Unison Soft Phone

Desktop User Guide

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Table of Contents

How do I review my Directory?

Click the **Contact** (👤) button

You will get a list of all the contacts you have added and can search. This includes people in your Rogers Unison Enterprise and contacts saved in the softphone and Outlook (if you enabled the integration).
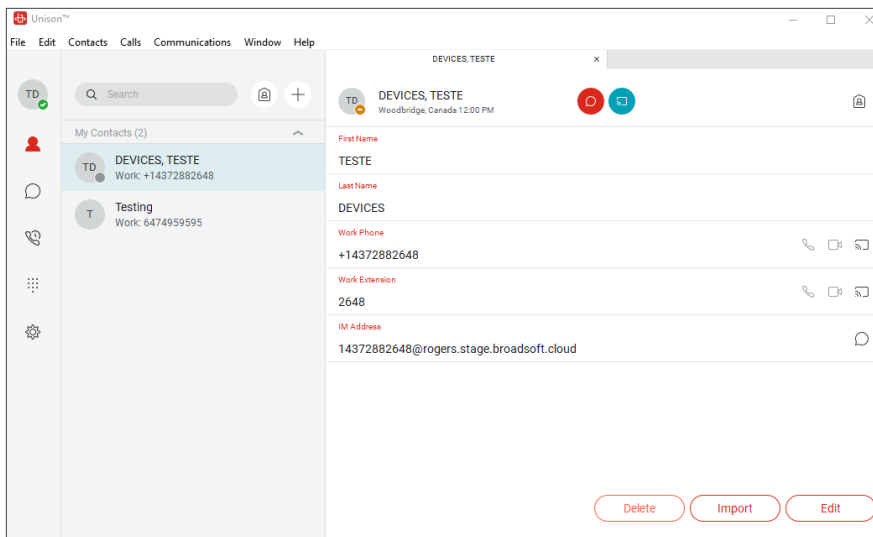
The following actions can be performed with a contact

| (+) | Add a new contact |
📺	Place a call to the first list number in the contact
📇	Join the contacts meeting room (if subscribed to conferencing)
📞	Place a audio call to that number
📹	Place a video call to that number
🖥	Call into the users meeting room
💬	Instant Message to the contact (if subscribed)
Delete	Delete the contact
Import	Import Information from the Unison Directory
Edit	Edit this contacts information

How do I make outgoing calls?
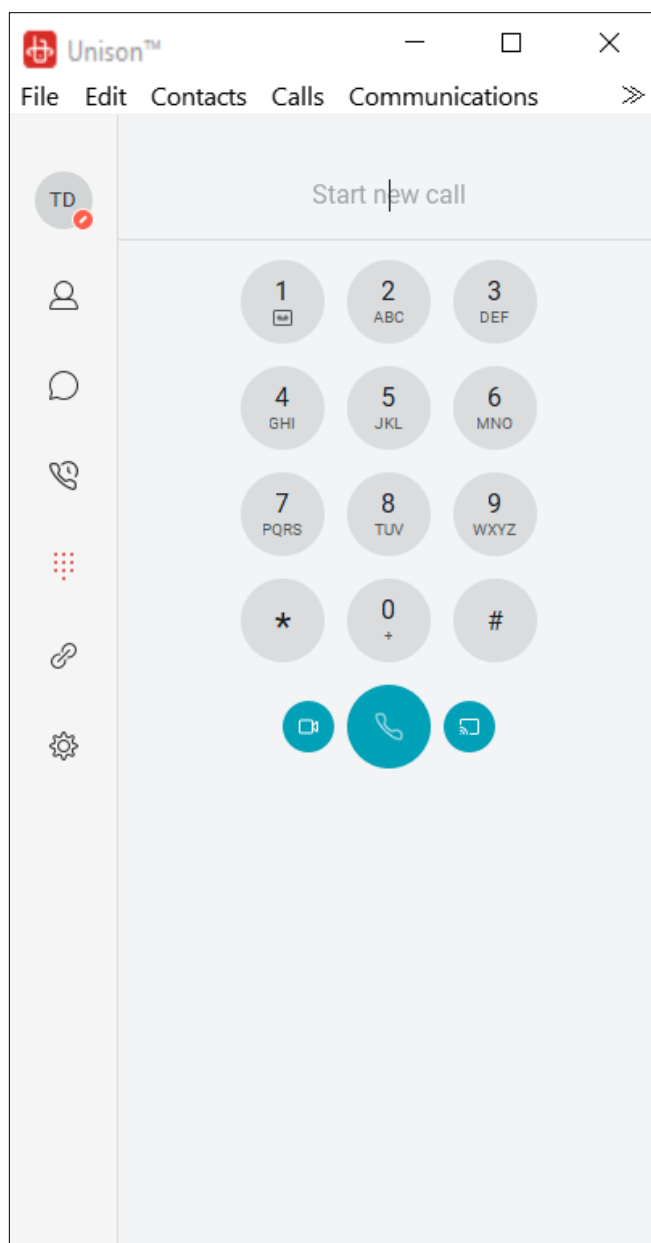
1. Click on the **Dialpad** button on the left side. On the dialpad, enter the number you want to call.

