



# Broadcore Unity Client

Long Format User Guide with FAQ

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## **Broadcore Unity**

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### 1. Introducing Broadcore Unity

Welcome to Broadcore Unity. Broadcore Unity is a Microsoft® Windows® based application that simplifies the making and receiving of calls for Broadcore users. Featuring an intuitive icon based interface, Broadcore Unity provides point and click call control within the familiar desktop environment. Broadcore Unity improves workgroup collaboration by bringing users closer to each other and simplifying internal and external communication.

## 2. Initial Log In and Set-Up

Broadcore Unity requires an initial configuration in order to communicate with Broadcore. Broadcore Unity will retain your login credentials for later use.

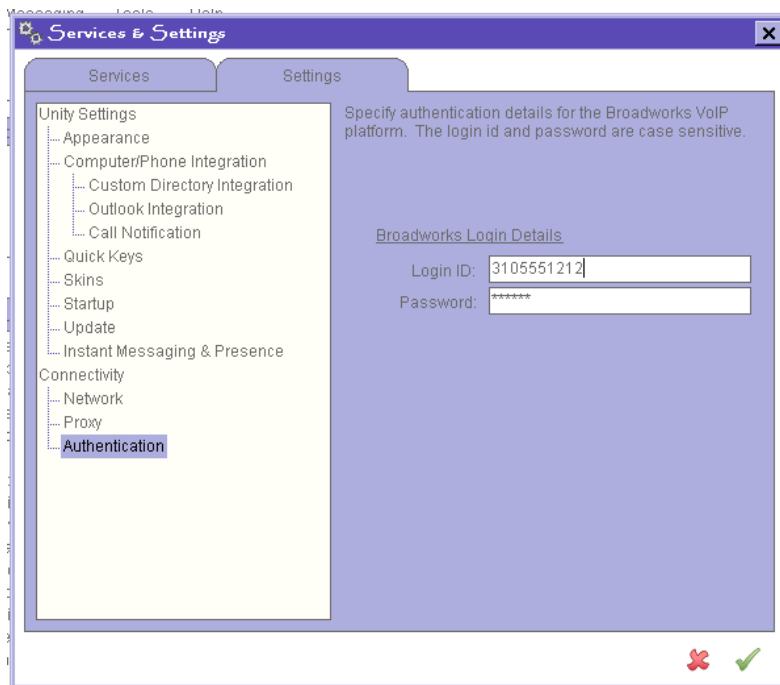


1. Click  then select the Settings tab. From the list on the left select Connectivity – Authentication

2. Enter your ten digit phone number as the Login ID. No dashes, no spaces.. e.g. 3105551012.

Enter your web portal password as the password.

To complete and save settings click the green tick at bottom right.



Broadcore Unity will now display a dialogue box "Logging in" as the application opens.

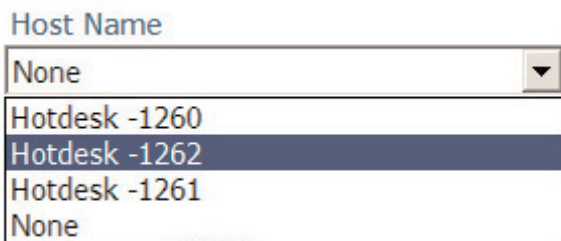
### 2.1 Logging In/Out of Call Center Groups

Broadcore Unity supports the ability to dynamically log into and out of call center groups. Select Call Centers from the Tools menu. The call centers to which the user belongs are displayed. Log In/Out as appropriate.



### 2.2 Hoteling

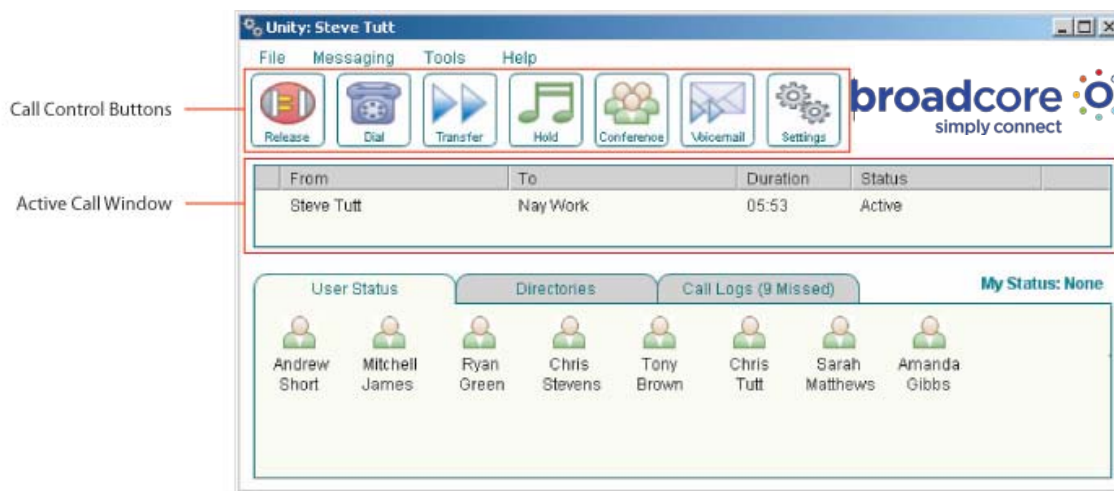
Broadcore Unity provides the Hoteling Guest with simplified login to available Hoteling Host extensions. When Broadcore Unity is closed the user is prompted to logout of the Host extension.



### 3. Getting Started

#### *Window Layout*

Broadcore Unity is split into three functional areas; Call Control, Active Call Window and User Status. The Active Call Window will display the status of all current calls. User Status will populate with users in your department by default. You are limited to displaying 20 users




#### 3.1 Resizing Broadcore Unity

Broadcore Unity can be dragged from the bottom right corner to the required size. The Active Call Window resizes independently by dragging the border at the bottom of the window [where the lower red line is in the illustration above]. When Broadcore Unity is closed, all current settings will be saved.

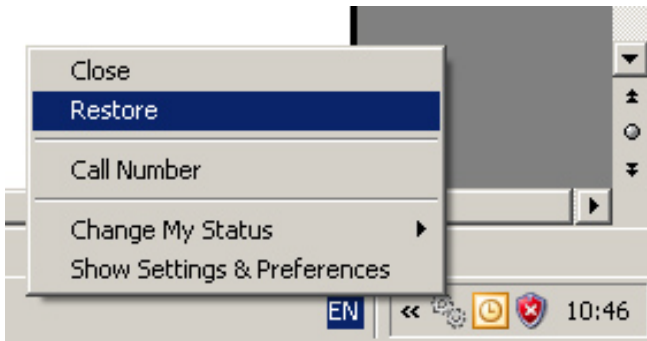
### 3.2 Maximising and Minimising

Broadcore Unity can also be maximised and minimised using the standard buttons in the top right hand corner of the application.

When minimised, Broadcore Unity appears in the system tray in the bottom right hand

corner of the desktop where the Broadcore Unity icon  will be displayed

To re-open Broadcore Unity, simply double click this icon, or right click and select Restore from the menu



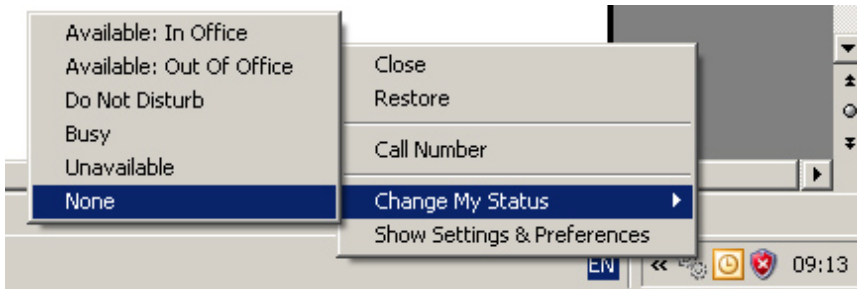
*See also 3.2.1 Using Broadcore Unity from the System Tray*

#### 3.2.1 Using Broadcore Unity from the System Tray

In its minimised state, Broadcore Unity offers the ability to change My Status profiles, edit Settings & Preferences and make a call.



Right click the Broadcore Unity icon in the system tray to open the menu and left click to select



*See also 4.1 Make A Call*

*See also 9. My Status*

*See also 11.1.1 CommPilot Express [My Profiles]*

#### 4. Call Control

Active calls are managed through the Call Control Buttons at the top of the application.



The Answer/Release and Hold/Retrieve icons toggle as only one of these options will be valid at any time. For example, when an inbound call is ringing Answer becomes a valid option. Once the call is active the icon will toggle to Release as hanging up is the valid option.

