

BROADCORE UNITY CLIENT – DATASHEET

Broadcore® Unity is a Windows client that combines call control Presence, Instant Messaging, Broadcore® service configuration and call control, click-to-dial from Outlook Contacts directory integration to enhance the user experience.

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.

We also are introducing some powerful features. This guide has a short description of advanced features:

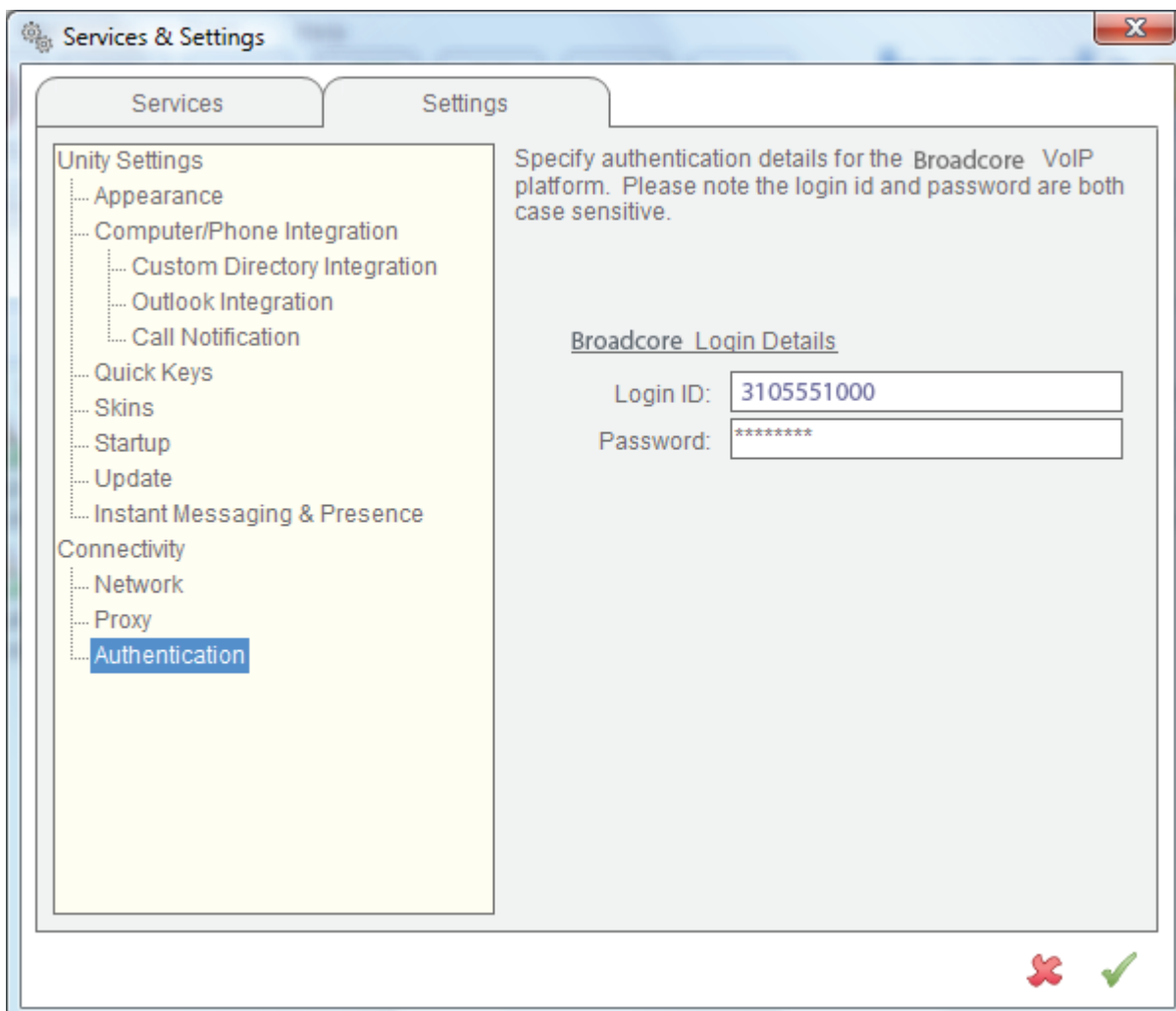
- * Presence is built in
- * Logging in at a hotelling station
- * Logging in and out as an agent into a call center. (available soon.)
- * Group Call Pickup
- * LDAP integration

