

# BLUEHUB UC OFFICE, BUSINESS, AGENT AND SUPERVISOR EDITIONS OVERVIEW





# **BLUEHUB UC DESKTOP SOFTPHONE**

A powerful desktop and mobile application specifically designed to take your business communications to a whole new level. Its main purpose is to simplify and enhance your day-to-day communications experience.

It packs everything you need for a successful collaboration with your staff including Messaging, Conferencing, CRM access, Faxing, File Sharing functionalities, and all of that within a single and comprehensive desktop application interface.

# SUPPORTED OS

Desktop OS platforms that support installation of Bluehub UC Desktop Softphone client.	Office	Business	Agent	Supervisor
<b>MS Windows</b> Bluehub UC Desktop Softphone can be installed and used on MS Windows 64-bit platforms (Windows 7 and above).	●	●	●	●
<b>MAC OS X</b> Bluehub UC Desktop Softphone can be installed and used on MAC OS X platforms (10.12 and above).	●	●	●	●
<b>Linux</b> Bluehub UC Desktop Softphone can be installed and used on Linux Ubuntu 64-bit platforms (12.04 and above)	●	●	●	●
<b>Windows server</b> Bluehub UC Desktop Softphone can be installed and used on Windows Server in terminal environment (2012 and above).	●	●	●	●



# MINIMUM REQUIREMENTS

<p>Although Bluehub UC Desktop Softphone should work on any computer able to run supported operating systems, minimum requirements should be met to install it and prevent call quality issues.</p>	Office	Business	Agent	Supervisor
<p>Bluehub UC Desktop Softphone requires Bluehub UC 6.x to operate. Third party PBX's are not supported.</p>	●	●	●	●
<p><b>HDD Space</b> Bluehub UC Desktop Softphone requires up to 70 MB of free HDD space to install.</p>	●	●	●	●
<p><b>Broadband internet connection</b> Stable broadband internet connection is an essential factor in VoIP call quality as VoIP traffic is highly susceptible to latency and lost packets.</p>	●	●	●	●



# PHONE MODULE

<p>Bluehub UC Desktop Softphone phone module is one of the main features of this product. Option to use it as a softphone or integrated with deskphone and even mobile phones provide you with indispensable tools to boost your productivity and speed up your workflow. When not used in softphone mode, the phone module has full functionality regardless of the SIP device type it is used with.</p>	Office	Business	Agent	Supervisor
<p><b>Personal Dialer</b> This feature enables users to load a CSV file inside Bluehub UC Desktop Softphone and to dial numbers from that file one after another.</p>	●	●	●	●
<p><b>SoftPhone</b> Bluehub UC Desktop Softphone Softphone mode allows you to make calls from your PC without using the deskphone.</p>	●	●	●	●
<p><b>Office phone</b> Bluehub UC Desktop Softphone Office phone mode allows you to use Bluehub UC Desktop Softphone in integration with your deskphone, enabling you to use Bluehub UC Desktop Softphone to make, transfer and park calls from the app itself while talking on your deskphone.</p>	●	●	●	●





	Office	Business	Agent	Supervisor
<p><b>Polycom integration</b> This feature ensures Polycom deskphone will work seamlessly with Bluehub UC Desktop Softphone software.</p>	●	●	●	●
<p><b>Callback to GSM/PSTN numbers</b> Besides your deskphone, Bluehub UC Desktop Softphone can also call back any phone number, mobile or landline. Once you answer the call on your mobile phone, for example, you will still be able to use all the features available in Bluehub UC Desktop Softphone to control the call through the desktop application.</p>	●	●	●	●
<p><b>Bluehub UC Desktop Softphone GO mobile app</b> While on a phone call with Bluehub UC Desktop Softphone GO mobile app, you can still benefit from all of the advanced features/call control of the desktop app. For example, if you are using the mobile app, at the same time from a desktop app you are able to use call transfer, add another user to the conference, park a call... This enables you to continue your conversation on a mobile app while browsing the call options in the Bluehub UC Desktop Softphone desktop app.</p>	●	●	●	●



	Office	Business	Agent	Supervisor
<b>OPUS codec</b> Support for the Opus codec in softphones for improved voice quality.	●	●	●	●
<b>Echo cancellation</b> Software echo cancellation for softphone.	●	●	●	●



















