STARFACE
UCC CLIENT FOR WINDOWS

Manual

www.starface.com

STARFACE UCC Client for Windows Manual for Version 6.5.0.X / edition 03

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1 About this manual

Congratulations and thank you for choosing the STARFACE UCC Client for Windows.

This manual covers the following topics:

- Installing the STARFACE UCC Client for Windows

- Configuration and administration of the STARFACE UCC Client for Windows

- Operation of the STARFACE UCC Client for Windows

The target group of this document are administrators and users, who already have basic knowledge in the areas of telephony and general handling of STARFACE.

In addition to this manual, there is the STARFACE Administration Manual, which guides you step by step through the administration of STARFACE.

The administration manual is available for free download on the STARFACE website (Download area of the manuals).

Please note that the STARFACE UCC Client for Windows is a software product that is constantly being developed and improved. Installing updates or patches can also change the functionality or appearance of certain control elements. We expressly reserve the right to make changes and further developments that serve the purpose of technical progress.

We gladly accept any suggestions or hints for errors in the manual at any time.

We look forward to welcoming you as a new member of the growing STARFACE community and wish you lots of fun and success in your daily work with the STARFACE UCC Client.

1.1 Special font styles in this manual

Within the text the different actions and labels of the surface of STARFACE are indicated by the following formatting:

Buttons in the STARFACE UCC Client for Windows: Sample text

Designations in the STARFACE UCC Client for Windows: **Sample text**

Keystrokes and file paths: */pfad1/ordner1/*

Cross references within the manual: "1.1.1 - Chapter"

Notes and important comments:

> **Note:** Sample text

1.2 Specific terminology in this manual

Within this manual, different fixed terms will occur repeatedly, so here is a glossary with a brief explanation of the key terms:

UCC Client: This designation always means the STARFACE UCC Client for Windows in its entirety and the abbreviated notation only serves for better readability of the texts.

Telephone system: This term refers to the STARFACE appliance/VM/cloud entity used to which the UCC client is to be or is connected.

As a rule, no distinction is made between the 3 different operating modes. Should this distinction be necessary, it will be made in the appropriate text or headline.

The UCC Client for Windows can only be operated with a STARFACE Appliance/VM/Cloud entity and is not compatible with the telephone systems of other manufacturers.

BLF: This abbreviation stands for the term "Busy Lamp Field". This is a user-related function key type (see also STARFACE Administration Manual).

2 System requirements

There are certain technical requirements to be met if the UCC client is to be used. These requirements are detailed here, separated according to the respective areas.

The use of the UCC client is only possible from version 6.X of the telephone system. It is recommended to use the latest version of the UCC client in combination with the latest version of the telephone system.

2.1 Network and Firewall (general)

The following ports must be enabled in both directions between the telephone system and the UCC client to use the UCC client.

The indication of the respective log is made in the bracket, directly behind the port:

- 80 (TCP)   - Access to the telephone system address book
- 443 (TCP)   - Access to the telephone system address book
- 5060 (UDP)   - Use by SIP (e.g., call setup)
- 5061 (TCP)   - TLS encryption
- 5222 (TCP)   - Login to the XMPP server of the telephone system
- 10.000 to 20.000 (UDP)   - incoming RTP audio data
- 1025 to 65.535 (UDP)   - outgoing RTP audio data

Depending on the network architecture and the basic firewall settings, these releases must be made at various points in the existing infrastructure.

> **Note:** It is not recommended to use the softphone functionality of the UCC client on a terminal server. The high network load often causes problems with voice quality.

2.2 Windows operating systems

The UCC client has been tested successfully with the following Windows operating systems:

- Windows 7 (32bit / 64bit)
- Windows 8 (32bit / 64bit)
- Windows 8.1 (32bit / 64bit)
- Windows 10 (32bit / 64bit)
- Windows Server 2008 R2 (Terminal-Server)
- Windows Server 2012 R2 (Terminal-Server)
- Windows Server 2016 (Terminal-Server)

The STARFACE Outlook Connector is part of the UCC Client for Windows and has been successfully tested with the following versions of Microsoft Office:

- Microsoft Office 2010
- Microsoft Office 2013 (32bit / 64bit)

- Microsoft Office 2016 (32bit / 64bit)

Individual features of the STARFACE Outlook Connector can only be used from a certain version of Outlook. In these cases, this is noted in the respective features.

To use the UCC Client for Windows, you also need the following two programs:

- Microsoft .NET Framework 4.5.1

- Ghostscript 9.15 (32bit / 64bit)

These two programs can also be optionally installed during the installation of the UCC client.

> **Note:** The Ghostscript program is only needed if the fax functionality of the UCC client is to be used.

2.2 Licences for the UCC client

The basic version of the UCC client is free of charge and no licences need to be uploaded to the telephone system for use.

If the UCC Client Premium is to be used, the appropriate fee-based licences of the "UCC Softphone" type must be installed on the telephone system.

In addition, the authorisation "UCC Premium Features" must be set on the telephone system for the respective user.

> **Note:** It is not mandatory for every user to buy a paid licence. The number of licences for the premium version of the UCC Client can be purchased in stages.

A "TSP for terminal" licence is required so that the UCC client can be operated via Remote Desktop on a Windows server.

All other remote desktop accesses are possible without a licence, such as when the UCC client is installed on Windows 7 and accessed via Remote Desktop on the machine.

The documentation for importing the licences can be found in the administration manual of STARFACE (Link to download the manual).

2.2.1 Comparison between basic and premium version

For a direct comparison of the functionality between the Basic and Premium versions of the UCC Client, see the following table:

Scope of functions	Basic	Premium
UCC desktop is customisable by the user according to individual wishes	✔	✔
Fax Printer	✔	✔
TAPI driver	✔	✔
Outlook Integration	✔	✔
Chat-Client with history	✔	✔
Integrated softphone	---	✔
Automatic updates of the client	✔	✔
Configuration of iFMC	✔	✔
Quick Access Bar		
Initiate calls	✔	✔
Initiate calls by means of an individually definable hotkey	✔	✔
Initiate a call by keystroke or keypad	✔	✔
Define Presence Status	✔	✔
Select primary phone	✔	✔
Activate call redirection	✔	✔
Access to the address book	✔	✔
Function keys (BLF)		
Display of telephony and chat status	✔	✔
Initiate calls by mouse click	✔	✔
Choose calls with a mouse click	✔	✔
Start chat with drag & drop or mouse click	✔	✔
Send file with drag & drop or mouse click	✔	✔
Send email with a mouse click	✔	✔
Initiate calls by drag & drop	✔	✔
Redirect calls via drag & drop or initiate a callback	---	✔
Lists		
Call lists	✔	✔
Fax lists	✔	✔
Voicemail and recordings	✔	✔
Call Manager		
Interactive display of all incoming and outgoing, as well as hold calls	✔	✔
Choose active voicemail recordings	---	✔
Direct redirection of incoming calls to subscribers/groups/etc.	---	✔
Consultation and transfer (redirection after consultation)	---	✔
Toggle by mouse click	---	✔
Initiate a spontaneous conference directly from the active call	---	✔
Access to the drop-down menu of BLFs during conversations	---	✔
Signaling of internal participant status when redirecting	---	✔
Recording of conversations	---	✔
Mute a conversation	---	✔
Doorline		
Webcam integration possible	✔	✔
Video image of the door camera at doorbell	✔	✔

Table 1 - Comparison between basic and premium version of the UCC client

3 Installation of the UCC client

This chapter describes how to install the UCC client. It is essential to observe the system requirements described above.

3.1 Download the installation file

The latest version of the UCC client is offered in the download area (link to the download area).

> **Note:** As far as there are no particular reasons, it is recommended to always install the latest version of the UCC client from the Download area.

3.2 Installation of the UCC client

By double-clicking on the downloaded installation file with the name "STARFACE_UCC_Client_for_Windows_vX.X.X.XX.exe" the installation process can be started.

> **Note:** The installation file must not be placed in a file path containing a #.

The installation file contains the MSI packages for the 32- and 64-bit version of the UCC client, which automatically selects the correct 32-bit or 64-bit version of the UCC client during installation.

The first installation step determines which programs need to be installed.

This will detect and mark already installed programs. The selection checkbox is hidden for the already existing programs.

After the two programs Microsoft .NET Framework 4.5.1 and Ghostscript 9.15 (32bit / 64bit) have been installed, if necessary, the installation of the UCC Client for Windows can be started via the corresponding button.

In the custom setup that follows, you can choose which components of the UCC Client for Windows to install.

By clicking on 🖫▾ it is possible to select whether the corresponding component should be installed or not. The individual components for which the installation has been deactivated are marked with a red X.

> **Note:** The "Unified Collaboration API" can only be installed if "Lync" or "Skype for Business" is not already installed (see also 5.13 - Integration in Microsoft Outlook).

After the installation of the UCC Client and the selected components has been completed successfully, a corresponding success message is displayed.

3.3 Initial configuration of the UCC client

After the first start of the UCC client for Windows, the input mask for the login data is opened.

Previously, the system searches for existing telephone systems in the network and, if successful, enters the telephone system found in the **STARFACE Server** field. If several telephone systems are found, the correct telephone system can be selected via the drop-down menu.
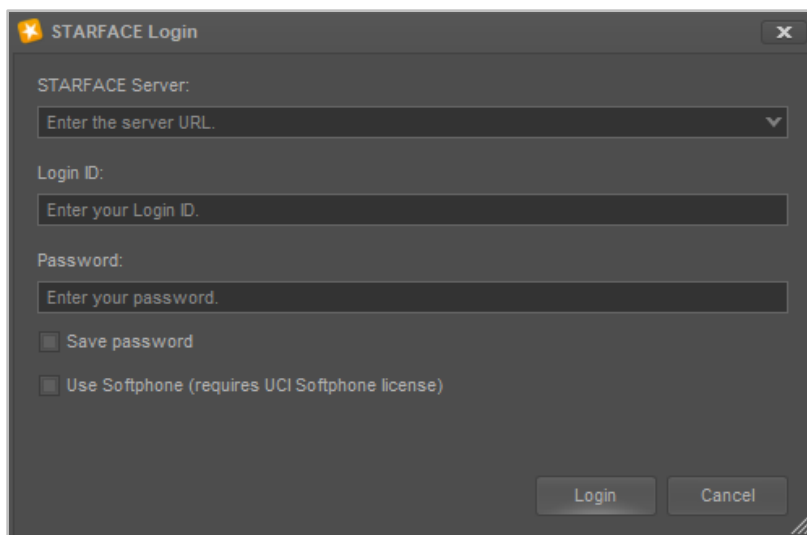
Figure 1 - First login in the UCC Client

Basically, the following input fields and options are available:

STARFACE Server: At this point, the IP address or host name of the telephone system must be entered.

Login ID: The login ID to be entered here corresponds to the login ID assigned to the telephone system when the user was created.

Password: The password to be entered here corresponds to the password assigned to the telephone system when the user was created.

Save password: This check box can be used to control whether the user's password is stored locally and does not have to be entered manually the next time the UCC client is started.

> **Note:** It is recommended not to store the password locally on the hard disk, as this may pose a security risk.

Use Softphone: This checkbox determines whether the UCC Client for Windows should be used in the Basic or Premium version. And thus whether the softphone functionality is available or not.

4 Settings in the UCC client

This chapter describes the various configuration options within the UCC client.

After the successful login there is the possibility to make different settings for the UCC client under Starface and then under Settings.

> **Note:** Please note the chapter regarding the use of the premium version of the UCC client for Windows 2.2 Licenses for the UCC client.

4.1 Basics

In this area you can edit the basic settings of the UCC client. The following tabs are available for this:

- 4.1.1 - Registration

- 4.1.2 - Display

- 4.1.3 - Hotkeys

4.1.1 Registration

The following configuration options are available in this tab:
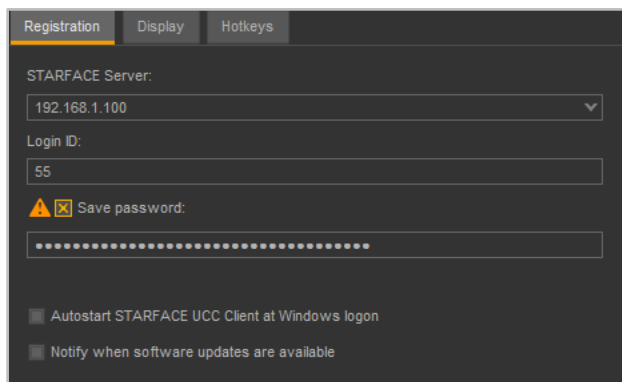
Figure 2 - Example for the tab "Registration"

STARFACE Server: At this point, the IP address or host name of the telephone system must be entered.

Login ID: The login ID to be entered here corresponds to the login ID assigned to the telephone system when the user was created.

Save password: This check box can be used to control whether the user's password is stored locally and does not have to be entered the next time the UCC client is started.

> **Note:** It is recommended not to store the password locally on the hard disk, as this may pose a security risk.

Autostart STARFACE UCC Client at Windows logon: If this checkbox is activated, the UCC client starts automatically when the operating system is booted.

Notify when software updates are available: If this checkbox is activated, the UCC client checks after successful logon to the telephone system whether a more up-to-date version of the UCC client is available.

