primus
UC Communicator

Primus UC Communicator

Quick Reference Guide

Release 22

Document Version 1

primus.ca

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Table of Contents

1   Getting Started

This section contains the essential information for getting started with Primus UC Communicator. End users need to ensure their systems and devices meet system requirements as outlined in the user guides for the individual application.

1.1   Desktop Installation

Primus provides the download of the installer via the online Hosted PBX portal at https://voice.primus.ca under *Advanced View -> Your Phone -> Unified Communications*.

Windows

- Double-click the installer executable and follow the installation instructions.
- Launch Communicator.

OS X

- Double-click the disk image.
- Copy the application into the *Applications* folder.
- Launch Communicator.

1.2   Smartphone & Tablet Installation

- Go to the Google Play or Apple App Store on the device you want to install Communicator.
- Search for "Primus UC" and then select "Primus UC Communicator" for the appropriate platform.
- Select "Install"
- Launch Communicator

1.3   Sign In

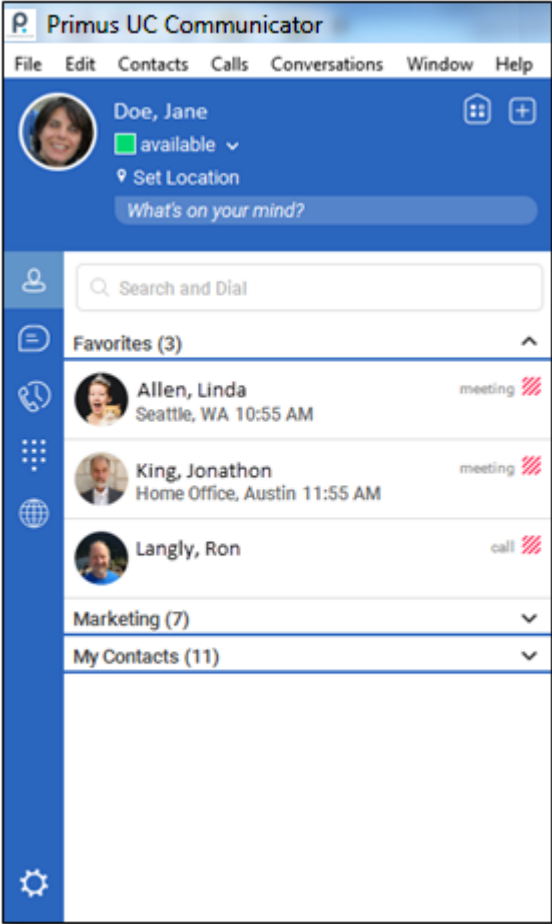When you first launch the application, you are prompted to sign in.

1) Enter your Hosted PBX user name and password (the same username and password used to log into the online HPBX portal at https://voice.primus.ca).

2) Select whether you would like Communicator to remember your password.

3) Select whether you would like Communicator to sign you in automatically on subsequent launches.

4) Click **Sign In**.

You can also access *Help* and *Preferences* directly from the login window.

> NOTE: If you choose automatic sign in, you are automatically signed in and taken to the *Main* window upon subsequent Communicator launches. Otherwise, you are presented with the *Sign In* screen when launching the application.

2   User Interface Layout & Icons – Desktop Client

When you open Primus UC Communicator for the first time, it defaults to your Contact list. The list will be empty. Use the Search and Dial field to find people and add them to your Contacts. Or, add contacts manually by clicking the Add Contact button.