# **BASIC PHONE OPERATIONS AND CALL CONTROL**

	Office	Business	Agent	Supervisor
<b>Video Calling</b> Bluehub UC Desktop Softphone enables you to place, receive and control video calls on any deskphone or softphone that supports video calls.	●	●	●	●
<b>Voicemail</b> When using Bluehub UC Desktop Softphone you will be able to play, rewind, pause, delete and move voicemail messages to a different folder from your PC.	●	●	●	●
<b>Answer a call</b> You can answer the call straight from your desktop application. Once you accept the call, it will be automatically answered on speakerphone of your deskphone.	●	●	●	●
<b>Hangup / Reject the call</b> You can hangup ongoing or reject incoming call on your deskphone from Bluehub UC Desktop Softphone desktop app.	●	●	●	●



	Office	Business	Agent	Supervisor
<p><b>Concurrent sessions</b>            You are able to see information about multiple calls and switch between them easily using Bluehub UC Desktop Softphone desktop app. The number of concurrent sessions is equal to the number of lines for specific extension. Office edition can not show more than one call at a time.</p>	●	●	●	●
<p><b>Transfer a call</b>            Bluehub UC Desktop Softphone allows you to do a call transfer (blind / supervised / xfer / device transfer) while on active call, by simply dragging the call icon and dropping it to any Bluehub UC user in your Bluehub UC Desktop Softphone list. Alternatively, to transfer calls to external number you can press Transfer button and enter any number you would like to transfer the call to.</p>	●	●	●	●
<p><b>Hold / Resume call</b>            Hold/Resume option allows you to place call on hold or to resume it, by simply clicking the button in your Bluehub UC Desktop Softphone app.</p>	●	●	●	●



	Office	Business	Agent	Supervisor
<b>Redial</b> Redial option allows you to dial the last number you dialed with a single click.				
<b>Mute</b> If necessary, Bluehub UC Desktop Softphone allows you to mute your speaker or mic with a single click.				
<b>Speakerphone paging</b> Speakerphone paging option allows you to place your call on deskphone speakerphone by clicking the button in your Bluehub UC Desktop Softphone app.				
<b>Call recording</b> Bluehub UC Desktop Softphone allows you to start, stop, pause and resume call recording while on active call. When this feature is in use you will be able to see call recording status indicator in your Bluehub UC Desktop Softphone interface .In order for this feature to work, extension must have Instant recording enabled in Enhanced Services.				



	Office	Business	Agent	Supervisor
<b>Switch device</b> Ability to switch between deskphone, softphone, mobile app or any callback number.	●	●	●	●
<b>Call encryption indicator</b> In-call indicator when call is using TLS/SRTP encryption.	●	●	●	●
<b>Call on available</b> Reminder to call a user that is busy or in DND mode as soon as he becomes available.	●	●	●	●
<b>Call Quality Metrics</b> Call Quality Metrics provide the user details about the call and network quality during a call.	●	●	●	●
<b>Auto answer</b> Allows the user to set timer on incoming calls and answer incoming calls automatically without using the answer button.	●	●	●	●



# UNIFIED COMMUNICATIONS FEATURES



<p>Unified Communications Features are essential set of tools which is integrating organisations, users and services into much more productive business units.</p>	Office	Business	Agent	Supervisor
<p>Bluehub UC Desktop Softphone main window will display Bluehub UC contacts directory with option to hide contacts as well as to set alias for any of your contacts</p>	●	●	●	●
<p>Chat with one or more Users (single &amp; group chat) at the same time, and keep a searchable History of every IM conversation. Bluehub UC Desktop Softphone also allows you to see chat message delivery status (sending, sent, delivered, seen, failed)</p>	●	●	●	●
<p>Synced call history between all applications on all devices for 1 extension.</p>	●	●	●	●
<p>Bluehub UC Desktop Softphone makes sure that any sent/received message is available in real-time on all of your logged-in devices. You will also receive push notifications for incoming messages on your mobile device.</p>	●	●	●	●















	Office	Business	Agent	Supervisor
<p><b>Chat full history sync</b> Bluehub UC Desktop Softphone makes sure that when you log in, your chat history is always synced and that you have all messages available on your device.</p>	●	●	●	●
<p><b>File sharing</b> Bluehub UC Desktop Softphone allows you to Send and Receive files. You can either click send file icon and then navigate to the file you would like to send, or you can simply drag-and-drop the file in your chat window. Files are stored permanently and can be downloaded until expiration time is reached. Expiration time can be modified on Bluehub UC. For image and video files there is a thumbnail which is automatically downloaded. Files can be sent in single conversations and as well as in group conversations. For any conversation you can see all sent/received files in the Files overview screen.</p>	●	●	●	●
<p><b>Drag and Drop</b> You can use simple drag and drop actions to add users to call/chat/conference/group chat, make blind or attended transfers, drop file to Chat for transfer, join two active calls by simply dragging the call icon of one call and dropping it to call window of the second call.</p>	●	●	●	●



