. Identity check
7. Allow access to files
8. You can see in your settings that you are connected with Google Drive and can disconnect your account whenever you want by clicking disconnect



# Tool extensions

## One Drive Integration

If you have a Microsoft One Drive account you can connect Circuit with One Drive and share your documents via the shared link.

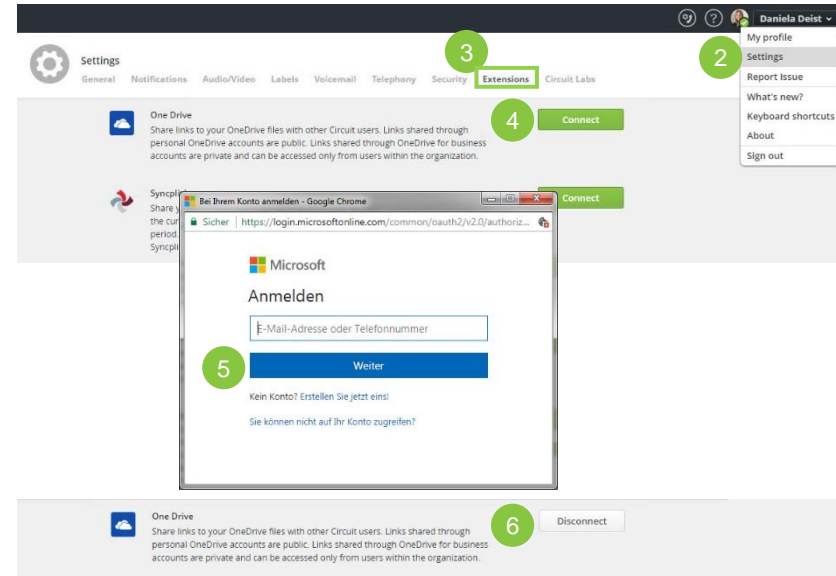
1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for **One Drive** and click on **connect**
5. Enter your **One Drive login name and password**, grant access and establish the connection
6. You can see in your settings that you are connected with your One Drive account and can disconnect your account whenever you want by clicking disconnect



Using personal OneDrive account → links are public



Using OneDrive for business account → links are private and can be accessed only from users within the organization





# Tool extensions

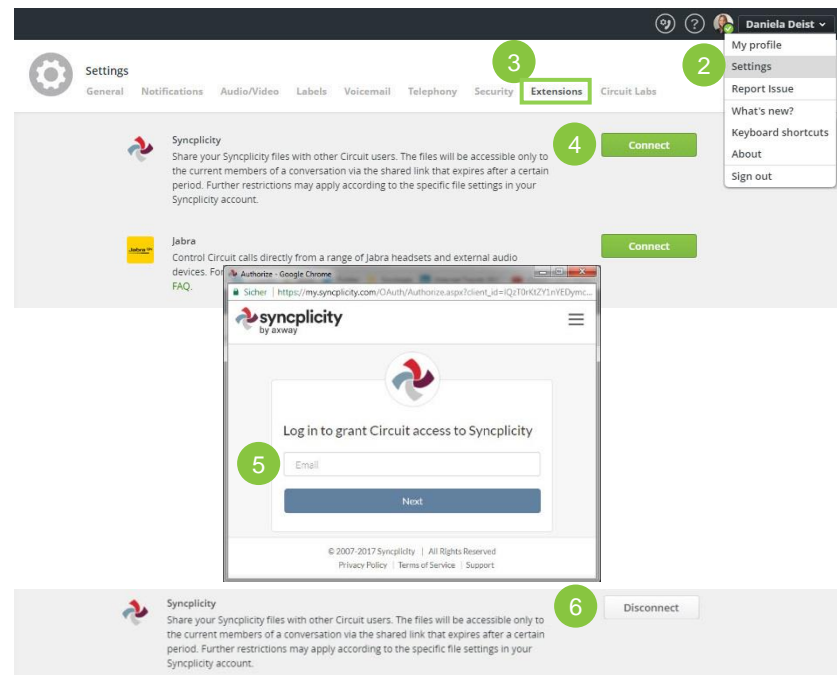
## Syncplicity Integration

If you have a Syncplicity account you can connect Circuit with Syncplicity and share your documents via the shared link that expires after a certain period with other Circuit user.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for **Syncplicity** and click on **connect**
5. Enter your **Syncplicity login name and password or corporate credentials**, grant access and establish the connection
6. You can see in your settings that you are connected with Syncplicity and can disconnect your account whenever you want by clicking disconnect



Pop-ups must be allowed in your web browser.



# Tool extensions

## Call Control for Jabra devices

This feature allows you to control your Circuit calls directly from a range of Jabra headsets and external audio devices.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for **Jabra** and click on **install**
5. Accept “proceed with the installation” and “grant access for Circuit”
6. **Circuit Headset Integration** by Unify will be opened in the Google web store
7. Add the app to your Google Extensions
8. After the installation the connection is established automatically and you can check which Jabra device is currently connected

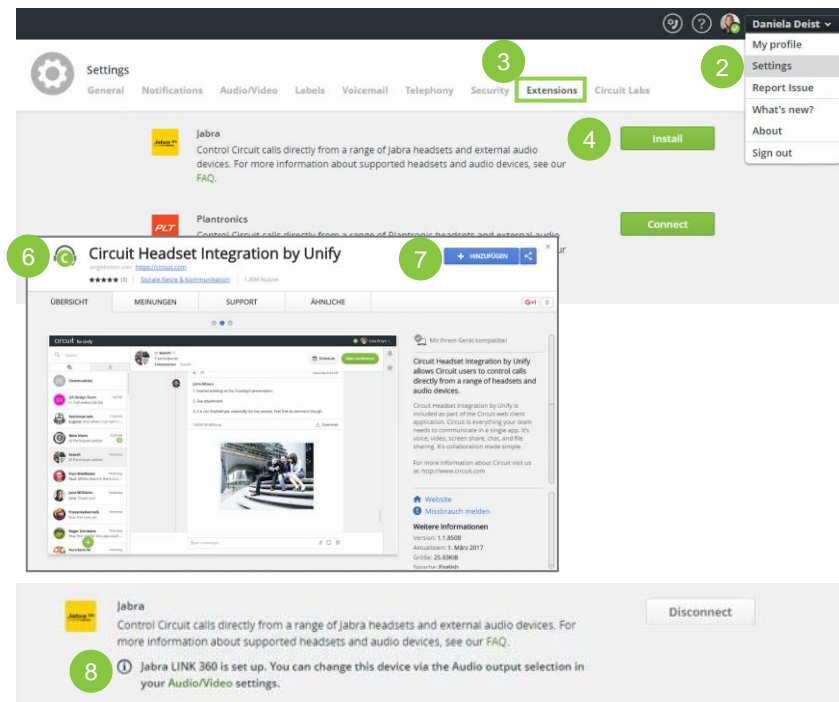


Supported Jabra devices:

<https://www.circuit.com/unifyportal/faqdetail?articleId=112718>



In the Circuit Desktop App just “connect” with Jabra

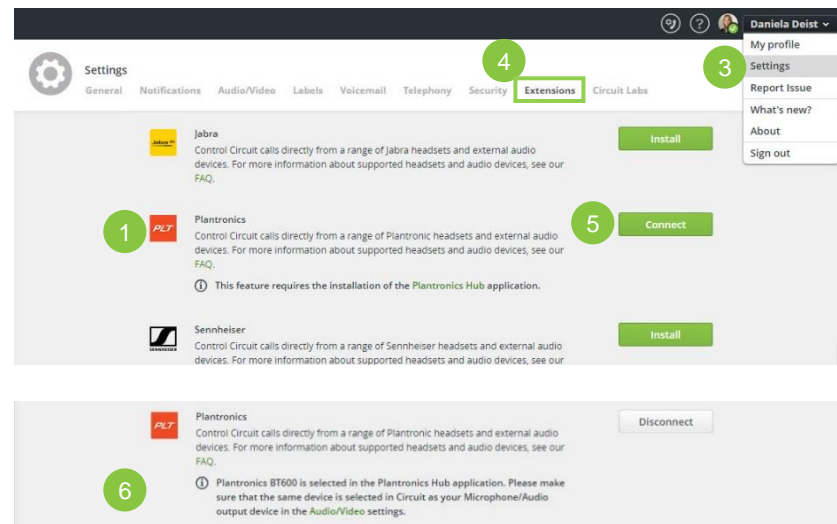


# Tool extensions

## Call Control for Plantronics devices

This feature allows you to control your Circuit calls directly from a range of Plantronics headsets and external audio devices.

1. Before you can connect your headset with Circuit you need to download **Plantronics Hub**:  
<https://www.plantronics.com/us/product/plantronics-hub-desktop/>
2. Click on your name to open the menu
3. Select “Settings”
4. Enter the “Extensions” tab
5. Search for **Plantronics** and click on **connect**
6. The connection is established automatically and you can check which Plantronics device is currently connected



Supported Plantronics devices:

<https://www.circuit.com/unifyportalfaqdetail?articleId=115017>

# Tool extensions

## Call Control for Sennheiser devices

This feature allows you to control your Circuit calls directly from a range of Sennheiser headsets and external audio devices.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for **Sennheiser** and click on **install**
5. Accept “proceed with the installation” and “grant access for Circuit”
6. **Circuit Headset Integration** by Unify will be opened in the Google web store
7. Add the app to your Google Extensions
8. After the installation the connection is established automatically and you can check which Sennheiser device is currently connected

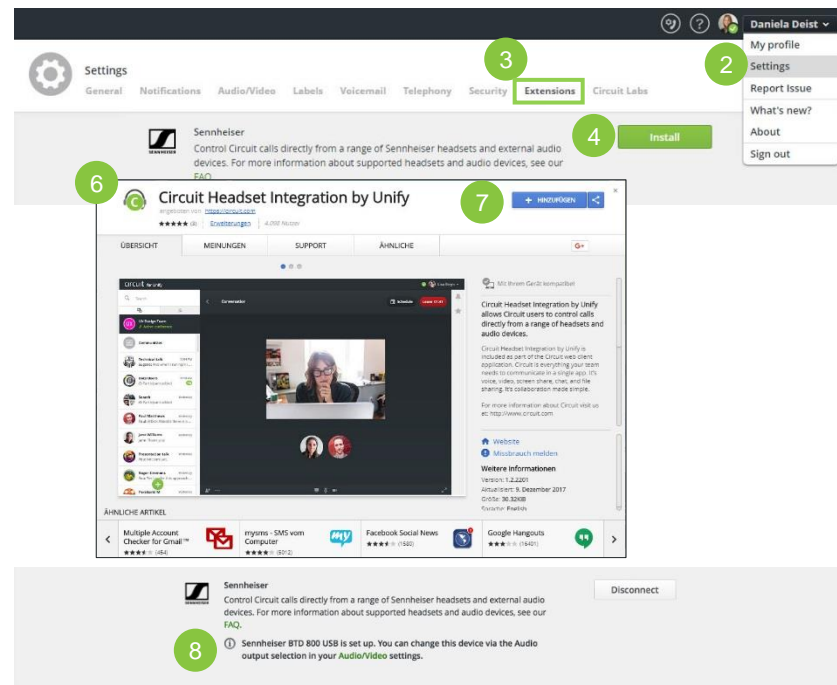


Supported Sennheiser devices:

<https://www.circuit.com/unifyportalfaqdetail?articleId=136444>



In the Circuit Desktop App just “connect” with Jabra



# Tool extensions

## Embrava presence light integration

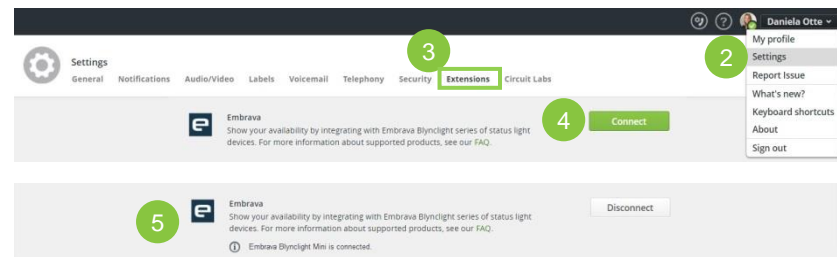
It is also possible to connect the Embrava Blynclight series with Circuit. This device shows your availability using visual indication so that your colleague directly see your presence status.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for **Embrava** and click on **connect**
5. The connection will be established and you can see which Embrava Blynclight device is currently connected
6. Here is the color code based on the availability



Supported Embrava Blynclight series:

<https://www.circuit.com/unifyportalfaqdetail?articleId=151157>



6

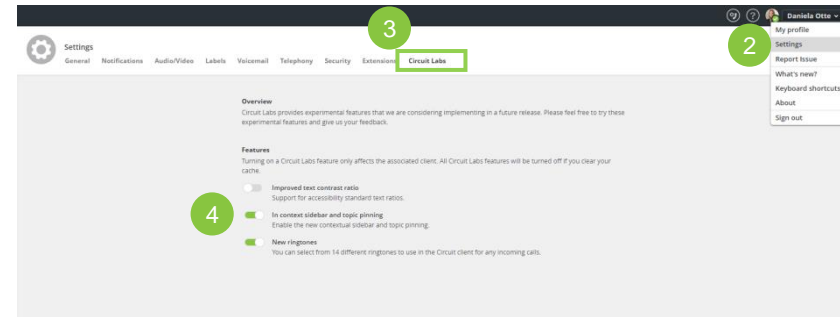
Availability	Light Color
Online	Green
Incoming call	Green and flashing
Away	Yellow
Do not disturb/ On a call	Red
On a call with video	Red and flashing
Offline	No light

# Circuit labs

## Try out experimental features

Circuit Labs give you an opportunity to try the latest experimental features and provide feedback to the product experts.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “**Circuit Labs**” tab
4. You can decide on your own which **feature** you like to **turn on**



These features are still in development.

# Organize your conversations

## Labeling

Organize your content by labeling conversations so that you can group and find them easily.

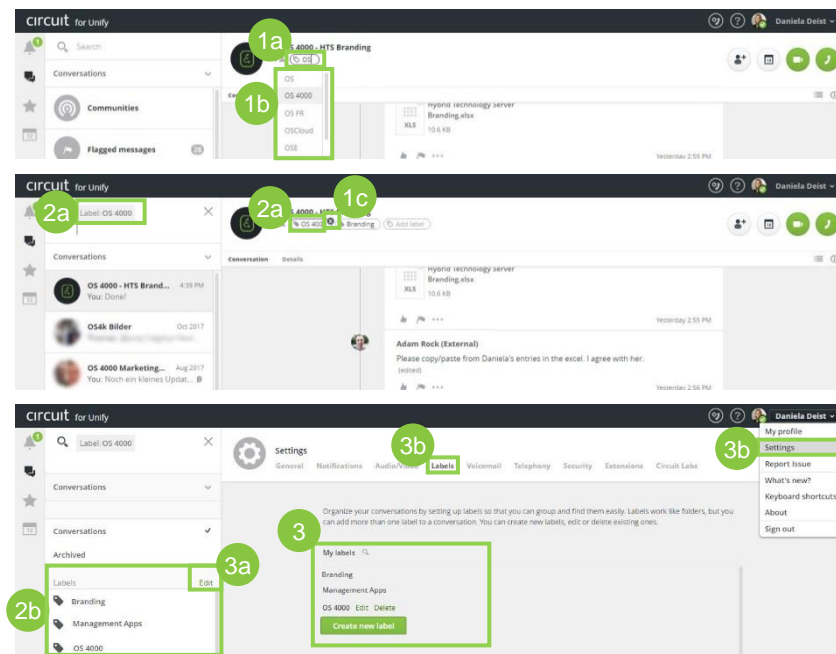
- At the top of every conversation there is a field “Add label”
  - Add as much labels** you want
  - Existing labels are displayed in a drop down menu
  - Delete** a label with the “x” for this specific conversation (pass over the label with your cursor)
- Finding labeled conversations
  - Click on a label and it's directly shown in the search field
  - Open the drop down menu** on the left side
- Add / Edit / Delete labels within the **overview** of all your existing labels in your settings - to enter this space
  - Click on edit in the drop down menu
  - Click on your name → settings → labels



If you edit or delete existing labels in your settings all conversation with this label are effected.



If you delete a label in a specific conversation the label only disappears there but it still exists in your overview list.





# Organize your conversations

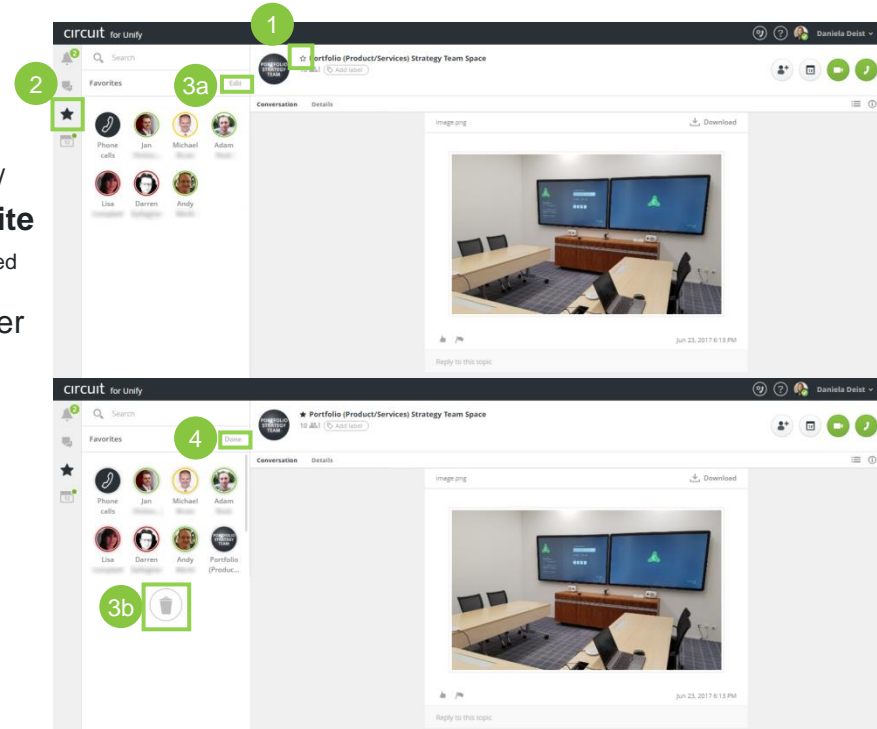
## Favorites

By using favorites you never lose track of important conversations and topics that matter to you or where your attention is needed.

1. Click on the **star** ahead of the name of the dialog partner / group conversation if you want to **add or remove a favorite person or group** (note: filled stars show that this conversation is already marked as your favorite)
2. Open the **list of your "Favorites"** by clicking on the bigger star on the right hand side in the tool bar
3. By pressing "Edit" you can
  - a) **Rearrange your favorites** according to your needs
  - b) **Remove** any conversation
4. Save your changes by clicking on "Done"



Currently the maximum number is 50 favorites.



# Organize your conversations

## Pinned topics

You can pin an important topic in a conversation. The pinned topics are displayed in the conversation information pane and can be viewed by all the participants of the conversation.

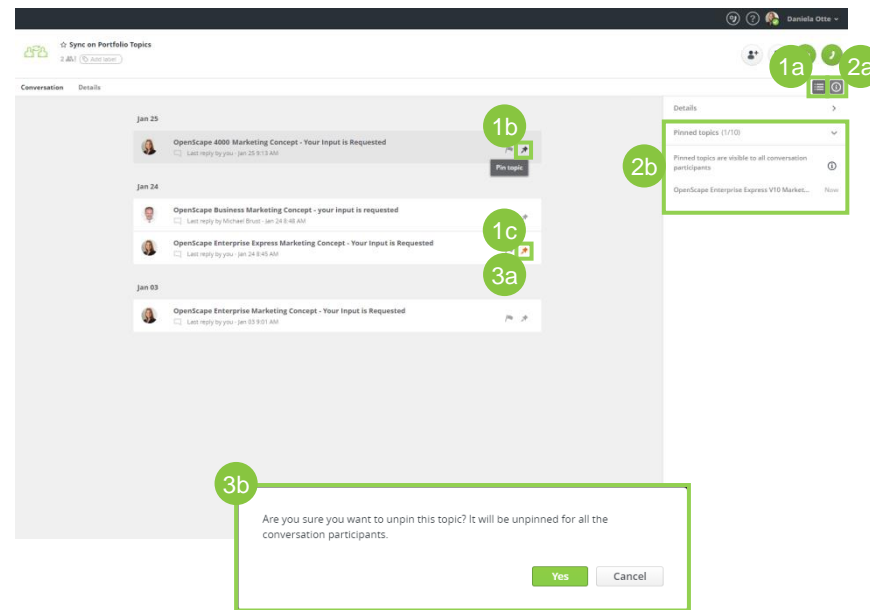
1. Pin a topic
  - a) Open the **topic list view**
  - b) Search the topic you want to highlight and click on the **pin**
  - c) Pinned topics are displayed with an **orange pin**
2. Find the pinned topics
  - a) Open the **conversation information panel**
  - b) In the **pinned topics area** you can see all pinned topics
3. Remove a pinned topic
  - a) Click on the **orange pin**
  - b) **Accept** the remove



A conversation can have up to 10 pinned topics at a time.



In moderated conversations, only a moderator can pin or unpin a topic.

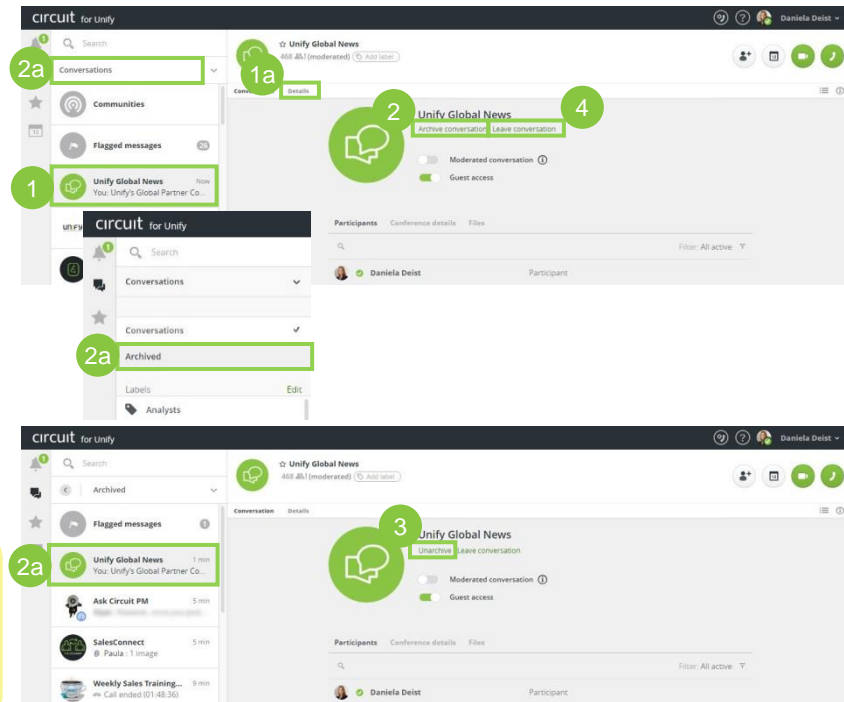




# Organize your conversations

## Archive and leave conversations

If a conversation is not of your interest anymore you can either leave or archive conversations. (note: you can only leave group conversations or communities not 1-to-1 conversations)

1. Select any conversation from the conversation thread
  - a) Click on “Details” at the top this conversation
2. Select “**Archive conversation**” to mute the conversation
  - a) The conversation is now shown in your archived conversation thread and you can check these conversation anytime for updates on your own
3. Select “Unarchive” to once again receive notifications and have it in your normal conversation thread
4. If you **leave a conversation** you never receive any notifications or messages from this conversation again



-  **Leave =** You are out, so you will not receive any updates of this conversation (you cannot rejoin group conversations on your own)
-  **Archive =** You are still part of the conversation but you will not receive separate notification for new posts etc. – only if you are directly mentioned or in private 1-to-1 conversations (depending on your settings, see [page 21](#))

A top-down view of a wooden desk with a laptop, a smartphone, a mouse, and a coffee cup. A semi-transparent dark grey rectangle is overlaid on the center of the image, containing the title and a list of topics.

