UCware User Guide

Your Complete Guide to UCware

📋 Table of Contents

🎉 Welcome to UCware

We're pleased to announce that UCware is now available to the University of Innsbruck! All university employees and scientific personnel with an extension number are eligible to use the platform.

This guide will walk you through everything you need to know to use UCware effectively and confidently.

What You'll Find in This Guide

This comprehensive guide covers:

- **Getting Started** - Account setup and first steps
- **Core Features** - Essential functionality you'll use daily
- **Tutorials** - Step-by-step walkthroughs
- **Troubleshooting** - Solutions to common issues
- **Support** - How to get help when you need it

🚀 Getting Started

Getting Your UCware Access

What You'll Receive

Once you're assigned a university extension number, you'll receive an email with everything you need to get started:

- Your personal extension number
- A PIN for accessing your phone
- Setup instructions

Where You Can Use UCware

You have flexible options for accessing UCware:

1. Desk phone (Office)

- Use your office phone directly with your extension and PIN
- **Complete Guide:** Snom Phone Documentation - covers operating procedures, call handling and answering machine.

2. Browser WebClient (Office & Home Office)

- Access via: telefon.uibk.ac.at
- From office: Works directly on campus network
- From home: Requires VPN connection
- Used as Home office phone in the browser
- **Comprehensive Guide:** WebClient Documentation - wealth of information on all WebClient features

Why You Need the Web Client:

The browser interface is essential for managing your account. While you can make and receive calls from your Desk phone, you'll need the web client to configure call forwarding, set up function keys, and access many other features.

⚡ Core Features And Guides

🔐 Logging in to Desk phone

Purpose: Access your personal Desk phone on your office

How to Login:

1. Press the button 🔑 on your Snom phone
2. Enter your **Extension** number and press ☑
3. Enter your **PIN** and press ☑
4. After successfully login, your name and extension will be shown on the desk-phone display

📖**Detailed Guide:** For complete login instructions and troubleshooting, see: Snom Phone Login Guide

📞 Call Forwarding

Purpose: Redirect incoming calls to another number, voicemail on announcement, based on your availability and preferences

IMPORTANT - Do not redirect calls to external numbers, it will not work and it could affect the capability to receive phone calls completely

Configuration Steps:

1. Access the WebClient in your browser
2. Navigate to call forwarding profiles - 📲
3. Create your forwarding profiles
4. Set conditions (busy, no answer, unavailable, etc.)

📚 **Complete Setup Guide:** Step-by-step instructions available at: Call Forwarding Configuration

Activating Your Profiles:

Once created, you can activate forwarding profiles in two ways:

Option 1: UCClient (WebClient)

- Login to the Web Client
- Navigate to Extension Settings - 🖥
- Click on your own number
- Select the newly created profile from the dropdown `Call Forward Profile`
- Click Save
- **Detailed Instructions:** Manual Profile Activation

Option 2: Direct on Phone

- Press the key on your Snom Desk phone
- Select the desired forwarding profile
- If you see the word `Durchwahlen`, please click on it and the choose your extension, your profiles will appear there.

⚙️ Function Keys Setup

Purpose: Customise programmable keys on your phone for quick access to frequently used features or extensions

Most used functions:

- `Extension` - Call an internal number.
- `external target` - Call external number
- `BLF` - Call an internal number or answer a call on behalf of the called user. Configured by the administrator.
- `Forward` - Allows the user to quickly enable/disable a call forward to a specific user.

HowTO:

- Login to the Web Client
- Navigate to Devices - 🖥️
- Click on the device that shows connected
- Click on the desired key and write a label
- Select a function and save.

Detailed Instructions: Assign telephone keys

📅 Schedule Call Forwarding

Purpose: Automatically activate call forwarding based on your schedule and availability

Use Cases:

- **Meeting Times:** Auto-forward during scheduled meetings
- **Lunch Breaks:** Route calls to voicemail or colleague
- **End of Day:** Forward to mobile or voicemail after hours
- **Vacation/Sick Days:** Long-term forwarding setup

Detailed Instructions: time-controlled call forwarding

🎤 Recording and Using Announcements

Purpose: Create custom voice messages for different call forwarding scenarios

Common Announcement Types:

- **Out of Office:** For vacation or sick leave
- **Meeting in Progress:** When you're unavailable
- **After Hours:** For calls outside business hours
- **Department Transfer:** Directing callers to appropriate departments

Detailed Instructions: Record announcement in the UCC client

💡 **Pro Tip:** Record announcements in a quiet environment and speak clearly. Test your announcements before activating them for live use.

