

EXPLORING ASPENUC FOR DESKTOP

AspenUC for Desktop is like having your desk phone on your computer. You can make and receive calls, hold calls, transfer calls, and make three-way calls.

You can also use AspenUC to send instant messages, transfer files, and send Presence information to other people in your corporate directory who are using AspenUC (on any device).

AspenUC uses the Wi-Fi, broadband, or mobile data services available and connected to your computer.

YOUR CONTACTS LIST

AspenUC for Desktop assembles a contact list for you to use. Depending on how your service is set up, the contact list may include:

- Contacts that you type directly into AspenUC for Desktop.
- Contacts in the Outlook or Mac local address book stored locally on your computer.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory

If AspenUC is configured to automatically sync with Outlook, you can view and edit your Outlook contacts using Accession.

FAVORITES

For quick access to frequently-called people, add the contact to your Favorites list. Use the right-hand mouse button to click on any contact and choose **Add to Favorites** from the drop-down list. Favorites appear in the Favorites list and in the Contacts list.

EMERGENCY CALLS

AspenUC lets you make calls from anywhere on the most convenient device. Therefore, if you place a 911 call from AspenUC, the 911 operator may not be able to identify where you are calling from.

MAKING CALLS



Making a call is as easy as entering the number on the keypad or clicking on a contact's call button.

If your contact has more than one number, you can choose which number to call from the drop-down list.

If the person you are calling has caller ID, they will see your individual AspenUC phone number.

While in an existing call, you can make a second call using the main client rather than the active call window. This automatically puts the first call on hold. When the second call is active, you can click the **Transfer call** icon that will show the held call as a transfer option.



RECEIVING CALLS

When someone calls your AspenUC number, you will see a pop-up window appear on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contacts list, the pop-up displays the caller's name.

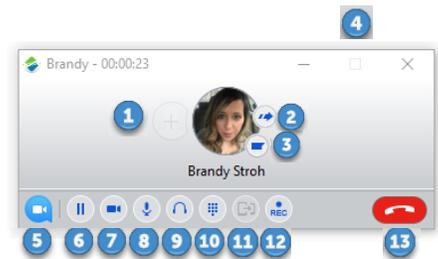


Depending on the other services you have from AspenUC you may see the incoming call on your desk phone, on your mobile phone, or on a tablet device. You can answer the call on whichever device is most convenient for you.

DURING THE CALL

While a call is in progress you can use the call window to:

1. Add a participant.
2. Transfer the call.
3. Send a chat message to the caller.
4. Navigation Pane.
5. Uplift the call to a Meeting.
6. Put the call on hold.
7. Send video.
8. Mute your microphone.
9. Adjust the volume.
10. Access the keypad.
11. Switch to another call.
12. Record the call.
13. End the call.



You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one, or click on the **Merge calls** icon to merge other callers into a single call.

VIDEO CALLING



If the person you are talking to is also using AspenUC on the same network, you can upgrade your call to video at any time. Click on the **Video** icon to send your video. The other person will receive a prompt inviting them to switch on their video too. Click on the **Video** icon at any time to turn off your video feed.

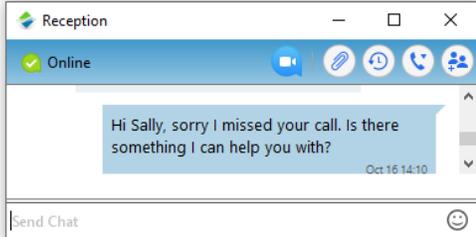
SEND THE CALL TO SOMEONE ELSE



Use the **Call Transfer** icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another of your devices that has AspenUC installed, without having to hang up!

INSTANT MESSAGING

If you have AspenUC with Instant Messaging, click on a contact's **Chat** icon to send them an instant message.



From within the chat window, you can send files, view your chat history with the contact, call the contact, and add one or more participants to the conversation.

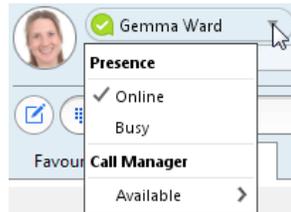
REJECT CALL WITH IM

If the caller is in your Contacts list, you can reject a call and send the caller an instant message explaining why you can't take the call. Click on the drop-down list next to **Reject** and select one of the system messages, or click **Custom Message** to type your own message.

PRESENCE

Let others know whether you are available or busy by setting your presence to **Online**  or **Busy** .

Your **Presence** information automatically shows when you are **Away** , **On the Phone** , or **In a Meeting**  (this references the information in your Outlook calendar).



CALL MANAGER

You can tell AspenUC how to handle your incoming calls. Click on the **Presence** selector, expand the **Available** option and choose between:

- Available
- Do Not Disturb
- Forwarding

If **Do Not Disturb** is selected, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully!

You can select **Forwarding** to forward all incoming calls to another number. You are then prompted to enter the number you want to forward calls to.

Note that when you change your **Presence** or **Call Manager** settings, the change applies on all of your AspenUC devices. So if you step away from your computer and forget to update your status, you can change your status using the AspenUC app on your mobile phone instead.

TOOLS

Click on the **Tools** menu and select **Options** to access your general settings and test your Audio and Video devices. You can also access other services such as CRM, conference, file-sharing and cloud-hosted services from the **Tools** menu.

PRIVACY AND SECURITY

Once you have finished using AspenUC Desktop, select **File** then **Quit** to close the application. If you are using a shared computer, select **File** then **Log Out** to prevent other users from accessing your account.

To change your log-in preferences, select **Tools**, **Options**, **General** and untick **Automatically log in to AspenUC**; this prevents AspenUC Desktop from logging in automatically when started and ensures that the next user has to log in using their own credentials.

Need Help? Contact Support

MORE QUESTIONS

If you have any additional questions about AspenUC, email support@lsnetworks.net

ADDITIONAL SUPPORT

If you are in need of additional AspenUC Support please email support@lsnetworks.net

If you are experiencing an urgent service issue please call 866-366-2638