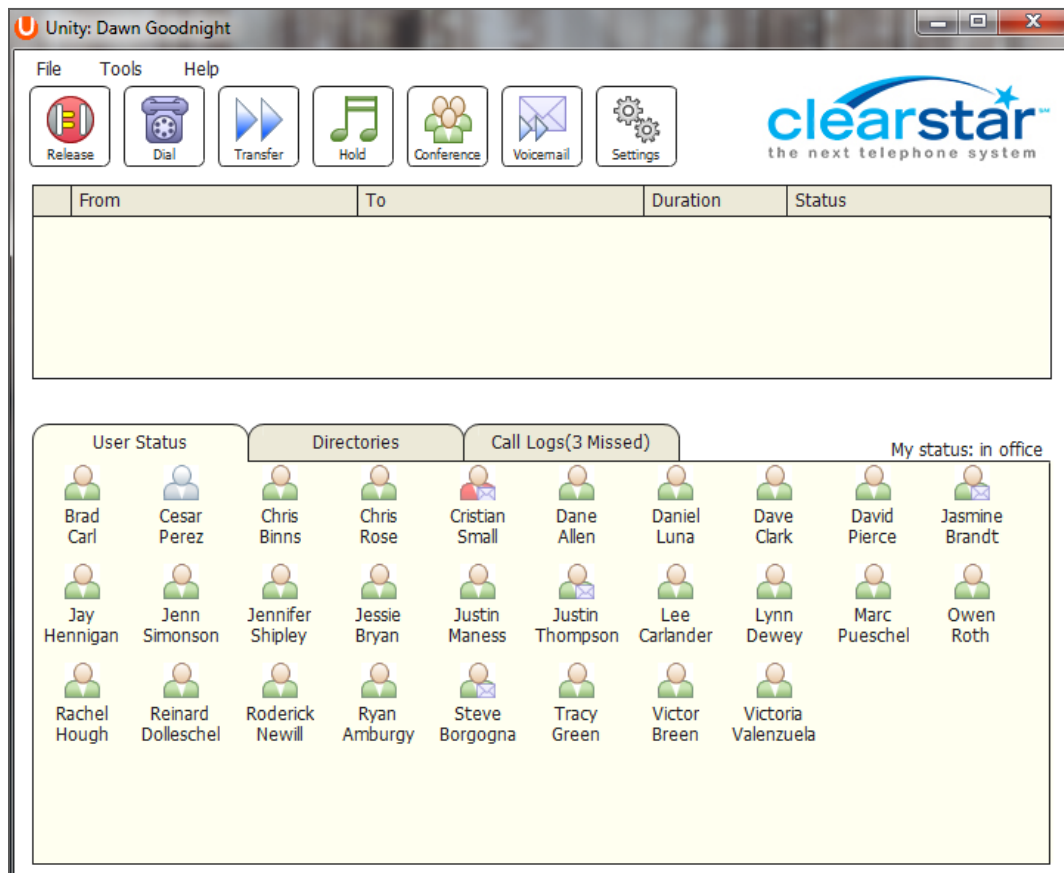# Unity Desktop Installation and Features

Basic Information

Unity offers Instant Messaging, Presence, Click-to-Dial from Outlook Contacts, Directory Integration, and Call Logs. This combination of easy to use software features simplifies internal and external communication with intuitive icons.

Unity improves workgroup collaboration by bringing users closer together, even if they are miles apart geographically. You can pick 30 users at your company to view their Presence. Now you can see when they are on the phone. You can easily Instant Message or escalate to a call, or simply be notified when they are off the phone.

Unity is installed on the end user's computer, near the user's ClearStar phone. It's very easy to use, even for non-technical staff.

There are four categories of Unity: Basic Desktop Unity for the regular end user, Call Center Agent, Supervisor, and Wallboard. This document focuses only on the Desktop version.

GETTING THE SOFTWARE

Each software version has its own download, find the files here:
http://impulse.net/support/clearstar-phone-system/clearstar-unity/unity-install-files/

LOGGING IN

Your login user id is impPhoneNumber@impulsevoip.net
e.g. imp8055551234@impulsevoip.net
Password: You'll use your web portal password. This is available on the welcome sheet.

INITIAL SETUP

- Right Click in your User Status window to set your 30 favorites.
- Double Click a Favorite to Call them.
- Right Click a Favorite to call mobile, IM, etc.

User Guide

The user guide can be found inside the application under Help>>Contents. Due to updates, it is difficult to offer a printed guide.

ClearStar Unity Desktop Feature List

- Call Control – Answer, Hang-up, Transfer, Conference, etc.
- Instant Messaging – IM available to any other user in the Group that is also running Unity
- Settings– Allows the User to change their assigned services such as Call Forward
- Presence or Busy Lamp Field – Busy, Available, Ringing status of up to monitored users
- Busy User Monitoring – Hovering the mouse over a busy [red icon] user will show the name or number of the other party and the current call duration
- Active Call Window - Graphical display of all active calls showing incoming CallerID or name, dialed party and duration. For calls placed on Hold, the Hold duration is shown
- Call Logs - Missed, Received and Dialed calls
- Directories - Centralized Group, Outlook and Personal entries
- Web Pop URL - Ability to append incoming CallerID to a URL for interpretation and screen pop by web based database application
- Auto Update – Unity will auto-update to any new release, providing the host Service Provider has not disabled this capability in the Unity Portal
- Some settings can be customized by Impulse, such as removing Instant Messaging.