# Working with Circuit

1. Conversation types
2. Starting conversations
3. Conversation details
4. Having conversations (chatting, file, sharing, flagging, like, mentions, availability notification)
5. Contextual search
6. Voice & video calls (screen sharing, whiteboard, recording, remote screen control, pop out call stage, moving calls)
7. Plan a meeting (Outlook calendar)
8. Guest access
9. External phone calls
10. Conference bridge
11. Outlook integrations
12. Circuit Add-Ons

# Conversation types

## 1-to-1 Conversations (private)

- 1-to-1 dialog, not possible for anyone else to see the information / join the conversation
- See the presence status
- See personal status, location and local time
- Receive an availability notification
- Enter details of your dialog partner

## Group Conversations (private)

- Three or more participants
- Only invited people can participate
- Guest access option (allow externals to participate)
- Share conference details via a outlook invitation
- Moderated conversation option (not for externals)
- Record the meeting

## Communities (public within the tenant)

- Visible and open everyone in a tenant
- Everyone can participate
- Possibility to describe the purpose of the community

- Start a voice or video call – change your devices whenever needed
- Share your screen and request remote screen control
- Add a whiteboard to type notes, draw, or import images

- Change the conversation name and image
- See who is available and add participants (if not moderated)
- Leave conversation

- Send textual messages (edit or delete them), flag, like or comment a message
- Upload and download files (pictures, videos, documents) from your PC, your Box, Google Drive, One Drive and Syncplicity account
- Access shared files
- Organize your conversations by labeling, using favorites, pin topics or archive conversations

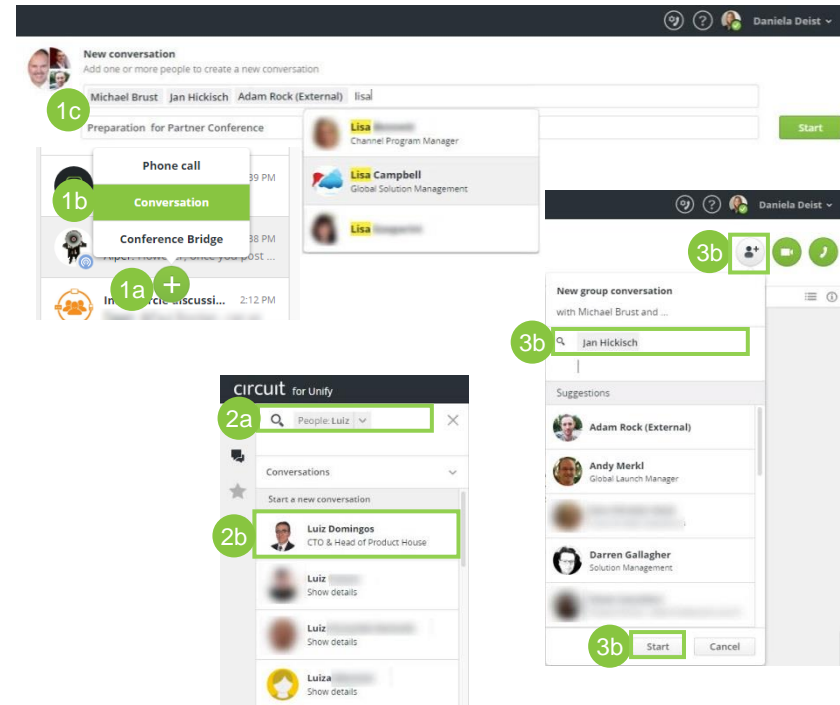


# Starting conversations

## 1-to-1 or group conversations

Within Circuit you have different possibilities to start conversations.

1. 1-to1 or group conversation
  - a) Click on the “+”
  - b) Select „**Conversation**“
  - c) Create a new private conversation by adding one or more participants, an conversation title and start the conversation
2. 1-to-1 conversation
  - a) Use the **contextual search** and filter by any name
  - b) Click on the person and start a new 1-to-1 conversation
3. Group conversation
  - a) Choose an **existing conversation** of one of the users with whom you want to start a new group conversation
  - b) **Add** one or more **participants**
4. Group conversation
  - a) Use the **Circuit for Outlook** integration to plan a meeting within Outlook ([see page 71](#))

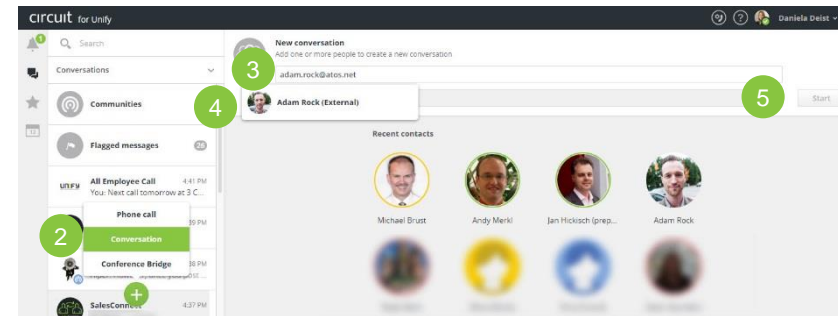


# Starting conversations

## Collaborate with people outside of your domain

For sure it is also possible to collaborate with Circuit users from other tenants. To find so called “Externals” please do the following:

1. Click on the “+”
2. Select „**Conversation**“
3. Enter the email address of the person you want to start a Circuit conversation with
4. Wait a second and if this person has a Circuit account you will see him/her in the proposal
5. Select the Circuit user and directly start the 1-to-1 conversation or add more users and start a private group conversation



# Starting conversations

## Communities

Every employee can also create communities. Their primary purpose is to create a platform for information and idea exchange.

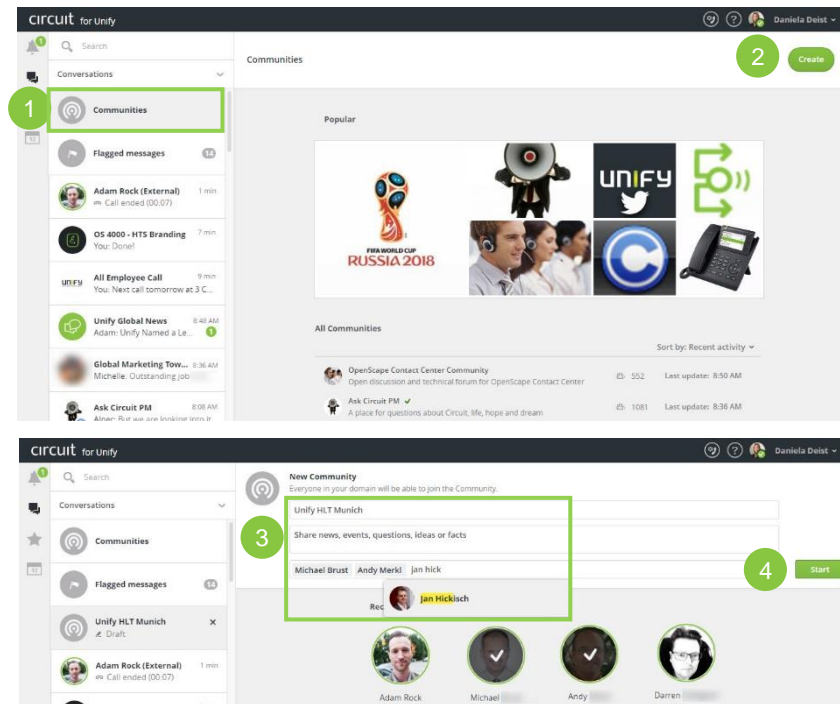
1. Select the “**Communities**” conversation in your conversation thread
2. Click on “**Create**”
3. Set up the community
  - a) Add a **conversation title**
  - b) Add a **description**
  - c) Add **participants** (use the proposals or insert any name)
4. Create the community and it will be shown in your conversation thread and on the list of communities



Communities are visible within the whole company and cannot be deleted. You can just leave the community but it still exists – only the last participant cannot leave the community.



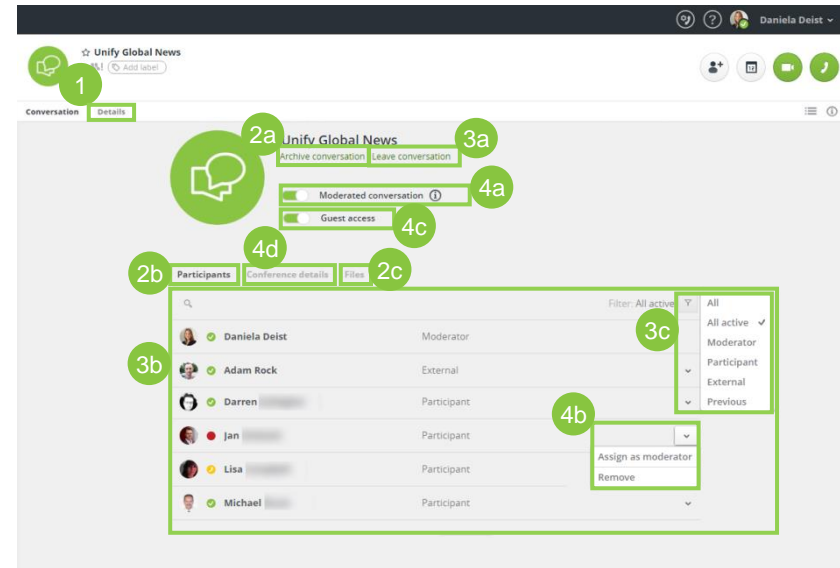
It is not possible to invite externals





# Conversation details

1. Click on “Details” in any conversation
2. Details in 1-to-1 conversations
  - a) **Archive** conversation
  - b) **User details** (instead of participants) – information about your dialog partner
  - c) **Files** – access all shared files
3. Additional details in communities
  - a) **Leave conversation**
  - b) **Participants** – showing the status of all participants
  - c) **Filter** – filter the list of participants
4. Additional details in group conversations
  - a) **Moderation** – only the moderator can add participants and change the title or avatar (not for externals)
  - b) **Participants** – remove them or set co-moderators (not for externals), if you are the moderator
  - c) **Guest access** – enables phone dial-in and guest access
  - d) **Conference details** – shows group creator and dial in information



