



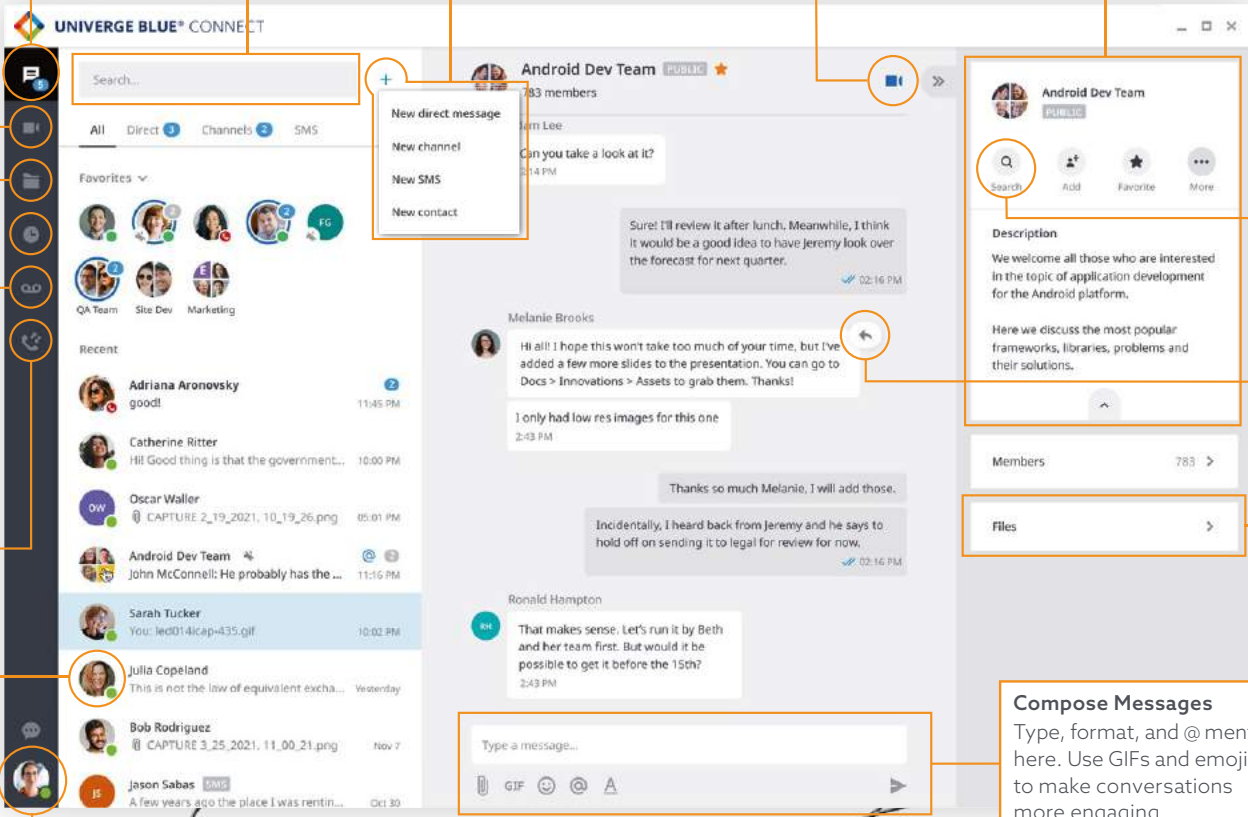
# UNIVERGE BLUE<sup>®</sup> CONNECT

Desktop and Mobile Application  
Get Started Guide



# UNIVERGE BLUE CONNECT QUICK START GUIDE

## NEW TO CONNECT? READ THIS GUIDE TO LEARN THE BASICS



**Channels**  
Communicate in real-time 1:1 or in teams using private and public channels

**Search**  
Search for people in your organization

**Messaging**  
Communicate in real-time with team chat and business SMS\*

**Video**  
Start a video conference, share your screen, and more

**Manage Channels**  
Add members, search, favorite and more

**Video Conferencing**  
View upcoming meetings, connect with teams and customers in HD video with screen sharing, annotation and more

**Files**  
Access, share, and manage files in real-time

**Voicemails**  
Manage and view voicemail transcriptions

**Dialpad**  
Access company directory at-a-glance, manage and place calls

**Presence**  
View co-worker availability in real-time

**Settings**  
Manage application settings, notifications, access integrations, and more

**Chat Search**  
Search chat threads for relevant messages

**Replies**  
Respond to a specific conversation

**Files**  
Locate, preview and download files that have been shared in a chat

**Compose Messages**  
Type, format, and @ mention here. Use GIFs and emojis to make conversations more engaging

## INSTALLATION

UNIVERGE BLUE CONNECT makes it easier than ever for you to work from wherever. For the best experience, download the desktop and mobile applications.