👥 PickUp Groups

Purpose: Answer calls for colleagues within your designated group when they're unavailable, improving team collaboration and ensuring no important calls are missed

What are PickUp Groups?

PickUp Groups allow team members to answer each other's incoming calls directly from their own phones. This is especially useful for departments, project teams, or colleagues who work closely together and need to cover for each other.

Prerequisites - Administrative Setup Required:

Before you can use PickUp Groups, you must request group creation:

1. Create a Support Ticket

- Submit a ticket to the **telefon-admin queue**
- **Include:** List of all team members who should be in the pickup group
- **Specify:** Extension numbers for each member
- Wait for administrator confirmation before proceeding

⚠️ **Important:** PickUp Groups will only function after the administrator creates the group with your specified members.

How to Set Up PickUp Keys:

Once your group is created by the administrator, you have two options:

Option 1: Group PickUp Key (Recommended)

- Configure a **Group PickUp** function key on your phone
- **Critical Step:** Select your pickup group name from the dropdown menu
- **Benefit:** One key picks up calls from any colleague in your entire group

Option 2: Individual BLF Keys

- Set up **BLF (Busy Lamp Field)** function keys
- Configure each key with a specific colleague's extension number
- **Benefit:** See individual colleague status and pick up their specific calls

Using PickUp Groups:

- When a colleague's phone rings, press the configured pickup key
- The call will transfer to your phone immediately
- Answer normally and assist the caller

📚 **Complete Configuration Guide:** Detailed instructions for setting up pickup function keys: Group PickUp Configuration

🚀 Advanced Features

📋 Queues - Department Main Numbers

Purpose: Manage incoming calls to department main numbers efficiently, allowing secretaries and designated staff to handle calls for their entire department

What are Queues?

Queues are used for department main extensions where multiple people may need to answer calls. This system is particularly useful for:

- **Department Reception:** Main department phone numbers
- **Secretary Coverage:** Multiple secretaries sharing call responsibilities
- **Flexible Staffing:** Team members can join/leave queues based on availability
- **Professional Call Handling:** Ensures department calls are always answered

How It Works:

- **Department Main Number** = Queue (e.g., Sekretariat iup main line)
- **Secretaries/Staff** = Queue Members who can answer these calls
- **Personal Extensions** = Individual direct numbers (secretaries keep their personal extensions too)

👥 Who Uses Queues:

- **Secretaries:** Primary queue members for their departments
- **Administrative Staff:** Additional support as needed
- **Department Heads:** May join queues when appropriate

🎛️ Queue Management (WebClient):

Login/Logout from Queues:

- Access the Web Client
- Navigate to Extension Settings - 🖥️
- You will see your queues under your main number
- Check the box for your queue

📱 Login/Logout with Phone Function Keys:

For quick queue access directly from your desk phone:

Setup a Queue Login/Logout Key:

- Login to the Web Client
- Navigate to Devices -
- Click on the device that shows connected
- Click on the desired key and write a label
- Select the function `Logon/off queue`
- Choose your Queue and save.

Queue Call Forwarding:

- Configure forwarding rules for the entire department queue
- Set different forwarding based on time, availability, or special circumstances
- Manage after-hours routing and voicemail settings

- 📚 **Complete Queue Guide:** Queue Call Forwarding

📚 **Complete Queue Guide:** Comprehensive instructions for all queue features available at: Queue Management Documentation

👔 Manager Call Handling (Abwurfschaltung)

Purpose: Enable secretaries to answer and manage incoming calls for their managers, providing professional call screening and administrative support

What is Manager Call Handling?