> **Note:** The check of whether a more up-to-date version is available takes place only with the first successful registration of the day on the telephone system.

If an update is available, the UCC client offers the update for installation. If the new version is accepted, the update will be downloaded and installed from the STARFACE homepage (starface-cdn.de). The user does not need Windows administrator privileges for this installation. Optionally, the offered update can also be reset or permanently ignored.

Alternatively, the search for an update can also be triggered via the Help menu. In this case, ignored updates will be offered again.

4.1.2 Display

The following configuration options are available in this tab:
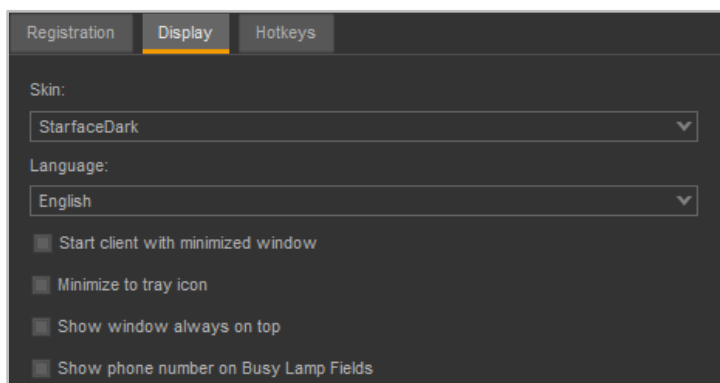
Figure 3 - Example for the tab "Display"

Skin: In this drop-down menu, the skin that is used for the entire UCC client can be selected. The selected skin affects the background colour of the different windows, the colour of the bars, and so on.

The functionality and arrangement of buttons, drop-down menus, etc. within the UCC client does not change.

Language: In this drop-down menu, the language of the UCC client can be set. The language selection applies to all buttons, drop-down menus, etc.

Start client with minimised window: If this checkbox is activated, the UCC Client will only be displayed as a small icon in the taskbar when starting Windows.

Minimise to tray icon: If this checkbox is activated, the UCC client is only displayed as a small taskbar icon when minimised.

Show window always on top: If this checkbox is activated, the main window of the UCC Client is always displayed as the topmost window.

> **Note:** Also for detached windows, this option can be activated individually. This requires a right-click in the respective title bar of the window.

Show phone number on Buys Lamp Fields: If this checkbox is activated, the telephone number of the respective destination is always displayed in the busy lamp fields.

4.1.3 Hotkeys

The following configuration options are available in this tab:
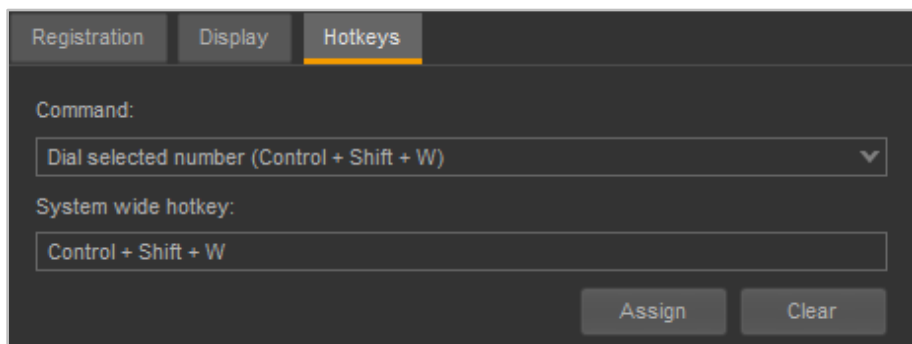
Figure 4 - Example for the tab "Hotkeys"

Keys and shortcuts can be defined for the following actions:

- Select marked phone number

- Dial the number from the clipboard

- Answer SoftPhone call

- End current call

- Browse contacts

To configure a keyboard shortcut, first select the desired action from the drop-down menu. In the input field "System wide hotkey" the desired key or key combination can then be entered by entering it on the keyboard.

Finally, the Assign button assigns the key or key combination to the selected action. The key or key combination stored for an action is shown in parentheses after the action.

> **Note:** We recommend always combining the used key combination of at least 3 elements to avoid conflicts with other programs.

The Clear button removes the input currently stored in the input field, but does not delete the assignment of a key or key combination to an action.

4.2 Telephony

In this area, the settings concerning the telephony of the UCC client can be edited. The following tabs are available for this:

- 4.2.1 - Softphone

- 4.2.2 - Audio

- 4.2.3 - Ringing

- 4.2.4 - Call Manager

- 4.2.5 - Video

4.2.1 Softphone

The following configuration options are available in this tab:
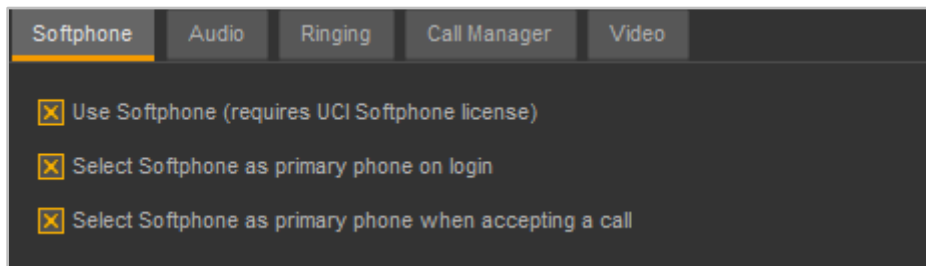
Figure 5- Example for the tab "Softphone"

Use Softphone: This checkbox determines whether the UCC Client for Windows should be used in the Basic or Premium version. And thus whether the softphone functionality is available or not. The UCC client automatically registers a new "Starface WinClient" type telephone on the telephone system.

> **Note:** Please note the chapter regarding the use of the premium version of the UCC client "2.2 - Licences for the UCC Client".

Select Softphone as primary phone on login: If this checkbox is activated, the softphone of the UCC Client will be set as the primary telephone in case of a successful registration on the telephone system.

Select Softphone as primary phone when accepting call: If this checkbox is activated, the caller receives the call via the premium version of the UCC client as the primary telephone of the user on the telephone system.

4.2.2 Audio

The following configuration options are available in this tab:
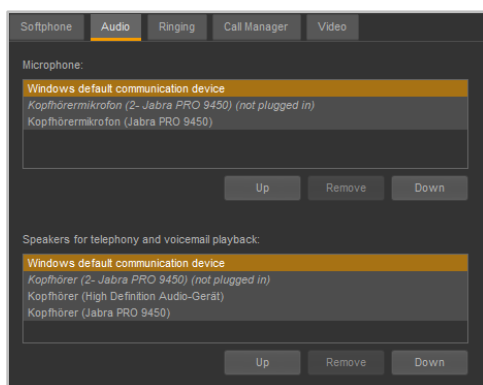
Figure 6 - Example for the tab "Audio"

The order of entries determines the order in which the devices (if available) are used. Devices that are not currently connected are shown in italics and are marked with "(not plugged in).

The individual entries are moved using the Up and Down buttons. The Remove button can be used to delete an entry for a better overview.

4.2.3 Ringing

The following configuration options are available in this tab:
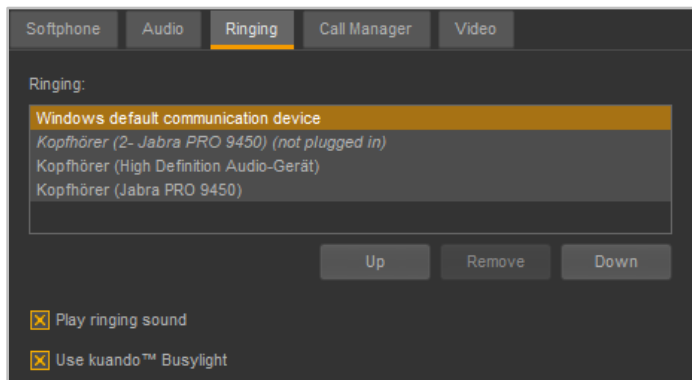
Figure 7 - Example for the tab "Ringing"

Under the heading **Ringing** the output devices for the ring signalling of the SoftPhone can be specified. The order of entries determines the order in which the devices (if available) are used.

Devices that are not currently connected are shown in italics and are marked with "not plugged in".

The individual entries are moved using the Up and Down buttons. The Remove button can be used to delete an entry for a better overview.

Play ringing sound: If this checkbox is selected, the UCC client signals incoming calls with a ringing tone.

Use kuando Busylight: With this checkbox it can be selected whether the Busylight of the Company Kuando should be used or not.

> **Note:** How to install the Busylight on the PC, please refer to the documentation supplied by the manufacturer.

4.2.4 Call Manager

The following configuration options are available in this tab:
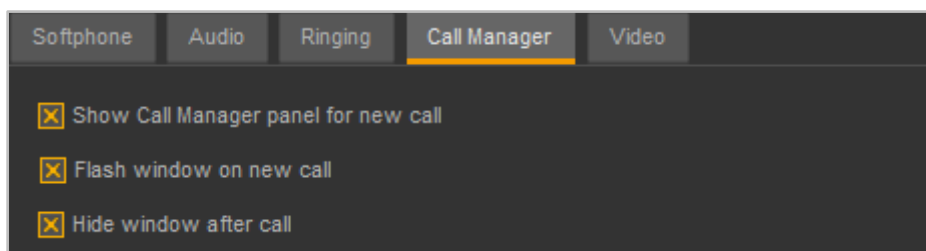
Figure 8 - Example for the tab "Call Manager"

The respective notification options can be activated or deactivated via the preceding checkbox.

Show Call Manager panel for new call: The Call Manager will open automatically with an incoming or outgoing call.

Flash window on new call: When there is a new incoming or outgoing call, the UCC client flashes in the taskbar.

Hide window after call: If this option is activated, the window of the UCC client will be minimised once the incoming or outgoing call has ended.

4.2.5 Video

The following configuration options are available in this tab:
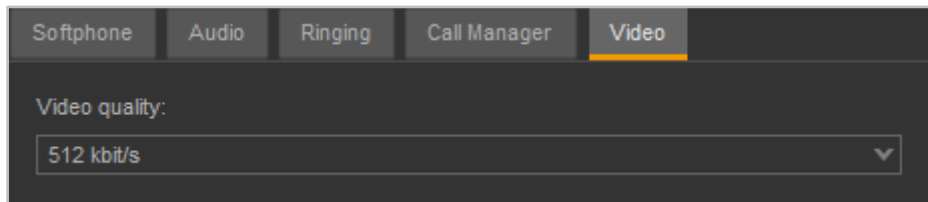
Figure 9 - Example for the tab "Video"

Video quality: In this drop-down menu, the configured data rate can be used to select the video quality for the video connection. The specified parameter is approximate and may vary slightly depending on the hardware you are using.

In general, the UCC client automatically determines the resolution used.

4.3 Chat & Status

In this area, the settings concerning the chat of the UCC client can be edited. The following tabs are available for this:

- 4.3.1 - Chat

- 4.3.2 - Status

- 4.3.3 - Chat Status Presets

These configuration options can also be made if the respective user does not have the right to use the chat of the UCC client.

4.3.1 Chat

The following configuration options are available in this tab:
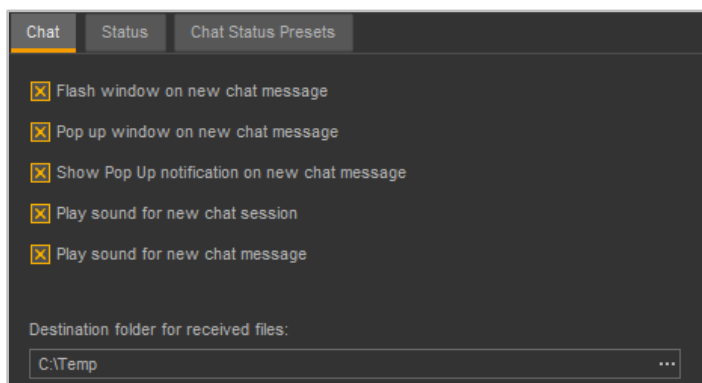
Figure 10 - Example of the tab "Chat"

Flash window on new chat message: If this checkbox is active, the UCC client in the taskbar flashes when there is an incoming new chat message.

Pop up window on new message: If this checkbox is active, the UCC client will automatically be brought to the foreground with a new incoming chat message.

Show Pop Up notification on new chat message: If this checkbox is active, a notification is displayed in the lower right corner of the screen when there is a new incoming chat message.

Play sound for new chat session: If this checkbox is active, a notification tone will be displayed when opening a new chat conversation.

Play sound for new chat message: If this checkbox is active, a notification message will be displayed when a new chat message is received.

Under the heading **Destination folder for received files:** selecting the ⬛ button, you can specify in which directory the files received via the UCC client are saved.