	Office	Business	Agent	Supervisor
<p><b>Chat full history sync</b> Bluehub UC Desktop Softphone makes sure that when you log in, your chat history is always synced and that you have all messages available on your device.</p>	●	●	●	●
<p><b>File sharing</b> Bluehub UC Desktop Softphone allows you to Send and Receive files. You can either click send file icon and then navigate to the file you would like to send, or you can simply drag-and-drop the file in your chat window. Files are stored permanently and can be downloaded until expiration time is reached. Expiration time can be modified on Bluehub UC. For image and video files there is a thumbnail which is automatically downloaded. Files can be sent in single conversations and as well as in group conversations. For any conversation you can see all sent/received files in the Files overview screen.</p>	●	●	●	●
<p><b>Drag and Drop</b> You can use simple drag and drop actions to add users to call/chat/conference/group chat, make blind or attended transfers, drop file to Chat for transfer, join two active calls by simply dragging the call icon of one call and dropping it to call window of the second call.</p>	●	●	●	●



	Office	Business	Agent	Supervisor
<p><b>Start chat from call and vice - versa</b>            Bluehub UC Desktop Softphone allows you to initiate the call from the chat window by clicking call icon, but it also allows you to start the chat from the call window in the same manner.</p>				
<p><b>Adding user(s) to an existing chat conversation</b>            When adding users into the currently selected conversation you can filter users list by searching for a user's name or extension. You can also filter by department, or even add a whole department into the conversation. Added participants cannot read previous messages in the conversation.</p>				
<p><b>Removing users from existing chat conversations</b>            Admin of the group conversation can remove one or more participants from the group.</p>				



	Office	Business	Agent	Supervisor
<b>Pinning of chat conversations</b> Users can pin their most important conversation so that they appear on top of the list above all others.	●	●	●	●
<b>Pinning of chat message</b> Users can pin their most important message inside one chat conversation so that they appear on top of the conversation screen.	●	●	●	●
<b>Forwarding of chat messages</b> Users can forward existing text/file chat messages from one conversation to another.	●	●	●	●



	Office	Business	Agent	Supervisor
<b>Typing notifications</b> Users can see the info if one or more users are typing in single or group conversation.	●	●	●	●
<b>Support for disabling chat</b> Bluehub UC admin can now disable chat for certain editions which will cause the chat to be hidden in the app.	●	●	●	●
<b>SMS support</b> Ability to send and receive SMS.	●	●	●	●



	Office	Business	Agent	Supervisor
<b>MMS support</b> Ability to send and receive MMS.	●	●	●	●
<b>SMS support + sync</b> The ability to send and receive SMS that is synced between devices (mobile, desktop and web app).	●	●	●	●
<b>MMS support + sync</b> The ability to send and receive MMS that is synced between devices (mobile, desktop and web app).	●	●	●	●



	Office	Business	Agent	Supervisor
<b>Marking chat conversations as unread</b> User can mark any chat conversation as unread to keep it on highlighted and on top.	●	●	●	●
<b>Delete chat message for yourself</b> User can delete any chat message for himself.	●	●	●	●
<b>Delete chat message for everyone</b> User can delete the message that he/she has sent for everyone.	●	●	●	●





	Office	Business	Agent	Supervisor
<b>Reorder pinned chats</b> User can reorder his/her pinned chat conversations.	●	●	●	●
<b>Paste images from clipboard to chat</b> User can paste images directly from clipboard to chat conversations.	●	●	●	●
<b>Reply to chat message</b> User can now reply to any incoming/outgoing message.	●	●	●	●



	Office	Business	Agent	Supervisor
<b>Chat Voice Messages</b> Ability to record and send voice message in chat conversations as well as play received voice message.	●	●	●	●
<b>Group Chat Admin Transfer</b> Ability to transfer admin of group chat or to takeover a group chat when admin leaves the group.				
<b>Chat message status info</b> Ability to see message status info for group messages (to whom the message has been delivered and who has seen the message).	●	●	●	●
<b>Mention participants in a group chat conversations using @Name</b> User can mention one or more participants and provide the context of their mentioning within the message. The mentioned participants will receive a notification even in the group conversations they have currently muted.	●	●	●	●