*See also 5. Active Call Window*

#### 4.1 Make a Call



Click the Dial button to bring up the Make A Call dialogue box



Enter the number on the PC keyboard and click the green tick to make the call. The desk telephone will default to using hands-free speakerphone. If the telephone does not support speakerphone, you will need to lift the handset when the call is answered

*See also 5. Active Call Window*

*See also 11.2.2 Quick Keys*

#### 4.2 End a Call



Click the Release icon If there is more than one call in progress, first click the call in the Active Call Window, then click Release.

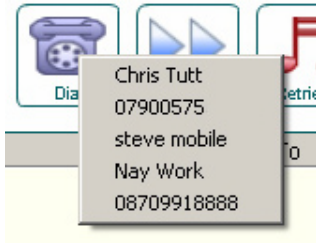
Note: Replacing the telephone handset will also end the call.

*See also 11.2.2 Quick Keys*

### 4.3 Redial



Right click the Dial icon to see a list of the last 5 dialled numbers. Left click a number to redial.



*See also 5. Active Call Window*

*See also 11.2.2 Quick Keys*

### 4.4 Answering a Call



When Broadcore Unity displays an inbound call, click the Answer icon, or double click the call in the Active Call Window, to connect the call. Your desk telephone will now be on hands-free speakerphone, if it supports this feature with Broadcore Unity.

If there is an active call in progress, you will need to click the new inbound call in the Active Call Window before clicking Answer. This will automatically place the first caller on Hold

Note: Answering a call by lifting the handset on the desk phone will have the same effect as clicking Answer.

*See also 5. Active Call Window*

*See also 11.2.2 Quick Keys*

#### 4.5 Send To Voicemail



To send an inbound caller directly to your VoiceMail click Send to Voicemail

Note: If VoiceMail is not assigned or is disabled, the button becomes disabled.

See also 11.1.2 Voice Messaging

See also 11.2.2 Quick Keys

#### 4.6 Transferring a Call

There are two ways to transfer a call; Announced Transfer, where you introduce the call to the receiving party before putting the call through, and Blind Transfer, where you transfer the caller directly to a recipient without introducing the call.

See also 11.2.2 Quick Keys

##### 4.6.1 Announced Transfer

Receive and answer an inbound call. Make a new call to the desired destination extension,



either by clicking Dial

double clicking an Available colleague



in User

Status or double clicking a Group Directory or Personal Directory entry [link *Making Calls Using Directories*]. This will automatically place the first caller on Hold and will initiate a

new call in the Active Call Window. Once the called party answers, click Transfer



to connect the call. Both calls will now disappear from the Active Call Window.

If you have multiple active calls, make sure you first select the call you wish to transfer by clicking on it in the active call window.

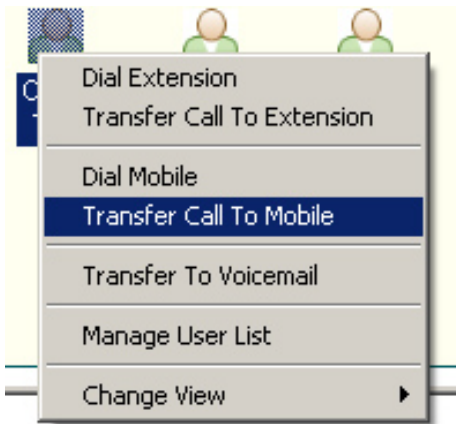
See also 7.1 Making calls Using Directories

See also 5. Active Call Window

See also 6. user Status

#### 4.6.2 Blind Transfer

While on an active call right click the recipient in either User Status or Directory and select either Transfer Call To Extension or Transfer call To Mobile. This will send the caller directly to the destination number. The original call will now disappear from the Active Call Window



To Blind Transfer the call to a new number, select the call from the Active Call Window



and click Transfer

This will pop a Transfer Call dialogue box. Enter the destination number and click the green tick or press Enter. The call will be transferred and will disappear from your Active Call Window.

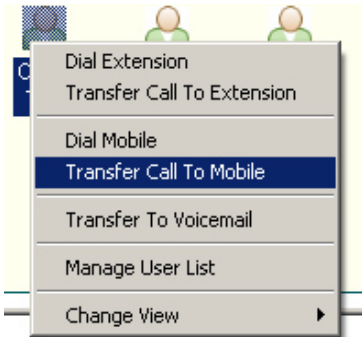


*See also 5. Active Call Window*

*See also 6. User Status*

### 4.6.3 Transfer to VoiceMail

The option to Transfer to VoiceMail is valid only for internal company users that have VoiceMail. While on an active call, right click in User Status and select Transfer to VoiceMail. This will send the inbound caller direct to the destination extension voicemail without introducing ringing.



Note: Transfer to VoiceMail is only available for users that have VoiceMail and have it activated.

*See also 11.1.2 Voice Messaging*

*See also 6. User Status*

*See also 11.1.2 Quick Keys*

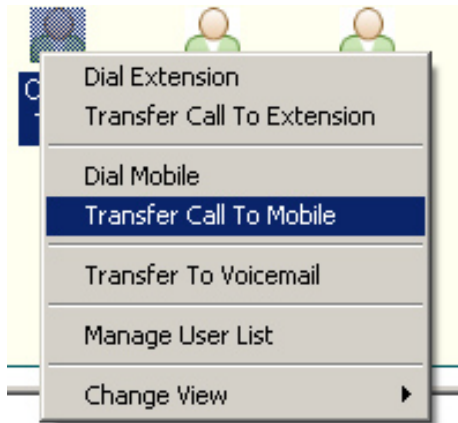
### 4.6.4 Transfer To Mobile

If the destination user has a mobile number entered as part of their profile in Broadcore, you have the option to right click and select either Dial Mobile or Transfer Call To Mobile.



To announce the call, click Dial Mobile. Once the recipient answers click Transfer

To blind transfer the call without introduction click Transfer Call To Mobile



Note: If the user does not have a mobile number entered as part of their BroadWorks user profile the Dial Mobile and Transfer to Mobile options are not displayed.

#### 4.7 Call Hold




The Hold/Retrieve function toggles depending on the Status of the current active call. Hold is only available for a current call while Retrieve is only a valid option for a call currently on Hold.

When a call is on Hold, the red Hold icon is shown in miniature to the right of the call in the Active Call Window

### 4.7.1 Placing a Call On Hold




To place a current active call on Hold, press the red Hold icon . The call status will now show as On Hold in the Active Call Window and there will be an On Hold icon alongside the call.

| From   | To         | Duration | Status  |
|--|------------|----------|---------|
|  Chris Tutt | Steve Tutt | 00:32    | On Hold |

### 4.7.2 Retrieving a Held Call



Click the held call in the Active Call Window to select it. Click the Retrieve button  to take the call off hold.

*See also 5. Active Call Window*


*See also 11.2.2 Quick Keys*


### 4.8 Conference Calling



A Conference Call can be established with any combination of internal and external numbers. The total number of parties that can be supported is determined by your licensing. Broadcore also offers Six-Way calling. Please call customer service for assistance.

### 4.8.1 Setting-Up a Conference Call

Once an active call is established, that you have either made or received, call a third


person. You can do this by clicking the Dial button  or double clicking a user in User Status or the Directories. Making this call will automatically place the first caller on

Hold. Once the third party has answered click the Conference button  and all three parties are active on the conference call. The other parties on the conference call are displayed in the Active Call Window with Status as "Active (Conference)".

|   | From       | To         | Duration | Status              |
|---|------------|------------|----------|---------------------|
|  | Chris Tutt | Steve Tutt | 06:01    | Active (Conference) |
|  | Steve Tutt | 079005756  | 00:11    | Active (Conference) |

Clicking either call will select the conference as a whole, which can then be placed on Hold or disconnected in the same manner as any other call.


### 4.8.2 Ending a Conference Call

Click Release  to end the call as you would any other. Both other parties will be disconnected

*See also 5. Active call Window*

*See also 5.3 Managing Conference Calls*

## 5. Active Call Window

| From   | To           | Duration | Status  |
|--|--------------|----------|---------|
|  Chris Tutt | Steve Tutt   | 04:43    | On Hold |
| Steve Tutt   | steve mobile | 00:00    | Ringing |
| 0208288  | Steve Tutt   | 00:00    | Ringing |

The Active Call Window gives visual representation of the status of all current calls. This includes the caller [From], number called [To], Duration and hold/active/ringing Status. Where the calling number [From] is matched to the Group or Personal Directory, the caller name rather than number will be displayed. The number called [To] field will display the user name, destination extension or Hunt group that has been called to enable the call to be answered appropriately.