2. Press the **Number Selection** button to change your outpulse number to be your cellular number or your Business Number (Dual Persona)

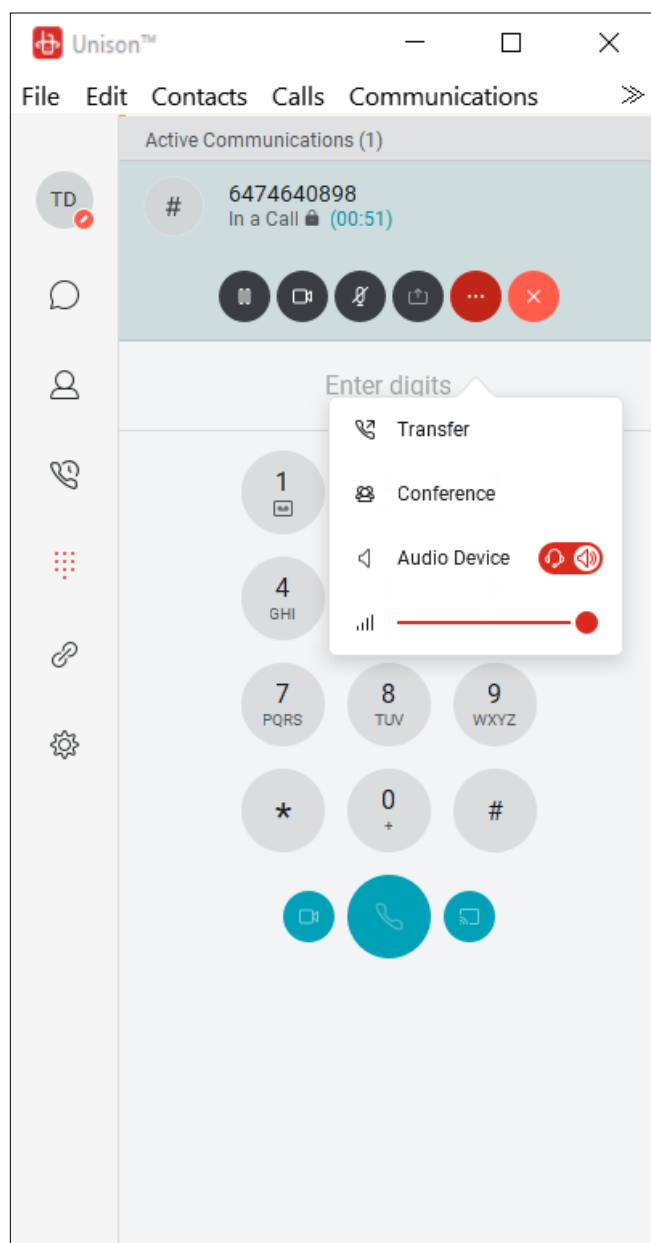3. Press the **Audio Call** button or **Video Call** button to place the call.

How do I make outgoing calls?

This is how the outgoing call is displayed on the softphone. You can hold, mute, transfer and conference the call from 1 easy-to-use row of keys.

To transfer or conference the call, use the **Call Transfer** ⋯ button and select the type of transfer you would like.