Download Desktop App



Scan the QR code or download from the iOS or Android Store

## SIGN IN

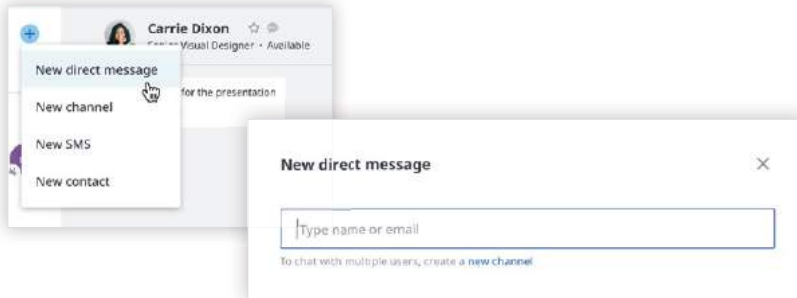
Log in to the desktop and mobile applications using your work email address and CONNECT password.



# TEAM CHAT

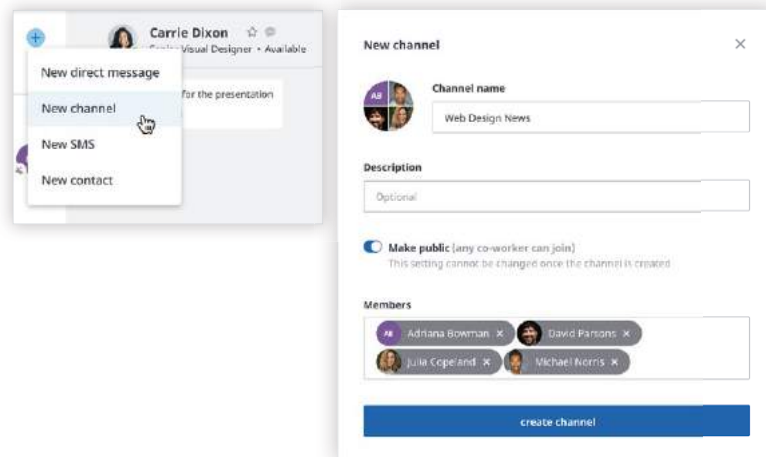
## Start a chat

Connect with co-workers in real-time. Select to **+** ...create a new **direct message**. A direct message is a chat with a single person. Type the name or email of the individual, write your message, select ➤



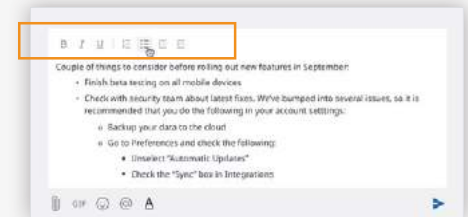
## Create a new channel

A channel is a group discussion — this can be dedicated to a department, specific project, etc. Type in Channel name, add a description, choose if you want the channel to be public or private, and add members.



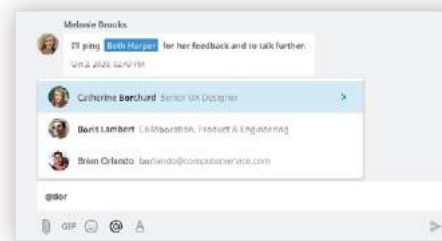
## Format your messages

Use the rich text editor to organize and format messages.



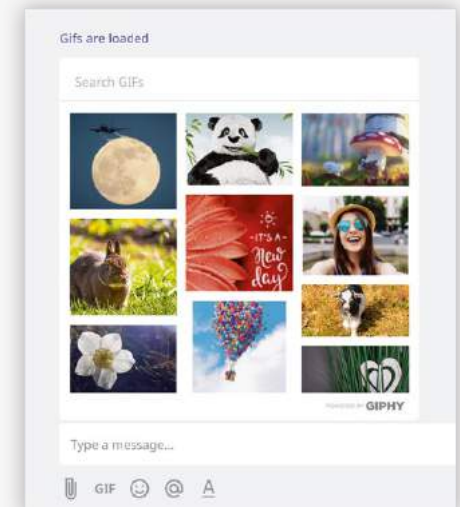
## Use @ mentions

To get someone's attention in a channel, select @, then type their name or select them from a list that appears. You can @ mention multiple people at once.



## Add emojis and GIFs to chat


Have fun with co-workers by adding emojis and GIFs to chats. Select 😊 the for emojis or GIF to add a GIF.

