



UC Desktop

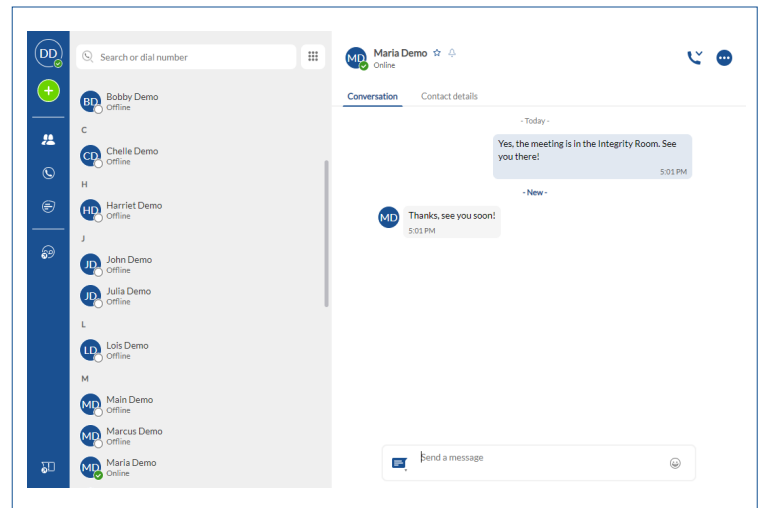
Quick Reference Guide



You can use your ENA phone service to make or receive calls from your desk phone, PC or Mac, and mobile devices.

Depending on your account's feature package, you may also use ENA's UC solution to chat or send SMS, share files, and display presence information to other people in your business group who are using ENA's UC solution, as well as schedule and host video collaboration meetings with ENA's UC Meet feature.

For your phone service to work on your desktop, you need to install the UC Desktop software. This guide helps you to do that.



Verify Your Computer's Compatibility

ENA's UC Desktop is supported on Windows 10 or 11 and Mac computers running MacOS 11 (Big Sur) or later.

You can use your computer's built-in microphone and speakers, but you will have much better audio quality if you use a headset. our UC Desktop works with most common headsets, including Bluetooth variants. It even works with the answer/reject call button on some headsets.

Download And Install The Software

Visit help.ena.com/docs/ena-smartuc-desktop to access download links for the UC Desktop app for Mac and Windows.

Open the downloaded file and follow the on-screen instructions to install the software.

Find Your Password

Open the UC Desktop app and when prompted, enter your full 10-digit ENA number and account password. If you do not know your account password, please reach out to your system administrator.

Accept the End User License Agreement (EULA) to start using the UC Desktop app.

Start Exploring!

Our UC Desktop app is like having a desk phone on your computer. You can make and receive calls, put calls on hold, transfer calls, and make three-way calls.

You can also send instant messages and view presence information for other people in your corporate directory who are using ENA's UC Desktop (on any device).

ENA's UC Desktop uses the Wi-Fi, broadband, or mobile data services available and connected to your computer.

Change Avatar

The avatar drop-down menu includes options to: **Change avatar**, **Change password**, **View account...**, and **Check for updates**.

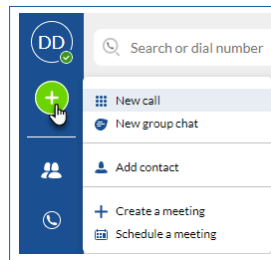
Depending on the services configured for your account, the avatar menu also contains a link to your **Call Park orbits**, **Apps**, **Conference manager**, and **Groups**.

Settings

Select your **avatar** and select **Settings** to access your General, Calls, Meetings, and Chat settings, test your Audio and Video, or view your Web Apps settings (including Conferencing, File sharing, CRM, and other cloud-hosted services).

Add

Select the **Add** icon to start a **New call** or **New group chat**, **Add contact**, **Create a meeting**, or **Schedule a meeting**.



Contacts

Select the **Contacts** tab to view your list of contacts. Depending on how your service is set up, the contact list may include:

- Contacts saved directly to ENA's UC Desktop app.
- Contacts in the Outlook or Mac address book stored locally on your computer.
- Contacts from your ENA user portal.
- Contacts in your corporate directory.

Select a contact and select the **Contact details** tab to view contact information and your call history with the contact.

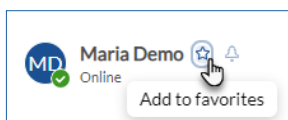
Select the **More** icon to **View chat history**, **Add to favorites**, **Edit contact**, or **Delete contact**.



Favorites

For quick access to frequently contacted people, click on the **Star** icon to add the contact to your **Favorites**.

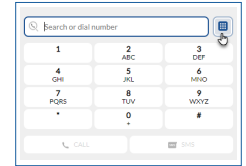
Favorites appear at the top of the Contacts list.



Make a Call

On the **Calls** tab, select a contact and click the **Call** icon to call the contact. If your contact has more than one number, choose the number to call from the drop-down list.

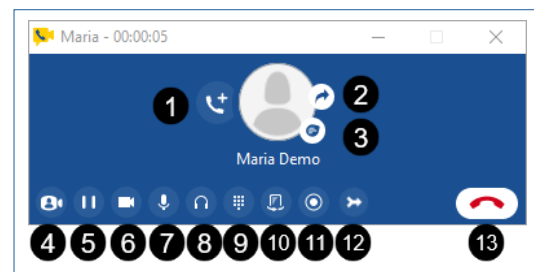
You can also click on the Dialer and enter a number to call on the keypad.



If the person you are calling has Caller ID, they see your phone number.

During a Call

While a call is in progress, you can use the call window to:

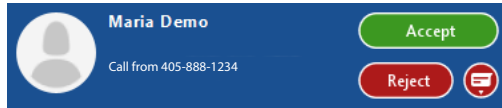


1. Add a participant.
2. Transfer the call to another contact, number, or device with ENA's UC solution installed, without having to hang up!
3. Send a chat message to the other person.
4. Uplift the call to Meeting.
5. Put the call on hold.
6. Turn your video on or off.
7. Mute your microphone.
8. Adjust the volume.
9. Access the keypad.
10. Switch to another call.
11. Record the call.
12. Merge calls.
13. End the call.

During a call, you can make a second call using the main client rather than the active call window. This automatically puts the first call on hold. When the second call is active, you can click on the **Transfer call** icon to show the held call as a transfer option.

Receive A Call

When someone calls your ENA number, you can see a pop-up window on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If the person's details are in your contacts list, the pop-up displays the caller's name.



Depending on the other services you have from ENA, you may see the incoming call on your desk phone, mobile phone, or tablet device. You can answer the call on whichever device is most convenient for you.

If the caller is in your Contacts list, you can reject a call and send the caller an instant message explaining why you can't take the call. Select the drop-down list next to **Reject** and select one of the system messages, or select **Custom Message** to type your own message.

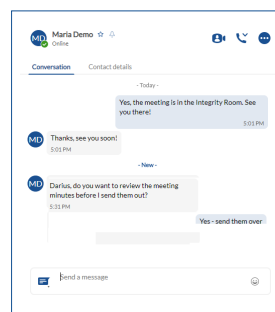
You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one or select the **Merge calls** icon to merge other callers into a single call.

Chats

If you have ENA's UC Desktop with Instant Messaging, click on the **Chats** tab and select a contact to send them an instant message, emoji, or file. You can also view your chat history with the contact on the **Conversation** tab.

Call and Chat History

You can see your recent call history on the **Calls** tab and your chat history on the **Chats** tab. Click on a contact and select the **Conversation** tab to see your chat history with the contact or the **Contacts details** tab to see your call history with the contact.



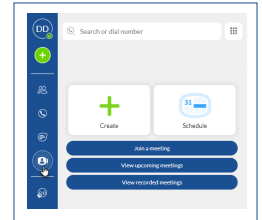
Meetings

Select the **Meetings** icon for a contact to invite them to an instant Meeting.



On the **Meetings** tab, select **Create** to start a meeting or **Schedule** to arrange a meeting for a future time.

You can also Join a meeting, View upcoming meetings, and View recorded meetings, and Manage webinars.



