



STARFACE
COMFORTPHONING



STARFACE

UCC CLIENT FOR MAC

Manual

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STARFACE UCC Client for Mac Manual for Version 6.6.0.X / Edition 01

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1 About this manual

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

This manual covers the following topics:

- Installing the STARFACE UCC Client for Mac
- Configuration and administration of the STARFACE UCC Client for Mac
- Operation of the STARFACE UCC Client for Mac

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 Mac 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 Mac:

Sample text

Designations in the STARFACE UCC Client for Mac:

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 Mac 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 Mac 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.

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 6.1.X.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
- 20.000 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.

2.2 Operating systems

The UCC Client for Mac has been successfully tested with Mac OS X 10.11 (El Capitan) and all subsequent versions.

2.3 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.

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

2.3.1 Comparison between basic or premium version

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

Functions	Basic	Premium
Fax Printer	✓	✓
Support of the system chat	✓	✓
Integrated softphone	---	✓
Configure scheduled conferences	✓	✓
Operation		
Initiate calls	✓	✓
Initiate calls by means of an individually definable hotkey	✓	✓
Initiate a call by keystroke	✓	✓
Select primary phone	✓	✓
Activate and configure call redirection	✓	✓
Function keys (BLF)		
Display of telephony and chat status	✓	✓
Initiate calls by mouse click	✓	✓
Choose calls with a mouse click	✓	✓
Start chat with a mouse click	✓	✓
Send email with a mouse click	✓	✓
Configuration of the function keys	✓	✓
Lists		
Call lists	✓	✓
Fax lists	✓	✓
Voicemail	✓	✓
Call Manager		
Interactive display of all incoming and outgoing, as well as hold calls	✓	✓
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 BLF during conversations	---	✓
Recording of conversations	✓	✓

Table 1 - Comparison between basic and premium version of the UCC Client for Mac

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 of the installation file

The latest version of the UCC Client for Mac is available in the download area of STARFACE ([Link to Download Area](#)).

3.2 Installation of the UCC Client for Mac

The ZIP archive can be unpacked on Mac OS X without tools and contains only the UCC Client for Mac, which can be moved directly to the program folder.

After starting the UCC Client for the first time, a request appears to install additional help files. By selecting the appropriate button, the installation program opens and the first installation window appears.

By selecting the appropriate button, the location for the installation can be selected. The help files must always be installed on the system volume.

Before starting the installation, the username and password of an administrator must be entered. After the successful installation, a corresponding message will be displayed.

When the UCC Client is started for the first time, the access data of the user to be logged in are queried (see also [4.2 - Account](#)).

3.3 Installation via remote administration

When installing the UCC Client remotely (Apple Remote Desktop or SSH), the program bundle must be copied to the Program Files folder. In addition, the included installation package "HelperFiles.pkg" (Finder → context menu → "Show package contents" → Contents → Resources) must be installed.

4 Preferences in the UCC Client

This chapter describes the various setting options of the UCC Client. The settings can be opened by clicking on the icon of the UCC Client in the menu bar.

4.1 General

In this tab the general settings for the UCC Client can be set. For this, a shortcut for calls can be stored and an update of the UCC Client can be performed.

The UCC client is available in German and English. The language setting is taken from the preferred system language of the local operating system. If an unsupported language is selected as the system language, the English localization is used.

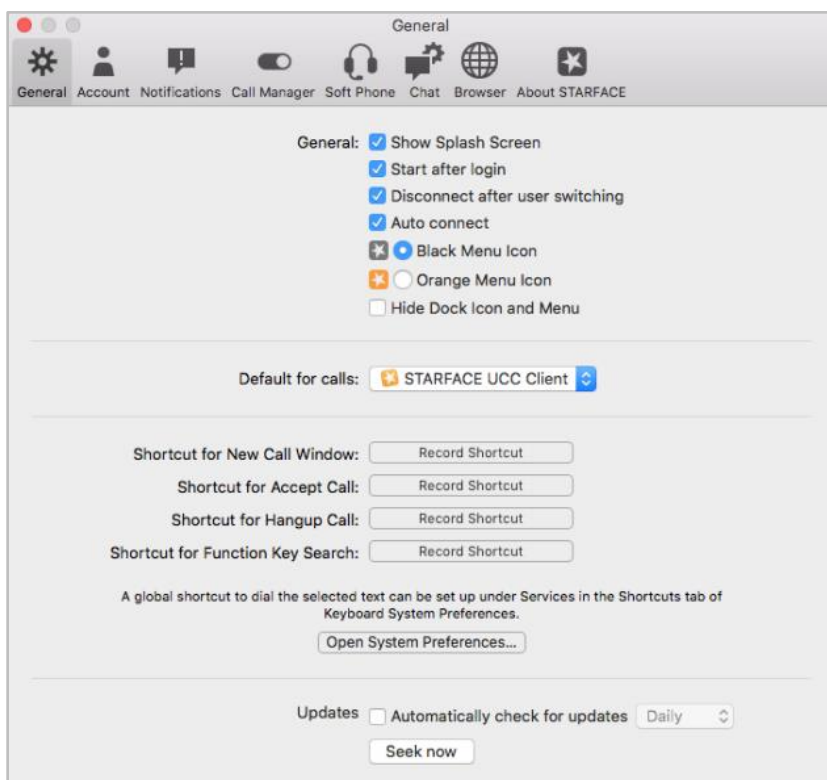


Figure 1 - General Settings

The following options can be activated or deactivated via the preceding checkbox:

Show Spash Screen: If this option is active, the start screen of the program will be displayed when starting the UCC Client.

Start after Login: If this option is active, the UCC client will be started automatically after the user has logged in.

Disconnect after user switching: If this option is active, the UCC Client automatically logs off the PBX when the active user is changed.

Auto connect: If this option is active, you do not have to manually log on to the telephone system after starting the UCC Client.

Colour of the menu icon: You can currently choose between 2 different colours (black and orange) for the menu icon.

Hide Dock Icon and Menu: If this option is activated, no dock icon and menu selection for the UCC Client will be displayed. As a result, the full-screen mode is no longer available

Note: In order for the change of this last option to become active, the UCC Client must be restarted.

Default for calls: From this drop-down menu you can choose which program is used by default for outgoing calls.

4.1.1 Shortcuts

Under this heading, shortcuts can be stored to control various functions of the UCC Client. Shortcuts can be stored for the following functions:

- Shortcut for New Call Window
- Shortcut for Accept Call
- Shortcut for Hangup Call
- Shortcut for Function Key Search

To be able to use the defined shortcuts, the UCC Client must be active.

A system-wide shortcut for selecting the selected text in any program can be configured under the “Services” item in the “Shortcut” tab of the keyboard system settings. To do this, the service must be activated via “Dial with STARFACE” and a shortcut (e.g. Command + Shift + D) must be set after clicking in the right column.

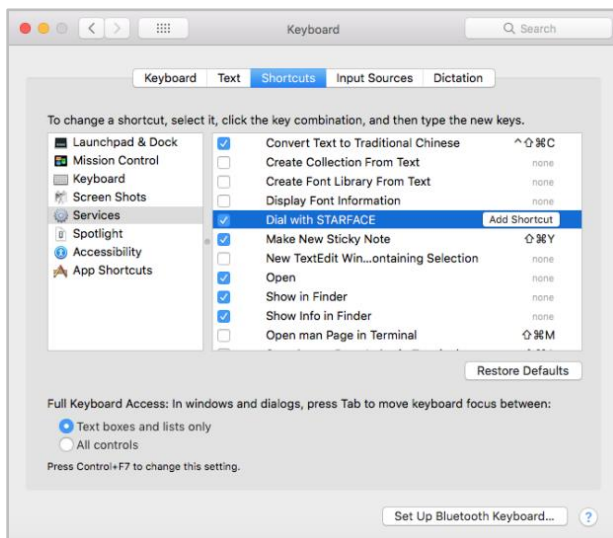


Figure 2 - Example of setting a system-wide key shortcut

The corresponding function is also available via the service menu of the operating system.