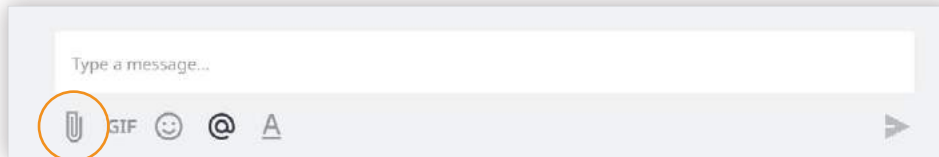




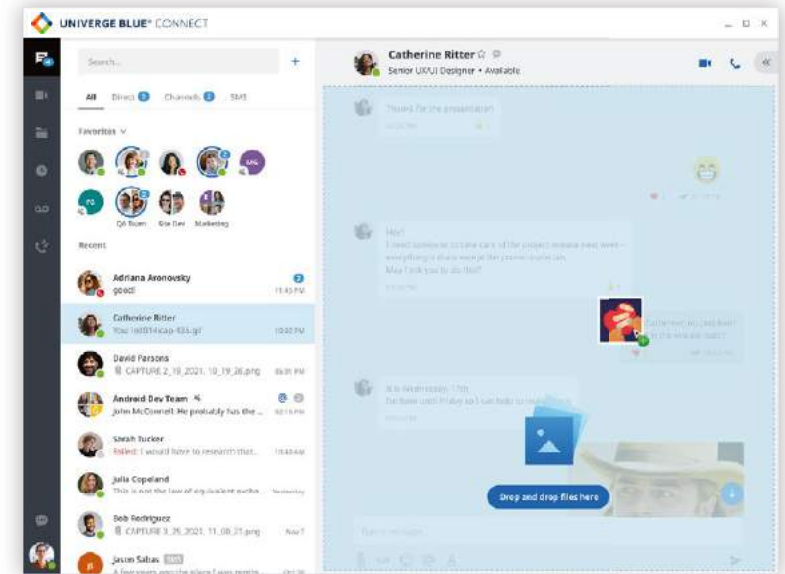
# TEAM CHAT

## Easily share files to collaborate with colleagues in real-time

From a direct chat or channel, select  to upload an attachment into your message.

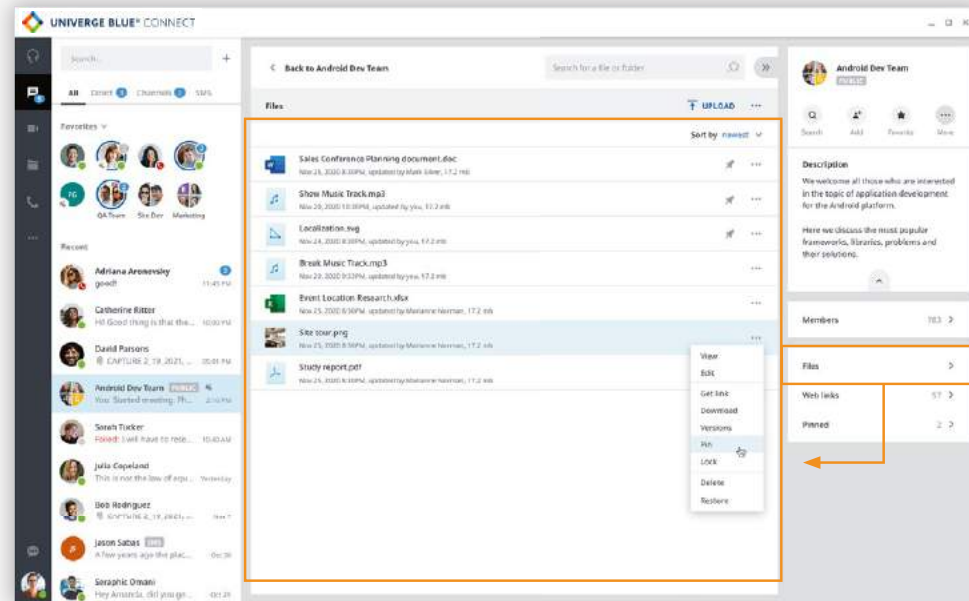


Drag and drop documents from your desktop directly into any message.



## Filter files

Use the Files filter to locate, preview and download files that have been shared in a chat.