	Office	Business	Agent	Supervisor
<p><b>Shared group chats</b>            Shared groups are groups with visible chat history, meaning the full chat history will be available to newly added participants.</p>	●	●	●	●
<p><b>Faxing</b>            You are able to send any document as fax directly from it's native application (Word, Excel etc...), or send faxes directly from Bluehub UC Desktop Softphone (PDF files only). In addition, you can also receive faxes and view them on your computer. Fax history feature will give you an option to check all incoming and outgoing faxes and filter them by date.</p>	●	●	●	●
<p><b>Presence</b>            Bluehub UC Desktop Softphone brings a unified presence that is synced across all of your devices (Desktop and Mobile). For a currently online user you can see if they are connected via Desktop, via Mobile or even both. For users who are not currently connected, you can see when was their last activity, in order to have a better understanding of their availability. Also, when there is no user activity on your computer for a certain period of time Bluehub UC Desktop Softphone can inform other users that you are away from your desk.</p>	●	●	●	●



	Office	Business	Agent	Supervisor
<p><b>MS Outlook</b>            You can sync Outlook contacts with your Bluehub UC Desktop Softphone contact list. This will allow you to call any of them either from Bluehub UC Desktop Softphone or from Outlook using integrated Outlook plugin. This will allow you to see the name of your contact whenever you initiate or receive a call from the number associated with one of your Outlook contacts. (MS Outlook must be installed).</p>	●	●	●	●
<p><b>MS Outlook Presence - Calendar integration</b>            Automatically integrates user's Presence status based on their Outlook appointment setup. However, the user can still adjust their Presence status as well as custo presence description according to their needs.</p>	●	●	●	●
<p><b>MS Exchange</b>            You are able to sync Exchange contacts with Bluehub UC Desktop Softphone which will allow you to call them either from Bluehub UC Desktop Softphone or from Outlook, using integrated Outlook plugin. Whenever you initiate or receive a call, you will be able to see the name of your Exchange contact that is calling you. (MS Exchange, and Outlook must be installed).</p>	●	●	●	●



























	Office	Business	Agent	Supervisor
<p><b>Apple Address Book</b>            You are able to sync your Adressbook contacts with Bluehub UC Desktop Softphone which will allow you to call them from Bluehub UC Desktop Softphone. Whenever you initiate or receive a call, you will be able to see the name of Address book contact that is calling you.</p>	●	●	●	●
<p><b>Google Contacts</b>            You are able to import your google contacts into Bluehub UC Desktop Softphone which will allow you to call them from Bluehub UC Desktop Softphone. Whenever you initiate or receive a call, you will be able to see the name of google contact that is calling you</p>	●	●	●	●
<p><b>Central Phone Book</b>            Central Phone Book is a centralized list of contacts managed by the Bluehub UC administrator. It is shared across all Bluehub UC Desktop Softphone users, and synced together with the rest of your contacts. Besides contacts managed by the administrator, each user can manage his own personal list of contacts. This personal list is private and visible only to you, and can be managed through Online Self Care.</p>	●	●	●	●



	Office	Business	Agent	Supervisor
<p><b>Send vCard (contact sharing)</b>            You can share contact details with another Bluehub UC Desktop Softphone user by sending vCard for contact you would like to share. You can share this by Bluehub UC Desktop Softphone or via email.</p>	●	●	●	●
<p><b>Test audio devices in Preferences</b>            Ability to select and test microphone, speaker and ringing device used for calls.</p>	●	●	●	●
<p><b>Ability to mute, use default or choose your MP3 or WAV file for softphone ringtone.</b></p>	●	●	●	●
<p><b>Change Microphone, Speaker, and Ringing Device from phone module window or while in call</b>            Ability to change your microphone, speaker, and ringing device during a call or before starting a call.</p>	●	●	●	●























	Office	Business	Agent	Supervisor
<b>Send vCard (contact sharing)</b> You can share contact details with another Bluehub UC Desktop Softphone user by sending vCard for contact you would like to share. You can share this by Bluehub UC Desktop Softphone or via email.				
<b>Test audio devices in Preferences</b> Ability to select and test microphone, speaker and ringing device used for calls.				
<b>Ability to mute, use default or choose your MP3 or WAV file for softphone ringtone.</b>				
<b>Change Microphone, Speaker, and Ringing Device from phone module window or while in call</b> Ability to change your microphone, speaker, and ringing device during a call or before starting a call.				
<b>Browser Integration</b> Bluehub UC Desktop Softphone's Click to Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allows you to initiate the calls from web browser.				
<b>Kuando Busylight integration</b> Kuando Busylight calls and presence integration for latest Kunado BusyLight hardware				



