Unigy 360 1.0
Private Lines for Pulse feature booklet

Table of Contents

Preface

Unigy 360 draft - 06/14/17

1 Pulse User Guide content

1.1 Pulse

The Pulse device enables off-floor users to communicate with other Unigy users and to listen or speak on shared Open Connexions or hoot lines.

Pulse provides quick access to contacts through Directories and History, and to Open Connexions and hoot channels through the Speakers application.

Note

Unigy 360 Pulse devices can also be configured to access automatic ringdown (ARD) or manual ringdown (MRD) private lines. For more information about Open Connexions and private lines (hoot, ARD, and MRD), refer to the *Lines, Trunks, and Routing Guide*.

Disposition: / Status:
5/19/17 JB added this note as per Tech pubs story 146218

Calls on Pulse can be on a handset, headset, or hands-free. Hands-free intercom calls and speaker calls share the same physical speaker and microphone.

Figure 1: Pulse

1	Microphone
2	Speaker
3	Touch screen interface

Note

Pulse does not support dial tone lines.

1.2 Communication channels

Pulse only supports intercom and speaker channels.

• Intercom - Used for internal calls throughout your organization.

• Speaker - When connected, speakers are always on. Speakers provide streaming audio and talkpaths. Access to talkpaths depends on permissions.

  • Hoot private lines

  • ARD or MRD private lines (Unigy 360 Pulse only)

    Disposition: / Status:
    added , tp story 146218 JB 5/19/17

• Open Connexions

• Streaming audio from news sources

Note

Pulse does not support dial tone lines.

1.2.1 Hoot channels and Open Connexions

A hoot private line channel is a dedicated, always-on connection that allows users to talk simultaneously with everyone able to hear the discussion.

A call on a hoot private line channel can be many users listening to a single audio source with no talkback, or an open call with many people listening and speaking. For example, a hoot could be used for news feeds, for a morning call in which traders listen to the head trader, or to distribute audio to multiple branches.

Hoot lines support privacy and global muting controls and other call features (such as conferencing, hold, etc.). Users connect through speaker channels, with separate call muting controls for each.

The label for a hoot channel can describe the intended use of the line; for example, `Morning call`.

Open Connexion is similar to a hoot but does not support privacy, global muting and other call features (such as conferencing, hold, etc.). If the Privacy setting is turned on for a device, an Open Connexion cannot be accessed from that device.

Open Connexion supports local muting and permissioning. It was originally designed to provide hoot functionality for users within a Unigy enterprise and now supports bridging of external sources (SIP and Media Gateway trunks). Users and trunks are assigned to Open Connexion channels to either listen only or to speak and listen. Additionally, Open Connexion channels can be monitored through voice activity and moderated by an administrator.

A microphone icon on speaker channels in the Speakers directory indicates talk permission.

	Open Connexion icon with no permission (no voice) - only possible if a line was assigned and permissions were removed afterwards
	Open Connexion icon with no transmit permission (listen only)
	Open Connexion icon with transmit permission (listen and talk)

For detailed procedures for setting up and moderating Open Connexion channels, refer to the *Lines, Trunks, and Routing Guide*.

If an Open Connexion line is connected on a speaker channel:

- A user who has Speaker permission on this line can listen and talk by using the Push-to-Talk (PTT) function. Only local muting is supported.

- A user who has Listener permission on this line can listen only. Push-to-Talk and Push-to-Latch functions are disabled and local muting is not available.

If an Open Connexion line is connected on a handset, a user who has Speaker permission can talk and listen; a user who has Listener permission can listen only.

1.3   MRD and ARD private lines

The Unigy 360 Pulse device supports access to manual ringdown (MRD) and automatic ringdown (ARD) private lines through a speaker. This allows the Pulse end user to connect to external parties on the private line far end. For more information about MRDs and ARDs, refer to the *Lines, Trunks, and Routing Guide*.

> **Disposition: / Status:**
> 5/19/17 JB new topic for PW for Pulse cloud feature. Tech pubs story 146218 . SME - can someone give me a use case/scenario to describe?

This feature is not applicable to on-premise Pulse devices.

1.4   Speakers application

The Speakers application allows you to assign hoot and Open Connexions to speaker channels. Unigy 360 Pulse devices also support the assignment of MRD and ARD private lines to a speaker channel.

> **Disposition: / Status:**
> 5/19/17 JB added as per tp story 146218

The speakers application is always visible on the lower part of the display.

The Speakers application on Pulse supports up to 8 speaker channels.