# VIDEO CONFERENCING

## MEET FACE-TO-FACE IN HD VIDEO WITH ANYONE, FROM ANYWHERE

**View** meeting participants, send chats and take notes that can be shared with attendees via email.

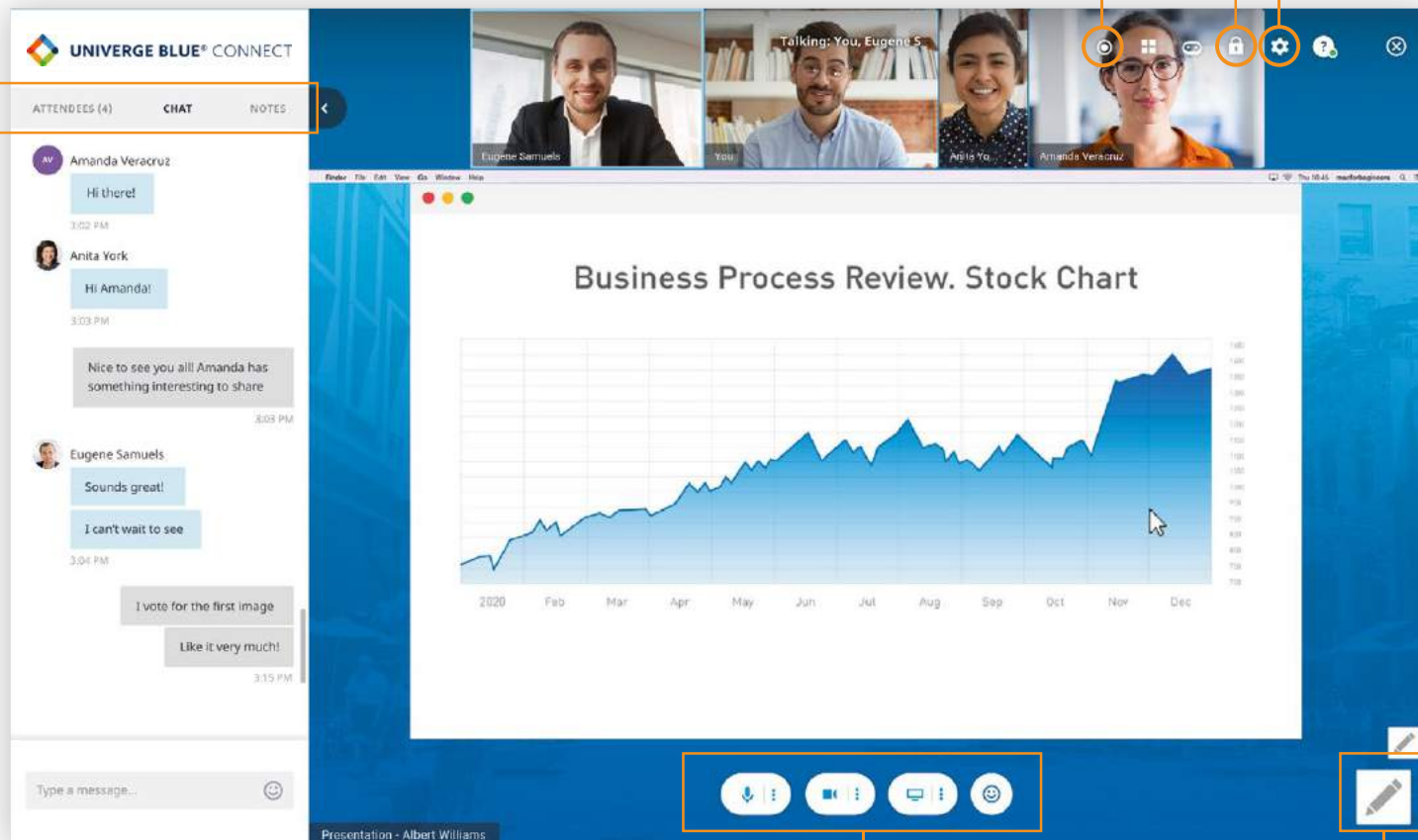
**Record** meetings with AI transcription for reference later or to share with those unable to attend.

**Lock** meetings for an extra layer of security. No one will be able to enter your meeting without permission.

**Access** advanced, security settings, virtual backgrounds, and more.



Use a headset and a high-quality camera for the best experience!



**Mute/unmute**, hop on camera, share your screen, give a thumbs up, clap, or other emoji to let the presenter know your thoughts about topic.

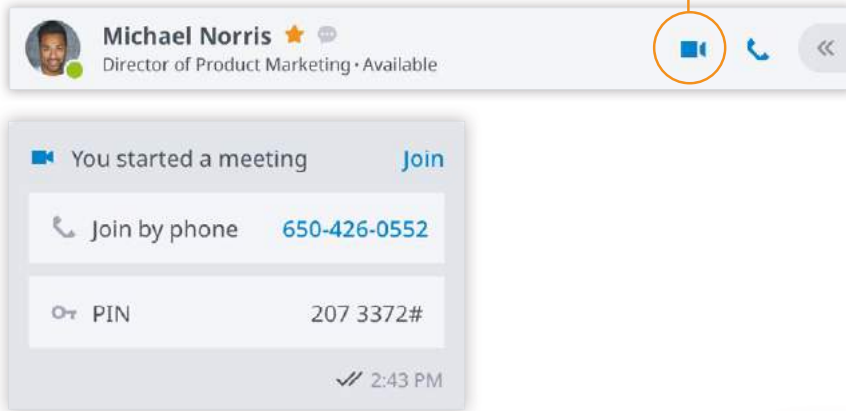
**Annotate on the screen** what you are speaking about - available for both presenter and attendees

# VIDEO CONFERENCING

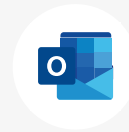
MEET FACE-TO-FACE IN HD VIDEO WITH ANYONE, FROM ANYWHERE.

## Start a video conference

From a direct conversation or channel, select



Integrate your Outlook® or Google® calendar so you can easily start and schedule meetings directly from your work calendar.



Your administrator will need to enable this.