### 5.1 Redirected Calls

Where a call has been made to a colleague that has forwarded the call, the call Status will change to "Active (Redirection)" and the To number will change to the number they are currently on rather than the number that was originally dialled

| From       | To        | Duration | Status                |
|------------|-----------|----------|-----------------------|
| Steve Tutt | 079005756 | 00:00    | Ringing (Redirection) |



### 5.2 Managing Multiple Calls

To manage a particular call, first select it by clicking it in the Active Call Window. Once the call is highlighted you can place it on hold/retrieve, transfer the call or talk to the caller. All calls that are currently on held will display On Hold in Status and the red On Hold icon will display at the far left of the call

| From   | To         | Duration | Status  |
|--|------------|----------|---------|
|  Chris Tutt | Steve Tutt | 00:32    | On Hold |

### 5.3 Managing Conference Calls

Once a conference call has been established, both other parties are shown as separate calls in the Active Call Window. The call status for both will be “Active (Conferencing)”. Clicking either call will select the conference as a whole, which can then be placed on Hold or disconnected in the same manner as any other call.

| From   | To         | Duration | Status              |
|--|------------|----------|---------------------|
|  Chris Tutt | Steve Tutt | 06:01    | Active (Conference) |
|  Steve Tutt | 079005756  | 00:11    | Active (Conference) |

### 5.4 Resizing the Active Call Window

The bottom border of the Active Call Window can be dragged to display as many or as few active calls as necessary. Broadcore Unity will save these dimensions when closed.

*See also 3.1 Resizing Broadcore Unity*

*See also 3.2 Maximising and Minimising*

## 6. User Status



User Status gives a visual indication of the Busy/Available status of colleagues. By default Broadcore Unity is populated with users in your Department. You are limited to displaying 20 users. There are four user states;



**Available** – The user’s telephone is idle and ready, they have set their Status to either “Available - In Office” or “Available – Out of Office” and their telephone is not currently off hook. They are free to receive a call.



**Ring** – The user’s telephone is ringing



**On the Phone** – The user is currently off hook on the telephone



**Unavailable** – The user has set their Status to Do Not Disturb, Busy or Unavailable.

*See also 9. My Status*

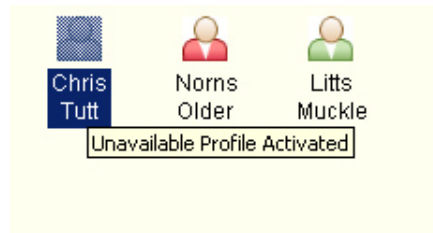
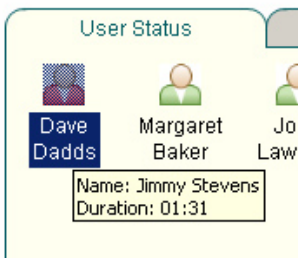
*See also 6.2 Adding/Removing Users*

6.1 Tool Tips

Left clicking and hovering over a user icon will give detailed information about their



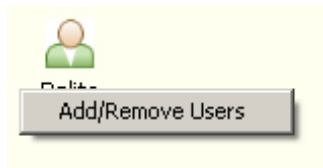
current status. For example, hovering over a Particular Red icon will indicate who they are talking to and the current duration of the call. The same action for Unavailable users will indicate their current Status ie Do Not Disturb, Busy or Unavailable. This feature can be disabled for the entire group. To disable it, please call Broadcore.



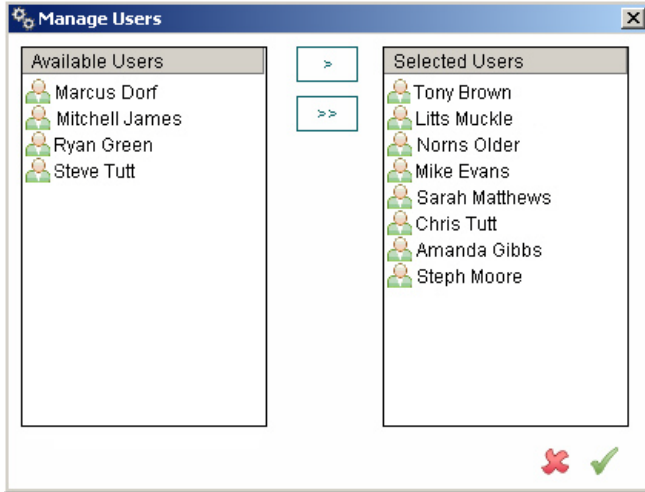
See also 6. User Status

6.2 Adding/Removing Users

Broadcore Unity is populated with colleagues in the user Department. However, this cannot exceed the population limits of 20 for Broadcore Unity.



6.3 Transferring Calls Within User Status



Announced Transfer – While on an active call, double click an Available colleague in User



Status . This will automatically place the original on Hold and a new call to your colleague will appear in the Active Call Window. Once your colleague answers, introduce



the call then click Transfer . Both calls will now disappear from the Active Call Window.

Note: Only Blind Transfer and Transfer To VoiceMail (if the user has enabled voicemail)





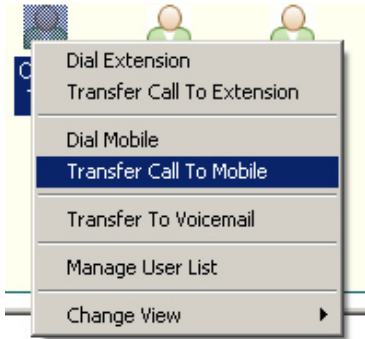
are available for users on the phone



If there are multiple active calls, highlight the call on Hold you wish to transfer and then

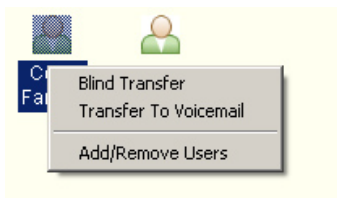


click Transfer

Blind Transfer – While on an active call, right click an off hook  or Available  colleague in User Status and select Blind Transfer. This will send the inbound caller direct to the destination extension or number without introducing the call.

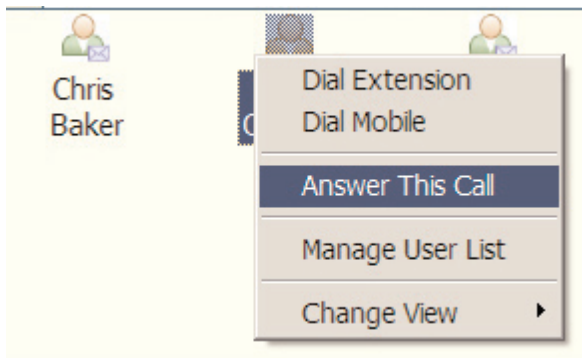


Transfer to VoiceMail – While on an active call, right click a Red Icon  or Available  colleague in User Status and select Transfer To VoiceMail. This will send the inbound caller direct to your colleague's voicemail without the telephone ringing.



Note: If VoiceMail is not assigned the button becomes disabled  
*See also Enabling/Disabling VoiceMail in 11.1.2 Voce Messaging*  
*See also 5. Active Call Window*

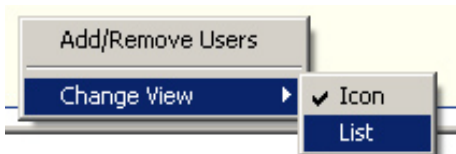
### 6.3.1 Call Pickup



Right click a ringing user to access Call Pick Up and intercept the call. (If setup by your administrator)

### 6.4 Change View

Right click in User Status and select change View to toggle between Icon and List views. The List view displays Tool Tip information on the status of active calls for your monitored users.



See also 6.1 Tool Tips

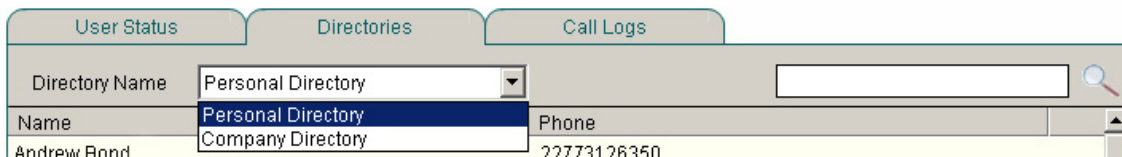
## 7. Directories

Directories are lists of frequently dialed numbers, conveniently stored for easy access. Broadcore Unity features two default Directories; Group Directory and Personal Directory.

*Group Directory* - The Group Directory is a common list of all company users. As new users added to your system they will appear in you Group Directory. You cannot change

this directory from within Broadcore Unity. If the user has a mobile number as part of their User Profile this will be displayed in the Mobile column alongside their name.

*Personal Directory* - The Personal Directory provides a number list that only you can see.



See also *7.4.1 Setting Up Custom Directories*

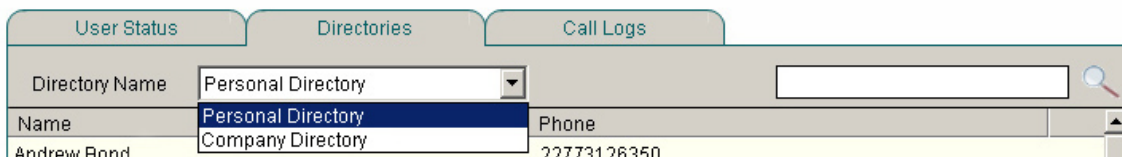
### 7.1 Making Calls Using Directories

Double click a user to call their extension. Alternatively right click to dial their Extension or Mobile [if one has been entered as part of the User Profile]

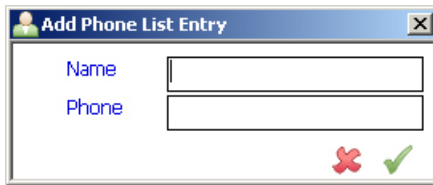
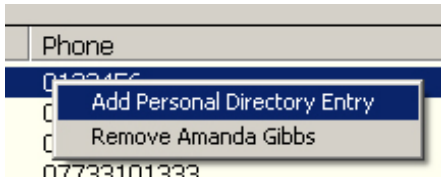
See also *5. Active Call Window*

### 7.2 Using the Personal Directory

To open the Personal Directory, select it from the Directory Name drop box in the Directories tab

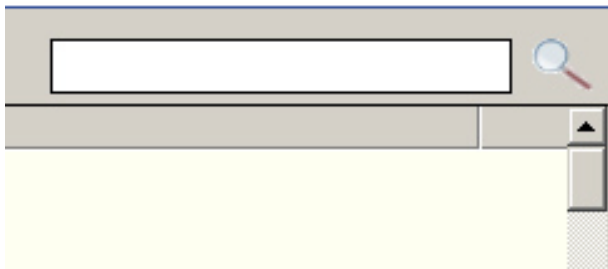


Double click an entry to make a call. To add an entry to the Personal Directory, right click anywhere in the main tab window and select Add Personal Contact. Complete the Add Phone List Entry when prompted and click OK to save. To remove an entry, right click it and select Remove.



### 7.3 Contact Search

To search all directories enter a user name in the Contact Search text box. Broadcore Unity will dynamically scroll results as the contact name is entered to display the best available match



Note: Contact Search will not dynamically search Custom Directories [if they have been set-up].


Custom Directories will be searched when either ENTER is pressed or the Search icon

 is clicked.

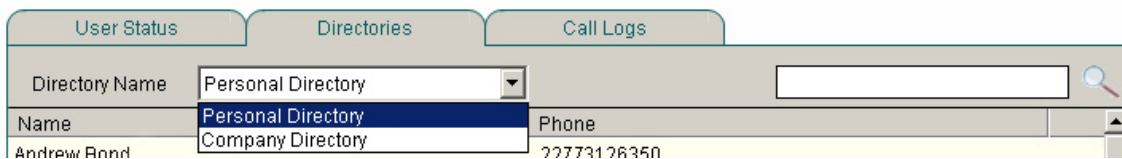
*See also 7.4 Custom Directories*

### 7.4 Custom Directories

Custom Directories are external databases that Broadcore Unity can reference to make an outbound call and to populate the To field in the Active Call Window on an inbound call.

To search a custom directory select it from the Directories drop box in the Directories tab or begin typing in the Contact Search box. The Custom Directory will be searched when either ENTER is pressed or the Search icon  is clicked.

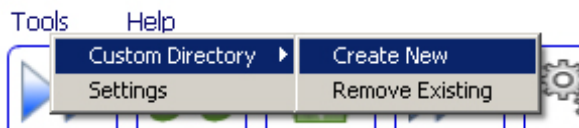
Make a call by double clicking the Custom Directory entry

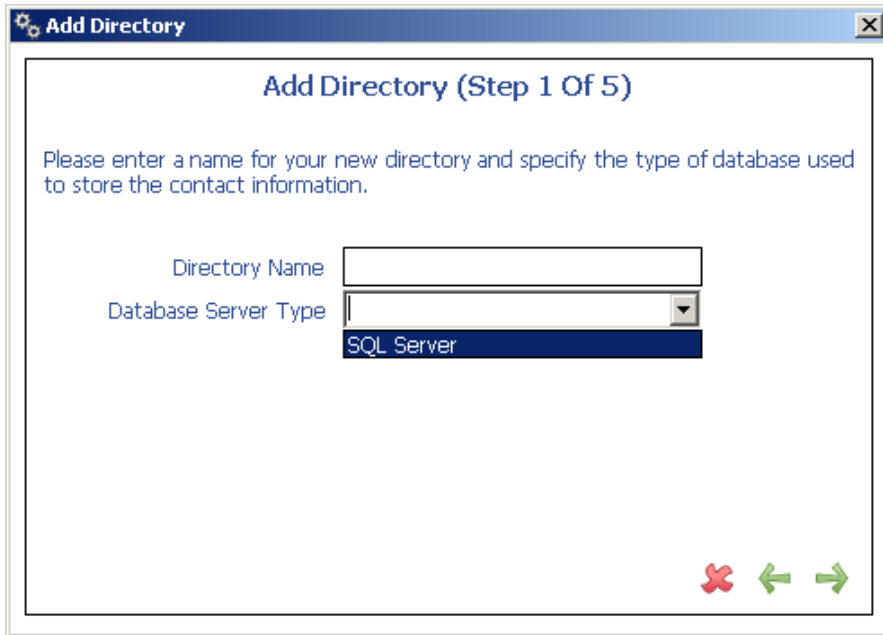


See also *7.4.1 Setting Up Custom Directories*

#### 7.4.1 Setting Up Custom Directories

Select Tools>>Custom Directories>>Create New from the menu. The Custom Directory Wizard will guide you through setting up the directory.



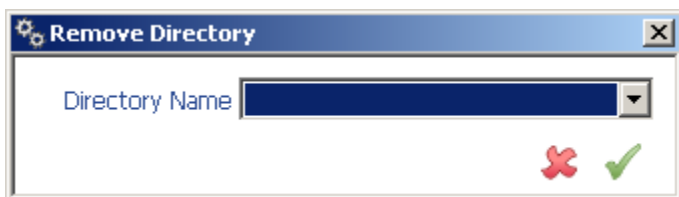


See also *11.2.1 Computer/Phone Integration*

See also *7.4.2 Removing Custom Directories*

### 7.4.2 Removing Custom Directories

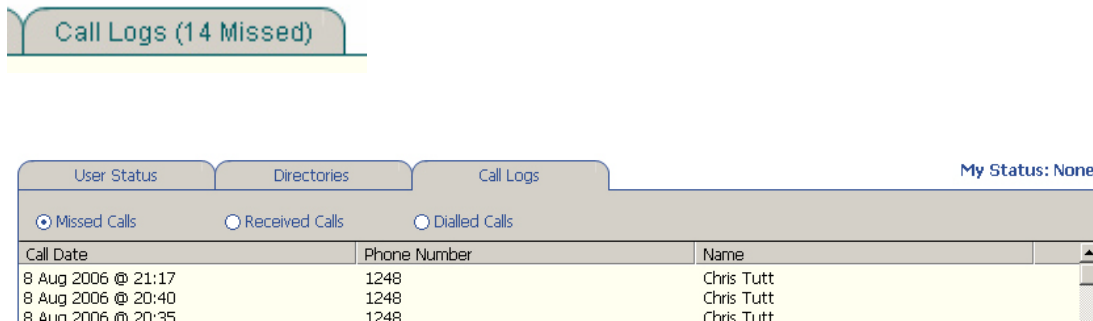
Select Tools > > Custom Directory from the menu. Select Remove Existing then select the custom directory to remove from the Remove Directory dialogue box



## 8. Call Logs

The Call Logs tab displays Missed, Received and Dialed Calls in chronological order.

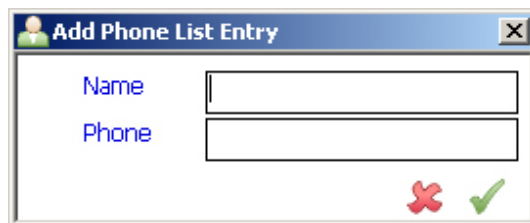
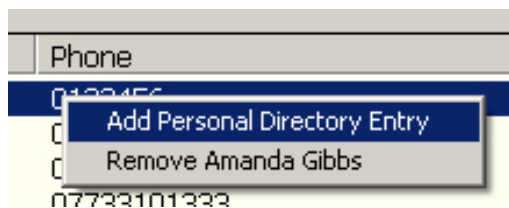
Double click any entry to make a call or right click to Add to Personal Directory. The Call logs tab will show the number of missed calls, if there are any.



See also [8.1 Adding call Log Entries to the Personal Directory](#)

### 8.1 Adding Call Log Entries to the Personal Directory

Right click a Call Log entry. Click Add Personal Directory Entry and complete the Add Phone List Entry dialogue box. Click the green tick to save and close.



