1.1 Installing BullsEye UC for Android App
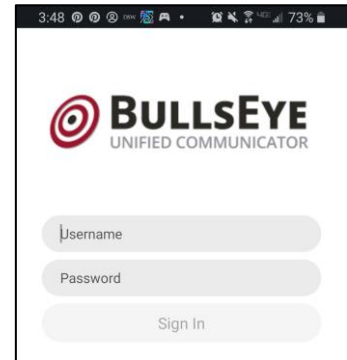
Search for, download and install the BullsEye UC app for Android from the Google Play Store.

1.2 Sign In

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

1) Enter the username and password you received via email.

2) Click **Sign In**.

You can access *Help* directly from the login window by clicking the gear icon ⚙ in the lower right.
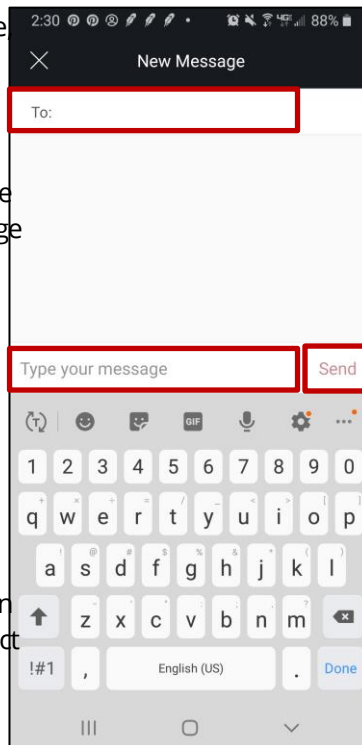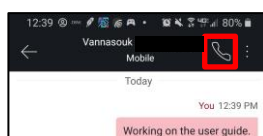
1.3 Messages

Upon logging in, the Messages page will be displayed.

Over time, the last message for each contact who you've had conversations with will be displayed with the most current messages on top. Swipe up to see older messages. You can also start typing the name of the person whom you want to message in the search field (🔍) at the top.
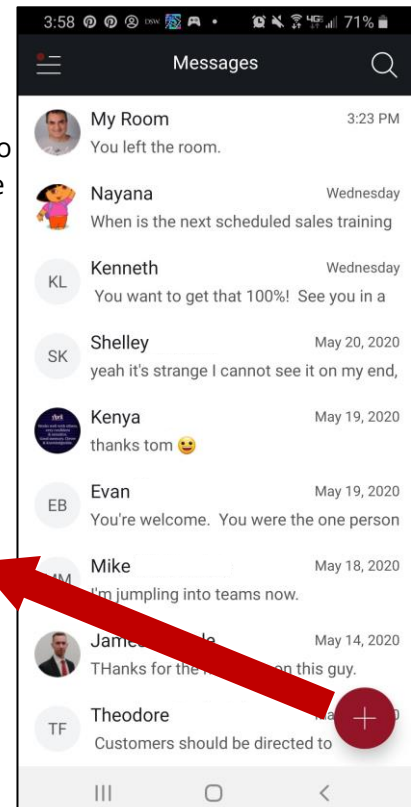
1. To start an instant message tap the Plus ➕ icon. The New Message page is displayed.

2. Start typing the name of the person you want to message in the To: field.

3. Select the person from the suggested results. To message multiple people, repeat steps 2 & 3.

4. Type your message in the corresponding field using the key-pad and tap **Send**.

Once you start the chat, you can place an audio call to the contact by clicking the Call icon (📞) in the upper right.

To pick up where you left off in a chat, tap the message to open it in the Message page, type your new message and click **Send**.

You can also select the Messages menu (⋮) in the upper-right to access other options including Video Call.
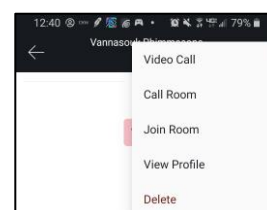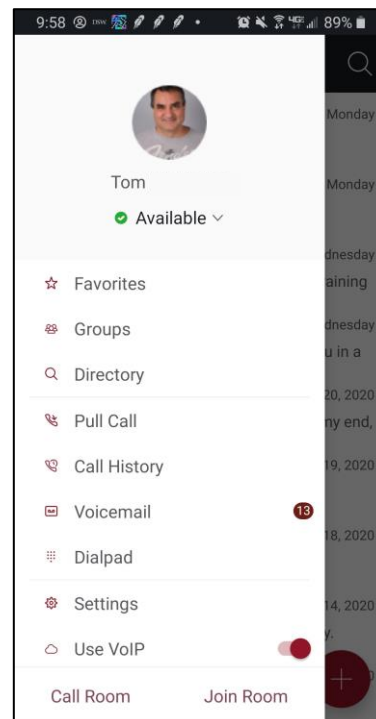
1.4 Main Menu

In the upper left, select the Main Menu icon ( ). The Main Menu expands out from the left.