[Learn more here for Windows](#)

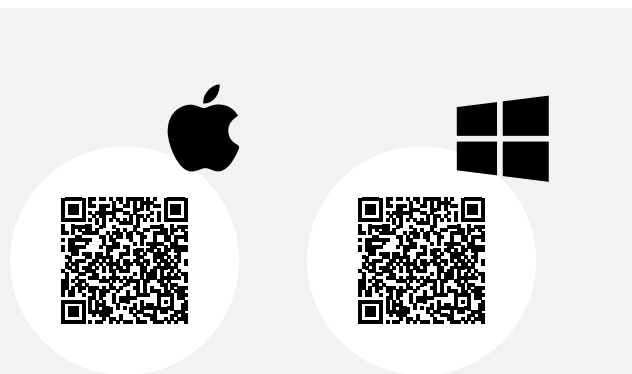
[Learn more here for Mac](#)



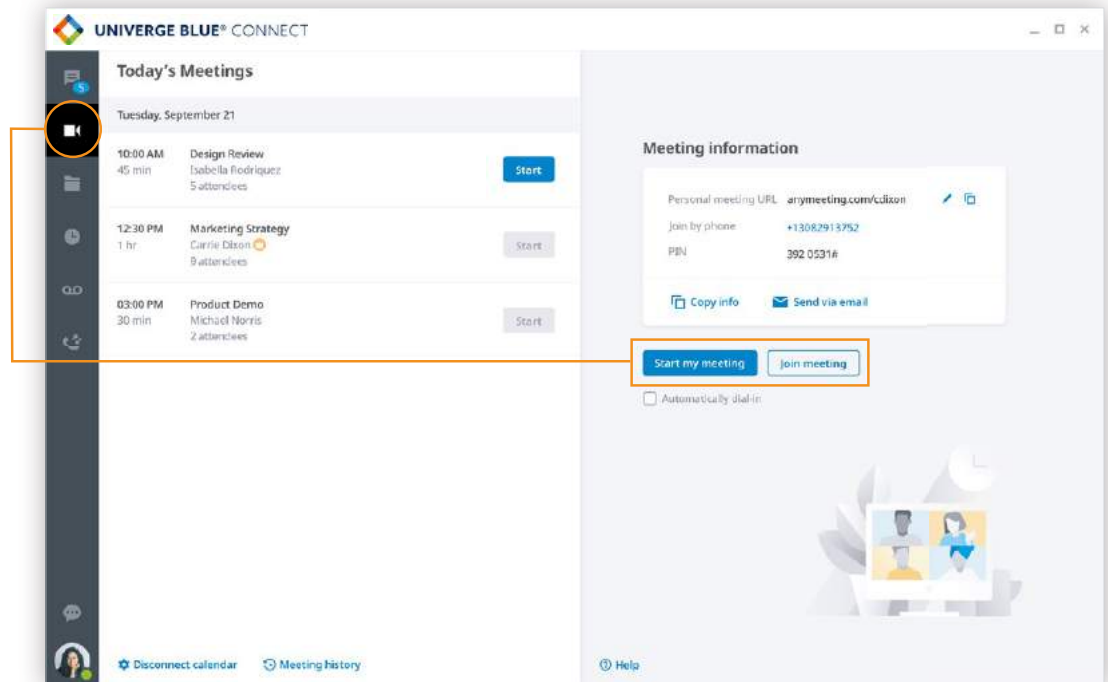
Download the [CONNECT Chrome Extension](#) to start and schedule meetings from your Google calendar, and click-to-call from your Chrome browser.

## From the meeting tab, you can:

Select "Start my meeting" or join a meeting



Download MEET Mobile App



## FILE SHARING\*

For a better collaboration experience, use UNIVERGE BLUE SHARE to access, manage, store and share files safely and securely with anyone inside or outside your organization.