4.3.2 Status

The following configuration options are available in this tab:
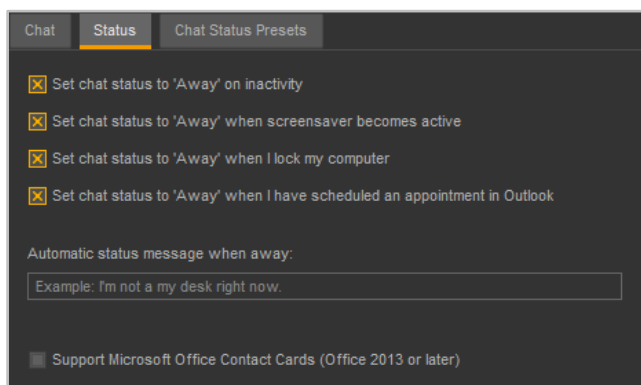
Figure 11 - Example of the tab "Status"

Set chat status to "Away" on inactivity: If this checkbox is active, the chat status will automatically be set to "Away" after 10 minutes. As soon as it comes to the next user interaction (e.g., moving mouse or keyboard input), the previous status is reset.

Set chat status to "Away" when screensaver becomes active: If this checkbox is activated, the chat status will be automatically changed to "Away" after activating the screen saver. After deactivating the screensaver, the previous chat status is reset.

Set chat status to "Away" when I lock my computer: If this checkbox is activated, the chat status will be automatically changed to "Away" after the computer has been locked. After unlocking the computer, the previous chat status is reset.

Set chat status to "Away" when I have scheduled an appointment in Outlook: If this checkbox is active, the chat status is automatically changed to "Away" if an appointment is entered in the Outlook calendar. After the end of the registered appointment, the chat status will be reset to "Available".

The statuses from Outlook are implemented as follows:

- Out of Office (violet)   Absent

- Busy (blue)   Absent

- Tentative (blue striped)   Available

- Free (white)   Available

If the user is active on the PC during a registered appointment, the status is not automatically changed to "Away".

> **Note:** For this feature to work, Outlook must be started.

In the input field **"Automatic status message when away:"**, an alternative status text to "Away" can be deposited, which is set by the options described above.

Support Microsoft Office Contact Cards: If this checkbox is selected, the integration of the user status in Outlook is activated (see also 5.13 Integration in Microsoft Outlook).

4.3.3 Chat Status Presets

The following configuration options are available in this tab:
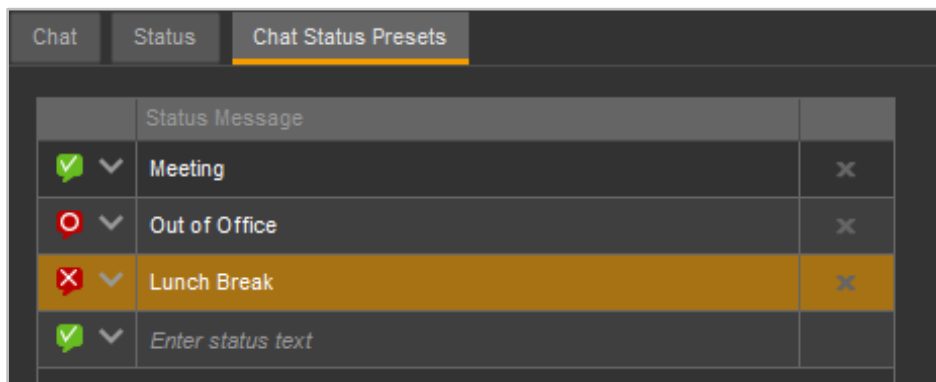
Figure 12 - Example of the tab "Chat Status Presets"

The default settings for various self-defined chat states can also be configured here. The description can be found under the point 5.2.1 mySelf Status.

4.4 Browser

In this tab URLs can be stored, which are opened under certain conditions.

4.4.1 Adding URL

If a URL is created here as a favorite, this URL configuration can be selected later than possible **Favorites** below the View button in the main window of the UCC Client.
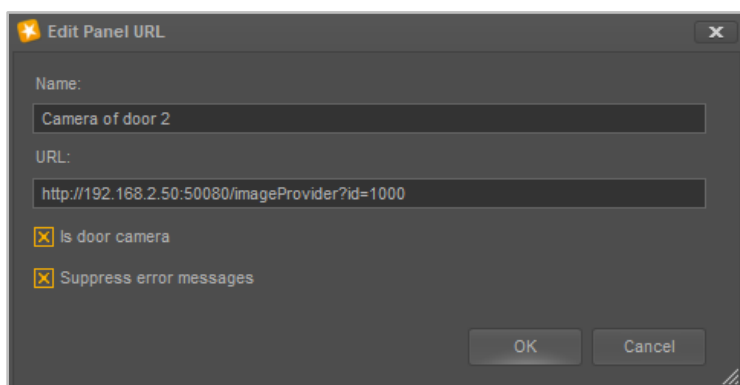
Figure 13 - Example of configuring a door camera URL

The name can be freely assigned and should be chosen as clearly and as appropriately as possible. The URL, e.g. the website or the door camera, must be completely specified and with the checkbox **Is door camera** the URL can be marked as a door camera.

Suppress error messages: If this option is active, error messages that occur during a URL call (for example, Java messages or certificate errors) are suppressed.

4.4.2 Editing Call Action URL

Under **Open URL on cal**l URLs can be stored, which should be opened automatically with a call.
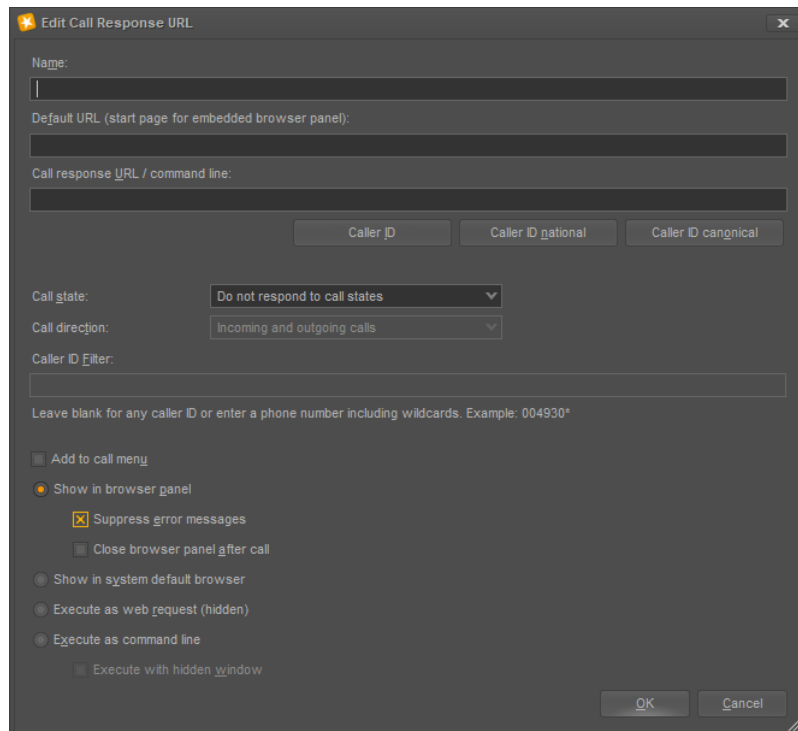
Figure 14 - Editing Call action URL

Name: The name of the configuration can be freely assigned and should be chosen as clearly and as appropriately as possible.

Default URL: The URL stored here is called up when the UCC client is started. This will create a window that will be used as a wildcard in the UCC client and will be replaced the first time you call the call action URL.

Call response URL: Here a URL can be deposited, which is called dynamically with the call number of the call partner (for example http://www.klicktel.de/rueckwaertssuche/$(callerid)).

The call number of the call partner is a variable that can be passed on in the following formats:

- $(callerid)   Number in international format without outside line (e.g. 0049721)

- $(calleridNational)   Number in national format without outside line (e.g. 0721...)

- $(calleridCanonical)   Number in canonical format (e.g. +49721...)

> **Note:** The variable name buttons allow you to easily insert a variable without manually typing it.

Call state: This drop-down menu can be used to control which call state triggers the call action URL.

Call direction: Via this drop-down menu, in addition to the specification at **Call state**, it is possible to determine when the call to the call action URL is triggered.

Caller ID Filter: Here, phone numbers can be stored for which the call of the Call ActionURL is to be made.

It is not always necessary to give the complete phone number, but you can also work with so-called wildcards. The wildcard * stands for any number of digits and ? for exactly one digit. Some application examples might look like this:

- 0049*   All calls starting with 0049.

- *1075   All calls ending in 1075.

- 1510???   All calls starting with 1510 followed by 3 more digits

> **Note:** If there is no filtering by phone number, this field can remain unfilled.

Add to call menu: If this option is active, the call of this configured call action URL can be triggered in the main window of the UCC client by right-clicking on a number (for example in the call lists). The call is then also available for incoming calls in the Call Manager under the item "Functions".

Below are 4 choices available to call up the call action URL. Only one of the 4 options can be selected:

1. **Show in browser panel:** If this option is selected, the call action URL is called up in a browser window within the UCC client.

   The two additional options can optionally be used to suppress possible error messages (checkbox **Suppress error messages** and it can be configured whether the opened browser window will be closed automatically after the end of the call or not (checkbox **Close browser panel after call**).

2. **Show in system default browser:** If this option is selected, the call up of the call action URL is made in the default browser of the system.

3. **Execute as web request (hidden):** If this option is selected, the call up of the call action URL is always invisible as a web request.

4. **Execute as command line:** If this option is selected, the call up of the call action URL is executed as command line. The checkbox **Execute with hidden window** can be used to configure that the process is not visible.

4.5 Expert mode

If this mode is activated, additional and even more detailed configuration options are available for the UCC client. It also displays the configuration options that have been described earlier in the frontend.

> **Note:** Using expert mode is only recommended for experienced administrators.

These advanced configuration options are shown in tabular form and provide a direct view into the database of the UCC client.

5 Operation of the UCC client

This chapter describes various controls and functions of the UCC Client.

In addition to this manual, there are also various tutorial videos on how to operate the UCC client (see also YouTube Channel of the company STARFACE).

5.1 Windows in the UCC client

The main window of the UCC Client can be composed of a number of different windows. The individual windows can be freely designed in size and positioning and can also be used outside the main window of the UCC client.

A window can either be shown or hidden via the menu icons (see also "5.2.4 - Menu Icons"") or via the various selection points of the View button in the main window of the UCC Client.
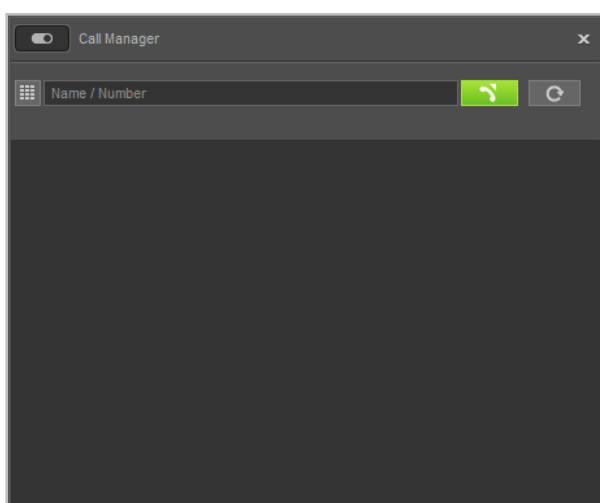
Figure 15 - Call Manager Window (example)

5.1.1 Special selections under "View"

There are 2 sub-items in the View button that do not represent their own window but have their own function:

- Favorites   Own URL calls (see also "4.4.1 - add URL"")
- Reset Panels   Predefined standard view of the UCC client

> **Note:** The two predefined views arrange the called up windows in the main window of the UCC client and can not be customised.

5.1.2 Moving of windows

A window can always be moved via drag & drop. That is, it can be moved at any time by a left click on the title bar.

Simply right-clicking in the title bar of a window displays the following two options:

- Minimise   The window is minimised to the taskbar
- Always on Top   The window always appears in the foreground

5.1.3 Use windows outside the main window

It is possible to use the windows outside the main window of the UCC client. For this, the window must first be displayed as described above and can then be freely placed on the screen via drag & drop.

By clicking on the respective page margin, the height and width of the individual window can be adjusted.

5.1.4 Coupling the window

If a window is dragged and dropped to the margins of the main window in the UCC Client, a coupling selection appears and the window can be linked to a page margin.

It is also possible to drag a window directly into another window to create a single window with several tabs. This is done in the coupling selection via the central selection option
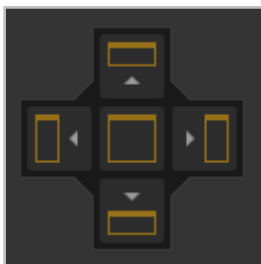
Figure 16- Coupling Selection

The various coupling points result in a variety of arrangement options and even in the coupled state, the size of the window can continue to change freely.

5.2 Quick Access Bar

The Quick Access Bar is the central component of the UCC Client and can be configured via Expert Mode (see also "4.5 Expert Mode").
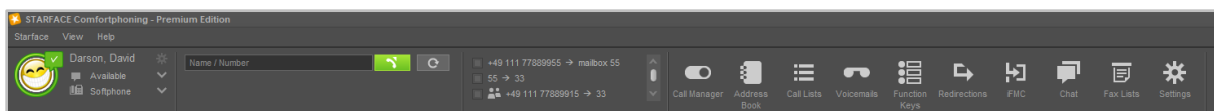
Figure 17 - Quick Access Bar (without STARFACE Logo)

The Quick Access Bar contains, from left to right, the following elements:

- mySelf Status

- Search field

- Redirections

- Menu icons

- STARFACE Logo

5.2.1 mySelf Status

This first element of Quick Access presents the current status of the logged-in user with various icons and coloured markers. This item is the only one in the Quick Access Bar that can not be hidden.
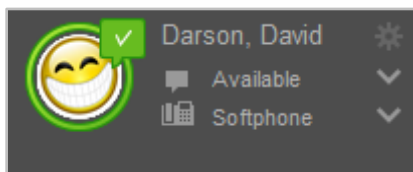
Figure 18 - Element „mySelf Status"

The coloured ring around the user's avatar indicates his/her current status. In this case, a distinction is made between the following statuses:

- Green   User is available

- Yellow   User is currently being called

- Red   User is on the phone

- Blue   Rework time in the iQueue

- Grey   User not available

More information is displayed through the various small icons around the user's avatar:
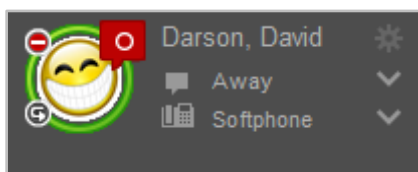
Figure 19 - Element "mySelf Status" with additional symbols

Symbol description	Explanation	Site
Red circle with white crossbeam	DND/Sleep feature enabled	Up / Left
White hook on a green background	Chat status "Available"	Top / Right
White circle on a red background	Chat status "Absent"	Top / Right
White X on a red background	Chat status "Do not disturb"	Top / Right
White turning symbol on black	an always-redirection is active	Bottom / Left

Table 2 - Description of the standard additional symbols

The following fields visible and configurable to the right of the avatar's image, from top to bottom, are:

In the first field, the name of the logged-in user is displayed and the gear icon to the right of it can be used to call up the settings (see also "4.1 Basics").

In the second field, you can choose between different predefined chat statuses via the drop-down menu (see table above), but it is also possible to enter an individual chat status. The option **Configure Chat Status Presets...** can be used to create and manage your own chat status. You can also assign a symbol to each self-created status.
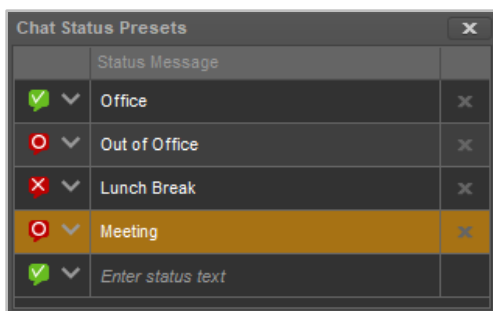
Figure 20 - Example of self-created chat states

In the last field, the drop-down menu allows you to change the primary phone for the user. This primary telephone sets up the user's outgoing calls.

5.2.2 Search field

The search box allows to search for and select other users and contacts by typing the name. The following entities are searched:

- Address books of the telephone system

- Users in the telephone system

- Users in the system network

- Contacts in Outlook
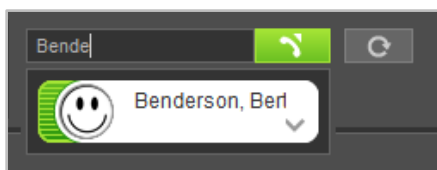
Figure 21 - Element "Search field" with example search

The context menu of the displayed search results can be operated either with the mouse or with the arrow keys of the keyboard (for example, arrow down and then arrow right).

> **Note:** Min. 2 characters must be entered in the search field before the search starts.

An internal or external number can also be entered in this search field and an outgoing call can be started. The call can be triggered by pressing the Enter key or by clicking the [button] button.

> **Note:** The entry of external numbers must be made with a leading 0 for the outside line, if this is configured on the telephone system.

The button [icon] can be used to trigger a redial after an outgoing call. The listed numbers are saved locally and the display of the numbers is done exactly in the format as they were transferred from the UCC client to the telephone system.

5.2.3 Redirections

Within this element, the checkboxes can be used to activate and deactivate the always-redirections. The redirections themselves can be configured in the "Redirections" section (see also "5.8 - Redirections").

Figure 22 - Element "Redirections" with an active redirection

Both, possible redirections for the individual telephone numbers of the user and for group telephone numbers are displayed. The icon indicates the call number of a group.

> **Note:** The option to enable or disable always-redirection for individual numbers and group numbers depends on the rights of the user on the telephone system.

5.2.4 Menu Icons

By clicking the respective menu icon, a window can be shown or hidden.
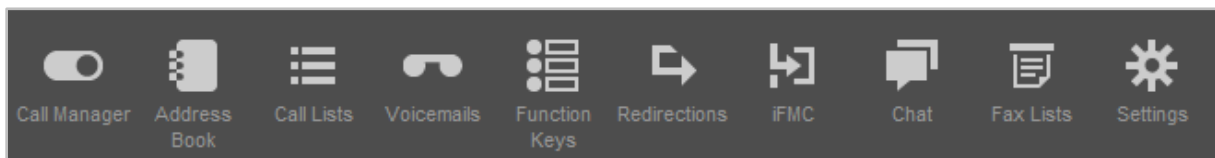
Figure 23 - Element „Menu Icons"

If a symbol is filled in orange, the corresponding window is displayed. The following menu items are available, from left to right:

- Call Manager   "5.3 - Call Manager"
- Address book   "5.4 - Address Book"
- Call lists   "5.5 - Call Lists"
- Voicemail and recordings   "5.6 - Voicemails"
- Keys   "5.7 - Function Keys"
- Redirections   "5.8 Redirections"
- iFMC   "5.9 - iFMC"
- Chat   "5.10 - Chat"
- Fax lists   "5.11 - Fax Lists"
- Settings   "4.1 - Settings"

5.3 Call Manager

In the Call Manager are displayed the current calls of the user. Also, various actions can be controlled and triggered via the Call Manager.
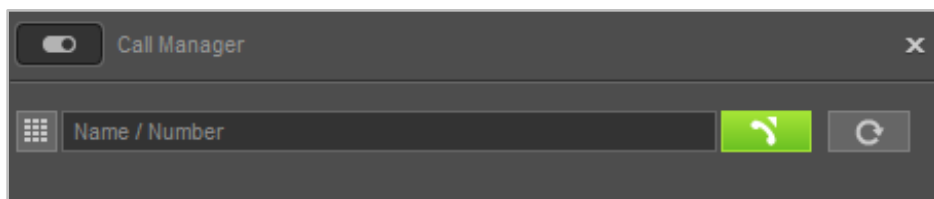
Figure 24 - Dial box in the Call Manager

> **Note:** Please note the chapter regarding the functionality of the Call Manager in the UCC client "2.2 - Licences for the UCC Client".

5.3.1 Dial box in Call Manager

Call options can be specified in different ways in the call manager's call box:

- Numeric entry via the keyboard

- Name of the user in the telephone system or system network

- Name of the call destination in the address books

- Name of the call destination in the Outlook contacts

The call can be triggered by pressing the Enter key or by clicking the ▸ button.

The button ⟳ can be used to trigger a redial after an outgoing call. The listed numbers are saved locally and the display of the numbers is done exactly in the format as they were transferred from the UCC client to the telephone system.

5.3.2 General information in Call Manager

For an incoming or outgoing call, the following information is displayed in the Call Manager:

- Type of call   (Incoming or Outgoing)

- Avatar image   (only for internal calls)

- Name of the caller/called party   (only with internal user or address book entries)

- Number of the caller/called party

- User calling or being called

- Duration of the conversation   (from successful call setup)

- Orange padlock icon   Indicates that the encryption is active

5.3.3 DTMF numerical keypad in Call Manager

The button ⊞ opens the DTMF keypad of the Call Manager. The inputs (for example for a conference PIN) can be made both via the keyboard and by clicking on the displayed number keys.

The input field displays the DTMF entries made since the opening of the DTMF numeric keypad. The DTMF keypad is closed when it loses focus or via the ESC key.

A DTMF string can also be pasted into the input field via Copy & Paste. The DTMF inputs are always sent to the active call. If there is no active call, the entries are forwarded to the call number input field of the Call Manager.

5.3.4 Buttons during an incoming call

This chapter describes the Call Manager buttons available for an incoming call that has not yet been accepted.

The call can be accepted in the Call Manager of the UCC Client via the green button.

The red button rejects the incoming call and ends it. If a busy-redirect is configured on the telephone system for the called number, this redirection will apply in such cases.

The 🎤 button mutes your own microphone when using a softphone.
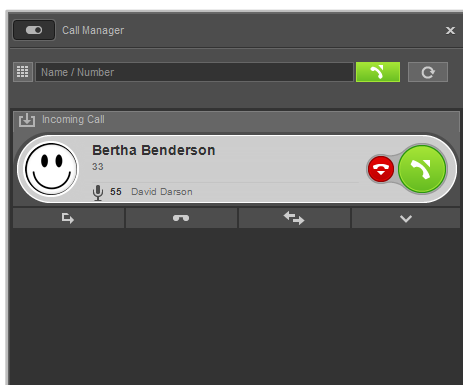
Figure 25 - Example of an unanswered incoming call in the Call Manager

Forward

With this button an incoming call can be forwarded directly to another phone number without being accepted.

The destination can either be an internal or external number or the destination can be selected from the BLFs. It is also possible to search in the BLFs, searching through all the BLFs available on the phone system and the integrated system, not just the BLFs created for the user.

It is also possible to drag the incoming call via drag & drop to a BLF key and forward it.

Voicemail

With this button an incoming call can be forwarded directly to a voice mailbox. The voice mailbox to which the call is to be forwarded can be selected from a drop-down menu.

Interaction

If the caller is a user on the same telephone system, the button allows him to send him a chat message. This button is only available if the logged in user also has the chat right on the telephone system.

[⌄]	**Functions**

This button can be used to call up the following functions:

[Add Contact]	With this function, new contacts can be entered in an address book on the telephone system.
[Send E-mail]	With this function, an email can be generated, which contains all important key data of the call in the subject and in the mail text.
[Start Action URL]	A separate function is displayed for each configured call action URL (see also "4.4 - Browser").

5.3.5 Buttons during an outgoing call

This chapter describes the Call Manager buttons available for an outgoing call that has not yet been accepted.

The red button interrupts the outgoing call attempt.
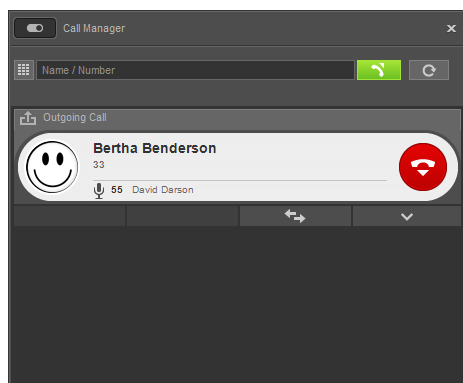
Figure 26 - Example of an unanswered outgoing call in the Call Manager

[↔]	**Interaction**

If the call target is a user on the same telephone system, the button allows him to send him a chat message. This button is only available if the logged in user has the chat right on the telephone system.

[⌄]	**Functions**

This button can be used to call up the following functions:
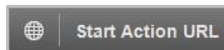
[Add Contact]	With this function, new contacts can be entered in an address book on the telephone system.
[Send E-mail]	With this function, an email can be generated, which contains all important key data of the call in the subject and in the mail text.
[Start Action URL]	A separate function is displayed for each configured call action URL (see also "4.4 - Browser").

5.3.6 Buttons during an active call

This chapter describes the Call Manager buttons available during an active call.
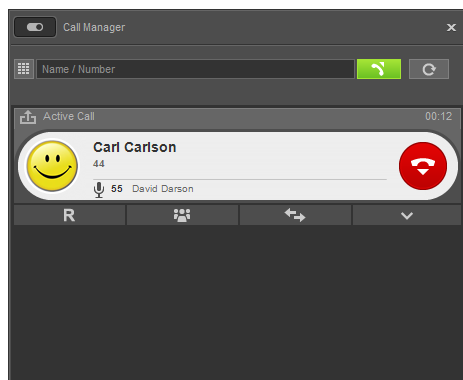
Figure 27 - Example of an answered call in the Call Manager

The red button ends the active call. The ⎕ button mutes your own microphone when using a softphone.

If no audio data is transmitted for 4 seconds during an active call, a corresponding message will be displayed. This quality control only affects active calls and does not apply to held calls.

5.3.6.1 Hold

If this button is selected, the call partner is held and at this moment hears no music on hold. Then there are 3 different options available:

Hold: The additional Hold button can be used to select the caller to be on hold and to hear music on hold.

Via the green button in the Call Manager, the held call partner can again be taken out of the queue or the call can be ended via the red button.

Transfer with query: With this type of transfer, the original caller hears music on hold as long as the query, i.e. the conversation with another person persists or until the transfer is made to this person.

To initiate a query, a transfer destination must be selected. In this case, either an internal or external telephone number can be specified as the transfer destination, or the transfer destination can be selected from the BLFs. It is also possible to search in the BLFs, searching through all the BLFs available on the phone system and the integrated system.

If the query call is terminated without a transfer being carried out, the held call partner can be taken out of the queue via the green button.

If the transfer destination is to be connected to the held call partner, only the button:
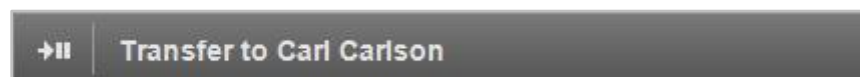
to connect must be selected.

A transfer with consultation can also be triggered by dragging and dropping an active call in the call manager to the BLF of another user.

Blind Transfer: With this type of transfer, the original call partner is immediately forwarded to the transfer destination without a consultation call having been made beforehand. Only users on the same telephone system or in the system network can be selected as the transfer destination. With this type of transfer, external numbers can not be selected as the transfer destination.

To perform a blind transfer, the ⇢• button must be selected for the corresponding BLF of the target user. If the call is not accepted by the transfer destination within 30 seconds, the caller is automatically reconnected.

> **Note:** If the transfer destination of a blind transfer has an always-redirection, e.g. on a voice mailbox, the call does not return after 30 seconds. The original caller is then immediately redirected to the configured voice mailbox.

It is also possible to trigger a blind transfer in which the active call in the call manager is dragged and dropped onto the button ⇢• of a BLF.

5.3.6.2 Conference

With this button a conference with several participants can be started spontaneously. If the Start Conference button is selected immediately, first only the two original call partners are in this conference.

By clicking on the Conference button, additional participants can be added afterwards. This is possible either by inserting the respective call numbers or via the, also searchable, BLFs.

When adding a new participant, note that the conference is kept short and a consultation call is set up for the new conference participant. In other words: The new participant is not immediately in the conference, but can first be consulted. Clicking the Conference button then adds the new participant to the existing conference.

Figure 28 - Example of a conference with 3 participants (view of the moderator)

If there are one or more held calls, all held calls and the active call can be connected to a common conference. First, the Conference button is used and then the Conference with Parked Calls button.

The initiator of the conference also acts as a moderator and has the ability to use various functions via the following buttons:

- ◀))   Mute the speakers of the conference participant

- 🎤   Mute the microphone of the conference participant

- 💬   Start chat (internal users only and with corresponding chat right)

By holding down the CTRL key, the moderator can give an individual conference participant the sole right to speak (activate the microphone), thereby muting the microphone for all other members of the conference.

A normal conference participant has the following buttons available:

- 🎤   Muting the own microphone

- 💬   Starting chat (internal users only)

- 👄   Request a right to speak from the moderator

Within an active conference, selecting [button] again will either allow to leave the conference or create a spontaneous chat room. The spontaneous chat room is only available to internal conference participants.

Within an active conference, selecting [button] opens a spontaneous chat room with all internal participants in the conference.

5.3.6.3 Interaction

This button can be used to control various interaction options with the connected caller.

Start Video	These functions switch on a video connection for internal calls via the softphone of the UCC client. This is possible only with the use of the softphone.
	By double clicking on the edge of the video, the video image can be detached from the Call Manager and moved as a separate window.
Start Screensharing	With this function the own screen can be released for the access by the interlocutor. The following control elements are available:
»	Hide sidebar
	Select screen to be displayed
	Select a camera for a video transmission
	Remote control of the mouse through the enable or disable
X	End screen transfer

Certain shortcuts are executed locally and therefore can not be transferred (for example, Windows key and the Alt key).

> **Note:** The function "screen sharing" works exclusively between two UCC clients.

If the caller is a user on the same telephone system, the button allows him to send him a chat message. This button is only available if the logged in user also has the chat right on the telephone system.

5.3.6.4 Functions

This button can be used to call up the following functions:

Start Recording	This function records the active call from this point in time. The caller hears an announcement and is informed about the started recording. In the Call Manager, the symbol ⊙ is displayed as long as the recording is active.
	With the button Stop Recording the recording can be stopped and afterwards it is ready for listening in the window "5.6 - Voicemails".
Call2Go	This function makes it possible to ring the active call on all telephones of the user, so that it can be continued on another telephone.
Add Contact	With this function, new contacts can be entered in an address book on the telephone system.
Send E-mail	With this function, an email can be generated, which contains all important key data of the call in the subject and in the mail text.
Start Action URL	A separate function is displayed for each configured call action URL (see also "4.4 - Browser").
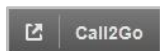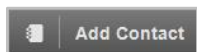
5.4 Address Book

In this window, the contacts are displayed in the telephone book's address books. The following tabs are always available:

- All   All contacts the user has access to

- All public   All contacts the user has access to (without private contacts)

- User   All users in the telephone system

- Private   The private contacts of the user
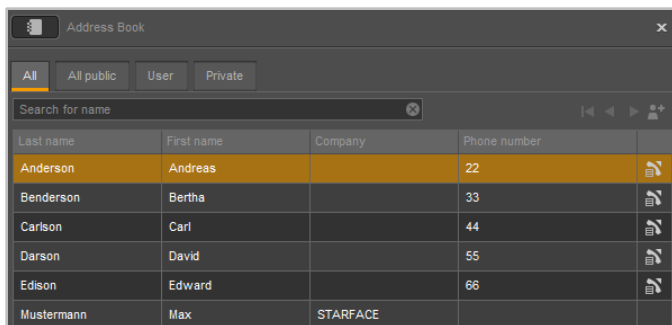
Figure 29 - Example of an address book view

Additionally existing address books on the telephone system are represented by a separate tab. The search box allows to search for and select users and contacts by typing the name.

> **Note:** at least 2 characters must be entered in the search field before the search starts.

The following buttons serve the list view:

- ◄| Jump to the first page

- ◄   Scroll to the previous page

- ►   Scroll to the next page

- Add new contact (see "5.4.3 - Add contact")

By clicking on one of the following column headings, the corresponding address book is sorted according to the contents of this column:

- Last name

- First name

- Company

In the list view, a call can be triggered via the following two buttons:

- Call on the only stored number of the contact

- Call on the main number of the contact. But there are several numbers

If a contact is clicked with the right mouse button, the following selection points are available:

- Place Call   Triggers a call to the main number of the contact

- Show Contact   Shows the contact (see also "5.4.1 - Show Contact")

- Remove   Deletes the contact from the address book

Note: Regarding the use of the address book, please refer to point 13.4 in the STARFACE Administration Manual 6.

5.4.1 Show Contact

If a contact is displayed, the following tabs with information are always available:
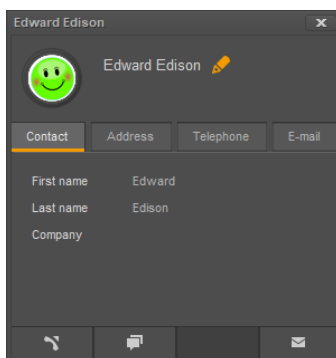
Figure 30 - Example of a user as a contact

- Contact

- Address

- Telephone

- Email

The following buttons can be used to trigger certain actions for a contact:

      Triggers a call to the main number of the contact

      Start chat (only internal users and with chat right)

      Write an email to the contact (via standard email program)

5.4.2 Editing contact

The button ![icon] can be used to edit an existing contact and the following buttons are used to end the edit mode:

✅   Close edit mode and save changes

🔴   Close edit mode and do not save changes

5.4.3 Add contact

When adding a new contact, the same tabs are available as when viewing or editing a contact. The drop-down menu below the memory button can be used to specify in which address book a contact is entered.

If a contact is generated from a call list entry, the telephone number is already filled in automatically.

> **Note:** Each time a contact is added, a duplicate check is performed. If the phone number already exists in the contacts, a warning is issued.

5.5 Call Lists

In this window it is possible to display different call lists via different tabs. The following tabs are available:

- All   Call list for all incoming and outgoing calls

- Incoming   Call list for all incoming calls

- Outgoing   Call list for all outgoing calls

- Missed   Call list for all missed calls

- Answered   Call list for all answered calls

Via the left drop-down menu, directly above the list view, the period of the lists to be displayed can be limited or extended. The following selections are available:

- Today

- Last 7 days

- Last 30 days

- Older entries

The right-hand drop-down menu offers the option of limiting the display to your own calls or the calls of specific groups.

> **Note:** Only groups in which the respective user is a member can be selected here.

With the key combination "Ctrl" and "f" a search input field can be shown in this overview list. Entries in this search field perform a full-text search in the displayed overview list.

Via the button ![icon] you have the possibility in the different list views to directly trigger a call to the number. A double click on a call list entry also triggers a call.

5.5.1 Graphical labeling of call list entries

The various call list entries are indicated graphically as follows:

-           Successful outgoing call

-           Unsuccessful outgoing call

-           Accepted incoming call

-           Missed, rejected or redirected incoming call

-           Incoming call that has been redirected to a voice mailbox

> **Note:** An incoming call that has been diverted to a voice mailbox can be directly listened to via the symbol.

5.5.2 Context menu of call list entries

If a call list entry is right-clicked, the context menu opens and you can choose between the following options:

- Place Call   Starts a call to the number

- Copy Phonenumber   Copies the phone number to the clipboard

- Add Contact   See "5.4.3 - Add contact"

- Send Call Memo as E-mail   See "5.3.6.4 - Send functions/email"

- Remove   Deletes the entry from the list

- Playback Voicemail   Plays an existing voicemail

- Playback Voicemail with Phone   Plays an existing voice mail on the phone

- Reload List   Updates the call list

5.6 Voicemails

In this window it is possible to display different voicemails and recordings via different tabs. The following tabs are available:

- New   All voicemails that have not been heard yet

- Private   Folder to which voicemails can be moved manually

- Old   All voicemails that have already been heard

- Recorded Calls   All recorded calls

Via the left drop-down menu, directly above the list view, the period of the lists to be displayed can be limited or extended. The following selections are available:

- Today

- Last 7 days

- Last 30 days

- Older entries

The right-hand drop-down menu offers the option of limiting the display to your own voicemails or the voicemails of specific groups.

Note: Only groups in which the respective user is a member can be selected here.

With the key combination "Ctrl" and "f" a search input field can be shown in this overview list. Entries in this search field perform a full-text search in the displayed overview list.

Via the button ⬛ you have the possibility in the different list views to directly trigger a call to the number. A double click on a call list entry also triggers a call.

5.6.1 Listening to a Voicemail Message

The buttons at the bottom of the list view can be used to monitor the selected voicemail message or the recorded conversation. The control takes place via the following elements:

- ▶   Playing the voicemail message or recording

- ■   Stopping the audio output

- ◀   Restarting playback

The audio is output on the devices configured in the UCC client (see also "4.2.3 - Ringing").

5.6.2 Context menu for voice mail entries

If an entry in the list of voicemails is right-clicked, the context menu opens and you can choose between the following options:

- Move to "Private"   Moves the Voicemail to "Private"

- Move to "Old"   Moves the Voicemail to "Old"

- Playback Voicemail   Plays the Voicemail via speakers

- Playback Voicemail with Phone   Plays the voice mail on the primary phone

- Place Call   Starts a call to the caller number

- Send Call Memo as E-mail   See "5.3.6.4 - Send functions/email"

- Remove   Deletes the entry from the list

5.6.3 Context menu for recorded calls

If an entry in the list of recorded conversations is right-clicked, the context menu opens and you can choose between the following options:

- Playback Call Recording   Plays the recorded conversation

- Send Call Memo as E-mail   See ""5.3.6.4 - Send functions/email""

- Remove   Deletes the entry from the list

5.7 Function Keys

Within this window, the user's function keys are displayed, as configured on the telephone system's web interface. Gaps in the sequence of function keys are not displayed, but hidden.

Please refer to the chapter "7.2.6 Keys" in the "Administration manual STARFACE 6.4" (Downloading the manual).
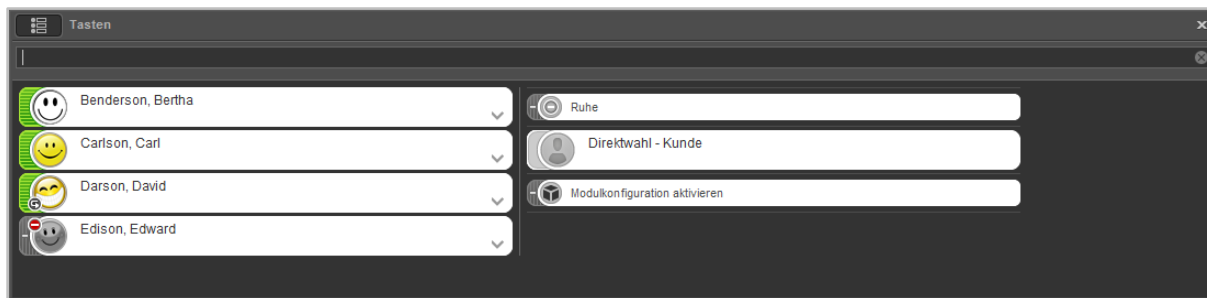
Figure 31 - Example of button view

> **Note:** Searches in this search bar will not search any address books or Outlook contacts, unlike the General Search Bar.

The search bar in this window allows you to search specifically for busy lamp fields. All busy lamp fields existing on the telephone system and in the system network are searched. This way, busy lamp fields that are not configured for the logged in user can also be accessed.