# CONFERENCING FEATURES



	Office	Business	Agent	Supervisor
<b>Instant Conferencing</b> You can create and control instant conference calls on any SIP phone or softphone.				
<b>Convert 2 party call to conference</b> Bluehub UC Desktop Softphone enables you to do a seamless transition from regular call to a instant conference by simply dragging one or more contacts from your contact lists into a live call window.				
<b>Invite external phone numbers</b> In addition to option to drag and drop Bluehub UC Desktop Softphone contacts to live call, you can also invite any external phone number to the conference, by clicking + icon and entering number you would like to join the conference.				
<b>Defined Conferencing</b> Bluehub UC Desktop Softphone provides you an overview and control of defined conference rooms, with use of any SIP phone or SoftPhone, and allows you add participants by using drag and drop feature or by instructing the Bluehub UC to call out external numbers you would like to add to the conference call.				
<b>Start conference from group chat and vice - versa</b> Bluehub UC Desktop Softphone allows you to initiate the conference from the group chat window by clicking call icon, but it also allows you to start the group chat from the conference window in the same manner.				























**ADVANCED UNIFIED  
COMMUNICATIONS  
FEATURES**

	Office	Business	Agent	Supervisor
<b>DNS SRV SIP discovery and failover</b> DNS SRV SIP discovery and parallel SIP registration to implement failover.	●	●	●	●
<b>Easy Caller ID selection</b> When list of Caller IDs is created in extensions Enhanced Services users are able to select a Caller ID, they would like to use, from the drop down list. Once selection is made, selected Caller ID will be used for outbound calls.	●	●	●	●
<b>Softphone &amp; deskphone mode display for DTMF Digits</b> Improved dialer module to display entered DTMF on the screen. For example, when user dials voicemail and presses 2351 on the keyboard, no audio notification will be played but user can see it on screen.	●	●	●	●
<b>Call parking</b> Call parking feature enables you to easily park an incoming call by clicking park button. Bluehub UC Desktop Softphone gives you an option to view the list of parked calls and pickup calls parked by other extensions.	●	●	●	●
<b>Notifications</b> Bluehub UC Desktop Softphone provides number of different popup notifications in order to inform you about event that occurred. List of notifications includes notifications for: incoming call, new IM message, contact joined the conference, contact online/offline status. These notifications are available on every supported OS while Windows also includes in-popup call control (Accept/Reject).	●	●	●	●



	Office	Business	Agent	Supervisor
<p><b>Multilingual support</b> Bluehub UC Desktop Softphone desktop is translated to several world languages. In case your language is not available, it is possible to obtain translation files from Bluehubcloud Systems and once you return the translation back to us we will be glad to create a customized version in your language for you.</p>	●	●	●	●
<p><b>OSC - Online Self Care</b> Bluehub UC Desktop Softphone offer access to Online self care platform through integrated extension Dashboard in OSC window.</p>	●	●	●	●
<p><b>Quick Configuration</b> Bluehub UC Desktop Softphone configuration procedure is fast and with minimal number of steps and data entry needed.</p>	●	●	●	●
<p><b>Automatic updates through Bluehubcloud Release Manager</b> Automatic updates for Bluehub UC Desktop Softphone version 4.2.0 and later will be managed through Bluehubcloud Release Manager (BRM) platform. This platform and its management capabilities allows users full control over release of new Bluehub UC Desktop Softphone versions across all or only to specific Bluehub UC systems our partners have control of. Along with system specific update control BRM allows you to manage Bluehub UC Desktop Softphone updates even on tenant level.</p>	●	●	●	●



	Office	Business	Agent	Supervisor
<b>Submit Feedback option</b> Users can send feedback, through the feedback form.				
<b>Default ring tones</b> Default ring tones are different for inbound and outbound calls when using softphone Before it was the same ring tone and it was hard to distinguish whether it was an inbound or outbound call.				
<b>Block Caller ID enhanced service in Bluehub UC Desktop Softphone</b> Users are able to block caller ID directly from Bluehub UC Desktop Softphone. Two options are available: "Hide Caller ID" and "Hide Caller ID for next call only".				
<b>QR code generator for mobile app</b> Option to show QR code for quick sign-in via mobile applications.				
<b>Chat Feature Flagging</b> Ability to toggle (on/off) all chat features from Bluehub UC admin GUI.				



