1.1 Installing BullsEye UC Desktop

1) Go to bullseyetelecom.com/uc-apps/

2) Click the link for either the Windows or Mac version of the app and follow the prompts to install BullsEye UC Desktop.

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) Select whether you would like BullsEye UC to remember your password.

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

NOTE: Make sure you have updated your default password and are certain of the password before setting this option. If the password entered is incorrect, the system will retry logging in until it fails, and your account will be locked.
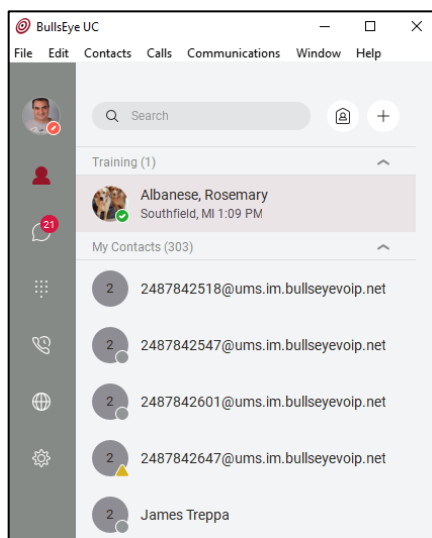
4) Click **Sign In**.

You can access *Help* and *Options* directly from the login window.
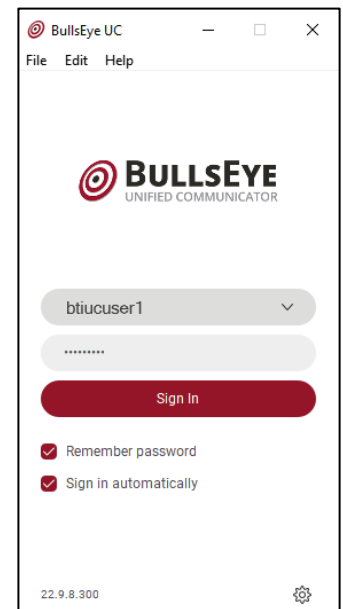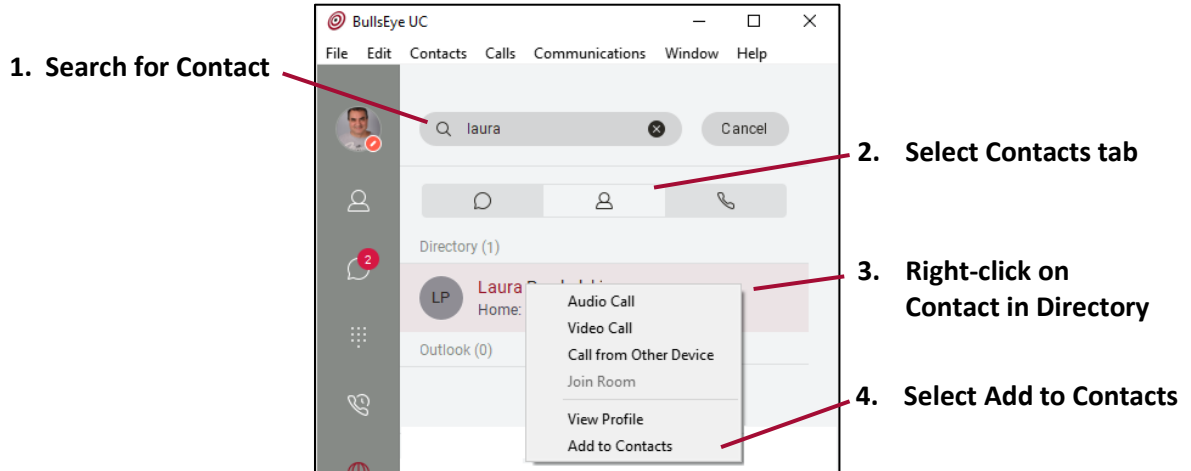
1.3 Main Window

To learn about the icons displayed in the BullsEye UC toolbar on the left refer to the table below.