> **Note:** The search currently only applies to function keys of type "Busy Lamp Field" and not to other function key types.

5.7.1 Busy Lamp Field

In the busy lamp fields, a coloured marking indicates the phone status of the user. Likewise, small symbols display e.g. an active always-redirection or a DND status (see also "5.2.1 - mySelf Status").

Clicking on a busy lamp field with the right mouse button or selecting the ⌄ button opens the context menu for the respective target user.

The following selective options are available in this context menu:

Place Call: This option can be used to initiate a call to the internal number of the respective target user. If several telephones and/or softphones are available, it is also possible to select which telephone/softphone is used for establishing the connection.

Grab Call: This option is only available if the target user is currently being called and has not yet accepted the incoming call.

Send email: Here the e-mail address which is stored for the target user in the telephone system can be selected, and thereby it opens the local mail program (for example Microsoft Outlook).

Send file: This option allows a file to be selected and to be sent to the target user. The target user must first acknowledge receipt and the file will be saved in the default directory configured by the recipient (see also "4.3.1 - Chat").

Start Chat: This option starts a chat with the target user. This button is only available if the logged in user also has the chat right.

Chat History: This option opens the history of the chat with the respective user or respective group. This button is only available if the logged in user also has the chat right.

5.8 Redirections

In this window, redirect rules can be configured for the own numbers. There are 3 different types of redirection:

- **Always**: The redirecting takes effect immediately and the incoming call is forwarded directly to the configured destination.

- **Busy:** If the called number is busy, the incoming call is immediately forwarded to the redirecting destination.

- **Timeout:** If the incoming call is not accepted within the configured time period, it will be forwarded to the redirecting destination. This redirecting also applies in the case of unavailability of the user.

To activate a redirecting for a particular number, the checkbox on the far left must be selected. The destination of a redirection can be any internal or external number.

You can also search for a name in the "Target Number" field and select the redirecting destination from the results. The internal users on the telephone system as well as the address books are searched for the entered name.
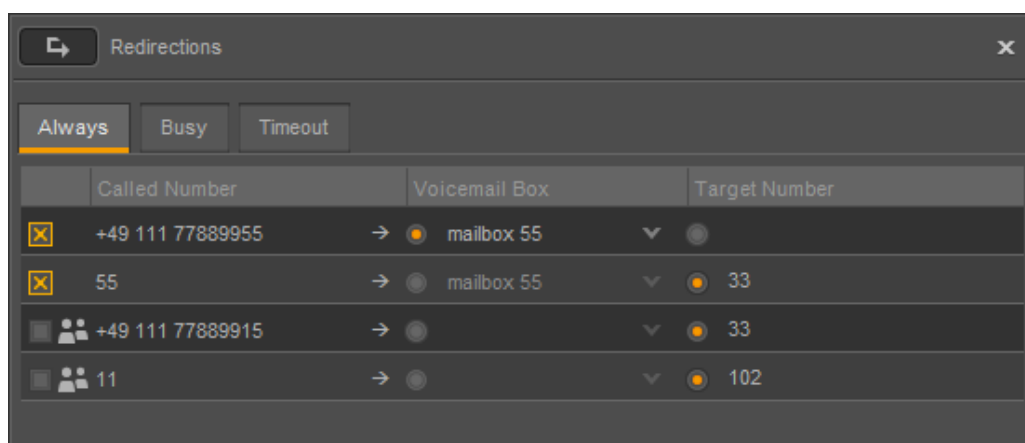
Figure 32 - Example for set redirections

Note: If there is a digit on the telephone system for outside line (for example, 0), this number need not be entered when redirecting to an external telephone number.

The icon ![icon] indicates the call number of a group. Such group redirecting can only be seen and set up by members of the respective group with the appropriate rights.

It is also possible to select a voice mailbox from the drop-down menu as the redirecting destination. It should be noted that phone numbers can only be forwarded to voice mailboxes to which the user also has access.

Exempted from this are group voice mailboxes, which can only be selected as the destination when redirecting a group number.

5.9 iFMC

An iFMC configuration allows an incoming call to ring in parallel on an end device that is not directly connected to the telephone system (e.g., a smartphone).

It is possible to create multiple iFMC configurations and use them simultaneously. It is also possible to create several iFMC configurations and to activate or deactivate them via the checkbox of the same name.

The Add iFMC Device button can be used to add an iFMC configuration.
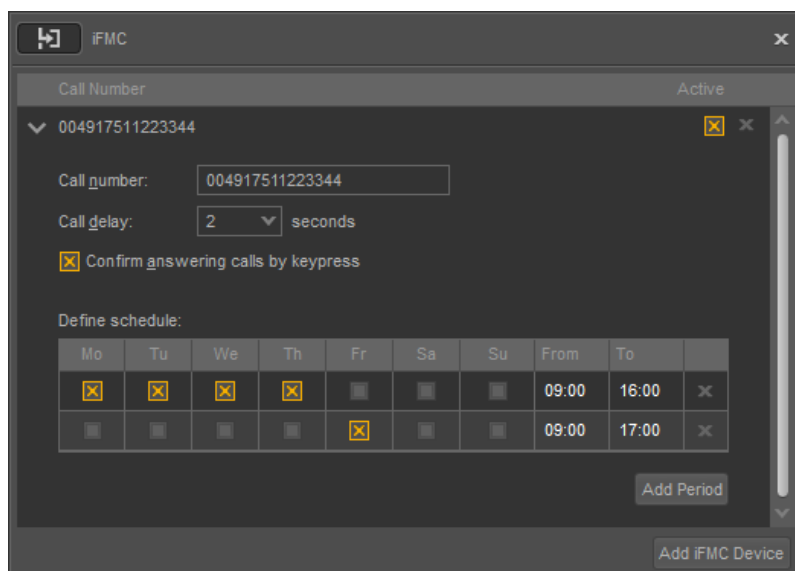
Figure 33 - Example of an iFMC configuration

In the input field **Call number** the phone number, which should be called in parallel, must be entered. It is always in fully qualified format with country code to specify.

> **Note**: A possible public access does not have to be registered.

Call delay: With the indication in this drop-down menu, it is possible to incorporate a deliberate time delay, which provides a time frame, e.g. to accept an incoming call first over the telephone connected to the telephone system.

The selected call delay does not work if no telephones connected to the telephone system are assigned to the user. In this case, the iFMC number is called immediately.

If two iFMC numbers are entered, the ratio (e.g., 10 seconds difference) between the two call delays remains. The first iFMC number is called immediately and the second number after 10 seconds.

Confirm answering calls by keypress: If this checkbox is active, with incoming calls to the iFMC terminal a voice message is initially played, whereupon the actual call can be accepted by pressing a number.

It is possible to create freely configurable schedules when the iFMC configuration is to be used. Under the heading **Define schedule**, a new period can be added via the Add Period button.

The schedules are based on days of the week and freely selectable periods and can be set up in any desired complexity.

5.10 Chat

This window displays the chat of the UCC client. Different conversation partners and active chat rooms are shown with different tabs, which can be changed by a mouse click. The currently selected tab is marked by an orange marking.

This function is only available if the logged in user also has the chat right on the telephone system. It is also possible to send a chat message to a user who is not logged in. The chat message is delivered as soon as the respective user is logged on to the UCC client the next time.

Within the chat the BLF of the other party is displayed and this BLF offers all possibilities of a normal BLF (see also "5.7.1 - Busy Lamp Field").

> **Note:** The BLF of the respective user is automatically displayed, regardless of whether the BLF was previously set up on the web interface of the telephone system for the user or not.

The content of individual chat messages or all chat messages can be copied via the context menu. The context menu is called up using the right mouse button.

When a chat is re-opened with a user, the chat messages of the last two days with chat traffic are loaded and displayed. So by scrolling up, the previous chat messages can be seen. This functionality is only available if the chat history is enabled for the user.

All received and sent chat messages are checked by the UCC client for possible internal and external numbers. If an internal or external number is detected, it will be indicated by an underline. In order to establish a call to the corresponding telephone number, it must be clicked once with the left mouse button.

5.10.1 Static chat rooms

The View button is used to display the static chat rooms available on the telephone system.

A static chat room can be joined via the Add button. Once you have joined a static chat room, the last chat messages sent in the chat room are displayed. The display of recent messages in a static chat room is independent of the user's chat history settings.

> **Note:** There is no access restriction for a static chat room. Each user is authorised to enter any static chat room.

To create a new static chat room, the desired name and a description must be entered.

Figure 34 - Overview of static chat rooms from the perspective of an administrator

Selecting the Join button creates the new static chat room. In order to be able to create a new static chat room, administrator rights on the telephone system are mandatory.

Alternatively, an administrator can also define a group on the telephone system as a chat group and thus create a static chat room (see also Configuring Group on the Telephone System).

5.10.2 Chat history

In the chat history all sent and received chat messages of the logged in user can be seen. Whether or not a chat history is saved can be configured in expert mode.

The chat history itself is stored locally in the path:

C:\Users\<Benutzer>\AppData\Roaming\STARFACE GmbH\UccClient\ChatHistory\

Parallel to this, chat history is also kept on the telephone system and downloaded when logging in to another UCC client installation.

> **Note:** The chat history on the telephone system only covers the last 90 days, while the local chat history is kept indefinitely.

There are several combinable filter options available in the upper third of the mask.
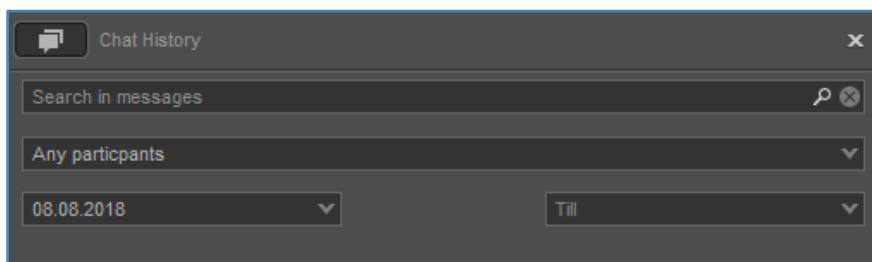
Figure 35 - Filter options of the chat history

A search term can be entered in the upper input field. It should be noted that a full-text search is always carried out. The drop-down menu below can be used to restrict the view or search to a specific participant.

The last filter option is a date filter that restricts the display or search to a from-to period. The default value for the from date always corresponds to the current date in the previous month.

> **Note:** Only time periods or individual days can be selected for the date filter. Unrelated individual days can not be selected.

The middle third of the chat history mask displays the users and chat rooms for whom a chat history is available. This display is daily based, so that for each user/chat room and a date each one entry is visible.

Figure 36 - Sample view for the selectable users

The currently selected entry is identified by an orange frame.

The bottom third of the chat history mask displays the actual messages that have been exchanged. The most recent chat history message is always displayed at the bottom.

The content of individual chat messages or all chat messages can be copied via the context menu. The context menu is called up using the right mouse button.

5.10.3 Emojis in chat

The following table lists the emojis that are created in the chat by entering their respective strings:

String	Emoji
::;-)	
:;)	
:)	
:-)	
;)	
;-)	
:-P	
:-p	
:P	
:p	
:-D	
:-d	
:D	
:d	
:->	
:>	
:(	
:-(	
::;-(	
:;(	
;-(	
;(	
:-O	
:-o	
:O	
:o	
:-@	
:@	
:-$	
:$	
:-|	
:|	
:-S	
:S	
:-s	
:s	
B-)	
B)	
(H)	
(h)	
:-#	
:#	
:-/	
:-*	
:*	
<3	
</3	

Table 3 - Overview of emojis

5.11 Fax Lists

In this window it is possible to display different fax lists via different tabs. The following call lists tabs are available:

- New   All incoming faxes that have not been read yet

- Private   Folder to which faxes can be moved manually

- Old   All faxes that have already been read

- Outgoing   All sent faxes

- Fax Queue   All faxes waiting to be sent

Via the left drop-down menu, directly above the list view, the period of the lists to be displayed can be limited or extended. The following selections are available:

- Today

- Last 7 days

- Last 30 days

- Older entries

The right-hand drop-down menu offers the option of restricting the display to ones own calls or the calls of certain groups.

> **Note:** Only groups in which the respective user is a member can be selected here.

With the key combination "Ctrl" and "f" a search input field can be shown in this overview list. Entries in this search field perform a full-text search in the displayed overview list.

5.11.1 Send faxes via fax printer

In order to be able to send faxes via the UCC client, the STARFACE fax must be installed (see also "3.2 - Installing the UCC Client").

After installation, when the printer is selected in open programs (for example, Word), an entry named "STARFACE Fax" will be available. If this entry is selected, a prompting for inserting the fax number opens in the UCC client.
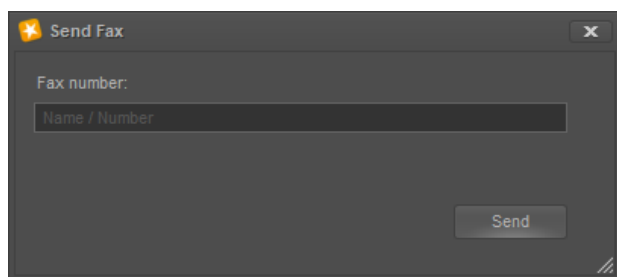
Figure 37 - Input window for the fax number

It is also possible to send PDF files via the Windows Context Menu by fax, without having to open the respective PDF file for it. Several PDF files can be marked and sent to the same destination number.