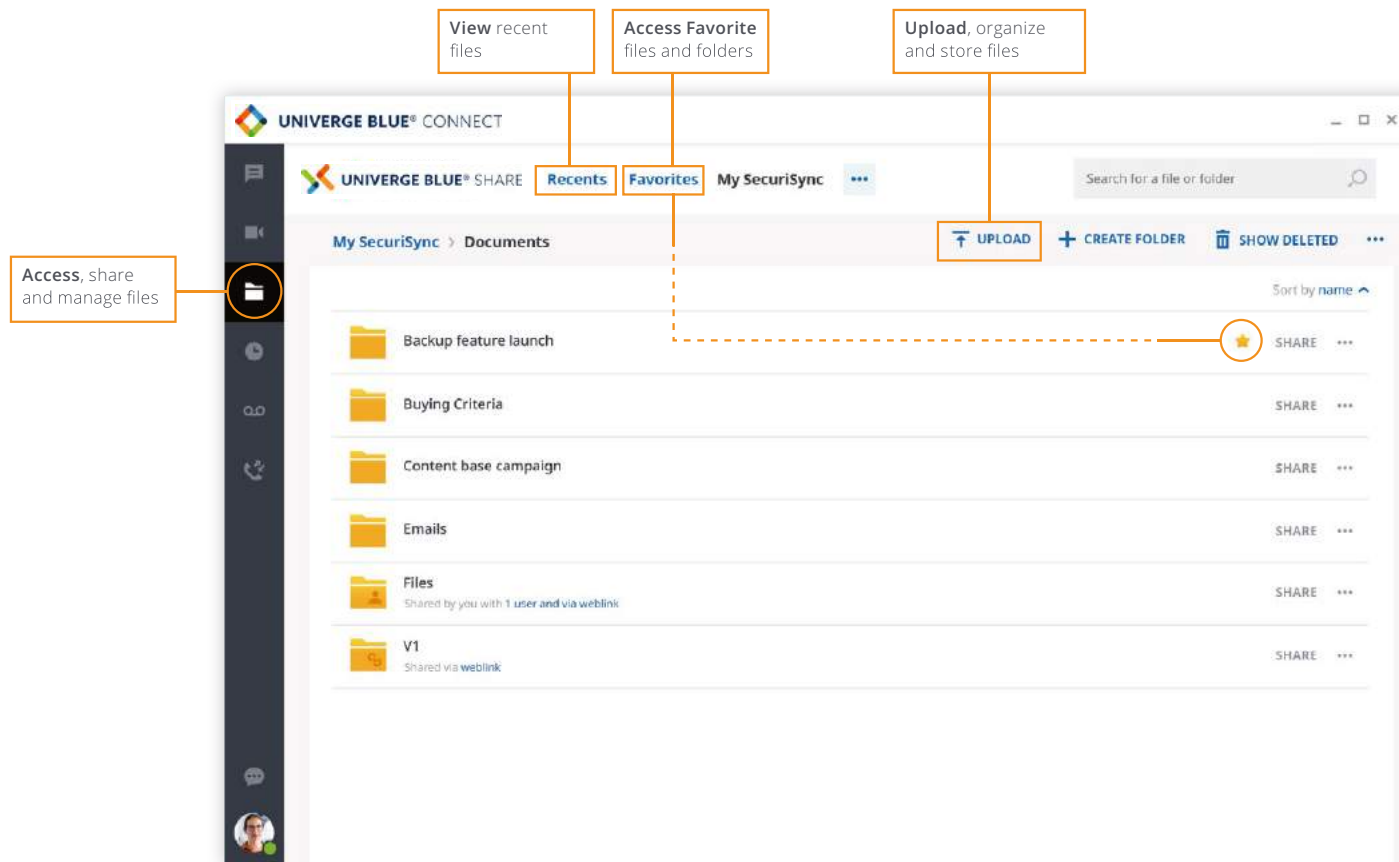


Download SHARE Desktop App



Scan the QR code or download from the iOS or Android Store.

\*Available for UNIVERGE BLUE CONNECT PRO and PRO PLUS licenses only.





# CALLING

## Place, receive and manage calls in two ways

- Softphone\* mode: Use computer speakers and microphone for calls (can use Bluetooth headset or headphones)
- Call Controller mode: Use hardware (desk phone) for calls

**Application mode**

**Softphone**

Telephone calls made over the Internet use a computer, rather than dedicated hardware

**Call Controller**

Telephone calls made over the Internet use a hardware phone

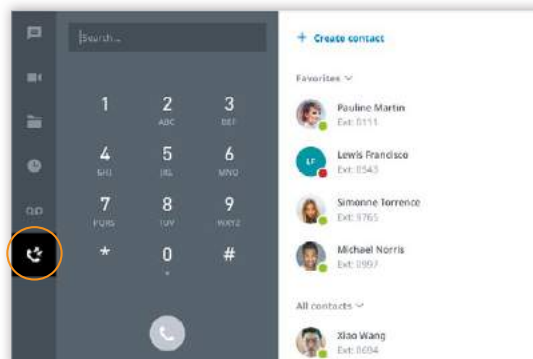
## Calling features vary based on calling mode

FEATURE/ APP MODE	PLACE A CALL	RECEIVE A CALL	3-WAY CALLING	MUTE/ UNMUTE	HOLD	DTMF	CALL FLIP	CALL PARK	TRANSFER	END CALL
Call Controller	●	Desk Phone	●	Desk Phone	Desk Phone	Desk Phone	●	●	●	●
Softphone	●	●	●	●	●	●	●	●	●	●

## Place calls and view contacts

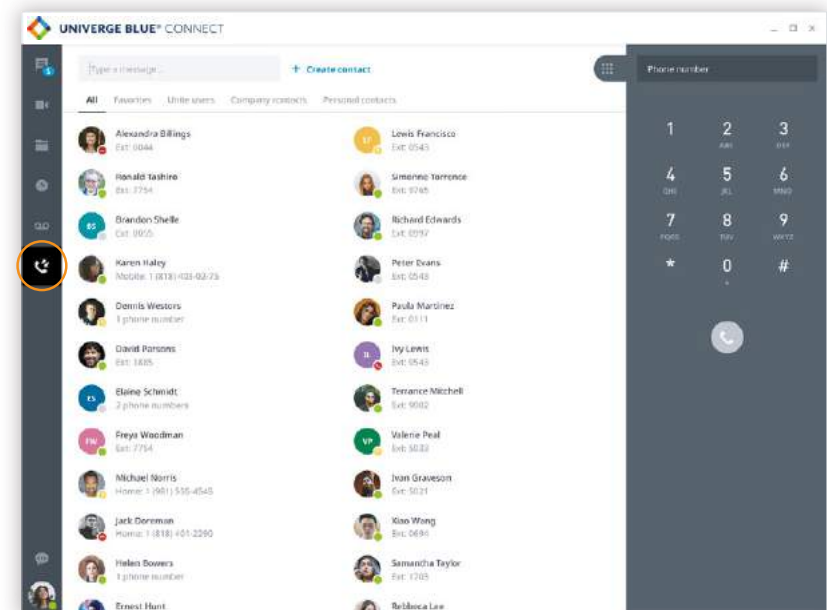
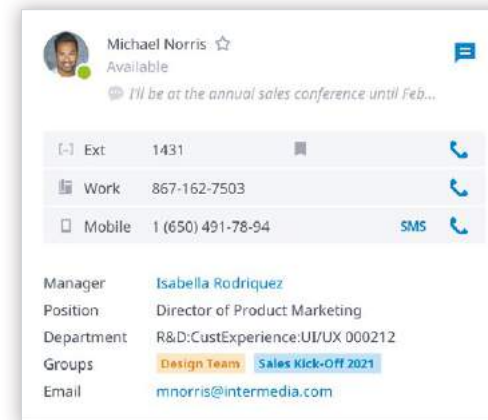
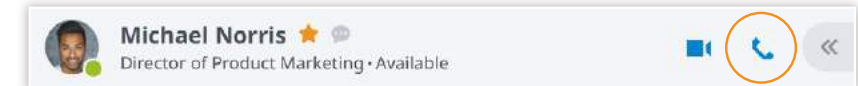
Place calls to internal and external contacts, search and view company contacts at-a-glance, and switch between pre-defined filters to manage calls.