▮ Hold button

▢◣ Video Call button

▩ Mute button

⋯ Call Transfer

✕ End Call

How do I receive incoming calls?
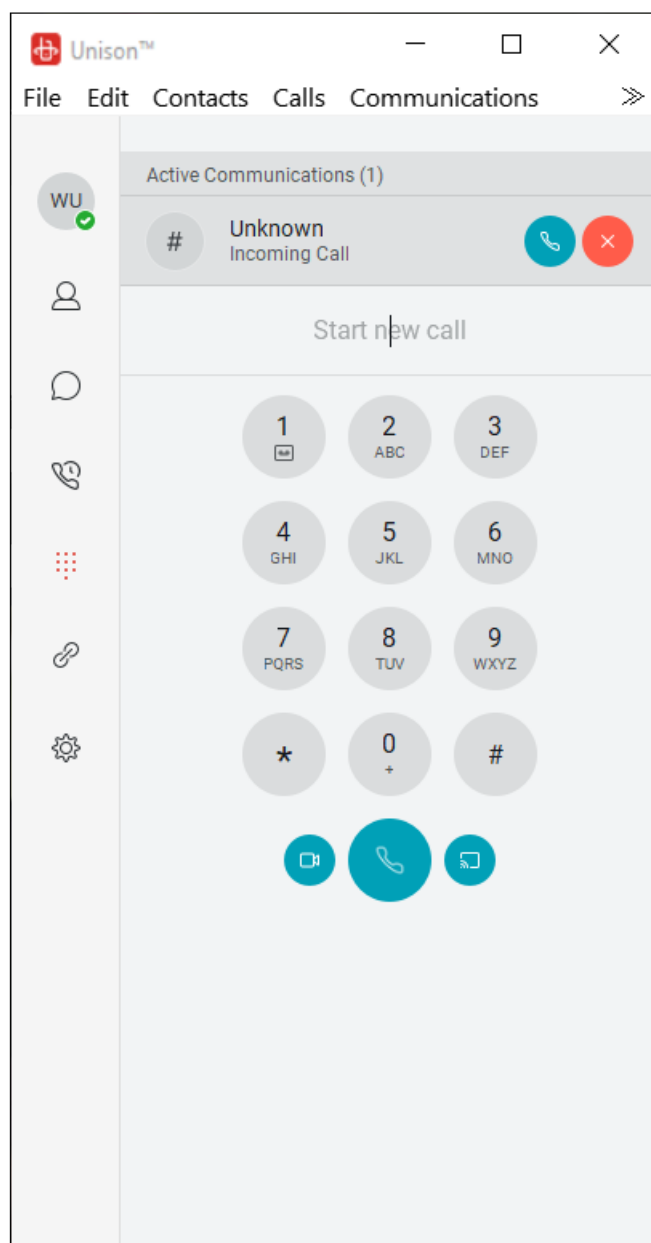
Answer an incoming call by clicking the Blue Phone 📞 icon which appears on the softphone when someone calls.

