Main Window

| 1. Status message	5. Recents
2. Search or call bar	6. Voice Messages
3. Contacts	7.Phone Controls
4. Chats	8. Custom groups

Phone Controls
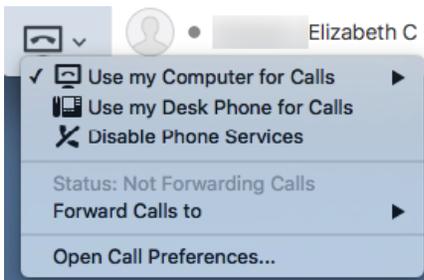
Phone controls let you select your primary phone and configure call forwarding. Make sure to set Jabber to "Use my phone for calls" when you are in the office. If you are out of office you can forward your calls to Voicemail or a New Number.
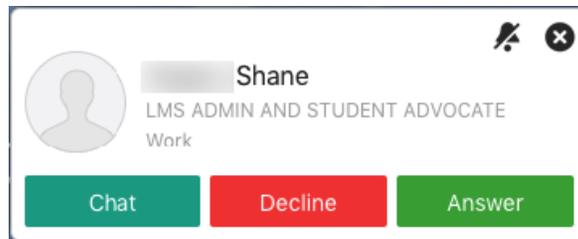
Custom Status Messages
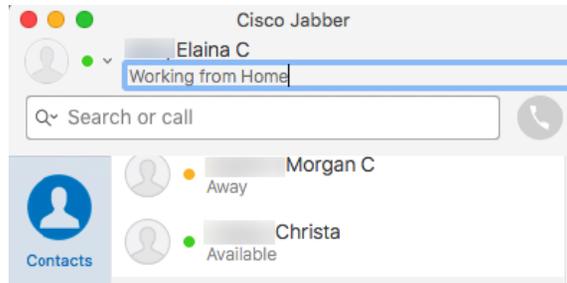
Create custom status messages. Insert your cursor in the status field and enter your new status
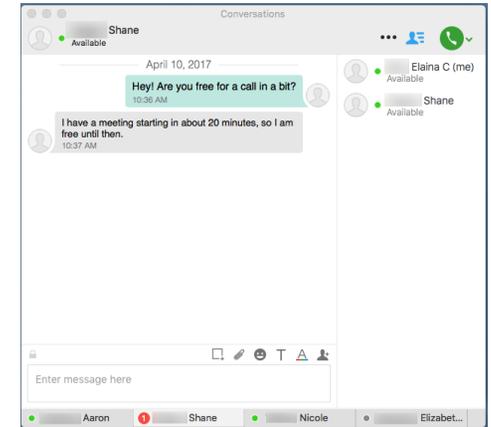
Recents
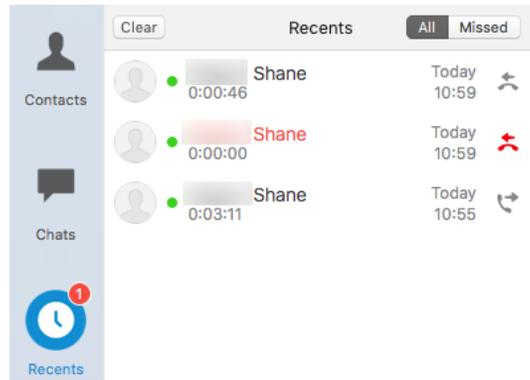
The Recents tab shows a list of your recent and missed calls. Hover over the missed call and select the phone symbol to return a missed call.