This feature allows secretaries to directly answer calls intended for their managers, creating a seamless professional experience for callers. Benefits include:

- **Call Screening:** Filter important calls and handle routine inquiries
- **Professional Image:** Ensure all manager calls receive immediate attention

- **Administrative Efficiency:** Secretaries can handle scheduling, information requests, and call routing
- **Flexible Coverage:** Managers can focus on meetings while maintaining accessibility

🎫 **Setup Requirements:**

This feature requires administrative configuration before use:

Create a Support Ticket

- Submit a ticket to the **telefon-admin queue**
- **Include:** List of all Secretaries who should be group, and the Manger
- **Specify:** Extension numbers for each member
- Wait for administrator confirmation before proceeding

⚠️ **Important:** Both the secretary and manager must have this feature enabled by the administrator before it can be used.

📚 **Complete Configuration Guide:** Detailed setup and usage instructions available at:
Manager Call Handling Configuration

🔄 **Typical Usage Scenarios:**

When to Enable:

- **Manager in Meetings:** Secretary handles all incoming calls
- **Busy Periods:** Additional support for high call volume
- **Travel Days:** Secretary manages calls while manager is away
- **Focused Work Time:** Minimise manager interruptions

🔧 Troubleshooting

Problem: Cant login to Desk-phone

A1: If the pin is not working, login to the web interface at telefon.uibk.ac.at and change your pin, detailed info on how to change the pin at: Change phone PIN

Problem: Call forward is not working

A1: After you create a forward profile, you must be sure to activate it. please see: Call Forwarding Guide above

A2: Please make sure you don't forward calls to any external number.

Problem: Cant get calls on my main number

A1: Please make sure you are logged in to the phone. Please see Getting Started

A2: Please make sure you don't have any active CallForwarding

A3: Please make sure you don't forward calls to any external number.

A4: If you have Double Call active to your work mobile, please make sure the Work Mobile is reachable, or the Work Phone voicemail will immediately answer calls for you and the call will never reach your Desk phone.

Problem: Im not getting calls on my department number (ie. Sekretariat)

A1: Please make sure you have you department number as a queue, if yes, please login to the queue. If you don't have, please contact Telefon admin. See detailed guide above: Queues - Department Main Numbers

Problem: I See a number starting with 9xxx or 0004xxxxxx instead of my Name or extension

A1: Please make sure you are logged in to the phone. Please see Getting Started

Problem: I See a number starting with 175xxxxxxxx instead of my Name or extension

A1: Please send email to telefon-admin@uibk.ac.at providing the number visible in the display in advance

❓ Frequently Asked Questions

Q: I have 2 extension on my account, what does that mean to me?

A: If you have two extensions, you will have the possibility to login to two different Desk phones.

- o When logging in please make sure you select the `slot` that contains your extension on the name.
- o The same pin is used for both extensions, the pin is usually the pin of the first extension you received. If you are unsure, login to the web interface at telefon.uibk.ac.at and change your pin, detailed info on how to change the pin at: Change phone PIN

Q: Can I use VoIP software like linphone or 3cx?

A: No, these software are no longer compatible with UCware.

Q: Can I use the WebClient as a browser phone?

A: Yes, UCware allows you to use the WebClient as a software phone, very useful when in HomeOffice. Please visit telefon.uibk.ac.at, detailed info on how to use the browser phone at: Browser Phone

Q: I have a work Mobile Phone, how to get double-call activated?

A:

1. Please visit telefon.uibk.ac.at
2. On the menu bar on left hand side, select `Extension Settings`
3. Under `Own Slots`, click on the slot `Mobile`
4. Make sure that you see your 97xxxx extension under `External Number`
5. Check the box under your Mobile Slot to activate the double call.

SOS Getting Help

Contact Support

✉ Email Support

- **Address:**
    - o telefon-admin@uibk.ac.at
- **Best For:** Non-urgent issues, detailed problems

📞 Phone Support

- **Extensions:** Telefon administration
    - o Extern: +43 512707 23444
    - o Intern: 23444
- **Best For:** Urgent issues, immediate assistance

🎫 Ticketing System

- **Portal:** zid-ts.uibk.ac.at
- **Best For:** Formal requests, PickUp Group setup, Manager/Assistant setup

---

📚 Additional Resources

All comprehensive UCware documentation is available at: wiki.ucware.com/start