

**Cloud
Unified Communications
Presence and Instant Messaging
User Guide**

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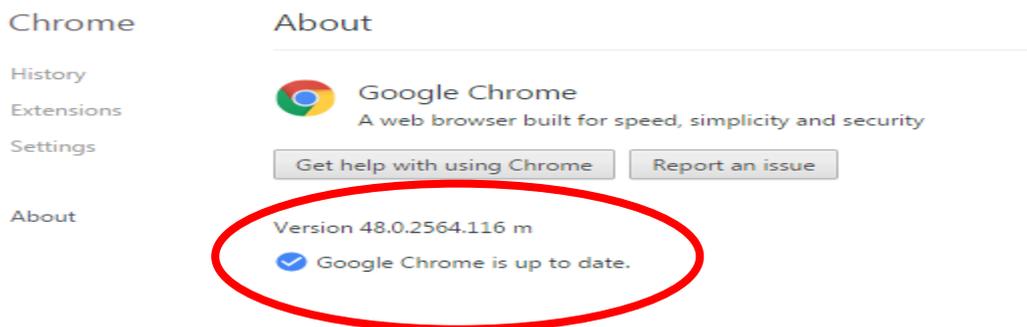
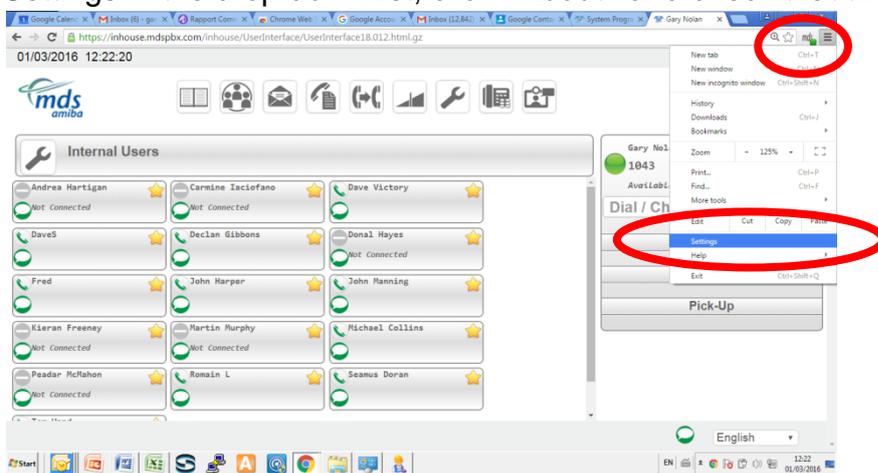
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Introduction

Here we will explain how to use the Unified Communications Instant Messaging feature. You can chat easily with colleagues and the system retains a record of all the chat threads which can be consulted at a later time.

Getting Started

You will need a Google Chrome browser. If you don't have it, download it from the internet. If you already have Chrome, you just need to check that it is the latest version by clicking on the settings tab at the top right corner of the page, go to Settings in the drop down list, click 'About' and check that the version is up to date:



Add the Chat extension in Chrome

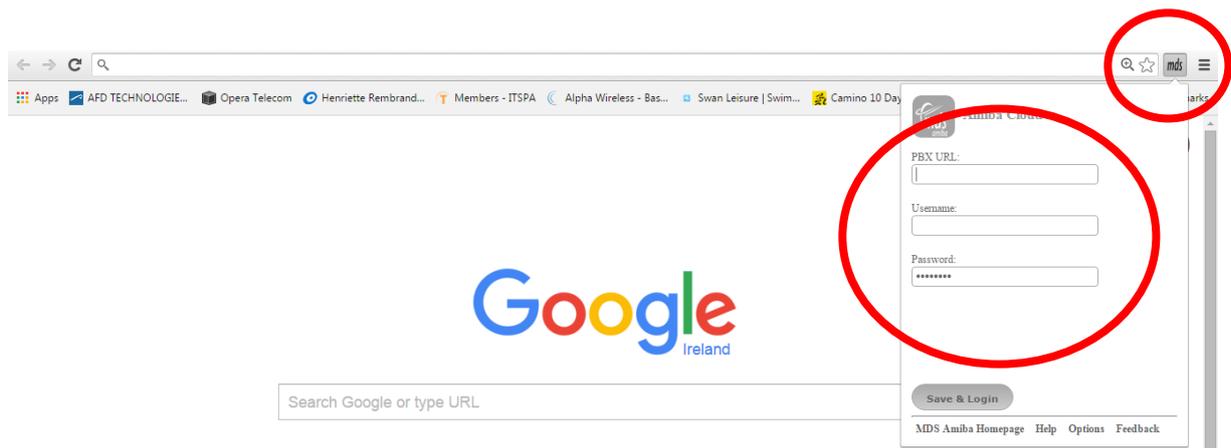
The chat extension to the Chrome browser enables Call, Voicemail and Chat notifications, Click to dial from your browser and easy access to your Cloud User Portal. Go to the Chrome web store using this link:

<https://chrome.google.com/webstore/detail/amiba-cloud-extension/ohmhhoabefeneakkjidejkbhnhceaoi>

and add this extension to Chrome. You will then see a new icon at the top right hand corner of the browser page.

Register to the Cloud UC platform

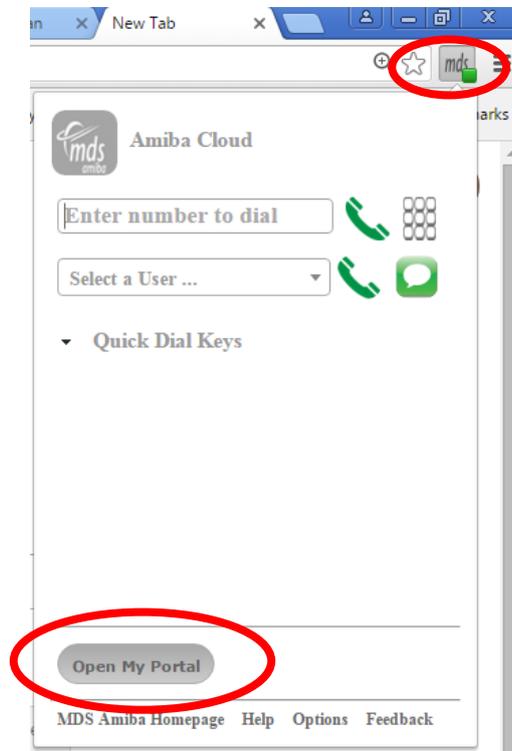
Click on the icon at the top right hand corner of the browser page and enter your registration details for the cloud UC platform. These are the PBX URL, your username and PIN which are available from your service provider or system administrator.



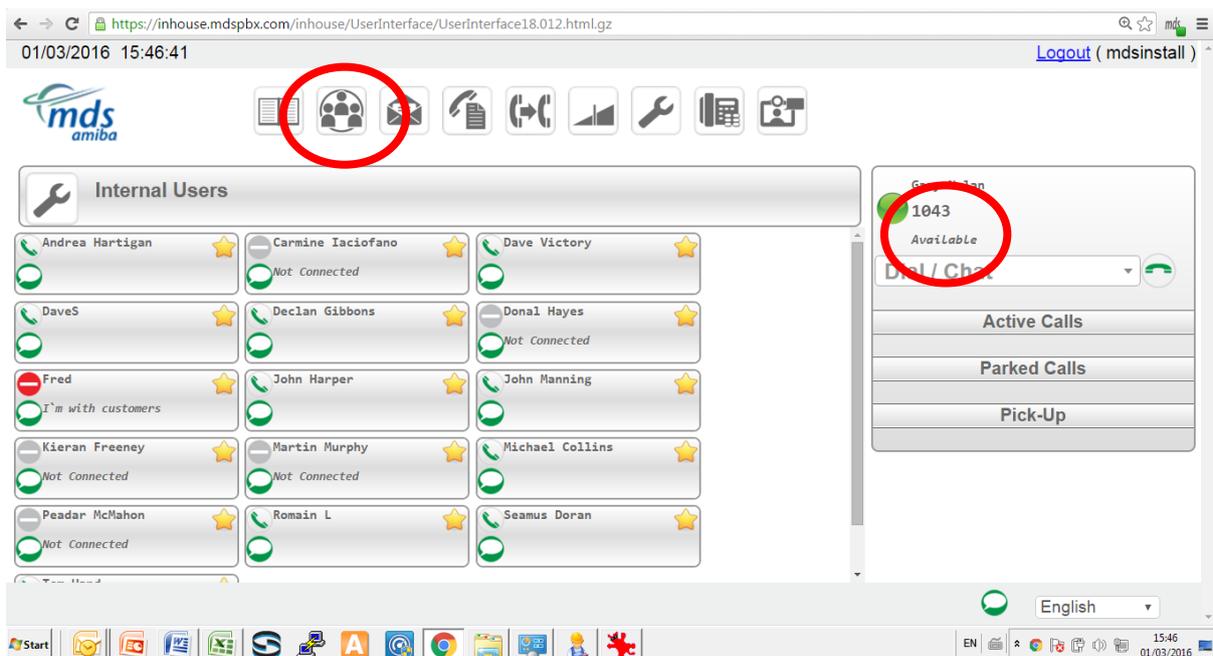
Press 'Save and Login' to connect to your user portal. The icon will display a green dot to show that you are successfully connected to the cloud platform.