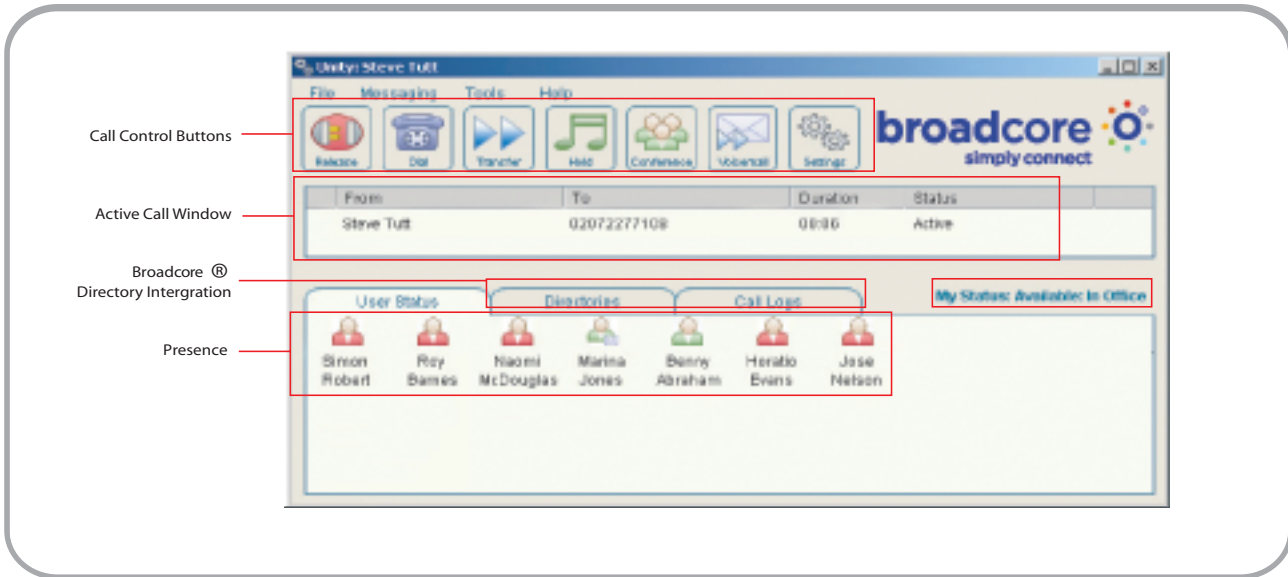
For details on these or any other features, please call 611 from your broadcore phone and we can schedule you for an online training.

Go to <http://www.broadcore.com> click support to download the Unity software.

Install the software. Then run the software. Click the Settings & Preferences icon.

Then click on the Settings tab at the top. Then click on authentication. For your login credentials enter your login ID and web portal passcode. The login ID is your 10 digit phone number (ie: 3105551000). Then click the green check mark to save and login.



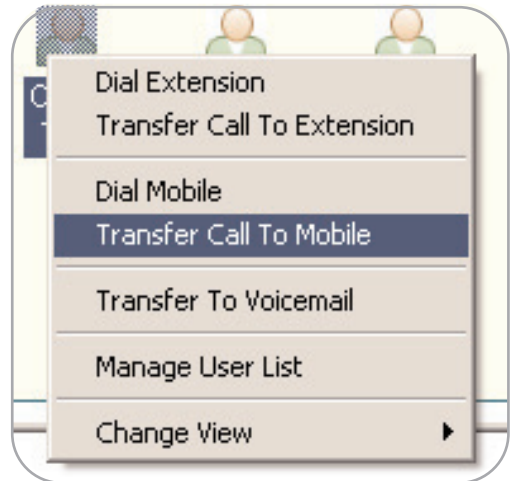
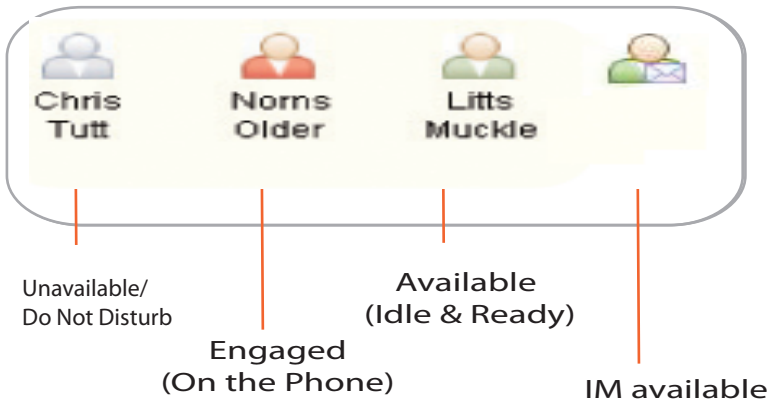


Presence [Busy Lamp Field]

Broadcore Unity will display up to 20 colleagues [configurable by the user] and visually reflect their ringing/engaged/unavailable/available telephone status.

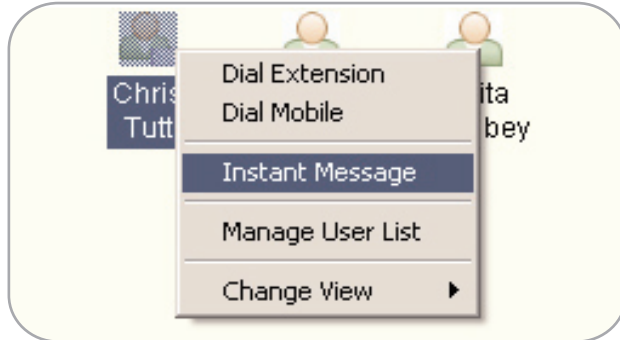
Call Control

Manage multiple calls through call control buttons or from the menu in User Status. Right click on the Name.



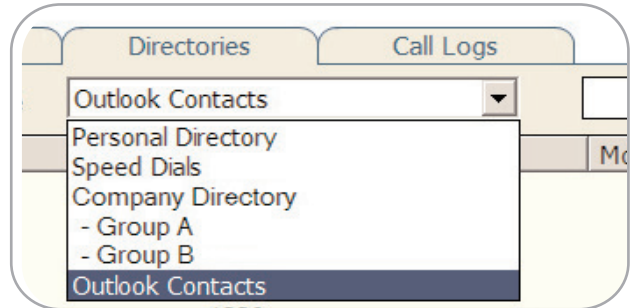
Instant Messaging

Instant Message any colleague without a separate IM client or account creation. Anyone in your Broadcore® Group with Broadcore Unity is available to IM! You can even do a group chat with multiple users just by adding them to the window or clicking messaging in the menu options.



Dial From Outlook Contacts

Broadcore Unity supports click-to-dial from Outlook Contacts from within the Directories tab. The Directory Search field will now dynamically search all entries in the Broadcore and Outlook directories.