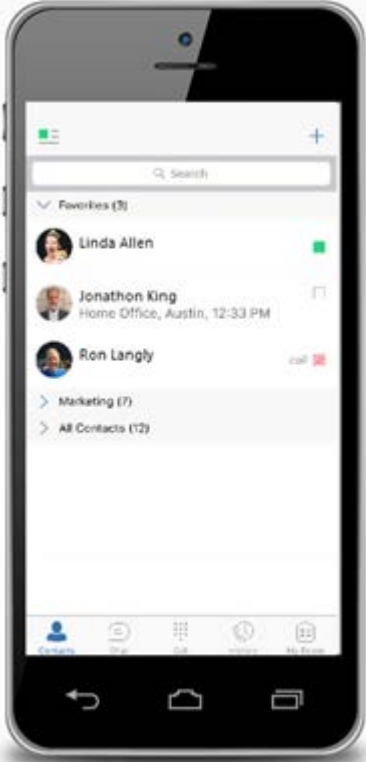| Contact Screen	Icon	Usage
Primus UC Communicator File Edit Contacts Calls Conversations Window Help Doe, Jane available Set Location What's on your mind? Search and Dial Favorites (3) Allen, Linda — Seattle, WA 10:55 AM — meeting King, Jonathon — Home Office, Austin 11:55 AM — meeting Langly, Ron — call Marketing (7) My Contacts (11)		**My Room** – Your permanent communication room. Participants can dial in to your audio bridge.
		Add Contact – Opens window for adding a new contact or a new group.
		Contacts – View your contact list.
		Call History – View previous calls (All and Missed Calls).
		Chat History – View previous chats.
		Full Enterprise Directory – Show all contacts of the directory.
		Dial Pad – Opens the dial pad in the display area (main window) so you can make a call.
		Options – Opens Options area. Use for quick access to set general preferences, audio/video equipment, and call settings like Call Forwarding.
		Chat – Start an instant message conversation with a selected contact.
		Call – Make an IP audio call to a selected contact.
		Call from Phone – Make a Click To Dial call from your desk phone (or secondary device).
		Video Call – Make a video call to a selected client (VoIP).
		Share – Share either the whole screen or an individual application.

3   User Interface Layout & Icons – Smartphone Client

| Contact Screen	Dial Pad	Icon	Usage
			Contacts – View your local contact list and search entire directory.
			Chat History – View previous chats.
			Dial Pad – Opens the dial pad so you can make a call.
			Call History – View previous calls (All and Missed Calls).
			My Room – Your permanent communication room. Participants can dial in to your audio bridge.
			Video Call – Start a video call
			Call – Start an audio call
			More Options – Pull Call or Retrieve Call

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4   Make Audio & Video Calls

Audio and video calls can be made from several places within Primus UC Communicator:

- Contact list
- Contact card
- Dial Pad
- Call History

4.1   While On An Active Call

Desktop
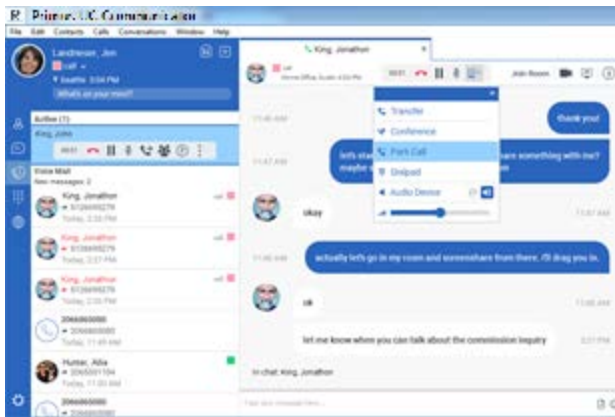
During a call you can:
- Adjust the volume
- Enter conference access codes (if needed)
- Mute the microphone
- Put a call on Hold
- Transfer a Call
- Move to a Video Call
- Bring in other callers to create a Conference Call
- Share your screen

Smartphone

During a call you can:
- Mute the microphone
- Place call on Hold
- Put call on Speaker
- Enter conference access codes (if needed)
- Move to a Video call
- Place a second call

![primus logo]

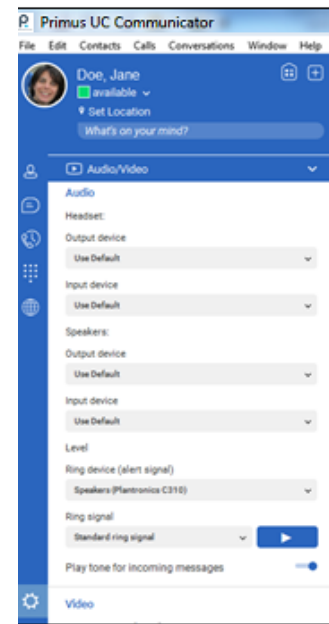## 5   Select Audio Device (Desktop Client)

If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call.