The outgoing faxes are sent successively and not parallel to each other. The list of faxes that are still to be sent, is located in the fax lists in the tab "Fax Queue".

> **Note:** Fax sending via the Windows context menu currently only works with PDF files. All other file types must be opened beforehand and faxed out of the program itself.

As an alternative to directly entering a fax number, you can also search for a name. The following address books are searched:

- Outlook Contacts

- Outlook address books

- Entries from the STARFACE address book

When displaying the search results, only contacts that have a registered fax number are considered. If a contact has several fax numbers, the desired number can be selected via the drop-down box.

Further information concerning the name to be signalled, the fax number, etc. can be found in the STARFACE Administration Manual (Download area of the manuals).
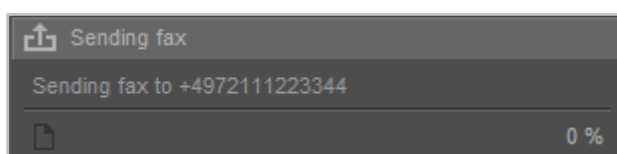
Figure 38 - Active fax process in Call Manager

If the fax transmission is cancelled or not possible, for example because the destination number is busy, a notification is displayed and you have the option of restarting the fax transmission or aborting the entire process.

It is also possible to create a serial fax via command line call and a CSV file (see also "6.4 - Fax transmission via command line call").

5.11.2 Graphical labelling of fax list entries

The various fax list entries are indicated graphically as follows:

- ✅   Successful incoming or outgoing fax

- ❗   Error sending or receiving a fax

5.11.3 Context menu of fax list entries

If a fax list entry is right-clicked, the context menu opens and you can choose between the following options:

Move to "Private"	Moves the fax to "Private"
Move to "Old"	Moves the fax to "Old"
Show Fax	Fax will be opened
Copy Phonenumber	Copies the phone number to the clipboard
Send Call Memo as E-mail	See "5.3.6.4 - Send functions/email"
Remove	Deletes the fax from the list
Reload List	Updates the fax list

5.12 Drag & Drop in the UCC Client

This chapter describes the options for triggering actions within the UCC client via drag & drop. Within the following table, the first column indicates which item is dragged and dropped, and the second column indicates the target.

Source	Aim	Action
Active conversation in the Call Manager	BLF of a user / group	Redirection with consultation or blind transfer
Active conversation in the Call Manager	Hold conversation in the Call Manager	Redirection without consultation*
Incoming call in the Call Manager	BLF of a user / group	Redirection without consultation
Any file	Active window "Chat"	Send file
Any file	BLF of a user	Send file
BLF of a user	Active window "Chat"	Create a spontaneous chat room
BLF of a user	"Call Manager" window	Start call
BLF of a user	Conference in the Call Manager	Add participants to the conference (without consultation)
BLF of a user	Empty window "chat"	Start chat
BLF of a user	Search field in the Quick Access Bar	Start call
Direct Dial function key	Call Manager	Start call
Direct Dial function key	Conference in the Call Manager	Add participants in the conference (with consultation)
Direct Dial function key	Search field in the Quick Access Bar	Start call
Hold conversation in the Call Manager	Active conversation in the Call Manager	Start conference*

Table 4 - Overview of Drag & Drop actions in the UCC client

All actions marked with an asterisk * can only be used if the feature "knocking" is activated on the telephone system for the respective triggering user.

Different Drag & Drop actions in the UCC Client also indicate in advance by a change of the mouse arrow which action will be triggered:

Trigger a call

Start chat

Create a spontaneous chat room

Redirection without consultation (Blind transfer)

Redirection with consultation

Start conference

5.13 Integration in Microsoft Outlook

With this feature, the current status of a user on the telephone system can be viewed directly in Microsoft Outlook live and various functions can be used directly from within Office.

The user's live status is indicated by a coloured marker to the left of the user name, e.g. when writing a new email.

In addition, the following buttons are available in the Contact view:

- ▣   Start chat (only with corresponding chat right on the telephone system)

- ◔ˇ   Call user

- ▣   Call user

- ✉   Write an email to the contact (via standard email program)

For this feature to work, the following system requirements must be met:

- Office 2013, Office 2016 or Office 365 are installed and used locally.

- "Lync" or "Skype for Business" is installed locally, alternatively the "Unified Collaboration API" is installed (see also "3.2 - Installing the UCC Client").

- The contact stored in Outlook contains the same email address that is stored on the STARFACE for each user in any email field.

> **Note:** The upper case and lower case is adhered to in the e-mail address and must be identical.

In addition, the subject and text of an e-mail in full view are automatically searched for call numbers. The recognised numbers are displayed under the heading "Detected numbers" in the sidebar.

> **Note:** The preview view of an e-mail is only automatically searched for call numbers if the email is less than 512 kilobytes.

In addition, the integration in Microsoft Outlook offers the possibility to check incoming calls against the contact folders and connected address books, so that the respective contact data are displayed. For this, the contact data from the contacts folders and the address books must be loaded into the local cache.

This is done either via the automatic synchronisation (see next point) or can be triggered manually via the button of the same name.

5.13.1 General configuration in Outlook

In the first tab you can configure via checkbox for which calls a notification will be displayed. It can be differentiated between internal and external calls.

The number of entries displayed in the sidebar can be freely configured via the input field of the same name. The checkbox "Show group calls" can be used to configure whether existing group calls are displayed in the log or not.

The "Automatically Sync Contacts" drop-down menu configures how often the local cache is synchronised with the contact folders and the address books.

Using the button of the same name, the local cache can be completely reset so that the synchronisation of the contact data is completely rebuilt.

5.13.2 Contacts folder in Outlook

In the tab "contacts folder" the contact folders can be configured, which should be synchronised in the local cache.

5.13.3 Address books in Outlook

In the tab "address books" the address books can be configured, which should be synchronised in the local cache.

5.13.4 Telephone number fields

In the tab "Call no. fields" the fields that will be displayed for a contact can be selected. The selected and thus displayed fields are displayed on the right side.

5.14 Integration of the Snom D7

The UCC client can be used together with the Snom D7 keypad extension panel. For this, the corresponding driver must be installed during the installation (see also "3.2 - Installation des UCC Clients"). Up to 8 coupled Snom D7 expansion panels can be used.

> **Note:** Concerning the procedure for the coupling of several Snom D7, the manufacturer documentation has to be considered.

The transfer of the BLF function keys must be carried out as described in chapter "5.7 - Function Keys". The Snom D7 keypad extension field displays the same function keys that are also displayed in the UCC client.

The signalling behavior of the colours on a Snom D7 differs at some points from the normal colour status of the standard BLF function key. For this reason, here is a separate overview of the signalling behavior:

Standard BLF key	Snom D7
green	green
yellow	yellow
red	red
blue	red
grey	No colour signalisation

Table 5 - Overview of the colour signalisation of a Snom D7

5.15 Updating the UCC Client

In the main window of the UCC client you can search for updates below the menu item Help. A link to the release notes of the new version is displayed before installation.

When the update is started, the necessary data is downloaded in the background. During the download process, the UCC client can continue to be used without restrictions.

If the download of the update is finished, a corresponding message is displayed. If the installation of the newer version is not confirmed, the update data must be downloaded again at a later date.

> **Note:** There is no automatic check of whether the version of the UCC client to be installed is compatible with the version of the telephone system.

Appendix

This appendix provides additional information about the UCC Client.

6.1 Information for headsets

An overview of the UCC Client supported headsets can be found here:

Supported headsets for the UCC Client for Windows

6.2 Mute on incoming calls

The UCC client supports the feature that stops certain programs (such as the Windows Media Player) or reduces their volume when a call comes in.

To do this, the "Windows standard communication device" must first be configured in the UCC client for input and output (see also "4.5 Expert mode").

Then the standard communication device can be defined in the "Playback" tab of the Windows Sound Configuration (right-click on the speaker icon).

As the last step, the desired behavior must be selected in the "Communication" tab of the Windows Sound Configuration (right-click on the speaker icon).

> **Note:** It should be noted that not all audio devices and programs support this procedure.

6.3 Call setup by command line call

For an action to be triggered via the command line parameters, an instance of the UCC client must already be active on the PC.

If the StarfaceUcClient.exe is called up with the parameters, the respective action is carried out by the entity already running and registered on the telephone system.

An outgoing call can be set up as follows:

StarfaceUcClient.exe /PHONENUMBER="+ <target number>"

StarfaceUcClient.exe /PHONENUMBER="+ 4972133445566"

6.4 Fax transmission via command line call

For an action to be triggered via the command line parameters, an instance of the UCC client must already be active on the PC. If the StarfaceUcClient.exe is called up with the parameters, the respective action is carried out by the entity already running and registered on the telephone system.

Here are some examples of use:

Send a PDF file as a fax, whereby the user must enter the destination number:

StarfaceUcClient.exe "c:\test\test.pdf"

Send a PDF file as a fax to a fixed given fax number:

StarfaceUcClient.exe "c:\test\test.pdf" /FAXNUMBER="+4972188776655"

Send a serial fax with the fax jobs specified in a CSV file:

StarfaceUcClient.exe /SERIALFAXINPUT="c:\test\test.csv"

The structure of the CSV file can look like this:

"+4972112345678";"c:\test\test1.pdf"
"(0721) 12345678";"c:\test\test2.pdf"

Send a serial fax and write a CSV file as the send report. The fax jobs are defined as above in the CSV file:

StarfaceUcClient.exe /SERIALFAXINPUT="c:\test\test.csv"
/SERIALFAXOUTPUT="c:\test\testresult.csv"

The result file contains one line per executed fax job with the following structure:

"<Fax number from the csv file>";"<dialed fax number>";"<pdf file>";"<result>";"<number of redials>";"<sent page count>/<total page count>";"<time stamp>"

Delete PDF files after successful fax transmission:

StarfaceUcClient.exe /SERIALFAXINPUT="c:\test\test.csv"
/SERIALFAXOUTPUT="c:\test\testresult.csv" /CONCURRENTFAXCOUNT =2
/DELETEPDFAFTERSENT

It is checked if the same PDF file may still be needed for a later fax operation from the CSV file. If this is the case, the file is not deleted until it is no longer needed in the queue.

Increase the number of parallel faxes:

StarfaceUcClient.exe /SERIALFAXINPUT="c:\test\test.csv"
/SERIALFAXOUTPUT="c:\test\testresult.csv" /CONCURRENTFAXCOUNT =2

The UCC client sends only one fax at a time. In order to achieve a higher throughput with correspondingly generous server configuration, the number of faxes to be sent simultaneously can be increased for a serial fax transmission (1 to 10 simultaneous faxes).

6.5 Overview of the TAPI functions

The UCC client implements a TAPI 2.x named "TAPI Service Provider" (TSP). The following TAPI functions are supported:

- lineGetDevCaps

- lineGetLineDevStatus

- lineGetID

- lineGetAddressCaps

- lineGetAddressStatus

- lineOpen

- lineClose

- lineMakeCall

- lineAnswer

- lineHold

- lineUnhold

- lineSwapHold

- lineGenerateDigits

- lineDrop

- lineCloseCall

- lineGetCallInfo

- lineGetCallStatus

- lineRedirect

- lineBlindTransfer

- lineCompleteTransfer

6.6 Create Support Package

In order to be able to better analyse an error case, it is possible to increase the log level of the UCC client and also to activate SIP debugging (recording of the SIP messages) via the Help and Logging button.

For this the logging simply has to be changed to "Debug Logging". After the next occurrence of the error, the ZIP file with all log files can be created using the Create Support Package button.
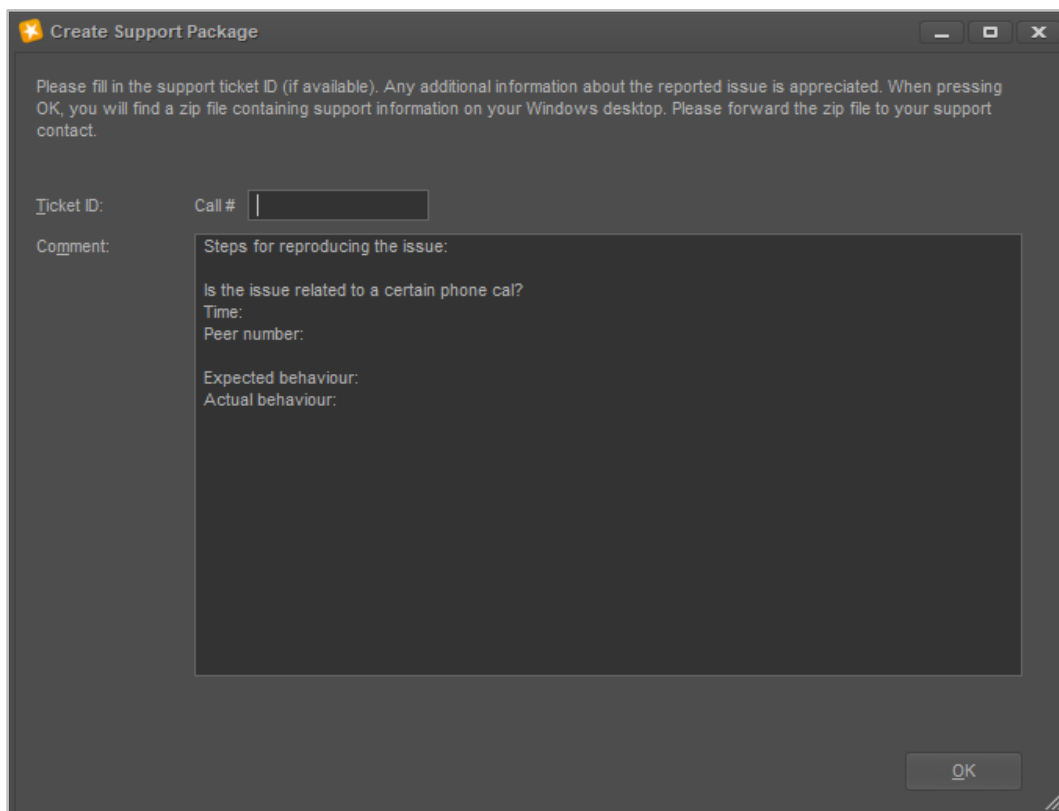
Figure 39 - Generating support package

Note: Please note that transmitted log files do not directly permit a conclusion on the error pattern that has occurred. A precise description of the error pattern that has occurred makes it much easier to find a solution.