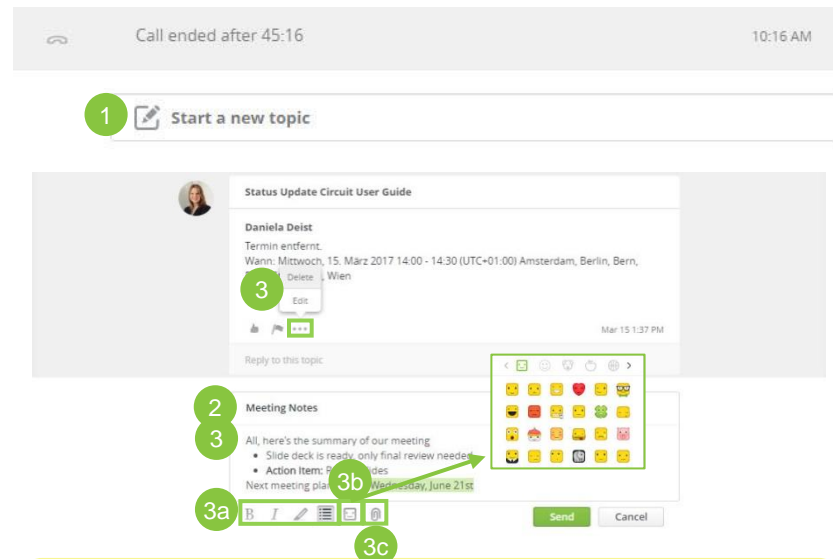
💡 Only Circuit users within a tenant can activate the moderation option as well as become a co-moderator

# Having conversations

## Chatting

Circuit stores every message so you can access the whole history of your conversations. Think of this as a persistent project office for the exchange of information and online meetings

1. Click on the **“Start a new topic”** box
2. Now you can add a **topic title** (you can also leave this field empty)
3. The general text box begins with the second line, below the text box there are more writing options:
  - a) **Highlight text elements** (fat, cursive, marked, bullet points)
  - b) Use **smileys**
  - c) Add **attachments** ([see page 57](#))
4. After sending a message you can **edit or delete** your post by clicking on the three points which appear below your posts
5. Click on the **“Reply to this post”** box to directly answer to the above post/s. Your message will be send with “Enter” and with “A” you can open the extended text options



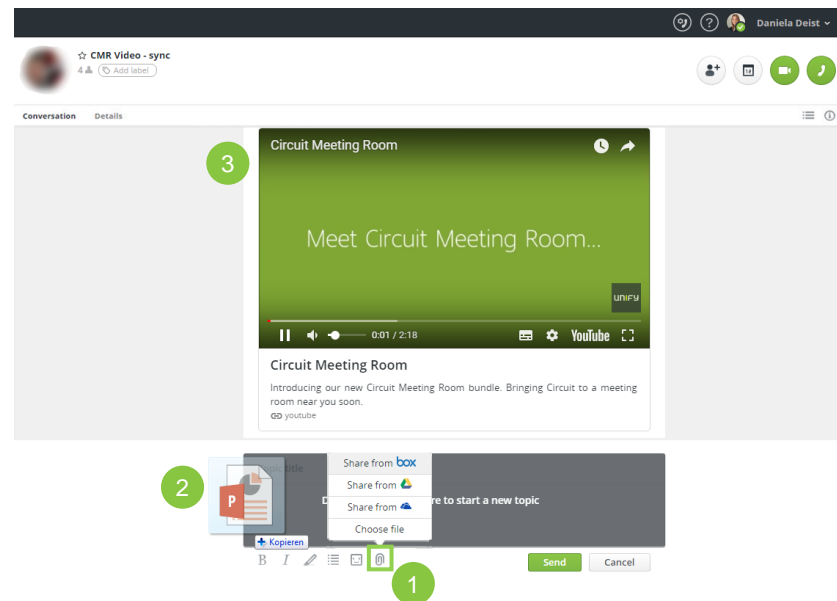
- 💡 Comment to a post by using the “Reply to this post” box to clearly structure the conversation by specific topics
- 💡 Point at the timestamp of a post, do a right click with your cursor and copy the link to refer to a specific post

# Having conversations

## File sharing

In Circuit you can easily share documents, images and videos

1. Via the attachment symbol in the chat box
  - a) Choose a file from **your computer**
  - b) Choose a file from your **Box cloud account**  
(requires an established connection - [see page 37](#))
  - c) Choose a file from your **Google Drive cloud account**  
(requires an established connection - [see page 38](#))
  - d) Choose a file from your **One Drive account**  
(requires an established connection - [see page 39](#))
  - e) Choose a file from your **Syncplicity account**  
(requires an established connection - [see page 40](#))
2. Via **drag and drop**
3. Insert a video link: Circuit identifies the video with the **embedded video player** participants can directly view the video in the conversation
4. Using **shortcuts** (ctrl+c and ctrl+v)



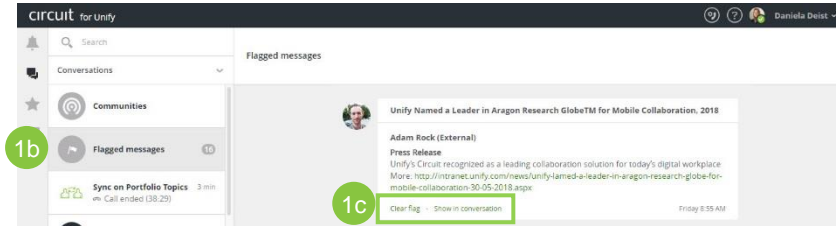
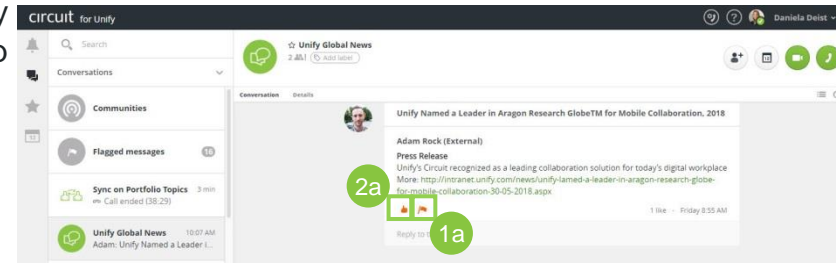
Circuit provides an in-place preview for videos and images.

# Having conversations

## Flagging & like

Flag important messages to quickly find them and show anybody that you agree with him / like his message by using the thumb up button.

1. Flag a message
  - a) Click on the **flag** below the post
  - b) This message appears now in a separate conversation called **“Flagged messages”** (note: the number behind that conversation shows how many messages you have flagged)
  - c) Here you can directly **go to the original conversation** or **delete** the flag
  - d) Flagged messages are marked with an **orange flag** for easy identification and **delete** them with another click
  - e) The latest flagged message is shown at the end of the flagged messages conversation
2. Like a message
  - a) Click on the **thumbs up** below the post
  - b) The thumb button is now orange
  - c) **Delete** it by clicking on the orange thumb button



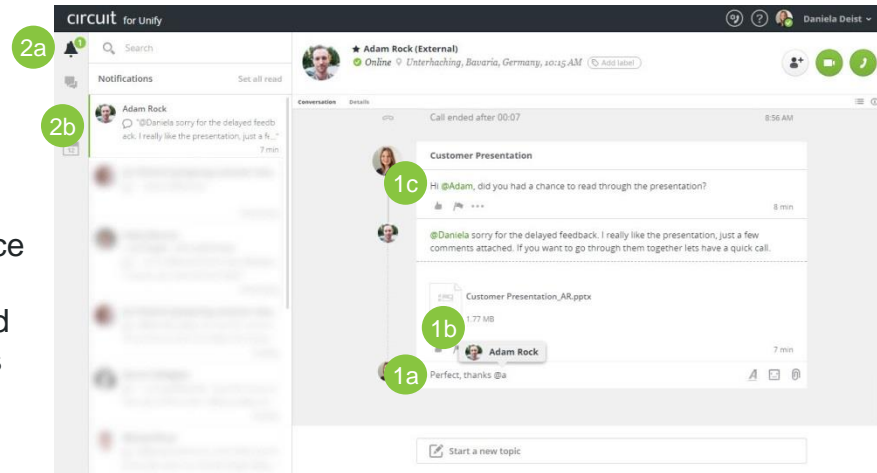
Other Circuit users do not see your flagged messages – it is just for your assistance

# Having conversations

## Mentions

By using mentions in postings or comments, the mentioned user will be notified that his or her attention is needed.

1. **Mention somebody** in a post
  - a) Type **@"name"** (after typing the first letter a list with proposals is shown)
  - b) Click on the Circuit user name and use the back space to remove last name (optional)
  - c) After sending the message, the name is green colored and works also as a hyperlink to open the user details of the mentioned user
2. **Being mentioned** from somebody in a post
  - a) All the post where you were mentioned are shown by clicking on the **bell** on the top right (the green circle shows the number of unread mentions)
  - b) Click on one of your mentions to open the conversation with the post where you were mentioned



You can only mention Circuit users that a part of the conversation.

# Having conversations

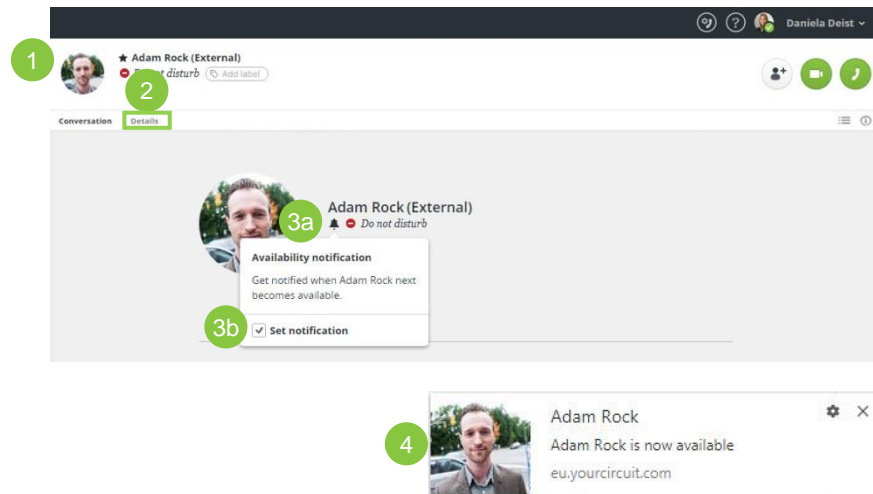
## Availability notification

Circuit can notify you, as soon as a contact is available again. This can be set in the contact details.

1. Click on the 1-to-1 conversation with the person you want to contact
2. Select “**Details**”
3. Below the name you can find a **small grey bell**
  - a) Click on this one
  - b) **Activate** the notification (then the bell turns black)
4. As soon as the selected person becomes available (online) again you will receive a notification



You can set availability notifications if the person is offline, on a call, away or in the do not disturb mode.



# Contextual search

Instead of searching by your own (e.g. by scrolling) use the contextual search and save time.