4.1.2 Updates

If the option **Automatically check for updates** is activated and one of the following three times is selected in the associated drop-down menu:

- Daily
- Weekly
- Monthly

the UCC Client regularly searches for more recent versions of the UCC Client. The search for more up-to-date program versions can also be triggered manually via the button [Seek now](#).

If a manual search detects that there is no more current version of the program, a corresponding message is displayed:

If a newer version of the program is found, the release comments for the new version are displayed and the installation can be carried out directly.

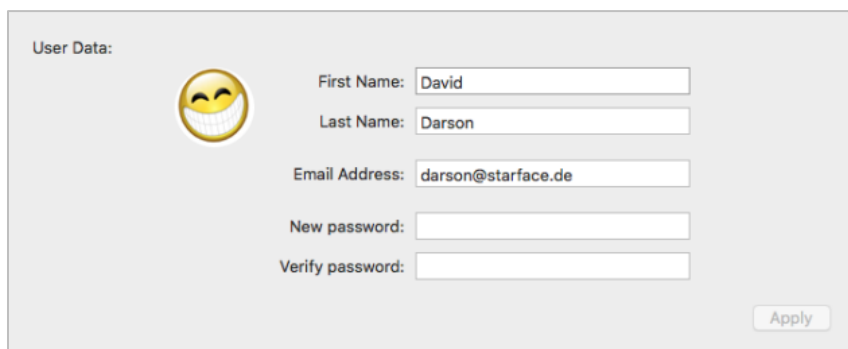
4.2 Account

In this tab you can change all key data as well as the password of a user.

Note: The e-mail address and password can not be changed if the authentication is done via an Active Directory.

In addition, the avatar of the user can also be changed. It is used to display the busy lamp field function keys and at phones that support the “Picture CLIP” feature.

The selected image file for the Avatar may not exceed the maximum size of 3 MB and must be in the format “jpg”, “ng” or “gif”. The graphic is automatically scaled to the appropriate dimensions when uploading.

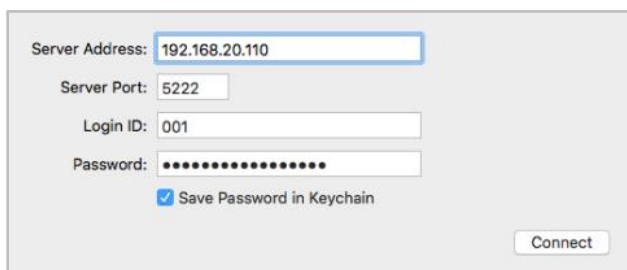


The screenshot shows a 'User Data' form with the following fields and values:

- Avatar: A yellow smiley face icon.
- First Name: David
- Last Name: Darson
- Email Address: darson@starface.de
- New password: (empty)
- Verify password: (empty)
- Apply button: (bottom right)

Figure 3 - “User Data” area in the “Account” tab

In the “Server” area, the user's access data must be entered to the telephone system so that the UCC Client can connect to it.



The screenshot shows a 'Server' form with the following fields and values:

- Server Address: 192.168.20.110
- Server Port: 5222
- Login ID: 001
- Password: (masked with dots)
- Save Password in Keychain:
- Connect button: (bottom right)

Figure 4 - “Server” area in the “Account” tab

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

Server Port: Here you can specify the port that is used for the connection to the telephone system. The default port used is 5222.

Note: Port 5223 is no longer supported by the UCC Client for Mac.

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 corresponds to the user password on the telephone system.

Activating the checkbox **Save Password in Keychain** saves the password. In addition, the password is automatically filled when you have entered the server address and login ID (if a password for the corresponding combination is stored).

4.3 Notifications

In this tab the different messages of the UCC Client can be configured.

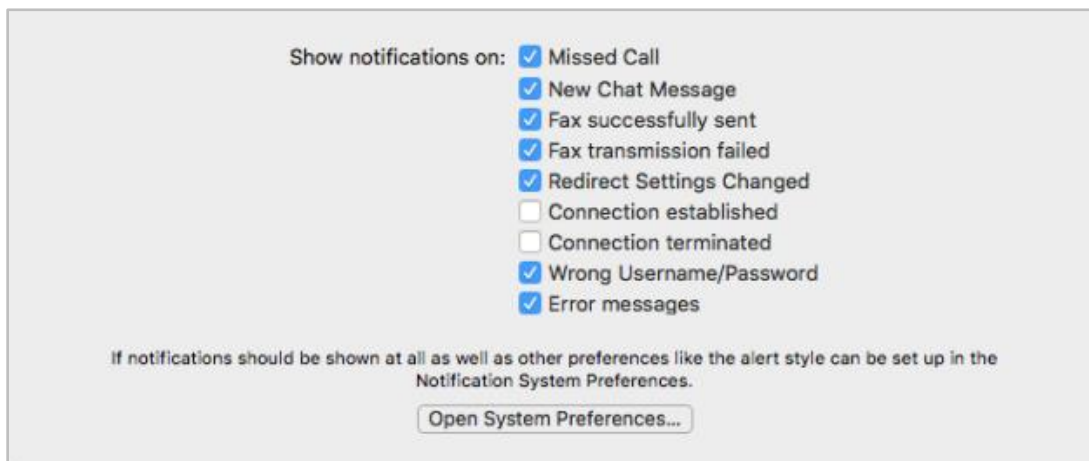


Figure 5 - Overview of the message settings

The following messages can be activated or deactivated via checkbox:

- Missed Call
- New Chat Message
- Fax successfully sent
- Fax transmission failed
- Redirect Settings Changed
- Connection established
- Connection terminated
- Wrong Username/Password
- Error messages

There is also the possibility to directly access the system settings and customize the configuration, for example regarding the notice style.

4.4 Call Manager

In this tab the performance of the Call Manager is configured (see also [“7.2 - Call Manager”](#) Manager).

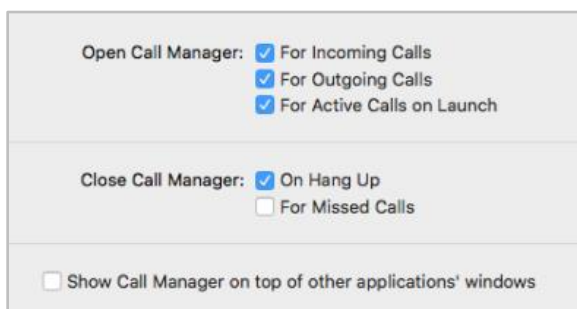


Figure 6 - Configuration of the Call Manager

...**For Incoming Calls**: At this point you can configure whether or not the Call Manager will be opened on an incoming call.

...**For outgoing Calls**: At this point you can configure whether the call manager is opened or not on an outgoing call.

...**or Active Calls on Launch**: At this point, it is possible to configure whether or not the call manager is opened in the event of an existing call and the subsequent start of the UCC client.

...**On hang Up**: At this point, it is possible to configure whether or not to close the call manager after an incoming or outgoing call has ended.

...**For Missed Calls**: At this point, it is possible to configure whether the Call Manager is closed after a missed incoming call or not.

If the option **“Show Call Manager on top of other applications windows”** is activated, the Call Manager will always be displayed in the foreground.

4.5 Soft Phone

In the upper area of this tab, the status of the Soft Phones can be read and whether the same is correctly connected to the telephone system. In addition, the soft phone can be activated or deactivated via a checkbox.

The availability of the Soft Phone licenses must always be considered (see also [2.3 - Licences for the UCC client](#)).

The **Use NAT** option can only be changed if the Soft Phone is not connected. The different setting options are described in the [STARFACE Administration Manual](#).

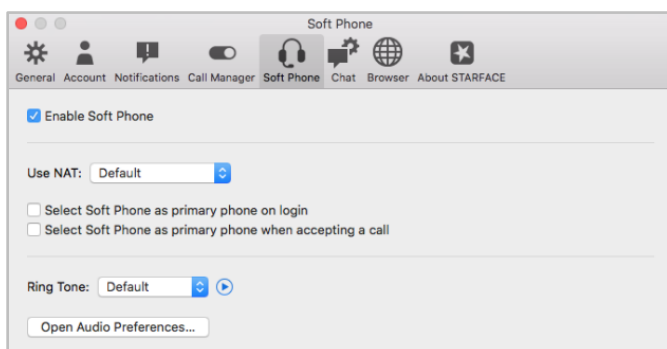



Figure 7 - Soft Phone Settings

Note: A configuration change at this point in the UCC Client also affects the configuration of the telephone account on the telephone system.