# CRM INTEGRATION

	Office	Business	Agent	Supervisor
<p><b>Bluehub UC Desktop Softphone integration will Use URL popup events in order to integrate with any 3rd party CRM systems. Depending on preferred settings, popups will be used for inbound and outbound calls, once call is answered or while call is still ringing users extension. Call logs will be uploaded to CRM</b></p>	●	●	●	●
<p><b>SugarCRM</b> Bluehub UC Desktop Softphone offers full support for SugarCRM, including Click to dial and call recordings upload.</p>	●	●	●	●
<p><b>Zoho</b> Integration with Zoho CRM does support Click to Dial and call recordings uploads to the CRM.</p>	●	●	●	●
<p><b>SalesForce</b> Integration with SalesForce CRM support Click to dial and call recordings upload feature, however, while Click to Dial works with Classic interface in Lightning it is not supported.</p>	●	●	●	●
<p><b>Microsoft Dynamics</b> Integration with Microsoft Dynamics does not support Click to Dial feature. In addition, in case customer is not added in the CRM, call recording will not be uploaded unless agent creates a contact before call is finished.</p>	●	●	●	●



	Office	Business	Agent	Supervisor
<b>Bullhorn</b> Integration with Bullhorn CRM supports call recordings upload but does not support Click to Dial feature.	●	●	●	●
<b>ZenDesk</b> Integration with ZenDesk CRM supports call recordings upload but does not support Click to Dial feature.	●	●	●	●
<b>V tiger</b> Integration with V tiger CRM supports call recordings upload but does not support call log when call starts feature.	●	●	●	●
<b>Pipedrive</b> Integration with Pipedrive CRM supports call recordings upload but does not support call log when call starts feature.	●	●	●	●
<b>SuiteCRM</b> Integration with Suite CRM supports call recordings upload but does not support call log when call starts feature.	●	●	●	●





# MODULES

	Office	Business	Agent	Supervisor
<p><b>Generic Call Popup module allows customer to use Bluehub UC Desktop Softphone's Push call info to integrate with other browser-driven third-party CRM solutions. In order for this to work, custom modification on CRM part is necessary. Users can specify URL or EXE file, APP in MacOS, that will be executed in Call Popup module.</b></p>	●	●	●	●
<p><b>Skype for Business module Integration between Skype For Business client and user's phone system (Bluehub UC).</b></p>	●	●	●	●



# INTEGRATIONS

	Office	Business	Agent	Supervisor
<b>iTunes integration</b> On MacOSX when user places/receives a call, iTunes is paused automatically. When call is finished, iTunes continues to play music.	●	●	●	●
<b>Telephony URI handling</b> It is possible to set Bluehub UC Desktop Softphone as default app to open "tel://", "sip://", "callto://" and "Bluehub UC Desktop Softphone://" URIs. which will allow you to use them to initiate calls with Bluehub UC Desktop Softphone.	●	●	●	●
<b>Outlook Click2Dial</b> Outlook Click to Dial plugin allows the user to dial contacts directly from outlook contact list with one click.	●	●	●	●



	Office	Business	Agent	Supervisor
<b>Outlook contact popup</b> Configurable option when “Add new Outlook contact” popup will show up. Users can choose when popup will be displayed. Available options are: never (default), when call is started, when call is answered, when answered call is finished.	●	●	●	●
<b>Browser Click2Dial</b> Bluehub UC Desktop Softphone’s Click to Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allows you to initiate calls to detected phone numbers from web browser with a single click.	●	●	●	●
<b>E-mail client Integration</b> E-mail client integration allows you to send e-mails from Bluehub UC Desktop Softphone to any of your contacts by using your default e-mail client.	●	●	●	●
<b>IP Camera support</b> Bluehub UC Desktop Softphone provides you with option to connect any web capable IP camera.	●	●	●	●