To learn about the Main Menu options, refer to the table below.

|	Favorites	Add/manage favorite contacts from the Directory.
	Groups	Add/manage groups of contacts.
	Directory	Access the enterprise directory.
	Pull Call	Pull an active call from your desk phone to your mobile UC.
	Call History	View call history.
	Voicemail	Access Voicemail.
	Dialpad	Display dialpad to place a call.
	Settings	Access / change settings including Do Not Disturb, Update Password
	Use VoIP	Toggle on to place VoIP calls using WiFi or wireless data. Toggle off to place calls using your phone's cellular service.
Call Room/Join Room/ Leave Room		Select Call Room to start an audio or video conference. Select Join Room to open your Room for a group chat or audio/video conference. When finished using your Room, select Leave Room to end the conference.

1.5 Placing a Call

You can place a call to anyone using the Dialpad or you can select a contact and call them.

To place a call from the Dialpad:

1. Select Dialpad from the Main Menu.

2. Enter the number you want to call.

3. Select the video icon ( ) for a video call or select the call icon ( ) to place an audio call.

4. Once connected, active call options are displayed at the bottom.

   Hold   Mute   Speakerphone   Add'l Options   End Call
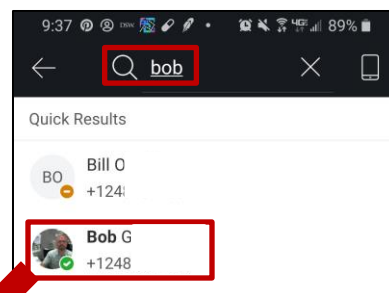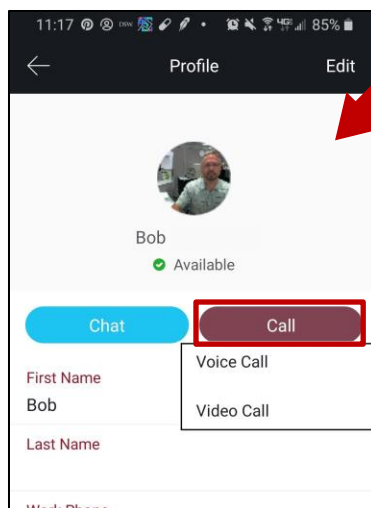
5. To end the call, select ( ).
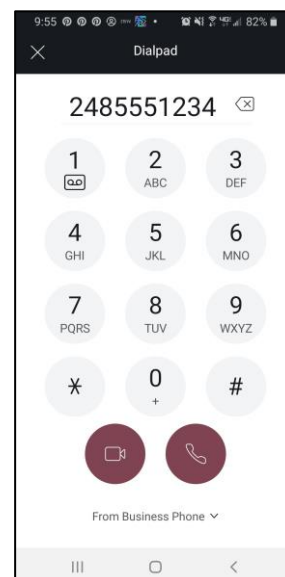
To place a call to a contact:

1. Select **Directory** from the Main Menu.

2. Search for the person you want to call.

3. Select the person you want to call.

   The contact's Profile is displayed.

4. Tap **Call**.

5. Choose **Voice Call** or **Video Call**.

1.6   Availability

Your availability will automatically update to the following: *Call, Meeting* (Windows only), *Available (desk phone), Available (mobile)*

To view your current availability, select the Main Menu. Your availability is displayed under your name. To manually change your availability, tap your availability and select the desired option from the drop down.

|	
Available	The green presence icon indicates that the user is online and is ready for communication.
Away	The yellow presence icon indicates that the user is online but has been idle or away for more than 10 minutes.
Offline	The grey presence icon indicates that the user is offline in a call and the only available contact method is calling or leaving a chat message.
Meeting	The red Meeting presence icon indicates that the user is currently in a meeting. This is an automated *presence* status.
pending	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their *availability*.
Busy	The red Busy presence icon indicates that the user is busy and does not want to be disturbed.
Call	This red Call presence icon indicates that the contact is busy due to a call. This is an automated *presence* status.
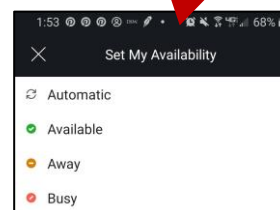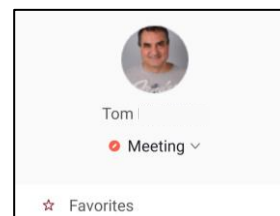
1.7 Adding Favorites

Favorites allows you to create a short list of people from the directory that you contact most frequently, or you otherwise want to be able to quickly find and contact. When you start the BullsEye UC app for the first time, your *Favorites* list is empty. To get started adding to Favorites, select **Favorites** from the Main menu. The Favorites page is displayed.
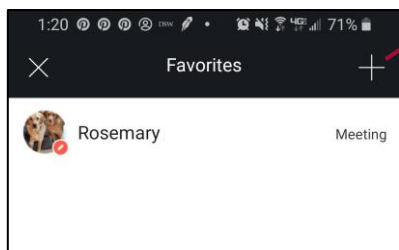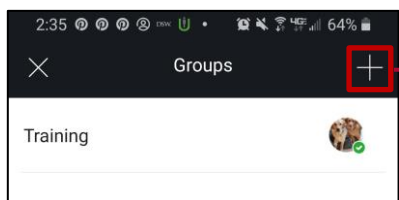
1. Tap **+.**
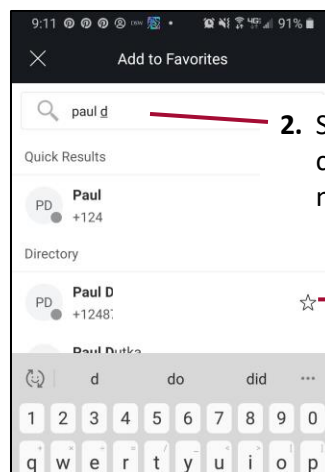
2. Start typing the first few characters of the person's name in the search 🔍 field**.**
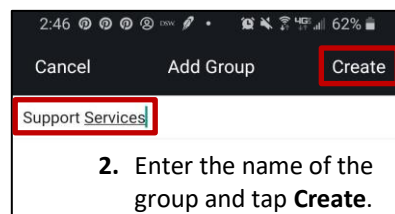
3. Tap the **Favorites** icon (☆) to add the contact to **Favorites.**
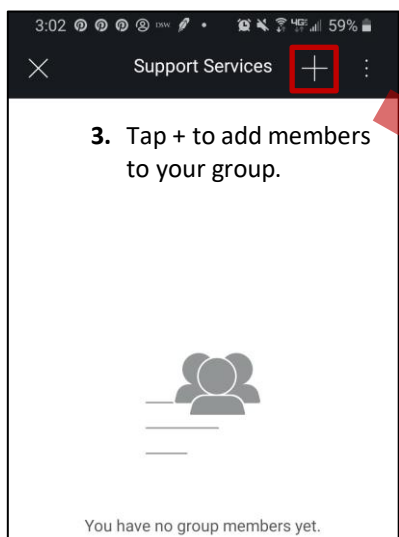
1.8 Groups

Create groups of contacts to make it quick and easy to start group chats or group calls with your teammates. To access Groups, select **Groups** from the Main Menu. To create a group:
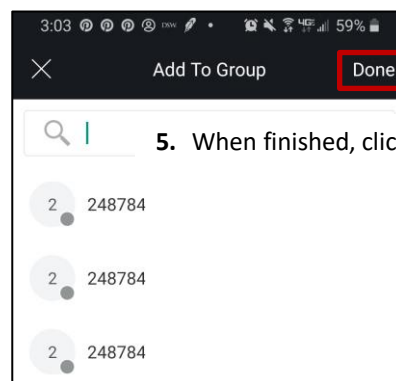
1. Tap **+.**

2. Enter the name of the group and tap **Create**.

3. Tap + to add members to your group.

4. Search for and select each member you want to add.
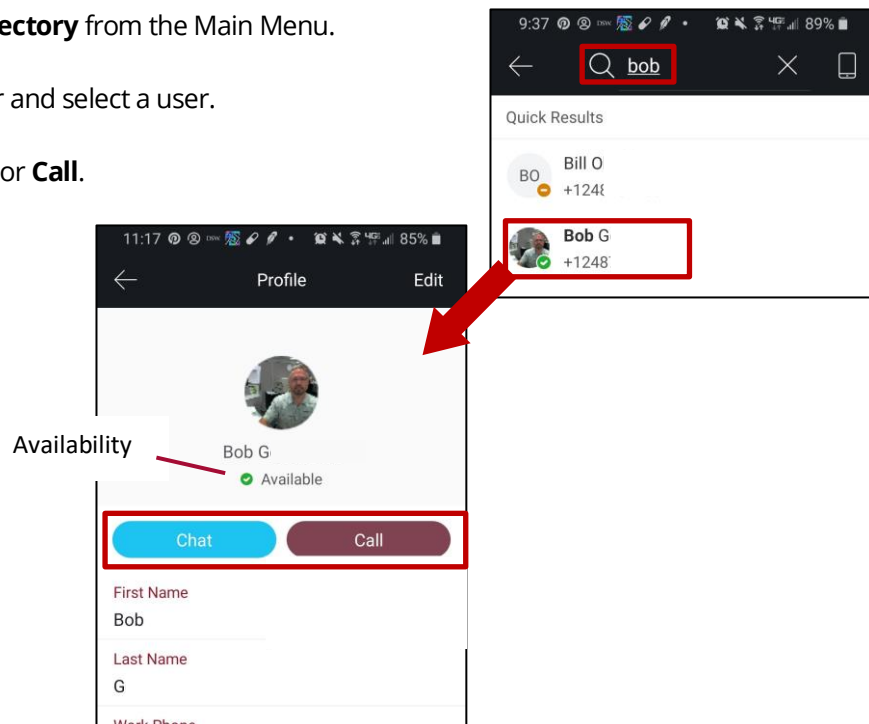
5. When finished, click **Done**.

1.9   Directory

Access the Directory to look up a user, view their availability and profile, and chat or call them.

1. Select **Directory** from the Main Menu.

2. Search for and select a user.

3. Tap **Chat** or **Call**.

Availability

1.10 Pull Call

This feature allows you to pull an active call from your desk phone to BullsEye on your mobile phone. This is helpful if you need to leave the office but need to stay on the call as you go mobile.

1. While on an active call on your desk phone, select **Pull Call** from the Main Menu.

2. The call will be pulled to the BullsEye UC mobile app and the active call window is displayed.
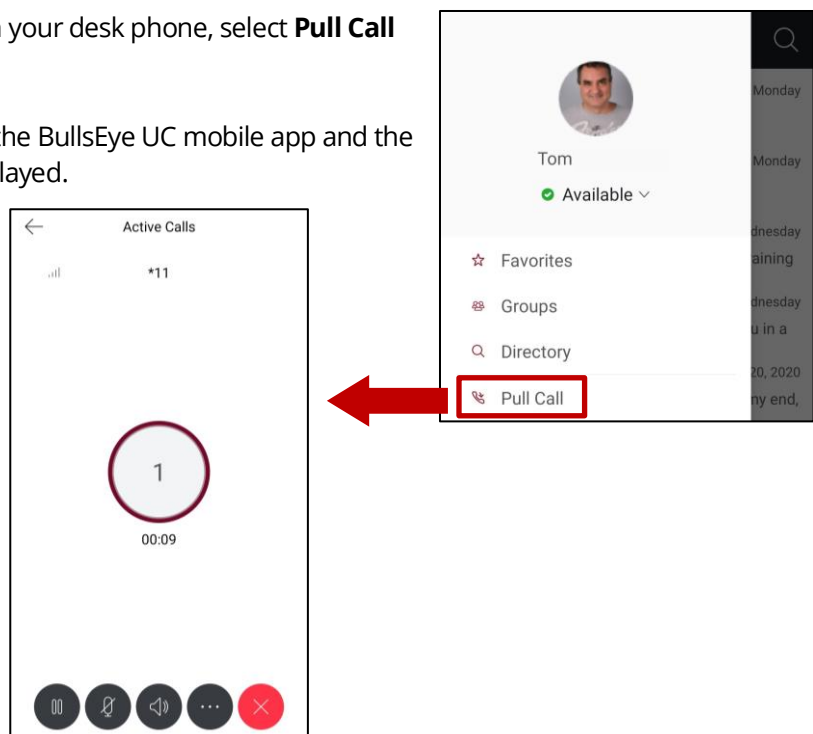
1.11 Call History

This feature allows you to pull an active call from your desk phone to BullsEye UC on your mobile phone. This is helpful if you need to leave the office but need to stay on the call as you go mobile.

1. Select **Call History** from the Main Menu.

   The Call History page is displayed.

2. Select a call in history to call the person back, add the person to your Favorites or view details.
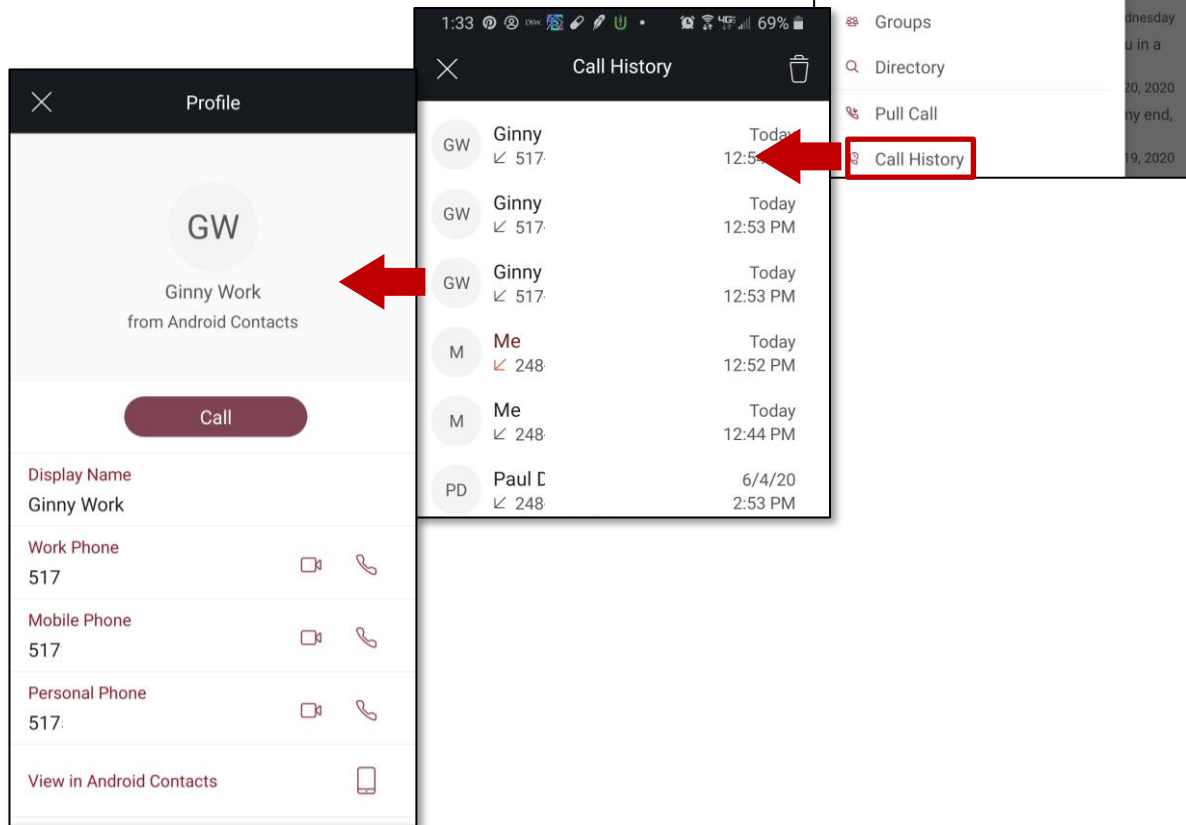
1.12 Voicemail

Access your Voicemail by selecting **Voicemail** from the Main Menu. You will be prompted to enter your Voicemail Passcode.

For more information on BullsEye Voicemail, refer to the separate document, *How to Set-Up Your Voicemail*.
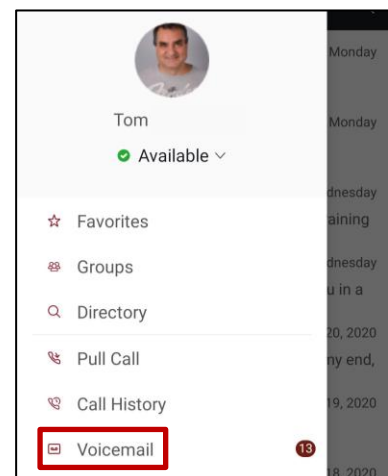
1.13 Settings

Select **Settings** from the Main Menu to access Settings including Do Not Disturb and more.

To enable the setting, toggle the setting on ( ).

- **Call From** Business Phone versus Hidden Number? Does Hidden Number allow you to place a call and the caller ID is not visible versus it shows the caller ID of your desk phone?
- **Send Analytics:** If this option is enabled, and your connection is poor, it will display "The connection is poor" on the dial pad to notify you.
- **Detailed Logging:** Toggle this on to allow logs to be sent through the app to support if you are experiencing issues with the app. The logs provide details that can help identify the cause of the issue.   To email logs to Support, select the corresponding option at the bottom.
- **Crash Reporting:** if your app crashes, it will automatically send an email to support to resolve the issue.
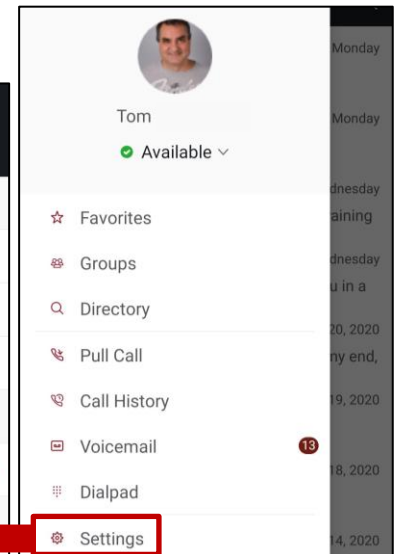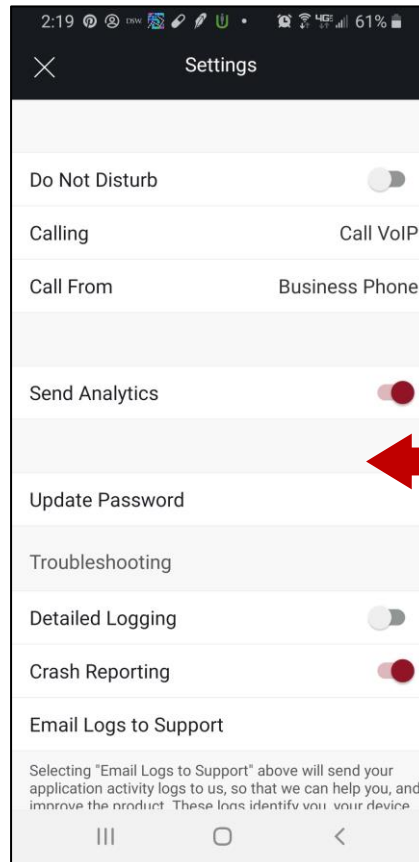
1.14 Use VoIP

The Use VoIP option is enabled by default. This means that BullsEye UC uses your data or WiFi service to place a VoIP call whenever you make or receive a call.

If you are in an area with no data or WiFi service on your mobile phone, you can toggle this option off to use your mobile phone's cellular service to place a call.
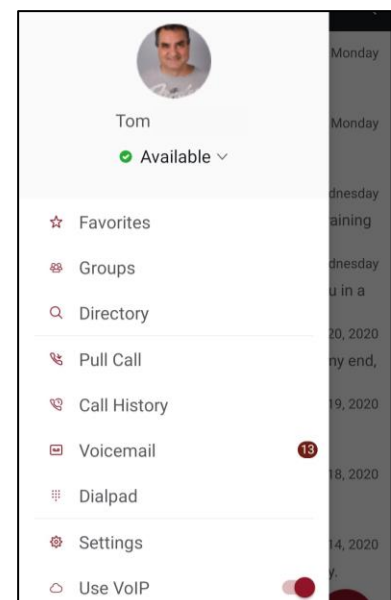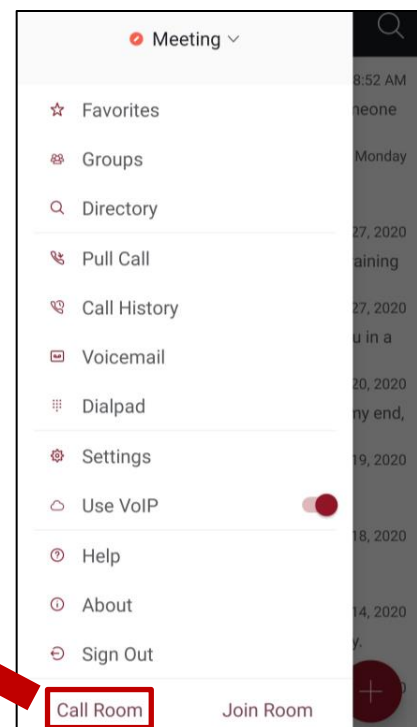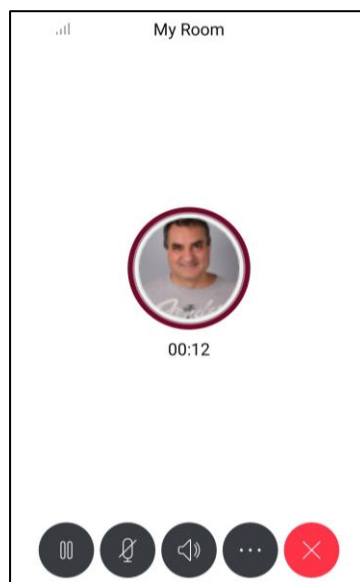
1.15 Help

Select **Help** to access brief videos and learn about key BullsEye UC features.
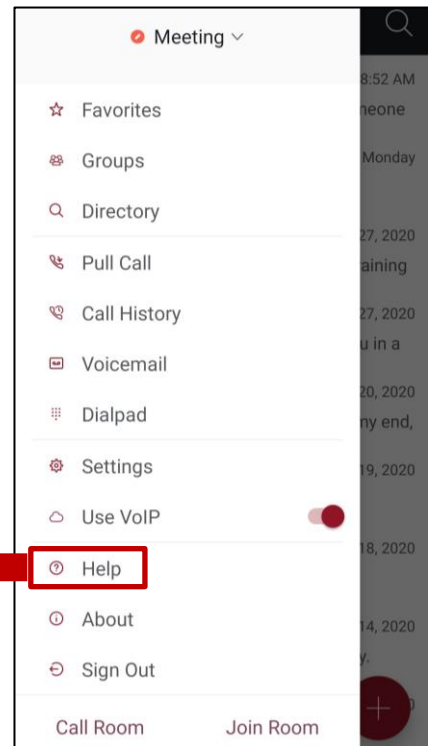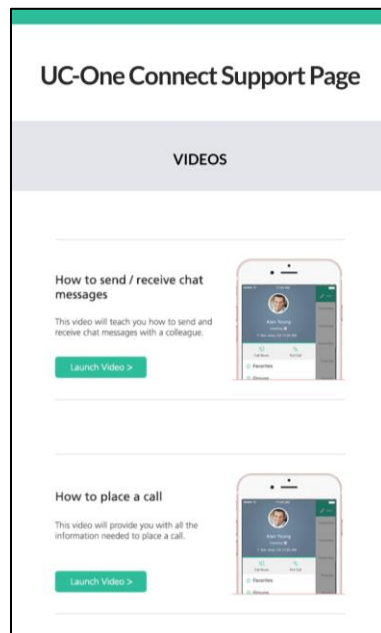
1.16 Call Room

Tap **Call Room** to initiate a My Room session. You will be connected to your configured conference bridge and your moderator pin will be entered automatically.

1.17 Join Room

Tap **Join Room** to open your My Room. When finished, select **Leave Room**.