1. Enter your **search topic/s** and select a **filter** (optional, if not “all” is used) *(note: with the keyboard arrows you can mark and switch between your different searching criteria to delete them)*
2. Start searching by clicking enter
3. Conversation with matches are displayed
4. In a conversation the **total number of matches** within this conversation is shown and you can switch between them

**Filter by conversations** – displays all conversations including this topic in the conversation title

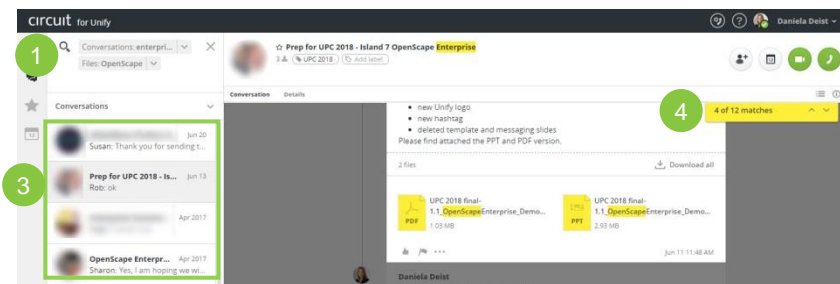
**Filter by sent by** – displays all conversations where this person was active

**Filter by people** – displays all people with this name

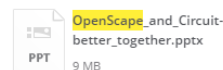
**Filter by members** – displays all conversations where people with this name are participants

**Filter by files** – displays all conversations including files with this topic - no matter if it's the document title or within the document

**Filter by date** – displays sent messages of today, yesterday, this week, last week, January to December (last twelve months)



- 💡 You also can have multiple search filters – multiple filters are connected with “and” so only matches which include all elements are shown.
- 💡 In your selected conversation the search will start.
- 💡 Predefined filters are also available: 1-to-1, group and your labels
- 💡 Your most recent search criteria are saved.



Match in the document title

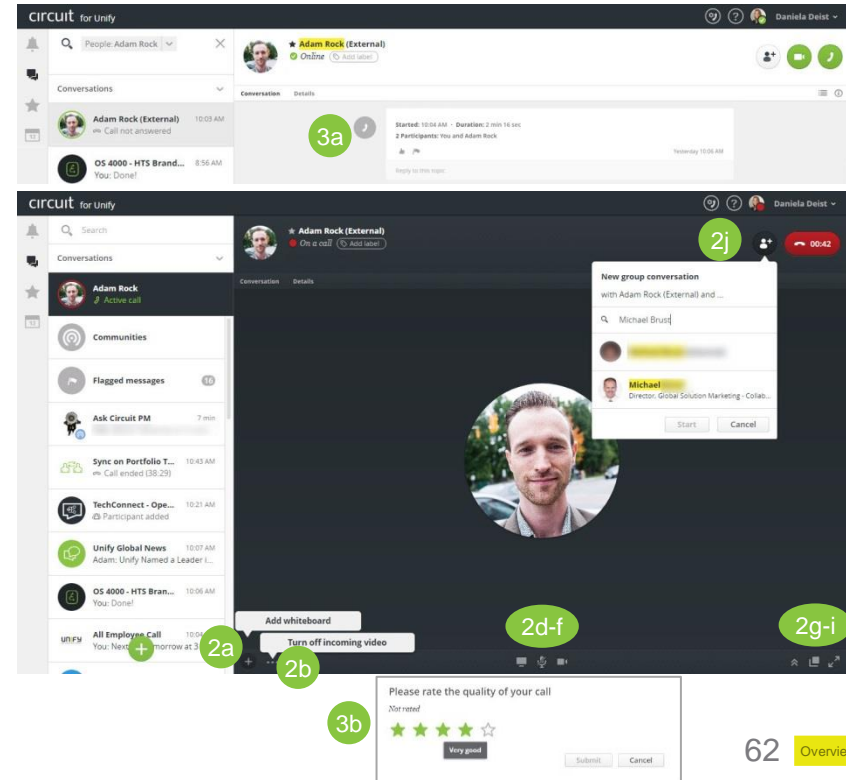


Match within the document

# Voice & video calls

## 1-to-1 conversation

1. Before a 1-to-1 voice or video call
  - a) **Call anybody via Circuit** by using the contextual search, your favorites, your labels or the Outlook Integration
2. During a voice or video call
  - a) Add a **whiteboard** ([see page 66](#))
  - b) **Turn off the incoming video** e.g. to save bandwidth
  - c) **Remote control** – request control for the other user's screen ([see page 68](#))
  - d) **Share your screen** ([see page 65](#))
  - e) **Mute yourself**
  - f) **Turn on your video** and see a preview of it
  - g) **Mini Call Stage** – switch between conversation and call
  - h) **Pop out call stage** – outsource the call in a new window ([see page 69](#))
  - i) View the call in **full screen**
  - j) **Add other Circuit users** – then a new group conversation is created and the group call automatically replaces the 1-to-1 call
  - k) **Move the call** to another device ([see page 70](#))
3. After a 1-to-1 voice or video call conference call
  - a) **Call summary** (start time, duration, attendees are shown, possibility to start a sub-thread)
  - b) **Call rating** to track call quality

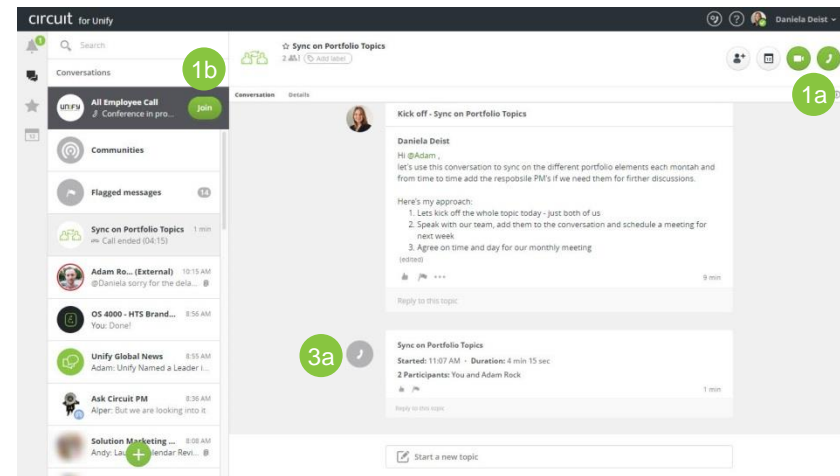




# Voice & video calls

## Group conversation (1/2)

1. Before a conference call – **all attendees join muted**
  - a) **Initiate** a new conference on your own
  - b) **Join** an active conference
2. During a conference call – *more details on the next slide*
  - a) **Ring** all participants
  - b) **Add people** to an ongoing meeting (*permanently or only for this call*)
  - c) **Active speaker** is displayed with green dot
  - d) **Mute** all participants / one / yourself
  - e) **Turn on your video** and see a preview of it
  - f) **Share your screen** ([see page 65](#))
  - g) Add a **whiteboard** ([see page 66](#))
  - h) **Record** the meeting ([see page 67](#))
  - i) **Remote control** – request control for the other user's screen ([see page 68](#))
  - j) **Mini call stage** – write in the conversation during a call
  - k) **Pop out call stage** – outsource the call in a new window ([see page 69](#))
  - l) View the call in **full screen**
  - m) **Move the call** to another device ([see page 70](#))
3. After a conference call - automatically
  - a) **Call summary** (start time, duration, attendees are shown, possibility to start a sub-thread)
  - b) **Call rating** to track call quality



Calls will never start automatically by time.



You cannot cancel mute of the other participants – only the person himself/herself can do it



In group conversation every person will join muted

# Voice & video calls

## Group conversation (2/2)

The screenshot displays the 'circuit for Unify' interface. On the left is a sidebar with navigation options: Search, Conversations, Communities, and Flagged messages. The main area shows a conversation titled 'Sync on Portfolio Topics' with a list of messages. Overlaid on the conversation are several call control panels:

- Top right:** A 'Leave 00:16' button with a red arrow pointing to it from the label 'Leave conference call'.
- Top center:** A 'Ring all' button with a green arrow pointing to it from the label 'Ring all participants'.
- Bottom left:** A 'Start recording' panel with options 'Turn off incoming video' and 'All participants muted'. A green arrow points to it from the label 'Start recording Turn off incoming video to save bandwidth Mute all participants'.
- Bottom center:** A 'Mute yourself' button with a green arrow pointing to it from the label 'Mute yourself'.
- Bottom right:** A 'Pop out call stage' button with a green arrow pointing to it from the label 'Pop out call stage'.
- Bottom right:** A 'Full screen view' button with a green arrow pointing to it from the label 'Full screen view'.
- Bottom right:** A 'Mini Call stage' button with a green arrow pointing to it from the label 'Mini Call stage'.
- Bottom right:** A 'Screen share' button with a green arrow pointing to it from the label 'Screen share'.
- Bottom right:** A 'Video call' button with a green arrow pointing to it from the label 'Video call'.
- Bottom right:** A 'Add people to the conversation' dialog box with 'Add' and 'Cancel' buttons. A green arrow points to it from the label 'Add anybody to an ongoing conference call by searching for the name or using the known telephone number'.
- Bottom right:** A 'Add to conference' dialog box with 'Add' and 'Cancel' buttons. A green arrow points to it from the label 'Add a Circuit Meeting Room'.
- Bottom right:** A 'Add meeting room to conference' dialog box with 'Add' and 'Cancel' buttons. A green arrow points to it from the label 'Add a whiteboard'.

Additional labels and arrows:

- 'Add Circuit participants permanently to this conversation and the ongoing conference call' points to the top right area.
- 'Add anybody to an ongoing conference call by searching for the name or using the known telephone number' points to the 'Add people to the conversation' dialog box.
- 'Note: This person will only be part of this session and will not have access to the conversation thread' points to the 'Add people to the conversation' dialog box.
- 'Add a Circuit Meeting Room' points to the 'Add to conference' dialog box.
- 'Add a whiteboard' points to the 'Add meeting room to conference' dialog box.
- 'Ring all participants' points to the 'Ring all' button.
- 'Mute yourself' points to the 'Mute yourself' button.
- 'Pop out call stage' points to the 'Pop out call stage' button.
- 'Mini Call stage' points to the 'Mini Call stage' button.
- 'Full screen view' points to the 'Full screen view' button.
- 'Screen share' points to the 'Screen share' button.
- 'Video call' points to the 'Video call' button.
- 'Start recording Turn off incoming video to save bandwidth Mute all participants' points to the 'Start recording' panel.

# Voice & video calls

## Screen sharing

During a voice or video call you can share your whole or a part of your screen/s with you dialog partner/s.