# AUDIO DEVICE INTEGRATION

	Office	Business	Agent	Supervisor
<p><b>Any audio device supported by OS</b>  <b>Bluehub UC Desktop Softphone will use any audio device installed on the OS.</b></p>	●	●	●	●
<p><b>Advanced headset integration with jabra</b>  <b>Bluehub UC Desktop Softphone supports full integration with Jabra headsets - users can Answer/Reject/ Hold/Resume Bluehub UC Desktop Softphone calls by using their headset controls.</b></p>	●	●	●	●
<p><b>Advanced headset integration with Plantronics</b>  <b>Bluehub UC Desktop Softphone supports full integration with Plantronics headsets - Users can Answer/ Reject/Hold/Resume Bluehub UC Desktop Softphone calls by using their headset controls.</b></p>	●	●	●	●















	Office	Business	Agent	Supervisor
<p><b>Advanced headset integration with Sennheiser</b>  <b>Supported features on the headset (HS):</b>  Incoming call accepted by HS (tap call button while there is an incoming unanswered call)  End active call from HS (tap call button while there is an active call)  Incoming call rejected by HS (LONG press call button) (not supported for DECT devices)  Hold active call on HS (double tap call button while an active call is not held)  Resume held call on HS (double tap call button while an active call is held) Redial call (double tap call button while there are no calls)  Off-hook (tap call button while there are no calls) On-hook (tap call button after off-hook event)  Mute from HS (tap the mute button while on active call)  Unmute from HS (tap the mute button while muted on active call)</p>	●	●	●	●
<p><b>Yealink headset integration</b>  Ability to use Yealink headset buttons such as answer, hold, transfer, etc.</p>	●	●	●	●





































# PERSONALIZATION

	Office	Business	Agent	Supervisor
<p><b>Different view modes</b> Use List or Grid (Thumbnail) view modes to view your contacts. Choosing the size of the contact details in List mode. Show/hide contact personal message and name in Grid View.</p>				
<p><b>Avatar</b> Set your avatar image, other contacts will be able to see it.</p>				
<p><b>Status and status message</b> Bluehub UC Desktop Softphone allows you to set your status (Available, Busy, DND, Away) and optionally provide a custom status message to describe your current availability. Aside from these 4 default statuses Bluehub UC administrator can also add statuses through Bluehub UC GUI and those will appear as an option in Bluehub UC Desktop Softphone for all users. When selecting your status you also have to specify status expiration. This allows you to let Bluehub UC Desktop Softphone revert your status back to Available after a certain period of time.</p>				



	Office	Business	Agent	Supervisor
<b>Hide contacts in list</b> Users are able to hide contacts from the list of contacts directly from Bluehub UC Desktop Softphone application.				
<b>Favorites</b> Users can make favorites list from the list of available contacts, directly in Bluehub UC Desktop Softphone application.				
<b>Choose CallerID when sending Fax</b> Bluehub UC Desktop Softphone users can choose caller IDs, from predefined list in Bluehub UC GUI, for sending a fax.				
<b>Choose preferred module icons</b> Organize icons option is used to personalize the module icons available in the main window. Note that the first icon has to be the Phone module, but you can rearrange the 5 other icons as it suits your needs.				



	Office	Business	Agent	Supervisor
<p><b>Multiple Profiles</b> Multiple profiles (user accounts) can be created. For example, you might want to create a profile for work and a different profile for personal use, keeping them separate.</p>				
<p><b>Six module icons</b> There are 6 module icons in the main window for quick access. They can be rearranged as it suits your needs.</p>				
<p><b>Warning icon in "Contacts" tab</b> If loading of contacts has failed for whatever reason, we currently display a warning icon which is fine. But the user should be able to click it and application to ask "do you want to retry?" Instead of opening the 3 dots menu in the modules bar, and finding the option "refresh contacts".</p>				
<p><b>Department Filtering</b> Added "My departments" option in main window departments dropdown list. This way a user can choose to display only users from his departments. Also, login notifications are now shown only for users that are visible in contacts view (users from the selected department).</p>				



















	Office	Business	Agent	Supervisor
<p><b>Padlock for Module Windows to stay Open</b>  Phone, Conference, Group chat and Call Parking modules now have a “padlock” icon in the upper left corner. If it is locked window is not closed automatically when a call is initiated (the conference is joined / group chat joined / call picked from call parking dialog). In older versions, these modules were automatically closed.</p>	●	●	●	●
<p><b>PCI compliance</b>  This option in Bluehub UC Desktop Softphone 5.3 will detect DTMF from the caller and enter them into a text field by “simulating keypress” with DTMF digit.</p>	●	●	●	●
<p><b>Custom parking lots</b>  When a user presses “Park” inside call window in Bluehub UC Desktop Softphone 5.3, they are presented with a drop-down so they can choose a lot to park.</p>	●	●	●	●