Any line assigned to a speaker channel is an active call.

Unassigned speaker channels are empty.

Note

Use of the Speakers application requires the appropriate licenses and privileges. Speaker channel layout, access to speaker channels, and the ability to talk on specific speaker channels are defined by an administrator in the user profiles.

The actions supported in the Speakers application include:

- Turn speaker channels on and off.

- Talk on a speaker channel using:

  - Push-to-talk (talk while holding down the Push-to-Talk button).

  - Push-to-latch or Slide-to-Latch (talk until you unlatch the channel).

- Adjust the volume of individual speaker channels and the overall speaker volume in Speakers.

- Mute a speaker channel or all speaker channels.

Unigy 360 draft - 06/14/17

- View speaker status.

- Assign a line to a speaker channel.

- Assign a speaker channel to speaker groups.

- Replay speaker audio (not available on IQ/MAX Edge 200).

A visual indication of voice activity is displayed for all active speaker sessions, even if the lines are muted locally but not if the lines are muted by the system (due to muting configuration). This enables identification of lines that are broadcasting.

Note

If a speaker channel is accessed by a handset call with global muting, the speaker channel is muted at all other extensions and no voice activity is shown for the channel.

If calling party or calling line information is available for the line assigned to an active speaker channel, the information is displayed.

1.5   Speakers directory

The Speakers directory displays hoot private lines and Open Connexion points of contact that you can assign to speaker channels.

Unigy 360 Pulse also displays ARD and MRD points of contact that you can assign to a speaker channel.

Disposition: / Status:
5/19/17 JB - added as tp story 146218

The Speakers directory only displays points of contact. For entries to be displayed in the Speakers directory, your administrator must add each line as a point of contact for a contact in the enterprise directory. For more information on adding a point of contact, see the Contacts and Directories section of the *Features Configuration Guide* .

Directory entries in the Speakers directory have the following characteristics:

- Consist of hoots, Open Connexions, and audio streams points of contact that you can assign to speaker channels.

- Are sorted by descriptor (button label).

- A microphone icon indicates talk permission is enabled on the line.

2 Features Guide content

2.1 Directory Contacts

Directories provide a method of collecting information about contacts and accessing them from CDIs.

Directories are a collection of contacts. They allow devices to exceed the 600-button limit.

A *contact* is a person, all of their Points of Contact, and their attributes. Bear in mind the following when working with contacts.

- If a contact is in the Enterprise Directory, the contact is considered an Enterprise Contact.

- Whenever a user or end user is created in Unigy, if the **Display Contact in Directory** box is checked, the user is displayed as a contact in the Enterprise Directory.

- Contacts that are imported from an external directory, such as Microsoft Active Directory, can be displayed in the Enterprise Directory and added to Personal Directories. However, external contacts cannot be manually added, changed, or deleted through the UMS, a CDI, or Mass Edit Client, but you can specify whether the contact is displayed in the Enterprise Directory. As with other contact types, external contacts can be copied to personal directories, where their properties can be modified for personal use. External directory contacts are identified by the **External** contact type.

- As soon as an extension is assigned to a user or end user, their extension is automatically added as an ICM Point of Contact (POC) and set as their Preferred Point of Contact.

- On turrets, Directory displays the Enterprise Directory and the end user's Personal Directory .

- If an end user copies an Enterprise contact to their Personal Directory, the contact is a Personal Contact, and the end user sees two entries for the contact in their Directory display.

- Edits to the personal contact are local only and are not synchronized with the Enterprise contact.

To configure contact information, click **Configuration ➤ Enterprise ➤ Directories ➤ Contacts**.

- Contact name, company, title, and presence URI.

- One or more points of contact.

- Addresses, including home, business, and other.

- Notes, which can include any information to associate with the contact.

- Directory categories, with which to assign the contact.

Organize how directory contacts display on turrets by adding them to directory categories and adding them to the directory tree.

Unigy 360 draft - 06/14/17

Note

In order for private lines of the hoot type and Open Connexion lines to display in the on-premise Pulse speakers directory, they must be added as a Point of Contact to a contact in the directory and the **Display Contact in Directory** box must be checked.

For turrets, hoot private lines must be on a button on the button sheet before they can be accessed.

For Pulse, hoot private lines can be used if they are in the directory.

In order for contacts to be displayed in Pulse speaker directory, each hoot private line or Open Connexion must be added specifically with a unique button label relevant to the purpose of the point of contact.