\* Softphone is only available in Bridge.



## Place calls from chat

Select to call someone from a 1:1 chat or from a contact card



# MOBILE APP

## Take your work with you, wherever you go

Call, chat, meet and collaborate from your mobile device with the UNIVERGE BLUE CONNECT mobile application.



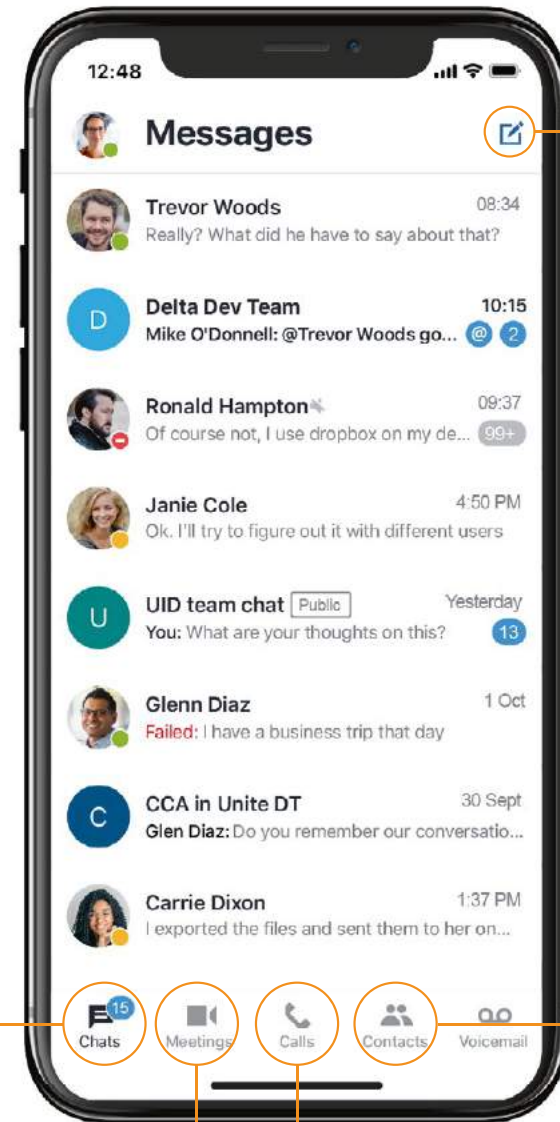
All messages sync across desktop and mobile apps!

## Contact sync

Sync contacts from your personal device to your CONNECT desktop and mobile applications.

\*Business SMS must be enabled by admin. Business SMS is only available in North America.

\*\*Users will need to download UNIVERGE BLUE MEET mobile app.



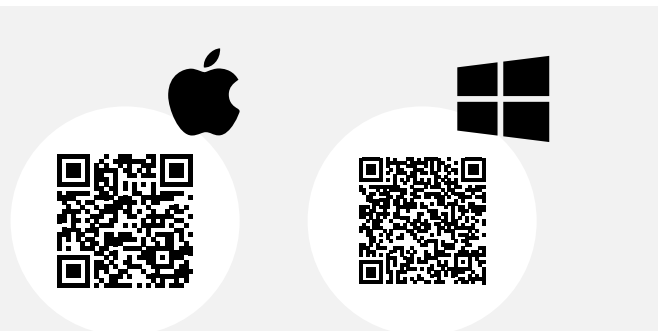
**Start new messages**  
Create a new direct, channel or SMS message\*