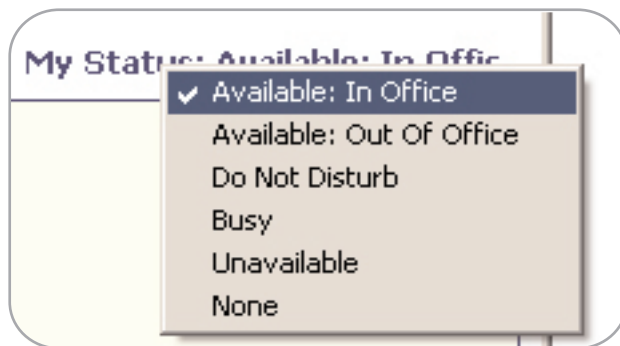
Call Center Login

Users simply Login/Logout to any Call Center groups of which they are a member.



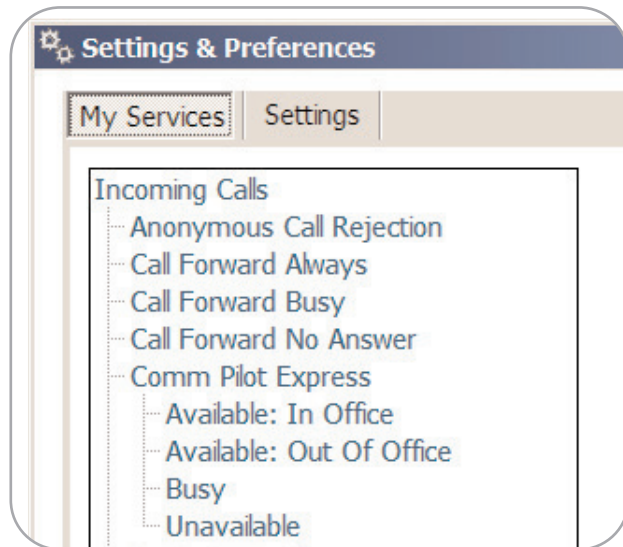
CommPilot Express Profiles

User CommPilot profiles and Do No Disturb access. We recommend you leave this setting set to None. It can interfere with other important features like Broadcore Anywhere.



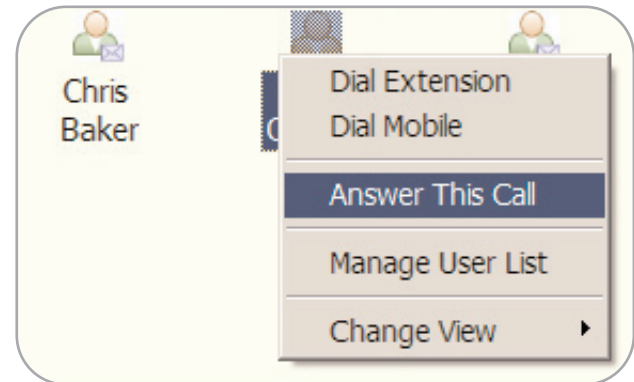
Broadcore Service Configuration

Broadcore Unity unlocks the full capability of Broadcore, providing the user easy access to Services and Profiles.



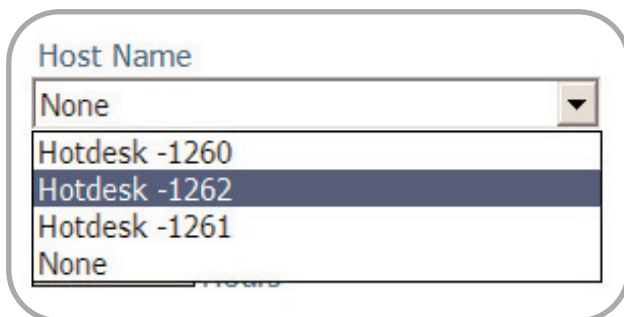
Call Pick-UP

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



Hoteling

Broadcore Unity provides the Hoteling Guest with simplified login to available Hoteling Host extensions. When Unity is closed the user is pro Unassigned Workstations mpted to logoff the Host extension.



Custom Directory Integration

Broadcore Unity supports integration with LDAP compliant and SQL directories (including Active Directory and Lotus Notes) to provide contact lookup and CLI-name resolution from within a single interface.