Icon	Description
	Contacts – View your contacts.
	Chat History – View your chat history.
	Dialpad – Make calls.
	Call History – View Call and Chat History.
	Directory – Access your Enterprise Directory.
	Options – Set various options for the application.

1.4 Adding Contacts

When you start Unified Communications for the first time, your *Contacts* list is empty. Use the *search* field to find people in the Full Enterprise Directory and add them to your *Contacts* list. Contacts can also be added manually by selecting **New Contact** from the **Contacts** menu.

1. **Search for Contact**

2. **Select Contacts tab**

3. **Right-click on Contact in Directory**

4. **Select Add to Contacts**

You can manually add contacts and contact groups by clicking the **+** icon to the right of the Search field.
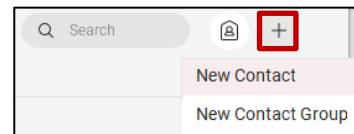
1.5 Presence

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

You can also manually set your presence to by selecting it from the drop-down under your name at the top.
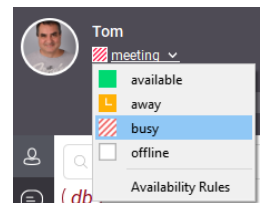
Available	The green presence icon indicates that the user is online and is ready for communication.
Away	The yellow presence icon indicates that the user is online on their BullsEye UC client but has been idle or away from their computer for more than 10 minutes.
Offline	The grey presence icon indicates 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.

1.6 Chat

- Search for the Contact or user in the Directory.

  Right-click the desired contact or user and select **Chat**.

  The Communications tab expands out to the right.
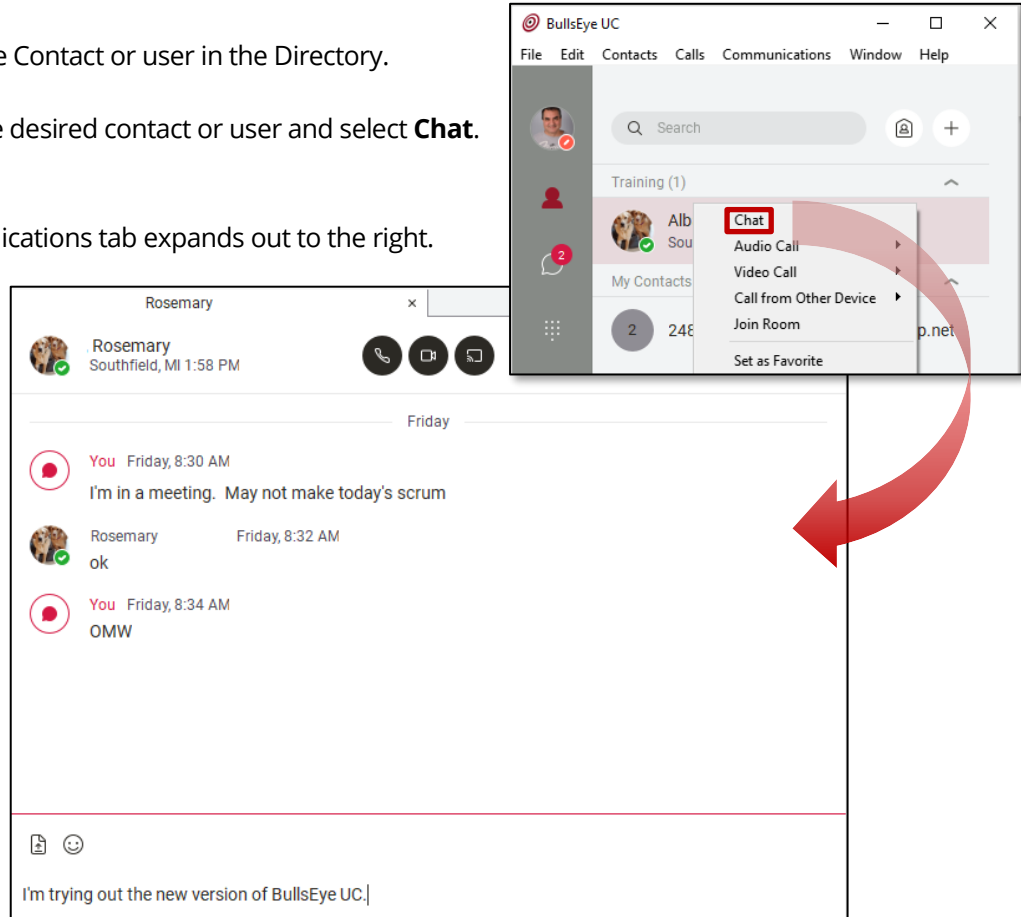
- Type your chat in the field at the bottom of the *Communications* tab and press **[Enter].**