- **OR** - Click the **Blue Audio** button to receive incoming calls which show up on the bottom right side of your computer's screen when someone calls.
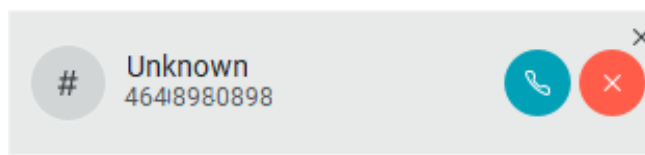
How do I view
my Call History?
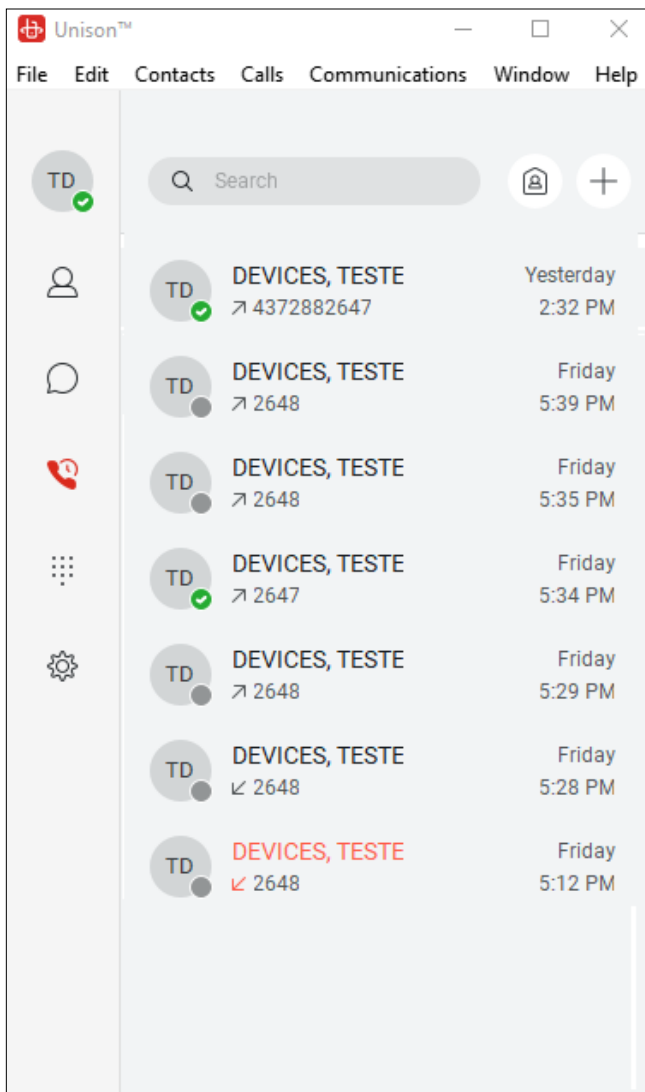
To view your call history, click on the **Call History** button.

This will allow you to view your missed, incoming and outgoing calls, along with details about those calls.

How do I use