The two additional checkboxes can be used to control whether and when the softphone is selected as the primary telephone of the logged-in user.

In the drop-down menu you can select the ringtone used by the Soft Phone. With the button  the selected ringtone can be played on a trial basis. The ringtone can also be deactivated by selecting the entry "No ringtone".

To be able to select your own ringtones, they have to be placed in ~/Library/Sounds/ (for the current user) or/Library/Sounds/ (for all users of the system). Supported formats include AIFF, WAVE and MP3 as well as other formats supported by the operating system.

The **Open Audio Preferences** button can be used to configure the audio settings for the Soft Phone.

Use default input device: If this checkbox is activated, the system's default input device will be used and the list below it will be greyed out.

If this checkbox is not activated, the list below can be used to specify which device should be used for voice input. The devices are addressed in the order shown and the first active device is used. The list can be freely sorted via Drag&Drop.

If a device is currently not available, it will be marked with "not available".

Use default output device: If this checkbox is activated, the system's default output device will be used and the list below it will be greyed out.

If this checkbox is not activated, the list below can be used to specify which device should be used for voice output. The devices are addressed in the order shown and the first active device is used. The list can be freely sorted via Drag&Drop.


If a device is currently not available, it will be marked with "not available".

Use default device for sound effects: If this checkbox is activated, the system's default output device will be used for the tone effects of the system and the list below it will be greyed out.

If this checkbox is not activated, the list below shows which device is to be used for ringing. The devices are addressed in the order shown and the first active device is used. The list can be freely sorted via Drag&Drop.

If a device is currently not available, it will be marked with "not available".

4.6 Chat

In this tab you can configure the sound that will be played on an incoming chat message. The currently selected sound can be played via the  button.

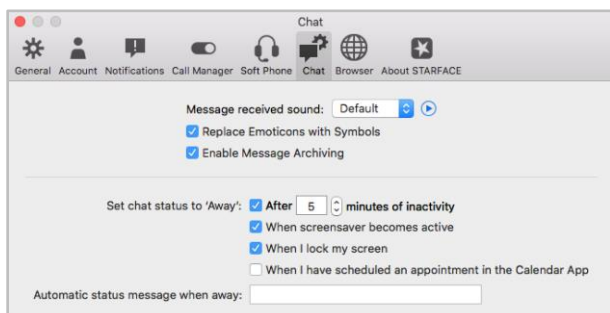


Figure 8 - Chat settings

In addition, you can use the checkbox of the same name to control whether emojis in the chat are replaced by icons or not. The local archiving of the chat messages (see also [5.7.2 - Chat History](#)) can be activated or deactivated via the checkbox of the same name.

In addition, the following configuration options are available for automatically setting the chat status to “Absent”:

After X minutes of inactivity: If this checkbox is active, the chat status will automatically be set to “Away” after the configurable time. As soon as it comes to the next user interaction (e.g., moving mouse or keyboard input), the previous status is reset.

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.

When I lock my screen: 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.

When I have scheduled an appointment in the Calendar App: If this checkbox is active, the chat status is automatically changed to “Away” if an appointment is entered in the “Calendar”. After the end of the registered appointment, the chat status will be reset to “Available”.

It is also possible to enter an alternative status text via the input field at the bottom, which is set instead of “Away” in the scenarios described above.

4.7 Browser

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

4.7.1 Bookmarks

The button can be used to add a new bookmark in the UCC Client. The stored bookmarks can be opened in the main window in the **Browser** area.

Each bookmark must have a name and a URL. If a door camera is connected, this must be marked with the checkbox “Is Door Camera”.

Note: The deposited URL must be specified with “http://” or “https://”.

The button be used to delete a bookmark.

4.7.2 Open URL on Call

The button can be used to add a new website access in the UCC Client.

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.com/rueckwaertssuche/\\$\(callerid\)](http://www.klicktel.com/rueckwaertssuche/$(callerid))).

Figure 9 - Overview of the fields in a web page access

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...)

The above placeholders can be inserted via the **Insert Placeholder** button.

Call State: This drop-down menu controls which state of the call triggers the web site access.

Call Direction: This drop-down menu allows you to determine when the page view will be triggered in addition to the **Call State** setting.

Caller ID-Filter: Here, phone numbers can be stored, for which the website access should 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 no filtering by number is required, this field can be left blank.

Show in Menu: If this option is active, the configured web page access can be used in the call manager (see also “7.2 - Call Manager”) and triggered in the main window of the UCC Client by right-clicking on a number (for example in the call lists). The website call is then also available for incoming calls in the Call Manager under the item “Functions”.

Open in default Browser: If this option is activated, the web page call access is executed in the defined standard browser of the system and not in a window of the UCC Client.

4.8 About STARFACE

In this tab, the version of the UCC Client, the current license information and other information can be found.

5 menu items in the UCC client

This chapter explains the various items of the UCC Client drop-down menu. The following buttons are available:

New Call: The input window for a new telephone number is opened (see also [“7.1 - Setting up calls”](#)).

Recent Call: Here, the last dialled numbers are executed in chronological order, regardless of whether the outgoing call was previously successful or not.

Connect / Disconnect: This option logs the configured user on or off the telephone system (see also [4.2 - Account](#)).

Primary Phone: This option allows the primary phone to be set for the logged in user. This phone is used to set up the user's outgoing calls.

Main Window: This option opens the main window of the UCC client (see also [“6 - Main window of the UCC Client”](#)).

The following areas are documented in detail in individual chapters:

- Call list [5.1 - Call List](#)
- Address Book [5.2 - Address Book](#)
- Voicemail [5.3 - Voicemail](#)
- Function keys [5.4 - Function Keys](#)
- Redirections [5.5 - Redirect](#)
- iFMC [5.6 - iFMC](#)
- Chat [5.7 - Chat](#)
- Chat History [5.7.2 - Chat History](#)
- Fax list [5.8 - Fax List](#)
- Conferences [5.9 - Conferences](#)

Preferences: This button is used to call up the other settings of the UCC Client (see also [4 - Preferences in UCC Client](#)).

Quit STARFACE UCC Client: This option terminates the UCC Client.

5.1 Call List

This area lists all calls made by the user and the groups in which he is a member. The following view categories are also available:

- All All call list entries from all list views
- Incoming All incoming calls, whether accepted or not
- Outgoing All outgoing calls, whether successful or not
- Missed All unanswered incoming calls
- Answered All accepted incoming calls





Use the drop-down menu on the left to further filter the view. The following options are available:

- Today
- Last 7 days
- Last 30 days

The drop-down menu on the right can be used to configure whether all call list entries should be displayed or filtered. For example, only the call list entries of the user or those of a specific group can be displayed.

Note: To see the call list entries of a particular group, the user must be a member of the group.

The following coloured labels of calls are used to assign calls and their status:

-  Successful outgoing call
-  Unsuccessful outgoing call
-  Accepted incoming call
-  Unanswered incoming call

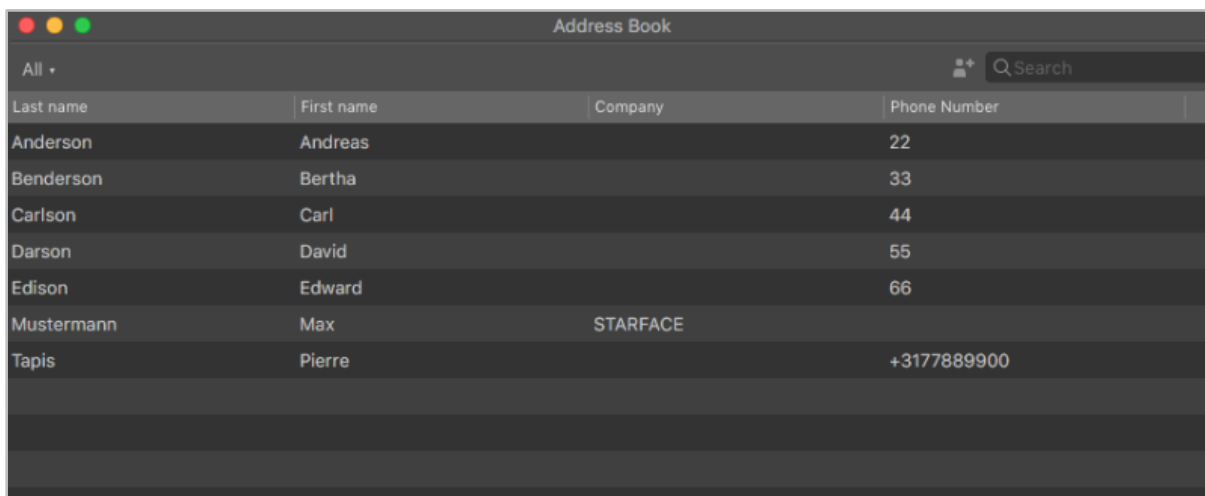
The context menu for the call list entries in the list can be called up with a simple mouse click. Here, the following options are available:

- Call Triggers a call to the saved number
- Copy Phone Number Copies the phone number of the entry to the clipboard
- Delete Deletes the call list entry
- Browser Calling up a website access (see also [“4.7 - Browser”](#))
- Show in Contacts App Shows the existing entry in “Contacts”
- Add to Contacts App Allows a new entry in “Contacts”
- Add to Address Book Allows a new entry in the address book of the telephone system
- Send Call Memo as 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

Note: The UCC client must be enabled to access the contacts (System Preferences -> Security-> Privacy -> Contacts).

5.2 Address Book

In this area you can access the address books of the telephone system. For this the corresponding user needs the right “address book” (see also “[Documentation on the rights](#)”).



The screenshot shows a window titled "Address Book" with a dark theme. At the top left, there is a drop-down menu currently set to "All". At the top right, there is a search box with a magnifying glass icon and the text "Q Search". Below the header, there is a table with the following data:

Last name	First name	Company	Phone Number
Anderson	Andreas		22
Benderson	Bertha		33
Carlson	Carl		44
Darson	David		55
Edison	Edward		66
Mustermann	Max	STARFACE	
Tapis	Pierre		+3177889900

Figure 10 - Example of an address book view

The following display options are available via the drop-down menu in the upper left corner:


- All All contacts the user has access to
- Users All users in the telephone system
- Private The private contacts of the user

In addition, all public address books are displayed that are accessible to the user on the telephone system.

The search box in the top right-hand corner allows you to search through the displayed contacts.


Note: The search starts after entering at least two characters.

5.2.1 Creating new contacts in address books

The  button adds a new contact to an address book. It should be noted that only in the following address books a new contact can be added:

- All public address books on the telephone system
- The user's private address book

5.2.2 Editing contacts in address books

The  button can be used to edit an existing contact. Only contacts in the following address books can be edited:

- In all public address books on the telephone system
- In the user's private address book
- The own contact in the address book “Users”

5.2.3 Context menu for individual address book entries

Accessing the context menu for a single contact provides the following options:

Show Details: This selection displays the overview of contact information. Whereby the displayed data can be changed within the detail view by the button [Edit](#).

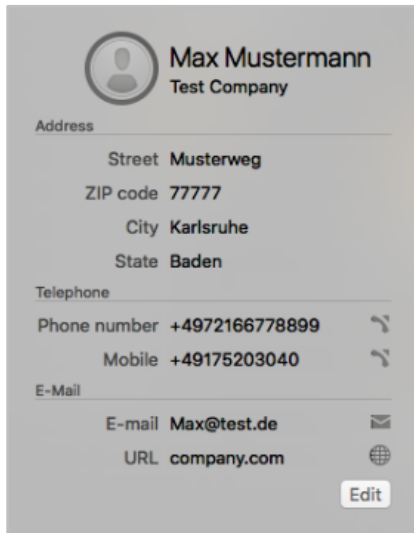


Figure 11 - Example of contact information

Here, a call to the telephone number can be triggered directly via the  button.

Call: This selection can trigger an outgoing call to the stored number. If several numbers are stored for the address book entry, you can select which of the stored numbers will be called.

Add to Contacts App: With this selection, the address book entry can be transferred to the address book of the operating system.

Note: Editing the contacts is currently not possible in the UCC Client, but only directly in the respective address books.

5.3 Voicemail

This area lists all voicemail messages made by the user and the groups in which he is a member. The following view categories are also available:

- Inbox
- Private
- Old

Use the drop-down menu on the left to further filter the view. The following options are available:

- Today
- Last 7 days
- Last 30 days

The drop-down menu on the right can be used to configure whether all voicemail messages should be displayed or filtered. For example, only the voicemail messages of the user or those of a specific group voicemail box can be displayed.

Note: To see the voicemail messages of a particular group, the user must be a member of the group.

The context menu for the individual entries in the list can be called up with a simple mouse click. Here, the following options are available:

- Play Play through the speakers of the system
- Play with Phone Play through the user's primary phone
- Call Triggers a call to the saved number
- Copy Phone Number Copies the phone number to the clipboard
- Move To Moves the voicemail message
- Delete Deletes the voicemail message
- Browser Calling up a website access (see also ["4.7 - Browser"](#))
- Show in Contacts App Shows the existing entry in "Contacts"
- Add to Contacts App Allows a new entry in "Contacts"

Note: The UCC Client must be enabled to access the contacts (System Settings -> Security -> Privacy -> Contacts).

5.4 Function Keys

Within this window, the user's function keys are displayed. Gaps in the sequence of function keys are not displayed, but hidden.

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.

5.4.1 Add function key

The function icon opens the function key editor. Here the already created function keys are displayed for the user. New function keys can also be added, edited or deleted.

The various function keys provide easy and fast access to frequently used standard functions and actions. For example:

- Call predefined phone number (internal or external)
- Call takeover (call grabbing)
- Turn on and off call forwarding
- Log in and out of a group
- Initiate automatic callback
- Park calls
- Activate or deactivate the Do not disturb/DND function

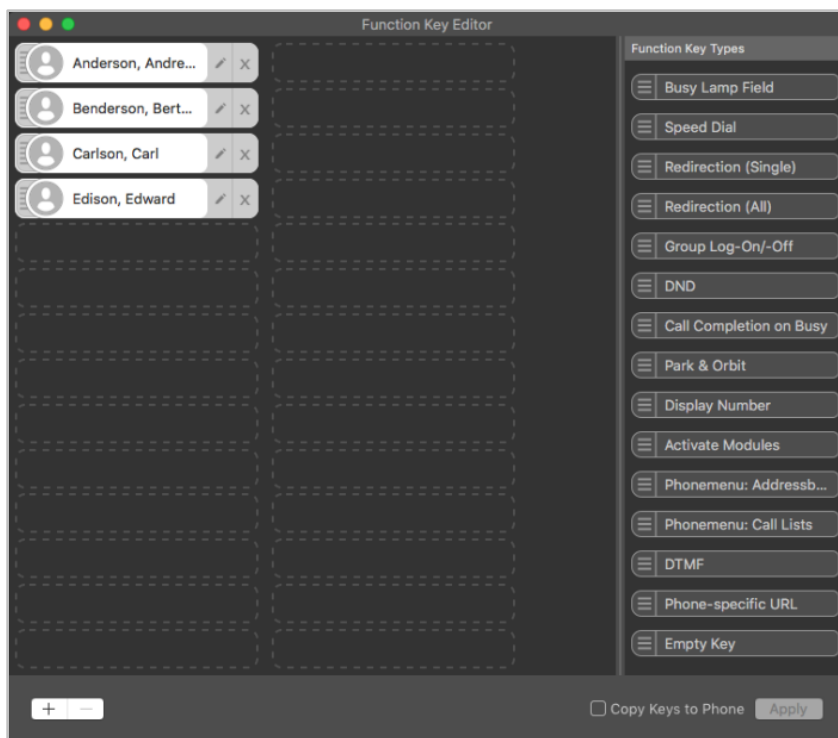


Figure 12 - Example of the function key editor


Many of the features represented by function keys can not only be used in the UCC Client, but can also be displayed on the function keys of a telephone.

However, the configuration and use of the function keys in the UCC Client is independent of the optional telephone model of the user.

The transfer of the key assignment to the phone can optionally be carried out when applying the configuration and must be selected via checkbox. Whether a use of the function keys on the phone is possible, however, depends on the telephone model.

You can either add a key type from the selection list on the right-hand side by Drag&Drop, or by pressing the **+** key in the lower-left area of the window.


Note: Some function key types are only available if certain requirements are met. Thus, for example, the button type “Group Log-On/-Off” is only available if the user is also a member of a group.

To adapt an existing function key, the  button must be selected.

5.4.2 Moving and removing function keys

A function key can be selected via mouse click and is outlined in orange. In addition, several function keys can be marked by dragging the mouse over the area of the function keys while holding down the left mouse button.

The highlighted function keys can now be moved and arranged using Drag&Drop

Individual function keys can be deleted using the  button. In order to remove several selected function keys, the option **Delete** can be used via the context menu.

5.4.3 Busy Lamp Filed (BLF)

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 “6.2.1 - mySelf Status”).

The following options are available via the BLFs drop-down menu:

- Place Call Establishes a call to the respective user
- Send E-mail Starts the system's default e-mail program
- Start Chat Starts the system's default IM program

5.4.4 Speed Dial

This function key type is used for the assignment with telephone numbers outside the telephone system. This also allows control codes to be transmitted to the provider, e.g. to set a redirection in the outside line or to use other service features.

This function key type has no status display and is also available in the call manager.

Note: A possibly existing outside line on the telephone system does not need to be entered when specifying the telephone number.

5.4.5 Redirection (Single)

This function key activates or deactivates already established always-redirections for individual numbers. If the appropriate rights have been set by the system administrator, it is also possible to control the always-redirection for group numbers.

Note: With this option only the always-redirections of the telephone system can be controlled.

The signalization of the function key works as follows:

Signalization	Description	Action on pressing a button
Off	Redirections inactive	Switching on redirections
On	Redirections active	Switching off redirections

Table 2 - Signalization behaviour of the function key

5.4.6 Redirection (All)

When configuring this function key, you can choose between the following 3 types of redirection:

- Always
- Busy
- Timeout

This function key activates or deactivates all configured redirections of a specific redirection type. The activation or deactivation applies to all telephone numbers assigned to the user, with the exception of group telephone numbers.

The signalization of the function key works as follows:

Signalization	Description	Action on pressing a button
Off	Redirections inactive	Switching on redirections
On	Redirections active	Switching off redirections

Table 3 - Signalization behaviour of the function key

5.4.7 Group Log-On/-Off

This function key allows the user to log in or out in one or more groups. The function is only available for groups in which the user is also a member.

Signalization	Description	Action on pressing a button
Off / green	Not logged in	Logging in the group
On / red	Logged in	Unsubscribe from the group

Table 4 - Signalization behaviour of the function key

Note: It is recommended to only place a maximum of 5 groups on a function key of this type.

5.4.8 DND

This function key activates the Do Not Disturb function on the telephone system so that all incoming calls are rejected. In contrast to the do not disturb key on a local telephone, this do not disturb function then applies to all phones or telephone numbers of the user.

If a timeout redirection is set up for the called number, then in this case it takes effect immediately and not after the configured time has elapsed.

This function key type can only be assigned once to a function key. Therefore, the corresponding option in the list of function key types is inactive or greyed out after the first key generation.

Signalization	Description	Action on pressing a button
Off	Do not disturb function is inactive	Do not disturb function is being activated
On	Do not disturb function is active	Do not disturb function is being deactivated

Table 5 - Signalization behaviour of the function key

5.4.9 Call Completion on Busy

With this function key can be triggered the automatic callback function of the telephone system. The function key flashes when the destination number of an internal or external call is busy. The user can now activate the automatic callback function of the telephone system by pressing a button. This possibility still exists 30 seconds after the call attempt has already been completed.

The telephone system will now try in the first step 5x every 10 seconds to reach the destination number. If these first 5 attempts remain unsuccessful, e.g. because the target number is still busy, the retry interval of the attempts is increased to 20 seconds and continues for 60 minutes. After 60 minutes, the automatic callback function will be deactivated automatically.

This function key type can only be assigned to a function key once per user. Therefore, the corresponding option in the list of function key types is inactive or greyed out after the first key generation.

Signalization	Description	Action on pressing a button
Off	“Callback on busy” inactive	No action
Flashing	“Callback on busy” possible	“Callback on busy” is being activated
On	“Callback on busy” active	“Callback on busy” is being deactivated

Table 6 - Signalization behaviour of the function key

5.7.10 Park & Orbit

With this function key, calls can be moved to predefined waiting places. The telephone system provides 100 waiting places (00 to 99) on which only one call can be parked. For each of the waiting places a separate function key must be created.

In contrast to the normal holding of calls, here also other users have access to the waiting places and can take over the calls parked there. For this purpose, however, users must have function keys with the appropriate queue numbers.

Signalization	Description	Action on pressing a button
Off	Waiting place is free	Call is parked
Flashing	Caller is waiting in orbit	Call is accepted

Table 7 - Signalization behaviour of the function key

Note: Using the function keys in the UCC Client telephone system, only parked calls can be fetched from orbit. Parking active calls is only possible directly on the phone.

5.4.11 Display Number

This function key can be used to configure which phone number is displayed to the call destination. It is also possible to suppress the phone number.

Signalization	Description	Action on pressing a button
Off	Phone number is not displayed	The stored phone number is set
On	Phone number is signalled	The phone number is suppressed

Table 8 - Signalization behaviour of the function key

5.4.12 Activate Modules

With this function key existing module configurations can be activated or deactivated.

Signalization	Description	Action on pressing a button
Off	Module inactive	Activate module configuration
On	Module active	Deactivate module configuration

Table 9 - Signalization behaviour of the function key

5.4.13 Phone menu: Address book

This function key can be used to set up access to one of the PBX's address books.

With the first drop-down menu **View** you can select whether the access to the address book should be read-only (contact list) or as search (contact search).

Note: The search is done as a full-text search. For example, a search for “fo” displays not only all the address book entries that begin with “fo”, but all the records containing the search parameter “fo” somewhere.

In the second drop-down menu **Directory** is configured, which of the address books is listed on the telephone system or searched.

5.4.14 Phone menu: Call Lists

This function key can be used to set up access to the various call lists of the respective user. At the moment the 3 call lists of the user listed below are available for selection.

Note: This function key can only be used on telephones and is not available in the UCC Client.

5.4.15 DTMF

This function key can be used to configure individual DTMF tones or even a sequence of DTMF tones, e.g. to be signalled in an active call. The most common field of application is the opening of a door lock by a defined DTMF tone sequence.

Note: This function key can only be used on telephones and is not available in the telephone system UCC Client.

5.4.16 Phone-specific URL

With this function key type, the call of a freely configurable URL can be displayed via http. Thus, for example, a Raspberry Pi can be addressed, which in turn triggers a further action on an URL access.

It depends on the type of telephone, which protocol can be used for the response. The following overview first mentions the phone manufacturers and then the protocol:

- Aastra XML
- Alcatel HTML/XHTML
- Gigaset XML
- Snom HTML/XHTML

- Tiptel HTML/XHTML
- Yealink HTML/XHTML

Note: We recommend the use of this function key type only by experienced administrators and the additional attention to the manufacturer's documentation.

5.4.17 Empty Key

This function key is used for optical structuring and can be used e.g. to represent headings for department or visual dividing lines.