Call Room
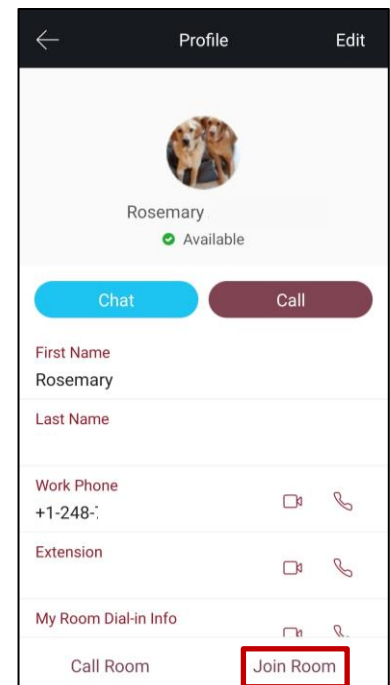

View Participants
Leave Room
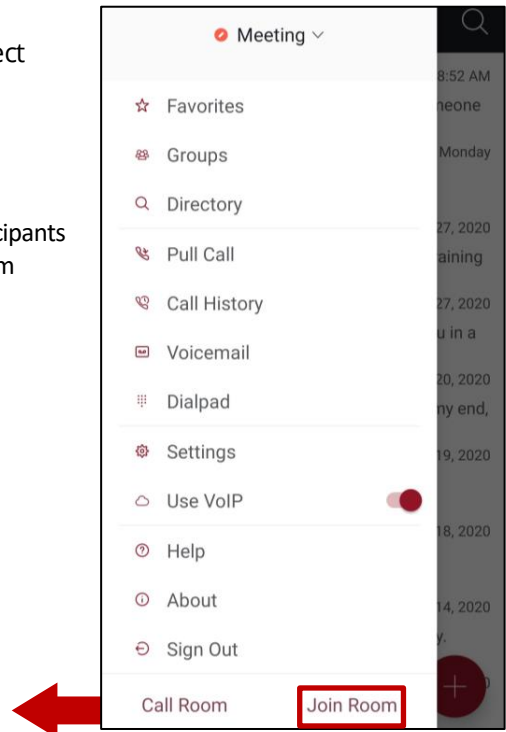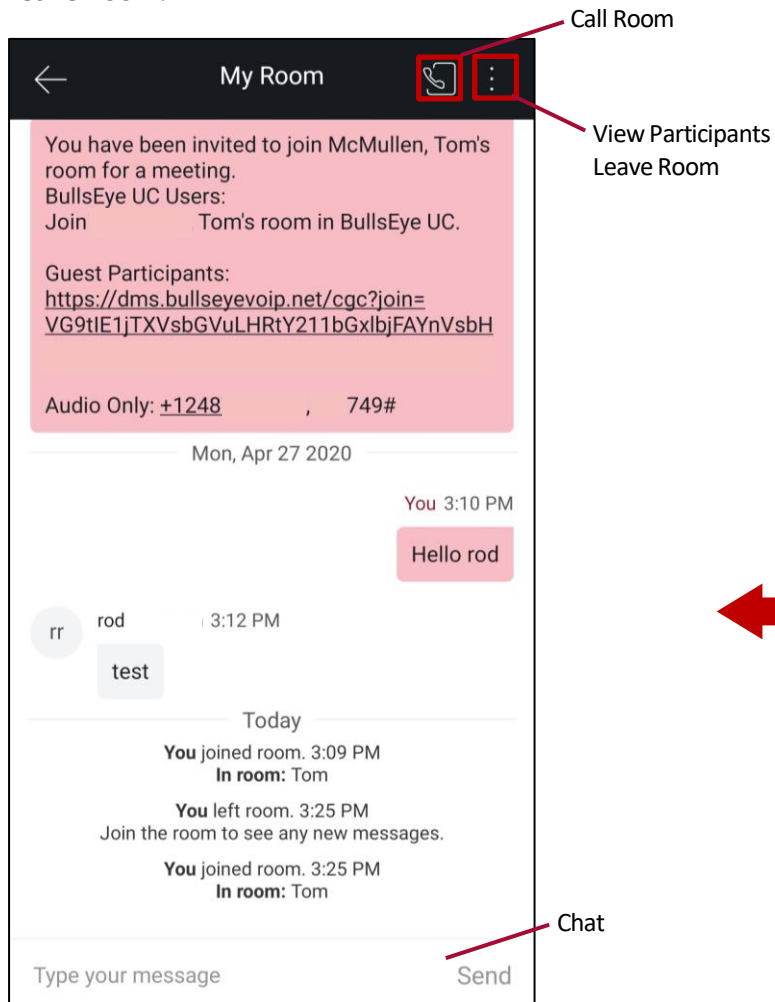
Chat

1.18 Join Someone Else's Room

1. From the Directory, search for and select the person whose room you want to join.
2. Select Join Room.

   Once in their room, you will be able to chat, call the room, video conference, view participants and more.

3. When you are finished, select **Leave Room** from the options menu in the upper right.

1.19 Sign Out

Select **Sign Out** from the Main menu to sign out of the BullsEye UC app.