To display MRD and ARD private lines in the Unigy 360 Pulse speakers directory, follow the same steps as mentioned above. Ensure that the **Media Type** for the Point of Contact is **Private Wire**.

Disposition: / Status:
5/19/17 JB - added as per pulse pw unigy 360 feature tech pubs story 146218

2.2   Configure MRD or ARD speaker channels on Unigy 360 Pulse

An MRD or ARD private line can be configured as a speaker channel on the Unigy 360 Pulse device.

Disposition: / Status:
new topic unigy 360 private wires for pulse feature. To go into the Features Guide. tp story 146218

Before proceeding, ensure that the Unigy 360 Pulse device has been configured for the speaker usage and has the appropriate licenses for those channels. Also ensure that the MRDs or ARDs are configured correctly.

1. From the UMS menu bar, click **System Designer ➤ End User Configuration**.
   The left panel displays the *End User Groups* list and the *Users* list.

2. Select the end user group or end user whose speakers you want to configure for MRD or ARD private lines.

3. Select the device type **Pulse** from the drop-down list on the right.

4. Click the **Pulse** tab.
   The *Pulse* panel is displayed.

5. Select the number of MRD or ARD private line bundles to associate with the Pulse speaker channels. (Each bundle represents 4 private lines) Select **1** to assign up to 4 ARD or MRD private lines or select **2** to assign up to 8.

6. Click **Save**.

7. To display the MRDs and ARDs in the Pulse speaker directory, add them as Points of Contact to a Contact in the Enterprise Directory.

   a) From the UMS menu bar, click **Configuration ➤ Directories ➤ Contacts** and either select an existing contact or click the plus sign to create a new contact, enter the **Contact Properties** and click **Save**. Ensure that the **Display Contact in Directory** check box is checked.

   b) Click the **Point Of Contact** tab, and click **Add New**.
   The **Point of Contact** properties are displayed at the bottom of the panel.

   c) Select **Private Wire** for **Media Type**.

   d) From the **Available to Assign** area (right side of panel), select **Private** as the **Type**, locate the private line and drag it over to the **Data** field in the **Point of Contact** area.
   This populates the **Button Label** and the **Data** fields.

   e) Click **Save**.

   Disposition: / Status:

Contact shows up immediately in the Pulse Speaker directory. No log on/log off or restart required.

3 Lines, Trunks, and Routing content

3.1 Set up private lines

Follow these steps to set up private lines.

Steps include creation of Media Gateway (MG) or SIP trunks to be associated with the private lines.

The fastest way to configure multiple private lines end-to-end is to use the **Private Line Button Config Wizard**, which performs all the steps listed in the table below. For more information about using the wizard, see

If you only need to configure a few private lines, you could opt to perform these steps manually.

Table 2: Private lines setup

Step	Description	For more information, see ...
Add MG or SIP trunks.	Add and configure MG or SIP trunks to be associated with the private lines.	
Add private lines.	Add and configure private lines.	
Associate trunks with private lines.	Associate MG or SIP trunks with the private lines.	If not already configured when you added the trunk,
Assign the private lines to buttons.	After private lines have been added to the system, they can be assigned to buttons on turrets or Soft Clients. **Note** Private lines can also be added to speakers on Unigy 360 Pulse devices.	For information on setting up buttons, see the *Features Configuration Guide.*
Assign the private lines to speaker channels.	After private lines have been added to the system, they can also be assigned to speaker channels on turrets, Soft Clients or Unigy 360 Pulse devices. **Disposition: / Status:** 5/19/17 JB - added per pulse private wire cloud feature. tp story 146218	For information on assigning a private line or Open Connexion to a speaker channel, see *Features Configuration Guide.*

Unigy 360 draft – 06/14/17

A Help Topics

A.1 Pulse tab: End Users

Configure the Favorites display for Pulse.

To access this panel:

1. Click **System Designer ➤ End User Configuration**.

2. Select a user.

3. Select Pulse from the CDI drop-down list in the top right corner of the panel.

4. Click the **Pulse** tab.

A user must have one of the following roles to make changes to fields in this panel: Basic Administrator, Advanced Administrator, IPC Project Manager, or IPC Certified Tech. Users with the Auditor or System Auditor role can view, but not modify, the properties in this panel.

Figure 2: Pulse tab: End Users

Table 3: Pulse tab properties

Name	Description	Values	Notes
Private Wire Speaker **Disposition: /** **Status:** 5/17/17 JB added as per tech pub story 146218 (TBD watch defect 148587 for CS tag correction and field label change)	Configures the number of ARD or MRD private line bundles to associate with the Pulse speaker channels.	**0** - no ARDs or MRDs can be assigned **1** - up to 4 ARDs or MRDs can be assigned **2** - up to 8 ARDs or MRDs can be assigned	Each bundle represents 4 private lines.
Private Wire Speaker Channel **Disposition: /** **Status:** 5/17/17 JB added as per tech pub story 146218	The number of speaker channels enabled for the use as ARDs or MRDs on a Pulse device.	**0** - enables no speaker channels for use as private lines **4** - enables 4 speaker channels for use as private lines **8** - enables 8 speaker channels for use as private lines Read only.	Calculated using the value specified in the **Private Wire Speaker** field.
Assigned Favorites			
Last name	Displays the last name of the contact.	Any text	
First name	Displays the first name of the contact.	Any text	
Data	Displays point of contact data for the contact.	Any text	
Available to Assign			

Note

This section of the panel lets you assign a contact to the Favorites list for this Pulse end user. Locate the contact in the **Available to Assign** panel. Then drag-and-drop the point of contact from the **Available to Assign** panel to the Assigned Favorites area of the panel.

Table 3: Pulse tab properties (continued)

Name	Description	Values	Notes
Type	Selects the directory that contains the contacts to display in the list		**Directory Group**: Owned and organized by the client **Enterprise Directory**: Owned and organized by the client **Personal Directory**: Owned by the user and includes subset of contacts from organizational directories as well as contacts added by the user
Name	The directory name		Type the first character of the directory to locate it in the list
First Name	The contact's first name		Any text
Last Name	The contact's last name		Any text

Table 4: Buttons

Name	Description
Remove	Removes the selected user or device from the **Assigned** list.
Revert	Cancels any uncommitted changes.
Save	Save changes to license assignment.

A.2   Pulse tab: End User Groups

Use this panel to display and edit properties of the Pulse private wire feature for an end user group.

Disposition: / Status:
JB 5/17/17 new topic as per cloud story 146218

Note

The Pulse private wire feature is only applicable to Unigy 360 Pulse devices.

To access this panel:

1. Click **System Designer ➤ End User Configuration**.

2. Select a group.

Unigy 360 draft – 06/14/17

3. Select Pulse from the CDI drop-down list in the top right corner of the panel.

4. Click the **Group Features** tab.

A user must have one of the following roles to make changes to fields in this panel: Basic Administrator, Advanced Administrator, IPC Project Manager, or IPC Certified Tech. Users with the Auditor or System Auditor role can view, but not modify, the properties in this panel.

Figure 3: Pulse Tab: End User Groups

The values set for the end user group become the default values for new users added to the group.

Note

If you change the settings on this panel after end users were added to the group, the changes are not reflected in the user profile for the existing users.

Unigy 360 draft - 06/14/17

Table 5: Pulse tab properties

Name	Description	Values	Notes
Private Wire Speaker **Disposition: /** **Status:** 5/17/17 JB added as per tech pub story 146218 (TBD watch defect 148587 for CS tag correction and field label change)	Configures the number of ARD or MRD private line bundles to associate with the Pulse speaker channels.	**0** - no ARDs or MRDs can be assigned **1** - up to 4 ARDs or MRDs can be assigned **2** - up to 8 ARDs or MRDs can be assigned	Each bundle represents 4 private lines.
Private Wire Speaker Channel **Disposition: /** **Status:** 5/17/17 JB added as per tech pub story 146218 (TBD watch defect 148587 for CS tag correction and field label change)	The number of speaker channels enabled for the use as ARDs or MRDs on a Pulse device.	**0** - enables no speaker channels for use as private lines **4** - enables 4 speaker channels for use as private lines **8** - enables 8 speaker channels for use as private lines Read only.	Calculated using the value specified in the Private Wire Speaker field.

Table 6: Buttons

Button	Description
Revert	Discards your changes and returns to the last-saved values.
Save	Saves the current values.

Unigy 360 draft - 06/14/17

Index

C

communication channels 8
contacts 11

D

directory
   speakers 10

E

end user groups
   Pulse private wires 19

H

hoot
   overview 8

O

Open Connexion 8

P

private line
   Unigy 360 Pulse 12
private lines
   setting up 15
   Unigy 360 Pulse 9
Pulse
   features 7
Pulse tab 17, 19

S

speakers
   speakers directory 10
speakers application 9
speakers directory 10