Incoming Calls

If you receive an incoming call, simply click Answer to pick up the call or Decline to send the call to voicemail.
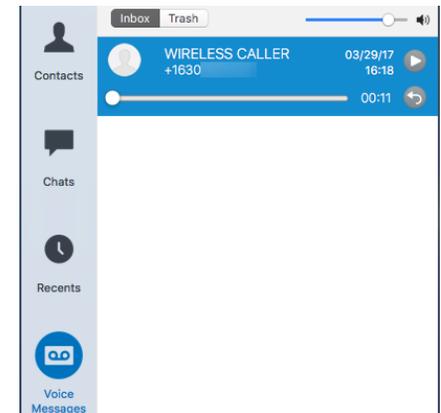
Chat Window

Use the chat window to view previous chat messages or start a new message. The chat window has tabs for each chat message open as well as a chat control box.
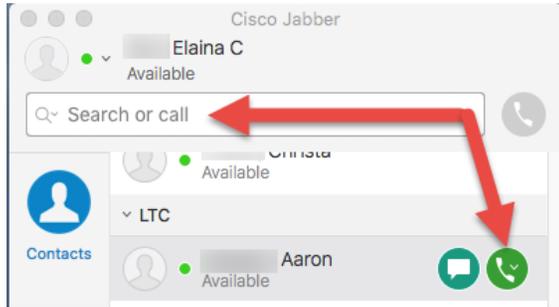
Chat Controls

Chat controls allow you to take screen captures, send files, use emoticons, and adjust chat font and sizes.
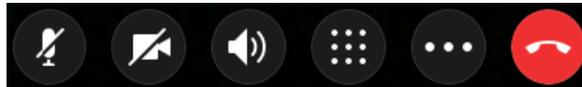
Voice Messages

The voicemail button lets you see, play and delete your voicemail. Right-click a message to delete or call back.

Making a Call

Enter a phone number/extension, email address, or name in the search or call box. If making an outside call, dial 9, then 1, then the number and hit enter to place the call.
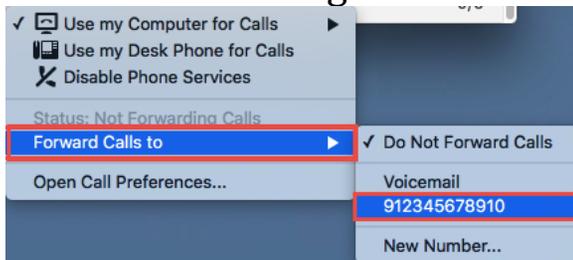
Call Controls

Call controls allow you to
- Mutes computer's audio
- Enables/disables camera
- Adjust volume
- Put call on hold, transfer, and merge calls
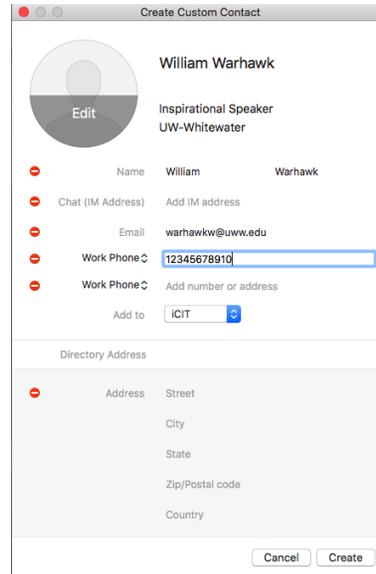- End calls

Forwarding Calls

To forward a call to voicemail or a new number, click on the Phone Preferences button and select "Forward Calls To".

Chat Controls

- Add people to your contact list
- Share screen
- View all chat participants
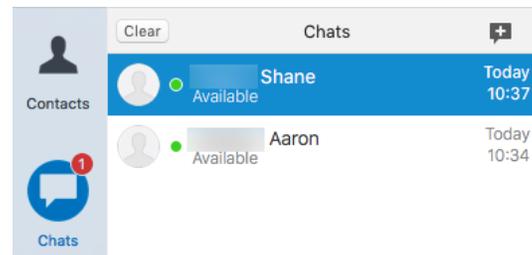- Start a phone call with chat user

Custom Contacts

Create custom contacts for people outside of the UWW global directory. Quickly make calls or send emails to that external contact from your contact list.

Desktop Screenshots

Send desktop screenshots through chat by clicking on the "Send a screen capture" button.

Chats

Use the Chats tab to view previous chat messages or start a new message.

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