# DEPLOYMENT FEATURES

	Office	Business	Agent	Supervisor
<p><b>Windows installation with EXE or MSI</b>            Available in two different packages. A custom, third-party installation system in an EXE file. A Windows Installer installation in an MSI file. Exe's are just executables that help to add value or data to the system. But they may not help in maintaining the integrity of the system as such. Whereas Msi's are executables that not only help with clean installation but also with clean uninstallation of any application thereby restoring back the stability of the OS.</p>	●	●	●	●
<p><b>Silent installation of msi package / Windows GPO</b>            For auto configuration to work: "Orca" application (by Microsoft) should be used to generate transformation file Bluehub UC Desktop Softphone.mst, with modified values of properties. This file is then specified in the GPO on Windows Server. Silent install: msiexec /quiet.</p>	●	●	●	●
<p><b>Silent installation of exe package</b>            For installation to work: special flag should be used "/silent" while performing installation.</p>	●	●	●	●



















	Office	Business	Agent	Supervisor
<b>Shared configuration</b> Share login configuration between multiple Windows/Mac users on a single computer.				
<b>Configurable features permissions</b> Permissions are set per tenant and edition in Bluehub UC.				
<b>White label documentation available</b> White label documentation is available for our products. Source of documentation is available in "ascidoc" for easy transfer and editing. Customers this way can change images, screenshot and branding information.				
<b>System information in About screen</b> In the Bluehub UC Desktop Softphone About dialog all information regarding application version, revision, PBX information, libraries and other important info are exposed. This way users can easily access/copy and paste info to email or send to support if needed.				





**MEETING**

	Office	Business	Agent	Supervisor
<b>Audio/Video Conferencing</b> Join a meeting with audio and/or video.				
<b>Screen Sharing</b> Basic screen sharing of the current screen.				
<b>Application sharing</b> Share screen of a specific application.				
<b>Group chat</b> Group chat during the meeting between internal and external participants.				



	Office	Business	Agent	Supervisor
<b>Webcam sharing</b> Share webcams from all meeting participants.	●	●	●	●
<b>Call in using computer/device</b> Enable joining audio conference with device microphone.	●	●	●	●
<b>Call in using phone (PIN based)</b> Enable participants to call certain phone number to join the audio conference Toll free for certain countries and international numbers. Participants would dial the number and they would enter meeting number and PIN into IVR which would connect them to meeting audio conference.	●	●	●	●
<b>Mouse and keyboard control</b> Give participants mouse and keyboard control over a shared screen.	●	●	●	●















	Office	Business	Agent	Supervisor
<b>Role passing to participants</b> Pass host or screen sharing role to participant.	●	●	●	●
<b>Who is speaking</b> Focuses video of the current speaker and identifies all current speakers in the participants list.	●	●	●	●
<b>Instant chat or group-chat to meeting</b> Ability to start a meeting by clicking on a meeting button inside chat or group chat in Bluehub UC Desktop Softphone.	●	●	●	●
<b>Instant turn voice-call or audio conference to meeting</b> Convert voice call to meeting by clicking on meeting button inside call or conference dialog on Bluehub UC Desktop Softphone.	●	●	●	●



	Office	Business	Agent	Supervisor
<b>Switch audio device</b> Ability to switch between softphone or deskphone while inside meeting on Bluehub UC Desktop Softphone.	●	●	●	●
<b>Invite participants</b> Invite more participants during the meeting by dragging and dropping them from the main application windows to the participants list or by choosing them from the contact list.	●	●	●	●
<b>Invite external participants</b> Invite external participants during the by adding their phone or email.	●	●	●	●
<b>Remove participant</b> Dismiss a participant from a meeting.	●	●	●	●



**MEETING**

	Office	Business	Agent	Supervisor
<b>Schedule an upcoming meeting</b>				
<b>Recurring meetings support</b> Allow support for setting up a recurring meeting (daily, weekly, monthly with some other options).				
<b>Calendar integration</b> View all scheduled meetings in calendar (Google Calendar, Apple Calendar ...)				





# 24/7 EXPERT SUPPORT AT YOUR FINGERTIPS

Rest assured with round-the-clock support. Our highly trained experts are always available to address any system-related issues or questions that you may have, ensuring seamless operations and peace of mind.

## Phone

+ 1300 868 178

## Email Address

[sales@bluehubuc.com.au](mailto:sales@bluehubuc.com.au)