Basic Instructions

- In top navigation bar, click **Calls**
- In the drop down menu, select **Audio Device**
- In the fly-out menu, select **Headset** or **Speakers**

Advanced Instructions for More Audio/Video Settings

- In the top navigation bar, click **File**
- In the drop down menu, select **Options**
- Click on **Audio/Video** to open those settings
- Under Audio, select the **Output** and **Input** devices you use for your headset and speakers

Using your desktop's operating system, you can select a default audio device. With Windows, go to Control Panel. With Mac, go to the System preferences for Sound.
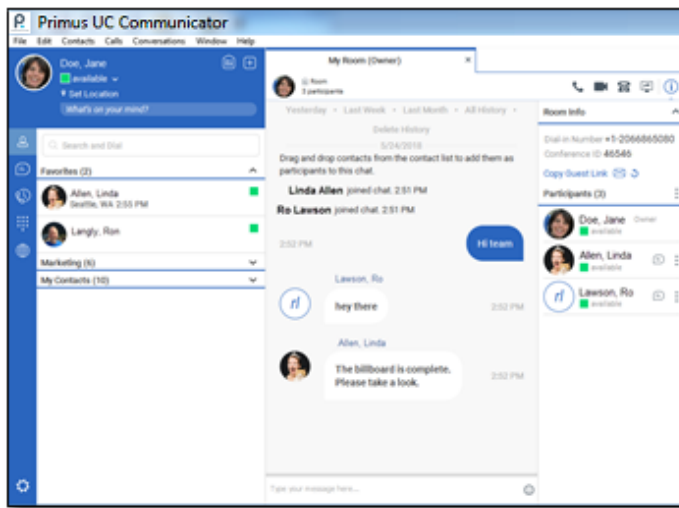
6   My Room

My Room is an always-available virtual room you can use to chat or call with one or more people who join the room. From My Room it is easy to turn your chat into a conference call, video call, and screen share experience.

In My Room, there is **Room Info** consisting of a dial-in number with conference ID, and an option to email an invitation containing a link to your room for guests outside your organization.

Join someone else's Room by right-clicking their name on your Contact list, and selecting **Join Room**.

Desktop

Invite others to your room by:

- Drag and Drop from Contacts into My Room
- Right-click **My Room** icon and select **New Invitation** for people within your organization who also have Primus UC.
- Right-click **My Room** icon and select **Email Guest Link** for people outside your organization or people in your organization without Primus UC.
- Guests click the hyperlink in the email and join your meeting through a web-browser. As guests attempt to enter My Room, you receive a notification and must **Accept** each guest session.

Smartphone
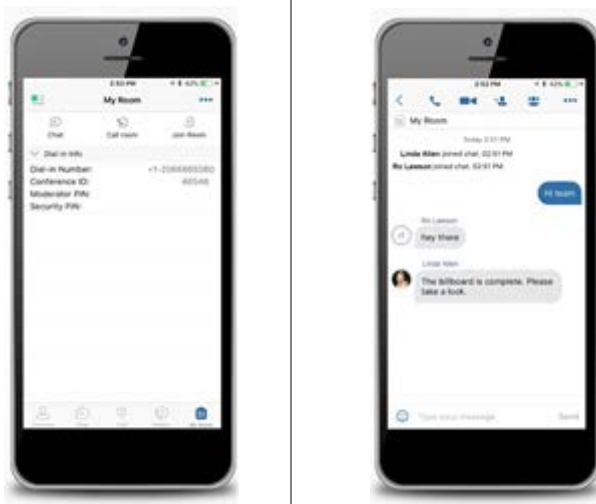
Invite others to your room by:

- Tap **My Room** icon
- Tap **Chat** icon
- Select from your Contacts and tap **Done**

- Chat window opens and your contacts join your room.