Instant Messaging?

The instant messaging feature will allow you to message users in your Unison Enterprise, that are also subscribed to Messaging.
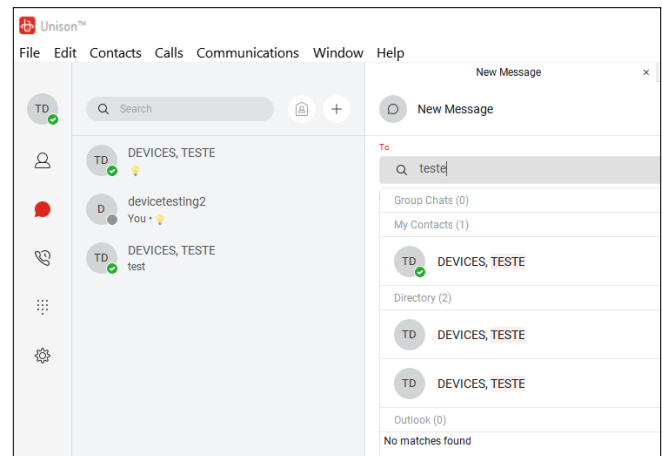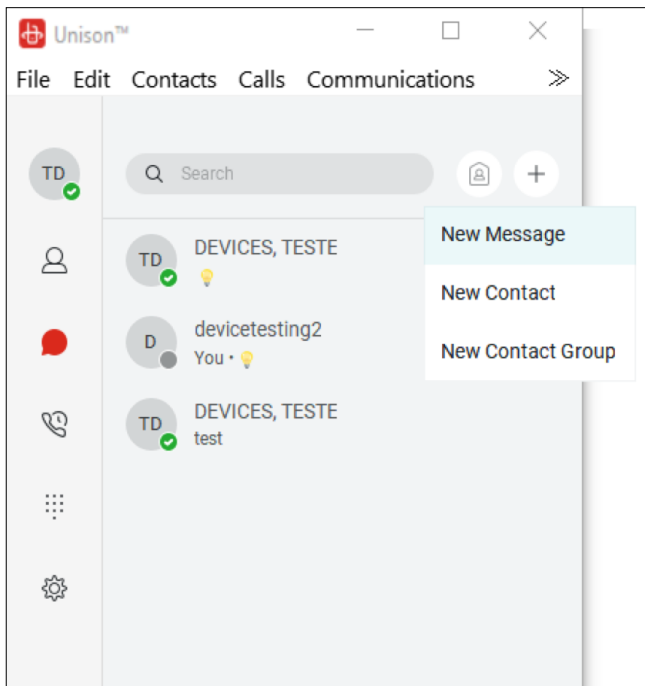
To start an IM, click on the IM ● button at the top of the screen and select New Message. Next, search the directory and click on the person you want to chat with.
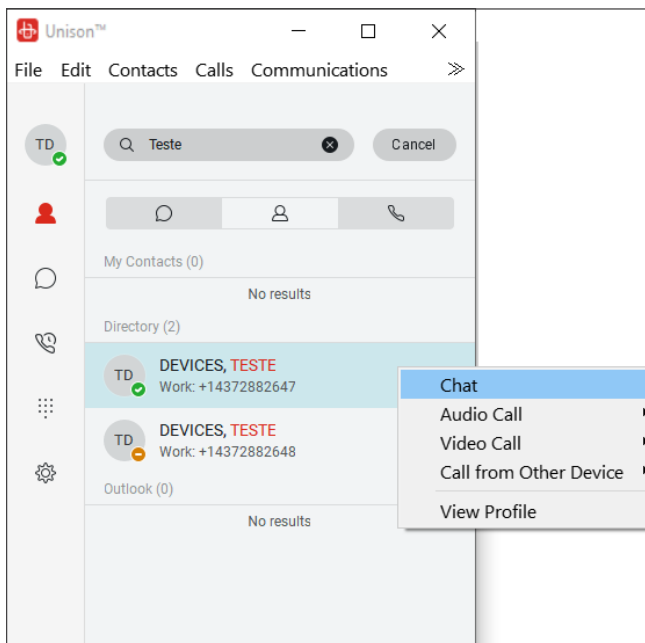
How do I use