6.7 Perform Audio Performance Test

To better analyse an audio problem, you can use the Help button and then Audio Performance Test to test the audio connection. The actual test takes about 10 seconds and no other actions should be carried out during that time.

> **Note:** Only the currently configured audio device (see also "4.2.2. - Audio") is tested and not all existing audio devices.

The result of the audio test is output in a dialog box and it is also possible to create a support package with the test results (see also "6.6 - Creating a support package").

6.8 Manual registration of the Outlook Connector

The Outlook Connector can be registered manually via the command line. For this, the command line must be opened as administrator. Then you have to switch to the following program directory:

C:\Program Files\STARFACE\Outlook Connector

The file "adxregistrator.exe" allows you to register the Connector in Outlook. The result of the registration is written in the following logfile:

<Documents>\Add-in Express\adxregistrator.log

> **Note:** The tool does not output any error messages.

Here are some example calls:

Install for all users

- Open the command line as administrator and change to the program directory.

- adxregistrator /install="OutlookConnector.dll" /privileges=admin

Install for the current user

- Open the command line and change to the program directory

- adxregistrator /install="OutlookConnector.dll" /privileges=user

Uninstall for all users

- Open the command line as Admin and change to the program directory

- adxregistrator /uninstall="OutlookConnector.dll" /privileges=admin

> **Note:** This procedure is only possible if the right "privileges = admin" has been registered.

Uninstall for the current user

- Open the command line and change to the program directory

- adxregistrator /uninstall="OutlookConnector.dll" /privileges=user

> **Note:** This procedure is only possible if the right "privileges = admin" has been registered.

In the registry it is possible to check whether the Connector has been registered in Outlook:

For all users (privileges=admin):

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\SF.UcClient.OutlookConnector.AddinModule

or

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\Outlook\Addins\SF.UcClient.OutlookConnector.AddinModule

For the current user (privileges=user):

HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins\SF.UcClient.OutlookConnector.AddinModule

6.9 Filing directory of the log files

The general log files of the UCC client, the Outlook connector and the fax printer connection are written to the Temp directory of the respective user:

C:\Users\<Username>\AppData\Local\Temp\STARFACE GmbH

The log files for TSP are in the following path:

C:\ProgramData\STARFACE GmbH\TSP\logs

The logfiles for sending faxes are in the following path:

C:\Users\<Username>\AppData\Local\Temp\Starface GmbH\FaxDriverPlugIn

If the UCC client terminates due to an unattended error, a Memory Dump is written. The memory dumps of the UCC client are stored in the following path:

C:\Users\<Username>\AppData\Local\Temp\STARFACE GmbH\UccClient\logs

The bundle installer "setup.exe" writes the following log files:

- dotNetInstallerLog.txt

- StarfaceClientInstall.log

- StarfaceClientUnInstall.log

in the Temp directory of the respective user at:

C:\Users\<Username>\AppData\Local\Temp\STARFACE GmbH

6.9.1 Enable Windows Installer Logging

It is possible to activate Windows Installer Logging via the registry. To do this, in the registry key must:

HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\Installer"

be created a string value with the name "logging" and the value "voicewarmup". The log files are written to the user's Temp directory.

After activation, the Windows Installer writes log files to the Temp directory for all installation processes. The log files are named after the schema MSI*.LOG. After debugging the setup, the value should be cleared again to avoid unnecessary log files.

> **Note:** Registry intervention is at your own risk and is recommended only to experienced users and administrators.

6.9.2 Logging the Outlook Connector

The Outlook Connector is based on the 3rd party product "AddIn Express". The "AddIn Express" writes the log files to the user's document directory:

C:\Users\<Benutzername>\Documents\Add-in Express

in the two log files:

- adxloader.log   Log of loading the Outlook Connector

- adxregistrator.log   Log of installing the Outlook Connector

6.10 Manual registration of the Outlook Connector

The Outlook Connector can be registered manually via the command line. For this, the command line must be opened as administrator. Then you have to switch to the following program directory:

c:\Program Files\STARFACE\Outlook Connector

The file "adxregistrator.exe" allows you to register the Connector in Outlook. The result of the registration is written in the following logfile:

<Documents>\Add-in Express\adxregistrator.log

> **Note:** The tool does not output any error messages.

Here are some example calls:

Install for all users

- Open the command line as administrator and change to the program directory.

- adxregistrator /install="OutlookConnector.dll" /privileges=admin

Install for the current user

- Open the command line and change to the program directory

- adxregistrator /install="OutlookConnector.dll" /privileges=user

Uninstall for all users

- Open the command line as Admin and change to the program directory

- adxregistrator /uninstall="OutlookConnector.dll" /privileges=admin

> **Note:** This procedure is only possible if the right "privileges = admin" has been registered.

Uninstall for the current user

- Open the command line and change to the program directory

- adxregistrator /uninstall="OutlookConnector.dll" /privileges=user

> **Note:** This procedure is only possible if the right "privileges = admin" has been registered.

In the registry it is possible to check whether the Connector has been registered in Outlook:

For all users (privileges=admin):

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\SF.UcClient.OutlookConnector.AddinModule

or

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\Outlook\Addins\SF.UcClient.OutlookConnector.AddinModule

For the current user (privileges=user):

HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins\SF.UcClient.OutlookConnector.AddinModule

6.11 Installation without internet connection

If there is no internet connection on the target system of the installation, the required packages can also be stored locally. For this purpose, the files must be stored in a directory with the name "redist".

The overview of file locations:

- setup.exe   No storage in a subdirectory

- gs915w64.exe   In the subdirectory "redist"

- gs915w32.exe   In the subdirectory "redist"

- dotNetFx40_Full_x86_x64.exe In the subdirectory "redist"

For manual installation, the following packages must be installed:

Microsoft .NET Framework 4.5.1

http://www.microsoft.com/de-de/download/details.aspx?id=17718

Ghostscript 9.15 for 32bit or ghostscript 9.15 for 64bit

http://downloads.ghostscript.com/public/gs915w32.exe

http://downloads.ghostscript.com/public/gs915w64.exe

> **Note:** Ghostscript is optional and only needed for the fax printer.

MSI package (different for 32bit and 64bit Windows)

The MSI setup does not fail if Ghostscript does not exist. However, the fax printer can not then later generate any PDF files, therefore the fax functionality is not given.

When installing the MSI package, the individual features of the client can be selected:

- UCC Client
- Outlook Connector
- Fax Printer
- TAPI

The installation of the UCC Client automatically removes all listed previous versions.

- STARFACE MS Outlook Connector 1.5.11
- STARFACE MS Outlook Connector 2.0.x
- STARFACE TSP 2.0.x
- WinClient 1.4.5 and more recent
- Starface Fax 3.17.1 and more recent

On a terminal server, the registry service does not need to be installed separately. In the contrary, an existing registry service should be manually uninstalled on a terminal server.

6.11.1 Command line options for installation

The following options are available when installing the setup.exe file:

- /i   Installs the program (default)
- /x   Uninstalls the program
- /q   Silent setup options for installation
- /qb   Only progress bars
- /noreboot   Installation without reboot

The desired features can be selected via the command line.

The following command line installs all features.

msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi
ADDLOCAL=FeatureUcClient,FeatureAutoUpdateCDN,FeatureHeadsets,Jabra,Sennheiser,Plantronics,FeatureOutlookConnector,FeatureTSP,FeatureFax,FeatureSnomD7,FeatureUnifiedCollaborationApi

For customisation, the unwanted features must be removed from the parameter list. The UCC client itself is always required, e.g. not to install the TSP without the UCC client:

The following command line installs only the UCC client in Silent mode without cancel button and writes a log file in the Temp directory

msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi
ADDLOCAL=FeatureUcClient /qb! /Lvoicewarmup %temp%\Protokolldatei.txt

6.11.1.1 Further application examples

Silent Installation:
STARFACE_UCC_Client_for_Windows_v6.X.Y.Z.exe /i /q

Only progress bar with cancelling option:
STARFACE_UCC_Client_for_Windows_v6.X.Y.Z.exe /i /q

Install program (MSI file is located directly in C:\):
msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi

Install program (MSI file is directly in C:\) with log file:
msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi /Lvoicewarmup
%temp%\Protokolldatei.txt

Quiet Mode (no interaction with the user):
msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi /quiet

Unattended Mode (only progress bar):
msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi /passive

Reduced surface:
msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi /qr

only progress bar:
msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi /qb

only progress bar and no "Cancellation":
msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi /qb!

No expenses on the screen:
msiexec /i c:\STARFACE_UCC_Client_for_64bit_Windows_v6.X.Y.Z.msi /qn

6.11.2 Specification of a configuration during the rollout

The setup supports the installation with certain default settings. These settings are specified in the following optional configuration files:

- CustomDefaultUser.config

- CustomForcedUser.config

- CustomDefaultAudio.config

- CustomForcedAudio.config

- CustomDefaultCallResponseWeblinks.xml

- CustomDefaultWeblinks.xml

- CustomForcedCallResponseWeblinks.xml

- CustomForcedWeblinks.xml

- CustomDefaultOutlookSettings.xml

The setup can install all or some of these files. When using setup.exe, the files to be installed (with the above predefined file names) must be located in the subdirectory "CustomConfigFiles" next to setup.exe.

By directly using the MSI files, the path to the files to be installed can be passed from the command line. One example might look like this:

msiexec.exe /i "STARFACE_UCC_Client_for_64bit_Windows_v6.0.1.22.msi" CUSTOMCONFIGFILES="c:\UccClientVorgabeKonfigurationsdateien"

6.11.2.1 Explanation of the default files

The following files contain a default configuration, in case a Windows user starts the Client on a Windows PC for the first time:

- CustomDefaultUser.config

- CustomDefaultAudio.config

The following files contain a configuration that is to be specified by the administrator. These files are reloaded by the UCC client after loading the user-specific configuration and overwrite the user's settings if necessary:

- CustomForcedUser.config

- CustomForcedAudio.config

The following files contain administrator-suggested favorites and call-action URLs. The user can configure additional URLs. If the user deletes one of the default URLs in the configuration, it will be added again during the next start:

- CustomCallResponseWeblinks.xml

- CustomWeblinks.xml

The following files contain administrator-preset favorites and call-action URLs. If these files exist, the UCC client will only load these administrator-supplied URLs. The user can configure additional URLs, but they will not be loaded during the next start:

- CustomForcedCallResponseWeblinks.xml

- CustomForcedWeblinks.xml

The following files contain a default configuration for the Outlook Connector configuration, in the case that a Windows user starts the UCC Client on a Windows PC for the first time:

- CustomDefaultOutlookSettings.xml

The assignment to the user-specific configuration files in the directory "c:\Users\<user name>\AppData\Roaming\STARFACE GmbH\UccClient" results from the file names.

The easiest way to create the configuration files to be installed is to initially set the desired configuration manually with the UCC Client. The configuration files can then be copied and customised accordingly.

The UCC client installs sample rollout files that are useful as starting points for customisations.

The example files:

- CustomDefaultUser.config

- CustomForcedUser.config

- CustomDefaultAudio.config

- CustomForcedAudio.config

- CustomDefaultCallResponseWeblinks.xml

- CustomForcedCallResponseWeblinks.xml

- CustomDefaultWeblinks.xml

- CustomForcedWeblinks.xml

- CustomDefaultOutlookSettings.xml

6.11.2.2 Prevent manual update

By default, the manual software update (see also "5.15 - Updating the UCC Client") of the UCC Client is activated for a user. To hide the feature, the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\STARFACE\UC_CLIENT
DWORD Value "AutoUpdateCDN"

must be set to a value other than "1". If the feature is deactivated, it will neither be displayed under the menu item "Help" nor in the settings.

When distributing via MSI or setup.exe, the feature can be switched on or off via the command line. The feature is named "FeatureAutoUpdateCDN" there.