Presence

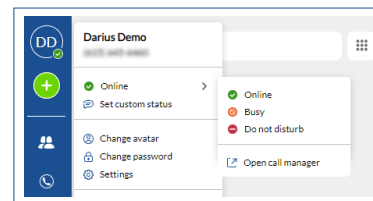
Select your avatar to set your status to **Online**, **Busy**, or **Do Not Disturb**.

Select **Set custom status** to write your own status (maximum 100 characters) and select **Save**.

Your Presence information automatically shows when you are **Away**, **In a call**, **In a Meeting** (this references your Outlook calendar), or **Offline**.

Call Manager

You can select **Open call manager** from the status drop-down to access your Call Manager and tell ENA SmartUC Desktop how to handle your incoming calls.



You can choose **Available for Calls** or **Do Not Disturb***.

If you select **Do Not Disturb**, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off **Do Not Disturb**, so be sure to use it carefully!

When your phone is busy, you can set it to **Forward to another phone** (and enter the phone number to forward calls to) or **Send to voicemail**.

You can also specify how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your Unwanted Callers list.

Note that when you change your Presence or Call Manager settings, the change applies on all of your clients. So, if you step away from your computer and forget to update your status, you could change your status using ENA's UC Mobile on your mobile phone instead.

*Do Not Disturb capability is dependent on ENA SmartVoice extension package.

Voicemail

If you have a voice or video message, the **Voicemail** tab indicates the number of messages received. Select the Voicemails tab to view and listen to the messages received or read transcriptions of the messages into text (where available).

Notifications

Go to your Mac or Windows system notification settings and select the ENA UC app to configure your desktop notification preferences.

Accessibility

ENA's Desktop supports the use of a screen reader.

Use **Tab** and the arrow keys to navigate through the application. You can also use the following shortcuts during a call.

- **Ctl-Alt-Shift-A** to answer an incoming call.
- **Ctl-Alt-Shift-H** to end a call or reject an incoming call.
- **Ctl-Alt-Shift-P** to end a call or answer an incoming call.
- **Ctl-Alt-Shift-M** to mute or unmute your microphone.

Emergency Calls

ENA's Desktop lets you make calls from anywhere on the most convenient device. If ENA's Desktop cannot automatically determine your location, the app notifies you to update your location information registered with your carrier in case you need to make an emergency call.

Privacy And Protection

Once you have finished using the desktop app, select your avatar and select **Quit** to close the application. If you are using a shared computer, select your avatar and select **Log Out** to prevent other users from accessing your account.

To change your log-in preferences, select your **avatar**, select **Settings** and, on the **General** tab, untick **Automatically log in to ENA's Desktop**; this prevents ENA's Desktop from logging in automatically when started and ensures that the next user has to log in using their own credentials.

ENA Meet

The ENA's add-on meet feature combines all the features of ENA's UC solution with video conferencing – empowering staff and keeping teams connected with virtual meeting rooms. Instantly start, schedule, or join HD interactive video meetings on any device from anywhere with any participant.

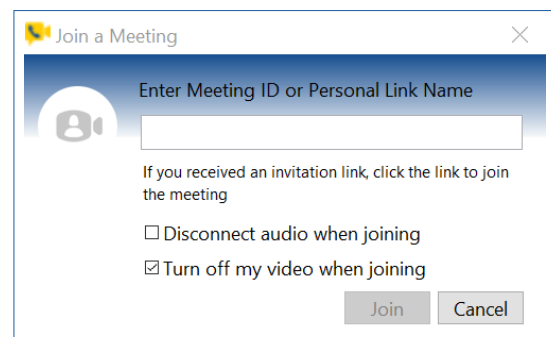
During meetings, users can utilize features like screen sharing, file sharing, whiteboard, breakout rooms, annotation, and meeting recording to enhance collaboration and participation.

Your Personal Meeting ID and Personal Link

Your virtual room is assigned a unique, numerical Personal Meeting ID which you may use when creating and inviting participants to instant or scheduled meetings.

If you create an instant meeting or schedule a meeting using your Personal Meeting ID, participants may use that ID when they join from ENA's UC solution or they may use the url [https://ena.mymeet.me/j/\[YourPersonalMeetingID\]](https://ena.mymeet.me/j/[YourPersonalMeetingID]).

You may also create a Personal Link that includes your name or another easy-to-remember description which participants may use to join your personal meeting room.



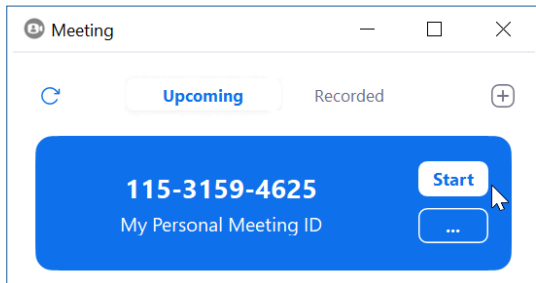
For example, if your personal meeting ID is 123-4567-8910 and you create a Personal Link of jsmith, participants may join a meeting by entering either your Personal Meeting ID or your personal link, jsmith. Participants may also join by pointing their web browser to <https://ena.mymeet.me/j/12345678910> or <https://ena.mymeet.me/my/jsmith>.

To create and edit your ENA UC Personal Link in Windows OS, navigate to your Advanced Settings under **Tools > Options > Meetings**. To create and edit your ENA UC Personal Link in MacOS, navigate to your Advanced Settings under **ENA Desktop > Preferences > Meetings**.

Create Instant Meeting

To create an instant meeting using an automatically generated Meeting ID, click **Meetings > Create a Meeting**.

To create an instant meeting using your Personal Meeting ID, click **Meetings > Upcoming Meetings > Start**. Participants will join with your PMI and may use your Personal Link if you have created one.



Schedule Meeting

Click **Meetings > Schedule a Meeting**. Configure your meeting settings including whether you would like to use your Personal Meeting ID.

To begin your scheduled meeting, click on the **Meetings** menu, select **Upcoming meetings**, hover your mouse over the meeting and click **Start**.

NOTE: If you do not see an icon for ENA's Meet feature as described in this guide, enable it in your Meeting Advanced Settings under the **Tools > Options** menu in Windows and **ENA SmartUC Desktop > Preferences** in MacOS.

Video Controls and Virtual Background



Click **^** next to the Stop/Start Video icon to open the in-meeting video controls. These include device selection and a virtual background feature.



Security

You may protect your meeting by locking it to prevent additional participants from joining a meeting in progress or by enabling the waiting room. When the waiting room is enabled, you see each participant's name when they enter and you must admit them to the meeting.



Participants

When you are hosting a meeting, you may manage participant settings including muting and unmuting individual or all participants' audio and video.



Share Your Screen

During a meeting, click **Share Screen** to share a document, application, desktop, or interactive whiteboard.



Chat

Click the **Chat** icon to send a private message to an individual user, or all participants. Click **More** to open in-meeting chat settings.



Polling

Click **Polls** to create, launch, and gather responses to polling questions for participants to complete during a meeting.



Record Meeting

When you record a meeting, the recording file will be downloaded to your computer when the meeting has ended.



Closed Captions

Closed captioning allows the meeting host or a meeting attendee designated by the host to type closed captions in a meeting.

Meeting participants may enable or disable viewing the closed captions in their meeting settings.

The meeting host may save the meeting transcript by choosing **View Full Transcript** from the Closed Caption menu and clicking **Save Transcript**.



Breakout Room

Use Breakout Rooms to split your ENA meeting into separate sessions.

You may choose to split the participants of the meeting into sessions automatically or manually, or you can allow participants to select and enter breakout sessions.



Reactions

Meeting participants may provide non-verbal feedback during a meeting as well as raise their hand. Emoji reactions disappear after 10 seconds. A raised hand is lowered by the host or participant.

Download Outlook Plugin for Windows

If you are using ENA's Meet feature for Windows, you may download an Outlook Plugin which gives you the ability to start an instant meeting or schedule a meeting directly from Outlook.

To download the plugin, select **Options** from the Tools Menu, then **Meetings**.

More Questions?

If you have any additional questions about ENA's Desktop app, visit the ENA Help Center at help.ena.com.

ENA delivers transformative connectivity, communication, and cybersecurity services. Our 99% customer satisfaction rating and world-class net promoter score (NPS) demonstrate our commitment to delivering exceptional customer care. For more information, please visit www.ena.com, call **866-615-1101**, or email info@ena.com.