**Messaging**  
Communicate in real-time with Direct and Channel messaging

**Contacts**  
View all company and personal contacts

**Meetings**  
Host and join meetings\*\*

**Calls**  
Use your business phone number to place, receive and manage calls



Download Mobile App

## NEXT STEPS

### Want to learn more?

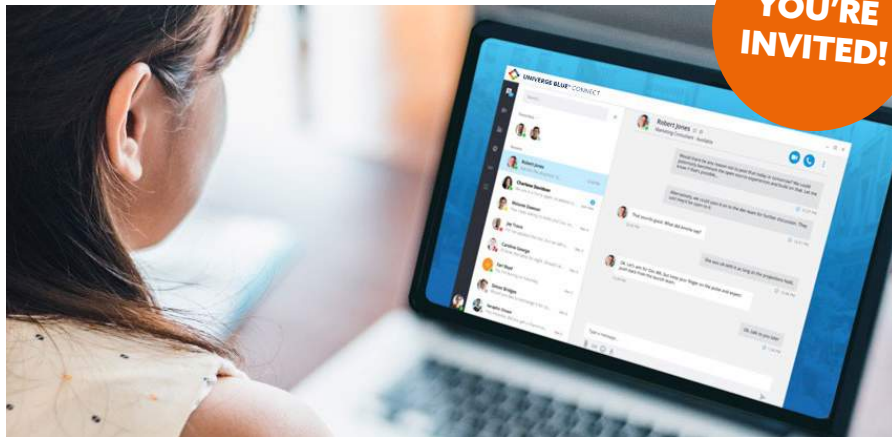
Join our monthly live training session:



UNIVERGE BLUE®  
CONNECT

NEC

## UNIVERGE BLUE CONNECT TRAINING TUESDAYS



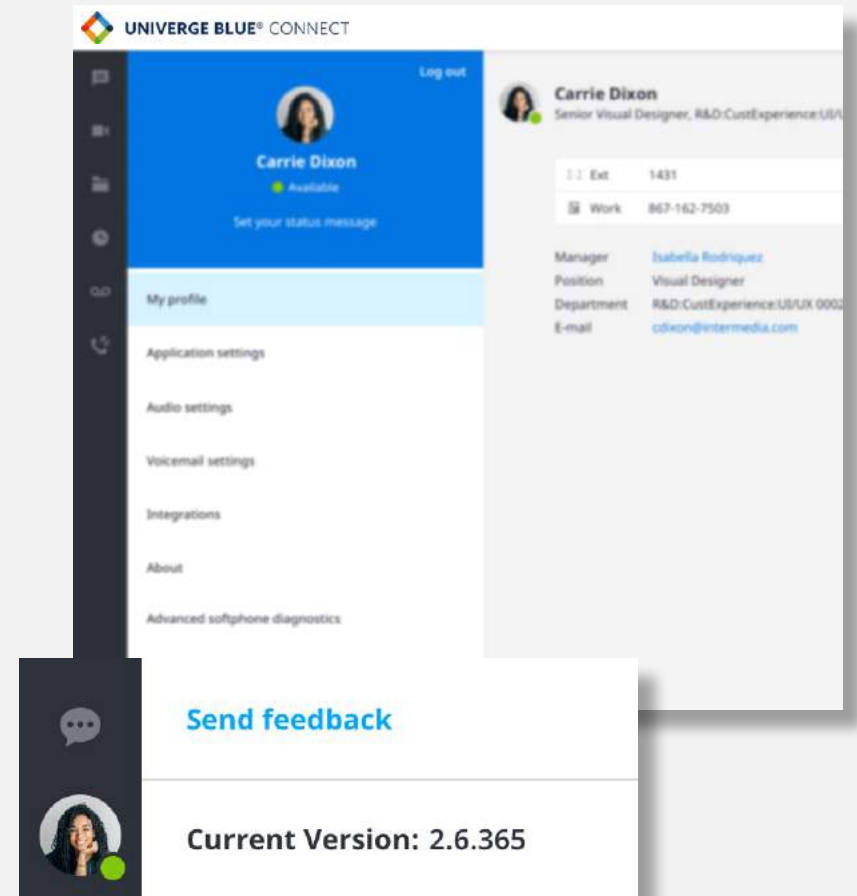
## LIVE TRAINING SESSION

HOSTED THE FIRST TUESDAY OF  
THE MONTH AT 1 P.M. CT

**REGISTER TODAY!**

### Send us your feedback:

Are you enjoying UNIVERGE BLUE CONNECT?  
Is there room for improvement? Let us know!





OVER  
**\$26 BILLION**  
REVENUE



**#1**  
SMB & ENTERPRISE  
COMMS **WORLDWIDE**

LEADER IN  
**BIOMETRICS**



**TOP 100**  
GLOBAL INNOVATORS  
(THOMSON REUTERS)



**75 MILLION**  
GLOBAL USERS

**GLOBAL 100**  
MOST SUSTAINABLE  
COMPANIES IN THE WORLD  
(CORPORATE KNIGHTS)



**RECOGNIZED  
AS A LEADER**  
BY FROST & SULLIVAN  
IN ENTERPRISE  
COMMUNICATIONS  
TRANSFORMATION



**4,000+**  
CHANNEL  
PARTNERS



**125+**  
**COUNTRIES**



107,000  
**TEAM MEMBERS**  
WORLDWIDE



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