- Transfer files by clicking ⬇ in the lower left of the *Communications* tab or use the drag-and-drop method.

- To share your desktop, click ⬆ in the upper right.

- To end your chat, click x to the right of the contact's name in the Communications tab.

1.7 Calling a Contact & Using Call from Other Device

- **Audio Call** is used to place a call from your device using your device's speaker and microphone.

- **Call from Other Device** is used to place a call via your desktop phone.
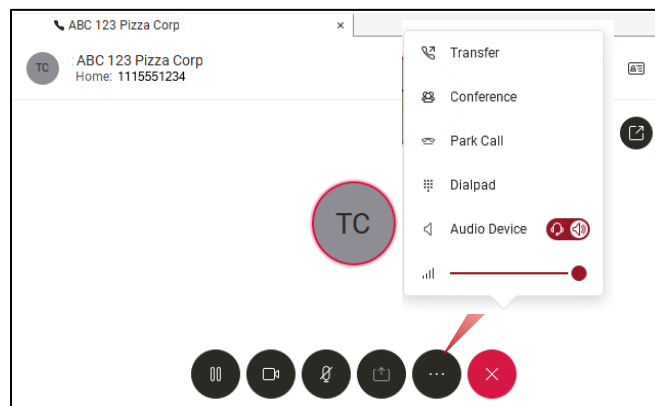
- Right-click on a contact from the *Contacts* list and select **Audio Call** and then select the contact's phone number or extension.

  -or-

- Right-click on a contact from the *Contacts* list and select **Call from Other Device** and then select the contact's phone number or extension. Your handset will ring. Pick up the receiver to put the call through.

  -or-

- Open the dial pad, enter a phone number, and then click , , or ..

- On the *Call History* list, double-click a call entry.

- In the *Communications* tab, click , , or .

- When viewing a contact's profile, click , , or ..
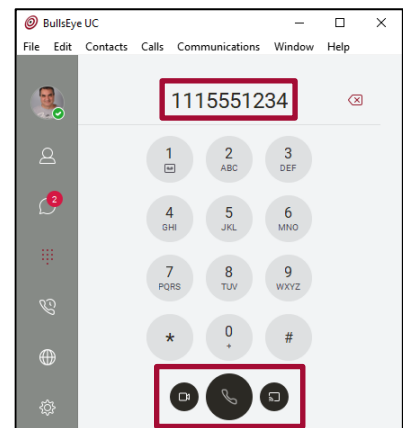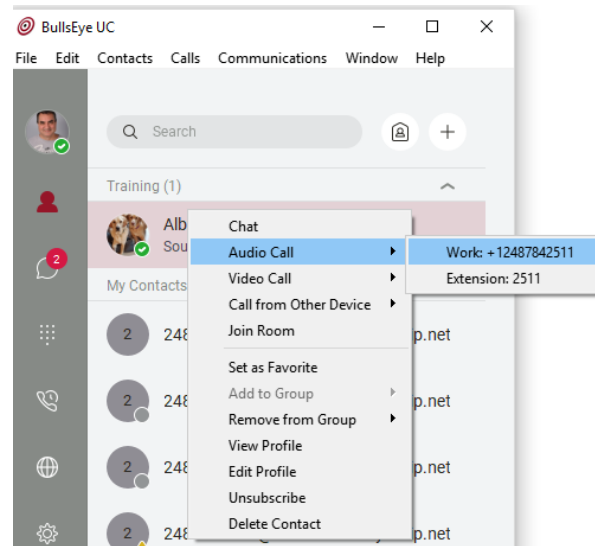
1.8 Active Communications Tab

When you are on an active call, the Communications tab is automatically displayed with several icons at the top the same icons are also available from the main window.

Icon	Description
	Place the call on hold/resume call
	Video call
	Mute audio
	Desktop share
	Options – Access additional options for the call including transfer, conference, park call, etc.
	End call. Park Call – Park the call on an extension.

For additional information on using features in the Active Communications tab such as video conferencing or desktop sharing refer to topic *1.10, Group Chat, Audio Conferencing, Desktop Sharing and Video Conferencing* on page 6.

1.9   My Room

My Room is an always available and permanent room you can use to hold group chats, conference calls or share your desktop with the people you invite.

To access My Room, click the My Room icon 🔒 to the right of the Search field. The My Room tab expands out to the right.
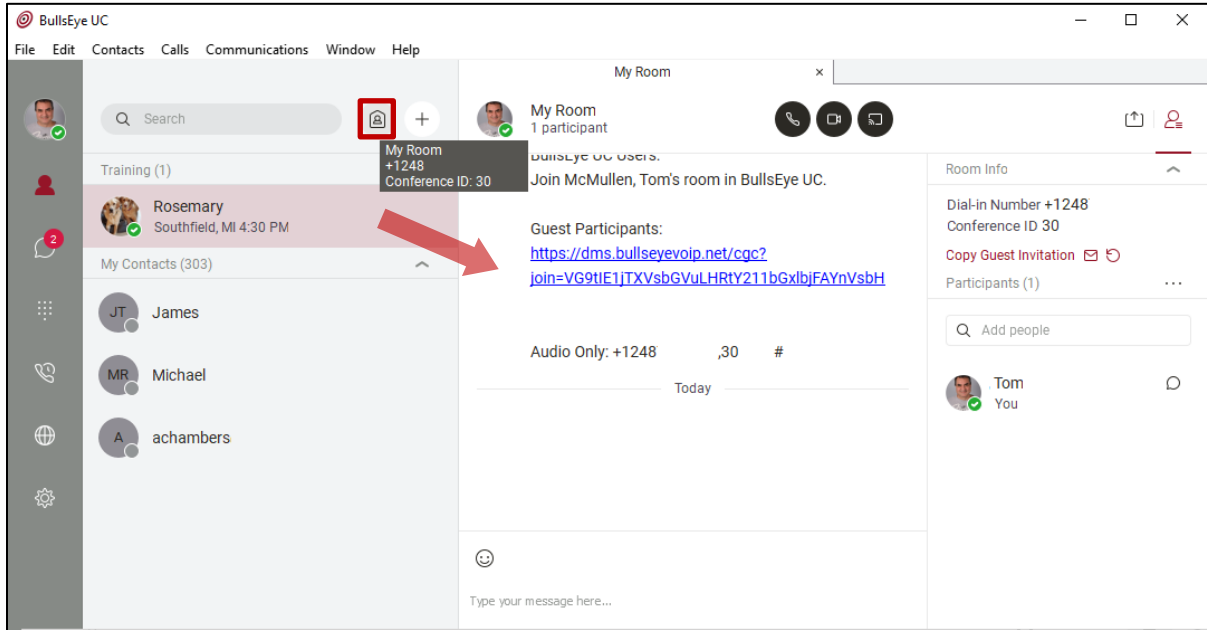
To invite one or more contacts to My Room, search for and then drag and drop the contacts from the Contacts list to your My Room tab.

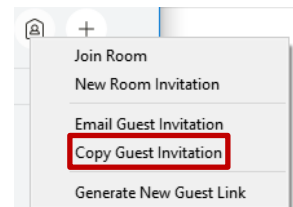After adding contacts to My Room, start a group chat or audio conference call, share your desktop or start a video conference.

When you are done with My Room, click the close button in the upper right of the My Room window.

You can also invite internal (BullsEye UC users) or external participants to your My Room audio/video conference, by right-clicking on the My Room icon and selecting **Copy Guest Invitation**.

Paste the copied information into an email or meeting invitation and send it to the people you wish to invite.
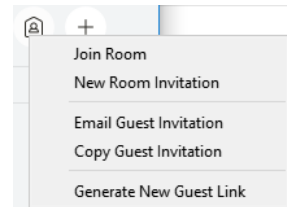
Internal participants will join via the first link and Guest (external) participants will join via the second link.

Once participants join your room, start a group chat or audio conference call, share your desktop or start a video conference. When you are done with My Room, click the close button on the right of the My Room tab.

Additional My Room Options

- **Join My Room:** Opens My Room tab.

- **New Room Invitation:** Opens a New My Room Invitation.
  Start typing the first few characters of the contact you want to invite and then select them from the Search Results. Repeat for all the contacts you want to invite and then click **Send Invite**.

- **Email Guest Link:** Opens Outlook and copies the Guest Link and audio information into a new email.

- **Generate New Guest Link:** Generates a new Guest Link for future My Room sessions. This is for security purposes as anyone could join your room if they have the current guest link.

1.10 Group Chat, Audio Conferencing, Desktop Sharing and Video Conferencing

After inviting participants to My Room, you can hold group chats with your invitees or start an audio or video conference call as well as share your desktop.

Group Chat

Initiate a group chat by typing in this field, then press [Enter].
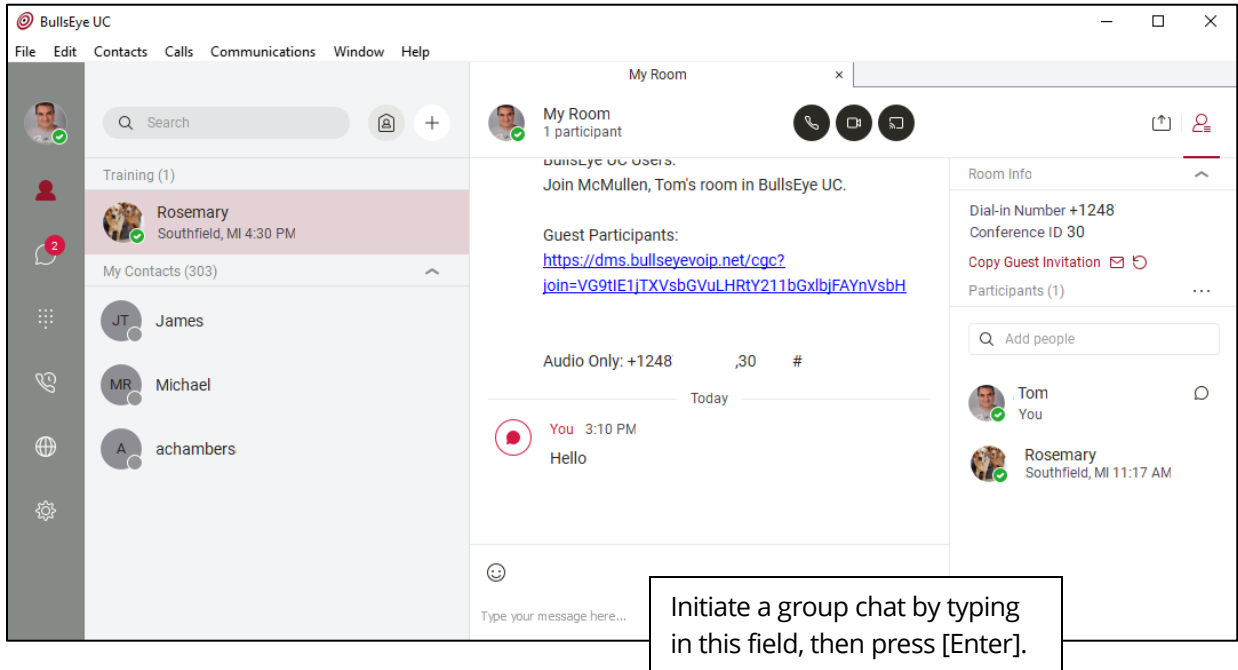
Audio Conferencing

■ You can initiate a conference call with your invitees a couple different ways:

- If you are connected to BullsEye UC via a device with audio and microphone capability (*i.e., smartphone, tablet, or desktop/laptop with a headset or microphone and speaker*s) you can click 📞 (Audio Call) to dial out from your device and be instantly connected to your conference.


- If you are near your desk phone or have Remote Office enabled, click 🔲 (Call from other device). When your desk phone rings, pick up the receiver to initiate the conference call.
- Your guests (internal or external) also have the option to call in via the Dial-in Number and Conference ID provided.
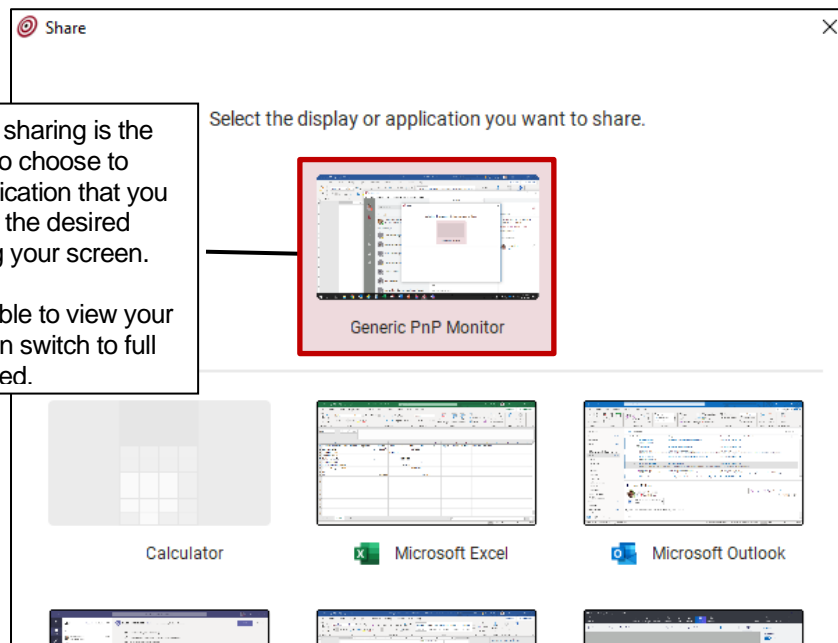
Desktop Sharing

While in a chat or My Room, you can initiate Desktop Sharing by clicking ⬆️ (**Share Desktop**).
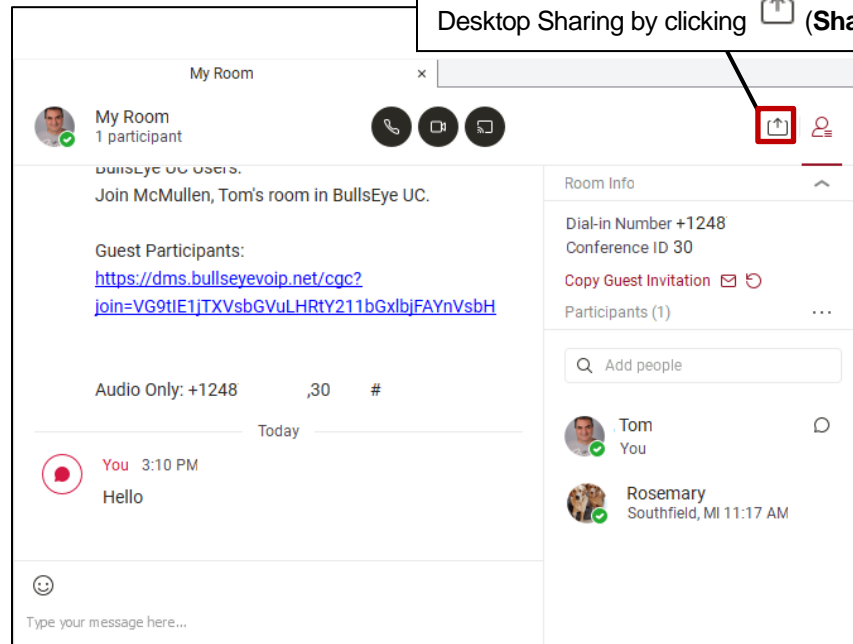
Full monitor/desktop sharing is the default. You can also choose to share a specific application that you have open. Click on the desired item to begin sharing your screen.