5.5 Redirect

This area can be used to set redirection rules for the user's telephone 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:** This area can be used to set redirection rules for the user's telephone numbers.
- **Timeout:** If the incoming call is not accepted within the specified time period, it will be passed on to the redirecting destination. This redirection also works in the case of unavailability of the user, e.g. if the user's phone is unreachable

In order to activate a redirection for a number, the respective checkbox must be selected. The destination of a redirection can be any internal or external number.

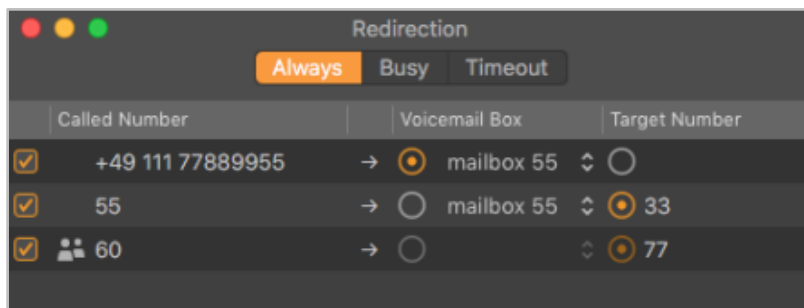


Figure 13 - Example of set always-redirections

Note: If a digit for the **Exit Code** is set on the telephone system, it must not be entered in the field **Target Number** for redirection to external numbers.

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 of the user can only be forwarded to voice mailboxes to which the user also has access.

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

5.6 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.

Use the **+** button to add an iFMC configuration.

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

Mo	Tu	We	Th	Fr	Sa	Su	From	To
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	09:00	17:00
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	09:00	17:00

Figure 14 - Example of an iFMC configuration

Note: A possibly existing outside line may not 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 **+** button.

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

5.7 Chat

This area displays the chat of the UCC client. Different conversation partners are shown with different tabs, which can be changed by a mouse click.

This function is only available if the logged in user also has the chat right on the telephone system.

It is also possible to insert images from the clipboard with the keyboard shortcut Command+V into a chat and send it directly to the other party.

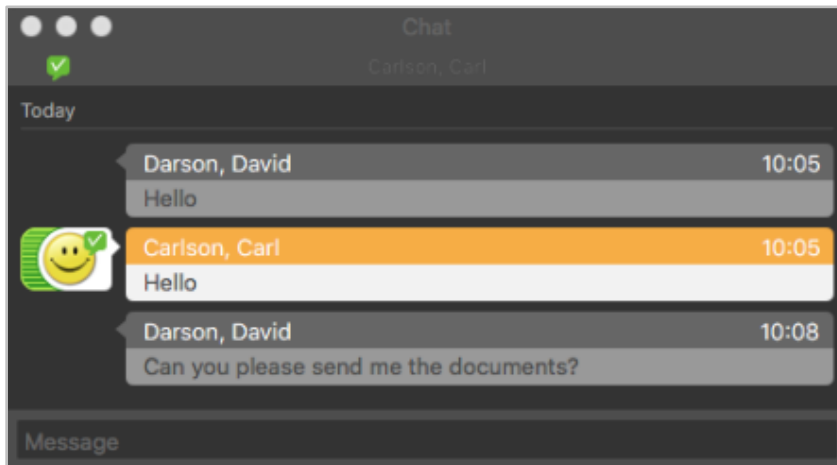


Figure 15 - Example for a chat window

If a file is received in the chat, it will be saved in the download directory.

The BLF function key displayed to the right of the chat window offers all the possibilities of a normal busy lamp field (see also [5.4 - Function Keys](#)).

5.7.1 Emojis in Chat

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

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

Table 10 - Overview of the emojis

5.7.2 Chat History

In the Chat History all sent and received chat messages of the logged in user can be seen. The chat history, if activated, is stored locally in the path:

~/Library/Application/Support/STARFACE/UCC/Client

. 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.

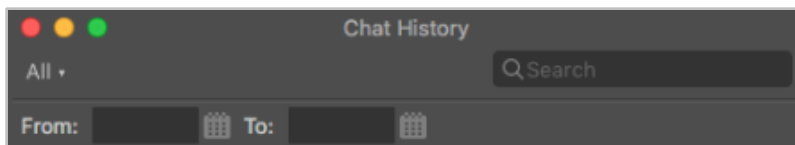


Figure 16 - Search options of the chat history

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

In addition, the filter option is a date filter that restricts the display or search to a from-to period.

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 displays the users and chat rooms for whom a chat history is available. This display is daily based, so that for each user/group chat and a date each one entry is visible.



Figure 17 - Sample view for the selectable users

The bottom third of the chat history displays the actual messages that have been exchanged.

5.8 Fax List

This area lists all faxes made by the user and the groups in which he is a member. The following view categories are also available:

- Inbox
- Private
- Old
- Outgoing

The drop-down menu on the right can be used to configure whether all faxes should be displayed or filtered. For example, only the faxes of the user or those of a specific fax group can be displayed.

Note: To see the faxes of a particular group, the user must be a member of the group.

The context menu for the individual entries in the list can be called up with a simple mouse click. Here, the following options are available:

- Open Displays the fax in the external program for PDFs
- Quick Look Displays the fax in the UCC client
- Copy Number Copies the phone number to the clipboard
- Move To Moves the fax
- Delete Deletes the fax
- Browser Calling up a website access (see also [“4.7 - Browser”](#))
- Show in Contacts App Shows the existing entry in “Contacts”
- Add to Contacts App Allows a new entry in “Contacts”

Note: The UCC client must be enabled to access the contacts (System Preferences -> Security-> Privacy -> Contacts).


5.9 Conferences

In this area moderated conferences can be configured and started. These conferences can be held once or at regular intervals and have a fixed number of participants.

In addition, existing conferences can be adapted, e.g. by inviting additional participants.

The operation of a scheduled conference in Call Manager does not differ from the operation of a spontaneous conference (see also [7.2.4.2 - Conference](#)).

5.9.1 Schedule new conference

The  button can be used to schedule a new conference. For this, first, a clear name for the conference should be given. Then the date and time can be configured via the various drop-down boxes.

The **Period** drop-down menu controls how often the scheduled conference should take place. The following options are available:

- Once
- Daily
- Weekly
- Monthly

The following button can be used to add data to the desired conference participants.



The data can be selected either from the user list of the telephone system or the address book. In addition, there is the option to manually enter the data of a conference participant

Conference Name:

Date:

Period:

Participants:

Name	Phone Number	Email Address	Moderator	Call
Darson, David	55	darson@starface....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Anderson, Andreas	22	anderson@test.c...	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carlson, Carl	44	carlson@test.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 18 - Example of a conference set up

The checkboxes of the same name control whether a conference participant has moderation rights in the conference or not.

In addition, it is configured whether a subscriber is to be called by the conference system of the telephone system. Especially for regular appointments it is recommended to activate this option.

Before saving the new conference date, some basic settings for conferences, such as the assignment of conference numbers, have to be made in the PBX administration. If these settings have not yet been made by the system administrator, a corresponding message is given out.

When saving the conference, all participants will receive an invitation by e-mail. There will also be a notification by e-mail in the following cases:

- in case of subsequent changes to the conference (e.g. change of time)
- as a reminder 15 minutes before the start of the conference
- after the end of a conference appointment (for recurring conferences)

5.9.2 Overview of current conferences

The **Current Conferences** tab displays all scheduled conferences. The following options are available when selecting a conference:

- **Edit** Edit the configuration of the conference
- **Duplicate** Configuration of the conference opens as a template
- **Start Conference** Start of the conference (at maximum 10 minutes before automatic start)
- **Email all Participants** E-mail program with the addresses of the participants is opened
- **Delete** Delete conference

Note: For recurring conference appointments, the future conference appointment will appear in this view approximately 15 minutes after the last conference of this series.

A scheduled conference can be entered up to a maximum of 60 minutes after its start time, unless participants have already entered the conference.

5.9.3 Overview of finished conferences

The **Finished Conferences** tab displays all the conferences that have ended. These are the one-time conferences and the past conferences of a repetitive conference series.

The following options are available when selecting a conference:

- Edit Edit the configuration of the conference
- Duplicate Configuration of the conference opens as a template
- Start Conference Start of the conference (at maximum 10 minutes before automatic start)
- Email all Participants E-mail program with the addresses of the participants is opened
- Delete Delete conference

6 Main window of the UCC Client

This chapter describes the various controls and features of the main UCC Client window.

6.1 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 arranged 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 “6.5 - Menu Icons”) or via the various selection points of the UCC Client icon in the menu bar.

6.1.1 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.

6.1.2 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.

6.1.3 Coupling the window

If a window (e.g. the call lists) is moved to the main window in the UCC Clients via DragDrop, a colour-coded area appears and the window can be placed. Using the same procedure, you can also place different windows above and next to each other.

6.2 Quick Access Bar

The Quick Access Bar is the central component of the UCC Client.

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

- mySelf Status
- Search field
- Redirections
- Menu icons
- STARFACE Logo

6.2.1 mySelf Status

This first element of Quick Access presents the current status of the logged-in user with various icons and coloured markers.

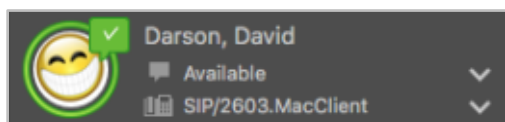


Figure 19 - Element „mySelf Status“

The coloured ring around the user's avatar indicates his/her current status. In this case, a coloured 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 20 - Element "mySelf Status" with additional symbols

Symbol description	Explanation	Site
Red circle with white crossbeam	DND/Sleep feature enabled	Top / Left
White turning symbol on black	an always-redirection is active	Bottom / 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

Table 11 - Description of the 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 an individual chat status can be stored.

In the second 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.

6.3 Search field

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

- All address books on the telephone system to which the user has access
- Address book of the operating system

Note: The search requires at least the input of 2 characters.

6.4 Activating redirections

Within this element, the checkboxes can be used to activate and deactivate the always-redirections.

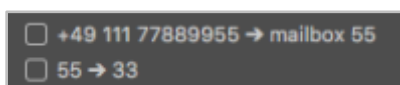


Figure 21 - Element "Redirections" without active redirections

The always-redirections can be configured in the "Redirects" section (see also [5.5 - Redirect](#)).

6.5 Menu icons

By clicking the respective menu icon, a window can be shown or hidden.

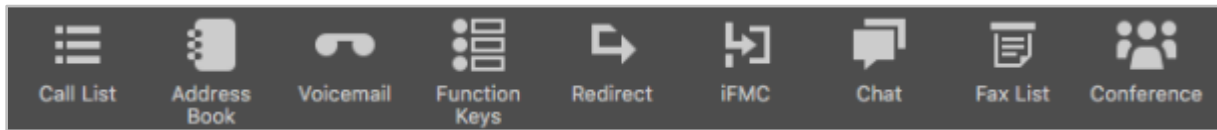


Figure 22 - Element "Menu Icons"

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

- Call list [5.1 - Call List](#)
- Address Book [5.2 - Address Book](#)
- Voicemail [5.3 - Voicemail](#)
- Function keys [5.4 - Function Keys](#)
- Redirections [5.5 - Redirect](#)
- iFMC [5.6 - iFMC](#)
- Chat [5.7 - Chat](#)
- Fax list [5.8 - Fax List](#)
- Conferences [5.9 - Conferences](#)

Note: The number of new voicemail messages is displayed at the voicemail icon.

The labelling of the symbols can be shown or hidden via the context menu. In the default setting, the symbol labels are hidden.

7 Operation of the UCC Client

This chapter describes the operation of the UCC Client.

7.1 Establish calls

The “New Call” window can be displayed at any time via the icon of the UCC Client in the menu bar or via the defined keyboard shortcut (see also [4.1.1 Keyboard Shortcuts](#)).

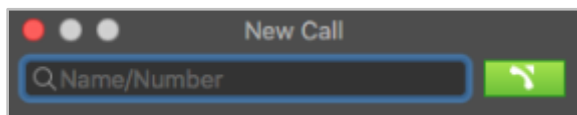



Figure 23 - Start a new call


In this window either the internal or external number can be entered directly. Alternatively, you can search for the corresponding contacts in the native address book by entering letters.

Possible hits are displayed in a list below the input field. This list can be navigated using either the arrow keys on the keyboard or the mouse.

If a contact has several phone numbers, you can choose between them via a submenu.

Note: If no phone number is stored with a contact, it will not be displayed in the result list.

By confirming with the enter key or by clicking on the desired entry, the corresponding phone number is transferred to the input field. The outgoing call can be initiated via the button  or via the confirmation with the enter key.

It is possible, with a held mouse click on the button , to specify via which telephone the outgoing call is established for the user.

7.2 Call Manager

Depending on the status of a call, various options and features are available in the call manager of the UCC client. There is a distinction between the following call states:

- Incoming unanswered call
- Outgoing unanswered call
- Active call

In addition, a few more functions of the telephone system can be used with [keyboard shortcuts](#).

7.2.1 General information in Call Manager

For a call, the following information is displayed in the Call Manager:

- Type of call
- Avatar image (only for internal calls)
- Name of the caller/called party (only with internal users or address book entries)
- Number of the caller/called party
- User calling or being called

- Duration of the conversation (from successful call setup)

7.2.2 Incoming call in Call Manager

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

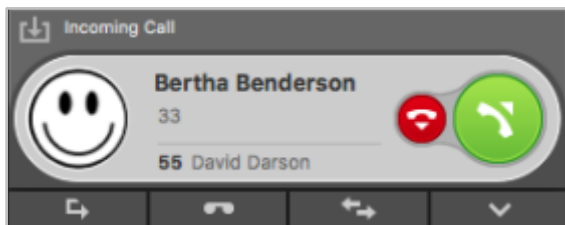


Figure 24 - Example of an unanswered incoming call in the Call Manager

The call can be accepted 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.



Redirect

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.



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.



Extras

This button can be used to call up additional functions. For an incoming and not yet accepted call the selective option **Address Book** is available.

Show in Contacts App: This selection opens the corresponding entry in Mac OS X's native address book.

Add to Contacts App: This selection adds a new entry to Mac OS X's native address book.

Note: The UCC client must be enabled to access the contacts (System Preferences -> Security-> Privacy -> Contacts).

Browser: This selection invokes a previously configured web page accesses (see also "[4.7 - Browser](#)").

7.2.3 Outgoing call in the Call Manager

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

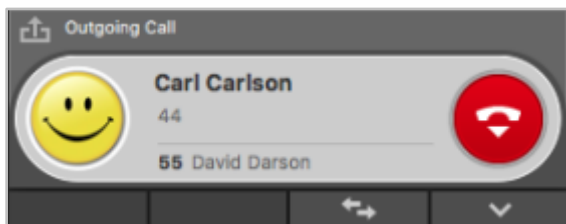


Figure 25 - Example of an unanswered outgoing call in the Call Manager

The red button interrupts the outgoing call attempt.



Interaction

If the caller is a user on the same telephone system, the button allows him to send him a chat message.



Extras

This button can be used to call up additional functions. For an incoming and not yet accepted call the selective option **Address Book** is available

Show in Contacts App: This selection opens the corresponding entry in Mac OS X's native address book.

Add to Contacts App: This selection adds a new entry to Mac OS X's native address book.

Note: The UCC client must be enabled to access the contacts (System Preferences -> Security-> Privacy -> Contacts).

Browser: This selection invokes a previously configured web page accesses (see also "4.7 - Browser").

7.2.4 Active call in Call Manager

This chapter describes the Call Manager buttons available during an active call.

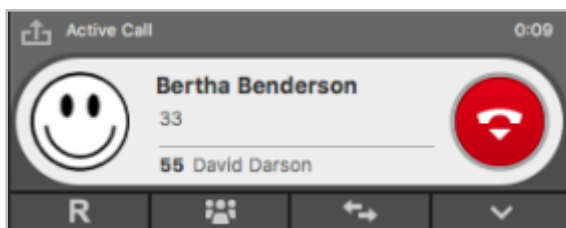




Figure 26 - Example of an active call in the Call Manager

The red button ends the active call. The microphone icon mutes a conversation:

-  Muting the own microphone
-  Switch your own microphone back to loud

7.2.4.1 Consult



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 a call: The additional **Hold Call** 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.

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.

To perform a blind transfer, the  button must be selected for the corresponding BLF of the target user or for the direct dial key for an external number. 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.

7.2.4.2 Conference



With this button a conference with one additional participant can be started spontaneously. To do this, first select the above button and then select the additional conference participant.

The new conference participant can either be determined directly by entering the internal number or by double-clicking on a BLF. It is also possible to search in the BLFs, searching through all the BLFs available on the phone system and the integrated system.

Note: By entering an external number, conference participants outside the telephone system can also be added.

First always a call is established with consultation to the new conference participants and the original caller hears music as long as the consultation call with the new conference participants continues.

Another click on the button starts the conference. Additional participants will be added to a conference using the same procedure.

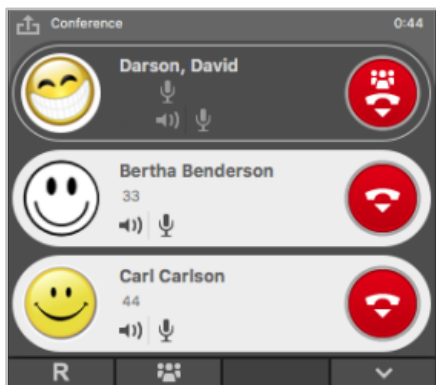







Figure 27 - Example of a conference with 3 participants (view of the moderator)



The initiator of the conference also acts as a moderator and can control the behaviour of individual users through the following buttons:

-  Mute the speakers of the conference participant
-  Mute the microphone of the conference participant

The moderator also has the possibility to control the behaviour of all conference participants, this can be done via the buttons next to the group symbol :

-  Unmute the speakers of all conference participants
-  Unmute the microphone of all conference participants

A normal conference participant has the following buttons available:

-  Activate/mute own microphone
-  Request a right to speak from the moderator

7.2.4.3 Interaction



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



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.



With this function the own screen can be released for the access by the caller.

Note: The remote control only works if the UCC client has been released for control in the system settings under “Accessibility”.

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



End screen transfer

Certain shortcuts are executed locally and therefore can not be transferred (for example, ⌘Q key).

Note: The “Screen Sharing” function 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.

7.2.4.4 Extras

This button can be used to call up additional functions. For an active call, the following buttons are available:



Open in the address book: This selection opens the corresponding entry in Mac OS X's native address book.

Transfer to address book: This selection adds a new entry to Mac OS X's native address book.



This function records the active call from this point in time. The caller hears an announcement and is informed about the started recording.

Note: When the call is ended, the recording of the call is automatically terminated.

With the **Stop Recording** button the recording can be stopped and the same will be sent to the user by e-mail. As destination address is used the e-mail address configured for the user on the PBX.



The function “Call2Go” makes it possible to ring the active call on all telephones of the user, so that it can be accepted and continued on another telephone.

7.2.4.5 Browser

This selection invokes a previously configured web page accesses (see also “4.7 - Browser”).



7.2.4.6 DTMF tones

To signal DTMF tones in an active call, e.g. to open a door intercom, the Call Manager window must be selected and the desired DTMF tones can be entered directly from the keypad.

7.3 Sending a Fax

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 for Mac”](#)).

After installation, when the printer is selected in the print dialogue, an entry named “STARFACE Fax” will be available. If this entry is selected, the corresponding print dialog box opens and the number can be entered.

Further information concerning the signalled name, the fax number, etc. can be found in the [STARFACE Administration Manual](#).

Note: Unfortunately, the option “Use cover page” can not be used when sending faxes.

If the fax transmission is cancelled or not possible, for example because the destination number is busy, a respective message is displayed.

The printer menu displays the progress of the fax transmission.

7.4 Select from the contacts application

You can also initiate calls directly from Mac OS X's native contacts application. All you have to do is click on the lettering of the phone numbers and select it in the menu **Dial with STARFACE**. As a result, the desired number is transferred to the telephone system and used as a destination number for an outgoing call.

7.5 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	Redirection with consultation
Incoming call in the Call Manager	BLF of a user	Redirection without consultation
BLF of a user	Empty window “Chat”	Start chat
BLF of a user	Active window “Chat”	Start group chat
Any file	Active (group) chat	Send file
Direct Dial function key	Search field in the Quick Access Bar	Start call

Table 12 - Overview of Drag & Drop actions in the UCC Client

8 Appendix

This appendix provides additional information about the UCC Client, that has nothing to do with its configuration or operation.

8.1 Use of headsets

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

[Supported headsets for the UCC Client for Mac](#)

8.2 AppleScript capability

The UCC client, like the old STARFACE Client for Mac from version 1.1.0, makes all calls to the UCI 2.0 interface also available via AppleScript. In addition, AppleScripts can be run for the UCI server events.

Further information about AppleScript can be found on the Apple website:

[Introduction to AppleScript Language Guide](#)

The following calls from the UCI 2.0 interface can be initiated via AppleScript and forwarded from the STARFACE UCC Client for Mac to the telephone system server:

- PlaceCall
- HangupCall
- GetCallState
- GetPhoneIds
- GetCallIds
- SendFax
- GetFaxState

Note: The STARFACE UCC Client for Mac uses the new names from the UCI 3.0 for the Call States.

For the newer versions of the UCC client, the sample scripts are no longer supplied, but can be downloaded from this page ([Download link](#)). This includes:

- Call with STARFACE Initiating an outgoing call
- Fax with STARFACE Initiate an outgoing fax
- CallEvent Signalization of an ongoing conversation
- FaxEvent Signalization of a fax

To run the scripts for the UCI events, they must be in the following folder when starting the program:

~/Library/Application Support/STARFACE UCC Client/MonitorScripts

. You may also need to create this directory manually.

8.3 Enable debug mode

The debug mode is activated by holding down the Alt key and clicking on the icon of the UCC Client in the menu bar. This makes the additional menu item “Debug” visible.

Once the debug mode has been activated, the UCC Client generates the log file with the name:

- de.starface.STARFACE-Client <Date Time>.log

which is stored in the following directory:

~/Library/Logs/STARFACE UCC Client

. These log files contain various analysis information, such as a short call statistic of the end of a call. Every 24 hours a new log file is started without deleting the old log file.

8.4 Empty cache

The cache can be emptied by holding down the Option key and clicking on the icon of the UCC Client in the menu bar and selecting the **Empty Cache** button.

8.5 Deinstallation of the UCC Client

The STARFACE Client for Mac installs the following files or directories in addition to the actual program:

- ~/Library/Application Support/de.starface.STARFACE-Client
- ~/Library/Caches/de.starface.STARFACE-Client/
- ~/Library/Preferences/de.starface.STARFACE-Client.plist
- ~/Library/Address Book Plug-Ins/StarfaceABDialer.bundle
- ~/Library/Printers/Starface/
- /Library/Printers/PPDs/Contents/Resources/StarfaceFax.ppd.gz
- ~/Library/LaunchDaemons/de.starface.STARFACE-Client.XPCProxy.plist
- ~/Library/PrivilegedHelperTools/de.starface.XPCProxy
- ~/Library/LaunchAgents/de.starface.STARFACE-Client.plist

These help files can be uninstalled by clicking on the icon of the UCC Client in the menu bar with the selection key pressed and selecting the item **Uninstall help files**.

8.6 Busylight from Kuando

The Busylight from Kuando was successfully tested with the UCC Client. Incoming calls are displayed as yellow status and existing calls as red status.

8.7 Integration of the Snom D7

The UCC client can be used as of OS X 10.11 together with the Snom D7 keypad extension panel. Up to 8 coupled Snom D7 expansion panels can be operated.

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 [5.4 - Function Keys](#). The Snom D7 keypad extension field displays the same function keys that are also displayed in the UCC client.

The signalling behaviour 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 behaviour:

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

Table 13 - Overview of the colour signalization of a Snom D7