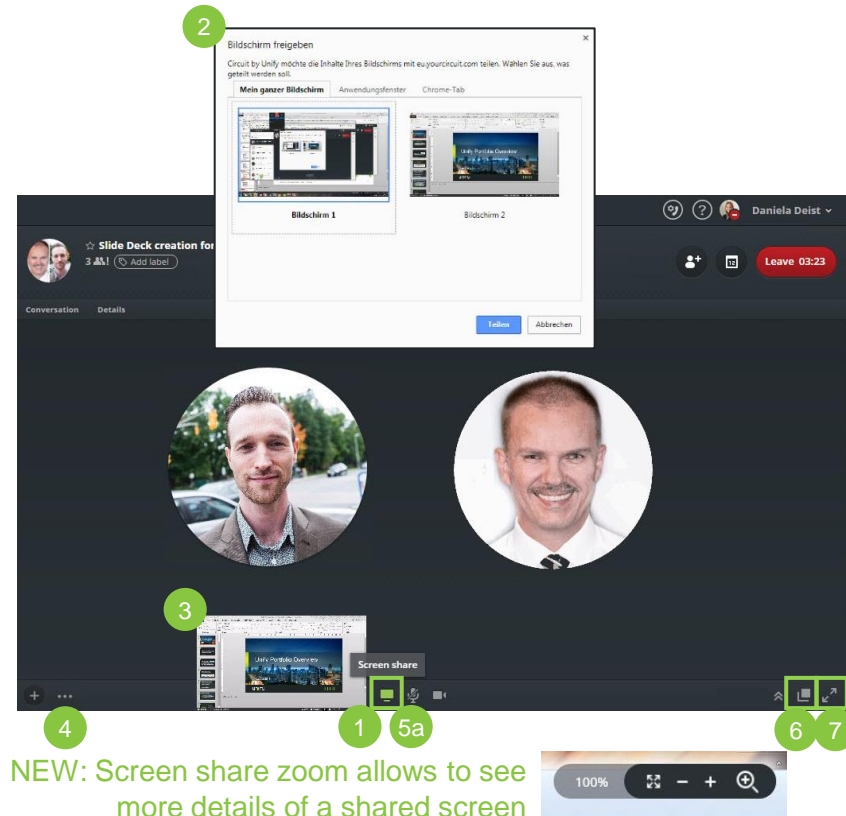
1. Press the **screen share button** to start sharing
2. Select the whole screen, an application or just a chrome tab you want to share with the audience
3. View a **preview** of your shared content at the bottom
4. It is also possible **point on the shared screen** (*note: the presenter must use the Circuit Desktop App and may not disable mouse pointer*)
5. **End** your screen sharing
  - a) Press the screen share button again to stop sharing
  - b) If someone else wants to share the screen, your screen sharing ends automatically (only in group conversations)
6. **Pop out** the shared screen to a separate window
7. View the active conference in **full screen**



You can share the screen of you mobile devices (iOS and Android).



Screen sharing and video sharing are both possible at the same time.



**NEW:** Screen share zoom allows to see more details of a shared screen

# Voice & video calls

## Whiteboard

A 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.

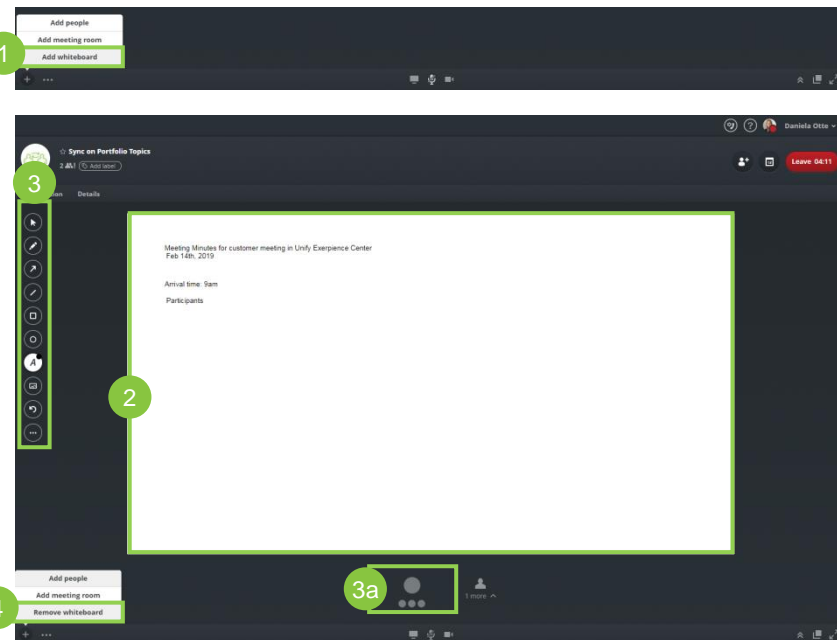
1. Press the **plus button** and **add whiteboard**
2. An **empty whiteboard** is now shown to all participants (note: both whiteboard and screen / video share can be displayed at the same time)
3. Click on the whiteboard and you will see a lot **tools to edit** the whiteboard on the left
  - a) Leave the edit mode and go back to normal view
4. If a whiteboard is **removed** during the call it is **not saved**
5. If there is an **active whiteboard** when the **call has ended**, the whiteboard is **saved and stored automatically** in the conversation (as png format)



On mobile clients and Circuit Meeting Rooms, a whiteboard can be viewed but not added, edited or removed.



Guests can view and edit, but not add or remove a whiteboard.



# Voice & video calls

## Recording

Meetings can be recorded, stored and listened to within the conversation – only possible in group conversations.

1. Click on the three dots at the bottom and **start recording**
2. After starting the recording all participants can see that the conversation is recorded
3. You can always **stop and continue** the recording (everybody gets a notification about the actions)
4. The recording **ends automatically after the call** and will be **shared in the conversation**. Everybody can see and listen to the recording within the conversation as well as download and delete it.

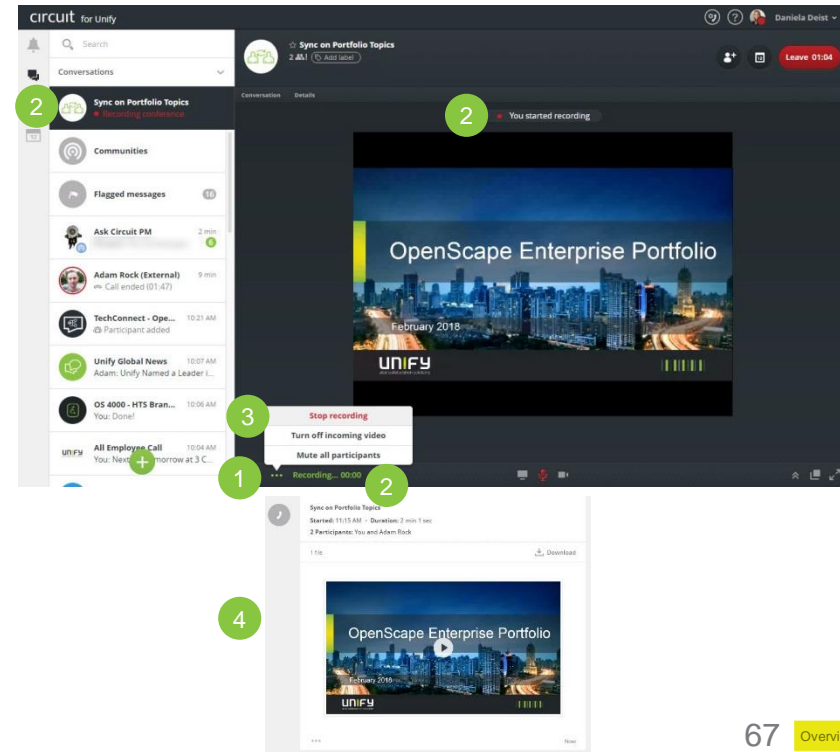


There are three different types of recording

- Audio recording (during voice calls)
- Audio and video recording (during voice and video calls)
- Audio and screen recording (during voice calls with screen sharing) – *Note that every application will be recorded and later be part of the video if you decided to share your whole screen*



In moderated conversations only the moderator can delete a recording



# Voice & video calls

## Remote control

When somebody shares his/her screen, you can request remote control for the other user's screen during 1-to-1 or group sessions.

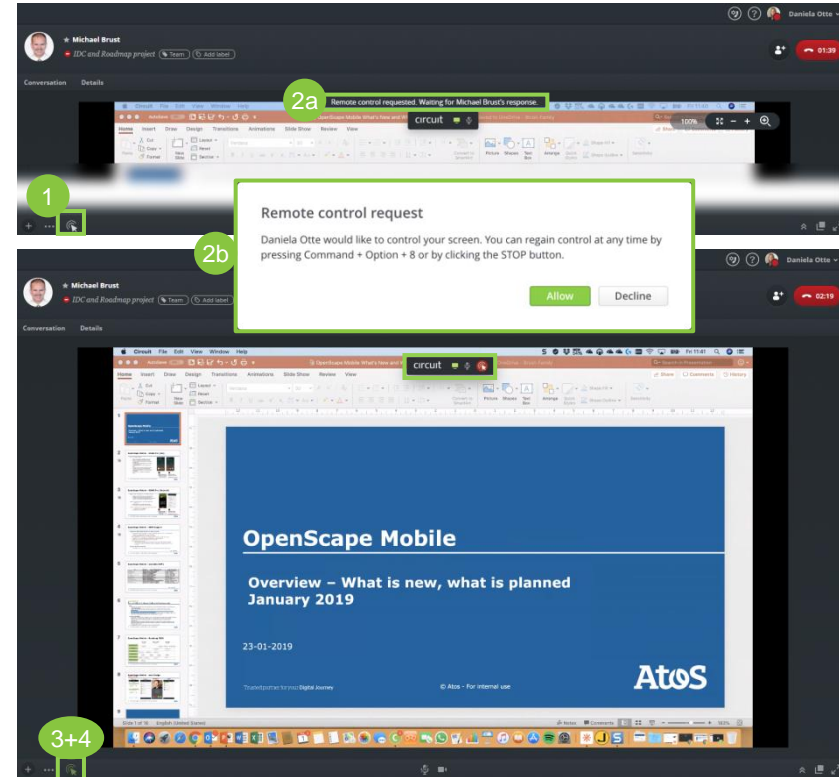
1. Click on the **remote control icon** to request remote control (the icon appears as soon as a screen sharing session has been started)
2. A request for remote control is sent to the initiator of the screen sharing session
  - a) The requester sees a short **notice** that the initiator needs to respond to his/her request
  - b) The initiator gets a **notification popup window** where the remote control request can be **allowed or declined**
3. The **remote control icon turns green** to show, that the screen is currently being controlled by another person
4. **Stop** remote control by clicking on the green remote control icon



The initiator needs to share the content of the whole screen via the Circuit Desktop App.



Use the stop remote control keyboard shortcut: Ctrl+Alt+8 (Windows) and Command+Option+8 (Mac)



# Voice & video calls

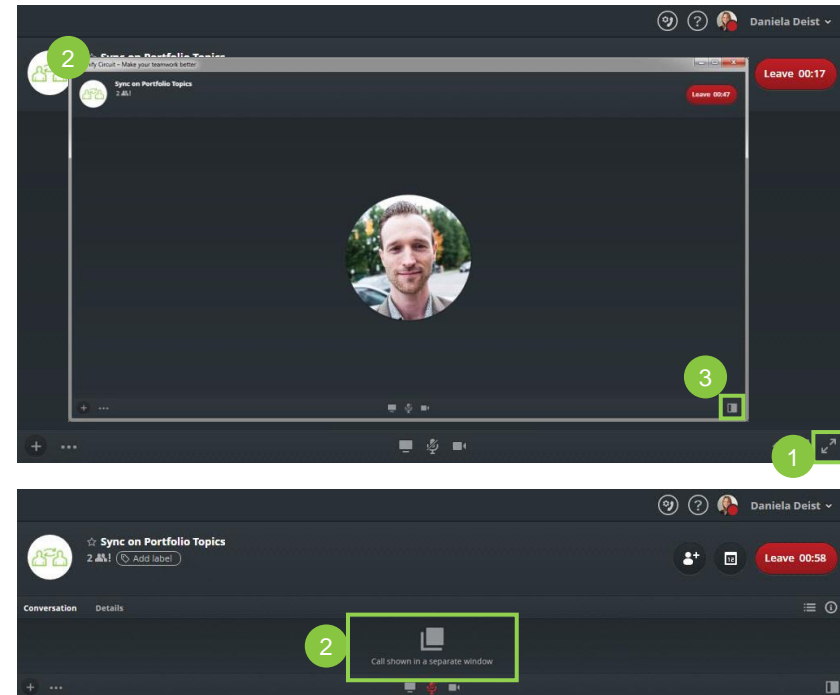
## Pop out call stage

Detach your ongoing call into a new window and see your call and conversations at the same time.