Participants will be able to view your screen share and can switch to full screen view as desired.
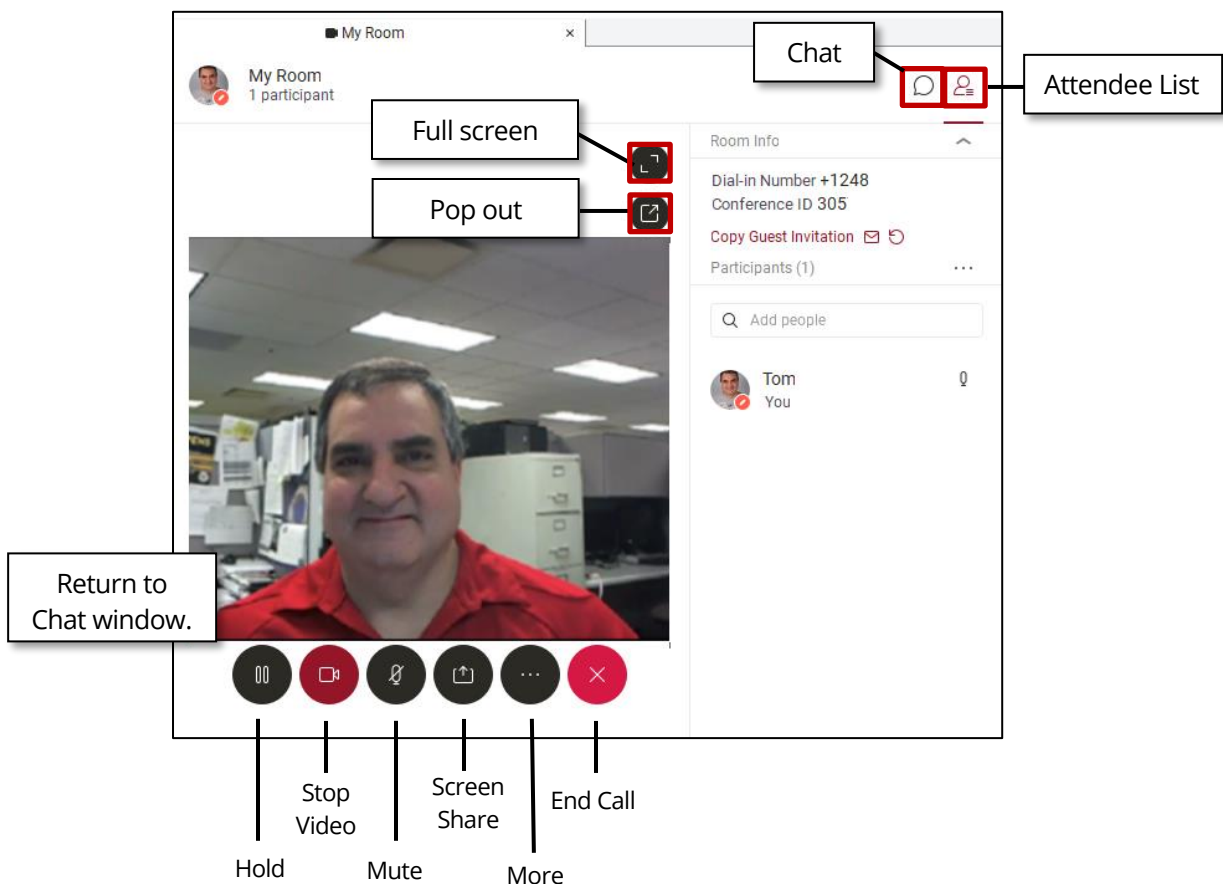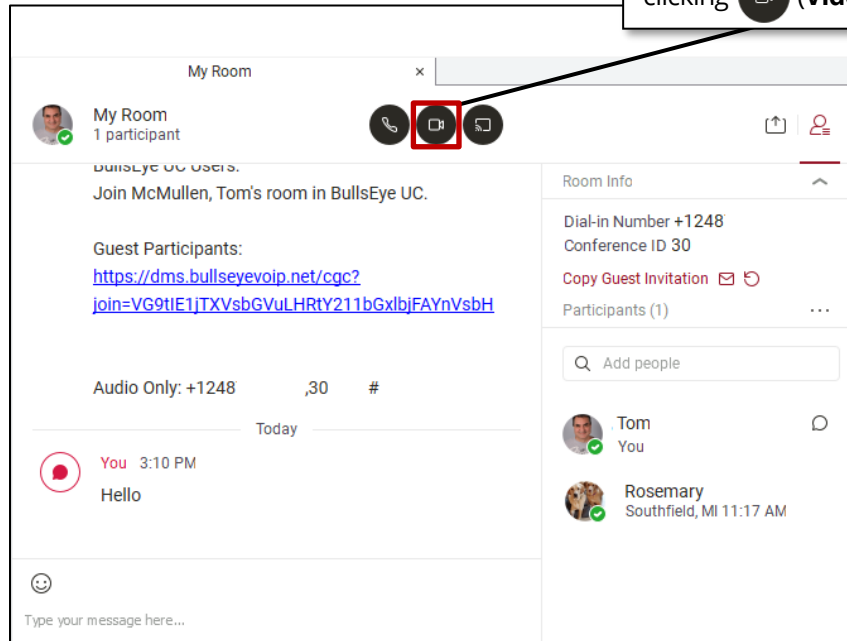
After clicking **Start Sharing**, the Preview window will close and Sharing control box is displayed. Click the corresponding buttons to **Pause** or **Stop** your desktop share. The second button (**Switch Which App to Share**) takes you back to the Preview window to change what you are sharing. The third button (**Preview**) shows and hides the attendee view.
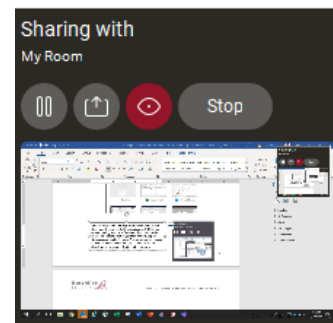
Video Conferencing

- ■ Video conferencing is limited to 15 attendees.

While in a conference, you can initiate Video Conferencing by clicking (**Video Call**).

Chat

Attendee List

Full screen

Pop out

Return to Chat window.

Stop Video

Screen Share

End Call

Hold

Mute

More

1.11 Options

- Various options and settings can be managed from the various **Options** menus.

- Click ⚙ (Options) and then select the desired options menu from the drop down at the top:

    - **General:** Options for Language, Login, Notifications and Accessibility.
    - **Audio/Video:** Audio and Video options.
    - **Incoming Calls:** Manage incoming call features such as Do Not Disturb, Call Forwarding, Remote Office, etc.
    - **Outgoing Calls:** Manage outgoing call features such as Automatic Callback, Block My Caller ID, etc.
    - **Voicemail:** Manage voicemail options.
    - **Services:** Manage Availability Rules.
    - **Integrations:** Manage extensions for Outlook and other third-party extensions.
    - **Advanced:** Advanced options and troubleshooting.

- Slide the option setting (⬤) to the left to disable the setting or to the right to enable the setting.