See also [7.2 Using the Personal Directory](#)

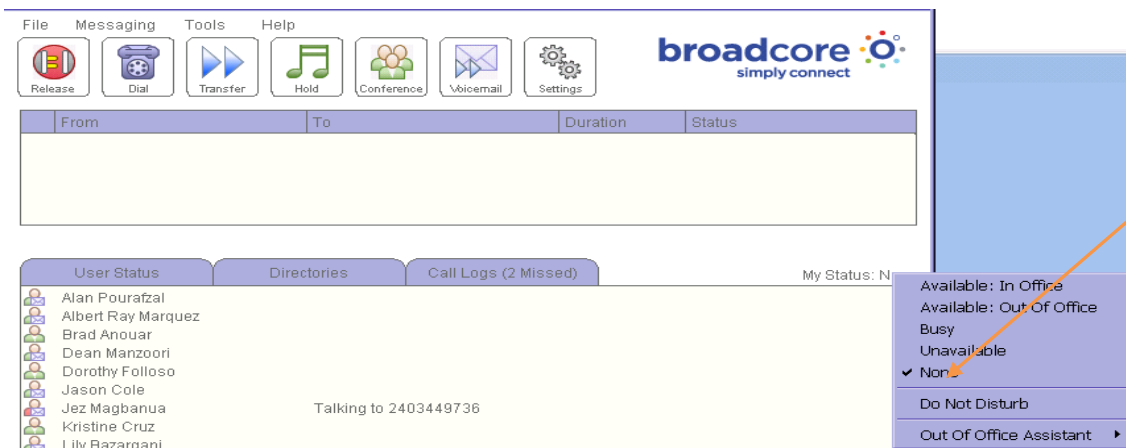
## 9. My Status

My Status performs two functions; providing a series of preset conditions to control and route inbound calls and alerting colleagues as to your availability. There are several settings,

We do not recommend you use options 1-4 (CommPilot Express) as it conflicts with many of the other features such as call forwarding, Broadcore Anywhere, and Simultaneous Ring. You should set it to 5. (None) for no special handling. 6. (Do Not Disturb) To go directly to voicemail. 7 (Out of Office Assistant) to provide a visual cue to your fellow Broadcore Unity group members.

- |                              |                           |
|------------------------------|---------------------------|
| 1) Available – In Office     | Green icon in User Status |
| 2) Available – Out Of Office | Green icon in User Status |
| 3) Busy                      | Grey icon in User Status  |
| 4) Unavailable               | Grey icon in User Status  |
| 5) None                      | Green icon in User Status |
| 6) Do Not Disturb            | Grey icon in User Status  |
| 7) Out of Office Assistant   | Grey icon in User Status  |

To toggle between the settings click on My Status at the far right/middle of the main Broadcore Unity window and select from the drop box.

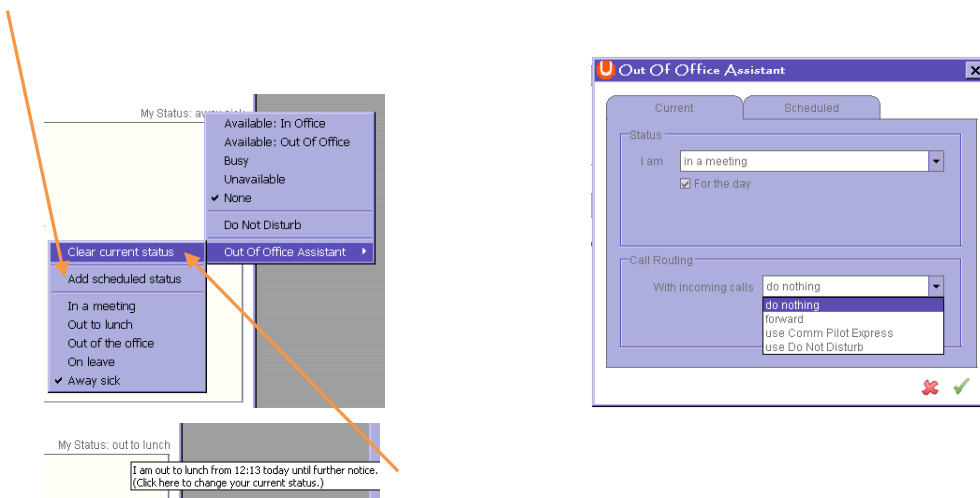


When you choose Out of Office Assistant, you have several additional choices. The first option allows you to set it for a specific time/date to begin and end. You can also set call forwarding for this time if you choose.

1. Add a scheduled item

The following options begin now and have no end time settings. Your Broadcore Unity will read, "until further notice."

2. In a meeting
3. Out to lunch
4. Out of the office
5. On leave
6. Away sick



To clear your status choose, "Clear Current Status."

*See also My Status in 6. User Status*

*See also 3.2.1 Using Broadcore Unity from the System Tray*

Note: The My Status link is only displayed when the CommPilot Express service has been assigned to the user by the Broadcore. The Do No Disturb status is only available if the Do No Disturb license has been assigned to the user by the administrator. If the user has Do

Not Disturb assigned but not CommPilot Express, the My Status link will not be available and the user will have to use the Settings window to turn this feature on and off.

*See also 11.1 My Services*

## 10. Instant Messaging

Instant Messaging [IM] – Broadcore Unity provides company wide Instant Messaging to colleagues from within User Status and the Group Directory. There is no separate login required. To receive a message, the recipient must have Broadcore Unity open. They will



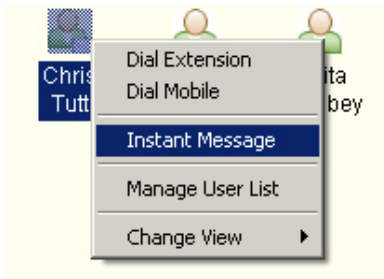
be shown as in User Status.

Note: Users on the phone can still receive an instant message.

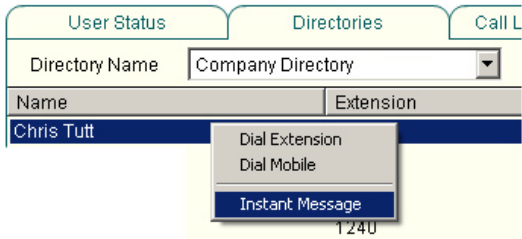
### 10.1 Sending an Instant Message

Right click the user icon/name in User Status or the Group Directory and select Instant Message

#### *From User Status*



#### *From Group Directory*

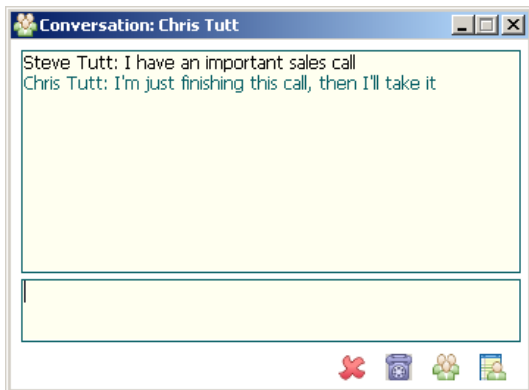


Clicking Instant Message will open the Instant Message Dialogue Box

Note: If the recipient does not have Broadcore Unity open then the Instant Message option will not be displayed.

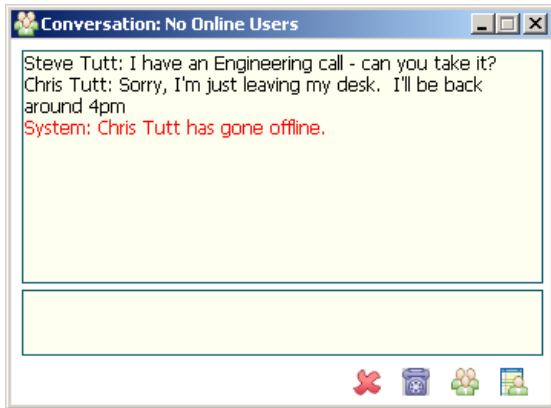
### 10.2 Instant Message Dialogue Box

Enter text in the bottom dialogue window and press Enter or click Send Message



Clicking  will end the conversation and close the Dialogue Box

When a user closes the Broadcore Unity application the Dialogue Box will show that they are offline

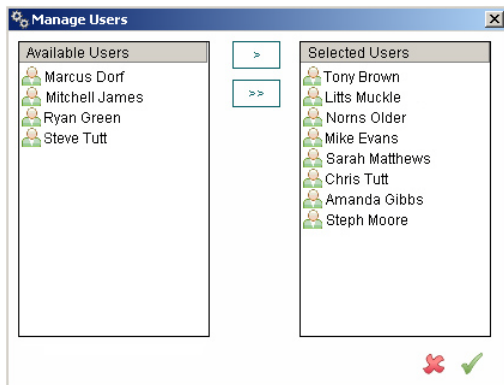


Note: Message participants changing their Profile to Unavailable, Busy or activating Do Not Disturb will not make them appear offline for IM

### 10.3 Managing Messages and Users


Multiple instant messages from different parties will open in separate Dialogue Boxes. From within the dialogue box additional participants can be invited to the conversation by

clicking  which will pop the Manage Users interface



Note: Only users that have Broadcore Unity open will be displayed in Manage Users.

### 10.4 Calling from the IM Dialogue Box

Clicking the  icon will make a call to the IM recipient

## 11. Preferences & Settings

### 11.1 My Services

My Services provides access to common telephony features. This is not linked to “My Status” profiles and will override “My Status” settings. For example, activating Simultaneous Ring here will make that service active against all My Status profiles.

#### **Services**

|                               |  |
|-------------------------------|--|
| <i>Call Forward Always</i>    | Divert all calls to a specified number                             |
| <i>Call Forward Busy</i>      | Divert all calls when you are on the phone                         |
| <i>Call Forward No Answer</i> | Divert all unanswered calls to a specified number                  |
| <i>Do Not Disturb</i>         | Block all incoming calls   |
| <i>Remote Office</i>          | Specify another number to temporarily act as your extension        |
| <i>Simultaneous Ring</i>      | Specify another number[s] to ring concurrently with your extension |

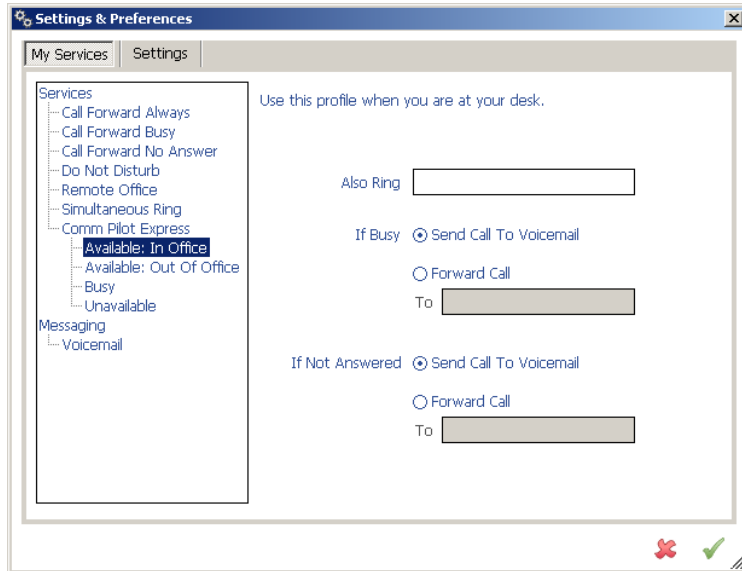
### 11.1.1 CommPilot Express [My Status]

We do not recommend you use CommPilot Express as it conflicts with many of the other features such as call forwarding, Broadcore Anywhere, and Simultaneous Ring.

CommPilot Express allows call handling options to be change depending on your availability. Once these profiles have been set-up, you can change profile by using the My Status drop box in the main Broadcore Unity window

The editable profiles are:

- o Available – In Office
- o Available – Out Of Office
- o Unavailable – Busy
- o Unavailable - Away



See also 9. My Status

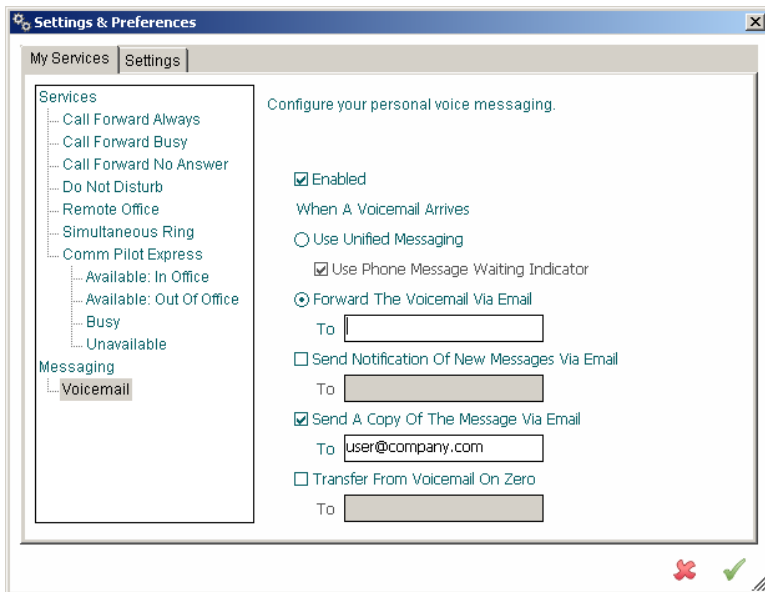
See also 6. User Status

See also 3.2.1 Using Broadcore Unity From The System Tray

### 11.1.2 Voice Messaging

*VoiceMail* Turns voicemail on/off and voicemail/email integration

Note: Where voicemail has been enabled for a user, the default Call Forwards are to voicemail



*See also 4.5 Send To VoiceMail*

*See also 4.6.3 Transfer To VoiceMail*

*See also 11.2.1.1 Summary Pop Up*

## 11.2 Settings

### 11.2.1 Computer/Phone Integration

*Phone Number Lookup Directory* – Provides a name match on an inbound call against an external database. If matched, the name will populate the To field in the Active Call Window when the call is delivered.

*Contact Search Directory* – Enables an external database to be dynamically searched within the Contact Search [link to Contact Search] field

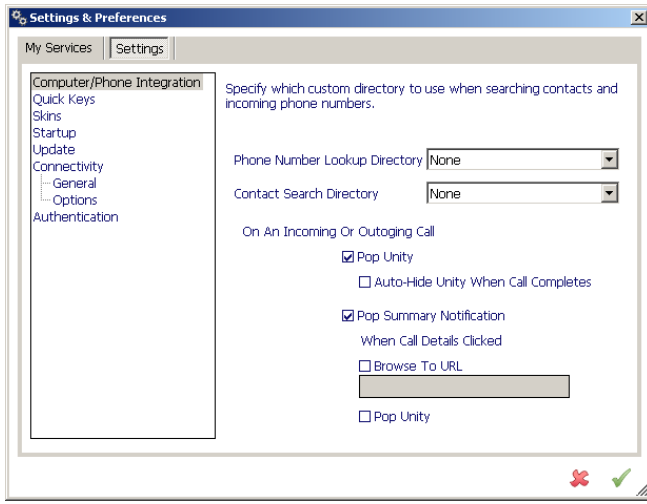
Note: External directories are only visible in the drop box if they have been connected. [Link Setting Up Custom Directories]

*See also 7.4.1 Setting Up Custom Directories*

*Pop Broadcore Unity* – Broadcore Unity will open when an inbound call is presented

*Auto Hide When Call Completes* – Broadcore Unity will minimise to the system tray when a call is disconnected

*See also 3.2.1 Using Broadcore Unity from the System Tray*



See also *11.2.1.2 Screen Popping Web Based Applications*

### 11.2.1.1 Summary Pop Up

When selected, the optional Summary Pop Up appears above the System Tray in the bottom right hand corner of the screen when a call is presented or made.

The Summary Pop Up has two call control buttons to answer the call, which will then pop Broadcore Unity, or Send To VoiceMail

Link Answering A Call

Link Send to VoiceMail



*See also 4.4 Answering a Call*

*See also 4.5 Send to VoiceMail*

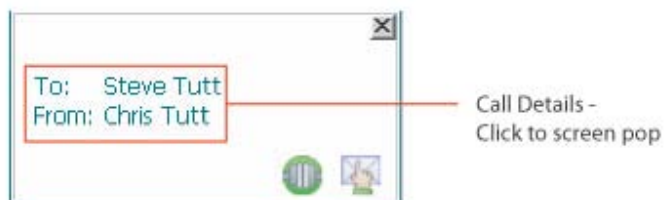
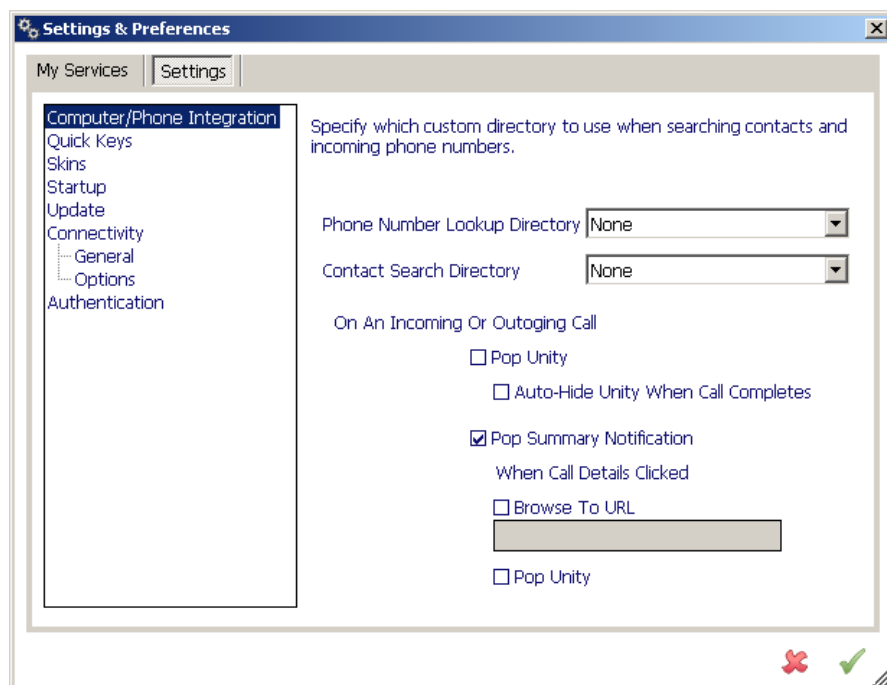
*See also 11.2.1.2 Screen Popping Web based Applications*

#### 11.2.1.2 Screen popping Web Base Applications

Within the Settings & Preferences >> Settings menu, it is possible to specify a URL in the Browse URL field.

When the user receives an inbound call, the Summary Pop Up, window will appear above the system tray in the lower right hand corner of the screen [provided Pop Summary Notification is activated].

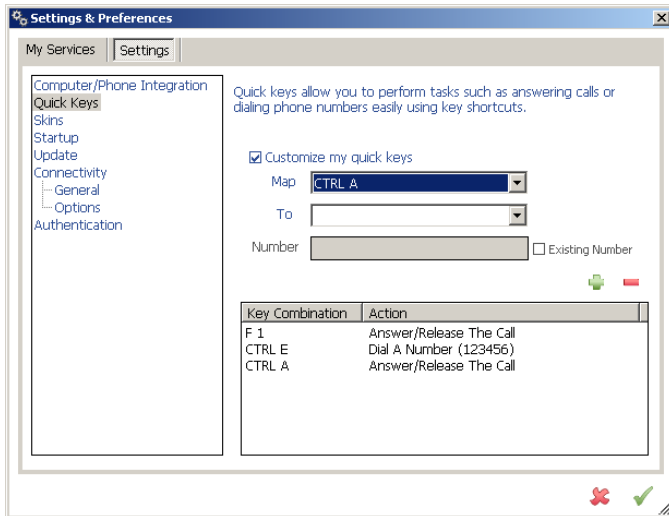
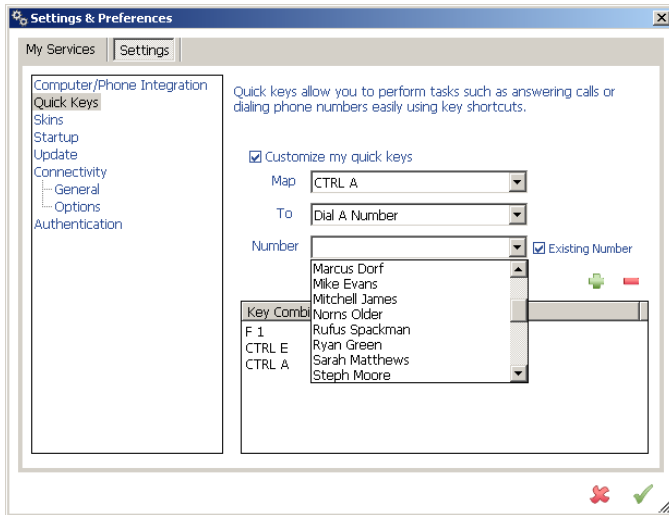
By clicking the call detail information [the To/From detail] in the Summary Pop Up, the user answers the call and Broadcore Unity will open the default browser and navigate to the specified URL from above, adding a parameter with the CLI of the calling number. This will enable the third party web application to “pop” the call. This is particularly useful in a help desk/call center environment where an intranet based application is used.



See also 11.2.1.1 Summary Pop Up

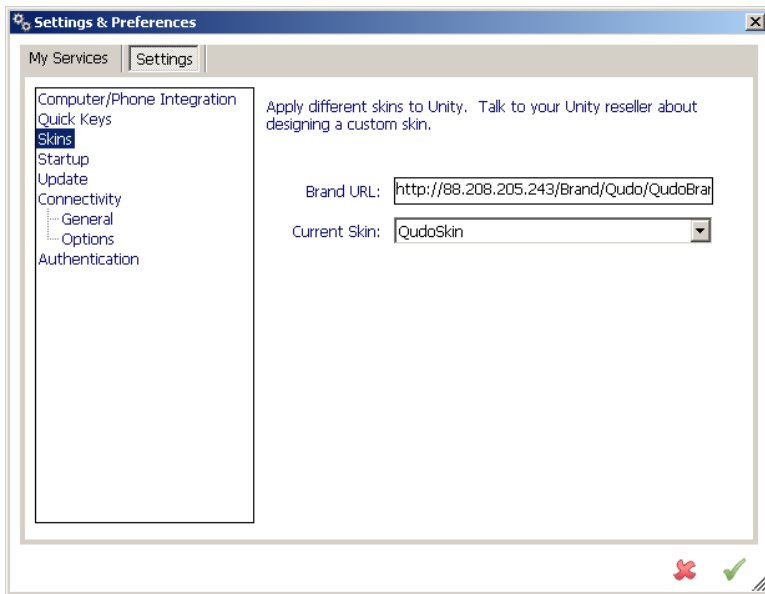
### 11.2.2 Quick Keys

Quick Keys are keyboard shortcuts that perform preset actions. You can customise these shortcuts by mapping keys to functions from the drop box



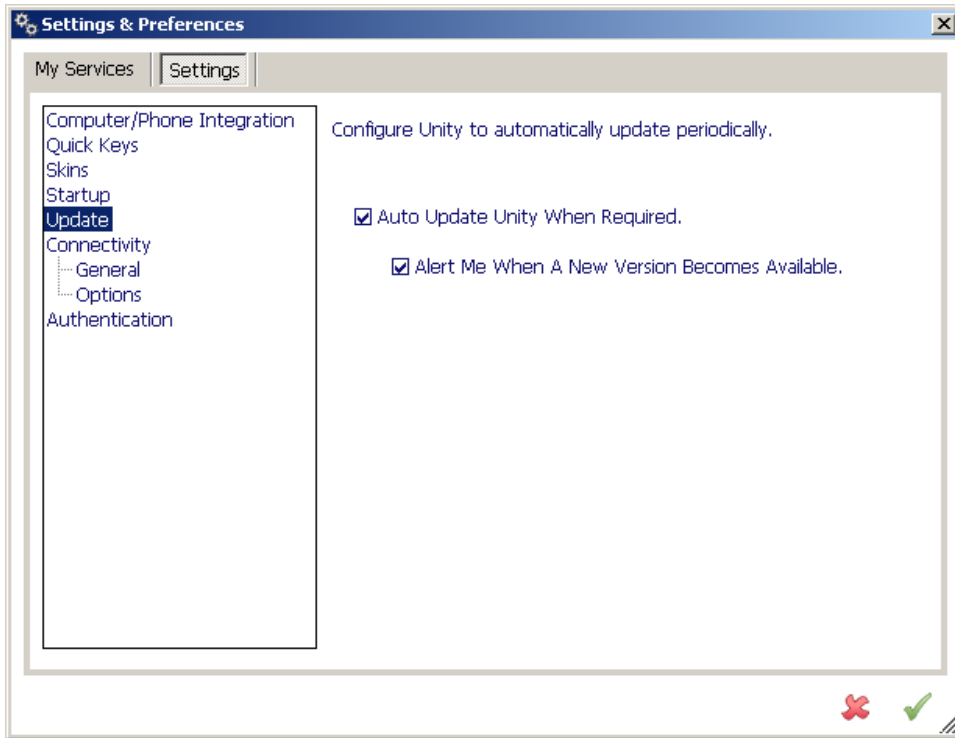
### 11.2.3 Skins

The Broadcore Unity color schemes and logos are driven from the path in the Brand URL field. It is not expected that users will need to change this path. Doing so may cause Broadcore Unity to malfunction.