1. Click on the **symbol with the two windows** on the bottom right
2. Pop out call stage is **activated**
  - a) A new window which just includes the ongoing call with all known call options e.g. mute button opens
  - b) In the original Circuit window it is shown that the call now is active in another window
3. **To close** the separate window either click on the symbol with the open window on the bottom right or leave the call



Good for viewing shared content and searching for content in any other conversation without losing track – especially if you work with two screens





# Voice & video calls

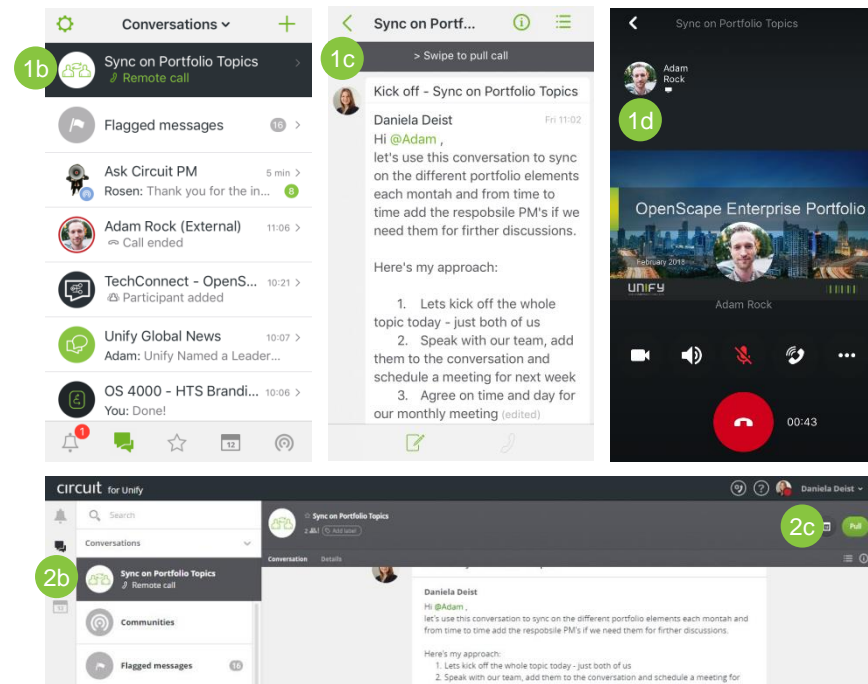
## Moving calls

Circuit users can move calls from their PC to any other Circuit device (mobile phone, iPad, tablet) and vice versa.

1. If you need to leave your office, you can easily pull the call from your **PC to any other device**
  - a) Login into Circuit on the device you want to use
  - b) Click on the active conversation
  - c) **Swipe** to move your call to the device
  - d) The call is now active on this device
2. Once you arrive back at your desk, you can pull the call **back to your PC**
  - a) Login into Circuit
  - b) Click on the active conversation
  - c) Click on **“Pull call”**
  - d) The call is now active on this device



The process is fast and seamless. No one will know you were moving the call.





# Plan a meeting

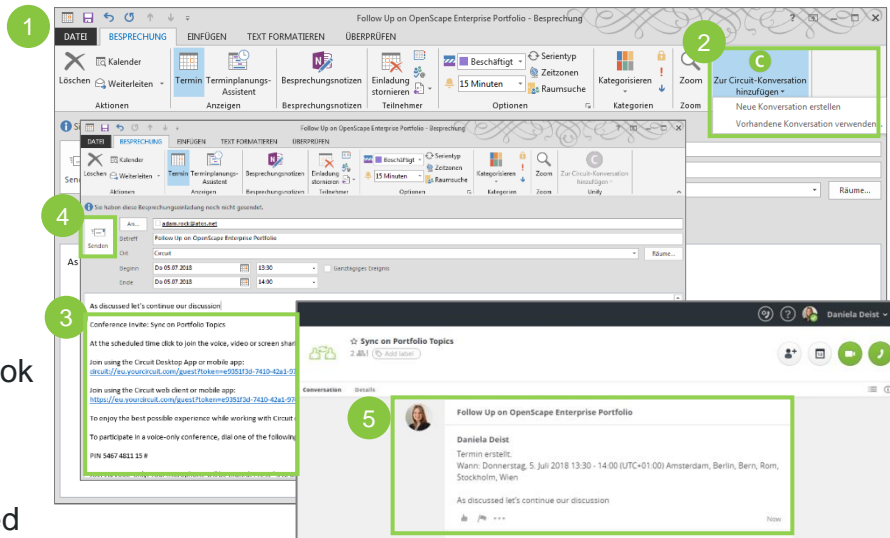
## From Outlook calendar to Circuit (for Circuit users and guests)

Schedule Circuit sessions from Outlook and create an appointment in both applications in one step.\*

1. Start to **schedule a meeting** in your outlook calendar (subject, attendees, text message)
2. Click on „**Add to Circuit conversation**“: You can choose from a list of existing conversations or create a new one
3. The conference details with the conversation link and the dial in information will be added automatically to the Outlook invitation (*note: There is one link for the web client and one for the Desktop App*)
4. Send the invitation
5. A **new conversation** with all participants has been created and/or the meeting was **added to the conversation**
6. The appointment is displayed in everybody's **Outlook calendar** as well as in **Circuit calendar function** on the right (*a green point informs you about a shortly upcoming meeting*)
7. Everybody can join the conversation directly from Circuit

\*Circuit for Outlook Extension required

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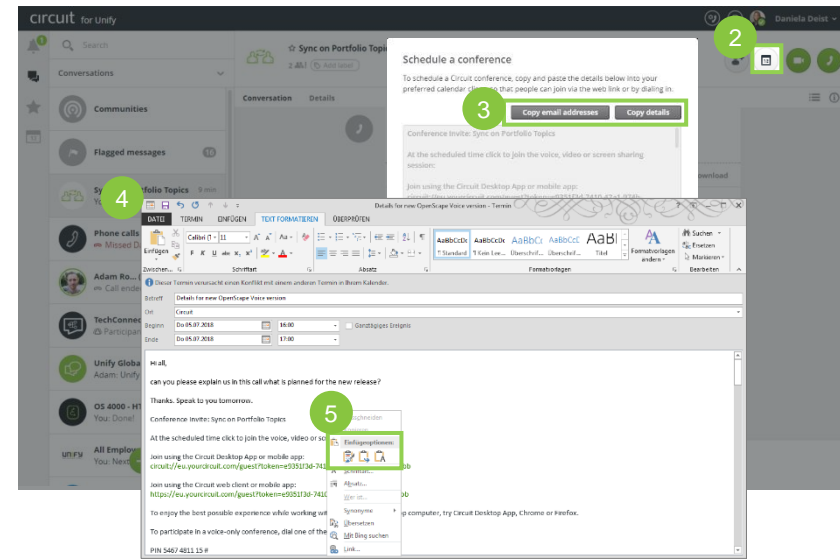
- 💡 Invitations do only work for group conversations
- 💡 All email receiver with an Circuit account will be added to the Circuit conversation automatically.
- 💡 Meeting cancellations work the same way – but Circuit conversation will not be deleted
- 💡 Circuit calendar function helps you to quickly access the conversation of your upcoming meeting/s

# Plan a meeting

## From Circuit to Outlook calendar (for non-permanent group participants)

Circuit users can invite anyone as a “guest” to join them in a Circuit voice, video and screen sharing conversation.

1. Select the **Circuit conversation** you would like to use for your meeting
2. Click on the **calendar icon** in the conversation head
3. **Copy** the conference details or the email addresses
4. Start to **schedule a meeting** in your outlook calendar (subject, attendees, text message)
5. **Paste** the copied details or the email addresses to the invitation
6. Send the invitation – there won't be a notification within Circuit
7. Recipients who are not part of the group conversation can participate via the **guest access** or via **phone** (note: if anybody dials in with the phone he/she cannot see video or screen sharing)



Invite anybody to a meeting without granting access to the written conversation thread - just temporarily for real time conferences



If anybody knows the conference details he/she can always join the conferences at any time. To avoid undesirables participants the conference details can be changes easily: details  
→ conference details → change details

# Guest access

## Guest view

Circuit guests can only join conferences with audio, video and screen sharing. The content of the whole conversation with the shared messages and files are only visible for Circuit users.

1. Enter your **name** and agree to the data privacy rules
2. **Join** the conference
  - a) See the participants and their **picture/video/screen**
  - b) Change your audio settings or deactivate incoming video/s
  - c) Share your screen, video or mute yourself
  - d) Full screen view
3. **Leave** the conference
4. After hanging up the call a **call summary** is shown

Note: If you want to access a conference via the guest access by using your mobile phone you must request the desktop page to join the conference



If anybody knows the conference details he/she can always join the conferences at any time. To avoid undesirables participants the conference details can be changes easily: details → conference details → change details



# Guest access

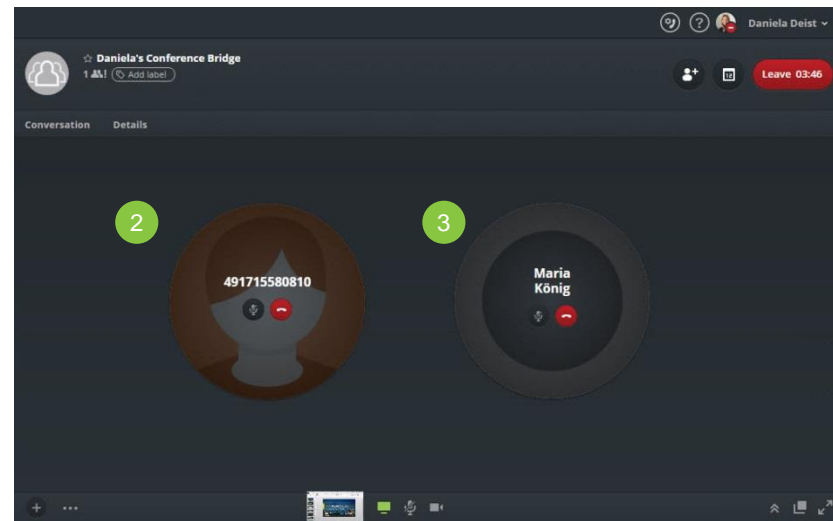
## Circuit view

Guests in Circuit can only join conferences with audio, video and screen sharing. The content of the whole conversation with all the shared messages and files are visible for Circuit users.

1. In **active conferences** guests are shown without pictures
2. People who joined via phone are displayed with their **phone number**
3. People who joined via guest access are displayed with their **name**



If anybody knows the conference details he/she can always join the conferences at any time. To avoid undesirables participants the conference details can be changes easily: details → conference details → change details



# External phone calls

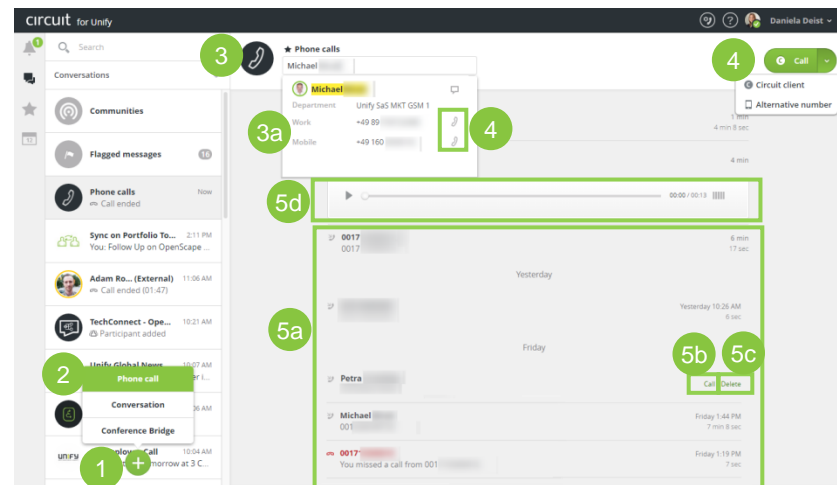
## Overview

Calling anyone outside of Circuit from Circuit, using exchange contacts\* and the PSTN.

1. Click on the “+” at the bottom left corner
2. Select „**phone call**“
3. Enter a **phone number or a name** (from your Outlook contacts)
  - a) When searching a name all saved numbers for this person are displayed as well as fast track to the 1-to-1 conversation
4. Start the call by either clicking on the green “call” button or selecting the number (*note: if you have activated an alternative number or a desk phone you can choose your outgoing device*)
5. On the main screen you can see
  - a) Your **log of previous calls** with the call duration
  - b) **Call** someone of your call log again
  - c) **Delete** an entry of your call log
  - d) Your **received voice messages**

\*Microsoft Exchange Extension required

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### Hotkey Dialling

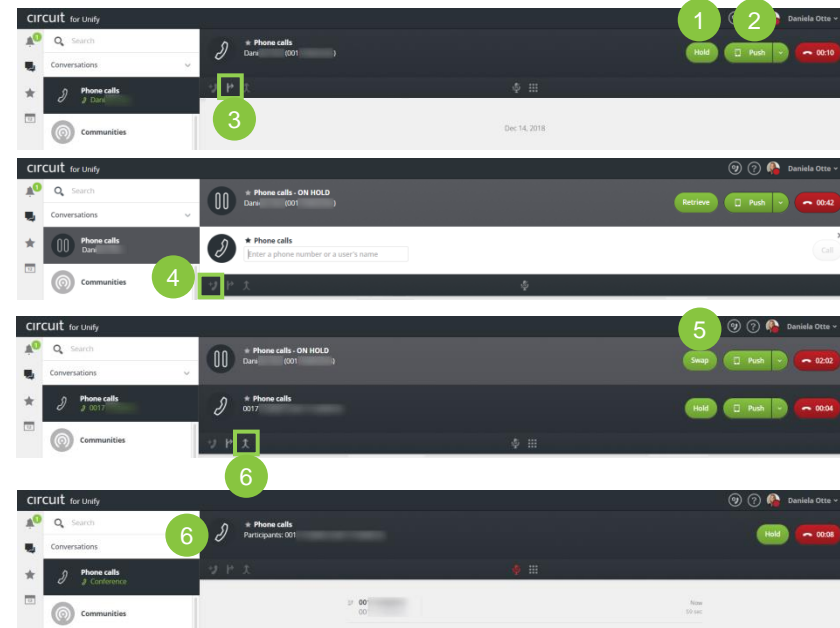
Select a phone number from anywhere on your computer and click Ctrl+F2 (Windows) or Option+Cmd+K (macOS) to be redirected in the phone calls conversation in Circuit Desktop App.

# External phone calls

## Advanced features with Advanced Telephony Connector

After establishing a phone call Circuit offers different options while speaking actively to your dialog partner.

1. **Hold and retrieve** a call: Your dialog partner is in the waiting loop and hears music
2. **Push** a call: If you have configured an alternative number or a desk phone you can change to these devices
3. **Transfer** a call: Forward a call to another person
4. **Call anybody else**: You can initiate another phone call or answer an incoming call (depends on your telephony settings - [see page 26](#)) . This is only possible after you've hold the other phone call
5. **Swap** between calls: If you have two active calls you can easily change between them
6. **Merge** calls: If you have two active calls you can connect them and create one conference call

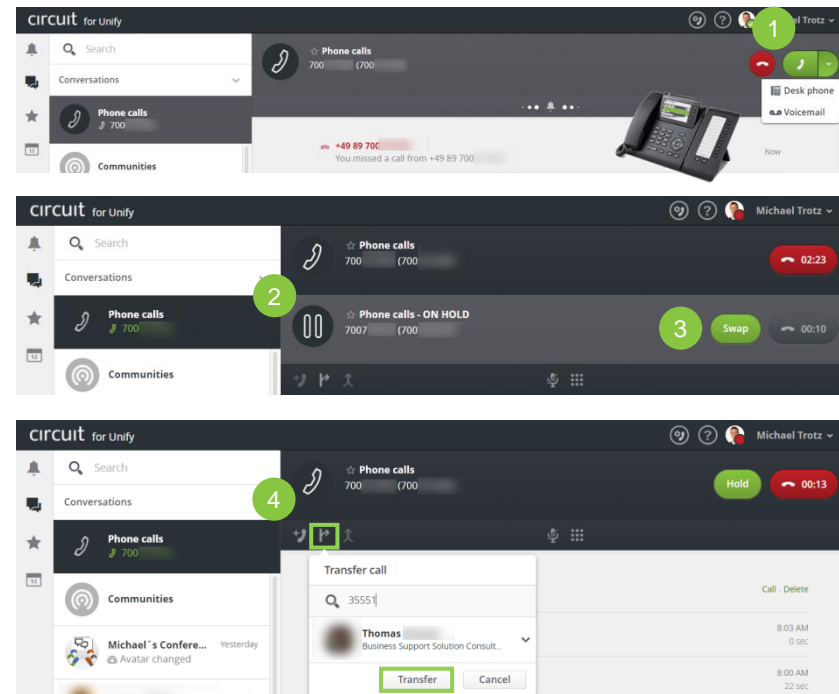


# External phone calls

## Advanced features with OpenScape Business Telephony Connector

During an incoming or outgoing call or while establishing a phone call Circuit offers different options:

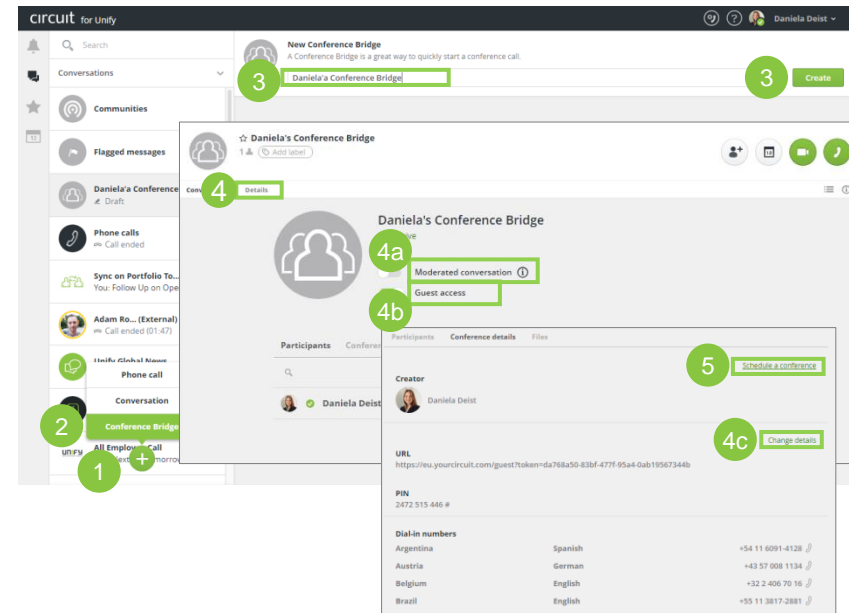
1. **Accept a call:** Decide whether you want to take an incoming call within the Circuit Client or on your connected desk phone. Deflect a call directly to Voicemail
2. **Hold and retrieve** a call: Your dialog partner is in the waiting loop and hears music
3. **Swap** between calls: If you have two active calls you can easily change between them
4. **Transfer** a call: Forward a call to another person, either via “blind” or “attendant” transfer. Search for another person where you want to transfer the call to via Microsoft Exchange Directory Integration
5. **Advanced Telephony features** can be used across the different Circuit Clients incl. the mobile App
6. **Please find further information** about the OpenScape Business to Circuit Integration under the following [Link](#)



# Conference bridge

A conference bridge is a **closed conversation without other participants**. You can use it for singular audio conferences with both Circuit users and externals or you prepare a conversation with some information before adding other participants.

1. Click on the “+” at the bottom left corner
2. Select “**conference bridge**”
3. Enter a conference name and create a new conference bridge
4. In the conversation details you can
  - a) Make yourself to the **moderator** of the conversation, means only you can add participants
  - b) Enable **Guest Access**
  - c) **Change the dial in information** so that nobody of a previous call can attend the new one (privacy)
5. You can easily copy the dial in information and schedule a conference



After adding other Circuit users to the conference bridge works like a normal group conversation.



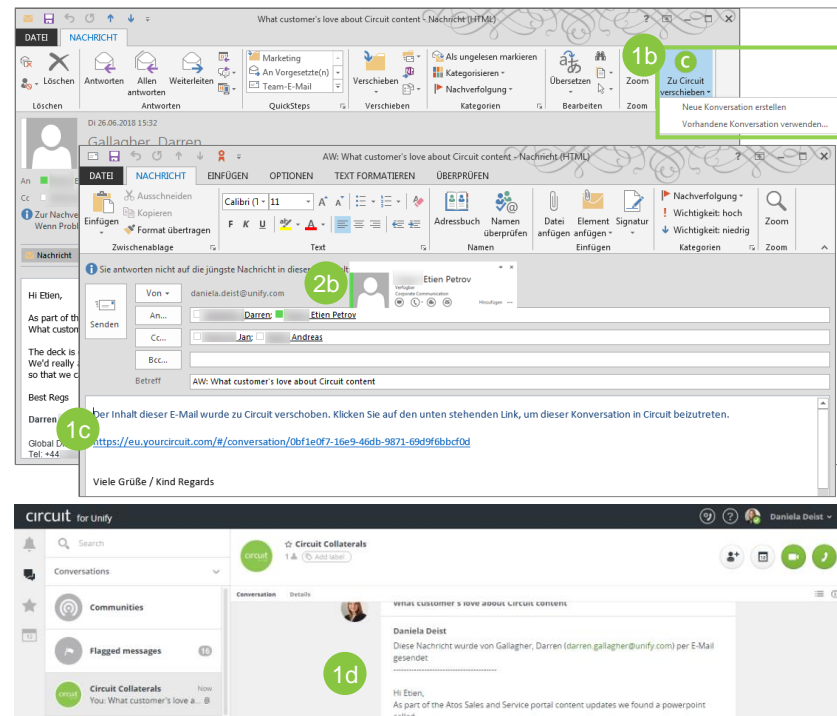
# Outlook integrations

## Convert emails to Circuit and Circuit presence

The Circuit Outlook integrations reduce the email flood to collaborate more efficiently and allow to initiate further Circuit interactions from the Contact Card\*.

1. Easily **turn emails into Circuit** conversation
  - a) Open any email
  - b) Click on „**Move to Circuit**“ in the email window
  - c) Send an automatically generated email to all recipients  
“This email/s has been moved to Circuit”
  - d) The email body, recipients (with Circuit accounts) and all attachments have been added to a new Circuit conversation
2. Leverage **Circuit presence in emails**
  - a) In incoming and outgoing emails the presence of the participants is shown
  - b) Hover over the email contact and the select an action in order to **interact with that person** (open 1-to-1 conversation, initiate a voice/video call)

\*minimum Outlook 2010 required



# More Questions?

Please visit the [Circuit Support Homepage](#)  
or [contact us](#)