Instant Messaging?
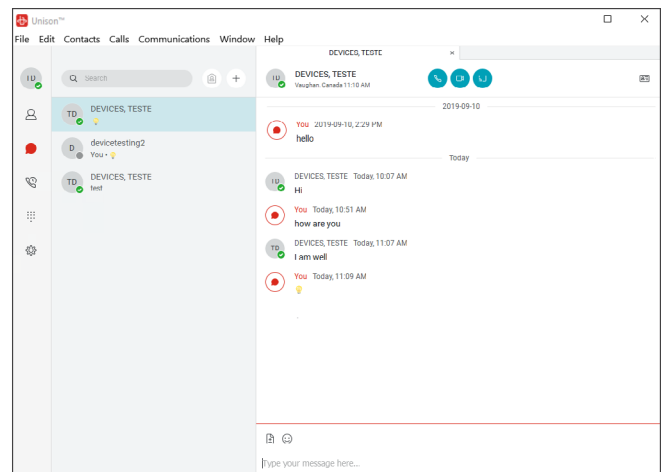
Or you can right click on a contact in your contact list and select Chat.

To see a list of IM, click on the IM button on the left of the screen. Double clicking on the IM will open it up in a screen to the right.
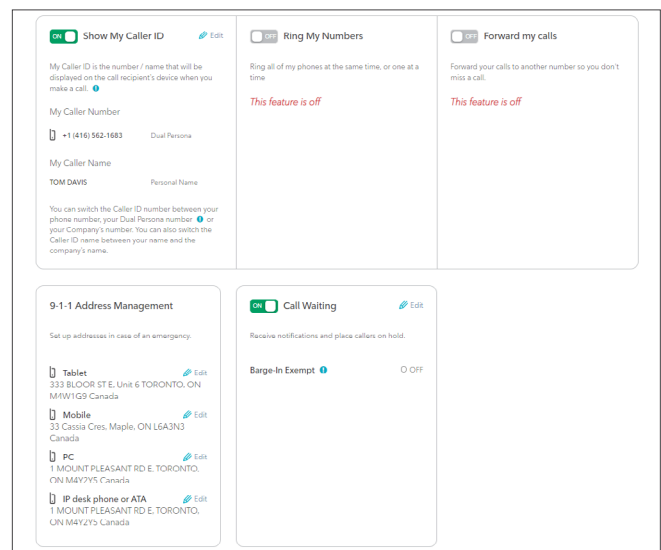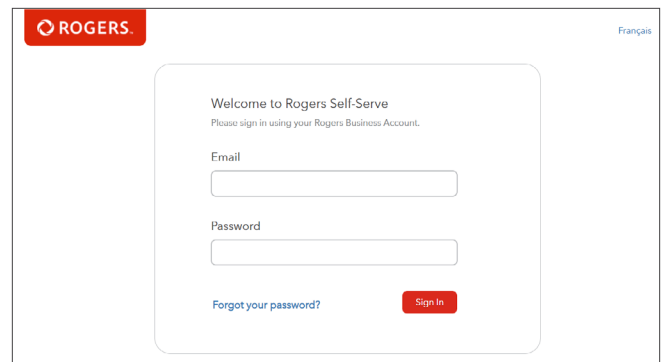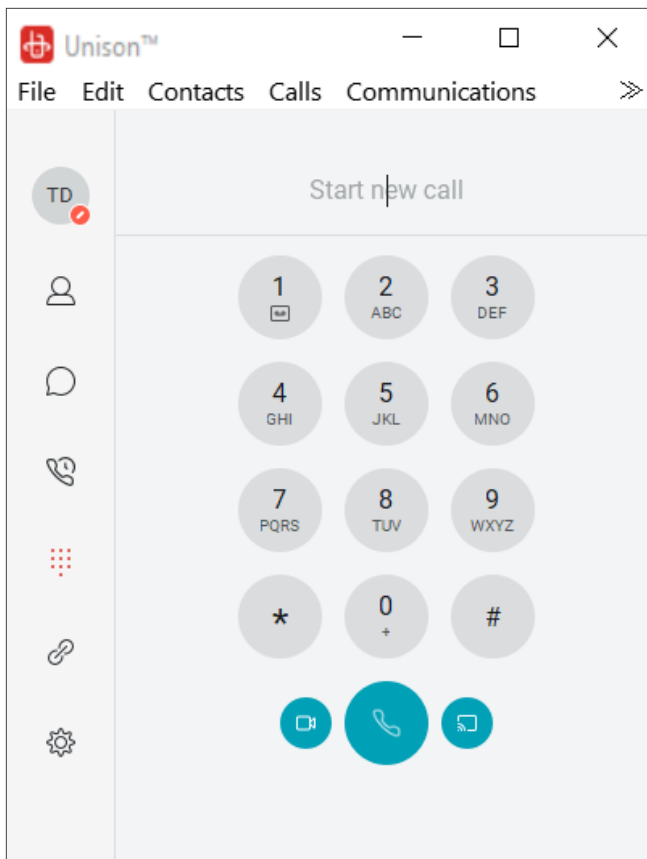
You send messages and emojis at the bottom of the screen and use the Enter key to send.

How do I change my Unison settings?

To change your Unison settings, click on the **Settings** 🔗 button. This will open a browser and the Unison portal. From there, you can login with your Unison credentials (same as your softphone login) and change your Unison settings.

How do I integrate to Outlook?

Integrating to Outlook allows 3 ways to integrate with outlook:

1. **Outlook Contact Search** – search Outlook contacts (Not Global Address Book) from softphone

2. **Outlook Calendar** – Enable integration with Calendar to get reminders for meetings

3. **Outlook plugin integration** – Allows presence to be shared with Outlook contacts and enable Instant Messaging from Outlook

During Installation

During installation you will be prompted to enable Outlook integration. Click Yes to enable this integration (Note:you may need administrator privileges depending on your desktop setup).
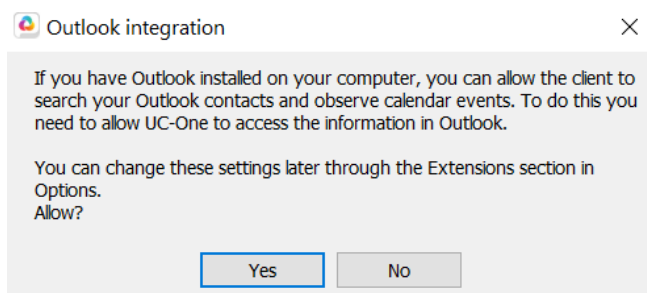
While in the application

Go to **File** > **Options**. In the first drop down select **Integrations**