### 11.2.4 Auto Updates

Broadcore Unity is an auto updating application. To make sure you are always on the latest version ensure Auto Update Broadcore Unity When Required is ticked



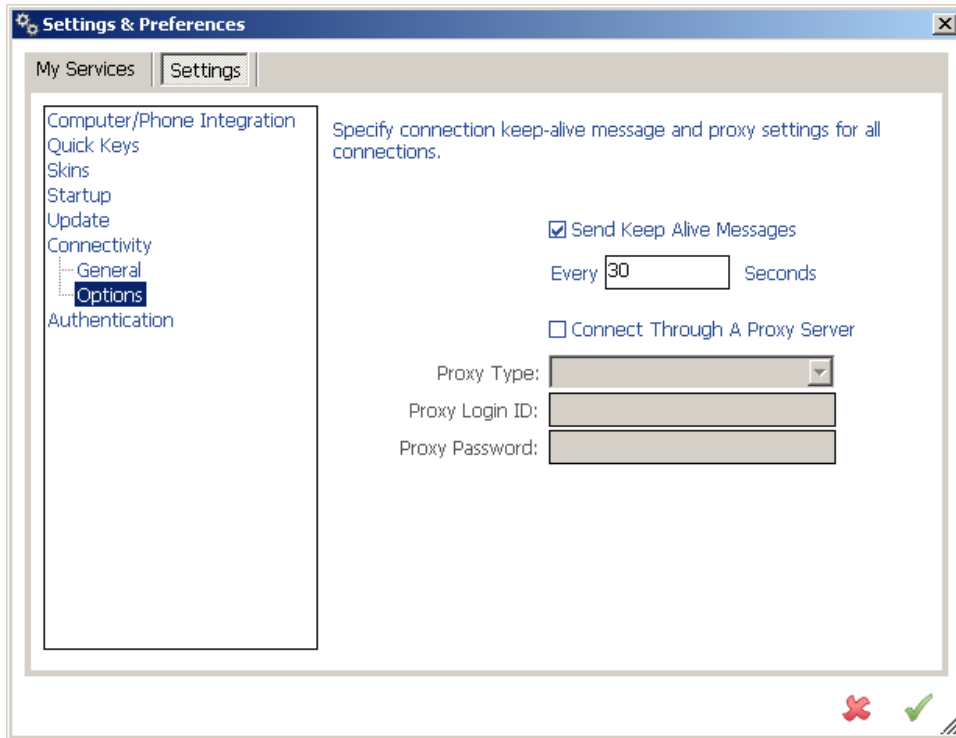
See also *12.3 Broadcore Unity Version*

### 11.2.5 Connectivity > Options

Broadcore Unity sends keep alive messages to the system to keep firewall ports open and generally maintain connectivity.

Leave this box checked with the default 30 seconds interval.

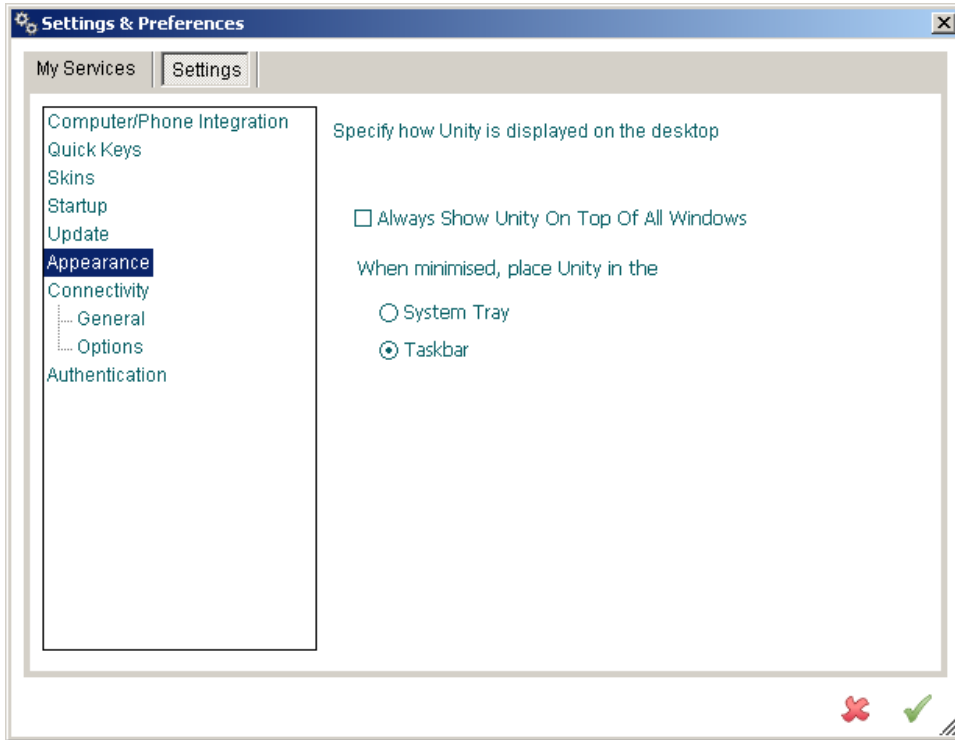
If you are connecting through a Proxy Server enter your login credentials.



See also 2. *Initial Login and Setup*

### 11.2.6 Appearance

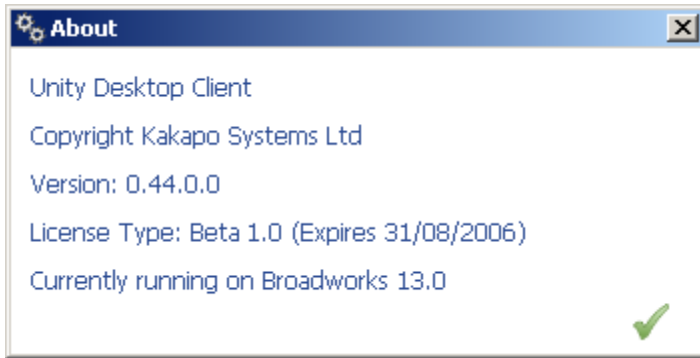
Select where Broadcore Unity will sit when minimised and to have Broadcore Unity on top of all other windows



## 12. General

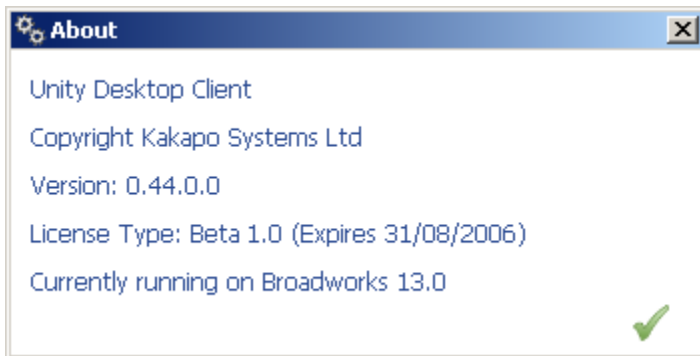
### 12.1 Trial Licences

If you are using Broadcore Unity on a trial licence, you can see when the licence is set to expire in Help >> About.



### 12.2 Broadcore Unity Version

The current Broadcore Unity version will be displayed in Help > > About



If you have Auto Updates activated, Broadcore Unity will update itself as newer versions become available.

*See Also 11.2.4 Auto Update*

### 12.3 System Requirements

#### *Operating System*

Broadcore Unity is designed for use on Windows 98, 2000 and XP, with the Microsoft .NET framework installed.

#### *Internet*

Broadcore Unity requires Internet access and visibility of the Broadcore system.

#### *Hardware Specification*

Minimum spec: Intel Pentium III processor, 64MB RAM

### 13. FAQ / Troubleshooting

#### **Other users say my icon is grey in their Broadcore Unity – why is that?**

You have set your M Status to either Unavailable or Busy. Change it back to Available or None

*See also 9. My Status*

#### **I cannot see any users in my User Status**

Call Broadcore. They may not have allocated you a service called Phone Status Monitoring that User Status needs to work properly.

#### **Which Users populate User Status by default?**

By default Broadcore Unity will display the first 20 users in your Phone Status Monitoring user list as setup by your administrator. The first time Broadcore Unity is loaded it will ensure that 20 users are displayed, if there are that many users in the Group. After that

*See also 6.2 Adding/Removing Users*

### **I don't get the orange ringing icon or tool tip in User Status**

Call Broadcore. They may not have allocated you a service called Attendant Console that User Status needs to work properly.

### **My call control buttons do not work**

Call Broadcore. They may not have allocated you a service called Client Call Control which the call control buttons need to work properly.

### **I get an error message saying "The connections has been unexpectedly severed"**

Broadcore Unity sends keep alive messages to the Broadcore servers every 30 seconds. This message means that somewhere between you PC and the Broadcore servers, connectivity has been lost. Often this is a temporary problem caused by an Internet connection timing out. Please restart Broadcore Unity. If the problem persists, contact Broadcore Customer Service.

*See also 11.2.5 Connectivity>>Options*

### **I do not have My Status**

The My Status option is only displayed when the CommPilot Express user service has been assigned to the user by the System Provider.

### **I cannot put my phone on Do Not Disturb**

The Do No Disturb status is only available if the Do Not Disturb service license has been assigned to the user by the administrator. If the user has Do Not Disturb assigned but not CommPilot Express, the My Status link will not be available and the user will have to use the Settings window to turn this feature on and off.