Open your Portal

Click on the icon and Press 'Open my Portal'



On your portal, click the icon 'Internal Users' to display the presence status of all your colleagues.



Here you will see the presence status of all other users of the system. If you do not wish to monitor all of your colleagues, you can choose your favorites by clicking on a user's star to designate the user as a favorite and then clicking on the spanner icon and selecting 'View Favorites'.

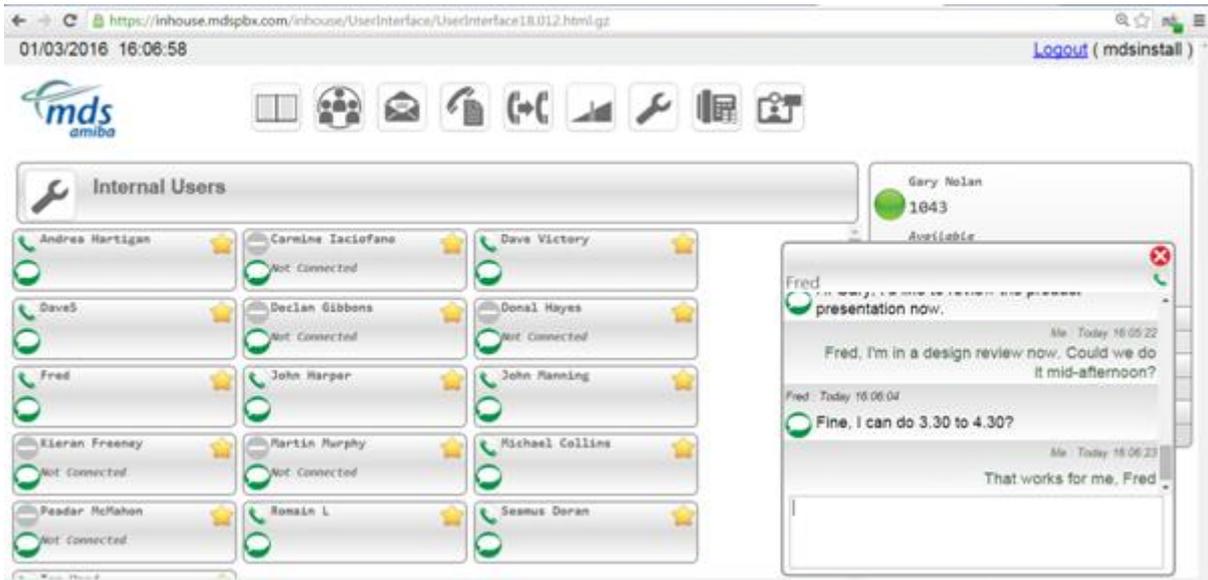
For example, in the screen above, Fred has set his status as 'Do Not Disturb' and is displaying a customized presence message 'I'm with customers'. Calls to Fred will receive busy tone. Each user can change their own availability by clicking on the link 'Available'. If a user is busy on a phone call, the phone symbol of the user will turn red.

Search and Chat

You can search for a user by typing the name in the search box on the right.

The screenshot displays the mds amiba user interface. At the top, there is a navigation bar with the mds amiba logo and several icons representing different system functions. Below this is a section titled 'Internal Users' with a spanner icon circled in red. This section contains a grid of user cards, each showing the user's name, a star icon for favorites, and a status indicator (a green circle with a white phone icon or a red circle with a white phone icon). The user 'Fred' is highlighted with a red circle and has a status message 'I'm with customers'. To the right of the user list is a 'Dial / Chat' panel. This panel includes a search box with 'Fred' entered, a list of search results with 'Fred' selected, and buttons for 'Parked Calls' and 'Pick-Up'. The bottom of the screen shows a Windows taskbar with various application icons and a system tray with the date and time (01/03/2016 15:55).

To start a call or a chat to another user you simply click the user's phone or chat icon and the call will be launched or the chat box will open.



Setup your Quick Dial Keys

By clicking the down Arrow 'Quick Dial Keys' you can assign names and numbers for 10 keys to allow you to easily dial frequently used numbers:

